

FLARE

A Flare is a tracking device used by our customers to allow them to follow their product's journey. Your customer has requested that you include these devices in their shipments and we have created this guide to outline the required steps for the successful activation and deployment of the device.

Please note that your customer may have requested that you package the Flare in a particular container, package, or pallet. Please follow these requirements to ensure success for our customers.

Device activation:

Flares must be activated before they are included in a shipment. This allows the device to record and send information to our platform. Devices should only be activated prior to being included in a shipment to conserve battery life.

How to activate a Flare:

1. Open the battery compartment and remove the plastic pull tab.
2. Wait for the LEDs to flash for 10 seconds. This indicates that the Flare is ready for use.
3. If the LEDs do not flash, press and hold the 'Activate' button for 5 seconds.
4. If the Flare still fails to activate, repeat the process as needed. If the problem persists, please contact our customer support team for assistance.
5. Do not attempt to repair the Flare yourself. If necessary, our team will provide instructions on how to safely return the device to us for repair or replacement.