

Replace SensiWatch® Gateway Device

This document outlines steps to replace a Gateway device. If a Gateway device is already installed on the trailer without a protective box, you will need to remove it and re-install it with the new Gateway device with the protective box cover.

Step 1: Remove the old Gateway device from the trailer

Recommended Tools:

- Phillips Screwdriver (for loosening bolts that connect Gateway to bracket)
- Pry Bar (to remove bracket from trailer)
- Putty Tool or Chisel (to remove excess VHB tape from trailer)



1. Disconnect power connector from Gateway device. Use needle-nose pliers to loosen the knurled lock ring of the power connector and disconnect the power cable from the Gateway device.
2. Remove Gateway device from bracket.
3. Use Philips screwdriver to loosen the 2 bolts that hold the Gateway onto the bracket.
4. Set aside Gateway device for return to Sensitech.



5. Remove the bracket from the trailer:
 - If the bracket is screwed into the trailer, remove the screws and bracket from the trailer.

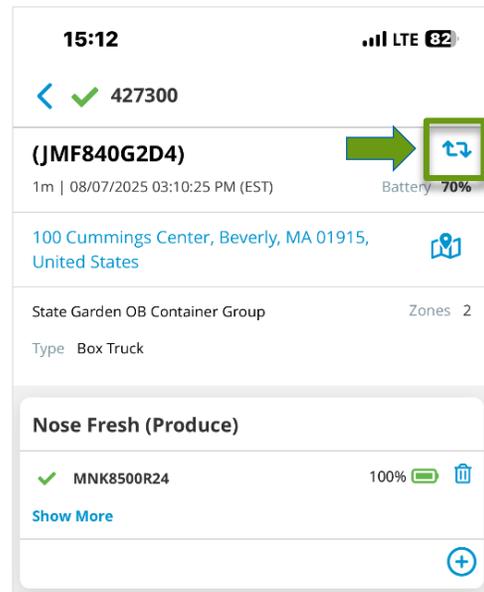
- If the bracket is adhered to the trailer with VHB tape:
 - Use pry bar to remove the bracket from the trailer.
 - Use putty tool or chisel to remove any excess VHB tape from the trailer.

Step 2: Update SensiWatch Platform with New Gateway Device Info

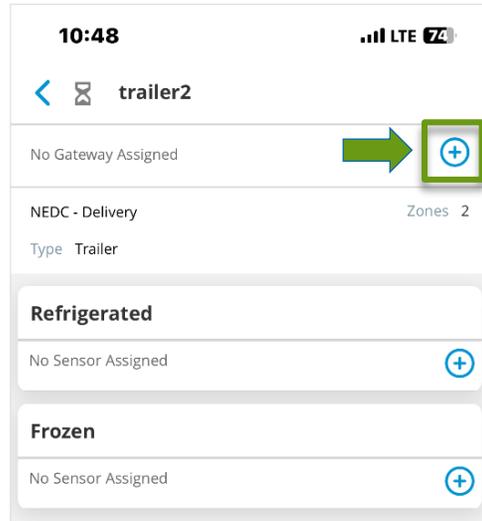
1. Open the SensiWatch® Platform App on your mobile device. If you do not have this application, you will need to download it from the app store and install it.
2. Choose the program if it is not already selected.



3. Select the Asset with the old Gateway device. You can search for the old Gateway serial number or the Trailer number.
4. Remove the old Gateway device  by clicking on the delete icon. Confirmation message displays asking you to confirm Gateway replacement.
5. Tap **Yes** to confirm. The old Gateway device is removed from Asset.



6. Tap the plus icon to add the Gateway device to the Asset.



7. Scan the serial number barcode (located on front of the Gateway device) to add a new Gateway.

The SensiWatch Platform App will confirm that the Gateway device has been added.



Step 3: Start the New Gateway Device

1. Start the new Gateway device to make sure that it operates properly.

2. Firmly press and hold the **START** button for 3 seconds to start the Gateway device. The Gateway device has LED lights that indicate its status.

All three LED lights should be on or blinking.



Internet is connected LED

- Blinking **BLUE** = Connecting to Internet
- Solid **GREEN** = Connected

Sensors are connected LED

- Blinking **BLUE** = Connecting to Remote Sensor device
- Solid **GREEN** = Connected

On/Off LED

- Solid **GREEN** = Battery is fully charged
- Blinking **GREEN** = Battery is charging
- Blinking **RED** = Battery is low and needs to be charged, or charging error
- No lights = Battery is depleted and needs to be charged
- Two **BLUE** blinks = Gateway device is OFF and needs to be started



Step 4: Install the New Gateway Device on Trailer with Refrigeration Unit

1. Identify optimal location for box, considering power cable length and possible tether locations. The ideal location of box is below a tether point (like a bolt on the underside of the Refrigeration unit).
2. Make sure to leave enough space between the tether point bolt and the top of the box to ensure adequate space for loosening and tightening of the bolt.



3. Thoroughly clean the surface of the trailer then wipe it dry with a towel to prepare it for the device protective box.
 - Use wipes to clean the trailer wall where the box is to be installed.
 - Use paper towels to dry the trailer wall.



3M™ recommends cleaning the surface where tape will be adhered with a 50/50 mix of isopropyl alcohol and water.

4. Remove the Gateway device from the protective box. The device is connected to the protective box with Velcro.



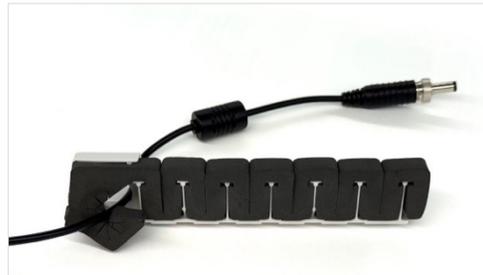
5. Remove the cable entry block from the box.



6. Carefully rip the foam (to allow inserting power connector).



7. Run the power connector end of cable through foam.



8. Insert the cable entry block back into box, snapping it into place.
9. Connect the power connector end of the power cable to the power connector of the Gateway device, hand tightening the knurled lock ring followed by at most a ¼ turn using needle-nose plier



10. Place Gateway back into the box and firmly press down to ensure a good connection to the Velcro.
11. Route cable as shown in the picture.



Step 5: Check Gateway Device Status

1. Once the power supply is connected, with the Gateway device started, turn on the refrigeration unit to test that the Gateway is receiving power.

- All three LEDs should be on, with a **GREEN** LED (blinking or solid) next to the **on/off** indicator. This confirms the Gateway is on and receiving power.
- If you see a blinking **BLUE** LED refer to the above instructions to start the Gateway.



2. After you confirm the Gateway device is working properly, close the box.

Step 6: Secure Gateway Protective Box with the Wire Tether

The Gateway protective box comes with a wire tether attached to it. When the Gateway device (with its protective box) is properly installed onto the Refrigeration unit, the wire tether helps to secure the box to the Refrigeration unit.

1. Locate the closest bolt to the installation location.

2. Remove the bolt and washer with 10mm socket.

3. Insert wire's end into crimp sleeve.



4. Insert wire end through crimp sleeve again, leaving a loop at the end.



5. Confirm tether length is long enough to reach the bottom of the Refrigeration unit assembly.
6. Crimp the sleeve with a crimp tool or pliers.
7. Cut off excess wire length as needed, leaving at least 1 sleeve length beyond the sleeve itself.



Step 7: Attach Gateway Device with the Protective box onto Trailer Wall

Trailer surface and the surrounding temperature must be between 60°F and 100°F to ensure the industrial 3M™ VHB™ tape bonds correctly.

1. Remove the plastic covering from the 4 strips of VHB tape.



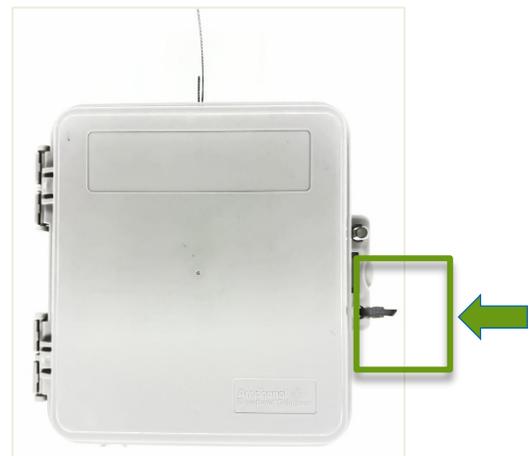
2. Confirm proper installation location of the protective box onto trailer wall, leaving enough room to access the tether wire connection point.
3. Press the Gateway device with the protective box against the trailer wall and hold firmly for at least 30 seconds to ensure proper adhesion.



4. Insert wire tether loop onto bolt/washer.
5. Tighten the bolt back into place at the bottom of the Refrigeration unit assembly.



6. Make sure the box is closed and properly latched:
 - a) Install plastic zip tie onto the bottom loop underneath the latch.
7. Cut excess zip tie with wire cutters.



Follow your company's policy on how to recycle Sensitech devices.

Sensitech Contact Information

| Request Category | Who to Contact? |
|--|---|
| <ul style="list-style-type: none"> To order Gateway and Remote Sensor devices, installation hardware | Sensitech Client Services Sensitech.clientservices@carrier.com +1 800-843-8367 +1 978-720-2650 |
| <ul style="list-style-type: none"> Monitor Evals / Post Validation Installation / Training Software Support | Sensitech Support Services Sensitech.support@carrier.com +1 800-843-8367 |



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