Important Information

Thank you for purchasing Envirotxt®. This product is a plug designed to send real time power loss and temperature alerts by SMS through the GSM (mobile network). It is a completely wireless M2M (machine 2 machine) device, it only requires mains power and a SIM card to operate. This product uses any 2G network SIM (it is not designed to work with 3G ONLY networks e.g. the Three Network), it will work with 3G SIMs that are 2G backward compatible (which is the majority of major UK & European networks and SIMs). **The SIM card is a STANDARD SIZE SIM (2FF) – NOT a Nano/Micro SIM.**

Envirotxt® is a network dependent product. It will only work where there is a good mobile network signal. If you get a low signal alert or the signal strength is 10 or less we suggest you try another network. This product is 2G ONLY and has NO 3G capabilities (e.g. data/wifi connection etc).

- ALL services and functions of this product require mains power, the GSM (mobile) network and a SIM card
- ALL SMS (text messages) are network dependent
- Before using this product please check that mobile phones can be used in the area for 2G calls/texts
- We recommend before choosing your network SIM provider you check the 2G network signal strength where you intend to use the product to make sure it is sufficient
- A SIM card is required to use this product; we recommend a M2M (machine 2 machine)/contract SIM card but if a PAYG (pay as you go) SIM card is used please ensure that the SIM card has credit at ALL times for this product to operate as intended (see details below)
- The password must be a 4 digit number only
- Envirotxt® will reply to each SMS command that is sent to it (network dependent) (except when changing the master number)
- DO NOT include any spaces within the commands
- Should Envirotxt® not function as detailed in the instructions please contact your supplier for technical support
- This product is designed for indoor use only, do not use in a wet, chemically aggressive or dusty environment
- Do not use alcohol, acetone or other similar solvents to clean it, simply wipe the outside of the product with a soft moist cloth
- Envirotxt® uses wireless signal transmitters, please keep it away from electronic equipment that may be likely to cause interference
- Keep Envirotxt® and its accessories out of reach of children
- Do not attempt to programme it except as instructed, if there is a problem please contact your supplier for technical support
- **If using a PAYG SIM please send a text command to Envirotxt at least once a month to ensure the SIM stays active and live**

Warranty

Envirotxt® has a 12 month return to base warranty when purchased. The product contains no serviceable parts and no internal adjustments are required. No attempt must be made to repair this product. Improper use, disassembling or product modification causes warranty loss. Faulty units must be returned to the supplier.

The seller undertakes to replace or repair, at its option, any goods supplied by the seller if a fault occurs that cannot be resolved with telephone/email support under conditions of normal and proper use and maintenance (fair wear and tear accepted), provided that all of the following are true;
1. The goods were operated and maintained in accordance with the sellers operating instruction
2. The faulty unit is reported promptly to the seller in writing
3. The defect occurs within 12 months from the date of purchase of the goods by the buyer from the seller or reseller/distributor (proof of purchase date is required)
4. The goods have not been repaired or modified by anyone other than the seller or at the sellers' direction
5. The device has not been tampered with in any way

A replacement physical good or part assumes the remaining warranty of the original good or 180 days from the date of the replacement or repair, whichever is longer. If you believe your unit is faulty or not functioning in the way as laid out in these instructions in the first instance please contact your supplier with the following information; Product description, Fault description, Serial number & Proof of purchase (inc date & seller information). We operate a policy of continuous development and therefore we reserve the right to make changes and improvements to the design, functionality or any part of this product as described in these documents

without prior notice. For the latest information please contact your supplier. We cannot be held responsible in any way should this product be used other than for the intended purpose.

Every effort has been taken to ensure the accuracy of these documents however we accept no responsibility for any damage, injury, loss or expense resulting from errors or omissions whether consequential on indirectly and however caused due to the use of this product.

What SIM can I use?

The SIM card is a STANDARD SIZE SIM (2FF) – NOT a Nano/Micro SIM.

PLEASE BE EXTREMELY CAREFUL WHEN INSERTING THE SIM TO ENSURE IT'S THE RIGHT SIZE – IF THE SIM GETS STUCK OR FALLS INSIDE THE DEVICE IT CANNOT BE OPENED TO RETRIEVE – IT WILL NOT BE REPLACED UNDER WARRANTY

For your UK Envirotxt® you can use only the following networks; EE, O2 or Vodafone (our products do not work with the Three network as they are a purely digital network, 3G and above, and this product has no 3G capabilities). You can either use a PAYG SIM or we can offer Machine 2 Machine (M2M) SIMs that have a fixed monthly line rental fee and a fixed number of included SMS's per month.

Whether you use a PAYG SIM or an M2M SIM you will need to choose the network with the strongest network connection where ever you will be using the product.

To see which network gives you the strongest signal in the area you will be using the product, you can put your postcode into the network signal checkers here (remember you are looking at the 2G coverage ONLY);

https://www.o2.co.uk/coveragechecker
https://coverage.ee.co.uk/coverage/ee#
https://www.vodafone.co.uk/network/status-checker

PAYG SIMs;
SIMs in the UK have now changed from the traditional method of buying a PAYG and being able to top it up whenever you required.

Until recently you used to be able to buy a PAYG SIM and choose an amount to top up with, then when that was low you could top it up again (provided there was regular communication back and forth on the SIM to keep the SIM active). The networks have now changed their options and they don't offer the same facility where you can top up the SIM when you want to.

EE & Vodafone
On EE the cheapest option is £5 for 30 days inclusive of 250 SMS and on Vodafone the cheapest option is £10 with unlimited SMS.

O2
O2 do offer the same option as above, the minimum being £5 per month unlimited SMS (however an initial £10 top up is required) but unlike the others on their website it states 'There's no contract with Big Bundles, they last for a month and renew automatically on the same day each month, but only if you've got enough credit to cover the payment. If you don't, you'll be charged at our standard rates, until all your credit's gone.' Their standard rate for SMS is £0.15 meaning when the 30 days has expired you will keep using your credit but instead of having an unlimited number of SMS you will be charged £0.15 for every SMS. So, currently O2 have the most reasonable offering for a PAYG SIM, however this is only suitable if you get good O2 signal where ever you will use the product.

(Above correct as of June 2020)
For the latest information please check each networks website.

Machine 2 Machine (M2M) SIMS;
In light of this change we are now offering end users/single device customers our business Machine 2 Machine SIMs as follows;

Choose your network; EE, Vodafone or O2 (always choose the strongest network signal for 2G SMS wherever you are going to use your Envirotxt® device)

Please email info@tekview-solutions.com

1 x M2M SIM @ £2.50 ex vat (£3.00 inc vat)
1 x SIM Rental @ £18.00 ex vat per year (inc 10 SMS per month, additional SMS @ £0.08 ex vat, minimum 24-month contract) (£21.60 inc vat)
1 x Delivery @ £4.95 ex vat (£5.94 inc vat)