



# HomeValet

## Instruction Manual

## WELCOME TO HOMEVALET

Package delivery just got a whole lot smarter!



Thank you for purchasing a HomeValet Smart Box.

We design every Smart Box to fit your lifestyle perfectly. The front section of this manual walks through the basics of how a smart box can change your life. Please locate model specific information under their named sections of this manual. Confidently place an order anytime knowing that your delivered items will be securely held in your temperature-controlled Smart Box until retrieved at your convenience.

Please contact us for assistance at:

[www.help.homevalet.co](http://www.help.homevalet.co)



**We hope you enjoy your new Smart Box.**

## TABLE OF CONTENTS

<b>Smart Box Safety</b> .....	<b>4</b>
Installation Requirements .....	8
Location Requirements .....	8
Electrical Requirements .....	11
<b>Installation</b> .....	<b>12</b>
Clean Before Use .....	12
Completing Installation .....	13
<b>Smart Box Use</b> .....	<b>15</b>
HomeValet App. ....	16
Register/Set Up Account .....	16
Set Temperature Mode/Order .....	17
Track Order .....	18
Unlock/Lock Smart Box .....	18
Power Interruption .....	18
<b>Smart Box Care</b> .....	<b>20</b>
Cleaning .....	20
Moving .....	21
Storage .....	22
<b>Model 001T</b> .....	<b>23</b>
<b>Model 002CM (MINI)</b> .....	<b>24</b>
<b>Model 002CME (ELITE)</b> .....	<b>25</b>
<b>Troubleshooting</b> .....	<b>26</b>
<b>Limited Warranty</b> .....	<b>29</b>

## SMART BOX SAFETY

Before using your smart box, please read and follow all safety rules and operating instructions within this manual. Your safety and the safety of others are very important.

**WARNING:** We have placed important safety messages in this manual and on the Smart Box. To reduce the risk of fire, electric shock or injury to persons when using the Smart Box, follow all safety messages and use other basic safety precautions.

The safety alert symbols below are used throughout this manual to alert you to potential hazards that could kill or injure you and/or others and have the meanings indicated. Safety messages will follow the symbol. The absence of a symbol does not indicate that there is no risk. Always follow all safety rules and operating instructions to ensure safe use of your Smart Box.



An imminently hazardous situation. You and/or others may be killed or seriously injured if instructions are not immediately followed.



A potentially hazardous situation which, if not avoided, could result in death or serious bodily injury to you and/or others.



A potentially hazardous situation which, if not avoided, may result in moderate or minor bodily injury to you and/or others.



**Danger:** Fire or explosion hazard.



**Warning:** Cut or pinch hazard.



**Danger:** Electrical shock hazard.



**Caution:** Tipping or instability hazard.



**Caution:** Lithium Ion battery overheating, fire, or explosion hazard.

## IMPORTANT SAFETY INSTRUCTIONS



**WARNING:** Read and obey, and save for future reference, all of the safety warnings, instructions, illustrations and specifications provided with this appliance. Not taking such precautions could result in electric shock, fire and/or serious injury to you or others. In addition to the warnings and instructions provided elsewhere in this Instruction Manual, please read and obey the following:

- This appliance is not to be used by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Do not allow children to play with or near your Smart Box.
- Plug into a ground fault circuit interrupter ("GFCI") protected outlet.
- Do not remove the ground plug or use an adapter or an extension cord.
- Hold the plug to unplug the power cord. Never unplug by pulling the cord itself.
- Unplug the appliance before servicing or cleaning.
- Follow manufacturer's instructions during installation.
- Do not install your Smart Box into any recessed or otherwise enclosed cabinet. Your Smart Box is designed for freestanding installation only.
- Keep all ventilation openings in your Smart Box clear of obstruction.
- Do not touch the interior of the appliance with wet hands.
- Clean only with a damp cloth and/or nonflammable cleaners.
- All servicing must be performed by qualified service personnel.
- The cooling system contains refrigerant under high pressure. Do not tamper with the system. It must be serviced by qualified personnel only.
- Replace all parts and panels before operating.

## SAVE THESE INSTRUCTIONS

### Grounding Requirement

- Your Smart Box must be grounded and is equipped with a grounding plug that must be inserted into a GFCI-protected electrical outlet.
- Electrical outlets must be installed in accordance with the National Electrical Code® and any state or local codes and ordinances.
- If there is any doubt about whether or not the electrical outlet is properly grounded, consult a qualified electrician or service technician.



### DANGER Fire Hazard

- Do not store or use gasoline or any flammable liquids inside or in the vicinity of this appliance.

### Refrigerant Gas Warnings

- Do not use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the manufacturer.
- Do not puncture the refrigerant tubing or otherwise damage the refrigerant circuit. Carefully follow all handling instructions.
- Always engage trained service personnel to conduct repairs.

## SAVE THESE INSTRUCTIONS

### Proper Disposal of Your Smart Box



### DANGER Electrical Shock Hazard

- Disconnect power before removing lid or other parts.

Failure to follow these instructions can result in death, fire or electric shock.



### DANGER: Risk of Child Entrapment Hazard

#### Before you dispose of your Smart Box:

- Remove the lid from your Smart Box and leave any dividers in place.

**IMPORTANT:** Failure to follow these instructions could lead to death or brain damage. Discarded or abandoned products are dangerous, particularly to children who seek to hide or play in your appliance and may get trapped inside. Follow these instructions to prevent accidents.



### WARNING: High Pressure

The refrigeration system is under high pressure. Do not tamper with it. Contact qualified service personnel before disposal.

### Important Information About Refrigerant Disposal:

Dispose of refrigerants and any other parts of this appliance in accordance with federal, state, and local regulations. Refrigerants must be evacuated by a licensed, EPA-certified refrigerant technician in accordance with established procedures.



### CAUTION: Battery Hazard

Your Smart Box contains lithium-ion batteries. If not properly maintained, lithium-ion batteries can overheat, catch fire or explode. There is a risk of explosion if lithium-ion batteries are replaced by an incorrect type.

**IMPORTANT:** Before you throw away your Smart Box, dispose of used batteries according to the instructions.

- Remove the battery compartment cover from the underside of the Smart Box lid. (See “Parts and Features” for its location.)
- Disconnect and carefully remove the lithium-ion battery pack.
- Replace the battery compartment cover onto the lid using the attachment screw.
- Do not put the lithium-ion batteries in the trash, in piles or in containers with other expired batteries. Take batteries to a battery recycling center or contact an appropriate community agency for disposal instructions.

## INSTALLATION REQUIREMENTS

### Location Requirements

Your Smart Box is designed to be installed in an outdoor environment for use by an individual household or in a similar residential, non-retail type of customer application.



#### **DANGER Explosion and Fire Hazard**

- Keep flammable materials and vapors, including but not limited to gasoline, away from Smart Box.

Failure to do so can result in death, explosion or fire.



#### **CAUTION: Instability Hazard**

To avoid tipping or other instability of the appliance, it must be installed in accordance with the instructions in this manual.

### Checklist

- ✓ Firm, level ground/surface
- ✓ Clearance around the unit for adequate air circulation
- ✓ GFCI-protected outlet within reach of the power supply cord
- ✓ Wi-Fi signal
- ✓ Location protected from harsh environment



### General

- Place the Smart Box in an area with a strong Wi-Fi signal. The closer to the router or access point, the stronger the signal.  
**NOTE:** Test the strength of the signal using your mobile phone.
  - Open Settings app.
  - Select Wi-Fi.
  - Locate name of wireless router and check the number of bars showing on the Wi-Fi signal.

- If there is no signal or a weak signal near the desired location, consider a different location or purchase a Wi-Fi extender/booster.
- Place the Smart Box on a firm, level surface that is strong enough to support the Smart Box when it is fully loaded.
- **NOTE:** If the Smart Box is located in the yard, on the lawn or in the landscaping, place bricks, pavers or stones under the legs to keep the Smart Box level.
- Place the Smart Box where there is access to a GFCI-protected electrical outlet. See “Electrical Requirements.”
- Place the Smart Box in a location where it cannot be reached by water from lawn sprinklers.  
**NOTE:** Water from sprinklers could enter the vent and cause damage to the motor.

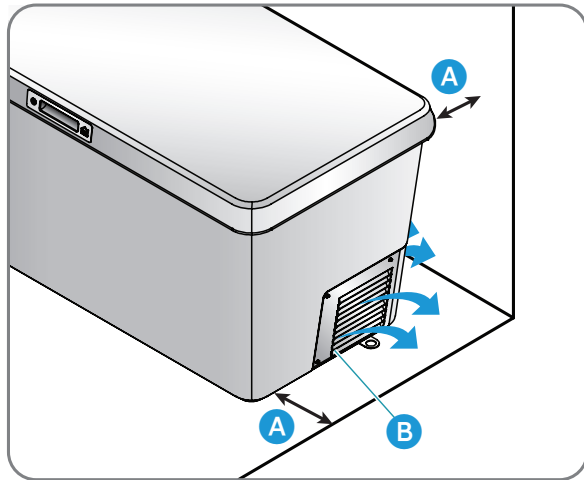
### Environment

- For optimum performance, place the Smart Box in a location that is protected from harsh environmental conditions such as heavy rain, snow or constant sunshine.
- **NOTE:** The Smart Box will operate in a sunny location; however, direct sunlight may increase energy consumption.
- Your Smart Box is designed for use in a location where the temperature will not exceed 110°F (43°C) or go below 0°F (-17°C). Ambient temperatures outside of this range may affect operation.

### Clearance

- The Smart Box is designed to be freestanding only. It should not be recessed or built-in.
- Adequate air circulation is required for efficient operation. Keep area around the Smart Box free of leaves, yard waste and other debris, and maintain the recommended clearance to ensure adequate air circulation.

### Recommended Clearance



- A** 4" (10 cm) between sides and back of cabinet and walls
- B** Vent

## ELECTRICAL REQUIREMENTS



### DANGER Electrical Shock Hazard

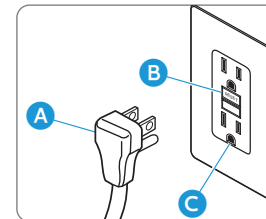
- Plug into a GFCI-protected electrical outlet.
- Do not remove the ground prong from the power cord plug.
- Do not use an adapter or an extension cord.
- Do not use a damaged power supply cord or one that has been entrapped during installation. The power cord must be replaced by the manufacturer, its service agent or similarly qualified persons.

**Failure to follow these instructions can result in death, fire or electrical shock.**

**IMPORTANT:** A 115 V, 60 Hz, AC-only, 15-amp fused, electrical supply with GFCI protection is required. The GFCI-protected electrical outlet shall be installed in accordance with the National Electrical Code® and any local codes and ordinances.

- The power cord is equipped with a 3-prong (grounding) plug. Use only a GFCI-protected electrical outlet that accepts the grounding prong.
- Use a GFCI-protected electrical outlet that cannot be turned off with a switch or pull-chain.

### SAVE THESE INSTRUCTIONS



- A** 3-prong plug
- B** GFCI reset button
- C** 3-prong receptacle

## INSTALLATION



### DANGER: Suffocation Hazard

- To avoid danger of suffocation, keep plastic bag and other packing material away from babies, children and household pets. Do not use this bag in cribs, beds, carriages or playpens. The plastic bag could block nose and mouth and prevent breathing. Tear up bag before throwing it away. This bag is not a toy.

Failure to follow these instructions can result in death or brain damage.



### WARNING: Excessive Weight Hazard

- Use two or more people to move and install Smart Box. Failure to do so can result in back or other injury.

### Clean Before Use



### DANGER: Electrical Shock Hazard

- Ensure that the power is disconnected before cleaning.

Failure to follow these instructions can result in death, electric shock or personal injury.



### DANGER: Explosion Hazard

- Use nonflammable cleaner.

Failure to do so can result in death, explosion or fire.

### IMPORTANT:

- Do not tilt or tip the Smart Box during cleaning.
- Use only dampened cloths to wash and rinse the Smart Box.
- Do not fill the Smart Box with water or use a garden hose for cleaning. There is no drain plug. Water could enter the compressor compartment, which would affect operation.
- Clear area immediately surrounding the Smart Box regularly. The air vents must be kept clear of debris and other obstructions.

After removing all packing materials, save the Instruction Manual and clean the interior compartment in preparation for completing the installation.

1. Wash the interior of the Smart Box using a soft cloth dampened with a solution of mild dish soap and warm water.
2. Rinse using a soft cloth dampened with clear, warm water.
3. Dry the interior thoroughly using a soft cloth.

### Completing Installation



### CAUTION: Instability Hazard

To avoid tipping or other instability of the appliance, it must be installed in accordance with the instructions in this manual.

### IMPORTANT:

- When moving the Smart Box to its final location, do not tilt it beyond 30° from upright. Do not rest the Smart Box on either of its ends, its sides, or upside down (even briefly). Doing so may damage the cooling unit.
- Before plugging the Smart Box into a GFCI-protected electrical outlet, allow 2 hours for the refrigerant to settle, if the unit was moved on its side.
- The compressor has a safety shutoff which may delay its start if it is cycled on and off too frequently. Allow several minutes to elapse between unplugging the Smart Box power cord and plugging it back into the GFCI-protected electrical outlet to avoid damaging the Smart Box.



### DANGER Electrical Shock Hazard

- Plug into a GFCI-protected electrical outlet.
- Do not remove the ground prong from the power cord plug.
- Do not use an adapter or an extension cord.
- Do not use a damaged power supply cord or one that has been entrapped during installation. The power cord must be replaced by the manufacturer, its service agent or similarly qualified persons.

Failure to follow these instructions can result in death, fire or electrical shock.



#### WARNING: Pinch Hazard

- Confirm that your Smart Box has been installed per the Recommended Clearances specified on Page 9 of this Manual.
- Ensure that the Smart Box lid can be fully opened without interference from the surrounding walls or surfaces.
- A gas spring has been installed on your product to slow and soften lid closure.
- Do not adjust or remove the gas spring.
- If the gas spring has been damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons.
- Failure to follow these instructions can result in severe injury, cut or pinch.



#### CAUTION: Battery Hazard

Your Smart Box contains lithium-ion batteries. If not properly maintained, lithium-ion batteries can overheat, catch fire or explode. There is a risk of explosion if lithium-ion batteries are replaced by an incorrect type.

1. Move the Smart Box into its final location, maintaining the recommended clearance. (Refer to page 9 of this document for Installation Clearances.)
2. An optional anti-theft tie-down loop has been provided on the base of the Smart Box. (See “Parts and Features” for its location.) If using the tie-down loop, connect one end of a non-metallic cord or strap to the tie-down loop prior to securing the other end to a stationary anchor.
3. Install the lithium-ion battery pack:
  - Remove the battery compartment cover from the underside of the Smart Box lid. (See “Parts and Features” for its location.) Be careful to not misplace the cover and attachment screw.
  - Carefully insert the battery connector into the small receptacle, located within the battery compartment of the lid.
  - Carefully position the battery pack and wires into the battery compartment.
  - Replace the battery compartment cover onto the lid using the attachment screw. Do not leave any excess wiring exposed.
4. Plug Smart Box into a GFCI-protected electrical outlet.

## SMART BOX USE

The Smart Box is a locked storage solution, designed for outdoor installation, that supports up to three-zone climate control for the short-term storage of items delivered to your home.

Perishable items must be transferred to long-term storage to avoid potential food spoilage.

Your Smart Box is not designed for refrigeration of temperature-sensitive medication.

For best performance, your Smart Box is not designed to run for more than 10 minutes with cooling function on, and the lid open.

**NOTE:** Your model may vary from the following information.

Refer to:

[www.homevalet.co](http://www.homevalet.co) for the latest features and functions.

## HOMEVALET APP.

Search for the HomeValet app.

Download the HomeValet app. onto your mobile device.



### Register/Set Up Account

**IMPORTANT: On your mobile device, enable both Wi-Fi and Bluetooth. Make sure the device is near the Smart Box.**

Follow the instructions in the HomeValet app. to set up and connect your Smart Box.

### Set Temperature



#### **WARNING: Food Safety Hazard**

**For food safety, allow up to 2 hours for Smart Box to cool to the selected temperature before storing perishable items.**

To ensure the best cooling performance:

- Do not block the vents inside the Smart Box with packages.
- Leave a 2-inch gap between the lid and any internally stored items.
- Do not overpack the product.

If food spoilage is suspected, discard food and review this Instruction Manual for proper product use.

Failure to follow these guidelines may result in food spoilage.

### **IMPORTANT:**

Use the HomeValet app. to add your order to the delivery schedule. The Smart Box will cool to appropriate temperature before the order arrives.

Prior to delivery, confirm your settings by viewing the HomeValet app.

Depending on your order, choose between configurations. Adjust the bin dividers to configure the interior into one, two or three compartments.

Your Smart Box can be configured in many ways to adapt to your delivery needs. The HomeValet app. will help you choose the most effective settings.

For more detailed instructions on setting up and using your Smart Box, visit the HomeValet Help Center at: <https://help.homevalet.co>.



## Track Order

View the status and track the progress of your order using the HomeValet app.

## Unlock/Lock Smart Box



### **DANGER: Risk of Child Entrapment**

- DO NOT allow children to play with or near your Smart Box.

**IMPORTANT:** Failure to follow these instructions could lead to death or brain damage, particularly to children who seek to hide or play in your appliance and may get trapped inside. Follow these instructions to prevent accidents.

1. Open HomeValet app.
2. Locate the Lock feature to unlock/lock the Smart Box.

**NOTE:** Your Smart Box is equipped with an interior latch release bar on the underside of the lid that will unlock the box, allowing the lid to be opened from the inside while pressing the release bar. Packages that are loaded above the height of the dividers may also activate the interior latch release bar. (See “Parts and Features” for the locations of the interior latch release bar and dividers.)

**IMPORTANT:** If you receive an app. notification that your Smart Box was unlocked from the inside using the interior release mechanism, promptly determine the cause of the activation and correct the situation.

## Power Interruption



### **CAUTION: Battery Hazard**

Your Smart Box contains lithium-ion batteries. If not properly maintained, lithium-ion batteries can overheat, catch fire or explode. There is a risk of explosion if lithium-ion batteries are replaced by an incorrect type.

There is a battery backup feature that allows the Smart Box to continue to communicate.

### **In the event of a power outage:**

- Lithium-ion batteries will provide backup power to your Smart Box controls, which will allow the Smart Box to continue communicating.
- A notification will be sent to your phone.

- The Smart Box will remain locked for approximately three (3) hours on battery backup power or until the box is opened using the app.
  - You can unlock or lock the Smart Box while it is on battery backup power by using the app. via Bluetooth.  
NOTE: Bluetooth operation requires that your phone be in close proximity to the Smart Box.
- The temperature controlling functions of the Smart Box will be disabled. The internal temperature will be maintained for a few hours, or until the lid is opened. This is because your Smart Box is insulated.
- Remove perishable items as soon as possible, and store them at the required temperatures.

## Automatic Maintenance Cycle



### **WARNING: Food Safety Hazard**

- You must remove all perishable items from your Smart Box during the maintenance cycle. Temperatures will exceed limits for safe food storage.

**IMPORTANT:** Periodically your product will automatically perform a routine maintenance procedure to ensure optimal Smart Box performance.

- HomeValet will attempt Maintenance Cycle during lowest usage time periods to minimize down time of your Smart Box.
- Your Smart Box will proactively notify you through the HomeValet app. of when this cycle will occur.

Ensure your product is emptied of all contents before the maintenance cycle begins to prevent unwanted damage to products and/or food spoilage. To maintain optimal performance, allow the Smart Box to complete the maintenance cycle.

## SMART BOX CARE

The Smart Box is designed for year-round use. To keep your Smart Box running efficiently and odor-free, we recommend that you clean the Smart Box regularly.

### Cleaning



#### DANGER Electrical Shock Hazard

- Unplug your Smart Box or disconnect power before cleaning.

Failure to do so can result in death, electric shock or personal injury.



#### DANGER: Explosion Hazard

- Use nonflammable cleaner.

Failure to do so can result in death, explosion or fire.

### IMPORTANT:

- Do not tilt or tip the Smart Box during cleaning.
  - Use only dampened cloths to wash and rinse the Smart Box.
  - Do not fill the Smart Box with water or use a garden hose for cleaning. There is no drain plug. Water could enter the compressor compartment, which would affect operation.
  - Clear area immediately surrounding the Smart Box regularly. The air vents must be kept clear of debris and other obstructions.
1. Unplug the Smart Box.
  2. Remove all items from the Smart Box.
  3. Wash the interior compartment using a soft cloth dampened with a solution of mild dish soap and warm water.  
**NOTE:** Carefully follow all cleaning and handling instructions.
    - Do not use flammable solvents, such as gasoline, benzine or thinner, or abrasive cleaners for cleaning.
    - Do not use mechanical devices or other means to clean around openings or accelerate the defrosting process, other than those recommended by the manufacturer.
    - Do not puncture the refrigerant tubing or otherwise damage the refrigerant circuit.

4. Using a soft cloth, clean any dust and film from the camera lens.  
**IMPORTANT:** To accurately record delivery, the camera lens must be clear.
5. Clean the gasket around the lid. Gently wipe the gasket using a soft cloth dampened with a solution of mild dish soap and warm water.  
**NOTE:** Gaskets must be kept clean and pliable to assure a proper seal.
6. Using a soft cloth, thoroughly dry the washed surfaces.
7. Plug the Smart Box into a GFCI-protected electrical outlet.
8. Reset the zone temperatures.

### Moving



#### WARNING: Excessive Weight Hazard

- Use two or more people to move and install Smart Box. Failure to do so can result in back or other injury.

**IMPORTANT:** When moving the Smart Box, do not tilt it beyond 30° from upright. Do not rest the Smart Box on either of its ends, its sides, or upside down. Doing so may damage the cooling unit.

1. Unplug the Smart Box from the GFCI-protected electrical outlet.
2. Remove all items.
3. Securely tape down all loose parts inside the Smart Box.
4. Tape the lid closed.
5. Using two or more people with one person at each end, place hands under the bottom of the box to lift the Smart Box. Do not lift the Smart Box by the lid. It could damage the hinges.

## Storage

### IMPORTANT:

- Do not store Smart Box in a location that is accessible to children.
  - Store the Smart Box in its normal operating position. Do not store the Smart Box on either of its ends, its sides, or upside down. Doing so may damage the cooling unit.
1. Unplug the Smart Box.
  2. Remove all items, but keep the dividers in place so that children cannot easily climb inside.
  3. Remove the lithium-ion batteries and properly store or discard them while your Smart Box is in storage. (See "Complete Installation" for the battery access information.)
  4. Clean and dry the Smart Box.
  5. Tape wood or rubber blocks under the edge of the lid to allow air to circulate inside the Smart Box. This helps avoid possible formation of condensation, mold or odor.

## MODEL 001T

### Specifications

Dimensions (Width x Depth x Height):

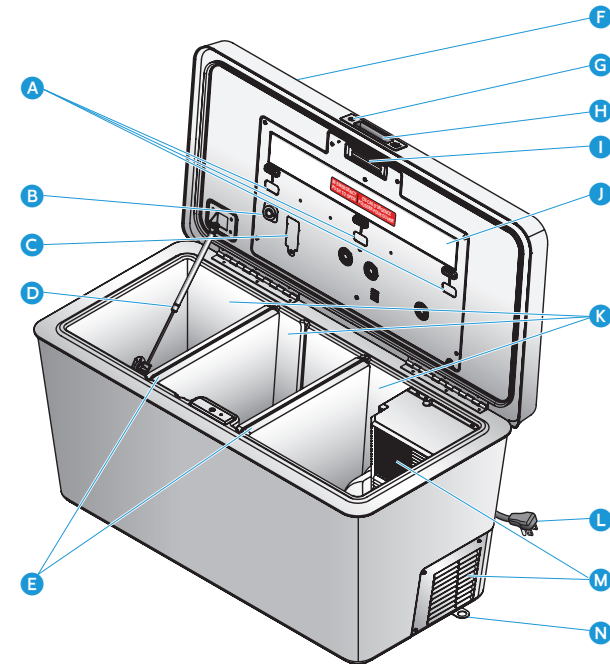
50.86" (129 cm) x 25.37" (64.4 cm) x 26.56" (67.4 cm)

Weight: ~120 lbs (~54 kg)

Power requirements: 115 V ~ 60 Hz

Power cord length: 5 ft (~1.5 m)

### Parts and Features



- A LED Lights
- B Camera
- C Battery compartment cover
- D Gas spring
- E Dividers
- F Lid
- G Indicator light

- H Handle
- I Electromagnetic latch
- J Interior latch release bar
- K Temperature zones
- L Power supply cord
- M Air vents
- N Anti-theft tie-down

## MODEL 002CM (MINI)

### Specifications

Dimensions (Width x Depth x Height):

41.51" (105.4 cm) x 26.59" (67.5 cm) x 25.88" (65.7 cm)

Weight: ~TBD

Power requirements: 115 V ~ 60 Hz

Power cord length: TBD

### Parts and Features

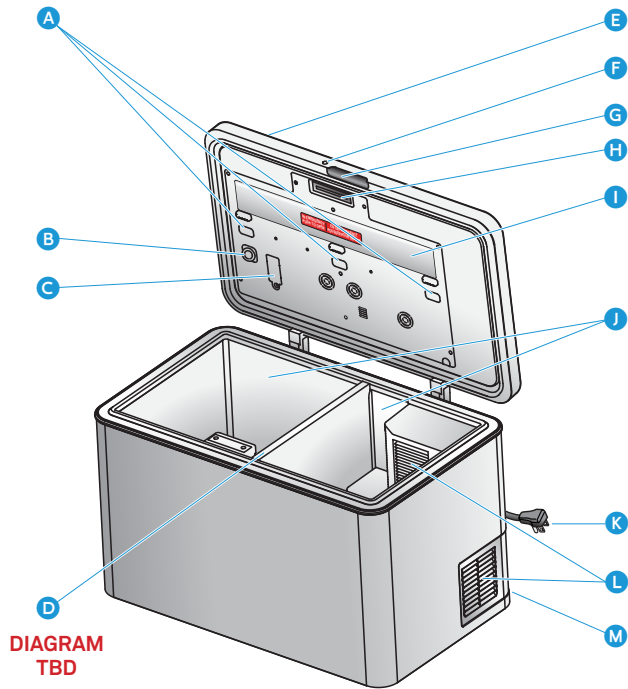


DIAGRAM  
TBD

- |                                    |                                     |
|------------------------------------|-------------------------------------|
| <b>A</b> LED lights                | <b>G</b> Handle                     |
| <b>B</b> Camera                    | <b>H</b> Electromagnetic latch      |
| <b>C</b> Battery compartment cover | <b>I</b> Interior latch release bar |
| <b>D</b> Dividers                  | <b>J</b> Temperature zones          |
| <b>E</b> Lid                       | <b>K</b> Power supply cord          |
| <b>F</b> Indicator light           | <b>L</b> Air vents                  |
|                                    | <b>M</b> Anti-theft tie-down        |

## MODEL 002CME (ELITE)

### Specifications

Dimensions (Width x Depth x Height):

41.51" (105.4 cm) x 26.59" (67.5 cm) x 25.88" (65.7 cm)

Weight: ~TBD

Power requirements: 115 V ~ 60 Hz

Power cord length: TBD

### Parts and Features

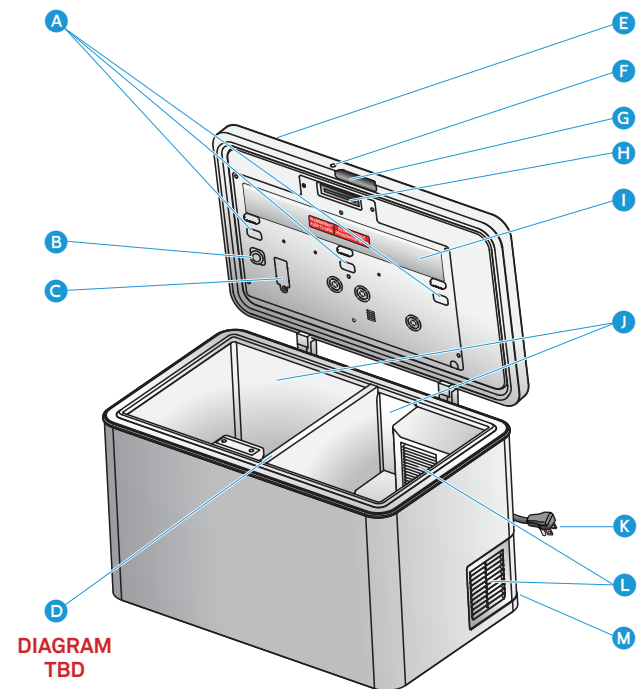


DIAGRAM  
TBD

- |                                    |                                     |
|------------------------------------|-------------------------------------|
| <b>A</b> LED lights                | <b>G</b> Handle                     |
| <b>B</b> Camera                    | <b>H</b> Electromagnetic latch      |
| <b>C</b> Battery compartment cover | <b>I</b> Interior latch release bar |
| <b>D</b> Dividers                  | <b>J</b> Temperature zones          |
| <b>E</b> Lid                       | <b>K</b> Power supply cord          |
| <b>F</b> Indicator light           | <b>L</b> Air vents                  |
|                                    | <b>M</b> Anti-theft tie-down        |

## TROUBLESHOOTING

For any problems not described below or additional

Visit <https://help.homevalet.co> Call 855-784-0078

Email [support@homevalet.co](mailto:support@homevalet.co)

**ALWAYS** have a professional technician repair your Smart Box. Repairing your Smart Box on your own invalidates its warranty.

**ALWAYS** follow all warnings and instructions in this Instruction Manual when troubleshooting problems.

PROBLEM	POSSIBLE CAUSE	SOLUTION
<b>The Smart Box does not operate</b>	The Smart Box is unplugged.	Make sure that the Smart Box power cord is fully plugged into the GFCI-protected electrical outlet.
	The fuse on the circuit is blown or the circuit breaker is tripped.	Check the house fuse/circuit breaker box and replace the fuse or reset the circuit breaker.
	There has been a power failure.	If a power failure occurs, the Smart Box turns off. Wait until the power is restored.
	GFCI outlet is tripped.	Reset GFCI.
	Smart Box may be in "Auto Maintenance" cycle.	Wait until maintenance cycle is complete.

PROBLEM	POSSIBLE CAUSE	SOLUTION
<b>The Smart Box lid does not close completely</b>	Packages are interfering with closure of the lid.	Move or remove some items.
	The lid seals (gaskets) are dirty.	Clean the lid gaskets.
<b>One or more temperature zones is outside the expected temperature range.</b>	A large number of items were recently added.	This is normal.
	The lid has been opened too often or was not closed properly.	Check the seal (gasket) and package distribution to make sure the lid will close completely.
	The Smart Box has been disconnected for a period of time.	Allow up to 2 hours for the Smart Box to cool completely before adding food.
<b>The Smart Box makes unusual noises or vibrations</b>	The Smart Box cabinet is touching a wall.	Move the Smart Box away from the wall.
	Refrigerant circulating throughout the system may produce an airflow sound.	This is normal.
	Compressor may generate a buzzing sound, especially when starting up or shutting down.	This is normal.
<b>Moisture is building up in the interior of the Smart Box</b>	The lid has been opened too often or was not closed properly.	Make sure that the lid is closed properly.
	The weather is hot and humid.	This is normal.

PROBLEM	POSSIBLE CAUSE	SOLUTION
<b>The compressor turns on and off frequently</b>	The temperature is hotter than normal.	This is normal.
	A large number of items was recently added.	This is normal.
	The lid has been opened too often or was not closed properly.	Check the seal (gasket) and package distribution to make sure the lid will close completely.
	There is not enough clearance around the Smart Box for adequate ventilation.	Move to a more open location.
	Debris is blocking the external vents on side and back of Smart Box.	Visually inspect vents and remove debris, if found.
	The Smart Box has been disconnected for a period of time.	Allow up to 2 hours for the Smart Box to cool completely before adding food.
<b>The Smart Box has an odor</b>	Smart Box needs cleaning.	Clean the Smart Box. See "Cleaning."
<b>The Smart Box does not connect with Wi-Fi</b>	Smart Box is out of signal range.	Move Smart Box to a different location with a stronger signal or use a Wi-Fi extender/booster.
<b>The Smart Box does not communicate with phone</b>	Wi-Fi and Bluetooth are not enabled on phone.	Check phone settings and enable both Wi-Fi and Bluetooth.

## HomeValet Smart Box Limited Warranty

All warranty service provided by HomeValet factory service or a HomeValet authorized service provider only. To make a claim under this warranty, please read this Limited Warranty first and visit [HomeValet.co/help](https://homevalet.co/help), email [support@homevalet.co](mailto:support@homevalet.co) or call **855-784-0078**. If HomeValet finds in its sole discretion that repair or replacement is warranted, HomeValet will provide you with instructions on how to process the return of the defective Box. All warranty claims are connected to the registration email address. HomeValet will not process any warranty claims made from an email address that is not connected with the Box claimed to be defective.

The HomeValet Smart Box has onboard diagnostics (accessed locally or remotely) that may be required to determine if there is a defective component to be serviced or replaced under this Limited Warranty.

### For the Period of: What is Covered:

<b>One Year</b> From the date of the original purchase	For one year from the date of purchase of this HomeValet Smart Box (this "Box"), HomeValet will repair or replace this Box to the extent necessary, within HomeValet's sole discretion, to address any defects in materials or workmanship. This Limited
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Warranty is valid only while this Box is operated and maintained pursuant to the Instruction Manual and other product information provided with this Box. Except as set forth in this Limited Warranty, HomeValet makes no other warranty concerning this Box, express or implied, and disclaims any and all other implied or statutory warranties, including the warranties of merchantability and of fitness for a particular purpose.

### What is Not Covered: This Limited Warranty does not cover:

- Damage resulting from accident, alteration, misuse, fire, improper installation, abuse, flood, acts of God, or any other external causes not resulting from defects in materials or workmanship.
- Damage caused by exposure to, contact with, or the use of solvents, including acidic cleansers, or abrasives, or from any extreme thermal or environmental conditions, including heat or cold, or foreign substances.
- Boxes that have been tampered with, modified, or altered in any way.
- Boxes that have been transported plugged in and the cooling compressor was active while in motion.
- Boxes used for commercial non-residential use.
- Replacement of the light bulbs.
- Incidental or consequential damage caused by possible defects with this appliance.
- Product not accessible to provide required service.
- Damage to finish, such as surface rust, tarnish, or small blemishes, not reported within 48 hours of delivery.
- Products which are not defective or broken, or which are working as described in the owner's manual.
- Replacement of house fuses or resetting of circuit breakers.
- Damage caused after delivery.

**THIS WARRANTY IS LIMITED TO THIS BOX ITSELF—IT DOES NOT COVER COSTS OR DAMAGES TO ANY FOOD, BEVERAGE, PERISHABLE, OR NON-PERISHABLE GOOD OR PRODUCT STORED IN THIS BOX FOR ANY REASON WHATSOEVER.**

*HomeValet is not liable for incidental or consequential damages, unless such an exclusion or limitation is not allowed by law. This Limited Warranty gives you specific legal rights, and you may also have other rights which vary from state to state.*

Patent information is available at <https://homevalet.co/hv-ip>

## CUSTOMER NOTES

**Package delivery just got  
a whole lot smarter.**



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