



## Winterheat 3400 Instructions and Troubleshooting

*Troubleshooting is on page 5*

1. Download the "Surefoot Winterheat" app from the app store.



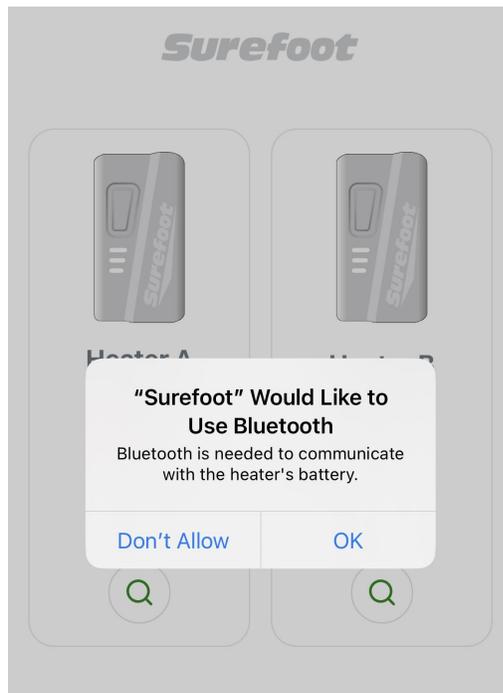
### Surefoot Winterheat

Ski Boot Heaters

★★★★☆ 281

OPEN

2. Make sure your batteries are charged, the **charging port is located under the metal clip** on the bottom of the batteries. They charge using a standard USB-C charging cable which is included. When you plug them in, they will blink green indicating that they are charging, and when they're fully charged the 3 green lights will remain solid. The app will also show you the battery life.
3. Make sure your Bluetooth is turned on.
4. Open the app, click through the instructions, and then allow it to connect to Bluetooth by pressing OK.



5. Turn on your batteries by holding the power button down for about 3 seconds. They will blink red 3 times indicating that they are on. The red light will then blink continuously indicating which heat setting they are on (low, medium, or high).
6. Click the green magnifying glass symbols.

**Surefoot**

 **Heater A**  
Not Added 

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 **Heater B**  
Not Added 

7. Click the plus symbols to add the batteries.

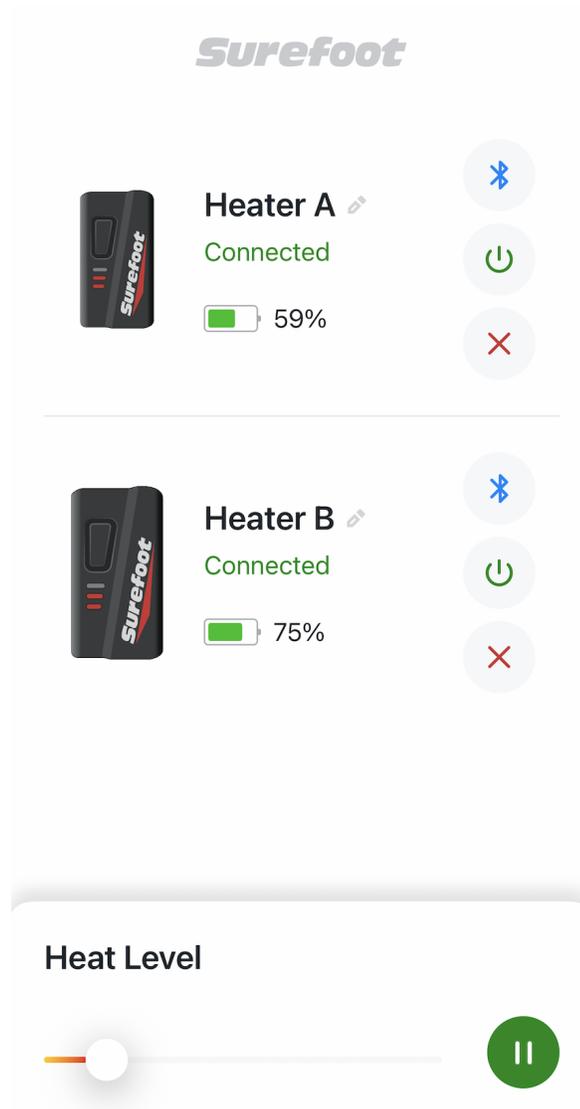
**Surefoot**

 **Heater A**  
Found   


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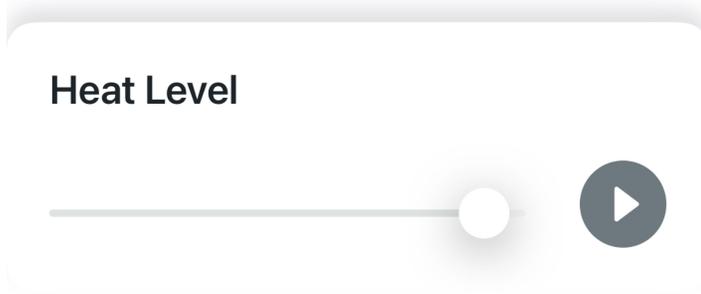
 **Heater B**  
Found   


8. Your heaters are now paired!

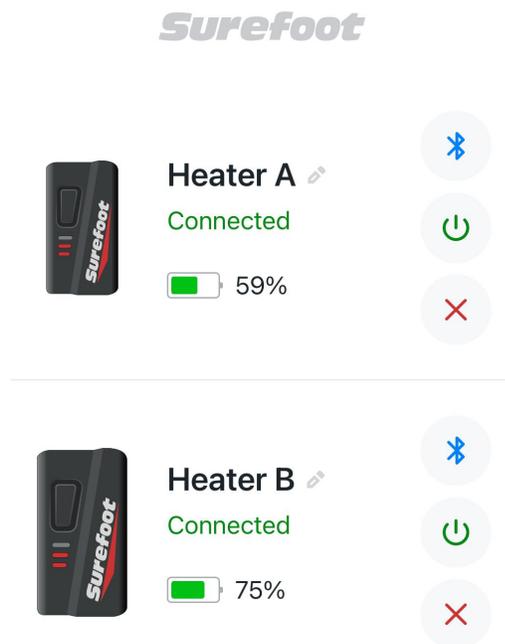


9. You can adjust the heat level at the bottom of the screen. Toggle from left to right to choose from 10 different heat settings.

10. Make sure to pause your heaters when you're in the lodge, or taking a break. This will help conserve the battery life. The heat bar will turn grey when paused.

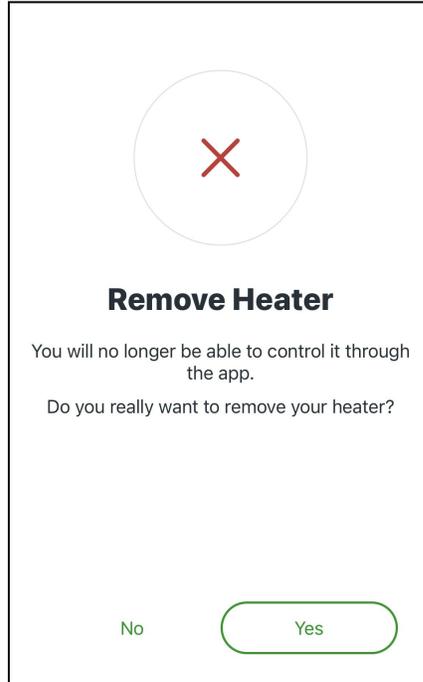


11. Turn your batteries off by clicking the power buttons on the app.



## Troubleshooting

1. If you're experiencing any issues with the app, first try clicking the red "X" to disconnect/remove the batteries, and then re-add them by following the steps above.



2. If removing them doesn't fix the issue, please turn off your batteries, delete the app and redownload it. Then, follow the steps listed above.
3. If you're still having issues after deleting and re-downloading, then you need to do a battery reset.
4. Battery reset: you simply hold down the power button for about 10 seconds until all 3 LED lights show green, then release the power button. Then hold the power button for 3 seconds to turn it on. If all 3 lights don't show green, you need to hold it down longer. You'll know the battery reset is complete after all 3 lights show green.
5. When resetting the battery, it's best to completely close out of the app. Then, when you turn the batteries back on, you can reboot the app.
6. If you're still having trouble, please repower your phone and try these steps again. You can also use your heaters manually. Simply turn them on, and change the heat setting by pressing the button once. The red light will then blink continuously indicating which heat setting they are on (low, medium, or high).

If you've lost the charging cable you can use any other USB-C cable or purchase an extra charging cable from us at [www.skiboosts.com](http://www.skiboosts.com) or in-store. If you've lost a battery, we can sell you a single battery in-store. We're not currently set up online to sell single batteries.

*Thank you for being a Surefoot customer!*