Operator User Manual

For day-to-day use by site and kitchen staff · September 2026

🌡️ 1. What Is SafeTemp?

SafeTemp is a wireless temperature monitoring system that keeps a continuous, automatic check on your fridges and freezers, helping you stay compliant with food safety requirements without needing to manually log temperatures by hand.

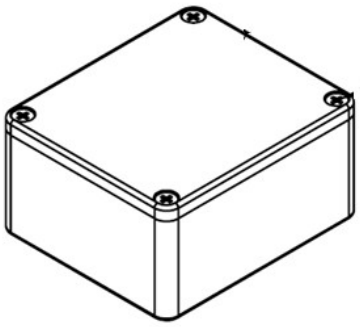
The system has two parts:

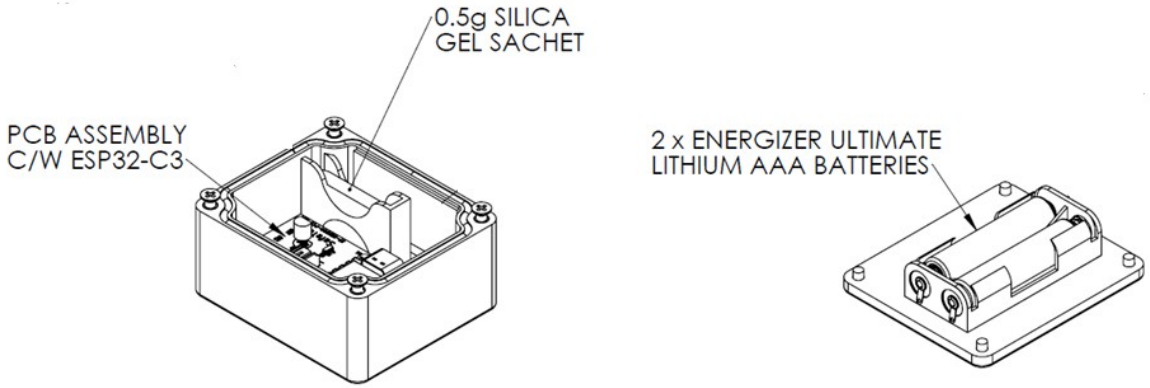
- Sensors — small, battery-powered units placed inside each fridge or freezer you want to monitor.
- A hub — a single unit that receives readings from all your sensors and sends them to your online dashboard.

You'll check on your fridges and freezers through the online dashboard, not by looking at the sensors themselves — the sensors are designed to run for an extended period on battery power (in excess of a year under typical use) and deliberately have no lights or buttons on them.

📦 2. Your Equipment

2.1 The Sensor

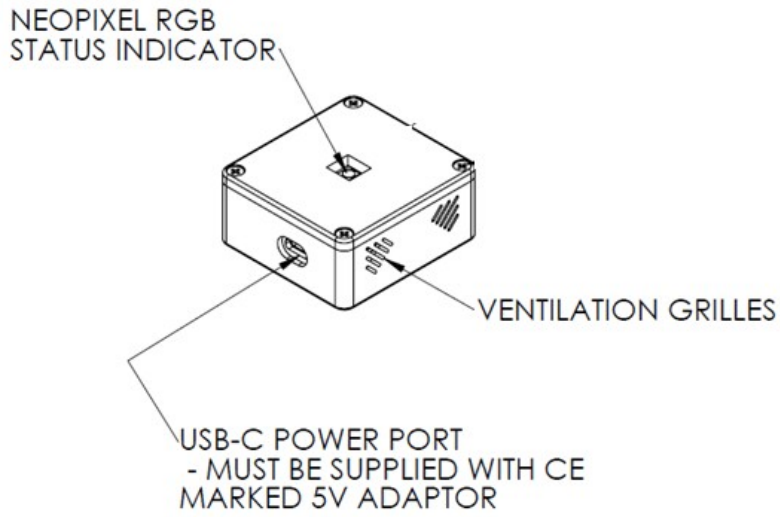




Each sensor consists of an enclosure containing the electronics, a silica gel sachet and the batteries. The entire sensor is mounted inside the fridge or freezer being monitored; no part of the unit sits outside.

Do not open the sensor enclosure except to replace the batteries and silica gel sachet (Section 4). There's nothing else inside for you to adjust.

2.2 The Hub



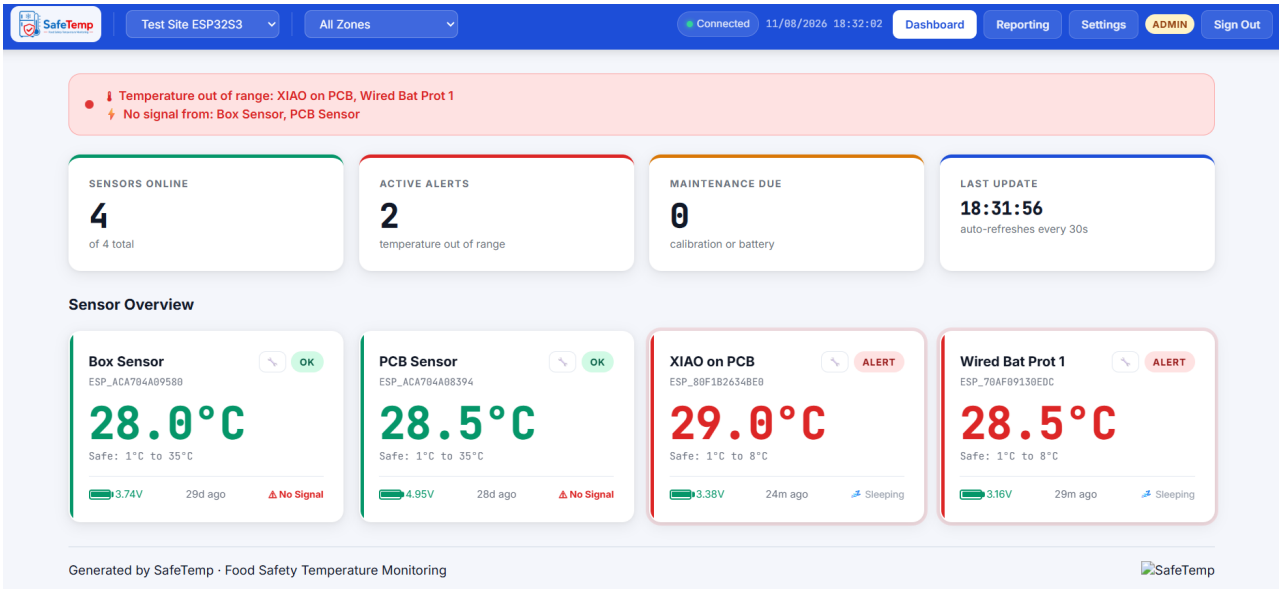
The hub is a single unit, usually placed somewhere central and accessible, plugged into a mains power socket. It has one status light that tells you, at a glance, whether everything is working normally.

Important: The hub must only be used with a CE or UKCA marked 5V USB-C power adapter (not supplied). Do not substitute an uncertified or unknown adapter.

3. Using the Dashboard

Log in to your SafeTemp dashboard at app.safetemp.co.uk using the username and password provided by your SafeTemp administrator.

3.1 Main Overview



The main screen shows every sensor at your site, its current reading, and its status at a glance, along with a count of anything needing maintenance attention (such as a calibration or battery check that's due).

3.2 Sensor Detail Page

Selecting an individual sensor shows its recent reading history and current status in more detail. From here you can:

- View a trend of recent readings relative to the min / max limits:



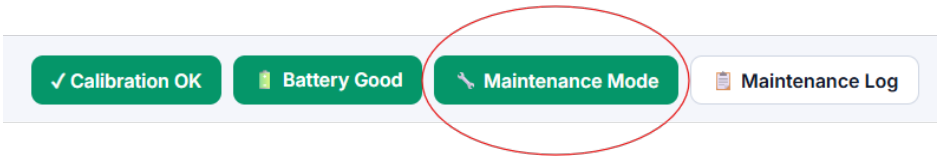
- View recent readings:



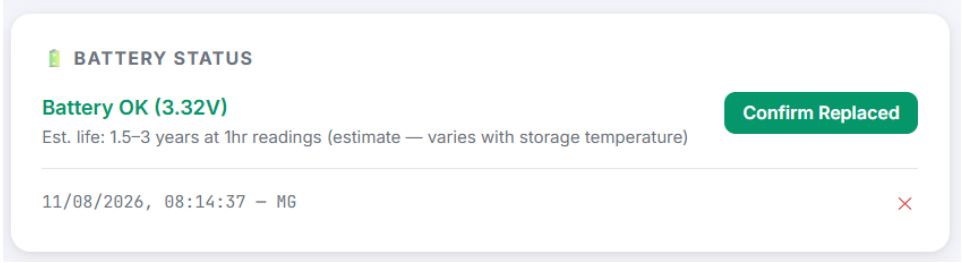
Recent Readings — Showing last 47 readings

DATE & TIME	TEMPERATURE	STATUS
11/08/2026, 07:57:11	24.50°C	Above range
11/08/2026, 07:27:11	24.00°C	Above range
11/08/2026, 06:57:08	24.00°C	Above range
11/08/2026, 06:27:04	24.00°C	Above range
11/08/2026, 05:57:07	24.00°C	Above range
11/08/2026, 05:27:17	24.00°C	Above range
11/08/2026, 04:57:26	24.50°C	Above range
11/08/2026, 04:27:28	24.50°C	Above range

- Initiate Maintenance Mode (see section 3.5 for further details):

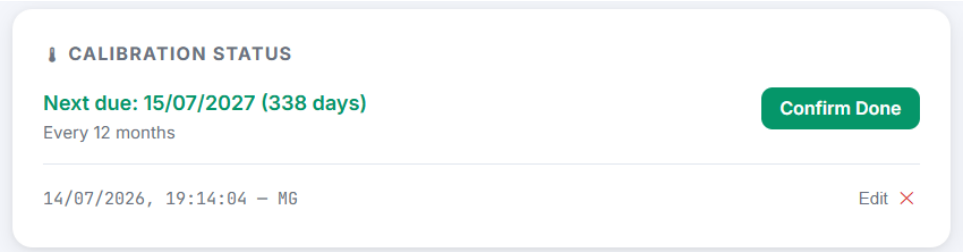


- Check battery status, view its voltage history, and log replacements:



Battery status also includes a voltage history chart — showing how a sensor's battery has trended over time against the low-battery threshold, which can be a useful early indicator alongside the low-battery alert itself.

- Confirm a calibration check — after verifying the sensor's reading against a calibrated reference thermometer, record the confirmation (your name/initials and optional notes) to create a compliance audit trail.



> *If the sensor reads consistently differently from your reference thermometer, don't confirm calibration yet — speak to your administrator about adjusting the sensor's offset first.*

3.3 Sites and Zones

SafeTemp organises things at two levels:

- A Site is effectively one hub and everything connected to it — if your company has more than one location, each with its own hub, each of those is a separate Site.
- A Zone is a sub-area within a Site, used to group sensors — for example, separate kitchens, storage rooms, or fridge banks all served by the same hub.

A dropdown at the top of the dashboard lets you switch between “All Zones” and any individual Zone within your current Site, filtering the sensors shown accordingly. If your company has multiple Sites, an “All Sites” option lets you see every sensor across every location at once, alongside the option to focus on one Site at a time. Your administrator controls which Site(s) you have access to. Setting up Sites and Zones themselves is an administrator task — day-to-day, you'll mainly use the Site/Zone dropdowns to focus on the area you're responsible for.

3.4 Alerts

SafeTemp can send email and/or SMS alerts automatically when something needs attention. Who receives these, and how, is configured by your administrator — but it's worth knowing what triggers one, since you may be the person who receives it or who needs to act on it.

Alert	What it means
Temperature out of range	A reading has gone outside the safe range set for that sensor. You'll also get a follow-up alert once it's back within range.
No signal	A sensor hasn't reported a reading recently — could mean a flat battery, the sensor being out of range of the hub, or a fault.
Low battery	A sensor's battery is getting low and should be replaced soon (Section 5).
Calibration due / overdue	A sensor's scheduled calibration check is coming up or has been missed — see Section 3.2.

> *If you receive an alert, check the relevant sensor on the dashboard for full detail before taking action.*

3.4.1 If a Temperature Alert Fires

A temperature-out-of-range alert means the reading has gone outside the safe limits set for that fridge or freezer — it's telling you something food safety-relevant may have happened, so it's worth treating it as an immediate check, not something to look at later.

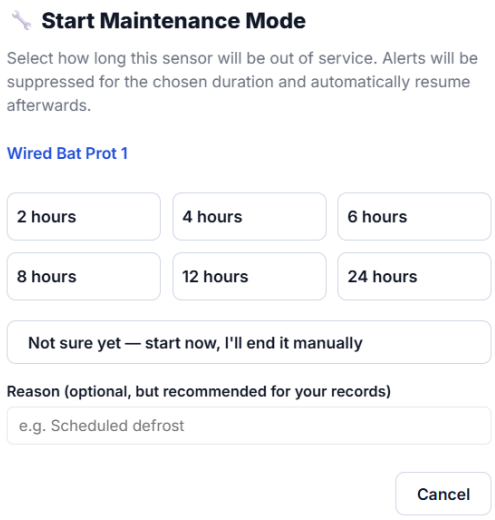
- Check the dashboard to confirm the current reading and how long it's been out of range.
- Physically check the unit — is the door properly shut, has it lost power, is it audibly running normally?
- Follow your site's own food safety procedure for product that may have been affected — SafeTemp tells you a temperature event happened, but the decision on what to do with any affected food is a food safety judgement for you or your supervisor to make, not something the dashboard decides for you.

> *TBC — Insert your site's specific food safety escalation procedure/contact here.*

3.5 Maintenance Mode

Some situations cause a genuine, expected temperature change that isn't a food safety concern — a scheduled defrost, or a fridge door being open for a while during restocking, for example. Left unchecked, these would trigger unnecessary alerts.

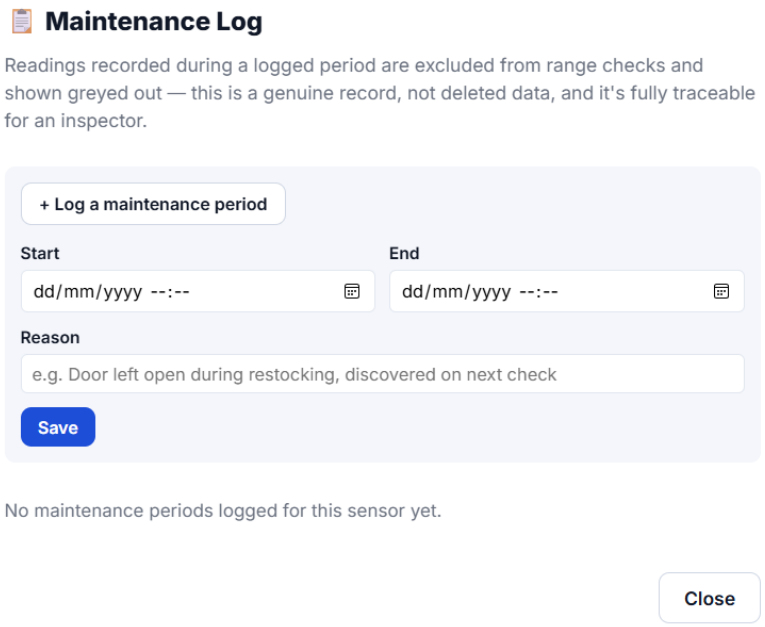
Maintenance Mode lets you deliberately pause alerts for a specific sensor, for a chosen length of time (2 to 24 hours, or open-ended if you're not sure how long), with a short note explaining why. Alerts resume automatically once the period ends.



> *Maintenance Mode is logged, including who started it and why, so it creates a clear record rather than a silent gap in monitoring. Use it for genuine, expected events — not as a way to avoid dealing with a real alert.*

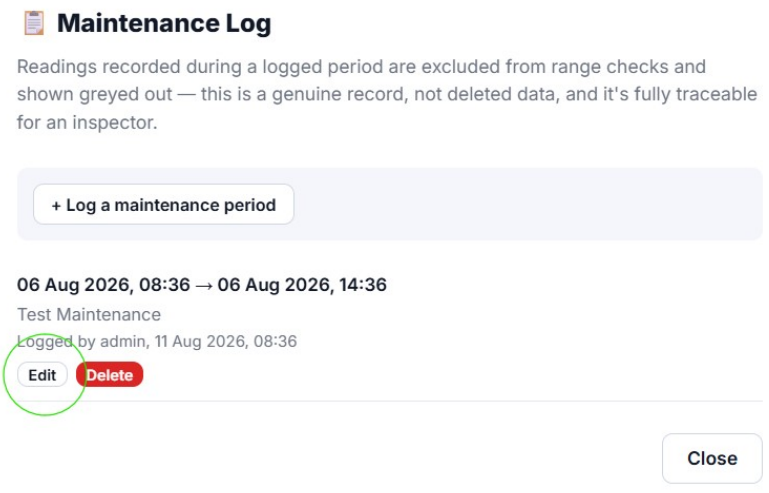
Logging a Maintenance Period After the Event

If a maintenance event happened but wasn't logged at the time, it can still be recorded afterwards from the Maintenance Log — use “Log a maintenance period” to add it retrospectively, keeping your compliance record complete even if you forgot to start it live.

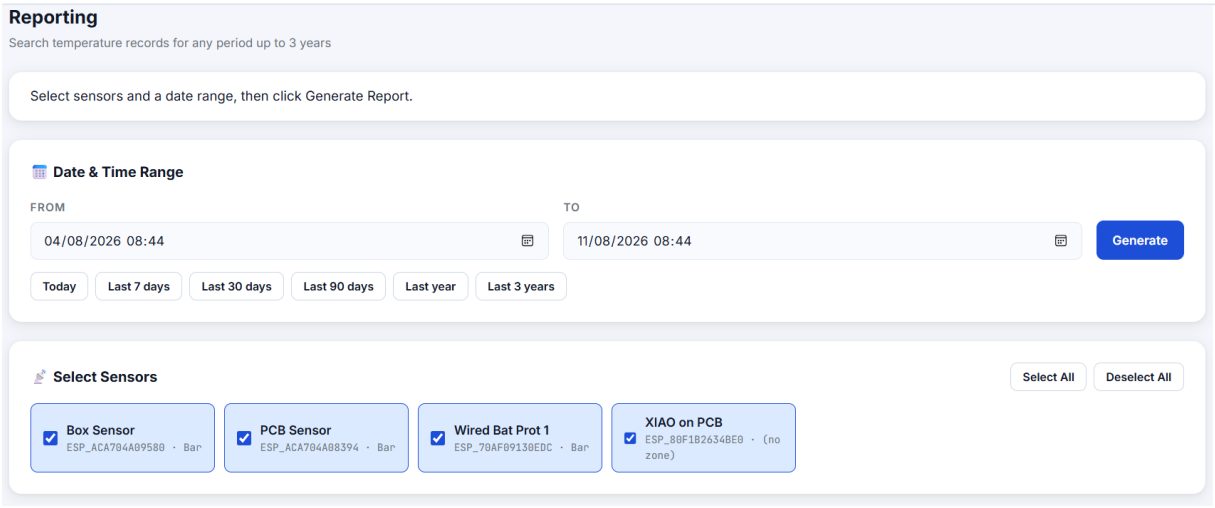


Editing a Maintenance Period

An existing maintenance period — including its start/end time — can be corrected afterward from the Maintenance Log if it was logged incorrectly, using the Edit option next to that entry.



3.6 Reporting



The Reporting section lets you pull together a compliance report covering a chosen date range, including a full calibration record history for that period. Reports can also be downloaded as a CSV file for your own records or for inspection purposes.

3.7 Understanding the Hub's Status Light

Light	What it means
Solid blue	Hub is starting up
Solid green	Everything normal — all sensors reporting, connected to the cloud
Slow blinking green	Hub cannot reach the cloud (check your internet connection)
Slow blinking red	One or more sensors haven't reported in — check battery/signal (Section 5)
Solid red	A temperature reading is out of the safe range — check the dashboard immediately

🔋 4. Replacing a Sensor's Battery

Sensors are powered by 2 × AAA Energiser Ultimate Lithium batteries. Expect these to last in excess of a year under typical use (see your administrator for the current estimated lifespan for your specific site), but the dashboard will show a low-battery warning well before a sensor stops working.

What You'll Need

- A Pozi (crosshead) screwdriver.
- 2 × new AAA Energiser Ultimate Lithium batteries.

Important: Do not substitute for standard alkaline batteries or rechargeable cells.

- 1× replacement silica gel sachet (0.5g).

Steps

1. Undo the 4 Pozi (crosshead) screws securing the enclosure lid.
2. Lift the lid away carefully.
3. Remove the old batteries.

4. Remove the old silica gel sachet from its holder inside the enclosure and replace it with a fresh 0.5g sachet, seated correctly in the same holder.
5. Insert 2 × new AAA Energiser Ultimate Lithium batteries, matching the + and − markings inside the compartment.
6. Before refitting the lid, check that the enclosure's seal is clean, undamaged, and correctly seated all the way around — this is what keeps moisture out, so it's worth a proper look each time rather than a quick glance.
7. Refit the lid and tighten all 4 screws securely.

The sensor will reconnect automatically — no further action needed. It may take a few minutes for the dashboard to show a fresh reading.

🛠️ 5. Basic Troubleshooting

What you're seeing	What to try
A sensor shows “no reading” or looks greyed out on the dashboard	Check the battery (Section 4). If recently replaced, allow a few minutes and refresh the dashboard.
Hub's status light is blinking red	Check the dashboard for which sensor(s) are affected — likely a battery or range issue with that specific sensor.
Hub's status light is blinking green	Check the venue's internet connection — the hub itself is working, but can't reach the cloud.
Hub's status light is solid red	A temperature is out of range — check the dashboard immediately and take appropriate food safety action.

If something doesn't look right and the steps above don't resolve it, contact your SafeTemp administrator.

5.1 If the System Is Unavailable

Under normal operation, SafeTemp is designed to replace manual temperature logging entirely — that's the whole point of an automatic, continuous monitoring system, rather than one more thing to check on top of a paper log.

That relies on being able to trust the system is actually working, though. If the dashboard is unreachable, the hub's status light is showing a fault (Section 3.7), or you receive an alert telling you a sensor has lost signal, don't assume everything is still fine underneath — treat this as your signal to fall back to your site's normal manual temperature-checking procedure until the issue is resolved and readings are confirmed flowing normally again.

> *TBC — Insert your site's manual fallback checking procedure/frequency here.*

🧽 6. Cleaning

The sensor and hub have different levels of protection against liquid, so they need different cleaning approaches — please don't clean them the same way.

6.1 Sensor — More Liquid-Tolerant

Keep the exterior of the sensor enclosure clean to maintain food hygiene standards. The sensor's enclosure is more fully sealed and can tolerate a proper wipe-down, including typical kitchen cleaning products, mild detergents, and standard commercial sanitisers.

- Spray or wipe with standard kitchen cleaner or sanitiser as needed.
- Wipe dry with a clean cloth afterward.
- Avoid strong solvent-based cleaners or industrial degreasers, and avoid prolonged contact with strong acidic cleaning products — brief, normal use of standard kitchen products is fine, but these stronger chemical types can damage the enclosure material over time.

6.2 Hub — Drier Clean Only

The hub's enclosure has ventilation openings and is not sealed to the same standard as the sensor — liquid should not be allowed to enter it.

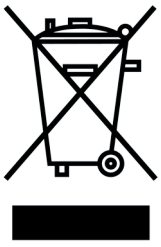
- Wipe with a cloth that is only lightly damp, not wet.
- Never spray cleaner directly onto the hub.
- Never submerge, and keep away from the vent openings specifically.

Do not attempt to clean the inside of either unit.

♻️ 7. Safety and Disposal

This product bears the UKCA mark, demonstrating compliance with all applicable UK statutory instruments and product safety regulations. The full Declaration of Conformity is available at www.safetemp.co.uk.





Do not dispose of sensors, hubs, or batteries in general household or commercial waste. Dispose of batteries and electronic equipment via the appropriate recycling routes.

💬 8. Need Help?

Contact your SafeTemp administrator. If they're not available, SafeTemp support can be reached at support@safetemp.co.uk

📖 9. Glossary

Term	Meaning
Sensor	The battery-powered unit that measures temperature inside a fridge or freezer.
Hub	The mains-powered unit that receives readings from all sensors and sends them to the cloud.
Site	Effectively one hub and everything connected to it. A company may have more than one Site.
Zone	A sub-area within a Site, used to group sensors (e.g. a specific kitchen or storage room).
Calibration	Confirming a sensor's reading matches a calibrated reference thermometer, creating a compliance record.