



# Puffco Connect Troubleshooting Guide

# Device Information

To get started, please provide the information below to help our team identify and resolve the issue.

## Phone Settings

Model Name

OS Version

## Puffco Connect > Menu > App Settings

App Version

## Puffco Connect > Device Settings

Firmware Version

Serial Number



**1**

### **Soft Reset**

Restart your phone, then restart your device by holding down the power button for 25 seconds.

**2**

### **Forget Your Device**

Toggle Bluetooth off and then back on. Next, remove your device from your phone's Bluetooth Settings. Scan the QR code to view instructions on how to complete this process on your device.



iOS



Android

**3**

### **Hard Reset**

If steps 1 and 2 do not resolve the issue, perform a hard reset. With the device powered on and in an idle state (no lights illuminated and no heat cycle selected or active), press the button seven times. Wait for the white lights to begin circling, then press the button seven more times.

**4**

### **Delete the App**

If all other troubleshooting steps have been unsuccessful, please delete and reinstall the app.





# Debrick Tool Troubleshooting Guide



# Debrick Tool

1. Open Path Browser or Chrome Browser on your phone
2. Go to [puffco.com/debrick](http://puffco.com/debrick)
3. Put your device into pairing mode so the blue light is on
4. Tap on Start
5. Select your device from the Device List
6. Pair your device
7. A Bluetooth Pairing Request will appear
8. Tap Pair
9. A new prompt will be displayed, tap OK
10. Select the device from the list (it will have a new name) and tap on Pair
11. Wait for the tool download and install the firmware
12. Firmware installed successfully prompt should be displayed at the end and your device should restart itself.

\*If any errors are encountered in this process just tap OK, and try again.

