

Replace your SMADE devices without losing sight of an asset

Everything your team needs to run a replacement wave, and keep every asset visible while it happens. We flag every SMADE device well before its end of life, so you have time to organise. The swap itself can only happen when the asset is in front of your team, which is what this guide is about.



BEFORE THE NEW TRACKERS ARRIVE

Set your team and plan first

One owner, named

A single person accountable for the wave, plus the users who will physically swap SMADE devices and pair them in S-HUB.

A schedule sized to your volume

Three numbers: swaps per week, sites involved, and a named backup for absences. We build it with you on an alignment call.

Someone on site at delivery

Make sure a named person receives the parcel, so swapping can start as soon as assets are at the DC.



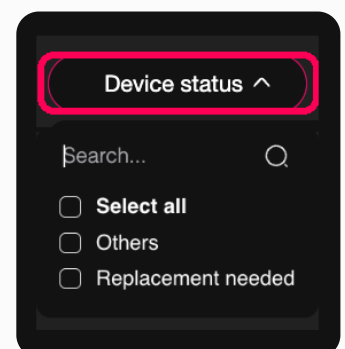
WHEN YOU RECEIVE THE ANNOUNCEMENT EMAIL

Turn the alert into a working list

Open S-HUB and go to **Set up**, then filter **Device status** → **Replacement needed** to show only the assets concerned. This filtered view is your starting point.

Asset serial number	Device UID	Device status
ABCD1233	LC0302-2340-400024	Replacement needed
abcd-test-23098	-	Pair asset
ABCD1234569999	LT0142-2340-000024	All good

The **Device UID** column shows the SMADE device currently on the asset; **Device status** shows which ones need replacing.



The **Device status** filter, top right of the table.

Sort it so it tells you where to act

- Sort by **Location details** to bring up the assets already at your DC, or at whichever site does the swapping.
- Check **Last location date** to see how long each one has been sitting there.
- Any column header can be sorted — build the view you want, then export it.

Put the list in the hands that need it

- Share** (Actions menu) sends the list to your logistics team — simplest for a small batch, and you can share a different list per site.
- Export** gives you an .xlsx of the filtered view. Better for high volumes: the file becomes the team's day-to-day tracking tool.

THE ONE RULE THAT DECIDES EVERYTHING

Swap the moment the asset is in front of you

You never know how long an asset will stay at the DC: it comes back, gets reprocessed and leaves again — sometimes within a day.

An asset flagged for replacement that is physically available gets its tracker changed the same day. Not batched, not scheduled.



IN THE WAREHOUSE

Never mix old and new

This is where waves go wrong: a new SMADE device put back in the return box, or an old one paired to an asset. Everything in the parcel makes the two impossible to confuse.

WHAT YOU GET IN THE PARCEL

- **Boxes of new SMADE devices**, identified by a green label outside.
- **Orange stickers**, to use in two cases: on a kit whose device still has to be swapped, and on each old device you remove before it goes back to us.
- **A return box and a prepaid FedEx label** — old trackers come back in this box, within two months.

THE HABIT THAT SAVES THE WAVE

Label the kit, not just the tracker. An orange sticker on the kit tells whoever handles it next that a swap is still pending — even if they are not on your SAV team, and even three weeks later.

Keep the return box away from the new stock, so an old tracker can never be paired by mistake.

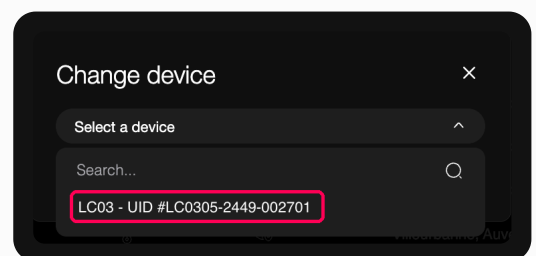


IN S-HUB, RIGHT AFTER THE SWAP

Pair the new tracker

The physical swap is only half of it — pairing in S-HUB is what puts the asset back on your map.

- 1 In **Set up**, open the kebab menu (three dots in the asset's serial-number tag) and choose **Change device**.
- 2 Search by **UID** — printed on the back of the SMADE device, the last five digits are enough. Read it off the device in your hand and check the screen matches before validating.
- 3 The asset's device status should now read **All good** — the swap is recorded.



Type the last digits of the UID, then pick the matching tracker.



Know what is left

How is your fleet today — **Trackers requiring maintenance** is your remaining count, refreshed daily. Click it for the list of assets concerned.

The map — Locate → More filters → Tracker status → Replacement needed, to spot the assets parked far from your DC.

mike@smade.io · replacements, mispairing, anything odd in S-HUB

frida@smade.io · parcels, shipments, returns

Your account manager · users and access