

Quellbrook Help Centre

Knowledge base manual

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Getting started

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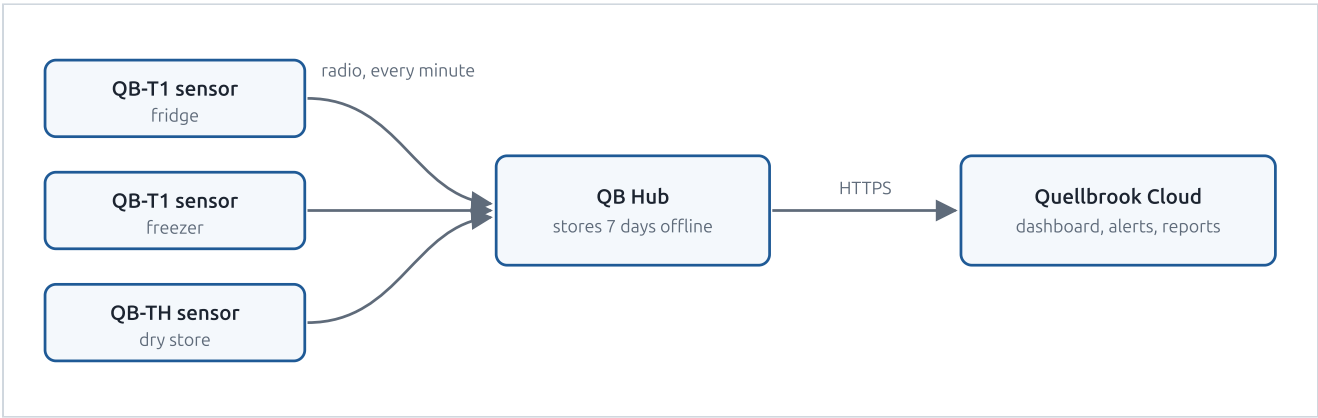
How Quellbrook works

Updated 14 September 2026 · help.quellbrook.example/getting-started/how-quellbrook-works

Sensors measure, the hub relays, the dashboard keeps the record.

Quellbrook keeps a continuous temperature record for fridges, freezers, cold rooms and delivery vans. It has three parts:

- **Sensors** (QB-T1 for temperature, QB-TH for temperature and humidity) take a reading every minute and send it by radio.
- **The hub** (QB Hub) receives readings from up to 60 sensors within about 40 m indoors and forwards them over Ethernet or Wi-Fi.
- **Quellbrook Cloud** stores every reading for five years, shows them on the dashboard and sends alerts.



Readings travel from the sensors to the hub, then to Quellbrook Cloud, which sends alerts and reports

What happens when the internet is down

Each sensor stores up to 30 days of readings in its own memory, and the hub stores another 7 days. When the connection comes back, the missing readings are uploaded and the gap closes on the chart. Alerts that should have fired during the outage are sent with a note that they are late.

What happens when power is down

Sensors run on batteries and keep measuring. The hub has no battery; plug it into a socket on a circuit that stays on, or use a small UPS if your site has frequent cuts. While the hub is off, sensors keep their readings as described above.

What you need before you start

Item	Notes
A Quellbrook account	Created when your order ships; the invitation comes by email.
A free mains socket	Near the centre of the area you want to cover.
A network port or Wi-Fi	The hub needs outbound HTTPS (port 443) only.
A phone or computer	For pairing sensors and reading the dashboard.

Next step: [Set up the hub](#).

Set up the hub

Updated 14 September 2026 · help.quellbrook.example/getting-started/set-up-the-hub

Plug in the QB Hub, connect it to your network and claim it in your account.

The hub is the only part that needs a network connection. Set it up first, then add sensors.

1. Choose a place

Put the hub roughly in the middle of the fridges and freezers you want to monitor, at least 1 m above the floor and away from large metal surfaces. Walls are fine; metal cold-room doors weaken the signal, so for a walk-in cold room place the hub near the door on the outside.

2. Connect it

1. Plug the power adapter into the hub and into a socket.
2. If you use a cable, connect the Ethernet port to your router or switch. The hub gets an address automatically (DHCP).
3. Wait until the status light stops blinking. This takes about a minute.

3. Read the status light

Light	Meaning	What to do
Blinking white	Starting up	Wait.
Steady green	Connected to Quellbrook Cloud	Continue with step 4.
Blinking blue	Waiting for Wi-Fi setup	Use the app, see below.
Steady amber	No internet connection	Check the cable or Wi-Fi password; see the note on firewalls.
Blinking red	Hardware fault	Contact support with the hub's serial number.

Wi-Fi instead of a cable

Open the Quellbrook app, go to **Devices › Add hub › Wi-Fi**, and follow the steps. The hub supports 2.4 GHz networks with WPA2 or WPA3. Networks that require a login page (hotel or guest Wi-Fi) are not supported.

Known issue (hub firmware 2.4.1). After a power cut the light can stay amber for up to five minutes before it turns green. Nothing is lost: readings are kept on the sensors. Firmware 2.4.2 fixes this; the hub updates itself overnight, or go to **Devices > Hubs > Firmware** to update now.

Firewalls. The hub only makes outbound HTTPS connections to *.quellbrook.example on port 443. No inbound ports need to be opened.

4. Claim the hub

In the dashboard, go to **Devices > Hubs > Claim hub** and type the 8-character claim code printed under the hub. The hub appears in the list within a few seconds, and you can [add your first sensor](#).

Add your first sensor

Updated 2 October 2026 · help.quellbrook.example/getting-started/add-your-first-sensor

Pair a sensor with your hub, name it and assign it to a location.

Sensors are paired one at a time. Have the sensor and a phone or computer with the dashboard open.

1. In the dashboard, go to **Devices > Sensors > Add sensor**.
2. Pull the plastic tab out of the sensor's battery compartment. The sensor's light blinks green three times.
3. Type the serial number printed on the back of the sensor (it starts with QB-), or scan the QR code with the app.
4. Give the sensor a name people will recognise on an alert, for example *Kitchen fridge 2* rather than *Sensor 14*.
5. Choose a **location** and a **profile** (fridge, freezer, cold room or ambient). The profile sets sensible default alert limits, which you can change later.
6. Select **Pair sensor**.

The screenshot shows the 'Add sensor' interface. On the left is a dark sidebar with 'Quellbrook' at the top and a menu with 'Overview', 'Devices' (selected), 'Alerts', 'Reports', and 'Settings'. The main content area has a breadcrumb 'Devices > Sensors' and the title 'Add sensor'. A form contains the following fields: 'Serial number' with the value 'QB-T1-4F27-91C0' and a note 'Printed on the back of the sensor, or scan the QR code with the app.'; 'Name' with the value 'Kitchen Fridge 2' and a note 'Use a name people will recognise on an alert.'; 'Location' with a dropdown menu showing 'Riverside Kitchen > Main kitchen'; and 'Profile' with a dropdown menu showing 'Fridge (2 - 5 °C)'. Below these is a 'Status' section showing a green dot and the text 'Sensor found by hub "Main kitchen hub", signal 4 bars'. At the bottom right are 'Cancel' and 'Pair sensor' buttons.

The Add sensor screen with the serial number, name, location and profile fields

The first reading appears within two minutes. If it does not, check that the sensor is within range of the hub and see [Where to place sensors](#).

Pairing many sensors

For more than ten sensors, use **Devices › Sensors › Import** and upload a CSV file with the columns `serial`, `name`, `location` and `profile`. Pull the battery tabs afterwards; each sensor pairs itself when it first reports.

Moving a sensor to another hub

Sensors pair with the hub they hear best, so you do not need to do anything when you add a second hub. Readings keep their history when a sensor changes hub.

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Where to place sensors

Updated 21 August 2026 · <help.quellbrook.example/sensors-and-hardware/where-to-place-sensors>

Measure the food, not the door. Recommended positions for each kind of unit.

A sensor measures the air or the product right next to it. Put it where a problem would show first and where opening the door does not cause false alarms.

Unit	Recommended position	Avoid
Reach-in fridge	Middle shelf, towards the back	Door shelves, next to the fan
Chest freezer	Hanging inside the wall, upper third	On the lid, in the ice layer
Walk-in cold room	Opposite the evaporator, at shelf height	Above the door, in the air curtain
Delivery van	Front wall of the cargo area, mid-height	Near the rear doors
Pharmacy fridge	Middle shelf, in a buffer bottle	Against the back wall (freezing risk)

Air or product temperature

Air temperature reacts to every door opening. If your inspections are based on product temperature, use the QB-T1 with its probe in a **buffer bottle** (a small bottle of glycol solution). The bottle behaves like food and smooths short spikes. Buffer bottles are included with QB-T1 sensors.

Range

Indoors, sensors reach the hub over about 40 m through ordinary walls. Each metal door, steel shelf or concrete floor shortens that. The dashboard shows signal strength for every sensor under **Devices › Sensors**; anything below two bars should be moved or get a closer hub.

Replace a sensor battery

Updated 30 July 2026 · <help.quellbrook.example/sensors-and-hardware/replace-a-sensor-battery>

When the dashboard warns about a low battery, you have about four weeks.

A sensor battery lasts about three years at one reading per minute, less in freezers below –25 °C. The dashboard shows a low-battery warning about four weeks before the battery runs out, and the sensor's tile shows a battery icon.

What you need

- One 3.6 V lithium AA battery (ER14505). Ordinary 1.5 V AA batteries do not work.
- A small Phillips screwdriver.

Steps

1. Take the sensor out of the cold unit and let it warm for 10 minutes, so condensation does not form inside.
2. Undo the two screws on the back and lift the cover.
3. Replace the battery, observing the + mark in the compartment.
4. Close the cover and tighten the screws. Do not over-tighten; the seal only needs light pressure.
5. Put the sensor back. The light blinks green three times when it reconnects.

The sensor keeps its pairing, name and history. Readings taken while it was outside the unit are marked as *maintenance* on the chart and do not trigger alerts if you start **Maintenance mode** from the sensor's menu first.

Check sensor accuracy

Updated 3 September 2026 · help.quellbrook.example/sensors-and-hardware/check-sensor-accuracy

An ice-point check takes 15 minutes and is accepted by most food-safety inspectors.

QB-T1 and QB-TH sensors are accurate to $\pm 0.3\text{ }^{\circ}\text{C}$ between $-30\text{ }^{\circ}\text{C}$ and $+40\text{ }^{\circ}\text{C}$ when they leave the factory. Many food-safety plans ask for a check every six or twelve months. You can do it yourself with an ice-point check.

Ice-point check

1. Fill a clean container with crushed ice and add cold water until the ice is just covered. Stir and wait two minutes.
2. Start **Maintenance mode** for the sensor so that the check does not trigger alerts.
3. Put the probe (QB-T1) or the whole sensor in a sealed bag (QB-TH) into the ice water, without touching the bottom.
4. After 10 minutes, read the value in the dashboard. It should be between $-0.3\text{ }^{\circ}\text{C}$ and $+0.3\text{ }^{\circ}\text{C}$.
5. In the sensor's menu, select **Record check** and enter the result. The check is stored with the sensor's history and appears in reports.

If the reading is outside the range

You can enter an **offset** of up to $\pm 1.0\text{ }^{\circ}\text{C}$ under **Sensor settings > Calibration**. Offsets are recorded with the date and the person who set them. A sensor that is off by more than $1.0\text{ }^{\circ}\text{C}$ should be replaced; contact support for a replacement under warranty.

Check result	Action
-0.3 to $+0.3\text{ }^{\circ}\text{C}$	Record the check. Nothing else to do.
-1.0 to -0.3 or $+0.3$ to $+1.0\text{ }^{\circ}\text{C}$	Record the check and set an offset.
Beyond $\pm 1.0\text{ }^{\circ}\text{C}$	Record the check and request a replacement.

Dashboard and alerts

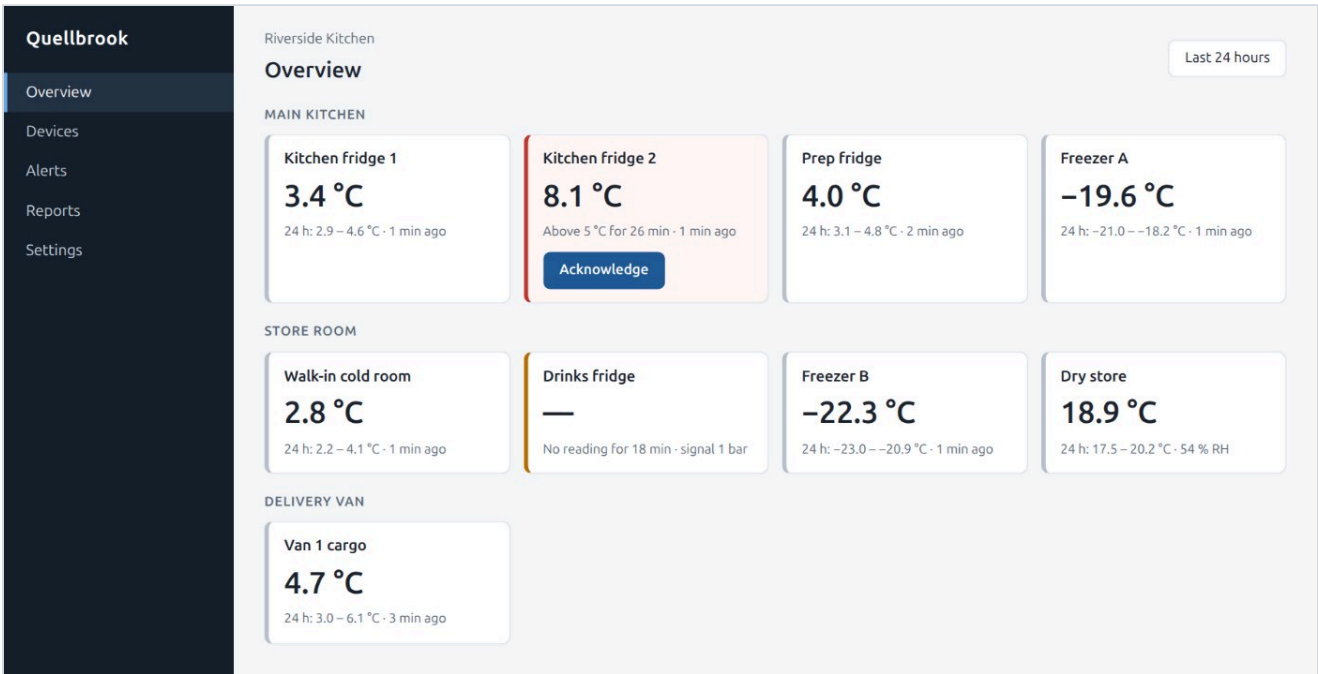
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Read the dashboard

Updated 11 October 2026 · help.quellbrook.example/dashboard-and-alerts/read-the-dashboard

Tiles show the current state of every sensor; the chart shows its history.

The dashboard opens on **Overview**, which shows one tile per sensor, grouped by location.



The Overview screen with sensor tiles grouped by location and one sensor in alarm

Tiles

Each tile shows the latest reading, the minimum and maximum of the last 24 hours and the time of the last reading. The tile's border tells you the state:

- **Grey:** normal.
- **Amber:** outside the warning limits, or the sensor has not reported for 15 minutes.
- **Red:** in alarm. Someone has been notified, see [Create an alert rule](#).

Select a tile to open the sensor's chart.

Chart

The chart shows readings for the chosen period with the alert limits as dashed lines. Drag across the chart to zoom in. Gaps in the line are periods without readings; hover over a gap to see why (no signal, maintenance, battery).

Acknowledging an alarm

When a sensor is in alarm, the tile shows **Acknowledge**. Acknowledging stops repeat notifications and asks for a short note, for example *door left open, product moved to fridge 3*. Notes appear in reports, which inspectors usually ask for.

Create an alert rule

Updated 11 October 2026 · help.quellbrook.example/dashboard-and-alerts/create-an-alert-rule

Decide who is told, when, and how, for each kind of unit.

Alert rules decide when a reading becomes an alarm and who hears about it. Every sensor profile starts with a default rule; most sites only adjust the limits and the people.

1. Go to **Alerts** › **Rules** › **New rule**.
2. Choose the sensors or locations the rule applies to.
3. Set the **condition**: above, below, or outside a range, and for how long. A delay of 15–30 minutes avoids alarms from door openings.
4. Add **recipients** and choose how each is notified.
5. Select **Save rule**.

Quellbrook

- Overview
- Devices
- Alerts**
- Reports
- Settings

Alerts › Rules

New rule

Applies to

Main kitchen × Store room › Walk-in cold room × + Add

Condition

Above Below **Outside range** No data

Lower limit 2.0 °C **Upper limit** 5.0 °C **For at least** 20 minutes

Recipients

Who	How	When
Shift manager (on duty)	SMS, push	At once
Dana Okafor, site manager	Phone call	If not acknowledged after 30 min

Cancel Save rule

The rule editor with a range condition, a 20-minute delay and two recipients

Conditions

Condition	Example	Typical use
Above	Above 5 °C for 20 min	Fridges
Below	Below -15 °C for 30 min	Freezers
Outside range	Outside 2–8 °C for 15 min	Vaccines, medicines
No data	No reading for 30 min	All sensors

Escalation

If nobody acknowledges an alarm, Quellbrook can notify a second group after a delay you choose. A common set-up is: shift manager by SMS at once, site manager by phone call after 30 minutes.

Quiet hours

Notifications by email and push can be silenced at night. SMS and phone calls are never silenced, because they are meant for alarms that cannot wait.

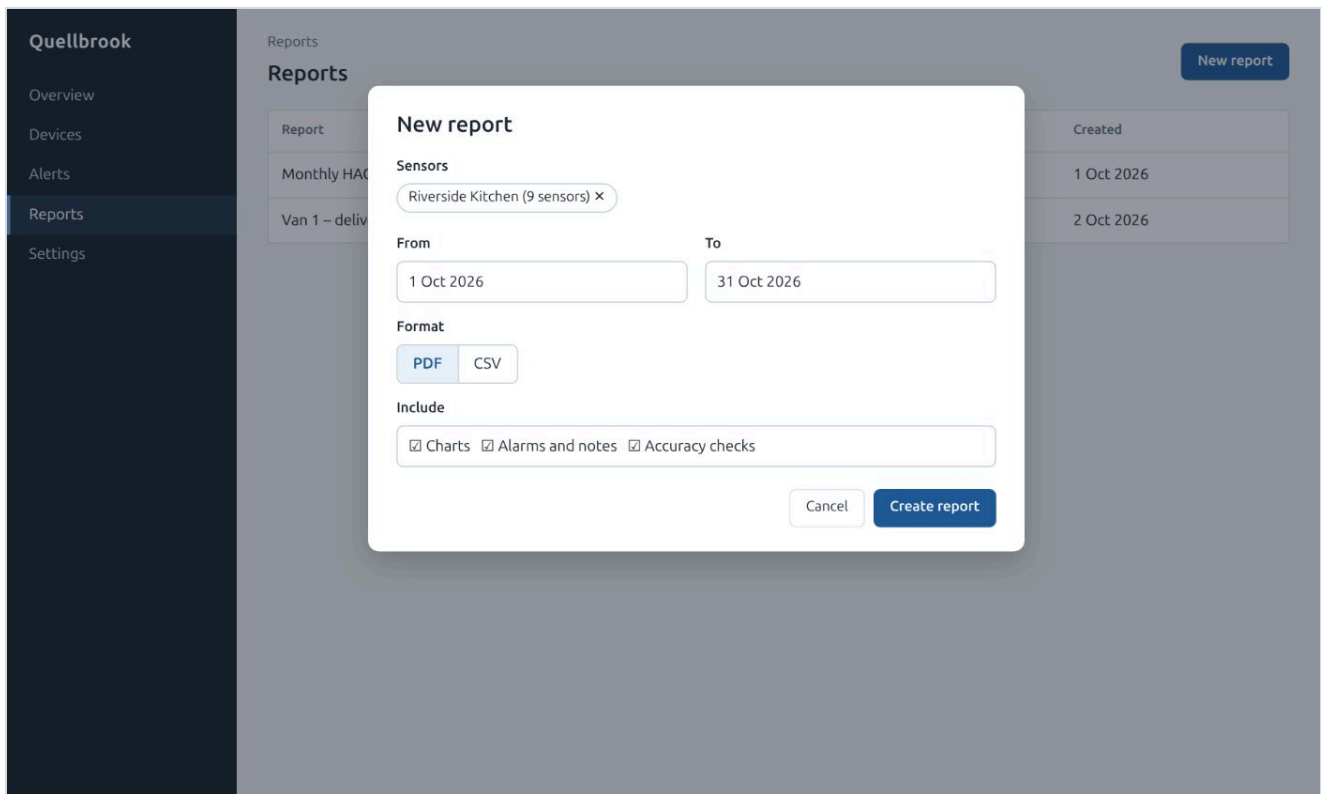
Export a temperature report

Updated 28 September 2026 · help.quellbrook.example/dashboard-and-alerts/export-a-temperature-report

Produce the PDF or CSV record an inspector or auditor asks for.

Reports collect readings, alarms, acknowledgement notes and accuracy checks for a period.

1. Go to **Reports** › **New report**.
2. Choose the locations or sensors, and the period. The longest period in one report is 13 months.
3. Choose the format: **PDF** for inspections, **CSV** for your own analysis.
4. Select **Create report**. Small reports download at once; large ones are emailed to you when ready.



The report dialog with period, sensors and format options

What the PDF report contains

- A summary page per location: minimum, maximum and mean temperature, time outside limits.
- A chart per sensor with alert limits.
- A table of every alarm with its acknowledgement note.
- The accuracy checks recorded in the period.

Scheduled reports

Under **Reports** › **Schedules** you can have a report emailed every week or month, for example to the quality manager every Monday.

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Invite your team

Updated 5 August 2026 · help.quellbrook.example/account-and-billing/invite-your-team

Add people, choose their role, and limit them to their own sites.

Go to **Settings** › **Team** › **Invite** and enter one or more email addresses. Each person receives an invitation that is valid for seven days.

Quellbrook

Overview

Devices

Alerts

Reports

Settings

Settings

Team

Invite

Name	Email	Role	Sites
Dana Okafor	dana@riverside.example	Owner	All sites
Marek Lindqvist	marek@riverside.example	Manager	Riverside Kitchen
Priya Nair	priya@riverside.example	Operator	Riverside Kitchen
Tom Becker	tom@riverside.example	Operator	Harbour Café
(invited)	sam@riverside.example	Viewer	Harbour Café · expires in 6 days

The Team screen listing members with their roles and sites

Roles

Role	Can see	Can change
Viewer	Dashboard, charts, reports	Nothing
Operator	Everything a viewer sees	Acknowledge alarms, record checks, start maintenance
Manager	Everything	Sensors, alert rules, reports, team members of their sites
Owner	Everything	Everything, including billing

Limiting people to sites

Operators and managers can be limited to one or more sites. A person limited to a site only sees its sensors, receives its alarms and can only invite people to that site.

Removing someone

Select the person and choose **Remove from team**. Their past acknowledgement notes stay in the history with their name, as inspectors expect.

Invoices and billing details

Updated 12 July 2026 · help.quellbrook.example/account-and-billing/invoices-and-billing-details

Where to find invoices, and how to change the billing address or VAT number.

Only owners can see billing. Go to **Settings › Billing**.

Invoices

Invoices are issued at the start of each billing period and listed under **Invoices**, newest first. Each can be downloaded as PDF. A copy is also emailed to the billing contact.

Billing details

Under **Billing details** you can change:

- the company name and address printed on invoices;
- the VAT number (EU customers; validated against VIES when you save);
- the billing contact who receives invoices by email;
- a purchase-order number to print on future invoices.

Changes apply to the next invoice. Issued invoices cannot be changed; if one is wrong, contact support and ask for a credit note and a corrected invoice.

Payment methods

Cards and SEPA direct debit can be added under **Payment method**. Annual plans can also be paid by bank transfer on invoice.