BRICKHOUSE SECURITY

# EON SolarTrack User Guide


## What's Inside

# EON SolarTrack Quick Start Guide

## Getting Started

### Activating Your Tracker

If you purchased your device pre-activated, you should have received an email containing your default login information before you received the device. If you did not purchase a pre-activated tracker, please visit activate.brickhousesecurity.com to complete your device activation.
Can't find your login email?

1. Check your spam or junk folder
2. Search for **"BrickHouse Security"** in your inbox for the email subject **"Important: Your Password for GPS Login"**
3. If you still can't find it, contact: support@brickhousesecurity.com

Or text or call +1 (800) 654-7966 and live reps will reply back between 9am and 9pm ET.

### Verify Your Installation Tools

You can mount the EON SolarTrack using zip ties or screws & nuts (hardware not included). The tracker can be mounted with 4x 5mm diameter mounting holes and/or 2x 15x4mm mounting slots. See the Mounting Guide section for more information.

If you're unsure about installing the device yourself, we highly recommend scheduling a professional site visit with our trusted partner. They'll ensure a smooth and proper installation for you. Contact support to set up an on-site installation.

### Power On the Tracker

Make sure to power on the tracker before installing it.
Remove the activation magnet located on the back of the tracker. Once the magnet is removed, the device will power on automatically. The LEDs on the top will blink briefly as the tracker initializes.

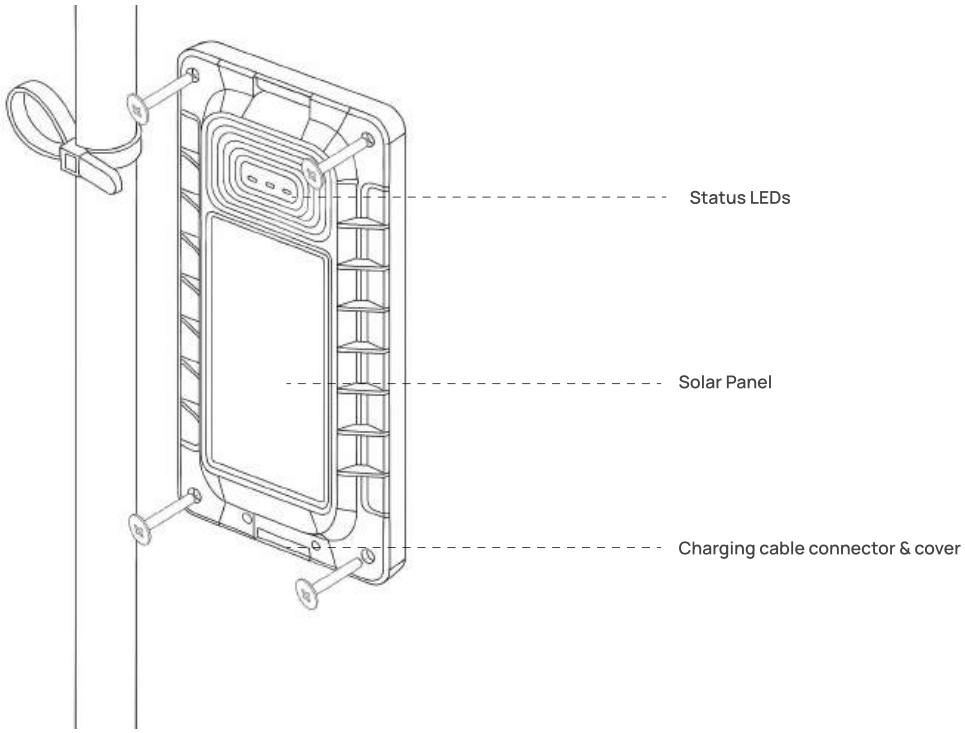
**Tip:** If no lights appear, place the tracker in sunlight for 30–60 minutes and try again.

## Installing the Tracker

For optimal performance, always position the tracker's solar panel facing the sky to maximize sunlight exposure. If you're mounting it on the side of an asset like a container or trailer, we recommend installing it vertically near the top edge to balance efficient charging with container stacking restrictions.

### Mounting Tips:

Always mount with the charging port facing downward to prevent water from entering.
Make sure the surface is clean, flat, and secure before mounting.
Make sure the Unmount Light Sensor is well covered when mounted to avoid false positive unmount alerts.
Avoid mounting under metal surfaces or inside enclosed areas that block sunlight or GPS signal.
Make sure the unit is securely mounted to prevent shaking or the unit falling during operation.




## Test Drive

After installing the tracker, take your vehicle for a 15-20 minute test drive so the EON SolarTrack can establish a GPS connection.

## Login to Locate Platform

Using a web browser, visit [brickhousesecurity.com/gps-login](brickhousesecurity.com/gps-login) OR install the BrickHouse Locate GPS app on your mobile device.
Sign in using your login information. Please note: Both the username and password are case sensitive.

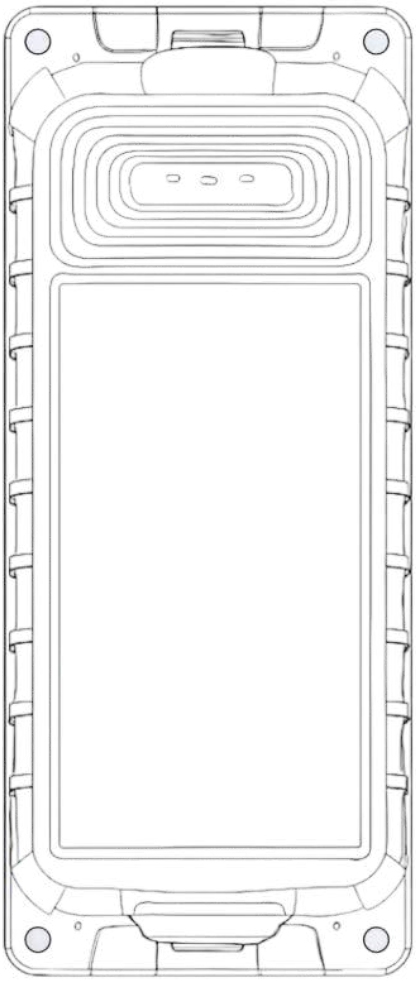
# LED Guide

Your EON SolarTrack has three LED light indicators that show its status. By understanding these patterns, you can monitor network connectivity, GPS positioning, and battery charge, ensuring you're confident in its performance and know when to troubleshoot or contact support.


| Label on Tracker | LED Behavior | | What it means |
|---|---|---|---|
| CEL | Flashing | Slow | Tracker is connected to network |
| | | Fast | Tracker is searching for a network |
| | Solid | On | Tracker has a network issue, contact support |
| | | Off | LEDs or Network is disabled |
| GNSS | Flashing | Slow | Abnormal GNSS positioning issue detected. Contact Support. |
| | | Fast | Tracker is obtaining a position |
| | Solid | On | Tracker has up-to-date position |
| | | Off | LEDs or Positioning is disabled |
| PWR | Flashing | Slow | Charging |
| | | Fast | Tracker has slow battery |
| | Solid | On | Charging complete |
| | | Off | Tracker is currently not charging |

# Mounting Guide

Your EON Solar offers multiple mounting points for secure installation on trailers, containers, and other flat surfaces. For best results, follow the guidelines and recommendations in this section. These guidelines ensure a safe, durable installation without damaging the housing or obstructing the solar panel.



**Mounting Holes (4, one per corner)**

There are 4 mounting holes, one on each corner of the EON SolarTracker, that can be used to mount the tracker. The mounting holes are 3/16" (5mm) in diameter, with an outer accessible area (e.g. for the screw head) of 3/8" (10mm). The enclosure thickness at the mounting holes is approximately 5/16" (7mm).

**Screw recommendation:**
**Size:** M4 or #10
**Length:** 25mm or 1-inch
**Head diameter:** 10mm or ⅜-inch
**Head type:** Pan head
**Material:** Stainless steel or corrosion-resistant material

**Nut recommendation:**
**Inner Diameter:** M4 or #10
**Outer Diameter:** 10mm or ⅜-inch
**Thread:** Match screw thread density
**Material:** Stainless steel or corrosion-resistant
**Vibration tolerance:** Use locknut or spring washers

**Mounting Cells (2, top and bottom)**

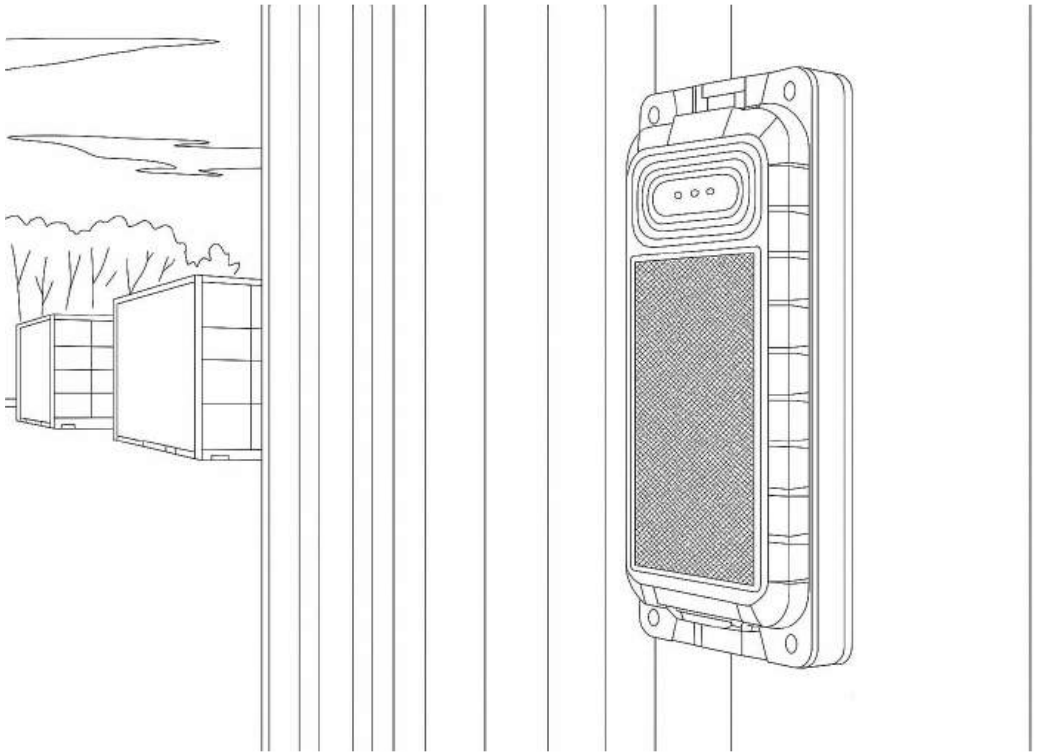
There are also two wide mounting cells, one on the vertical top and bottom of the EON SolarTracker, which can be mounted with heavy duty zip ties, belts, or cable seals.

The slot dimensions (width x height) are 15mm x 4mm, however the bottom slot (near the port cover) has limited access of 2mm height due to placement of the cover holder.

The recommended maximum insert dimensions for cables and ties are 1/2" width by 1/16" thickness (12.5mm by 2mm).

# Solar Panel Orientation

For best performance, mount the EON SolarTrack so its solar panel faces the sky and receives several hours of daylight each day — ideally at least four hours of clear exposure. If you're mounting the tracker vertically, see below for recommendations on mounting on a trailer or container.



# Mounting on a Trailer or Container

If you're mounting the tracker on the side of a trailer or container, choose a high position near the top edge, just under the ledge or roofline where it still gets clear daylight. The recessed area beneath the top lip often provides a good balance of protection and sunlight.
Mount the EON SolarTrack away from corners, doors, hinges, or lift points – places that see frequent contact or movement – and with the solar panel facing outward. A spot that's high, clear, and slightly sheltered will give the tracker the longest life and the strongest signal while avoiding bumpers, road debris, and stacking obstructions.

Lastly, make sure the charging port faces downward so rainwater drains away. The light sensor on the back should sit flush against the surface to avoid gaps causing light leaks and false unmount alerts.

# Preparing the Installation

Before installing, clean and dry the mounting surface. A flat, stable area free of debris helps ensure a lasting installation. For permanent setups, use #8 or M4 screws with washers. Tighten fasteners evenly, firmly but not excessively to avoid damaging the housing. For temporary or flexible mounts, use heavy-duty, UV-rated zip ties. For added stability, use two zip ties per side if possible.

# If You Need to Drill

Take a moment to plan before drilling into a trailer or container. Check what's behind the mounting surface. Avoid drilling into wiring, insulation, or structural supports. Choose a drill bit slightly smaller than the screw shaft for a secure fit. Mark hole positions first, then drill slowly and evenly to prevent slippage or damage. If mounting on thin metal, add a rubber washer or small bead of sealant under each screw to keep out moisture. If using zip ties, consider sturdy anchor points like rails, crossbars or brackets before drilling.

# Post-Installation: Verifying Your Tracker

Once your EON SolarTrack is mounted, double-check that the tracker is secure and steady, with an unobstructed view of the sky. A clear, well-mounted tracker charges efficiently and provides reliable tracking in all weather.

When first powered on, the LEDs may blink briefly, indicating the tracker has started correctly. LEDs may turn off automatically to save power, usually after an hour.
Next, open your BrickHouse Locate app or web portal. Within a few minutes, you should see the tracker's latest location or timestamp, confirming it's connected and reporting. The tracker typically sends updates automatically when it detects movement, but you can also use the Ping feature in the app or dashboard to request an immediate position report.

If no data appears right away, allow a few minutes of clear sky exposure – patience here can save unnecessary adjustments. Once the tracker reports successfully, your installation is complete. Your EON SolarTrack is installed, connected, and ready to work, keeping watch over your asset day and night.

# Solar Charging Guide

Your EON SolarTrack is powered by a high-efficiency solar panel paired with a large internal rechargeable battery. Together, these components allow for multi-year operation with minimal maintenance – even in variable light conditions. To get the most from your tracker, it's important to understand how solar charging works and how sunlight exposure affects performance.

Your EON SolarTrack's integrated panel converts light from the sun into electrical energy. This energy recharges the internal battery, which powers the GPS, LTE cellular modem, and sensors. When sunlight is available, the device automatically charges and operates simultaneously. When sunlight is limited or unavailable, the tracker operates on its internal rechargeable battery, conserving energy until solar charging resumes. The tracker's built-in power management system regulates charging to prevent overcharging or battery wear.

## Solar Charging Best Practices

The EON SolarTrack is designed to perform reliably across a wide range of environments, but consistent daylight exposure is essential for maintaining long-term power.
Recommended Sunlight Exposure

- 4–6 hours of daylight per day (direct or indirect) maintains a steady charge for typical use.
- In partial shade, cloudy weather, or winter months, the tracker will still charge, but more slowly.

In prolonged low-light environments (e.g., under a canopy, dense trees, or indoors), the battery eventually depletes if insufficient sunlight reaches the panel. Actual runtime depends on several factors — including how often it reports, how much the asset moves, and environmental conditions such as temperature and cellular signal strength. For example, a tracker that reports frequently or travels often will consume more power than one that stays still and reports less. Periodically, clean the solar panel with a soft, damp cloth to remove dirt or debris that may block light.

# EON SolarTrack Operating Modes

On its default Standard Tracking mode, the EON SolarTrack will send continuous location updates while its vehicle or container is moving. The frequency of these updates will depend on the service plan for your tracker and can range from every 5 seconds to every minute. When not moving, the EON SolarTrack saves power by reporting less frequently (1 - 6 times per day).
To maximize battery life, the EON SolarTrack also supports reporting once per day regardless of movement. To enable this feature on your EON SolarTrack, contact us and request switching to Power Saving Modem on your tracker.

Please note that in Power Saving Mode, your tracker will no longer receive Ping or Reboot real-time commands, and the LEDs may be disabled to reduce power consumption. For the same reasons, it may take up to 24 hours to switch from Power Saving Mode back to Standard Tracking mode upon requesting the switch.
If you plan on tracking an asset that will remain idle for extended periods, we recommend switching the EON SolarTrack to Power Saving Mode to extend its battery life.

# Battery Performance Factors

Your EON Solar is built to keep working quietly and efficiently for years, but how long its battery lasts between charges depends on a few simple factors. Under typical use, with 1-minute reporting when in motion, about 1 hour of driving per day, and at least 6 hours of good sunlight exposure, you can expect roughly a year of continuous operation. This assumes normal weather and average or better cellular and GPS reception, allowing the device to transmit efficiently without retrying.

If sunlight is limited, the tracker moves constantly, or it's mounted where the sky view is narrow, battery life may shorten. As well, higher reporting intervals (such as 30 or 5 seconds) will drain the battery much faster. The bottomline is the more it reports, the more power it uses.
For customers who need the longest battery life possible, we can adjust your device to Power Saving Mode, reporting once per day instead of every minute. This setting significantly extends runtime in low-sunlight or stationary applications.

To enable Power Saving Mode or customize reporting behavior, contact support@brickhousesecurity.com or call 1-800-654-7966.

# BrickHouse Locate GPS Platform

**User Interface Guide**

In the following pages, you will learn how to set up and customize the web interface of our Locate GPS tracking platform, as well as the mobile app, which is available in the iOS App Store and the Google Play Store. After that, you'll learn how to use some of the major platform features, like Tracks, Geofences, Notifications, and Reports.

## Customizing and Tracking Your Device via a Web Browser

To start tracking your EON SolarTrack, open a browser window and go to www.BrickhouseSecurity.com.

Hover your cursor over the Login tab on the top right of the website and click on GPS.