

Good afternoon, Team!

We are adding a new requirement for any SimplyHome system assessment that includes stove sensor requests. Moving forward, anyone interested in a stove sensor must provide a photo to SimplyHome of the stove plug and its outlet. We have always asked clients to confirm if their stoves have 3 or 4-prong outlets but now we are requiring photos to ensure the correct sensors are programmed/shipped/installed.

It shouldn't be any additional effort since folks are likely already pulling the stove out to check the prong anyway. Photos can easily be emailed or texted to the CS rep or uploaded to intake forms or system recommendation pages in Podio, if applicable. As a reminder, we cannot use stove sensors on stoves that are hardwired. We only offer 3-prong and 4-prong plugs for electric stoves.

To be clear, stove sensor of any kind are still on back order until further notice.

Thanks and please let me know if you have any questions.

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