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# Flair Puck & Smart Vent

IN-HOME INSTALL GUIDE  
**FORCED AIR SYSTEMS**

questions?  
[pros@flair.co](mailto:pros@flair.co)

# ★ What you need to know

## What you need on the job

1. If installing a thermostat, you'll need one thermostat per HVAC zone\*
2. One Puck for each room with Smart Vents, plus two Pucks for backup
3. Homeowner's 2.4 GHz WiFi network
4. Small phillips head screwdriver
5. Post-it notes and a pen

\* Flair works with all thermostats and integrates directly with ecobee, Nest, Carrier/Bryant or Honeywell WiFi-connected thermostats

## What you need from the Homeowner

1. Username / password for their 2.4 GHz WiFi network
2. Username / password for their smart thermostat account (if it's already set up)\*

## General Setup Flow

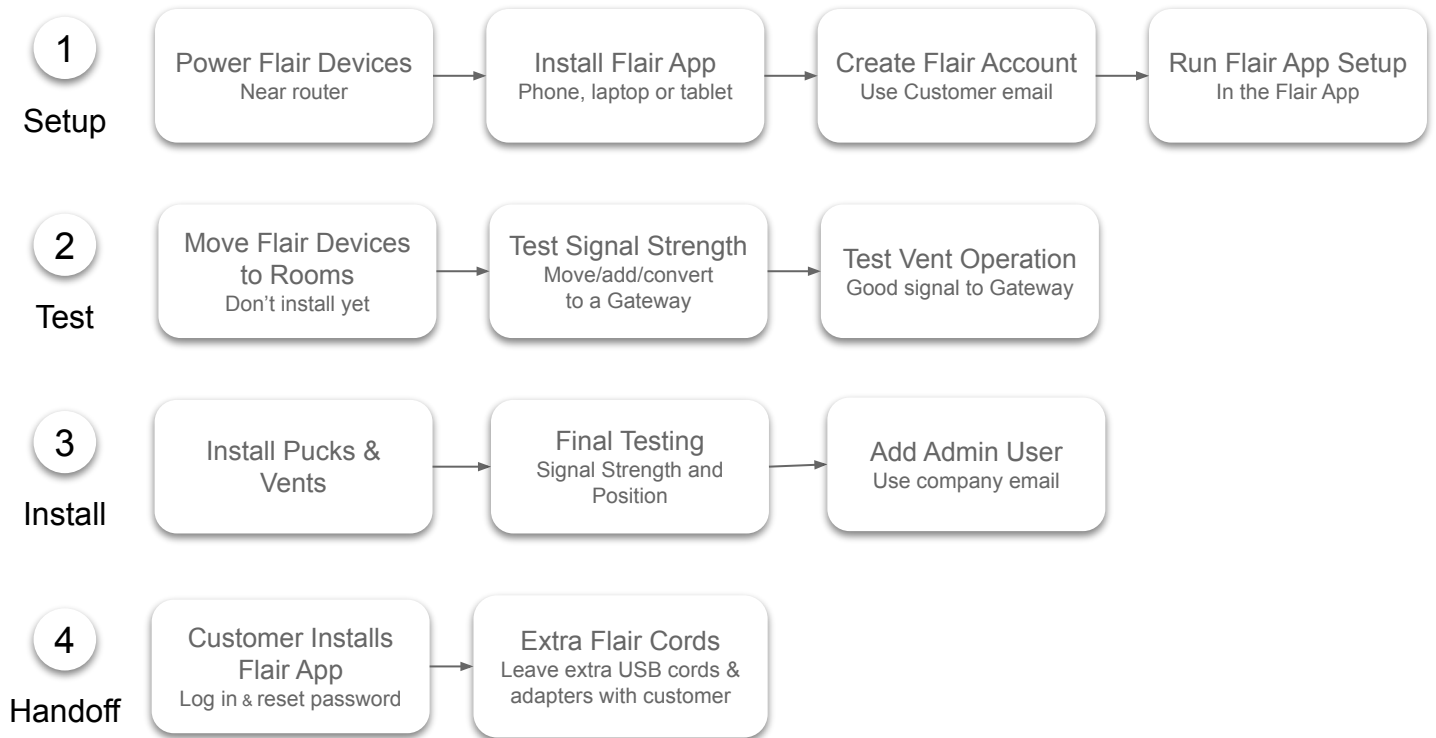
1. Power on Flair devices
2. Install Flair App
3. Run Flair Setup
4. Test System
5. Add users
6. Handoff Flair account to homeowner

## After Setup

Leave extra cables and adapters with the homeowner. They may need these later.

\* Flair integrated with ecobee, Nest, Carrier/Bryant or Honeywell WiFi-connected smart thermostats.

# ★ Setup, Test and Install Flow



# ① Setup

## 1. Power on Flair Devices

- a. Locate the customer's router
- b. Perform Setup within 10 feet of the router
- c. Power on one Puck using the supplied cable and USB adapter
- d. Power on remaining Pucks using batteries
- e. Keep all cables and adapters handy in case you need them later
- f. Insert batteries into Smart Vents (If wiring, use batteries during Setup and testing, then remove batteries, wire and test again. You'll need a 24VAC transformer.)

## 2. Install the Flair App

The Flair app can be downloaded to a smartphone or a tablet.

- Apple App Store: [flair.co/ios](https://flair.co/ios)
- Google Play Store: [flair.co/android](https://flair.co/android)

Or you can open a browser on a WiFi-enabled laptop or computer and go to [my.flair.co](https://my.flair.co).

## 3. Create a Flair Account

- a. Open the Flair app - or go to [my.flair.co](https://my.flair.co) on a browser
- b. Sign Up using the customer's email address and a temporary password

## 4. Run the Flair App Setup

Tap **CREATE HOME** and follow the prompts to run through the following Setup steps.

- a. Name the Flair home using the customer's street address
- b. Plug the first Puck into power, make it a Gateway and connected it to WiFi
- c. Add a thermostat - if adding a smart thermostat, follow the prompts to log in, grant access, and import it into Flair, if not, select "Other thermostat"
- d. Discover and add Pucks and Smart Vents to rooms
- e. When adding Pucks and Smart Vents to rooms, label each device with a Post-it note and the room name

## ② Test

### 1. Move Flair Devices to Rooms

- a. Move Pucks and Smart Vents to rooms
- b. Don't install/mount them just yet - we need to test signal strength and position
- c. You can unplug the Gateway Puck, move it and plug it into a different outlet as necessary


### 2. Test Puck Signal Strength

- a. In the Flair App, go to **Home Statistics**
- b. In the Puck graph, change "Graph Data" to "RSSI (dB)"
- c. Gateway Pucks will show WiFi signal strength
- d. Sensor Pucks will show RF signal strength to the closest Gateway Puck
- e. RSSI is shown in a negative scale - **we want values above -75dB**, values below -75dB may result in signal loss and commands may not get through

### 3. Test Smart Vent Signal Strength

- a. In the Flair App, go to **Home Statistics**
- b. In the Vent graph, change "Graph Data" to "RSSI (dB)"
- c. Smart Vents will show RF signal strength to the closest Gateway Puck
- d. RSSI is shown in a negative scale - **we want values above -80dB**, values below -75dB may result in signal loss and commands may not get through

**To improve RF signal to a Sensor Puck**, add a dedicated networking device, or convert the Sensor Puck to a Gateway Puck: plug in the Sensor Puck using the supplied USB cable and adapter, and then go into the Puck's Settings menu and select, "Make Gateway".

**To add a dedicated networking device**: plug in an additional Puck using the supplied USB cable and adapter. In the Flair app, tap the PLUS menu  select "Add new Gateway Puck" to connect it to WiFi. Then go to Home Settings->Flair Devices, expand the Puck and select "Ignore Puck Readings". Place the Gateway Puck so that it has good WiFi signal and is close to other Sensor Pucks that need improved RF signal coverage.


**To improve WiFi signal to a Gateway Puck**, move it closer to the router. If you can't move the Gateway Puck, add a dedicated networking device.

## ② Test - Continued

### 5. Test Smart Vent Open/Close Function

- a. In the Flair app, tap the System button and switch to Manual
- b. For each room, slide the Vent slider to the open and closed position, allowing 30-60 seconds for the Smart Vent to respond
- c. Tap the System button and switch to Auto

**If a Smart Vent is not responding to open/close commands**, check the Smart Vent signal strength and improve low signal using the suggestions above.

You can also try resetting a Smart Vent by removing the batteries for 60 seconds and then rediscovering it by tapping the PLUS menu  and selecting “Add new Smart Vent”.

# ③ Install

## 1. Install Pucks

Once you're confident that the Pucks have good signal strength and are controlling Smart Vents, you can install/mount the Pucks by affixing them to the wall using the supplied sticky-back tape, or screwing the backplate into the wall using the supplied screws.

The Puck can also be placed on a flat surface using the backplate kick stand - however, the customer should not move the Puck as it could affect signal strength.

## 2. Wire Smart Vents

If wiring Smart Vents, remove batteries now and wire Smart Vents now.

# ④ Handoff

## 1. Add Admin User

- a. In the Flair app, tap the Flair menu and go to Home Settings->Users
- b. Enter your email address\* in the "Invitation Email"
- c. Select "User can make changes to this home"
- d. Tap the arrow
- e. You'll receive an invitation email to join this home and view it from your Flair account

\* This is the email address you used to create your own, separate Flair account - and will be the account you use to remotely access the customer's Flair home. If you have a large company with many installers, you might want to create your Flair account using a general company email address so that others can use the same Flair account to access your customers' Flair homes.

## 2. Customer Installs Flair App

Have the customer do the following:

- a. Install the Flair app on their phone
- b. Log in using their email address and the temporary password
- c. Tap the Flair menu, go to Account Settings and change their password

## 3. Customer Support

Give the customer the following:

- a. Homeowner Guide: [flair.co/secondary-heat-homeowner-guide-public](https://flair.co/secondary-heat-homeowner-guide-public)
- b. Flair Support email: [support@flair.co](mailto:support@flair.co)



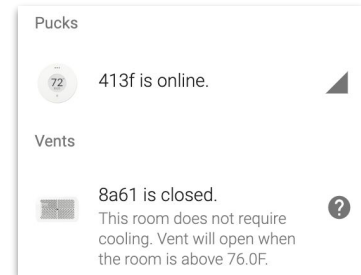
# Appendix A: Troubleshooting Connectivity

## Understanding Communication Protocols

All Smart Vents and Sensor Pucks connect to the nearest Gateway Puck using RF (radio frequency) signals. If Sensor Pucks are offline, have a weak signal, or go offline frequently, try moving a Gateway Puck closer, or see “Add a Gateway Puck” below.

## Check Device Online Status

Expand the room tile to see device status and signal strength. More bars equals stronger signal.



## Check Device Signal Strength


Tap the Flair menu and go to **Home Statistics**. To see signal strength for devices in a specific room, tap the room's 3-dot menu and select **Stats**. Change “Graph Data” to “RSSI dB”. Good signal strength is above -75dB. Flair stores history up to four weeks.

## Troubleshooting Signal

During Setup, Flair devices take at least **five minutes\*** to be discovered. After five minutes if Sensor Pucks do not appear in the app, go into the Puck's Gear menu and select “Unlink Gateway” and retry discovery. Also try moving a Gateway Puck closer to the Sensor Puck, or convert the Sensor Puck to a Gateway Puck (see below). If a Smart Vent isn't discovered, try resetting it (see below).

After Setup, if a Puck goes offline, or has weak signal, try the following:

- **Gateway Puck:** Gateway Pucks display a WiFi icon: 📶 More bars indicate a stronger signal. An 'x' in the WiFi symbol means it's not connected to WiFi. Place the Gateway Puck closer to the router, away from large metal objects.
- **Sensor Puck:** Try moving the Sensor Puck closer to a Gateway Puck to see if it comes online
- **Batteries:** Ensure batteries are properly installed or try using new, batteries
- **Smart Vent:** Move a Gateway Puck closer to the Smart Vent to see if it comes online or try resetting the Vent (see below)

\* During Setup, device discovery is limited to 30 minutes. After 30 minutes of inactivity, Flair will disable device discovery, and the Gateway will stop trying to discover Flair devices. This saves power. You may need to exit, then re-enter Setup mode by tapping the PLUS menu  and selecting “Add new Sensor Puck”.


## Add a Gateway Puck as a Dedicated Networking Device

If Sensor Pucks are going offline, they may be too far from a Gateway Puck. To boost RF (radio frequency) signal strength in the Flair network, you can add another Gateway Puck as a dedicated networking device. When adding these, place them where they can propagate the RF signal to Sensor Pucks. After adding a Gateway Puck as a dedicated networking device, In the Flair app, go to Home Settings->Flair Devices, expand the Puck, and then select "Ignore Puck Readings".

## Convert a Sensor Puck to a Gateway Puck

1. Plug in the Sensor Puck using the supplied Flair cable and adapter
2. In the Puck's Gear menu, select "Make Gateway" and allow the Puck to restart
3. The Puck will automatically connect to WiFi

If a Gateway Puck does not connect to WiFi or has poor signal, try moving it closer to the router. If you continue to see an "x" in the Puck's WiFi icon, reset the WiFi credentials and manually connect to WiFi as follows.

1. In the Puck's Gear menu, select "Forget WiFi" and allow the Puck to restart
2. In the Flair App, tap the PLUS menu  and select "Add a New Gateway Puck"
3. Follow the Gateway Puck Setup wizard

## Reset a Smart Vent

1. Remove batteries for 60 seconds
2. In the Flair app, tap the PLUS menu  and select "Add new Smart Vent"



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