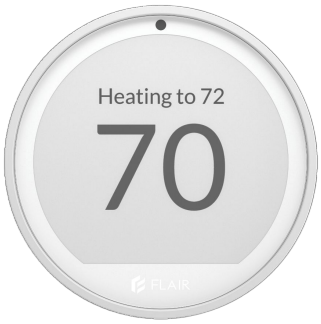
FLAIR

Ductless Controls Solution Guide

Installation and User Guide

Flair Bridge



Flair Puck 2

This guide provides detailed instructions for installing, configuring, and operating a ductless control system using Flair's hvacOS™ platform, Flair Bridge and Flair Puck.

We're Here to Help

CONTACT FLAIR

For dedicated dealer phone and email support, login or register.

Existing Flair Pro?
Login to the Pro Portal for contact information.

PRO PORTAL
flair.co/pros

Not yet a Flair Pro?
Complete the Pro registration and a member of our team will be in touch.

PRO REGISTRATION
flair.co/register

Contents

1. Overview

1.1 About This Guide

Purpose

This guide provides detailed instructions for installing, configuring, and operating a ductless control system using Flair's hvacOS™ platform. It is designed for both homeowners and HVAC professionals and contractors who want to replace a ductless heat pump (mini split, etc.) infrared (IR) remote control with a Flair Puck based smart control platform.

Audience

This document is intended for:

- **HVAC Contractors:** Professionals responsible for installing and maintaining ductless control systems.
- **System Integrators:** Those configuring home automation solutions with Flair products.
- **DIY Homeowners:** Those who want to add smart control to their ductless heat pumps (DHPs).

Scope

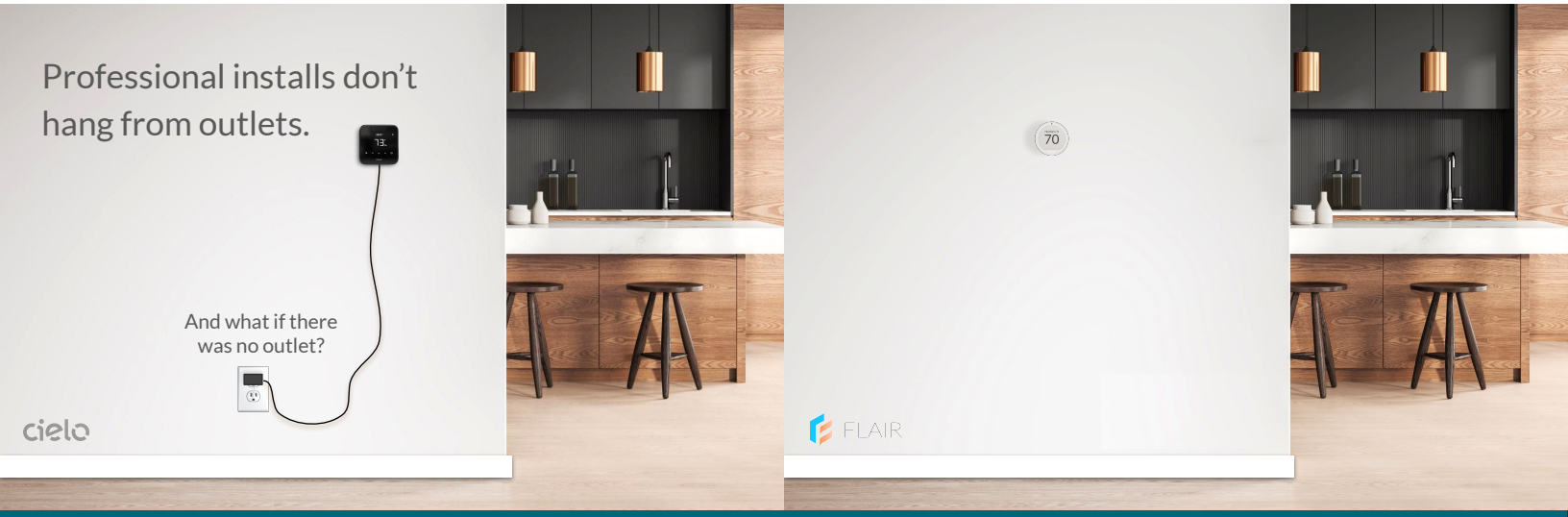
This guide covers:

- An overview of ductless controls and its benefits.
- Installing a Flair Bridge (networking hub) and Flair Puck (ductless control device).
- Step-by-step configuration using the Flair app.
- Best practices for ensuring optimal performance.

How to Use This Guide

- **Quick Start Guide:** For experienced installers who need a high-level overview.
- **Detailed Installation Instructions:** Guidance for mounting and configuring devices.
- **Operation Guide:** Information on system behavior and how to use the Flair app for control.
- **Troubleshooting:** Common issues and solutions for seamless operation.

By following this guide, users can confidently set up a ductless control system that maximizes convenience, comfort, and efficiency using Flair's platform.



1.2 What is Ductless Control ?

Overview

Ductless Heat Pumps (DHPs) such as mini splits typically come with an Infrared (IR) remote to control operation, which limit the benefits to in-room operation with a remote. Flair Pucks are smart thermostat-like devices designed to enhance control over ductless heating and cooling systems, including mini splits, window AC units, and portable ACs/heaters/heat pumps. Combined with the Flair Bridge, they create a platform that links your DHPs to Flair's hvacOS™ to enable app based control whether you are home or away. Alternatively, the Flair Puck can function independently (with USB power) without a Bridge in 'Solo Mode'.

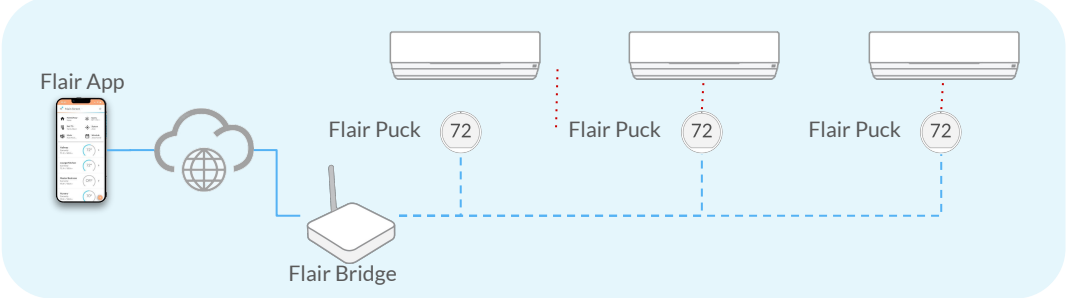
Benefits of Flair Ductless Control

- **Market's ONLY truly wireless solution:** No wiring required (no C-Wire or USB power), reducing installation costs yet enabling on-wall and app control to enhance performance of DHPs.
- **Universal ductless compatibility:** Works with any major brand (over 200) and model controllable by a handset. Emulates infrared (IR) signals to communicate with DHP.
- **Smart Climate Control:** Flair Pucks monitor temperature, humidity, and occupancy to optimize comfort. You can independently, or collectively control temperatures in different rooms.
- **Automation & Scheduling:** Everything you expect from a smart thermostat: Flair's mobile, tablet and desktop applications deliver the features of smart thermostats to ductless devices such as scheduling, Flair Smart Away, and app control in a single platform. Easily set daily or weekly schedules for each room. Integrate with Alexa, Google Assistant for voice control.
- **Remote Access:** Control your mini split system from anywhere via the Flair app (iOS/Android), great for vacation homes, rentals, or remote energy management.
- **Energy Efficiency | Cost Savings:** Reduces energy waste by heating/cooling only occupied rooms.
- **Improved Mini Split Compatibility: Multi-device Coordination:** Pucks can operate solo or with Flair Smart Vents to balance airflow in central HVAC systems — perfect for hybrid setups.

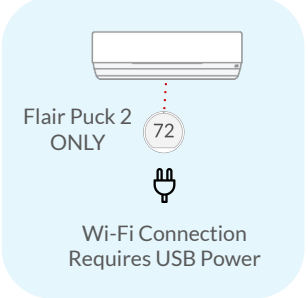
How Flair Manages Ductless Controls

The Flair App (hvacOS™) is the control platform. It connects to a Flair Bridge over Wi-Fi or Ethernet and sends control commands to Flair Pucks via a sub-GHz Radio Frequency (RF) network. The Puck translates those commands to IR directly to the DHP device. The Flair Puck can also be connected directly through Wi-Fi as a 'Solo Mode' Puck. This option requires USB Power and to a DHP unit.

Puck Connected Through Bridge | Wire-Free



Solo Mode Puck



1.3 Flair's Ductless Control Solutions

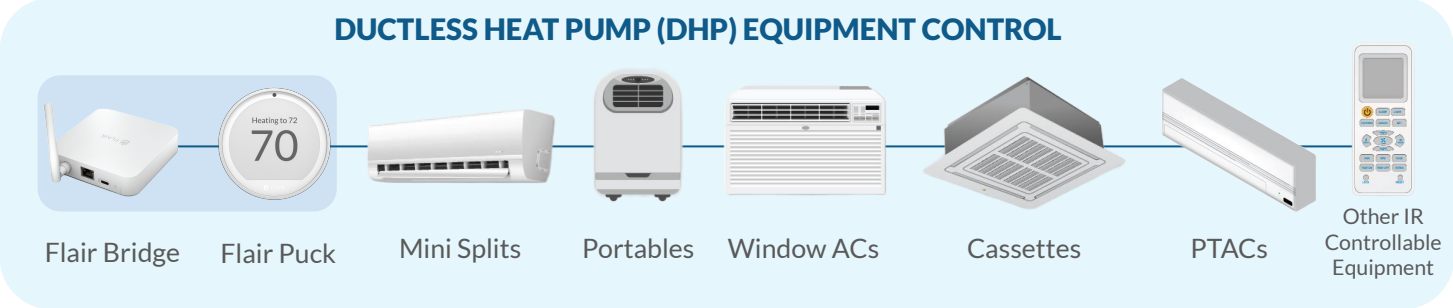
Overview

Flair offers both Homeowner Direct (DIY) and Pro solutions for implementing ductless controls. Pro solutions utilize the Puck Pro which also supports Flair Staged Heating (Integrated Control) Solutions and the Installer Code feature.

For Staged Heating, **Flair's Puck Pro controls the first-stage heating** Ductless Heat Pumps (DHPs), while **Flair's Bridge Pro directly manages the second-stage heating** (boiler or electric baseboard heater). For more information on Staged Heating, use the QR code or go to flair.co/staged-heating-guide.

STAGED HEATING (IC) SOLUTION GUIDE
flair.co/staged-heating-guide

Ductless Control with Flair Bridge and Puck



Get the same intelligent control and energy savings as a smart thermostat

Key Features:

- Seamless integration with the Flair app for full control of connected DHPs. The Flair Puck manages operation using Infrared (IR) communication.
- The Flair Bridge functions as the networking communication hub between the Flair App and Pucks.
- **Rapid installation with no C-Wire pulls or need for USB power of Pucks. Fully wire-free in home,** meaning no ugly power cords running down walls or issues with IR alignment.
- Control of both ductless (DHP) devices and central HVAC systems when coupled with Flair Smart Vents.

2.1 System Requirements

Overview

Before installing and configuring Flair's ductless control solution, ensure that all necessary components and system requirements are met. This section outlines the required hardware, software, and compatibility considerations. Verifying these system requirements before installation ensures a smooth setup process and avoids compatibility issues during configuration.

Required Components for Ductless Control Solution

- **Flair Puck or Puck Pro** – Required to control ductless heat pumps (DHPs). One Puck per Indoor Unit,
- **Flair Bridge (for Wire-Free Puck Operation)** - One Bridge per home, however larger homes or vertical townhomes/homes may require a second Bridge for network coverage and reliability. Pucks configured in Solo Mode do not require a Bridge.
- **Internet Connection (Wi-Fi or Ethernet)** – Required for app connectivity and system control.
- **Flair App** – Available for iOS and Android for system configuration and management.

Required HVAC System Compatibility

- **Ductless Heat Pumps (DHPs or Mini Splits)** – Must support infrared (IR) control.
- **OPTIONAL: Smart Thermostats**–If coupling with a central HVAC and Flair Smart Vents – Amana, Bryant Evolution, Carrier Infinity, Daikin, ecobee, Goodman, Honeywell Home, Nest, and Sensi models are supported for integration. Flair's **Mirror Mode** synchronizes a mini-split air conditioner with a compatible smart thermostat.

Network Requirements

- A stable **Internet** connection (Wi-Fi or Ethernet) is required for Flair devices to communicate
- Ensure that the network does not have strict firewall settings that could block Flair devices.

2.2 Installation at a Glance

Overview

This section provides a high-level overview of the installation process for Flair's ductless control system. The steps below summarize the key actions required.

Step 1: Install the Flair App

Download on the App Store — flair.co/ios

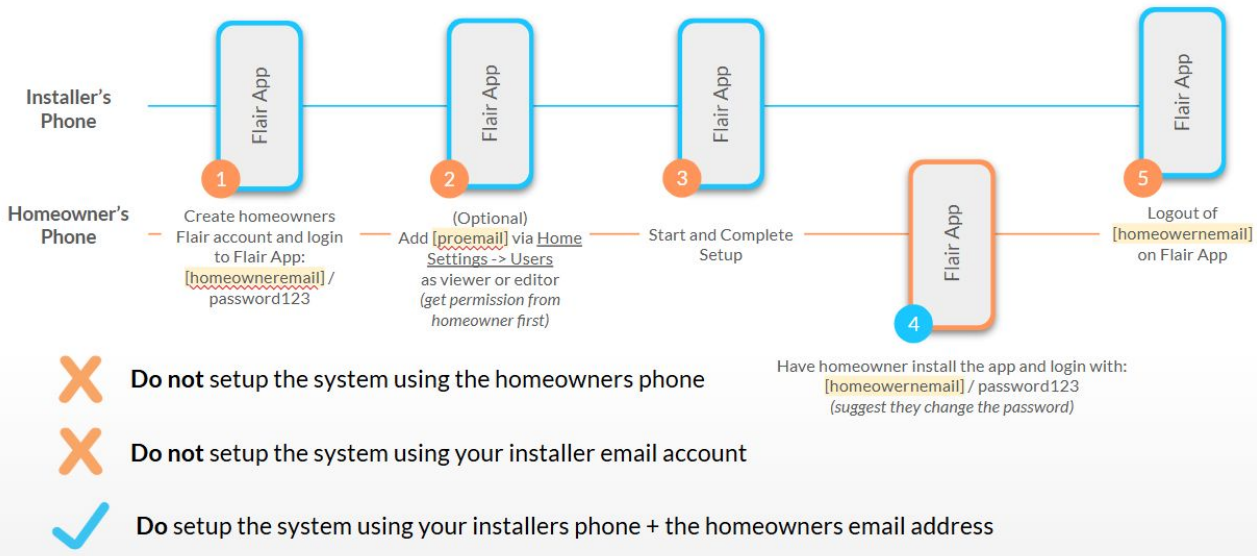
GET IT ON Google Play — flair.co/android

Use the Flair Web App — my.flair.co

- **IF PRO INSTALLED**: We recommend creating an account under the homeowner's email address and hand over the system to the homeowner upon completion.

Recommended for Installer

Flair recommends creating an account under the homeowner's email address and hand the system over to the homeowner upon completion.



Step 2: Follow the In-App Instructions

- The App will guide you through adding Flair Devices and integrating with DHPs
- The App will also guide you through configuring your ductless control settings.
- A detailed view of Flair App Instructions for Ductless Controls can be found in Section 3 of this guide.

SECTION 3: DETAILED INSTALLATION GUIDE

Step 3: Hand the System Over to the Homeowner (If Pro Installed)

Transitioning the Flair System - For Pro Installs

Help the customer to get the Flair App installed and optionally (and with their permission) give you access to their system remotely:

1. In your (contractor's) Flair App, Add Homeowner Editor User in the Flair app, tap the Flair menu and go to Home Settings->Users
2. Enter your work email address in the "Invitation Email"*
3. Select "User can make changes to this home"
4. Tap the arrow
5. You'll receive an invitation email to join this home and view it from your Flair account.
6. Customer Installs Flair App
7. 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

*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 that others can use to access your customers' Flair homes.

Homeowner Support

Give the customer the following:

HOMEOWNER GUIDE - DUCTLESS CONTROLS

flair.co/homeowner-guide-ductless-controls

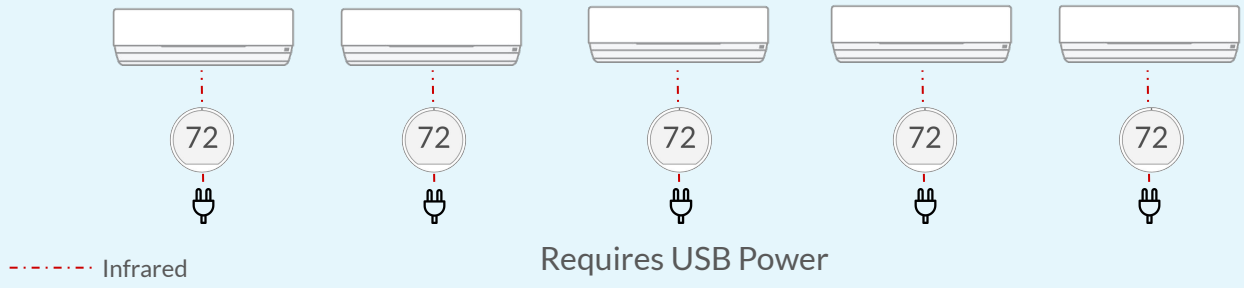
HOMEOWNER SUPPORT EMAIL

support@flair.co

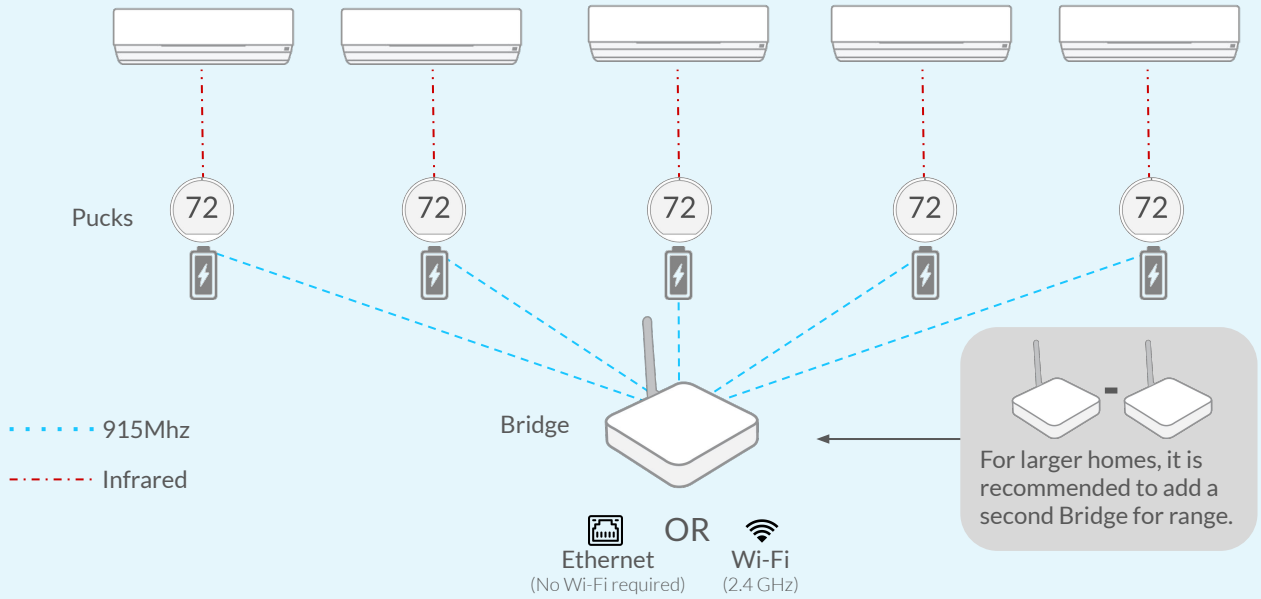
3.1 Networking and Communication Diagram Examples

Basic Networking Diagrams

Puck 2 ONLY as Solo Mode Controllers



Pucks Connected through Bridge for Wire-Free Operation
Homes larger than 2,500 sq. ft. may need an additional Bridge



Multiple Bridges - For Larger Homes

For very large systems, you may want to consider multiple Bridge devices. While this should be needed only in rare or exceptional circumstances, it is possible to do this with the Flair platform.

1. Finish full structure setup if you haven't already. Note that you might need to move Puck closer to the Bridge temporarily.
2. On the App's home screen, hit the '+' button, select 'Add Bridge' and follow the in-app instructions.
3. Enable network repair mode by opening the App Settings, going to 'Flair Devices', and toggling on 'Network Repair Mode'.
4. After 5 minutes, check the App's home screen that no rooms say 'Offline'. If nothing says 'Offline', disable 'Network Repair Mode'.

3.2 Networking and Communication Miscellaneous

Migrating from a Single Bridge to a Multi Bridge Setup

If a Single Bridge setup is struggling to maintain a strong connection between the Bridge and Puck, you may need to utilize an additional Bridge. Ideally, this additional Bridge is centrally located for ideal RF connectivity between the Bridge, Pucks.

1. Finish full structure setup if you haven't already. Note that you might need to place Pucks closer to the Bridge temporarily to complete the setup.
2. On the App's home screen, hit the '+' button, select 'Add Bridge' and follow the in-app instructions.
3. Once the second Bridge is connected, enable network repair mode by opening the App Settings, going to 'Flair Devices', and toggling on 'Network Repair Mode'.
4. On the first Bridge, briefly (3 seconds) unplug the power connection and plug it back in.
5. After 5 minutes, check the App's home screen that no rooms say 'Offline'. If nothing says 'Offline', disable 'Network Repair Mode'.

Bridge's Role

The Bridge serves as a wired communications interface between the Flair hvacOS™ backend/app and Flair in-home end devices, Pucks for Ductless Control.

Bridge Placement

The Bridge is normally located centrally in a home if connected to the Internet via Wi-Fi or near the home's router if connected via Ethernet (Recommended). The Bridge Antenna should be at least one foot from any large metal objects.

Migrating Puck to Solo Mode

On the app, via Settings > Flair Devices, select Enable Solo Mode and follow the instructions (to use the Puck in Solo Mode, it will need USB power).

Migrating Puck from a Solo Mode to Connected through a Bridge

On the app, via Settings > Flair Devices, select Disable Solo Mode and follow the instructions (you can switch to batteries to operate the Puck wire-free, Flair Bridge required).

3.3 Bridge LED Indicators

Overview

This page provides a comprehensive list of LED indicators on the Bridge, explaining the colors and patterns and what each one means. Use this guide to quickly understand the device's status, including connectivity, operation, and troubleshooting states.

Color	Status
Pulsing Blue	Ready for WiFi setup
Pulsing White	Ready for Ethernet setup
Solid Blue	Connected to Wi-Fi/Ethernet setup complete
Solid Teal	Connected to Bridge or Bridge Pro as AP
Pulsing Red	No internet access*
Solid Red	Failed to connect to Wi-Fi/Ethernet
Flashing Green	OTA in progress
Solid Green	OTA successful
Solid Purple	OTA failed
Pulsing Orange	Setup mode enabled

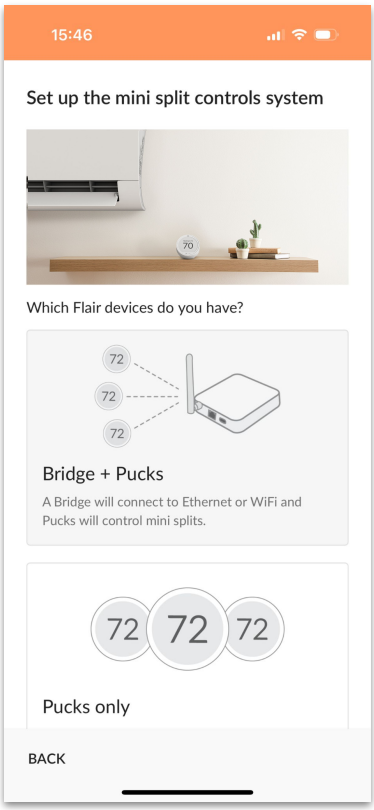
*The Bridge Pro may take up to a few minutes to start pulsing red in the event of no internet access. The Bridge Pro will stay solid blue after:

- A successful Wi-Fi/Ethernet setup
- Power cycling after a successful Wi-Fi/Ethernet setup

3.4 Setup Steps

Here's an overview of the steps required to complete setup.

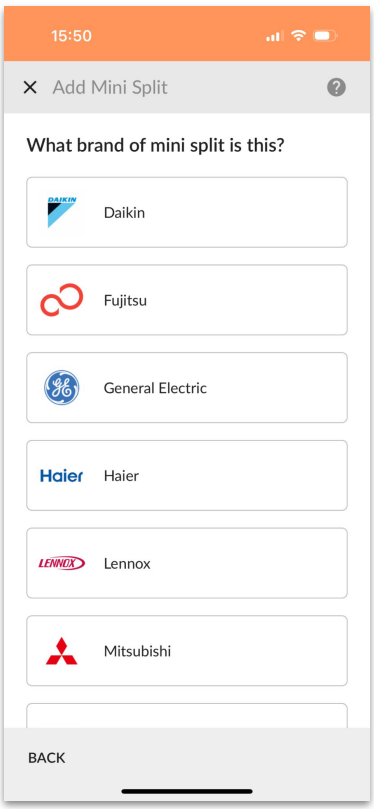
1	**Create a New Home**	Specify the home name, temperature scale, and address. If it's the user's only Flair home, set it as the default.
2	**Select Mini Split Controls System**	Choose your mini split control setup and select the Flair devices included in your system.
3	**If you're setting up Bridge + Puck(s) Add Bridge**	For large homes, install the Bridge in a central location—ideally with Ethernet access and positioned near the Puck.
4	**Add Puck(s)**	Choose which generation of Puck(s) you have. Discover your Pucks and assign them to rooms. Be sure to note which Puck goes in each room.
5	**Add mini splits, window units, or portables**	Add a remote controlled heater and air conditioner to the home. Usually, you can find the handset code in the Flair IR database, but you may need to test several codes to find a match. If no compatible codeset is found, contact Flair Support for assistance.



Example App Screen (Step 2)

The Setup Wizard in the Flair app will guide you through installation and configuration, providing the most up-to-date information for a smooth Ductless Control setup.

SECTION 4.1 USING THE FLAIR APP



Example App Screen (Step 5)

4.1 Using the Flair App for Control

iOS, Android, and Desktop

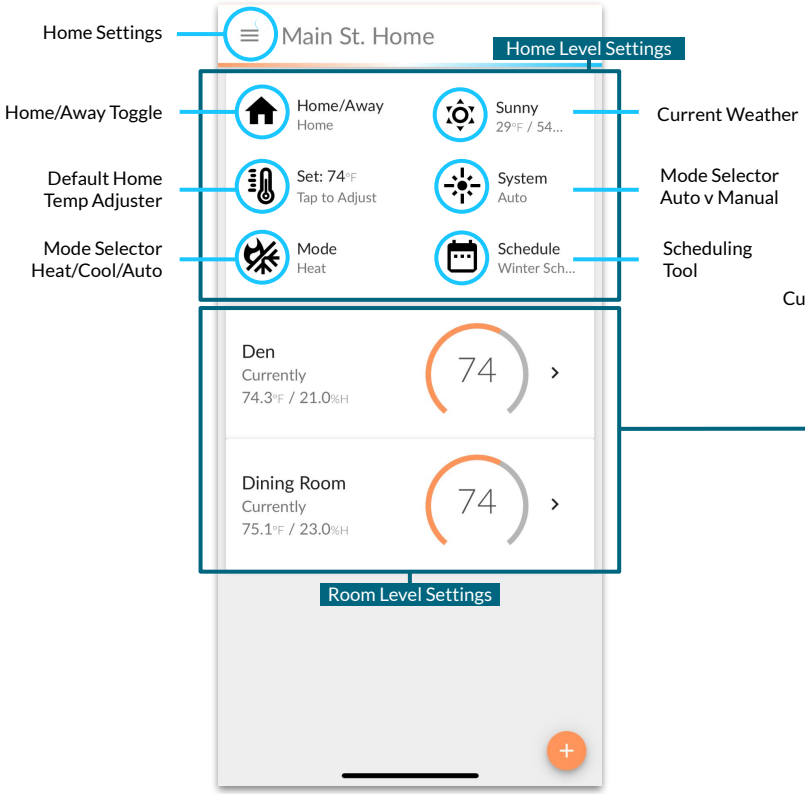
Download on the App Store — flair.co/ios

GET IT ON Google Play — flair.co/android

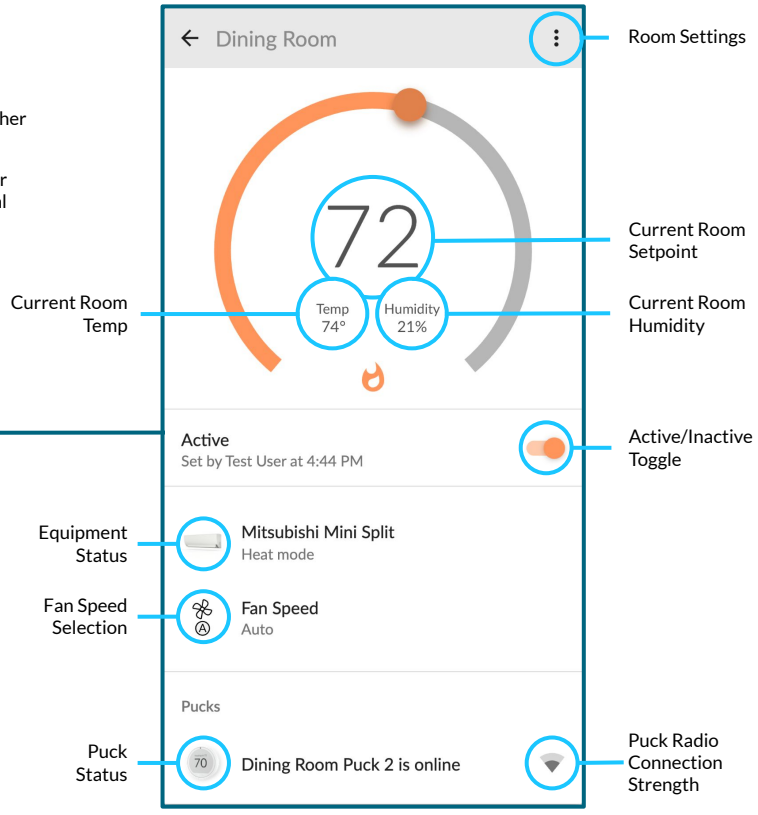
Use the Flair Web App — my.flair.co

Basic Control - Home Screen and Room Tiles

HOME SCREEN



ROOM TILE



4.1 Using the Flair App for Control

Active / Inactive Rooms

MORE INFO
flair.co/set-rooms

To set a room or home as **active or inactive** on the Flair app, you can either toggle the "Active" switch directly on the room tile within the app, use a schedule to set specific active/inactive times for rooms, or change your overall home status to "Home" (active) or "Away" (inactive), which will affect all rooms accordingly; if your thermostat supports it, you can also use remote sensor occupancy to automatically adjust room activity.

Key points about setting rooms as active/inactive on Flair:

- **Setting Active/Inactive via Direct toggle:** Navigate to the room you want to adjust in the app and use the "Active" switch on the room tile to set it as active or inactive.
- **Setting Active/Inactive via Puck:** You can change a room active/inactive setting directly via the Puck by double tapping the Puck screen. This feature is only available on Puck 2.
- **Scheduling Active/Inactive:** Creating a schedule within the Flair app can automatically set rooms as active or inactive at specific times of the day.
- **Home/Away Mode Impact on Active/Inactive:** Setting your home status to "Home" will generally make all rooms active, while "Away" will set them as inactive.

Room Temperature Holds

MORE INFO
flair.co/room-holds

A room hold is created when a change is made to the room by interaction with the Flair App or directly on the Flair Puck. Holds are created as a result of:

- a change to the room's set point
- a change to the Active/Inactive status of the room

To set a room temperature hold in the Flair app, simply navigate to the desired room in the app, then drag the temperature slider to your desired set point; this will automatically create a room hold at that temperature setting. You can also identify an active room hold by looking for the "hold" indicator on the room tile. A visual indicator will appear on the room tile to show that a hold is currently active

Auto Dry Mode

MORE INFO
flair.co/auto-dry-mode

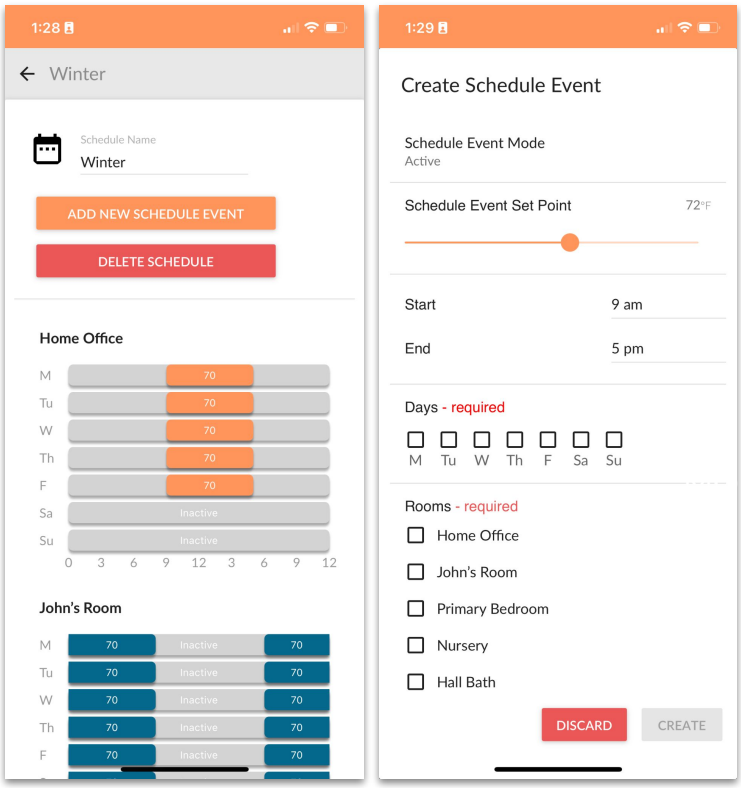
Flair's Auto Dry Mode refers to a setting on a Flair Puck that automatically activates the "Dry Mode" function on your DHP when the room humidity reaches a preset maximum level, effectively dehumidifying the air without significantly changing the room temperature, making the space feel more comfortable by reducing excess moisture.

4.1 Using the Flair App for Control

Schedules

MORE INFO
flair.co/scheduling

To create and manage schedules on the Flair app, open the app, navigate to the "Schedule" section in the control bar, select "Create New Schedule," then define the schedule name, add individual schedule events with start/end times, choose the days of the week to apply the schedule, select the rooms you want to include, and finally, tap "Done" to save your schedule; you can edit existing schedules by accessing them from the Schedule tab.



Key steps:

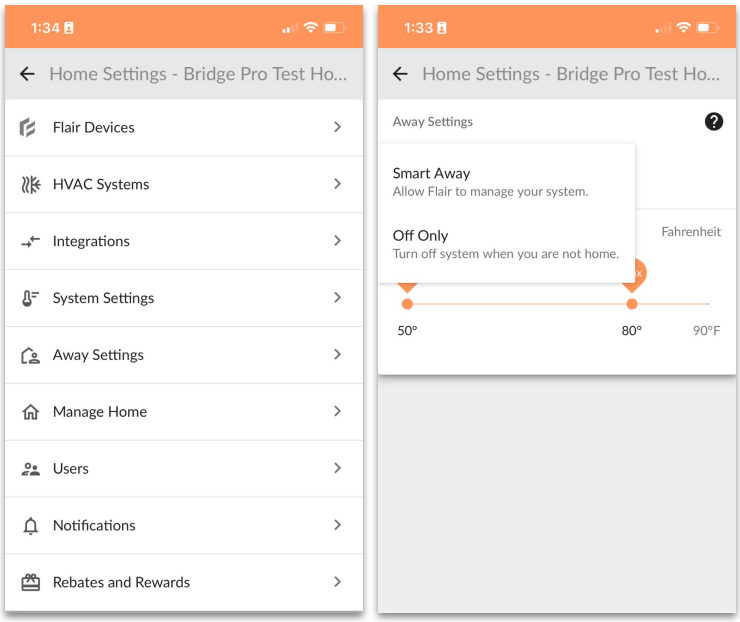
- **Access the Schedule tab:** Open the Flair app and go to the "Schedule" option in the control bar.
- **Create a new schedule:** Select "Create New Schedule".
- **Name your schedule:** Enter a descriptive name for your schedule.
- **Add schedule events:**
    - Click "Add New Schedule Event"
    - Set the start and end time for the event
    - Choose the days of the week the event should occur
    - Select which rooms the event should apply to
- **Set temperature settings:** Adjust the desired temperature for each schedule event.
- **Save the schedule:** Click "Done" to finalize your schedule.

4.1 Using the Flair App for Control

Smart Away

MORE INFO
flair.co/smart-away

"Flair Smart Away" is a feature on the Flair smart home system that automatically adjusts your home's temperature when you're not home, preventing it from getting too hot or too cold, typically by turning off your HVAC system while maintaining a safe temperature range to protect pets, plants, or prevent pipes from freezing, even when you're away; essentially, it's a "smart away mode" that prioritizes comfort and energy efficiency while you're not present.



To access the Smart Away feature in the Flair app, go to *"Home Settings"* > *"Away Settings"*; this is where you can configure the settings for when you are away from home, allowing Flair to adjust your climate control accordingly. When enabled, Smart Away will automatically adjust your heating and cooling based on your absence, often by setting rooms to "Inactive" to maintain a comfortable temperature while you're away.

Key points about Flair Smart Away:

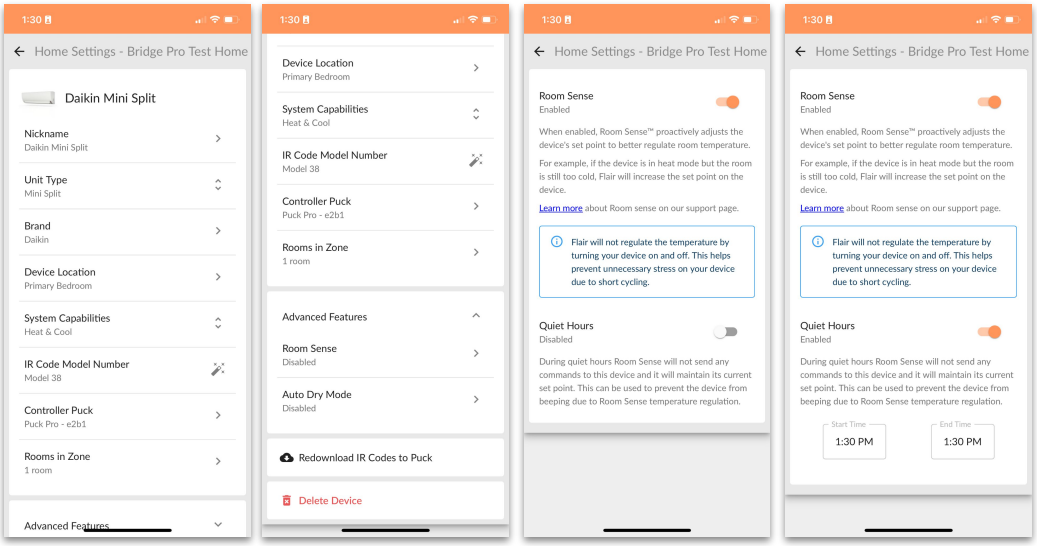
- **Geofencing option:**
  You can choose to use your phone's location to automatically trigger Smart Away when you leave your home so your home automatically switches to "Away" mode when you leave and back to "Home" when you return.
- **Automatic temperature control:**
  When you set your Flair system to "Away" mode, it automatically adjusts the temperature in your home to a preset range, preventing extreme temperatures while you're gone.
- **Safety features:**
  It can kick back on the HVAC system if the temperature in a room gets too far outside the set safety bounds, even when in "Away" mode.

4.1 Using the Flair App for Control

Room Sense™

MORE INFO
flair.co/room-sense

Flair's "Room Sense" feature looks at the temperature reading at the Puck compared to the rooms setpoint, learns any difference between the two and adjusts the DHPs setpoint accordingly to more accurately hit that rooms setpoint. This feature is ideal for scenarios where the DHPs temperature accuracy or reading location is inadequate which can occur when a DHPs sensors are working well, when the wall its mounted on has poor insulation, or when the DHP indoor unit itself is installed in atypical location.



To access the "Room Sense" feature in the Flair app, go to *HVAC Systems*, then select the specific device you want to regulate with Room Sense, go to *"Advanced Features"* and click on *"Room Sense"*, then toggle on the feature; this will allow Flair to adjust the set point on your mini split based on the room temperature to maintain your desired comfort level as measured by the Puck. When Room Sense is turned off, Flair will simply hand off your set point regulation to your DHP.

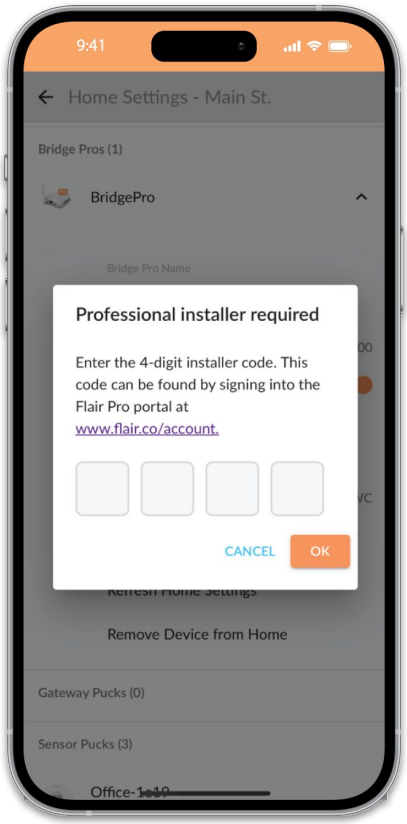
Key points about Flair Room Sense™:

- **Accurate temperature reading:**
  Reads the temperature at the Puck instead of the DHP and adjusts the DHPs setpoint automatically to account for differences between the setpoint and the actual temperature.
- **Ideal when DHPs don't reliably hit their setpoints:**
  While not recommended if a DHP reliably hits its setpoint, this feature is highly useful when a DHP is unable to accurately hit the setpoints it's provided due to placement, calibration, insulation, etc.
- **Powerful for Temperature Averaging:** More than one Puck can be used to average when controlling a mini split. This is useful when a mini split is being used to heat more than just the room it's in, including adjacent room/s.

4.1 Using the Flair App for Control

Installer Code (Puck Pro Only)

MORE INFO
flair.co/installer-code



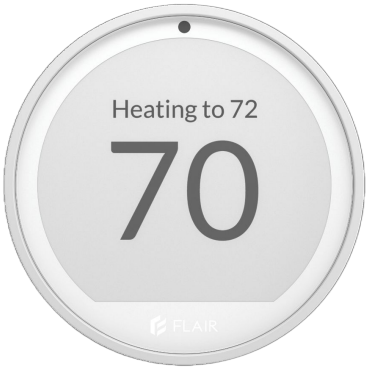
Certain features of the Flair App are intended to be adjusted by HVAC professionals rather than end users, particularly features tied to the Pro solutions including Flair's Staged Heating and Pro Smart Vent Solutions.

The Installer Code is shared when Flair Pro Products are initially installed, available in the Flair Pro's Portal when logged in as a Pro, and can be made available by contacting Flair support.

4.2 Using the Flair Puck for Control

The Puck works like a remote control, sending Infrared (IR) commands to the DHP. It must be in line-of-sight of the DHP and has a typical range of up to 15 feet.

The Puck is battery powered and has Wi-Fi and 915 MHz radio frequency communication capability to enable a fully wireless control experience in the home, but can also be powered through a USB adapter if preferred.



Your Flair system can be controlled with the Flair Application or Puck. It is recommended to use the Flair Application for advanced control settings while the Puck allows for quick adjustments to the room's setpoint temperature or changing the room's 'Active/Inactive' status.

Controlling the Puck is simple. You can push the front surface or rotate the collar.

For example, to change the setpoint temperature for a room, you can rotate the Puck. You can also set a room as 'Inactive' via the Puck by pushing once, rotating to the 'Turn Off' screen, and pushing once more.

The Flair Puck Pro included three (3) IR transmitters:

- Two (2) on the sides of the device at 10 and 2 O'Clock
- One (1) on the face at 12 O'Clock

4.3 Troubleshooting & Maintenance

Useful Setup Tips

FLAIR SUPPORT
flair.co/support

- **Use One Puck per Head Unit**: Ensure a one-to-one relationship between a Puck and DHP head unit.
- **Use Mode Lock for multiple DHP heads**. Tap the Flair menu and go to Home Settings->System Settings and tap "*Lock IR Device Modes*"
- **Ensure proper line of sight between Pucks and DHPs**. Test sending commands by setting the system set to "*Manual Mode*" via the home screen.
    - If Flair is not controlling the DHP as expected, ensure the Puck's location is in line of sight and within range of the Infrared (IR) receiver on the mini split head unit.
    - Try repositioning the Puck Pro and test again, ensuring IR blasters are not being blocked by fingers or other objects.
    - If you were unable to find an exact code set match for the remote control, contact Flair support.
- **Inform the homeowner of best practices** when issuing commands from the Puck:
    - Be sure not to block the Puck's IR signal blasters.
    - While normally faster, commands may take up to 60 seconds to take effect.
    - If Pucks are free-standing and not affixed to a wall, place them in the same location after issuing a command. Marking the location can be helpful.

Connectivity

Flair device-to-device (Bridge to Puck) communication uses 915MHz Radio Frequency (RF) communications. Ensure that good signal strength for all Flair devices (above -75dB). In the Flair app, tap the Flair menu and go to Home Statistics to see signal strength.

- To boost signal strength, ensure the Bridge/Bridge Pro is not blocked by large metal objects or near devices that emit signal interference.

Firmware Updates

Flair periodically releases firmware updates to add features, improve security, or resolve issues. Firmware updates are downloaded over WiFi and only take a few seconds to install. When a new firmware version is available, you will be notified via email. These updates will only download and install after your click a link to confirm installation.

- Firmware updates require WiFi. In some instances, Flair's radio range can be larger than the range of most WiFi networks. This means that a Puck may operate normally, but may be unable to download firmware updates. Temporarily moving a Puck closer to your WiFi router can help. Make sure your Pucks are within WiFi range before starting the firmware update process. For systems without WiFi (like ethernet connected systems), you may need to move Puck's closer to the Bridge
- For your Pucks to receive a firmware update they must be discovered and online in your Flair home and must be assigned to a room. If you have Pucks that are not normally assigned to a room you can assign them to a room temporarily for the OTA firmware update.

5. Frequently Asked Questions (FAQ)

FLAIR SUPPORT
flair.co/support

What happens in an internet outage?

During an internet outage, whether a loss of Wi-Fi, Ethernet, or the internet connection itself, Flair's staged heating system will use its indoor droop mode to determine staging. Upon restoration of internet connectivity, prior settings will be automatically resumed.

My Puck is going offline/doesn't have a stable connection, what should I do?

If the system uses a Bridge (or Bridge Pro) as the networking communication hub, you may want to try moving your Bridge to a more centralized location, free from any nearby large metal objects. If that doesn't work, you can add an additional Bridge to your system using the '+' button on the App's homescreen.

What happens when a Puck loses its connection to a Bridge or Bridge Pro?

When a Puck loses its connection to a Bridge or Bridge Pro, it's most likely a result of a radio link disconnection (out of range, Factory Reset, 'Unlink Bridge') or a loss of power (batteries or USB).

Do I need to install anything in the head unit?

No. Flair connects to DHPs the same way as the handset/remote provided with the unit, avoiding the need for additional connections or inserts.

Will Flair interfere with the heat pumps performance/inverter?

No. Because Flair connects to DHPs the same way as the handset/remote, the DHPs performance is left entirely intact.

What if your Mini-Split (DHP) Remote is not in Flair's system/database?

Flair works with any system controlled by an IR remote, the standard for DHPs. Occasionally, a new DHP remote or model may be in market and Flair has yet to add the brand or model to our IR remote database. Contact Flair support who can quickly either borrow or source a remote and get it added to the system.

Does the Flair Puck override my mini-split's original remote or wall controller?

The Flair Puck sends commands to your mini-split just like your original remote. You can still use your original remote or wall controller, but it's important to note that if you change settings with the original remote, the Flair Puck may not immediately reflect those changes unless it re-syncs or you update it through the Flair app.

5. Frequently Asked Questions (FAQ)

FLAIR SUPPORT
flair.co/support

What is the Flair Puck and how does it relate to my mini-split?

The Flair Puck is a smart thermostat and sensor that integrates with your mini-split (ductless heat pump) to provide enhanced control and energy savings. It acts as a central control point, allowing you to manage your mini-split settings, sense room temperature and humidity, and automate its operation for improved comfort and efficiency.

How does the Flair Puck connect to my mini-split?

The Flair Puck connects to your mini-split primarily through **infrared (IR) signals**. It learns the IR codes from your mini-split's existing remote control during the setup process. Once learned, the Puck can then send commands to your mini-split, mimicking your original remote. For some systems, the Flair Puck may also integrate with Wi-Fi enabled mini-splits or through a Flair Bridge.

Do I need a Flair Bridge to use the Puck with my mini-split?

No. You can install the Flair Puck and set it to Solo Mode which requires USB Power. However, Flair recommends you use a **Flair Bridge** to enable full wire-free functionality of the Puck with your mini-split. Legacy Pucks have the capability to function as a gateway, but the new Puck 2 requires a Bridge or Bridge Pro for wire-free (battery operated) operation. The Flair Bridge family connects to your home Wi-Fi and acts as a central hub, allowing the Pucks to communicate with the Flair cloud and enabling features like app control, scheduling, and smart home integrations.

What mini-split brands are compatible with the Flair Puck?

Flair aims for broad compatibility with most major mini-split brands that use IR remote controls. Popular compatible brands often include Mitsubishi, Daikin, Fujitsu, LG, Samsung, Panasonic, Gree, Midea, and many more. It's always best to check Flair's official compatibility list on their website or contact their support for your specific model.

Can the Flair Puck control multiple mini-split heads in different rooms?

Yes, if you have multiple mini-split heads, you can install a Flair Puck to control each mini-split head unit. Each Puck can then individually control its corresponding mini-split head, allowing for zoned climate control and personalized comfort in different areas of your home. It is not recommended to have one Puck control more than one mini-split head unit.

Can the Flair Puck integrate with smart home systems (e.g., Alexa, Google Home)?

Yes, Flair generally offers integrations with popular smart home platforms like Amazon Alexa, Google Assistant, and Apple HomeKit (through Homebridge for some functionality). This allows for voice control of your mini-split and inclusion in broader smart home routines.

6. Additional Resources

FLAIR PRO

PRO MARKETING CENTER

flair.co/promarketing

PRO TRAINING CENTER

flair.co/protraining

INSTALLATION VIDEOS

flair.co/installation-videos

WIRING DIAGRAMS

flair.co/wiring

CONTACT FLAIR

For dedicated dealer phone and email support, login or register.

Existing Flair Pro?
Login to the Pro Portal for contact information.

PRO PORTAL

flair.co/pros

Not yet a Flair Pro?
Complete the Pro registration and a member of our team will be in touch.

PRO REGISTRATION

flair.co/register

For Homeowners

HOMEOWNER GUIDE - DUCTLESS CONTROLS

flair.co/homeowner-guide-ductless-controls

HOMEOWNER - SUPPORT EMAIL

support@flair.co

Apps

Download on the App Store

flair.co/ios

GET IT ON Google Play

flair.co/android

Use the Flair Web App

my.flair.co