FLAIR

Flair Puck

IN-HOME INSTALL GUIDE

MINI SPLITS

questions?

support@flair.co

★ What you need to know

What you need prior to installation

1. One Flair Bridge
2. One Puck per indoor head unit
3. Small phillips head screwdriver

What you need during installation

1. Username / password for your smart thermostat account*
2. Brand / model of mini split remote control(s)**
3. Post-it notes and a pen

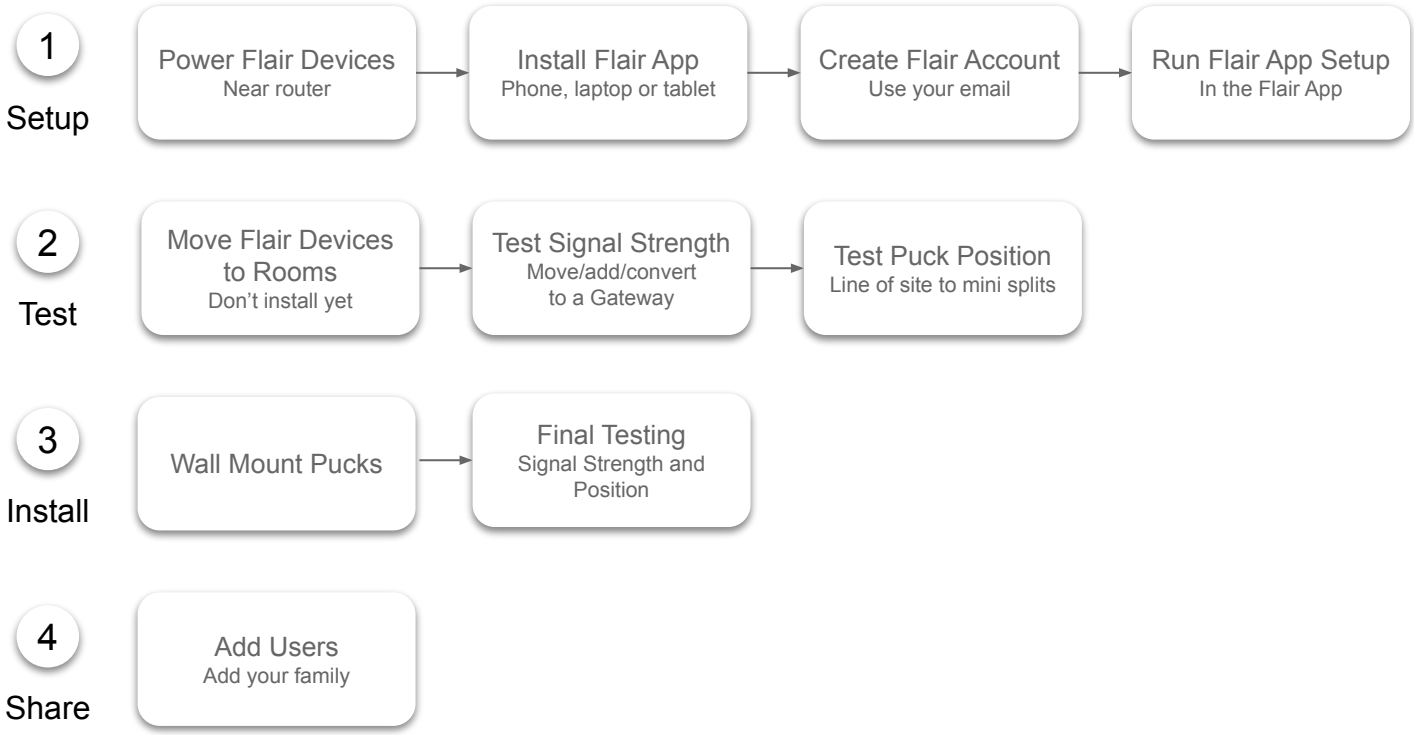
* When using Flair's Mirror Mode to mirror a smart thermostat set point and mode to mini splits - can be ecobee, Nest, Carrier/Bryant or Honeywell WiFi-connected.

** Email us at support@flair.co if you want us to check mini split compatibility. Send the brand and model of the remote control - and pictures of the front and back of the remote.

General Setup Flow

1. Power on Flair devices
2. Install Flair App
3. Run Flair Setup
4. Test System
5. Add users

★ Setup, Test and Install Flow



★ What you need to know

What you need prior to installation

1. One Flair Bridge
2. One Puck for each mini split head unit*
3. Post-it notes and a pen

What you need during installation

1. If using Mirror Mode, the username / password for your smart thermostat account*
2. Brand / model of mini split remote control(s)**
3. Post-it notes and a pen

* Flair's Mirror Mode can mirror a smart thermostat set point and mode to mini splits. Flair integrates with ecobee, Nest, Carrier/Bryant or Honeywell WiFi-connected thermostats.

* Email us at support@flair.co if you want us to check mini split compatibility. Send brand and model of the remote control - and pictures of the front and back of the remote.

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

① Setup

1. **Power on Flair Devices**

    a. Perform Setup within 10 feet of the modem/router
    b. Power on the Flair Bridge using the supplied cable and USB adapter and plug it into the modem/router using the supplied ethernet cable
    c. Power on Pucks using batteries
    d. Keep all cables and adapters handy - you may need them for additional Gateways

2. **Install the Flair App**

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

- Apple App Store: flair.co/ios
- Google Play Store: flair.co/android

Or you can open a browser on a WiFi-enabled laptop or computer and go to my.flair.co.

3. **Create a Flair Account**

    a. Open the Flair app - or go to my.flair.co on a browser
    b. Sign Up

4. **Run the Flair App Setup**

    The prompts will lead you through the following steps:

    a. Name the Flair home using your street address
    b. Power on and connect the Bridge to the internet
    c. Add mini splits, assign them to rooms and configure controller Pucks
    d. When adding a controller Puck, label each actual Puck with a Post-it note and the room name
    e. Skip over any mini split testing during Setup - we'll do that later
    f. If using one, add the smart thermostat and follow the prompts to log in, grant access, and import it into Flair*

    *If you don't have the smart thermostat set up now, you can add it later. After Setup tap the PLUS menu  and select "Add Thermostat"

① Setup (continued)

5. Configure Additional settings

   After completing Setup, configure these settings:

   - Mode Lock
     This setting keeps multiple mini splits in the same mode.

     Tap the Flair menu and go to Home Settings->Mini Splits Window Units and Portable and tap “Lock IR Device Modes”

   - Mirror Mode
     This will mirror a smart thermostat set point to a mini split. Requires a smart thermostat to be integrated with Flair.

     - Tap the Flair Menu and go to Home Settings->Zones
     - Select the thermostat to mirror
     - Ensure all rooms with mini splits are checked for the thermostat zone

② Test

1. Move Flair Devices to Rooms

    a. Do not install devices yet
    b. Move Pucks to rooms with the mini split they will control
    c. You can unplug the Gateway Puck and move it
    d. Don't install/mount them just yet - we need to test signal strength and position

2. Test 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

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  and 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 because it controls a mini split, add a dedicated networking device.

3. Test Puck Position

    For each Puck that controls a mini split, do the following:

    a. Position the Puck in line of sight and within 15' of the mini split IR receiver
    b. In the Flair app, tap the room and then tap the down arrow to expand it
    c. Issue a fan speed and set point change (allow 30-60 seconds between each)
    d. If the mini split beeps - or acknowledges the change, then we know this is a good position
    e. If the mini split does not beep or acknowledge the change, reposition the Puck and test again

③ Install

Install Pucks

Once you're confident that the Puck have good signal strength and are controlling mini splits, you can install/mount the Puck 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 Pro can also be placed on a flat surface using the backplate kick stand - however, since the Puck can easily be moved out of line-of-sight, Flair recommends affixing the Puck Pro to a wall as described above.

④ Share

1. Add Additional Users

    a. In the Flair app, tap the Flair menu and go to Home Settings->Users
    b. Enter the user's email address in the "Invitation Email"
    c. Select "User can make changes to this home"
    d. Tap the arrow
    e. They will receive an email invitation to join this Flair home

⑤ Getting Help

Customer Support

We're here to help!

a. Homeowner Guide: flair.co/secondary-heat-homeowner-guide-public
b. Flair Support email: support@flair.co
c. Flair Knowledge Base: support.flair.co

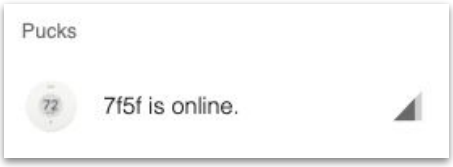
Appendix A: Troubleshooting Connectivity

Understanding Communication Protocols

All Sensor Pucks will connect to the Bridge using RF (radio frequency) signals. If Sensor Pucks are offline, have a weak signal, or go offline frequently, try moving the Bridge to a more central location.

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" and select the date/time parameters. 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.

After Setup, if a Puck goes offline, ensure batteries are properly installed or try using fresh new, batteries.

* During Setup, device discovery is limited to 30 minutes. After 30 minutes of inactivity, Flair will disable device discovery, and the Bridge will stop trying to discover Flair devices. This saves power. If you need enter discovery mode again, tap the Flair menu, go to Home Settings->Flair Devices and enable Smart Vent Identification Mode.

Appendix B: Puck Power Options

What's in the box…

Each Puck includes a USB AC adapter, USB cable, two Lithium Metal AAA batteries, a Puck door, and an adhesive strip.

Gateway vs Sensor

Flair Gateway Pucks need to be powered using the supplied cable and adapter. The Flair USB cable is a specialized cable that only uses the data line.

Flair Sensor Pucks can use batteries for a streamlined install. Sensors Pucks can also be powered using the supplied cable and adapter. Typical battery life is approximately 1 year. Using rechargeable batteries will work, but may give false low-battery alerts.

Typical Customer Install

Additional Powering Options

(See next page…)

Flair Puck USB Mount

Flair's USB Mount adapter allows for a Puck to fit snugly to walls for an elegant and secure placement. Mount where temperature is accurate and reliable.

USB Outlet PLate

No Electrician Required!
Cost effective, code compliant, fast and easy to install. Buy at:
flair.co/usb-wall-plate

Wall-Mounted Conduit

Great for retrofits!