FLAIR

Flair Puck

IN-HOME INSTALL GUIDE

MINI SPLITS

questions?

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 or more Flair Bridges (a centrally located Bridge covers ~4,000 sq ft homes. Layout and building materials impact range. Additional Bridges can be added to increase range.)
3. One Puck per indoor head unit, plus two Pucks for backup
4. Brand / model of mini split remote control(s)**
5. Small phillips head screwdriver
6. Post-it notes and a pen

What you need from the Customer

1. The email address to use for their Flair account
2. Username / password for their smart thermostat account (if it's already set up)*
3. Username / password for their 2.4Ghz network if you're connecting the Bridge via WiFi

General Setup Flow

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

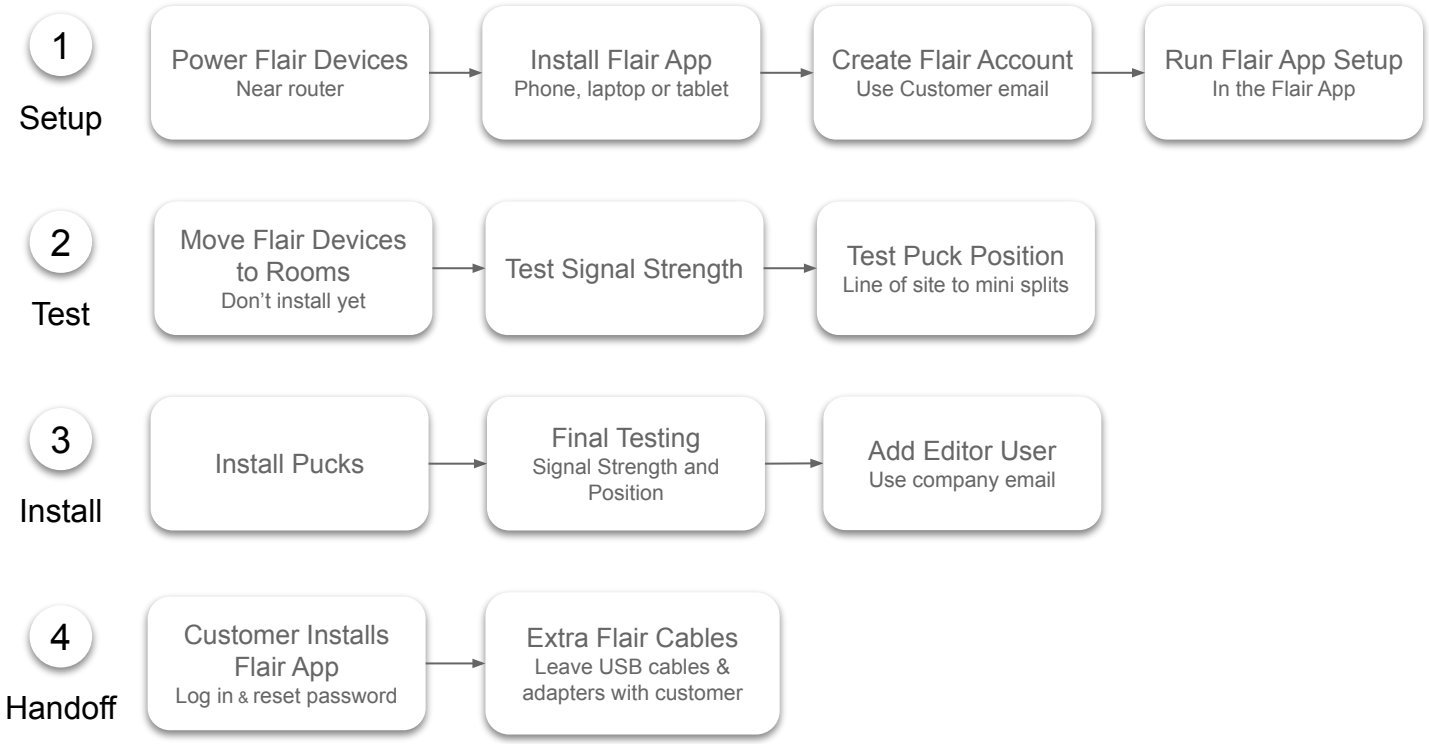
After Setup

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

* 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 pros@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.

★ Setup, Test and Install Flow



① Setup

1. **Power on Flair Devices**

    a. Locate the customer's modem/router
    b. Perform Setup within 10 feet of the modem/router
    c. Power on Puck Pros using batteries
    d. Do nothing with the Bridge until asked to do so during Setup

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

If Setup doesn't work using a phone, you can try on a computer browser at: 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 using the customer's email address and a temporary password

4. **Run the Flair App Setup**

The prompts will lead you through the following steps:

    a. Name the Flair home using the customer's 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**

*When adding multiple Bridges, these can be added later. Tap the PLUS menu and select "Add Flair Bridge" and follow the prompts for WiFi setup.

**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. Move Puck Pros to rooms with the mini split they will control
    b. 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 signal strength to Pucks, move the Bridge to a more central location. Ensure Bridge is in a location where it's not blocked by heavy metal objects or impeded by equipment that sends signals.

3. Test Puck Position

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

    a. Position the Puck Pro 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 Pro and test again

③ Install

Install Pucks

Once you're confident that the Pucks have good signal strength and are controlling mini splits, 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 keep the Puck in line of sight of the mini split to ensure IR coverage.

④ Handoff

1. **Add Editor 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 that others can use 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
    b. Flair Support email: support@flair.co

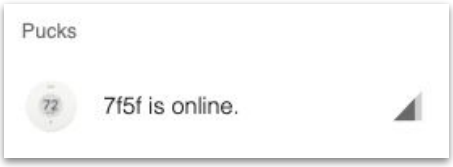
Appendix A: Troubleshooting Connectivity

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

Wall-Mounted Conduit

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

Great for retrofits!