



Flair Puck Pro

IN-HOME INSTALL GUIDE
MINI SPLITS

questions?
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★ 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 Pro per indoor head unit, plus two Puck Pros for backup
3. Brand / model of mini split remote control(s)**
4. Homeowner's 2.4 GHz WiFi network
5. Small phillips head screwdriver
6. 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 pros@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.

What you need from the Homeowner

1. WiFi username and password
2. Smart thermostat username and password (if it's already set up)

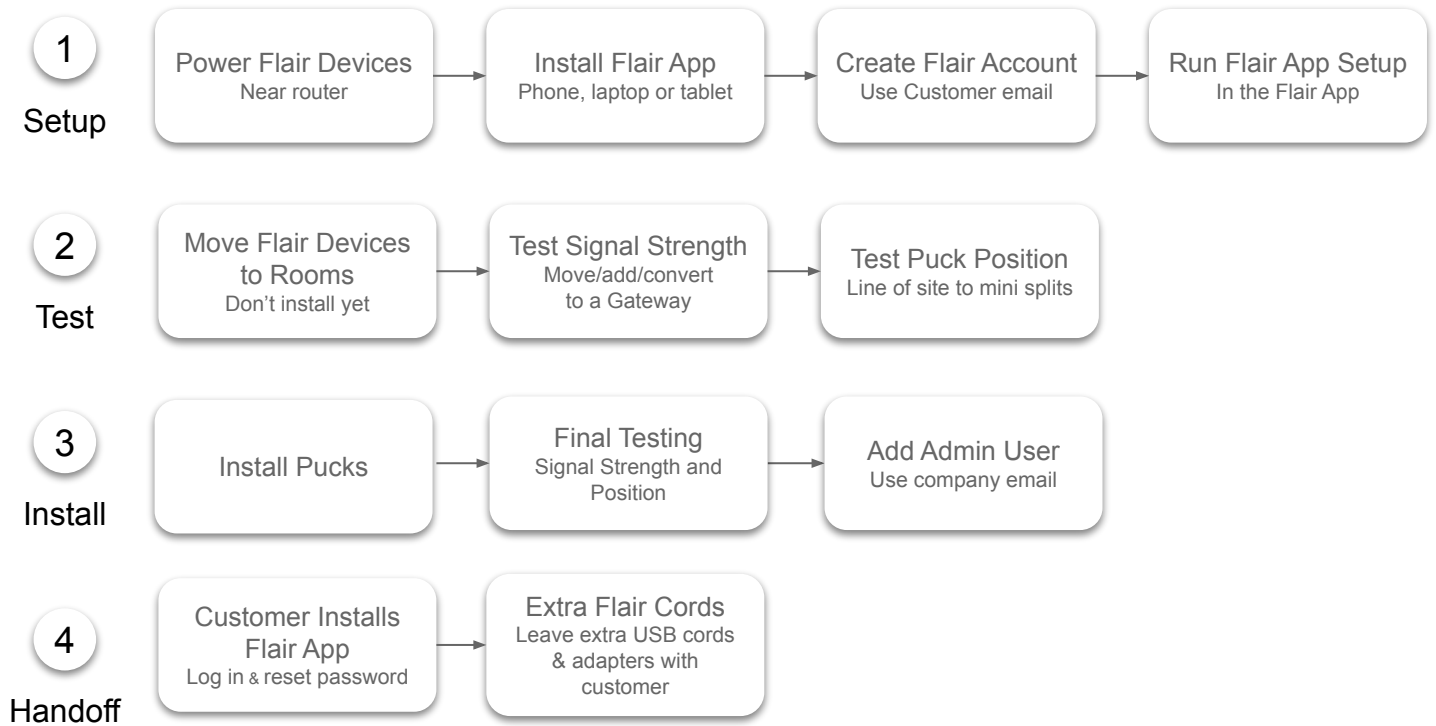
General Setup Flow

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.

★ 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 Pro using the supplied cable and USB adapter
- d. Power on remaining Puck Pros using batteries
- e. 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 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 Pro into power, make it a Gateway and connected it to WiFi
- c. Add mini splits, add them to rooms and assign controller Pucks
- d. When adding a controller Puck, label each actual Puck Pro 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. Exit Setup now and later tap the PLUS menu  and select "Add new Smart Thermostat"

① Setup (continued)

5. Configure Additional settings

After completing Setup, configure these settings:

- **Mode Lock**
This setting is for systems with more than one mini split to keep them 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 Puck Pros 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 Pro 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 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 Puck Pros

Once you're confident that the Puck Pros have good signal strength and are controlling mini splits, you can install/mount the Puck Pros 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, the customer should keep the Puck Pro in line of sight of the mini split to ensure IR coverage.

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 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

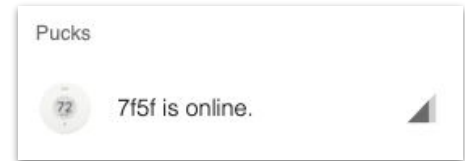
Appendix A: Troubleshooting Connectivity

Understanding Communication Protocols

All Sensor Pucks will connect to the 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” 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. Also try moving a Gateway Puck closer to the Sensor Puck, or convert the Sensor Puck to a Gateway Puck (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

* 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



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