Smart Heating Solution Guide
(Boiler & Electric Baseboard Controls)
Installation and User Guide

Flair Puck

Heating to 72

70

Boiler Example
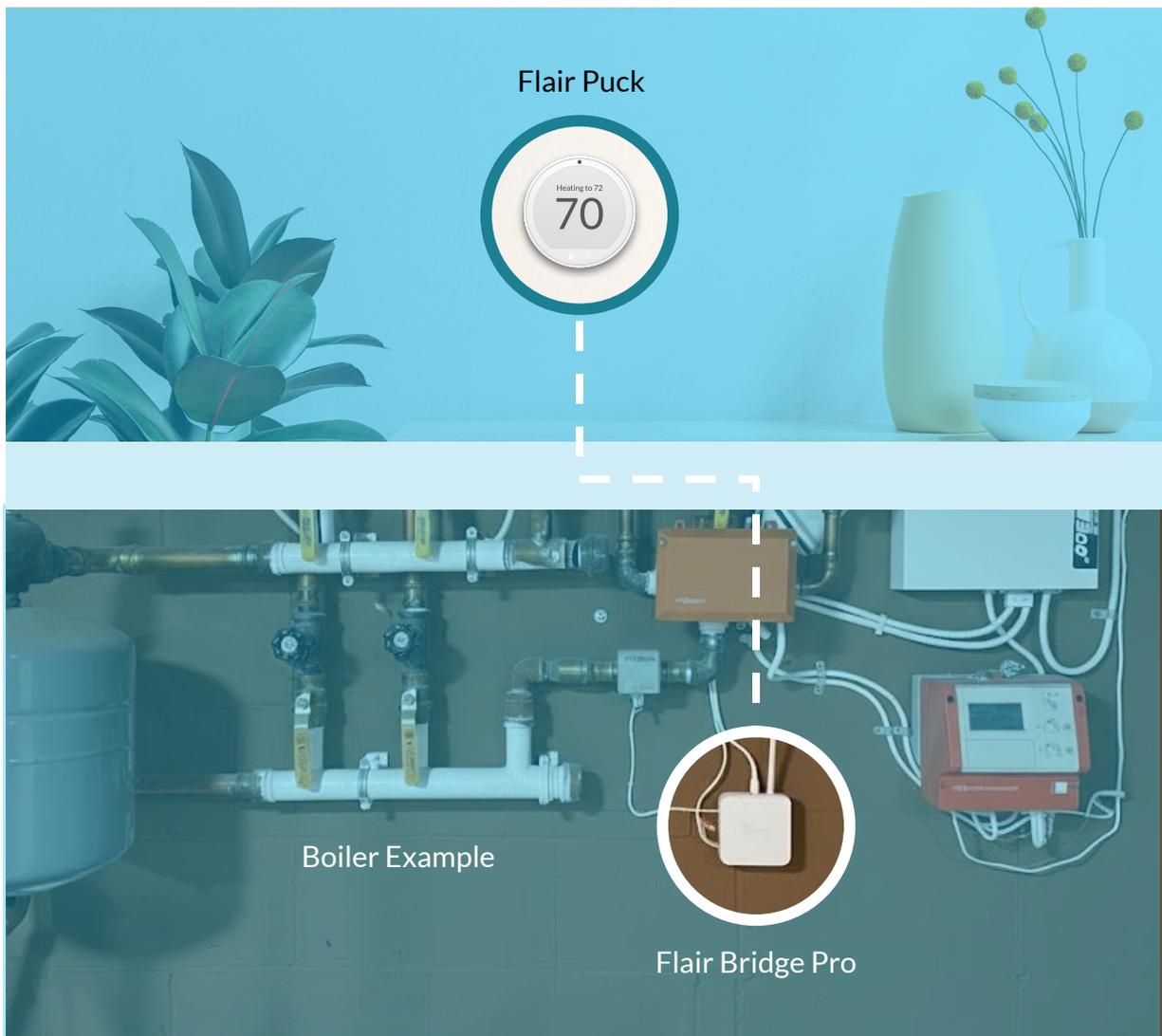
Flair Bridge Pro

Flair Bridge Pro

Flair Puck

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

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.

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

PRO PORTAL

flair.co/pros

PRO REGISTRATION

flair.co/register

Contents

1.1 About This Guide

Purpose

This guide provides detailed instructions for installing, configuring, and operating a smart heating control system using Flair's hvacOS™ platform. It is designed for HVAC professionals and contractors who are integrating Puck Smart Heat Controller to heating boiler (hydronic) or electric baseboard heater control boards through the Flair Bridge Pro.

Audience

This document is intended for:

- **HVAC Contractors:** Professionals responsible for installing and maintaining heating systems.
- **System Integrators:** Those configuring multi-zone heating solutions with Flair products.

Scope

This guide covers:

- An overview of smart heating and its benefits.
- Installing a Bridge Pro to integrate with boiler or electric baseboard heating systems and a Puck Pro as a smart in-room thermostatic controller.
- Step-by-step configuration using the Flair app.
- Best practices for ensuring optimal performance.

NOTE: Additional product guides, specifications and training materials are available at:

PRO TRAINING

flair.co/protraining

How to Use This Guide

- **Quick Start Guide:** For experienced installers who need a high-level overview.
- **Detailed Installation Instructions:** Guidance for mounting, wiring, 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 smart heating system that maximizes comfort and efficiency using Flair's platform.

1.2 What is Smart Heating?

Overview

The Flair Puck with Bridge Pro forms a complete smart thermostatic control system designed for traditional heat sources — the most universal and fastest way to make boilers (hydronic/steam) or electric baseboards smart inside a single, unified, app-based environment. This combination uses Flair's proprietary hvacOS™ platform, allowing seamless automation, zoning, and energy optimization across all traditional heat types.

At the core, the Flair Puck functions as the smart thermostat to control each heat zone. The Bridge Pro, acting as the central hub, interfaces directly with conventional heating sources — boilers or electric baseboards — through 24 VAC and Dry/Wet contacts, supporting up to seven zones per unit. Both devices work together through the Flair App, which enables setup, management, and advanced heating configuration without requiring C-wire runs or power stealing.

Benefits of Flair Smart Heating

- **Energy Efficiency:** The system enables features such as scheduling, geofencing, active/inactive zones and other energy saving features to make traditional heating smartrioritizes the use of the most energy-efficient heat source.
- **Improved Comfort**: Provides balanced indoor temperatures or allows homeowners to focus heat in zones that need them most.
- **Potential Equipment Incentives:** Some energy programs provide incentives for making traditional heating sources more efficient.
- **Optimized System Performance:** Many smart thermostats utilize power stealing techniques to avoid running wire to power their stats. This both limits function of the stat and induces potential performance and reliability issues.

Benefits for Contractors/Installers

- **Fast, Wire-Free In-Home Installation:** Flair makes installation simple. The Bridge Pro is as standard equipment interface for zone control boards. The Flair Puck is does not require expensive and time consuming wire pulls.
- **No Power Stealing Needed:** Flair Smart Heating solutions never require power stealing, resulting in fast, high performance and reliable installations.
- **Universal Support:** All boilers and electric baseboards are supported. No surprises or limitations on 2-wire vs. 4-wire baseboard.

How Flair Manages Smart Heating

Flair's award winning Bridge Pro is an equipment interface with boiler and electric baseboard control panels and the wirelessly receives commands from the Flair Puck in each supported heat zone to manage temperature. The Flair hvacOS™ platform them provides an array of energy saving and comfort features that allow homeowners to manage their home heating while home or away.

1.3 Flair's Smart Heating Solutions

Overview

Flair supports two smart heating solutions, control of boiler (hydronic) or electric baseboard heat, allowing users to select the best method based on their existing traditional heating equipment and preferences.

Puck as Controller for Boiler & Electric Baseboard Heating

In this setup, **Flair's Puck thermostatically controls in-home boiler or electric baseboard heating zones.** The Bridge Pro acts as an equipment interface with the heating control panel and communicates with the Puck to manage temperature in each zone.
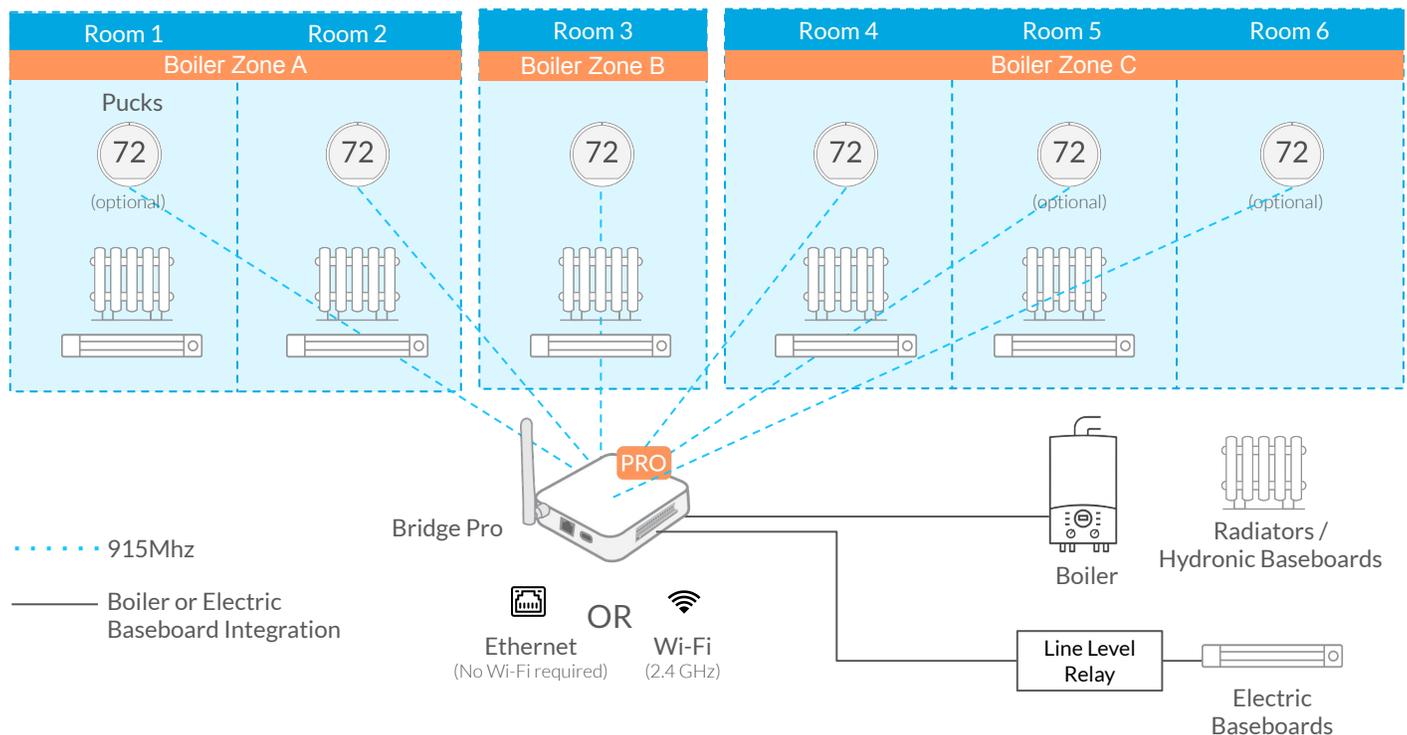
Key Features:

- Puck manages boiler or electric baseboard heat operation.
- Bridge Pro controls the heating source.
- Seamless first party integration within the Flair app for full control heating.
- **Rapid installation with no C-Wire pulls or Power Stealing**
- Dry/Wet contacts on Bridge **Pro support up to 7 boiler or electric baseboard heater zones.**
- Heating control configured in a single, installer/homeowner friendly application.

FLAIR PRO

2.1 System Requirements

Overview

Before installing and configuring either of Flair's Smart Heating solutions, 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 Boiler Control:

- **Flair Puck** – Required for in-room temperature/humidity sensing and zone control for radiators or hydronic baseboards. One Puck per boiler zone
- **Flair Bridge Pro** - Supports up to 7 Boiler Zones
- **Thermostat Wire, Wire Nuts, etc (Field Supplied)** - For wiring the Bridge Pro to the boiler zone control panel.
- **Flair Bridge (Optional)** – Network communication hub. Recommended for homes over 2500 square feet.
- **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 Components for Electric Baseboard Control:

- **Flair Puck** – Required for in-room temperature/humidity sensing and zone control for radiators or hydronic baseboards. One Puck per heat zone
- **Flair Bridge Pro** - Supports up to 7 Electric Baseboard Zones
- **Thermostat Wire, Wire Nuts, etc (Field Supplied)** - For wiring the Bridge Pro. Electric baseboard heater wiring may also need junction boxes, strain relievers, etc.
- **Line Level Relay(s) (Field Supplied)** – For electric baseboard heater installations. Not needed for boiler systems.
- **Flair Bridge (Optional)** – Network communication hub. Recommended for homes over 2500 square feet.
- **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.

Network Requirements

- A stable **Internet** connection (Wi-Fi or Ethernet) is required for Flair devices to communicate effectively.
- 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 Smart Heating solutions. The steps below summarize the key actions required.

Step 1: Install the Flair App
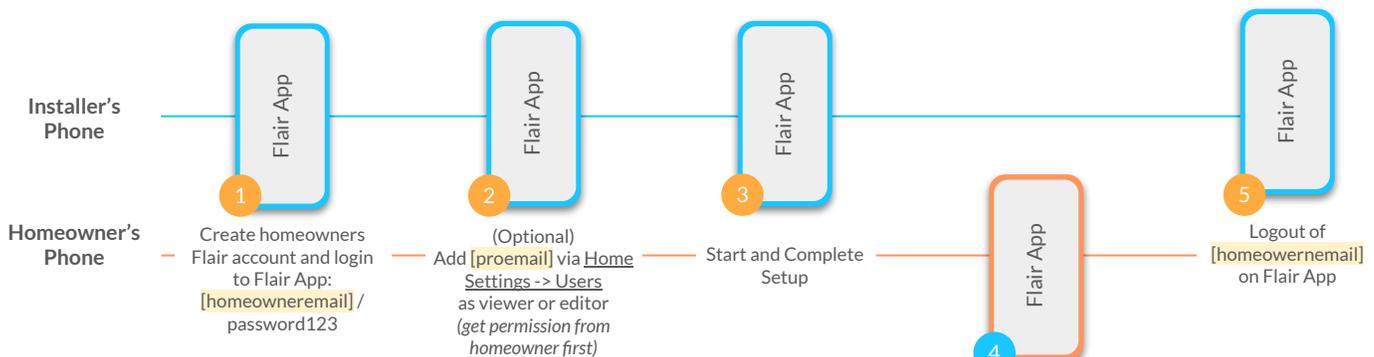

flair.co/ios

flair.co/android

my.flair.co

Recommended for Installer

If you are an installer, we recommend creating an account under the homeowner's email address and hand the system over to the homeowner upon completion.

Installer's Phone

Homeowner's Phone

1. Create homeowners Flair account and login to Flair App: [homeowneremail] / password123

2. (Optional) Add [proemail] via Home Settings -> Users as viewer or editor *(get permission from homeowner first)*

3. Start and Complete Setup

4. Have homeowner install the app and login with: [homeowernemail] / password123 *(suggest they change the password)*

5. Logout of [homeowernemail] on Flair App

✗ **Do not** set up the system using the homeowners phone

✗ **Do not** set up the system using your installer email account

✓ **Do** set up the system using your installers phone + the homeowners email address

2.2 Installation at a Glance

Step 2: Follow the In-App Instructions

- The Flair App will guide you through adding Flair devices, integrating with thermostats, and installing the Bridge Pro and Puck(s) for the Smart Heating Control solution.
- The Flair App will also guide you through configuring the core system settings and provide guidance on features that help you get most out of your Flair system.
- A detailed view of Flair App Instructions for setup can be found in Section 3 of this guide.

Step 3: Hand the System Over to the Homeowner   PRO ONLY

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

1. In the Flair App on your device (not the homeowners) 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. 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 will use to remotely view the customer's setup if needed.
If you are 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 Homeowner the Following:

HOMEOWNER GUIDE - SMART HEATING

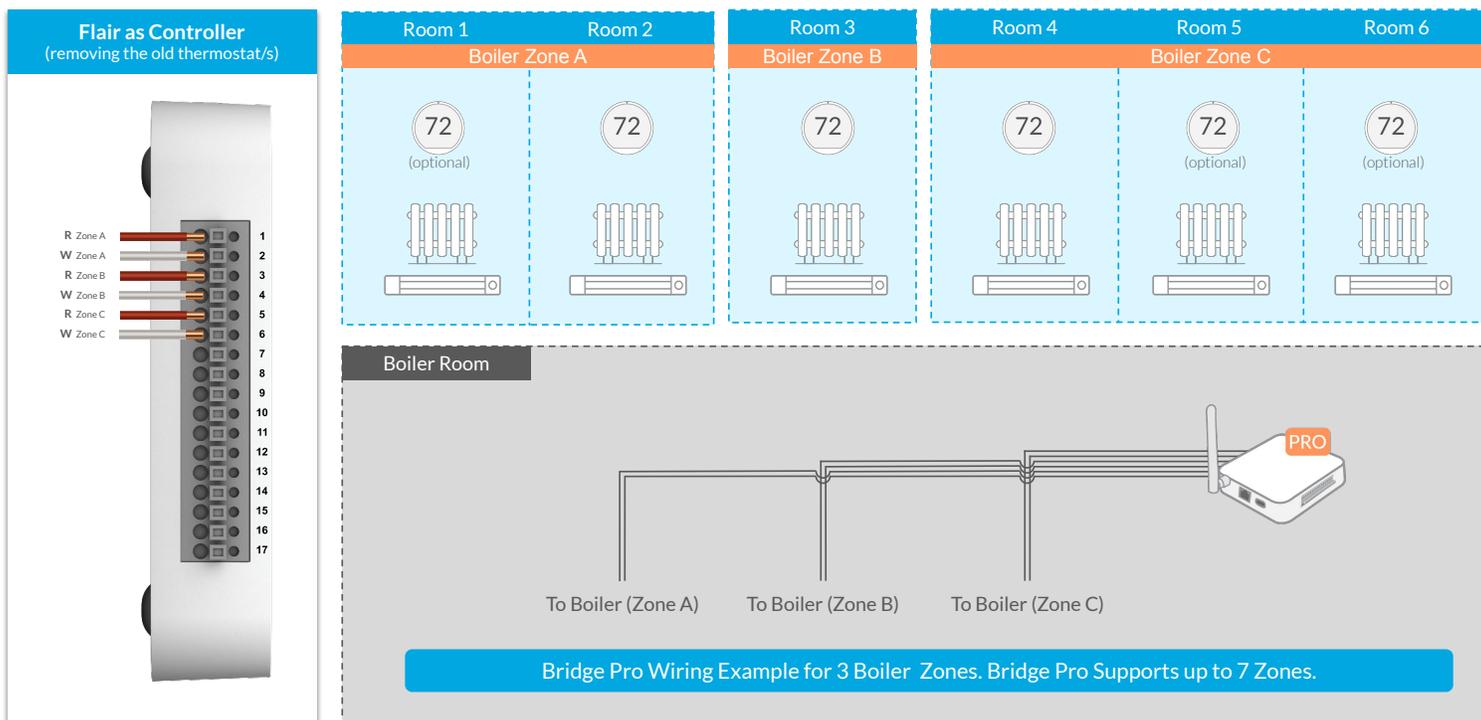flair.co/homeowner-guide-smart-heating

HOMEOWNER SUPPORT EMAIL

support@flair.co
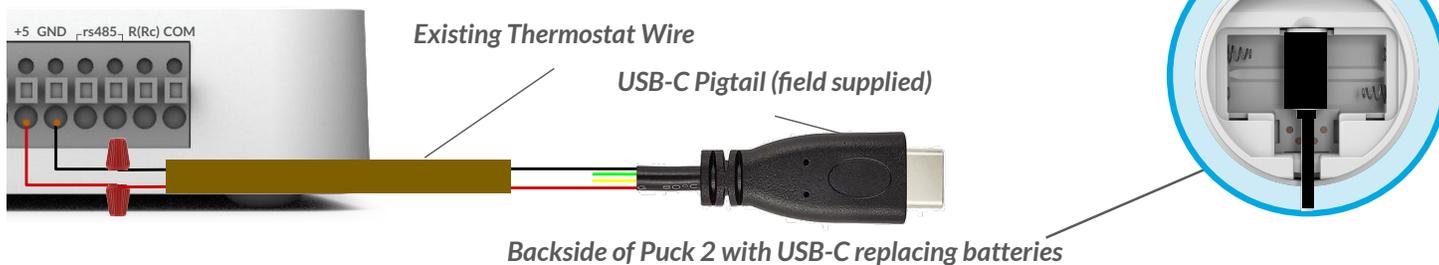
3.1 Typical Configurations

Configuring Heating Zones

When the heating is engaged, Flair manages heat across each heat zone. For instance, in the below configuration, Boiler Zone A consists of two (2) rooms, but is managed as one zone. The Puck in Room 2 is the in-room controller (Smart Heating Stat). The Flair platform allows for optional Pucks to be added to each room to act as sensors and enable temperature averaging or changing the location of the zone setpoint temperature.

Flair as Controller
(removing the old thermostat/s)

Room 1	Room 2	Room 3	Room 4	Room 5	Room 6
Boiler Zone A		Boiler Zone B	Boiler Zone C		
72 (optional)	72	72	72	72 (optional)	72 (optional)

R Zone A — 1
W Zone A — 2
R Zone B — 3
W Zone B — 4
R Zone C — 5
W Zone C — 6

Boiler Room

To Boiler (Zone A)   To Boiler (Zone B)   To Boiler (Zone C)

PRO

Bridge Pro Wiring Example for 3 Boiler Zones. Bridge Pro Supports up to 7 Zones.

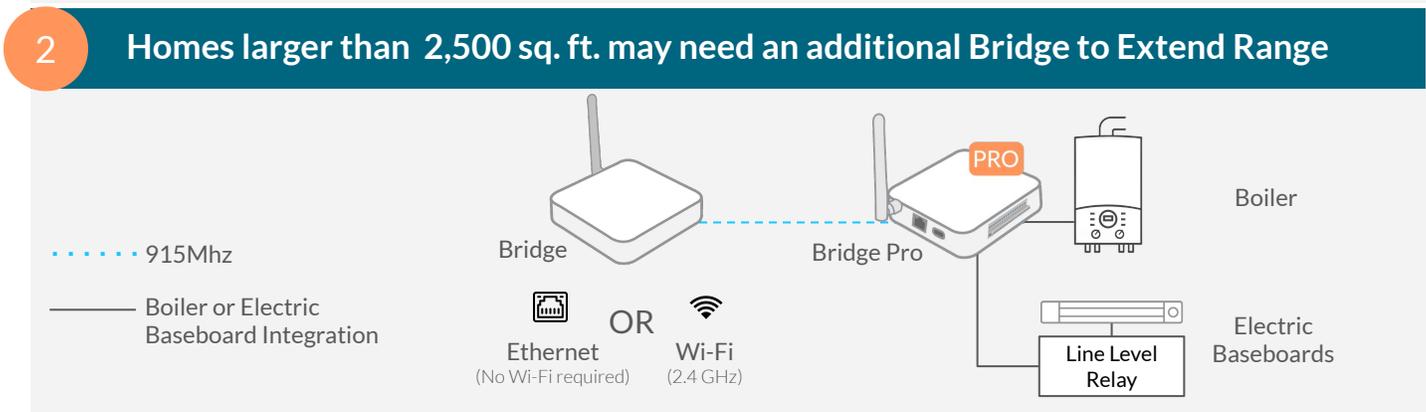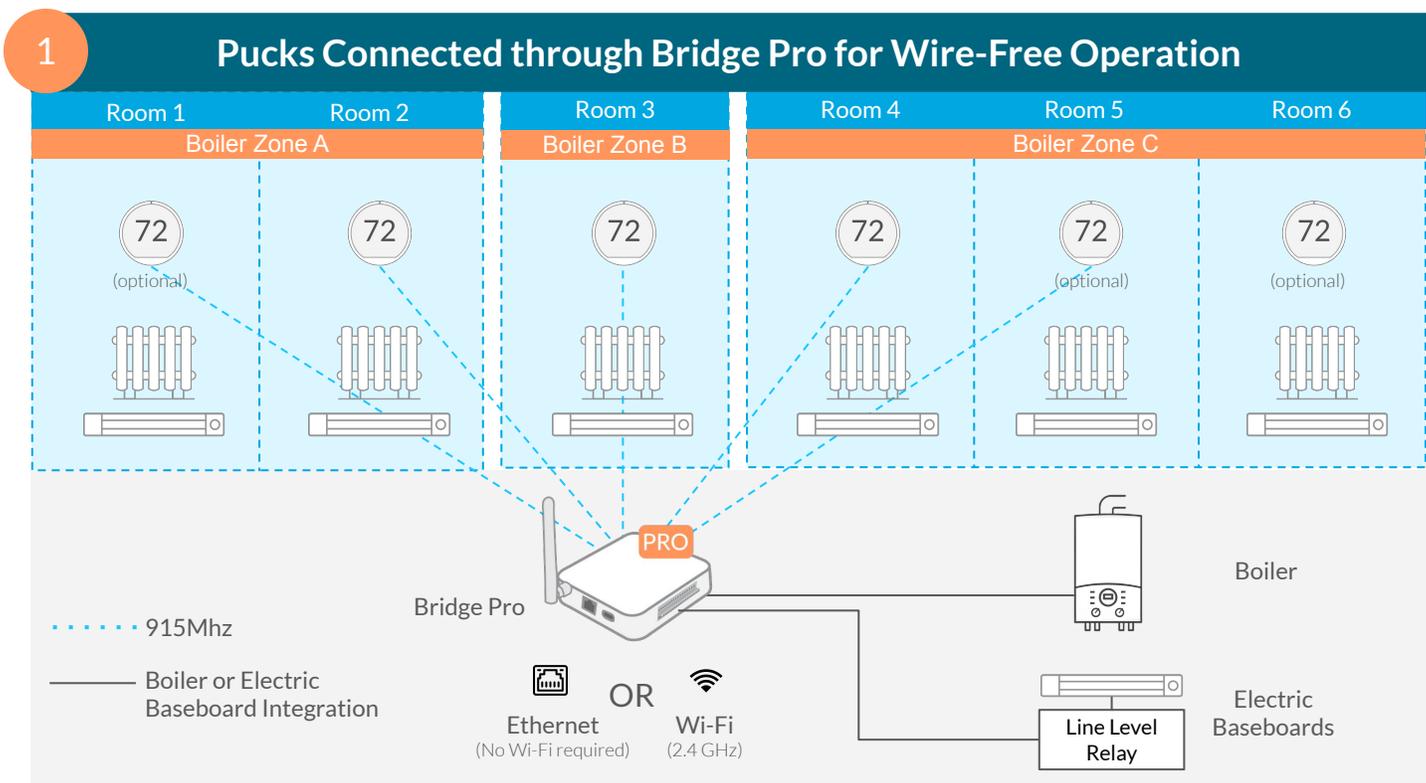### Optional | Power Puck via Existing Thermostat Wire and Bridge Pro

If you are removing an existing boiler thermostat, you can utilize the existing wire pull to power Pucks or Puck Pros using the +5 and GND from the Bridge Pro and a micro USB (Original Puck) or USB-C (Puck 2) pigtail. Note - ensure the data lines on the USB pigtail are not connected to anything including themselves.

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Remove   Replace

+5 GND   rs485   R(Rc) COM

Existing Thermostat Wire

USB-C Pigtail (field supplied)

Backside of Puck 2 with USB-C replacing batteries

3.2 Networking and Communication Diagrams

Basic Networking Diagrams

The Flair Bridge Pro functions as a heating equipment interface and hub to both the controller Pucks and the Flair hvacOS™ application platform.

1 **Pucks Connected through Bridge Pro for Wire-Free Operation**

Room 1	Room 2	Room 3	Room 4	Room 5	Room 6
Boiler Zone A		Boiler Zone B	Boiler Zone C		

72
(optional)
72
72
72
72
(optional)
72
(optional)

PRO

Bridge Pro

· · · · · 915Mhz

——— Boiler or Electric Baseboard Integration

Ethernet
(No Wi-Fi required)

OR

Wi-Fi
(2.4 GHz)

Boiler

Line Level Relay

Electric Baseboards

2 **Homes larger than 2,500 sq. ft. may need an additional Bridge to Extend Range**

· · · · · 915Mhz

——— Boiler or Electric Baseboard Integration

Bridge

Ethernet
(No Wi-Fi required)

OR

Wi-Fi
(2.4 GHz)

PRO

Bridge Pro

Boiler

Line Level Relay

Electric Baseboards

3.3 Networking and Communication Miscellaneous

Migrating from Bridge Pro Only to Bridge + Bridge Pro Setup

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

1. Finish full structure setup if you haven't already. Note that you might need to place Puck Pros closer to the Bridge Pro 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. Enable network repair mode by opening the App Settings, going to 'Flair Devices', and toggling on 'Network Repair Mode'.
4. On the back of the Bridge Pro, briefly (< 1 second) tap the Reset Button.
5. After 5 minutes, check the App's home screen that no rooms say 'Offline'. If nothing says 'Offline', disable 'Network Repair Mode'.

3.4 Bridge Pro's Role and Installation Details
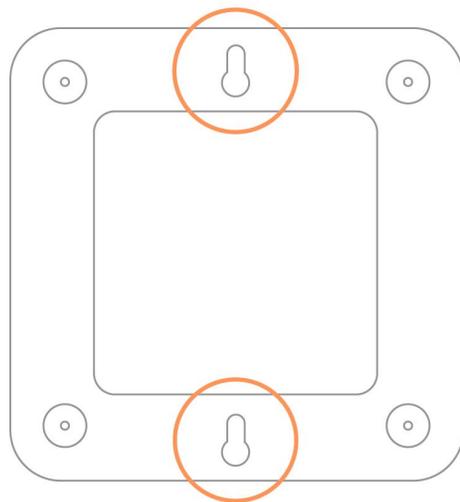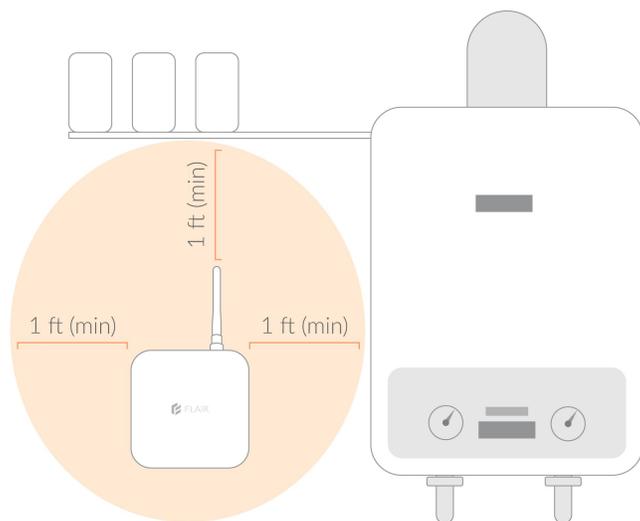
Bridge Pro's Role

The Bridge Pro serves as a wired interface and controller, switching 24VAC signals to lockout or control a boiler(s), or a line level relay(s) used to control electric strip heaters. The Bridge Pro acts as the central networking hub for the Flair platform.

Bridge Pro Placement

The Bridge Pro is normally located near the boiler or the electrical panel that feeds electric baseboard heaters. The Bridge Pro's antenna should be at least one foot from any large metal objects.

It is typically mounted on the wall using its keyhole mounts and included screws.

Included in the Bridge Pro packaging is a mounting template sticker. Place the sticker on the wall, drill any pilot holes or anchor holes as necessary, place included anchors if necessary, and screw in the included screws, leaving enough room to slide the Bridge Pro onto the screws securely.
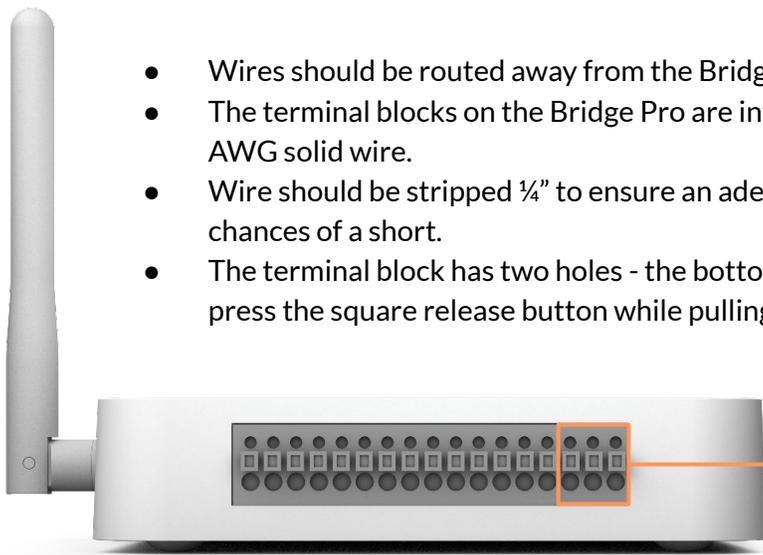
1 ft (min)

1 ft (min)

1 ft (min)

MOUNTING TEMPLATE
Adhere to mounting surface and screw through '+' marks.

TOP

Not to scale - use sticker template provided in box, oriented vertically

3.4 Bridge Pro's Role and Installation Details

Bridge Pro Wiring

- Wires should be routed away from the Bridge Pro's antenna.
- The terminal blocks on the Bridge Pro are intended for 'Thermostat Wire' and support 18-26 AWG solid wire.
- Wire should be stripped ¼" to ensure an adequate connection upon insertion and minimize the chances of a short.
- The terminal block has two holes - the bottom hole is for the wire. To remove a wire, gently press the square release button while pulling on the wire.
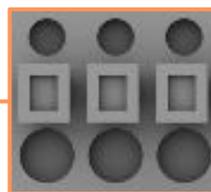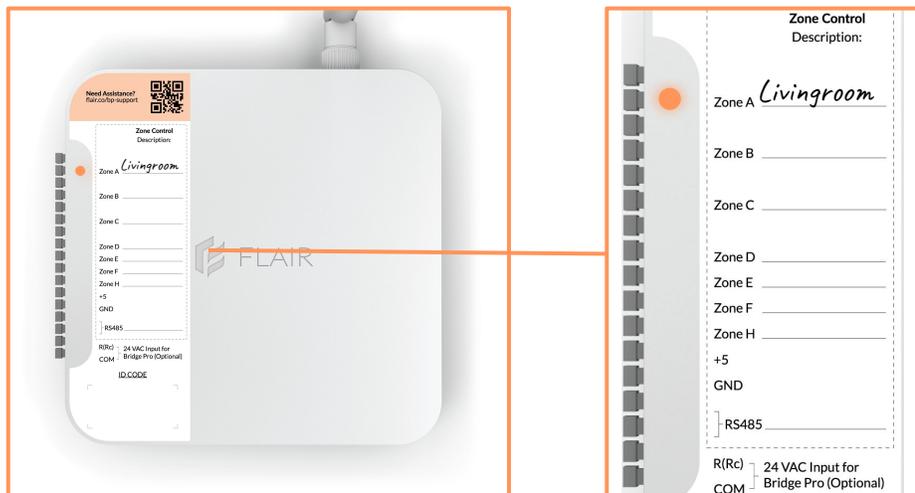
——— Square Release Buttons

——— Holes for Wires

Detailed wiring diagrams:

BRIDGE PRO WIRING DIAGRAMS
flair.co/wiring

Bridge Pro Labels and Indicator LEDs

Zone Control
Description:

Zone A Livingroom

Zone B

Zone C

Zone D

Zone E

Zone F

Zone H

+5

GND

RS485

R(Rc)   24 VAC Input for
COM   Bridge Pro (Optional)

The Bridge Pro has indicator LEDs located between the terminal block and the zone label sticker. When an LED indicator is illuminated, it means that the zone is either unlocked (in Lockout configurations) or heating (in Controller configurations). During installation, it's best practice to label the zones with their respective rooms on the Bridge Pro's sticker.

FLAIR PRO

3.5 Bridge Pro LED Indicators

Overview

This page provides a comprehensive list of LED indicators on the Bridge Pro, 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 Wi-Fi 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

LED Indicator

*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. Detailed Installation Guide

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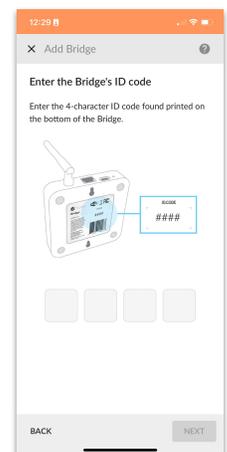
Here's an overview of the steps required to complete setup.

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 System Type and Equipment Configuration**	For homes over 2,500 sq. ft. or when an Ethernet connection isn't available near the Bridge Pro, use the Bridge Pro + Bridge setup.
3	**Connect Your Bridge (optional) and Bridge Pro**	For large homes, install the Bridge in a central location—ideally with Ethernet access and positioned near the Puck Pros. Not required in Bridge Pro only installations.
4	**Configure Your Bridge Pro**	Specify the equipment type, mount and power the Bridge Pro (via 24 VAC or USB), and label the equipment for future servicing.
5	**Add Puck Pros**	Discover your Pucks and assign them to rooms. Be sure to note which Puck goes in each room.
6	**Wire Bridge Pro**	Wire each boiler or baseboard zone to the Bridge Pro and test operation. After wiring, choose to add more zones or select "DONE WIRING ZONES."

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

SECTION 4.1 USING THE FLAIR APP

Example Screen (Step 2)

Example Screen (Step 3)

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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

HOME SCREEN

Home Settings

≡ Main St. Home

Home Level Settings

Home/Away Toggle → Home/Away — Home

Default Home Temp Adjuster → Set: 74°F — Tap to Adjust

Mode Selector Heat/Cool/Auto → Mode — Heat

Sunny 29°F / 54... ← Current Weather

System Auto ← Mode Selector Auto v Manual

Schedule Winter Sch... ← Scheduling Tool

Den — Currently 74.3°F / 21.0%H — 74 >

Dining Room — Currently 75.1°F / 23.0%H — 74 >

Room Level Settings

ROOM TILE

12:26

← Den — Room Settings

74

Temp 74° | Humidity 21%

Current Room Temp → | ← Current Room Setpoint

← Current Room Humidity

Active — Schedule Event at 12:25 PM — ← Active/Inactive Toggle

Equipment Status → Den Electric Baseboard is idle

Pucks

Puck Status → 70 — Den is online — ← Puck Radio Connection Strength

FLAIR PRO

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, change your overall home status to "Home" (active) or "Away" (inactive) or double tap the Puck, which will affect all rooms accordingly; you can also utilize remote sensor occupancy if your thermostat supports it to automatically adjust room activity based on presence detection.

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

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4.1 Using the Flair App for Control

Schedules

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.
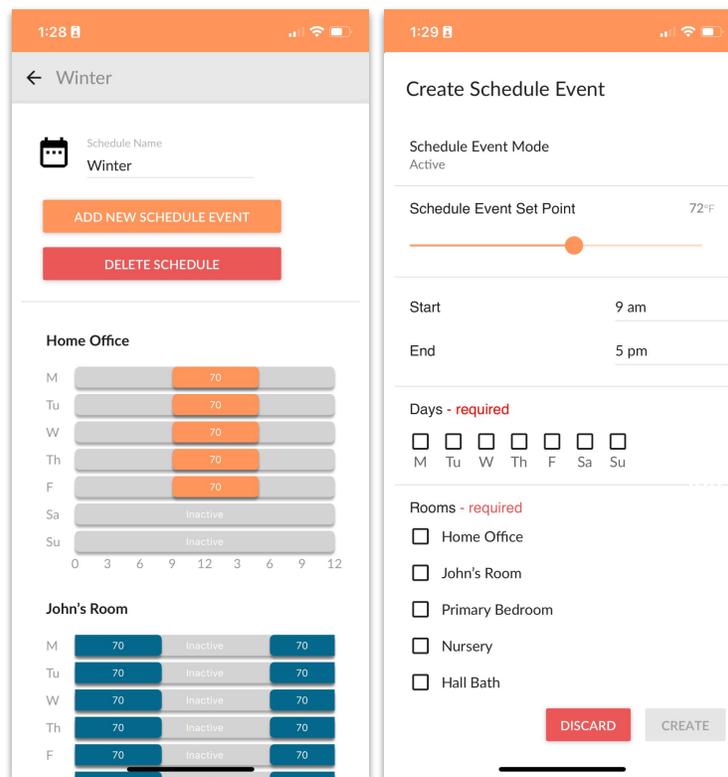
Key steps:

- **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

"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.
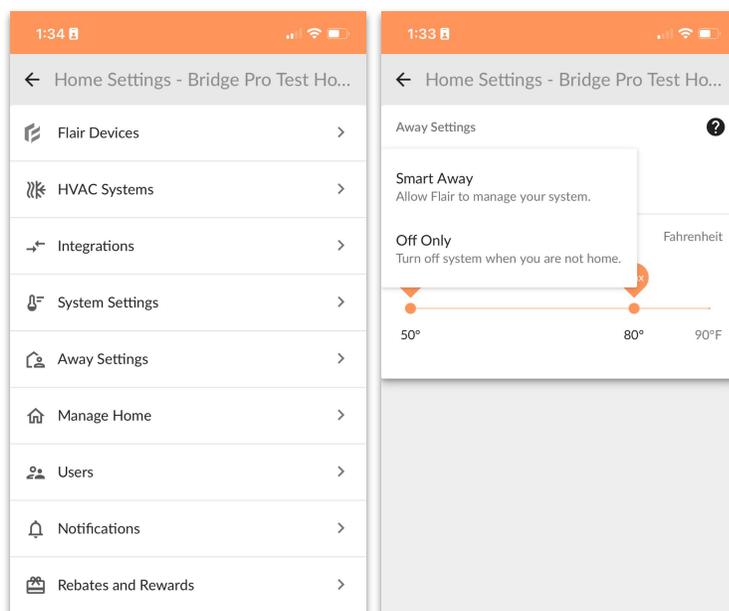
To access the Smart Away feature in the Flair app, go to *"Home Settings"* > *"Away Settings"*; this is where you can configure the settings for when you are away from home, allowing Flair to adjust your climate control accordingly. When enabled, Smart Away will automatically adjust your heating and 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.

FLAIR PRO

4.1 Using the Flair App for Control

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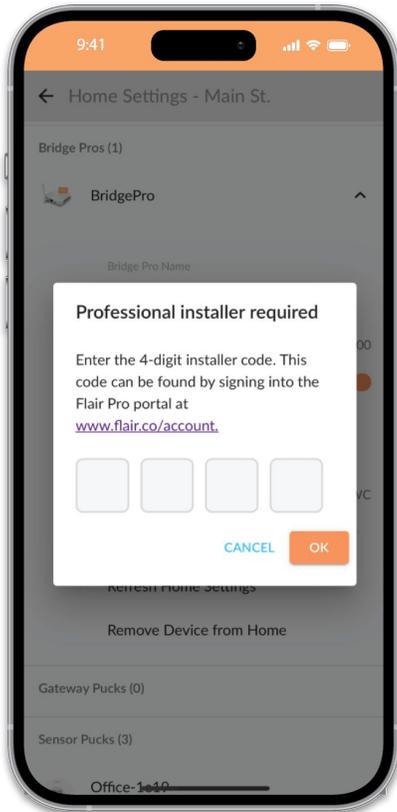
Certain features of the Flair App are intended to be adjusted by HVAC professionals rather than end users, particularly features tied to the Pro solutions including Flair's Staged Heating, Smart Heating and Pro Smart Vent Solutions.

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.

FLAIR PRO

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 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.

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Your Flair system can be controlled with the Flair Appor Puck. It is recommended to use the Flair App for advanced control settings while the Puck allows for quick adjustments to the room's setpoint temperature or changing the rooms '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.

4.3 Troubleshooting & Maintenance

Useful Setup Tips

- **Use of Puck**: Use one Puck per zone. Optionally, add Pucks to other rooms within a zone to allow for temperature averaging.
- **Provide the homeowner with the Flair Support link:** Flair has live chat, email support and a robust set of knowledge base documents to assist homeowners.

Connectivity

Flair device-to-device 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.

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 smart heating system will will operate locally but won't be accessible through the Flair App. Upon restoration of internet connectivity, normal operation will automatically resume.

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

If the system is Bridge Pro Only, then you may need to add a Bridge. For this, see section 3.3 for adding a Bridge to a Bridge Pro Only system.

If you already Bridge + Bridge Pro configuration, 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 and 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).

6.1 Staged Heating / Integrated Controls

The Puck used for Flair Smart Heating Controls also supports Staged Heating (Integrated Controls) with an over-the-air upgrade to the **Flair 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 capture this QR code or go to flair.co/staged-heating-guide.

STAGED HEATING SOLUTION GUIDE

flair.co/staged-heating-guide

6.2 Ductless Controls

Flair Smart Heating with the Bridge Pro can also be used as a Ductless Heat Pump (DHP) controller for Flair Ductless Control Solutions. In these solutions **Flair Pucks control DHPs such as mini-splits by sending infrared (IR) commands to the indoor unit, just like a remote control**, but with the same smart capabilities as used for Smart Heating. One Puck is needed for each mini-split head unit, and it must have a direct line of sight to the unit. The Puck uses the Flair app or control on the device, while also measuring temperature and humidity to help the system maintain room-level comfort and save energy. For more information on Ductless Control Solutions, capture this QR code or go to flair.co/ductless-solution-guide.

DUCTLESS CONTROLS SOLUTION GUIDE

http://flair.co/ductless-solution-guide

6.3 General Resources

For Flair Pros

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.

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

PRO PORTAL

flair.co/pros

PRO REGISTRATION

flair.co/register

For Homeowners

HOMEOWNER GUIDE - SMART HEATING

flair.co/homeowner-guide-smart-heating

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