Answers to Common Questions

Flair Puck and Puck Pro for Mini Splits

COMMUNICATION

The Puck uses the same infrared commands as the remote to communicate with the head unit, so no wiring or additional components are needed.

FUNCTIONALITY

We do not interfere with the inverter speed or 'dumb down' the equipment.

INFRARED (IR)

There are three IR blasters - one off the front and two off the sides at 10 and 2 o'clock.

STAGED HEATING

The Puck Pro is a professional-only product with the main difference being the addition of staged heating software controls.

NO MORE REMOTE

Once you've installed the Puck, remove the batteries from the remote and store it for backup purposes.

WI-FI + BACKUP

We are compatible with 2.4 GHz Wi-Fi networks.

If the Wi-Fi goes out, the Pucks will still be able to be operated with on-unit/local IR features.

TEMPERATURE SENSING

Change the temperature sensing from the head unit to the Puck by enabling the Room Sense feature in our app.

SYSTEM SETUP

Every Flair system requires at least one Puck that is plugged in via the (included) USB cable and adapter or the optional USB Mount.

Gateway Pucks are those powered into an outlet with the USB cable or USB mount and are connected to Wi-Fi.

Additional Pucks can be powered using 2 x AAA batteries (included), are not connected to Wi-Fi and communicate with Gateway Pucks via our proprietary radio frequency. We call these Sensor Pucks.