FLAIR

PRO

Flair Puck Pro

IN-HOME INSTALL GUIDE
**INTEGRATED CONTROLS
FOR
SECONDARY HEAT**

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 Flair Bridge
3. One Puck Pro per indoor head unit, plus two Puck Pros 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 Homeowner

1. An email address to use for their Flair account
2. Username / password for their smart thermostat account (if it's already set up)*

General Setup Flow

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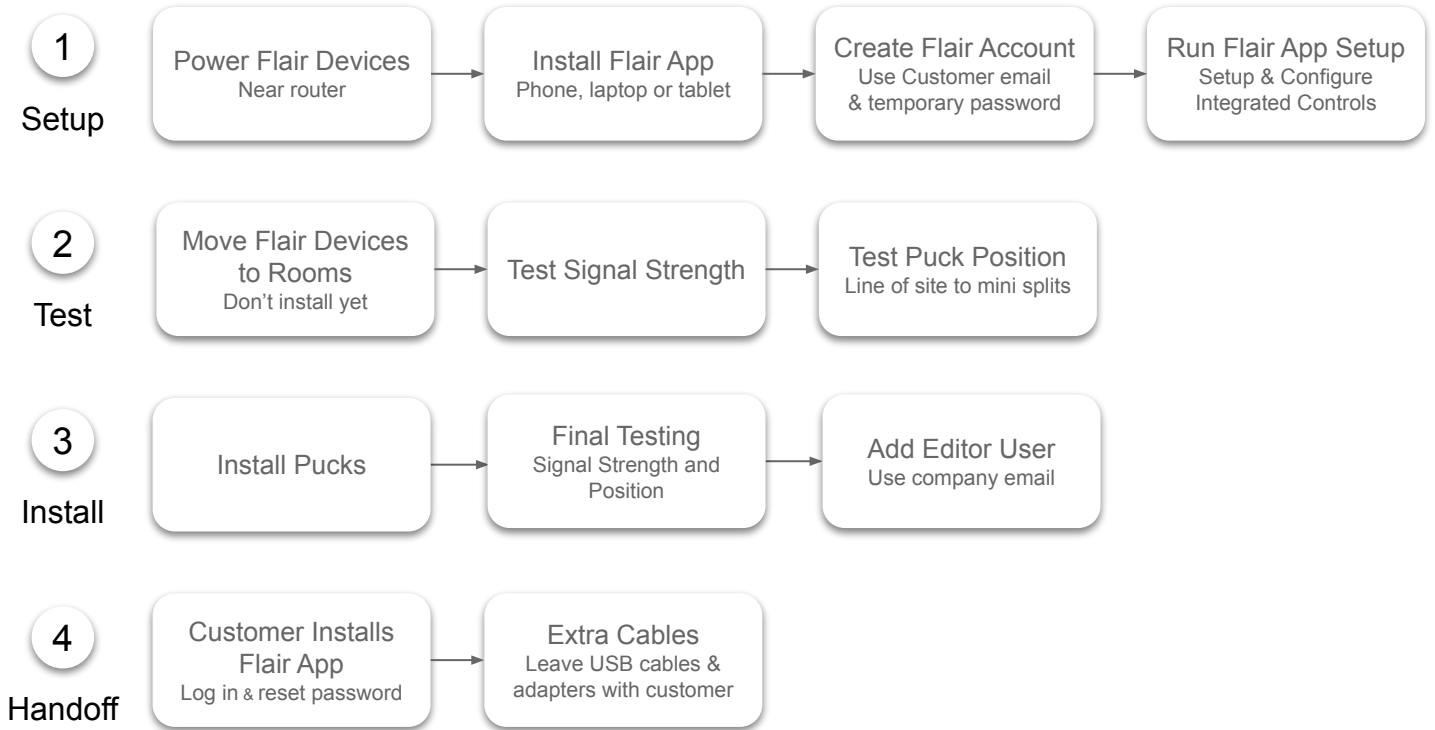4. Test System
5. Add users
6. Handoff Flair to homeowner

After Setup

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

* Flair integrates with ecobee, Nest 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.

★ Setup, Test and Install Flow

1
Setup

| Power Flair Devices
Near router | → | Install Flair App
Phone, laptop or tablet | → | Create Flair Account
Use Customer email
& temporary password | → | Run Flair App Setup
Setup & Configure
Integrated Controls |

2
Test

| Move Flair Devices
to Rooms
Don't install yet | → | Test Signal Strength | → | Test Puck Position
Line of site to mini splits |

3
Install

| Install Pucks | → | Final Testing
Signal Strength and
Position | → | Add Editor User
Use company email |

4
Handoff

| Customer Installs
Flair App
Log in & reset password | → | Extra Cables
Leave USB cables &
adapters with customer |

① Setup

1. **Power on Flair Devices**

    a. Locate the customer's main dem/router
    b. Perform Setup within 10 feet of the mode/ router
    c. Power on the Flair Bridge using the supplied USB C cable and power adapter and plug it into the modem/router using the supplied ethernet cable
    d. Power on Puck Pros using batteries

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

    Setup can be run using a browser on a WiFi-enabled laptop or computer 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. Connect the Bridge to the modem/router using the supplied ethernet cable
    c. Add mini splits, assign them to rooms and configure 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. 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 Integrated Control Settings**

   After completing Setup, configure the following Flair 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
     - Tap "Lock IR Device Modes"

   - Secondary Heat Wizard
     This can only be done after a smart thermostat and mini splits have been added to the Flair home.

     Tap the PLUS menu ➕ select "Configure Secondary Heat" and follow the prompts to configure settings*

   * Certain rebate programs may require specific settings. Check with the rebate website or program coordinator.

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 Puck Pros 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. Sensor Pucks will show RF signal strength to the Bridge
     d. 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 / set point / swing 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

1. **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, 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 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 email invitation 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.
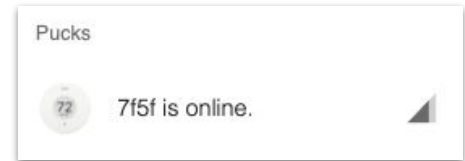
Check Device Signal Strength

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.