



Flair Puck Pro

IN-HOME INSTALL GUIDE

INTEGRATED CONTROLS

SECONDARY HEAT

questions?

pros@flair.co

★ Read First

- **All Pucks in the Flair system must be Puck Pros.** Secondary Heat features will not be enabled if any Pucks in the system are not Puck Pros.
- Prior to arriving at the job site, download the Flair App and create your Flair account and contractor account (instructions below).
- Install smart thermostat and mini splits in the home prior to installing Flair. Smart thermostat must be an ecobee or Honeywell smart thermostats.
- During Flair Setup, keep all Flair Puck Pros in the same room. This will ensure devices are in good range to be discovered by Flair during Setup. Pucks can be installed in their final location after Setup.
- You'll need the customer's login information for their smart thermostat and 2.4 GHz home WiFi network.

Note: Flair will not see 5.0 GHz WiFi networks. Most routers have dual band capability to broadcast both 2.4 and 5 GHz frequencies.

- When naming rooms in the Flair App, choose names that reflect where the devices will be located (ex: Master Bedroom or Kitchen). This is helpful for the customer.

① Install Flair App & Create Accounts

Create Flair Account

Download the Flair app to your mobile device.



iOS app from the Apple App Store:

<https://flair.co/ios>



Android app from the Play Store:

<https://flair.co/android>

1. Open the Flair app and tap “Sign Up”
2. Complete the form, using your professional email address
3. Check, “I am a professional that installs Flair devices”
4. Tap “Register” to complete

The screenshot shows a registration form with two checkboxes, both of which are checked. The first checkbox is labeled "Subscribe to our Newsletter?". The second checkbox is labeled "I am a professional that installs Flair devices." and is circled in red. To the right of the checkboxes is an orange button labeled "REGISTER".

Checking this box will allow you to use your Flair account for each install and then hand-off the Flair system to the customer after installation (see Step 8).

Create Flair Contractor Account

Next, to go <https://flair.co/account/register> to register for your Flair Pros account.

- Register with your professional email address
- Go to flair.co/pros to see all your contractor pricing and benefits!

② Flair Setup

To begin Setup, open the Flair app click “Create Home”, or click the plus  and select “Add new Home”.

The Flair Setup wizard will lead you through each of the following configuration steps:

- Make the first Puck Pro a Gateway and connect it to WiFi
- Add a smart thermostat (ignore the vent count)
- Add mini splits (these are called “IR Devices” in Flair)
- Add additional Puck Pros

If you experience any issues during WiFi setup, complete Flair Setup at my.flair.co in a browser on a computer/laptop connected to the customer’s home WiFi.

Note: Flair will not see 5.0 GHz WiFi networks. Most routers have dual band capability to broadcast both 2.4 and 5.0 GHz frequencies.

③ Required Flair Settings

Use Puck Pros

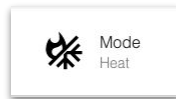
All Pucks in the Flair system must be Puck Pros. The Secondary Heat feature will not be enabled if any Pucks in the system are not Puck Pros. To verify, in the Flair app tap the Flair menu, then go to Home Settings->Flair Devices. Puck Pros will display the “PROS” logo:



Configure Settings

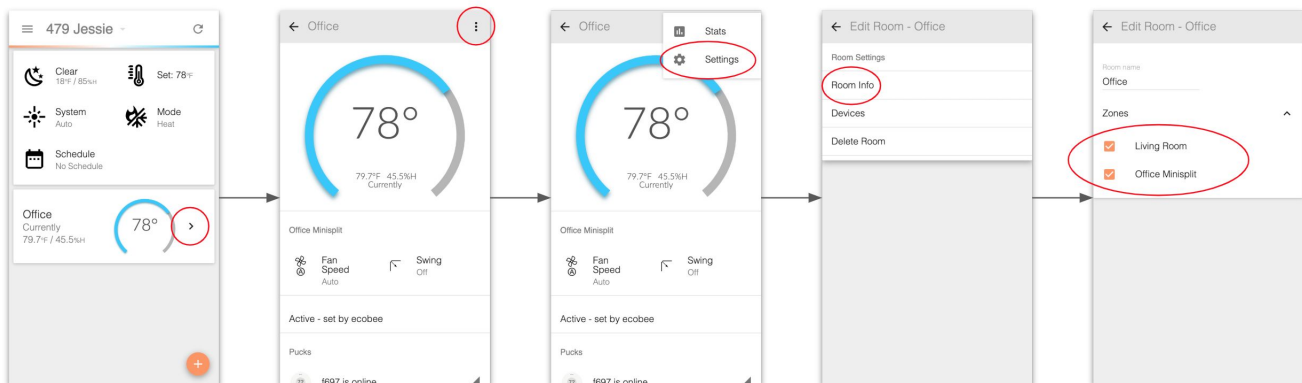
In the Flair app, do the following:

- In the Control Bar at the top, set Mode to “Heat”



- Tap the Flair menu, then go to Home Settings-> System Settings, and set “Set Point Controller” to “Flair App”
- Tap the Flair menu, then go to Home Settings-> Away Settings, and set “Away Mode” to “Smart Away”
- Ensure each room containing a mini split is included in both the mini split zone and thermostat zone (see below)

Tap the room to display the room tile. Tap the 3-dot menu on the room tile, select “Settings”, then “Room Info” and check both zone boxes.



④ Mini Split Testing

After Setup, perform the following test for each mini split in the system.

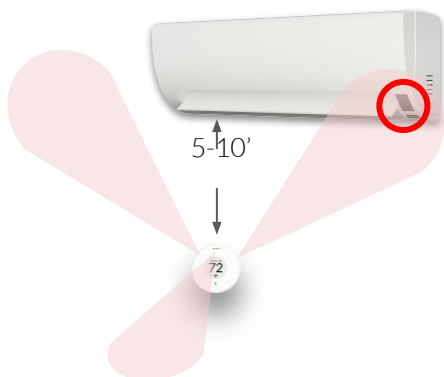
1. In the Flair app, set System to “Manual”
2. Stand about five feet from the mini split and aim the Puck at the mini split IR receiver, ensuring one of the Puck’s three IR blasters (see right) is pointing at the mini split IR receiver and is not blocked by fingers or other objects
3. In the Flair app, use the mini split widget to issue power on/off, fan speed and swing commands to the mini split - commands may take **30-60 seconds** to be routed to the mini split*
4. Once the code set is verified at five feet, find an optimal position by testing where you intend to place the Puck (see images below)
5. When an optimal position is found, install the Puck and set System to “Auto” in the Flair app



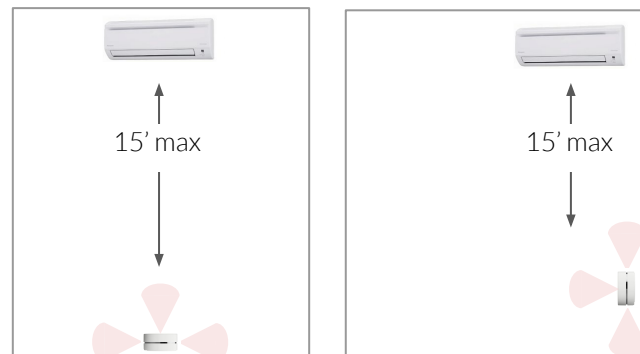
Optimal Placement

The Puck should be within line of sight of the mini split IR receiver, no more than fifteen feet away. Keep line of sight clear of furniture, doors, tvs, or other home appliances. IR beams tend to bounce off of walls, floors and ceilings, so it may take some positionality testing to find optimal placement for install.

Code Set Testing



Optimal Placement



*If you have trouble getting the code set to work, contact pros@flair.co. Send us the brand and model number of the remote control, along with pictures of the front and back of the remote control.

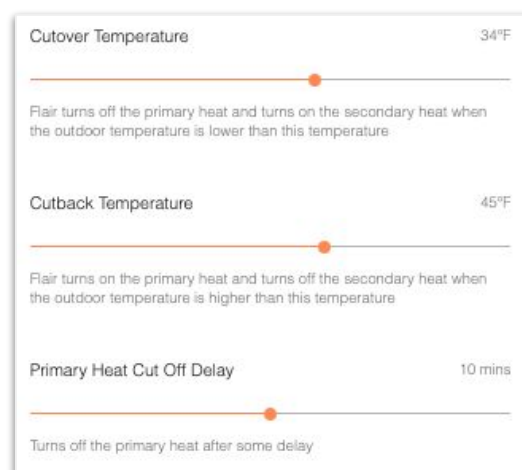
⑤ Secondary Heat Settings

Tap the Flair Menu, then go to Home Settings->Thermostats, and use the down arrow to expand the thermostat.

1. Set “Use as Secondary Heating” - if it’s not visible, check Step 3
 - **Cutover** switches from mini split controlled heat to thermostat controlled heat at low outside temperatures
 - **Supplemental Heat** runs thermostat controlled heat in addition to mini split heat at low outside temperatures



2. Set the outside temperatures for when Flair will operate Cutover or Supplemental Heat. These temperatures must be at least 5F apart to prevent short cycling the systems.
 - **Cutover/Enable**: when the outside temperature drops below this temperature, Flair will cutover to the secondary heat source or add it as supplemental heat
 - **Cutback/Disable**: when the outside temperature rises above this temperature, Flair will switch back to mini split controlled heat



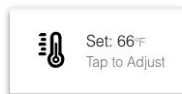
3. When using Cutover, set the Primary Heat Cutoff Delay. This value controls how long the mini splits will remain on before switching to the secondary heat source, allowing time for it to warm up.

⑥ Testing Secondary Heat

Flair may take up to 5 minutes to relay commands to mini splits and smart thermostats. It's recommended to perform tests at least 15 minutes apart to allow heat systems time to warm up and cool down. If the room is already up to temperature, the secondary heat source may not come on right away.

★ Before Testing

1. Set the smart thermostat to OFF.
2. Turn ON the mini splits using their respective remote controls. Then place the remotes permanently in a drawer or room where their signals can't interfere with Flair
3. In the Flair app Control Bar, tap the thermometer and use the slider to adjust the "Home Set Point" 5F higher than the current room temperature - it may need to be higher to get mini splits to cycle on



4. Wait the for mini splits to cycle on before proceeding.

Testing Cutover/ Supplemental

1. In the Flair app, tap the Flair menu, then go to Home Settings->Thermostats and expand the thermostat.
2. Adjust the "Cutover Temperature" or the "Enable Supplemental Heat Temperature" so it's 2-3F above the current outside temperature. This value must be 5F below the "Cutback Temperature"/ "Disable Supplemental Heat Temperature" to prevent short cycling.
3. Flair displays outside temperature in the control bar.



4. This will prompt Flair to send an ON command to the smart thermostat. Allow the system to warm up and come on. If Cutover is enabled, Flair will send an OFF command to the mini splits. Allow them time to cycle off.

Testing Cutback

1. Adjust the “Cutover Temperature” or the “Enable Supplemental Heat Temperature” so it’s 2-3F below the current outside temperature.
2. This will prompt Flair to send an OFF command to the smart thermostat. If Cutover is enabled, Flair will send an ON command to the mini splits. Again, allow time for Flair to send the commands and for the systems to adjust to being turned off and on.

Troubleshooting Testing

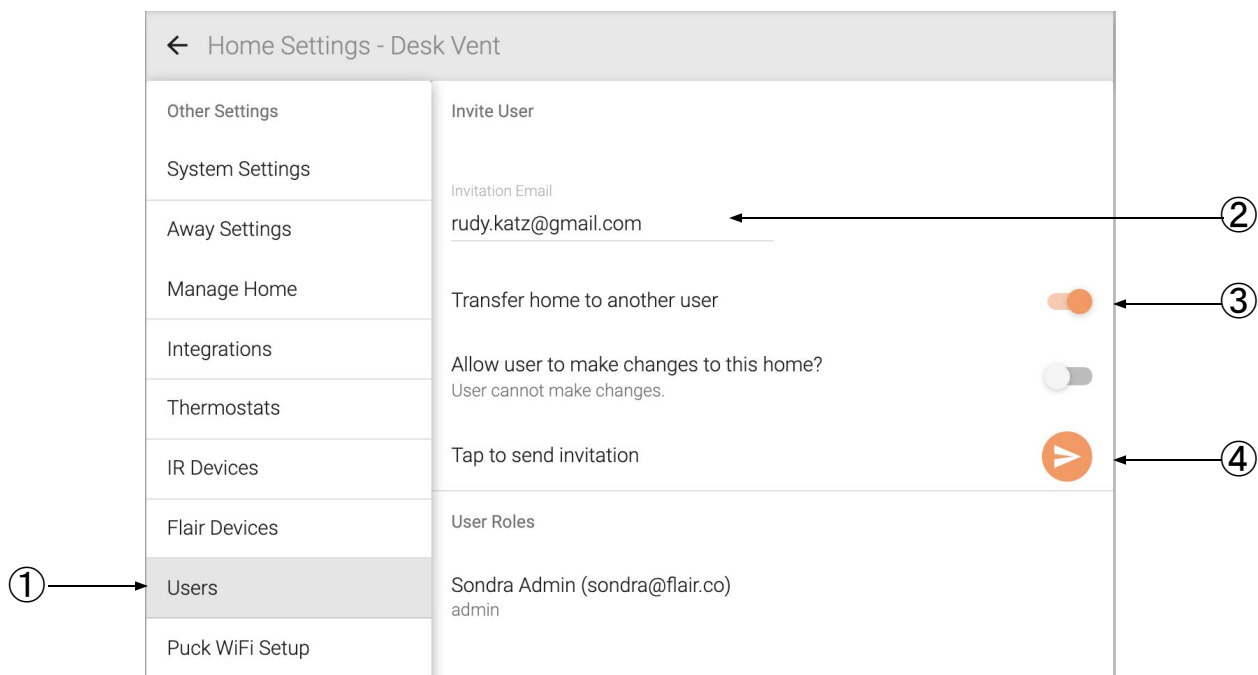
If you experience unexpected results during testing, disable the “Use as Secondary Heat” setting and wait 15 minutes. Then re-enable the “Use as Secondary Heat” setting and start testing from the beginning of Step 6. Please note that if the room is up to temperature, the primary and secondary heat sources may not come on right away.

Please contact pros@flair.co if you have any questions during testing.

⑧ Hand-off Account to Customer

1. In the Flair App, tap the Flair menu then go to Home Settings -> Users
2. Enter the customer's email address (it's okay if the customer has not created an account yet)
3. Enable "Transfer home to another user"
4. Tap the button labelled "Tap to send invitation"

*If you don't see this option, email pros@flair.co



⑨ Homeowner Guide

Give the Secondary Heat Homeowner Guide to the customer and ask them to carefully read it over. The guide contains important information about their Flair system and will help prevent callbacks.

Appendix A: Puck Power Options

Each Puck includes a USB wall adapter, 5 ft. USB cable, two Lithium Metal AAA batteries, a Puck door, and an adhesive strip. See below for hiding cables.

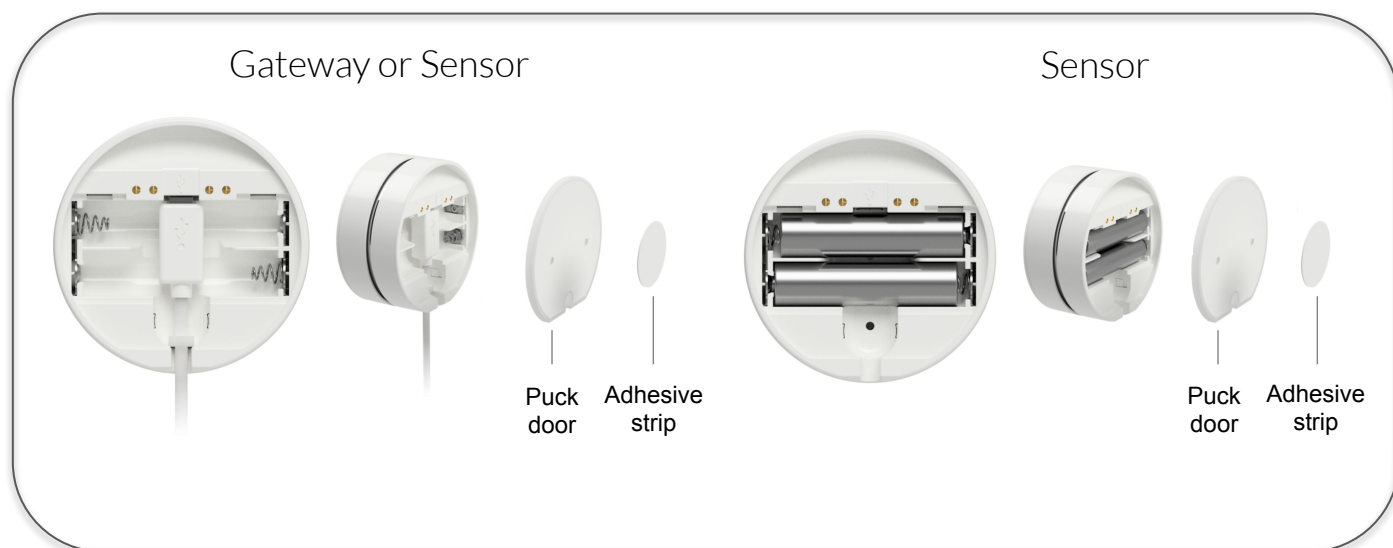
Gateway Puck

- Serves as a communication hub for Sensor Pucks in the system
- Communicates with the Flair cloud via WiFi
- Needs to be powered using the supplied cable and adapter (the Flair USB cable is a specialized cable, contact Flair for using longer USB cables)

Sensor Puck

- Will communicate with the nearest Gateway Puck
- Can use batteries for a streamlined install or be powered using the supplied cable and adapter
- Has a typical battery life of approximately 1 year. Using rechargeable batteries will work, but may give false low-battery alerts.

Typical Customer Install



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



No Electrician Required!

Cost effective, code compliant, fast and easy to install. Buy at:

flair.co/usb-wall-plate

Wall-Mounted Conduit



Great for retrofits!

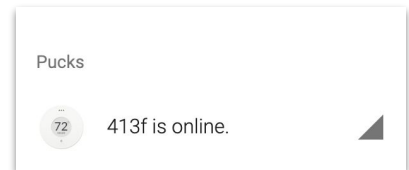
Appendix B: Troubleshooting Connectivity

Understanding Puck Range

All Sensor Pucks need to connect to a Gateway Puck. If Sensor Pucks are offline, have a weak signal, or go offline frequently, try moving a Gateway closer, or see “Add a Gateway Puck” below.

How to Check Puck Status

A Puck’s online/offline status is displayed at the bottom of the room tile. Signal strength is represented by the number of bars in the signal strength indicator to the right of the device status.



How to Check Puck Signal Strength

To see signal strength for the system over time, tap the Flair menu and go to Home Statistics. To see signal strength for devices in a specific room, tap the 3-dot menu and select “Stats”. Under Pucks, Under the Puck graph, change “Graph Data” to “RSSI dB” and change the date/time parameters.

Troubleshooting Signal


During Setup, Pucks may take up to **five minutes*** to join a Flair network. If, after five minutes, you don’t see the units online, try the following troubleshooting steps.

- **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:** Sensor Pucks communicate with the nearest Gateway Puck. To test range, temporarily move the Sensor Puck closer to a Gateway Puck. If the Sensor Puck comes online, see “Add a Gateway Puck” below.
- **Batteries:** Ensure batteries are properly installed. 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 units. This saves power.

Add a Gateway Puck

If Sensor Pucks are going offline, they may be too far from a Gateway Puck. To boost signal strength in the Flair network, you can add another Gateway Puck, or convert an existing Sensor Puck to a Gateway. To convert a Sensor Puck to a Gateway Puck:

1. Plug in the Puck to be used as the additional Gateway to power using the supplied Flair cable and adapter
2. In the Puck's gear menu, select "Forget WiFi". Let the Puck restart
3. In the Puck's gear menu, select Make Gateway. The Puck will then restart
4. In the Flair App click the plus  and select Add a New Gateway Puck
5. Follow the Gateway Setup wizard

Appendix C: Troubleshooting Code Set


Model Not Found/Code Set Not Working

If the Mini split brand/model/remote model is not found and you've tried all the codes during IR Setup, send the following to pros@flair.co. Many manufacturers reuse code sets and we'll help you a similar model.

- The brand and remote control model number
- Pictures of the front and back of the remote

Download Fails or Keeps Loading

Gateway and Sensor Pucks connect to WiFi when downloading the code set.

- Ensure the Puck is in good WiFi range
- Temporarily move a Sensor Puck closer to the router during download. To re-establish a WiFi connection for a Gateway, unplug it, wait 1 minute, then restart it. Wait for the WiFi icon  to display on the Gateway Puck. For a Sensor Puck, do a "Forget WiFi" in the Puck's gear menu.

Mini Split Not Responding

When testing code set, commands may take 30-60 seconds to be routed to the mini split. Ensure one of the Puck's three IR blasters is aimed at the IR receiver. IR blasters are located at 10 am, 2pm and front-facing on the Puck.

Optimal Placement

Keep line of sight clear of furniture, doors, tvs, or other home appliances. IR beams tend to bounce off of walls, floors and ceilings, so it may take some positionality testing to find optimal placement for install.



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