FLAIR

Flair Puck & Smart Vent

IN-HOME INSTALL GUIDE
CENTRAL SYSTEMS

questions?
flair.co/contact

★ What you need to know

What you need prior to installation

1. 1 Puck for each room with Smart Vents. A Flair room can be a physical room, or a group of rooms.
2. 2.4 GHz WiFi
3. Small phillips head screwdriver

What you need during installation

1. Username / password for your 2.4 GHz WiFi network
2. Username / password for your smart thermostat account*
3. Brand / model of mini split remote control(s)**
4. Post-it notes and a pen

* When using Flair's Mirror Mode to mirror a smart thermostat set point and mode to mini splits - can be ecobee, Nest, Carrier/Bryant or Honeywell WiFi-connected.

** Email us at support@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.

General Setup Flow

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

★ Read First

- During Setup, keep all Flair Pucks and Smart Vents in the same room. This will ensure devices are in good range to be discovered by Flair, and that you can verify the light bar pattern on a Smart Vent when it's discovered. Flair devices can be installed in rooms after Setup.

  If you plan to wire Smart Vents to AC power, complete Setup with batteries. You'll remove the batteries prior to installing in the duct.

- You'll need the login information for your smart thermostat (if integrating one) and your 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 5.0 GHz networks. For routers broadcasting both 2.4 and 5.0 GHz networks, these must have DIFFERENT names (the same name will cause issues with Flair).

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

  If you're installing a lot of Pucks and Smart Vents, temporarily labelling them to keep track can be helpful.

- If you're installing a system with more than 11 devices (Pucks plus Smart Vents), use the Large System Calculator to determine how many Gateway Pucks to configure:
  https://flair.co/pages/large-systems

① Install Flair App & Create Account

First, 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

Next, open the Flair App and use your email address to create your Flair account.

Sign Up

First Name   Already registered? Sign in.

Last Name

Email

Password

Retype Password

☑ Subscribe to our Newsletter?

☐ I am a professional that installs Flair devices.   REGISTER

② Flair Setup

During Setup, keep all Flair Pucks and Smart Vents in the same room.

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 a Gateway Puck and connect it to WiFi
- Add a thermostat
- Assemble Pucks and Smart Vents
- Discover Smart Vents and additional Pucks and add them to rooms
- Configure settings for Flair's advanced automation features

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 Install Pucks and Smart Vents

If you're wiring Smart Vents, remove the batteries now.

Install Smart Vents and Pucks in their respective rooms, but don't attach Pucks just yet, as they may need to be moved when checking signal range in the next step.

④ Check Signal Range

All Smart Vents and Sensor Pucks need to connect to a Gateway Puck. If Sensor Pucks or Smart Vents are offline or have weak signal, try moving a Gateway closer, adding a Gateway Puck to the system, or converting a Sensor Puck to a Gateway Puck (see below).

If a Gateway Puck is offline or has weak signal, try moving it closer to the router.

Use the following steps to check signal strength and device status.

1. In the Flair App view Smart Vent and Puck status at the base of the room tile (see right)

2. Check Puck online/offline status and signal strength indicator to the right of its status. More bars equal a stronger signal.

3. Check the Smart Vent status to see how changes to set point and room temperature affect vent open/close state.

4. In the Flair app, go to Home Statistics to view device signal strength over time. To view signal strength for devices in a specific room, tap the 3-dot menu on the room tile and select "Stats". Change Graph Data to "RSSI dB". Good signal strength for a Puck is greater than -85dB, and good signal strength for a Smart Vent is greater than -75dB. For more information, see Appendix C for Troubleshooting Connectivity.
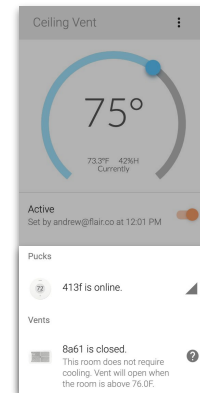
To improve signal strength, you can add an additional Gateway Puck, or convert an existing Sensor Puck to a Gateway. To convert a Sensor Puck to a Gateway Puck:

1. Plug in the Puck to be used as the additional Gateway to AC 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". Let the Puck restart

4. In the Flair App click the plus ➕ and select Add a New Gateway Puck
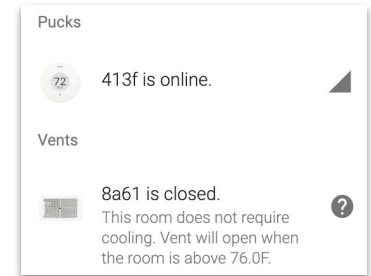
5. Follow the Gateway Setup wizard

Appendix A: Troubleshooting Connectivity

Understanding Puck Range

All Smart Vents and Sensor Pucks need to connect to a Gateway Puck. If Smart Vents or 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 Smart Vent and Puck Status

A Smart Vent and Puck's online/offline status is displayed at the bottom of the room tile. The signal strength is represented by the number of bars In the signal strength indicator to the right of the device status.

Pucks

72   413f is online.

Vents

8a61 is closed.
This room does not require cooling. Vent will open when the room is above 76.0F.

How to Check Smart Vent or 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". Scroll to the Puck or Vent graph and change "Graph Data" to "RSSI dB" and change the date/time parameters.

Troubleshooting Puck or Vent Signal

During Setup, Pucks and Smart Vents 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.

- **Smart Vent:** Try bringing a Gateway closer to the Smart Vent. If it comes online, see "Add a Gateway Puck" below. Ensure battery cover is flush with the Vent, gaps can prevent batteries from making contact. Try resetting the Vent: remove the flat battery holder and remove batteries. Wait 2 minutes for capacitors to drain, and then replace batteries and the battery cover.

- **Batteries:** Ensure batteries are properly installed. Try fresh, 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 B: Smart Vent Power Options

Each Smart Vent includes 2 c-cell batteries for power. These batteries can last up to four years with regular use. You can also power the Smart Vent using 24 VAC power or 12V DC power.

Flair Setup will guide you through assembling Smart Vents with batteries. Wiring is done after Setup. Instructions on how to wire to AC power are included in the box with each Smart Vent.

Power Options

Batteries
(2 Cs Included)

Best for locations where wired power is unavailable or inconvenient. Typical battery life is 3 to 4 years.

Wired
(Available on all Flair Smart Vents)

Ideal for new construction and renovations.

Recommended Transformer
Elk TRG2440
(available to Flair Pros on the exclusive store)

For more information on wiring Smart Vents, visit
flair.co/vent-manual

Appendix C: Puck Power Options

What's in the box...

Each Puck includes a USB AC adapter, USB cable, two Lithium Metal AAA batteries, a Puck door, and an adhesive strip.

Gateway vs Sensor

Flair Gateway Pucks need to be powered using the supplied cable and adapter. The Flair USB cable is a specialized cable that only uses the data line.

Flair Sensor Pucks can use batteries for a streamlined install. Sensors Pucks can also be powered using the supplied cable and adapter. Typical battery life is approximately 1 year. Using rechargeable batteries will work, but may give false low-battery alerts.

Typical Customer Install

Gateway or Sensor

Sensor

Puck door   Adhesive strip

Puck door   Adhesive strip
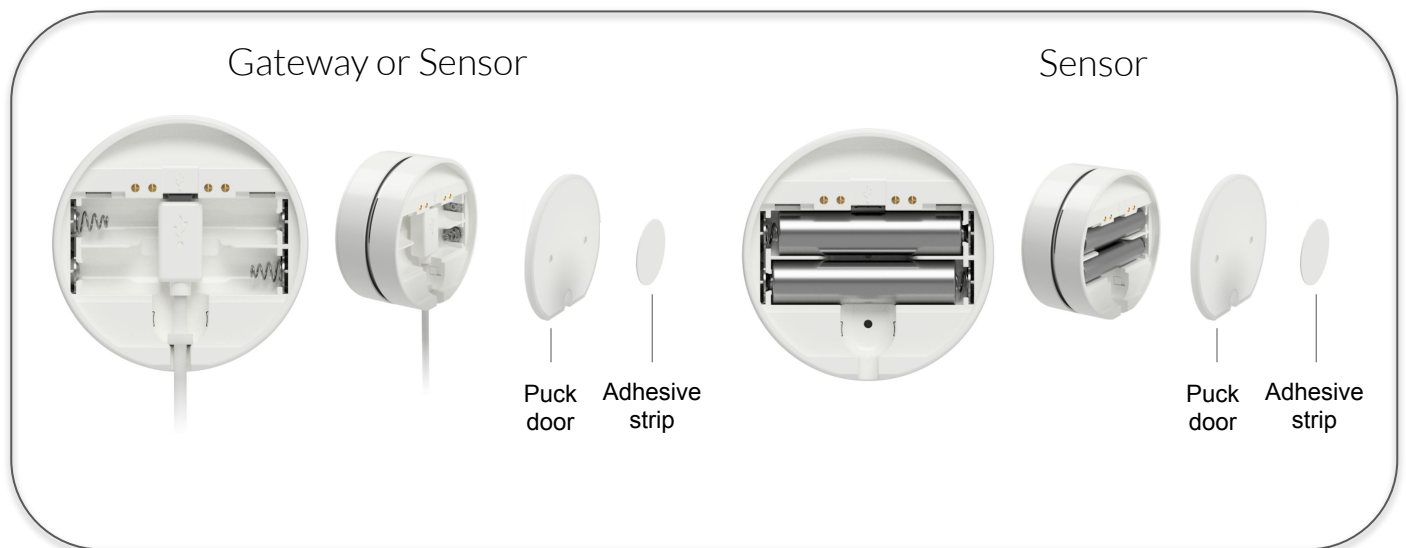
Additional Powering Options
(See next page...)

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
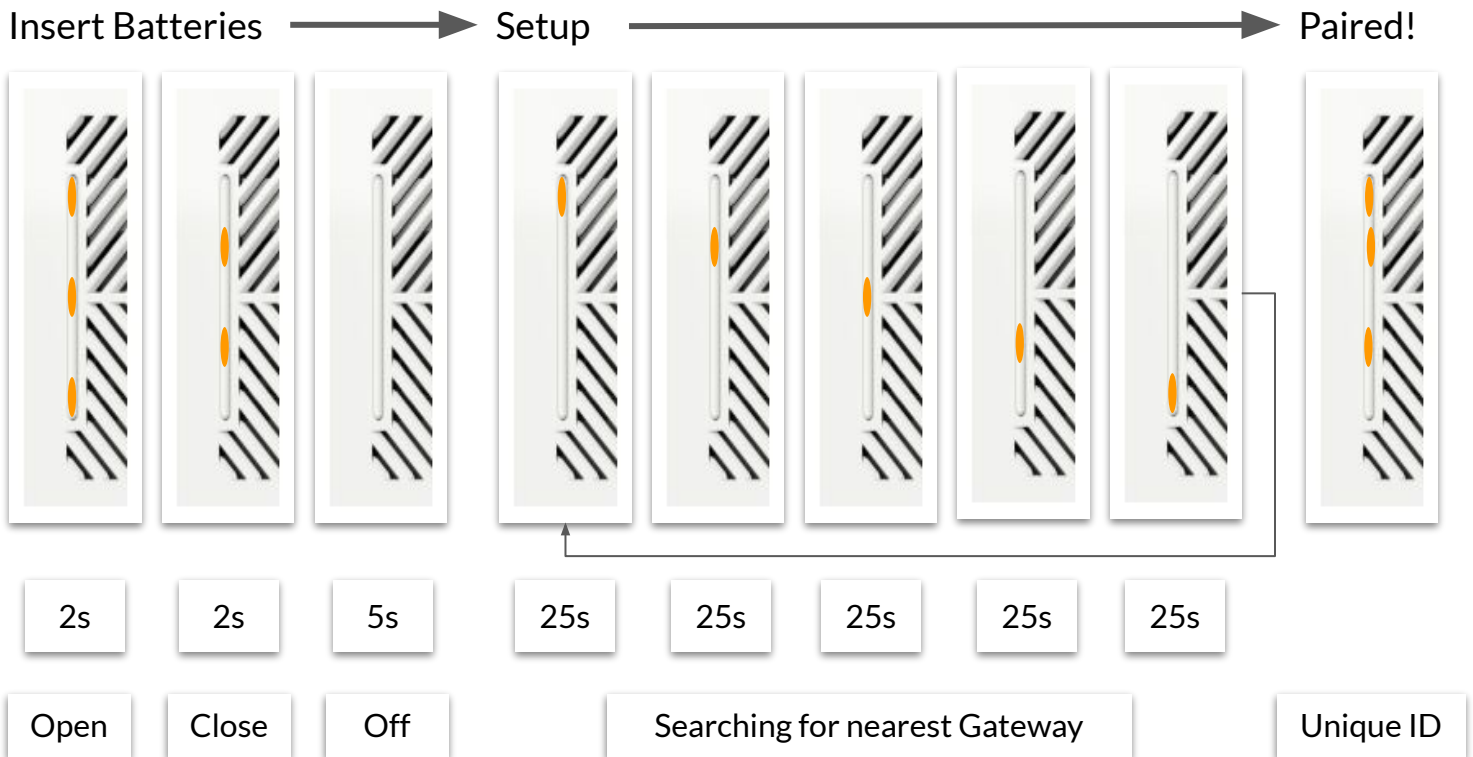
Wall-Mounted Conduit

Great for retrofits!

Appendix D: Vent Light Patterns

When batteries are inserted, the Smart Vent will open and close its louvers, displaying a light pattern of 3 illuminated lights, followed by 2. Then, the lights will turn off.

During Setup, lights will cycle in a pattern until the Smart Vent pairs with a Gateway Puck. This can take up to 5 minutes. After 30 minutes with no pairing, lights will turn off to save battery life. **Turn on Setup Mode to restart Discovery.**

When paired with a Gateway Puck, the Smart Vent will display its unique light pattern until Setup is exited, or for 30 minutes. Smart Vents will display their light pattern any time Setup is entered, or when batteries are replaced.

Insert Batteries ➝ **Setup** ➝ **Paired!**

2s	2s	5s		25s	25s	25s	25s	25s	
Open	Close	Off		Searching for nearest Gateway					Unique ID

© Standard Euler, Inc.