



Flair Puck

IN-HOME INSTALL GUIDE
DUCTLESS MINI SPLITS

questions?
flair.co/contact

★ Read First

- During Setup, you'll need the Puck in line of site of the mini split to validate the IR code set (recommend about five feet). Flair Pucks can be installed in their final location after Setup.
- Flair uses your mini split brand and remote control model number to determine compatibility. Have these ready prior to Setup.
- You'll need the the login credentials for your 2.4 GHz WiFi network.

Flair will not see 5.0 GHz networks.

- If integrating with a system using a smart thermostat, you'll need the login credentials for your smart thermostat.
- When naming rooms in the Flair App, choose names that reflect where the devices will be located (e.g., Master Bedroom or Kitchen).

If you're installing a lot of Pucks, temporarily labelling them to keep track can be helpful!

- You'll need one Flair Puck per mini split indoor unit.

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 Complete In-App Setup

During Setup, you'll need the Puck in line of site of the mini split.

To begin Setup, in the Flair App, click the plus  and select "Add a new Home."

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

- Configure a Gateway Puck and connect it to your home WiFi*
- Configure mini splits and test remote codes
- Associate Flair devices with "rooms" and "zones"
- Settings for Flair's advanced automation features

***If you experience any issues during WiFi setup, complete setup at my.flair.co in a browser on a computer/laptop that is connected to WiFi.**

③ Puck Placement and Verification

To begin testing, set System to Manual in the Flair app. Next, use the mini split widget to issue power on/off, fan speed and swing commands to the mini split. This ensures the correct code set was downloaded to the Puck.* Commands may take up to **30-60 seconds** to be routed to the mini split.



While testing commands, stand about five feet from the mini split and aim the Puck at the mini split IR receiver. Ensure one of the Puck's three IR blasters (shown above right) is pointing at the IR receiver and is not blocked by fingers or other objects. When testing final placement, the Puck should be within line of sight of the mini split, 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.

When finished testing, install Puck and set System to Auto in the Flair app.

*Contact hello@flair.co if you need help getting the correct code set.

Appendix A: Puck Power Options

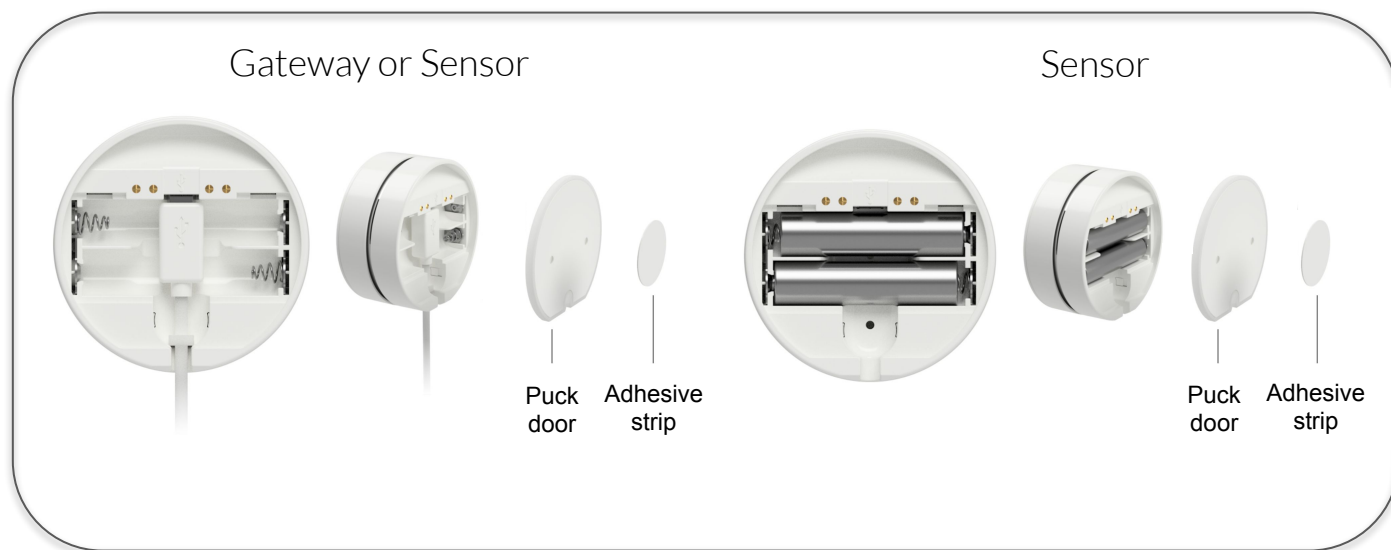
Each Puck includes a USB AC adapter, 5 ft. USB cable, two Lithium Metal AAA batteries, a Puck door, and an adhesive strip.

Gateway vs Sensor

Flair Gateway Pucks need to be powered using the supplied cable and adapter (see options below for hiding cables). The Flair USB cable is a specialized cable. Contact Flair for using alternate or longer USB cables.

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



Appendix B: Troubleshooting Connectivity




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:

- Make sure that the batteries are properly installed and have enough voltage.
- Move the Sensor Puck closer to the Gateway Puck temporarily to eliminate range issues. If the unit comes online, you may need to add another Gateway Puck or convert a Sensor Puck to a Gateway to improve signal range (see below).



After Setup, Pucks will display their online status in the Flair App as “online” or “offline”. You can check RSSI (signal strength) by viewing Home Statistics in the Flair app menu. Good signal strength for a Puck is greater than -85dB.

Gateway Pucks communicate with the Flair App over WiFi. Sensor Pucks communicate with a Gateway over a proprietary 915 MHz protocol. 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 the Puck to be used as the additional Gateway in to AC power using the supplied Flair cable and adapter
2. In the Puck's gear menu, select 'Forget WiFi'; the Puck will restart
3. In the Pucks' gear menu, select “Make Gateway”; the Puck will restart
4. In the Flair App click the plus  and select “Add a New Gateway Puck”
5. Follow the Gateway setup wizard

* 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 is done to save power on the Sensor Pucks and to clear the Puck screen.

Appendix B: Hybrid Systems

Flair controlled mini splits can be used in conjunction with central heating and cooling systems in a few different ways. If you are using an integrated thermostat with your mini splits, setup your mini splits first, then click the plus sign and select “Add a new Thermostat”.

Flair Setpoint Mode

When you prefer using Flair to control the set point, scheduling and home/away states for your HVAC system(s) and mini split(s). Best when wanting to use Flair as a single point of control. In Home Settings, set “Set Point Controller” to “Flair App”.

Flair Thermostat Mode: “Mirror Mode”

When you prefer using your integrated smart thermostat to control the set point, scheduling and home/away states for their HVAC system(s) and mini split(s). Flair will “mirror” the set point from the thermostat to the mini split(s) - great for mirroring the set point to a mini split in a converted garage, add-on, or bonus room. Allows a single point of control through the integrated thermostat. In Home Settings, set “Set Point Controller” to “Thermostat”.

For more information on how to use Mirror Mode, visit: flair.co/mirror-mode.



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