

SMART CLIMATE PRODUCTS STARTER GUIDE

Manage and control your GRID Connect appliances anywhere with one app on your smart device



GET IT ON Google Play

Download on the App Store

For further information check our **Trouble Shooting Guide**

at the back of this guide.

Alternatively,

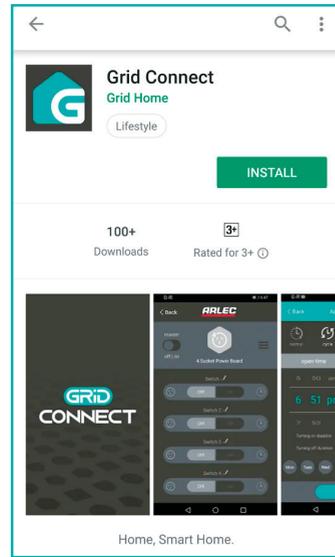
visit our website at grid-connect.com.au, contact Arlec Customer Service team through the GRID Connect App customer service function,

or call

1300 267 168

(toll free).

Downloading the App ①



NEW ACCOUNT LOG IN SETUP

Download and install **GRID Connect App** from Play store (Android) or App store (iOS).



Scan & download the **GRID Connect App** for free

Installing the App ②



Open the **GRID Connect App**. If you are a new user, tap **create new account** and follow the prompts to complete account setup.

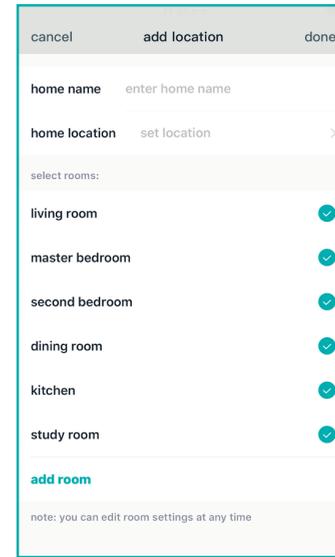
create new account

Note: You must agree with the Privacy Policy to be able to use the App.

If you already have an existing account, just tap **login to account** and enter your login details to continue.

login to account

Adding a location ③



Tap **Create Home** on the Welcome Page.

This directs you to the **add location** setup page where you can edit **Home Name**, set up **Home Location** and **Select Rooms** or **Add Rooms**.

This will help you manage your GRID devices and assist you in customising and scheduling timers and order of one or multiple devices, depending on your home living needs.

Tapping **Done** on the **add location** page will open the **Success!** pop up window.

Tap **Done** again, finish set up.

Preparing your device ④

Plug your fan into a power outlet and switch it ON.

Confirm that the Wi-Fi symbol is blinking (pairing mode) approximately 5 times in 5 seconds

If not flashing, press and hold "RESET Button" on the keypad for approximately 4 seconds until the beep sound is heard and Wi-Fi symbol starts to flash on the display panel (5 times in 5 seconds).



If the light is not blinking rapidly, retry the instructions above, or visit www.grid-connect.com.au for more information and troubleshooting guides.

Pairing your device ⑤

Once your device is in pairing mode (rapidly blinking), tap **add device** or **+** in the GRID Connect App.



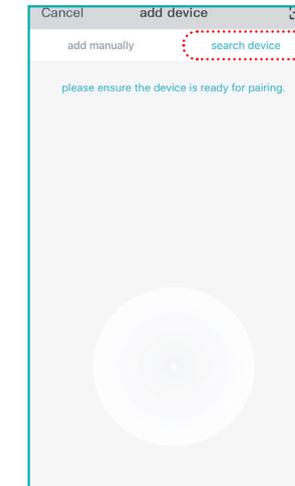
GRID Connect App offers 2 ways of pairing

6a search device

6b add manually

Pairing your device 6a search device

NOTE: For "search device" to work you need atleast 1 GRID product previously paired under your GRID account using same Wi-Fi Network. Refer to steps from 6b onwards, if you are using the GRID product for the first time.



Tap **search device** in **add device** page for automatic pairing process.

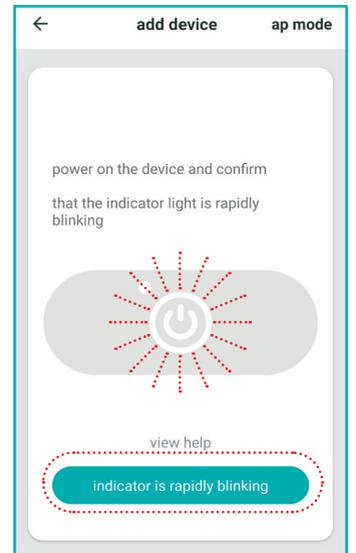
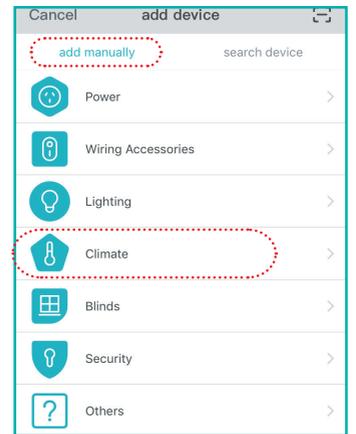


It might take some time to find the device. Once GRID device is detected, tap device icon to complete pairing process. A page showing **Device Successfully Added** will appear. (Refer to step 9)

Pairing your device 6b add manually

If no device is detected, please add your device manually by following steps.

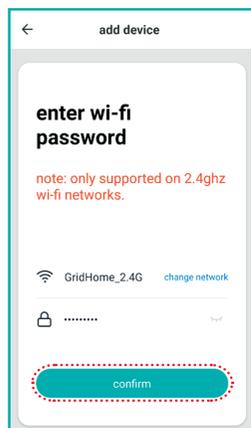
Tap **add manually** in **add device** page and select **Climate** from the list.



Confirm the fan is in pairing mode as described in step 4 before tapping **indicator is blinking rapidly** to proceed. No light is beeping in this case.

Continue over

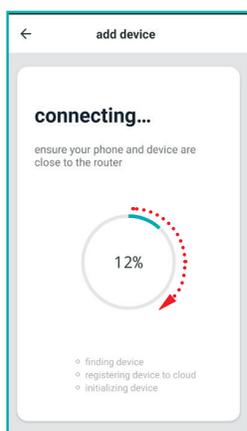
Pairing your device [cont.] 7



Enter the Wi-Fi password and tap **confirm** to proceed.

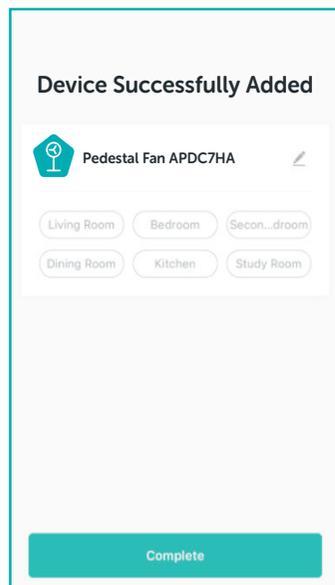
If needed, you can tap **Change Network** to switch to another suitable Wi-Fi network.

Pairing your device [cont.] 8



The GRID Connect App will start to scan and connect the GRID Smart device.

Pairing your device [cont.] 9



Once the pairing process is completed, a page showing **Device Successfully Added** will appear.

You may choose to edit device name or assign device to a dedicated room before tapping **Complete** to finish the pairing process.

You are now able to control your smart device from your mobile device remotely.

? If no device is found and pairing process is not successful, check below and repeat from Step 4 .

- 1 GRID device is in close proximity to the Wi-Fi router.
- 2 Wi-Fi network is 2.4GHz.
- 3 Wi-Fi password entered is correct and the same Wi-Fi network is used on the mobile device.
- 4 GRID device is in pairing mode.
- 5 Check your Wi-Fi for internet connection.

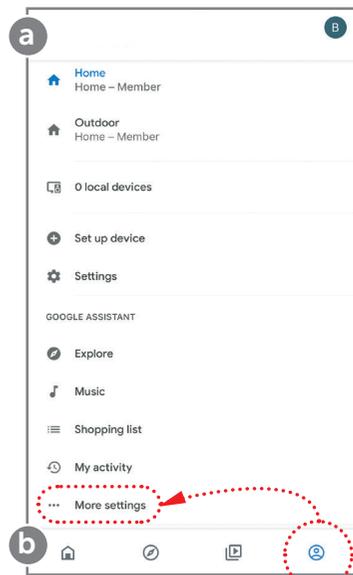
Voice assistant setup 10

CONTROL DEVICES WITH YOUR GOOGLE HOME APP.

a Open **Google Home** App and sign into your Google account.

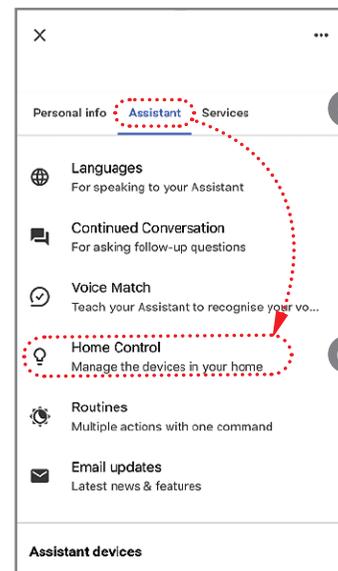


b In **ⓘ** page, tap **More settings** (iPhone) or **Settings** (Android)



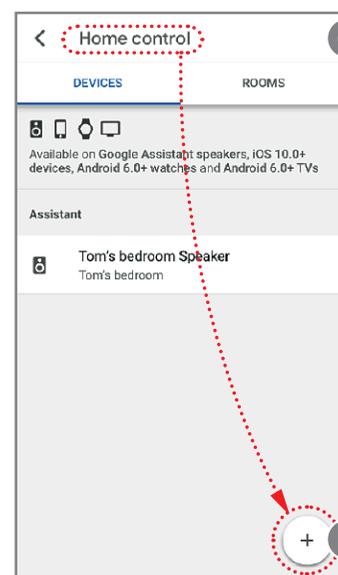
Voice assistant setup 11

c Assistant **d** Home Control

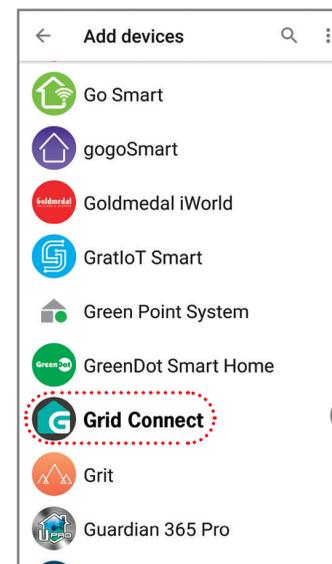


e Home control

f Select **+** to add device



Voice assistant setup 12



g Select GRID Connect App from the list or tap **Q** to search for GRID Connect App.

Type in your GRID Connect account log-in details and tap **Link Now > Authorise**

[AMAZON ALEXA]

Compatible with Amazon Alexa voice control, please refer to Amazon Alexa website for set up and more information.



Trouble Shooting Guide

What can I do if pairing fails with my GRID Connect device?

1. Check to ensure your mobile device is connected with 2.4GHz Wi-Fi network, refer to below question for how to check Wi-Fi network frequency
 2. Check password entered is correct and the same Wi-Fi network is used on the mobile device
 3. Check GRID device is in pairing mode, make sure the device indicator is rapidly blinking (approx. 5 times per 5 seconds)
 4. Check your internet connection on your Wi-Fi network by browsing any website
- If problem persists, please refer to GRID website or contact Arlec Customer Service team (details below) for further assistance

How can I find out whether my network is under 2.4GHz Wi-Fi?

- For iPhone Users**
1. Navigate the Settings menu and click on Wi-Fi. The suffix of your network should be denoted by either a 2.4G or 5G
 2. If you still have trouble finding out if you are on a 2.4GHz Wi-Fi network, it will be necessary to obtain the information via your router. For more information on this process, please consult your specific router's manufacturer or user manual for more details

For Android Users

1. Navigate the Settings menu and click on Wi-Fi
2. Tap the connected Wi-Fi network and system will show Wi-Fi Frequency

Do our current GRID products support 5GHz wireless connections?

No - GRID products currently do not support 5GHz wireless connection

If I forget my GRID Connect App account password, how can I reset the password?

If you forget your password, you can tap **forget password** and type in GRID Connect registered account detail to get verification code and reset your password

When pairing, should my GRID device or mobile phone be in same room as Wi-Fi router?

No - they do not need to be in the same room as long as they are connected to the same Wi-Fi network.

When I try to register an account, the app tries to load, but does not progress to the next page. How can I fix this?

1. Navigate the Settings menu
2. Find the **GRID Connect App** and ensure it has been allowed to data usage

Visit our website
grid-connect.com.au
to view the complete GRID Connect range, troubleshooting guides and demonstration videos.



grid-connect.com.au

You can also contact the Arlec Customer Service team through the GRID Connect App customer service function, or call **1300 267 168** (toll free).