

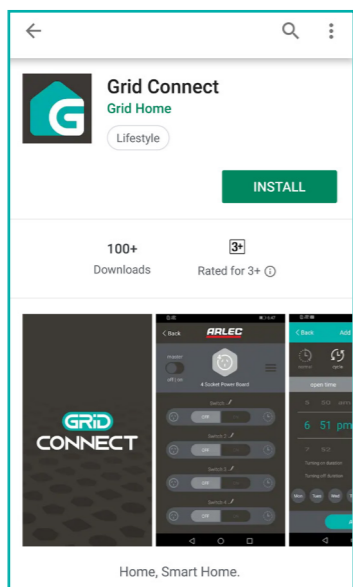
# SMART CLIMATE PRODUCTS STARTER GUIDE

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



For further information check our **Trouble Shooting Guide** at the back of this guide. Alternatively, visit our website at [grid-connect.com.au](http://grid-connect.com.au), contact Arlec Customer Service team through the GRID Connect App customer service function, or call **1300 267 168** (toll free).

## 1 Downloading the App



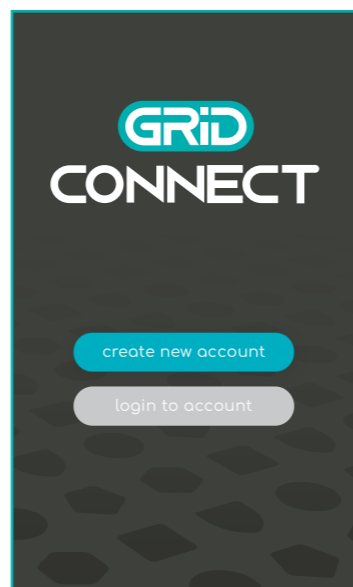
### NEW ACCOUNT LOG IN SETUP

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



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

## 2 Installing the App



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

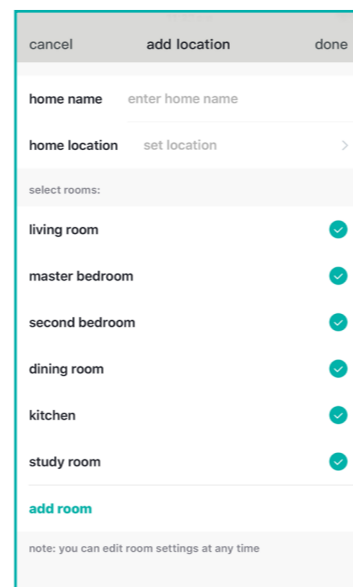
**create new account**

*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**

## 3 Adding a location



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.

## 4 Preparing your device

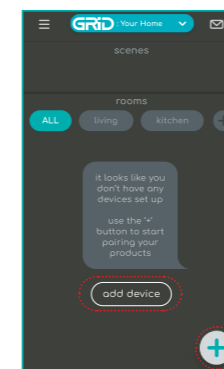
Plug on the unit into a power outlet and switch it ON.

Confirm if the device is in pairing mode; when the device is in pairing mode "CF" will flash on display for 5 times in 5 seconds.

If the "CF" is not flashing on the display; when unit is in standby mode, press the "Fan Speed Button" on control panel and then press the "Fan Speed button" ( 6 times within 4 seconds). A beep sound will be heard and correspondingly "CF" will be flashing on the display. (approximately 5 times in 5 seconds). If "CF" is not flashing on the display, retry the instructions above, or visit [www.grid-connect.com.au](http://www.grid-connect.com.au) for more information and troubleshooting guides.

## 5 Pairing your device

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



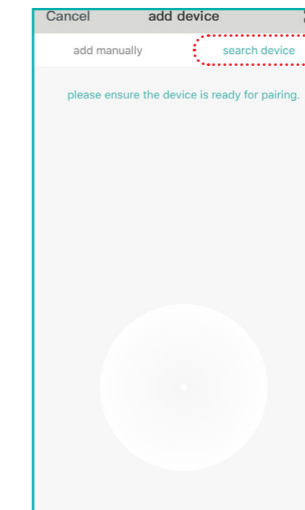
GRID Connect App offers 2 ways of pairing

**6a search device**

**6b add manually**

## 6a Pairing your device 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.

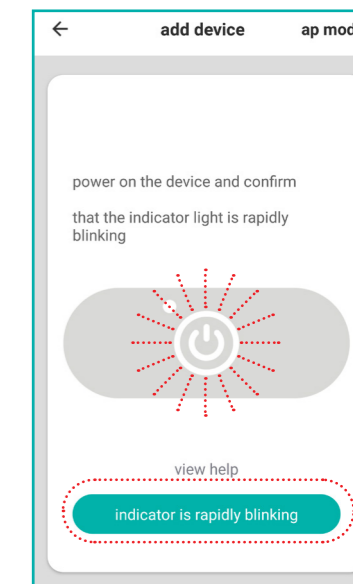
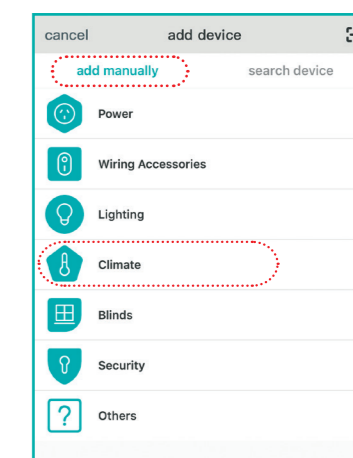


It might take some time to find the device. Once GRID device is detected, tap device icon to complete pairing process. A page showing **Device Successfully Added** will appear. (Refer to step 9)

## 6b Pairing your device add manually

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

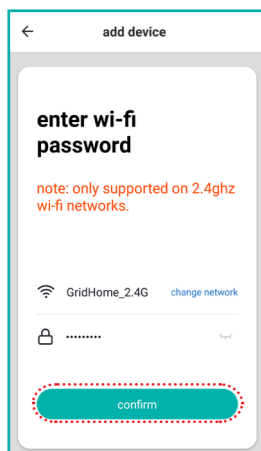
Tap **add manually** in **add device** page and select **Climate** from the list.



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

Continue over

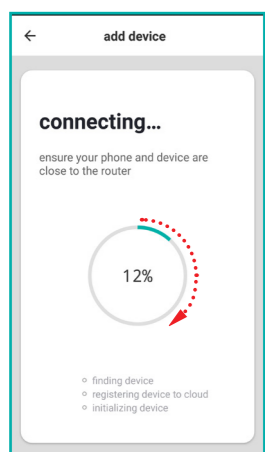
## Pairing your device [cont.] 7



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

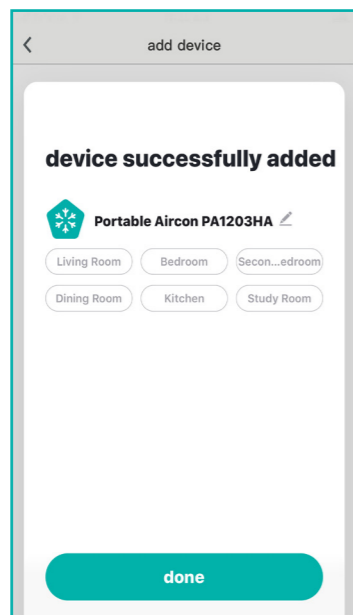
If needed, you can tap **Change Network** to switch to another suitable Wi-Fi network.

## 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.

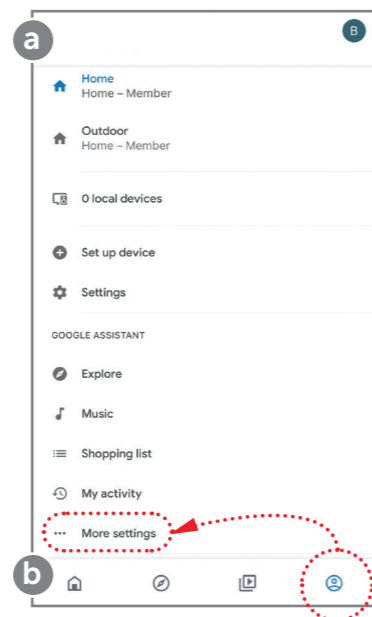
## Voice assistant setup 10

### CONTROL DEVICES WITH YOUR GOOGLE HOME APP.

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

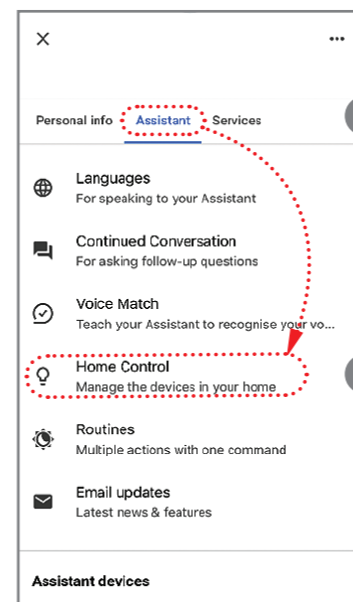


**b** In **More settings** page, tap **More settings** (iPhone) or **Settings** (Android)



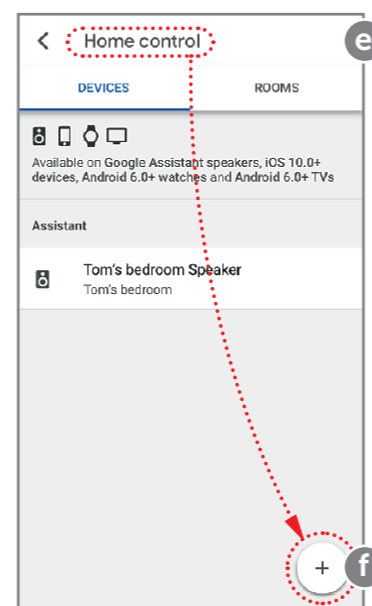
## Voice assistant setup 11

**c** Assistant **d** Home Control

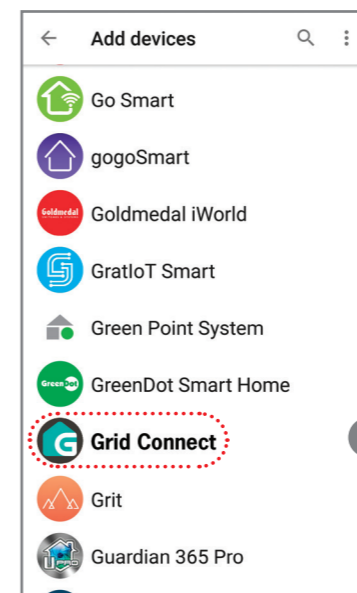


**e** Home control

**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](http://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).