

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,

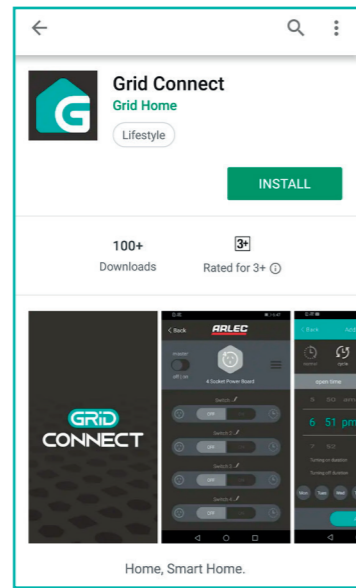
visit our website at grid-connect.com.au, contact Arlec Customer Service team through the GRID Connect App customer service function,

or call

1300 267 168

(toll free).

Downloading the App ①



NEW ACCOUNT LOG IN SETUP

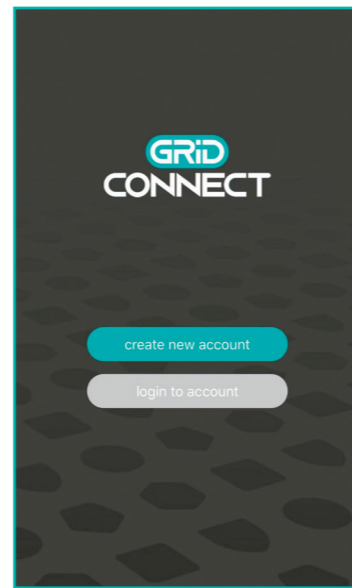
Download and install



GRID Connect App from Play store (Android) or App store (iOS).



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.

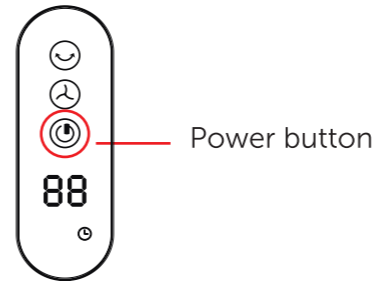
If you already have an existing account, just tap **login to account** and enter your login details to continue.

login to account

Preparing your device ③

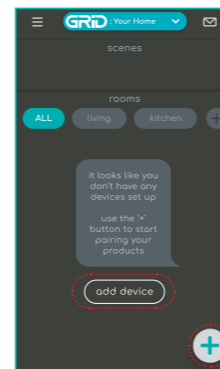
Connect the fan with power and make sure the fan is not spinning. Press and hold the POWER button on the touch control panel for 3 seconds, wait until the Wi-Fi symbol starts to flash green rapidly on the display panel, move to step 4.

If the Wi-Fi symbol is not flashing green, turn off (unplug) the fan, then wait for 10 seconds before turning it on again to retry step 3.



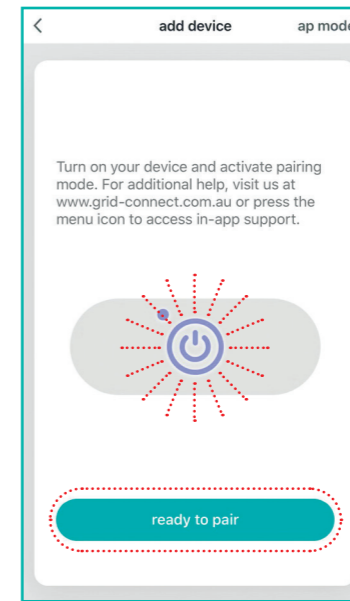
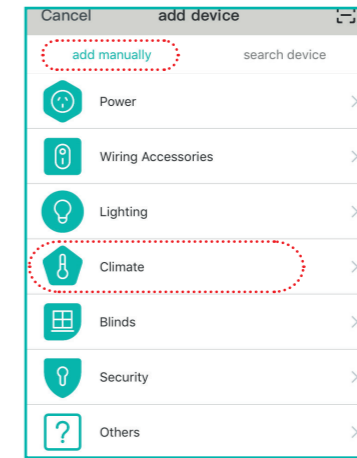
Pairing your device ④

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



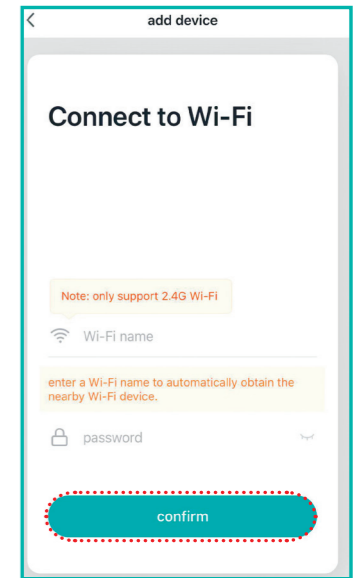
Pairing your device ⑤ ▶ add manually

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



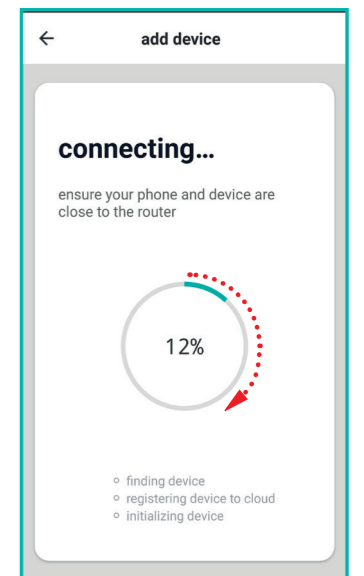
Confirm that the fan is still in pairing mode as described before tapping **ready to pair** to proceed.

Pairing your device ⑥



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

Pairing your device ⑦

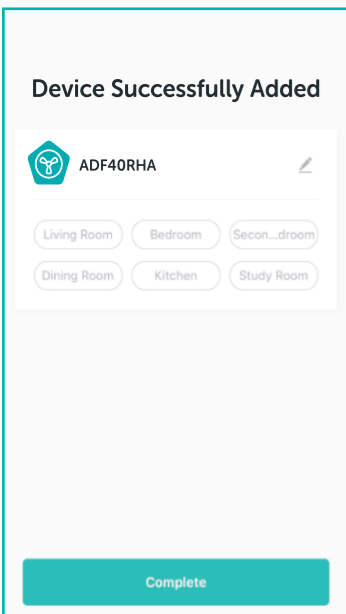


The GRID Connect App will start to scan and connect the GRID Smart device.

Continue over

CONTROL GRID CONNECT DEVICES WITH YOUR VOICE.

Visit the Grid Connect website at: grid-connect.com.au for steps on linking your Grid Connect account to Google Home or Amazon Alexa for voice control of applicable Grid Connect product.



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.

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, refer to step 4 mentioned in the instructions
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.**

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