

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,

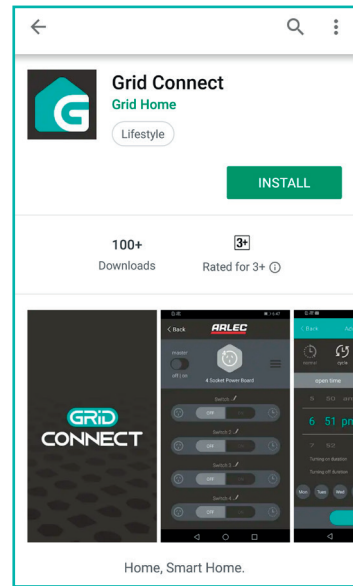
contact Arlec Customer Service team through the GRID Connect App customer service function,

or call

1300 267 168

(toll free).

Downloading the App ①

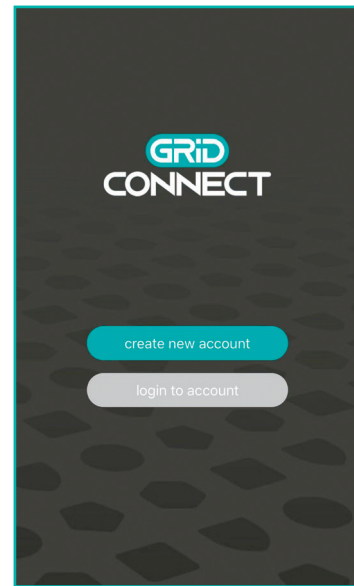


NEW ACCOUNT LOG IN SETUP

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 swing button for 3 sec until the Wi-Fi indicator on the control panel is blinking.

If it doesn't blink, turn off (unplug) the fan, then wait for 10 seconds before turning it on again, to retry step 3.

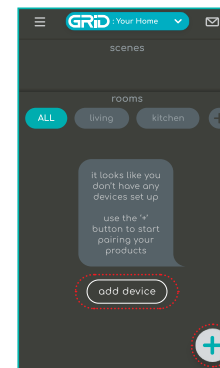


Wi-Fi indicator

Swing button

Pairing your device ④

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



The Grid Connect App offers 2 ways of pairing:

- ⑤a search device
- ⑤b add manually

Pairing your device ⑤a

Tap **auto scan**, enable the Bluetooth on your mobile and start scanning.

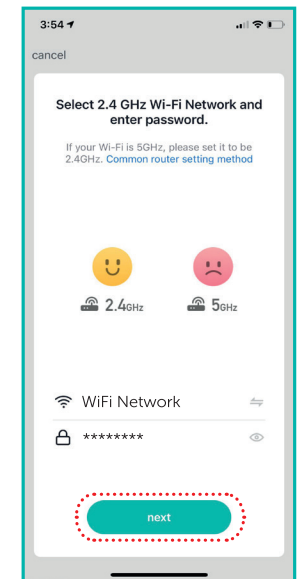
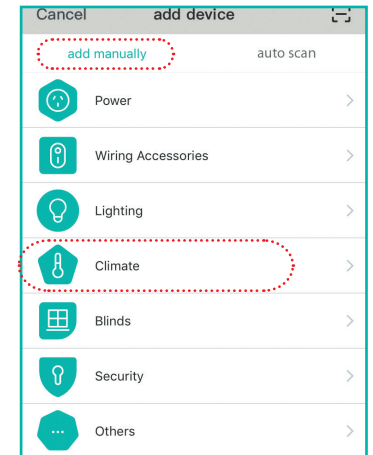


It might take some time to find the device. Once the GRID Connect device is detected, tap the device icon to complete the pairing process. A page showing **Device Successfully Added** will appear. (Refer to step 8).

Pairing your device ⑤b

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

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



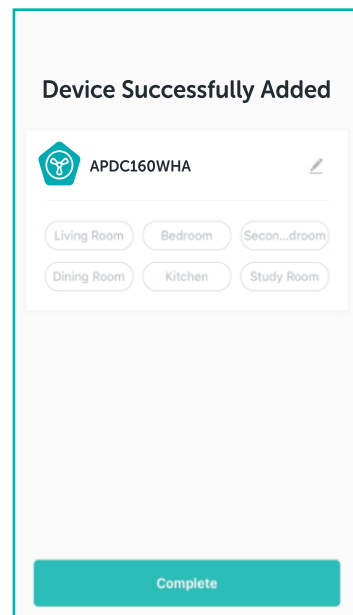
Follow the on screen prompts including to enter your Wi-Fi network details.

Pairing your device [cont.] **6**

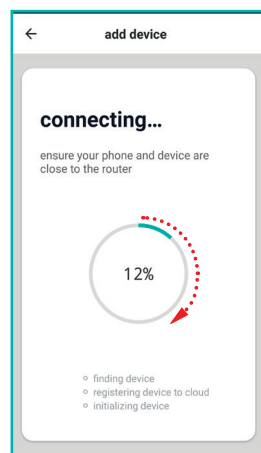
Enter the Wi-Fi password and tap **confirm** to proceed.

If needed, you can switch to another suitable Wi-Fi network.

Pairing your device [cont.] **8**



Pairing your device [cont.] **7**



The Grid Connect App will start to scan and connect to your device.

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 Connect 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 Connect device is in pairing mode.
- 5 Check your Wi-Fi for internet connection.

Voice assistant setup **9**

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.



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).

Trouble Shooting Guide

What can I do if my Grid Connect device failed to pair?

- Step 1: Check that you are connected to the internet on a 2.4GHz Wi-Fi network.
 - Step 2: Check the password you entered is correct and the Wi-Fi network name matches the one your mobile is connected to.
 - Step 3: Check that your Grid Connect device is in pairing mode (the device indicator will blink rapidly).
 - Step 4: Try pairing the device near the router to ensure you have a strong signal.
 - Step 5: Check if the router has reached its device capacity. Disconnect a few devices from this Wi-Fi network and then retry the pairing process. Most routers can handle up to 30 connected devices, but this varies depending on the router.
- If your connection problem persists, please contact the Arlec Customer Service team either through the Grid Connect App customer service function or call toll free **1300 267 168** (9am to 5pm AEDT from Monday to Friday).

How can I check whether my network is running on 2.4GHz Wi-Fi?

For iPhone Users

1. Go to the Settings app and click on **Wi-Fi**. The suffix of your network may be denoted by either a 2.4G or 5G.

For Android Users

1. Go to the Settings app and press **Network & Internet**.
2. Press **Wi-Fi**, then tap the gear icon next to the Wi-Fi network you are connected to. Under 'Frequency', 2.4 GHz or 5 GHz should be listed. If you are still unsure, consult your router's manufacturer or user manual.

Do our current Grid Connect device support 5GHz wireless connections?

No - Grid Connect devices currently don't support 5GHz wireless connection.

I forgot my password, can I reset it?

If you forget your password, tap **forget password** on the login screen. Type in the email address linked to your account, and a verification code will be sent to you. Enter this code into the app and follow the prompts to reset your password.

Should my Grid Connect device and mobile phone be in the same room as the Wi-Fi router when pairing my devices?

No - pairing will occur as long as the Wi-Fi router signal is available. If you are unable to pair, move your smart phone and the device closer to the router to ensure adequate connectivity.

When I open the app to register a new account the page keeps loading without proceeding to the next page?

1. Go to the Settings app on your mobile and press **Apps & Notifications**.
2. Find the Grid Connect App and tap **Permissions**. Ensure it has been allowed internet access.