

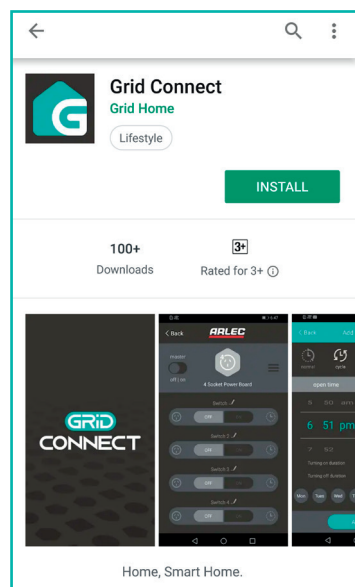
**SMART CLIMATE PRODUCTS
STARTER GUIDE**

Manage and control your GRID Connect appliances from 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 our Customer Service team through the GRID Connect App customer service function, or call **1300 267 168** (toll free).

1 Downloading the App

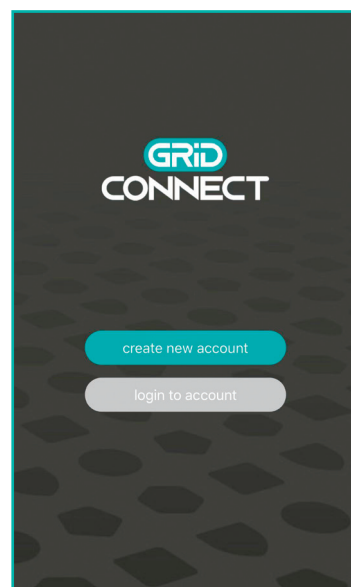


**NEW ACCOUNT
LOG IN SETUP**

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



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.



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.



3 Preparing your device

Have your ceiling fan remote control receiver installed by a licensed electrician and switch the fan **ON**.

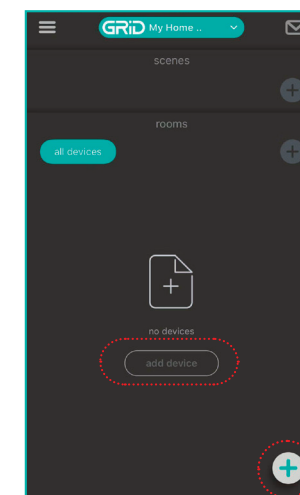
Confirm that the ceiling fan is beeping (pairing mode).

If beeping isn't heard, press and hold the **"Timer Button"** on the keypad for approximately 4 seconds or until a beeping sound is heard. Make sure the fan is still beeping repeatedly before proceeding.



If the ceiling fan is not beeping repeatedly, retry the instructions above, or visit grid-connect.com.au for more information and troubleshooting guides.

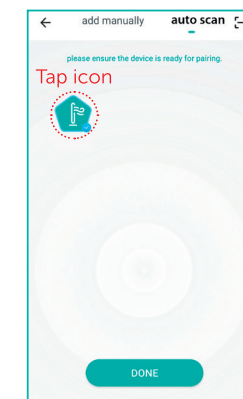
4 Pairing your device



Once your device is in pairing mode, tap **add device** or **+** in the GRID Connect App. The Grid Connect App offers 2 ways to add a device manually.

5a Pairing your device auto scan

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

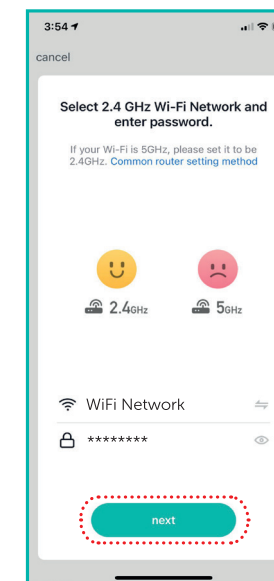
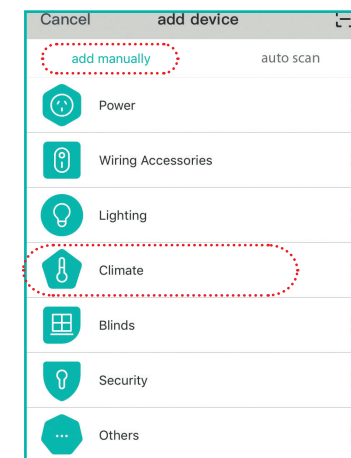


It might take some time to find the device. Once the GRID Connect device is detected, tap the device icon to complete the pairing process. A page showing **Device Successfully Added** will appear. (Refer to step 8).

5b Pairing your device add manually

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

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



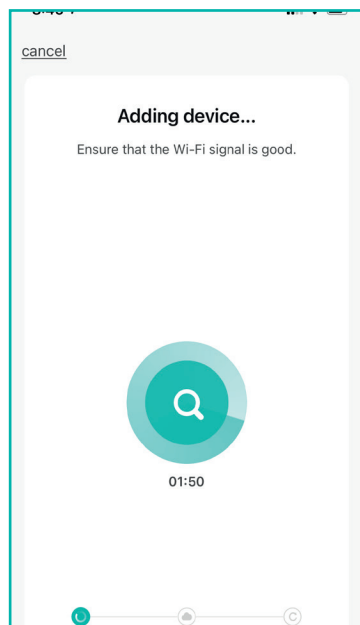
Follow the on screen prompts including to enter your Wi-Fi network details.

Pairing your device [cont.] 6

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

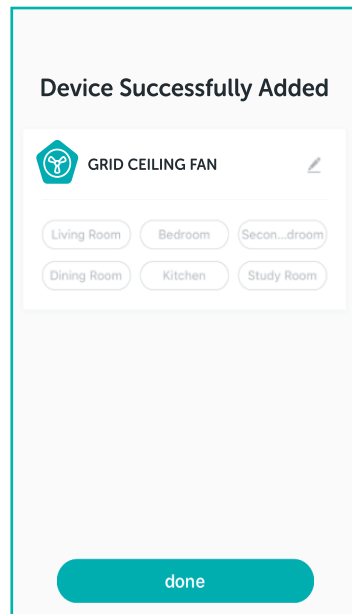
If needed, you can switch to another suitable Wi-Fi network.

Pairing your device [cont.] 7



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

Pairing your device [cont.] 8



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

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

You are now able to control your smart device from the Grid Connect app.

? If the 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.



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.

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