

Cielo Breez Edge Pro

Installation Manual

Are You a Cielo Registered Pro?

When you install Breez Edge as a Cielo Registered Pro, your customers enjoy a **4-year extended warranty**.

Become a Cielo Registered Pro Today!

Visit:

partners.cielowigle.com

Or

Scan QR Code



For details on how to extend the warranty,
visit Page 22 of this manual.

Getting Started

Breez Edge can be mounted on a wall using the backplate, **OR** placed on a table using the table stand (both included in the box).

Note: Before finalizing the placement, **it is recommended to first power up, register and test the device** to ensure signals can easily reach the air conditioner (AC).

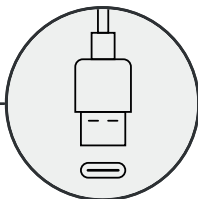
For optimal placement and control:

- Make sure Breez Edge is **within the line of sight** of the AC.
- To avoid deviated sensor readings, **do not place Breez Edge where** it may be exposed to **excessive sunlight or other heat sources**.

Special Note: Advise the customer that whenever they need to use the remote control for their AC or heat pump, they should always point it toward the Breez Edge while performing any actions. This ensures that their AC/heat pump and the Cielo Home app will always be in sync.

Powering Up

Breez Edge can be powered up using the **5V adapter** (always use the provided power adapter and USB cable for optimal results).



Continue on Page 6

OR

Power it up through a **24V connection** using an external transformer.

Proceed to the next page for detailed instructions on 24V connection.



Please **DO NOT** use any other voltage level to power up Breez Edge. Please choose **ONLY ONE** power-up option, i.e., either 5V OR 24V.

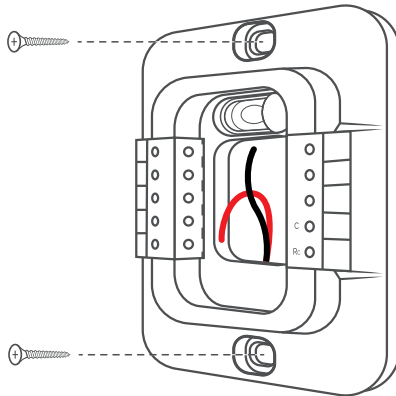
Powering Up Using 24V Connection

Step 1: Switch off power by using the **circuit breaker**. This is very important for your safety.

Step 2: Find a point where **24V is available** (in case of non-availability of 24V point, you can use an external transformer). Ensure that chosen point is also within **the line of sight of the AC**.

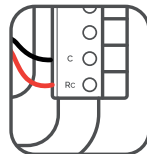
Please **DO NOT** use any other voltage level to power up Breez Edge.

Step 3: Take out the wires through the hole in the middle of the backplate. Screw in the backplate using the provided pair of drywall anchors and screws.

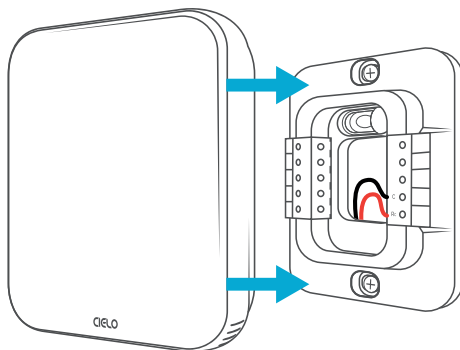


Powering Up Using 24V Connection (Cont'd)

Step 4: Cielo Breez Edge has two terminals marked as Rc and C on its backplate. **Insert red wire into Rc and black wire into C from the side** (press the terminal block buttons for ease of insertion).



Step 5: Align Breez Edge with the backplate and press gently to fix it properly.



The installation is complete.
Please switch on power from the circuit breaker.

Getting Help

No long queues, no bots, no delays.
We answer 98% calls in less than 2 minutes and
guarantee that you will **talk to a REAL person.**



Visit our website: cielowigle.com
and **select support to access user guides.**



Email us at: support@cielowigle.com

Call us at : **+1 (425) 529-5775**

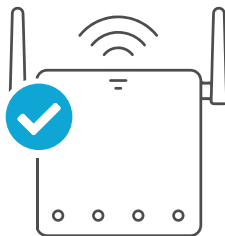
9:00AM - 9:00PM ET, Mon-Fri

Prior to App Installation

- Make sure that smartphone's **Bluetooth is turned ON.**
- Make sure that smartphone's **Wi-Fi is turned ON.**
- Make sure that **smartphone has internet access.**



- Make sure the Wi-Fi router **has working internet connection.**
- Make sure **there is no proxy server or authentication server configured** on the internet connection.
- Make sure **there is no captive portal** on the Wi-Fi router.



Important:

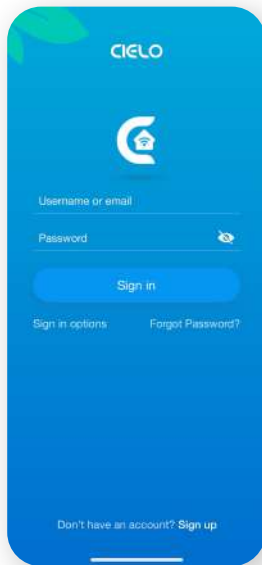
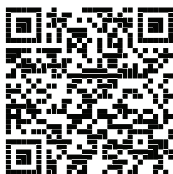
Make sure IP isolation or client isolation is turned OFF on the Wi-Fi router.

App Installation & Registration

iOS / Android

Help your customer **install the 'Cielo Home' app** from the App Store/Play Store. Search for the Cielo Home app or scan the QR code provided below.

They can either **log in with an existing account** or create a new one using the **sign-up option**.



Device Registration

iOS / Android

Device registration process **connects Breez Edge to the home Wi-Fi network through the Cielo Home app.**

Note for iOS users:

- For iOS 13.0 & above, **location permission is required to complete the registration process.** It can be disabled later.

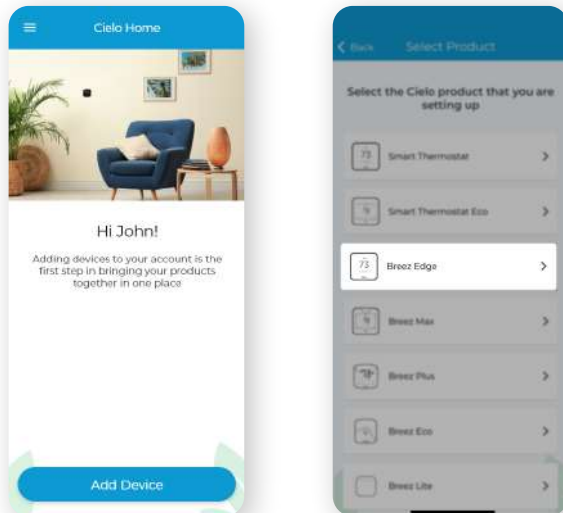
Note for Android users:

- For Android OS 8.1 & above, **location permission is required to complete the registration process.** It can be disabled later.

Device Registration

iOS / Android

Open the Cielo Home app, **tap 'Add Device' on the home screen,** and **select Breez Edge** from the list of devices.



If the customer is already using a Cielo device, **tap '+' on the home screen** to add this one.

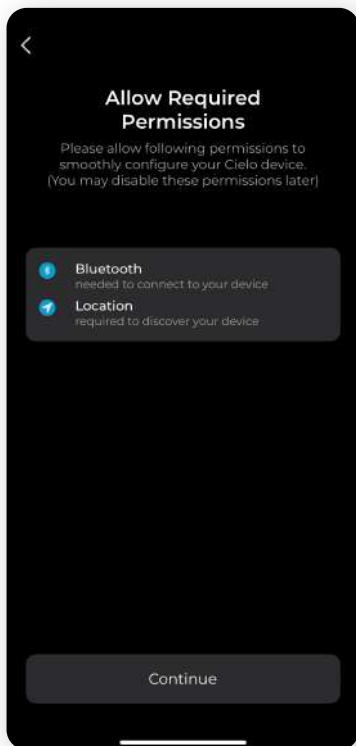


Tap **'Continue'** to start the registration process.



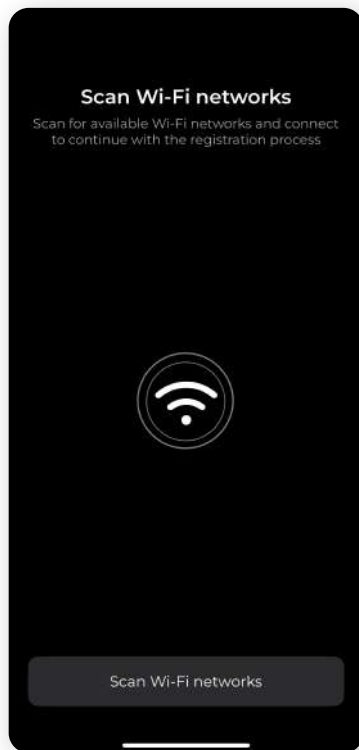
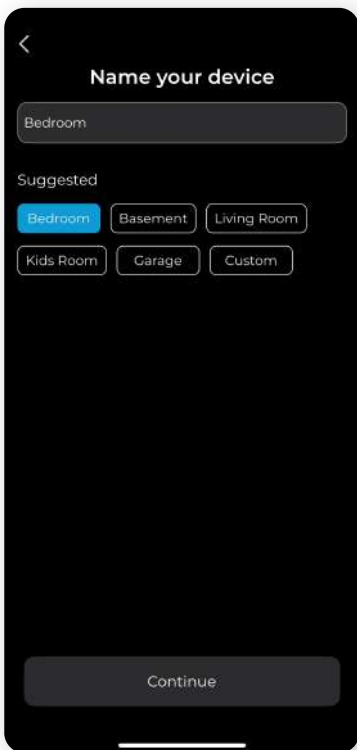
Step 1:

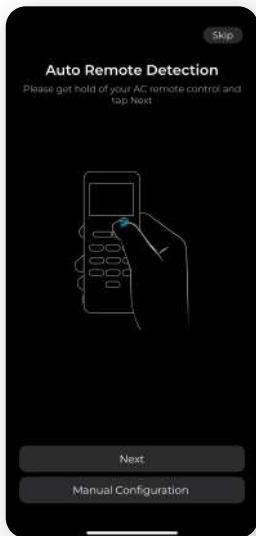
Please give necessary permissions and tap **'Continue'**, Breez Edge will appear on the screen. Tap **'Connect'**.



Step 2:

Name the device and connect it to a Wi-Fi network.





Step 3:

Get hold of the AC remote and tap **'Next'**.

Step 4:

Point the AC remote at Breez Edge and press the remote's **'Power button'** **once**. It will start the configuration process.



Step 5:

The AC remote is now **successfully paired** with Breez Edge.



The registration process is complete.

Home Screen

Home screen shows **the real-time status of all the Cielo devices**. A registered Cielo device can show either of the 2 statuses outlined in circles:

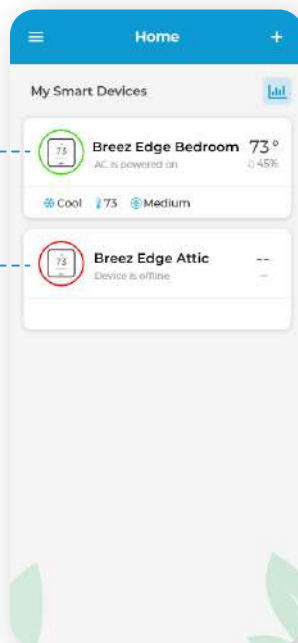
Green - Device is online.
You're good to go!

1

Red - Device is offline.

2

- › Ensure the phone/device is connected to a working internet connection.
- › Refresh the home screen by swiping downwards (pull-to-refresh).




Configuring the Right Remote Control for the AC

Breez Edge **auto-detects** the relevant remote control for the AC during the registration process. You can also configure the AC remote manually.

In case you need any further assistance, please contact Cielo Tech Support for help at **+1 (425) 529-5775** or visit our website: **cielowigle.com** and select **support** to access user guides.

For manual selection, follow these steps:

Screen A: Go to **settings** by tapping the 'Settings' icon  on the control screen

Screen B: Select '**Change Appliance**'

Screen C: Select '**Manual Configuration**'

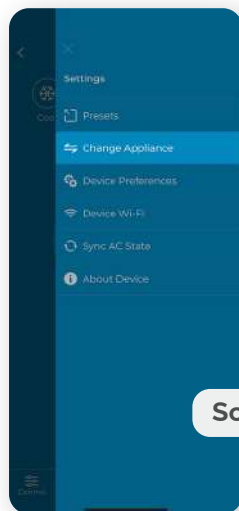
Screen D: Select the '**Manufacturer**' & '**Remote Model**' from the drop-down list and tap '**Confirm**'

Quick Tip: Remote control model number is usually found on the back side of the remote control, as shown in the image.

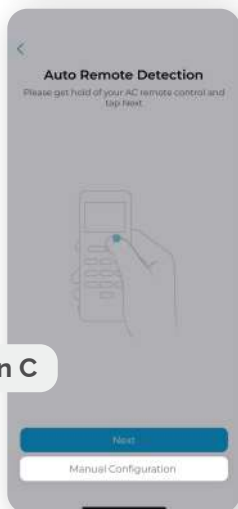




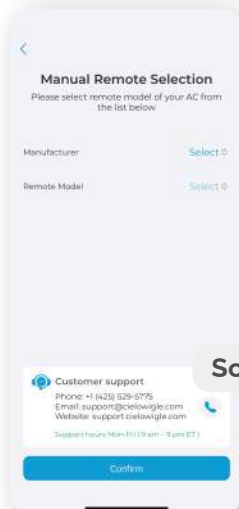
Screen A



Screen B

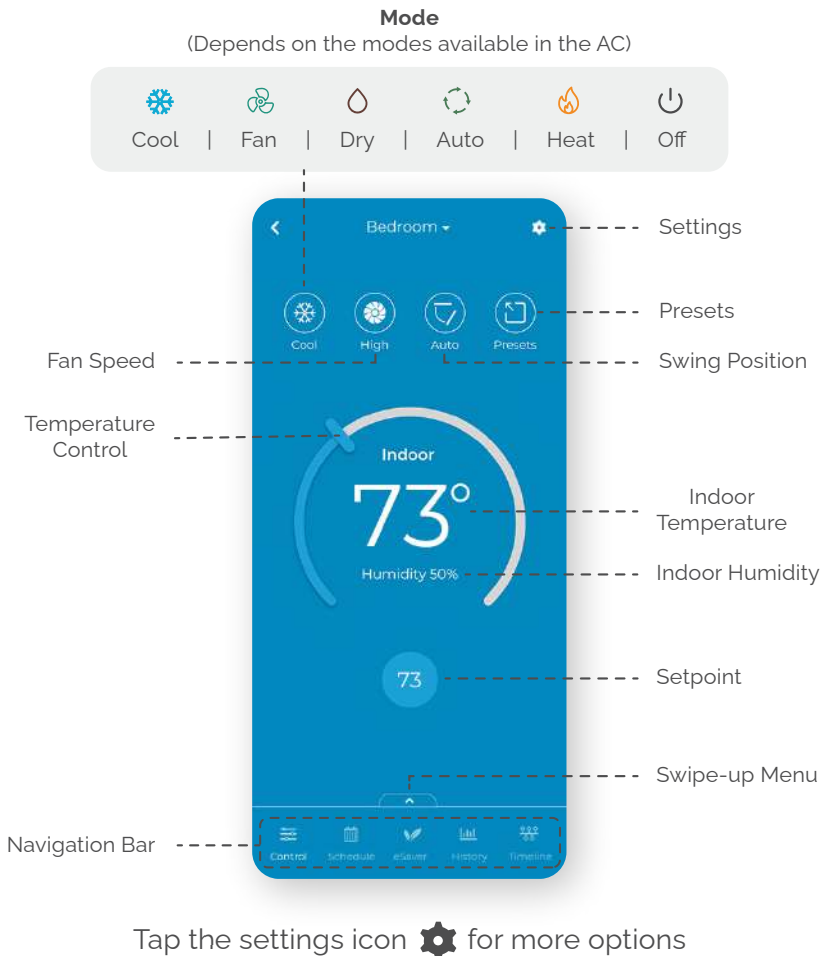


Screen C



Screen D

Cielo Home App Control Screen



Breez Edge Control Screen

Mode

(Depends on the modes available in the AC)



Breez Edge Control Screen (Cont'd)



Mode

Indicates the current mode of the AC. Tap on the mode icon to select the preferred mode.



Indoor Humidity

Displays current humidity level in the room.



Menu

Allows to set schedules, activate Comfy Max, adjust device preferences, and much more.



Setpoint

Desired temperature the AC aims to achieve.



Indoor Temperature

Displays the current room temperature.



Presets

Gives quick access to Presets - Home, Away, Pets, and Sleep.



Weather

Shows the current weather and weekly forecast.

Note: In case of an internet outage, Breez Edge saves 72 hours of weather data to keep making weather-based decisions, ensuring uninterrupted home comfort.

How to Extend the Warranty

Enter the Device ID in your Cielo Partner's Portal account.

Where to find the Device ID?

1 Tap on 'Menu'.



2 Scroll down to 'About Device'.

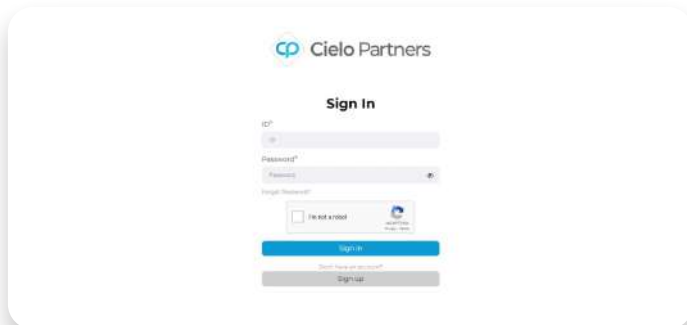


3 Note down the 'Device ID' or take a picture.

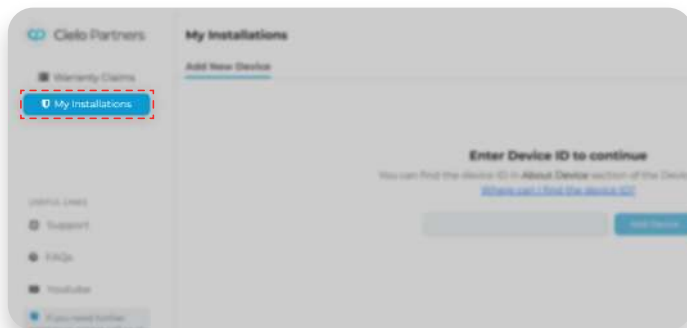


How to Extend the Warranty (Cont'd)

- 1 Log in to your account at **partners.cielowigle.com**



- 2 Click on 'My Installations'.



How to Extend the Warranty (Cont'd)

- 3 Enter the Device ID and click on 'Add Device'.

My Installations

[Add New Device](#)

Enter Device ID to continue

You can find the device ID in About Device section of the Device Settings.
[Where can I find the device ID?](#)

[Add Device](#)

The device has been added to your installations list and **its warranty has been extended to 4 years.**

My Installations

[Add New Device](#) [All Installations](#)

Select Device Type Filter Search Device

Device ID	Device Type	Warranty Start Date	Warranty End Date
xxxxxxxxxxxxxxxx	Screen Edge	Jan 01, 2020	Dec 31, 2023

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Warranty Claims

My Installations

Utilities Links

Support

FAQs

Postcard

If you need further assistance, please call us at +1 (855) 428-8770 (Mon-Fri, 9am - 5pm EST)

Sign Out

LIMITED WARRANTY & END USER LICENSE AGREEMENT

1. WHAT IS COVERED?

Cielo WiGle, Inc. ("Cielo"), warrants to the owner of the Cielo product contained in this box (the "Product") that the Product will be free from defects in materials and workmanship for a period of one year from the date of delivery and additional three years when installed by a Cielo Registered Pro following the original purchase (the "Warranty Period"). If the Product fails to conform to this Limited Warranty during the Warranty Period, Cielo will, at its sole discretion, either (a) repair or replace the defective Product or component; or (b) accept the return of the Product and refund the money actually paid by the original purchaser for the Product. Repair or replacement may be made with a new or refurbished product or components, at Cielo's sole discretion. If the Product or a component incorporated within it is no longer available, Cielo may, at Cielo's sole discretion, replace the Product with a similar product having similar functions. This is your sole and exclusive remedy for breach of this Limited Warranty. Any Product that has either been repaired or replaced under this Limited Warranty will be covered by the terms of this Limited Warranty for the longer of (a) ninety (90) days from the date of delivery of the repaired Product or replacement Product, or (b) the remaining Warranty Period. This Limited Warranty is transferable from the original purchaser to subsequent owners, but the Warranty Period will not be extended in duration or expanded in coverage for any such transfer.

2. RETURN POLICY

If you are the original purchaser of the Product and you are not satisfied with this Product, you may return it in its original condition within thirty (30) days of the original purchase and receive a full refund.

3. WARRANTY CONDITIONS

Before making a claim under this Limited Warranty, the owner of the Product must (a) visit support.cielowigle.com during the Warranty Period to provide notice of your warranty claim and describe the alleged failure, and (b) comply with Cielo's (or its authorized distributor's) return shipping instructions. Cielo will have no warranty obligations with respect to a returned Product if it determines, in its reasonable discretion after examination of the returned Product, that the Product is an Ineligible Product (defined below).

4. WHAT THIS LIMITED WARRANTY DOES NOT COVER

This Limited Warranty does not cover the following (collectively "Ineligible Products"): (i) Products marked as "sample" or "Not for Sale", or sold "AS IS"; (ii) Products that have been subject to: (a) modifications, alterations, tampering, or improper maintenance or repairs, except if performed by Cielo; (b) handling, storage, installation, testing, or use not in accordance with any

User's Guide, Placement Guidelines, or other instructions provided by Cielo; (c) abuse or misuse of the Product; (d) breakdowns, fluctuations, or interruptions in electric power or the telecommunications network; or (e) Acts of God, including but not limited to lightning, flood, tornado, earthquake, or hurricane; or (iii) any non- Cielo branded hardware products, even if packaged or sold with Cielo hardware. This Limited Warranty does not cover consumable parts, including batteries, unless damage is due to defects in materials or workmanship of the Product, or software (even if packaged or sold with the product). Cielo recommends that you use only authorized service providers for maintenance or repair. Unauthorized use of the Product or software can impair the Product's performance and may invalidate this Limited Warranty.

5. DISCLAIMER OF WARRANTIES AND CONDITIONS

EXCEPT AS STATED ABOVE IN THIS LIMITED WARRANTY, AND TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, CIELO DISCLAIMS ALL EXPRESS, IMPLIED, AND STATUTORY WARRANTIES AND CONDITIONS WITH RESPECT TO THE PRODUCT, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, CIELO ALSO LIMITS THE DURATION OF ANY APPLICABLE IMPLIED WARRANTIES OR CONDITIONS TO THE DURATION OF THIS LIMITED WARRANTY.

6. LIMITATION OF DAMAGES

IN NO EVENT WILL CIELO BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, EXEMPLARY, OR SPECIAL DAMAGES, INCLUDING ANY DAMAGES FOR LOST DATA OR LOST PROFITS, ARISING FROM OR RELATING TO THIS LIMITED WARRANTY OR THE PRODUCT. CIELO'S TOTAL CUMULATIVE LIABILITY ARISING FROM OR RELATED TO THIS LIMITED WARRANTY OR THE PRODUCT WILL NOT EXCEED THE AMOUNT ACTUALLY PAID FOR THE PRODUCT BY THE ORIGINAL PURCHASER.

For detailed information on warranty, please visit:
cielowigle.com/legal

For any queries, please visit:
cielowigle.com

OR

Call: **+1 (425) 529-5775**
Email: **support@cielowigle.com**

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