

## Quinetic Products – Frequently Asked Questions

How many switches can be paired with a single controller?

Up to 10 switches.

How many controllers can a switch be paired with?

An unlimited number of controllers.

Is the socket adapter dimmable?

Both the standard and WiFi socket adapters are not dimmable.

Is it possible to connect an additional classic switch to the controller?

Yes. It has to be wired on the output terminals of the controller. The controller maximum load has to be respected.

Are all the switches IP rated?

The current QUWS and QUWP switch ranges are IP67 rated. All the other switches including grid switches and key fob switches are IP20 rated.

Is it possible to pair a non-dimmable switch with a dimmable controller?

Yes. It will work as a normal ON-OFF switch.

Is it possible to pair a dimmable switch with a non-dimmable

controller? Yes. The switch will work as a normal ON-OFF switch.

Is there a Quinetic PIR?

Yes. Please see [QUPIR](#).

Do I need access to the receiving controller installation place?

Yes, access is needed in order to pair/unpair the controller with the switch or the APP.

Will the controller maintain the pairing if the power goes off?

Yes, even if the power goes off it will maintain its pairing mode.

Will the controller maintain the dimming level if the power goes off?

No, if the power goes off the dimming level will reset.

Is the FOB switch compatible with dimmable controllers?

Yes. It will work the same as a wall mounted dimmable switch.

Are the Grid switches compatible with dimmable controllers?

Yes. They will work the same as wall mounted dimmable switches.

Is there a key fob with multiple gangs?

Yes. Our new Quinetic key fobs [QU FB2](#) with 2 buttons and [QU FB4](#) with 4 buttons.

Is there a multichannel receiver?

Yes. Our dual channel receiver ([QUR323](#)) is capable of switching 2 loads independently.

Do your products work as a mesh network?

No. Each receiver has to be paired with the relative switch or app.

Can I install multiple receivers in the same enclosure?

Yes, they will not interfere with one another. Please avoid using metal enclosures as these will shield the signal and will reduce the effective range dramatically.

What is the warranty period?

All our products have a 3 year warranty.

Is the In-Line switch dimmable?

No. A new WiFi and dimmable version is now under development. Please check our website for the latest updates.

How many controllers can be set as repeaters in bridging mode?

Just one unit.

Can a bathroom extractor fan be used with the Quinetic products?

Yes. For wiring diagrams and more technical details, please contact our technical support team. Please be aware that the dimming controllers are excluded.

Is there a momentary contact receiver?

Yes. The [Quinetic QU R3PM momentary receiver](#) is now available.

Is the RF protocol open source?

No. The RF communication protocol is proprietary and cannot be disclosed.

Why is the controlling range of my switch shorter than the distance in the product description?

The maximum controlling distance comes from Quinetic laboratory test results. The actual distance in practical use might vary due to environmental difference. Please make sure the antenna of the receiving controller is not shielded by metal plates first. The presence of walls, cables, metal pipes or RF interference in the area can also influence the distance.

Why are my dimmable lights not dimming when I use the Quinetic dimming controller?

Please check first if the controller is in dimming mode (see instructions). There are many LED drivers solutions on the market and there are situations when the LED lights are not compatible with our dimmable controllers. Please ask for compatible LED lights before proceeding with the purchase.

Why are my dimmable LED lights flickering?

There might be a compatibility issue between the lamp driver and the dimmable Quinetic receiver. Please be aware that not all the LED lamps on the market are compatible with our receivers.

What is the dimming range of the Quinetic dimming controllers?

The dimming range varies for LED lamps as there are different LED dimmable driver solutions. Please note that the dimming range of the WiFi controller is slightly shorter when manually operated by the switch compared to the APP dimming range.

What is the maximum load of the controller?

The maximum loading of an individual controller is present in the data sheet, instructions or the product page. Exceeding this maximum will result in damaging the controller.

After a power cut will the controller resume the previous state?

The controller will be "OFF" after a power cut, saving energy, reducing fire risk and protecting your appliances.

Can I pair the Quinetic In-line receiver switch with other controllers?

No, the Quinetic In-Line Receiver Switch can't be pair with other Quinetic controllers. It can only be paired with up to 5 Quinetic switches.

Do I need both Live and Neutral to connect the Quinetic In-Line Receiver?

No, only the Live wire is necessary to connect the In-Line switch. Neutral line is not required.

Is it possible to extend the aerial of the receiver?

We do not encourage our customers to do so. However, if the circumstances require an extension, please use a wire not bigger than 0.25mm<sup>2</sup> and longer than 50cm.

Is the receiver switching both poles?

No. Only the live feed will be operated.

Can other smart products work through the Quinetic receivers?

We do not advise driving other WiFi smart products through our Quinetic receivers because they will not work as intended and will lose their purpose.

Is there a WiFi Dimming 12VDC version?

No.

Can the wireless switch be used in a bathroom given consideration of current UK build/electrical regulations?

Yes. There is no dangerous electricity involved.

Can a traditional dimmer switch be used with the Quinetic dimming receiver?

No. None of our Quinetic receivers are able to be controlled by a traditional dimmer switch.

They have been designed to translate the radio signal generated by the wireless switch and operate the load accordingly. The receiver requires permanent mains on the input terminals. A regular switch would only cut the power to it. However, if you want to be able to operate the receiver without a switch, it can be done by using one of our WiFi receivers which will allow you to control it via our "Kinetic Switch" APP.

Does the socket adapter have the countdown function?

Yes. The countdown function is available only on the WiFi model ([QUAW10](#)).

Is there a Quinetic photocell device?

No.

Is there a download link for all the data sheets and instructions?

Yes, please check each product page for the documentation:

<https://www.tlc-direct.co.uk/Manufacturers/Quinetic/Quinetic/index.html>

What APP do I have to use for the WiFi controllers and socket adapters?

Please search in Apple Store or in Google play for **Kinetic Switch** APP.

Alternatively you can use Tuya's Smart Life APP.

Is there a download link for the WiFi APP instructions?

Yes, below is the download link:

[https://www.tlc-direct.co.uk/Technical/DataSheets/Quinetic/Quinetic\\_WiFi\\_AP\\_%20instructions.pdf](https://www.tlc-direct.co.uk/Technical/DataSheets/Quinetic/Quinetic_WiFi_AP_%20instructions.pdf)

Is there an API release available for download?

Yes there is. Please find below the link to Tuya IoT webpage:

<https://docs.tuya.com/en/iot>

Is the WiFi controller or socket adapter compatible with Amazon Alexa or Google Home?

Yes, our WiFi controllers and socket adapters are compatible with Amazon Alexa and Google Home.

Can I control the WiFi receiver or socket adapter from a wireless switch and from the APP?

Yes. The WiFi capability on our products is an additional feature. All our receivers work on 433Mhz RF so if the home WiFi network is down, you will still be able to control them via the wireless switch. For example, the lights can be switched ON or dimmed up from the switch and then dimmed down or switched OFF from the APP. Also, the APP will show in real time the operations made from the switch.

From what distance can I control my WiFi device?

You can control your WiFi device from any location in the world as long as your iOS/Android device can access the internet through WiFi or 3G/4G/5G network.

What if I change or update my router?

You will need to reconfigure your WiFi device to work with your new router.

What appliances are suitable to use with the WiFi controller or socket adaptor?

The WiFi devices will work with any home appliance with a load less than 5.0A for the WiFi Controller (1.0A for the dimmable version) and 13A for the WiFi socket adaptor. They are best suited to appliances which do not contain internal on/off switching, or which can be switched to an always on state. For example, a traditional lamp will be well suited to the WiFi controller, but a touch-lamp which resets to the off position when the power is cut, would not be a good choice for the WiFi controller.

I can't connect to my WiFi device from outside of my home WiFi network.

You will need to enable port forwarding to access the WiFi device from outside of your home. As every router is different, please refer to your router/modem instruction manual for detailed information or contact the manufacturer regarding port forwarding. You should still be able to use the Wi-Fi device within your home Wi-Fi network without port forwarding.

Can I control multiple WiFi devices?

Yes, you can add up to 150 WiFi devices to your home network.

Note: The number of devices that can be connected to your home network depends on your router/modem. Refer to manufacturer instructions for more information.

Can others within my home network control my WiFi devices?

Yes they can. You have to share the devices with other users by using the Device Sharing function from the APP.

What can I use the countdown function for?

This will leave appliances on for a time that you set. It can be used as a timer to turn off appliances after that period of time. For example, set your phone charger to turn off after 3 hours to stop power draw after your phone has charged.

How do I reset the WiFi controller or the WiFi socket adaptor?

Connect the WiFi device to a power source and hold down the power button for 10-15 seconds (depending on the unit type) until the red indicator light goes off. Take your finger off the button to reset the device.

How do I re-pair my WiFi receiver?

In order to pair the WiFi receiver with the app again, the red led indicator must be flashing rapidly. Just press and hold the button on the receiver until the indicator light becomes solid and release as soon as that happens. Now the receiver can be re-paired with the app.