



# **Cielo Breez Max**

## Installation Manual

# Getting Started

Cielo Breez Max can be mounted on a wall using the backplate, or placed on a table using the table stand (both included in the box).

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

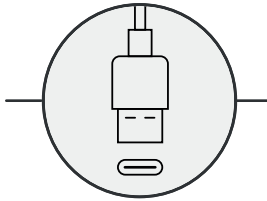
## For optimal placement and control:

- Make sure Breez Max is **in the line of sight** of your air conditioner or heat pump.
- To avoid deviated sensor readings, **do not place Breez Max where** it may be exposed to **excessive sunlight or other heat sources**.

**Special Note:** It is strongly advised that whenever there is a need to use the remote control for AC/heat pump, point it towards Breez Max while performing any action. This way, your AC/heat pump and Cielo Home app will always be in sync.

# Powering Up Options

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



OR

Through wired connection  
options of 24V or 12V.



Please **DO NOT** use any other voltage level to power up Breez Max. Please choose **ONLY ONE** power-up option i.e., either 5V OR 24/12V.

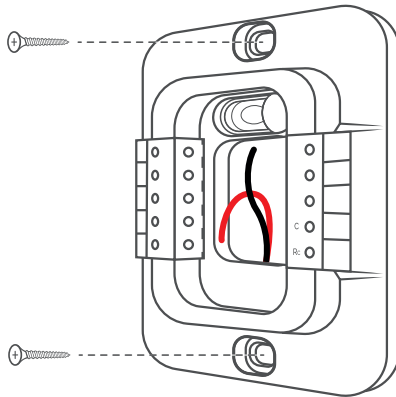
# Instructions for Wired Connection

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

**Step 2: Find a point where 24V or 12V is available** (In case of non-availability of 24V/12V point, you can either DIY or consult a professional installer). Ensure that chosen point is also in **the line of sight of your AC**.

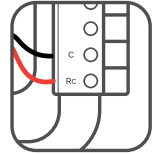
Please **DO NOT** use any other voltage level to power up Breez Max.

**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.

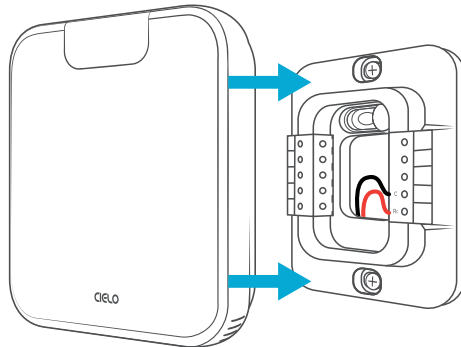


# Instructions for Wired Connection

**Step 4:** Cielo Breez Max 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 your Cielo Breez Max with the backplate and press gently to fix it properly.



Your 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](https://cielowigle.com)  
and **select support to access user guides.**



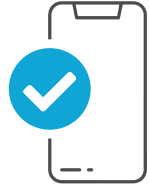
Email us at: [support@cielowigle.com](mailto:support@cielowigle.com)

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

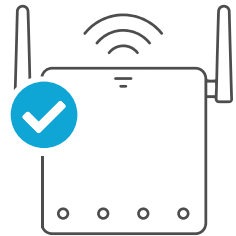
**9:00AM - 9:00PM ET, Mon-Fri**

# Prior to App Installation

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



- Make sure you have a **working internet connection** on your Wi-Fi router.
- Make sure **there is no proxy server or authentication server configured** on your internet connection.
- Make sure **there is no captive portal** on your Wi-Fi router.



## **Important:**

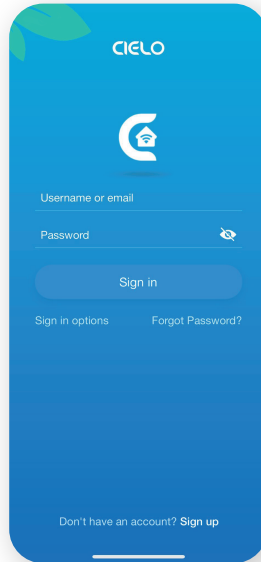
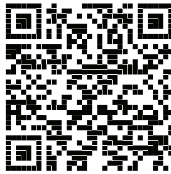
Make sure IP isolation or client isolation is turned OFF on your Wi-Fi router.

# App Installation & Registration

## iOS / Android

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

**Log in to the app** if you already have an account; otherwise, create one using the **sign-up option**.





# Device Registration

## iOS / Android

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

### Notes for iOS users:

- For iOS 13.0 & above, **location permission is required to complete the registration process.** You may disable it later.

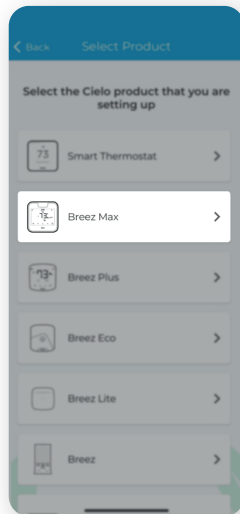
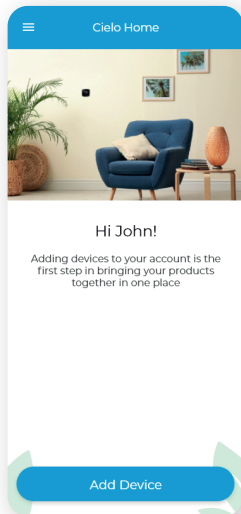
### Note for Android users:

- For Android OS 8.1 & above, **location permission is required to complete the registration process.** You may disable it later.

# Device Registration

## iOS / Android

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



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



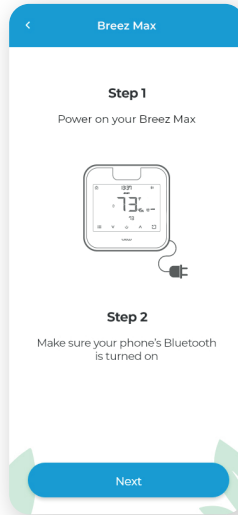
Follow the steps to successfully pair your Breez Max with your phone.

### Step 1:

Make sure your Breez Max is **powered on**.

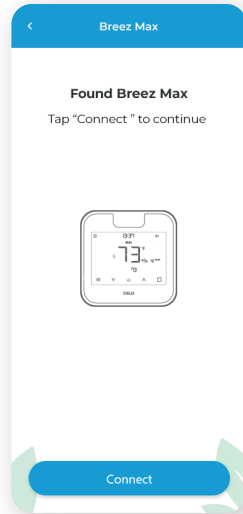
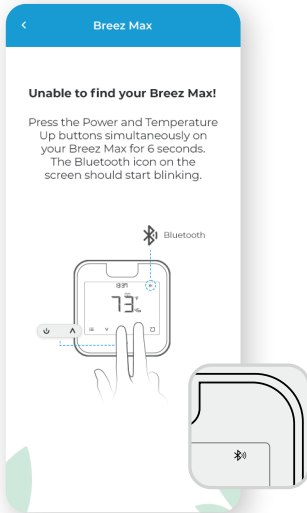
### Step 2:

Make sure your phone's Bluetooth is turned on.  
**Tap 'Next'**.



### Step 3:

Wait for Cielo Breez Max to appear on the screen.  
Then, tap 'Connect'.

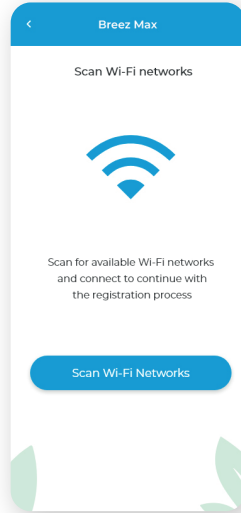
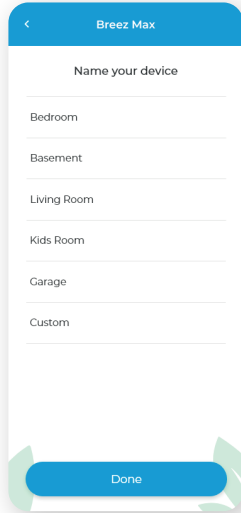


### Note:

**In case Breez Max does not appear,** touch and hold the Power and Temperature Up buttons simultaneously for 6 seconds. The **Bluetooth icon on the screen should start blinking** and the app will automatically move to the next screen.

## Step 4:

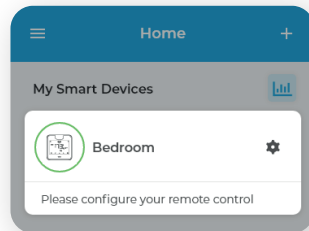
Your device is now successfully paired with Bluetooth. **Name your device** and **connect it to a Wi-Fi network**.



## Step 5:

After Wi-Fi configuration, **your device will appear on the home screen**.

Tap the device to start the remote configuration process.



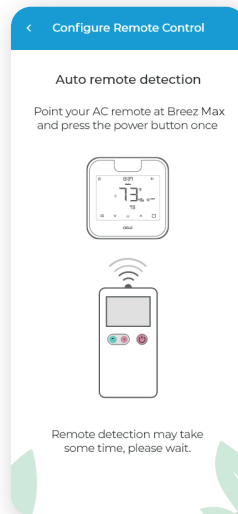


## Step 7:

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

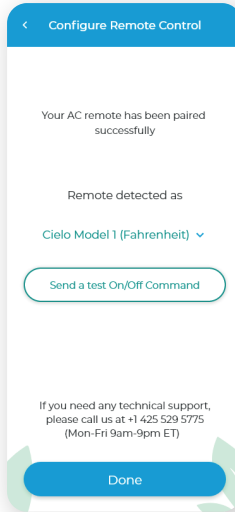
## Step 6:

Get hold of your AC remote and tap 'Next'.



## Step 8:

The configuration **screen will display your detected remote control**. Tap 'Send a test On/Off Command'.  
Your AC will switch on/off.



Your remote is now **successfully paired with Breez Max.**

The registration process is complete.  
**Enjoy your smart air conditioning!**

# Your Home Screen

Your home screen shows **the real-time status of all your 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



**Breez Max Bedroom** 73°  
AC is powered on 45%

Cool 73 Medium

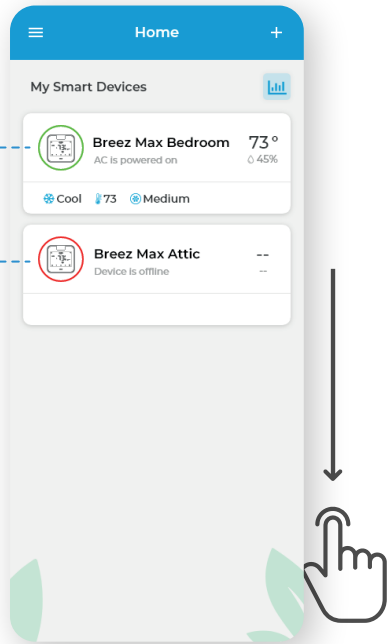
**Red** - Device is offline.

2



**Breez Max Attic** --  
Device is offline --

- › Ensure your 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 Your AC

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

In case, you need any further assistance, please contact Cielo 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'

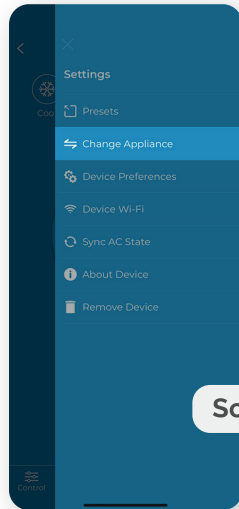
**Screen D:** Select the 'Manufacturer' & 'Remote Model' from the drop-down list and tap 'Done'

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

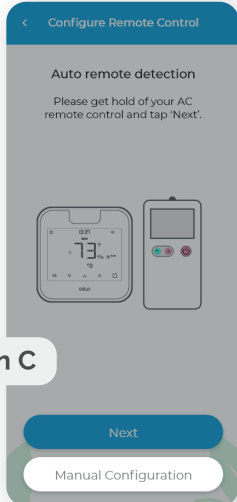




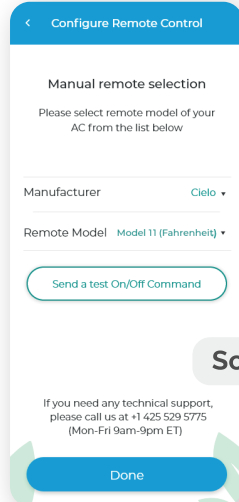
Screen A



Screen B



Screen C



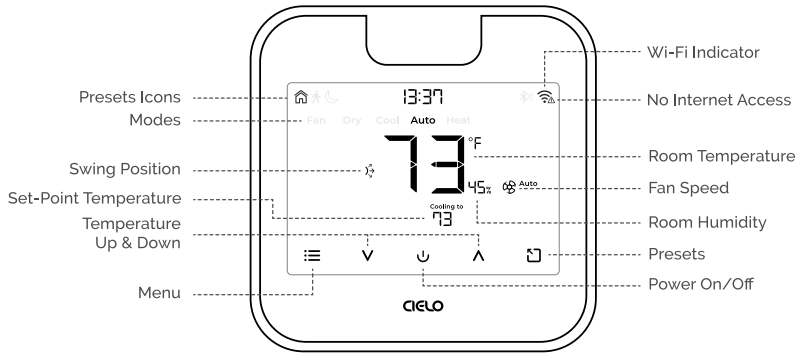
Screen D

# Enjoy Unlimited Functionalities



Tap the settings icon  for more options

# Know Your Breez Max



## Adjusting the temperature of your AC:

Use the up or down button to set the temperature of your choice.

## Changing the mode of your AC:

Touch the menu button once. The AC modes will start blinking. Use the up or down button to select the mode (e.g. Cool, Heat etc.).

## Changing the fan speed:

Touch the menu button twice. The fan speed icon will start blinking. Use the up or down button to change the fan speed.

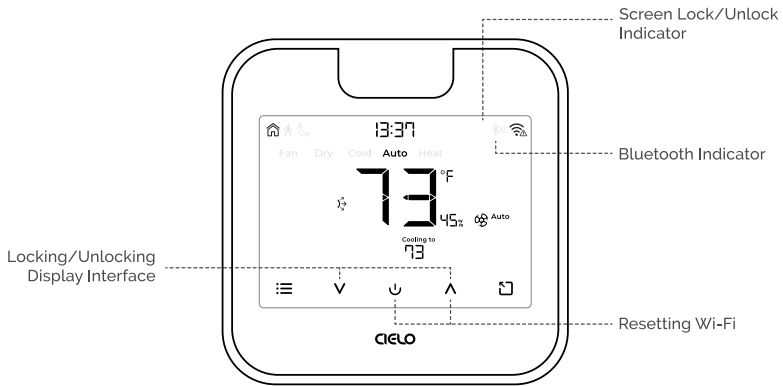
## Adjusting the swing position:

Touch the menu button thrice. The swing position icon will start blinking. Use the up or down button to select the swing position.

## Changing multiple settings:

You can set mode, swing position & fan speed. Touch the menu button once and select the mode of your choice. Touch the menu button again and adjust the fan speed. Touch the menu button again and select the swing position.

# Know Your Breez Max



## Locking/Unlocking the display interface:

Touch and hold the Temperature Up and Down buttons simultaneously until the lock icon on the top right of the screen turns solid/disappears.

## Resetting the Wi-Fi of Breez Max:

Touch and hold the Temperature Up and Power buttons simultaneously until the Wi-Fi icon disappears and the Bluetooth icon starts blinking.

## Wi-Fi Icon:

**Case 1:-** Stable Wi-Fi icon - Device is connected to the internet, showing Wi-Fi strength.

**Case 2:-** Wi-Fi icon with small triangle - Device is connected to the router but has no internet access. Please ensure you have a working internet connection and restart the device.

## Bluetooth Icon:

Blinking Bluetooth icon - Device is in broadcast (AP) mode. Please complete the registration process.

# 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 following the original retail 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](http://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](https://cielowigle.com/legal)

**For any queries visit:**  
[cielowigle.com](http://cielowigle.com)

OR

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

**Email:** [support@cielowigle.com](mailto:support@cielowigle.com)

**Cielo WiGle, Inc. Redmond, WA, USA**  
All rights reserved.