



# Smart WiFi Light Switch

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**Model No.:ESWL03**

**Questions or Concerns**

**Mon-Fri 9:00 AM - 5:00 PM PT**

**support@etekcity.com • (855) 686-3835**

## Thank you for purchasing the Smart WiFi Light Switch by Etekcity.

Your smart light switch allows you to control electrical appliances, such as lights, fans, and kitchen appliances with your Android™ or iOS™ devices. Pair your smart outlet with the Etekcity VeSync app to use your phone to control your connected electrical appliances anywhere, at any time. Set up your smart outlet with the IFTTT™ (if this then that) app to program your smart home.

If you have any questions or concerns, please reach out to our helpful Customer Support Team at **support@etekcity.com**. We hope you enjoy your new smart light switch!

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# 1. Product Introduction

## Package Contents

- 2 x Smart WIFI Light Switch 3 Way
- 1 x Quick Start Guide
- 10 x Terminal Caps

## Specifications

<b>Communication Mode</b>	IEEE802.11b/g/n (WiFi)
<b>Communication Frequency</b>	2.4GHz
<b>Wireless Distance (outlet to Router)</b>	98-164 feet   30-50 meters (max visible range)
<b>Maximum Switch Current</b>	15A
<b>AC Power Supply Range &amp; Supply Frequency</b>	AC 120V, 60Hz
<b>Operating Environment</b>	-10 °C ~ 40 °C (14°F ~ 104°F)
<b>Storage &amp; Transportation Environment</b>	-20 °C ~ 70 °C (-4°F -158°F)
<b>Size</b>	4.13 x 1.75 x 1.75 in (10.5 x 4.40 x 4.40 cm)
<b>Compatible Systems</b>	Android™ 4.3 or higher iOS™ 8.0 or higher

## Safety Information

To reduce the risk of injury and/or damage to this switch, please read and follow all instructions and safety guidelines in this manual.

### Installation

- ❖ **WARNING: RISK OF ELECTRIC SHOCK OR FIRE.**
- ❖ Before installing and wiring, **TURN OFF POWER** by locking the appropriate circuit breaker in the OFF position or removing the appropriate fuse. Use a non-contact voltage tester to ensure all electrical power is off. Installing and wiring with active electrical power may result in serious injury or death.
- ❖ **Only** install the smart switch if you are comfortable with electrical work. If not, contact a qualified electrician. Improper installation significantly increases risk of fire, contact a qualified electrician. Improper installation significantly increases risk of fire,

**Note:** Etekcitec cannot guarantee the quality of installation, and cannot cover associated costs.

### General Safety

- ❖ **Only** use your smart switch to control incandescent, LED, halogen, and compact fluorescent light bulbs. Using your smart switch for other purposes may result in serious injury, property damage, or death.
- ❖ **Only** use indoors, in a dry location with ambient temperature controls (avoiding extreme heat and freezing temperatures).
- ❖ **Do not** modify the smart switch hardware or software. This may cause injury or property damage, and will void the warranty.

**Note:** This smart switch complies with Part 15 of the FCC Rules. Operation is subject to the following 2 conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

**SAVE THESE INSTRUCTIONS**

## Product Requirements

- ✧ In-wall installation with hardwired connections.
- ✧ Neutral wire required

**NOTE:** The smart switch is not suitable for a single-wire switch box.

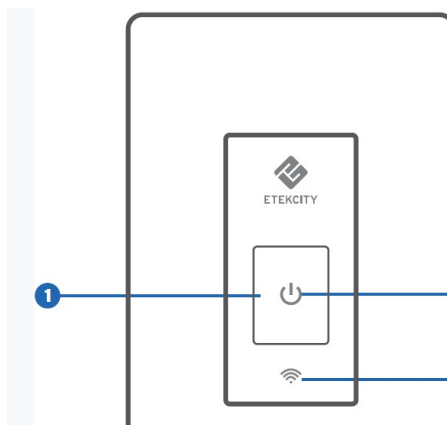
- ✧ Way switch. The electrical box should be more than 2 inches deep.

**NOTE:** 3-Way Switching, where a light is controlled from two switch locations, is common in hallways, stairs, and living rooms. In this configuration, you can turn the light on and off from either location.

- ✧ A smartphone or tablet running iOS 8.0 or higher, or running Android 4.3 or higher.
- ✧ A 2.4GHz WiFi connection (supports 802.11b/g/n standard).
- ✧ The smart switch is compatible with incandescent, LED, halogen, and compact fluorescent light bulbs

## Function Diagram

1. Power Button
2. WiFi Indicator
3. Power Indicator



### Power Indicator

- After installation, the switch is OFF and the power indicator is ON.
- Press (⏻) to turn the switch on and off.
- When the switch is ON, the indicator light is OFF.

### WiFi Indicator Status

Indicator is off	Smart switch is not configured.
	Indicator is turned off in VeSync app.
Indicator solid white	Smart switch is configured.
Indicator blinks 1 time per second	Smart switch is in Configuration Mode(see page 17)

Indicator blinks 4 times per second (total 10 times)	Smart switch has been factory reset (see page 46).
Indicator blinks 2 times per 5 seconds	The smart switch does not connect with router.
Indicator blinks 1 time per 5 seconds	The smart switch has connected with router successfully, but the router is not connected to the internet.

## FCC Notice

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

**Note:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

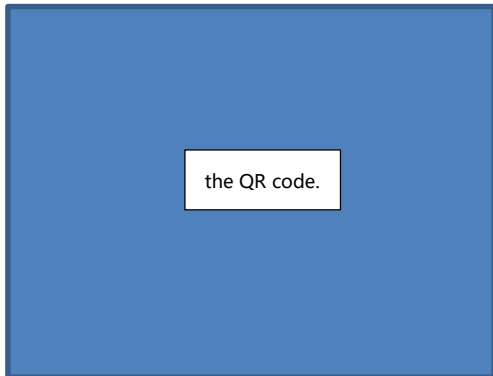
- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

## FCC Radiation Exposure Notice

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. End users must follow the specific operating instructions for satisfying RF exposure compliance. To maintain compliance with FCC RF exposure compliance requirements, please follow operation instructions as documented in this manual. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. This equipment should be installed and operated with a minimum distance of 20cm between the radiator and your body. The availability of some specific channels and/or operational frequency bands are country dependent and are firmware programmed at the factory to match the intended destination. The firmware setting is not accessible by the end user.

## 2. Installation

For a video walkthrough of these instructions, scan the QR code.



You can also type in the web address: [https://www.youtube.com/\\*\\*\\*\\*\\*](https://www.youtube.com/*****).

Watching the video walkthrough is highly recommended.

### What You' ll Need

- Non-contact voltage tester
- Wire nuts (also called twist-on wire connectors).
- Pliers
- Philips screwdriver
- Flathead screwdriver
- Insulated gloves

#### CAUTION:

- Only install the smart switch if you are familiar and comfortable with electrical work. If not, contact a qualified electrician. Improper installation can be very dangerous.
- Wear insulated gloves while installing the smart switch.

**Note:** The smart switch is a multi-way switch, which means the smart switch is compatible with lights controlled by multiple switches.

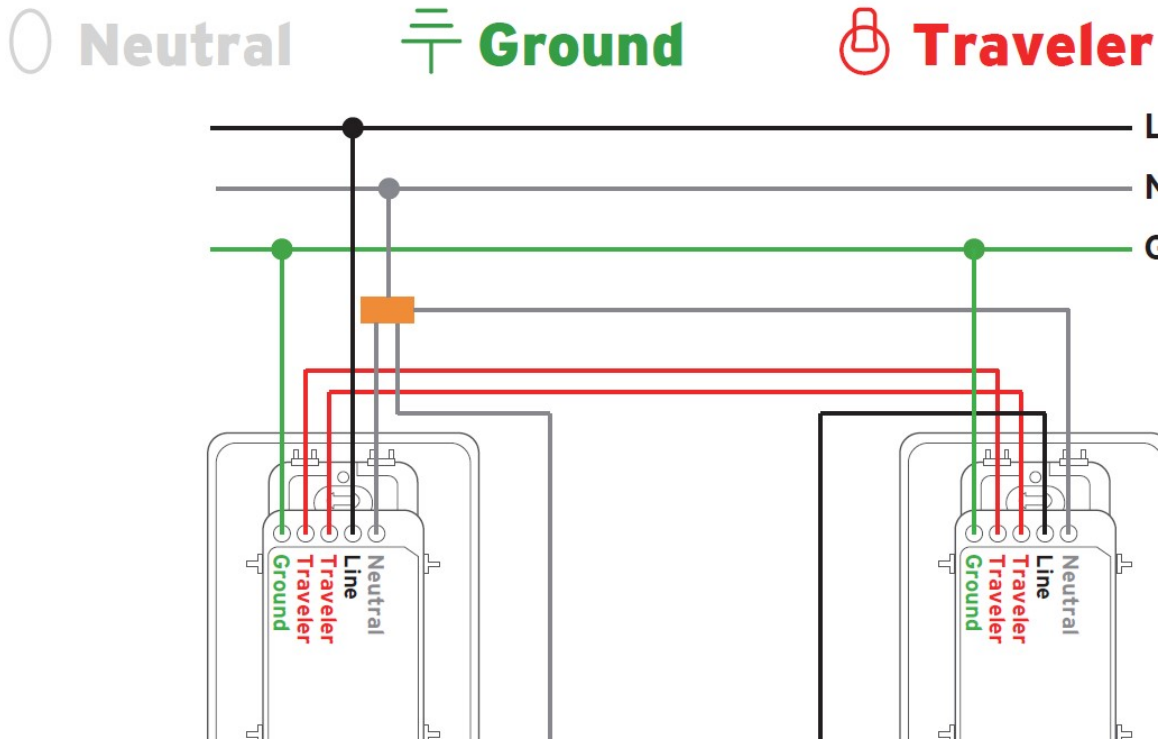
### Checking Wires

1. Use the voltage tester to test a powered electrical cable to make sure the voltage tester is working. If the voltage tester lights up, it's working.
2. To avoid electric shock, before installation, TURN OFF POWER by turning off the circuit breaker.

**Note:** You may need to shut off more than one circuit breaker or switch to make sure the power is off.

3. Unscrew and remove the faceplate from the old light switch.
4. Use the voltage tester to test around the and off a few times to make sure that the power is OFF. The voltage tester should not light up, and the light should not turn on.
5. Unscrew and pull out the old light switch (without detaching the wires).
6. Check if the wiring in your house is compatible with the three-way switch, and you can check if your old

switch has five wire connections, two travel wires, one black wire, one white neutral wire, and one green grounding wire. Without these wires, it may not be compatible with the three-way smart switch. You can check other switches to confirm compatibility. You can also seek help from local electricians to run the new wiring.



### About the Wires



**Wire Nuts:** These are the cap-like objects connecting wires together, also known as twist-on wire connectors.



#### Traveler

- These wires connect the two wall switches together and allow power to pass between them. One of the two traveler wires is always energized when power is on. All multi-way switches have a traveler wire.



#### Line ("Live")

- **switch A:** This wire carries power into the circuit from the main service panel; this is the source of power for your light and will always be energized, regardless of how the switches are configured.
- **switch B:** This wire carries power from the switches to the light fixture; this wire will only be energized when the light fixture is on. All switches have a line wire

#### CAUTION:

- Never twine the load line and the line wire together or connect them both to the power line.
- Never connect the neutral wire with any other wire.



#### Neutral

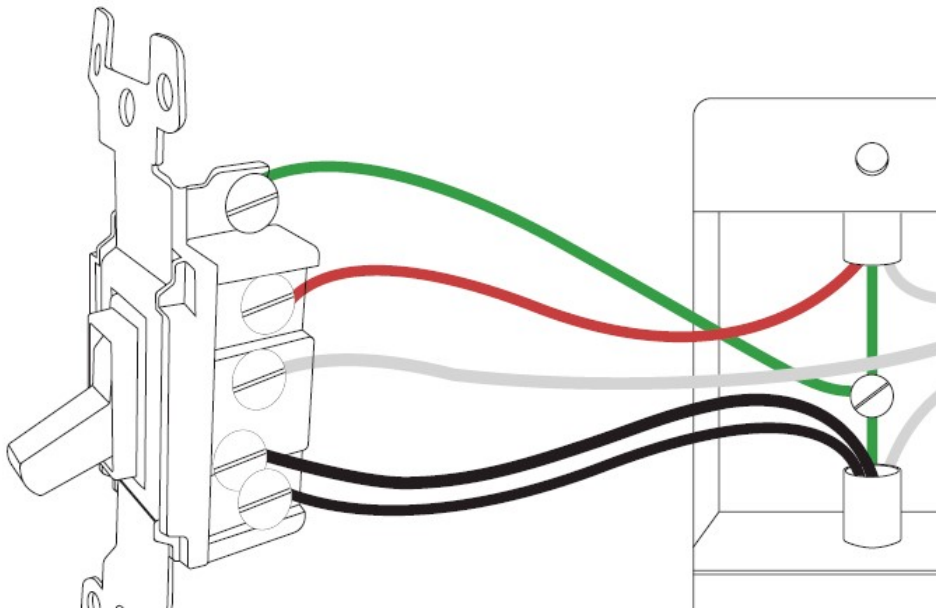
- Some old switches do not have a neutral line. However, a neutral wire is required to install the smart switch. This is because the smart switch needs to be powered on at all times to operate.
- If you cannot find a neutral line in your switch junction box, contact a qualified electrician to rewire the switch.



- A ground wire is not required for the smart switch to work, as not all switches need ground wires.
- However, if a ground wire is present, it must be connected to the smart switch.

## Removing the Old Light Switch

1. After taking off the faceplate and checking the wires, use the voltage tester again to test for any current around the wires.
2. Straighten out the 5 wires.
3. Unscrew a wire from the old light switch. Use pliers to straighten the wire. Then, screw a wire nut on that wire.
4. Follow the same steps for the other 4 wires..



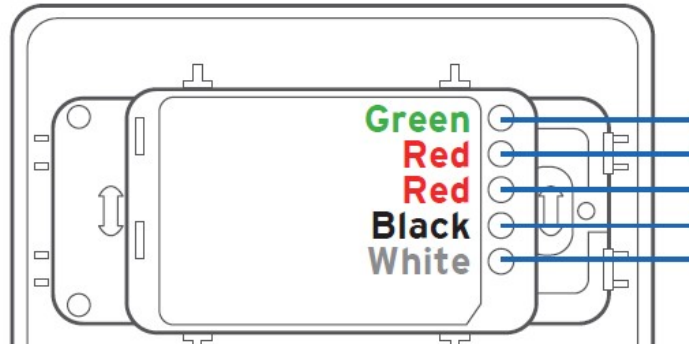
## Installing the Smart Switch

1. Make sure you understand the five wires on your smart switch. Check the labels on the switch next to each wire.
2. Hook up the white wire to the neutral wire, which is usually white as well, by screwing on a wire nut tightly around the 2 wires.

**Note:** There will often be two neutral wires already connected by a wire nut. Connect all the neutral wires together with one wire nut.

3. For extra safety, wrap electrical tape around the wires to make sure the copper conductor is fully concealed
4. Hook up the green wire to the ground wire, which is also usually green.
5. Connect the black wire of switch A to cable "L". Connect the black wire of switch B to the L end of the bulb.
6. Connect the red traveler lines of the two switches. The connecting line can be in any color other than black.
7. Connect the white line of the switch to the N line of the circuit, which is also usually white.
8. Push the wires and the wire nuts back into the wall (into the junction box).
9. Line up the smart switch and screw on the mounting screws.
10. Snap the smart switch faceplate on tightly.

11. Turn power back on at the circuit breaker, and test the light switch by turning it on.
12. You've successfully installed your smart switch.



## 3. Add Device

### VeSync App Setup

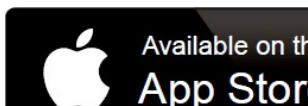
**Note:** The VeSync app and IFTTT app user interfaces may appear slightly different.

- A. Connect your mobile device to a 2.4GHz WiFi network.

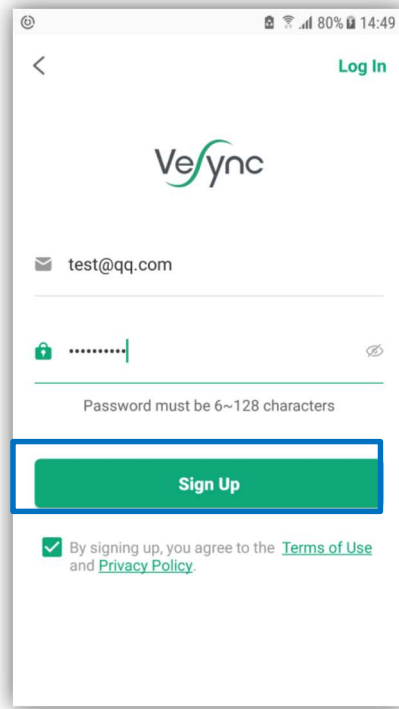
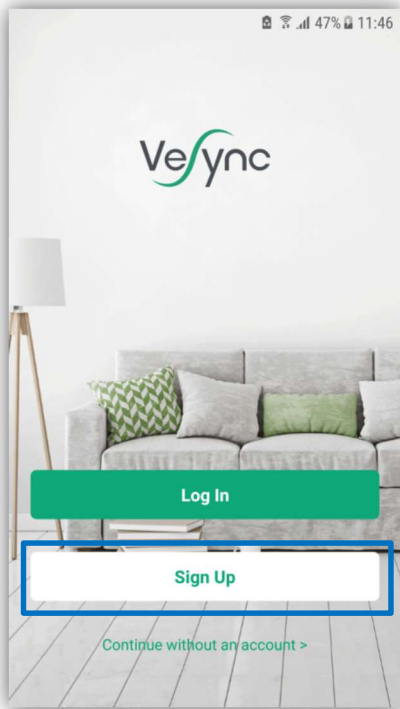
**Note:** The smart light switch will only setup on a 2.4GHz network

- B. Scan the QR code or download the VeSync app from the App Store® or the Google Play™ store.

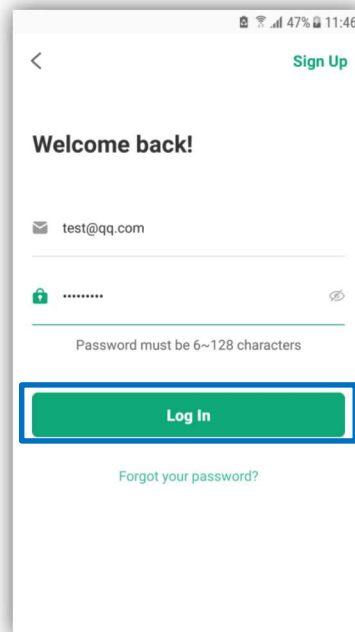
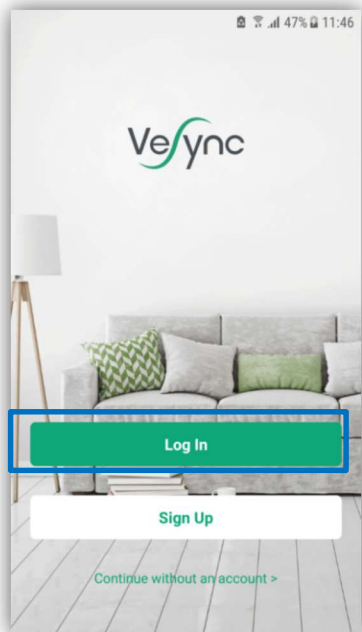
**Note:** For Android users, you must select "Allow" to use VeSync.



- C. Open the VeSync app. Tap **Sign Up** to create a new account.



D. After you've signed up, enter your email and password, then tap **Log In**.



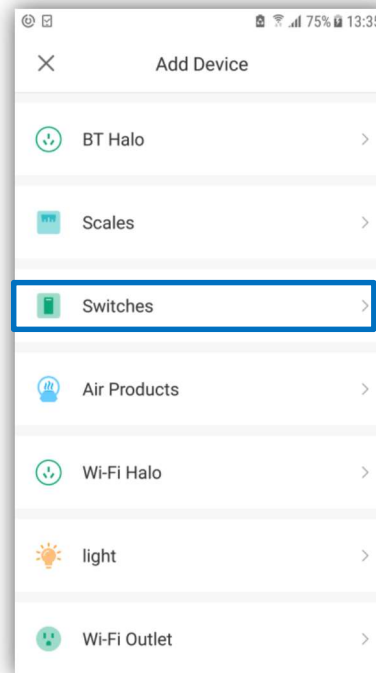
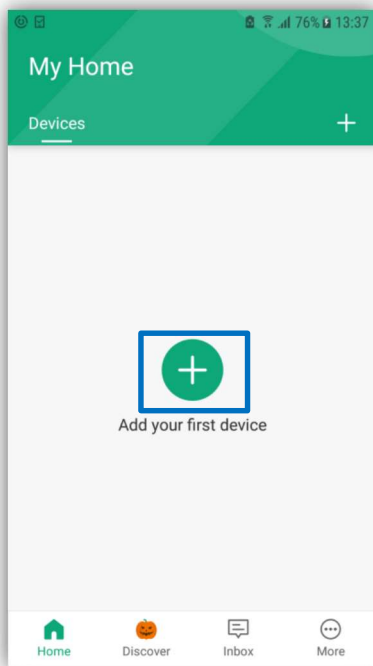
**Note:** You must create your own VeSync account to use third-party services and products, such as the Amazon® Echo™, Google Home™, and IFTTT™. The guest account will not work for this. With a VeSync account, you can also allow your family or friends to control your smart switch.

## Configuration

Add the smart light switch to your app.

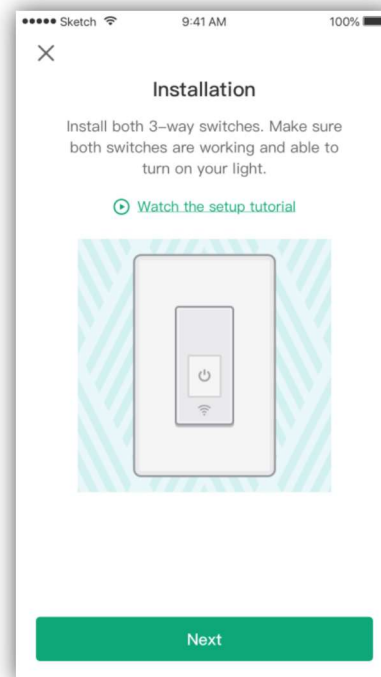
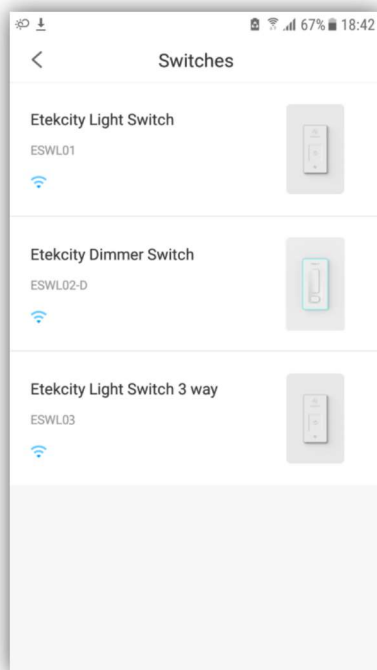
A. Tap the “+” button to add your smart light switch.

B. Tap **Switches**



C. Tap **Etekcitcity Light Switch 3 way.**

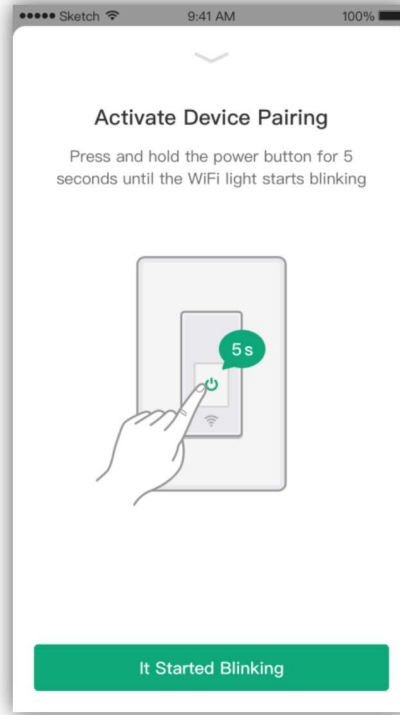
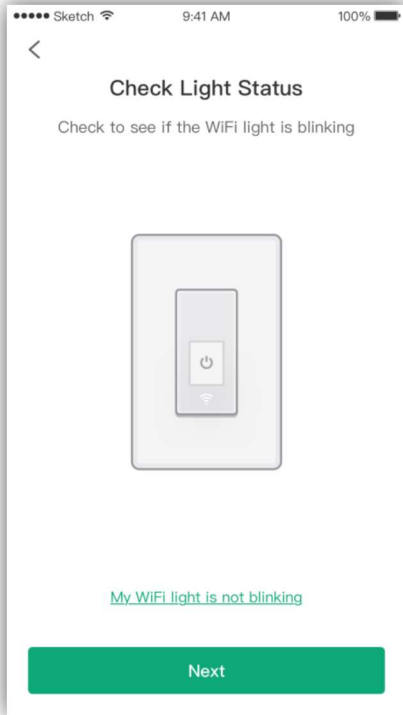
D. Tab **Next.**



E. Plug in and turn on your smart switch. The LED indicator light should blink blue (1 blink per second), indicating that your smart switch is in Configuration Mode.

a. If the LED indicator light is blinking, tap **Next.**

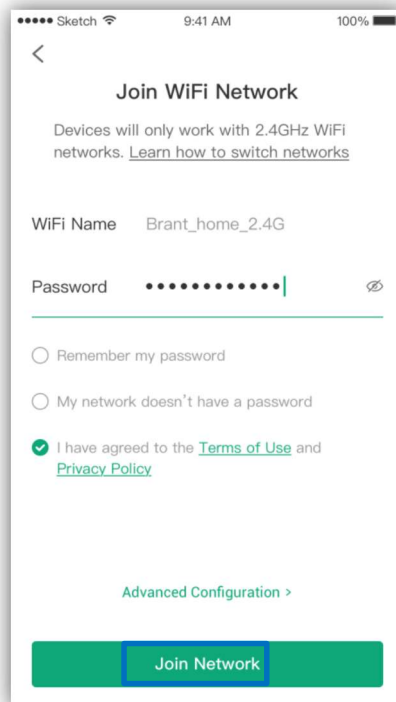
b. If the LED indicator light is not blinking, tap **My LED light is not blinking.** Press and hold the power button for 5 seconds, until the LED indicator light blinks blue (1 blink per second). Then tap **It Started Blinking.**



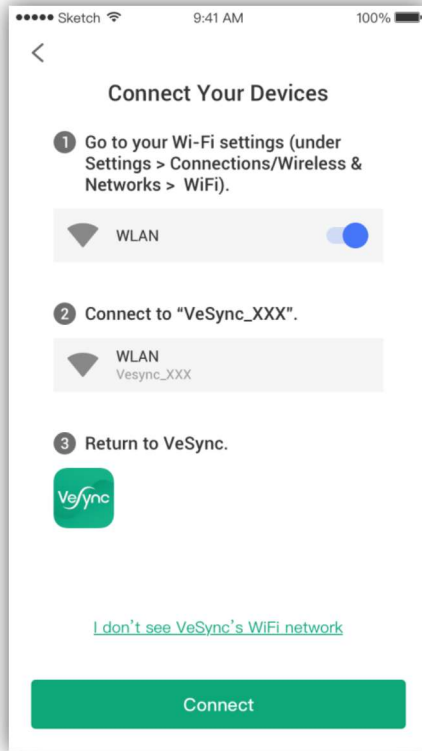
**Note:** Configuration Mode will turn off after 10 minutes.

F. Type in the name of your home WiFi network and password, then tap **Join Network**.

**Note:** The smart switch configuration requires a 2.4GHz WiFi network.





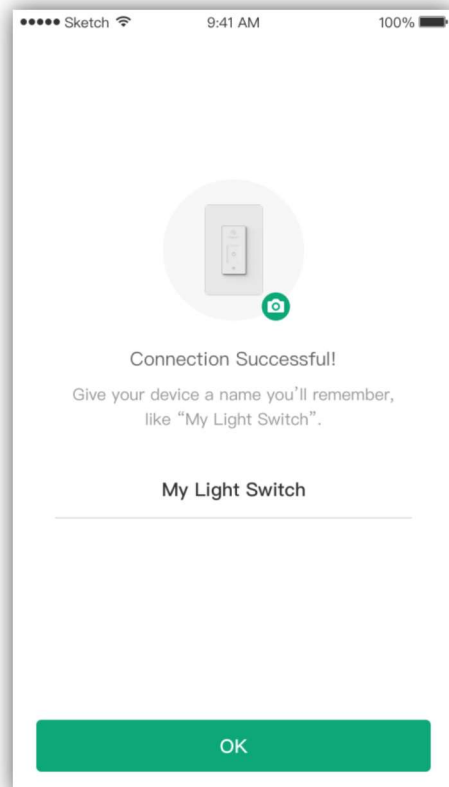
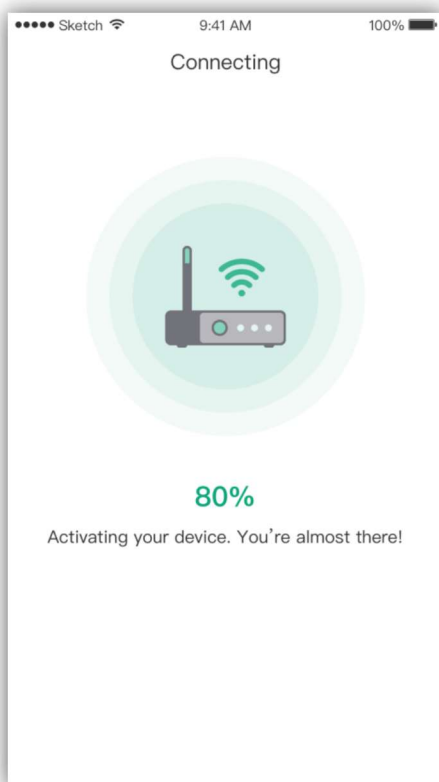
G. Tap **Connect** and select the WiFi network that reads **“VeSync\_XXXX”**.



- H. The switch will take a few seconds to connect. To return to the “**Add Device**” page, tap **<**.
- I. Your setup is complete! Give your switch a unique name, or use the default name and tap **Ok**.

**Note:**

- Tap  to change the outlet icon.
- You can change the device name and icon at any time. Tap , then tap **Device Settings**.

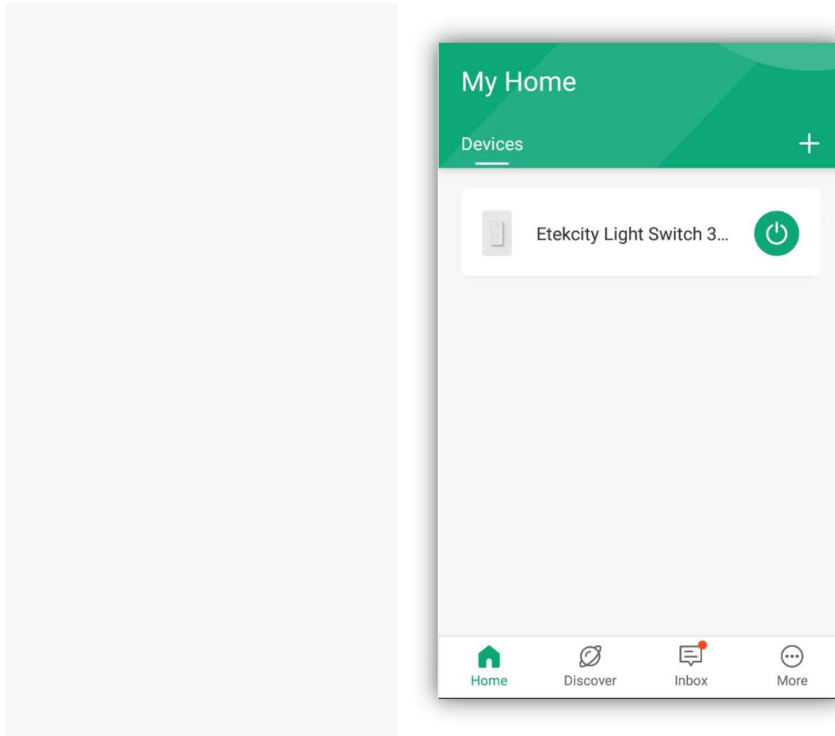


## 4. Functions


### Turning Devices On/Off

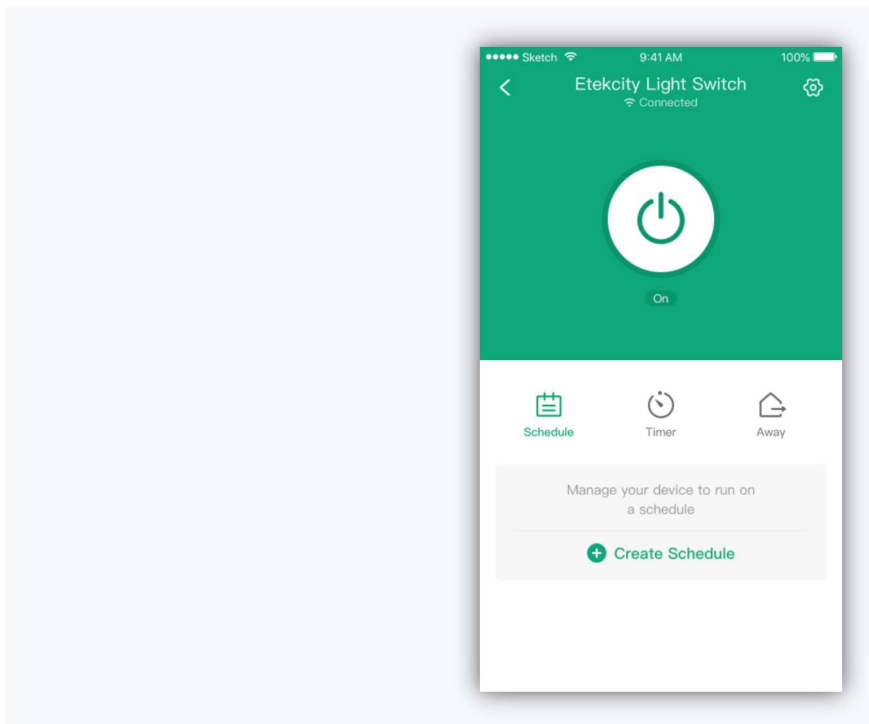
**Method 1:**

On the “My Home” page or the smart light switch page, tap to  turn the devices on or off.



**Method 2:**

Tap on the smart switch’s name on the “My Home” screen to view device options and details. Tap  to turn the light on/off.

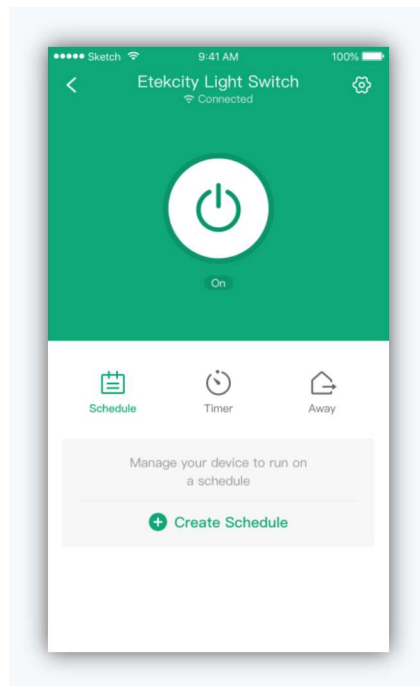


**NOTE:** The smart light switch will remain connected to the internet even when it is turned off

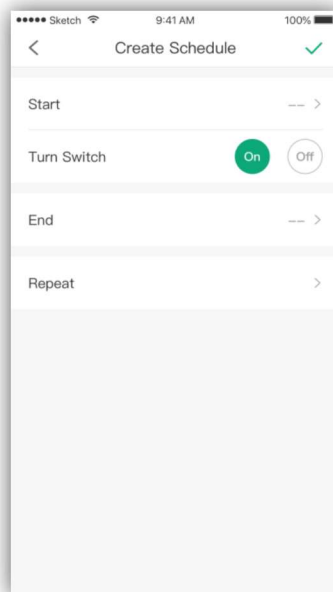
## Create Schedule

Tap to the smart light switch in the device list, Go to the smart light switch page.

- A. Tap **Create Schedule** to create a scheduled time for the smart light switch to turn on and off..



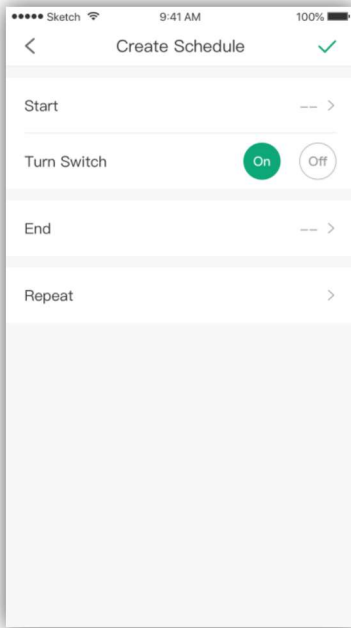
- B. Go to the **Create Schedule** page and set the working time of the smart light switch.



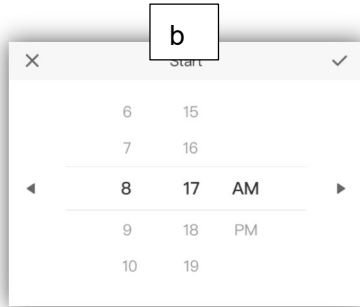
- ① . To set a start time:
- Tap “>” next to **start**.
  - Scroll up and down to select time. Alternatively, tap < for **Sunrise** and > for **Sunset**.
  - Tap ✓ to confirm.

**Note:** You must allow the VeSync app to access your location to determine when Sunrise and Sunset are for your area.

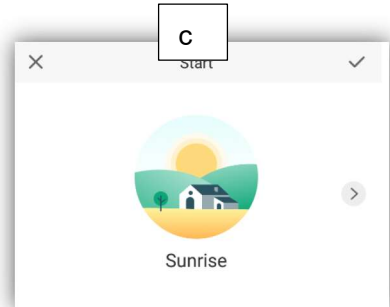




a

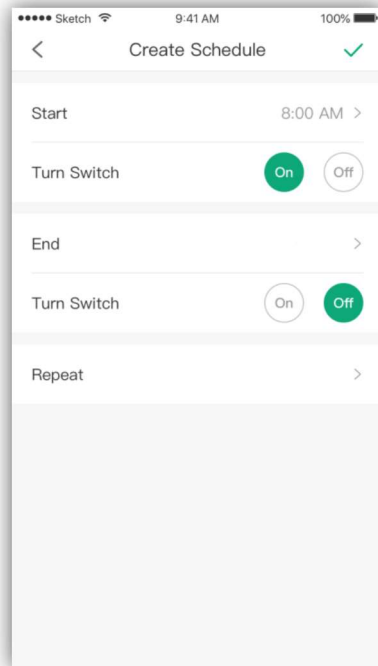


b



c

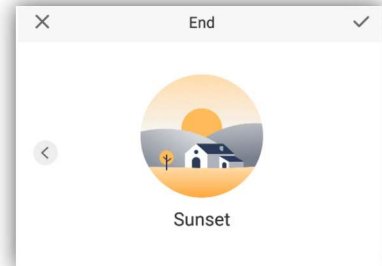
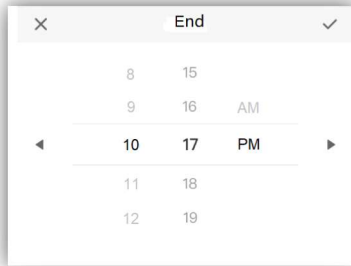
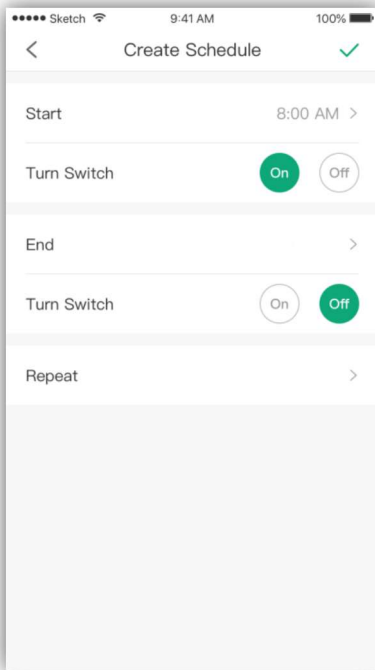
② . Choose **On** or **Off** at start time .



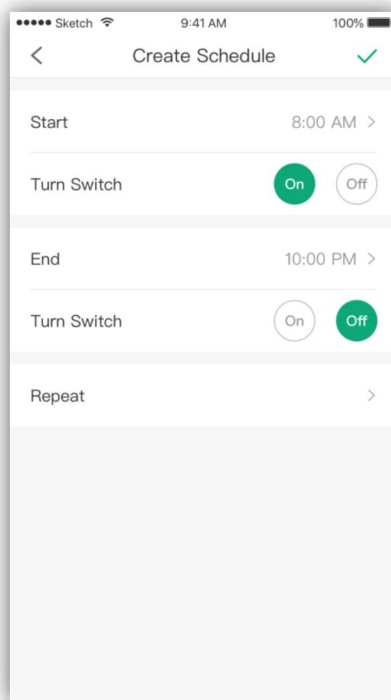
③ . To set an end time (optional):

- a. Tap > next to **End**.
- b. Scroll up and down to select time. Alternatively, tap < for **Sunrise** and > for **Sunset**.
- c. Tap ✓ to confirm.

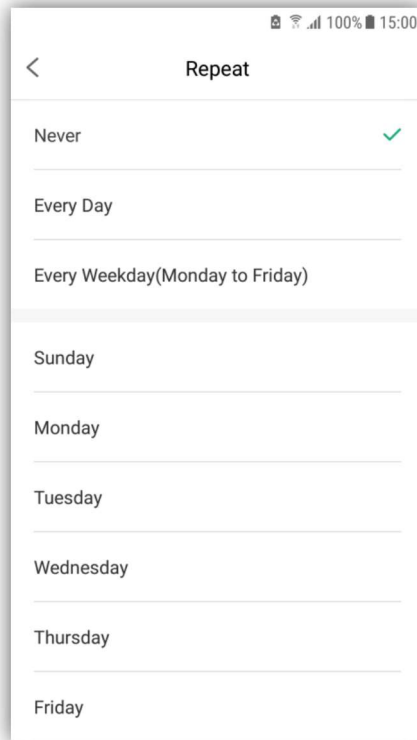
**Note:** You must allow the VeSync app to access your location to determine when Sunrise and Sunset are for your area.



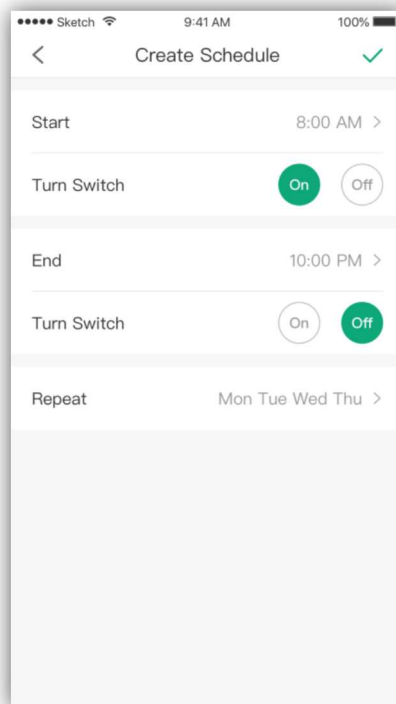
④ . Choose **On** or **Off** at end time.



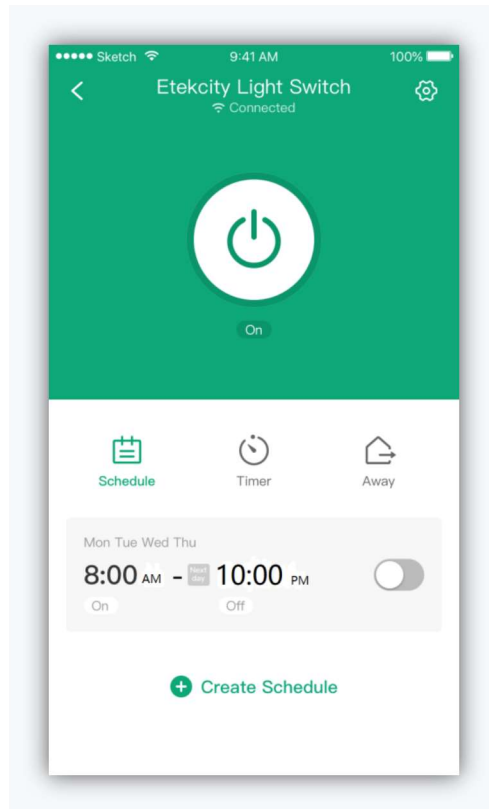
⑤ . **Repeat** (Optional) - Select days you want this task to repeat.



⑥ . Tap ✓ on the top right of the screen when you are done creating the schedule.



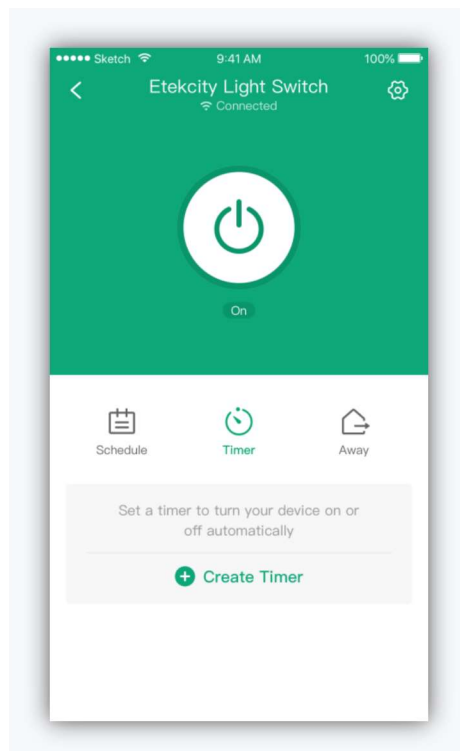
C. Turn the schedule on or off on the smart light switch page by tapping the toggle next to the scheduled time.



## Set Timer

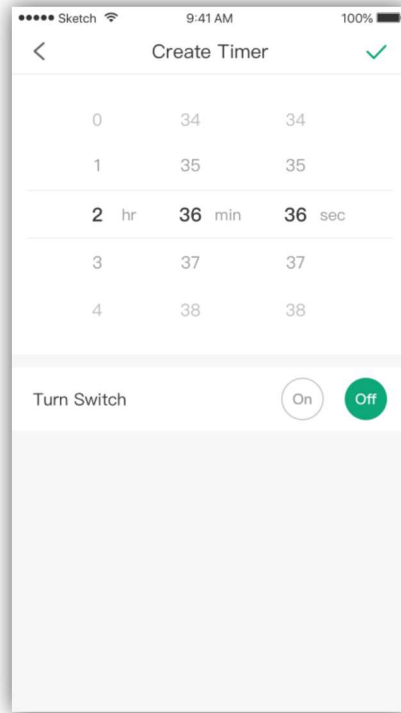
You can create a timer to turn your smart light switch on and off.



A. Tap **Timer**. Then, **Create Timer**.



B. Scroll up and down to set time and select **On** or **Off**.

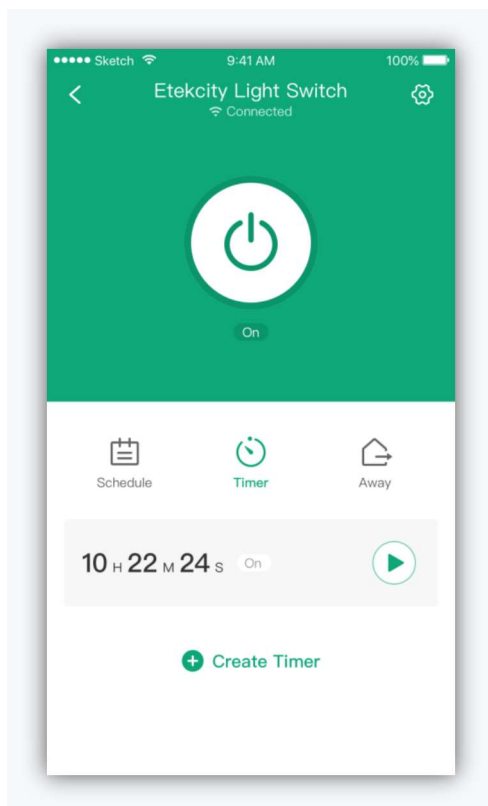
C. Tap **✓** to confirm and start timer. Timer will start automatically.



D. Tap  to cancel the timer. Tap  to restart the timer.

**NOTE:**

- ✧ If you selected On, the timer will turn on after the timer ends
- ✧ To remove the timer entry, tap on the timer entry, then tap Delete.

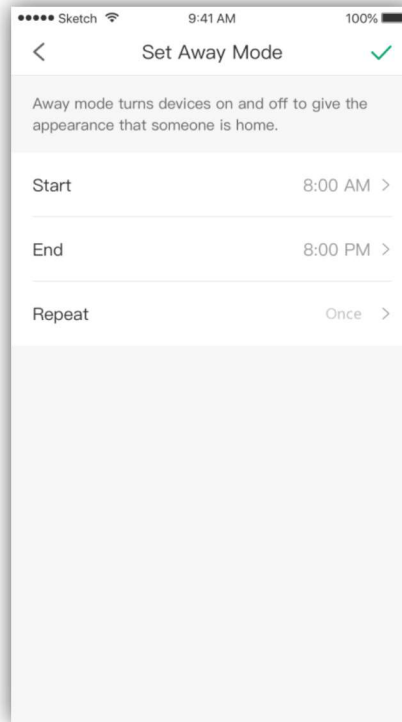
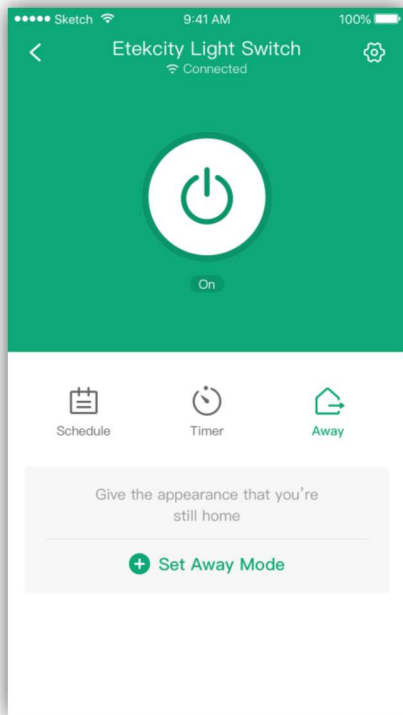


## Away Mode

When you have a light plugged into your smart light switch, you can use the Away Mode timer to turn your light

on and off to give the appearance that someone is home.

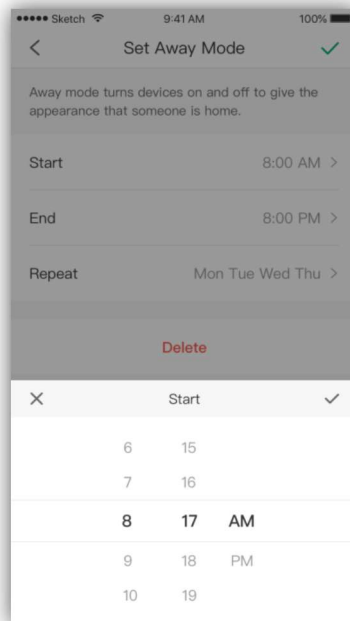
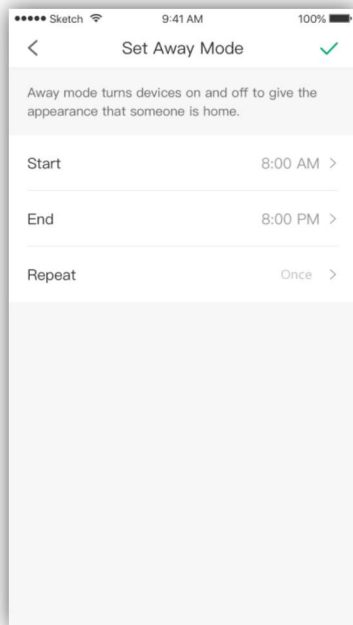
- A. Tap **Away**, then **Set Away Mode**.
- B. Select an option from the **“Away Mode”** page.



① . **start:**

Sets time to start Away Mode

- a. Tap > next to **“Start”**.
- b. Scroll up and down to select time.
- c. Tap ✓ to confirm.

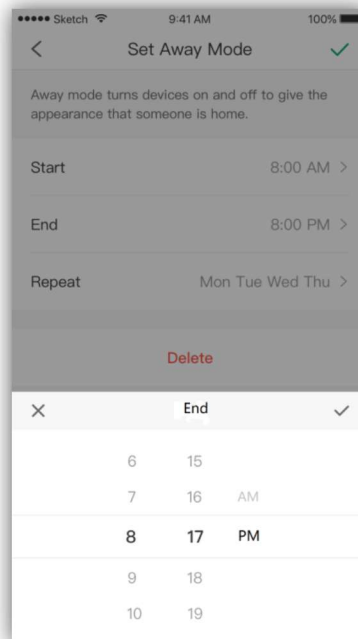
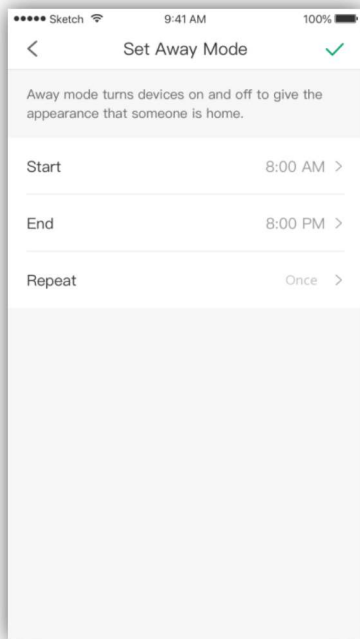


② .**End**

Sets time to end Away Mode

- a. Tap > next to **“End”**.

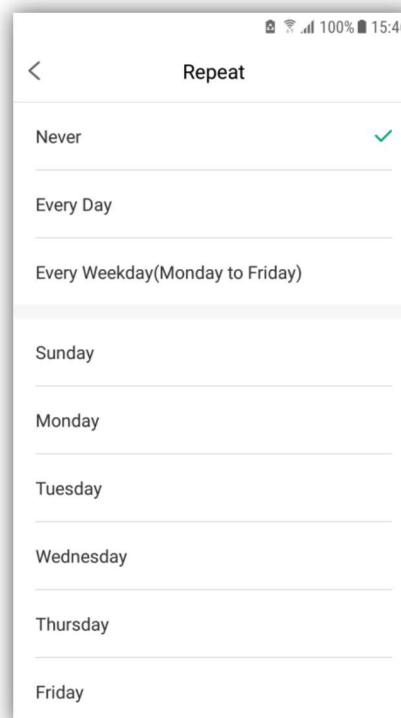
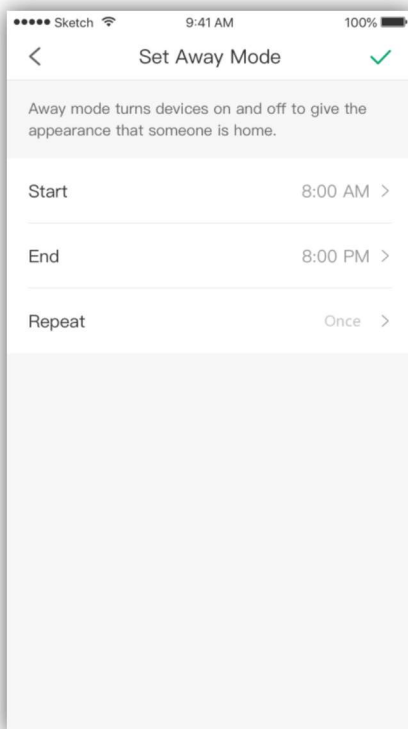
- b. Scroll up and down to select time.
- c. Tap ✓ to confirm.



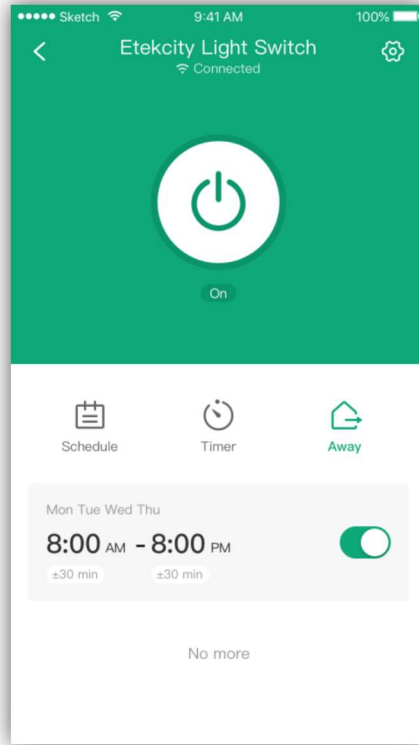
③ **.Repeat**

Select days you want to repeat Away Mode.


- a. Tap > next to "Repeat".
- b. Select days you want this task to repeat.
- c. Tap ✓ to confirm.

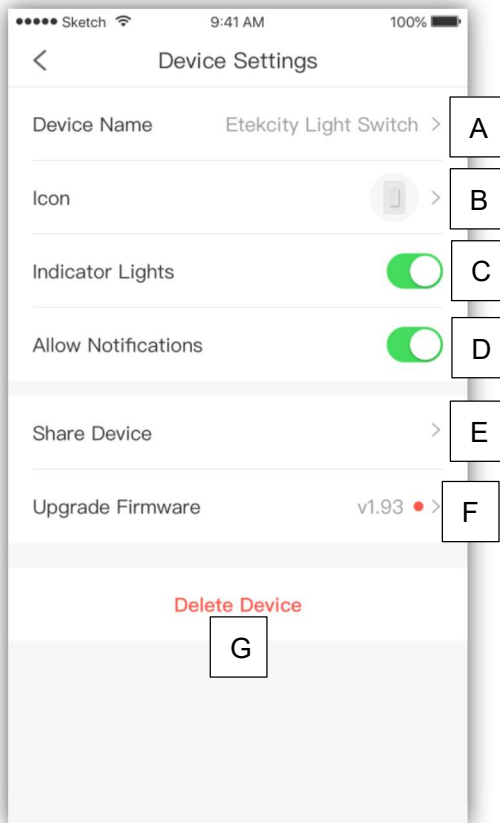


C. You can turn the Away Mode timer on/off at any time by tapping the toggle button to the right of the timer.



## Smart light switch Settings

Tap  to see Device Settings. The Device Settings menu allows you to:




- A. Edit your smart light switch name.
- B. Edit your smart light switch picture.
- C. Turn on/off WIFI indicator light.
- D. Turn smart switch notifications on/off by tapping
- E. Share your smart light switch.
- F. Upgrade Firmware(Tap to update firmware).
- G. Delete your smart light switch.

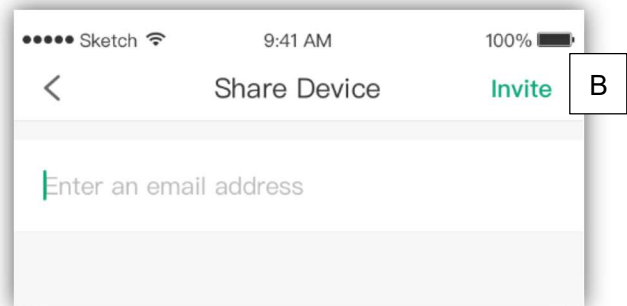
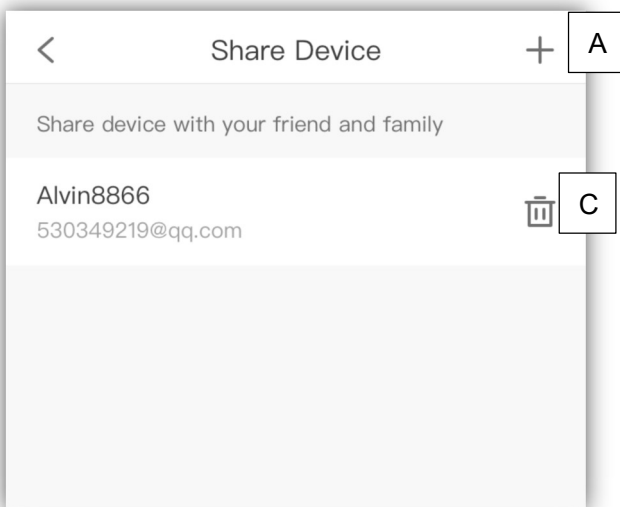


## Share Your Smart light switch

Use Share Device to allow someone else to control your smart light switch (such as family, friends, roommates, or anyone you choose).

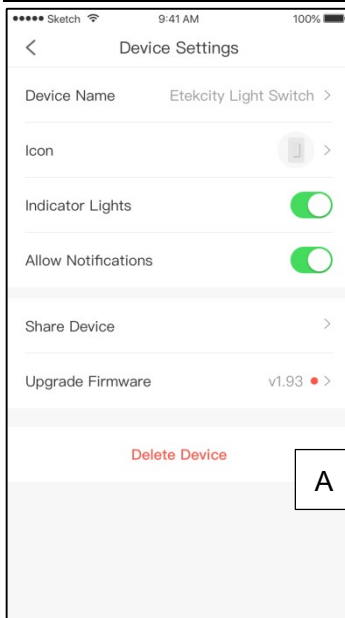
**Note:** People who you share your smart light switch with cannot edit or delete any of your device settings.

- A. Tap **+**.
- B. Type in the email of the person you want to share your device with. Tap **Invite**.
- C. Tap  to remove people you have shared your device with. They will no longer be able to control your smart light switch.

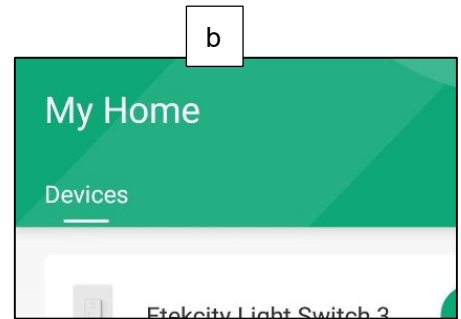
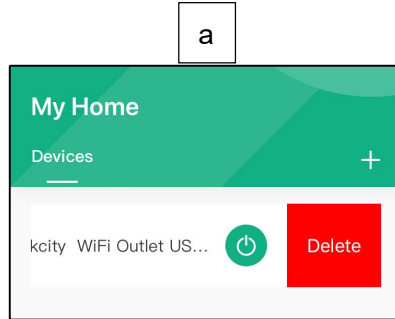


## Delete a Smart Outlet

- A. You can delete your smart light switch from the VeSync app from the “**Device Settings**” screen. To delete your device, tap Delete Device.
- B. You can also delete your smart light switch’s from the “**My Home**” screen in the VeSync app.
  - a. **iOS™**: Swipe left on the smart light switch’s name to delete.
  - b. **Android™**: Press and hold for 2 seconds on the smart light switch’s name to delete.



B



## 5. More Features

On the “**My Home**” page, tap **More**, for more features.

### Connecting with Amazon® Alexa™

To view instructions on the VeSync app, tap **More**, then tap **Link to Alexa**.

**Note:** You must create your own VeSync account to connect with Alexa.

### Connecting with Google Home™.

To view instructions on the VeSync app, tap **More**, then tap **Link to Google Assistant**.

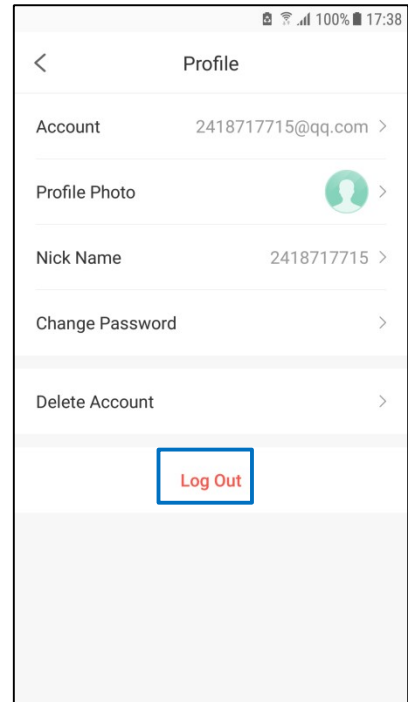
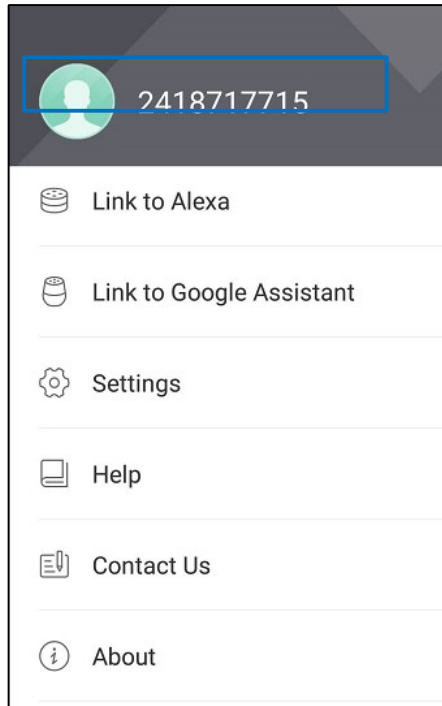
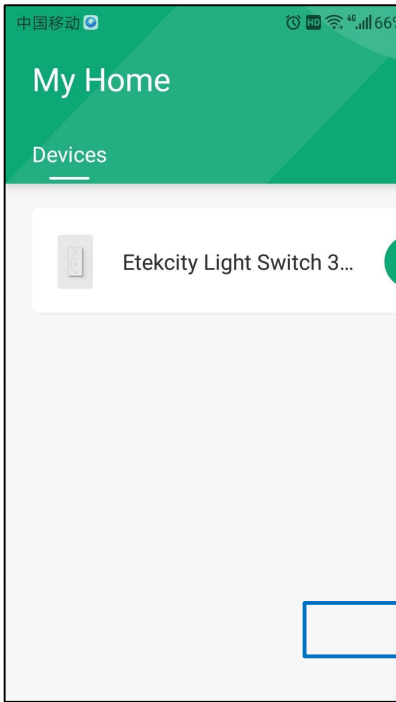
**Note:** You must create your own VeSync account to connect with Google Home.

## Log Out

A. On the “**My Home**” screen, tap **More**.

B. Tap your profile, then tap **Log Out**.

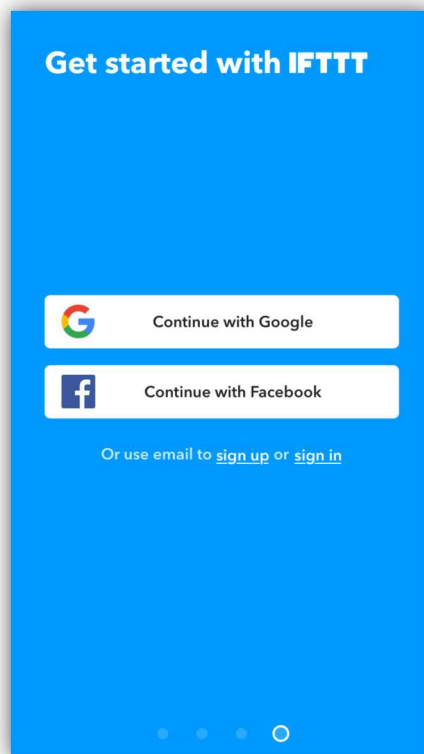
**Note:** You do not need to log out if you are not using a VeSync account



## 6. IFTTT

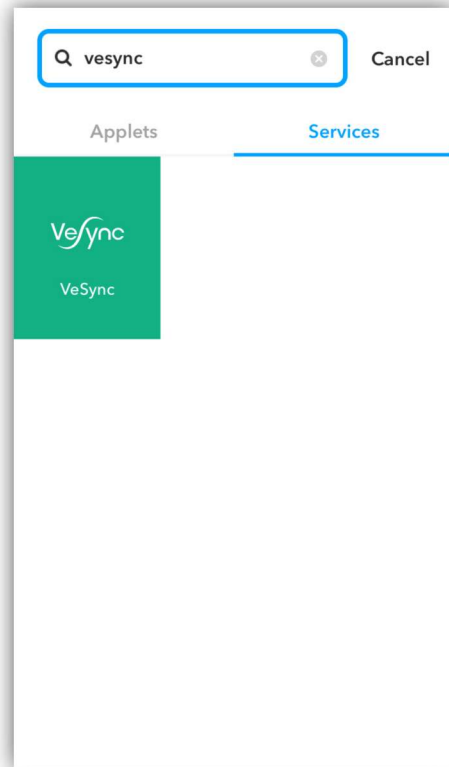
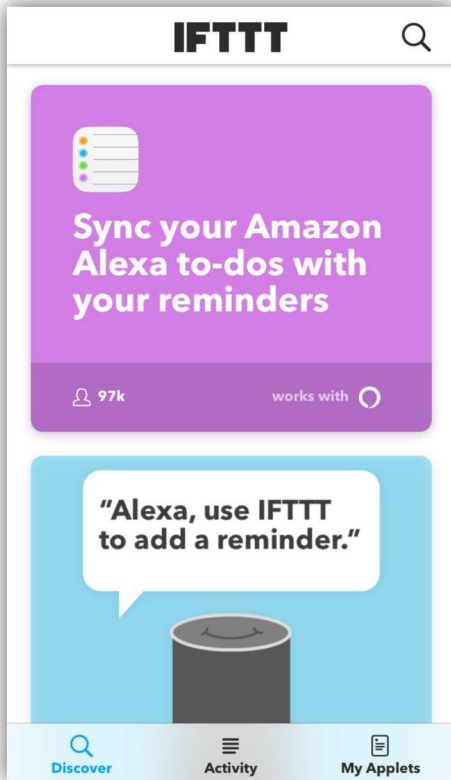
### Pairing Your Smart Outlet with IFTTT

- A. Download the IFTTT app from the App Store or Google Play store.
- B. Open the app and tap **sign up** or **sign in**.



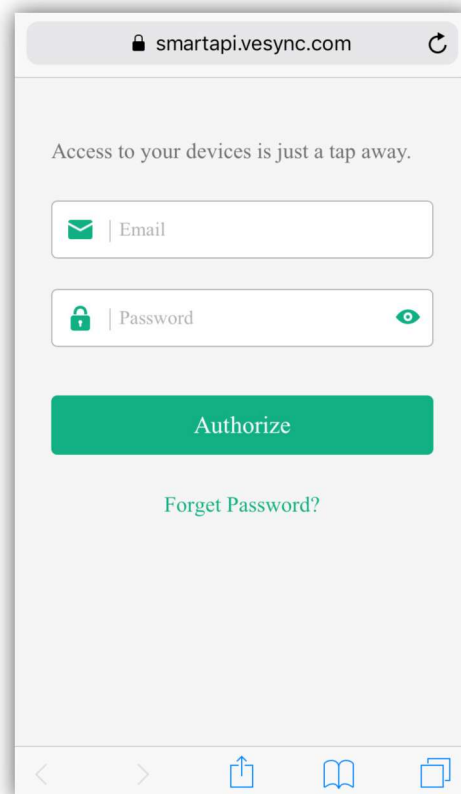
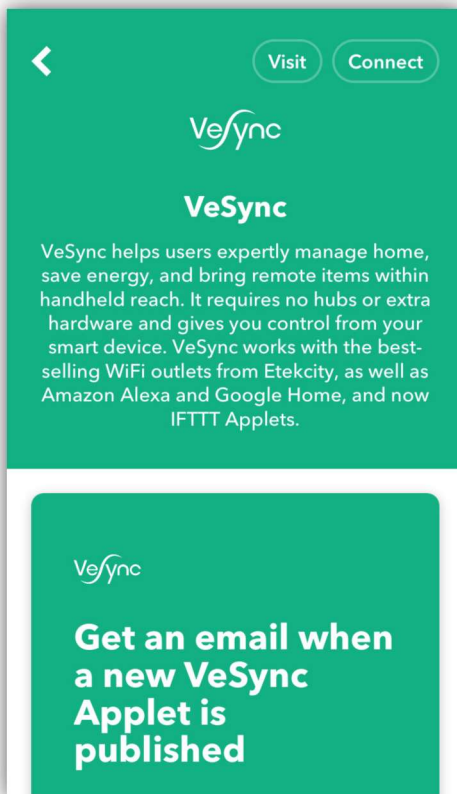
- C. Tap .

D. Enter “VeSync” and tap **Services**.



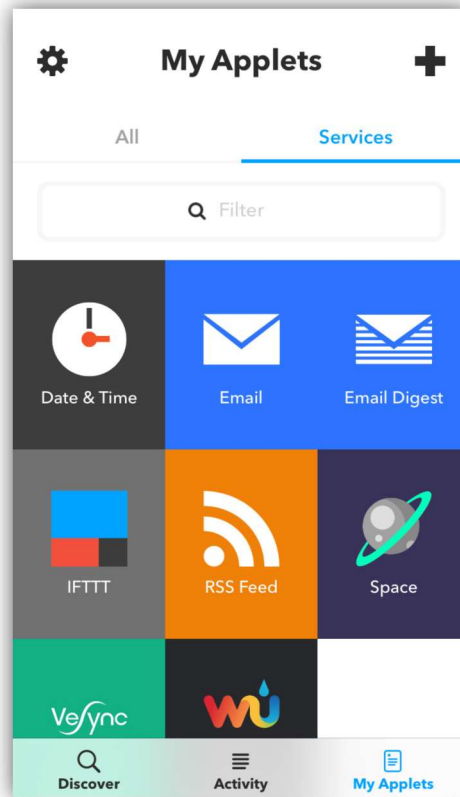
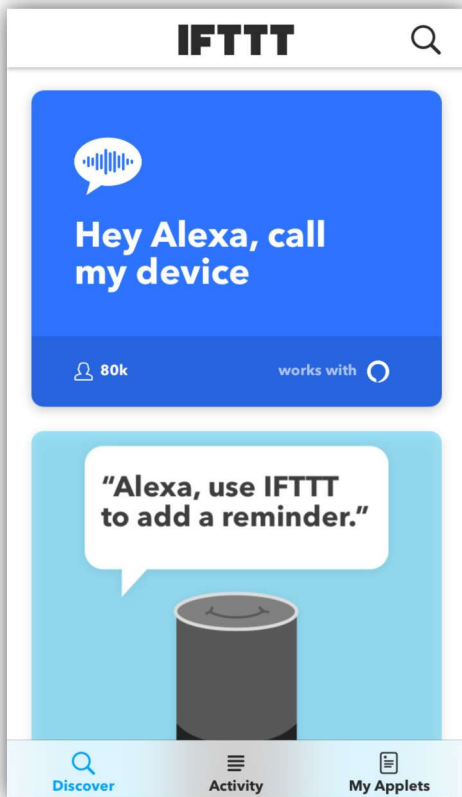
E. Tap **Connect**.

F. Enter your VeSync account details and tap **Authorize**.

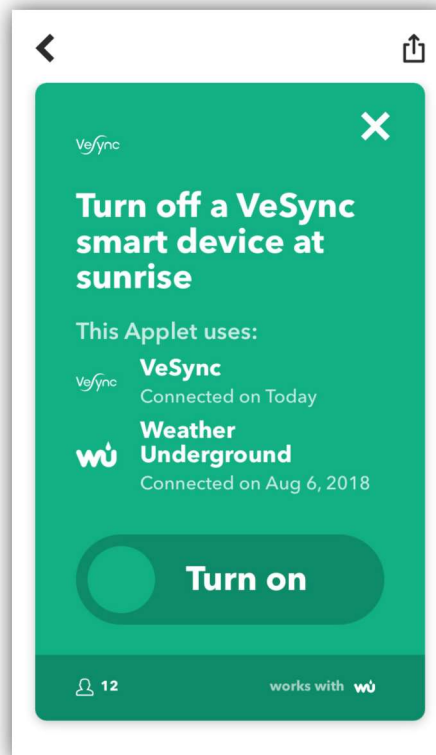
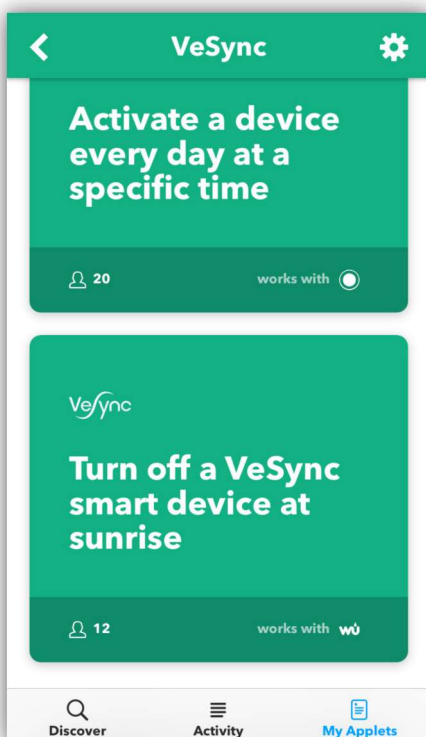


## Create an Applet Using Existing VeSync Templates.

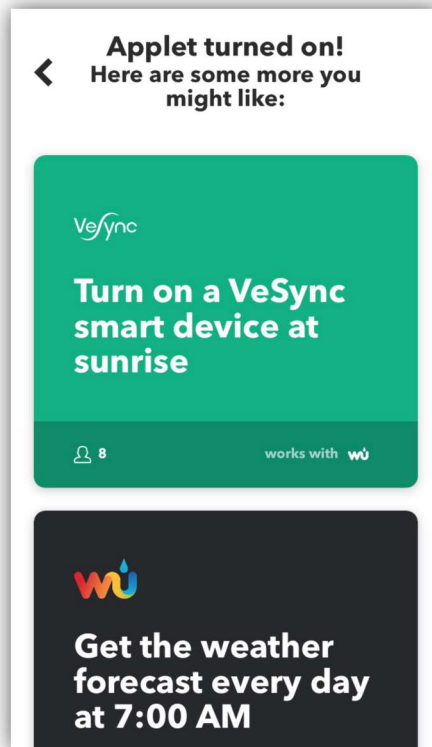
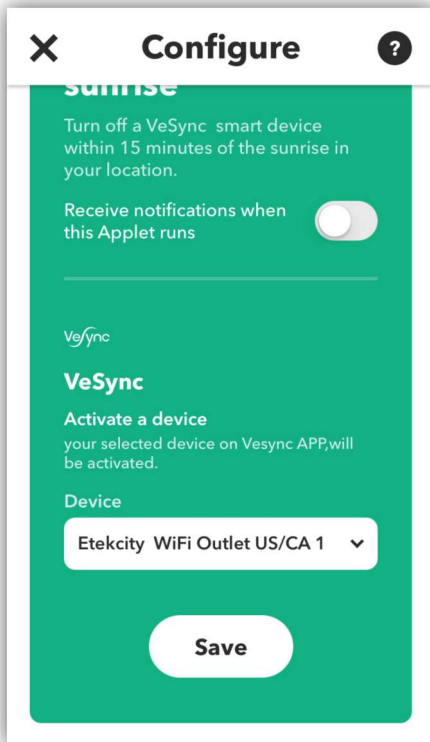
- A. Open the IFTTT app and tap **My Applets**.
- B. Tap **Services** and tap **VeSync**.



- C. Scroll to search for an applet you want to use, such as **"Turn on a VeSync smart device at sunrise"** or **"Activate a device every day at a specific time"**.
- D. Slide the toggle switch to turn on the applet.

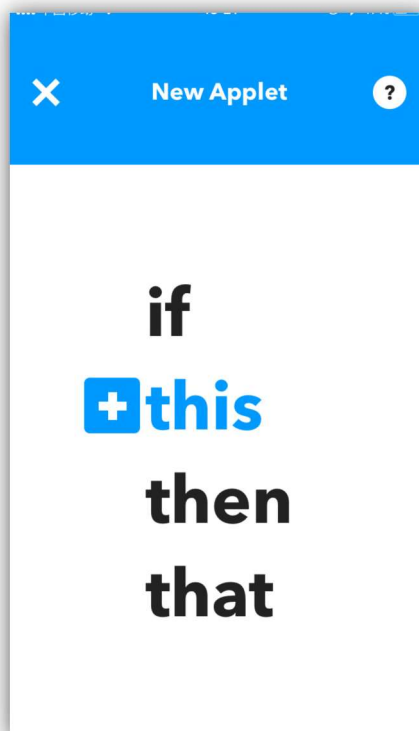
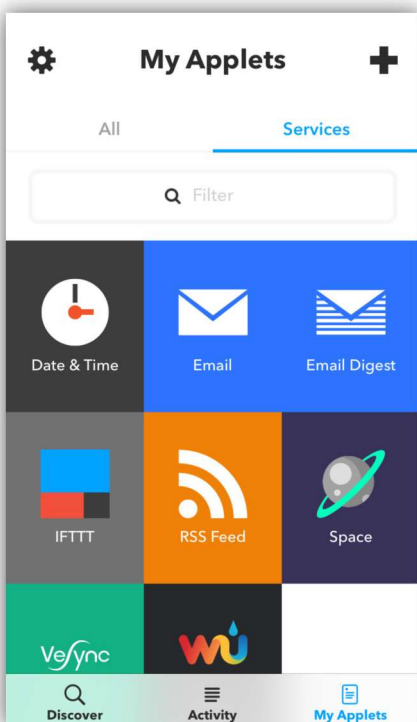


- E. Under **Device**, select the smart outlet that you want the applet to apply to and tap **Save**.
- F. The applet has been created successfully!



## Create a Custom Applet

- A. On the My Applets screen, tap + .
- B. Tap **+this** to add a Trigger Service.

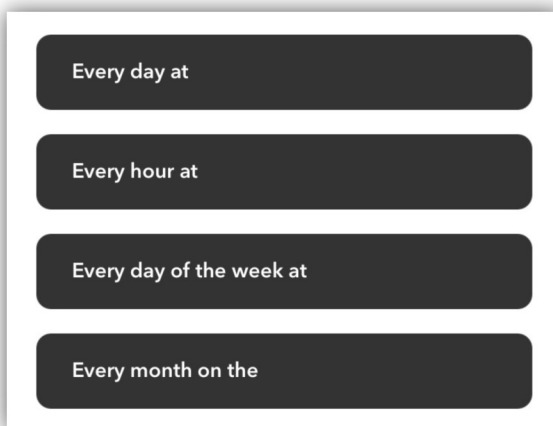
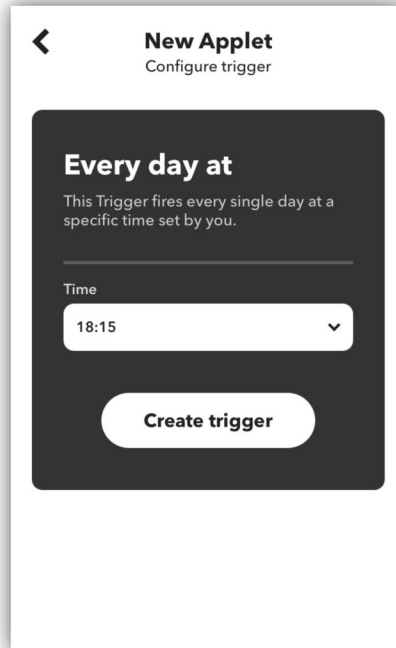
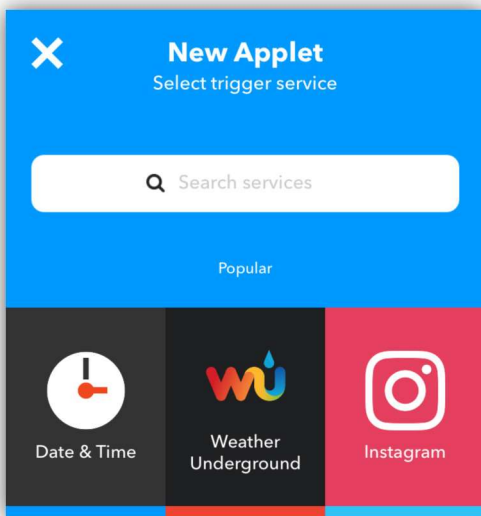


**Example:**

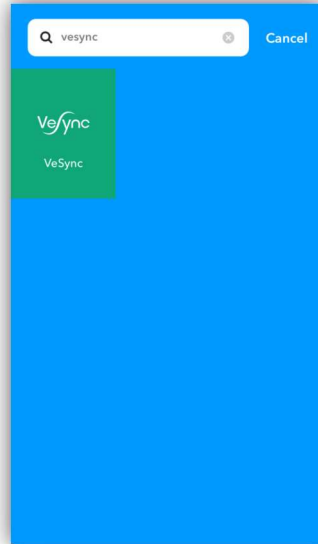
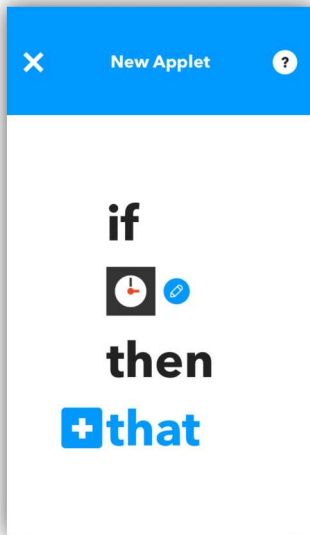
To trigger a service everyday at 11:45 PM:

- a. Tap the **Date & Time** icon.
- b. Tap **Every day at**.
- c. Under **“Time”**, select 11:45 PM.

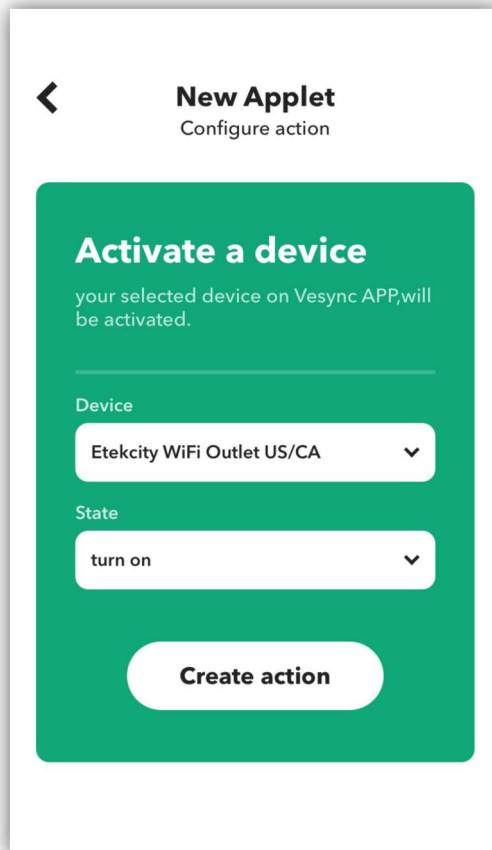
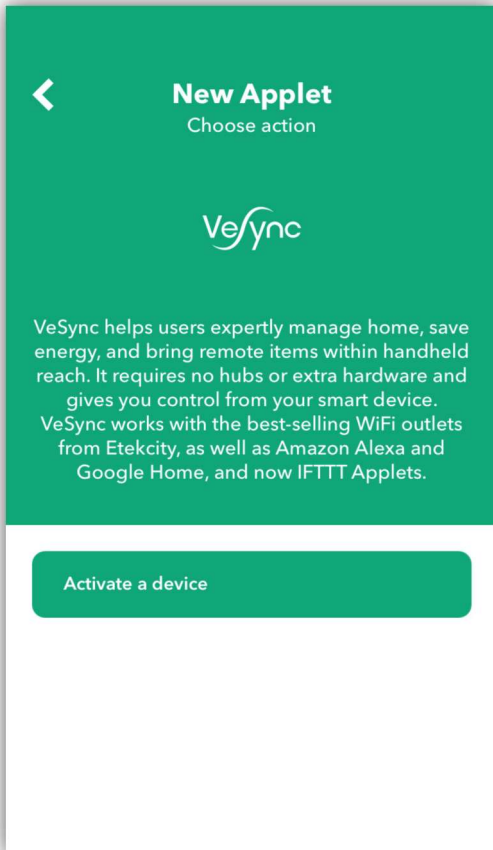
**Note:** Popular Trigger Services include Date & Time, Location, and an Alexa or Google Home Command. Different Trigger Services have different user interfaces.



- C. After selecting the Trigger Service, tap **+this** to enter an Action Service.
- D. Tap the **VeSync** icon.

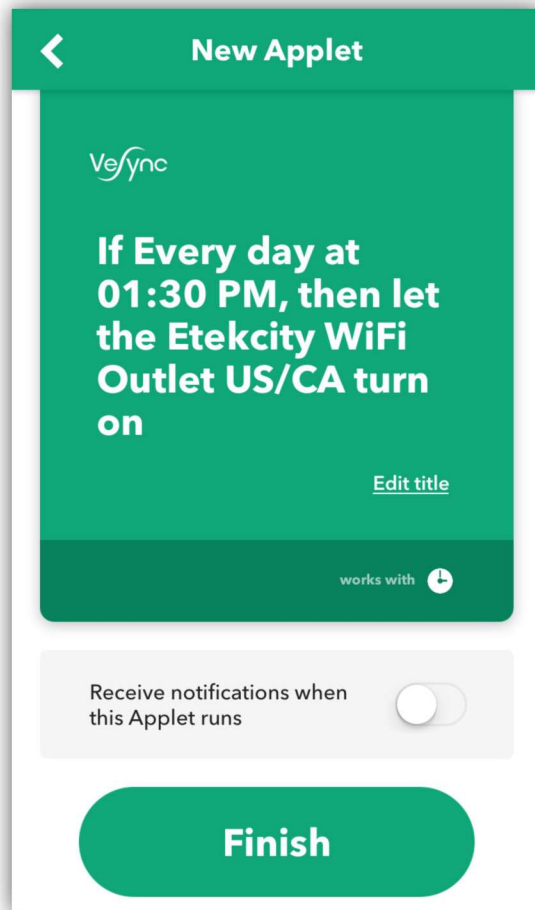


- E. Tap **Activate a Device**.
- F. Select the smart outlet and status you would like to activate (turn on or turn off). Tap **Create Action**.



- G. Tap **Finish**. You've created your own custom applet!





## 7. Maintaining Your Smart Light Switch

### Firmware Updates

To keep the smart light switch up-to-date with the latest improvements and fixes, you should always update the firmware when available.

On the Device Settings screen, tap **Upgrade Firmware**.

### Factory Reset

Factory resetting the smart light switch can help you troubleshoot any issues you may have. Please keep in mind that factory resetting a device will erase all of your custom settings and restore the factory default settings.

Press and hold the power button for about 15 seconds until the light indicator blinks blue rapidly then turns solid blue.

## 8. Troubleshooting

### Q: Why can't I connect my light switch to my WiFi network during setup?

- Make sure your phone is connected to a 2.4GHz WiFi network. Smart light switches currently only support 2.4GHz WiFi networks during configuration, but you can use any available network, including cellular data networks, to control the switch from your phone once you've finished setting up...
- Try moving your router closer to your smart switch (164 ft / 50 m visible range is best).
- Make sure you have turned off MAC address filtering.
- Make sure you don't have too many devices connected to your router. Your router may have a limit of connected devices which can be turned off in your router settings..
- Close and reopen the VeSync app.
- Clear your VeSync app cache.
- Factory reset your smart switch (see **Factory Reset**, page 28).

### Q: How do I change my WiFi network to a 2.4GHz WiFi network?

- Most dual-band routers support both 2.4G and 5G networks. Select the WiFi name that **does not** end in "\_5G".
- If your phone is attempting to connect to the 5G network, try "forgetting" or temporarily disabling the 5G network.
- Some routers hide the 2.4GHz WiFi network. If you have trouble finding or setting up your 2.4GHz network, please contact your router manufacturer for support..

### Q: I already have another smart switch connected. Why won't this smart switch connect?

- Close and relaunch the VeSync app, then reset the smart that is not connecting.
- Use APN Mode to set up the outlet (see page 5).

### Q: I could not find "VeSync\_XXXX" access point when configuring the network.

- Press and hold the power button on the smart switch for 5-9 seconds to trigger Configuration Mode. The " **VeSync\_XXXX** " access point will appear in your list of available WiFi connections.
- During Configuration Mode, the LED light on the outlet will slowly blink blue. You will have 10 minutes to pair the outlet with your phone.

### Q: My smart switch is offline.

- Delete the offline smart switch from the VeSync app. Swipe left (iOS) or tap and hold (Android), and tap **Delete**.
- Hard reset the smart switch by pressing and holding the power button for more than 20 seconds. The LED light will blink rapidly and turn solid blue.

- Once the smart switch has been deleted and reset, reconfigure your smart switch with the VeSync app.

**Note:** Power outages or changing WiFi routers may cause your smart switch to go offline.

### **Q: Why won't the VeSync app let me add my smart switch?**

- If the smart switch is already added to another person's VeSync app, ask them to share the smart switch with you (see **Share Your Smart Switch**, page 19) so that you can control it with your VeSync account.
- Be sure your WiFi password is entered correctly.
- Use **APN Mode** (page 7).
- Make sure your smart switch firmware is up to date (see **Firmware Updates**, page 28).
- Factory reset your smart switch (see **Factory Reset**, page 28).



### **Q: After adding my smart switch to VeSync, why won't the smart switch icon appear on the "My Home" screen of the VeSync app?**

- Refresh your "My Home" screen (by switching between screens or closing and reopening the app), and the switch icon should appear.

### **Q: Alexa or Google Home can't find my app or can't discover my smart outlet.**

- Make sure your wireless network router is close enough to your smart switch. The smart switch must be within a 164 ft (50 m) visible range from the router.
- Try moving your router closer to your light switch (164 ft / 50 m visible range is best).
- Check that your Alexa or Google Home is working properly.
- Try reconnecting to Alexa/Google Home.

### **Q: Why isn't my smart switch turning on/off as scheduled?**

- Make sure that the schedule is still turned on. The toggle switch should look like , not .
- Make sure that your phone's Location Services are turned on.
- Make sure the smart switch is connected to a working network and is not offline.

### **Q: I believe my smart switch is defective. What should I do?**

- Contact **Customer Support** (page 31).

## 9. Warranty Information

### Terms & Policy

Etekcitiy warrants all products to be of the highest quality in material, craftsmanship, and service, effective from the date of purchase to the end of the warranty period.

Etekcitiy will replace any product found to be defective due to manufacturer flaws based on eligibility. Refunds are available within the first 30 days of purchase. Refunds are only available to the original purchaser of the product. This warranty extends only to personal use and does not extend to any product that has been used for commercial, rental, or any other use in which the product is not intended for. There are no warranties other than the warranties expressly set forth with each product.

This warranty is non-transferrable. Etekcitiy is not responsible in any way for any damages, losses, or inconveniences caused by equipment failure by user negligence, abuse, or use noncompliant with the user manual or any additional safety, use, or warnings included in the product packaging and manual.

#### **This warranty does not apply to the following:**

- Damage due to abuse, accident, alteration, misuse, tampering, or vandalism.
- Improper or inadequate maintenance.
- Damage in return transit.
- Unsupervised use by children under 18 years of age.

Etekcitiy and its subsidiaries assume no liability for damage caused by the use of the product other than for its intended use or as instructed in the user manual. Some states do not allow this exclusion or limitation of incidental or consequential losses so the foregoing disclaimer may not apply to you. This warranty gives you specific legal rights and you may also have other rights which may vary from state to state.

**ALL EXPRESSED AND IMPLIED WARRANTIES, INCLUDING THE WARRANTY OF MERCHANTABILITY, ARE LIMITED TO THE PERIOD OF THE LIMITED WARRANTY.**

#### Additional 1-Year Warranty

You can extend your 1-year warranty by an additional year. Log onto [www.etekcity.com/warranty](http://www.etekcity.com/warranty) and enter your order number (for example, from Amazon or Houzz) to register your new product for the extended warranty.

If you are unable to provide the order number for your product, please type a short note in the order number field along with the date you received your product.

#### Defective Products & Returns

If your product proves defective within the specified warranty period, please contact Customer Support via [support@etekcity.com](mailto:support@etekcity.com) with your order number. DO NOT dispose of your product before contacting us. Once Customer Support has approved your request, please return the unit with a copy of the invoice or your order number.

## 10. Customer Support

If you encounter any issues or have any questions regarding your new product, please contact our helpful Customer Support Team. Your satisfaction is our goal!

### **Etekcity Corporation**

1202 N. Miller St., Suite A  
Anaheim, CA 92806

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

**Toll-Free:** (855) 686-3835

### **Support Hours**

Monday - Friday  
9:00 am - 5:00 pm PT

✧ **Please have your order confirmation number ready before contacting customer support.**

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