Frequently Asked Questions

● The indicator light is not on.
1.Please check if the product is connected to the power supply correctly. This product supports only the upper terminal for power input and the lower terminal for load connection.
2.Check if the power supply voltage is normal.
3.Make sure that the neutral wire N of this product is connected to the power supply neutral wire as shown in the wiring diagram and not to the power supply ground wire PE.
4.After confirming everything is correct, switch off the power supply at the upper terminal of the circuit breaker and try reconnecting the power.

● Pairing unsuccessful.
1.Check if the distance between the WiFi router and the device is too far. Try to keep them close to each other.
2.Verify that the router selected in the app and the entered password are correct.
3.Check if there are multiple strong WiFi routers in the surroundings. Temporarily disable unnecessary routers.
4.Verify if the WiFi router is using 5GHz or 2.4GHz. This product supports 2.4GHz (if it's a dual-band router, switch to 2.4GHz).
5.Check if the WiFi router has too many connected devices. Some routers have limits on the number of devices that can be connected.
6.Make sure the phone is connected to the local router and has access to the internet.
7.The phone and the product should be on the same WiFi network. If pairing attempts are unsuccessful, temporarily disable the WiFi router.
8.Use another phone to create a hotspot signal and try pairing with that. If successful, evaluate the condition of the WiFi router or restart it before attempting pairing again.
Note: If multiple pairing attempts are unsuccessful, try pairing by searching for the device name.

● Offline troubleshooting:
1.Check if the WiFi router is functioning properly.
2.Verify if the power supply voltage at the upper terminal of the device is normal.
3.Check if the phone is connected to the internet.
4.Check if there are any antivirus or software on the phone that restricts access to specific apps.
5.Inspect the installation site of the device for power outages, maintenance, or dismantling.

6.Check for any strong electromagnetic interference sources around the device.
7.Check if the indicator light on the device is lit. Try reconnecting the power.
8.If there are no issues, wait the app and wait for a few minutes before logging in again

● Unpaired
When the product is powered on, the indicator light will turn on. Without performing the pairing operation, the device can still operate according to the settings and provide undervoltage and overcurrent protection. It can also be manually operated to open or close the circuit. If you want to perform pairing in the future, please disconnect the power supply at the upper terminal of the device, then reconnect it and follow the pairing operation process described in the user manual to complete the pairing.

● If a customer wants to delete a paired device, they can follow these steps:
1. Open the Tuya app on their phone.
2. Long press the button corresponding to the device they want to delete.
3. A menu with various options will appear at the bottom of the phone interface.
4. Select "More" from the options at the bottom.
5. Finally, click on "Delete Device" to remove the device from the app.

Installation matters

● When performing installation, please ensure to disconnect the power to ensure personal safety.
● The overvoltage and undervoltage protection switch of this device is connected with the upper incoming line and lower outgoing line. It does not support lower incoming line. Please correctly wire according to the wiring diagram in the front of this manual.
● Please strictly follow the requirements of the wiring diagram and do not interchange the positions of the neutral wire and live wire. Doing so may result in the device not functioning properly or damage to the product.
● When performing pairing operations, it is recommended to do so in the unloaded state of the overvoltage and under-voltage protection switch.
● The product adopts internal power supply. Please ensure that the voltage at the incoming terminal is stable and reliable. When first powered on, please wait for 10 seconds before performing the pairing operation.
● Before using the product, it is necessary to perform the initial pairing operation. Once the pairing is completed, there is no need to repeat the pairing operation during subsequent use.
● If there is a change in the WiFi router while using the product, it will be necessary to perform a new pairing operation for the product.
● The product should be installed in an environment that has protective measures against water, moisture, and sunlight, such as indoors or in a waterproof distribution box. This will help ensure the safety and performance of the product.
● During the use of the product, it is recommended to keep it as close as possible to the WiFi router and minimize any obstacles like walls that may obstruct the signal. This will help ensure a strong signal strength. If the product is installed in an area where the WiFi signal coverage is at the edge, fluctuations and drifts in the WiFi signal may cause the product to go offline or lose control.
● The product can reliably operate within a temperature range of -20° C to +70° C, in addition to meeting the temperature range requirements of -5° C to +40° C as per the national standards. This extended range allows the product to withstand more extreme environmental conditions.
● If there is a sudden power outage during normal use, the product will maintain its original state of being either open or closed, and the control status will enter an offline state. After the power is restored, the product will automatically come back online after a few seconds, and there is no need to perform a new pairing operation.

● The installation site's altitude should not exceed 2000m. In high-altitude areas, it is recommended to derate the capacity. It is advised to reduce the capacity by 12% for every 1000m increase in altitude.
● The external magnetic field at the installation site should not exceed 5 times the strength of the Earth's magnetic field in any direction.
● When the maximum temperature reaches +40° C, the relative humidity of the air should not exceed 50%. In the wettest month, when the monthly average minimum temperature does not exceed +25° C, the monthly average maximum relative humidity should not exceed 90%, and the daily average maximum relative humidity should not exceed 95%. It should also be taken into account the possibility of condensation occurring on the surface of the product due to temperature changes. These conditions need to be considered to ensure the reliable operation of the product under various humidity and temperature conditions.

Scope of use

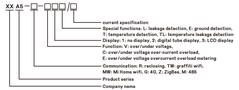
The A series single-phase modular intelligent relay switch is a product that meets users' needs for circuit protection and control. The product is equipped with functions such as metering, timing, fault protection, remote control, and local control.

Security alert

1.It is prohibited to use this product for illegal activities, and the user shall bear all legal responsibilities in case of any illegal activities.
2.Do not allow children or unrelated individuals to play with or operate the remote control device to avoid accidents or damages caused by misoperation.
3.Do not use this device for controlling automotive, machinery, or similar equipment to prevent accidents or damages caused by vibration or misoperation.
4.This product does not provide protection against electric shock, overvoltage, undervoltage, or equipment leakage. Please use it within the applicable scope.
5.Do not install or uninstall the product when it is energized to avoid hazards such as electric shock or equipment short circuits.
6.When performing circuit maintenance or avoiding accidental closure using wireless remote control, make sure to activate the anti-misoperation mechanism to keep the circuit breaker in the open position.

7.Strictly follow the wiring diagram shown in the instruction manual. The neutral and live wires must be connected to their corresponding positions. Failure to do so may result in malfunction or product damage.
8.Avoid controlling low-quality electrical loads with this product to prevent property damage caused by accidents or burnouts of low-quality products.
9.Due to potential issues with WiFi router signal channels, do not use this product in critical facilities such as fire control, elevator equipment, medical instruments, or emergency equipment. This is to prevent loss of device control and potential damages to personal or property in cases of WiFi signal interruption or blockage.
10.When utilizing the scheduled functions of this product, such as delay or timing cycles, please be aware that there may be a certain degree of time deviation. Exercise caution when using these features.
11.Failure to comply with the above terms of use and construction will result in the user bearing all consequences and legal responsibilities.
12.The hardware of this product has a one-year warranty. The software is provided by a third-party cloud platform. Users are responsible for evaluating the security and assuming the usage risks. The company guarantees a 7-day return or exchange policy without any reason.

Model Meaning



Maintenance

● Checking whether the wire cross-sectional area is selected based on the actual current size.
● Checking for loose or improperly tightened screws, and promptly re-installing and tightening them if any are found.
● Checking for dust and insulation damage on the surface of the product, and promptly cleaning up any dust if found. Insulation damage should be promptly replaced.
● During installation, the wire connection screws should be tightened, ensuring that the wires are not loose or pulled out. The selection of wire cross-sectional area should strictly adhere to the requirements for wire cross-sectional area. ☑
● It is strictly prohibited to operate the under-voltage protection switch with wet hands, as it may lead to electric shock.
● After purchasing the product, users should read the instruction manual immediately and thoroughly. If they find that the product cannot meet their usage requirements or does not meet the safety requirements of the environment, they should immediately stop using it and contact the manufacturer for a return and refund process.
● When the product reaches the end of its lifespan, please do not dispose of it randomly. Instead, it should be properly disassembled and recycled. The product may contain valuable metals like silver.

Technical parameters

Reference voltage	220V ~ 230V
Specified operating voltage	80%Un~110%Un
Extended operating voltage	80%Un~115%Un
Current specification	6-63A
Frequency range	(50 -0.5%) Hz
Power consumption	Voltage circuit:≤1.5W
Communication	Tuya WIFI
Operating temperature	-20℃ ~70℃
Operating humidity	≤95%
Dustproof and waterproof	Ip20
Product size	91.1mm*18mm*65.5mm
Measurement and metrology	voltage ☑
	electric current ☐
	active power ☐
	total active energy ☐
Voltage accuracy	Class 2.0(with energy metering function Class 1.0)
Current accuracy	Class 2.0(with energy metering function Class 1.0)
Active power accuracy	Class 2.0

Overvoltage protection	Protection switch: overvoltage value, recovery value, judgment and recovery time.	☑
Undervoltage protection	Protection switch: under-voltage value, recovery value, judgment and recovery time.	☑
Overcurrent protection	Protection switch: overcurrent value, judgment time.	☐
Overpower protection	Protection switch: over power value, judgment time.	☐
Overtemperature protection	Protection switch: over temperature value, recovery value, judgment and recovery time.	☐

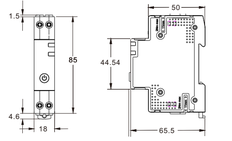
☑ Conventionalfeatures
☐ Optional features （Depending on different models）

Product Compliance Certificate

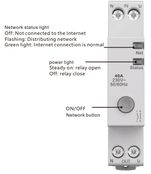
Inspection conclusion： Passed
Auditor： Auditor1
Audit date： Refer to batch number

A5 series intelligent relay switch

Installation Size



Panel Diagram



01 Step 1

Download the "Tuya" app on your mobile phone, register an account, and log in.

Search for "Tuya" in the app store.

Login Register

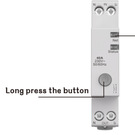
Tuya

02 Step 2

Follow the wiring diagram below:Connect the upper end to the power supply and the lower end to the load. After powering on, wait for the indicator light to turn on.

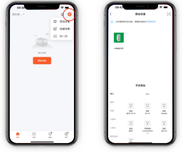
03 Step 3

After the device is powered on for 10 seconds, press and hold the button. The WIFI indicator light will start flashing, indicating that the device has entered pairing mode.



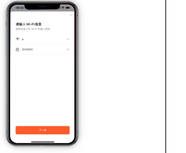
04 Step 4

After logging in, click on the "+" button in the top right corner of the app to enter the device adding interface. Wait for the app to automatically connect to the device.



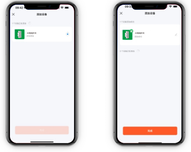
05 Step 5

Select the WIFI router that you want the device to connect to, and click on "Next". Once your phone is connected to the WIFI network (for 5G networks, switch to the 2.4G network), continue to the next step.



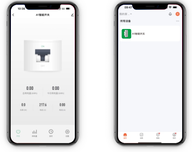
06 Step 6

Wait for the device pairing process to complete. Once successful, follow the instructions for the next steps.



07 Step 7

Select the device category and label its name, then click on "Finish" to complete the process.



FCC Warnning:

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 againstharmful interference in a residential installation. This equipment generates, uses and can radiateradio frequency energy and, if not installed and used in accordance with the instructions, maycause harmful interference to radio communications. However, there is no guarantee thatinterference will not occur in a particular installation. If this equipment does cause harmfulinterference to radio or television reception, which can be determined by turning the equipmentoff and on, the user is encouraged to try to correct the interference by one or more of thefollowing 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.

Caution: Any changes or modifications to this device not explicitly approved by manufacturer could void your authority to operate this equipment.

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.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.