

## Frequently Asked Questions (FAQ)

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## GENERAL

### How does Switch™ work?

Switch™ utilizes advanced Polymer Dispersed Liquid Crystal (PDLC) technology. When an electrical current is applied, the liquid crystals align, making the glass transparent. Removing the current scatters the crystals, turning the glass opaque. This transformation is effortlessly managed via a button, the Hubspace™ app, or through smart home devices like Alexa and Google Home, providing instant privacy or clarity.

### What is PDLC smart glass?

PDLC, or Polymer Dispersed Liquid Crystal, is an innovative glass technology that enables instant switching between transparency and opacity. It consists of liquid crystal molecules encapsulated between two glass layers, which can be activated by an electric current to control light and privacy.

### How do I control Switch™?

You can control Switch™ in several convenient ways:

- **Push-button control:** Use the built-in push-button on the door for quick and easy operation.
- **Hubspace™ app:** Manage the door's functions remotely through the Hubspace™ app on your smartphone or tablet.
- **Voice commands:** Integrate with smart home systems like Alexa or Google Home to control the door using voice commands.

### How is Switch™ powered?

Switch™ is powered by a rechargeable battery or can be connected using a USB-C cord connected to a standard electrical outlet. When the glass is in its opaque state (off), it draws minimal power while connected to WiFi or Bluetooth, remaining in a low-energy standby mode.

### What is included with my door purchase?

Each prehung door purchase includes an accessory box with all necessary components: a circuit box, USB-C cords, a charging stand, a charging adapter, and two batteries (one primary and one spare). This ensures you have everything needed to enjoy your new smart door immediately.

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### **Is Switch™ available in other door styles and configurations?**

Currently, the collection includes four styles: Full Lite, 3/4 Lite, Half Lite, and Craftsman, all with an 80" height and 36" width. Other configurations and options that will be available in the future include custom paint, sidelites, Simulated Divided Lites (SDL) bars, and additional door widths and jamb sizes.

### **Is Switch™ available in Impact Doors?**

Switch™ will be available in the future for Impact doors in HVHZ or Wind Borne Debris areas.

### **Is Switch™ suitable for exterior doors?**

Switch™ is designed for exterior applications, offering durability and weather resistance to ensure optimal performance in various environments.

### **What happens if there's a power outage?**

During a power outage, Switch™ will operate on battery power and default to its opaque state if the battery is fully drained, ensuring privacy. The door has both a primary and backup battery supplied.

### **How difficult is Switch™ to install?**

Switch™ is no different than a standard door. It fits regular rough openings. Installation does not require any extra expertise.

### **Do I need an electrician?**

No. There are not any wires to attach. All circuitry is contained within the door.

### **Can I install a kickplate?**

Only kickplates with adhesive tape are compatible with Switch™. Kickplates with screws are not compatible. Kickplate screws may damage the Switch™ circuits.

### **What kind of locksets work with Switch™?**

Any standard tubular lockset or gripset.

### **Is the glass replaceable?**

No. Glass replacement requires a new door panel. The outer jamb frame remains in place. The hinges are unscrewed from the old panel and installed on the new panel.

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### May I apply decals/stickers to the glass?

Yes. Decals/stickers will not harm the Switch™ glass function.

### Can I put a full-view non-venting storm door over my Switch™ door?

No. You should only install a venting storm door unit over your Switch™ door. Factors like door overhang and lighter paint colors can reduce heat buildup. **A full-view non-venting storm door will void the warranty.**

### Is Switch™ safe?

Switch™ is certified under ETL and FCC safety standards. It underwent extensive testing to ensure it is safe and reliable for its intended residential use.

### Is Switch™ energy-efficient?

Yes. Switch™ considers environmental impact, using energy-efficient Low-E glass to minimize heat transfer and UV penetration, reducing energy consumption.

### What is the warranty on Switch™?

#### • Prehung Door System:

##### Limited Lifetime Warranty:

- Fiberglass door slabs, sidelite slabs, PVC jamb components

##### Smart Glass:

- 10 years on insulated glass against seal failure  
- 3 years on smart glass functionality

##### Smart Glass Accessories:

- 3 years on circuit box, charging base, power button and USB-C insert  
- 2 year on batteries

### Who do I contact if I have missing parts or need assistance with the door installation, function or general questions?

Feather River Doors:

Monday – Friday: 8:30am to 8:00pm EST

• Customer Service: 1 800 375 8120

• Warranty: 1 888 533 2843

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### BATTERY & CHARGING

#### How long does the battery last when fully charged?

Battery life depends on the glass size and usage when in the clear state (on). Typically, the battery lasts for 2 months with normal daily usage. Prolonged use in the clear (on) state for an extended period will drain the battery at a quicker rate and will require more frequent charging. Utilizing the Hubspace™ app Auto Privacy Timer will help extend battery charge if left clear (on) by mistake. The chart below provides approximate battery life by door style if the glass is left clear (on) for 24/7:

Full Lite	3/4 Lite	Half Lite	Craftsman
6 days	6 days	8 days	14 days

#### How long does the battery last in the opaque state?

Switch™ is kept in a passive mode and draws minimal power. The battery will last a few months in the private state.

#### Can I purchase an additional battery for my Switch™ door?

Yes. Replacement batteries are available to purchase via special order at your local The Home Depot® store or HomeDepot.com.

#### How can I tell when the battery needs recharging, and how long does charging take?

There are two ways to know when your Switch™ door battery needs a recharge:

- 1. Visual indicator:** A red light flashes on the battery when its charge falls below 20%.
- 2. Hubspace™ App notification:** The app displays a battery icon and sends a warning when the charge is below 20%.

Recharging the battery takes approximately 8-14 hours depending on charge amount needed. You can charge it using the provided battery charger or the USB-C charging port on the door slab.

#### Can I recharge the battery inside the door?

Yes. There is a battery charger built into the door. Connect the USB-C cord to the port and a nearby outlet.

#### How long is the charging cord?

The cord for the door mounted charger is 6ft. If your electrical outlet is further than 6ft from the hinges, you will need a longer USB-C by USB cord.

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### What happens if there's a power outage?

During a power outage, Switch™ will operate on battery power and default to its opaque state if the battery is fully drained, ensuring privacy. The door has both a primary and backup battery supplied.

### How do I dispose of my old battery?

Anywhere that accepts lithium-ion batteries.

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## PAINTING, CARE & MAINTENANCE

### Do I need to paint my Switch™ door?

**Yes.** Your Switch™ door is unfinished and requires painting of the door and frame components. Use any high-quality exterior-grade latex paint to finish your unit in your desired color. ***Failing to paint your door will void the warranty.***

### Can I paint the door?

Yes. The Switch™ Smart Glass Door is unfinished and requires painting of the door and frame components. Use any high-quality exterior-grade latex paint to finish your unit in your desired color. ***Failing to paint your door will void the warranty.***

### Can I put a full-view non-venting storm door over my Switch™ door?

No. You should only install a venting storm door unit over your Switch™ door. Factors like door overhang and lighter paint colors can reduce heat buildup. ***A full-view non-venting storm door will void the warranty.***

### How do I clean and maintain Switch™ glass?

Switch™ can be cleaned like traditional glass using mild glass cleaners. Avoid using abrasive materials or cleaners that may damage the surface.

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## Frequently Asked Questions (FAQ)

### **HUBSPACE™ App** (Connection, Settings, Alexa/Google Home, Scheduling)

#### **What features does the Hubspace™ Smart Home Platform offer?**

The Hubspace™ app offers the following features:

- **Control Glass Transparency:** Easily switch the glass between clear (on) and opaque (off) states.
- **Battery Monitoring:** View a battery icon and receive a warning notification when the charge drops below 20%.
- **Scheduling:** Set up custom schedules to determine when you want your glass to be clear.
- **Duration Settings:** Define specific minimum and maximum times for the glass to remain clear, optimizing privacy and energy efficiency.

#### **I cannot find the QR Code?**

QR Code for your device is located on the *Orange Quick Start Guide* included in your accessory box. It is also located on the circuit box for the entry door.

#### **The QR code has become damaged. How do I add the device?**

Follow the Hubspace™ app instructions and enter the Associate ID located next to the QR code. If the QR code is missing, follow the app instructions. Press and hold the On/Off button on the door for 5 seconds to go into setup mode.

#### **I lost the QR code. How do I add a device?**

- Make sure the device is connected to power.
- In the Hubspace™ app, tap +, then *Add Device*.
- On the *Scan Device* screen, tap the *Search* button in the lower right corner.
- Follow the instructions on-screen.

#### **A device is on another account. How do I transfer it?**

Scan the device's QR code and it will transfer to your account.

#### **The device is on, and I scanned the QR code, but the app cannot connect to it?**

Turn off Bluetooth on your phone and turn it back on. Then, scan the QR code.

#### **Can I scan the same QR code to add multiple products?**

No. Each product has a unique QR code.

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### Can I control Switch™ via voice assistants?

Yes, It works with Amazon Alexa and Google Home. Follow the Hubspace™ instructions to connect to Amazon Alexa or Google Home.

### Where can I find the Hubspace™ app?

The Hubspace™ app is available in the Apple App Store and the Google Play Store. Just search “Hubspace” from your smartphone or tablet.

### What devices does the Hubspace™ App support?

The Hubspace™ app currently runs on:

- iPhones and iPads currently running iOS 14.x, 13.x or 12.x.
- Android devices running Oreo 8 and above.

**Note:** The supported versions of OS will change over time because new versions are released by Apple and Google. Users should keep their devices up-to-date with the latest available OS version.

### What permissions does the Hubspace™ App require?

The Hubspace™ app requires access to Bluetooth for adding Hubspace™ products and controlling them when Wi-Fi is not available. You do not need to pair your Hubspace™ products with Bluetooth.

- Android mobile phones and tablets require GPS Location access to be enabled to use Bluetooth and to set up Wi-Fi.
- Location access is not required to operate Hubspace™ products in general, but required for some specific functions, such as sunrise/sunset scheduling. Information provided when you enable location services can be helpful for product development and support and diagnostic services. For more information, please see the Hubspace™ Privacy policy.
- Camera access is required to scan QR Codes.

### What if the Hubspace™ app doesn't show my Wi-Fi network when I try to set up the product?

The Hubspace™ app will only display Wi-Fi networks that your Hubspace™ product can detect. Hubspace™ products require access to a 2.4GHz Wi-Fi network. If you don't see your Wi-Fi network listed, make sure your Wi-Fi router has a 2.4GHz network enabled. Also, check whether your Hubspace™ product is within range of your Wi-Fi signal.

### How do I change the settings for a Hubspace™ product?

The *Device Settings* page contains information about your Hubspace™ product, including the name you chose when you set up the device and its Wi-Fi network. This page may also have additional settings for your device.

**For example:** you can use this page to specify names for each outlet on a multi-outlet smart plug or change the device's location. These options will be listed at the top of the page.

#### To access the settings for a device:

- Tap the name of the device. The device controls will be displayed.
- Tap the *Gear* icon in the lower right corner. The *Device Settings* page is displayed.

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### How do I remove a device from my account?

- In the Hubspace™ app, tap the name of the device. The device controls will be displayed.
- Tap the *Settings Gear* icon to display the *Device Settings* page.
- Select *Remove Device*.
- Follow the instructions on the screen.

### Can I allow someone to transfer my device to their Hubspace™ account?

Yes. Just tell them to scan the device's QR code and they'll see a message confirming that they want to transfer the device from another account.

### How do I connect Hubspace™ products to Alexa and Google Assistant?

Hubspace™ products work with Alexa and Google Assistant. There are a number of ways to link your Hubspace™ account to either of these services:

#### **From Hubspace™:**

In the Hubspace™ app, select the Hubspace™ icon:

- Select the *Integration* tab.
- Select the service you want to use. You can use both Alexa and Google Assistant. However, you will need to add one at a time.
- Follow the instructions on the screen.

#### **From the Alexa app:**

Using the Alexa app to sync with Hubspace™:

- From the Alexa app, add the Hubspace™ Skill to your Alexa account. For information on how to add a skill, please follow the instructions in the Alexa app.
- Follow the prompts to enable the Hubspace™ Skill and link your accounts. You will need to sign in to your Hubspace™ account.
- Follow the prompts to discover Hubspace™ products you have already set up.

#### **From the Google Home App:**

- From the Google Home app, add the Hubspace™ Action to your account. For information on how to add an action, please follow the instructions in the Google Home app.
- Follow the prompts to enable the Hubspace™ Action and link your accounts. You will need to sign in to your Hubspace™ account.
- Follow the prompts to discover Hubspace™ products you have already set up.

### How do I change my password?

On the *Account* sign-in screen, select *Forgot Password*. Enter the email address associated with your Hubspace™ account. You'll be sent a reset link that will take you to a page to enter your new password.

**Note:** If you are already signed into your account, you will need to log out to get to the *Account* sign-in screen.



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### Can I share my Hubspace™ account?

Yes. Hubspace™ allows multiple mobile devices to access the same account, allowing you to easily share access to your Hubspace™ products with people you trust. To share your account with your trusted friends and family, ask them to download the Hubspace™ app and then provide them your Hubspace™ credentials.

### Can I schedule devices to power on and off at specific times?

Yes. You can schedule devices to turn on and off at specific times on a daily basis or on individual days of the week.

#### To create a schedule:

- Tap *Schedules*.
- On the *Schedule* screen, tap the + button.
- Select a product you want to schedule.
- If you want to schedule a product action for multiple days, tap *Add Event* in the *Multiple Days* section.
- Next, select the days you want to schedule. Finally, set the times for the settings you want to schedule, then tap *Create*.
- If you want to schedule the device on specific days, tap *Add Event* in the *Individual Days* section. From here, you can set schedules for each day.

### Can I schedule devices to power on and off based on Sunset and Sunrise?

Yes. When you are setting a time for a product action, select the *Sun* icon. You can specify how long before or after Sunset/Sunrise you want your start and end time. You may be prompted to specify a location for your device.

### Can I control multiple products together in a group? For example, can I turn on/off door glass with one button push?

Yes. Hubspace™ allows you to place your products in groups and control them together. The controls that are available will be determined by the different products that you place in the group. **For example:**

- If you create a group that consists of products with similar controls, such as Smart Doors, you will be able to operate a number of features from this group. In this case, you would be able to manage the On/Off function.
- If you create a group that consists of products with different types of controls, such as a Smart Door, a smart plug and a ceiling fan, you will be able to operate only the controls that are common to all products. In this case, you would be able to turn power on and off to the group.
- Products that are placed in groups can still be operated individually.

#### To create a group:

- On the *Home* page of your Hubspace app, tap + in the upper right corner.
- Select *Create Group*.
- On the *Create Group* page, provide a name for your group and select the devices you want to add and tap *Create*.

Your new group will be listed on the *Home* page. Tap the *Group* name to access the common controls for the group.

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- If you'd like to access the individual devices in the group, tap the *Devices* link.
- If you'd like to add or remove devices from the group, tap *Edit Group*.

### **Where do I access the Privacy Policy and Terms of Service?**

The Privacy Policy and Terms of Service are available on the *Info* menu.

### **Can I set up devices in multiple homes?**

Yes, the Hubspace™ app allows you to set up and control multiple Homes.

- At the top of the Home screen in the Hubspace™ app, select the name of your current Home. A pop-up menu provides options for Home creation and management.
- After you create a new Home, you'll be able to add new devices to your Home. Note that you cannot share devices among Homes.
- If you delete a Home, all devices associated with that Home will be removed from your account.
- To choose between your different homes, tap the name of your current Home at the top of the *Home* screen.

### **What commands can I use with Hey Google?**

Google Home supports a number of different voice commands for Hubspace™ products. You can ask Google to control products by their product type, such as "Smart Door", or by a name you give the product, or by a Google Home group a product belongs to.

### **What commands can I use with Alexa?**

Alexa supports a number of different voice commands for Hubspace™ products. You can ask Alexa to control products by their product type, such as "Smart Door", or by a name you give the product, or by an Alexa group a product belongs to.

### **Google Home or Alexa says my devices are offline, but I can control them from Hubspace™. What can I do?**

These kinds of issues can usually be easily resolved.

- If you're using Alexa, disable and re-enable the Hubspace™ skill in the Alexa app.
- If you're using Google Home, unlink and relink your Hubspace™ skill in the Google Home app.