



Smart Home Automation

Frequently Asked Questions

1. Why do I need to activate and install my BB service first?

Your smarthome switches and hubs need to be connected to the internet so that you can control them from your mobile app. With that, you can immediately control smart home devices remotely, or set up scene settings and create schedules.

2. What happens after I have signed up for smart home automation packages? I have already Fibre installed.

After sign up through Singtel, MÖWE will contact you within 7 working days after Fibre is installed to arrange for delivery, installation and connection. Depending on your package that you've selected, installation and set-up can range from 1 full day for Package A (3rm HDB) to 2-3 days for Package C (multi-storey).

3. What to expect on the day of SmartHome automation package installation

1. Delivery of hardware
2. installation of hardware, including replacing existing switches to the new smart switches (*You may get your own electrician to perform this as well.*)
3. Connecting and pairing smart switches to WiFi
4. Download and install mobile app and set up account
5. Connecting and pairing existing appliances to the IR/RF Controllers and Wireless Gateways and to WiFi
6. Setting of scenes and routines on iAppliance app and/or Google Assistance

4. Post installation support

Before calling for assistance, you should check first if your Fibre is working. Any Smart Home issues will be solved by MÖWE.

MÖWE's contact details:

- Webpage: <https://MÖWEmarthome.com/contact-us/> (enquiries will be replied in 1- 2 days)
- Whatsapp for technical questions: 87199933
- Office hotline: 67469933

5. What are the costs for reconfiguration and on-site visits from MÖWE?

These charges will be charged directly by MÖWE to the customer. Reconfiguration will incur a fee of \$150 inclusive of GST. Additional onsite visits beyond the initial 3 trips or after the 1-year warranty period will be charged at \$80 inclusive of GST per visit, excluding any replacement costs or configuration charges.

6. What if I need to move house? Can I take my Smart Home with me?

Relocation charges will be charged directly by MÖWE to your, with MÖWE to advise charges. However, due to the cost and complexity of removing switches from your old home and re-installing and reconfiguring devices into the new home, it may be more worthwhile for you to sign up for a new SmartHome package.



7. How will MÖWE assist me for technical help?

MÖWE will first attempt to resolve issues over the phone or whatsapp. Minor issues such as accidental unpairing or basic guidance in the app can be resolved over a phone call.

Larger issues requiring a technician's physical visit (e.g., changing Wi-Fi SSID/password, faulty products) will necessitate an onsite visit. MÖWE commits to deploying a team onsite within 3 working days for resolving issues that require physical visits.

8. Will MÖWE assist to do any electrical wiring work? What if I want to change the location of my switch, or if I want to install more switches beyond what I already have?

MÖWE does not perform electrical works but only changes out switches from old to new. Hence MÖWE will not be able to change the location of the your switch or install additional switches.

Prior to installation, you must ensure that Wi-Fi is operational with good coverage throughout the house where the smart home system will be set up, and electrical works and lighting are completed. MÖWE technicians can advise your electrician but will not be involved in the actual laying of wiring or installation of lights.

9. I have purchased a package but realises I require more switches or IR+RF controller. How can I add more?

MÖWE can accommodate additional switch requests if you inform their technicians the day before. You will be required to sign a form, and devices will be charged back onto your Singtel bill.

If you require additional switches at during point of sales, the sales consultant can add additional switches or IR+RF controller together with the packages as a separate item. Do note that a installation charge of \$30 per device applies for additional items added.

10. What if my home WiFi is down. Does that mean I can't control my home anymore?

You will still be able to use your smart switches as per usual but you will not be able to control your home through the mobile app or through voice commands.

11. What happens if I get a new router or SSID/password?

If a new SSID / password is required, then the SmartHome will need to be re-configured. Thus, we recommend using your current SSID/password when setting up your new router and/or smarhome. If assistance is required, assistance can be arranged by installation experts.

12. Which phones can support iAppliances App?

iOS and Android. Huawei is a closed system and not supported.

13. What Voice Assistants does Singtel smart home work with?

Today, Google Voice Assistant is supported. Apple HomeKit and others are not supported yet as further development and testing is required. However, majority of homes have Google Voice Assistants.

14. What if I wish to upgrade their SmartHome to a bigger package?

If your SmartHome contract is beyond 24 months, the charge for SmartHome will be completed and you can sign for any new smarhome package.

If your SmartHome contract is within 24 months, you will not be able to upgrade. You can top up for additional devices if required. If you still would wish to upgrade your SmartHome package, Accelerated billing will be applied on your existing SmartHome package, and you will be able to sign up for another new SmartHome package



15. Can I transfer ownership of my SmartHome to another person?

Singtel Bill – Accelerated Billing will apply, as per current premiums. We do not transfer monthly payment on lifestyle products.

MÖWE iAppliance app – You can add in a new home owner to transfer management of Smarthome to.

16. Does my smarthome installation address have to be the same as Singtel Fibre address?

SmartHome is to be installed on the same address as Singtel Fibre's installation address