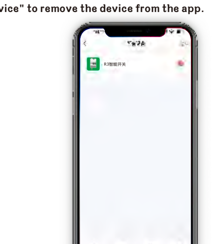
Frequently Asked Questions

- 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, exit 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 undervoltage 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.

Scope Of Use

Single-phase rail-mounted intelligent relay switch is a product that meets the users' protection and control requirements for circuits. This product features functions such as metering, timing, fault protection, remote control, and local control.

Security Alert

- It is prohibited to use this product for illegal activities. If any illegal activities are carried out using this product, the user will bear the full legal responsibility.
- It is prohibited to allow children or unrelated individuals to play with or operate the remote control device to prevent any personal or property damages caused by accidental operations.
- It is prohibited to use the device in automotive, machinery, or other equipment controls to prevent any accidents caused by vibrations or accidental operations.
- This product does not provide protection against electric shock, overvoltage, undervoltage, or device leakage. Please be aware of its limitations and ensure that it is used within the appropriate scope.
- It is prohibited to install or remove the product while it is energized to prevent hazards such as electric shock or equipment short circuits.
- During circuit maintenance or to prevent accidental remote closing, it is essential to pull up the anti-misoperation mechanism to keep the circuit breaker in the open position.
- To avoid potential property damage, refrain from controlling low-quality electrical appliances by connecting them to this product. This is to prevent any accidents or incidents that may occur if the low-quality product malfunctions and causes a fire.
- Due to potential issues with WiFi router signal channels, it is prohibited to use this product in critical facilities such as fire control systems, elevator equipment, medical instruments, and emergency equipment. This is to prevent the loss of control over the devices in case of unexpected interruptions or blockages in the WiFi signal channel, which may result in personal or property loss.
- Please note that when using the extended features of this product, such as delay and timed cycles, there may be a certain degree of time deviation. It is important to be aware of this and take it into consideration when using these functions.
- The user shall bear all consequences and legal responsibilities for any misuse or improper installation that does not comply with the aforementioned terms and conditions.
- The hardware of this product is covered by a 1-year warranty. The software is provided by a third-party cloud platform. Users are responsible for evaluating the security and assuming the risks associated with its use. Our company offers a 7-day return or exchange policy for valid reasons.

Model Meaning

XX XX—□—□□□/□

- Current specifications
- Special functions : L : Leakage detection. E : Grounding detection
  T : Temperature detection.TI : Temperature and leakage detection
- Display codes : 1 : No display , 2 : LED , 3 : LCD
- Function codes : V : Overvoltage/undervoltage protection
  C : Overvoltage/undervoltage/overcurrent/overload protection
  E : Overvoltage/undervoltage/overcurrent/overload measurement
- Communication codes:R : Reclosing circuit breaker. M : 485
  TW : TUYAwifi. MW : Mi Homewifi. G : 4G. Z : ZigBee
- Product series
- Company

Maintenance

- Please ensure that the cross-sectional area of the wire is chosen according to the actual current rating.
- Check for any loosening or inadequate tightening of screws. If any issues are found, promptly reinstall and tighten them securely.
- Check if there is any dust or insulation damage on the surface of the product. If dust is found, clean it promptly. If there is any insulation damage, it should be replaced in a timely manner.
- During installation, the terminal screws should be tightened securely, 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 sizing.
- It is strictly prohibited to operate the under-voltage protection switch with wet hands, as it may result in electric shock.
- After purchasing the product, users should read the instruction manual in its entirety as soon as possible. If they find that the product cannot meet their usage requirements or the safety environment, they should immediately stop using it and contact the manufacturer for return handling.
- When the product reaches its end of life, please do not discard it randomly. It should be correctly disassembled and recycled. The internal components may contain valuable metals such as silver.

Technical Parameters

Specified operating voltage	90%Un~110%Un	
Extended operating voltage	80%Un~115%Un	
Current specification	6-63A	
Frequency range	(50 -60) Hz	
Power consumption	Voltage circuit:≤1.5W , 6VA	
Communication	Tuya WIFI	☑
Operating temperature	-20℃ ~70℃	
Operating humidity	≤95%	
Dustproof and waterproof	Ip20	
Product size	91.3mm*36mm*65.5mm	
Display	LED	
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: undervoltage value; recovery value; judgment and recovery time.	☑
Overcurrent protection	Protective switch: overcurrent value; trip time	☑

01 Step 1

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

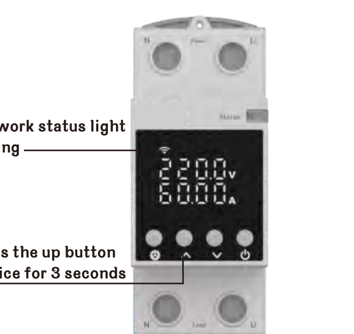
Search for "Tuya" in the app store | Login and Register | Tuya APP

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.



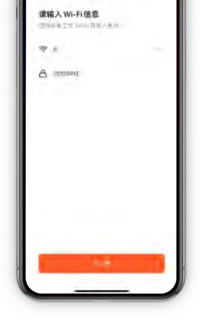
04 Step 4

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.

Intelligent Switch

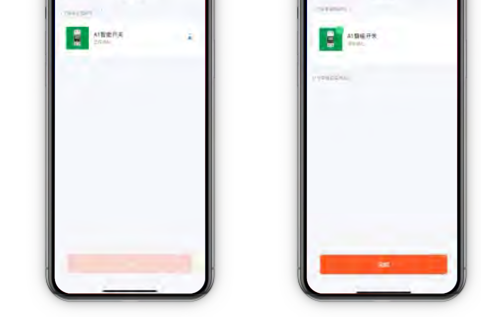
05 Step 5

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.



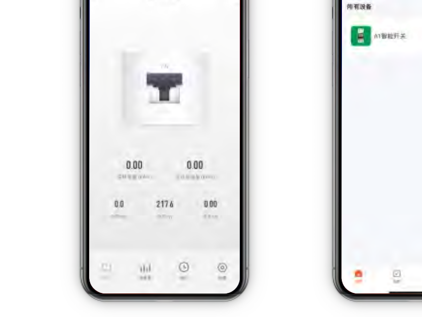
06 Step 6

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.



Panel Diagram

Function Setting

- ^ Up arrow key to go back to the previous item;
  Increase protective configuration value
- v Go down to the next project;
  Reduce the protection configuration value
- ⚙ Short press the setting key to enter numerical configuration or exit numerical configuration
- ⚙ Long press the setting button to save settings and exit
  Note: It will automatically exit if there is no action after 10 seconds, and no configuration will be saved.

When the setting interface >V is lit, it means that the overvoltage protection related configuration is being set

101: Overvoltage protection value (voltage is higher than the overvoltage protection value, it is judged as an overvoltage fault)

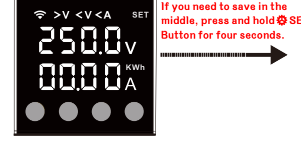
102: Overvoltage protection recovery value (voltage recovers to below the overvoltage protection recovery value, it is judged that the overvoltage fault has been recovered)

103: Overvoltage protection judgment time (The delay time for tripping when an overvoltage fault occurs)

104: Overvoltage protection recovery time (The delay time for closing when the overvoltage fault is recovered)

When the setting interface <V is lit, it means that the undervoltage protection related configuration is being set

201: Undervoltage protection value (voltage is lower than the undervoltage protection value, it is judged as an undervoltage fault)



202: Undervoltage protection recovery value (voltage recovers to above the undervoltage protection recovery value, it is judged that the undervoltage fault has been recovered)

203: Undervoltage protection judgment time (The delay time for tripping when an undervoltage fault occurs)

204: Undervoltage protection recovery time (The delay time for closing when the undervoltage fault is recovered)

When the setting interface >A is lit,it means that the overcurrent protection related configuration is being set

301: Overcurrent protection value (when the current exceeds the overcurrent protection value, it is determined as an overcurrent fault).

302: Overcurrent detection time (the delay time for the overcurrent fault to trip after it occurs).