Cync™

3-Way
Smart Wall Switch
Installation Guide

3-Wire Smart Switches & Dimmers

Simple DIY Set Up

STEP 1
Install your Smart Switches

STEP 2
Download the Cync App, powered by Savant, on your smartphone

STEP 3
Add your Smart Switches to the Cync App

⚠WARNING: RISK OF ELECTRIC SHOCK

**This product installation requires handling 120 volt wiring.
Follow each step carefully.
If any concerns handling wiring, hire a qualified electrician.
Ensure all work meets applicable local and national codes.**

For set up help, visit gelighting.com/cync

Compatibility Requirements

Rating 120V AC 60Hz

Neutral wire is not required
(Wire is usually white or grey and
is not required)

Ground wire is required
(Wire is usually green, green with
a yellow stripe, or copper) ⏚

Wi-Fi 802.11 b/g/n @ 2.4 GHZ is
required

Works with halogen,
incandescent, and LED bulbs,
including C by GE and Cync
Smart Bulbs

Not for use with ceiling fans

LED up to 150 Watts

Incandescent/halogen up to
450 Watts

Minimum Load 15 Watts

If you are using less than 15
Watts, non-dimmable LED bulbs,
or C by GE and Cync Smart
Bulbs on the circuit, you will need
to use the included Bulb Adaptor

Use the optional Fixture Adaptor
(available separately) where the
Bulb Adaptor will not fit.
Contact Customer Support at
1-844-302-2943 for details.

**Visit gelighting.com/cync for 3-way installation
instructions and how-to videos.**

Let's Do It

INCLUDED

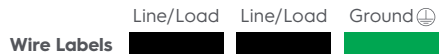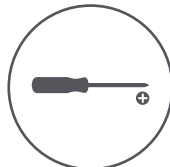| Switch | Wall Plate | 4 Wire Nuts | 4 Phillips Mounting Screws | Bulb Adaptor |

Wire Labels

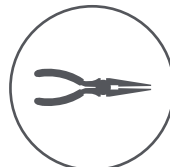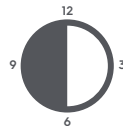| Line/Load | Line/Load | Ground ⏚ |

YOU'LL NEED

Phillips Screwdriver

Needle Nose Pliers
(recommended)

Voltage Tester
(recommended)

**Approximately 30
minutes of your day
to install and set up
the switch**

You Got This!

And we're here to help.

For in-depth instructional videos and a guided tour through the installation, go to gelighting.com/cync.

NOTE: Please make sure your system is up-to-date, and you update the firmware when prompted for the best experience.

Installing C by GE or Cync Smart Switches on a 3-Way or Multi-Way circuit requires ALL switches on the same circuit to be a C by GE or Cync Smart Switch. 3-Way circuits can vary depending on the method used at the time the home was wired.

These instructions are based on the most commonly used method.

If your wiring does not line up with these instructions, we recommend contacting Customer Service before removing wires from the existing switch. Although our team is trained to help with these installs, there are some situations that could require help from a licensed electrician. For the best result when calling support, be prepared to provide the customer service team with photos of the wiring so the switch terminals and wires can be identified.

NOTE: When installing 3-Wire Switches or Dimmers, your traveler wires can be used interchangeably. In this example, we'll use the red traveler with line and the black traveler with load.
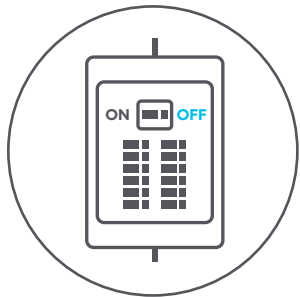
STEP 1

Turn off the power for the switch location at the circuit breaker box.

STEP 2

Remove wall plates and mounting screws for both switches you are replacing.
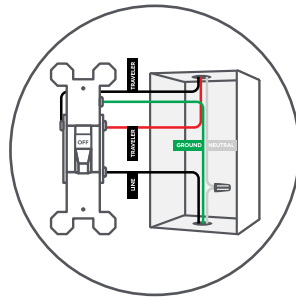
STEP 3

Gently pull switches out from their boxes so wiring can be viewed.

STEP 4

Test the wires with a voltage tester to ensure power is off. If multiple switches are in the same box, test them as well. Additional breakers may need to be turned off.
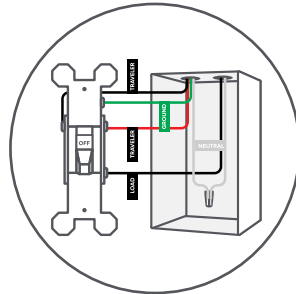

STEP 1

Do not disconnect any wires at this stage. We recommend taking a picture of your wiring before proceeding for future reference.

STEP 2

Wiring colors may vary. In this diagram, ground is green. The red and black wires connected to brass terminals are traveler wires. The wires connected to the black (common) terminals are the line and load (we'll identify which one is which in "Identify the Line and the Load").
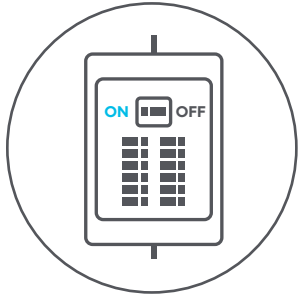
STEP 3

If all necessary wiring is present, you can proceed with the installation.

Wiring should look similar to images pictured left.

Restore Power

Identify the LINE and LOAD

STEP 1

Make sure that the light is off. Then, check the black common terminals on both switches using a voltage tester. One of them should test positive for voltage, and the other one should not.

Wire that has voltage = LINE

Wire that doesn't have voltage = LOAD

The wire box that houses your line wire will be your line side box/switch, while the box that houses your load wire will be your load side box/switch.

ON ▭ **OFF**

STEP 1

Restore power to the switches at the circuit breaker box.

STEP 2

Because the wires are now disconnected and exposed, be careful not to touch the wires with anything but a voltage tester.

ON ▭ **OFF**

BEFORE YOU CONTINUE!

TURN OFF THE POWER!

Turn off the power for the switch location at the circuit breaker box.
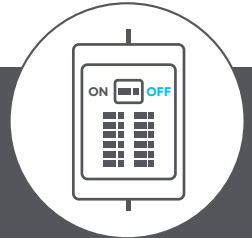
What type of bulbs do you plan to use? You may need to install a Bulb Adaptor

Some installations require the included Bulb Adaptor to maintain Wi-Fi connectivity and to ensure your switch and bulbs work together.

If your switch circuit includes a load of at least 15 Watts:

TYPE OF LIGHT BULB	IS AN ADAPTOR REQUIRED?
Incandescent/Halogen	No
Dimmable LEDs	No
Non-Dimmable LEDs	Yes
Cync or C by GE smart lights	Yes
Combination of bulbs listed above	Yes

If your switch circuit does NOT include a load of at least 15 Watts:

| TYPE OF LIGHT BULB	IS AN ADAPTOR REQUIRED?
Incandescent/Halogen	Yes
Dimmable LEDs	Yes
Non-Dimmable LEDs	Yes
Cync or C by GE smart lights	Yes
Combination of bulbs listed above	Yes

STEP 1

Twist the Bulb Adaptor onto the base of the medium-base (E26) light bulb.

STEP 2

Screw the bulb and Adaptor into the fixture.

NOTE: Only one Bulb Adaptor is needed per switch, even if there are multiple light bulbs on the circuit. If installing in a recessed can application, you may need to adjust the recessed can depth to ensure the bulb is flush.
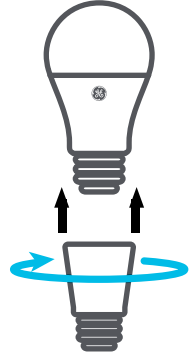
If the Bulb Adaptor does not fit your bulb or fixture, you have other options:

- Replace your lights with incandescent, halogen, or dimmable LED light bulbs that meet the 15 Watt minimum load requirement. See a list of compatible bulbs at gelighting.com/cync

- Install our Fixture Adaptor to the actual fixture in the ceiling. For install instructions and where to get a C by GE or Cync Fixture Adaptor (available separately), contact Customer Support at 1-844-302-2943

Identify and Label Wires

Before disconnecting the wires from the switch, identify each wire and use the provided labels as needed.

Line: Based on "Identify the Line and the Load," label the LINE wire that did test positive for voltage.

Load: Based on "Identify the Line and the Load," label the LOAD wire that did not test positive for voltage.

Neutral: Standard switches do not require them, but the neutral wires may be present in the box. C by GE or Cync 3-Wire Smart Switches and Dimmers do not require neutral wires to operate. If neutral wires are present in the junction box, cap the neutral wires and do not connect to the C by GE or Cync Smart Switches or Dimmers.

Ground: These are usually an individual or a group of bare copper or green wires that are sometimes connected to the green ground terminal of the original switch. If not connected to the original switch, they should be in the back of the box.

Travelers: The traveler wires are connected to the brass screws on the original switches. These wires are in the same sheathed cable and should be different colors that can vary between black, white, or red. One of these wires will be used to provide power to the C by GE or Cync Smart Switch on the load side of the circuit. C by GE or Cync 3-Wire Smart Switches require both travelers to be used.
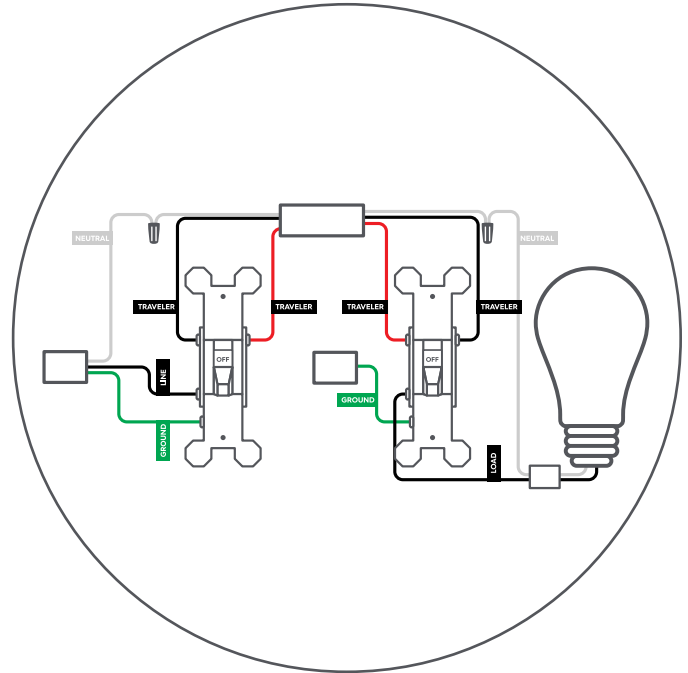
Install the Smart Switches

Now that you have successfully identified each wire, you can disconnect the wires and remove the original switches.

Line Side

STEP 1

Connect the LINE wire and one of the TRAVELER wires from the wall to the black LINE wire on the C by GE or Cync Smart Switch. In this example, we used the red traveler, but you can use either one.

STEP 2

Connect the second remaining TRAVELER wire from the wall to the black LOAD wire on the C by GE or Cync Smart Switch. For our example, we'll use the black traveler.

STEP 3

Connect the GROUND wire from the wall to the green GROUND wire on the C by GE or Cync Smart Switch.
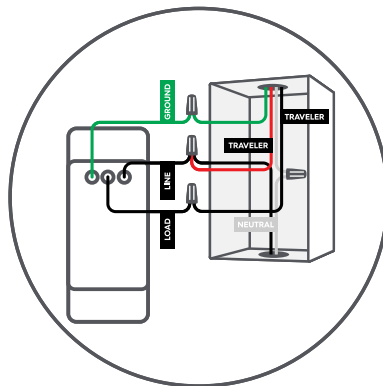
Load Side

STEP 1

Connect the same TRAVELER you connected to LINE on the first switch to the LINE wire on this switch. We used the red wire in our example.
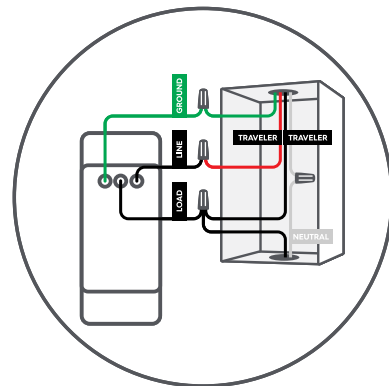
STEP 2

Connect the LOAD wire from the wall and the same TRAVELER that we connected to the LOAD on the first switch to the LOAD on this switch. We used the black traveler in our example.

STEP 3

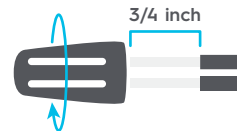Connect the GROUND wire from the wall to the green GROUND wire on the C by GE or Cync Smart Switch.

Line Side

Load Side

USING WIRE NUTS

1. Insert wires into wire nut.
2. Turn wire nut clockwise.
3. Pull gently on wires to test connection.

3/4 inch

Secure the Smart Switches

STEP 1

Neatly push the wires back into the boxes.

STEP 2

Using the screws provided, secure the switch to the wall until level and flush.

STEP 3

Using the screws provided, secure the faceplate bracket.

STEP 4

Snap the faceplate cover onto the bracket.

STEP 5

Restore power to the switches at the circuit breaker box.

TROUBLESHOOTING

LED indicator light or light ring will flash blue until the switch is added to the Cync App.

LED indicator light or light ring will not illuminate if wired incorrectly or if the switch circuit does not meet the specified load requirements.

Important: Only the load switch will turn the light on/off until the two Smart Switches are linked in the Cync App. The dimmer buttons will not work on either switch until the two smart switches are linked in the Cync App. We will handle the app set up in "Enable 3-Way Control in the Cync App."

If lights don't turn on:

STEP 1

Check that power to the switch is on at the breaker.

STEP 2

Turn power off at the breaker, return to the switch to confirm the wires are securely and properly wired according to the installation guide.

STEP 3

Go to gelighting.com/cync for more troubleshooting.

If lights flicker, experience intermittent power loss, or won't completely turn off:

STEP 1

Be sure to select the correct bulb type in the Cync App.

STEP 2

Your installation may require a Bulb/Fixture Adaptor or a different bulb type. See pages 9-10 for more details or visit gelighting.com/cync for troubleshooting help.

Enable 3-Way Control in the Cync App

NOTE: Only the load switch will turn the light on/off until the two Smart Switches are linked in the Cync App. Dimmer mode can be enabled during setup.

STEP 1

Download the Cync App.

STEP 2

Add the devices to the Cync App, following all instructions given during setup.

STEP 3

Add both Smart Switches to the same Room and/or Group in the Cync App. They must be placed in the same Room to enable three-way control.

STEP 4

The light ring for each switch should change from flashing blue to solid white when setup has successfully completed, and the switch is connected via Wi-Fi.

STEP 4

Test that your 3-Way Smart Switches operate correctly.

Need assistance? **Call Customer Support 1-844-302-2943.**

Additional Information and Warnings

FCC Compliance Statement Compliance Notice:

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.

For supply connections, use copper wire only rated at 75°C

⚠ CAUTION - High Voltage - Disconnect power supply before servicing

Operation temperature: 0-40°C

For Control of Electronic Ballast, CFLs, LED, and LED Lamps

Type 1 Enclosure

IP20

Pollution Degree 2

Impulse Voltage: 2500V

Type 1 action

Indoor use only.

(Cu) (AL)

Like your new Smart Switch?
Share your experience!

Leave a review where you purchased
the product.

★ ★ ★ ★ ★