Troubleshooting Deako Switches (Excludes App/Integrations)

Switch is not working properly

↓

How Long Did This Switch Work in This Location?

- Never, or less than a week →
- More than a week →

Take note of model of switch(es) currently installed

↓

Count the number of switches that control the light

- 1 switch (eg pantry)
- 2 switches (eg hallway with a switch at each end)
- 3+ switches (eg kitchen with multiple entries)

↓

Reference Switch Compatibility article

↓

Is compatibility the issue?

- Not sure
- No →
- Yes ↓

Put the switch in a different circuit it is compatible with *and/or* get the correct switch mix for the current circuit

Perform Switch Swap

↓

Location or switch issue?

- Not sure
- Switch → Replace switch *Deako switches have a warranty! Contact our support team.*
- Location ↓

Reference the Switch Behavior by Wiring Issue guide to see if your switch's symptoms indicate a wiring issue with the backplate

- Not sure → Contact Deako Support

→ Contact an electrician

Contact Deako Support