How do I transfer Ownership of a PIXIE Home to a new Owner

Gateway · https://pixiepartners.com.au/support-docs/how-do-i-transfer-ownership-of-a-pixie-home-to-a-new-owner/

Support Docs · PIXIE PLUS

Transfer Ownership of a *PIXIE Home*

Whether you are an electrician handing a fully commissioned home over to the customer, an owner who has sold the property, or a real estate agent holding a home between settlements, this is how you pass an entire PIXIE Home from one person to another. The video below walks through the process. The article underneath is the quick reference, covering both the in-person QR code path and the remote email path.

4 min read Updated May 2026 Audience: Electricians, homeowners and agents

Embedded media: https://www.youtube.com/embed/_1op3pih0OA

Printable reference

Transfer Ownership & Member Access · A4 PDF

Two-page printable summary covering both ownership transfer and member invitation paths. Keep a copy with your install paperwork.

Download PDF

Who needs this

Three scenarios, one process.

Transferring ownership of a PIXIE Home is the same procedure regardless of who is doing it or why. What changes is the context. The new owner ends up as the full Admin of the Home, with the ability to manage devices, groups, scenes, schedules, programs and members. The previous owner loses all access the moment the transfer completes.

Electrician handover

You commissioned the home in your own PIXIE PLUS account during install and now need to hand it to the customer.

Home sale

The property has been sold and the seller is passing the Home to the buyer, or to the real estate agent who will hold it until settlement.

Agent to new owner

An agent who has been holding the Home during the sale period needs to pass it to the incoming owner once they take possession.

Before you begin

The new owner must have the PIXIE PLUS app installed on their phone and a PIXIE PLUS account already created. The transfer is final, so confirm the correct person is receiving the Home before you start.

Step 1

1

Open the Home you want to transfer.

Both transfer paths (QR and email) start at the same place in the PIXIE PLUS app: the Home Settings page for the specific Home being handed over. PIXIE PLUS accounts can hold multiple Homes, so getting the right one selected matters.

Open the Home selector

From the **Favourites** page (the PIXIE PLUS home screen), tap the small home icon in the **top-left corner**. This opens the Home selector.

Select the correct Home

Under the **Current HOME** heading, tap the Home you want to transfer. Double-check the address or name; if your account holds more than one Home, picking the wrong one will transfer the wrong property.

Find the Transfer Ownership option

You are now on the Home Settings page. Scroll to the bottom; the last two options are **Member Access** and **Transfer Ownership**. Tap **Transfer Ownership**.

Tap Start at the bottom of the page

The Transfer Ownership page shows a brief explanation. Scroll to the bottom and tap **Start**. The QR code and the email invite option are both shown on the next screen — pick whichever suits your situation.

Step 2
2

Pick the path that suits your situation.

The QR path is the fastest when the new owner is standing next to you (typical for an electrician handover). The email path is for everything else; when the new owner is in a different city, when settlement happens at a different time, or when an agent needs to pass the Home to a buyer they have never met in person.

In person · QR code

The QR code path

Quickest method, no waiting on email delivery. Both people need to be in the same room with their phones unlocked.

1
AdminDisplay the QR code on screen.

2

NewOpens the PIXIE PLUS app and taps **Join Home**, then **Scan**.

3

NewPoints the camera at the QR code on the Admin's phone.

4

Transfer completes in a few seconds. The old Admin loses access immediately; the new Admin is now in full control.

Remote · email invite

The email invite path

Use when the new owner is not nearby. Sends a single-use link to their email that completes the transfer when tapped.

1

AdminTap **Transfer via Email**.

2

Enter the new owner's email address. **It must match the address they used to create their PIXIE PLUS account.**

3

NewOpens the email on the device that has PIXIE PLUS installed and logged in, then taps the invite link.

4

Single-use token. Once tapped, the link expires and ownership transfers immediately.

The email gotcha

For the email invite to work, the address you send to **must be the same email address the new owner used to create their PIXIE PLUS account**. If they signed up with personal@gmail.com but you send the invite to work@company.com, the link will not associate the Home with their account and the transfer will fail. The QR code path bypasses this completely, which is why it is the preferred method when both people are in the same place.

What happens at the moment of transfer

The old Admin is out. *The new Admin holds everything.*

Transfer is binary and immediate. There is no shared-Admin state, no overlap period and no rollback button. The moment the QR scan completes or the email link is tapped, every Admin right moves to the new owner.

The previous owner loses all access. The new owner can immediately rename devices, build groups and scenes, set schedules, and *invite members of their own.*

Physical PIXIE wall plates keep working. Hardware buttons: dimmers, switches, timers and multifunction buttons — are not tied to who owns the Home in the app. They keep operating exactly as installed regardless of the transfer, so power-cycling a relay or losing app access does not leave the customer without lights.

After the transfer

What the new owner can do straight away.

Once the transfer completes, the new Admin has the full set of PIXIE PLUS capabilities. There is nothing else to configure on the technical side the Home is theirs.

Invite Members

Use the Member Access option (same Home Settings page) to give family, tenants or short-stay guests app control without giving up Admin rights. Permissions are configurable per Member.

Edit devices and scenes

Rename, regroup, delete or re-pair any device. Build new scenes, set schedules, change the Favourites page layout, and reorganise rooms.

Connect voice assistants

Link the Home to Google Assistant, Amazon Alexa, Siri or Apple Watch via the PIXIE PLUS app and Gateway. Existing voice integrations from the previous owner do not carry over.

Related support docs and *setup guides.*

The same Home Settings page is where you manage Members, change Home name and address, and remove a Home when it is no longer needed. The links below cover the most common follow-up tasks.

Voice control Connect Google, Alexa, Siri or Apple Watch Voice integration via PIXIE PLUS and the Gateway Troubleshooting Fixing intermittent PIXIE behaviour If devices respond inconsistently after a transfer Reference Datasheets and installation manuals Hardware specs for every PIXIE device Support hub All PIXIE support docs and FAQs Index of every support article and walkthrough