Aqara

Can the Aqara Curtain Driver E1 be connected to the mobile phone directly?

The Aqara Curtain Driver E1 cannot be connected to the mobile phone directly.

An Aqara Zigbee 3.0 hub is required, please connect the Aqara Hub with the mobile phone, and then connect the Aqara Curtain Driver E1 to the hub.

How do I connect the Aqara Curtain Driver E1 to the Aqara Home app and Aqara Hub?

Please follow the steps below:

Aqara Home App>Accessory>"+">select Aqara Curtain Driver E1>select Hub>Long press on the reset button for 5s, until the blue light blinks and you get a voice prompt from the hub.

How do I restore the Aqara Curtain Driver E1 to factory settings?

Press the set button for 5 seconds until the orange light flashes and the buzzer sounds. When the orange light keeps flashing quickly, the curtain driver is reset successfully. You will need to add your settings again.

Which curtain tracks does the Aqara Curtain Driver E1 (Track Version) support?

Requirements for U-shaped tracks: The width of the bottom slot ≤ 8mm, and the bottom surface should be flat and smooth.

Requirements for double-headed tracks: The width of the bottom ≥10mm, and the bottom surface should be flat and smooth. The circular bottom surface is not supported.

Which curtain tracks does the Aqara Curtain Driver E1 (Rod Version) support?

The Curtain Driver E1 (Rod Version) supports the curtain rods with diameters between 25-32mm with smooth surfaces and does not support telescopic rods.

Type of curtain: It is compatible with both feed-through and hang-through curtains.

Tips: The Curtain Driver E1 (Rod Version) can be applied on both U-shaped and double-headed tracks, following the same installation requirements as Curtain Driver E1 (Track Version).

What is the maximum load that the Aqara Curtain Driver E1 can handle?

The maximum load is 12kg when using U-shaped track and curtain rod, and the maximum load is about 8kg when using double-headed track. Due to the curtain ring wear, track aging, dirt and other factors, the capacity will be reduced, so the specific load shall be subject to the actual situation.

How to know if the curtain driver has been clasped tightly in place?

The buzzer will sound twice after the curtain driver has been clasped tightly.

Looking from the side of the curtain body, it should be perpendicular to the bottom of the rail, and the drive wheels should not be stuck into the slot of the U-shaped track.

Shake the curtain slightly by hand, if the curtain won't change its position and posture, it means that the curtain has been clasped tightly in place.

What if the curtains do not open or close completely after the curtain driver is hung on the track and clasped tightly?

After the curtain driver is hung on the track and clasped tightly, it is necessary to set the route via the Aqara Home app or the curtain driver button.

What if the curtain does not open and close automatically when pulling it by hand?

Check if the "Manual open/close curtains" function is enabled on the settings page in the Aqara Home app, then pull the curtain driver in the opposite direction for a distance (about 10 cm) and try again. If it is difficult to pull the curtain by hand, then pull the second or third fold of the curtain.

Can the curtain driver be stopped midway by hand when it is in operation?

Yes, but it may cause damage to the curtain due to the strong strength of the drive wheel. After stopping the curtain by hand, please reset the route for the curtain driver.

Why is the direction to open is opposite to the actual opening direction? How can I adjust the left and right opening direction to be different from that on the Aqara Home app operation?

Please go to the Aqara Curtain Driver E1 detailed page adjust the left-opening curtain or right-opening curtain according to the following steps: More Settings > Basic Settings > Curtain Style.

Can I still set the ambient light linkage function after creating a curtain driver?

There is no option to directly set the ambient light linkage in the settings page of the curtain driver, but you can still set the ambient light linkage separately in the settings page of a single plug-in.

Why does the device indicator turn red and flashes or is always on?

It means that the internal temperature of the curtain driver is beyond the normal working range. At this time, the curtain driver needs to be removed from the track. If it is charging, please disconnect the charging cable, and use the curtain driver after the temperature returns to normal.

Does the Aqara Curtain Driver E1 support other brands' hubs?

The Aqara Curtain Driver E1 must be paired with an Aqara Hub. We do not support and cannot guarantee the reliability of the Aqara Curtain Driver E1 when paired with non-Aqara products.

Aqara

Why does the Aqara Curtain Driver E1 stop before it moves to the end?

It may be caused by the following reasons:

1. The fully charged curtain driver will deviate from the original route if reinstalled, and it is necessary to set the route for the curtain driver again.

2. The curtain driver is not completely clasped in place (the drive wheel is not completely tightened on the track).

3. Check whether there is any foreign object or substance on the curtain track.

4. Reset the route for the curtain driver in the Aqara Home app, then try again.

5. Insufficient power for curtain driver.

6. Please confirm that the bottom surface is flat and smooth and there are no raised bumps or steps caused by the installation of feeder device.

7. Please make sure that the ring from which the device is suspended is in service and that there is no deformation caused by poor material, such as the ring being pulled apart.