

Product Category	Frequently Asked Questions
Wireless Smoke Detector	1-In the absence of smoke, the sensor alarm occurs
	2-In smoke-free equipment does not call the alarm
	3-The equipment interval red light flashes, accompanied by the beep sound
	4-This status is the device self-test status, key operation and app self-test key press, to observe whether family members are operating incorrectly
	5-The yellow light of the device is always on, and the probe is abnormal on the app
Water Leak Sensor	1-An alarm occurred when the water-soaked sensor was not immersed in water
	2-The water is immersed, but the equipment does not call the alarm
PIR Motion Sensor	1-The indicator light does not light after the battery is powered on
	2-People are not in the detection range but trigger alarm data on the app
	3-Someone moves, but the status on the app shows no one
	4-People leave the detection range, and people are still displayed on the app
	5-Someone has a delay in the triggering of the device, and it will be triggered only in 1~2s.
Door & Window Open Sensor	1-The indicator light does not light after the battery is powered on
	2-No indicator light response is found when the key operation is pressed
	3-The door Sensor and sub-machine are not closed, the APP displays the doors and windows are closed
Smart Temperature & Humidity Sensor with Display	1-Is there any special placement of temperature and humidity sensors?
	2-How to choose the correct installation location
	1-How long is the battery life of the emergency button

Emergency Panic Button	2-The emergency button is not responding
	3-If I move the position, do I need to reconfigure the emergency button?
Indoor Air Quality Sensor	1-How to maintain the environmental detector
	2-If I want to move the location of the environment detector, what should I pay attention to
	3-In which scenarios are most suitable for using this environmental detector
Carbon Monoxide Detector	1-How to install my Zigbee carbon monoxide sensor
	2-How to test if my carbon monoxide sensor works properly
	3-What to do if the sensor does not alarm or displays an incorrect reading
Zigbee 3.0 Hub	1-How to add my Zigbee/Bluetooth device to the gateway
	2-Why my device cannot be successfully added to the gateway
	3-What is the maximum number of devices supported by the gateway
	4-What happens if my gateway loses the internet connection
	5-How far is the Bluetooth range of the gateway usually
	6-Can I use Zigbee and Bluetooth devices at the same time

reply

The sensor is photoelectric induction. The accumulation of excessive water vapor and oil smoke and dust will cause false alarms to the sensor. The installation location should be kept away from the above factors and keep the distance above 1.5m.

1. Check whether the installation point is correct. The prerequisite for equipment detection is that smoke must enter the detector, which is passive detection. It is necessary to ensure that the installation position is on the path of air circulation;
2. The smoke concentration does not reach the alarm concentration (smoke quantity: the amount of smoke emitted by smoking 1 to 2 cigarettes);

This state is the device self-test state, and the key operation causes observation of whether family members are operating incorrectly.

Pressing the device button or the app silence button will cause the device buzzer to silence, observe whether the member has any error touch. The single silence duration is 90s, and multiple silence operations shall be subject to the last timing.

The probe is damaged and powered up again. If it still has abnormalities, contact the manufacturer for after-sales treatment.

Wipe the water-soaked probe dry and check whether there are other factors that are disturbed by the installation location (such as moisture in the walls of the south sky, or short-connection of the probe due to the touch of the iron device).

Check whether the equipment probe is coated with insulated objects such as oil stains, paint, tape, etc., and it needs to be removed to avoid the circuit being unable to close the loop.

If the motherboard is bad/the battery is out of power, replace the battery first. If it cannot be used after replacing the valid battery, it will be bad. If the motherboard needs to be returned to the factory for replacement.

The equipment is based on the infrared rays emitted by the human body and whether there is any human detection. First check whether there is a mobile heating source (such as sweeping robots, microwave ovens, air fryers and other electrical appliances) or heat flow in the surrounding environment, and the dry dust source needs to be removed.

Check whether the network status is good. If it is good but still shows no one, you need to return to the factory to exchange goods.

The default delay reporting of the device is 60s.

1. Check whether the infrared lens is blocked or there is dust accumulation, and it needs to be cleared;
2. Check whether the network status is good.

If the motherboard is bad/the battery is out of power, replace the battery first. If it cannot be used after replacing the valid battery, it will be bad. If the motherboard needs to be returned to the factory for replacement.

If the button is bad, return to the factory for replacement.

The detection principle of door and window switch sensor is to determine whether the door and window are open according to the magnetic magnitude. Please check whether there is strong magnetism near the installation position of the host.

Yes, to obtain accurate data, the sensor should avoid direct exposure to sunlight, away from heat or cold sources, and should be placed at a location that represents the average temperature and humidity of the measured space.

Avoid getting close to heaters, air conditioner outlets, windows, etc. during installation to prevent local temperature and humidity differences from affecting the reading. Ideally, the sensor should be placed in the center of the room and maintained for some ventilation.

Battery life depends on the number of triggers per day. If the trigger is less than 20 times per day, the battery life can reach more than two years.

Check if the battery is sufficient; check if the device is still connected to the Zigbee network; check if there is any physical damage. Reset the device and rejoin the network if necessary.
If you are just moving at a short distance and are still within the same Zigbee network coverage, you do not need to reconfigure. However, if the original network scope is exceeded or the gateway is replaced, you may need to rejoin the network.
Clean the sensor surface regularly to prevent dust from accumulating to measurement accuracy; avoid exposing the device to extreme temperatures, humidity or direct sunlight.
Before moving, make sure that the new location is suitable for the device to work (e.g. away from heat sources, vents). If the new location exceeds the original Zigbee network coverage, the network connection needs to be reconfigured.
This type of equipment is ideal for indoor spaces such as homes, offices, schools, etc., to monitor air quality and protect the health of residents. Especially suitable for people who pay attention to the potential health impact of air pollution.
The installation location is very important. Locations close to potential sources of carbon monoxide leakage but away from vents, windows and doors should be chosen to avoid rapid dilution of carbon monoxide gases affecting accuracy. Follow the instructions for installation.
The carbon monoxide sensor is equipped with a test button, allowing the user to manually test the functions of the device.
First check whether the battery is sufficient; make sure that the sensor is properly installed and has not been physically damaged; try to reset the device and test again. If the problem persists, please contact the manufacturer's support service.
Open the application associated with the gateway and enter device addition mode. Depending on the device type (Zigbee or Bluetooth) you want to add, follow the on-screen instructions. It is usually necessary to press the pairing button on the device until the indicator light flashes to indicate that you are ready to pair.
Keep the device and the gateway within each other's valid range; check whether the device battery is sufficient; confirm whether the gateway supports the type of device you are trying to add; make sure that the gateway software is the latest version.
Zigbee gateway can support up to 128 devices.
Local control functions (such as switching lights, adjusting temperature and humidity, etc.) can still work normally without an Internet connection. However, remote access, cloud services, and other Internet-dependent features will be temporarily unavailable.
The Bluetooth range is generally between 10 meters and 100 meters, depending on the environmental conditions and equipment type. Obstacles, walls, and other wireless signals may shorten the effective distance.
yes