

BENEXMART ZM25C

BENEXMART Matter 2N Smart Roller Shade Motor ZM25C User Manual

1. INTRODUCTION

Thank you for choosing the BENEXMART Matter 2N Smart Roller Shade Motor ZM25C. This motor is designed to automate your roller shades, offering convenient control through Matter-enabled hubs, mobile applications, voice commands, and a dedicated remote control. This manual provides essential information for installation, setup, operation, and maintenance to ensure optimal performance and longevity of your device.

2. SAFETY INFORMATION

- Read all instructions carefully before installation and use.
- Ensure the power supply is disconnected before performing any installation or maintenance.
- This motor is designed for indoor use only.
- Keep children and pets away from the operating shade.
- Do not attempt to repair or modify the motor yourself. Contact qualified personnel for service.
- Ensure the roller shade tube diameter is compatible (37mm or 38mm).

3. PACKAGE CONTENTS

Verify that all components are present in the package:

- BENEXMART Matter 2N Smart Roller Shade Motor ZM25C
- End Cap
- Brackets
- Remote Control (if purchased as a kit)
- User Manual (this document)



Figure 3.1: The BENEXMART Matter 2N Smart Roller Shade Motor, accompanied by its remote control, end cap, and mounting brackets. These are the primary components included in the package for installation and operation.

4. PRODUCT FEATURES

- **Matter Control:** Seamless integration with Matter-enabled hubs for control via HomeKit, Alexa, Google Home, and other compatible platforms.
- **Voice Control:** Compatible with Alexa, Google Home, and Siri for hands-free operation.
- **Strong Load-bearing Capacity:** Capable of pulling at least 10 kg (22 lbs) of curtain fabric.
- **Quiet Operation:** High-quality DC motor technology ensures operation at just 27 dB, providing a peaceful environment.
- **Limit Settings:** Easily set upper, middle, and lower limits for precise shade positioning (remote control required for limit setting).

Strong Load-Bearing

This motor can pull at least 10kg curtain fabric

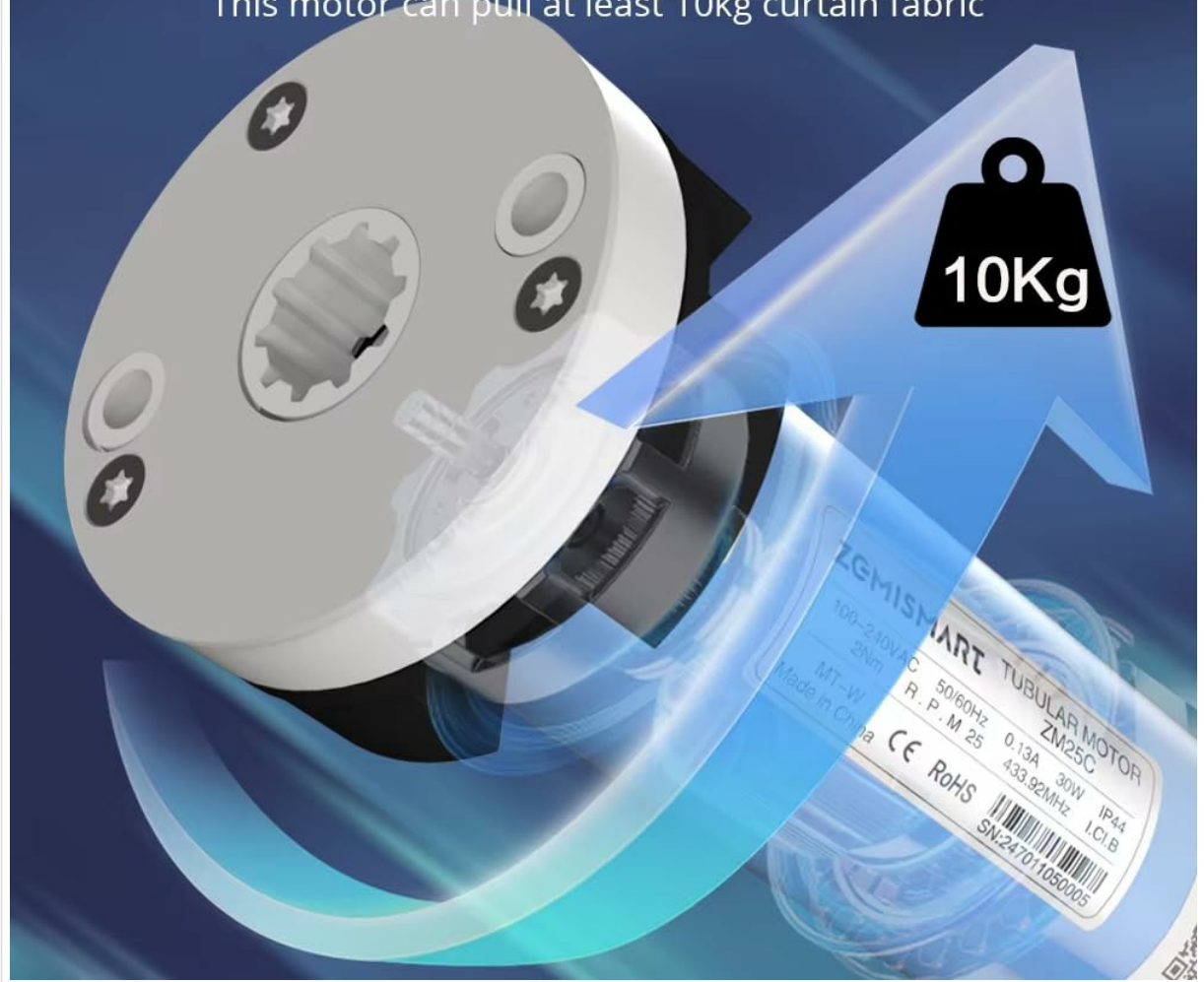


Figure 4.1: A detailed view of the motor's internal mechanism, highlighting its robust design and indicating a strong load-bearing capacity of 10 kg for curtain fabric.

Quiet and Low Noise, No Disturbance

With high-quality DC motor technology, it operates at just 27 dB, ensuring a peaceful and undisturbed environment.



Figure 4.2: Two BENEXMART motors are shown, illustrating their sleek design and emphasizing their quiet operation, which contributes to a disturbance-free environment.

5. INSTALLATION

This section provides general guidance for installing the motor. Specific installation steps may vary based on your roller shade system.

5.1 Preparing the Roller Shade Tube

1. Ensure your roller shade tube has an inner diameter of 37mm or 38mm.
2. Measure the length of your roller shade tube and cut it to the desired size if necessary.

5.2 Inserting the Motor

1. Slide the motor into one end of the roller shade tube. Ensure it fits snugly.
2. Insert the end cap into the opposite end of the tube.

5.3 Mounting the Brackets

1. Attach the mounting brackets to your window frame or wall, ensuring they are level and securely fastened.
2. Mount the assembled roller shade tube (with motor and end cap) onto the installed brackets.

6. SETUP AND CONFIGURATION

6.1 Matter Pairing (Smart Home Integration)

To integrate your motor with smart home platforms like HomeKit, Alexa, or Google Home, a Matter-enabled hub is required. Ensure your Matter-enabled hub and the motor are connected to the same 2.4GHz Wi-Fi network (LAN).

1. Power on the BENEXMART Smart Roller Shade Motor.
2. Open your preferred smart home application (e.g., Google Home, Amazon Alexa, Apple Home).
3. Initiate the device pairing process within the app.
4. Scan the QR code located on your motor or its packaging when prompted by the app.
5. Follow the on-screen instructions to complete the pairing process.

6.2 Setting Upper and Lower Limits

The remote control is essential for setting the upper and lower operational limits of your roller shade. Refer to the remote control's specific instructions for detailed steps on limit programming.

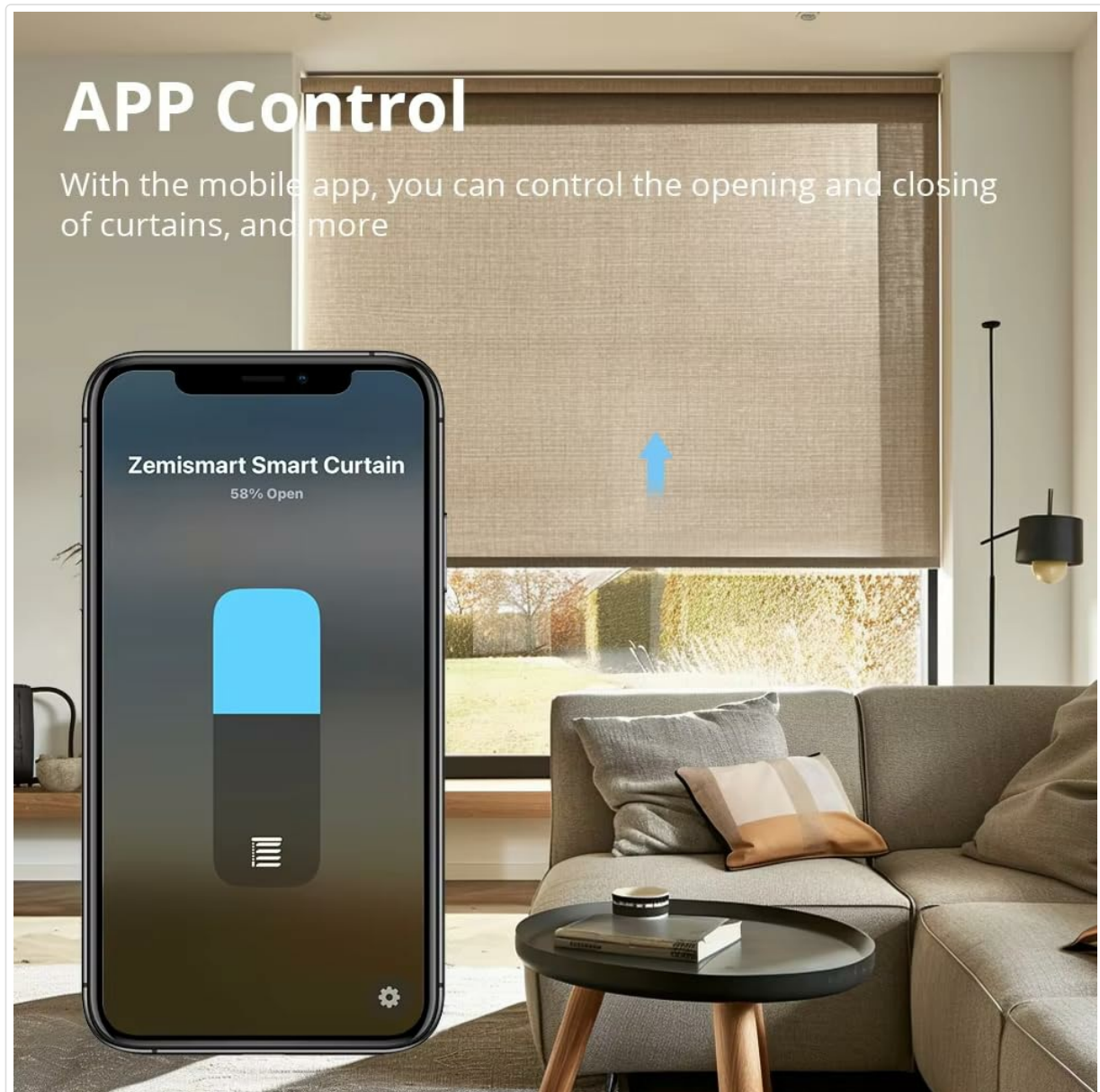


Figure 6.1: The remote control interface, displaying buttons for shade movement and specific indicators for setting upper and lower limits. This remote is crucial for precise calibration of the shade's travel range.

7. OPERATION

7.1 Remote Control Operation

Use the provided remote control for direct operation:

- **UP Button:** Moves the shade upwards.
- **DOWN Button:** Moves the shade downwards.
- **STOP Button:** Halts the shade at its current position.
- **Inching Buttons (< >):** Allows for fine adjustments of the shade's position.

7.2 App Control

Once paired with your Matter-enabled hub, you can control the roller shade using the respective smart home app (e.g., Google Home, Alexa, Apple Home). The app allows for opening, closing, stopping, and potentially setting schedules or scenes.



Figure 7.1: A smartphone displaying a mobile application interface for controlling smart curtains. The app shows the current open percentage of the curtain, demonstrating convenient digital control.

7.3 Voice Control

With Matter integration, you can use voice commands through compatible devices (e.g., Amazon Echo, Google Nest, Apple HomePod) to control your roller shade.

- **Example:** "Hey Google, close the curtains."
- **Example:** "Alexa, open the shade."
- **Example:** "Siri, set the blinds to 50%."

Remote Control

It can be glued to the wall, and it can be controlled by taking it off

*Limits can only be set using the remote control



Figure 7.2: An illustration of voice control in action, where a user issues a command to a smart speaker to operate the curtains, demonstrating the ease of hands-free automation.

8. MAINTENANCE

The BENEXMART Smart Roller Shade Motor requires minimal maintenance.

- **Cleaning:** Periodically wipe the motor and remote control with a soft, dry cloth. Do not use harsh chemicals or abrasive cleaners.
- **Battery Replacement (Remote):** If the remote control's performance degrades, replace its batteries according to the remote's specific instructions.
- **Connection Check:** Occasionally check that all connections are secure and free from obstruction.

9. TROUBLESHOOTING

If you encounter issues with your BENEXMART Smart Roller Shade Motor, refer to the following troubleshooting guide:

- **Motor Not Responding:**

- Ensure the motor is properly powered.
- Check the remote control batteries.
- Verify that the Matter-enabled hub is online and connected to the same Wi-Fi network as the motor.

- **Unable to Pair with Smart Home App:**

- Confirm you have a Matter-enabled hub.
- Ensure your Wi-Fi network is 2.4GHz.
- Restart the motor and your Matter-enabled hub.
- Ensure the QR code is clean and scannable.

- **Limits Not Setting Correctly:**

- Confirm you are using the correct remote control for limit setting.
- Follow the remote control's specific instructions for limit programming precisely.

- **Motor Making Unusual Noise:**

- Check for any obstructions in the roller shade mechanism.
- Ensure the motor is securely installed within the tube and brackets.

10. SPECIFICATIONS

| Feature | Specification |
|-----------------------------|---|
| Model Number | ZM25C |
| Brand | BENEXMART |
| Voltage | 230 Volts |
| Compatible Tube Diameter | 37mm / 38mm |
| Load-bearing Capacity | At least 10 Kg |
| Connectivity | Matter (requires Matter-enabled hub), 2.4G WiFi |
| Voice Control Compatibility | Alexa, Google Home, Siri |
| Manufacturer | Zemismart |
| UPC | 710787165709 |

11. WARRANTY AND SUPPORT

For warranty information, technical support, or service inquiries, please contact your retailer or the BENEXMART customer support directly. Keep your purchase receipt as proof of purchase.

