

OPERATING AND CARE INSTRUCTIONS

DRIVE axxent

DRIVE axxent LS

DRIVE axxent LS smart



<https://link.si/H47HSHZS002>

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1 About this documentation

1.1 Original operating instructions

These instructions are part of the original operating instructions. The operating instructions consist of the following sections:

- Assembly instructions
- Operating and service instructions

1.2 Read the instructions

These instructions are an important document and part of the product. Only the defined procedures are safe. Persons can be injured or material damage could occur if these instructions are not observed.

Read and observe the instructions completely before using the product.

Retain these instructions, keep them available and pass them on to subsequent users.

1.3 Producer

SIEGENIA-AUBI KG
Industriestraße 1 – 3
57234 Wilnsdorf
Germany

You can find the addresses of our worldwide locations here: siegenia.com/company/locations

Entry in the Commercial Register:

- Registry court: Siegen District Court
- Register number: HRA 3741

1.4 Target group

This information is aimed at all persons who carry out the following activities:

- operation and maintenance of SIEGENIA products
- operation and maintenance of window elements or door elements that are equipped with SIEGENIA products

1.5 Other relevant information

Note the following applicable information prior to operation.

- Safety data sheet in accordance with Regulation (EC) No. 1907/2006, Article 31

- "Specifications and notes for end users (VHBE)" directive from the Quality Association for Locks and Fittings (Gütegemeinschaft Schlösser und Beschläge e. V.)

guetegemeinschaft-schloss-beschlag.de/Pruefen-Zertifizieren/Richtlinien/VHBE



1.6 Figures and symbols

1.6.1 Symbols in the SIEGENIA HomeConnect app

Subject to the individual setting (e.g. dark mode), the symbols in the SIEGENIA HomeConnect app may look different than shown in these instructions.

1.6.2 Light ring operator push button

Symbol	Meaning
	Light ring off
	Light ring flashes
	Light ring lights up

1.6.3 Status LED battery pack

Symbol	Meaning
	LED off
	LED lights up
	LED flashes in 1 colour

1.7 Explanation of terms

1.7.1 WLAN and WiFi

WLAN (Wireless Local Area Network) is a wireless local network by which devices communicate via radio.

The terms WLAN and WiFi are used synonymously in this documentation.

WiFi is the common term for this wireless network technology and is used on many devices and in user interfaces.

1.7.2 Silent mode

Silent mode is a quieter operating mode with reduced travelling speed.

1.7.3 Deactivation of the operator push button

When deactivated, the operator push button on the sliding sash has no function. The deactivation of the operator push button is a prerequisite for intruder resistance according to RC2/RC3.

1.7.4 Intermediate position

The intermediate position is a freely adjustable position of the sliding sash between the "Open" and "Closed" positions. An opening width of 90 cm is preset.

1.7.5 Night vent position

The night vent position is a position of the sliding sash for controlled basic ventilation. In this position the lift and slide element is opened and lowered approx. 12 mm. The battery pack is charged.

2 Safety

2.1 Designated use

DRIVE axxent LS and DRIVE axxent LS smart are electromotive drive systems that are intended for the operation of lift and slide elements.

- The DRIVE axxent LS smart is designed for integration in smart home networks. The user is responsible for ensuring a functioning smart home network.
- The DRIVE axxent LS smart can be locked, unlocked, and operated in the SIEGENIA HomeConnect app.
- The DRIVE axxent LS smart can be locked and unlocked in other smart home apps.

2.2 Requirements for the target group

The following persons may only operate the product if they have understood the dangers involved in handling the product or if they are supervised during operation:

- children
- persons with diminished physical, sensory or mental capabilities
- persons with a lack of experience and knowledge

2.3 Safety information

Risk of explosion if the battery pack is handled incorrectly

Risk of explosion due to flammable liquids or gases escaping.

- Do not use faulty or defective battery packs.
- Discontinue using battery packs that develop an odour or heat.
- Discontinue using battery packs that have deficient power output.
- Discontinue using battery packs that show discolourations or thermal deformations.
- Do not pierce, deform or dismantle the battery pack.

Danger due to movement of the sliding sash despite de-energised power supply

Even after shutting the 230 V power supply down the lift and slide element can still move due to the charged battery pack.

Tampering with the smart home system by unauthorised individuals

A smart home system that is not secure or has outdated firmware makes unauthorised access easier.

- Enable automatic firmware updates.
- Choose secure passwords.
- Do not share passwords with anyone.

3 Product specifications

3.1 Operation

3.1.1 Smart home network (DRIVE axxent LS smart only)

WiFi router

A WiFi router relays WiFi radio signals to other devices in a smart home network. WiFi routers must be ready to transmit and receive signals at all times.

Home controller

- A home controller is the control centre in a smart home network. All devices in a smart home network are connected to the home controller and communicate via the home controller. The home controller must be within range of a WiFi router.
- The home controller is operated via a smart home app.

Smart home app

- A smart home app is used to operate a home controller and control and monitor Smart Home devices in a smart home network.
- The DRIVE axxent LS smart can be controlled with the smart home app.
- The status of the DRIVE axxent LS smart is displayed in the smart home app.

Matter

Matter is a communications standard for smart home networks. Matter allows smart home devices from different producers to communicate with one another. For example, the DRIVE axxent LS smart can be connected to Matter-enabled devices such as a heating thermostat. Matter uses the following wireless protocols for communication:

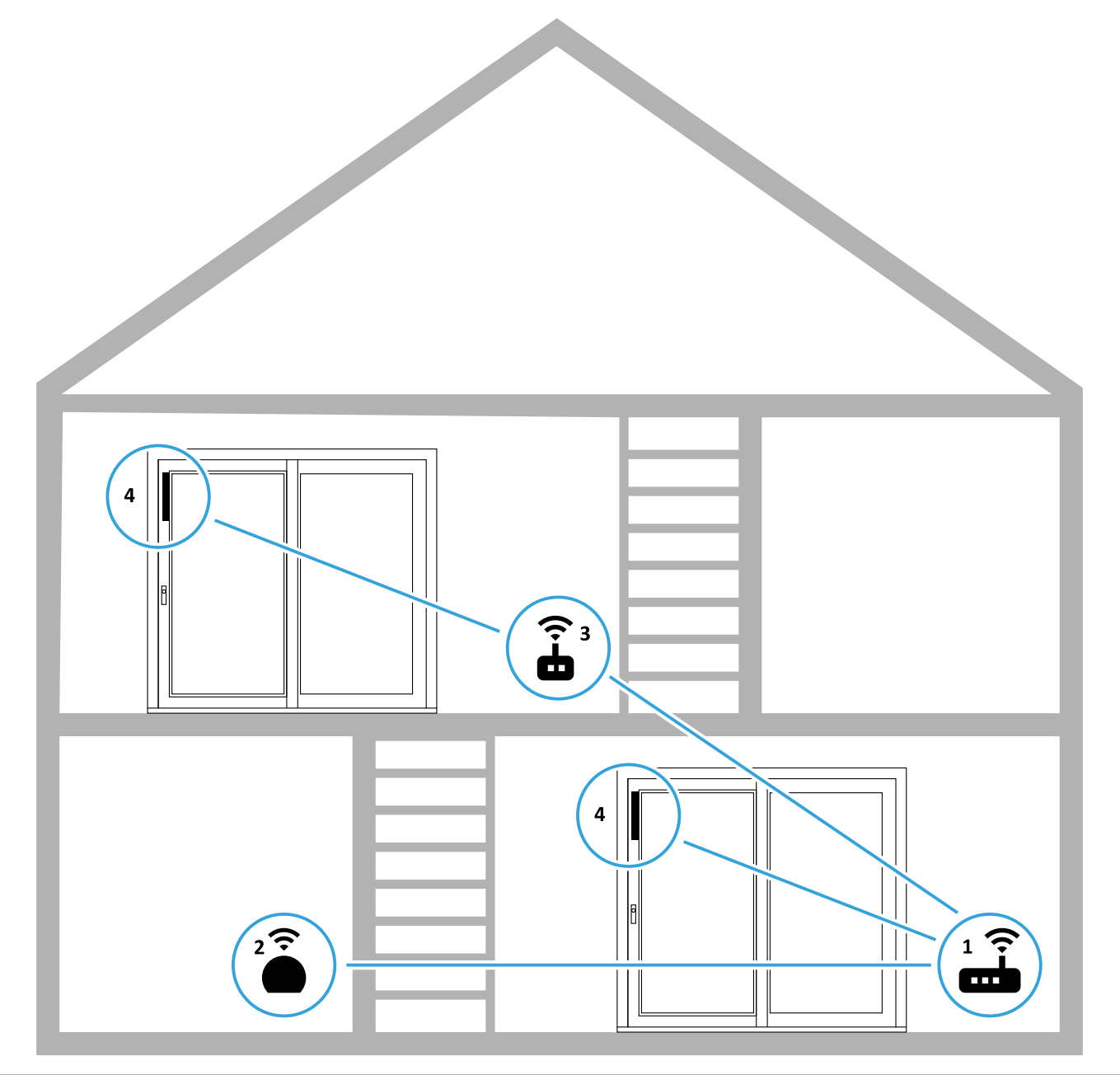
- Wi-Fi
- Thread
- Bluetooth Low Energy

Sources of interference

The following sources of interference can adversely affect the smart home network:

- water pipes
- stone and concrete walls
- metal objects
- air-conditioning units
- wireless devices (such as wireless telephones, baby monitors, Bluetooth speakers, etc.)
- wireless networks using the same wireless channels
- external magnetic or electromagnetic sources (e.g. power lines, neodymium magnets, etc.)

Installation example



Item	name
1	WiFi router
2	Home controller
3	WiFi repeater
4	HS drive

3.1.2 Charging the battery pack

- The battery pack is charged when the lift and slide element is closed or locked or in the lowered night vent position.
- The battery pack runs down in any other position of the lift and slide element.
- As long as the battery pack is charged and the lift and slide element is raised, the light ring on the operator push button stays lit.
- The charge level of the battery pack is displayed in the smart home app.
- The charge level can also be queried right on the battery pack, Querying the charging status on the battery pack (see page 28).

3.1.3 Status monitoring

The status monitoring is permanently carried out. This means that the product is always in active operating status. This safety function means that there is no standby status for the present device. The status

monitoring detects if the sliding sash is opened from the locked status without drive activity. This corresponds to an unauthorised opening, for which an alarm tone is emitted.

3.1.4 Jam protection

- As soon as the path of the sliding sash becomes blocked, (e.g. due to an obstacle or because it is stuck), the sliding sash stops.
- 3 short acoustic warning signals sound.
- The light ring on the operator push button changes for a few seconds from continuous lighting to flashing.
- The sliding sash travels 100 mm in the opposite direction and then comes to a final stop.

3.1.5 Alarm tone

An alarm tone sounds in the following cases:

- Attempted break-in (the lift-slide gear is moved without being actuated)
- Manual sliding in the lowered night vent position
- Turning of the emergency operating key

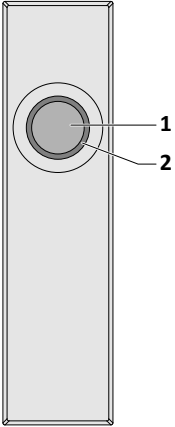
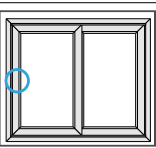
The alarm tone sounds for 1 minute and cannot be switched off.

3.1.6 Reference run

- When the battery pack is switched off or the lift-slide gear is disconnected from the power supply for other reasons, a reference run is automatically performed after actuating the operator push button.
- During the reference run the lift-slide gear outputs a recurring audio signal.
- During the reference run the jam protection is deactivated.

3.2 Operating and display elements

3.2.1 Operating and display elements on the sliding sash



1	Operator push button	Operation of the lift-slide gear
2	Light ring	Display of the lift-slide gear status

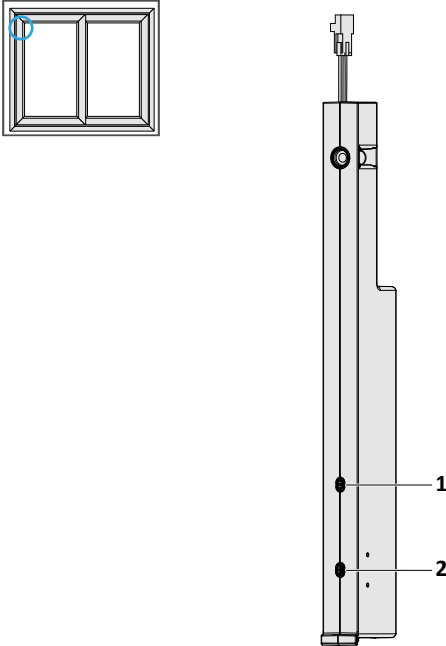
Operating push button pressed

Operating push button pressed	Timespan	Function
Short press	< 1 second	- Opening the sliding sash - Closing the sliding sash - Stopping the sliding sash movement - Perform a reference run when the battery pack is switched off or the lift-slide gear is disconnected from the power supply for other reasons
Long press	> 1 second	Move to intermediate position
Constant press	> 3 seconds	Opening the sliding sash to the maximum width

Light ring operator push button

Light ring indication	Meaning
	- The sliding sash is locked. - The lift-slide gear is not active.
	- The sliding sash lowers or raises. - The lift-slide gear performs a reference run. - The sliding sash moves backward a little after detecting an obstacle.
	- There is a sliding motion in any direction. - The sliding sash is in the night vent position. - The sliding sash is closed and raised.

3.2.2 Operating and display elements on the battery pack

		
1	Status LED	Display of the status and charge level of the battery pack
2	Menu button	Change of the menu items within the menu level 1 and 2

Menu button pressed

Menu button pressed		Timespan	Function
	Short press	< 1 second	- Wake up the battery pack. - Change the menu items within the menu level.
	Constant press	8 seconds	Select menu level 1. The selection always starts with a magenta menu item.
	Long press	> 1 second	Change the desired menu item to menu level 2. The selection starts with the setting that is currently activated.
	Long press (confirmation)		Save or execute the desired menu item.

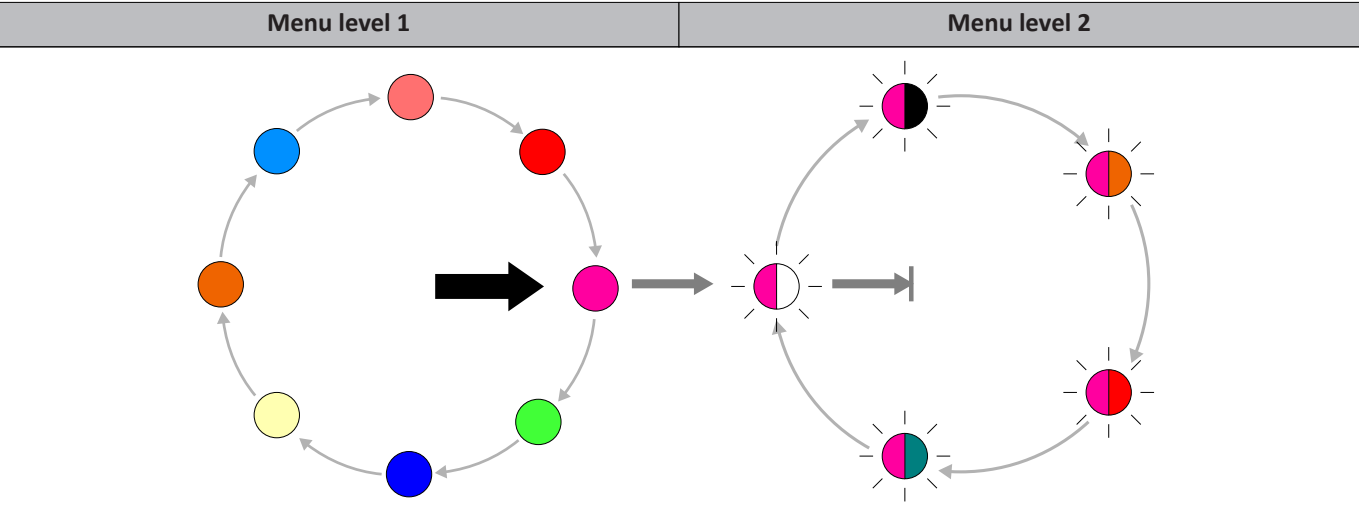
If nothing is set or activated in a menu level for 30 seconds, the menu is automatically exited.

Status LED

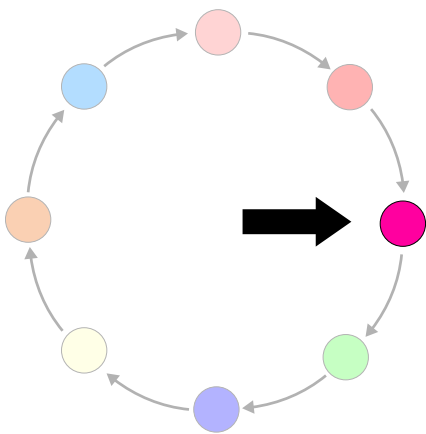
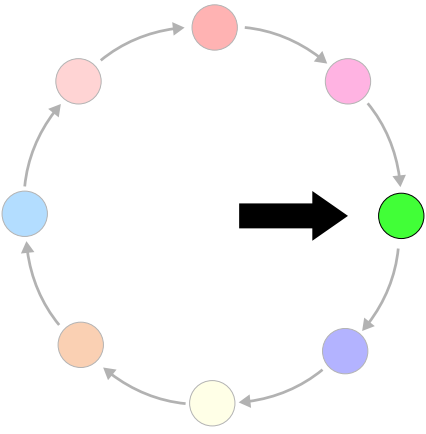
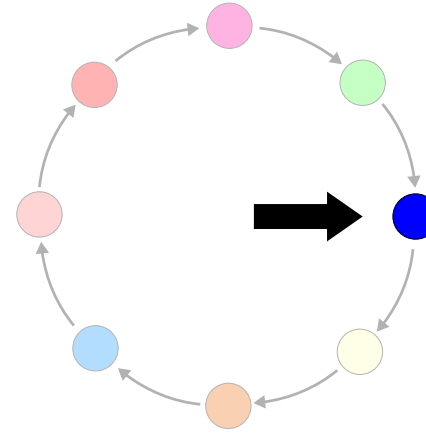
Display status-LED	Meaning	
	Battery pack status	Battery pack charge level
	The battery pack is ready for operation.	100 % – 40 %
	There is a temporary interruption. The battery pack is not ready for operation.	39 % – 20 %
	There is a general fault. The battery pack is not ready for operation.	19 % – 0 %
	Normal state of the status LED. The status LED switches off automatically after 2 minutes and remains switched off for as long as the battery pack is not woken up again	
	The DRIVE axxent LS smart is integrated into the smart home network.	-
	Matter is reset / the DRIVE axxent LS smart is deleted from the last smart home app in which it was integrated.	-
	The integration of the DRIVE axxent LS smart into the smart home network or the reset of Matter was successful.	-
	The integration of the DRIVE axxent LS smart into the smart home network or the reset of Matter was not successful.	-

3.3 Battery pack menu

3.3.1 Menu level principle

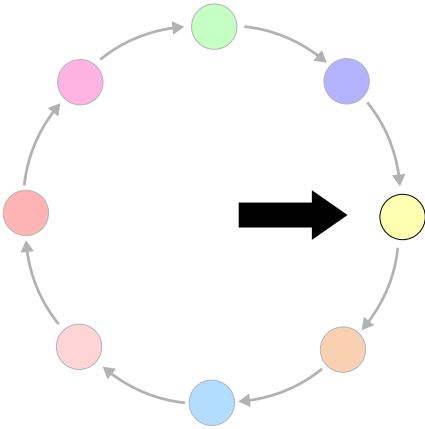
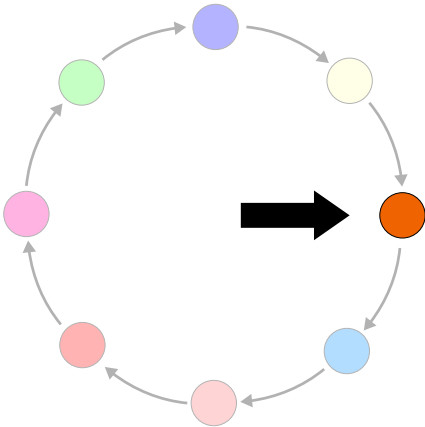
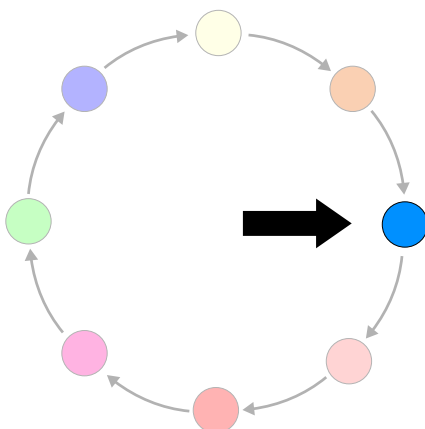


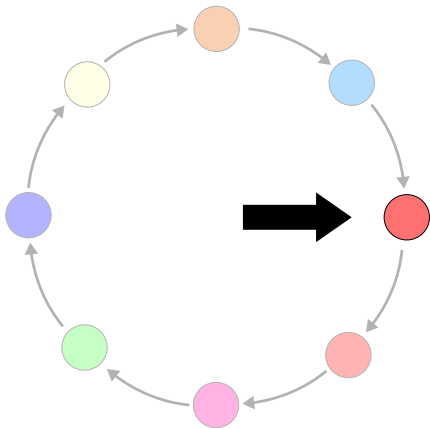
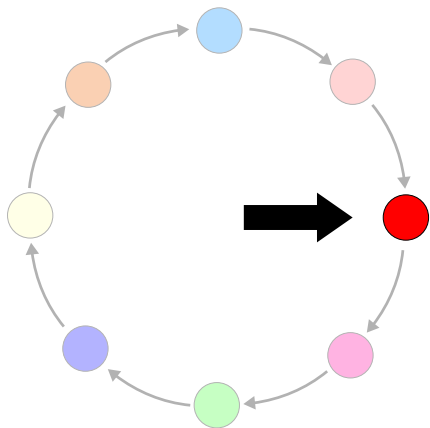
3.3.2 Menu selection

LED menu level 1	LED menu level 2	Description of menu level 2
Volume of the information tones		
		100 % (default setting)
		75 %
		50 %
		25 %
		OFF
Brightness of the light ring on the operator push button		
		100 % (default setting)
		75 %
		50 %
		25 %
		OFF
Night ventilation timer (DRIVE axxent LS smart only)		
		10 minutes
		30 minutes
		60 minutes
		OFF (default setting)

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LED menu level 1	LED menu level 2	Description of menu level 2
Parallel lift and slide (function for technical staff only)		
		ON (default setting)
		OFF
Silent mode (quieter and slower; function also in the SIEGENIA HomeConnect app)		
		ON
		OFF (default setting)
Device services		
		Restart the device
		Reset all menu items to default setting
		Switch the battery pack off
		Save the intermediate position (default setting 90 cm) - Move sash to any position - Select menu item and save position
		Start the reference, measuring and teach-in run (function for technical staff only)
		Activate processor mode (function for technical staff only)

LED menu level 1	LED menu level 2	Description of menu level 2
The following menu levels can only be selected under the following condition (for 30 minutes): the element must be in the closed and locked state for > 1 minute. Then disconnect the power supply (230 V) for > 10 seconds and then restore.		
System services (function for technical staff only)		
		Couple devices
		Disconnect devices
		Function not allocated
		Resetting to the factory setting
Matter commissioning (DRIVE axxent LS smart only)		
		Starting Matter commissioning
		Resetting Matter

3.3.3 Inadvertently requested menu exited

When a menu has been inadvertently requested, nothing needs to be done. The menu is automatically exited if no action is taken within 30 seconds.

1. Do not press the menu button again when a menu has been inadvertently requested.

3.4 Technical specifications

Technical specifications DRIVE axxent LS	
Supply voltage	24 V DC
Operating current standby / standby	non existent
Reverse polarity protection	existent
Operating temperature range	-20 °C to +60 °C
Permissible air humidity (non condensing)	20 % – 80 %
Protection type	IP 20
Protection class	0, 1, 2, 3
Corrosion class (in accordance with DIN EN 1670)	1
Durability class (in accordance with EN 13126-16)	H3, 20000 cycles
Maximum displacement force	60 N
Opening speed (dynamic impact forces in accordance with DIN EN 16005)	< 250 kg: 140 mm/sec. 251 – 400 kg: 110 mm/sec.

DRIVE axxent LS smart technical specifications	
Supply voltage	24 V DC
Operating current standby / standby	non existent
Reverse polarity protection	existent
Operating temperature range	-20 °C to +60 °C
Permissible air humidity (non condensing)	20 % – 80 %
Protection type	IP 20
Protection class	0, 1, 2, 3
Corrosion class (in accordance with DIN EN 1670)	1
Durability class (in accordance with EN 13126-16)	H3, 20000 cycles
Maximum displacement force	60 N
Opening speed (dynamic impact forces in accordance with DIN EN 16005)	< 250 kg: 140 mm/sec. 251 – 400 kg: 110 mm/sec.
Frequency band (MHz)	2412 – 2472
Transmission performance (dBm)	19.99

Technical specifications battery pack	
Authorisation number of the lithium cells	UN 38.3
Nominal capacity	3 Ah
Energy	32.4 Wh
Maximum charging current	1.1 A
Charging temperature range	0 °C to + 60 °C
Weight	220 g
Recommended temperature range storage	0 °C to + 20 °C

4 Commissioning

4.1 Integrating the DRIVE axxent LS smart into the smart home network

The following options for integrating the DRIVE axxent LS smart into the smart home network are available:

- Via shortcut, Integration via shortcut (see page 19).
- Via the battery pack menu, Integration via the battery pack menu (see page 21).

4.1.1 Integration via shortcut

The integration via shortcut can be done in the SIEGENIA HomeConnect app and also via other smart home apps.

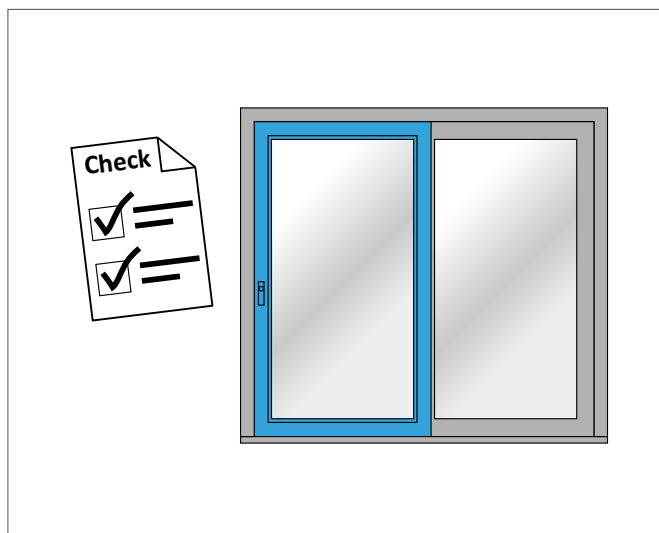
The Matter QR code on the battery pack and also the Matter QR code on the enclosed "Information about product" card can be used for the integration.

All of the following action steps are described for a lift and slide element with opening direction to the right.

Prerequisites

- The operator push button on the sliding sash is functioning properly. If key sounds occur, the operator mode must be activated (see page 36) first.
- A compatible home controller is available and completely set up ([see Compatibility list](#)).
- A smartphone with a compatible operating system version ([see Compatibility list](#)) is ready near the lift and slide element.
- The smartphone is in the same WiFi network as the home controller.
- The SIEGENIA HomeConnect app or another compatible smart home app is installed on the smartphone (see information from the producer of the home controller).
- The wireless connection to the WiFi router / WiFi repeater is free of interferences.

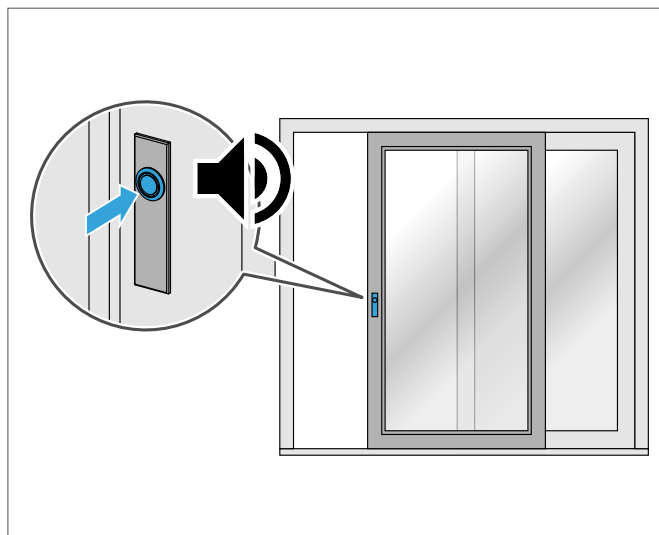
1. Check the lift and slide element:



→ The lift and slide element is connected to the power supply.

→ The lift and slide element is closed and locked.

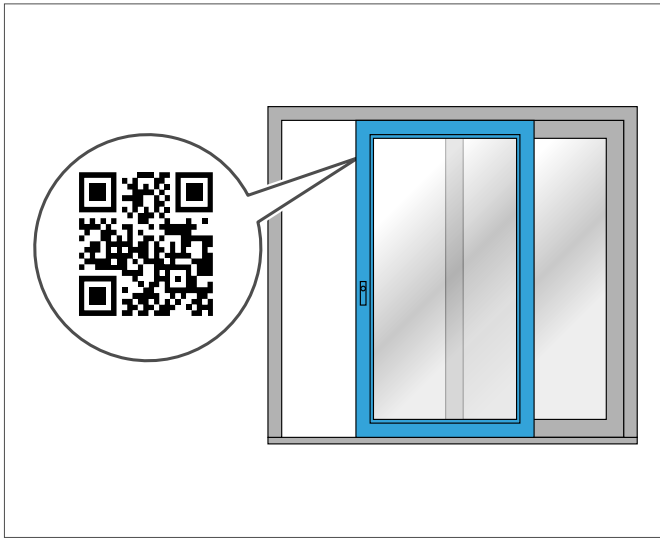
2. Sever the power supply by switching the fuse in the household power grid off.
3. Wait for at least 10 seconds warten, after that the fuse switches back on.
4. Within 30 minutes, press the operator push button with a long press, until a signal tone is audible.



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- The intermediate position is reached.
 - The status LED on the battery pack flashes blue.
 - The battery pack outputs an ascending tone sequence.
5. Within 10 minutes, scan the Matter QR code to the smartphone with the respective app. If the Matter QR code on the card is used: Keep the card and smartphone within Bluetooth range of the lift and slide element.



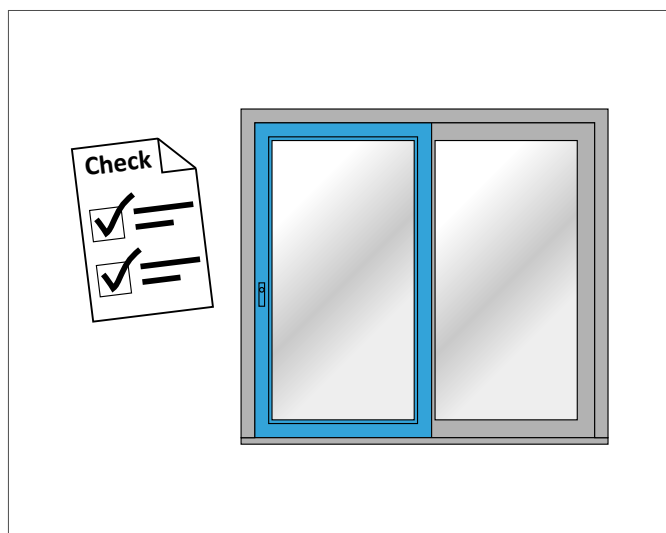
- During the integration the status LED on the battery pack flashes blue faster.
 - If the integration was successful, the status LED flashes green 3x.
 - If the integration was not successful, the status LED flashes red 3x.
6. If the integration was not successful, repeat the process.
7. Remove or efface the Matter QR code on the battery pack for safety or data protection reasons. Preserve the "Information about the product" card.
- The lift-slide gear is integrated into the smart home network.

4.1.2 Integration via the battery pack menu

The Matter QR code on the battery pack and also the Matter QR code on the enclosed "Information about product" card can be used for the integration.

All of the following action steps are described for a lift and slide element with opening direction to the right.

1. Check the lift and slide element:



→ The lift and slide element is connected to the power supply.

→ The lift and slide element is closed and locked.

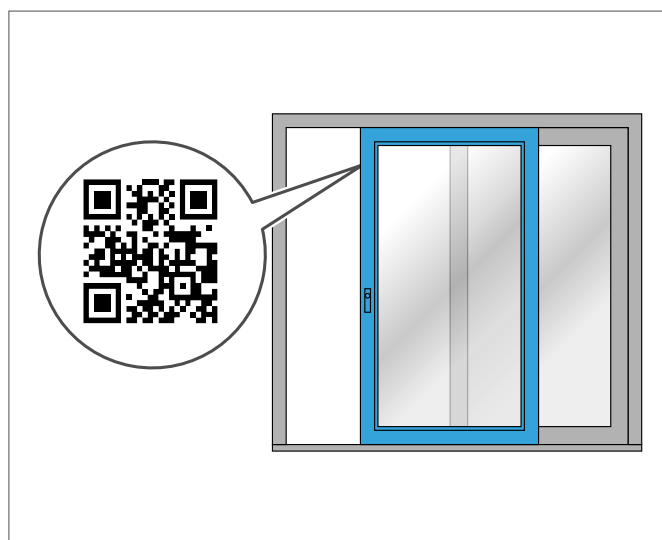
2. Sever the power supply by switching the fuse in the household power grid off.
3. Wait for at least 10 seconds warten, after that the fuse switches back on.
4. Call up menu level 1 on the battery pack. To do this, constantly press the menu button until the status LED lights up magenta.
5. Briefly press the menu button 7x until the status LED lights up red.
6. Change to menu level 2. To do this, press the menu button with a long press, until the status LED flashes red and white.

7. Execute the function. To do this, press the menu button with a long press.

→ The status LED on the battery pack flashes blue.

→ The battery pack outputs an ascending tone sequence.

8. Within 10 minutes, scan the Matter QR code to the smartphone with the respective app. If the Matter QR code on the card is used: Keep the card and smartphone within Bluetooth range of the lift and slide element.



→ During the integration the status LED on the battery pack flashes blue faster.

→ If the integration was successful, the status LED flashes green 3x.

→ If the integration was not successful, the status LED flashes red 3x.

9. If the integration was not successful, repeat the entire process in the battery pack menu.
10. Remove or efface the Matter QR code on the battery pack for safety or data protection reasons. Preserve the "Information about the product" card.

→ The lift-slide gear is integrated into the smart home network.

4.2 Changes to the smart home network

4.2.1 Changing the WiFi router

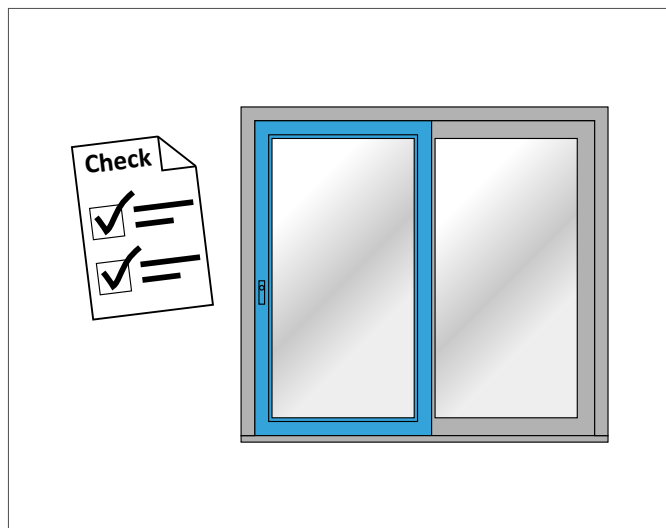
Recommendation: Set the new WiFi router up with the same WiFi data (name / service set identifier and password). Then the above listed steps will no longer need to be carried out for the subsequent router change.

1. Remove the lift-slide gear from every Matter system in which it is integrated.

2. If the lift-slide gear is not integrated in Matter: Resetting Matter (see page 22).
3. Integrate the lift-slide gear with the new WiFi router into the smart home network (see page 19).

4.2.2 Resetting Matter

1. Check the lift and slide element:



→ The lift and slide element is connected to the power supply.

→ The lift and slide element is closed and locked.

2. Sever the power supply by switching the fuse in the household power grid off.

3. Wait for at least 10 seconds warten, after that the fuse switches back on.
4. Call up menu level 1 on the battery pack. To do this, constantly press the menu button until the status LED lights up magenta.
5. Briefly press the menu button 7x until the status LED lights up red.
6. Change to menu level 2. To do this, press the menu button with a long press, until the status LED flashes red and white.
7. Briefly press the menu button until the status LED flashes red and black.
8. Execute the function. To do this, press the menu button with a long press.

→ The status LED on the battery pack flashes orange.

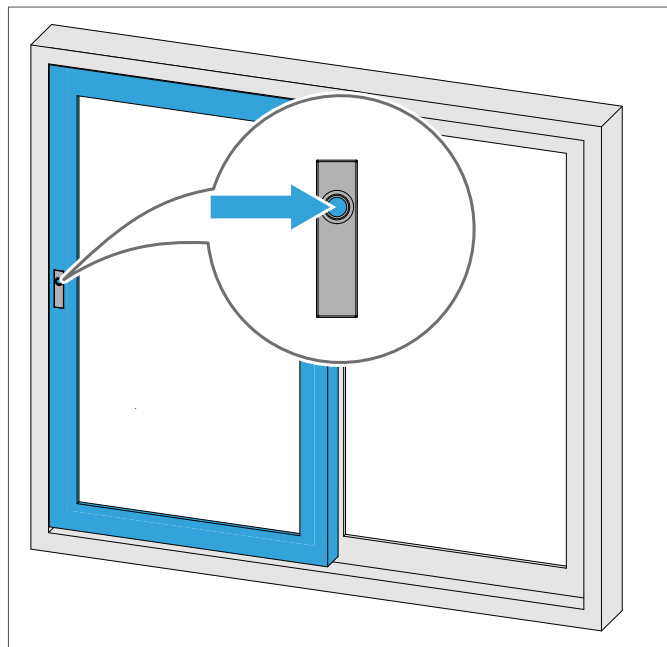
→ If Matter was reset successfully, the status LED flashes green 1x.

5 Operation

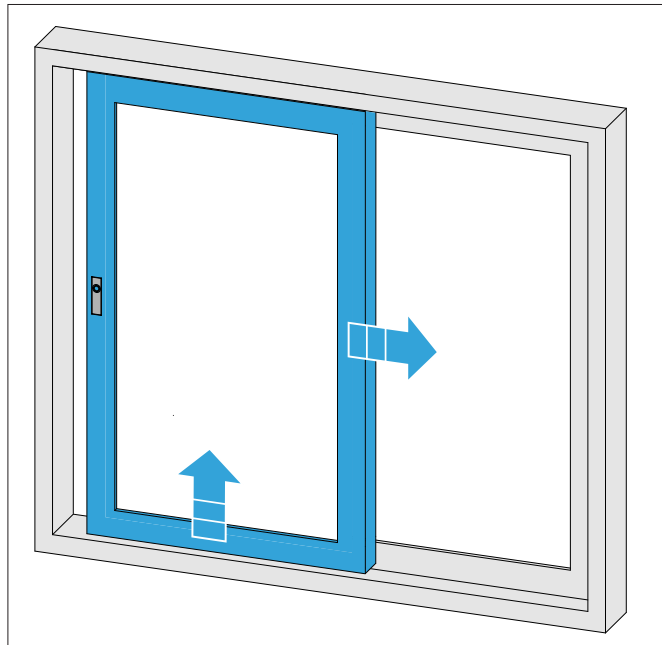
5.1 Operation via operator push button

5.1.1 Opening the sliding sash

1. Briefly press the operator push button.

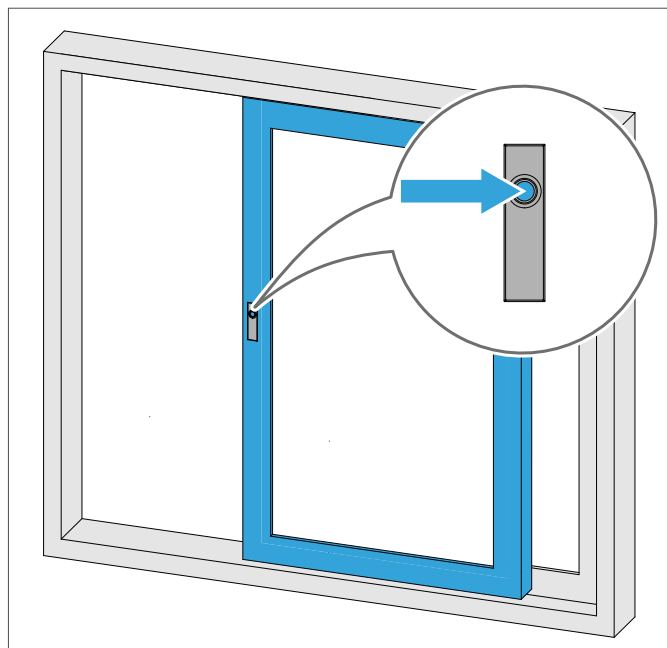


→ The sliding sash lifts, unlocks, and moves to the "Open" position.

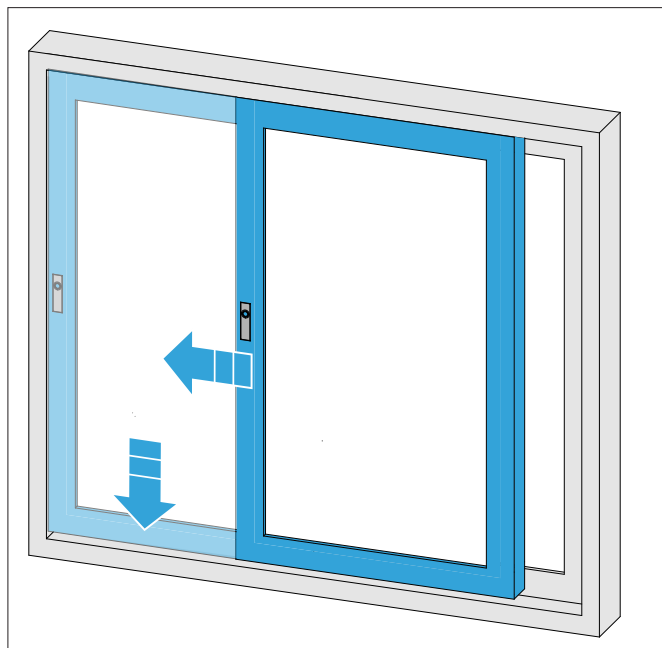


5.1.2 Closing the sliding sash

1. Briefly press the operator push button.

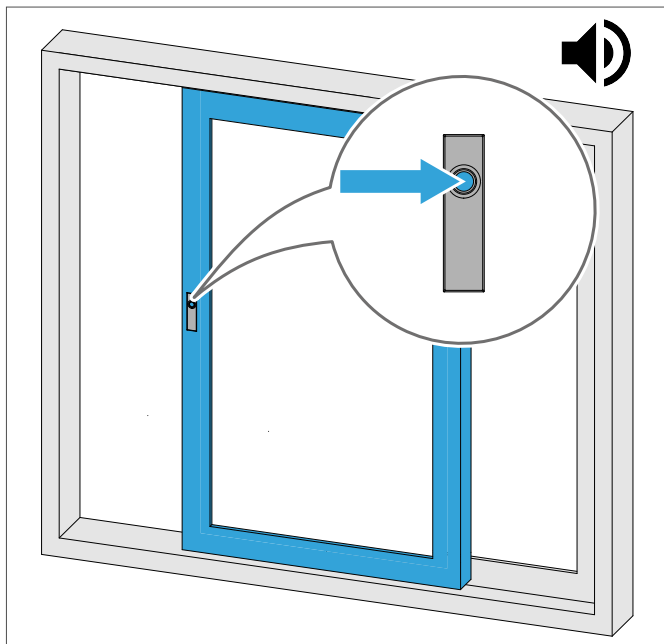


→ The sliding sash moves to the "Closed" position, lowers and locks.

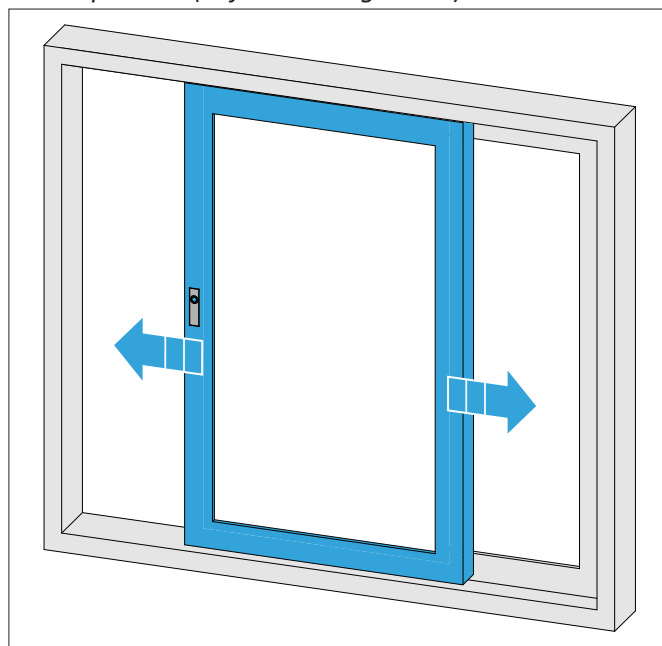


5.1.3 Moving to the intermediate position

1. Press the operator push button from any sliding sash position with a long press, until a tone sequence sounds.

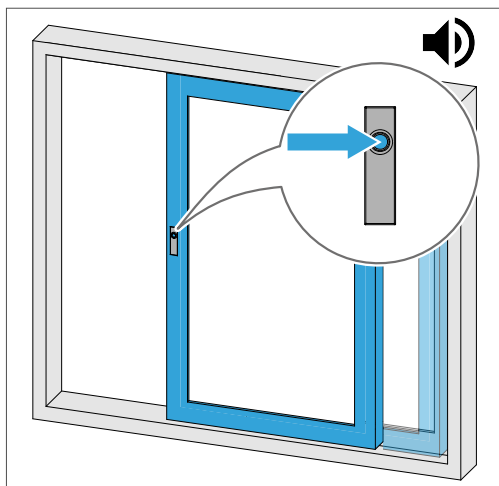


→ The sliding sash moves to the intermediate position (default setting 90 cm).

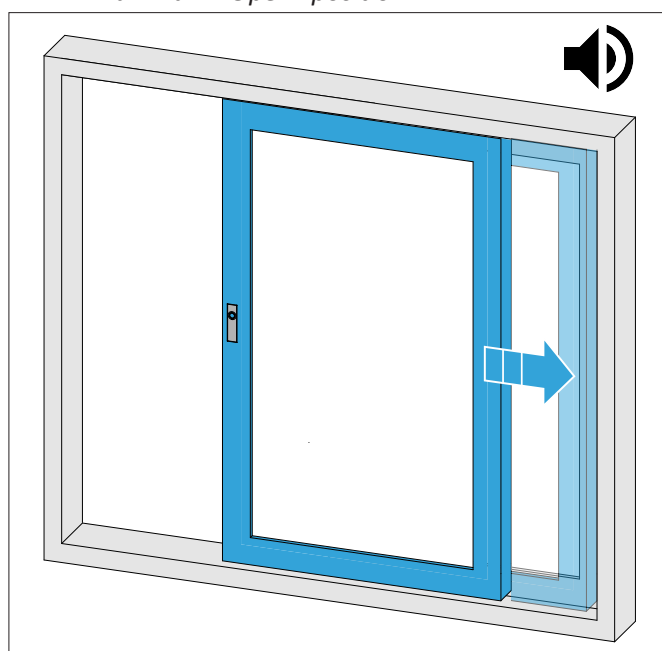


5.1.4 Opening the sliding sash to the maximum width

1. Constantly press the operator push button from the "Open" position.



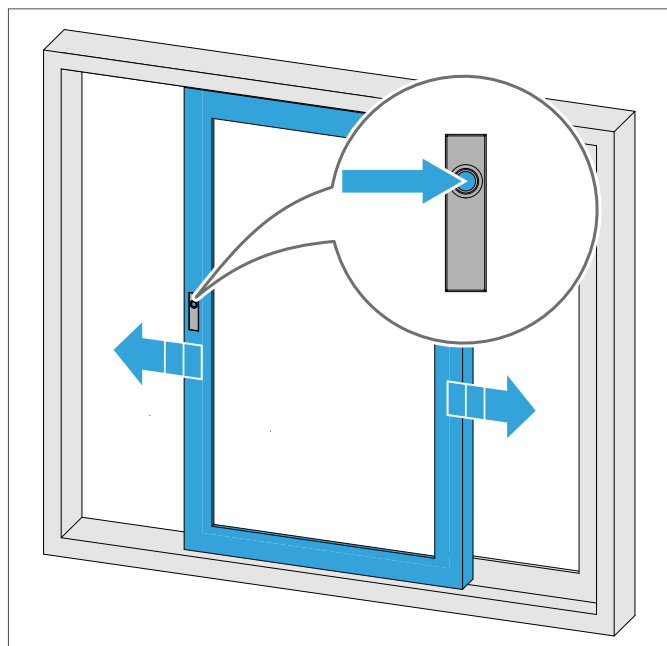
→ As long as the operator push button is pressed, the sliding sash moves in the direction of the maximum "Open" position.



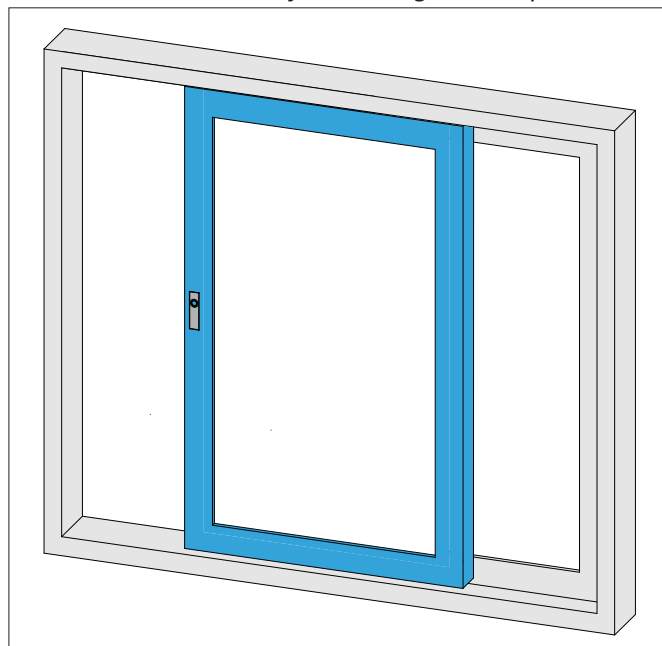
→ A recurring tone sounds.

5.1.5 Stopping the sliding sash movement

1. Briefly press the operator push button from any sliding sash position.



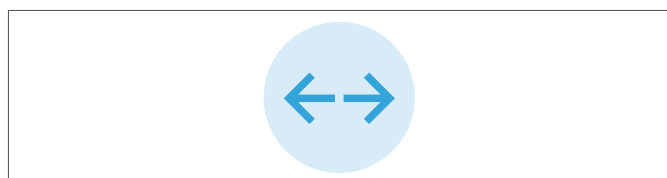
→ The movement of the sliding sash stops.



5.2 Operation in the SIEGENIA HomeConnect app (DRIVE axxent LS smart only)

5.2.1 Opening the sliding sash

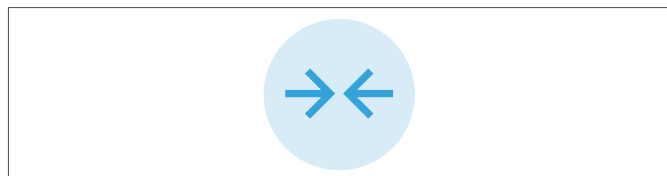
1. Press the symbol.



→ The sliding sash lifts, unlocks, and moves to the "Open" position.

5.2.2 Closing the sliding sash (without locking)

1. Press the symbol.



→ The sliding sash moves to the "Closed" position, but does not lower and lock.

→ The battery pack charges.

→ The light ring on the operator push button lights up continuously.

5.2.3 Unlocking and opening the sliding sash

1. Press the symbol.



→ The sliding sash lifts, unlocks, and moves to the "Open" position.



5.2.4 Closing and locking sliding sash

1. Press the symbol.



→ The sliding sash moves to the "Closed" position, lowers and locks.



5.2.5 Moving to the intermediate position

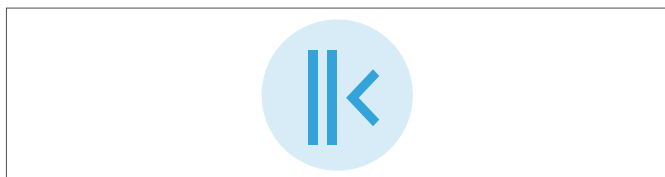
1. Press the symbol.



→ The sliding sash raises and moves to the intermediate position (default setting 90 cm).

5.2.6 Moving to the night vent position

1. Press the symbol.



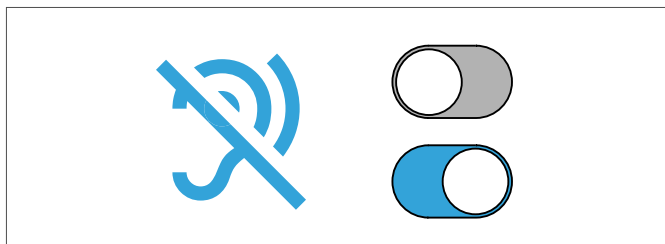
→ The battery pack charges, the light ring on the operator push button lights up continuously.

→ If a night ventilation timer is activated in the battery pack menu, the lift and slide element closes automatically after the time set expires.

→ The sliding sash moves up 12 mm and lowers.

5.2.7 Activating and deactivating silent mode

1. Press the switch (greyed out).



→ Silent mode is activated.

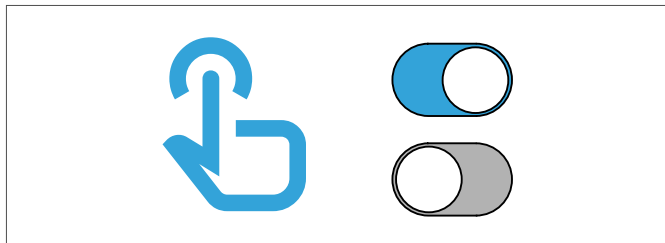
→ The motors are switched to silent operation and run at lower speed.

2. To deactivate silent mode, press the switch (blued out).

5.2.8 Deactivating and activating the operator push button

The operator push button has to be deactivated for burglary-resistance elements in accordance with resistance class RC2 / RC3 (EN 1627 et seqq.).

1. Press the switch (blued out).

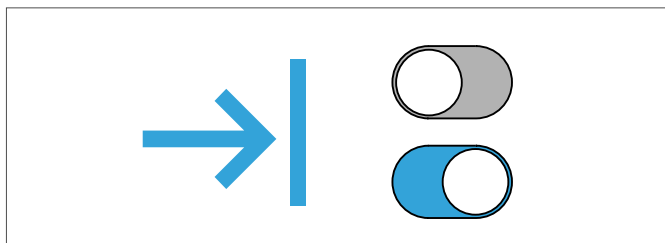


- The operator push button is deactivated and blocked from operating.
- The light ring continues lit commensurate with the current state.
- In-app control is still possible.

2. To activate the operator push button, press the switch (greyed out).

5.2.9 Activating and deactivating reduced opening width

1. Press the switch (greyed out).

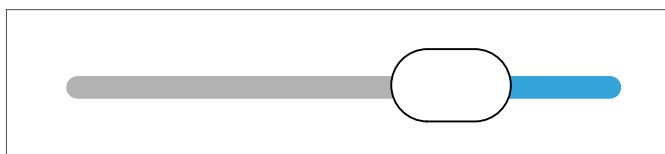


- Reduced opening width is activated.
- If an opening command comes from another smart home app, the sliding sash does not open completely, but only up to the intermediate position set.

2. To deactivate the reduced opening width, press the switch (blued out).

5.2.10 Setting opening width manually

1. The opening width can be set between 0 and 100 percent via the slide controller.



- 0% equates to the "Closed and not locked" state.
- 100% equates to the "Open" state.

5.3 Operation in other smart home apps (DRIVE axxent LS smart only)

5.3.1 Unlocking and opening the sliding sash

1. In the smart home app, press the symbol that corresponds to "Locked".

→ The sliding sash lifts, unlocks, and moves to the "Open" position.

- In the smart home app, press the symbol that corresponds to "Unlocked" is displayed.

5.3.2 Closing and locking sliding sash

1. In the smart home app, press the symbol that corresponds to "Unlocked".

→ In the smart home app, press the symbol that corresponds to "Locked" is displayed.
- The sliding sash moves to the "Closed" position, lowers and locks.

5.4 Querying the charging status on the battery pack

When the sliding sash is open continuously, the operational ability of the lift-slide gear with a fully charged battery pack is approx. 30 hours. With a decreasing charge level, the following operating restrictions occur:	
Charge status	Action
20 %	• The silent mode is active. • The sliding sash only moves slowly.
10 %	• The sliding sash only moves to the closed position. • A warning tone sounds every minute. • The status indicator flashes red every minute.
≤3 %	• The battery pack switches off (in case of no motion). • The status indicator flashes red. • The sliding sash can only be pushed into the charging contacts manually. • It is still possible to lift and lower the sliding sash. • Complete functioning of the sliding sash is only possible from a charge level of 20 % upward (charging time approx. 30 minutes). • The complete charging of a flat battery pack lasts approx. 3 hours.

1. Briefly press the menu button.

→ The battery pack is awoken.

→ The status LED and the menu button LED light up.
2. Briefly press the menu button.

→ The status LED displays the charge level of the battery pack for 10 seconds.

→ The menu button LED flashes.

5.5 Performing a reference run

When the battery pack is switched off or the lift-slide gear is disconnected from the power supply for other reasons, the lift-slide gear is no longer referenced and a reference run needs to be performed.

WARNING

Danger of crushing due to deactivated jam protection

During the reference run, the jam protection is deactivated and the lift-slide gear does not respond to obstacles. Body parts can be crushed or severed on contact.

- Stay within the range of vision of the moving element.
- Maintain safety clearance from the moving element.
- Keep people away from moveable elements.

1. Briefly press the operator push button.
 - *The referencing run is performed automatically.*
 - *During the reference run the lift-slide gear outputs a recurring audio signal.*

6 Care and maintenance

6.1 Notes on cleaning and maintenance

- ◇ Clean the product using a damp cloth and a mild soap solution or washing-up liquid.
- PORTAL maintenance instructions
<https://link.si/H49WART0001>

7 Troubleshooting

7.1 Contact to producer

- ◇ If the following information does not describe the error, then contact the producer:
<https://link.si/td/service001/0324>



7.2 Troubleshooting

Problem	Possible cause	Solution
The status LED on the battery pack does not light up green.	There is a (temporary) interruption on the lift-slide gear.	1. Switch the battery pack off and then on again (see page 14). 2. If the status indicator continues to light up in a colour other than green: Contact Service.
The lift and slide element does not function as expected (e.g. acoustic signals, speeds, operator push button light ring).	The settings in the battery pack menu or in the SIEGENIA HomeConnect app were changed.	1. Check whether the changed settings correspond with the requirements. 2. If necessary, adjust the settings.
	The charge level of the battery pack is low.	1. Close or lock the lift and slide element. 2. Let stand in this position for min. 30 minutes to charge the battery pack.
The lift and slide element does not open completely when pressing the operator push button.	The operator push button was not pressed with a long press.	• Briefly press the operator push button (<1 second). There must not be an ascending tone sequence output when pressing.
The lift and slide element stops unexpectedly during a sliding motion and then backs up a little. A three-part tone sequence is output and the light ring on the operator push button flashes briefly.	The lift-slide gear has detected an obstacle in the travel range.	1. Remove the obstacle from the travel range. 2. If the lift and slide element still cannot move: Contact Service.
The lift and slide element stops while lowering or raising and outputs a signal tone.	The lift-slide gear has detected an obstacle.	1. Remove the obstacle. 2. If the problem persists: Contact Service.

Problem	Possible cause	Solution
The lift and slide element does not respond when pressing the operator push button and is locked.	The lift-slide gear's power supply has been interrupted for more than 30 hours.	1. Check the power supply (fuse and residual current circuit breaker) and restore. 2. Charge the battery pack for at least 30 minutes.
	The operator push button was deactivated in the SIEGENIA HomeConnect app.	• Activating the operator push button (see page 27).
	The operator push button was deactivated in the SIEGENIA HomeConnect app and the SIEGENIA HomeConnect app cannot be used.	1. Sever the power supply by switching the fuse in the household power grid off. 2. Wait between 10 and 30 seconds. 3. Switch the fuse back on. 4. Within 30 minutes, press the operator push button. If the operator push button is not pressed, it remains deactivated.
	There is a (temporary) interruption on the lift-slide gear.	1. Sever the power supply by switching the fuse in the household power grid off. 2. Wait at least 10 seconds. 3. Switch the fuse back on. 4. Interrupt the power supply again. 5. Press the operator push button for at least 10 seconds. 6. If the battery pack turns itself off: Switch the fuse back on. 7. If the battery pack does not turn itself off: Press the operator push button again for at least 10 seconds. If control via the operator push button is still not possible: 1. Raise the lift and slide element with the emergency operating key (see page 37). 2. Switch the battery pack off and then on again (see page 14). 3. If the problem persists: Contact Service.

Problem	Possible cause	Solution
The lift and slide element does not respond when pressing the operator push button and is open.	The lift-slide gear's power supply has been interrupted for more than 30 hours.	1. Push the lift and slide element shut manually. 2. Let stand in this position for min. 30 minutes to charge the battery pack.
	The operator push button was deactivated in the SIEGENIA HomeConnect app.	• Activating the operator push button (see page 27).
	The operator push button was deactivated in the SIEGENIA HomeConnect app and the SIEGENIA HomeConnect app cannot be used.	1. Briefly press the menu button on the battery pack. 2. Within 30 minutes, press the operator push button. If the operator push button is not pressed, it remains deactivated.
	There is a (temporary) interruption on the lift-slide gear.	1. Switch the battery pack off and then on again (see page 14). 2. If the problem persists: Contact Service.
When starting the integration into the smart home network the status LED does not flash blue.	The lift-slide gear is already integrated in a smart home network.	1. Resetting Matter (see page 22). 2. Switch the battery pack off and then on again (see page 14). 3. Wait min. 30 seconds. 4. If the problem persists: Contact Service.
	The lift-slide gear is not in operator mode.	• Activate operator mode (see page 36).
The label with the Matter QR code on the battery pack is damaged or not present.	-	1. Use the Matter QR code or the 21-digit numerical setup code on the enclosed card. 2. If the card is not available: Contact Service.

Problem	Possible cause	Solution
During the integration into the smart home network the status LED on the battery pack no longer flashes blue, but red 3x.	The smart home components used (smartphone, smart home app and home controller) are not compatible.	Take the Compatibility list into account.
	Bluetooth on the smartphone is not activated.	Activate Bluetooth.
	When scanning the Matter QR code the smartphone is too far removed from the lift and slide element.	Keep the smartphone within Bluetooth range of the lift and slide element.
	The smartphone is not in the same WiFi network as the home controller.	Connect the smartphone to the correct WIFI network before integrating.
	The WiFi network is configured for the 5 or 6 GHz frequency band only.	Activate the 2.4 GHz frequency band (see router or access point instructions).
	The configuration of the WiFi network prevents correct communication between the lift-slide gear and the home controller.	Configure the WiFi network correctly. If necessary, consult experts.
	The signal quality of the WiFi network is insufficient.	- Check the network connection. If necessary, use a WiFi repeater or replace the WiFi router. - If necessary, assign a different channel (in the 2.4 GHz frequency band).
The lift and slide element does not respond to commands or reports an incorrect status in the respective smart home app. Other Matter devices cannot be controlled either.	There is a general technical problem.	- Restart the smartphone, home controller, and WIFI router. - Install the most current software updates.
		Switch the battery pack off and then on again (see page 14).
The lift and slide element does not respond to commands or reports an incorrect status in the respective smart home app. Other Matter devices cannot be controlled either.	There is a general problem with the smart home network.	- Restart the home controller and WIFI router / WiFi repeater. - Check the configuration of the smart home network. - Check the network connection.

Problem	Possible cause	Solution
The lift and slide element is locked and does not respond to commands or reports an incorrect status in the respective smart home app. Other Matter devices cannot be controlled either. Control of the lift and slide element via the operator push button is also not possible.	The lift-slide gear's power supply has been interrupted for more than 30 hours.	1. Check the power supply (fuse and residual current circuit breaker) and restore. 2. Charge the battery pack for at least 30 minutes.
	The operator push button was deactivated in the SIEGENIA HomeConnect app.	• Activating the operator push button (see page 27).
	The operator push button was deactivated in the SIEGENIA HomeConnect app and the SIEGENIA HomeConnect app cannot be used.	1. Sever the power supply by switching the fuse in the household power grid off. 2. Wait between 10 and 30 seconds. 3. Switch the fuse back on. 4. Within 30 minutes, press the operator push button. If the operator push button is not pressed, it remains deactivated.
	There is a (temporary) interruption on the lift-slide gear.	1. Sever the power supply by switching the fuse in the household power grid off. 2. Wait at least 10 seconds. 3. Switch the fuse back on. 4. Interrupt the power supply again. 5. Press the operator push button for at least 10 seconds. 6. If the battery pack turns itself off: Switch the fuse back on. 7. If the battery pack does not turn itself off: Press the operator push button again for at least 10 seconds. If control via the operator push button is still not possible: 1. Raise the lift and slide element with the emergency operating key (see page 37). 2. Switch the battery pack off and then on again (see page 14). 3. If the problem persists: Contact Service.

Problem	Possible cause	Solution
The lift and slide element is open and does not respond to commands or reports an incorrect status in the respective smart home app. Other Matter devices cannot be controlled either. Control of the lift and slide element via the operator push button is also not possible.	The lift-slide gear's power supply has been interrupted for more than 30 hours.	1. Push the lift and slide element shut manually. 2. Let stand in this position for min. 30 minutes to charge the battery pack.
	The operator push button was deactivated in the SIEGENIA HomeConnect app.	• Activating the operator push button (see page 27).
	The operator push button was deactivated in the SIEGENIA HomeConnect app and the SIEGENIA HomeConnect app cannot be used.	1. Briefly press the menu button on the battery pack. 2. Within 30 minutes, press the operator push button. If the operator push button is not pressed, it remains deactivated.
	There is a (temporary) interruption on the lift-slide gear.	1. Switch the battery pack off and then on again (see page 14). 2. If the problem persists: Contact Service.
The lift and slide element does not respond to commands or reports an incorrect status in the respective smart home app. Other Matter devices cannot be controlled. Control of the lift and slide element via the operator push button is not possible.	The lift-slide gear is not referenced.	• A reference run is started automatically with a brief press on the operator push button, Reference run (see page 11) and Performing a reference run (see page 29).
	Operator mode is not active.	• Activate operator mode (see page 36).
	The battery pack level is low.	1. Push the lift and slide element shut manually. 2. Let stand in this position for min. 30 minutes to charge the battery pack.
	The lift-slide gear was removed from the smart home network, but is still displayed.	• Reintegrate the lift-slide gear (see page 19).
	There is a general system error.	1. Switch the battery pack off and then on again (see page 14). 2. If the problem persists: Contact Service.
The lift and slide element does not open completely for the operation using the smart home app.	The "Reduced opening width" function was activate in the SIEGENIA HomeConnect app.	• Deactivate the function (see page 27).

7.3 Activating the operator mode

If sounds are heard when pressing the operator push button, the lift-slide gear is not in operator mode.

Operator mode is activated as a result:

1. The lift and slide element opens a few centimetres and then stops.

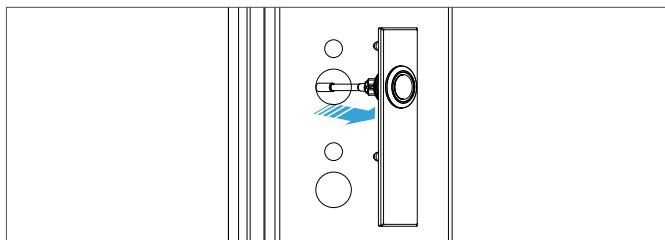
2. Hold down the operator push button for 10 seconds.

→ A confirmation tone sounds and the operator mode is activated.

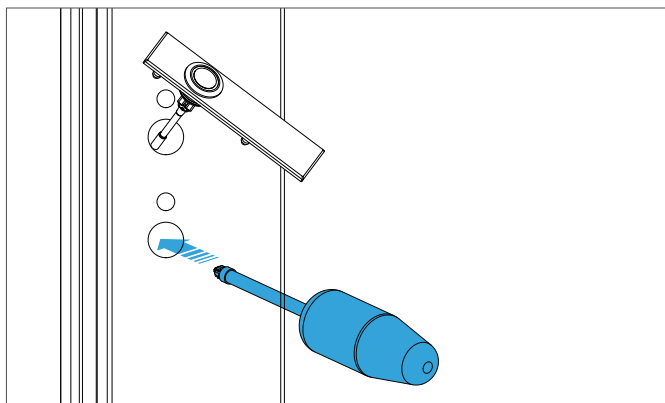
7.4 Emergency release in the event of drive failure

If the lift-slide gear fails, the lift and slide element can be raised and lowered manually using the emergency operating key, supplied. In the raised state the lift and slide element can be slowly moved by hand. **Note:** The emergency operating key is designed solely for manual operation in the event of a malfunction.

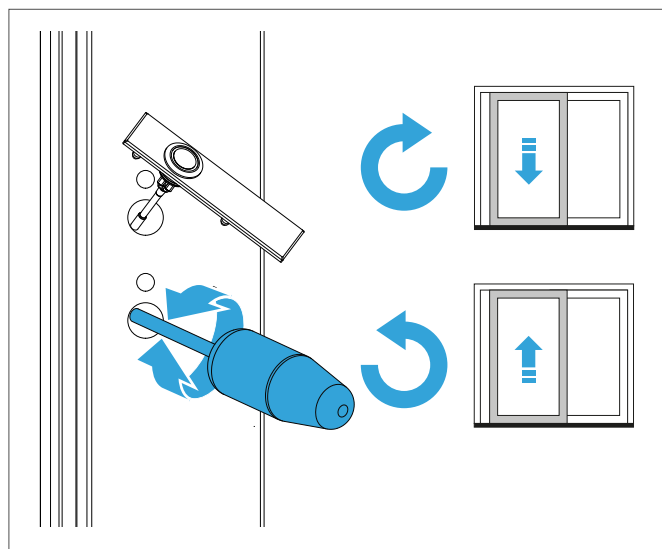
1. Carefully release the operator push button from the lift and slide element.



2. Insert the emergency operating key into the opening at the bottom as far as the stop.



3. To lower the lift and slide element, turn the emergency operating key clockwise. To raise the lift and slide element, turn the emergency operating key anti-clockwise.



→ The alarm tone sounds and switches itself off after 1 minute.

Operating and care instructions

DRIVE axxent LS / DRIVE axxent LS smart

8 Compliance

8.1 EU declaration of conformity

We, the producer, hereby declare that our product complies with the following directives.

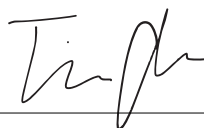
Producer	Product	
SIEGENIA-AUBI KG Industriestraße 1 – 3 57234 Wilnsdorf	Device type:	Type designation:
	Concealed lift-slide drive	DRIVE axxent LS DRIVE axxent LS smart

Directives		Harmonised standards
EMC Directive	2014/30/EU	EN 55014-1:2021 EN 55014-2:2021 EN 301 489-1 V2.2.3 EN 61000-6-1:2019 EN 61000-3-2:2019 + A1:2021 EN 61000-6-3:2021 EN 61000-3-3:2021 + A1:2019 + A2:2021
RoHS Directive	2011/65/EU	EN 63000:2018
RED Directive	2014/53/EU	EN 301 489-1 V2.2.3 EN 301 489-17 V3.2.4 EN 55032:2015 + A11:220 EN 55032:2017 + A11:220 EN 300 328 V2.2.2

Underlying test reports: EMC Testhaus GmbH & Co. KG -
Test Report: 14/609

Directives		Harmonised standards
RED Directive	2014/53/EU	EN 301 489-1 V2.2.3 EN 301 489-17 V3.2.4 EN 55032:2015 + A11:220 EN 55032:2017 + A11:220 EN 300 328 V2.2.2

Underlying declarations of conformity: Espressif - ESP32-S3-WROOM-1U CE Certification, 15/04/2022, LGAI Technological Center, S.A. (APPLUS), Report No. R2111A1080-E1/R2111A1080-R1



Wilnsdorf, 2026-07-14 Tim Opfer
(Group development leader)

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