What is the Aqara Thermostat Hub W200?

The Aqara Thermostat Hub W200 is a smart device that integrates Wi-Fi, Zigbee/Thread protocols and features BLE functionality. The product is equipped with a 4-inch 480×480 resolution touchscreen, providing a smooth and intuitive interactive experience. As a professional thermostat compatible with 24V HVAC systems, it can work with furnaces, ACs (2H/2C), heat pumps (2H/2C + 2-stage AUX), boilers, PTACs, and fan coil units (3 fan speeds).

Do you need a C-wire to install the Aqara Thermostat Hub W200?

If your existing system does not have a C-wire, you can purchase the Aqara C-Wire Adapter from our website to provide stable power. Please be sure to check system compatibility using the official Compatibility Checker or by starting the in-app installation process.

*Please do not wire the Aqara Thermostat Hub W200 to high voltage system.

What should I do if my Aqara Thermostat Hub W200 cannot power on?

a. If your existing system does not have a C-wire, you can purchase the Aqara C-Wire Adapter from our website to provide stable power. Otherwise, the device will not turn on.

b. For wires labeled Rc, Rh, R, connect to Rc if only a single wire is present. If there are two wires, connect them to Rc and Rh respectively.

c. Remove the screen, to ensure no pins are bent.

How do I connect an Aqara doorbell and lock to the Aqara Thermostat Hub W200?

1) First, add your Aqara doorbell or door lock to your account
2) On the front page of the Thermostat Hub W200 Aqara app page, scroll down to find "configurations" and select. "Link a Smart Doorbell".
3) Select the associated doorbell
4) Underneath connected doorbell, select "Link a smart door lock"
*Doorbell and the Thermostat Hub W200 should be connected with the same local area network.

*Currently, only G400 Doorbell and G410 Doorbell Camera Hub are supported (Smart Video Doorbell G4 is excluded).

How to restart the device?

Swipe down on the home screen to enter [Settings] - [Advanced Settings] - [Device Restart].

How do I factory reset the device?

Swipe down on the home screen to enter [Settings] - [Advanced Settings] - [Factory Reset].

How do I change the screensaver?

Open the device settings page - Press thermostat settings - Display & Brightness - Standby - Screensaver - then select your preferred screensaver.

How do I use the screen lock function?

The screen lock function can be enabled or disabled on the device or on the Aqara app.

On Device: Got to Settings -> Advanced Settings -> Security Settings -> Turn Off Password / Change Password

On the Aqara App: Go to Settings -> Thermostat Settings -> Security Settings -> Turn Off Password / Change Password

If you forget your password and cannot access through the device, you can change the password on the app.

How to connect the thermostat to a Wi-Fi network?

On the device's home screen, swipe down and press Settings - Network, then follow the instructions. If the connection fails, try restarting your home router.

How do I link other smart home devices or scenes to on-screen buttons for control?

On the Aqara Home app, go to “Configurations” on the device's front page and select the desired screen layout.

Tap the screen layout you have chosen, then tap the “+” icon to configure the devices, scenes, services, and more.

How do I switch themes?

Open "Aqara Home app", go to the Thermostat Hub W200 device details page, select Configurations> Theme Library to switch themes. Themes are continuously being updated, and more personalized themes will be available in the future.

Why can't I set my heating and cooling temperatures closer together in Auto mode?

When using Apple's Adaptive Temperature or Auto mode, both heating and cooling are active simultaneously. To ensure system stability, the Aqara Thermostat Hub W200 requires a minimum deadband (temperature gap between setpoints) of 5°F. This pre-set temperature gap prevents your HVAC from switching back and forth too frequently.

I just switched my Thermostat Hub W200 from Heat to Cool, but the air conditioner hasn't turned on yet. Is something wrong?

This is normal and how the system was designed to function. This is a built-in safety feature designed to protect your HVAC hardware. The Aqara Thermostat Hub W200 has a default 5-minute delay when switching modes. For example, if you switch from Heat to Cool, the system will wait 5 minutes before the cooling cycle begins to prevent equipment strain.

Why does my HVAC keep running for a few minutes even after I turn it off?

This is our Compressor Short Cycle Protection in action. To prevent wear and tear caused by "short cycling" (turning on and off too quickly), the Aqara Thermostat Hub W200 ensures a minimum runtime of 2 minutes. Even if you adjust the temperature, the compressor will complete its 2-minute cycle to prolong the life of your system.

Why does my HVAC keep running for a few minutes even after the room reaches the target temperature?

Currently, the Aqara Thermostat Hub W200 features a factory-set temperature swing of ±1°F. This balance is optimized for both consistent comfort and energy efficiency.

Why can't I access Adaptive Temperature?

1) Make sure that all family members' devices are running iOS 26 or above.
2) Confirm that your home network is properly enabled and working normally.
3) Check if there are any unused residents added to your current Apple account, and delete them if any.

What should I do if my Thermostat Hub W200 shows “no response” in the Apple Home app?

If your Thermostat Hub W200 shows “no response” in the Apple Home app, there are some suggestions to check:

a. Upgrade the iOS version of the Apple Home Hub and device’s firmware version to the latest.

b. Make sure your thermostat and your iOS device are both connected to the same Wi-Fi network.

c. Confirm that whether you change Apple Home Hub’s network currently if all the devices show “no response” in the Apple Home app.

d. If the Thermostat Hub W200 shows offline in the Aqara Home app at the same time, restart device and see if it works.

What should I do if the Aqara Thermostat Hub W200 fails to connect with the Aqara Home app?

If your Thermostat Hub W200 fails to connect with the Aqara Home app, please try these steps:

a. Ensure both the Aqara Home app and your phone’s operating system are running the latest versions.

b. The device supports WPA/WPA2. If your router is set to WPA3 only, switch it to WPA/WPA2 during pairing.

c. Make sure that you enter the correct Wi-Fi name and password.

d. If it is a router for business, disable the "forbid sending mDNS to wireless clients" setting.

e. Try with another Wi-Fi or creating a Wi-Fi hotspot with a phone can be even better, so you can know whether the pairing failed because the previous Wi-Fi signal is weak.