Honeywell

User Guide

Square Faceplate Digital Bluetooth Door Knob

Model 8832001S
8832101S
8832301S
8832401S

Package Includes:

1 - Exterior Faceplate
1 - Interior Faceplate
1 - User Guide
2 - Keys

1 - Strike Plate
1 - Mounting Plate
1 - Latch
1 - 1 3/8" Screws

2 - 5/16" Screws
2 - 1 " Screws
5 - 3/4" Screws

| Exterior Faceplate | Interior Faceplate | User Guide | Keys | Strike plate | Mounting Plate | Latch |

| 1 3/8" Screws | 1" Screws | 5/16" Screws | 3/4" Screws |

Please carefully check the above list to confirm all items have been received. If any items are missing, please contact Consumer Assistance. (See page for contact information)

Read this manual carefully before installing and operating!

INDEX

INSTALLATION INSTRUCTIONS

PACKAGE CONTENTS
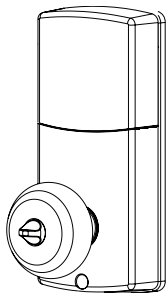
Entry keys (2 ea.)

Interior Assembly

Mounting Plate
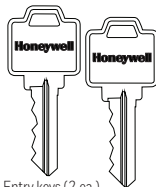
Exterior Assembly

Latch (Adjustable)
2-3/8" (60mm) to 2-3/4" (70mm)

Strike Plate

5/16" (8mm) Screws - 2 ea.
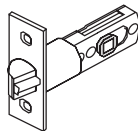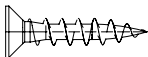
7/8" (22mm) Screws - 2 ea.

3/4" (19mm) Screws - 5 ea.

1" (25mm) Screw - 1 ea.

TOOLS REQUIRED

Tools Required for Installation on Pre-drilled Doors:

• Phillips Screwdriver

NOTE: DO NOT USE a drill.

Batteries (not included)
Electronic lock requires (4) High Quality AA Alkaline batteries. When all 4 batteries are installed in the correct position, hear 2 beeps and the keypad will illuminate blue. DO NOT TOUCH the keypad until the keypad stops illuminating.

Tools Required for Installation on Doors That Require Drilling:

• Drill
• Tape Measure
• Pencil
• 2-1/8" (54mm) Drill Hole Saw
• 1" (25mm) Drill
• 1/16" (2mm) Drill
• Chisel
• Hammer
• Phillips Screwdriver

⚠ PAY CLOSE ATTENTION TO ALERTS

DO NOT RETURN TO STORE! If any parts are missing or damaged,
please call Customer Service toll free at 1-800-860+1677 Ext. 1801 (M-F 8am – 5pm PST)

1

PREPARE DOOR AND JAMB

NOTE: For installation on doors with pre-drilled holes skip to page 4.

1. TEMPLATE

    a. Cut out template printed on page 20 of this Manual (Figure 1a).

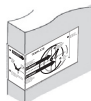   b. Fold template and place on door 36" (915mm) from the ground as marked (Figure 1b).

2. MARK THE DOOR FOR DRILLING

    b. Mark center hole on door edge through guide on template for 1" (25mm) latch bolt (Figure 2a).

    a. Mark center hole on door face through guide on template for 2-3/8" (60mm) or 2-3/4" (70mm) backset (Figure 2b).
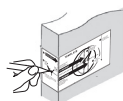
3. DRILL AND CHISEL DOOR

    a. Drill 2-1/8" (54mm) hole through door face as marked for lock set (Figure 3a).

    b. Drill 1" (25mm) hole in center of door edge for Latch Assembly (Figure 3b).

    c. Insert Latch Assembly in hole keeping it parallel to face of door. Mark outline and remove latch (Figure 3c).

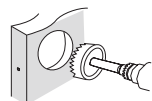   d. Chisel 1/8" (3mm) deep or until latch face is flush with door edge (Figure 3d).

> ⚠ **NOTE: For Drive in Latch, drill hole size indicated on template and press until it is flush with door edge.**

Figure 1a   Figure 1b

Figure 2a   Figure 2b
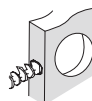
Figure 3a   Figure 3b

Figure 3c   Figure 3d

4. MARK AND DRILL DOOR JAMB

    a. Mark center hole on edge of jamb even with the center of the Latch Bolt on door edge. (Figure 4a).

    b. Drill 1" (25mm) hole 1-3/16" (30mm) deep in door jamb on center mark (Figure 4b).

    c. Outline outside edges of Strike Plate (Figure 4c).

    d. Chisel 1/8" (3mm) deep for Strike Plate or until flush (Figure 4d).

    e. Install Strike Plate using two 3/4" (19mm) screws provided (Figure 4e).
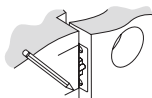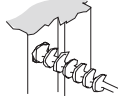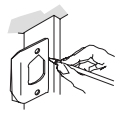
Figure 4a   Figure 4b   Figure 4c   Figure 4d   Figure 4e
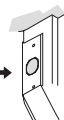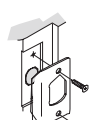
ADJUSTING AND INSTALLING LATCH

NOTE: Latch is shipped with the backset set at 2-3/8" (60mm)

Measure the backset (backset is distance between edge of the door and the center of Lock).

TO CONVERT FROM 2-3/8" (60mm) BACKSET TO 2-3/4" (70mm) BACKSET

2-3/8" (60mm)

⇒ PULL
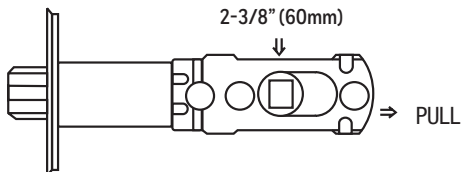
TO CONVERT FROM 2-3/4" (70mm) BACKSET TO 2-3/8" (60mm) BACKSET

2-3/4" (70mm)

⇐ PUSH
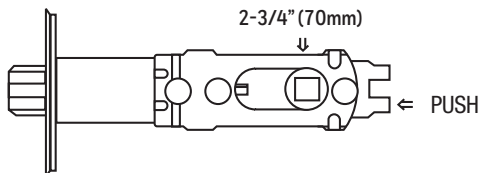
⚠ **NOTE: Curved part of Latch always faces curved portion of Strike Plate**
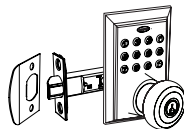
5. INSTALLING THE LATCH (need phillips head screwdriver)

a. Make sure the face plate sits flush with the door. Do not force the latch into the mortise flush. Chisel out excess material if necessary for a flush fit (Figure 5a).

b. Using two 3/4" (19mm). screws provided, screw the latch into the door with a hand held screwdriver. **DO NOT OVER TIGHTEN** (Figure 5b).

Figure 5a

Figure 5b

INSTALLING EXTERIOR ASSEMBLY

6. INSTALLING THE EXTERIOR ASSEMBLY

Work with the Door Open for easy access. To access the mounting plate, unpack the Interior Assembly and remove the battery cover by sliding the cover upward. Locate the screws holding the Mounting Plate to the Interior Assembly. Remove the screws to release the Mounting Plate from the Interior Assembly.

a. Unpack the Exterior Assembly. Use care to not scratch the green circuit board during handling and installation.

b. Check that the Rubber Gasket is properly seated on the Exterior Assembly (Figure 6a-b).

c. Insert the Exterior Assembly onto the door with the tailpiece going through the Latch spindle in the **VERTICAL POSITION**. Route the Control Wire through the door over the Latch (Figure 6c).
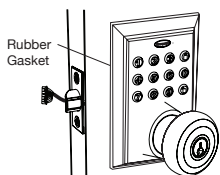
Figure 6a-b
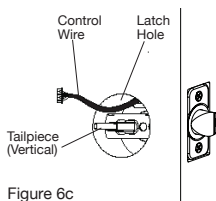
Figure 6c

⚠ NOTE: Tailpiece must be positioned vertically

7. SECURING THE EXTERIOR ASSEMBLY TO THE DOOR

a. From the side marked "This side against door", route the Control Wire through the rectangular slot in the Mounting Plate (Figure 7a).

b. Place Mounting Plate against door with tailpiece passing through the center hole in the three hole set (Figure 7b).

c. Secure the Mounting Plate to the Exterior Assembly using two 7/8" (22mm) Screws (Figure 7c).

d. Hand tighten with a Phillips Screwdriver leaving loosely connected (Figure 7d).

e. Check that the Rubber Gasket is properly aligned and correct as necessary (Figure 7e).

f. Check vertical alignment of the lock (Figure 7f).

g. Tighten securely with a hand held Phillips Screwdriver. **DO NOT OVER TIGHTEN**
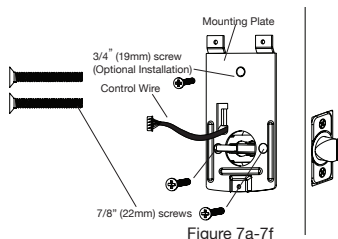
Figure 7a-7f

8. OPTIONAL INSTALLATION

a. Using a 1/16" (2mm) drill bit, drill a pilot hole in your door using the Mounting Plate upper hole as a guide (Figure 8a).

b. Insert one 3/4" (19mm) screw and tighten.
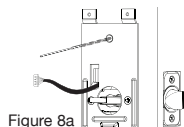
Figure 8a

⚠ **NOTE: Lock and unlock using the key to see if the Latch is opening and closing easily.**

4

INSTALLING INTERIOR ASSEMBLY

9. ATTACH THE CONTROL WIRE TO THE INTERIOR ASSEMBLY

a. Use care to attach the Control Wire male plug to the Interior Assembly female socket connector (Figure 9a).

b. Do not force the Control Wire male plug into the Interior Assembly female socket connector (Figure 9b).

c. The Control Wire male plug has two alignment tabs on the smooth side of the plug which is the top of the plug (Figure 9c).

d. The Control Wire male plug is inserted with the smooth side up into the Interior Assembly female socket connector (Figure 9d).

Interior Wire Connect

Plug

Figure 9a-d
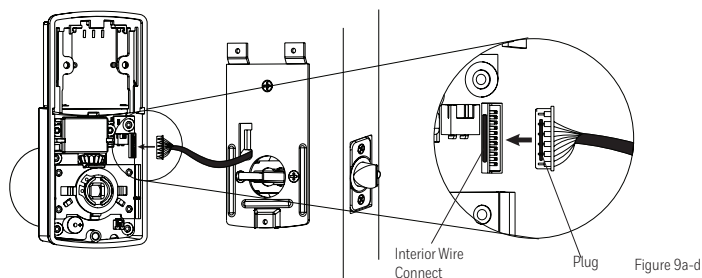
10. ATTACH THE INTERIOR ASSEMBLY TO DOOR

a. Position the Interior Assembly over the tailpiece and push the Interior Assembly against the door (Figure 10a).

b. Using two 5/16" (8mm) screws and one 1" (25mm) screw, attach the Interior Assembly to the Mounting Plate. **DO NOT OVER TIGHTEN SCREWS** (Figure 10b).

5/16" (8mm) screws

1" (25mm) screw

Figure 10a-b

NOTE: Lock and unlock using Interior Knob to see if the latch is opening and closing easily.

INSTALLING INTERIOR ASSEMBLY
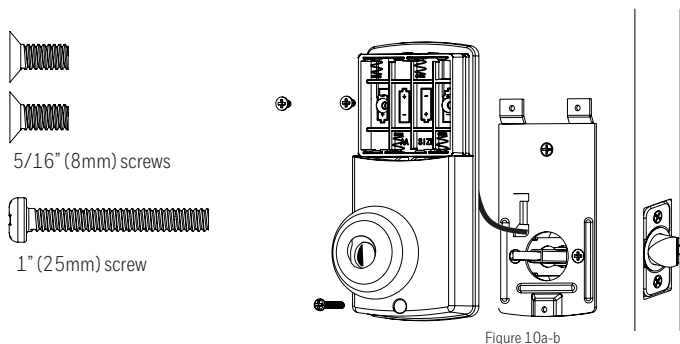
11. Installing Batteries

a. Insert 4 AA high quality Alkaline batteries into the Battery Compartment in the
direction noted +/- on the Compartment. The Lock will beep 2 times, the keypad will illuminate blue, and the
Honeywell button will flash green twice to signify that it has received power (Figure 11a).

⚠ NOTE: Do not touch the Keypad until the blue light turns off. Do not use rechargeable batteries or non-alkaline batteries.

b. Slide the Battery Cover down into the track on the Interior Assembly to cover the batteries (Figure 11b).

Light Indicator

Keypad

Override Access Key

Exterior Assembly

Battery Cover

Interior Knob

Interior Assembly
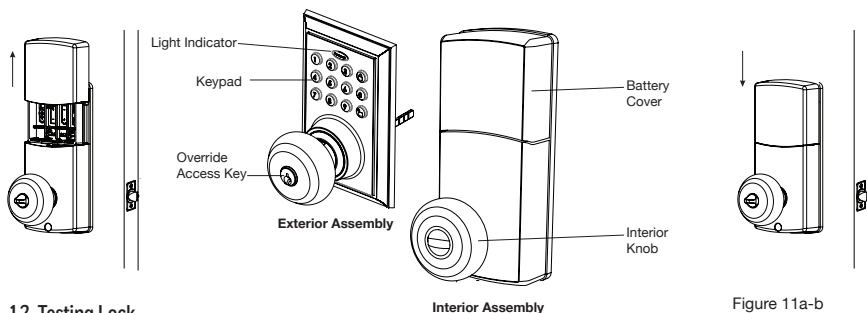
Figure 11a-b

12. Testing Lock

With the Door Open

a. Test the Lock using the Interior Knob. The Latch should move smoothly.

b. Test the lock using the Keypad. To lock press 🔒 and then press " 1234" 🔓 to unlock.

INSTALLATION OVERVIEW

Battery Cover

Interior Assembly

Optional 3/4" (19mm) screw

Mounting Plate

Strike Plate

3/4" (19mm) screws

5/16" (8mm) screws

1" (25mm) Screw

7/8" (22mm) screws

Latch

Exterior Assembly

Keys

Tailpiece

Rubber Gasket
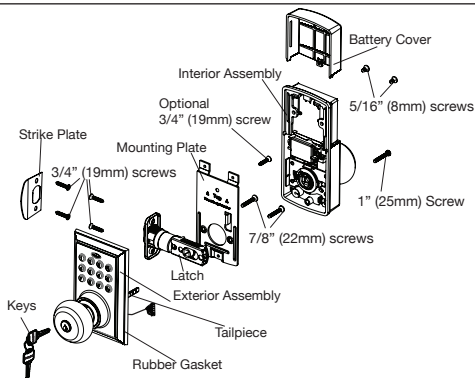
HONEYWELL LOCK MOBILE APPLICATION INSTALLATION & USE

PRIMARY APP ICONS

🔓 Unlock   ✉ Messages   👥 Users   👤 User

☰ Menu   ∨ Dropdown   💾 Save   🗓 Records

⚙ Settings   🔑 eKey   ✏ Edit   ⋮⋮⋮ Passcode

🔒 Locks   🅰 Safes   ⊕ Add Device

KEYPAD SYMBOLS

AP Administrator Passcode   **NP** New Passcode   **RP** Received Passcode

USER TYPES

A **Administrative User** - Able to send & delete eKeys & Passcodes, change **AP**, and remove connected lock(s)

AU **Authorized User** - Able to send eKeys & Passcodes, can delete only the eKeys & Passcodes they send

U **User** - Able to use eKeys & Passcodes assigned from Administrative & Authorized Users

⚠ VERY IMPORTANT

After connecting to a new lock as an **A**, the factory default Passcode will be deleted, and replaced with a new **AP**, which is randomly assigned, and should be changed in the lock's settings immediately.

Once the door is unlocked with the App, you will have to manually lock it. (See page 11 to set the Auto Lock feature)
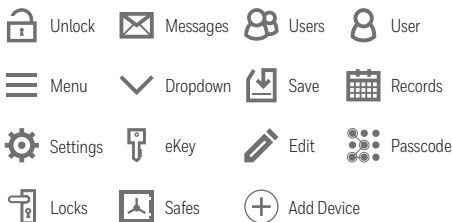
Before connecting to a lock please ensure that Bluetooth is enabled on your phone and you are standing in front of the lock, and it is activated.

Ensure that Push Notifications are enabled for the App.

See page 16 for information on features and settings for the App.

APPLICATION SETUP OPTIONS

After you have installed your Bluetooth Lock, download the free "Honeywell Lock" App on your smart phone using one of the following options:

1. Search "Honeywell Lock" in the App Store or Google Play Store.

REGISTER APP AND CREATE ACCOUNT

1. Open the App after it has been installed on your Smartphone.
2. Select "Register New Account"
3. Follow prompts on screen and enter Mobile Phone Number and Password
4. Select "Get Code"

   IMPORTANT: "Verification Code" sent as text message. "Code" must be entered within 60 seconds. If the wrong code or past 60 seconds, you must select "Get Verification Code" to resend a new code.
5. Input received verification code
6. Select "Create Account"

CONNECT TO BLUETOOTH LOCK

IMPORTANT: Your Bluetooth must be enabled and you must be within range of the lock.

1. Press any key on Lock to activate the Lock. (Digital keys are lit when activated).
2. Click the "+" icon on the start screen.
3. Select which type of lock you would like to add
4. Click on available lock
5. Follow prompts to name the device

After you have connected the lock to the Bluetooth App, the Admin. Digital Passcode must be reprogrammed by going to the "Lock Setting" page.

MANAGE LOCK SETTINGS

Go to "Lock Settings" by selecting the "Settings icon "*" in the top right corner of the screen.

SET ADMIN PASSCODE

IMPORTANT: Your Bluetooth must be enabled and you must be within range of the lock.

1. Select "Admin Passcode" from the list.
2. You will be prompted to enter your Account Password.
3. Enter a new 4 to 9 digit password of your choice and press "DONE".

CHANGE LOCK NAME

1. Select "Name" from the list
2. Input the name you want to assign to this lock and press "DONE".

ACTIVATE AUTO LOCK

1. Select "Auto Lock" from the list
2. Toggle Auto Lock On/Off
3. Input the Set Time for Auto Lock
4. Press "OK" to Save changes

NOTE: Auto lock can also be programmed using the digital keypad

ADD LOCK TO GROUP

If no groups exist you will have to create one. Press "Create Group" and enter the group name.

1. Select "Group" from the list.
2. To create a new group, press "Create Group" and enter the group name.
3. Select the Group to place the lock in.
4. The words "change successfully" will appear to confirm the action.

UPGRADE THE CONNECTED LOCK

In order to upgrade you have to be the AP for the lock, and within Bluetooth range

The App and the lock have been successfully connected when the green light on top of the lock turns on, indicating that the lock is upgrading.

1. Press "Lock Upgrade" from the list to Check for Updates
2. Press "Upgrade' (in case a pop up notification appears, follow it to finish the upgrade).

USING APP TO LOCK AND UNLOCK

UNLOCK DOOR WITH THE APP

1. Open App, choose Lock and Touch App to Unlock
2. Open App & Touch 2 Keys to Unlock

LOCK DOOR WITH THE APP

1. Open the App
2. Click on the connected safe you wish to lock
3. Press and hold the lock button until the safe has locked.

AUTO LOCK

If enabled in "Lock Settings", it will automatically lock after 20 to 900 seconds.

USING KEYPAD TO LOCK AND UNLOCK

UNLOCK DOOR WITH KEYPAD

1. Press any key on Lock to activate the Lock. (Digital keys are lit when activated).
2. Enter Passcode + (🔒)

LOCK DOOR WITH THE KEYPAD

1. Press the (🔒) button on the keypad.

TOUCH TO UNLOCK

IMPORTANT: Your Bluetooth must be enabled and you must be within range of the lock.

1. "Touch to Unlock" must be on in "System Settings".
2. Press any key on Lock to activate the Lock. (Digital keys are lit when activated).
3. Press any key to unlock.

SYSTEM SETTINGS

1. Go to the Main menu by pressing the * icon at the top left corner of the screen.

2. Select "System Settings"

3. Select below settings as desired.

PATTERN PASSWORD
Create a pattern to unlock the App. Provides extra security

BEEP ON UNLOCKING
Mute or enable a sound when the door is unlocked

VIBRATION
Enable or disable the App's vibration feature

TOUCH TO UNLOCK
Enable/disable the ability to touch the physical keypad to unlock the lock (see page 10 under "Using the App")

MANAGE GROUPS
Assign locks to groups

WIFI GATEWAY
Connect and use the App in conjunction with an Internet Gateway

SECURITY SETTING –
Adjust the following settings

> #### RESET LOCK VERIFICATION –
> Notifications when the lock is reset
>
> #### SEND EKEY VERIFICATION –
> Notification when an eKey is sent
>
> #### SEND PASSCODE VERIFICATION –
> Notification when a Passcode is sent
>
> #### DELETE EKEY VERIFICATION –
> Notification when an eKey is deleted
>
> #### CHANGE MANAGEMENT PASSCODE VERIFICATION –
> Notification when a Passcode is changed
>
> #### AUTHORIZE VERIFICATION –
> Notification when a U is authorized

ACCOUNT MANAGEMENT

1. Go to the Main menu by pressing the * icon at the top left corner of the screen.
2. Select "Account Management"
3. Select below settings as desired.

PROFILE PICTURE

1. Click on the picture at the top of the page
2. Change the picture associated with the account by clicking the icon

NICKNAME

1. Click on "Nickname".
2. Enter a nickname for the account.

EMAIL/MOBILE NUMBER

1. Click on "Email"
2. Enter an email address to the account.
3. Select "Get Code"

   IMPORTANT: "Verification Code" sent as text message. "Code" must be entered within 60 seconds. If the wrong code or past 60 seconds, you must select "Get Verification Code" to resend a new code.
4. Select "Admin Passcode" from the list.

RESET PASSWORD –

1. Click on "Reset Password"
2. Reset your current password to a new password

VIEW NOTIFICATIONS

1. Open the App
2. Select the icon at the top right of the Home screen
3. Select the message you would like to read

CREATE & SEND PASSCODES BY EMAIL OR TEXT MESSAGE

Passcodes can be sent via email or text to any SMS enabled mobile device.

SENDING PASSCODES
1. Select the lock you want to send a Passcode for
2. Select the in the bottom menu

Permanent Passcodes –
   a. Select "Permanent" from the top tabs

Timed Passcodes –
   a. Select "Timed" from the top tabs
   b. Input the time frame

Cyclic (Recurring) Passcodes
   a. Select "Cyclic" from the top tabs
   b. Input the time frame

One-Time Passcodes
   a. Select "One-Time" from the top tabs
3. Press "Generate" to get a new Passcode
4. Input the mobile number, or email address you would like to send the Passcode to
5. Press "Send by email" or "Send by Msg."

CREATE AND SEND EKEYS

To send an eKey, the receiver must have a Honeywell App account. The operation will fail if the Receiver is not registered, or the wrong information is input when sending an eKey.

SENDING EKEYS
1. Select the lock you want to send a Passcode for.
2. Select the in the bottom menu.

   NOTE: Auto lock can also be programmed using the digital keypad – see page

Permanent Passcodes –
   a. Select "Permanent" from the top tabs
   b. Enter the receiver's Account Name

Timed Passcodes –
   a. Select "Timed" from the top tabs
   b. Input the time frame
   c. Enter the receiver's Account Name
   d. Press send
3. You will receive a notification once the key has been received

MANAGE USERS

Ensure that WiFi is connected and working in order to manage Users associated with a connected lock

FREEZE A USERS' EKEY

1. Select the lock with the eKey you want to Freeze
2. Select the 👥 in the bottom menu
3. Select the User you would like to Freeze
4. Select "Freeze"
5. Confirm that you would like to Freeze the User

CHANGE A U TO AU

1. Only A can authorize other Users. An AU can send eKeys and Passcodes to other Users.
2. Select the lock with the eKey you want to authorize
3. Select the 👥 in the bottom menu
4. Select the top eKey tab
5. Select the User you would like to authorize
6. Select "Authorize"
7. Input your account Password
8. Once that User's account has changed you will be notified

RENAME USERS

1. Select the lock with the eKey you want to rename
2. Select the 👥 in the bottom menu
3. Select the top eKey tab
4. Select the User you would like to Rename
5. Select "Rename"
6. Input the new name you would like to use
7. Press 💾

EDIT TIME FRAME

1. Select the lock with the eKey you want to edit
2. Select the 👥 in the bottom menu
3. Select the top eKey tab
4. Select the User you would like to Rename
5. Select ✏️ on the screen
6. Change the time frame for the User
7. Press 💾

MANAGE USERS

CLEAR USER EKEYS
1. Select the lock with the eKeys you want to clear
2. Select the 🔗 in the bottom menu
3. Select the top right ∨ icon
4. Select "Clear"
5. Input your account password
6. Confirm the action

RESET USER EKEYS
When you reset eKeys, all eKeys will be removed from the lock.
1. Select the lock with the eKeys you want to reset
2. Select the 🔗 in the bottom menu
3. Select the top right ∨ icon
4. Select "Reset"
5. Input your account password
6. Confirm the action

DELETE A USERS' EKEY
1. Select the lock with the eKeys you want to clear
2. Select the 🔗 in the bottom menu
3. Select the User you would like to Delete
4. Select "Clear"
5. Select "Delete" from the top tab
6. Confirm that you would like to Delete the User

RENAME PASSCODES
1. Select the lock with the Passcode you want to rename/name
2. Select the 🔗 in the bottom menu
3. Select "Passcode" from the top tab
4. Select the Passcode you would like to Rename
5. Select "Rename"(iPhone) or "Name"(Android) from the top tab
6. Input the new name you would like to use
7. Press 📥

DELETE PASSCODES
To delete Passcodes you must be near the lock you have selected.
1. Select the lock with the Passcode you want to delete
2. Select the 🔗 in the bottom menu
3. Select "Passcode" from the top tab
4. Select the Passcode to Delete
5. Select "Delete"
6. Confirm the action

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MANAGE USERS

RESET PASSCODES
When you reset eKeys, all eKeys will be removed from the lock.

1. Select the lock the Passcode is associated with
2. Select the ⧉ in the bottom menu
3. Select "Passcode" from the top tab
4. Select the Dropdown icon ⌄
5. Choose "Reset Passcode" from the top selections
6. Input your account password
7. Confirm the action

KEY PAD PROGRAMMING - OPTIONAL

EXTERIOR ASSEMBLY OVERVIEW

Indicator light
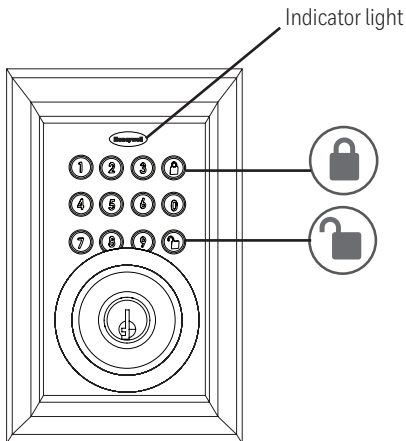
Programming Symbols

🔒 **Lock / Clear**

🔓 **Unlock / Programming**

AP **Administrator Passcode**

RP **Received Code (6-9 digits)**

NP **New Code (4-9 digits)**

Programming Tips

Complete all the programming steps in the programming mode within 5 seconds.
Use the 🔒 key to clear entries in case a wrong button is pushed.

AP **Administrator Passcode:** _____
(Admin Passcode is located on the Honeywell App under Lock Settings.)

Green
• Indicates successful programming step
• Indicates unlocking is successful

Red
• Indicates failed programming step
• Indicates locking is successful

Lock button

Lock - Use to lock door

Unlock button

Unlock - Used to unlock door

Programming - Used in programming steps

Batteries (not included)

The electronic lock requires four (4) High Quality AA Alkaline batteries. When all 4 batteries are installed in the correct position, you will hear 2 beeps and the keypad will illuminate blue. DO NOT TOUCH the keypad until the keypad stops illuminating.

⚠️ **VERY IMPORTANT**

The lock must be connected to the App in order to program the keypad.

By default the factory keypad passcode is 1234

Change the Administrator passcode **AP** so it can easily be remembered by you after connecting to a lock.

Once you connect the App to the lock, the factory keypad passcode will be changed to a new code, which can be found in the lock's settings.

PROGRAMMING PHYSICAL KEYPAD

1. TURN ON/OFF AUTO LOCK FUNCTION

a. Input the 🅰🅿

b. 🔒 - Green light and beep

c. 5

d. 🔒

e. Input time (20 - 900 seconds, and 00 to turn off)

f. 🔒 - Green light and beep

The Physical Keypad is used to lock and unlock the door, and program functions

2. SOUND OFF

a. Input the 🅰🅿

b. 🔒 - Green light and beep

c. 6

d. 🔒

e. 1

f. 🔒 - Green light and beep

⚠️ **VERY IMPORTANT**

If you have connected the lock to the Honeywell Lock Application, the default Passcode "1234" will no longer work; and you will have to use the 🅰🅿 from the App, which should be changed after connecting (see Lock Settings step 3)

The time between inputs can be no longer than 3 seconds. After which the programming process will be terminated.

3. SOUND ON

a. Input the 🅰🅿

b. 🔒 - Green light and no beep

c. 6

d. 🔒

e. 2

f. 🔒 - Green light and beep

In order to access the reset button, you must remove the batteries to remove the screws holding the interior assembly to the door. Batteries must be installed to activate the reset button.

4. RESTORE FACTORY SETTINGS

a. Press the reset button on the PCB board until you hear one beep. Release, and then three seconds later

you will hear a second beep after three seconds. This indicates that the lock has been reset to the

Factory Settings. (Remove cover, The reset button is located inside the back panel, See image below)

Reset Button   OR

b. The Administrator of the lock deletes the lock from the App (Must be done near lock)

PROGRAMMING PHYSICAL KEYPAD

5. ADD ADMINISTRATOR

To add the administrator you must use the App. Press any button on the keypad to wake up lock in order to connect.

6. CUSTOMIZE PASSCODES RECEIVED FROM THE APP

a. Input the 🔵AP

b. 🔘 - Green light and beep

c. 1

d. 🔘

e. Input 🔵RP

f. 🔘

g. 🔵NP

h. 🔘

i. Repeat 🔵NP

j. 🔘 - Green light and beep

⚠ **VERY IMPORTANT**

In order to change a Passcode, the Passcode must have been sent from the App, and used by the Receiver.

7. ENABLE/DISABLE AUTO-LOCK

<u>Disable</u> - While in Auto-Lock mode, unlock the door with correct password, within 10 seconds you must turn the locking knob by hand to the locked position. Wait more than 2 seconds then turn the locking knob back to the unlock position. The Auto-Lock mode is now disabled.

<u>Enable</u> - While waiting more than 2 seconds, or press the 🔘 button on the keypad

8. VACATION MODE

a. Input the 🔵AP

b. 🔘 - Green light and beep

c. 10

d. 🔘

e. 1

f. 🔘 - Green light and beep

9. DISABLE VACATION MODE

a. Press 🔘 button for 3 seconds

b. Input the 🔵AP

c. 🔘 - Green light and beep

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TROUBLESHOOTING

Issue	Solution
Lock will not function electronically.	• Check that all batteries are fresh high quality Alkaline Batteries. • Check for proper polarity (+ -) of all batteries. • Check that the Control Wire is attached to the Interior Assembly.
Lock gives error signal when opening or locking and Latch will not extend or retract completely when closed.	• Unlock door using Key or Interior Knob. • While door is open, check that the Latch operates smoothly. • Check for proper alignment of the strike plate, adjust as needed to assure there is no binding against the Latch.
The Latch is sticking.	Installation screws of the lock may be too tight and have to be loosened • Remove Interior Assembly. • Slightly loosen the Mounting Plate screws. • Lock and unlock using the Key. • Reattach Control Wire and Interior Assembly.
The Keypad is not working.	Application may be overriding the Keypad programming • Check and see if the App has been connected to the lock • Open the App and check the locks' setting to view/change the Administrator Code
The App is unable to connect to a lock.	Bluetooth is off, smart device is not compatible, or the lock may not be activated • Contact customer assistance regarding compatibility issues, but iPhone 5 and later models, and most Android devices are compatible. • Turn Bluetooth on, and ensure the lock is activated by pressing a keypad button on the physical lock until you see the icon to add the lock.
eKeys will not send after.	• Only registered users of the App can receive eKeys.. Ensure that the whoever is receiving the eKey has a registered account, and their information is input correctly. • Ensure you are connected to WiFi, and that the smart device is updated.
The default Keypad Passcode is not working	• If you have connected to the lock with the App, then the default Passcode is invalid, and is replaced with a new Passcode generated by the App, which should be changed.
Forgotten Password	• On the home screen select the Forgot Password option, then select the account type that was registered, and follow the prompts to create a new Password.
Latch is not locking in inclement weather	• Push or pull door to direct latch • Re-adjust latch for smoother operations

INSTALLATION OVERVIEW

Battery Cover
Interior Assembly
Optional 3/4"(19mm) screw(C)
Mounting Plate
Strike Plate
3/4"(19mm) screws(C)
5/16"(8mm) screw(A)
1"(25mm) screw(D)
7/8"(22mm) screws(B)
Latch
Key
Exterior Assembly
Vertical Tailpiece
Rubber Gasket

TEMPLATE

① **FOLD HERE ON DOOR EDGE**

② PLACE TOP 36" (915mm) ABOVE FLOOR

③
MARK FOR 1-3/8" (35mm) DOOR

MARK FOR 1-3/4" (45mm) DOOR

④ THEN DRILL 1" (25mm) HOLE IN CENTER DOOR OF EDGE 2" (50mm) IN DEPTH

FOR INSTALLING ENTRY LOCK AND DEADBOLTS

2-3/8" (60MM) BACKSET

2-3/4" (70MM) BACKSET

IMPORTANT! PLACE TEMPLATE ON HIGH EDGE OF DOOR BEVEL

⑤ MARK CENTER OF HOLE ON DOOR FACE

⑥ DRILL 2-1/8" (54mm) HOLE

BACK OF TEMPLATE

CONSUMER ASSISTANCE

EMAIL: LHLPCustomerService@LHLPinc.com

WEBSITE: www.honeywellsafes.com

ADDRESS: Consumer Assistance Dept.
LH Licensed Products, Inc., 860 East Sandhill Avenue Carson, CA 90746 USA

TELEPHONE: US/Canada 1-800-860-1677 Ext. 1801 (Toll Free)

Mexico 01-800-288-2872 After English voice recording stops you must then enter 800-860-1677 to complete your call. (Toll Free)

Australia 0011-800-5325-7000 (Toll Free)

Germany/New Zealand 00-800-5325-7000 (Toll Free)

Other Countries XX*-310-323-5722 (Toll Charges Apply)
XX*- Dial U.S. Country Code first

CALL CENTER HOURS: US/Canada 8am – 5pm (Pacific**) Mon – Fri
(Subject to change)
CALL BACK HOURS: Other Countries 8am – 5pm (Pacific**) Mon – Fri
(Subject to change)
Pacific**- Local time in Los Angeles, CA, USA

* Insert correct Country Code
** Local Time based on Los Angeles California USA

INTERNATIONAL CALL BACK HOURS:
If you need to speak with a consumer assistant and cannot contact us during the Call Center hours above, please send an email or leave a telephone message, including your Name, Telephone Number and the best time for us to contact you during the Call Back hours above and we will make our every effort to contact you and help answer any of your questions or concerns.

AUSTRALIAN CONSUMER LAW

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Regulatory Compliance

This product complies with standards established by following regulatory bodies:
- Federal Communications Commission (FCC)

FCC

This device complies with Part 15 of the FCC rules.
Operation is subject to the following two conditions:
(1) This device may not cause harmful interference, and
(2) This device must accept any interference, including interference that may cause undesired operation

IMPORTANT! Changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment.

WARRANTY

This product comes with a limited lifetime mechanical and finish warranty and a one year limited electronics warranty to the original residential consumer against defects in material and workmanship under normal use as long as the original residential purchaser occupies the residential premises upon which the product was originally installed.

ORIGINAL RESIDENTIAL CONSUMER

This warranty is not transferable, and applies to the original purchaser only, as long as the original purchaser occupies the residential premises upon which the product(s) was originally installed. Proof of purchase (original sales receipt) and ownership must accompany all warranty claims.

All non-homeowner purchasers (including purchasers for industrial, commercial and business use) are not covered under the terms of this warranty.

WHAT IS NOT COVERED

This warranty is null and void if the product was used for purposes for which it was not designed. This warranty DOES NOT COVER normal wear and tear of parts or damage resulting from any of the following: negligent use, misuse or abuse of the product, or use contrary to or in violation of written instructions provided by LH Licensed Products, Inc. Further, this warranty does not cover Acts of God, such as fire, flood, hurricanes and tornadoes. This warranty DOES NOT COVER scratches, abrasions, deterioration due to the use of paints, solvents or use of cleaners containing abrasives, alcohol or other solvents, whether performed by a contractor, service company, or yourself. This warranty DOES NOT COVER product(s) used in commercial

applications, used in common area applications, disassembly, repair or alteration by anyone other than LH Licensed Products, Inc., improper installation or exposure to extremes of heat or humidity. This warranty DOES NOT COVER any losses, injuries to persons or loss of property, general damages or costs, and shipping and freight expenses required to return product(s) to LH Licensed Products, Inc. LH Licensed Products, Inc. shall not be liable for any indirect, incidental or consequential damages of any nature relating to this lock. LH Licensed Products, Inc. is also not responsible for costs associated with removing or reinstalling the product.

ADDITIONAL TERMS

LH Licensed Products, Inc. does not authorize any person to create for it any obligation or liability in connection with the Product. LH Licensed Products, Inc.'s maximum liability here under is limited to the original purchase price of the Product. No action arising out of any claimed breach of this warranty by LH Licensed Products, Inc. may be brought by the original residential purchaser more than one (1) year after the cause of action has arisen.

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