

## User Guide

### Square Faceplate Digital Bluetooth Deadbolt



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Model 8812309S  
8812409S

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#### Package Includes:

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

1 - Strike Plate  
1 - Mounting Plate  
1 - Deadbolt 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



Deadbolt 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!**

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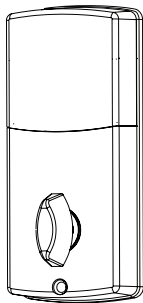
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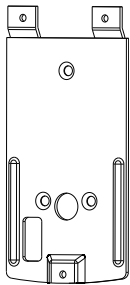
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# INSTALLATION INSTRUCTIONS

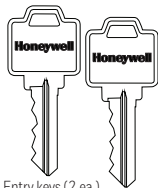
## PACKAGE CONTENTS



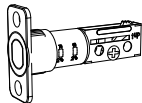
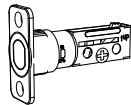
Interior Assembly



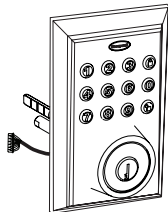
Mounting Plate



Entry keys (2 ea.)



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



Exterior Assembly



Deadbolt 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)

# PREPARE DOOR AND JAMB

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

## 1. TEMPLATE

- Cut out template printed on page 15 of this Manual (Figure 1a).
- Fold template and place on door 36" (915mm) from the ground as marked (Figure 1b).



Figure 1a

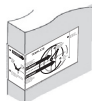


Figure 1b

## 2. MARK THE DOOR FOR DRILLING

- Mark center hole on door edge through guide on template for 1" (25mm) latch bolt (Figure 2a).
- Mark center hole on door face through guide on template for 2-3/8" (60mm) or 2-3/4" (70mm) backset (Figure 2b).

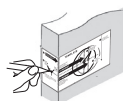


Figure 2a



Figure 2b

## 3. DRILL AND CHISEL DOOR

- Drill 2-1/8" (54mm) hole through door face as marked for lock set (Figure 3a).
- Drill 1" (25mm) hole in center of door edge for Deadbolt Latch Assembly (Figure 3b).
- Insert Deadbolt Latch Assembly in hole keeping it parallel to face of door. Mark outline and remove latch (Figure 3c).
- Chisel 1/8" (3mm) deep or until latch face is flush with door edge (Figure 3d).

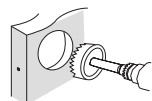


Figure 3a

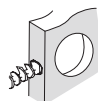


Figure 3b

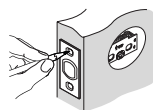


Figure 3c

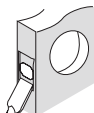


Figure 3d



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

## 4. MARK AND DRILL DOOR JAMB

- Mark center hole on edge of jamb even with the center of the Latch Bolt on door edge. (Figure 4a).
- Drill 1" (25mm) hole 1-3/16" (30mm) deep in door jamb on center mark (Figure 4b).
- Outline outside edges of Strike Plate (Figure 4c).
- Chisel 1/8" (3mm) deep for Strike Plate or until flush (Figure 4d).
- Install Strike Plate using two 3/4" (19mm) screws provided (Figure 4e).

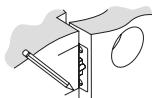


Figure 4a



Figure 4b

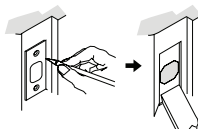


Figure 4c

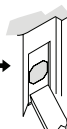


Figure 4d

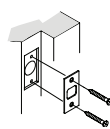


Figure 4e

# ADJUSTING DEADBOLT LATCH SET

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

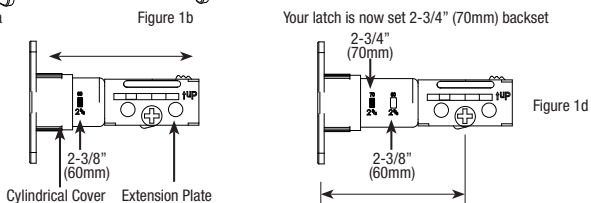
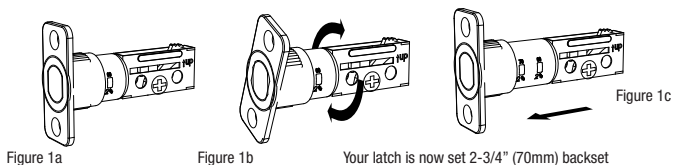
Measure the backset (backset is distance between edge of the door and the center of Lock).

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

- Hold latch with numbers facing forward and thumb pressing on the bolt (Figure 1a).
- Rotate and pull the latch faceplate all the way out (Figure 1b).
- Rotate the cylinder cover so that the marking aligns with the 2-3/4" (70mm) position indicator (Figure 1c).

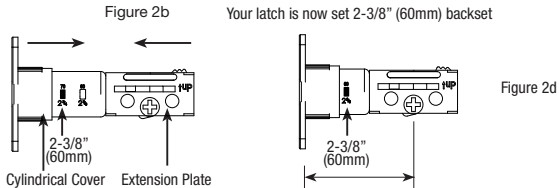
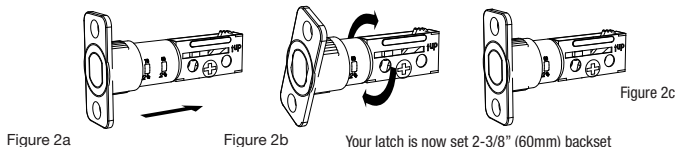


**NOTE: Do not extend Cylindrical Cover past 2-3/4" (70mm)**



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

- Hold latch with numbers facing forward and thumb pressing on the bolt (Figure 2a).
- Rotate and push the latch faceplate all the way in (Figure 2b).
- Rotate the cylinder cover away from you so that the marking aligns with the 2-3/8" (60mm) position indicator (Figure 2c).



# INSTALLING DEADBOLT LATCH SET

## 3. INSTALLING THE DEADBOLT LATCH SET (need phillips head screwdriver)

- Insert Deadbolt Latch Set into door edge hole with the word "UP" and the arrow on the extension plate facing UP. Cross shaped spindle connector will be at the bottom of the Deadbolt Latch Set (Figure 3a).
- 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.
- Using two 3/4" (19mm). screws provided, screw the latch into the door with a hand held screwdriver. DO NOT OVER TIGHTEN.

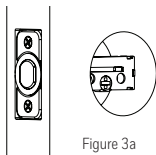
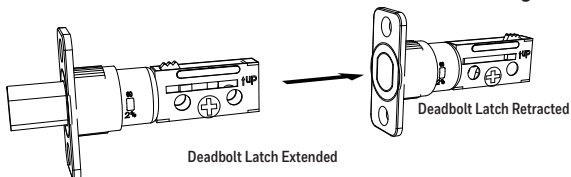


Figure 3a



**NOTE: Deadbolt Latch must be retracted when installing**



## 4. IDENTIFYING YOUR DOOR HANDING

Stand outside the door.

- If the hinges are on the left your door is Left Handed (Figure 4a).
- If the hinges are on the right your door is Right Handed (Figure 4b).

### LEFT HAND DOOR

Left Handed Door  
Hinges are on the left side

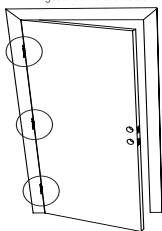


Figure 4a

### RIGHT HAND DOOR

Right Handed Door  
Hinges are on the right side

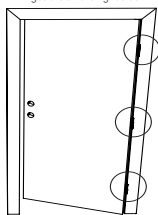


Figure 4b



**NOTE: You are standing outside the door**

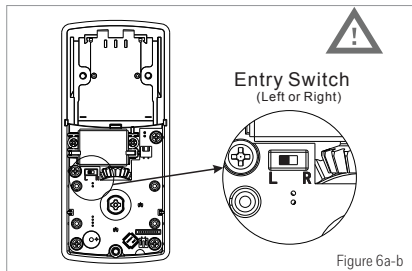
# PREPARING THE INTERIOR ASSEMBLY

## 5. UNPACK THE INTERIOR ASSEMBLY

- 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.

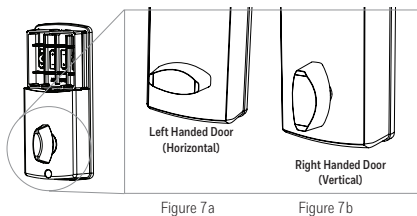
## 6. SET THE ENTRY SWITCH FOR LEFT OR RIGHT HANDED DOOR

- Gently move the switch to "L" for Left Handed Door (Figure 6a).
- Gently move the Switch to "R" for Right Handed Door (Figure 6b).

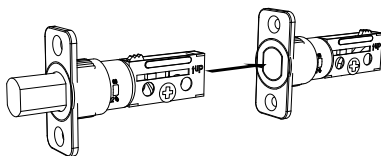


## 7. SET THE INTERIOR KNOB POSITION FOR LEFT OR RIGHT HAND HINGED DOORS

- The Interior Knob goes in the Horizontal position for Left Handed Doors (Figure 7a).
- The Interior Knob goes in the Vertical position for Right Handed Doors (Figure 7b).



**NOTE: Make sure deadbolt Latch is retracted**



# INSTALLING EXTERIOR ASSEMBLY

## 8. INSTALLING THE EXTERIOR ASSEMBLY

Work with the Door Open for easy access.

- Unpack the Exterior Assembly. Use care to not scratch the green circuit board during handling and installation.
- Check that the Rubber Gasket is properly seated on the Exterior Assembly (Figure 8a).
- Insert the Exterior Assembly onto the door with the tailpiece going through the Deadbolt Latch Set cross shaped spindle connector in the **VERTICAL POSITION**. Route the Control Wire through the door under the Deadbolt Latch Set (Figure 8c).

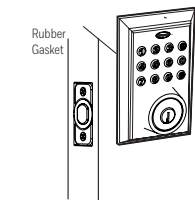


Figure 8a

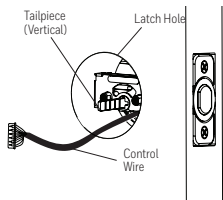


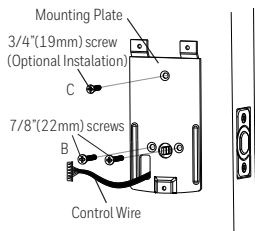
Figure 8c



**NOTE: Tailpiece must be positioned vertically**

## 9. SECURING THE EXTERIOR ASSEMBLY TO THE DOOR

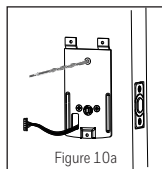
- From the side marked "This side against door", route the Control Wire through the rectangular slot in the Mounting Plate (Figure 9a).
- Place Mounting Plate against door with tailpiece passing through the center hole in the three hole set (Figure 9b).
- Secure the Mounting Plate to the Exterior Assembly using two 7/8" (22mm) Screws (Figure 9c).
- Hand tighten with a Phillips Screwdriver leaving loosely connected (Figure 9d).
- Check that the Rubber Gasket is properly aligned and correct as necessary (Figure 8a).
- Check vertical alignment of the lock (Figure 9f).
- Tighten securely with a hand held Phillips Screwdriver. **DO NOT OVER TIGHTEN**



**Right handed door view**  
Figure 9a-f

## 10. OPTIONAL INSTALLATION

- Using a 1/16" (2mm) drill bit, drill a pilot hole in your door using the Mounting Plate upper hole as a guide (Figure 10a).
- Insert one 3/4" (19mm) screw and tighten.



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



# INSTALLING INTERIOR ASSEMBLY

## 11. ATTACH THE CONTROL WIRE TO THE INTERIOR ASSEMBLY

- Use care to attach the Control Wire male plug to the Interior Assembly female socket connector.
- Carefully insert the male plug, smooth side up, into the female socket on the interior assembly. **DO NOT FORCE!** (Figure 11a).

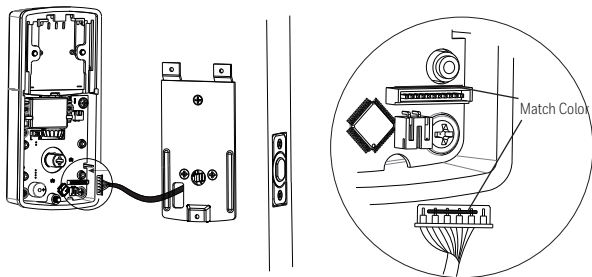


Figure 11a

## 12. ATTACH THE INTERIOR ASSEMBLY TO DOOR

- IMPORTANT:** Make sure the knob is in the vertical position for right hand door and horizontal position for left hand door.
- Make sure the tailpiece (Figure 12a) is in the vertical position.
- Position the Interior Assembly over the vertically positioned tailpiece and carefully push the Interior Assembly against the door (Figure 12a).
- Using two 5/16" (8mm) screws and one 1" (25mm) screw, attach the Interior Assembly to the Mounting Plate. **DO NOT OVER TIGHTEN SCREWS**

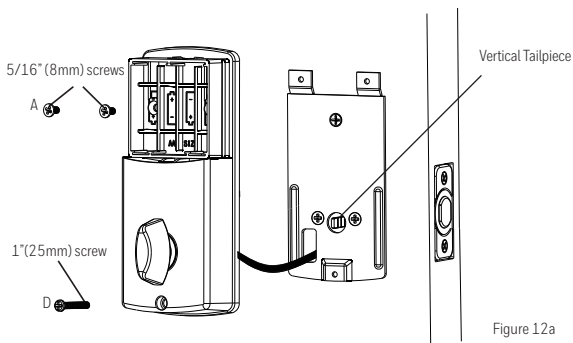


Figure 12a



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

# INSTALLING INTERIOR ASSEMBLY

## 13. INSTALLING BATTERIES

- Slide battery cover up and remove.
- 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 13a).



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

- Replace battery cover and slide down on to the Interior Assembly to cover the batteries (Figure 13b).

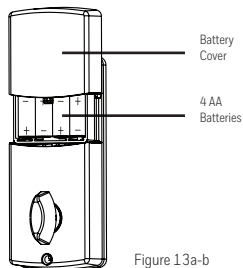
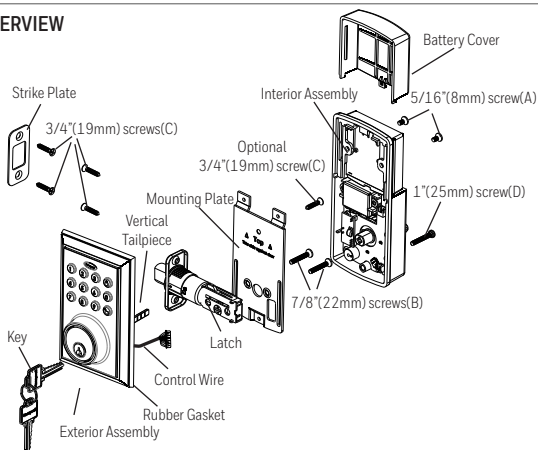


Figure 13a-b

## 14. TESTING LOCK

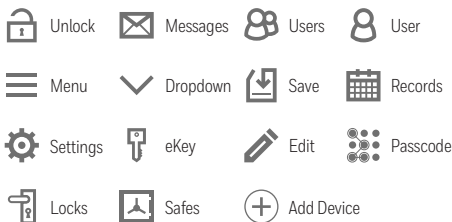
- Always test with the Door Open
- Test the Lock using the Interior Knob. The bolt should move smoothly in and out.
- Test the Lock using the Keypad. To lock press and then press "1234" to unlock.

## INSTALLATION OVERVIEW



# HONEYWELL LOCK MOBILE APPLICATION INSTALLATION & USE

## PRIMARY APP ICONS



## KEYPAD SYMBOLS



## 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 USER'S 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 AU TO A

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

## MANAGE USERS

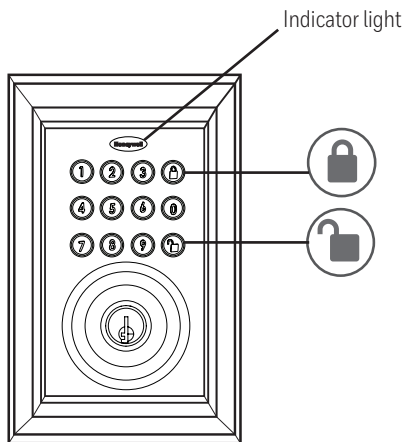
### RESET PASSCODES

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



### Green

- Indicates successful programming step
- Indicates unlocking is successful

### Red

- Indicates failed programming step
- Indicates locking is successful

### Lock button

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**Lock** - Use to lock door

### Unlock button

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**Unlock** - Used to unlock door

**Programming** - Used in programming steps

### Batteries (not included)

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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.

## Programming Symbols

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**Lock / Clear**



**Unlock / Programming**



**Administrator Passcode**



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



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

## Programming Tips

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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.



**Administrator Passcode:** \_\_\_\_\_

(Admin Passcode is located on the Honeywell App under Lock Settings.)




## VERY IMPORTANT

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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  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




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

- Input the **AP**
-  - Green light and beep
- 5
- 
- Input time (20 - 900 seconds, and 00 to turn off)
-  - Green light and beep

## 2. SOUND OFF

- Input the **AP**
-  - Green light and beep
- 6
- 
- 1
-  - Green light and beep

## 3. SOUND ON

- Input the **AP**
-  - Green light and no beep
- 6
- 
- 2
-  - Green light and beep

## 4. RESTORE FACTORY SETTINGS

- 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



### 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 **AP** 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.

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.






- 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

- Input the **AP**
-  - Green light and beep
- 1
- 
- Input **RP**
- 
- NP**
- 
- Repeat **NP**
-  - 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

Disable - 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.

Enable - While waiting more than 2 seconds, or press the  button on the keypad

## 8. VACATION MODE

- Input the **AP**
-  - Green light and beep
- 10
- 
- 1
-  - Green light and beep

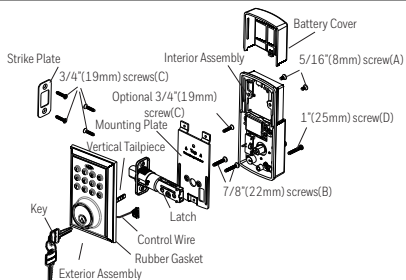
## 9. DISABLE VACATION MODE

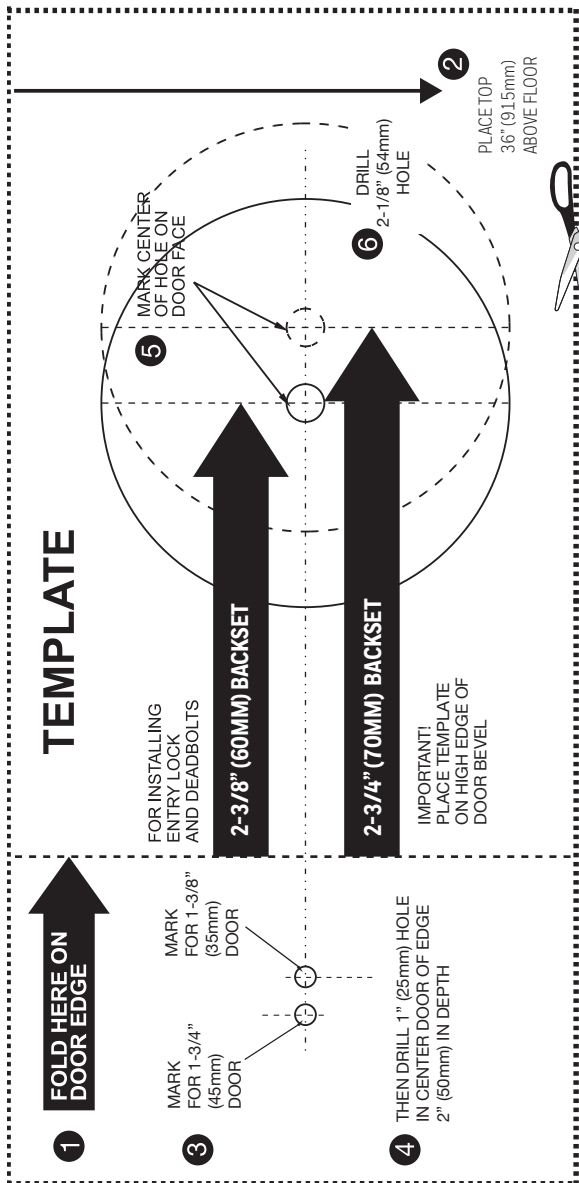
- Press  button for 3 seconds
- Input the **AP**
-  - Green light and beep

# TROUBLESHOOTING

Issue	Solution
-Latch Working Backwards. -Lock unlocks when lock button is pushed or locks when unlock button or code is pushed.	Direction switch is set to incorrect setting <ul style="list-style-type: none"> <li>Remove the Interior Assembly and move the switch to the opposite direction.</li> <li>Check that your switch is set in the correct position Left or Right Handed door. <u>If Correct</u></li> <li>Rotate Interior Knob and reinstall Interior Assembly.</li> <li>Retest again while holding Interior Assembly in place.</li> </ul>
Lock will not function electronically.	<ul style="list-style-type: none"> <li>Check that all batteries are fresh high quality Alkaline Batteries.</li> <li>Check for proper polarity (+ -) of all batteries.</li> <li>Check that the Control Wire is attached to the Interior Assembly.</li> </ul>
Lock gives error signal when opening or locking and Latch will not extend or retract completely when closed.	<ul style="list-style-type: none"> <li>Unlock door using Key or Interior Knob.</li> <li>While door is open, check that the Deadbolt Latch operates smoothly.</li> <li>Check for proper alignment of the strike plate, adjust as needed to assure there is no binding against the Deadbolt Latch.</li> </ul>
The Deadbolt Latch is sticking.	Installation screws of the lock may be too tight and have to be loosened <ul style="list-style-type: none"> <li>Remove Interior Assembly.</li> <li>Slightly loosen the Mounting Plate screws.</li> <li>Lock and unlock using the Key.</li> <li>Reattach Control Wire and Interior Assembly.</li> </ul>
The Keypad is not working.	Application may be overriding the Keypad programming <ul style="list-style-type: none"> <li>Check and see if the App has been connected to the lock</li> <li>Open the App and check the locks' setting to view/change the Administrator Code</li> </ul>
The App is unable to connect to a lock.	Bluetooth is off, smart device is not compatible, or the lock may not be activated <ul style="list-style-type: none"> <li>Contact customer assistance regarding compatibility issues, but iPhone 5 and later models, and most Android devices are compatible.</li> <li>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.</li> </ul>
eKeys will not send after.	<ul style="list-style-type: none"> <li>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.</li> <li>Ensure you are connected to WiFi, and that the smart device is updated.</li> </ul>
The default Keypad Passcode is not working	<ul style="list-style-type: none"> <li>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.</li> </ul>
Forgotten Password	<ul style="list-style-type: none"> <li>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.</li> </ul>
Deadbolt Latch is not locking in inclement weather	<ul style="list-style-type: none"> <li>Push or pull door to direct bolt</li> <li>Re-adjust latch for smoother operations</li> </ul>

## INSTALLATION OVERVIEW





# TEMPLATE

**1**

**FOLD HERE ON DOOR EDGE**

**3**

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

**MARK FOR 1-3/8" (35mm) 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**

**2**

**PLACETOP 36" (915mm) ABOVE FLOOR**

**5 MARK CENTER OF HOLE ON DOOR FACE**

**6 2-1/8" (54mm) DRILL HOLE**





# **BACK OF TEMPLATE**

## CONSUMER ASSISTANCE

EMAIL: [LHLPCustomerService@LHLPinc.com](mailto:LHLPCustomerService@LHLPinc.com)

WEBSITE: [www.honeywellsafes.com](http://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.

The logo consists of the letters "LHLP" in a bold, white, sans-serif font, centered within a black square.

Manufactured by:  
LH Licensed Products, Inc.  
860 East Sandhill Avenue  
Carson, CA 90746  
M881.2309S 8812409S E VO

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[www.honeywellsafes.com](http://www.honeywellsafes.com)