

Troubleshooting Your E-Lock

Follow these steps to identify and resolve common issues.

1

Check Power & Battery Status

- **Observe the Indicator**

Look for a low-battery light or a dark display.

- **Replace Batteries**

If the lock is unresponsive, replace the batteries immediately.

- **Important**

Only remove the **battery case cover**. Do not disassemble the lock body as this may void your warranty or cause permanent damage.

2

Test Credential Recognition

If your lock isn't responding to your usual entry method:

- **Test All Methods**

Try your fingerprint, PIN code, App, and Physical Card/Key.

- **Re-Register**

If one specific method fails (e.g., your fingerprint isn't recognized), delete that credential in the app and re-register it.

3

Confirm Handle Engagement

If the lock recognizes your code but the door won't open, the handle may not be "active."

- **Listen for the Click**

When you enter a valid code, listen for a mechanical "click" or motor sound. This is the internal toggle engaging the handle.

- **Test the Handle**

Once you hear the sound, operate the handle immediately. If the handle feels "loose" or moves without opening the door, the toggle did not activate.

- **Check Audio Settings**

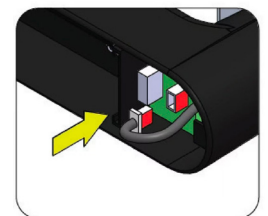
Ensure the lock sound is **ON** in your settings. The audio feedback helps you confirm if the lock is actually attempting to engage the handle.

4

Inspect Internal Wiring

- **Secure Connections**

Ensure the data cable connecting the front and back panels is seated firmly. A loose wire can prevent the "unlock" command from reaching the handle toggle.



Still Not Working?

If the handle remains inactive after a successful recognition, perform a **Factory Reset**. This will restore the lock to its original settings and can often clear software glitches affecting the toggle mechanism.