

Frequently Asked Questions (FAQ)

QUESTION

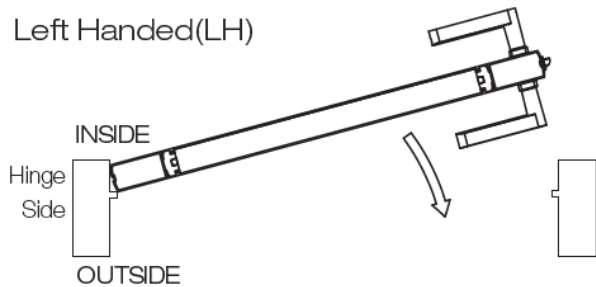
How do I determine the door handing (LH, RH, LHR, RHR)?

ANSWER

Door handing is determined by the hinge position and the direction the door swings. Please refer to the diagram for a visual guide.

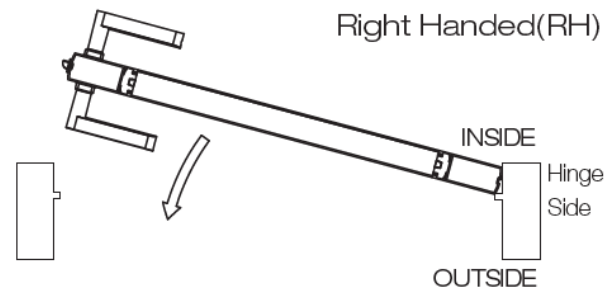
Left Hand (LH)

Hinges on the left, door swings inward



Right Hand (RH)

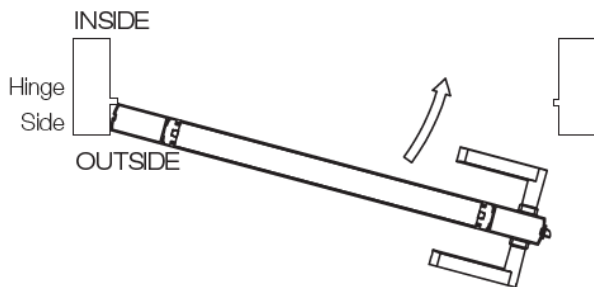
Hinges on the right, door swings inward



Left Hand Reverse (LHR)

Hinges on the left, door swings outward

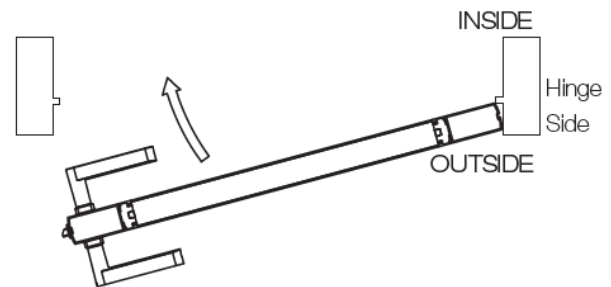
Left Handed Reverse(LHR)



Right Hand Reverse (RHR)

Hinges on the right, door swings outward

Right Handed Reverse(RHR)



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Why doesn't the deadbolt extend when I push the exterior handle up?

ANSWER

This is usually caused by an incorrectly positioned **spindle receiver** during the initial installation. If the receiver is not aligned with your door's handing (Left-Hand vs. Right-Hand), the handle will not engage the deadbolt.

To fix this, follow these adjustment steps:

STEP 1

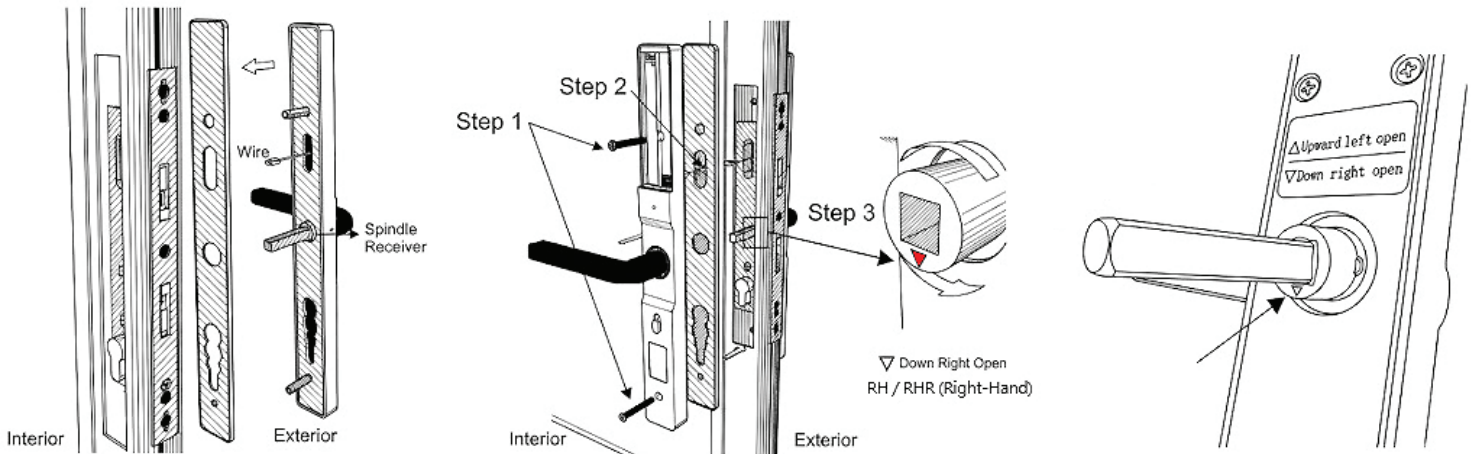
Open the Interior Trim

Use a screwdriver to loosen and remove the two security screws from the interior portion of the lock. Remove the interior cover. (See Image: Screw Locations)

STEP 2

Disconnect the Wiring

Gently unplug the data connector to separate the interior and exterior trim pieces. Handle the wires with care to avoid crimping. (See Image: Wire Connector)



STEP 3

Align the Spindle Receiver

Pull the exterior trim away from the door to access the back of the lock. Locate the **triangle mark** on the spindle receiver and rotate it to match your door configuration:

- **LH / LHR (Left-Hand)**

Rotate the triangle so the arrow points **UP**. (See Image: Triangle Alignment Guide)

- **RH / RHR (Right-Hand)**

Rotate the triangle so the arrow points **DOWN**.

STEP 4

Reassemble the Lock

Place the exterior and interior trims back onto the door. Reconnect the cable firmly, ensuring the wiring is tucked away to avoid pinching. Once aligned, tighten the two interior screws to secure the lock in place.

STEP 5

Test the Handle Operation

- **Push Up**

Without authorization, push the exterior handle up. The deadbolt should now extend fully.

- **Push Down**

Push the handle down. It should move freely (inactive) until a fingerprint, passcode, card or app authorization is recognized.