

Installers & User guide **Deadbolt 2E.**

Welcome!

This guide will get you up and running with your Deadbolt 2E.
In the meantime, you should follow us on Facebook and Youtube!



Like us on Facebook



Visit our Youtube



As our igloohome app is frequently updated, there may be changes to this manual.
Please refer to our website iglooworks.co/support for the latest version of the manual.

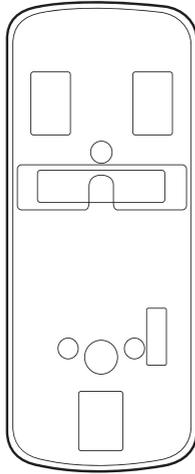
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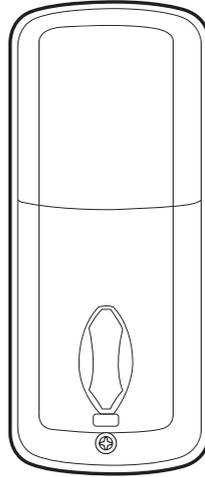
What's Included



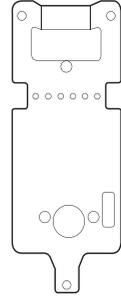
**Front Assembly
& Rubber Gasket**



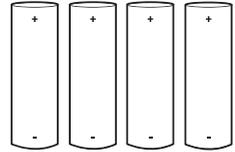
**Back Assembly
Rubber Gasket**



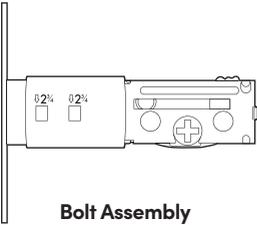
Back Assembly



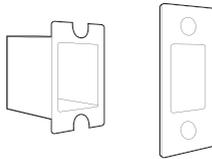
Back Plate



AA Alkaline Batteries x4



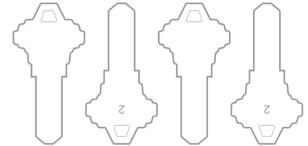
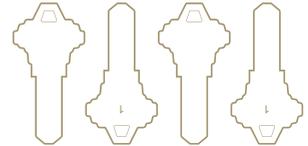
Bolt Assembly



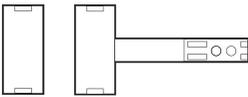
**Strike Plate Housing &
Strike Plate**



Screw Holder



**Construction Keys x4
Owner Keys x4**



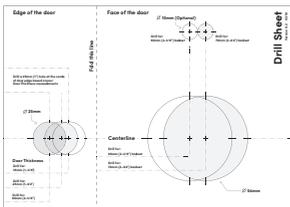
Door Sensor & Magnet



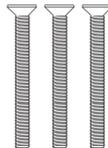
**5mm (0.019")
Bolt Screw x2**



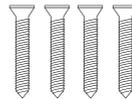
**8mm (0.03")
Bolt Screw x2**



Drill Sheet



**43mm (1.69")
Bolt Screw x3**



**22mm (0.87")
Wood Screw x4**



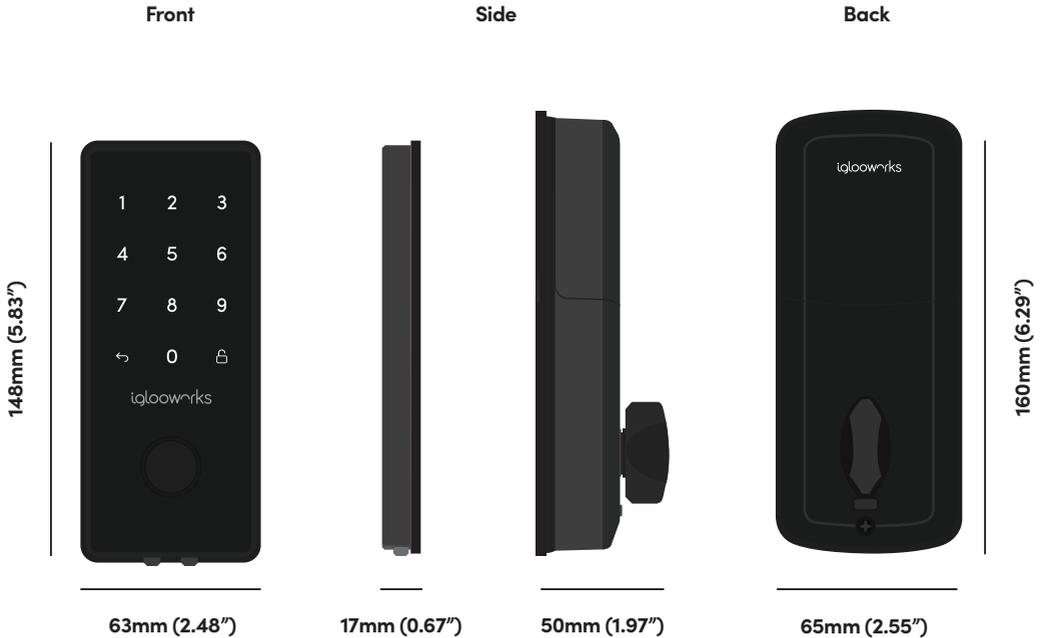
**20mm (0.78")
Bolt Screw**



**Keyhole
Cover x1**

Specifications

Model	Deadbolt 2E
Battery Type	4 x AA* Alkaline
Battery Life	Up to 1 Year
Emergency Power	9V Alkaline Battery
Operation Temp	-20°C to 50°C
Storage Temp	-30°C to 60°C
IP Rating	IP65
Material	Al, Zinc Alloy, ABS
Weight	Net: 1.3kg, Gross: 1.6kg
Unlock Mechanism	Bluetooth, PIN code, Physical Keys, Thumbturn

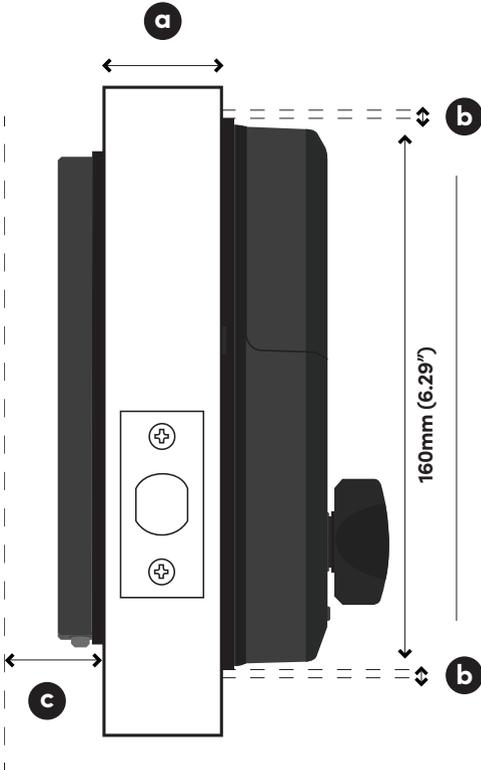


* **DO NOT USE:** Heavy Duty, Eveready, GP, or rechargeable batteries. Please note that using recommended battery brands such as Panasonic, Duracell, or Energizer will improve the performance and lifespan of the lock.

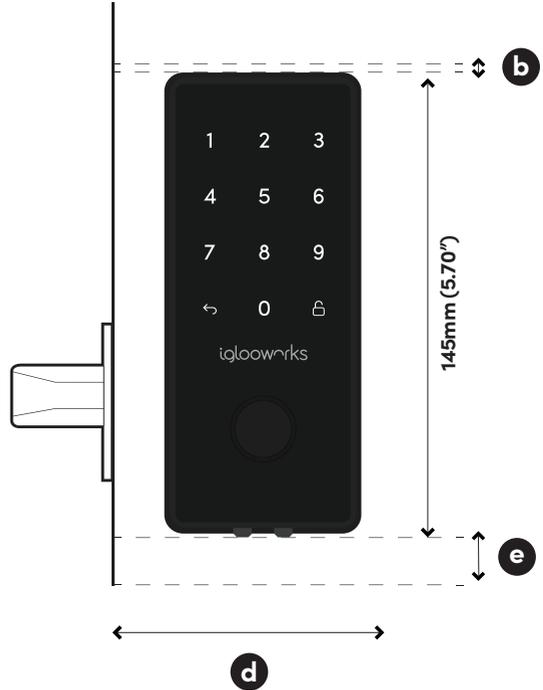
Installation Guide

Requirements

Door Thickness



Clearance

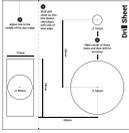


Measurements

- a** 43mm (1.69") to 60mm (2.36")
- b** 10mm (0.39")
- c** 20mm (0.78")
- d** >110mm (4.33") for 60mm (2.36") / >120mm (4.72") for 70mm (2.75") backset
- e** 50mm (1.96")

Prepare Door for Installation

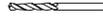
Items needed:



Drill Sheet



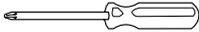
Drill



10mm (0.39")
Drill Bit



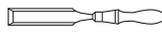
54mm (2.12")
Hole Saw



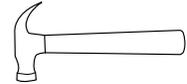
#2 Phillips Screw Driver



25mm (0.98")
Spade Bit



20mm (0.78")
Chisel



Hammer

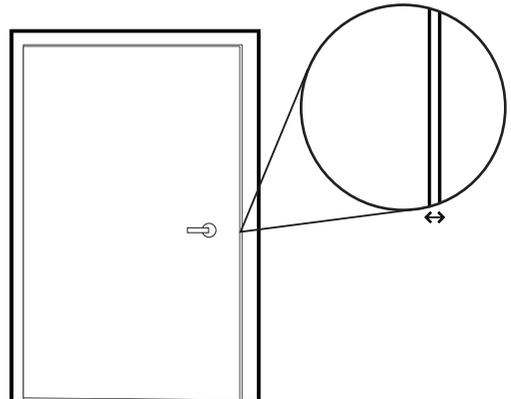
Recommended

Door and door frame material : **Wood**



Recommended

Gap between door and door frame: **<3mm (0.01")**



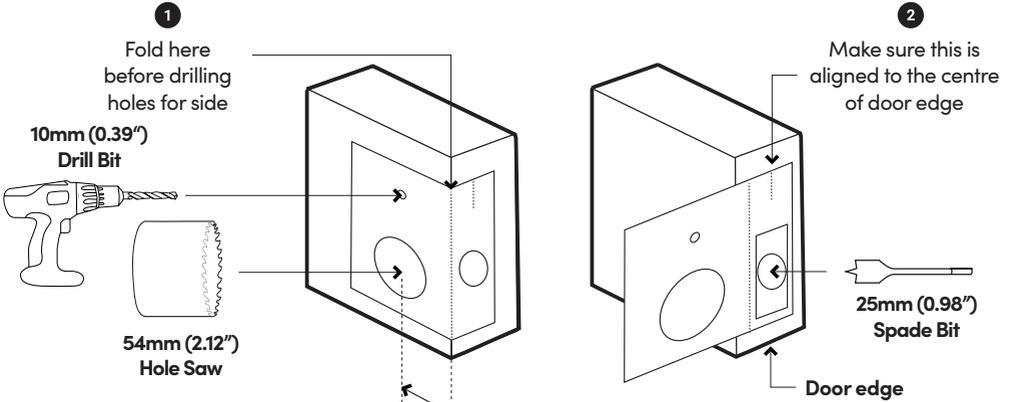
Please ensure that there is an existing handle on your door for push - pull access.

Not for: metal gates, glass doors or sliding doors.

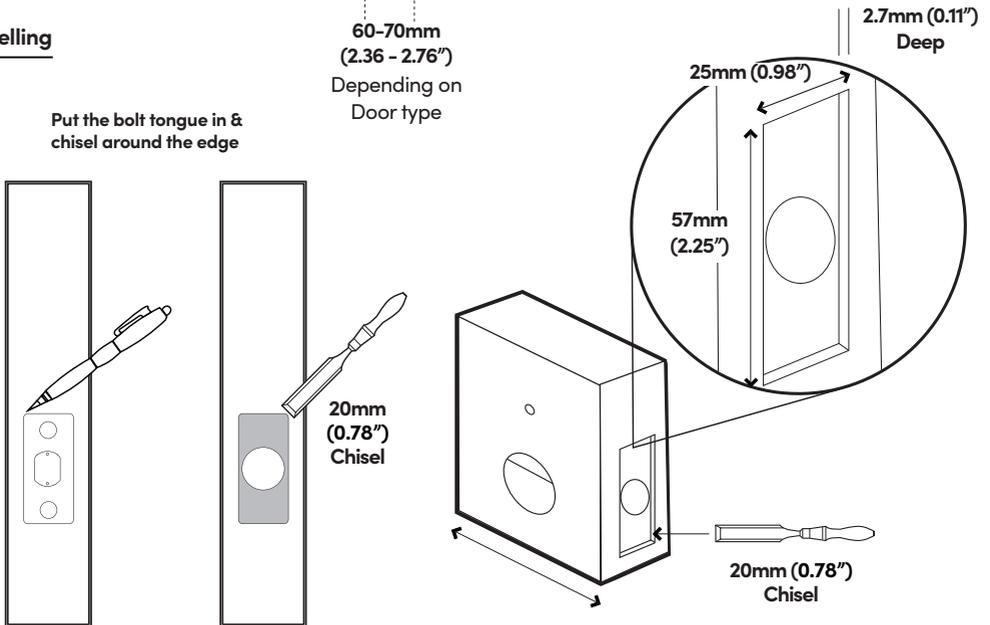
If you are unsure if your door is suitable, send us web links to your door pictures to info@iglooworks.co

How to use the Drill Sheet

Drilling (Door)



Chiselling



 Mark the center of the holes and then drill for accuracy.

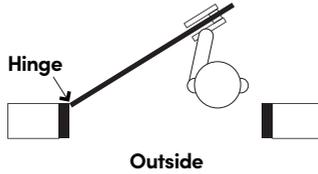
Prepare Lock For Installation

1 Set Back Assembly for Left / Right Hand Installation

Left Hand Installation

Set the toggle to 'LH' for left-hand installation

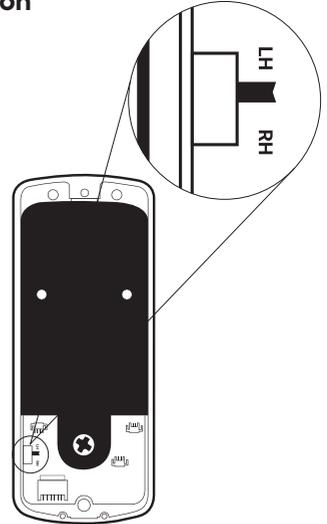
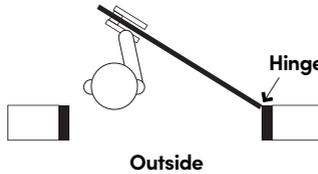
** Hinge is on your left.*



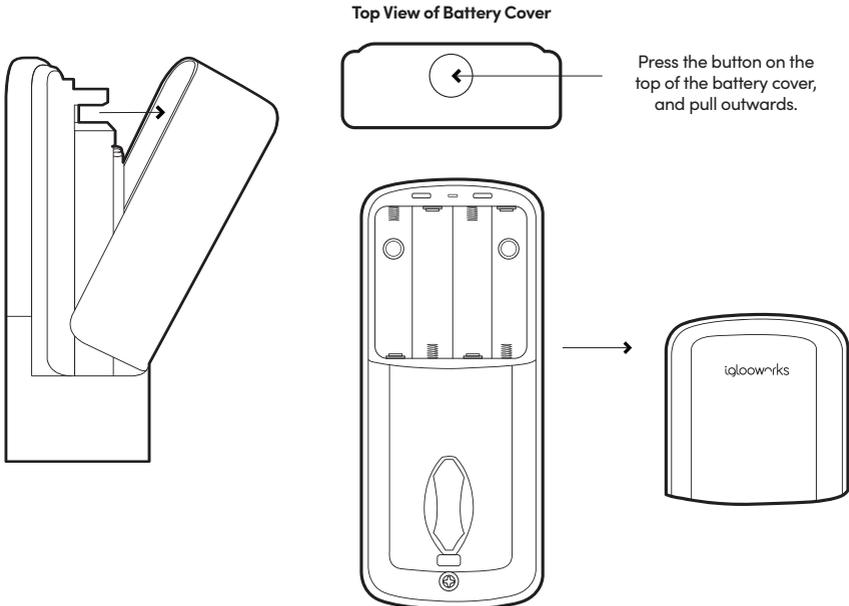
Right Hand Installation

Set the toggle to 'RH' for right-hand installation

** Hinge is on your right.*



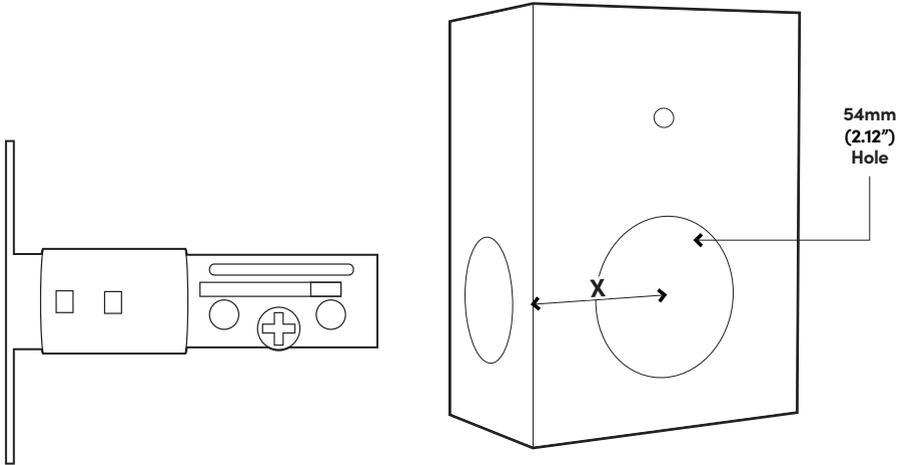
2 Remove Battery Cover from the Back Assembly



Installation Instructions

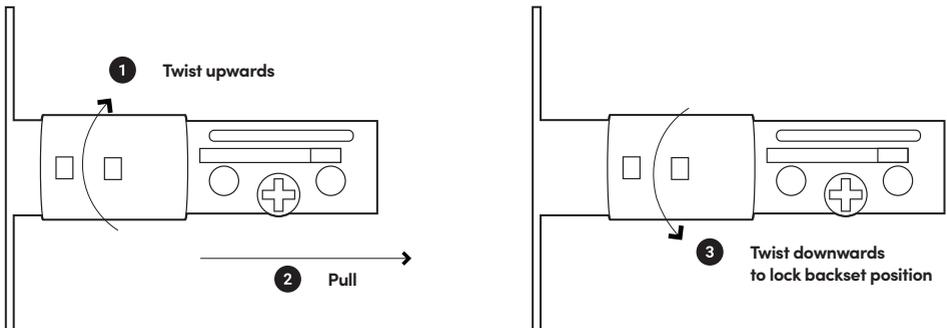
1 Measure

If you are replacing your current deadbolt lock, industry standards are 60mm (2.36") or 70mm (2.75") backset. To determine which backset length you should use, so measure the distance (x) between the center of 54mm (2.12") hole to door edge.



Prepare bolt assembly based on the distance (x)

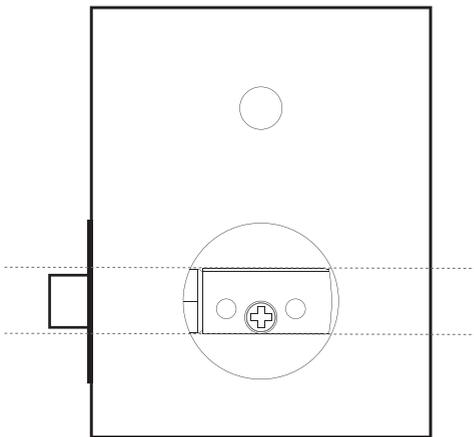
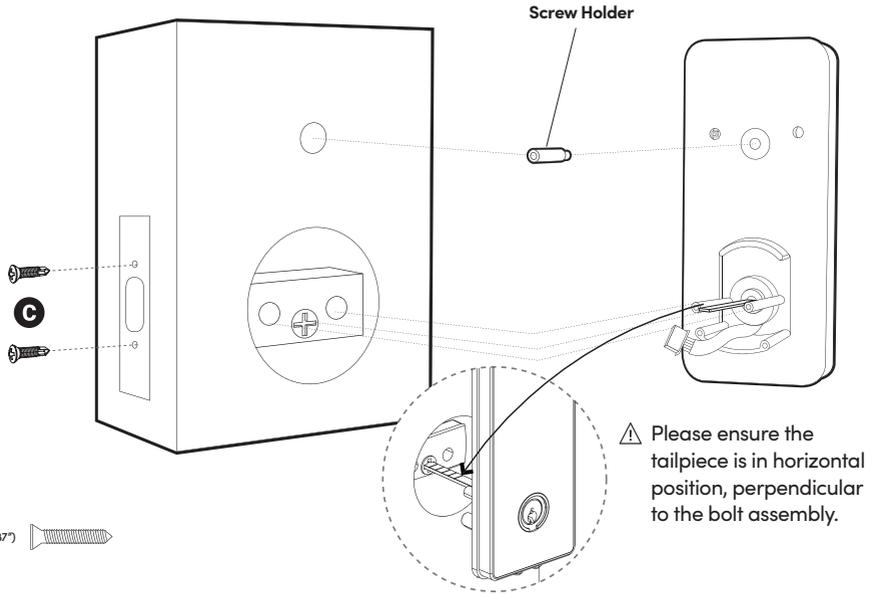
Bolt ships with bolt assembly in 60mm (2.36") position. If required, twist the bolt and pull to extend (simultaneously) to 70mm (2.75") backset position.



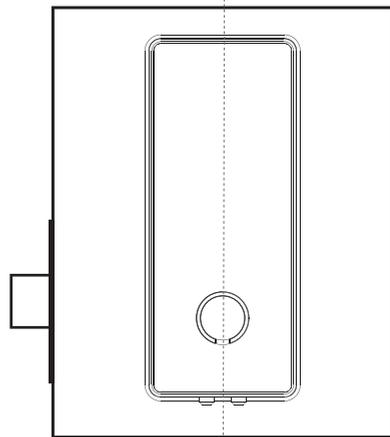
2 Install bolt and front assembly on the door

The '+' hole on the bolt assembly should be in the middle of the hole.
If possible lubricate the '+' hole before inserting the tailpiece.

It is advisable to lubricate the '+' hole before inserting the tailpiece



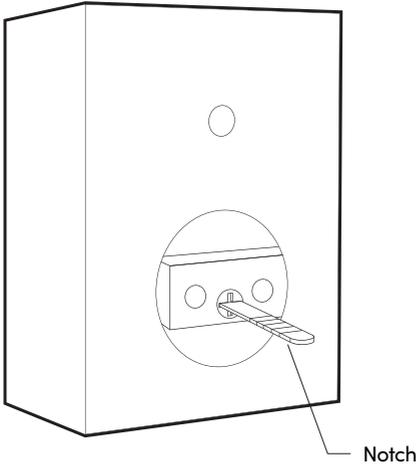
⚠ Please ensure the bolt assembly is positioned horizontally inside the door.



⚠ Please ensure the front assembly is positioned straight and vertically upward when mounted on the door.

3 Measure and cut the tailpiece if necessary

After inserting the tailpiece, measure the distance of protrusion from the door.

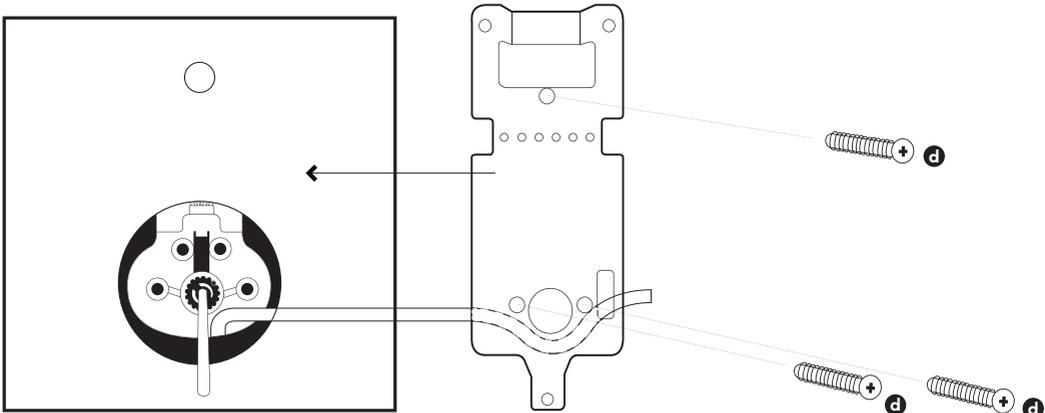


Door thickness (mm)	Notches to cut (from the tip)
60	3
55	4
50	5
45	6

⚠ The recommended tailpiece protrusion from the door is 15mm (0.6").

4 Secure the Front Assembly using the Back Plate.

To do this, place the Back Plate (ensuring the correct side placement).



Screws

d 43mm (1.69")

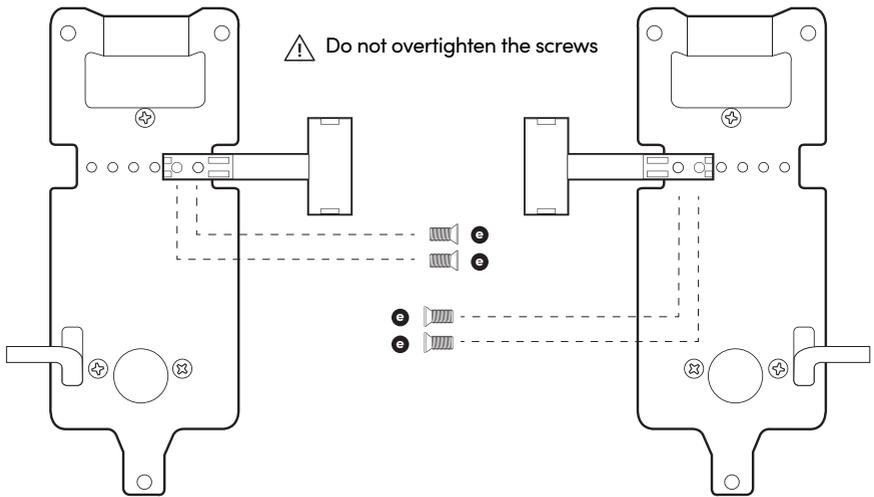


5 Door Sensor Installation

Adjust the position of the door sensor according to the door handling (left or right hand installation). Use the 2 x 5mm (0.19") screws to secure the door sensor to the back plate.

Right-hand Installation

Left-hand Installation

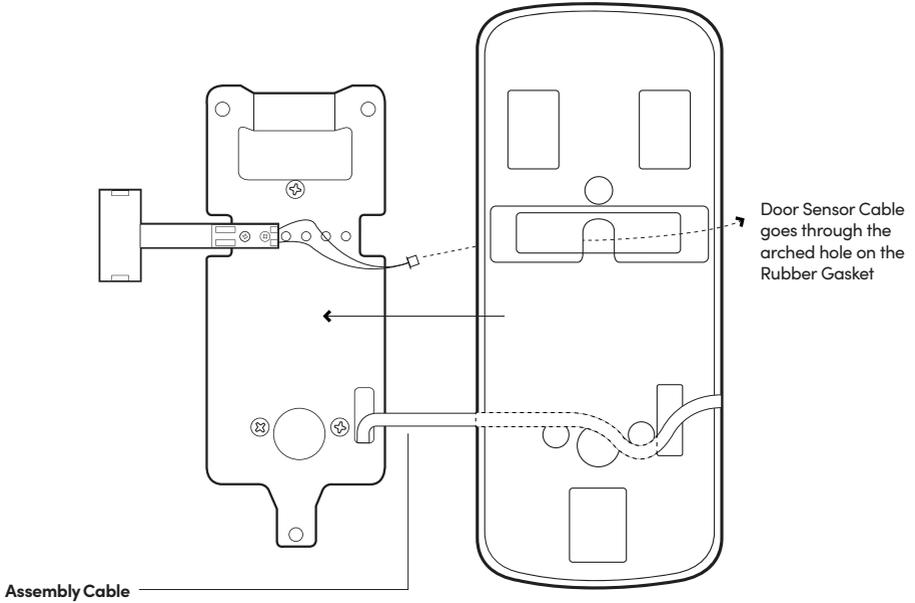


Screws

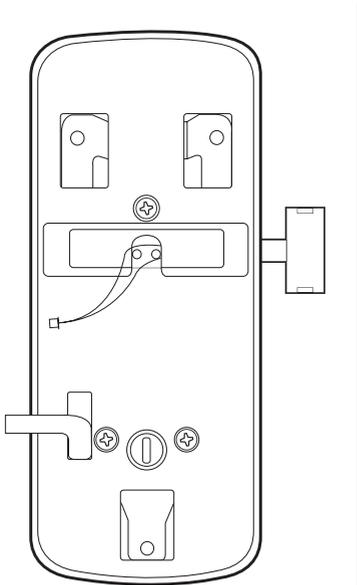
e 5mm (0.19") 

6 Fit in the Rubber Gasket

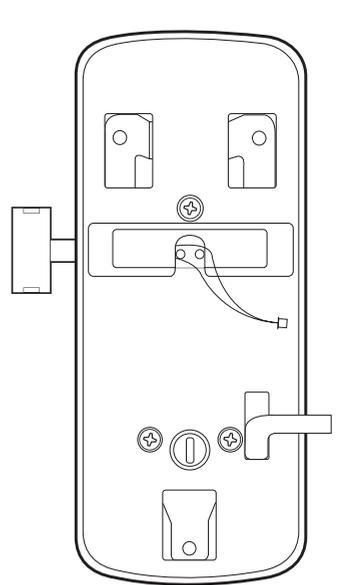
Insert the front assembly cable through the rectangular hole on the rubber gasket. The hole should be on the right side of the rubber gasket.



Right-hand Installation

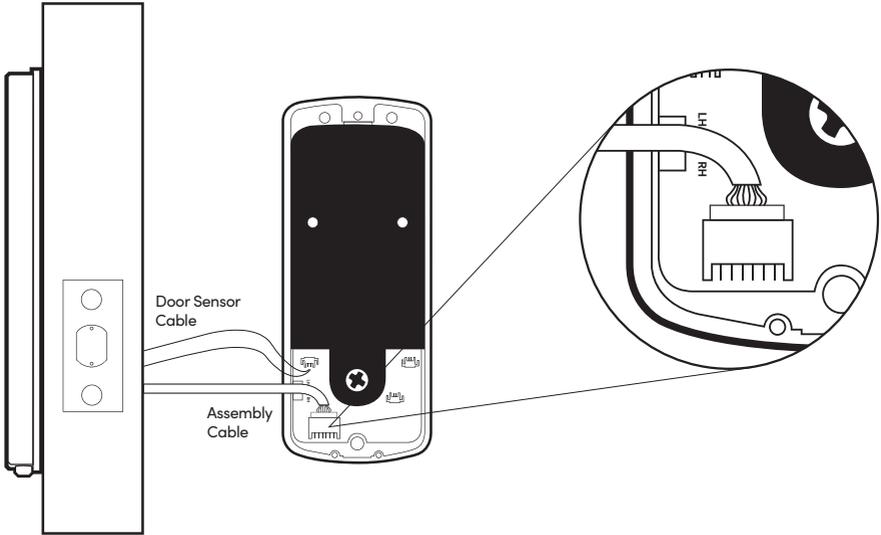


Left-hand Installation



7 Connect Assembly Cable

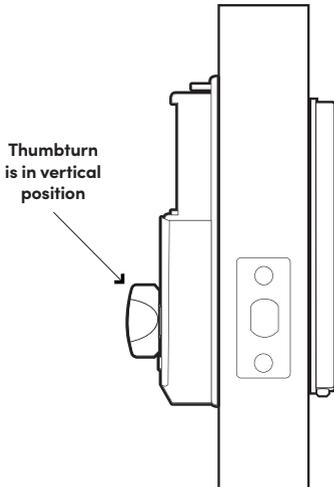
Connect the sensor cable to the Back Assembly then connect the assembly cable from the Front assembly through the 54mm (2.12") hole to the Back Assembly. Ensure that the wire is installed properly and securely.



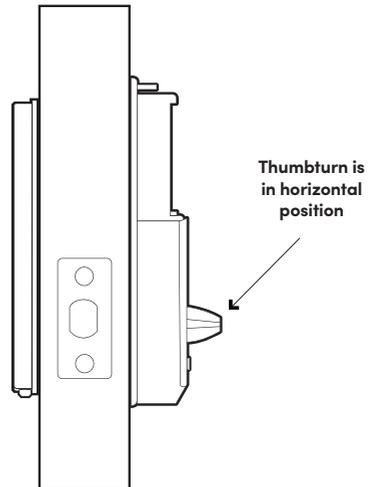
8 Fit Back Assembly to the Door Tailpiece

Ensure thumbturn position is turned to 'unlock' position.

Right-hand Installation



Left-hand Installation

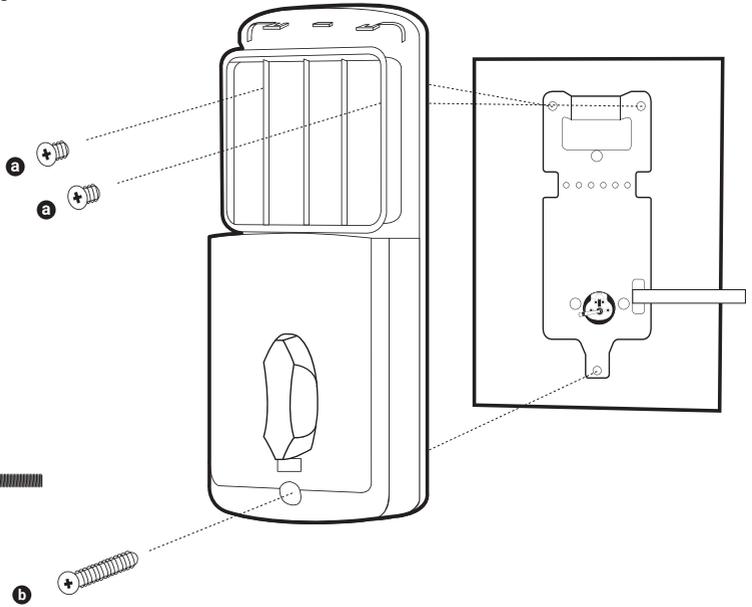


9 Secure the Back Assembly

 Do not overtighten the screws

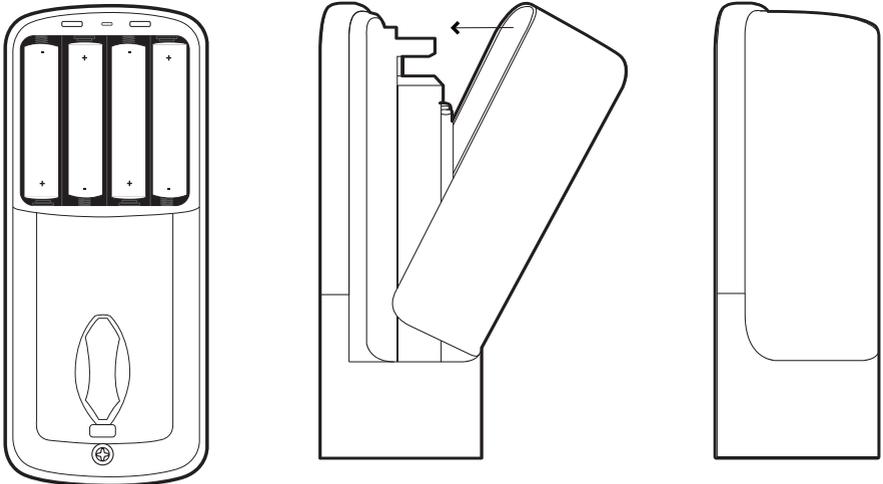
Screws

- a** 8mm (0.31") 
- b** 20mm (0.78") 



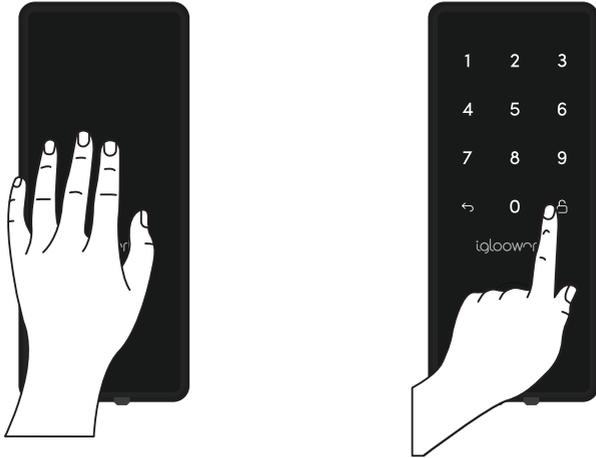
10 Insert 4 AA Alkaline Batteries and push the battery case lid inwards to close

Side View



Test Lock

Place hand over your lock to activate touchpad and hold 'Unlock' icon to lock.



Does your bolt lock?

Yes

Congrats!
Your lock is correctly installed.
Proceed to next steps.

No

Bummer!
Does the bolt lock and unlock
when you turn the thumbturn?

Yes

**Left-Right toggle
incorrectly set**

Troubleshoot: Try Setting the
left-right toggle on your back
assembly to the correct side.
(See Pg. 10)



No

**Tailpiece and/or thumbturn
incorrectly set**

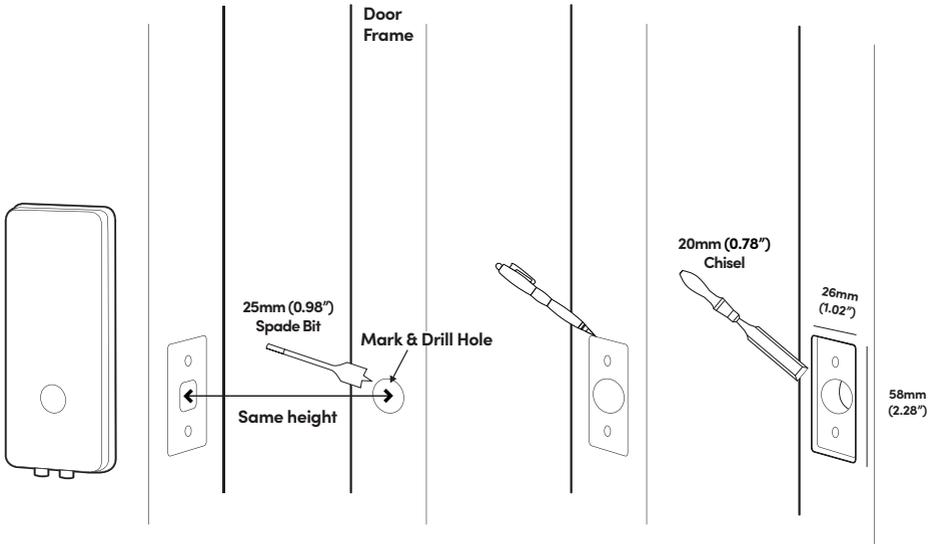
Troubleshoot: Disassemble lock
and install it again.

Still experiencing issues?
Go to iglooworks.co/support for more help

Prepare the Door Frame

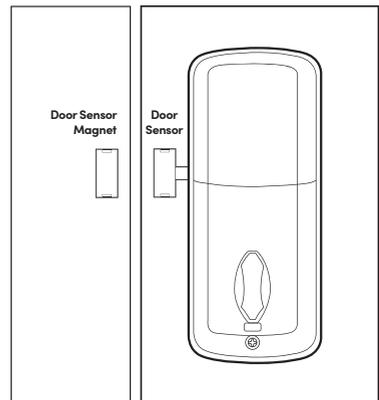
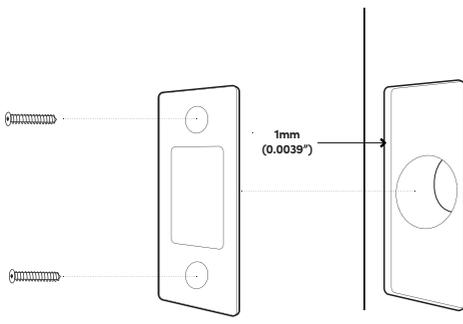
1 Ensure to align the lock to the door frame and mark it down.

2 Mark out where the bolt tongue locks then drill a corresponding hole on door frame. Chisel to fit the strike plate in as well.



3 Secure strike plate housing and strike plate using 2x 25mm (0.98") wood screws.

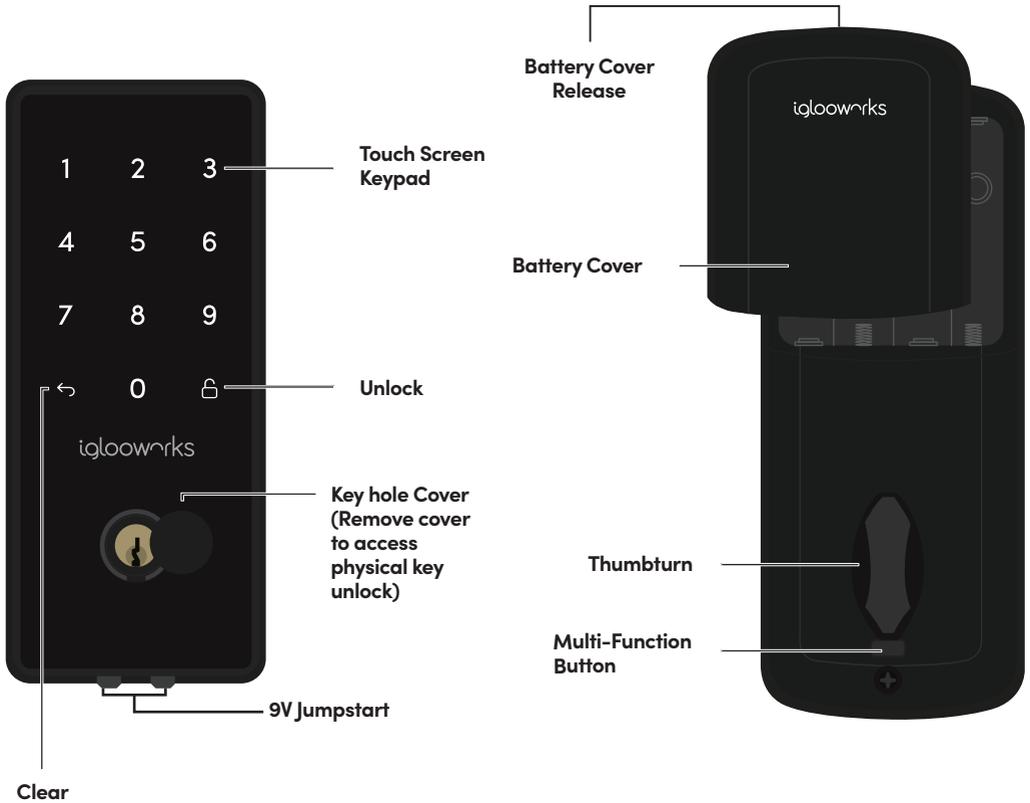
4 Paste the magnet opposite the door sensor.



User Guide

Lock Anatomy

Front & Back Assembly



Features

PIN / Bluetooth Unlock



Master PIN Code

The Deadbolt 2E unlocks with a permanent Master PIN Code.



Bluetooth Master Key

The Deadbolt 2E unlocks with Bluetooth via the app.



User PIN Code

The igloohome mobile app can generate multiple types of User Pin codes, e.g. One-Time, Permanent & Duration.



Bluetooth Guest Key

The igloohome mobile app can generate and share Bluetooth keys (based on duration with guests to unlock the Deadbolt 2E).

Lock



Auto Lock

The Deadbolt 2E relocks automatically when door is closed. User can configure the delay or deactivate relock if they prefer to. Do note that function will only work when Sensor is installed.



Manual Locking

Hold the 'Unlock' button for 1 second to manually lock the Deadbolt 2E.

Battery



Emergency Jumpstart

If battery power is drained, an external 9 Volt battery can be used to provide emergency power. The 2 contact points of the battery must be aligned with the 2 contact points on the Deadbolt 2E for 2 seconds.

Features

Security / Alarms



Security Lockout

Be assured with an additional layer of security with the keypad lockout if the keypad is being tampered. User can configure number of incorrect attempts to trigger lockout.



Activity Logs

Master bluetooth access and PIN code access logs are logged in the lock. It can only be updated in the app via manual syncing.

Guest bluetooth key access logs are updated in real-time.



Keypad Disabled Mode

Disable the keypad to prevent PIN code entry from outside via the Multi-Function Button.



Tamper Alarm

The lock will sound if intruders try to pry the lock from the door.



Masking Security Code

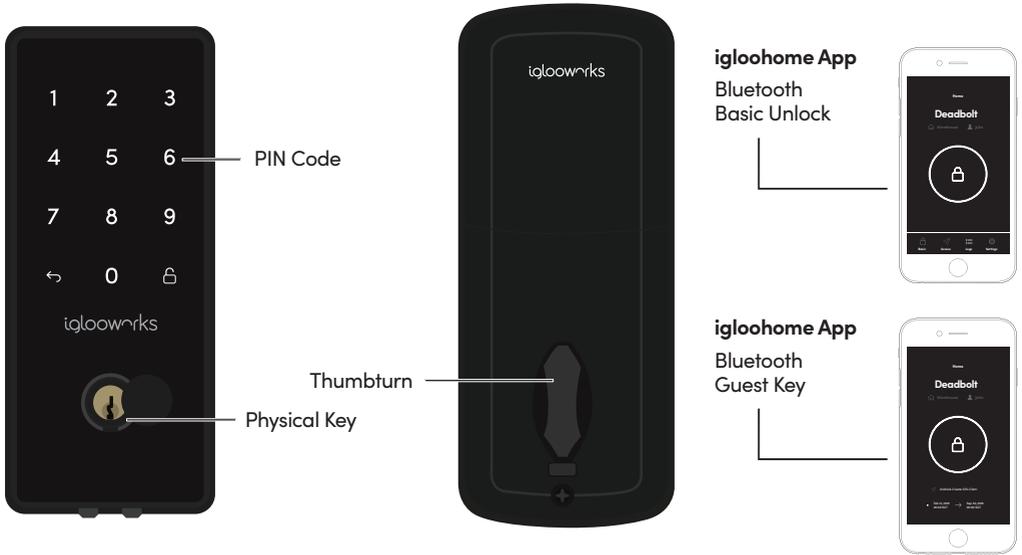
Enter up to 8 digits before your PIN Code to reduce risk of intruders checking fingerprints.



Passage Mode

Activate Passage mode via the Multi-Function Button or turning auto relock off via Bluetooth. Refer to Page 25.

Unlocking & Locking



Unlocking



PIN Code

Key in your PIN code and press 'Unlock' icon



Bluetooth Basic Unlock

On your app, click on the Bluetooth Unlock button and tap on your lock



Thumbturn

Use thumbturn at the back of lock



Bluetooth Guest Key

Refer to page 23



Physical Key

Use the physical key to unlock the door

Locking



'Unlock' Key

Press and hold 'Unlock'



Physical Key

Use the physical key to lock the door



Auto Lock

Works only with the Re-lock Sensor



Thumbturn

Use thumbturn at the back of lock

App Onboarding

1 Test Factory PIN Unlock

In the factory mode (before pairing), the PIN to unlock is ↔ **1234567890** 

2 Register as a Lock User

- Download igloohome from App store / Play store.
 - Create an account and login.
-

3 Pairing

- Select **[Add new igloohome lock]**

Note: For existing users with other paired locks, go to **[Configuration]**, select **[Add Locks]** and follow the instructions.



4 Setting Master PIN code

Before proceeding, turn on your Bluetooth and ensure that you are within Bluetooth range of the lock.

Go to **[Access]** and customize your **[Master PIN]** by editing it.

Managing Access in App

1 Creating PIN codes

PIN codes can be generated on the app under **[Access]**, create **[+Access]** and choose either One-Time, Permanent or Duration PIN.

Pin codes will expire if its not use within its activation period. Refer to the table below.

PIN Type	Use PIN within*
One-Time PIN	24 hrs of generation
Permanent PIN	24hrs of generation
Duration PIN	24hrs from the start time

Note: Duration PIN code end times can be customised within a 28-day timeframe. Past this timeframe, the end time will automatically be configured to the start time.

2 Bluetooth Guest Key

Bluetooth Guest Key can be shared with other users for mobile access. It allows your guests to unlock the igloohome smart lock via Bluetooth.

There are 3 steps to using a Shared Bluetooth Key

1. Under **[Access]**, create **[+Access]** and choose **[Bluetooth Key]** under **[Access Type]**. Proceed to share the key after it is created.
2. Guest receives the Bluetooth Key by one of these methods:
 - Clicking the URL given and follow the instructions.
 - Claiming Bluetooth Key under **[Configuration]**.
3. Guest can now use the Bluetooth Key under the Guest Bluetooth Key Section whenever he/she is within range of the lock.

Notes:

- The owner can revoke the Bluetooth Key in App.
 - Bluetooth Key must be accepted within 1 hour of generation before it expires.
-

Lock Behaviour

1 Security Lockout

After several incorrect PIN code attempts, the Deadbolt 2E keypad will be locked out and the security alarm will be triggered.

Note: Physical key and Bluetooth Unlock can be used to unlock in this mode.

Security Lockout	
Triggered by	5 consecutive PIN Code attempts by default (Configurable via Bluetooth)
Disable By	After 1 / 5 / 10 Minutes or Any other unlocking methods
Behaviour	Single flash when keypad is triggered.
Duration	Please refer to table below.

Triggered	Security Alarm	Keypad Lockout
1st Time	30 Sec	1 Min
2nd Time	60 Sec	5 Min
3rd and Consecutive Time	90 Sec	10 Min

2

Keypad Disabled Mode

Keypad Disabled Mode prevents others from using PIN code to unlock when you are inside the property.

Note: Physical key, Bluetooth key & Thumbturn can be used to unlock in this mode and the Keypad will be enabled after successfully unlocked.

3

Passage Mode

Passage Mode enables you to have easy access during high human traffic flow by deactivating auto relock.

Method 1: Turn off auto relock under lock settings via Bluetooth

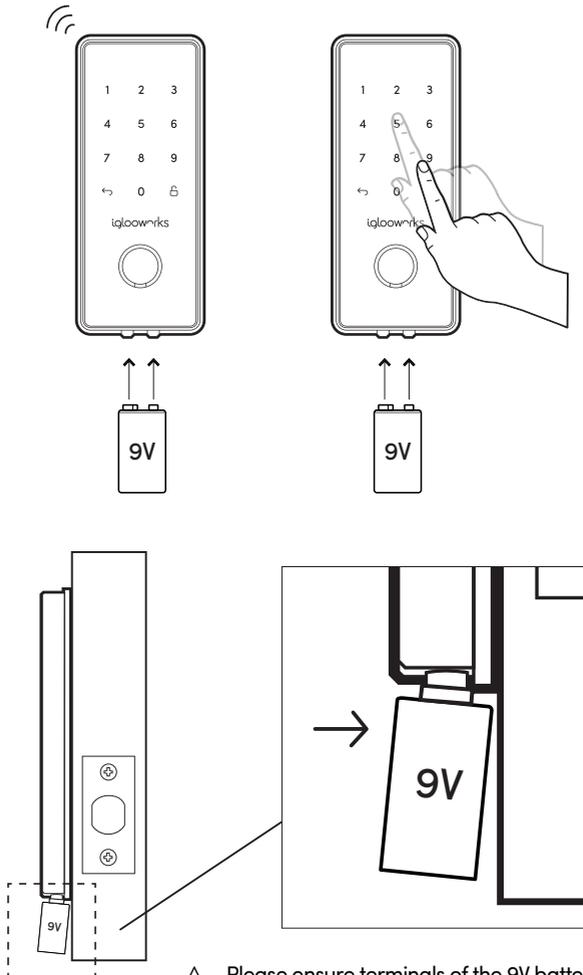
Method 2: Holding on to the Multi-Function Button

Keypad Disabled Mode & Passage Mode	
Activated by	Holding on to the Multi-Function Button until a long beep is heard.
Deactivated By	Holding on to the Multi-Function Button until 2 quick beeps are heard or Any other unlocking methods
Behaviour	Double flash when keypad is triggered.

9V Jumpstart

1 9V Jumpstart Feature

1. Touch and hold the battery contacts against the 9V jumpstart pin on the lock and you will hear a series of beeps and the keypad will light up.
2. While holding the 9V battery to the jumpstart, key in your PIN code on the keypad followed by the 'Unlock' icon



Please ensure terminals of the 9V battery are in contact with the Jump Start contact points of the lock for **2 seconds** to activate your Deadbolt 2E.

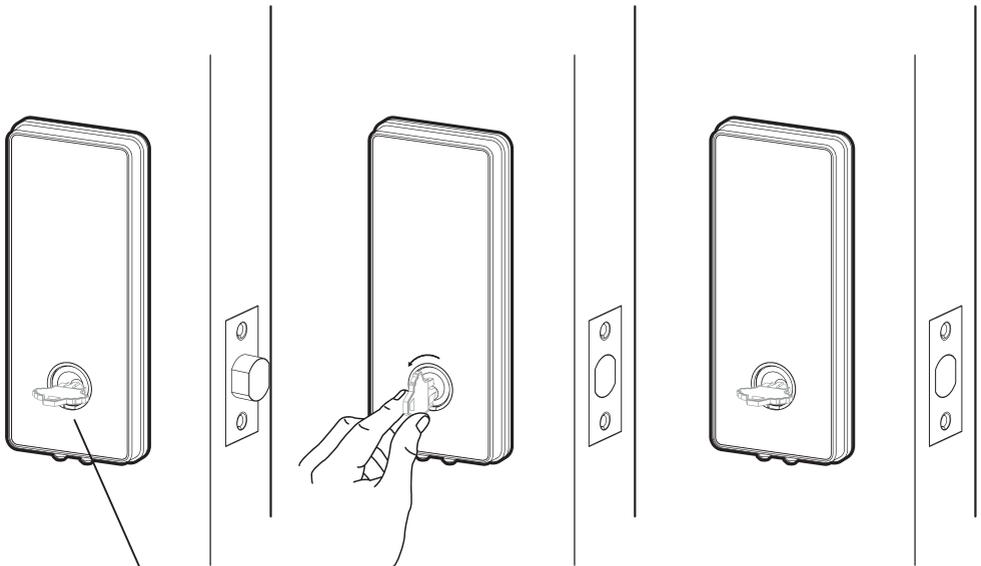
Physical Keys

1 Construction and Owner Keys

1. Construction keys are brass-coloured and can be used by contractors and movers to conduct work in properties.
2. Owner keys are chrome-coloured. When they are used by the property owner for the first time, all construction keys will not work any longer to ensure security.

2 Unlocking Orientation

1. Insert the provided physical key horizontally.
2. Turn the key in an anticlockwise direction to unlock.
3. To remove key, turn the key back to clockwise direction.



Construction Key

Owner Key



 Physical keys can only be inserted and removed in this exact same position.

Airbnb Connect

1 Airbnb Connect

Airbnb Connect automates the generation of PIN codes for your Airbnb guests based on their approved reservations. It costs USD\$4.99 per month, but is currently on free trial.

Here are the steps to activate Airbnb Connect

Step 1: Connect to your Airbnb

Under **[Account Settings]**, select **[Connect with Airbnb]**

Step 2: Connect to Airbnb listings

Under **[Reservations]**, click the **[Add]** icon to select a home to connect to. Select Airbnb Listing and PIN Time to associate.

Note:

- Emails with PIN code will be sent to the guest between 1 to 48 hours before check-in time (configurable).
- PINs will only be valid between the check-in and check-out times.

Step 3: Change Check-in and Check-out time

Under **[Configuration]**, select **[Manage Homes]** followed by the listing to view or edit its details.

Notes:

- If the access mail has not been sent, changing your check-in/check-out time via the app modifies the start and end time of the PIN codes to be shared with your guest.
- If the access mail has been sent, changing these details will only affect the next reservation.
- Changing these details on the igloohome app does not update the check-in/check-out time on the listing on the Airbnb website.

2 Disconnect Airbnb

Should you prefer to generate PIN codes for your guests manually, you may disconnect your Airbnb listing from the igloohome home listing with the steps below.

1. Under **[Reservations]**, disconnect all the listings (if any).
2. Under **[Account Settings]**, select **[Disconnect with Airbnb]**.

Should you wish to completely disconnect your Airbnb account from your igloohome account, make sure that all your Airbnb listings have been disconnected in the above step, then go to:

Airbnb Host Website > Connected Apps > Select igloohome to disconnect

Audio and LED indications

Actions	Indications
Bluetooth Connection	'Unlock' icon flashes Blue
Successfully Unlocked	4 fast ascending tones after unlocked
Successfully Locked	1 long beep after Deadbolt 2E is locked
Incorrect PIN	4 short beeps
Deleted PIN	3 sets of 4 short beeps
Obstruction Alarm	6 sets of 4 short beeps
Keypad Disabled Mode Activated	Very long beep
Keypad Disabled Mode Deactivated	2 short beeps
Security Lockout Alarm	Low-high siren for 30 / 60 / 90 seconds
Security Lockout Deactivated	2 long beeps
Low Battery Alert	3 fast descending tones when keypad is woken up
Tamper Alarm	Keep long beep
Hard Reset / Unpair	4 slow descending tones

Troubleshoot

The lock is not responding at all.

- The lock's battery is flat.
- Use an Alkaline 9V Battery to jumpstart the lock and unlock the lock to replace the batteries once you are able to access the battery compartment.

The deadbolt keypad flashes when I activate the keypad.

- If the keypad flashes once, the Security Lockout is triggered.
- If the keypad flashes twice, the Keypad Disabled Mode is activated.
- Refer to page 24 and 25 for details.

I tried to use a 9V Battery to jump start the lock but was unable to.

- Please ensure terminals of the 9V Battery are in contact with the jump-start contact points of the lock for 2 seconds to activate the lock.
- The 9V Battery terminals must be in constant contact with the lock 9V contact pins while unlocking it with PIN code or Bluetooth.

The deadbolt is locking when it is supposed to unlock or unlock when it is supposed to lock.

- Check the LH/RH toggle and ensure that it is at the correct side.
- Refer to page 9 for details.

I have generated my PINs from the app but it doesn't work.

- Do a Bluetooth Unlock or sync and try again.
- Make sure that the generated PIN codes are activated within the activation period before it expires.

Auto Lock is not working.

- Check if the Relock Sensor is installed correctly.
- Check if Auto Lock is switched on in the mobile app.
- Check if Keypad Disabled Mode or Passage Mode is deactivated.

My lock gives a 3 descending tones every time I activate the keypad.

- The battery is low in battery.
- Unlock the lock to replace the batteries once you are able to access the battery compartment.

I can't scan the QR sticker as it's worned out.

- Use the spare QR sticker that is provided in the Deadbolt 2E box.

The lock is beeping loudly continuously and none of the functions work.

- The tamper alarm is triggered.
- Please ensure that cable between the front and back body are well connected.

Compliance

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 received, including interference that may cause undesired operation.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20cm between the radiator and your body.

For enquiries go to:
iglooworks.co/support