Installers & User guide **IoT Deadbolt.**

igloowerks

Version 0.3 09/21

Welcome!

This guide will get you up and running with your IoT Deadbolt.
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**As our iglooworks 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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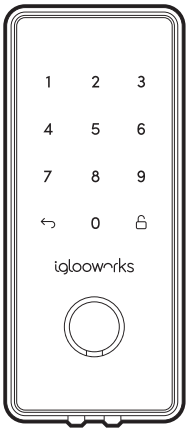
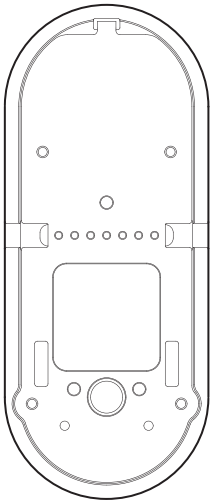
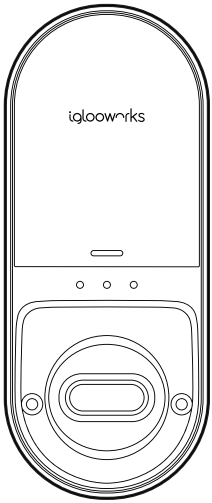
What's Included



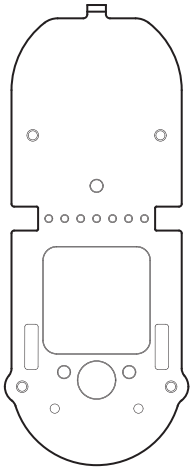
Front Assembly & Rubber Gasket



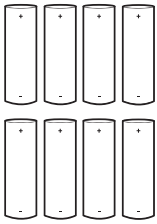
Back Assembly Rubber Gasket



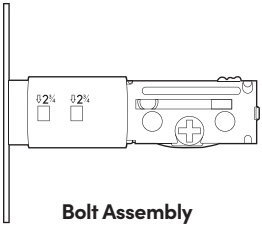
Back Assembly



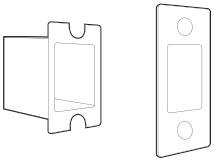
Back Plate



AA Alkaline Batteries x8

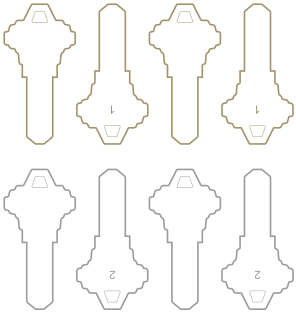


Bolt Assembly



Strike Plate Housing & Strike Plate

Screw Holder



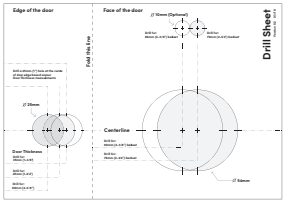
Construction Keys x4
Owner Keys x4

6mm (0.24")
Bolt Screw x1

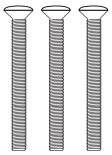
4mm (0.16")
Bolt Screw x2

8mm (0.31")
Bolt Screw x4

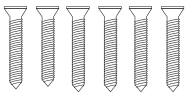
Keyhole Cover x1



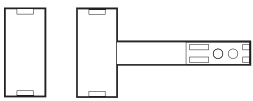
Drill Sheet



40mm (1.57")
Bolt Screw x3



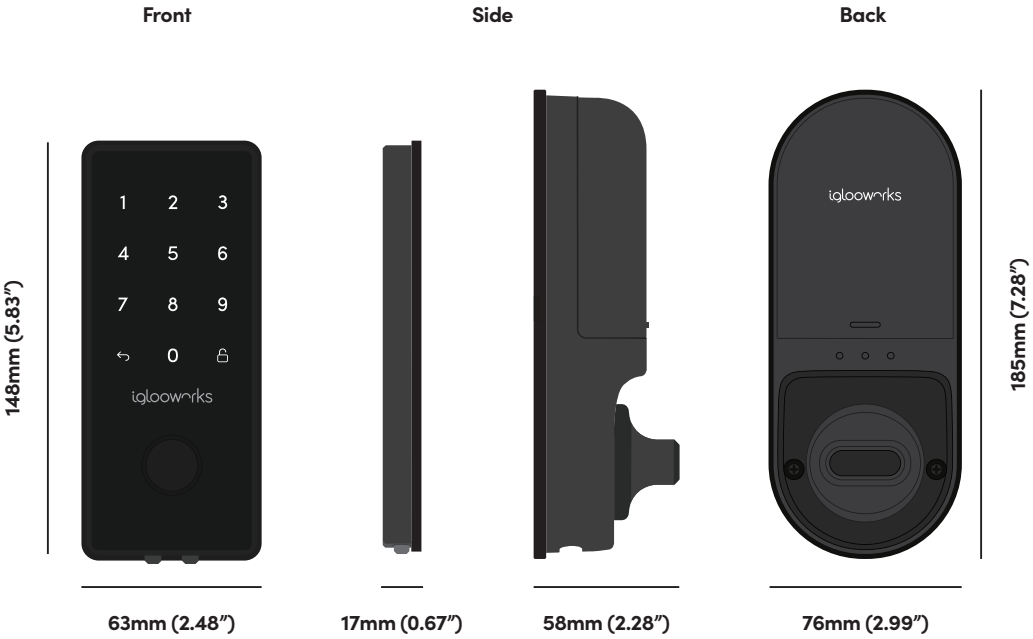
20mm (0.79") x2
22mm (0.87") x4
Wood Screw x6



Door Sensor & Magnet

Specifications

Model	IoT Deadbolt
Battery Type	8 x AA* Alkaline
Battery Life	Up to 1 Year
Emergency Power	9V Alkaline Battery
Operation Temp	-20°C to 55°C
Storage Temp	-40°C to 70°C
IP Rating	IP65
Material	Al, Zinc Alloy, ABS
Weight	Net: 1.7kg, Gross: 2.2kg
Unlock Mechanism	Bluetooth, PIN code, Physical Keys, Thumbturn

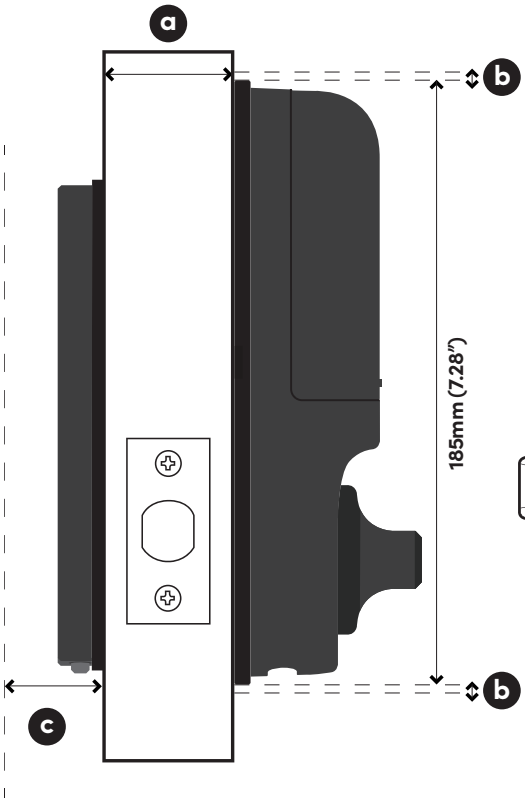


* **DO NOT USE:** Heavy Duty, Eveready, GP, or rechargeable batteries. Please note that using recommended battery brands such as Panasonic, Duracell, or Energizer will improve the performance and lifespan of the lock.

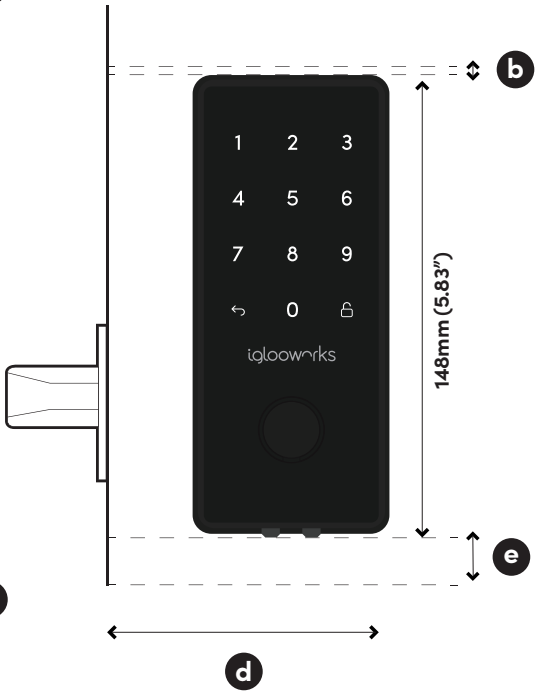
Installation Guide

Requirements

Door Thickness



Clearance

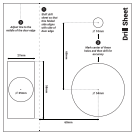


Measurements

- **a** 43mm (1.69″) to 60mm (2.36″)
- **b** 10mm (0.39″)
- **c** 20mm (0.78″)
- **d** >110mm (4.33″) for 60mm (2.38″) / >120mm (4.72″) for 70mm (2.75″) backset
- **e** 50mm (1.96″)

Prepare Door for Installation

Items needed:

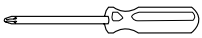


Drill Sheet

Drill

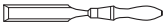
10mm (0.39″) Drill Bit

54mm (2.12″) Hole Saw



#2 Phillips Screw Driver

25mm (0.98″) Spade Bit

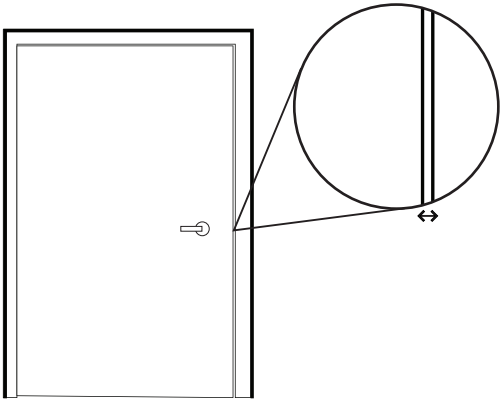


20mm (0.78″) Chisel

Hammer

Recommended
Door and door frame material : **Wood**

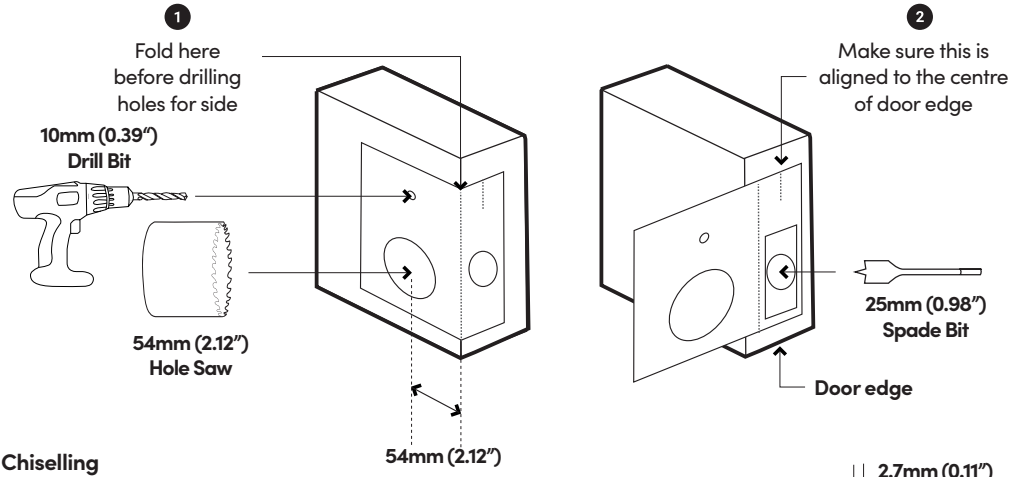
Recommended
Gap between door and door frame: **<3mm (0.01″)**



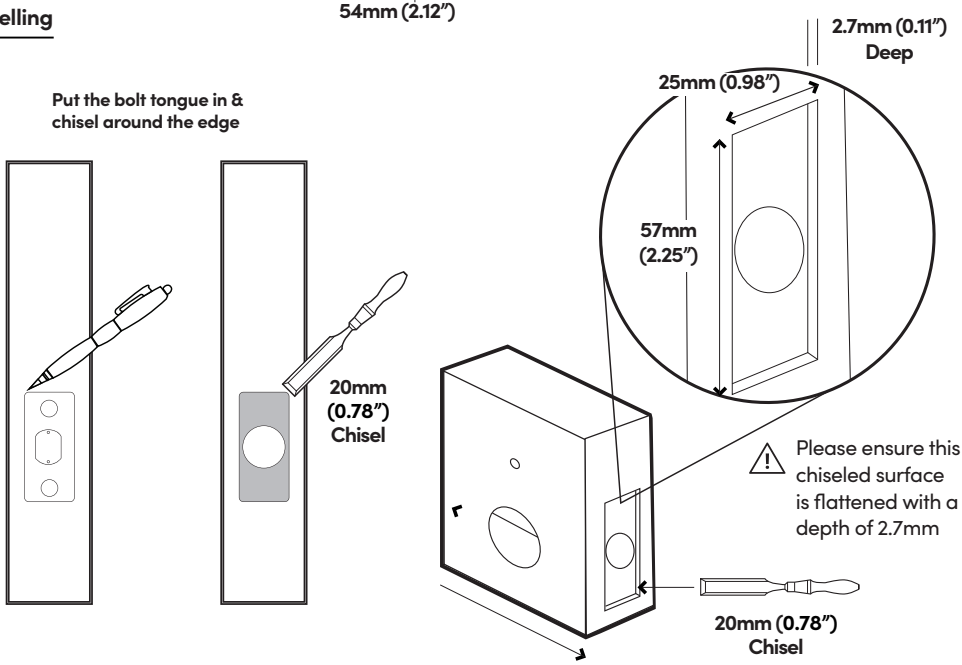
Please ensure that there is an existing handle on your door for push - pull access.
Not for: metal gates, glass doors or sliding doors.
If you are unsure if your door is suitable, send us web links to your door pictures to *info@iglooworks.co*

How to use the Drill Sheet

Drilling (Door)



Chiselling



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

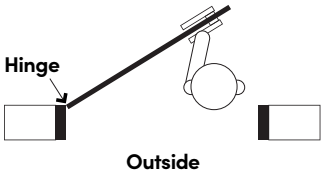
Prepare Lock For Installation

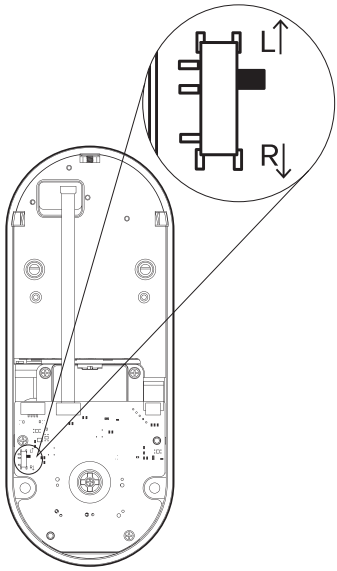
1 Set Back Assembly for Left / Right Hand Installation

Left Hand Installation

Set the toggle to '**L**' for left-hand installation

** Hinge is on your left.*

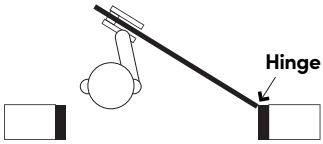




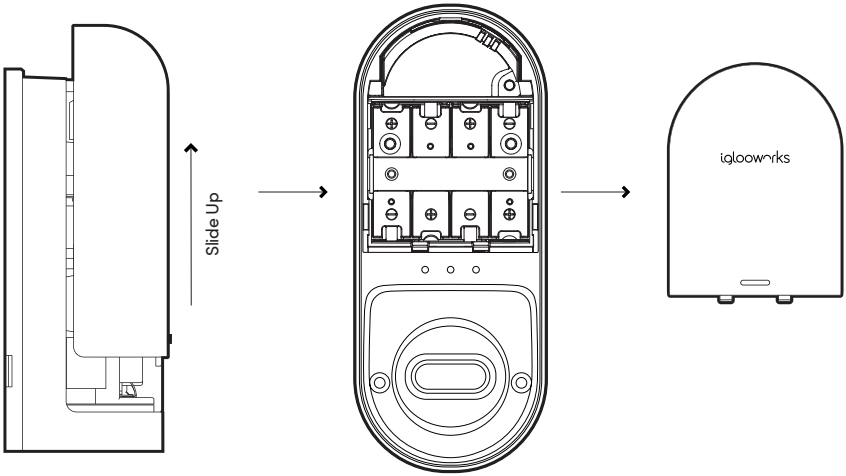
Right Hand Installation

Set the toggle to '**R**' for right-hand installation

** Hinge is on your right.*



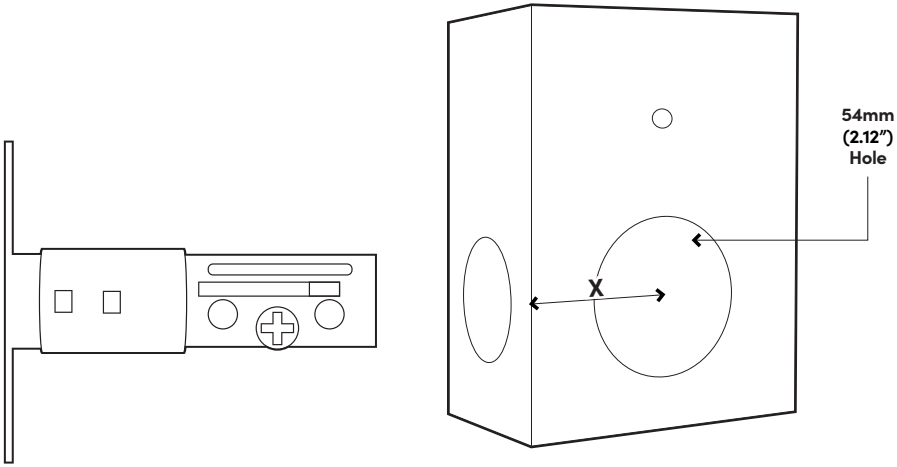
2 Remove Battery Cover from the Back Assembly



Installation Instructions

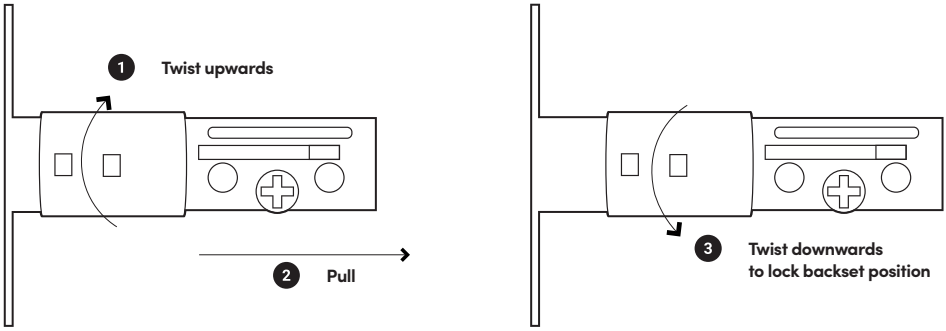
1 Measure

If you are replacing your current deadbolt lock, industry standards are 60mm (2.38”) or 70mm (2.75”) backset. To determine which backset length you should use, measure the distance (x) between the center of 54mm (2.12”) hole to door edge.



Prepare bolt assembly based on the distance (x)

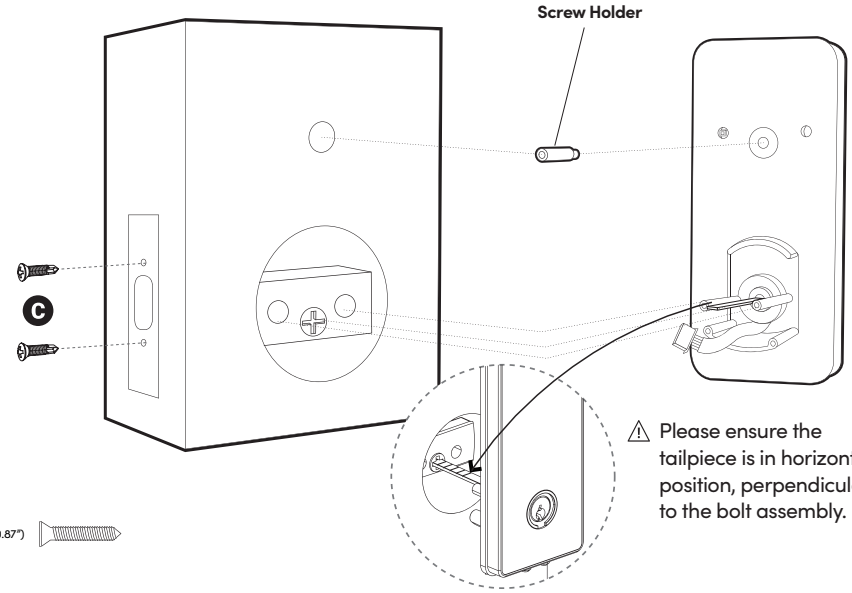
Bolt ships with bolt assembly in 60mm (2.38”) position. If required, twist the bolt and pull to extend (Simultaneously) to 70mm (2.75”) backset position.



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.

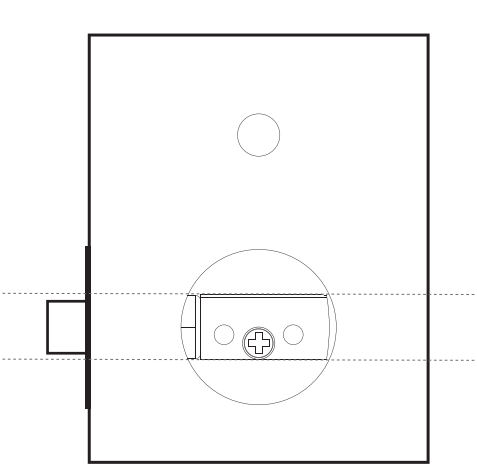
It is advisable to lubricate the '+' hole before inserting the tailpiece



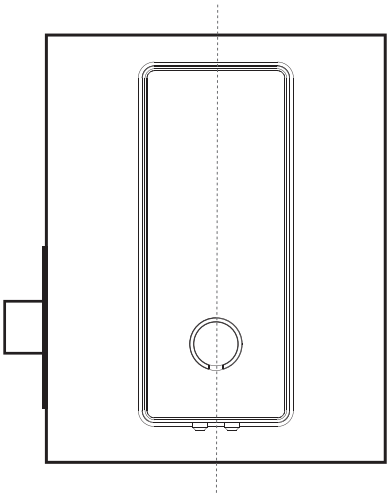
Screws

C 22mm (0.87")

⚠ Please ensure the tailpiece is in horizontal position, perpendicular to the bolt assembly.



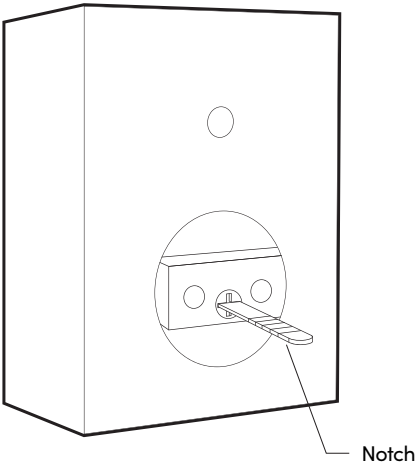
⚠ Please ensure the bolt assembly is positioned horizontally insde the door.



⚠ 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.

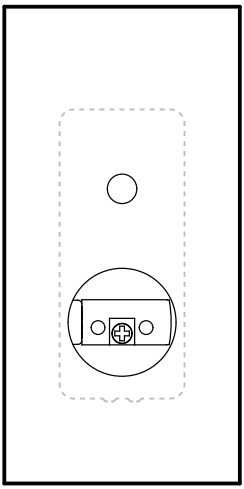


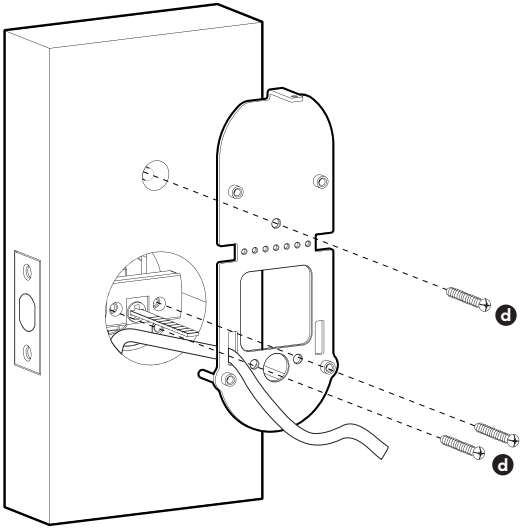
Door thickness (mm)	Notches to cut (from the tip)
60	3
55	4
50	5
45	6

⚠ 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).





Follow this orientation

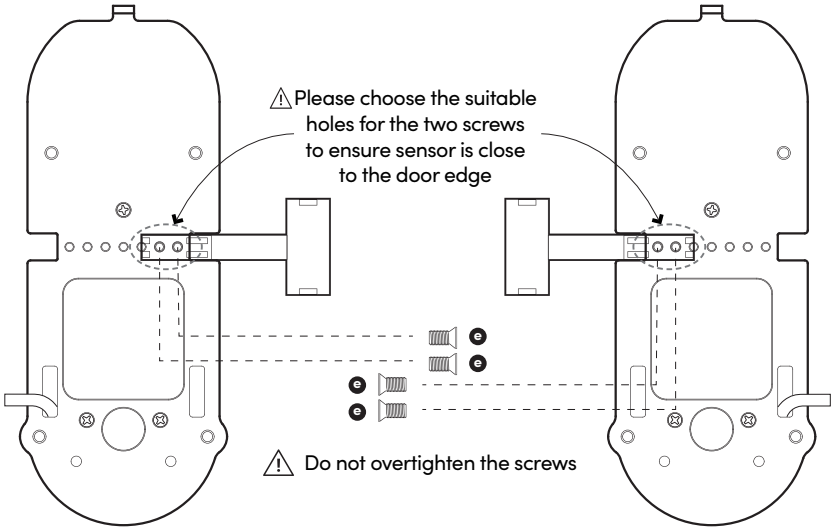
Screws

d 40mm (1.57″)

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 4mm (0.16”) screws to secure the door sensor to the back plate.

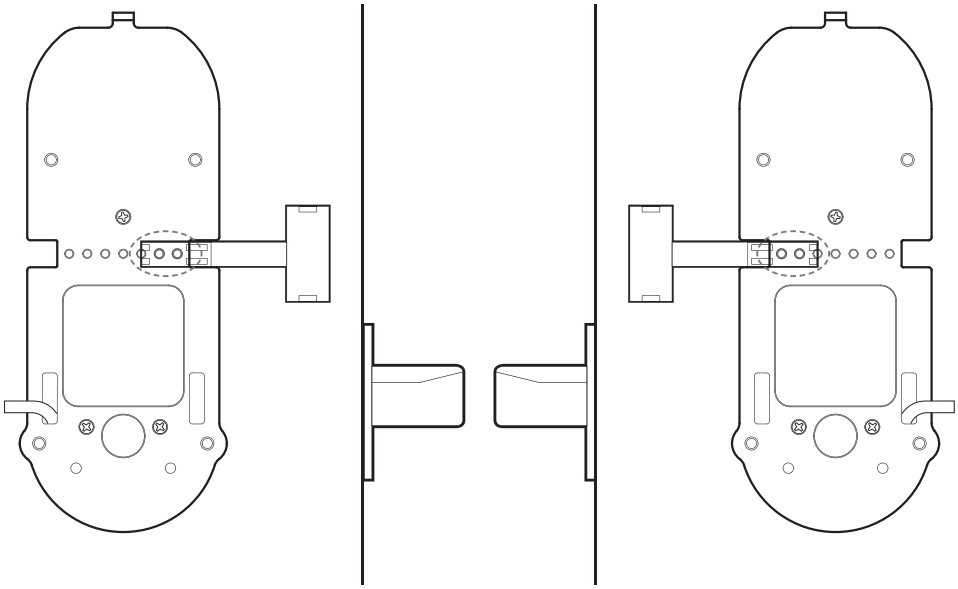
Right-hand Installation **Left-hand Installation**



Screws

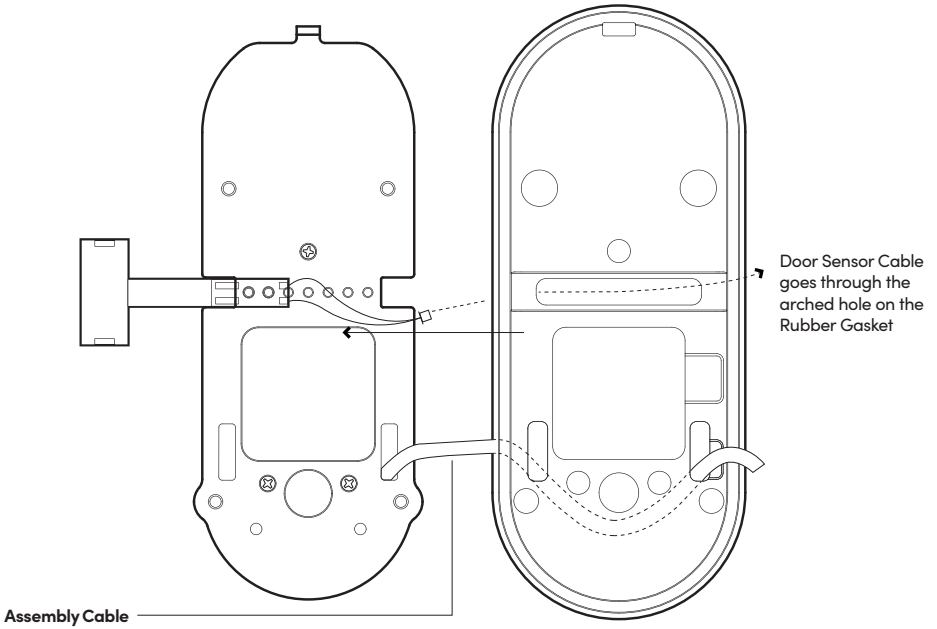
e 4mm (0.16”)

Right-hand Installation **Left-hand Installation**



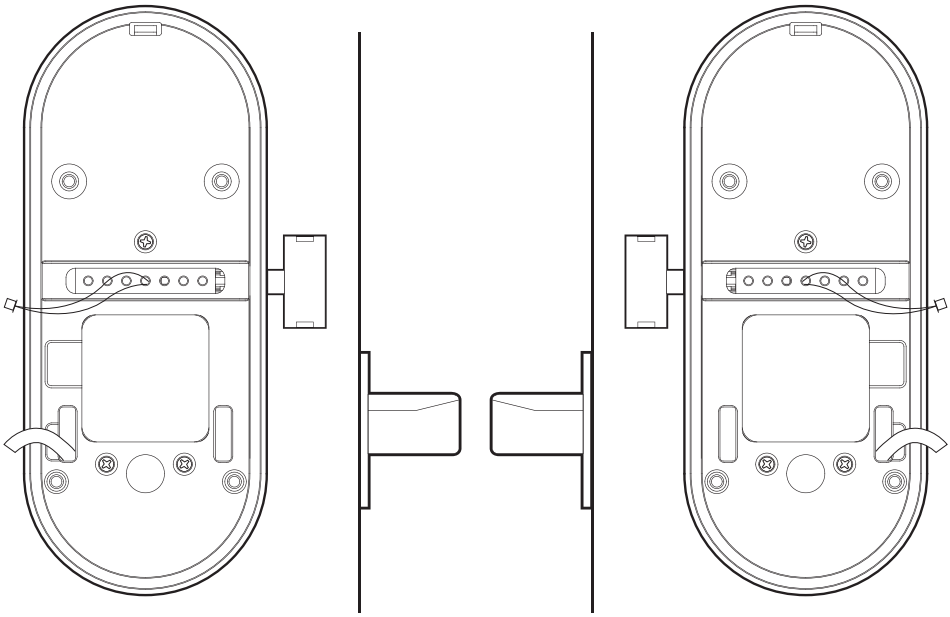
6 Fit in the Rubber Gasket

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.



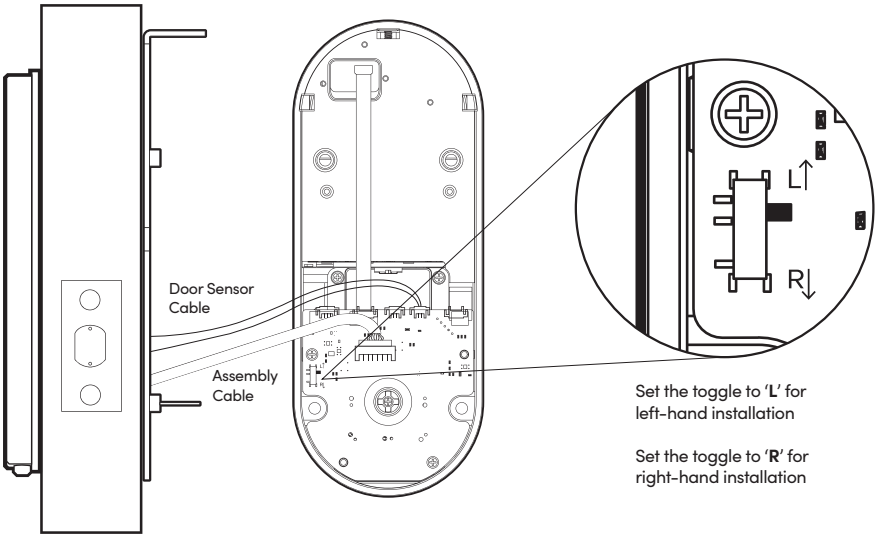
Right-hand Installation

Left-hand Installation



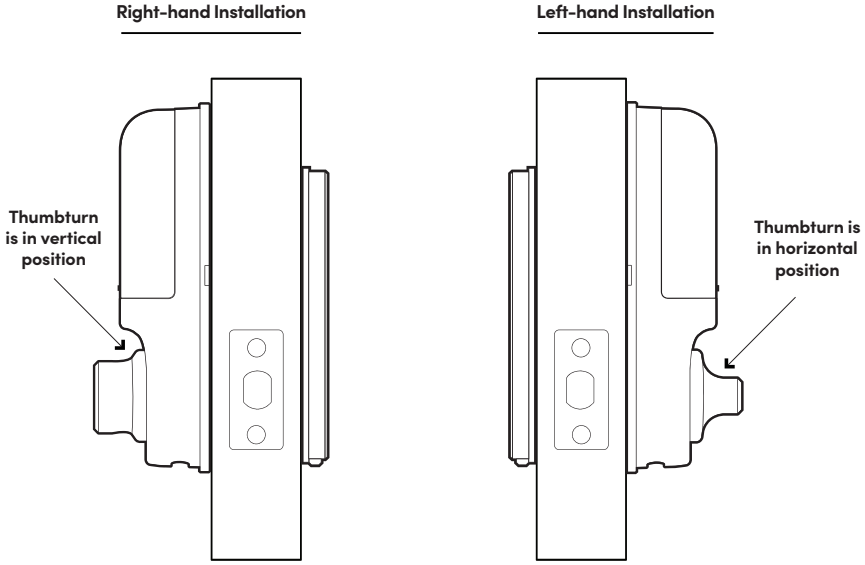
7 Connect Assembly Cable

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.



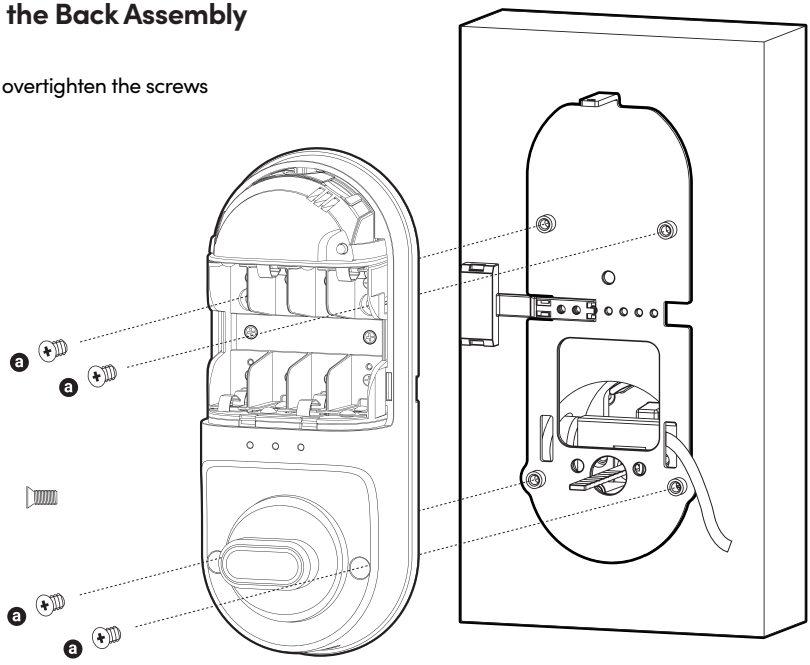
8 Fit Back Assembly to the Door Tailpiece

Ensure thumbturn position is turned to 'unlock' position.



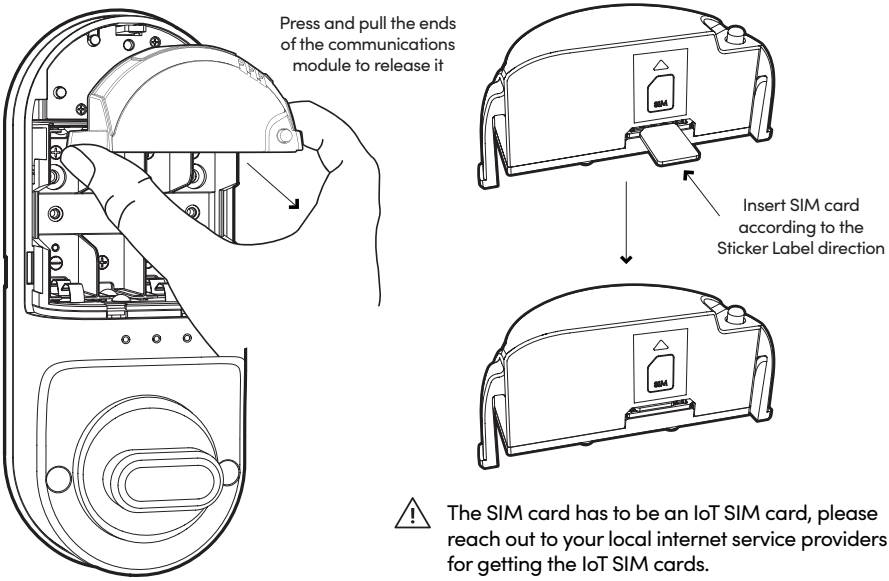
9 Secure the Back Assembly

⚠ Do not overtighten the screws



10 Install SIM Card to the Communications Module

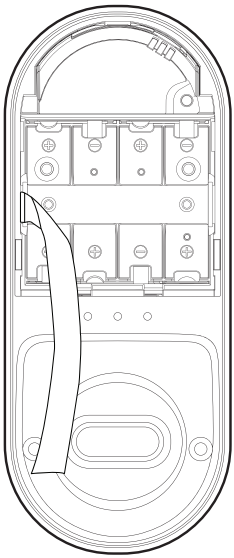
Remove the communications module from the top of the unit. On the bottom of the communications module, you'll see a SIM card sticker label and a SIM card slot.
Insert your SIM card into the SIM card slot following the SIM card sticker label direction.

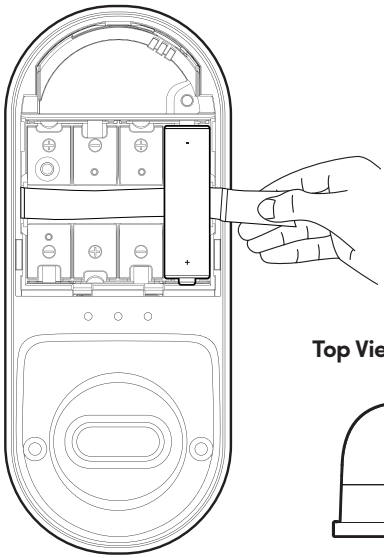


⚠ The SIM card has to be an IoT SIM card, please reach out to your local internet service providers for getting the IoT SIM cards.

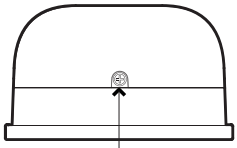
11 Insert 8 AA Alkaline Batteries and slide the battery cover downwards to close

Before inserting the batteries, please ensure the ribbon is spread across the battery compartment for easier battery removal in the future. It is optional to secure the battery cover further with the additional screw.

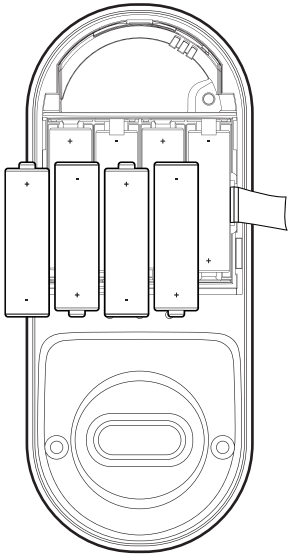




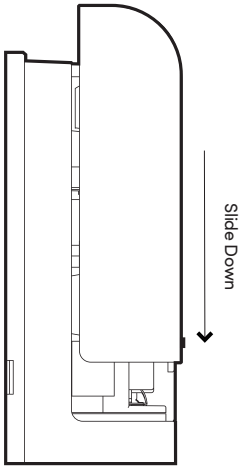
Top View of Battery Cover

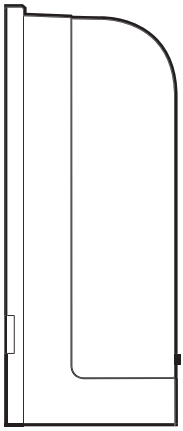


Tighten the screw from the top to further secure the batter cover



Side View





Screws

e 6mm (0.24")

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.

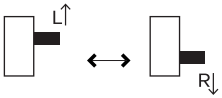
No

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

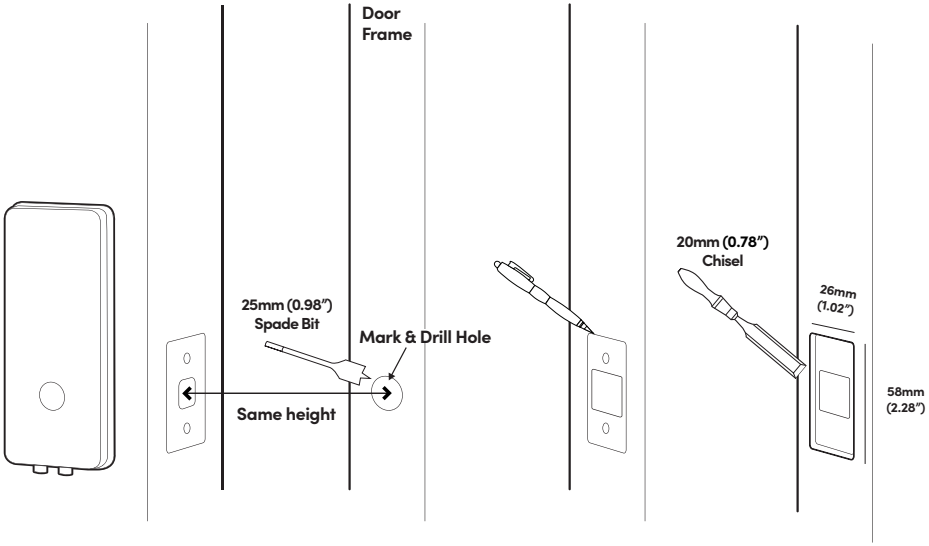
Troubleshoot: Dissemble lock and install it again.

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

Prepare the Door Frame

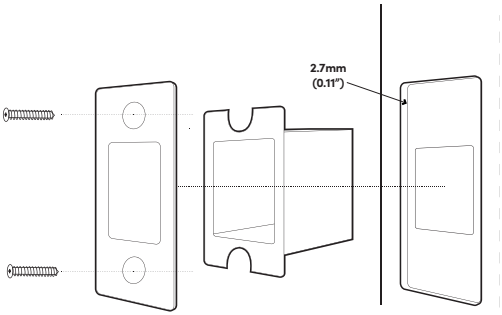
1 **Ensure to align the lock to the door frame and mark it down.**

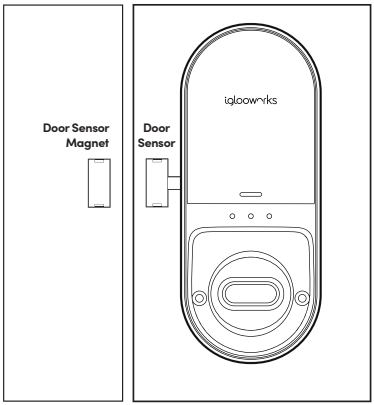
2 **Mark out where the bolt tongue locks then drill a corresponding hole on door frame. Chisel to fit the strike plate in as well.**



3 **Secure strike plate housing and strike plate using 2x 22mm (0.87") wood screws.**

4 **Affix the magnet opposite the door sensor.**

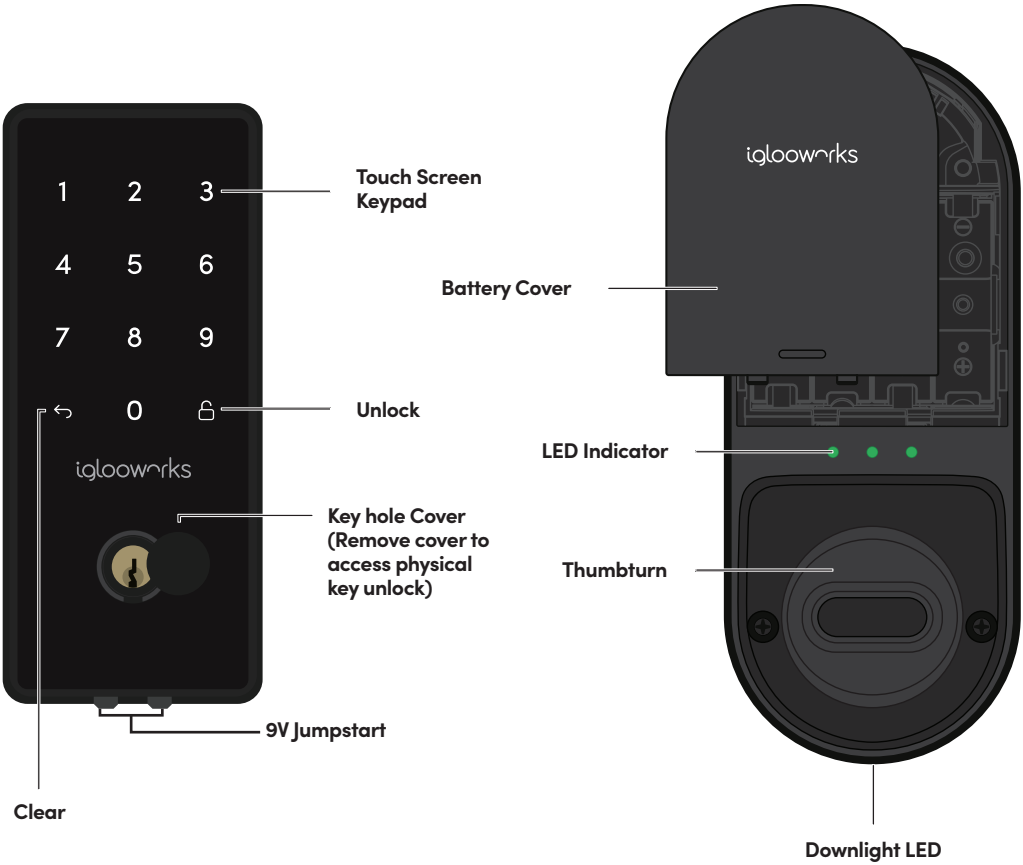




User Guide

Lock Anatomy

Front & Back Assembly



Features

PIN / Bluetooth Unlock

Master PIN Code

The IoT Deadbolt unlocks with a permanent Master PIN Code.

Bluetooth Key

The IoT Deadbolt unlocks with Bluetooth via the app.

User PIN Code

The iglooworks management dashboard can generate multiple types of User Pin codes, e.g. One-Time, Permanent & Duration.

Lock

Auto Lock

The IoT Deadbolt 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 IoT Deadbolt. It also can be locked by manually rotating the thumbturn from the inner side of the door.

Battery

Emergency Jump-Start

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 IoT Deadbolt 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

Entry via PIN codes and Bluetooth Key will be logged in the app.

Bluetooth key access logs are updated in real-time and PIN code access logs are updated when the owner uses a bluetooth key or update logs.

Masking Security Code

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

Tamper Alarm

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

Unlocking & Locking

igloowrks App
Bluetooth Unlock

Unlocking

PIN Code
Key in your PIN code and press 'Unlock' icon

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

Thumbturn
Use thumbturn at the back of lock

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

Lock Pairing & Provisioning

1 Test Factory PIN Unlock

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

2 Login to the Mobile App

Please open your mobile app to start the lock provisioning process.

3 Pairing

a) Click on the Menu button on the top left of the screen, and select **[Pair New Lock]**.

b) Follow the on-screen instruction to pair the lock to your account

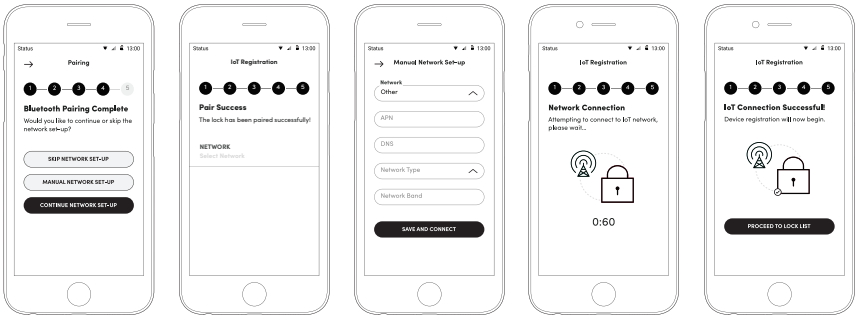
c) Select IoT Deadbolt as the lock type

4 Connect to the IoT Network

After the lock has been paired, the IoT network registration process can be initiated.

If specific settings are required by your IoT network provider, you can specify this in Manual settings. Otherwise you can proceed with Automatic connection set up.

Note: please make sure you have already inserted a valid IoT SIM card into the lock. If not, refer to point 10 of the installation instructions.



Lock Behaviour

Security Lockout

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

The lock will send an alert if it has an active IoT network connection.

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.

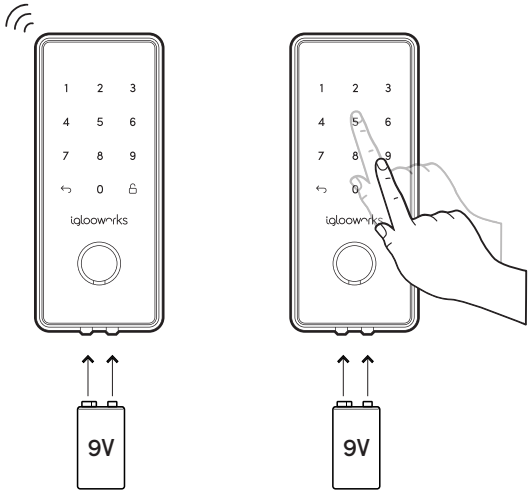
Triggered	Security Alarm	Keypad Lockout
1st Time	30 Sec	1 Min
2nd Time	60 Sec	5 Min
3rd and Consecutive Time	90 Sec	10 Min

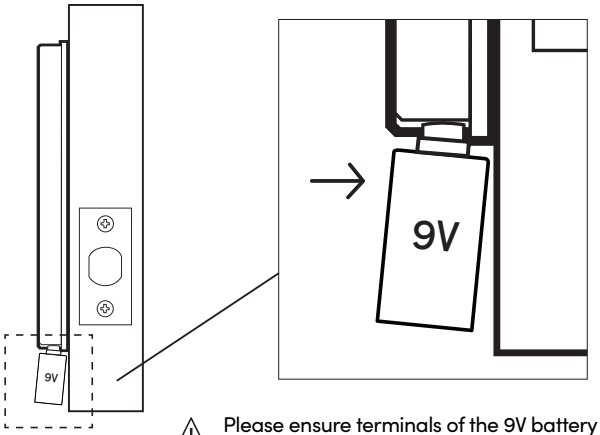
9V Jumpstart

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 IoT Deadbolt.

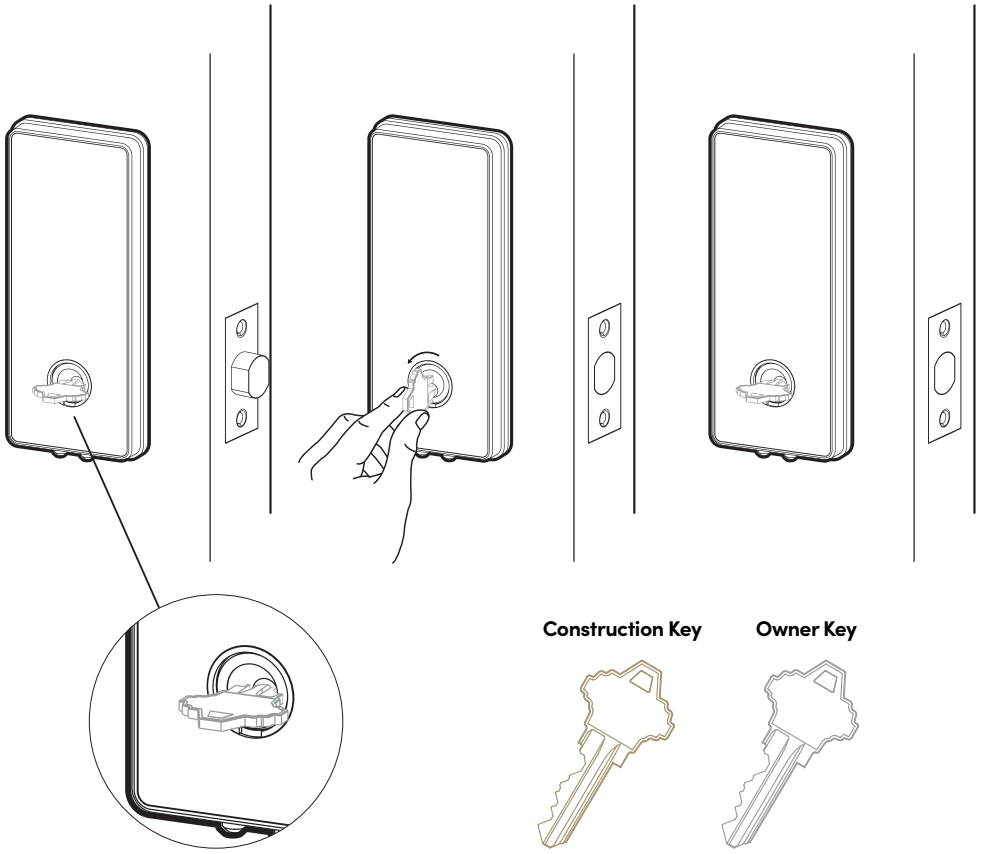
Physical Keys

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 physcial 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.

Audio and LED indications

Actions	Indications
Bluetooth Connection	'Unlock' icon flashes Blue
Connecting to IoT Network	Back LED blinking Blue
IoT Connection Successful	2 quick beeps and Back LED stays Blue for 5 seconds
IoT Connection Failed	1 quick beep and Back LED stays Red for 5 seconds
Successfully Unlocked	4 fast ascending tones after unlocked
Successfully Locked	1 long beep after lock is locked
Incorrect PIN	4 short beeps
Deleted PIN	3 sets of 4 short beeps
Obstruction Alarm	6 sets of 4 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	Continuous 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 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 L/R toggle and ensure that it is at the correct side.
- Refer to page 9 for details.

The deadbolt failed to connect to the IoT network.

- Check if your IoT SIM card provider has IoT Network coverage at your location.
- Check if you have inserted an IoT SIM Card in the correct orientation.
- Check with your IoT SIM card provider about the network setting details and try manual connection setup.

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 isdeactivated.

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

- The battery is low in capacity.
- 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 worn out.

- Use the spare QR sticker that is provided in the IoT Deadbolt 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.

The deadbolt of the lock cannot retract or extend fully and the obstruction alarm is triggered.

- Check if the lock is installed onto the door properly according to the instructions.
- The lock might have low battery and not able to move the bolt assembly.

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