

# Installers & User guide **Metal Gate Rim Lock.**

# Welcome!

This guide will get you up and running with your igloohome Metal Gate Rim Lock. In the meantime, you should follow igloohome on Facebook and Youtube!



Like us on Facebook



Visit our Youtube

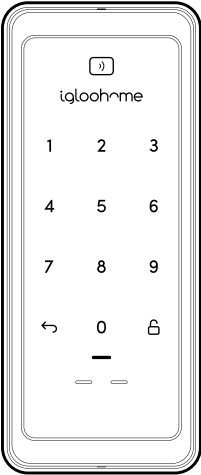


As our igloohome app is frequently updated, there may be changes to this manual.  
Please refer to our website [igloohome.co/support](https://igloohome.co/support) for the latest version of the manual.

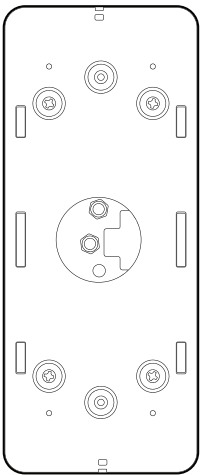
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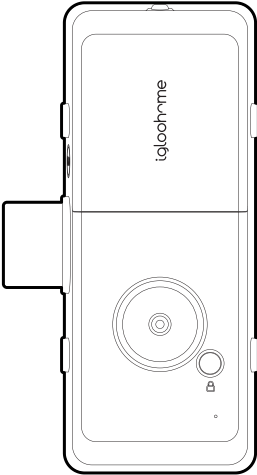
# What's Included



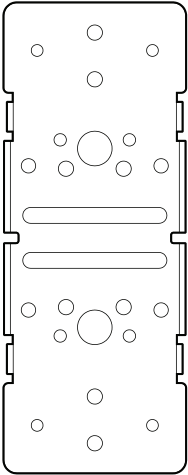
Front Assembly



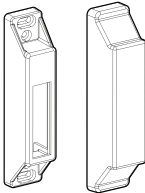
Front Assembly  
Rubber Gasket



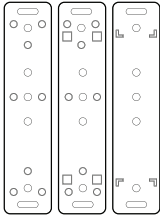
Back Assembly



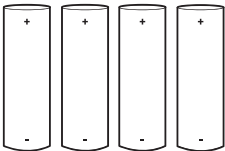
Base Plate



Striker & Striker Cover



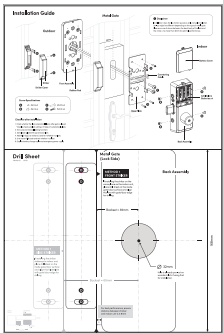
Shim Plates x3



AA Alkaline Batteries x4



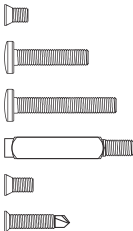
RFID Tags x2



Installation Guide  
& Drill Sheet



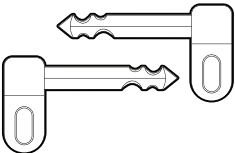
Hex Key



Screws



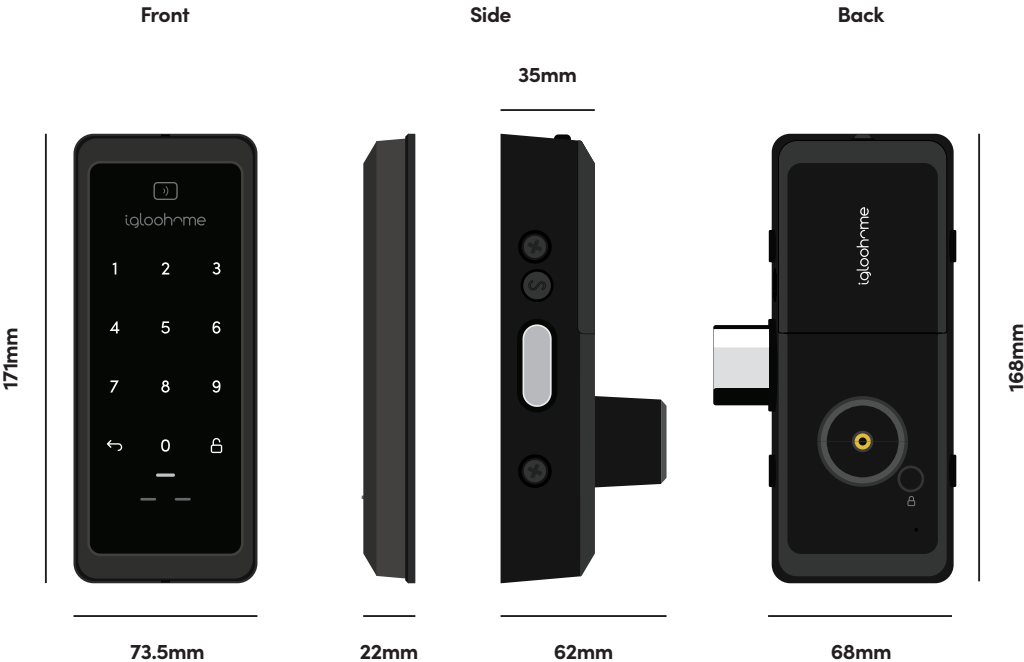
RFID Stickers x2



Keys x2

# Specifications

Model	igloohome Rim Lock
Battery Type	4 x AA* Alkaline
Battery Life	Up to 15 months
Emergency Power	9V Alkaline Battery
Operation Temp	-25°C to 55°C
Material	ABS, Zinc Alloy, Acrylic
Weight	Net: 0.8kg, Gross: 1.2kg
Unlock Mechanism	Bluetooth, PIN code, Key Fob, RFID Tags, RFID Stickers, Physical Keys

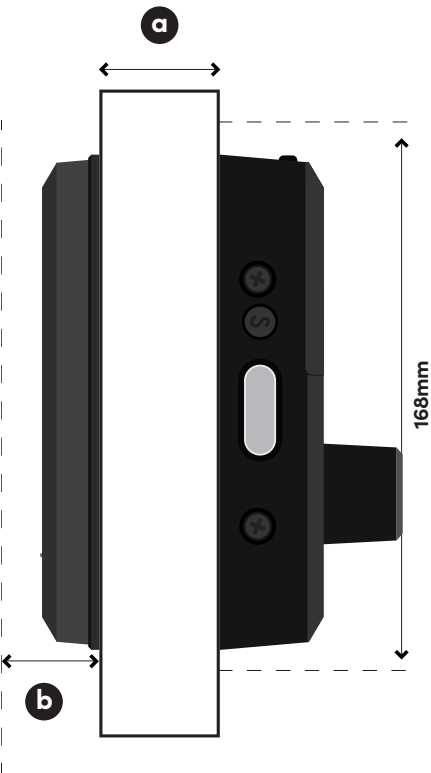


\* **DO NOT USE:** Heavy Duty, Eveready, GP, or rechargeable batteries. Please note that using recommended battery brands such as Panasonic, Duracell, or Energizer will improve the performance and lifespan of the lock.

# Installation Guide

## Requirements

### Gate Thickness



### Clearance



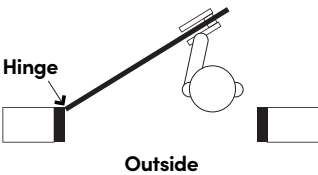
### Measurements

- a** supported gate thickness :  $\leq 30\text{mm}$   
**ignore if using provided wooden block for installation on gate**
- b** 20mm
- c** 39mm

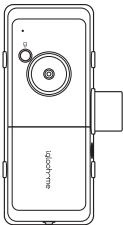
# Prepare Lock For Installation

## 1 LH/RH gate and Back Assembly orientation

Left Hand Installation

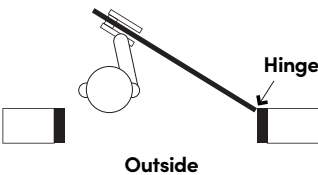


'LH' Back Assembly Orientation

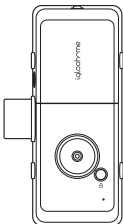


*\* Hinge is on your left.*

Right Hand Installation

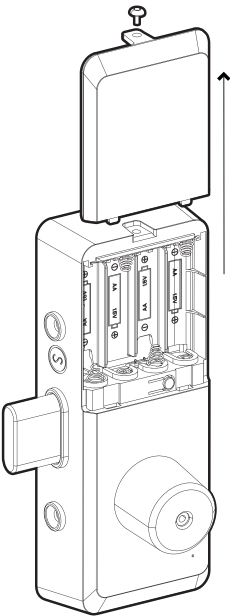


'RH' Back Assembly Orientation

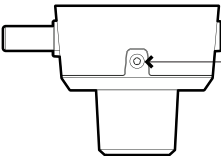


*\* Hinge is on your right.*

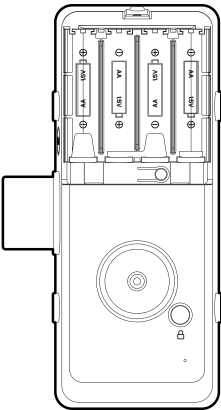
## 2 Remove Battery Cover from the Back Assembly



Top View of Battery Cover



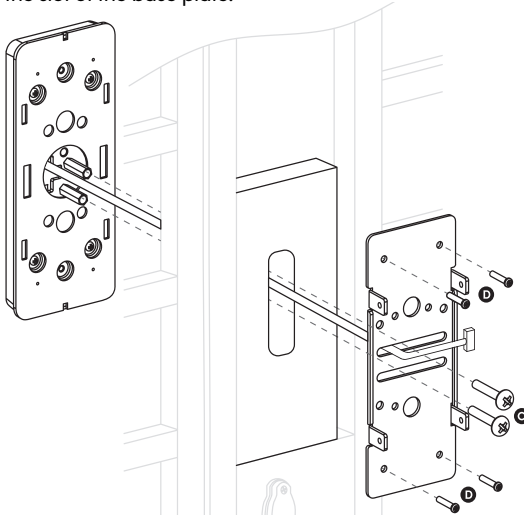
Use the hex key provided to release and remove the battery cover.



# Installation Instructions

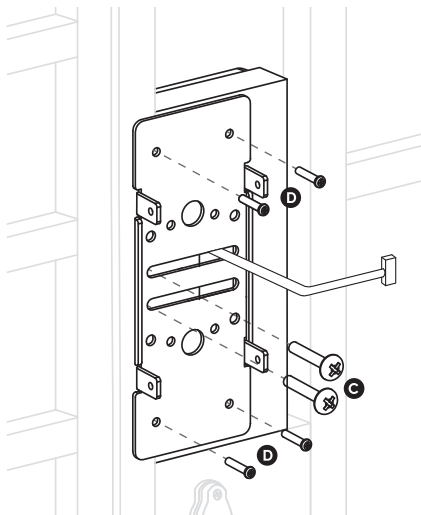
## 1 Insert the connector cable of the front assembly through hole and base plate

Place the front assembly in position on the front of the gate and pull the connector cable through the hole and the slot of the base plate.



## 2 Adjust the base plate position and secure it in place

Position the base plate such that it is close to the edge of the gate (recommended backset distance is 39mm), and then secure the base plate to the front assembly with the 2 x (M5 x 15) screws, followed by 4 x (P4 x 20) screws.



### Screws

**C** M5 X 15 x2

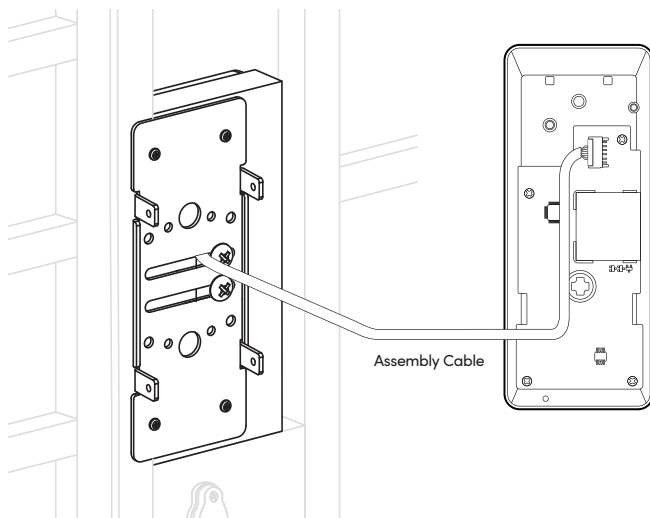
**D** P4 X 20 x8





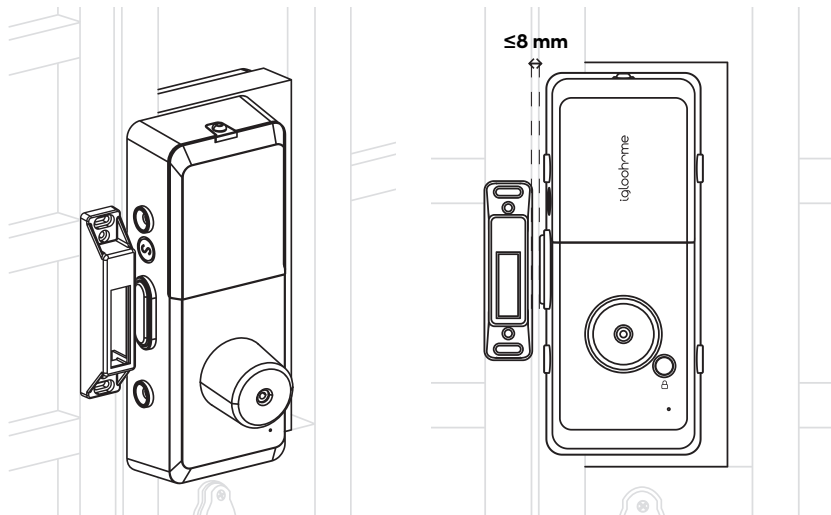
### 3 Insert connector cable to back assembly and install back assembly to base plate

Insert the connector cable onto the Back Assembly, and then secure the Back Assembly to the Base Plate with 4 x (M4 x 8) screws.



### 4 Position the striker on the adjacent gate frame

Position the striker on the adjacent gate frame, taking care to adjust it such that the deadbolt on the back assembly can extend smoothly into the striker (use the provided shim plates if needed). At the same time, ensure the distance between the striker and back assembly is no more than 8mm\*.



\* **NOTE:** You can insert batteries into the back assembly and check if auto-relock works well

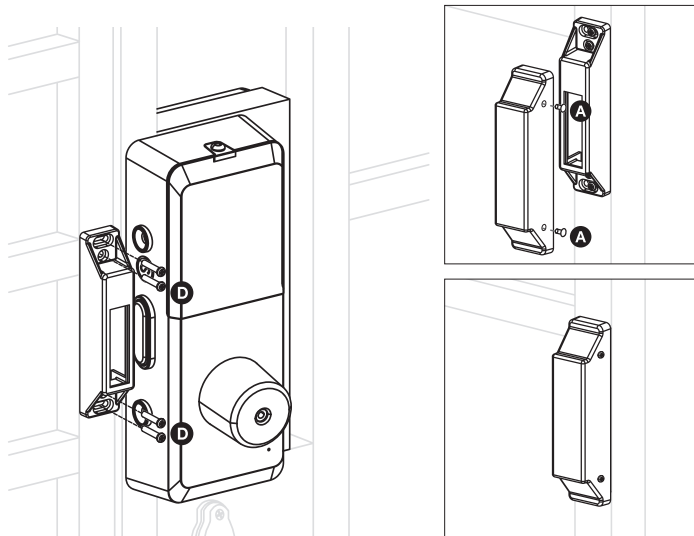
## 5 Secure the striker and install striker cover

Secure the striker onto the gate with 4 x (M4 x 8) screws. Next, place the striker cover over it and secure with 2 x (M3 x 6) screws.

### Screws

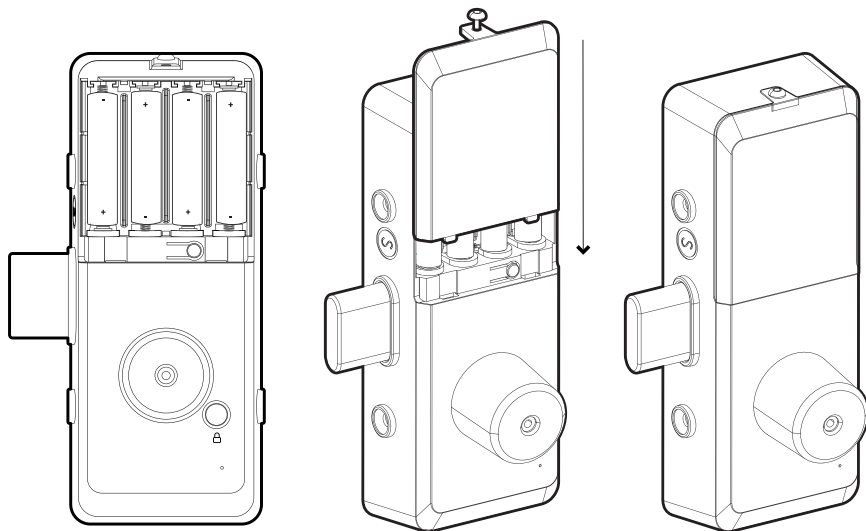
A M3 X 6 x2

D P4 X 20 x8



## 6 Insert 4 AA Alkaline Batteries and push the battery cover downwards to close.

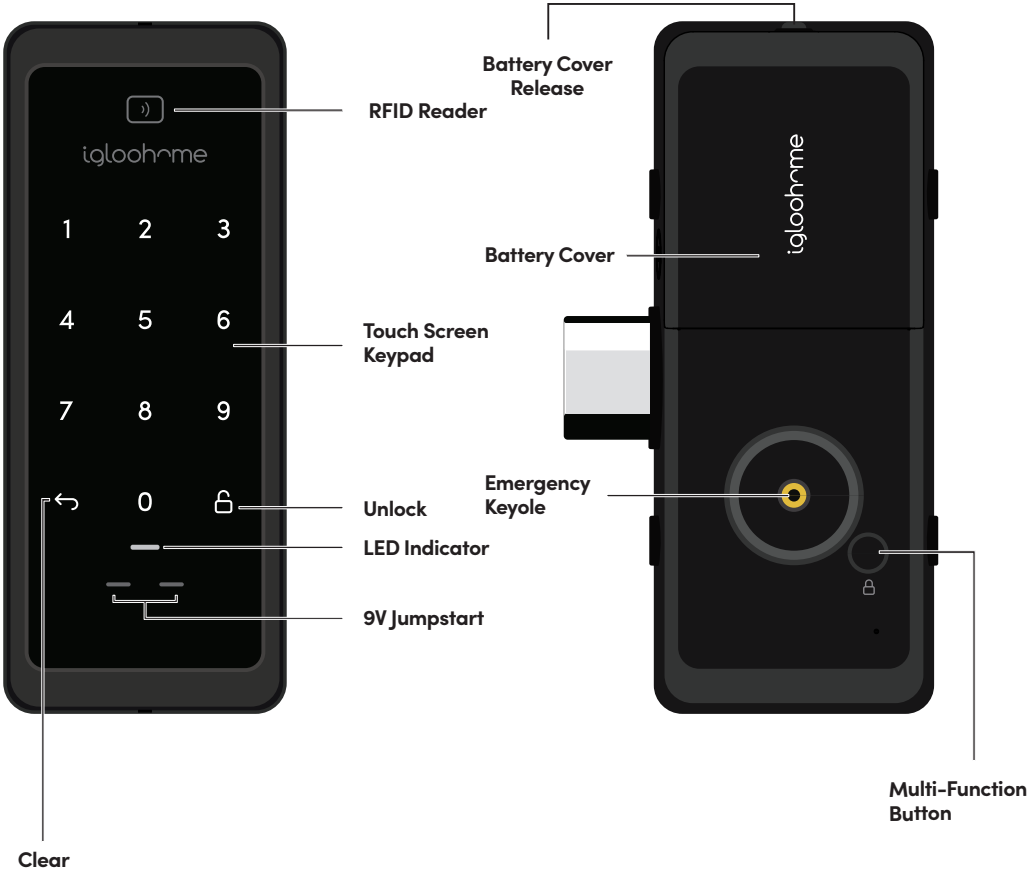
You will hear the start-up beeps as the product powers up. Secure the battery cover with the hex key and installation is now complete.



# User Guide

## Lock Anatomy

### Front & Back Assembly



# Features

## PIN / Bluetooth Unlock



### **Master PIN Code**

The igloohome Rim Lock unlocks with a permanent Master PIN Code



### **User PIN Code**

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



### **Bluetooth Master Key**

The igloohome Rim Lock unlocks with Bluetooth via the app.



### **Bluetooth Guest Key**

Bluetooth keys based on duration can be generated and shared with guests.



### **RFID**

The igloohome Rim Lock is able to register up to 100 key cards.

## Lock



### **Auto Re-lock**

The igloohome Rim Lock relocks automatically when door is closed. User can configure the delay or deactivate relock if they prefer to.



### **Manual Re-lock**

User can press and hold the “unlock” icon on the keypad to manually lock the Rim Lock.

## 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 Rim Lock.



### **Low Battery Indicator**

When battery power is low (i.e. less than 20%), the red LED will pulse and there will be short beeps when the mortise locks or unlocks. The battery level will also be updated on the app during Bluetooth unlock. If battery power runs out, use the 9V jumpstart or physical key override.

# Features

## Security / Alarms



### Keypad 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.



### Obstruction Alarm

Will keep ringing when the Mortise lock is unable to lock/unlock fully. This happens when the lock is low in battery, or the mortise alignment is off. If the warning sound continues, please change the batteries or close the door fully. To disable the alarm: tap on keypad, or unlock by pressing the Multi-Function button.



### Keypad Disabled Mode

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



### Masking Security Code

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



### 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.



### Fire Alarm

Unlocks automatically when its sensors detect high temperatures.



### Tamper Alarm

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



### Passage Mode

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



### Intrusion Alarm

The lock will sound off if intruders force open the door when the bolt is still locked

## Others



### Volume Control

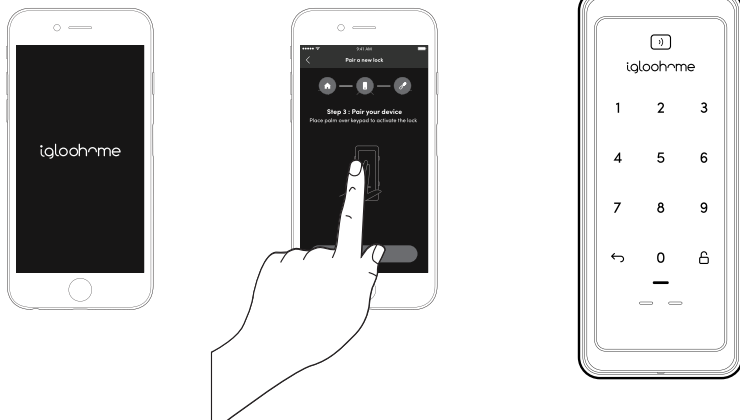
There are 6 volume levels, including mute.

# Unlocking from the Outside

a

## Bluetooth

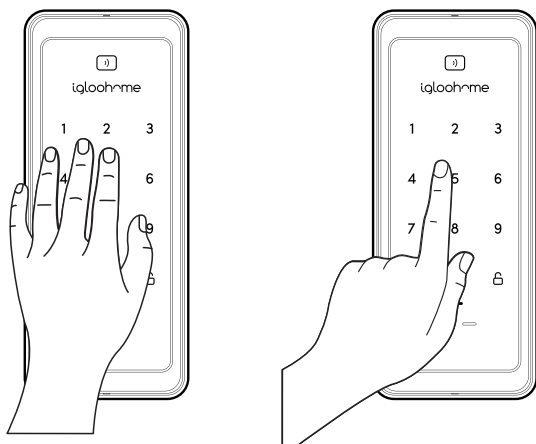
1. Open your igloohome app
2. Tap on the “Bluetooth Unlock” button
3. The status indicator will flash green twice with 4 short ascending tones once unlocked.



b

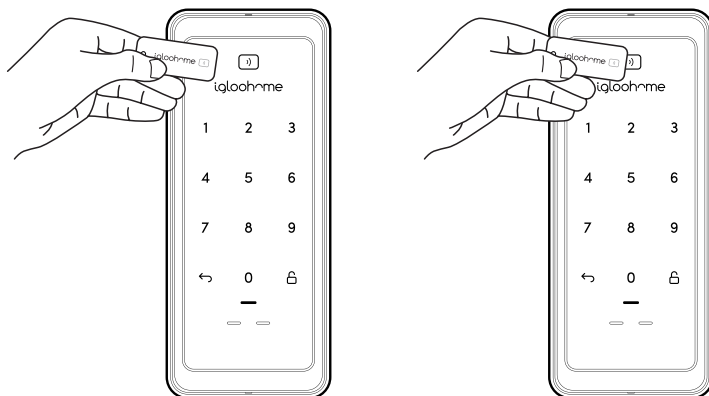
## PIN Code

1. Press any button on the keypad to wake device up
2. Key in a valid PIN code (with or without masking pins) followed by the “Unlock Icon”
3. The status indicator will flash green twice with 4 short ascending tones once unlocked.

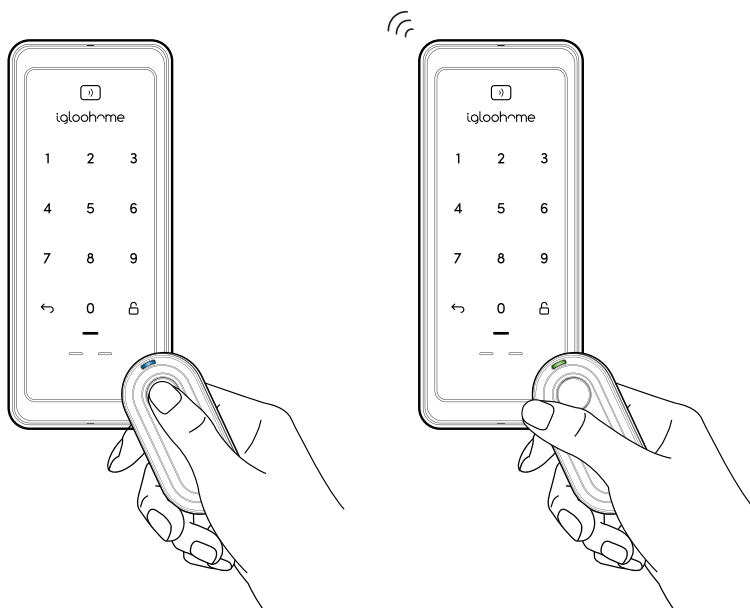


**C****RFID**

1. Hold the registered card and move it closer towards the "RFID icon" on the top of the Rim Lock.
2. The status indicator will flash green twice with 4 short ascending tone once unlocked.

**d****Key Fob**

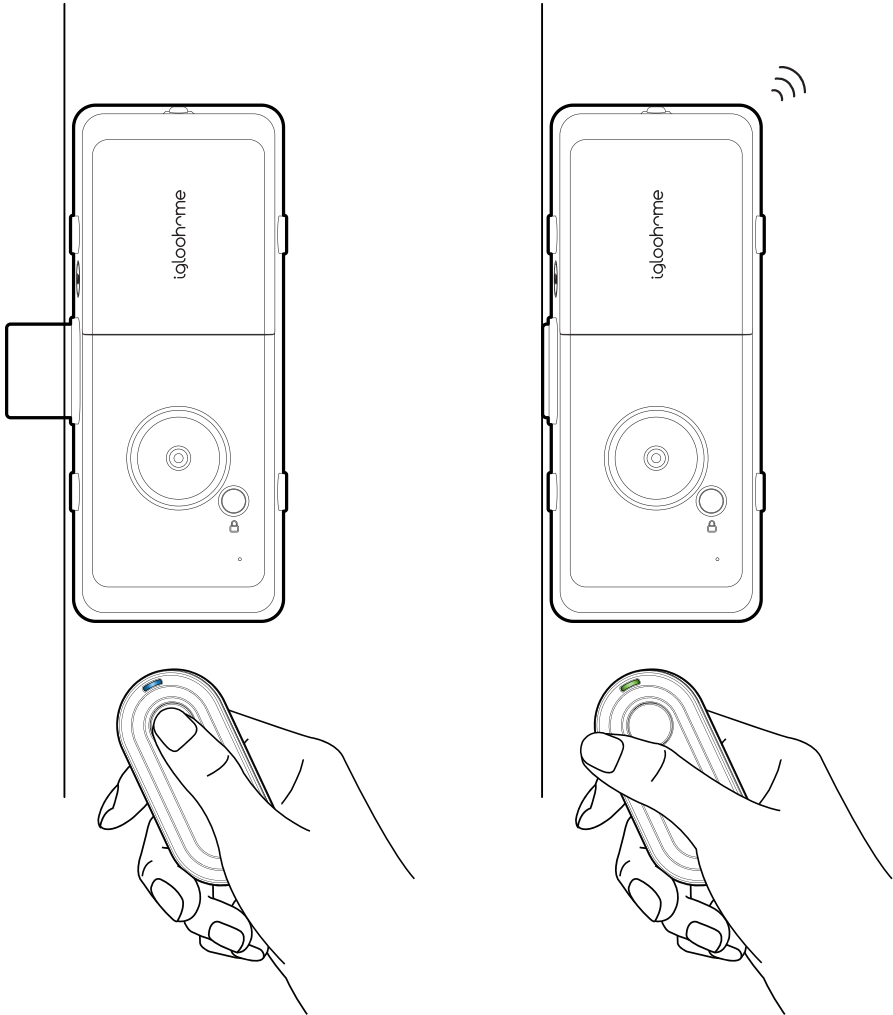
1. Press the button on the key fob. LED indicator on the key fob will start flashing blue
2. Paired locks within range (up to 5) will unlock, and the LED indicator will turn green



# Unlocking from the Inside

## **a** Key Fob

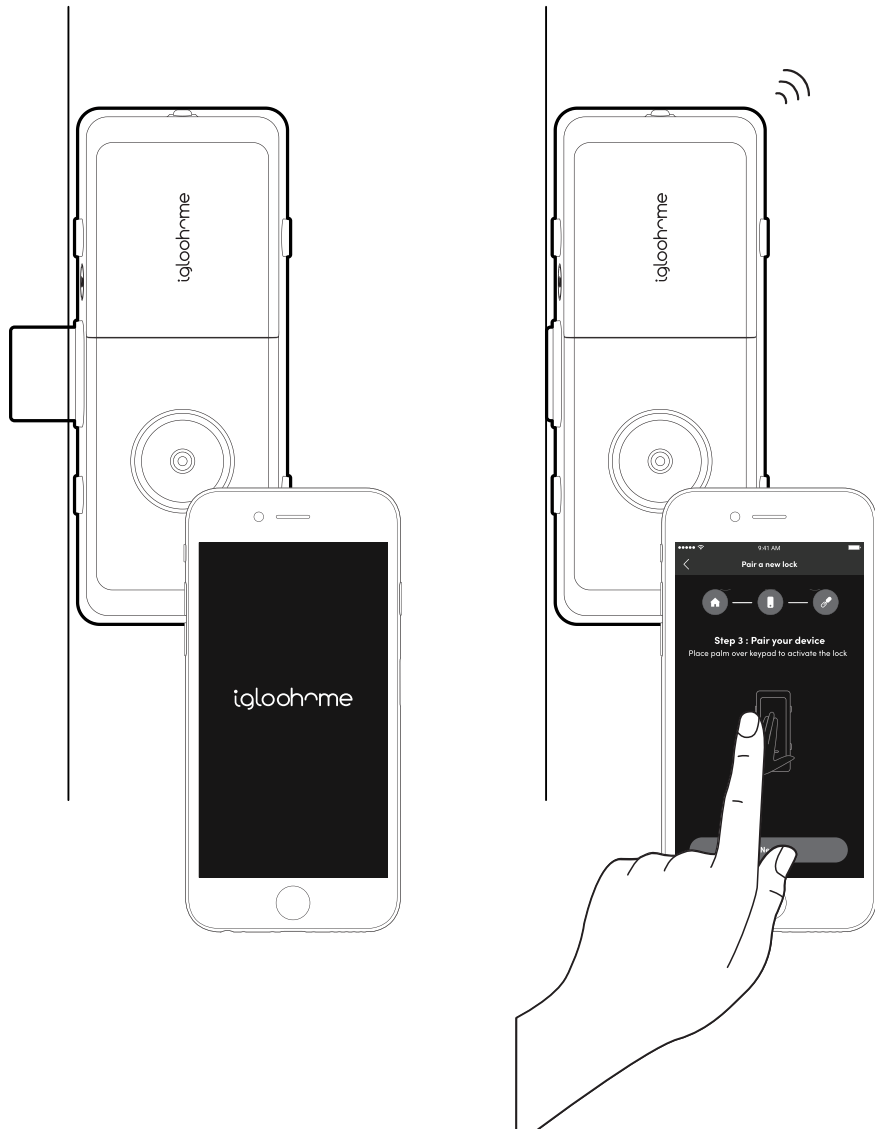
1. Press the button on the key fob. LED indicator on the key fob will start flashing blue
2. Paired locks within range (up to 5) will unlock, and the LED indicator will turn green





**a****Bluetooth Unlock**

1. Open your igloohome app
2. Tap on the "Bluetooth Unlock" button
3. The status indicator will flash green twice with 4 short ascending tones once unlocked.



# Locking from the Outside

## a Auto Relock

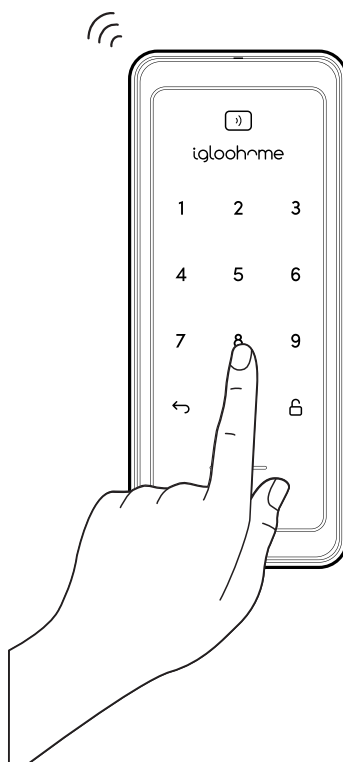
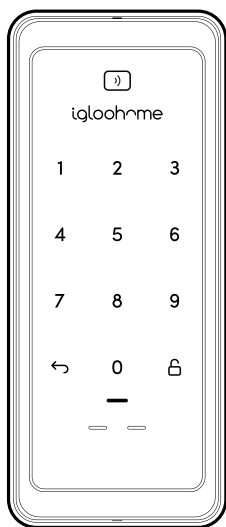
The igloohome Rim Lock relocks automatically when door is closed. User can configure the delay or deactivate\* relock if they prefer to.

Note: Function will only work when Sensor is installed.

## b Manual Relock

Press and hold the Unlock icon on the bottom right of the keypad for 2 seconds until the status indicator will show green with a long beep.

Note: Used when Auto Relock is "Off"



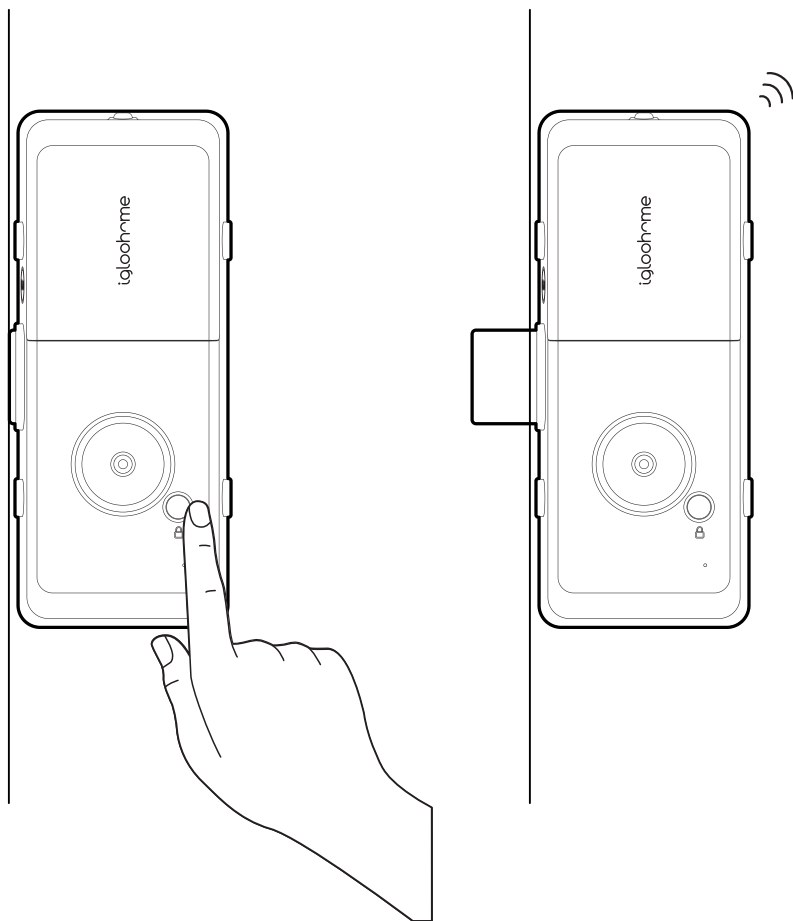
*\*Even if auto-relock is disabled, as a security feature, the mortise will still lock after 30s if it is unlocked using the multi-function button/ BT unlock and door is not opened.*

# Locking from the Inside

**a**

## Multi-Function Button

In the case that auto-relock function is disabled or does not work, after closing the door, user can alternatively press the Multi-Function Button to manually lock the Rim Lock from the inside.



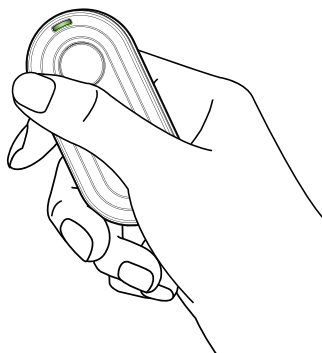
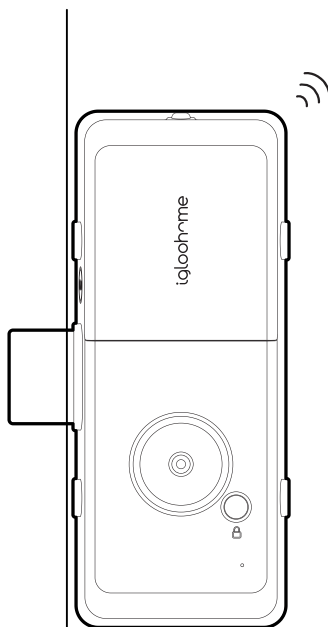
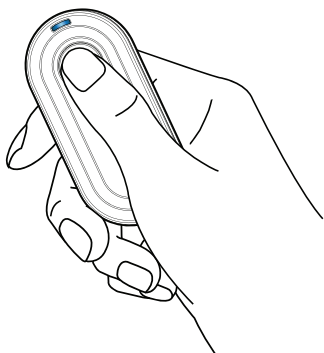
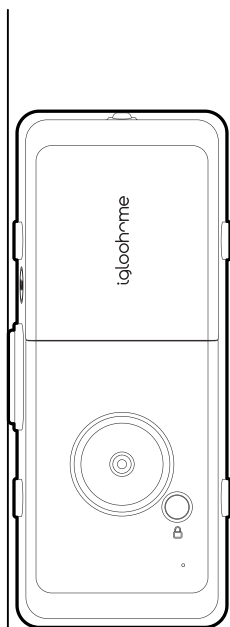
The multi-function button will only rotate for door thickness less than 55mm.

# Locking from the Inside

**b**

## Key Fob

1. Press and hold the button on the key fob for more than 2 seconds. LED indicator on the key fob will start flashing blue
2. Paired locks within range (up to 5) will lock, and the LED indicator will turn green



# App Onboarding

## 1 Test Factory PIN Unlock

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

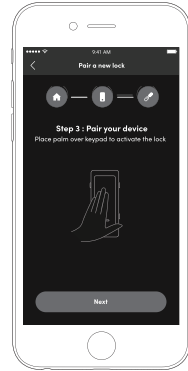
## 2 Register as a Lock User

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

## 3 Pairing

- a) 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, Duration PIN or Recurring 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
Recurring 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

- Under **[Access]**, create **[+Access]** and choose **[Bluetooth Key]** under **[Access Type]**. Proceed to share the key after it is created.
- Guest receives the Bluetooth Key by one of these methods:
  - Clicking the URL given and follow the instructions.
  - Claiming Bluetooth Key under **[Configuration]**.
- 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 generation before it expires.

# Lock Behaviour

## 1 Security Lockout

After several incorrect PIN code or RFID attempts, the Metal Gate Rim Lock keypad will be locked out, lock will not accept any RFID and the security alarm will be triggered.

Note: Bluetooth, Key Fob and Physical key can be used to unlock in this mode.

Security Lockout	
Triggered by	5 consecutive PIN Code or RFID 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 and RFID is disabled.
Duration	Please refer to table below.

Triggered	Security Alarm	Security 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 and RFID tag/stickers to unlock when you are inside the property. It can be activated when the rim lock is locked.

Note: Bluetooth, Key Fob and Physical key can be used to unlock in this mode.

## 3 Passage Mode

Passage Mode enables you to have easy access during high human traffic flow by deactivating auto relock. It can be activated when the rim lock is unlocked.

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 3 short ascending beeps are heard.
Deactivated By	Holding on to the Multi-Function Button until 3 short descending beeps are heard or Any other unlocking methods.
Behaviour	Double flash when keypad is triggered and lock will not accept any RFID.

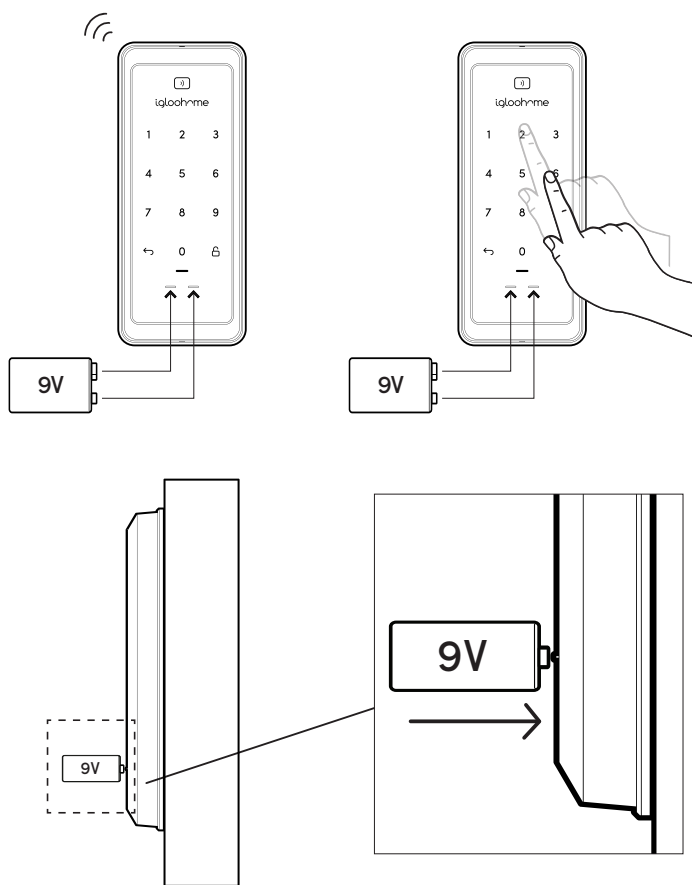


# 9V Jumpstart

## 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 Rim Lock.

# Audio and LED indications

Actions	Indications
Bluetooth Connection	Status indicator flashes Blue
Successfully Unlocked	Ascending 4 fast tones after unlocked and flash Green LED 2 times
Successfully Locked	1 long beep after product is locked and Green LED for 2 seconds
Incorrect PIN	4 short beeps and flash Red LED 2 times
Invalid RFID	Descending 4 fast tones
Obstruction Alarm	6 sets of 4 short beeps
Keypad Disabled Mode Activated	Ascending 3 fast tones
Keypad Disabled Mode Deactivated	Ascending 3 fast tones
Keypad Security Lockout Alarm	Low-high siren for 30 / 60 / 90 seconds
Keypad Security Lockout Deactivated	2 long beeps
Low Battery Alert	Descending 3 fast tones when keypad is woken up and breathing Red LED
Tamper Alarm	Continuous 5 short beeps
Hard Reset / Unpair	Descending 3 slow tones
Pairing	Ascending 3 fast tones
Intrusion Alarm	Continuous alarm and Red LED

# Troubleshoot

## Pairing is unsuccessful

- Try with a different mobile device, using the same username and password
- Update your phone's operating system to the latest version
- Restart the Bluetooth and Internet connection on your mobile device
- Restart igloohome app on your mobile device
- Switch to a new set of batteries

## Bluetooth Key is not working

- Restart the Bluetooth and Internet connection on your mobile device
- Check on the timezone of the home listing against your phone time
- Check if the Bluetooth Key is expired. It must be accepted within 1 hour of generation
- Update your igloohome app to the latest version
- Switch to a new set of batteries

## Generated PIN codes do not work

- Make sure that the generated PIN codes are activated within the given hours
- Do a Bluetooth Unlock to refresh the app
- PIN codes may have been customised or expired

## Keypad does not light up

- The Rim Lock battery is flat
- Use a 9V battery to jumpstart the lock and unlock the Rim Lock to replace the batteries
- Refer to page 25
- Please unlock within 20 seconds

## Unable to use a 9V battery to jumpstart the lock

- Please ensure the two pins of the battery is in contact with the 9V jumpstart pin securely while unlocking it
- Please unlock within 20 seconds
- Please ensure that the 9V battery has sufficient power

## Keypad is flickering

- The Rim Lock is low in battery. Switch to a new set of batteries

## Keypad lights up on touch only

- Check if the Rim Lock is in keypad lockout / passage mode or security lockout mode
- Check that your lock is not muted

## Re-lock is not working

- Check battery level of the lock
- Make sure you have enabled auto relock function on the app and the magnet sensor has been installed on the door frame

## Slow locking / Unlocking

- The Rim Lock is low in battery. Switch to a new set of batteries

**For enquiries go to:**  
[igloohome.co/support](https://igloohome.co/support)