

# Installers & User guide **Rim Lock for Wooden Door.**

# Welcome!

This guide will get you up and running with your Rim Lock for Wooden Door.  
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 [igloohome.co/support](https://igloohome.co/support) for the latest version of the manual.

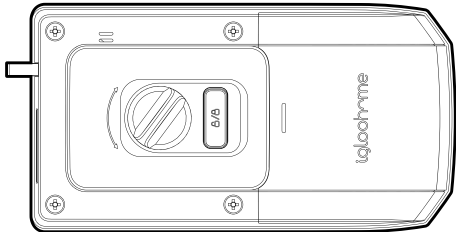
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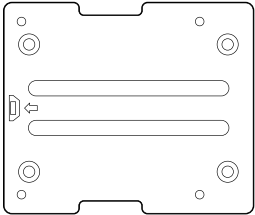
# What's Included



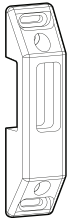
Front Assembly



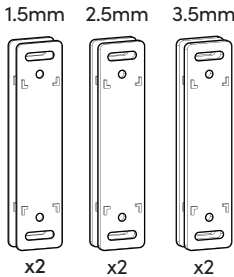
Back Assembly



Base Plate



Striker



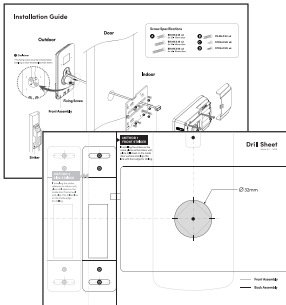
Shim Plates



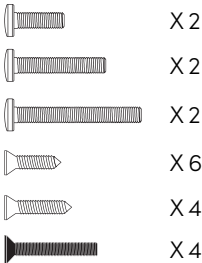
RFID Tags x2



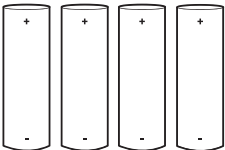
RFID Stickers x2



Installation Guide & Drill Sheet



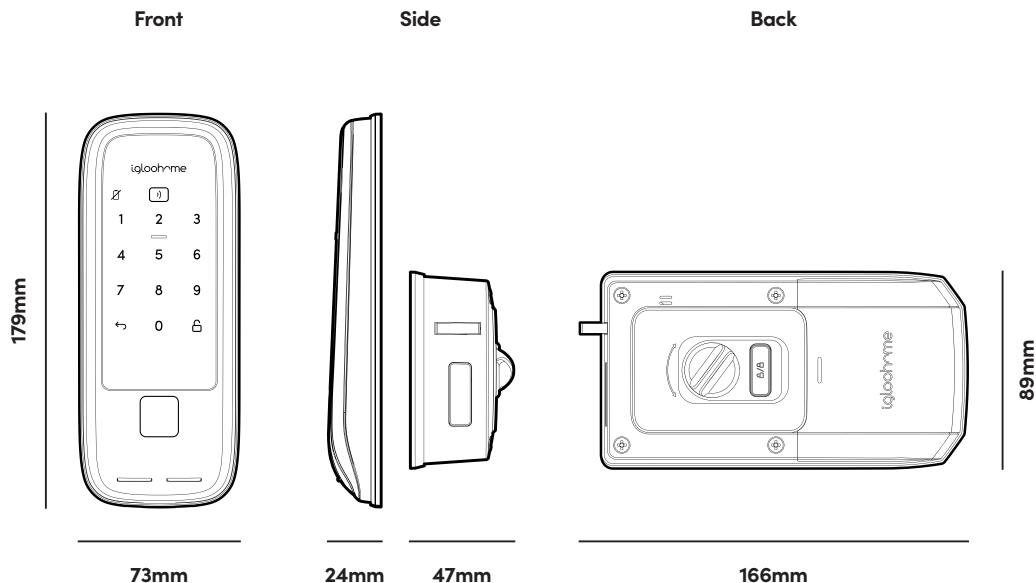
Screws



AA Alkaline Batteries x4

# Specifications

Model	Rim Lock for Wooden Door
Battery Type	4 x AA* Alkaline
Battery Life	Up to 10 months
Emergency Power	9V Alkaline Battery
Battery Operating Temp	-10°C to 50°C
Operation Temp	-25°C to 50°C
IP Rating	IP54
Front Assembly Material	Aluminum DC, ABS, PC
Back Assembly Material	Zinc, ABS, Stainless Steel
Weight	Net: 1.4kg, Gross: 1.5kg
Unlock Mechanism	Bluetooth, PIN code, RFID Tags/Stickers



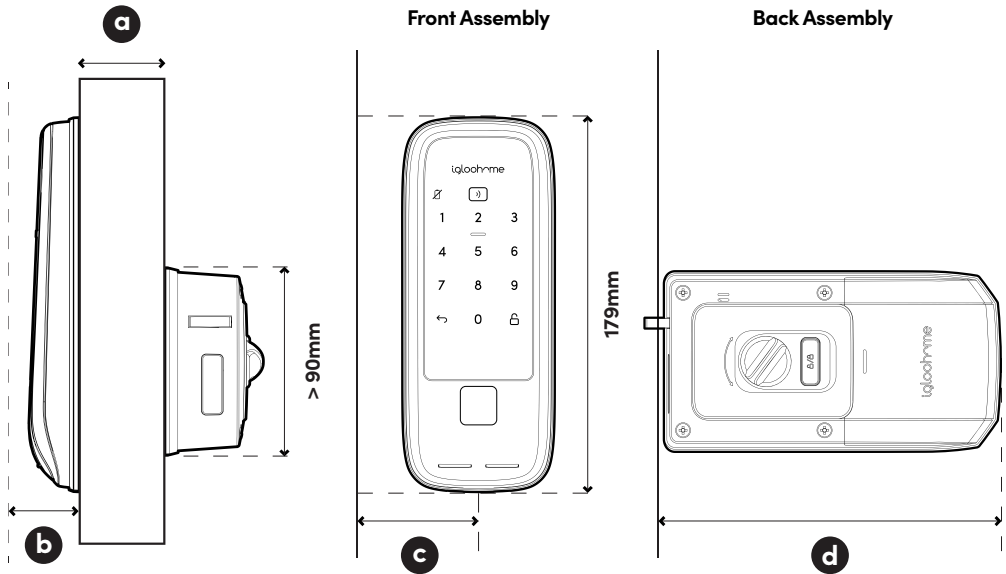
\* **DO NOT USE:** Heavy Duty, Eveready, GP, or rechargeable batteries. Please note that using recommended battery brands such as Panasonic, Duracell, or Energizer will improve the performance and lifespan of the lock.

# Installation Guide

## Requirements

### Door Thickness

### Clearance



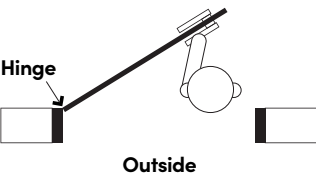
### Measurements

- a** Supported Wooden Door Thickness : 25 - 60 mm
- b**  $> 30\text{mm}$
- c** Backset: 66mm (for striker position adjacent to back body)
- d**  $> 166\text{mm}$  (for striker position adjacent to back body)

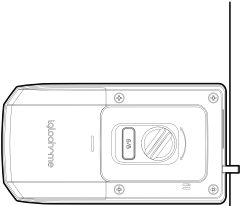
# Checking Lock Orientation

## 1 Back Assembly Orientation

Left Hand Installation

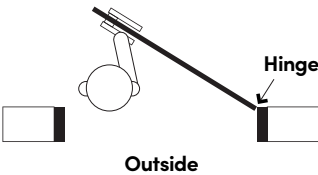


'LH' Lock Assembly Orientation

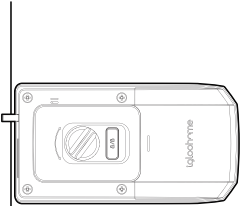


*\* Hinge is on your left.*

Right Hand Installation



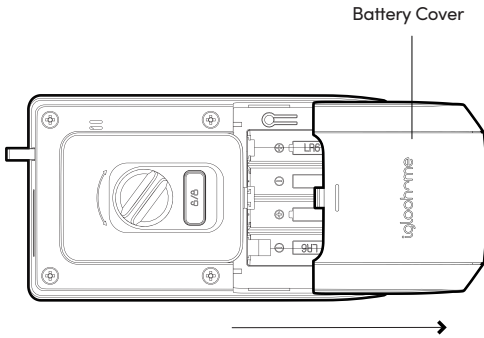
'RH' Lock Assembly Orientation



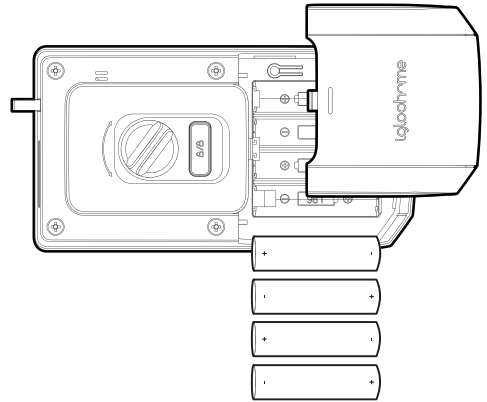
*\* Hinge is on your right.*

# Installing/Replacing Batteries

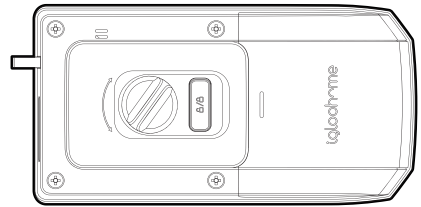
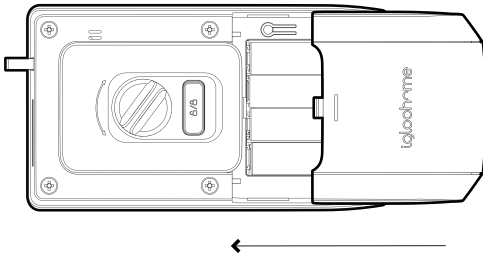
- 1** Remove the battery cover by sliding it off.



- 2** Install or replace with 4 new AA alkaline batteries



- 3** Close the battery cover by sliding it back into place.

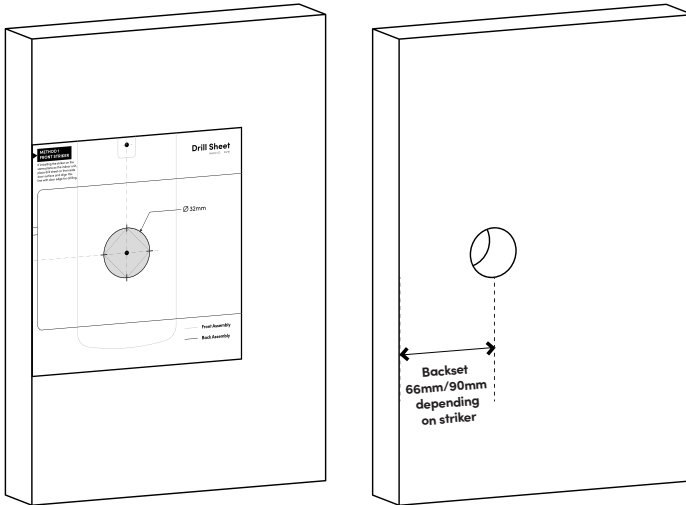




# Installation Instructions

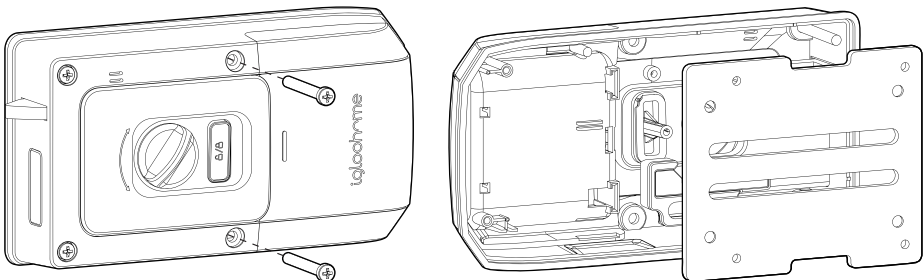
## 1 Door Preparation

Using the provided drill sheet, drill a 32mm (diameter) hole where the lock will be installed.



## 2 Preparing the Back Assembly

Remove both screws from the back assembly in order to remove the base plate.



### Screws



### 3 Installing the Front Assembly

Install the front assembly on the door's exterior. Secure it in place with the base plate on the door's interior with the provided screws.

#### Screws

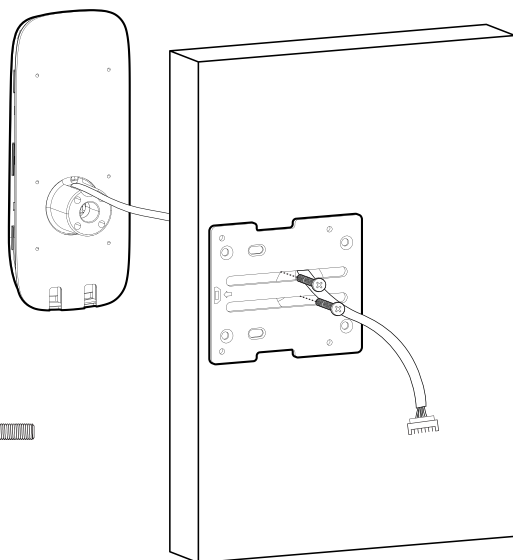
**A** BH M5 X 25 x2  
for 24 - 35mm door



BH M5 X 35 x2  
for 35 - 45mm door



BH M5 X 55 x2  
for 45 - 60mm door



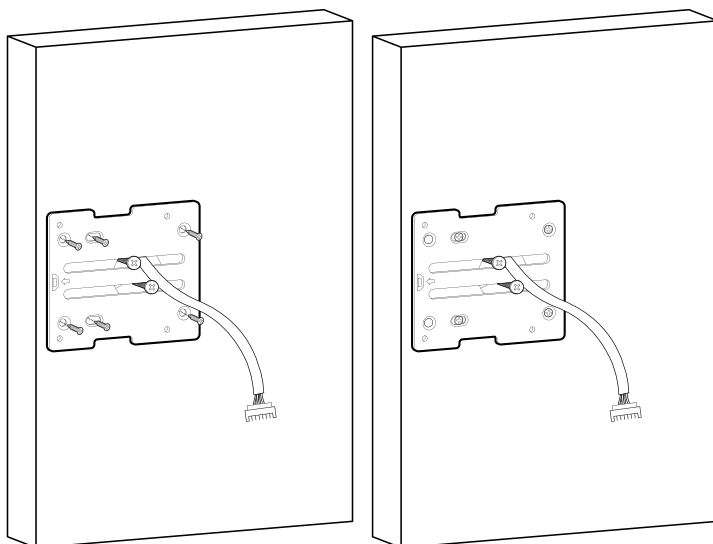
\* **NOTE:** The length of screws to be used depends on the thickness of your door.

### 4 Securing the Base Plate

Use the six screws to secure the base plate in place.

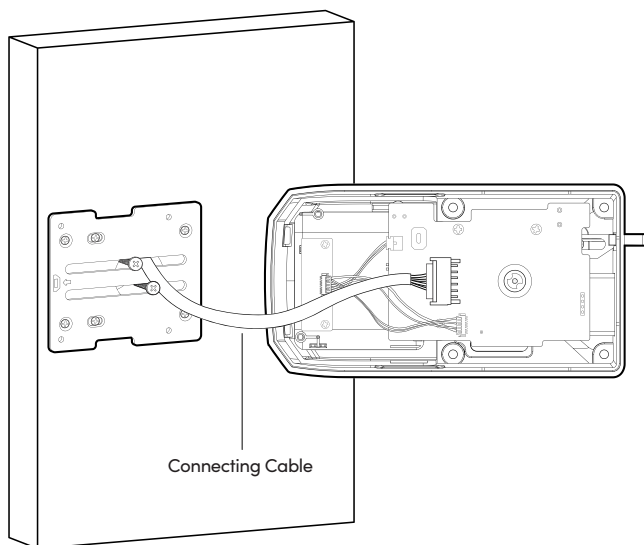
#### Screws

**C** STF44 X 20 x6



## 5 Inserting the Connecting Cable

Insert the connecting cable firmly into the back assembly.

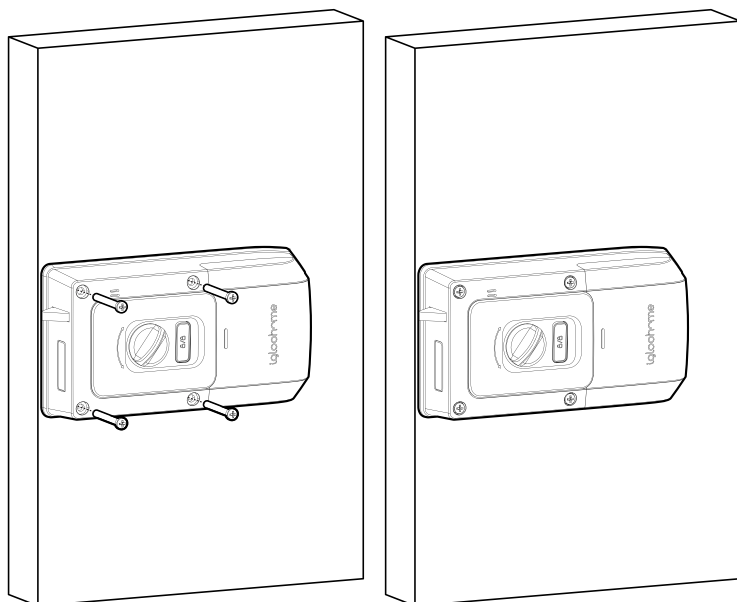


## 6 Installing the Back Assembly

Align the back assembly with the base plate and secure it with four screws.

### Screws

**B** PH M4 X 33 x4



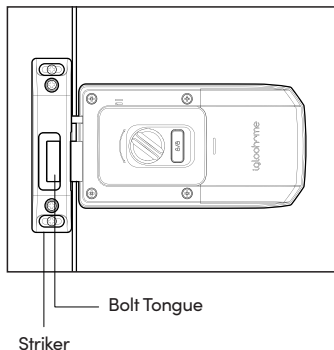
# 7

## Installing the Striker

Position the striker on the door frame such that the bolt tongue can extend smoothly into the striker. Use provided shim plates if needed. Secure the striker with four screws, if needed, use longer ones provided.

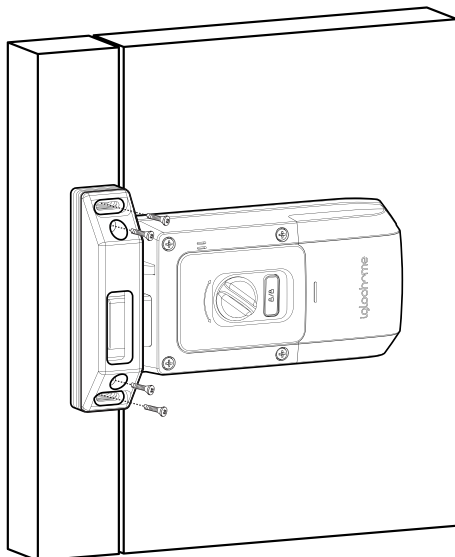
### Position: Adjacent to Back Assembly (backset distance 66mm)

Front View of the Installation



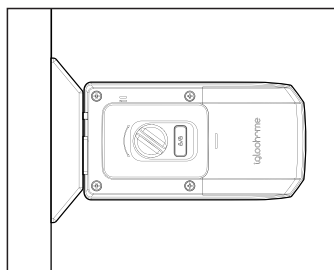
#### Screws

D STFH4 X25 x4



### Position: Perpendicular to Back Assembly (backset distance 90mm)

Front View of the Installation

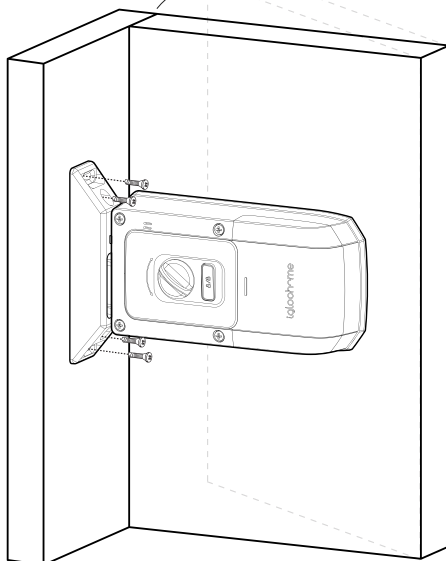


#### Screws

D STFH4 X25 x4



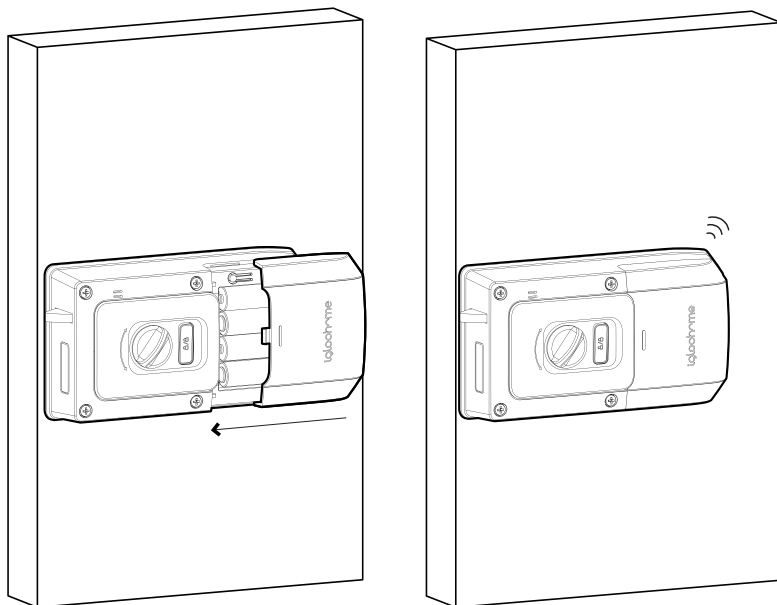
(for outswing door)



Note: Backset needs to be > 90mm to fit striker in perpendicular position.

## 8 Inserting the Batteries and Completing the Installation

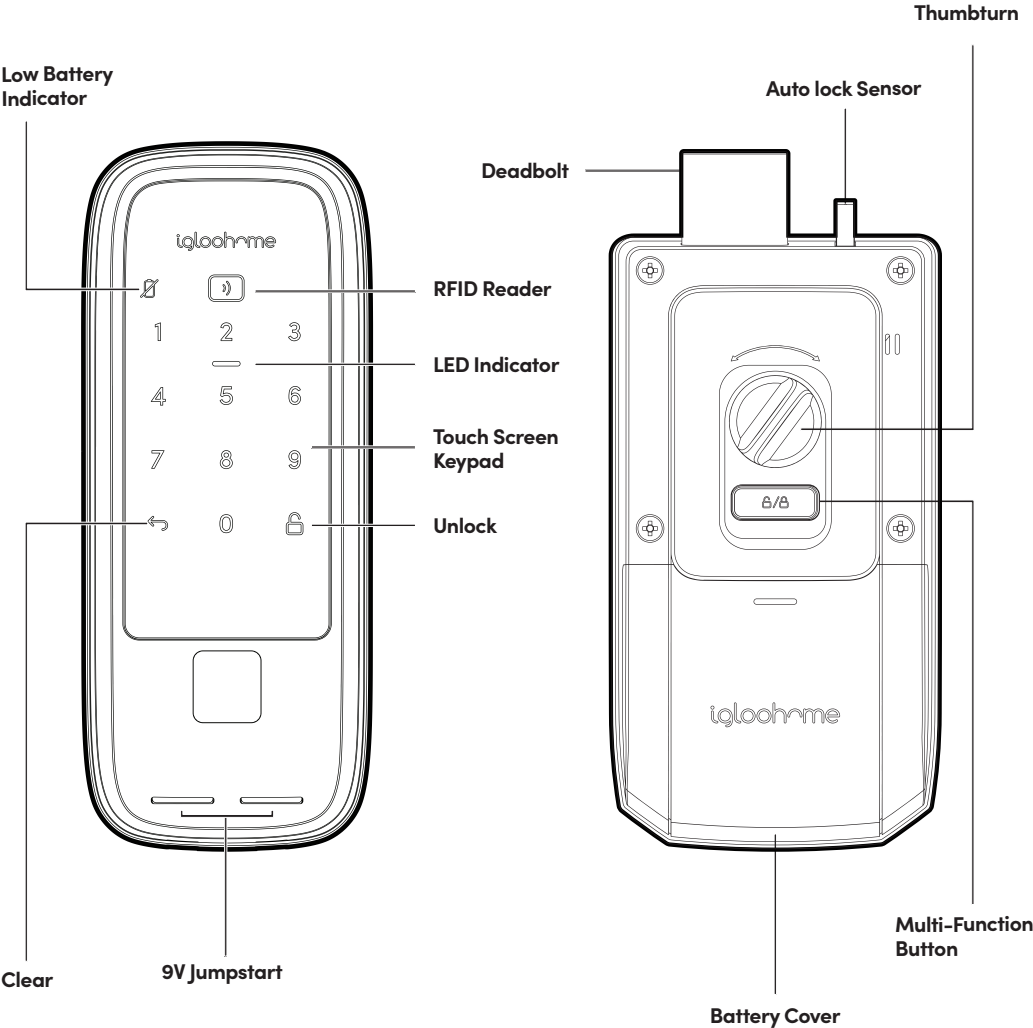
Insert the batteries and slide battery cover into place. Installation is complete once the lock powers up and a start-up alert is heard.



# User Guide

## Lock Anatomy

### Front & Back Assembly



# Features

## PIN / Bluetooth Unlock



### **Master PIN Code**

The 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, Recurring & Duration.



### **Bluetooth Master Key**

The lock unlocks with Bluetooth via the app.



### **Bluetooth Guest Key**

The igloohome mobile app can generate and share Bluetooth Guest keys.



### **RFID**

The lock is able to register up to 100 key cards.

## Lock



### **Auto Lock**

The lock automatically locks when door is closed. User can configure the delay or deactivate relock if they prefer to.



### **Manual Relock**

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

## Battery



### **Emergency Jumpstart**

Easily jumpstart the lock with a 9V battery as an emergency measure if batteries are drained.



### **Low Battery Alert**

An intuitive audio and LED visual alert will prompt you to change the batteries when it runs low.

# Features

## Security / Alarms



### Security Lockout

Keypad or RFID is disabled after several incorrect access attempts to ensure your property is always secure.



### Privacy Mode

When enabled, lock will only unlock via master Bluetooth key. PIN codes, RFID credentials will not be accepted until function is disabled.



### Passage Mode

Activate Passage mode via the Multi-Function Button or turning auto lock off via Bluetooth.



### Decoy PIN Code

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



### Tamper Alarm

The lock will sound an alarm if it is being pried from the door to alert and deter potential tampering attempts.



### 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.



### Obstruction Alarm

The lock will sound an alarm if the deadbolt tongue cannot be extended or retracted fully to alert the user of any obstructions.



### Intrusion Alarm

The lock will sound off when the door is forced open while the bolt is still extended.

## Others



### Volume Control

Volume is adjustable to your preference. Select from 0 (mute) to 5 (loudest).




### Quiet Unlock

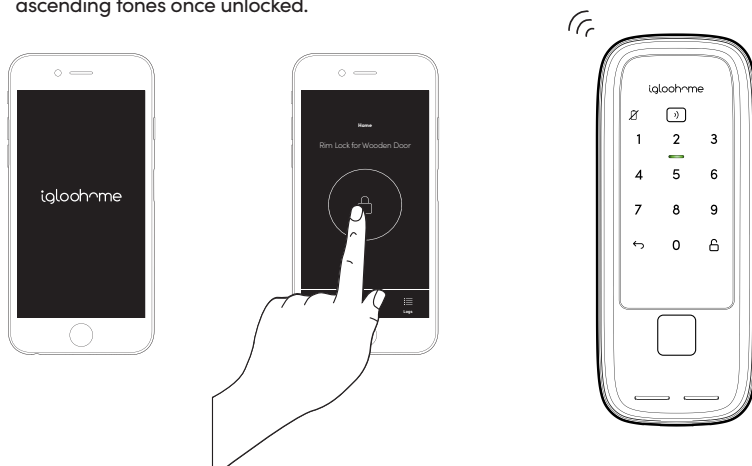
Mute audio indicators while unlocking for quieter access to prevent disturbance.




# Unlocking from the Outside

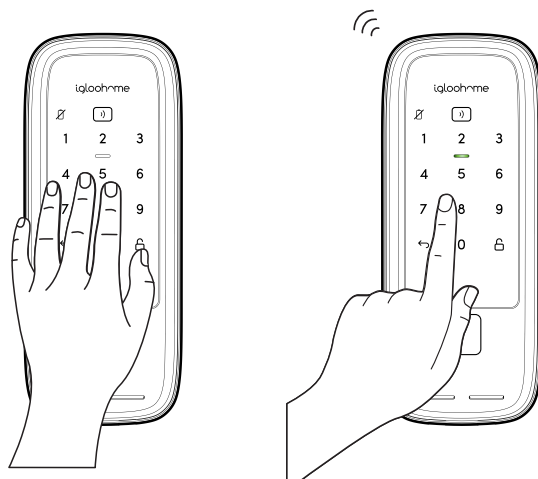
## a Bluetooth

1. Open your igloohome app
2. Tap on the  icon
3. The LED Indicator will flash green twice with 4 short ascending tones once unlocked.




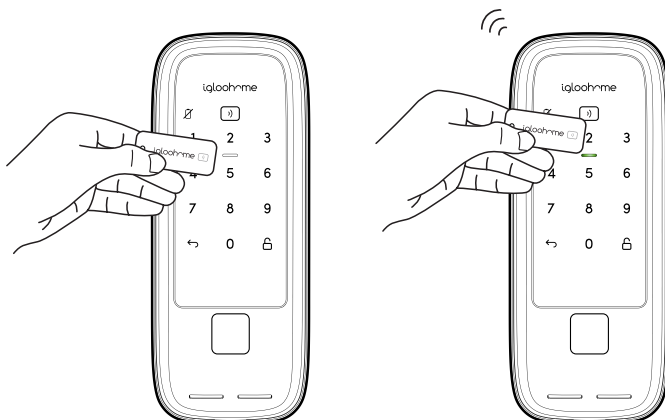
## b PIN Code

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  icon
3. The LED Indicator will flash green twice with 4 short ascending tones once unlocked.

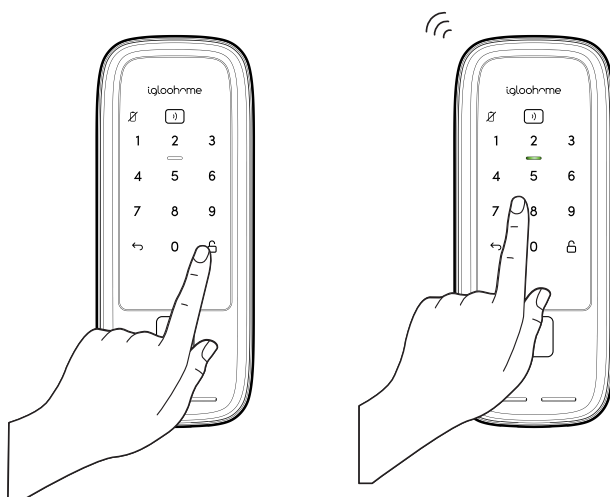


**C****RFID**

1. Tap the registered RFID tags/stickers on the  icon
2. The LED Indicator will flash green twice with 4 short ascending tone once unlocked.

**d****Quiet Unlock**

1. Press the "Unlock" button on the keypad
2. Use any registered RFID or valid pin
3. The lock will unlock quietly without any audio indicators.

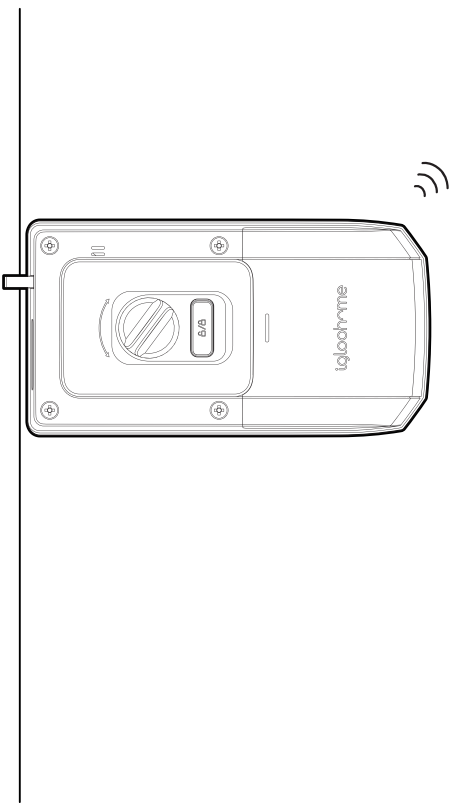
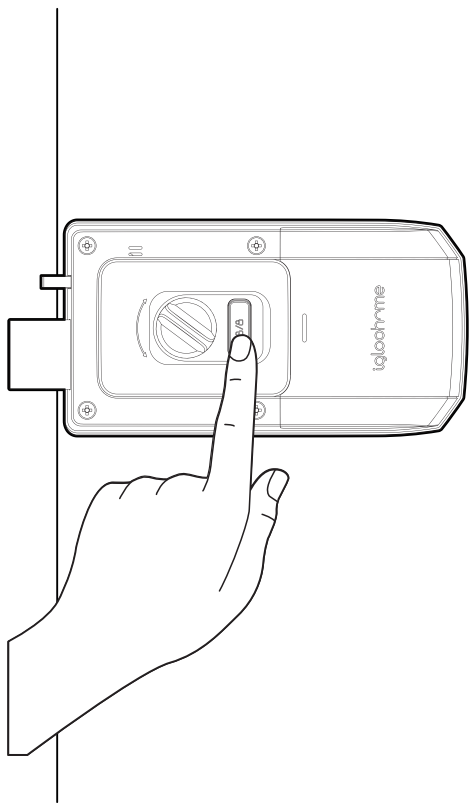


*\*When the door locks next, it will also lock quietly without any audio indicators. After that, audio indicators will resume unless "Quiet Unlock" is performed again.*


# Unlocking from the Inside

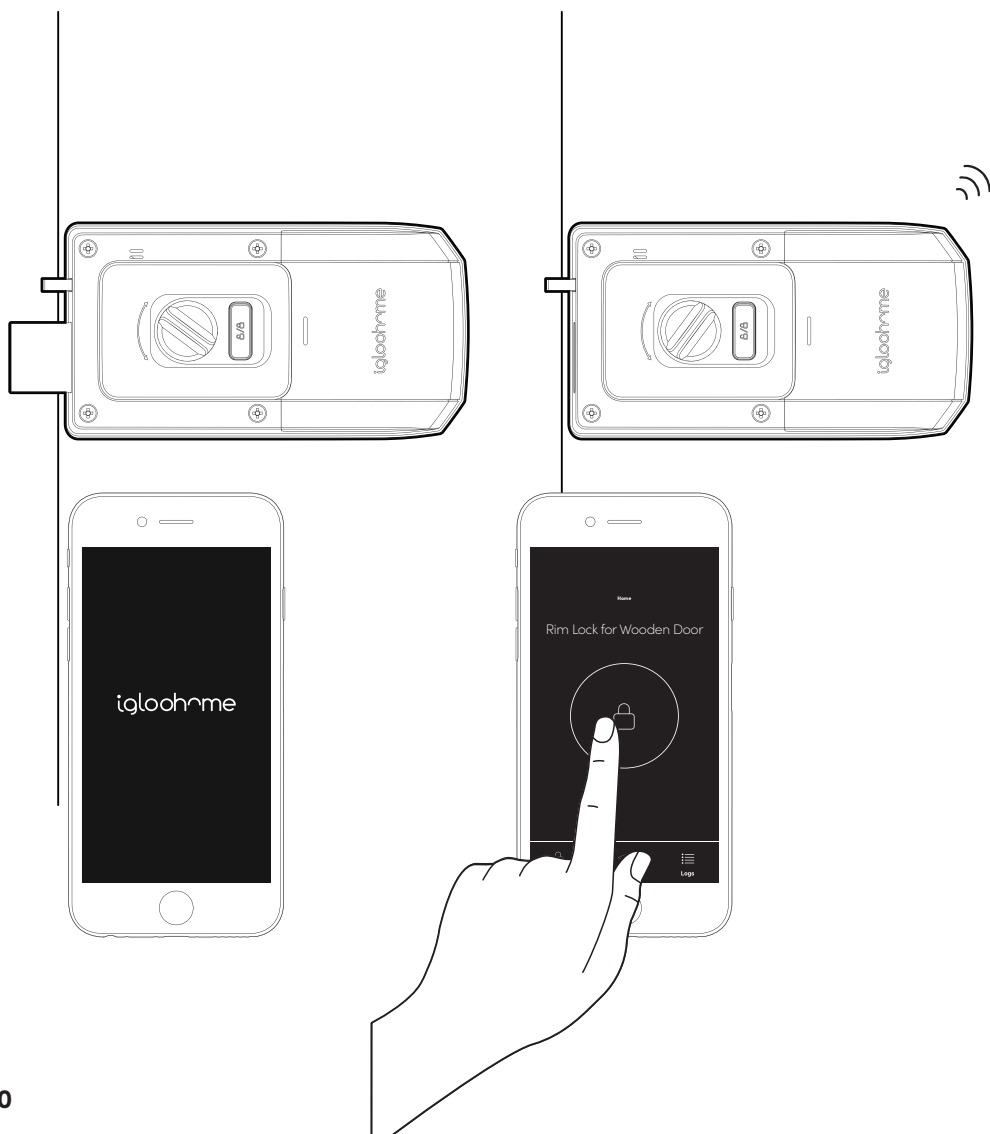
**a** Multi-Function Button

Press the Multi-Function Button to Unlock.



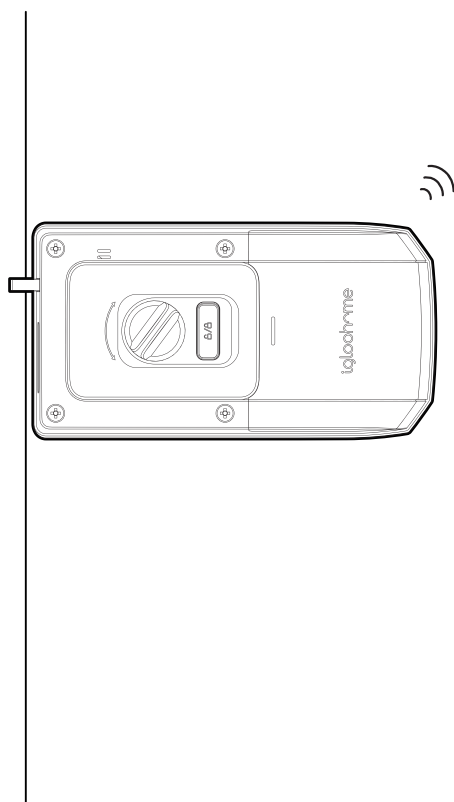
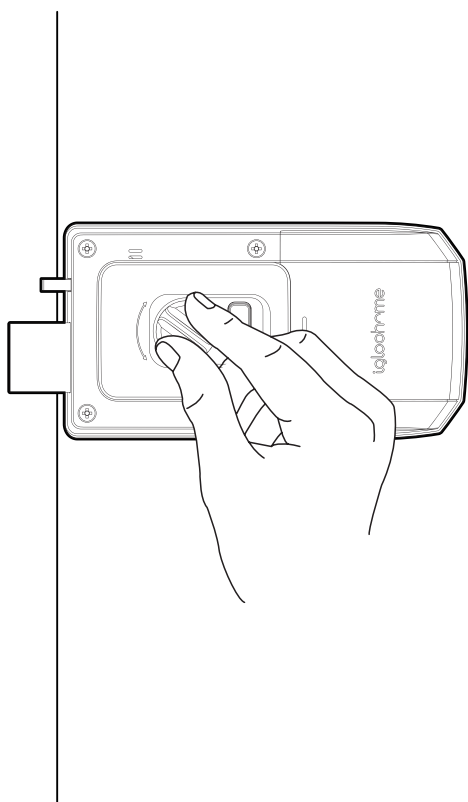
**b****Bluetooth Unlock**

1. Open your igloohome app
2. Tap on  icon
3. The LED indicator will flash green twice with 4 short ascending tones once unlocked.



**C****Thumbturn**

Twist the thumbturn in an anti-clockwise direction to unlock.




# Locking from the Outside

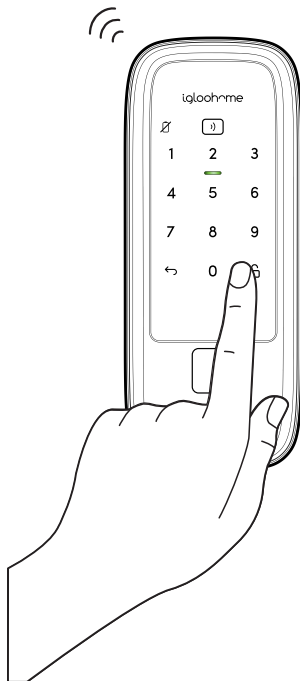
## a Auto Lock

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

## b Manual Relock

Press and hold the  icon on the bottom right of the keypad for 2 seconds until the LED Indicator shows green with a long beep.

Note: Used when Auto Lock is "Off"



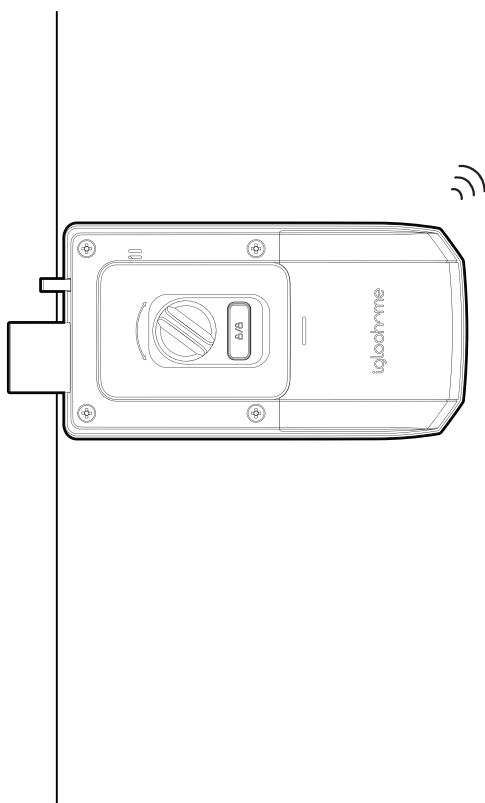
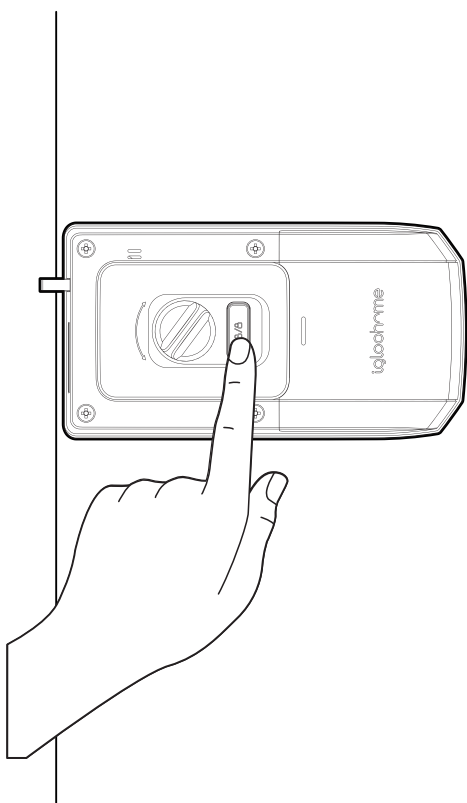
*\*If Auto Lock is disabled, the lock will still lock after 30s as a security feature if the door was not opened after being unlocked via the Multi-Function Button or Bluetooth.*

# Locking from the Inside

**a**


## Multi-Function Button

In the case that Auto Lock 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 for Wooden Door from the inside.



# App Onboarding

## 1 Test Factory PIN Code Unlock

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

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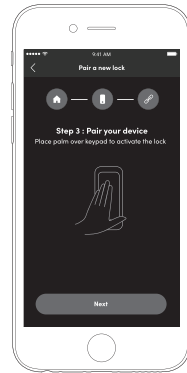
## 2 Register as a Lock User

- a) Download the igloohome app 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 **[Add and Manage]**, 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 it's 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 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 **[Add and Manage]**.
3. Guest can now use the Bluetooth Key under the Guest Bluetooth Key Section whenever he/she is within Bluetooth range.

Notes:

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

# Managing Access in App

## 3 Adding Key Card

1. Under **[Access]**, select **[+Access]** followed by **[Keycard]**.
  2. Wait until the confirmation of the lock by an audio indicator (long beep).
  3. Tap key card(s) on the lock to add and then rename the key card(s) on the App right away.
  4. Follow instructions on the app and select **[Done]** to complete the process.
-

# Lock Behaviour

## 1 Security Lockout

After several incorrect PIN code or RFID attempts, the corresponding entry method will be locked out and the security alarm will be triggered.

Note: You may attempt other methods of entry (Bluetooth unlock, manual unlock via Multi-Function button etc.) to override the lockout mode.

Security Lockout	
Triggered by	5 consecutive invalid PIN or RFID attempts by default (Configurable via Bluetooth)
Disabled by	After 1 / 5 / 10 Minutes or Any other unlocking methods
Behaviour	If keypad is disabled - single flash when keypad is triggered  If RFID is disabled - RFID reader will not read any RFID cards
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 Privacy Mode

Privacy 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 for Wooden Door is locked.

Note: Bluetooth 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 lock. It can be activated when the Rim Lock for Wooden Door is unlocked.


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

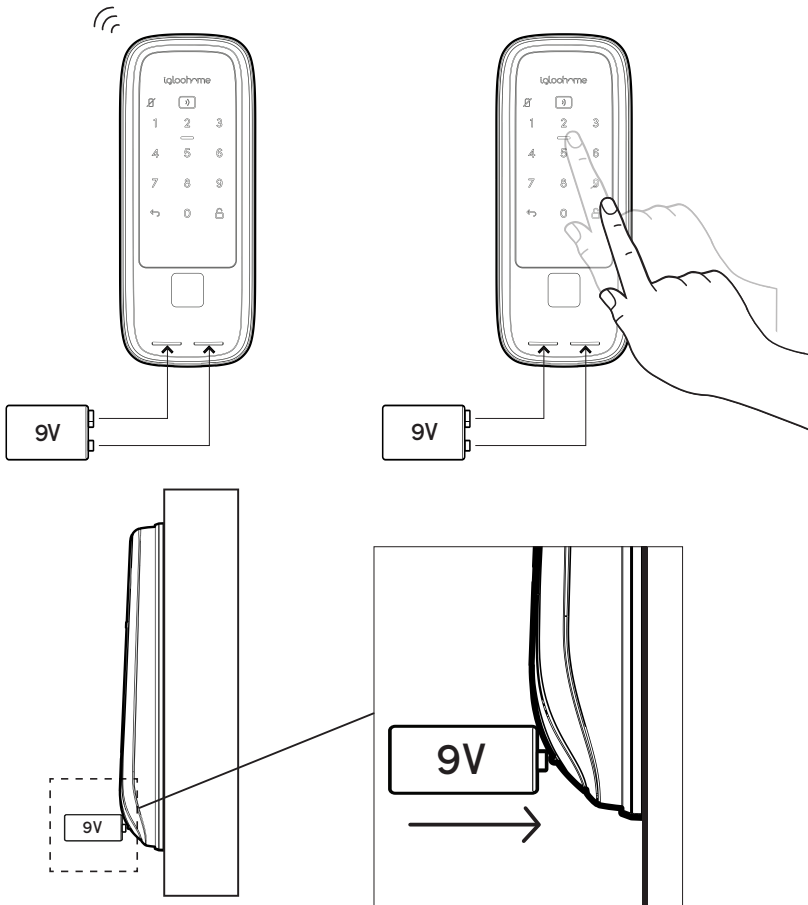
Method 2: Holding on to the Multi-Function Button

	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.

# Emergency Jumpstart

## 1 9V Jumpstart

1. Hold the battery contacts against the 9V jumpstart contact points on the lock. 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  icon. Please ensure terminals of the 9V battery are in contact with the jumpstart contact points of the lock for **2 seconds** to activate your lock.



Ensure the 9V battery terminals touch the jumpstart contact points of the lock.

# Audio and LED indications

Actions	Indications
Bluetooth Connection	LED 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
Security Lockout Alarm	Low-high siren for 30 / 60 / 90 seconds
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 for Wooden Door battery is flat
- Use a 9V battery to jumpstart the lock and unlock the Rim Lock for Wooden Door to replace the batteries
- 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 contact points securely while unlocking it
- Please unlock within 20 seconds
- Please ensure that the 9V battery has sufficient power

## Keypad is flickering

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

## Keypad lights up on touch only

- Check if the Rim Lock for Wooden Door is in privacy/ passage mode or security lockout mode
- Check that your lock is not muted

## Auto Lock is not working

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

## Slow locking / Unlocking

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

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