User guide
Padlock E.

iglooworks

Hi there!

Hi there!

We're so glad you've decided to join us on this journey to create a world without keys. In this guide, you'll find everything you need to get started with your lock.

If you do not find what you're looking for, reach out to us at **support@iglooworks.co**. We're here to help.

Support & Help Portal:
go.iglooworks.co/support

Let's stay connected:

support@iglooworks.co
Singapore: +65 3129 2464
USA: +1 929 224 0688

Tip: As we continuously improve our products and services, the latest version of this user guide can be found in the support & help portal!
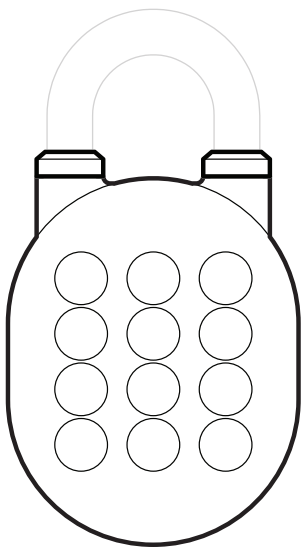
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What's Included

Padlock E

Protective Silicone Case

CR2 Lithium Battery

QR Code Stickers x3
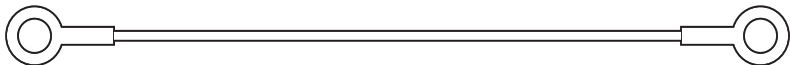
Cable

T27 Torx Security Screwdriver

Specifications

SKU	SP1E
Body	Zinc Alloy, Al Alloy
Shackle	Hardened Steel, Rubber
Gross (with packaging)	0.5 kg / 1.1 lbs
Net	0.7 kg / 1.55 lbs
Modes of access (Entry)	Pin Code, Bluetooth keys
Power type	CR2 Lithium Battery
Battery life	Up to 12 months
Emergency power type	9V Alkaline Battery
Battery operating temperature	–20°C to 50°C / –4 °F to 122°F
Operating temperature	–20°C to 50°C / –4°F to 122°F
Certifications	IP66, CE, FCC
Protocols	Bluetooth 5.0, algoPIN™ technology
Usage	Advised to be installed under sheltered areas, not to be exposed to wet weather conditions. Any application of the Product near combustible or explosive environments is at the user's sole and exclusive risk.

Front

24mm

26mm

70mm

55mm

Side

9mm

32mm
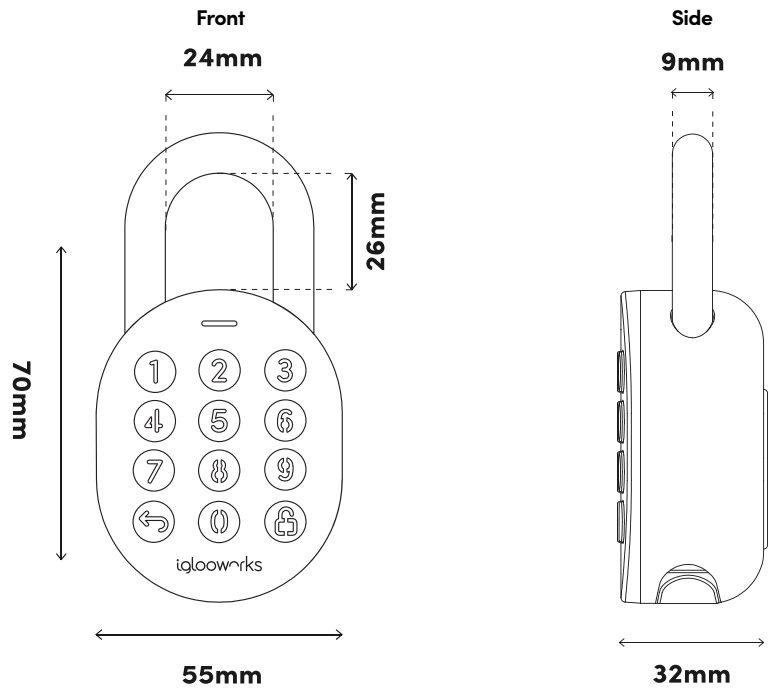
⚠ For damage resulting from incorrect use of lock, use of lock in potentially explosive environments, or use of lock outside of stipulated specifications, the customer bears sole responsibility. The company bears no liability whatsoever.

Lock Anatomy
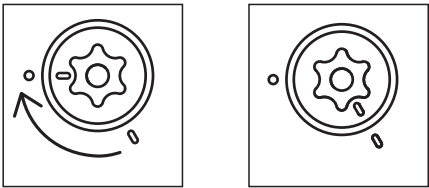
Hardened Shackle

Opened   **Closed**

LED Indicator

Torx Cap

1 2 3
4 5 6
7 8 9
↩ 0 🔓

iglooworks

Battery Cover

CLEAR   **UNLOCK**

Rubber Bumper

9V Contact Points

Lock Features

PIN Code/Bluetooth Key

Master PIN Code

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

Master Bluetooth Key

The Padlock 2E unlocks with Bluetooth via the app.

User PIN Code

The Padlock 2E supports multiple types of User PIN codes, e.g. One-Time, Permanent, Recurring & Duration which can be generated and shared via the app.

User Bluetooth Key

The Padlock 2E supports User Bluetooth keys which can be generated and shared via the app.

Battery

Low Battery Alert

Intuitive audio and visual alerts will prompt you to change the batteries when it runs low.

Emergency Jumpstart

Easily jumpstart the Padlock with a USB-C cable connected to a power bank if batteries are drained.

Lock Features

Others

Security Lockout

Keypad is disabled after several incorrect access attempts.

Decoy PIN Code

Mask actual PIN code by entering decoy digits.

Auto Lock

Padlock automatically locks once shackle is closed.

Manual Relock

Manually lock the device by holding the 'Unlock' icon.

Relock Reminder Alert

Padlock will sound an alert to remind users to fasten the shackle.

Volume Control

Adjust the volume according to your preference. Select from levels 0 (mute) to 5 (loudest).

Obstruction Alarm

The lock will sound an alarm if the shackle cannot lock or unlock to alert the user of any obstructions.

Keypad LED Toggle

Turn the backlight from the keypad buttons on or off.

Encryption

AES 128-bit

Cable

Use the cable provided to secure your padlock to prevent unauthorized removal of the padlock
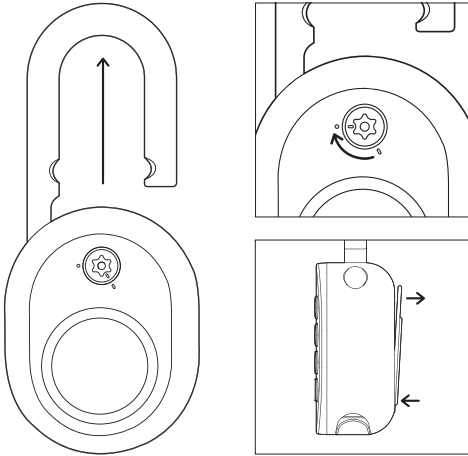
Audit Trail

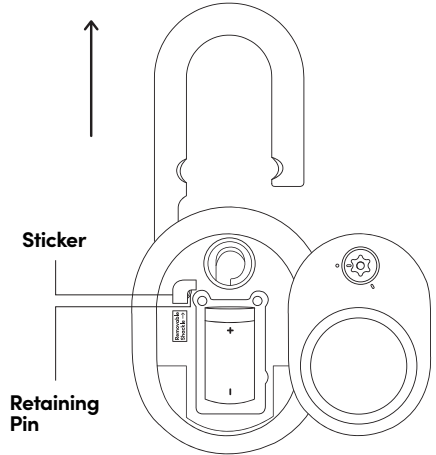Up to 300 activity logs

Changing the Shackle

1 Unlock the Padlock E and pull the shackle to open position. Turn Torx cap clockwise 120° with the Torx Screwdriver & push battery cover out.
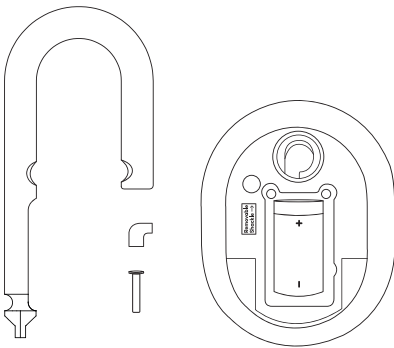
2 Remove the **battery cover**, locate **sticker** to remove and use a sharp object to remove the **retaining pin.** The shackle is now removable.


Sticker

Retaining Pin

3 Replace with the long shackle and place the retaining pin and sticker back in the original position. **Ensure that the long shackle remains in the opened position.**
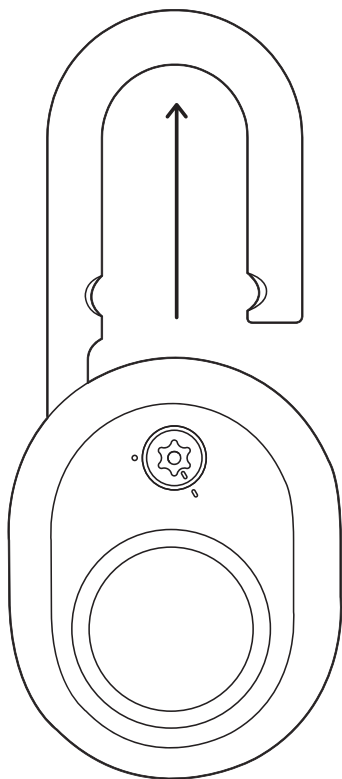
4 Secure the battery cover by turning the torx cap counter-clockwise 120° with the Torx Screwdriver while the Padlock E is unlocked. Push the shackle in and you're done!

⚠ Please ensure that the marking on the torx cap is aligned to the marking on the padlock.
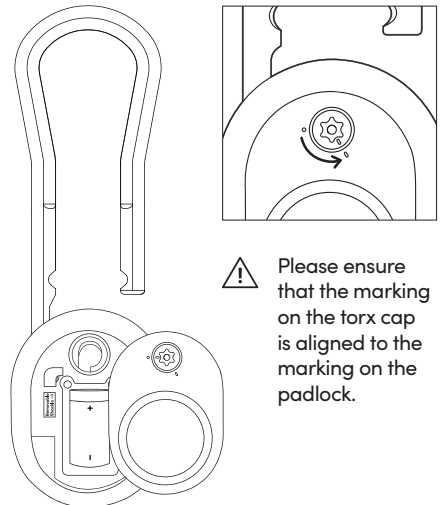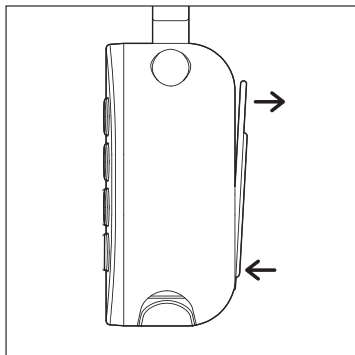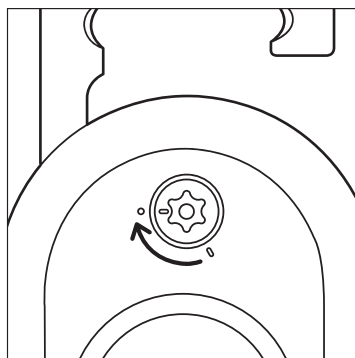
Managing the Battery

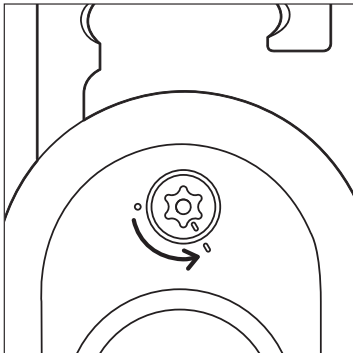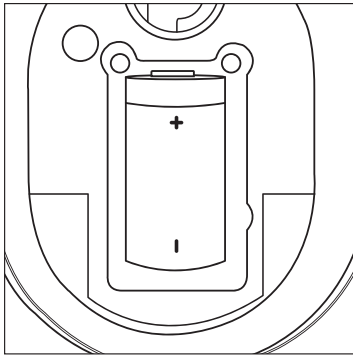1. Unlock the Padlock E and pull the shackle to open position.

2. Turn Torx cap clockwise 120° with the Torx Screwdriver & push battery cover out.

3. Replace the CR2 Battery, close battery cover and turn Torx cap counter-clockwise 120°.

4. Push the shackle to close position to lock it via Auto Lock or Manual Relock.

⚠ Please ensure that the marking on the torx cap is aligned to the marking on the padlock.
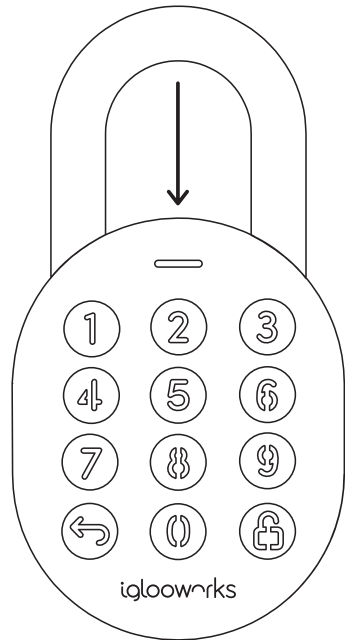
Emergency Jumpstart

In case of low power:

9V Jumpstart

1. Touch and hold the battery contacts against the 9V jumpstart pin on the lock.

2. While holding the 9V battery to the jumpstart, press in PIN code on the keypad followed by 🔓 or Bluetooth Key to unlock.

⚠ Please ensure terminals of the 9V battery are in contact with the jumpstart contact points of the Padlock E for **2 seconds** to activate the padlock.

Getting Started

All access begins with the Dashboard. Speak with your owner or admin to get your accounts set up before you proceed.

Once you receive an invite, you can register for an iglooworks account to start operating the lock on the ground.

The iglooworks mobile app allows for on-the-ground management of your locks. Authorized members can perform operational tasks without fuss.

Getting your iglooworks app account

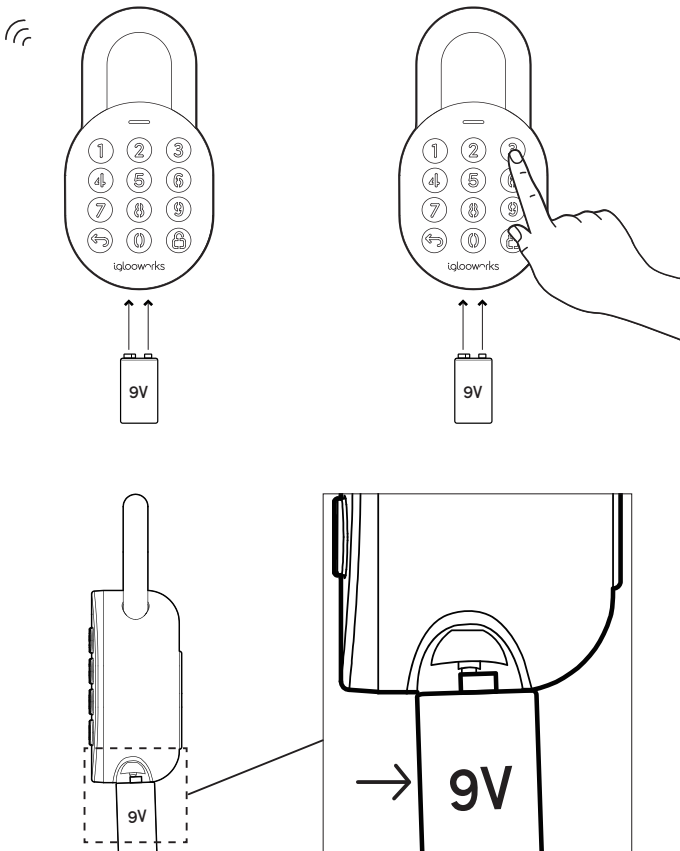Your app account is tied to your Dashboard account. If you're an existing member, you can access the iglooworks app with the same credentials. Otherwise, speak to your account owner to invite you as a member.

1. Download the iglooworks app on your smartphone via the App Store or Google Play Store.
2. Log in with your iglooworks account and organization ID.
3. Tap **[Enter]**.

Pairing the Lock

Test the lock with the Factory PIN code before you begin the pairing process.

1.   Wake the lock by pressing any button on the front body.
2.   Tap ↩, then enter 1234567890, followed by 🔒.
3.   The LED indicator on the lock will flash green when it is successfully unlocked. You will also hear four ascending tones.

Once you have tested it, you can now begin to pair the lock to your iglooworks account.

1.   Select **[Locks]** from the menu.
2.   Tap **[Pair New Lock]**.
3.   Select the property.
4.   Tap **[Next]**.
5.   Select the lock model and follow the steps shown on the screen.

Note:
Ensure your Bluetooth and Location services are turned on. You may have to perform a Bluetooth sync after successfully pairing the lock to obtain the initial battery status of the device.
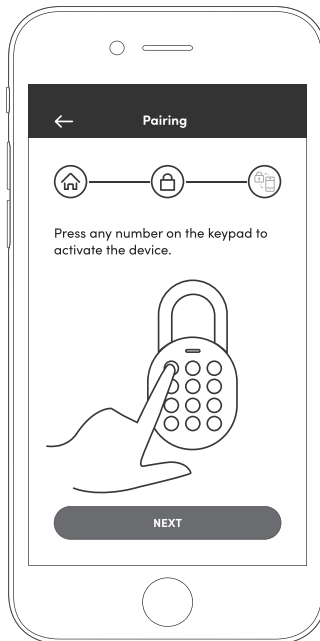
Padlock E Cable Installation

1. Unlock padlock and loop the cable through the shackle.
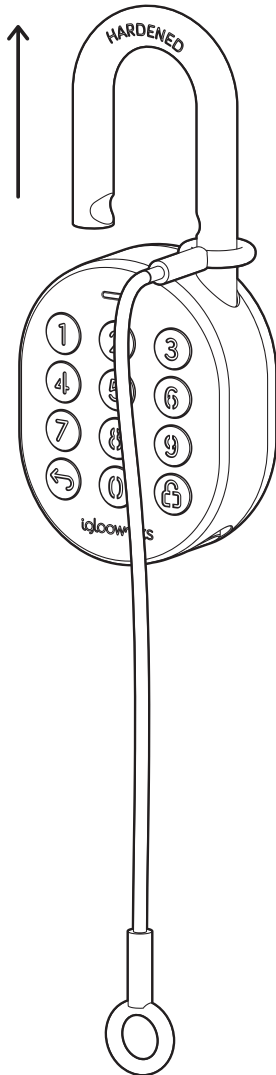
2. You may secure the other end of the cable to your desired location.
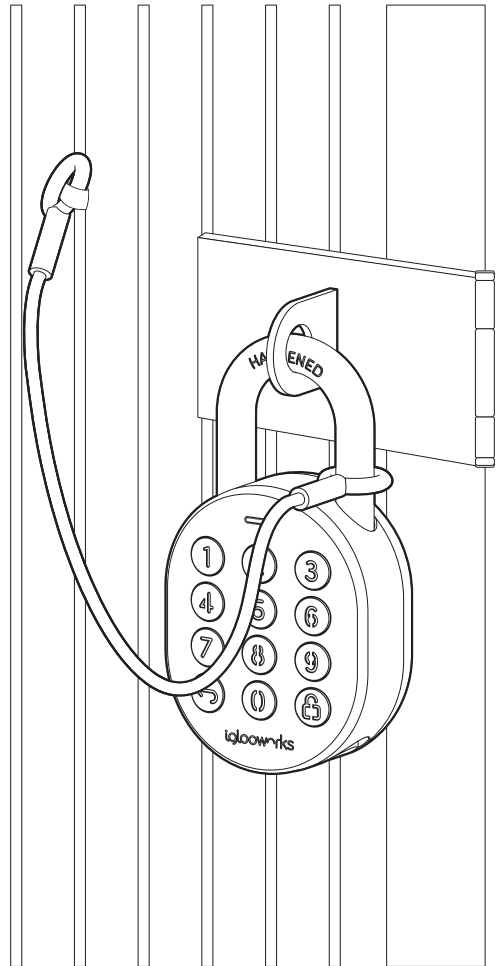
Modes of Access

a   To unlock via PIN code:

1. Wake the lock by pressing any button on the front body.

        2. Enter a valid PIN code, with or without decoy digits, followed by 🔒.

        3. The LED indicator on the lock will flash green when it is successfully unlocked.

        You will also hear four ascending tones.
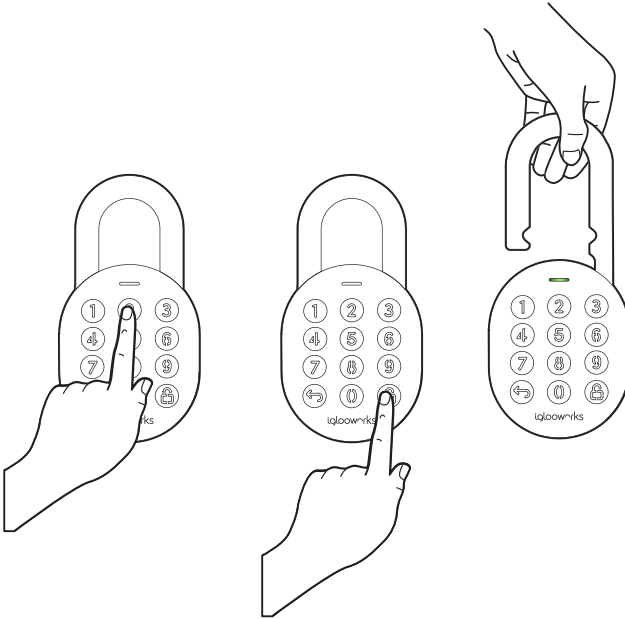
b To unlock via Bluetooth:

If you are an owner or admin, you will be able unlock the lock via Bluetooth. This is also possible for an authorized manager or lock users once permissions are granted via the Dashboard.

1. Select the lock you want to unlock.
2. Tap **[Sync & Unlock].**

Note: Ensure your Bluetooth service is turned on and that you are within range of the lock.

Managing Access

1 ## Creating Guest PIN codes

There are **2 ways to create PIN codes** for your guests and family members. Choose from several PIN code validity durations to manage access for different users.

a) If you are away from your property, generate PIN codes on the go with our unique algoPIN™ technology:

1. On the igloohome mobile app, tap on the ◁ icon.
2. Tap on **[+Access].**
3. Select the access type from the list on the screen.
4. Fill in the required fields.
5. Select **[algoPIN™].**
6. Tap on **[Create PIN code].**

b) If you want to create a customised PIN code, you will need to be within Bluetooth range of the lock with your Bluetooth function turned on:

1. On the igloohome mobile app, tap on the ◁ icon.
2. Tap on **[+Access].**
3. Select the access type from the list on the screen.
4. Fill in the required fields.
5. Select **[Bluetooth].**
6. Tap on **[Create PIN code].**

Important:
All PIN codes generated by algoPIN™ technology have activation periods.
If they are not used within the period, the PIN codes will be considered invalid.

One-Time & Permanent PIN Codes – 24hrs of being generated
I.e. Generated at 1900hrs today, must be used by 1900hrs tomorrow to activate.

Duration & Recurring PIN Codes – 24hrs from the start date and time of its validity period
I.e. Created for 1900hrs on 1 Jan, must be used from 1900hrs – 2000hrs on 1 Jan to activate.

② Create Guest Bluetooth Keys

Allow guests and family members to use their smartphones to unlock the door. When you issue a Bluetooth key, you get real-time updates on who has accessed your property.

1. On the igloohome mobile app, tap on the ◁ .
2. Tap on **[+Access].**
3. Select **[Bluetooth Key].**
4. Fill in the required fields.
5. Tap on **[Create Bluetooth Key].**
6. Tap on **[Share].**

Your guest can either scan the unique QR code shown on your screen, or you may share the link via your preferred communication method (Text, Email, WhatsApp, Facebook Messenger etc.) to claim the Bluetooth key.

Your guest will either need to download the igloohome mobile app and register for an account or claim the Bluetooth key with their existing igloohome account.

Important:
All Bluetooth keys must be claimed **within 1 hour** of it being generated. If they are unclaimed within the period, the keys will be considered invalid.
I.e. Generated at 1900hrs today, must be claimed by guest by 2000hrs today.

Bluetooth keys can be revoked by lock owner anytime.

Managing Lock Features

Auto Lock	You can configure the duration before Auto Lock is triggered: ***Please ensure you are within Bluetooth range of the lock and your Bluetooth function is turned on.** 1. On your app, tap **[Lock Settings].** 2.Select **[Auto Lock Timer]** 3. Select from the list of preset durations or choose to never automatically lock. 4.Tap **[Apply Changes].** If you choose to never automatically lock, you may wish to perform a **manual relock:** Hold the 🔒 on the keypad for 2 seconds. The LED indicator will flash green and you'll hear a long beep for successful relocking.
Security Lockout	You can configure the number of attempts before the Security Lockout mode is enabled: ***Please ensure you are within Bluetooth range of the lock and your Bluetooth function is turned on.** 1. On your app, tap **[Lock Settings].** 2. Select **[Security Lockout].** 3. Select the number of attempts from 1 to 10, or choose to deactivate this function completely. 4. Tap **[Apply Changes].** Once this is set, the lockout will be triggered after you exceed the number of attempts set. Your lock will reject any further unlocking attempts via the same mode you used. You can disable it by trying another valid access mode. 表格
Relock Reminder Alert	You can enable, disable and configure the duration before the alert sounds off: ***Please ensure you are within Bluetooth range of the lock and your Bluetooth function is turned on.** 1. On your app, tap **[Lock Settings].** 2. Select **[Relock Reminder Alert].** 3. Configure the duration between 5 seconds to 10 minutes, or disable the alert. 4. Tap **[Apply Changes].**

Security Lockout table:

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

Emergency Jumpstart	1. Connect the USB-A to USB-C cable to a power bank. 2. Plug the USB-C port into the jumpstart port on the lock. 3. Once the lock powers up, enter a valid PIN code within 20 seconds, followed by 🔒 to unlock.
Decoy PIN Code	1. Key in up to 8 random digits before your actual PIN code, followed by 🔓 to unlock.
Volume Control	To configure the volume of your lock: ***Please ensure you are within Bluetooth range of the lock and your Bluetooth function is turned on.** 1. On your app, tap **[Lock Settings].** 2. Select **[Volume].** 3. Select the volume level from 0 to 5 (softest to loudest). 4. Tap **[Apply Changes].**
Keypad LED Toggle	To configure the LED settings: ***Please ensure you are within Bluetooth range of the lock and your Bluetooth function is turned on.** 1. On your app, tap **[Lock Settings].** 2. Select **[Keypad LED Toggle].** 3. Turn it on or off. 4. Tap **[Apply Changes].** This feature is switched on by default.

Managing Lock Settings

What lock settings are there to change and how do we change it via the app?	You have to be an owner to change the lock settings. 1. Select the lock. 2. Tap [Lock Settings]. 3. Tap either of the settings available depending on the lock model: – Keypad LED Toggle (Only for Padlock 2E). – Set Beep Volume. – Set Relock Timer (All locks except padlocks and keyboxes). – Auto Relock. – Security Lockout. – Downlight LED (Only for INB1 IoT Deadbolt). 4. Tap the lock settings that you want to change, make changes 5. Tap [Apply Changes].

Lock Information	You can view the lock information of the lock by:
	
	    1. Select the lock.
	    2. Tap **[Lock Information].**

Firmware Version	You have to be entitled to have the DFU rights in order to see this option:
	
	    1. Select the lock.
	    2. Tap **[Firmware Version].**

Replicating a lock	You have to be an owner to replicate a lock. 1. Select the lock. 2. Tap [Replicate Lock]. 3. Tap [Select New Lock]. 4. Choose the new lock model from the list. 5. Place palm over new lock keypad to activate device and tap [Next]. 6. Select the new lock product ID. 7. Tap [Continue] to start the replicating process. 8. Tap either of the options to continue: – Delete Previous Lock (Start the unpairing process for previous lock) – Proceed to Lock (Proceed to new lock screen)

Deleting a Lock	You have to be an owner to delete a lock.
	
	    1. Select the lock.
	    2. Tap **[Delete Lock].**
	    3. Tap **[Confirm].**

Delete Lock	To delete a lock from your account, you will need to unpair the device: ***Please ensure you are within Bluetooth range of the lock and your Bluetooth function is turned on.** 1. On your igloohome app, tap on ⚙️. 2. Select **[Delete Lock].** 3. Follow the instructions shown on the pop-up and tap **[Ok].**
Delete All PIN Codes	To delete all PIN codes created for a specific lock: ***Please ensure you are within Bluetooth range of the lock and your Bluetooth function is turned on.** 1. On your igloohome app, tap on ⚙️. 2. Select **[Delete All PIN Codes].** 3. Follow the instructions shown on the pop-up and tap **[Ok].**
Hard Reset / Unpair	To perform a hard reset: 1. Ensure the lock is in 'unlocked' state i.e. bolt tongue is retracted. 2. Delete the lock from your app. 3. Press ↩ and the **[R]** button together for 3 seconds. 4. You will hear 3 slow descending tones upon successful reset.
Lock Name	To change the name of your lock: 1. On your igloohome app, tap on ⚙️. 2. Select **[Lock Name].** 3. Enter the new name of your lock. 4. Tap **[Submit].**
Finding your lock's Bluetooth ID	Every lock has a unique Bluetooth ID. Should you need the ID for support purposes, find it by: 1. On your igloohome app, tap on ⚙️. 2. Located on the top of the screen ⏹ ❊ SP1E04a1c89c
Sync	We recommend syncing your lock to your account every 3 months for optimal product experience. Syncing the lock to your account helps you stay up-to-date with the lock's battery levels and activity logs. **Note:** This may take up to 5 minutes depending on how often you sync the lock with your account. To do this: 1. On your igloohome app, tap on ⚙️. 2. Tap the **[Sync]** button located underneath the battery status.

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 Padlock is locked and Green LED for 2 seconds
Incorrect PIN	4 short beeps and flash Red 2 times
Deleted PIN	3 sets of 4 short beeps and flash Red 2 times
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	Descending 3 fast tones when keypad is woken up and breathing Red LED
Hard Reset / Unpair	Descending 4 slow tones
Power Start Up	2 slow beeps then 2 quick beeps

Other Services

This lock supports iglooconnect and igloodeveloper services.

ⓐ iglooconnect

iglooconnect is a platform for you to integrate your locks with a myriad of third-party services. Whether it's managing facility booking, property management or vacation rental hosting, iglooconnect lets you simplify workflows. If you're a lock owner that's looking to get more out of your device, connect to our network of service providers' apps or platforms with a few simple clicks.

For more information, visit **https://www.igloocompany.co/iglooconnect.**

Getting your iglooconnect account	Your iglooconnect account is tied to your igloohome account. If you're an existing lock owner, you can access iglooconnect with the same credentials. Otherwise, sign up for an account via the app.
Creating an igloohome account	1. Download the igloohome app on your smartphone via the App Store or Google Play Store. 2. Fill in the fields shown on the screen. 3. Accept the terms of services and privacy policy. 4. Tap **[Create account].** 5. Enter the 6-digit OTP sent to your email address. 6. Tap **[Verify].** 7. You now have a verified igloohome account!
Selecting a third-party service provider	1. Visit www.connect.igloocompany.co on your desktop or mobile device. 2. Log in with your igloohome account. 3. Choose the service provider you wish to integrate your locks with. 4. Select the number of integration slots needed. (1 slot per lock) 5. Checkout.
Connecting your locks to the integration slots (Exchange codes)	1. Via the igloohome app, go to Account Settings 2. Tap **[iglooconnect]** 3. Select the service provider you have purchased integration slots from 4. Add your lock to the available slots 5. Select the Pending tab 6. View the exchange code 7. Copy the exchange code onto the service providers' backend
Changing your billing information	To change your billing information, 1. Visit connect.igloocompany.co and log in with your igloohome account credentials. 2. Click **[Account Settings]** on the top right corner next to the initials of the account holder. 3. Select **[Payment Method].** 4. Follow the instructions onscreen to add or edit payment details.

Removing locks from integration slots	1. On the igloohome app, go to Account Settings. 2. Tap **[iglooconnect]**. 3. Select the service provider you want to unlink the lock from. 4. Select the lock you want to unlink. 5. Tap the ⬦ icon.
Managing your integrations	**Initial slot payment/cancellation** * Payment method is immediately charged when the slots are purchased for the first time. * Payment amount is equal to the prorated amount for the first partial month. * Customers would only pay for the number of remaining days within the month in which the slots have been purchased for. * This payment does not account for the number of days the slots have been utilized for that partial month. **Recurring payment/cancellation** * After the slots have been purchased, the subscription is automatically renewed. * After the initial payment, the next full month's charges will be automatically billed on the first day of the subsequent months. * Cancelling slots would therefore have to be processed before the following month. **Additional slot(s) payment/cancellation** * If additional slots are purchased, the payment method is not immediately charged. * Instead, the billing occurs on the first day of the following month. * Payment amount is equal to the prorated amount of the first partial month plus the next full month's charges. * Cancelling additional slots before the end of the first partial month would only charge for that partial month, on the first day of the following month.
Resetting your password	If you have forgotten your password, 1. Visit the login page and select **[Forgot password?]** 2. Enter your registered email address. 3. Press **[Submit]**. You will receive an email with a link and instructions on how to reset your password.

b   # igloodeveloper

igloodeveloper lets you manage access via our software and smart access products through API and SDK documentations.

For more information, visit **https://www.igloocompany.co/igloodeveloper.**

Creating an igloodeveloper account	1. Visit developer.igloocompany.co on your desktop or mobile device. 2. Click **[Sign up here]** to register for a new account. 3. Fill in the fields shown on your screen. 4. Click **[Register]** 5. Confirm your account registration via the link sent to your email address. 6. You now have a verified igloodeveloper account!
Logging in to the igloodeveloper portal	1. Visit developer.igloocompany.co on your desktop or mobile device. 2. Log in with your verified igloodeveloper account credentials. 3. Click **[Log in].**
Resetting your password	If you have forgotten your password, 1. Visit the login page and select **[Forgot password?]** 2. Enter your registered email address. 3. Press **[Submit].** You will receive an email with a link and instructions on how to reset your password.

c   # iglooworks

iglooworks is the dedicated line of smart access solutions for enterprises. Speak with your owner or admin to get your accounts set up before you proceed.

Once you receive an invite, you can register for an iglooworks account to start operating the lock on the ground.

The iglooworks mobile app allows for on-the-ground management of your locks. Authorized members can perform operational tasks without fuss.

Setting up your iglooworks app account

Your app account is tied to your Dashboard account. If you're an existing member, you can access the iglooworks app with the same credentials. Otherwise, speak to your account owner to invite you as a member.

1. Download the iglooworks app on your smartphone via the App Store or Google Play Store.
2. Log in with your iglooworks account and organization ID.
3. Tap **[Enter].**

Troubleshoot

I am unable to close the shackle to lock the padlock.

- Do an unlock via PIN code or Bluetooth and try to close the shackle again.
- Note that you might accidentally lock the padlock manually by holding the UNLOCK button for 2 seconds when the padlock is open.

I am unable to turn the Torx Cap to remove the battery cover.

- Make sure the Padlock E is unlocked before turning the Torx cap to remove the battery cover
- Note that the Torx cap cannot be turned while the Padlock E is locked.

The padlock keypad flashes white and LED indicator flashes red when I activate the keypad.

- Security Lockout is triggered on the Padlock E.
- Please refer to page 20.

I tried to use a 9V Battery to jumpstart the lock but to no avail.

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

The lock is not responding at all.

- The Padlock E's battery is flat.
- Use an Alkaline 9V Battery to jumpstart the lock and unlock the Padlock E to replace the batteries.
- Refer to page 12 for steps on battery replacement.

I closed the shackle but the padlock did not relock automatically.

- Make sure Auto Lock is ON via the iglooworks mobile app.
- If Auto Lock is ON and the padlock is still not working, try to lock the padlock manually by holding the UNLOCK button for 2 seconds.

I tried to unlock the Padlock E but the keypad went off and came back on with 2 slow and 2 quick beeps.

- The Padlock E is low in battery.
- Use an Alkaline 9V Battery to jumpstart the lock and unlock the Padlock E to replace the batteries.
- Refer to page 12 for steps on battery replacement.

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

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

I have generated my PIN codes from the app but it cannot work.

- Do a Bluetooth Unlock or sync and try again.
- Ensure that the generated PIN codes are used within the activation period.