How to Remove and Reposition a Smart Door Lock

Description

This page shows how to remove and reposition a Smart Door Lock

Please read through the directions in its entirety before commencing.

Instructional Video Link

This Video link illustrates how to re-install a Smart Door lock

[TELUS | How to install your Smart Door Lock](#)

Checklist: Ensure to have the following items before beginning

1. Phillips head screwdriver
2. Do not use and electric drill or an electric screwdriver

Removal of a Smart Door Lock

1. Ensure the Door Lock is in the unlocked position
2. Remove the back cover from the inside part of the door lock by lifting it upwards
   a. To release the back cover, unscrew the two screws on the sides and one on the bottom
3. Remove the battery cartridge
4. While holding the inside part of the door lock in place, remove the 2 screws on each side of the lock
5. While still holding the lock in place, carefully lift upwards to release the lock from the back plate
6. Unplug the cable connecting the keypad to the interior part of the lock
7. While holding the front part of the door lock, remove the screws holding the back plate in place
8. Remove the keypad from the front of the door
9. Remove the latch from inside of the door

Requirements Before Re-installing onto a New Door

If the door does not meet all the requirements, you may have to contact a carpenter to fix or modify the door to work with the smart door lock.

1. Measurements
   a. Thickness of door (2" or 51mm thick)
   b. Thickness of door jamb (1' or 25mm deep)
   c. Distance from center of door lock to the door's edge (between 2-⅜" 60mm and 2-¾" 70mm)

Repositioning of a Smart Door Lock

1. Put the latch through the opening on the side of the door
   a. Adjust the latch length by twisting it clockwise, it can be 2-⅜" or 2-¾"
   b. Make sure the "D" shape is facing up and the latch is extended
2. Attach the keypad to the door
   a. Thread the keypad cable underneath the latch
   b. Ensure the "D" shape on the shaft extending from the keypad is facing up
   c. For a door with a larger hole before installing the keypad, attach the adaptor to the keypad
3. Attach the back plate to the other side of the door hole
   a. Thread the cable through the center hole of the back plate and slide it down to the smaller slot underneath
   b. Insert the screws into the back plate and tighten the backplate to the door
   c. Check the keypad on the front of the door to ensure its straight before tightening the screws completely
4. Install interior lock
   a. Remove the battery pack from the interior lock
   b. Connect the cable from the interior lock to the cable coming from the keypad
   c. Tuck the connected cables into the back of the lock
   d. Ensure the rounded part of the "D" shape on the interior lock shaft is facing up
   e. Slide the interior lock into the back plate
   f. Secure the lock onto the back plate by inserting and tightening the screws on both sides
5. Perform door handing Process, is it a left-handed or right-handed door
6. Press and hold the lock button while inserting the battery pack
7. Continue to hold the lock button while it goes through the calibration process
8. You will hear a series of beeps followed by the latch bolt extending and retracting
9. After 10 seconds and a few long beeps it is complete
10. If this did not work, repeat steps 4 and 5 again
11. Attach the inside lock cover and secure it by putting in the two screws on the side and one on the bottom

Connecting your Smart Door Lock to your Qolsys panel

1. Pull the cover off inside part of the door lock
2. On your panel swipe down from top middle of the panel
3. Select **[Settings]**
4. Select **[Advanced Settings]**
5. Select **[Installation]**
6. Select **[Devices]**
7. Select **[Z-Wave Devices]**
8. Select **[Clear Device]**
9. Press the white button on the left side of the door lock
10. Select **[Pair Device]**
11. Press the white button on the left side of the door lock
12. Name the Device
13. Select **[Add]**