

TURBOLOCK®

TL-200

USER MANUAL



In order to continue serving our customers and providing the best products, our product information including our user manuals may receive updates from time to time. Please check our website for the latest user manuals and product materials.

Ver. 1.1 01/05

TURBOLOCK™

www.turbolock.com

Customer Service: 855-850-8031

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Information & Safety Warnings

1.1 Introduction

This user manual will guide you through the functions and usage of your TurboLock TL-200 Smartbolt. It is important that you follow all instructions and regard all notes that appear throughout this manual. Consult this manual before you attempt to use your lock. If you have questions not answered by this manual or are in need of repair or non-routine service, contact customer service at 855-850-8031. Before contacting customer service, please have your purchase information ready as this may be needed during the call. This information may be recorded below.

Date of Purchase:

Place of Purchase:

1.2 Safety Warnings

When reading this manual, note these icons:

-  Notes with this icon **MUST** be read, understood, and obeyed to prevent injury or damage etc.
-  Notes with this icon include relevant information.

Overall Usage

- Never insert objects into the lock other than batteries as described in this manual.
- The lock is not a toy. Do not leave children unsupervised around the lock.
- Verify that all parts of the lock are accounted for. If any part is missing, contact customer service.
- The lock is best suited for standard doors made for buildings within the US.
- Use only the parts included in the original packaging or received from TurboLock.

- Replace the batteries after receiving the lock's low battery notification.
- Only use clean water, mild cleaner, and soft, non-abrasive cloth when cleaning.
- Never submerge the lock or any of the lock's components.
- Never apply any cleaner directly to any part of the lock.
- Do not let water and liquids get into the lock's electric parts or battery compartment.
- Objects should not be hung from the lock's handles at any time.
- Installation surfaces must be level. Do not install on doors or surfaces with any type of deformity as gaps or warping may cause the lock to malfunction or fail to operate entirely.
- Old and new batteries as well as batteries from different brands may not be mixed.
- Use only four AA batteries.
- Use the lock only as described in this user manual.
- If the battery compartment or surrounding parts are damaged, do not use the lock.

1.3 Disposal at End-of-Life

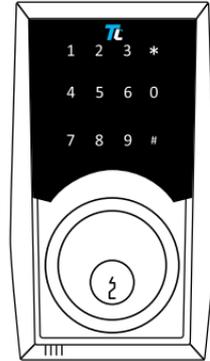
This product must not be disposed of by incineration, landfilling, or mixing with household trash. Improper disposal of the battery contained within this product may result in the battery heating up, rupturing, or igniting which may cause serious injury. The substances contained inside the battery present chemical risks to the environment. The recommended disposal for any TurboLock TL-200 Smartbolt at its end-of-life is to dispose of the entire unit at or through an e-waste recycling center, program, or facility. Local regulations and laws pertaining to the recycling and disposal of certain batteries and/or products containing them will vary according to country, state, and local governments. You must check laws and regulations corresponding to where you live in order to properly dispose of the battery and/or unit. It is the user's responsibility to dispose of their waste equipment properly in accordance with local regulations and laws.

For additional information about where you should drop off your batteries and electrical or electronic waste, please contact your local or regional waste-management office, your household waste disposal service, or your point-of-sale.

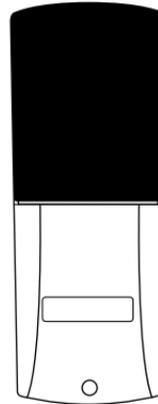
Overview

2.1 Package Contents

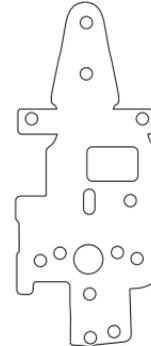
- Outside Section 1x
- Inside Section 1x
- Plate 1x
- Adjustable Latch Assembly 1x
- Wood Screws 4x
- Inside Screws 4x
- Mounting Screws 3x
- Keys 3x
- Strike Box 1x
- Strike Plate 1x



Outside Section



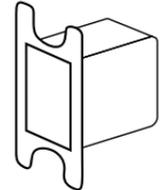
Inside Section



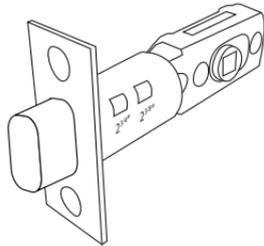
Plate



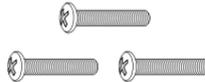
Keys



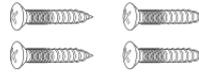
Strike Box



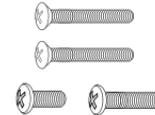
Adjustable Latch Assembly
2-3/8" (60 mm) or 2-3/4" (70 mm)



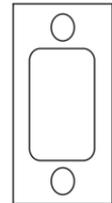
Mounting Screws



Wood Screws

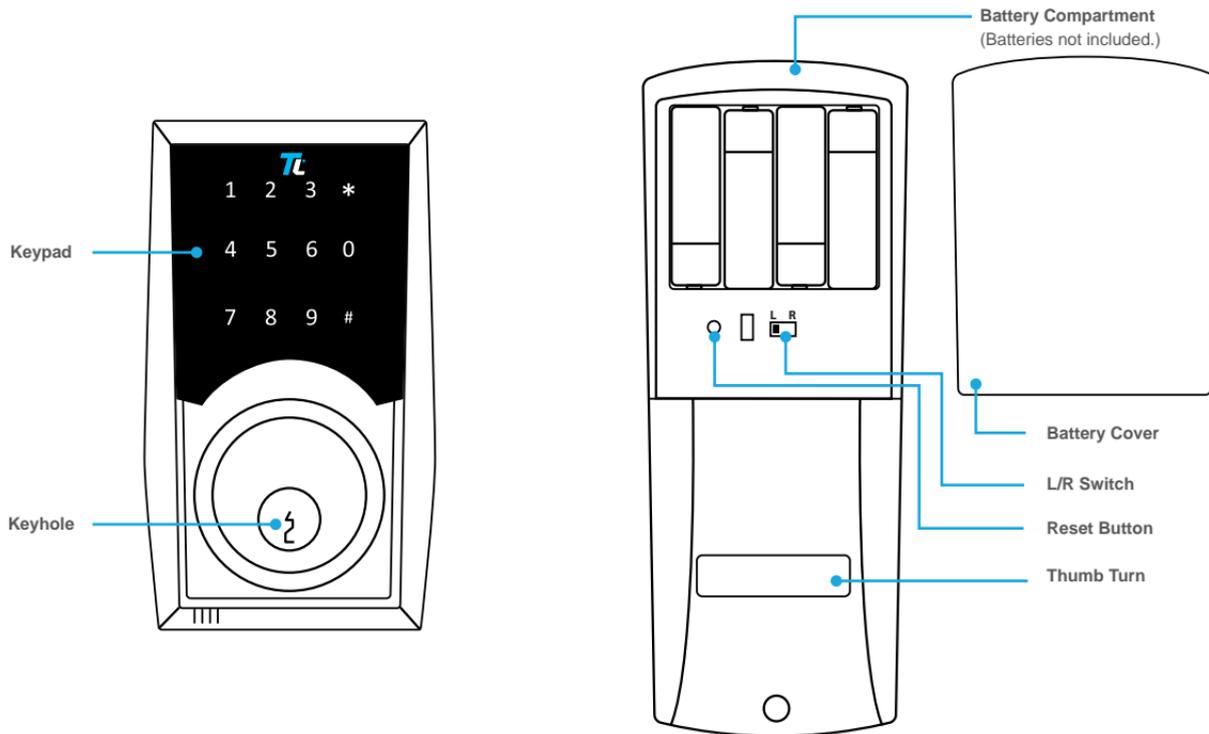


Inside Screws



Strike Plate

2.2 Product Parts



2.3 Battery Information

The lock requires four standard or rechargeable 'AA' batteries which will be stored inside the back of the lock. New batteries should be installed as soon as possible after receiving any low battery indication. When the notification begins, the lock will only have enough power for approximately 50 uses before the batteries are fully depleted. This indication can be received from the app or the lock itself; the lock will beep after being unlocked. Expected battery life is approximately 365 days.

Section 3

Installation (Retrofit)

 **This section details installation steps needed if you are installing the TL-200 on a door with a single cutout already made. Replacing an older fixture with a newer one is known as a retrofit. If your door has never had a lock or doorknob installed or otherwise has no cutout, please skip to page 13.**

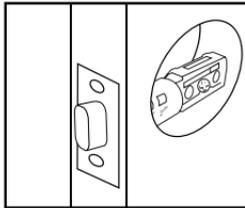
-  • For easier installation, have another person help to hold the lock etc.
- Remove all parts of any old lock before installing the TL-200. In some cases, the old strike plate and/or box may be used.
- For your convenience, installation instructions are broken into segments. Read and follow the instructions for both Pre-Installation and Main Installation.
- If your door happens to have two cut-outs, check the clearance between the two. Make sure there is enough distance so that you may seal off any extra opening.

3.1 Pre-Installation

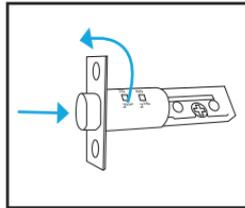
Part 1 Installing the Latch

 **KEEP DOOR AJAR.** At all times during, before, and shortly after installation, keep the door open. If the lock is incomplete or improperly installed, and the door is then closed, the lock and/or door may become stuck.

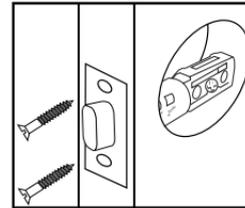
- Step 1.** Insert the latch into the hole and check it. The latch's plate should sit flush against the edge of the door. (Fig. 1) If there's too much space behind the latch or if it's sticking out of the door, the latch should be adjusted. If the latch needs adjusting, move to Step 2. If it doesn't need adjusting, skip to Step 3.
- Step 2.** Turn the latch and extend or retract it as needed. Make sure the metal peg pops into one of the two square holes in the side and the deadbolt is pushed all the way in while adjusting the latch's length. (Fig. 2) Insert the latch back into the door.
- Step 3.** Add 2x wood screws and use a screwdriver (not included) to secure them. (Fig. 3)



(Fig. 1)



(Fig. 2)



(Fig. 3)

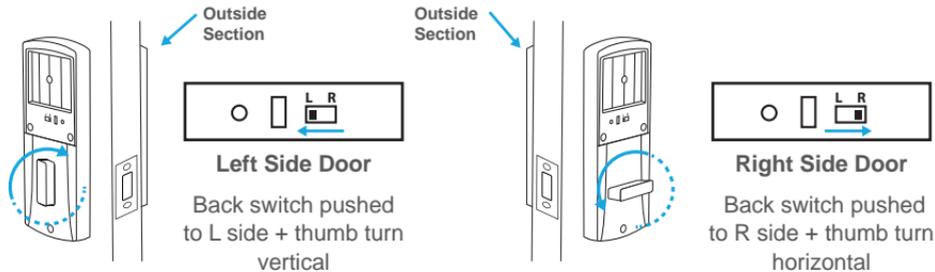
Part 2 Installing the Strike

In most cases, the existing strike plate and setup can be used. If you wish to use the one included with your lock, refer to the instructions for Part 3 on pages 15-16.

Part 3 Adjusting for Door Orientation

- Step 1.** With the door open, check it from the back and/or inside of the room. The lock's parts should be oriented differently depending on whether the lock will be on the left side or right side of the door.

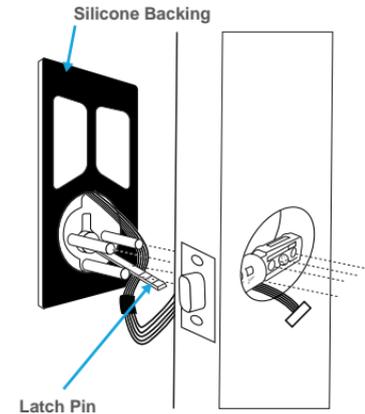
Step 2. Remove the battery cover from the inside section of the lock and adjust the switch and thumb turn as needed.



3.2 Main Installation

Step 1. Start with the outside section. Feed the power cables under the latch and thread the latch pin and two of the pegs through the latch; the third and lowest peg should be under the latch. If needed, have someone hold the door itself or hold the outside section flat against the front of the door. (Fig. 4)

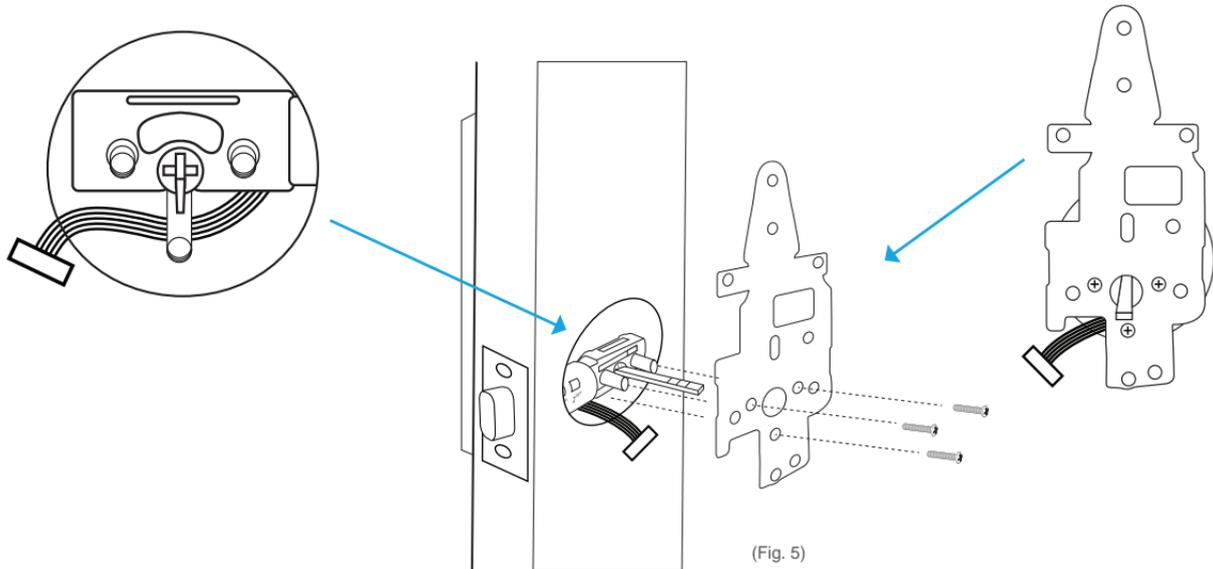
⚠ It's highly recommended to leave the door open and keep the keys in the lock during installation.



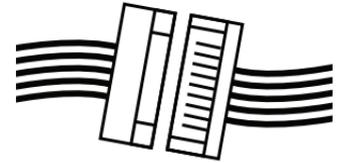
(Fig. 4)

Step 2. Align the plate on the back of the door while making sure to thread the cables under the lowest peg. Move the cables to the corner opening of the plate. Thread the latch pin through the larger hole and match up the pegs with the smaller surrounding holes. Use the 3x mounting screws to fasten the plate to the back of the door. Make sure all screws are tightened. (Fig. 5)

⚠ Check and adjust the plate or cables as needed to make sure the cables are tucked under the lowest peg. Do NOT force the screw through the cables as this will damage the lock and/or make it unusable.



Step 3. Plug the cable into the inside section via the white connectors. Make sure the lines and notches from each connector are on the same side.

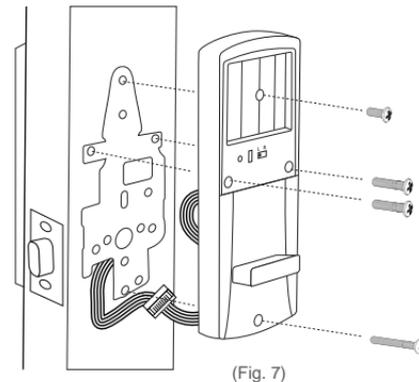
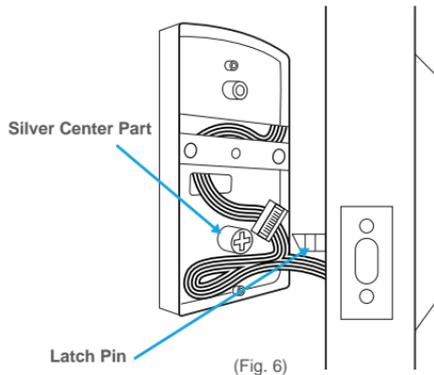


Step 4. Check that the lock is set for the correct orientation. If needed, adjust the switch and thumb turn according to the orientation needed for your door.

Step 5. Fit the inside section over the plate; make sure to thread the latch pin into silver center part and tuck the cords away from the lowest screw hole. (Fig. 6)

Step 6. With the inside section flat against the back of the door, use the 4x inside screws to fasten it to the back of the door. Check the images and note the placements for the different sized screws. (Fig 7.) Make sure all screws are tightened.

⚠ Check and adjust the cables as needed to make sure they are tucked away from any screw hole opening. Do NOT force the screw through the cables as this will damage the lock and/or make it unusable.



- Step 7.** Add batteries to the battery compartment, then slide the cover down over it. The lock should now be ready to use. It's highly recommended to use the keys, default password, and the app to test the lock to make sure it works before closing the door. See Section 6 for information on the default admin password. See Section 8 for information on the app.

Section 4

Installation (New)

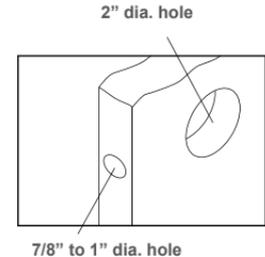
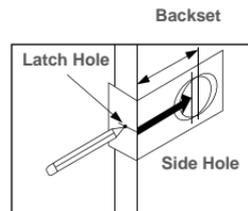
⚠ This section details installation steps needed if you are installing the TL-200 on a door without a cutout. If you are using the TL-200 to replace an old lock or if your door otherwise already has a cutout, please go back to page 8.

- Ⓝ**
- For easier installation, have another person help to hold the lock etc.
 - For your convenience, installation instructions are broken into segments. Read and follow the instructions for both Pre-Installation and Main Installation.

4.1 Pre-Installation

Part 1 Making the Opening

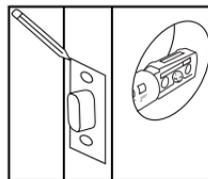
- Step 1.** Using the provided template, mark the locations for the centers of the backset and the latch hole.
- Step 2.** Bore a 54mm (about 2" or 2 1/8") hole on the door face, then drill a 25mm (about 1") hole into the edge of the door so that it intersects with the larger hole.



- When drilling the 54mm (about 2" or 2 1/8") hole, it's recommended to drill from both sides of door to stop the wood from splintering.
- It may be easier to drill the 54mm hole with a hole saw bit (not included).
- It may be easier to drill the 25mm hole with a hole saw bit (not included) or a 7/8" spade bit (not included). If using a spade bit, do not drill at high speeds as this may tear out extra wood and damage the door.

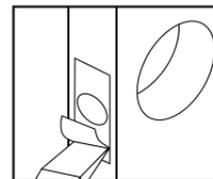
Part 2 Installing the Latch

Step 1. Insert the latch into the hole. Using a pencil, mark a line around the edges of the latch to use as a guide. After marking each side, remove the latch. (Fig. 8)



(Fig. 8)

Step 2. Chisel about 3mm (0.1") deep or until the latch plate sits flush with the door edge. (Fig. 9)



(Fig. 9)

- During chiseling, it's highly recommended to stop and reinsert the latch every once in a while to see if it sits flush. If not, chisel a little more and check again. Be careful not to chisel too deep otherwise the lock may not function correctly after installation.

Step 3. Insert the latch into the hole and check it. The latch's plate should sit flush against the edge of the door. The latch should be adjusted if there's too much space behind it or if it's sticking out of the door. If the latch needs adjusting, move to Step 4. If it doesn't need adjusting, skip to Step 5.

Step 4. Turn the latch and extend or retract it as needed. Make sure the metal peg pops into one of the two square holes in the side and the deadbolt is pushed all the way after adjusting the latch. Insert the latch back into the door.

Step 5. Add 2x wood screws and use a screwdriver (not included) to secure them.

Part 3 Creating a Mortise & Installing the Strike

Step 1. Push the door until nearly closed and check where the latch's bolt touches the frame.

Step 2. First, use a pencil to mark the horizontal center of the latch on the door frame.

Step 3. Open the door again and extend the line over the edge of the door and inside the frame.

Step 4. Measure the inside of the frame. Determine and mark the halfway point. From this point, use a ruler to draw a line straight down so that it intersects the existing line.

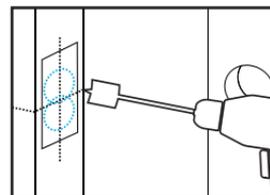
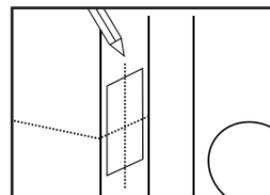
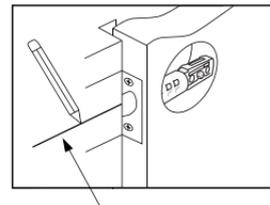
Step 5. Use a 7/8" (22.2mm) spade bit and a drill to make two partially overlapping holes about 0.6" (15mm) deep centered both above and below the center line. If needed, use the chisel to make the hollow (aka "mortise") more square. Note, if you choose to use the strike box, you may need to chisel slightly deeper.

(N) If using a spade bit, do not drill at high speeds as this may tear out extra wood and damage the door or doorframe.

Step 6. Hold the strike plate over the mortise. Using a pencil, mark a line around the edges of plate to use as a guide. After marking at the straight edges of the plate, remove the plate.

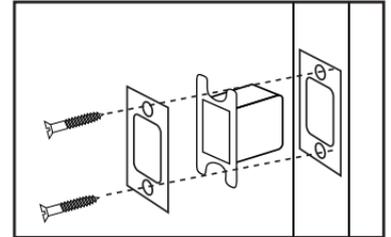
Step 7. Chisel about 1.5mm deep or until the strike plate sits flush with the door frame. Note, if you choose to use the strike box, you may need to chisel slightly deeper.

(N) During chiseling, it's highly recommended to stop and check to see if the strike plate sits flush in the doorframe over the strike box. If not, chisel a little more and check again. Be careful not to chisel too deep otherwise the lock may not function correctly after installation.



Step 8. Position the strike and strike box, then use a pencil to mark the center points of the screw openings in the strike plate. Set the strike and strike box aside and drill two small holes at each center point.

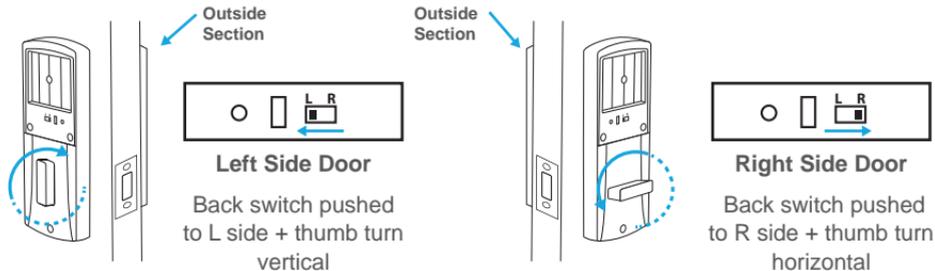
Step 9. Position the strike and strike box. Add the 2x remaining wood screws and use a screwdriver (not included) to secure them.



Part 4 Adjusting for Door Orientation

Step 1. With the door open, check it from the back and/or inside of the room. The lock's parts should be oriented differently depending on whether the lock will be on the left side or right side of the door.

Step 2. Remove the battery cover from the inside section of the lock and adjust the switch and thumb turn as needed.

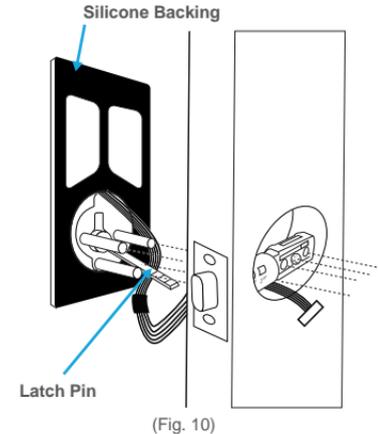
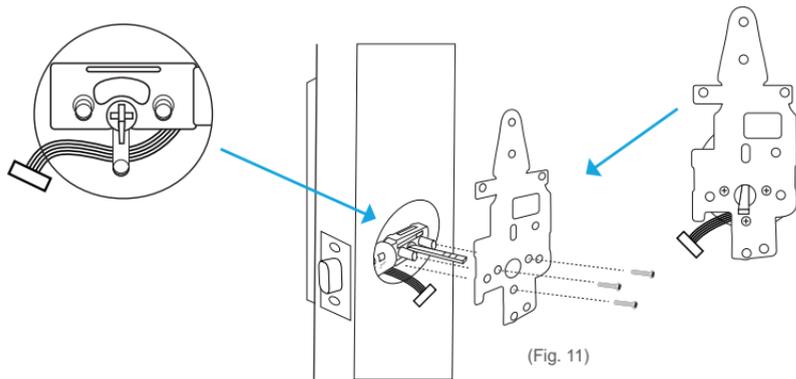


4.2 Main Installation

Step 1. Start with the outside section. Feed the power cables under the latch and thread the latch pin and two of the pegs through the latch; the third and lowest peg should be under the latch. If needed, have someone hold the door itself or hold the outside section flat against the front of the door. (Fig. 10)

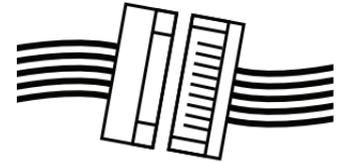
⚠ It's highly recommended to leave the door open and keep the keys in the lock during installation.

Step 2. Align the plate on the back of the door while making sure to thread the cables under the lowest peg. Move the cables to the corner opening of the plate. Thread the latch pin through the larger hole and match up the pegs with the smaller surrounding holes. Use the 3x mounting screws to fasten the plate to the back of the door. Make sure all screws are tightened. (Fig. 11)



⚠ Check and adjust the plate or cables as needed to make sure the cables are tucked under the lowest peg. Do NOT force the screw through the cables as this will damage the lock and/or make it unusable.

Step 3. Connect the cables with the white connectors. Make sure the lines and notches from each connector are on the same side.

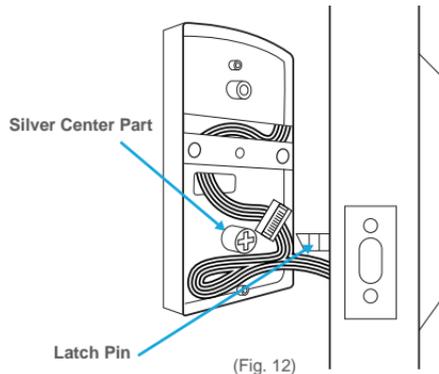


Step 4. Check that the lock is set for the correct orientation. If needed, adjust the switch and thumb turn according to the orientation needed for your door. Check the images on page 16.

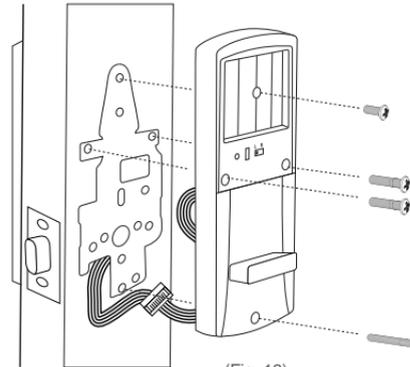
Step 5. Fit the inside section over the plate; make sure to thread the latch pin into silver center part and tuck the cords away from the lowest screw hole. (Fig. 12)

Step 6. With the inside section flat against the back of the door, use the 4x mounting screws to fasten it to the back of the door. Check the images and note the placements for the different sized screws. (Fig. 13) Make sure all screws are tightened.

⚠ Check and adjust the cables as needed to make sure they are tucked away from any screw hole opening. Do NOT force the screw through the cables as this will damage the lock and/or make it unusable.



(Fig. 12)



(Fig. 13)

- Step 7.** Add batteries to the battery compartment, then slide the cover down over it. The lock should now be ready to use. It's highly recommended to use the keys, default password, and the app to test the lock to make sure it works before closing the door. See Section 6 for information on the default admin password. See Section 8 for information on the app.

Section 5

Using the Lock

In general, there are two simple ways to unlock your door via the lock other than using the keys.

Option 1

Via the keypad. Press any key so that the keypad lights up, use the keypad to enter a password, and then enter '#'. The lock will engage.

Option 2

Via the app. With the app open, press any key so that the keypad lights up. The lock will engage and you may receive in-app notification or sound to indicate that the lock was used.

 Note, regardless of method, the TL-200 will not lock again on its own. To lock the door, close it, press any key so that the keypad lights up, and then press '*'. The lock will engage and lock the door.

 For more details regarding various entry methods, see the following information.

Using the Admin Password

Touch any key so that the keypad lights up, enter the Admin Password, and then press '#'. The lock will engage allowing you to open the door. Note, the Admin Password must be changed from the default password. See Section 6.

Using a User Password

Touch any key so that the keypad lights up, enter the password received from the app's admin, and then press '#'. The lock will engage allowing you to open the door. Note, User Passwords may have restricted access according to the app admin's discretion.

Using the Micro USB Port

Use a micro USB cable to connect a power bank via the port on the bottom of the lock. Make sure the power bank is on, touch any key so that the keypad lights up, enter a password, and then press '#'. The lock will engage allowing you to open the door.

- Ⓝ A micro USB cable and power bank are not included.
- Ⓝ
 - The TL-200 also features a Mute Function. See Section 7.
 - If a password has been entered wrong 3x in a row, regardless of the entry method, the lock will go into a 15-minute period of inactivity where it cannot be used. This is a security feature designed to prevent unwanted parties from using the lock.

Section 6

Keypad Passwords

6.1 Changing the Admin Password

- ⚠
 - The Admin Password must always be exactly 6 digits long.
 - The default Admin Password is '**123456**'.
 - For security, it is highly recommended that you change the Admin Password from the default.

Step 1. Use the keypad to enter the default ('**123456**') or current Admin Password, then press '#'.

Step 2. Enter '1' and then press '#'.

Step 3. Enter the new Admin Password, and then press '#'.

Step 4. Re-enter the new Admin Password, and then press '#'.

Step 5. Wait for the backlight to go out so that the new password successfully saves.

Step 6. If desired, test the new password to confirm the modification was successful.

Ⓝ The password must be entered while the blue backlight is on. If it goes out, begin again at Step 1.

6.2 Adding User Passwords

- Ⓝ
- The admin must create passwords for users.
 - User passwords must be 5 digits long.

Step 1. Press any key so that the keypad lights up, enter the Admin Password, and then press '#'.

Step 2. Enter '2' and then press '#' before the light turns off. Next, enter a 5-digit password, then press '#'.

Step 3. Re-enter the same 5-digit password, then press '#'. The password can now be given to a user and used with the lock.

Section 7

Using the Mute Function

 **USE WITH CAUTION.** Remember to turn off the function when it is no longer needed. Do not leave this function on for extended periods of time.

Muting

Step 1. Use the keypad to enter the current Admin Password, then press '#'. The lock will engage.

Step 2. Press '5' and then '#'. The lock will stop emitting sound.

Un-muting

Step 1. Use the keypad to enter the current Admin Password, then press '#'. The lock will engage.

Step 2. Press '5' and then '#'. The lock will then begin to emit sound.

Section 8

The TurboLock App

For your convenience, there is a TurboLock app that uses Bluetooth technology to interact with the lock. The app is compatible with most Android and iOS smartphones and grants full access to all of the lock's features. The app allows you to have additional ways to unlock your door, decide who can use passwords and when, keep record of times when the lock is used, set preferences for real-time unlock notifications, and more. To get the app, follow the instructions below.

8.1 Installation

Step 1. Use your smartphone to search the Play or App Store for the “TurboLock” application.

Step 2. Download and install the app according to your operating system.

Step 3. Turn on Bluetooth and open the app.

Step 4. Register for an account and return to the app.

- ④ • For instructions and/or information on how to use the app, register for an account and refer to the in-app instructions or contact customer service.
- In order to use the app with the TL-200, the two must be paired.
- When using the app to unlock the door via Bluetooth, delays may be caused due to signal interference. Signals from other electronics, including but not limited to wireless devices, Bluetooth devices, and some household appliances including microwaves etc., can interfere with the lock’s signals. To minimize interference, do not keep these devices in close proximity to the lock.



8.2 Pairing

(N) Before pairing, the lock must be reset. Follow each step below for the complete process.

Step 1. Use the keypad to enter the current Admin Password, then press '#'. The lock will engage.

Step 2. Press '3' and then '#'. The lock will reset.

Step 3. Press any key so that the keypad lights up. Make sure the keypad is lit up during pairing.

Step 4. Open the app, tap the + icon near the bottom of the screen, and then select the lock type. The app will then begin pairing.

Step 5. Tap any confirmation messages as needed. The lock may emit a beeping sound and open upon pairing for the first time.



Main Interface (Admin View)



Main Interface (User View)

- a. Send keys to others via email
- b. Touch to reset/erase temporary keypad codes
- c. Touch to view and manage user(s) lock access
- d. Touch to manage admin password or generate temporary access codes
- e. Touch to view unlock records and details
- f. Touch to view temporary access records and details
- g. Toggle the in-app unlock sound on/off
- h. Toggle to turn notifications on/off
- i. Touch to view information about the lock

- (N)** • Images for illustrative purposes only. Actual images may vary.
- App content subject to change without notification.
- App content may differ depending on operating system.

8.3 Generating & Converting Keypad Passwords

For users without TurboLock app access, the lock's admin can generate and send a 10-digit code that users can manually enter into the TurboLock to gain access. This 10 digit code can be revoked at any time by the lock's admin. If needed, the length of the passwords can be entered into the lock and changed to a shorter one so that it is easier to remember.

- Ⓝ Keypad passwords should only be used for periods of temporary use. For permanent keys, it is highly recommended to add user passwords. For instructions, refer to Section 6.2.

⚠ **OVERWRITING POSSIBILITY.** You may generate and convert passwords up to 5 times. If you attempt to generate another password and then convert it, this new password will overwrite the first converted password.

How to Generate

- Step 1.** After opening the app, tap the lock to open the main interface.
- Step 2.** Tap "Reset Keys" to receive key permissions from the TurboLock server. Tapping "Reset Keys" should only be done once. Subsequent taps will erase any digital keys.
- Step 3.** Tap "Admin Password" to open the corresponding admin-only menu.
- Step 4.** Tap "Send Keypad Password", select duration, and send.
- Step 5.** A temporary keypad password (8-10 digits) should then display on-screen. Give this code to the desired party.

How to Convert

- Ⓝ If you are the lock's admin, a Keypad Password can be generated in-app. If you are a user for the lock, the admin must first generate the password and give it to you.
- Step 1.** Press any key so that the keypad lights up, then enter the Keypad Password (8-10 digit password received in-app or via the lock's admin), and then press '#'.
- Step 2.** Before the light turns off, enter a shorter password (5 digits long), and then enter '#'.
- Step 3.** Re-enter the same 5-digit password, then press '#'. The new password (5 digits) can now be used with the lock. Note, the old password (8-10 digits) will also still remain active.

Resetting the Lock

- ⚠ • Resets cannot be reversed.
- Performing a reset will delete all passwords including the Admin Password.
- Once all passwords are erased, only the Admin Password can open the lock via the default password.
- After a reset:
 - Admin Password will return to its default '123456'.
 - Choose a new Admin Password immediately. See Section 6.
 - All digital keys and codes issued via the app will be erased. In order to restore app functionality, it must be paired with the lock again.

Option 1

Step 1. Remove the cover from the battery compartment at the back of the lock.

Step 2. Press and hold the reset button for at least five seconds.

Option 2

Step 1. Use the keypad to enter the Admin Password, then enter '#'.

Step 2. Enter '3' and then press '#'.

- Ⓝ If the lock is removed, it will reset as a reset will occur if the internal cables are disconnected and reconnected.

Section 10

Maintenance

Proper cleaning and maintenance of your lock ensures it will continue to work as it should.

- The keypad is made of acrylic. Use water and soft, non-abrasive cloth when cleaning.
- If a mess cannot be cleaned with water, apply a gentle cleaner to the cloth and clean.
- Do not apply any cleaner or detergent directly to any part of the lock.
- After cleaning with any cleaner, rinse with clean water and dry so as not to leave residue on the lock.
- Do not let water and liquids get into the lock's electric parts or battery compartment.

Section 11

Troubleshooting

Ⓝ If none of the following resolves your issue, please visit our website at www.turbolock.com or contact customer service at 855-850-8031.

Problem	Possible Cause	Solution(s)
Why can't I open the door?	Too much time has passed.	Turn the handle to open the door while the lock's backlight is still on.
	Your access has been restricted.	If you received a key from the lock's admin, your access may be restricted to certain times of the day etc. Check with your admin regarding these details.

Problem	Possible Cause	Solution(s)
Why does the lock jam? / The door doesn't close.	The latch size is wrong.	Disassemble the lock and check the latch assembly. If retrofitting, check the latch length and adjust as needed. If installed on a new door, adjust the latch and/or, drill into the door to fit the latch as needed.
	The strike plate and latch aren't correctly aligned.	Open the door and check the alignment of both the latch and the strike plate. Adjust as needed.
The lock doesn't work.	The lock isn't receiving power.	Ensure the batteries are properly installed. Remove and reinstall if needed.
	The batteries are entirely dead and/or were not replaced in a timely manner.	Replace the batteries.
Use the micro USB port to power the lock so that the door opens. Replace the batteries.		
I entered the password wrong (at least 3x).	If a password has been entered wrong 3x in a row, regardless of the entry method, the lock will go into a 15-minute period of inactivity where it cannot be used. This is a security feature designed to prevent unwanted parties from using the lock.	Wait 15 min. and try again.
Why is the lock beeping multiple times?		

Problem	Possible Cause	Solution(s)
I forgot my codes.	The codes were not properly recorded.	Perform a reset in order to erase all passwords. In order to perform a reset, you must have access to the back of the door. Once a reset is performed, record the passwords in memory or a secure location.

Section 12

Warranty

12.1 Violation

The lock cannot be repaired or serviced within its warranty period if any of the following has occurred:

- The warranty has expired
- Damage occurred during or in relation to non-routine and/or unauthorized disassembly
- Failure to provide a valid proof of purchase when requesting service or repair
- Damage occurred as a result of natural disaster etc.
- Damage occurred due to unexpected factors or man-made reasons (including mis-operation, fluid found in any openings, improper insertion or pulling, hauling, bumping, improper voltage input and others)

12.2 Information

One Year Limited Hardware Warranty

Your TurboLock Smartbolt (“Product”) includes a One Year Limited Hardware Warranty (“Warranty”). The Warranty covers product defects in materials and workmanship under normal use. This Warranty is limited to residents of the United States and Canada only and is available only to original purchasers. This Warranty gives you specific legal rights and you may also have other rights which vary from state to state.

This Warranty starts on the date of your purchase and lasts for one year (the “**Warranty Period**”). The Warranty Period is not extended if the Product is repaired or replaced. We may change the availability of this limited warranty at our discretion, but any changes will not be retroactive.

Warranty services are provided by Warranty Pro (“WP”). If a hardware defect arises and a valid claim is received within the Warranty Period, at its option and to the extent permitted by law, WP will: (1) repair the hardware defect by using new or refurbished parts that are equivalent to new in performance and reliability; or (2) exchange the Product with a product that is new or refurbished which is substantially equivalent to the original product. This Warranty is for one replacement only of like-items and does not cover items out of production if the product is no longer made or stocked. This Warranty is not assignable or transferable. The original purchaser may call the toll-free number at 855-850-8031 for service requests.

When a product or part is exchanged, any replacement item becomes your property and the replaced item becomes WP’s property. This warranty only covers technical hardware defectiveness during the warranty period and under normal use conditions. WP does not warrant uninterrupted or error-free operation of this Product.

This Warranty does not cover any damage due to: (a) transportation; (b) storage; (c) improper use; (d) failure to follow the product instructions or to perform any preventive maintenance; (e) modifications; (f) unauthorized repair; (g) normal wear and tear; or (h) external causes such as accidents, abuse, or other actions or events beyond our reasonable control.

Important: Do not disassemble the Product. Disassembling the Product will void this Warranty. Only WP or a party expressly authorized by WP should perform service on this Product.

DISCLAIMER OF WARRANTY: THE REMEDIES DESCRIBED ABOVE ARE YOUR SOLE AND EXCLUSIVE REMEDIES AND OUR ENTIRE LIABILITY FOR ANY BREACH OF THIS LIMITED WARRANTY. OUR LIABILITY SHALL UNDER NO CIRCUMSTANCES EXCEED THE ACTUAL AMOUNT PAID BY YOU FOR THE DEFECTIVE PRODUCT, NOR SHALL WE UNDER ANY CIRCUMSTANCES BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL OR PUNITIVE DAMAGES OR LOSSES, WHETHER DIRECT OR INDIRECT.

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