

# BLUETOOTH KEYLESS ACCESS



# TL

**TURBOLOCK™**

## TL-99

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.

## User Manual

v3. 102617

***TURBOLOCK™***

[www.turbolock.com](http://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-99 Bluetooth-enabled Smartlock. 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 1-855-850-8031. 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

- **The lock shall only be used as described in this manual.**
- **Verify that all parts of the lock are accounted for. If any part is missing, contact customer service.**
- **If the battery compartment or surrounding parts are damaged, do not use the lock.**
- **Use only four AAA batteries. Do not mix old and new batteries or batteries from different brands.**
- **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.**
- **Use only the parts included in the original packaging or received from TurboLock.**
- **Verify all surfaces are flat and level before beginning installation. Installation on doors or surfaces with any type of deformity such as gaps or warping may cause the lock to malfunction or fail to operate entirely.**
- **Expected use is for standard doors made for buildings within the US.**
- **Generally, the batteries may offer up to one full year of use before replacement is needed. Battery life varies by usage.**
- **Replace the batteries after receiving the lock's low battery notification.**
- **Never apply any cleaner directly to any part of the lock. Only use clean water, mild cleaner, and soft, non-abrasive cloth when cleaning.**
- **Risk of shock. Do not allow water and/or liquids to get into the lock's electric parts.**
- **Never submerge the lock or any of the lock's components.**
- **Hanging objects on the lock is not recommended.**
- **The lock may be used with the TurboLock app. The lock will function without the app but full functionality may only be achieved when the app is used.**

### **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-99 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 types of 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 with accordance with local regulations and laws.

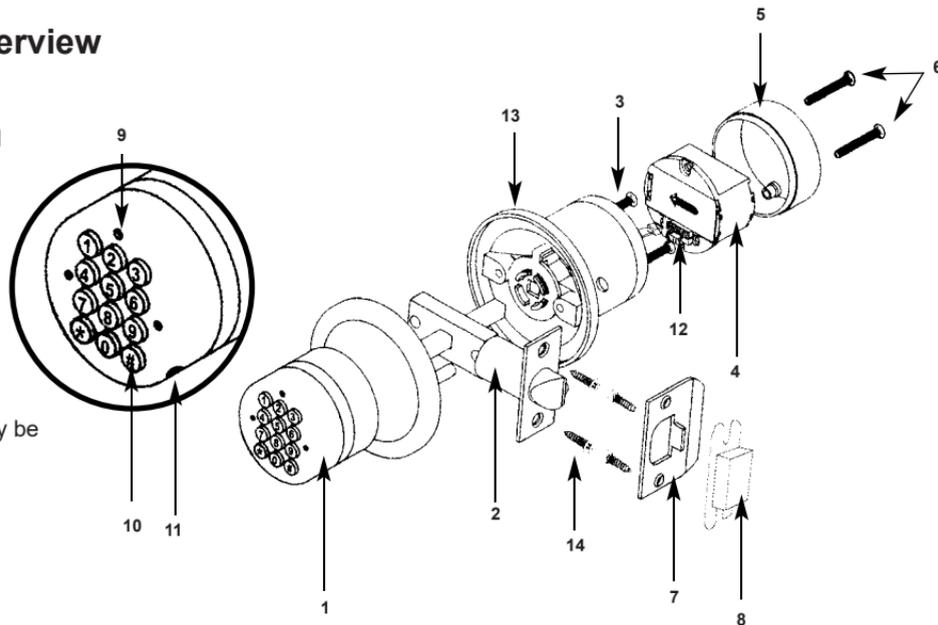
For additional information about where you should drop off your batteries and electrical or electronic waste, please contact your local or regional waste-management office, your household waste disposal service, or your point-of-sale.

## Package Contents & Overview

### 2.1 Contents

- TL-99 Bluetooth-enabled Smartlock x 1
- Outside Knob x 1
- Inside Knob x 1
- Latch Assembly x 1
- Wood Screws x 4
- Mounting Screws x 2
- Inside Screws x 2
- Backup Battery Pack x 1

- Ⓝ - Mounting screws may already be inside the lock upon opening.
- Batteries not included.



### 2.2 Overview

- |                        |                  |                          |
|------------------------|------------------|--------------------------|
| 1: Outside Knob        | 6: Inside Screws | 11: Emergency Power Port |
| 2: Latch Assembly      | 7: Strike Plate  | 12: Reset Button         |
| 3: Mounting Screws     | 8: Strike Box    | 13: Inside Knob          |
| 4: Battery Compartment | 9: LED Indicator | 14: Wood Screws          |
| 5: Inside Knob Cover   | 10: Keypad       |                          |

## 2.3 Battery Information

The lock requires four standard or rechargeable 'AAA' 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 times 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. If needed, use the included Backup Battery Pack with the lock's Emergency Power Port.

## 2.4 Usage Overview

The easiest way to use the lock is via proximity. With the app open, press any keypad key and the lock engages automatically. In addition to this method, the TL-99 provides other ways to open your door. Each time the lock engages and unlocks the door, regardless of entry method, the door can only be opened while the backlight is still on and the lock is beeping. After it stops, the lock will automatically engage again and lock the door.

### Using the Admin Password

Touch any key so that the keypad lights up, enter the Admin Password, and then press '#' to unlock the door. Note, the Admin Password must be changed from the manufacturer's default. See Section 6.

### Using the Emergency Power Port

Use the Backup Battery Pack to supply power via the Emergency Power Port on the bottom of the lock. The backlight will turn on indicating the lock is receiving power. Enter a password and then press '#' to unlock the door as usual.

### 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 '#' to unlock the door. Note, User Passwords may have restricted access according to the app admin's discretion.

### Passive Function

After turning the function on, touch any key so that the keypad lights up then open the door. No password is needed.

- **(N)** • The TL-99 features a Mute Function. See Section 8.
- 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.

## Installation (Retrofit)

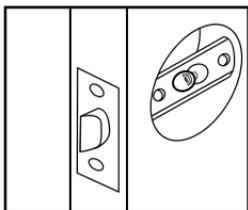
- ⚠** This section details installation steps needed if you are installing the TL-99 on a door with a single cutout already made. Replacing an older fixture with a newer one is known as a retrofit. If your door has never had a lock or doorknob installed or otherwise has no cutout, please skip to Section 4.
- (N)**
- For easier installation, have another person help to hold the lock etc.
  - Remove all parts of any old lock before installing the TL-99. 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

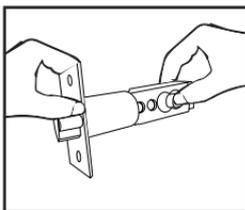
#### Part 1 - Installing the Latch

- ⚠** **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. • After finishing installation, be sure to use the door at least once to make sure all parts of the lock function correctly.

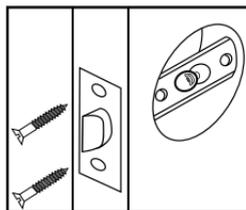
- Step 1.** Insert the latch into the hole and check it. The latch's plate should sit flush against the edge of the door. (Fig. 1) If there's too much space behind the latch or if it's sticking out of the door, the latch should be adjusted. If the latch needs adjusted, move to Step 2. If it doesn't need adjusted, skip to Step 3.
- Step 2.** Hold the front of the latch and the square opening from both sides, pull or push to extend or retract the latch end as needed. (Fig. 2) Insert the latch back into the door.
- Step 3.** Check the latch's bolt and make sure the rounded side faces in. 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

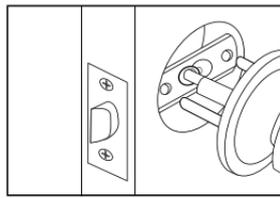
In most cases, the existing strike plate and setup can be used. If you wish to use the one included with your lock, skip to Section 4.1, Part 3.

### 3.2 Main Installation

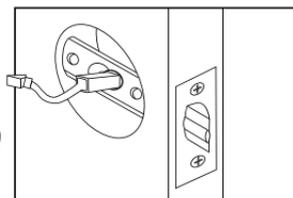
**Step 1.** Start with the Outside Knob. Feed the cable through the square hole in the latch and thread the two pegs through the smaller, round holes. If needed, have someone hold the door itself or hold the Outside Knob flat against the front of the door afterwards. (Fig. 4 and Fig. 4a)

**⚠ Do NOT force the cable's connector end through any part of the lock. Damaging the connector may make the lock unusable.**

**⚠ It's highly recommended to leave the door open during installation.**



(Fig. 4)



(Fig. 4a)

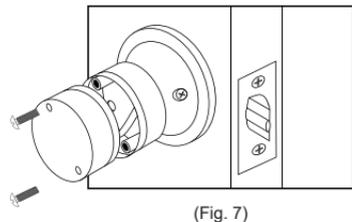
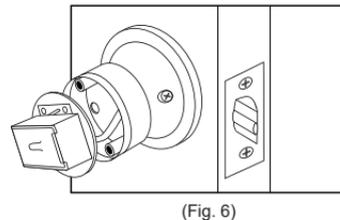
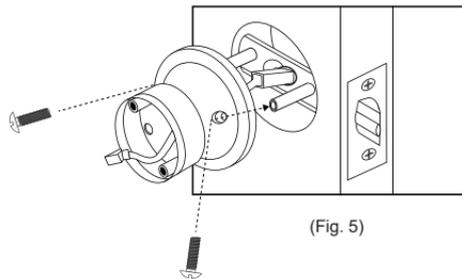
**Step 2.** Align the Inside Knob on the back of the door making sure to thread the cable and latch pin through the square opening. Use the 2x mounting screws to fasten the Outside Knob and Inside Knob to the door. Make sure both screws are tightened. (Fig. 5)

**⚠ Do NOT force the cable's connector end through any part of the lock. Damaging the connector may make the lock unusable.**

**Step 3.** Add batteries to the battery compartment then slide the cover over it. Next, plug the lock's cable into the compartment via the white connectors. (Fig. 6)

**Step 4.** Match the notches on the battery compartment with the screw holes inside the knob. Holding the compartment in place, place the knob cover over it. Use the 2x Inside Screws to fasten everything together. (Fig. 7) Make sure all screws are tightened.

**Step 5.** The lock should now be ready to use. It's highly recommended to use the 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 9 for information on the app.



## Installation (New)

**⚠** This section details installation steps needed if you are installing the TL-99 on a door without a cutout. If you are using the TL-99 to replace an old lock or if your door otherwise already has a cutout, please go back to Section 3.

- (N)** • 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.

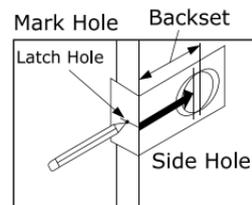
### 4.1 Pre-Installation

#### Part 1 Making the Opening

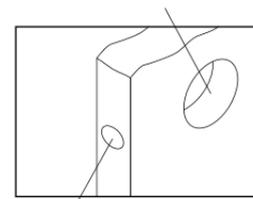
**Step 1.** Using the provided template, mark the locations for the centers of the backset and the latch hole.

**Step 2.** Bore a 54mm (about 2" or 2 1/8") hole on door face, then drill a 25mm (about 1") hole into the edge of the door so that it intersects with the larger hole.

- (N)** • 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.



2 in. dia. hole



1 in. dia. hole

## Part 2 - Installing the Latch

**Step 1.** Insert the latch into the hole. Using a pencil, mark a line around edge of latch plate to use as a guide. After marking at all four sides of the plate, remove the latch. (Fig. 8)

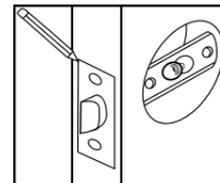
**Step 2.** Chisel about 3mm (0.1") deep or until latch plate sits flush with door edge. (Fig. 9)

Ⓝ 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.

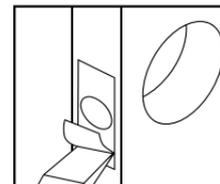
**Step 3.** Insert the latch into the hole and check it. The latch's plate should sit flush against the edge of the door. (Fig. 10) If there's too much space behind the latch or if it's sticking out of the door the latch should be adjusted. If the latch needs adjusted, move to Step 4. If it doesn't need adjusted, skip to Step 5.

**Step 4.** Hold the front of the latch and the square opening from both sides, pull or push to extend or retract the latch end as needed. (Fig. 11) Insert the latch back into the door.

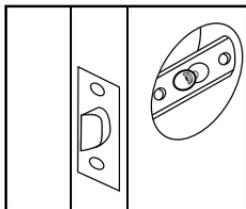
**Step 5.** Check the latch's bolt and make sure the rounded side faces in. Add two Wood Screws and use a screwdriver (not included) to secure them. (Fig. 12)



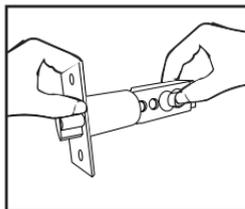
(Fig. 8)



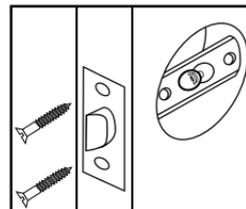
(Fig. 9)



(Fig. 10)



(Fig. 11)



(Fig. 12)

### 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.

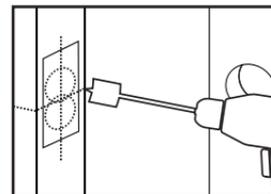
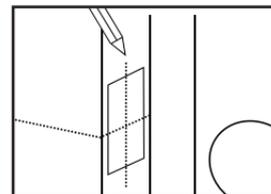
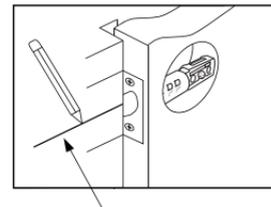
**Step 5.** Use a 7/8" (22.2mm) spade bit and a drill to make two partially overlapping holes about 0.6" (15mm) deep centered both above and below the center line. If needed, used the chisel to make the hollow (aka "mortise") more square. Note, if you choose to use the strike box, you may need to chisel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

Ⓝ 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.

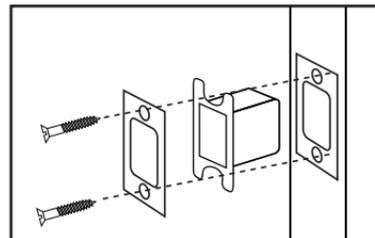
**Step 7.** Chisel about 1.5mm deep or until strike plate sits flush with door frame. Note, if you choose to use the strike box, you may need to chisel slightly deeper.

Ⓝ 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.



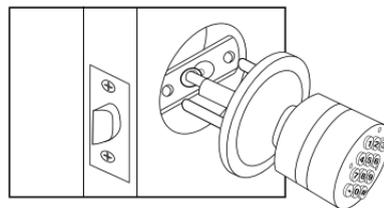
**Step8.** Position the strike and strike box, then use a pencil to mark the center points of the screw openings in the strike plate. Set the strike and strike box aside and drill two small holes at each center point.

**Step9.** Position the strike and strike box. Add the two remaining Wood Screws and use a screwdriver (not included) to secure them.

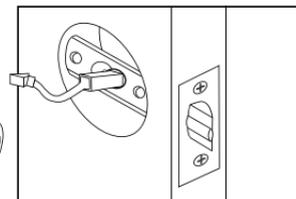


## 4.2 Main Installation

**Step 1.** Start with the Outside Knob. Feed the cable through the square hole in the latch and thread the two pegs through the smaller, round holes. If needed, have someone hold the door itself or hold the Outside Knob flat against the front of the door afterwards. (Fig. 13 and Fig. 13a)



(Fig. 13)



(Fig. 13a)

-  **Do NOT force the cable's connector end through any part of the lock. Damaging the connector may make the lock unusable.**
-  **It's highly recommended to leave the door open during installation.**

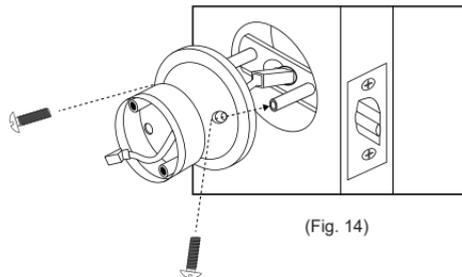
**Step 2.** Align the Inside Knob on the back of the door making sure to thread the cable and latch pin through the square opening. Use the 2x mounting screws to fasten the Outside Knob and Inside Knob to the door. Make sure both screws are tightened. (Fig. 14)

**⚠ Do NOT force the cable's connector end through any part of the lock. Damaging the connector may make the lock unusable.**

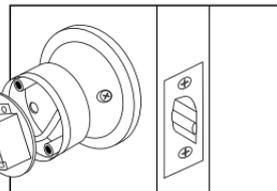
**Step 3.** Add batteries to the battery compartment then slide the cover over it. Next, plug the lock's cable into the compartment via the white connectors. (Fig. 15)

**Step 4.** Match the notches on the battery compartment with the screw holes inside the knob. Holding the compartment in place, place the knob cover over it. Use the 2x Inside Screws to fasten everything together. (Fig. 16) Make sure all screws are tightened.

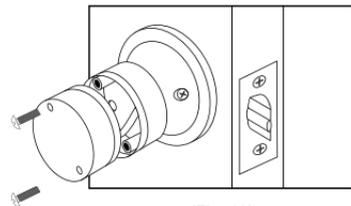
**Step 5.** The lock should now be ready to use. It's highly recommended to use the default password and the app to test the lock to make sure it works before closing the door. See Section 6 for information on the default admin password. See Section 9 for information on the app.



(Fig. 14)



(Fig. 15)



(Fig. 16)

## Section 5

# Using the Lock

Press any key so that the keypad lights up, enter the Admin Password, and then enter '#'. The lock will engage and unlock the door. Note, the lock will engage again after a moment and lock the door again.

 **The Admin Password must be changed from the default manufacturing password. See Section 6.**

 The lock can also be unlocked via the app. Refer to Section 9.

## 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 manufacturer default.

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

**Step 2.** Enter '**1**' then enter '#'.

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

**Step 4.** Re-enter the new Admin Password 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.
- If the Admin Password is lost or forgotten, the lock may be reset. Refer to Section 9.

## 6.2 Adding User Passwords

User passwords can be generated so that more people can use or borrow the lock as needed.

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

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

**Step 2.** Enter '2' then enter '#'.

**Step 3.** Before the light turns off, enter a 5-digit password then enter '#'.

**Step 4.** Re-enter the same 5-digit password then enter '#' . The newly-created 5-digit password can now be given to a user and used with the lock.

### Section 7

## Using the Passive Function

With this function active, the TL-99 can be used to open the door without requiring a password.

- ⚠ **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.**

### Turning On the Passive Function

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

**Step 2.** Before the beeping sound stops, press '6' and then '#' .

### Turning Off the Passive Function

Press any key to activate the lock then immediately press '6' then '#' before the beeping sound stops.

## Section 8

# 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 '#'. The lock will engage.
- Step 2.** Press '5' then '#'. The lock will stop emitting sound.

### Un-muting

- Step 1.** Use the keypad to enter the current Admin Password, then '#'. The lock will engage.
- Step 2.** Press '5' then '#'. The lock will begin to emit sound.

## Section 9

# 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 offers features such as 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.

### 9.1 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.

-  • For instructions and/or information on how to use the app, register for an account and refer to the in-app instructions or visit [www.turbolock.com](http://www.turbolock.com).
- In order to use the app with the TL-99, the two must be paired.

## 9.2 Pairing

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

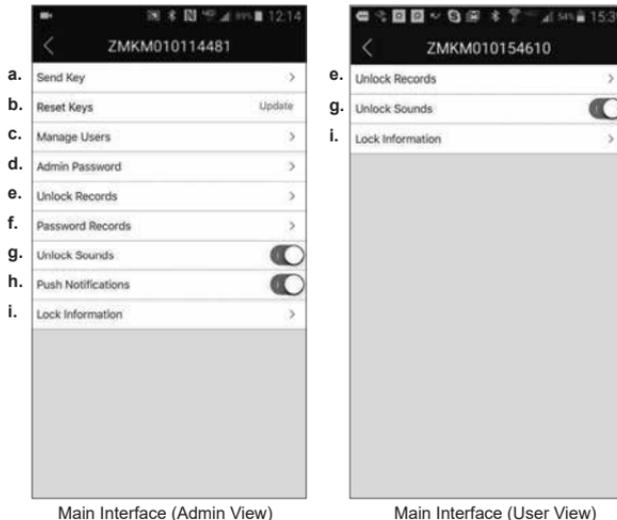
**Step 1.** Use the keypad to enter the current Admin Password, then '#'. The lock will engage.

**Step 2.** Press '3' 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.



- 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.

### 9.3 Generating & Converting Keypad Passwords

For users without Turbolock app access, the Turbolock 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 Turbolock 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 7.

⚠ **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 Keyboard 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), then enter the ‘#’.

**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.

#### Section 10

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

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

### Option 2

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

**Step 2.** Press and hold the reset button for approx. 10-12 seconds until two beeps are heard.

- ⚠ • If the lock is removed, it will be reset as a reset will occur if the internal cables are disconnected and reconnected.
- A reset can also be performed via the app if needed.

## Section 11

# Maintenance

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

- For most cleaning purposes, use water and soft, non-abrasive cloth.
- 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.
- The TL-99 meets IP65 water-resistance, meaning it can withstand splashes and contact with water once properly installed. However, do not submerge the lock.
- Do not let water and liquids get into the lock's electric parts or battery compartment.

## Section 12

# Troubleshooting

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. Check with your admin regarding these details.

<b>Problem</b>	<b>Possible Cause</b>	<b>Solution(s)</b>
<b>Why does the lock jam? / The door doesn't close.</b>	The latch size is wrong.	Disassemble the lock and check the latch assembly. If retrofitting, compare 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.
<b>The lock doesn't work.</b>	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 emergency power port to power the lock so that the door opens. Replace the batteries.
<b>I entered the password wrong (at least 3x).</b>	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.
<b>Why is the lock beeping multiple times?</b>		
<b>I forgot my codes.</b>	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.

Ⓝ If none of the above information resolves your issue, please visit our website at [www.turbolock.com](http://www.turbolock.com) or contact customer service at 855-850-8031.

## Warranty

### 13.1 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)

### 13.2 Information

#### One Year Limited Hardware Warranty

Your TurboLock TL-99 Bluetooth-enabled Smartlock (“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 1-855-850-8031 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.

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

THE DURATION AND REMEDIES OF ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED TO THE DURATION OF THIS EXPRESS LIMITED WARRANTY.





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