

# **TURBOLOCK™**

BLUETOOTH-ENABLED BIKE LOCK

## **TL-400KBL**

# ***Security Made Effortless***



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. 1.0 09/17

## **User Manual**

***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-400KBL Bike Lock. 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.

- 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.
- Recharge the bike lock after hearing the lock's low battery alarm.
- Never apply cleaner directly onto 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 enter the lock's electric parts.
- Never submerge the lock or any of the lock's components.
- The app must be downloaded and used for full functionality.

### **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-400KBL Bike Lock 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 lithium-ion 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.

## Section 2

# Lock Functions

## 2.1 Low Battery Notification

The lock features a function that will notify you if the battery is low. Every time the lock is used, a beeping sound will issue to indicate low battery life. After detecting this notification, replace the batteries as soon as possible. When the low battery notification starts, the lock still can be used about 50 times before the batteries fully deplete.

## 2.2 Alarm Trigger

If the chain plug is not properly inserted into the lock hole, pressing the lock button will cause the lock to beep and the indicator light to flash red to indicate incorrect operation.

## Section 3

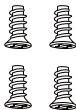
# Overview

## 3.1 Box Contents

TL-400KBL Bike Lock x 1  
User Manual x 1  
Screwdriver x 1  
Screws x 4



TL-400KBL Bike  
Lock x 1



Screws x 4



Screwdriver x 1



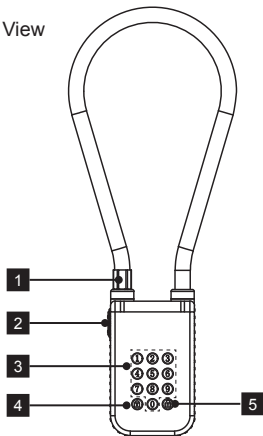
User Manual x 1



Store the screwdriver in a suitable location. As the design is unique, the lock cannot be recharged if the screwdriver is lost.

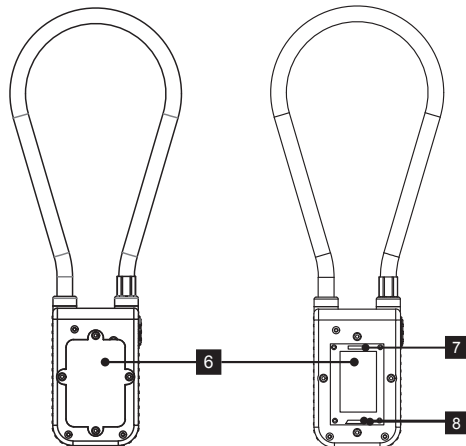
## 3.2 Product Parts

Front View



- 1** Chain Plug
- 2** Release Button
- 3** Keypad
- 4** Lock Button

Rear View



- 5** Unlock Button
- 6** Battery Compartment
- 7** Power Switch
- 8** Micro USB Charging Port

## Section 4

# Preparing for Use

- Ⓝ The battery is partially charged prior to shipment. The battery must be fully charged before using the bike lock for the first time or when the low battery indicator light flashes red. It takes approximately 3 hours to fully charge.
- The life time of the battery pack is limited. Power is slowly drained when not in use, for the standby mode, the battery can last up to 9 months, while the normal use can last up to about 6 months.

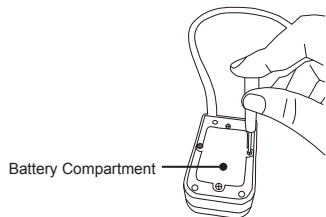
**Step 1.** Use the screwdriver to unfasten the Battery Compartment cover from the lock and set it aside.

**Step 2.** Slide the Power Switch to manually turn OFF your bike lock.

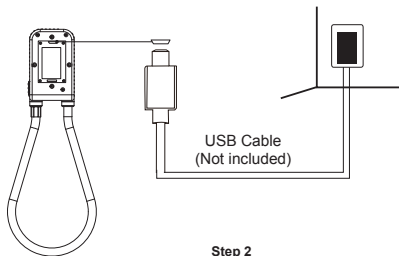
**Step 3.** Insert one end of the USB cable (not included) into the charging port and the other end into a wall outlet.

Ⓝ Make sure to slide the Power Switch to OFF before charging.

**Step 4.** After fully charging your bike lock, disconnect it from the USB cable. To turn the lock on, slide the Power Switch ON and use the screwdriver to fasten the Battery Compartment.



Step 1



Step 2



## Section 5


# Using the TL-400KBL Bike Lock

**(N)** Make sure the bike lock has been fully charged and Power Switch is in the ON position.

The TL-400KBL Bike Lock provides a variety of methods to unlock your bike. Each time the lock disengages to unlock the bike, the bike lock will beep and vibrate to indicate successful operation.

## 5.1 Unlocking your Bike Lock

### Using the Admin Password

**Step 1.** Press any key so that the keypad lights up, enter the Admin Password, and then press the Unlock Button .


**Step 2.** The bike lock has successfully unlocked when it issues a beeping sound and vibrates.

**Step 3.** Press the Release Button to disengage the chain plug. Pull it out from the lock hole to open your bike lock completely.

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

**(!)** If you have trouble pulling out the chain plug, first make sure the plug is completely perpendicular to the lock and that the release button is fully depressed before attempting to pull out the chain plug.

### Using a User Password

**Step 1.** Press any key so that the keypad lights up, enter the password received from the app's admin, and then press the Unlock Button .

**Step 2.** The bike lock has successfully unlocked when it issues a beeping sound and vibrates.

**Step 3.** Press the Release Button to disengage the chain plug. Pull it out from the lock hole to open your bike lock completely.

**(N)** User Passwords may have restricted access according to the app admin's discretion.

### Using the TurboLock App

- (N)**
- Before using the TurboLock app to unlock your bike lock, make sure you have installed the correct application and paired it successfully before with the TL-400KBL. For more information about the app installation and pairing, please refer to Section 9.
  - Make sure you have turned on your smartphone's Bluetooth® function.

**Step 1.** Open the TurboLock app on your smartphone and select the correct bike lock.

**Step 2.** Press any key on the bike lock so that the keypad lights up, and the bike lock system will unlock in about 5 seconds.

**Step 3.** Press the Release Button to disengage the chain plug. Pull it out from the lock hole to open your bike lock completely.

## 5.2 Locking your Bike Lock

**Step 1.** Press and hold the Release Button while inserting the chain plug into the lock hole then let go. The plug should click into place.

**Step 2.** Press Lock Button . The bike lock has successfully locked when it issues a beeping sound and vibrates.

**(N)** Test whether the bike lock has successfully locked by pressing the Release Button and checking if the chain plug disengages and/or can be pulled out.

## Changing the Admin Password

### 6.1 Information

- The Admin Password must always be exactly 6 digits long.
- The default Admin Password is '123456'.

### 6.2 Changing the Admin Password

- (N) For security, it is highly recommended that you change the Admin Password from the default manufacturing password.

**Step 1.** Use the keypad to enter the default ('123456') or current Admin Password. Then press the Unlock Button



**Step 2.** Enter '1' and then press the Unlock Button



**Step 3.** Enter the new Admin Password, and then press the Unlock Button



**Step 4.** Re-enter the new Admin Password, and then press the Unlock Button



**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.


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

## Section 7

# 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.** Press any key so that the keypad lights up, enter the Admin Password, and then press the Unlock Button .

**Step 2.** The bike lock has successfully unlocked when it issues a beeping sound and vibrates.

**Step 3.** Enter '2' and then press the Unlock Button  before the light turns off. Next, enter a 5-digit password then press the Unlock Button .

**Step 4.** Re-enter the same 5-digit password then press the Unlock Button . The password can now be given to a user and used with the lock.


## Section 8

# 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.

## 8.1 Activating Mute Mode

**Step 1.** Use the keypad to enter the current Admin Password, then press the Unlock Button . The lock will engage.

**Step 2.** Press '5' and then the Unlock Button . The lock will stop emitting sound.

## 8.2 Deactivating Mute Mode

- Step 1.** Use the keypad to enter the current Admin Password, and then press the Unlock Button . The lock will engage.
- Step 2.** Press '5' and then press the Unlock Button . The lock will start emitting sound again.

### Section 9


## The TurboLock App

For your convenience, there is a TurboLock app that uses Bluetooth® technology to interact with the bike lock. The TurboLock app is compatible with most Android and iOS smartphones and grants full access to all of the bike lock's features. With the app, you can unlock the bike lock, decide who receives passwords, specify when passwords can be used, track unlocking history, and more. To get the app, follow the instructions below.

### 9.1 App 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 your smartphone's Bluetooth® function and open the app.
- Step 4.** Register for an account and reopen the app.

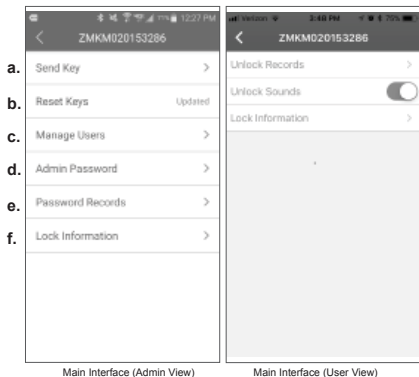
### 9.2 Pairing

-  In order to connect the app and the bike lock, the bike lock's Pairing Mode must be turned on.
- In order to pair a different smartphone with the bike lock, reset the lock if you have paired successfully before.

**Step 1.** Press any key so that the keypad lights up. Make sure the keypad is lit up during pairing.

**Step 2.** 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 3.** Tap any confirmation messages as needed. The lock may vibrate and open upon pairing for the first time.



a. Send keys to others via email or phone number.

**(N)** *In order to access your ekey, you will need to download the TurboLock app to use it. If you are sent an ekey, you will need to download the TurboLock app to use it.*

b. Touch to reset/erase temporary keypad codes.

c. Touch to view and manage user(s) lock access.

d. Touch to change Admin Password or send Keyboard Passwords.


e. Touch to view temporary access records and details.


f. Touch to view information about the lock.

- Images for illustrative purposes only. Actual content may vary.
- App content subject to change without notification.
- App content may differ depending on operating system.

## 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 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

**N** 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 the Unlock Button .

**Step 2.** Before the light turns off, enter a shorter password (5 digits long), then enter the Unlock Button .

**Step 3.** Re-enter the same 5-digit password then press the Unlock Button . 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

After a reset:

- Admin Password will return to its default '123456'.
- Change the default Admin Password immediately. See Section 5.

To reset via the keypad:

**Step 1.** Use the keypad to enter the current Admin Password, and then press the Unlock Button . The lock will engage.

**Step 2.** Press '3' and then the Unlock Button . The lock will reset.

**N** If the Admin Password is lost or forgotten, you may be able to reset it via the app.



## Maintenance

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

- Use purified water and soft, non-abrasive cloth when cleaning.
- When the low battery notification starts, recharge the batteries as soon as possible.
- The TL-400KBL Bike Lock is IP65 water-resistant, so it can withstand splashes and contact with water once properly after proper installation.
- Do not let water and liquids get into the lock's Battery Compartment.

## Specifications

Items	Description
System Compatibility	iOS 7 and higher / Android 5.0 and higher
Connectivity Type	Bluetooth® 4.0
Power Supply	LiPo (Lithium Polymer) Battery
Standby Current	≤15μA
Operation Time	2 seconds
Operating Temperature	-4°F ~ 158°F
Operating Humidity	5-95% RH (non-condensation)
Product Materials	POM Plastic Body / Steel Wire Chain
Connectivity Range	≤ 32 ft
Dimension	3.19 x 2.56 x 0.91 in
Net Weight	0.33 lbs

# Troubleshooting

Problem	Possible Cause	Solution(s)
<b>Pressing any key causes the indicator lock to flash red</b>	The system has locked because the wrong password has been entered more than 3 times.	Wait 15 minutes then try again.
	Low battery	Recharge the battery.
<b>The lock doesn't work</b>	Power Switch is in the OFF position	Slide the Power Switch to the ON position.
	The lock didn't receive the lock/unlock command.	Exit the app and open it again, or turn off the Bluetooth® and connect it again.
	The battery is dead	Recharge the battery.
	The lock isn't receiving power	Make sure the Battery Compartment cable is fully connected to the cable inside the lock. If it is properly connected and there is still a problem, contact customer service.

## Warranty

Your TurboLock TL-400KBL (“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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