

TURBOLOCK®

**SMART.
SIMPLE.
SECURE.**

WI-FI SMARTLOCK

SMART
LOCK

TL111WM

WI-FI SMARTLOCK



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. Version 1.0 12/19/2021

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 TL111WM 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. Please record this information 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.**

 Notes with this icon include relevant information.

General Precautions

- **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.**
- **New batteries on average can deliver 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 (or purified) water and mild cleaner on a soft, non-abrasive cloth when cleaning.**
- **Potential Shock Warning: 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 Plus app. The lock will function without the app but full functionality may only be achieved when the app is used.**

1.3 End-of-Life Disposal

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 TL111WM 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. Please 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 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

TL111WM Wi-Fi Smart Lock x 1

Outside Knob x 1

Inside Knob x 1

Latch Assembly x 1

Wood Screws x 6

Mounting Screws x 2

Inside Screws x 3

Keys x 2

Hex Key x 1

Wi-Fi Bridge x 1

Ⓝ - Mounting screws may already be inside the lock upon opening.

- Requires 4x AAA batteries (not included).

2.2 Overview

1: Emergency Power Port

2: Outside Knob

3: Inside Screws

4: Inside Knob

5: Battery Compartment

6: Back Plate Cover

7: Mounting Screws

8: Back Plate

9: Power Cable

10: Latch Assembly

11: LED Indicators

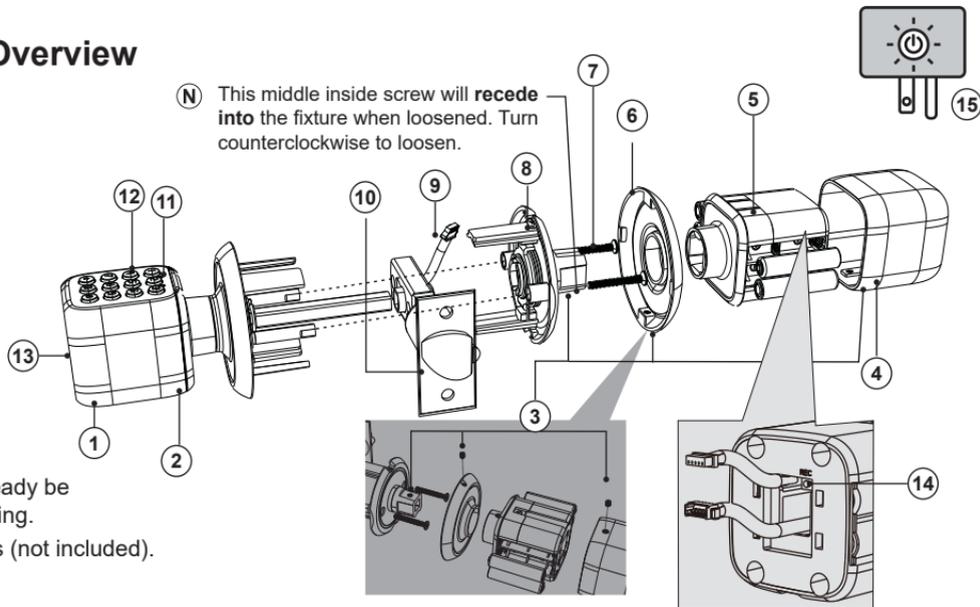
12: Keypad

13: Key Hole

14: Reset Button

15: Wi-Fi Bridge

Ⓝ This middle inside screw will **recede into** the fixture when loosened. Turn counterclockwise to loosen.



Ⓝ Do not try to completely remove the inside screws from the lock when disassembling or installation. Inside screws only need to be loosened. Always leave them in the lock.

2.3 Battery Information

The lock requires four 'AAA' batteries. New batteries should be installed as soon as possible after receiving the first low-battery warning (three sets of triple beeps). After that first notification, the lock will only have enough power for approximately 50 uses before the batteries are fully depleted. Low-battery notification will come from the lock itself.

2.4 Usage Overview

The easiest way to use the lock is via proximity. With the app open, tap the lock icon to unlock the door directly. In addition to this method, the TL111WM 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 Passcode

Use the keypad to enter the admin passcode, then press '#' to unlock the door.

- Ⓝ For added security, the admin passcode must be changed from the manufacturer's default after installation and initial testing. See **6.1 Changing the Admin Passcode**.

Using a Keypad Passcode

Use the keypad to enter the passcode, then press '#' to unlock the door.

- Ⓝ • Keypad passcodes must be created by the admin and have limited functionality.
- Entering a keypad passcode incorrectly 5 times in a row will activate **Security Lockdown** mode. While in this mode, the keypad will be inoperable and the only way to unlock the TL111WM is with one of the physical keys, included as a backup. This is a security feature.

Passive Function

After turning this function on, you can open the door without the need of a passcode or e-key.

Using an E-Key

Admin generates and shares e-keys through the Tubolock Plus app. In order to use the e-key, however, the person being shared with must also download the Tubolock Plus app and register for an account. Once logged in, the trusted users can receive and use e-keys. Refer to **Section 8.5 Use E-Keys in App** for more information.

Ⓝ E-keys may have restricted access according to the app Admin's discretion. All e-key usage is logged in the Tubolock Plus Lock View history log. Refer to **Section 8** for more details.

⚠ The TL111WM does not have integrated Wi-Fi. You must have active data connection and Bluetooth on your smartphone to engage the lock using shared e-keys.

Using the Emergency Power Port

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 passcode and then press '#' to unlock the door as usual.

With the TURBOLOCK PLUS App You Can:

- Lock/unlock from anywhere in the world
- Engage directly from anywhere in the world
- Reset temporary passcodes from anywhere in the world
- Enable/Disable mute mode from anywhere in the world
- Generate temp keypad passcodes from anywhere in the world
- Share and manage eKeys from anywhere in the world
- View unlock records from anywhere in the world
- Manage user access from anywhere in the world

Directly from the TL111WM Wi-Fi Smart Lock You Can:

- Credit/edit admin passcodes
- Create/edit keypad passcodes
- Lock/unlock with keypad passcode
- Enable/disable mute mode
- Engage passive mode
- Reset the lock

Installation (Retrofit)

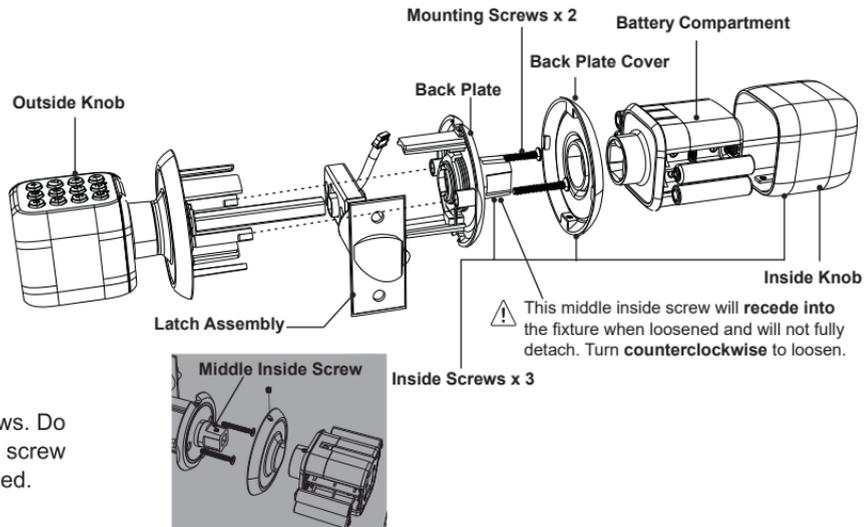
⚠ This section details installation steps needed if you are installing the TL111WM on a door with a single cutout already made. Replacing an older fixture with a newer one is known as a retrofit. If your door has never had a lock or doorknob installed or otherwise has no cutout, please skip to Section 4.

- (N)** • For easier installation, have another person help to hold the lock.
- Remove all parts of any old lock before installing the TL111WM. 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 - Disassemble the Lock

The TL111WM comes already assembled. Before installation, loosen the inside screws (counterclockwise) and mounting screws (counterclockwise) to disassemble the lock into six main parts: Outside Knob x 1, Inside Knob x 1, Latch Assembly x 1, Battery Compartment x 1, Back Plate Cover x 1, and Back Plate x 1.



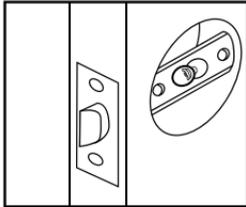
- (N)** You only need to loosen the inside screws. Do not fully detach them. The middle inside screw will **recede into** the fixture when loosened.

Part 2 - Installing the Latch

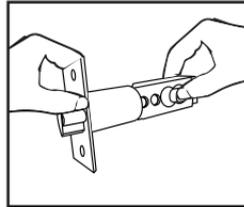
⚠ KEEP DOOR OPEN AT ALL TIMES SHORTLY BEFORE, DURING AND SHORTLY AFTER INSTALLATION. If the lock is incomplete or improperly installed, the lock and/or door may become stuck.

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

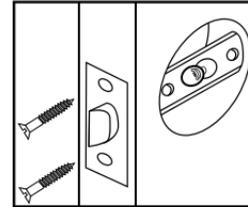
- Step 1.** Insert the latch into the hole and check it. The latch's plate should sit flush against the edge of the door. (Fig. 1) If there's too much space behind the latch or if it's sticking out from the door, the latch should be adjusted. If the latch needs adjusting, continue on to Step 2; otherwise, go 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 3 - 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

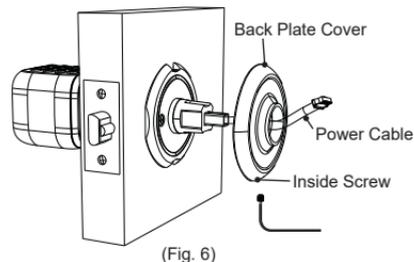
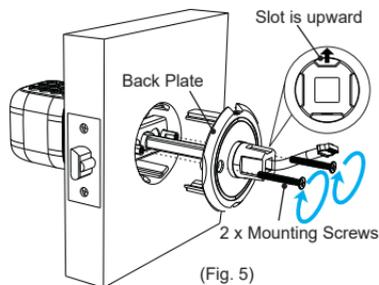
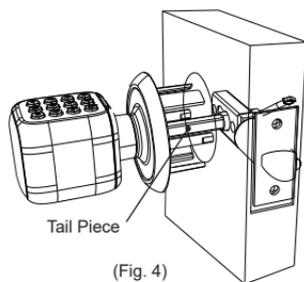
Step 1. Start with the outside knob. Gently feed the power cable and tail piece through the square hole in latch. Thread the two pegs through the smaller round holes. If needed, have someone hold the door itself or hold the outside knob flat against the front of the door afterwards. (Fig. 4)

⚠ 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 back plate on the back of the door, making sure the slot is facing upward. Carefully feed the power cable through the center hole of the back plate. Tighten the 2x mounting screws (clockwise) to fasten the back plate to the door. Make sure both screws are tightened. (Fig. 5)

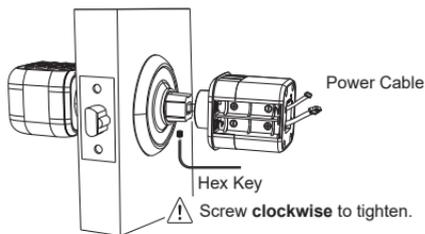
Step 3. Feed the power cable through the back plate cover, and cover it on the back plate part, then use the hex key to tighten the inside screw (clockwise) at the bottom of back plate cover. (Fig. 6)



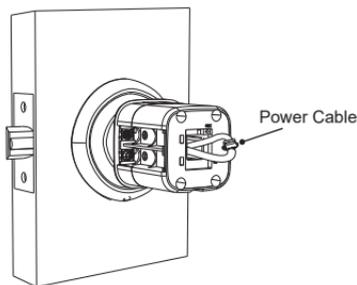
Step 4. Feed the power cable through the battery compartment and make sure the side with inside screw is downward. (Fig. 7)

Step 5. Gently pull out the power cable connectors and snap them together. Once connected, gently collect the two cables back into the battery compartment. (Fig. 8)

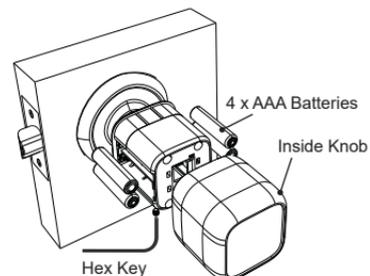
Step 6. Install 4x AAA batteries into battery compartment. Cover the inside knob over battery compartment and make sure the side with inside screw is downward. Use the hex key to tighten the inside screw (clockwise) to complete the installation. (Fig. 9)



(Fig. 7)



(Fig. 8)



(Fig. 9)

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

Step 7. The lock should now be ready to use. **It's highly recommended to use the default passcode and the app to test the lock before closing the door to make sure it works before closing the door.** See Section 6 for information on the default admin passcode. See Section 9 for information on the app.

Installation (New)

⚠ This section details installation steps needed if you are installing the TL111WM on a door without a cutout. If you are using the TL111WM 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.
- For your convenience, installation instructions are broken into segments. Read and follow the instructions for both Pre-Installation and Main Installation.

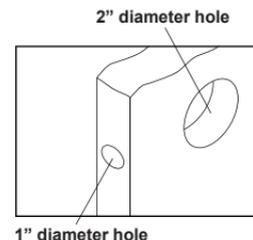
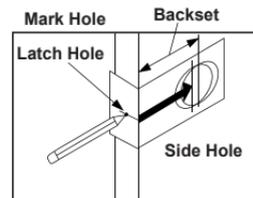
4.1 Pre-Installation

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.

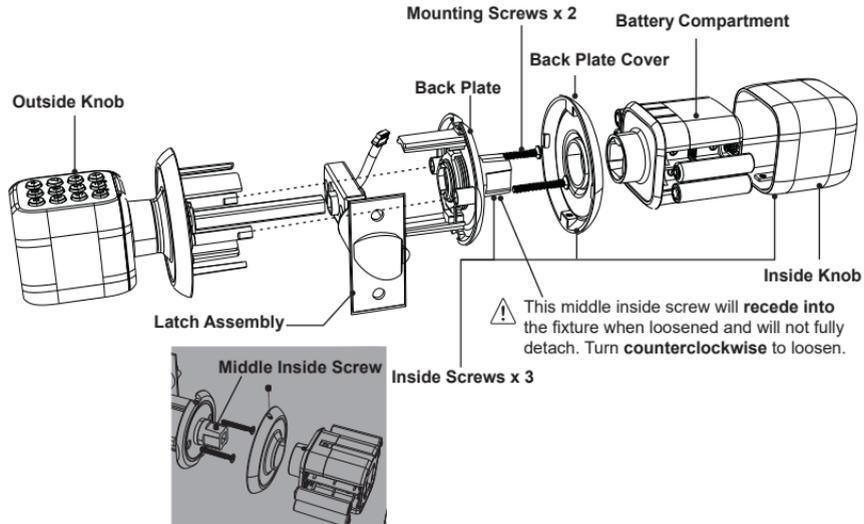
- N** • When drilling the 54mm (about 2" or 2 1/8") hole, it's recommended to drill from both sides of door to stop the wood from splintering.
- It may be easier to drill the 54mm hole with a hole saw bit (not included).
- It may be easier to drill the 25mm hole with a hole saw bit (not included) or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



Part 2 - Disassemble the Lock

The TL111WM comes already assembled. Before installation, loosen the inside screws (counterclockwise) and mounting screws (counterclockwise) to disassemble the lock into six main parts: Outside Knob x 1, Inside Knob x 1, Latch Assembly x 1, Battery Compartment x 1, Back Plate Cover x1, and Back Plate x 1.

- Ⓝ You only need to loosen the inside screws. Do not fully detach them. The middle inside screw will **recede into** the fixture when loosened.



Part 3 - 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. 10)

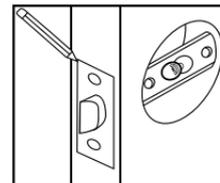
Step 2. Chisel about 3mm (0.1") deep or until latch plate sits flush with door edge. (Fig. 11)

Ⓝ 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.

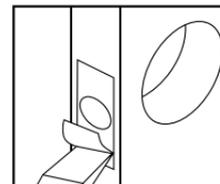
Step 3. Insert the latch into the hole and check it. The latch's plate should sit flush against the edge of the door. (Fig. 12) If there's too much space behind the latch or if it's sticking out of the door the latch should be adjusted. If the latch needs adjusted, move to Step 4; otherwise, skip to 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. 13) Insert the latch back into the door.

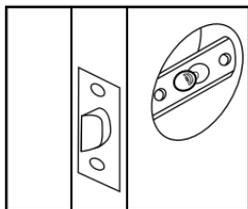
Step 5. Check the latch's bolt and make sure the rounded side faces in. Use the 2x wood screws and a screwdriver (not included) to secure them. (Fig. 14)



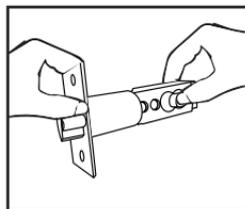
(Fig. 10)



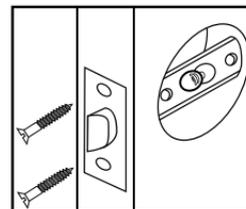
(Fig. 11)



(Fig. 12)



(Fig. 13)



(Fig. 14)

Part 4 - 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. Use a pencil to mark the horizontal center of the latch on the door frame. (Fig. 15)

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. (Fig. 16)

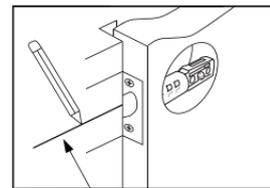
Step 5. Use a 7/8" (22.2mm) spade bit and a drill to make two partially overlapping holes about 0.6" (15mm) deep centered both above and below the center line. If needed, use the chisel to make the hollow (aka "mortise") more square. If you choose to use the strike box, you may need to chisel slightly deeper. (Fig. 17)

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

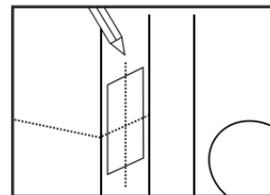
Step 6. Hold the strike plate over the mortise. Using a pencil, mark a line around the edges of plate to use as a guide. After marking at the straight edges of the plate, remove the plate.

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

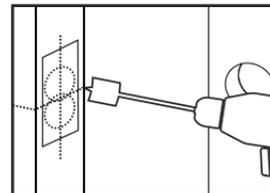
Ⓝ During chiseling, it's highly recommended to stop and check to see if the strike plate sits flush in the doorframe over the strike box. If not, chisel a little more and check again. Be careful not to chisel too deep otherwise the lock may not function correctly after installation.



(Fig. 15)



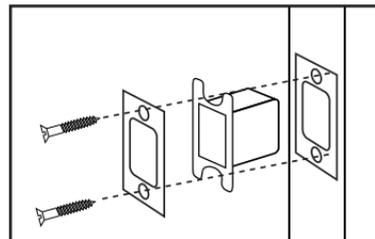
(Fig. 16)



(Fig. 17)

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 two remaining wood screws and use a screwdriver (not included) to secure them.

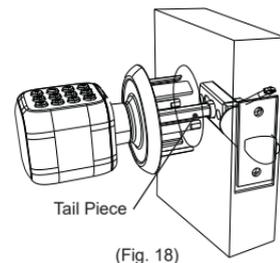


4.2 Main Installation

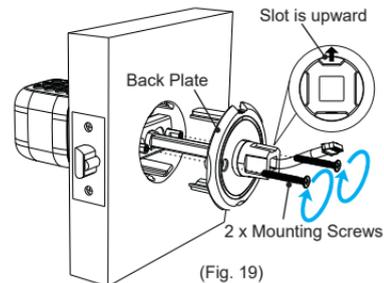
Step 1. Start with the outside knob. Feed the power cable and tail piece through the square hole in the latch and thread the two pegs through the smaller, round holes. If needed, have someone hold the door itself or hold the outside knob flat against the front of the door. (Fig. 18)

⚠ 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 back plate on the back of the door, making sure the slot is facing upward. Carefully feed the power cable through the center hole of the back plate. Tighten the 2x mounting screws (clockwise) to fasten the back plate to the door. Make sure both screws are tightened. (Fig. 19)

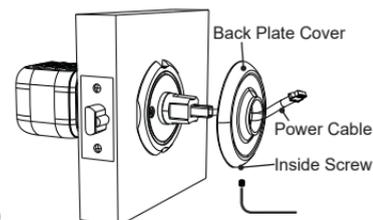


Step 3. Feed the power cable through the back plate cover, and cover it on the back plate part, then use the hex key to tighten the inside screw (clockwise) at the bottom of back plate cover. (Fig. 20)

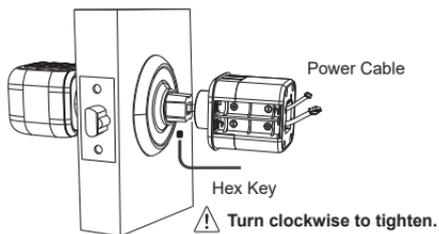
Step 4. Feed the power cable through the battery compartment and make sure the side with inside screw is downward. (Fig. 21)

Step 5. Gently pull out the power cable connectors and snap them together. Once connected, gently collect the two cables back into the battery compartment. (Fig. 22)

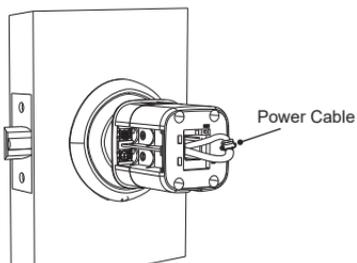
Step 6. Install 4x AAA standard batteries into battery compartment. Cover the inside knob over battery compartment and make sure the side with inside screw is downward. Use the hex key to tighten the inside screw (clockwise) to complete the installation. (Fig. 23)



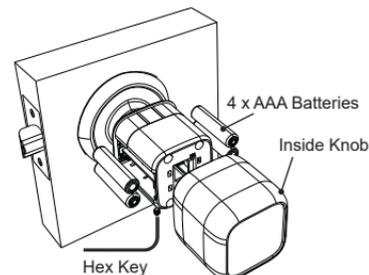
(Fig. 20)



(Fig. 21)



(Fig. 22)



(Fig. 23)

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

Step 7. The lock should now be ready to use. **It's highly recommended to use the default passcode and the app to test the lock before closing the door to make sure it works before closing the door.** See Section 6 for information on the default admin passcode. See Section 9 for information on the app.

Section 5

Using the Lock

To unlock the TL111WM, use the keypad to enter the passcode, then press '#'. The TL111WM will engage and unlock the door. The TL111WM will automatically lock again after a few seconds.

⚠ The admin passcode must be changed from the default. See **Section 6**.

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

Section 6

Keypad Passcodes

6.1 Changing the Admin Passcode

- The admin passcode must be 6 digits long.
- The default admin passcode is '123456'.

Ⓝ For security, it is highly recommended that you change the admin passcode from the manufacturer default.

Step 1. Press the '#' on the keypad. Enter the default ('123456') or the current admin passcode, then press '#'. The TL111WM will beep 3 times. It's now in Setup mode.

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

Step 3. Enter the new admin passcode then press '#'. The TL111WM will beep 3 times, indicating a successful operation.

Step 4. Test the new admin passcode to confirm the modification was successful.

- Ⓝ • The passcode must be entered while the keypad backlight is on. If it goes out, begin again at Step 1.
- If the admin passcode is lost or forgotten, the lock may be reset. Refer to Section 10.

6.2 Adding Keypad Passcodes

Keypad passcodes can be generated so that more people can gain entry access as needed.

⚠ USE WITH CAUTION. Anyone with the keypad passcode can unlock the TL111WM until the keypad passcode is deleted. If more control is needed, refer to section 9.

- Ⓝ • The admin must create passcodes for users.
- Keypad passcodes must be 4 or 6 digits long.
- The TL111WM can hold up to 9 keypad passcodes.
- Use of keypad passcodes are not logged in the app's Unlock Records history log.

Step 1. Press '#' on the keypad. Enter the current admin passcode. Then press '#' again. The TL111WM will beep 3 times.

Step 2. Enter '2' then press '#'. The TL111WM will beep 3 times, indicating a successful operation.

Step 3. Enter the keypad passcode, and then press '#'. The TL111WM will beep 3 times, indicating a new passcode has been saved.

- Ⓝ • You can create up to 9 keypad passcodes in Step 3, so long as the keypad is still backlit. If the keypad backlight turns off, you must go back to step 1 to create a new keypad passcode.

Step 4. Test the new passcode(s) to confirm the modification was successful.

6.3 Delete a Single Passcode

Step 1. Press '#' on the keypad, and enter the current admin passcode. Then press '#' again.

Step 2. The TL111WM will beep 3 times. Enter '3' then press '#' before the keypad turns off.

Step 3. Before the keypad turns off, enter the keypad passcode you wish to delete, then press '#' .

Step 4. After another 3 beeps, the keypad will turn off and the passcode will be deleted.

Step 5. Test the old passcode. It should now be unusable.

6.4 Delete All Passcodes

Step 1. Press '#' on the keypad, and enter the current admin passcode. Then press '#' again.

Step 2. The TL111WM will beep 3 times. Enter '4' then press '#' before the keypad turns off.

Step 3. After another 3 beeps, the keypad will turn off and all passcodes will be deleted.

Step 4. Test all previous keypad passcodes. They should now be unusable.

6.5 Passcode Disguise

This function is an added security feature which is aimed at preventing passcode theft. With Passcode Disguise, you may enter 12 digits into the keypad. As long as the correct passcode sequence is entered, regardless of how many digits were entered before or afterwards, the TL111WM will unlock.

For example, if your user passcode is "080808", you can successfully unlock the TL111WM by entering "11354080808", "11080808", "10808081" and so on.

Section 7

Using the Passive Function

With this function active, the TL111WM can open the door without requiring a passcode.

 **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. Press '#' on the keypad, and enter the current admin passcode, then '#'. The lock will engage and beep 3 times. The lock is now in Setup mode. You can also turn on this feature via the TurboLock Plus app.

Step 2. Press '7' then enter '#'. The lock will beep 3 times, indicating a successful operation. The TL111WM will remain unlocked until passive mode is turned off.

Or you can tap  directly on Turborlock Plus App home screen while the TL111WM is online to turn on Passive Function.

Turning Off the Passive Function

Use any keypad passcode to open the lock once. This will turn off the passive function.

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. Mute mode will disable all notifications, excluding the low-battery warning.

8.1 Activating Mute Mode

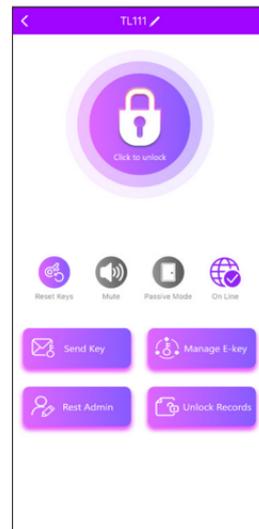
Step 1. Press '#' on the keypad, and enter the current admin passcode. Then press '#' again. The TL111WM will beep 3 times. The lock is now in Setup mode.

Step 2. Press '6' and then '#'. After 3 beeps, the lock will remain muted until the feature is turned off.

8.2 Deactivating Mute Mode

Step 1. Press '#' on the keypad, and enter the current admin passcode. Then press '#' again. The lock will engage.

Step 2. Press '6' and then press '#'. After the keypad lights off, the lock will start emitting sound again.



The TurboLock Plus App

The TurboLock Plus app, compatible with most Android and iOS smartphones, grants access to all of the TL111WM's features. Through the app, you can unlock the TL111WM, create and send passcodes (E-Keys), track unlocking records and more. To get the app, follow the instructions below.

9.1 App Installation

- Step 1.** On your smartphone, search for the "TurboLock Plus" app in the Google Play or App Store.
- Step 2.** Download and install the app.
- 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 Setting up Wi-Fi Bridge

- ④ • Turn on the Bluetooth feature before setting up process.
- To get the best Bluetooth signal, it's recommended that you place the Wi-Fi Bridge and Turbolock within a distance of 30 ft / 10m.
- Only compatible with 2.4 GHz networks

Step 1. Plug in the Wi-Fi Bridge. The power indicator will be flashing blue and purple and ready to pair with Turbolock Plus app.

⚠ If the power indicator is not flashing, press and hold the power button for about 6s to let the Wi-Fi Bridge enter pairing mode.

Step 2. Tap **Add New Lock** and choose **Wi-Fi Bridge** from the list. Enter your Wi-Fi ID and Password to finish the set up (Fig.1).

Step 3. After the Wi-Fi Bridge set up successfully, the power indicator will stay on purple color (Fig. 1).

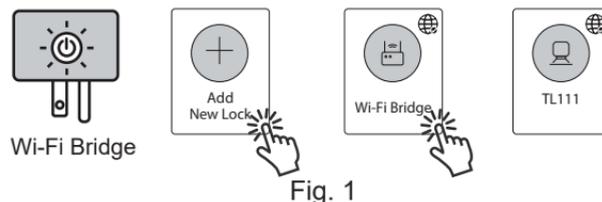


Fig. 1

Indicator Color	Status
Flashing Blue and Purple	Bridge is ready to connect to Wi-Fi router.
Solid Purple	Bridge is successfully connected to Wi-Fi router.
Flashing Red and Purple	Bridge is ready to connect to smartlock.
Solid Blue	Bridge is offline. Check internet connection.

9.3 Pairing the Turbolock to Wi-Fi Bridge

For the first time pairing

- Step 1.** Make sure you're within Bluetooth range (approx. 30 feet). Open the app, tap the Wi-Fi Bridge icon, then tap **Add Sub Device**, it will start to search the Turbolock around and pair it automatically.
- Step 2.** After the TL111WM is successfully added, it will sound 3 beeps with indicators flashing green color.
- Step 3.** Exit the search window by tapping the "X". The Turbolock will appear on the Lock List.

Pairing to another smartphone

To pair a different smartphone with the lock, you must reset the lock using the steps below. Resetting the lock will revert the admin passcode to the default and delete all user and keypad passcodes. After the new smartphone is paired to the lock, the previous phone will no longer have Admin privileges.

Ⓝ For App operations, there is only one admin, but there can be multiple users.

- Step 1.** Press '#' on the keypad, and enter your current admin passcode, then '#'. The lock will engage and beep 3 times. It's now in Setup mode
- Step 2.** Press '5' then '#'. After 3 beeps, the TL111WM will reset and enter the sleep mode.
- Step 3.** Open the app, tap the Wi-Fi Bridge icon. then tap **Add Sub Device**, it will start to search the Turbolock around and pair it automatically.
- Step 4.** After the Turbolock is paired successfully, it will sound 3 beeps with indicators flashing green color.
- Step 5.** Exit the search window by tapping the "X". The Turbolock will appear on the Lock List.

9.4 App Usage

You can control the lock via the “TurboLock Plus” app. After connected successfully, you can control it via Bluetooth, or remote WiFi. From the lock list screen (Fig. 2), tap  get more information about lock service (Fig. 3). Or tap the name of lock to enter operation screen (Fig. 4 and Fig. 5).



Fig. 2

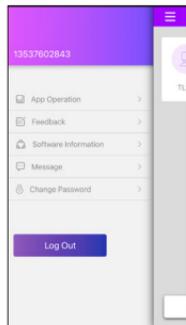


Fig. 3

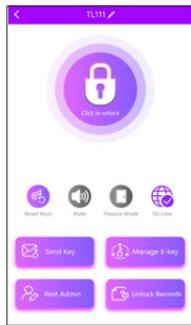


Fig. 4

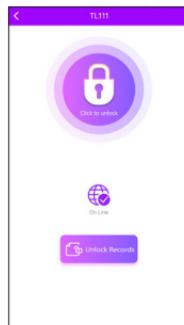


Fig. 5

-  Images for illustrative purposes only. Actual content may vary.
- App content subject to change without notification.
- App content may differ depending on operating system.
- Before using App to open the lock, make sure the Web icon is lit up (). This means it has connected successfully. If the icon is grayed out () , this means it is not connected. (see **Section 9.2 & Section 9.3** to add the lock again.)

: Tap to open the lock. Make sure the Web icon is lit up (.

: Tap to Reset Keys. This will reset all app-generated temporary keypad passcodes (see **Section 9.5 Generating Keypad Passcodes.**)

 Keep the app connected. Tap  before generating any passcode for the first time use.

: Slide to toggle the feature, Make sure the Web icon is lit up (.

 **Send Key:** Tap to enter the Send E-Key screen. From here, you can send E-keys to other users or generate temporary keypad unlock codes.

 **Manage E-Key:** Tap to enter Manage E-Key screen. From here, you can delete unlock codes.

 **Reset Admin:** Tap to reset admin passcode, Make sure the Web icon is lit up (.

 **Unlock Records:** Tap to view recent unlock records.

9.5 Generating Keypad Passcodes

For users without the TurboLock Plus app, the Admin only can generate a 6-digit temporary keypad passcode that users can manually enter on the TL111WM keypad to unlock. This 6-digit code can be revoked at any time by the Admin. This is a temporary unlock code that can be used 1-3 times, as assigned by the Admin. Use of temporary keypad passcodes are not logged in the app's Unlock Records history log.

- ⓘ Keypad passcodes should only be used for temporary use. For permanent keys, it is highly recommended to use e-keys instead. For instructions, refer to **Section 9.6 Managing E-Keys**.

- ⚠ **FIRST TIME USE:** Make sure the lock is online (🟢). Before you can generate temporary (keypad) passcodes, you MUST tap “Reset Keys” (🔑) on the app home screen.

Generate Keypad Passcodes in App

Step 1. After opening the app, tap (🔑) to enter the Send E-Key screen.

Step 2. Tap “Keypad Code” to enter the Send Keypad Code screen.

Step 3. Code Usage limits the number of times a keypad code can be used. Set the number of uses for this passcode, between 1 and 3, then tap Generate to create the passcode (Fig.7).

- ⚠ You can generate 5 temporary (keypad) passcodes. After this limit is reached, you will not be able to create any new passcodes until you tap “Reset Keys” (🔑) in the app home screen while the lock is online (🟢).

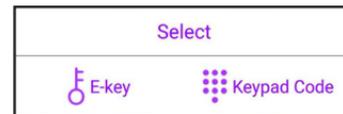


Fig. 6

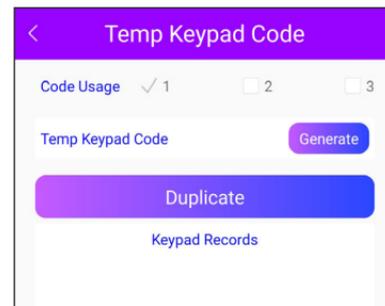


Fig. 7

9.6 Managing E-Keys

E-Keys are generated on the TurboLock Plus app by the Admin and sent to a user. **That user must install the TurboLock Plus app on their smartphone and register for a TurboLock account.**

- ⑨ E-Keys will be permanent after the Admin successfully share the E-Keys with the users.

Generate E-Keys in App

Step 1. After opening the app, tap  to enter the Send E-Key screen.

Step 2. Tap “E-Key” to enter the Send E-Key screen.

Step 3. Enter the user’s E-mail or phone number, whichever the user registered with (Fig. 8).

Delete E-Keys in App

Step 1. After opening the app, tap  to enter the Manage E-Keys screen.

Step 2. Select the user account or “Select All”, then tap “Delete”.

Step 3. Now the E-Keys User(s) can’t open the lock via “Turbolock Plus” app any more (Fig. 9).

Using E-Keys in App

Only the Admin can share e-keys with other users. Those users must also download the Turbolock Plus app and register for an account. After e-keys are successfully shared with users, they can use the app to open the lock from the app. The user may control the lock within Bluetooth range (approx. 10m / 30 ft), or via remote Wi-Fi function.

Step 1. Within Bluetooth range (approx. 10m / 30 ft) of the lock or use remote Wi-Fi function.

Step 2. Login to the Turbolock Plus app with your Turbolock account. Enter the User View (Fig. 5).

Step 3. Tap the  icon in the app screen to open the lock. Make sure the Lock is online and the web icon is lit up .

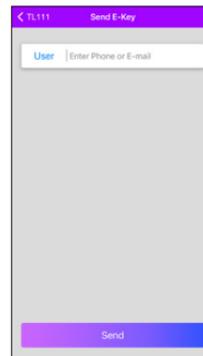


Fig. 8

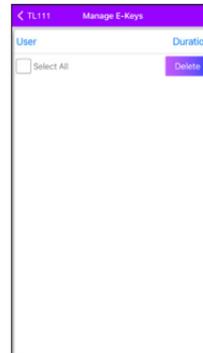


Fig. 9

Resetting the Lock

- ⚠ • Resets cannot be reversed.
- Performing a reset will delete all passcodes, including admin passcodes and app-generated temporary lock codes.
- Once all passcodes are erased, only the default admin passcode can open the lock.
- After a reset:
 - Admin Passcode will return to its default '123456'.
 - Choose a new Admin Passcode 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. See **Section 9.3 Pairing the TurboLock to Wi-Fi Bridge**.

Option 1

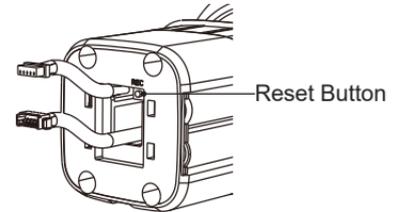
Step 1. Press '#' on the keypad, and enter the current Admin Passcode. Then press '#' again.

Step 2. The TL111WM will beep 3 times. Press '5' followed by '#' before the lock's backlight turns off. After another 3 beeps, 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 little white button near the power cable for ~5 seconds until 3 beeps are heard. The lock will reset.



Battery Compartment

Specifications

Item	Description
Model Name	TL111WM
Net Weight	2.8 lb / 1.25 kg
Dimensions	7.7 x 3.7 x 3.7 in (196 x 95 x 95 mm)
Material	Zinc alloy
Battery Type	4 x AAA
Latch	Spring
Stand-by Consumption	<70uA
Physical Keys	2
App-Generated Temporary Lock Codes	5 temporary (keypad) passcodes can be generated from the app, distributed evenly between the three Code Usage limits.
Keypad Codes	9 user, 1 admin
Passcode Length (Admin)	6 digits
Passcode Length (User)	4 or 6 digits
Pressing Cycle	>200,000
Minimum OS Requirements	IOS 9.0 or Android 5.1 above
Micro USB	1 x USB (universal mobile power bank)
Working Temperature	-4°F~140°F (-20°C~60°C)
Door Requirements	5.5cm diameter hole, 4.0cm-5.5cm thickness
Warranty	1 Year Limited

Section 12

Maintenance

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

- For most cleaning purposes, use clean (or purified) water and a soft, non-abrasive cloth.
- If a mess cannot be cleaned with water, apply a gentle cleaner to the cloth and clean.
- Do not apply cleaner or detergent directly to any part of the lock.
- After cleaning with a cleaner or detergent, wipe off any residue using a second non-abrasive cloth. Be sure to dampen the cloth with clean (purified) water.
- The TL111WM meets IP65 water-resistance. 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 13

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.

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, 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.
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 emergency power port to power the lock so that the door opens. Replace the batteries.
Can not generate temporary keypad passcodes from app?	For the first time use, didn't tap "Reset Keys" (🔑) on the app home screen, or even you have tap 🔑, still fail to generate temporary keypad passcodes.	For the FIRST TIME USE: Make sure the app is connected. Tap "Reset Keys" (🔑) on the app home screen then proceed to generate temporary (keypad) passcodes.
	The 5 temporary keypad passcodes limit is reached.	New passcodes cannot be generated if the limit is reached. Make sure the app is still connected, and tap "Reset Keys" on the app home screen again to generate new passcodes.
I entered the passcode wrong (at least 5x).	If a passcode has been entered wrong 5x in a row, regardless of the entry method, the lock will go into a 5-minute period of inactivity where it cannot be used. This is a security feature designed to prevent unwanted parties from using the lock.	Wait 5 min. and try again, or use the physical key to open the lock directly. Ⓝ The physical key can be used to override the security lockout.

Problem	Possible Cause	Solution(s)
Why is the lock beeping multiple times?	Low battery warning	New batteries should be installed as soon as possible after receiving the first low-battery warning (three sets of triple beeps).
I forgot my codes.	The codes were not properly recorded.	Perform a reset in order to erase all passcodes. In order to perform a reset, you must have access to the back of the door. Once a reset is performed, record the passcodes in or a secure location.
The Turbolock is offline	There is not an external network for the router.	Connect an external network to the router.
	The Wi-Fi Bridge is not connected to the router.	Connect the Wi-Fi bridge to the router.
Wi-Fi Bridge response time slow or timeout	The network connection on smartphone is too slow.	Wait for a stronger network connection or change to a stronger network connection for smartphone.
Wi-Fi Bridge fail to connect to smartlock	The lock is not a factory setting.	Reset TL11WM to factory setting, and try to connect again.
	The lock ID is already displaying on lock list in APP.	Delete the lock ID from the lock list and reset the lock back to default factory settings.
	The distance among the lock, router and Wi-Fi Bridge is too far.	Check the Lock List page in Turboluck Plus app to see if Wi-Fi Bridge has already been paired

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

Warranty

14.1 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)

14.2 Information

One Year Limited Hardware Warranty

Your TurboLock TL111WM Wi-Fi Smart Lock (“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 TurboLock 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.

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