

TURBOLOCK®

**SMART.
SIMPLE.
SECURE.**

WI-FI DEADBOLT LOCK

SMART
BOLT

TL117WM

WI-FI DEADBOLT LOCK



TURBOLOCK[®]

www.turbolock.com

Customer Service: 855-850-8031

Information & Safety Warnings

1.1 Introduction

This user manual will guide you through the functions and usage of your TurboLock TL117WM Wi-Fi 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, damage or loss of functionality.**

 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 4 x AA batteries.**
- **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 U.S.
- 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 TL117WM 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.

Section 2

Package Contents & Overview

2.1 Contents

TL117WM Wi-Fi Smartlock x 1

Inside Knob x 1

Latch Assembly x 1

Wood Screws x 6

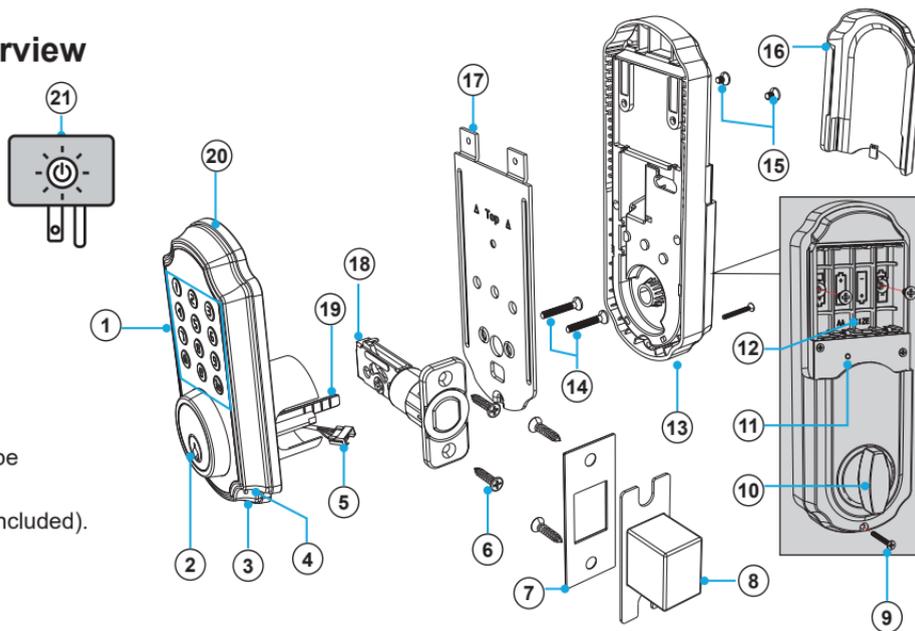
Mounting Screws x 2

Plate x 1

Keys x 3

Wi-Fi Bridge x 1

- Ⓝ - Mounting screws may already be inside the lock upon opening.
- Requires 4x AA batteries (not included).



2.2 Overview

- | | | | |
|----------------------------|-------------------------|-------------------------------|----------------------|
| 1: Keypad | 7: Strike | 13: Inside Assembly | 19: Latch Pin |
| 2: Key Hole | 8: Strike Box | 14: Mounting Screws | 20: Outside Assembly |
| 3: Micro-USB Charging Port | 9: Inside Screw | 15: Inside Screws | 21: Wi-Fi Bridge |
| 4: Speaker | 10: Inside Thumb Turn | 16: Battery Compartment Cover | |
| 5: Power Cable | 11: Reset Button | 17: Plate | |
| 6: Wood Screws | 12: Battery Compartment | 18: Latch Assembly | |

2.3 Battery Information

The lock requires four standard 'AA' batteries. New batteries should be installed as soon as possible after receiving the first low-battery warning, as indicated by a single red flash on the indicator and a voice confirmation:

“Low battery. Please replace the battery.”

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

There are multiple ways to engage with the lock: keypad passcodes, app-generated temporary passcodes and e-keys shared through the app. When using the app or passcodes to unlock successfully, the TL117WM's green backlight will turn on. You can also use one of the included physical keys to open the lock directly.

Using the Admin Passcode

Use the keypad to enter the admin passcode. Then press  to unlock the door. Press the  button on keypad to lock. In both cases, the lock's bolt will automatically.

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

Using a Keypad Passcode

Use the keypad to enter the passcode, then press  to unlock the door. Press the  button on keypad to lock. In both cases, the lock's bolt will automatically.

- Ⓝ • **Use with caution.** The 10 on-lock keypad passcodes (9 user and 1 admin) have no usage restrictions whatsoever. Once you share an on-lock passcode, it remains active until deleted by the Admin. Refer to **Section 6.3 Delete a Single Passcode** for details.
- Entering a keypad passcode incorrectly 5 times in a row will activate Security Lockdown mode. During this mode, the keypad will be inoperable and the only way to unlock the TL117WM is with one of the physical keys, including as a backup. This is a security feature.

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 TurboLock 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.

- ④ E-keys may have restricted access according to the app Admin's discretion. All e-key usage is logged in the TurboLock Plus Lock View history log. Refer to Section 8 for more details.

Directly from the Lock You Can:

- Credit/Edit Master Admin Passcodes
- Create/Edit User Keypad Passcodes
- Lock/Unlock with Passcode
- Engage Passive Mode
- Mute/Unmute Lock
- Reset the Lock

With the TurboLock Plus App You Can Access Features From Anywhere in the World:

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

Using the Emergency Power Port

Supply power via the Emergency Power Port on the bottom of the lock. The backlight will flash indicating the lock is receiving power. Enter a Passcode and then press  to unlock the door as usual.

Section 3

Installation (Retrofit)

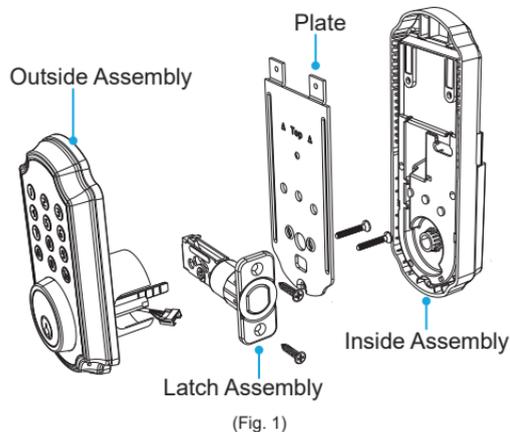
 **This section details installation steps needed if you are installing the TL117WM on a door with a single cutout already made. Replacing an older fixture with a newer one is known as a retrofit. If your door has never had a lock or doorknob installed or otherwise has no cutout, please skip to Section 4.**

-  For easier installation, have another person help to hold the lock.
- Remove all parts of any old lock before installing the TL117WM. 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 openings.

3.1 Pre-Installation

Part 1 - Disassemble the Lock

The TL117WM comes already assembled. Before installation, release the wood screws and mounting screws to disassemble the lock into four main parts: Outside Assembly x 1, Inside Assembly x 1, Plate x 1, Latch Assembly x 1 (Fig. 1).



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.

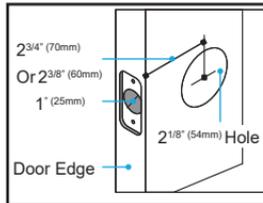
After finishing installation, be sure to use the door at least once with the door remains open to make sure all parts of the lock function correctly.

Step 1. Check the dimensions of the door before installing the latch (Fig. 2).

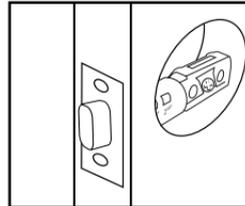
Step 2. Check the **↑ UP** icon on the latch and insert the latch into the hole. The latch's plate should sit flush against the edge of the door (Fig. 3). If there's too much space behind the latch or if it's sticking out from the door, the latch should be adjusted. If the latch needs adjusting, continue on to Step 3; otherwise, go to Step 4.

Step 3. Turn the latch and extend or retract it as needed. Make sure the metal peg pops into one of the two square holes in the side and the deadbolt is pushed all the way in while adjusting the latch's length (Fig. 4). Insert the latch back into the door.

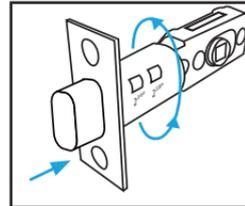
Step 4. Add 2x wood screws and use a screwdriver (not included) to secure them (Fig. 5).



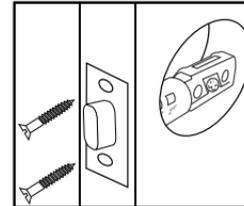
(Fig. 2)



(Fig. 3)



(Fig. 4)



(Fig. 5)

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. Use a screwdriver to extend the bolt.

 **The bolt must be EXTENDED prior to installing the lockset (Fig. 6).**

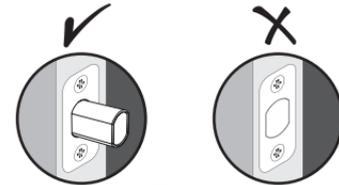
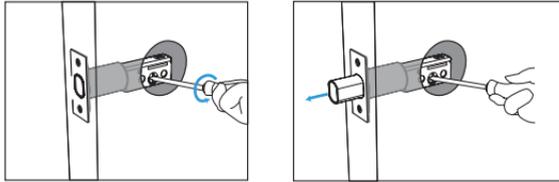


Fig. 6

Step 2. Start with the outside section. Turn the latch pin vertically and remove the key from the key hole. Gently feed the power cable under the latch and thread the latch pin through the square hole in latch. The latch pin must be vertical while inserting the square hole in the latch. (Fig7).

Step 3. If needed, have someone hold the door itself or hold the outside section flat against the front of the door. Align the plate on the back of the door while making sure to gently thread the cable under the latch.

Step 4. Gently thread the power cable through the square hole of the plate. Then use the 2x mounting screws to fasten the plate to the back of the door. Make sure all screws are tightened (Fig. 8).

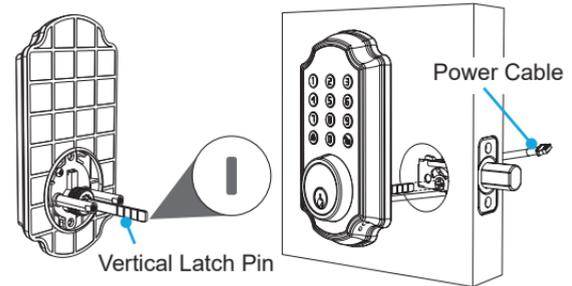


Fig. 7

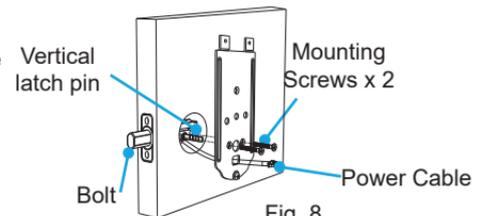
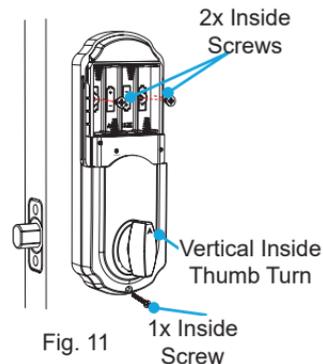
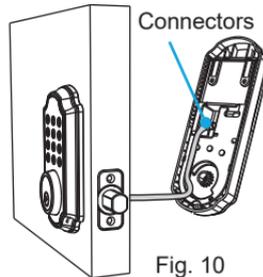
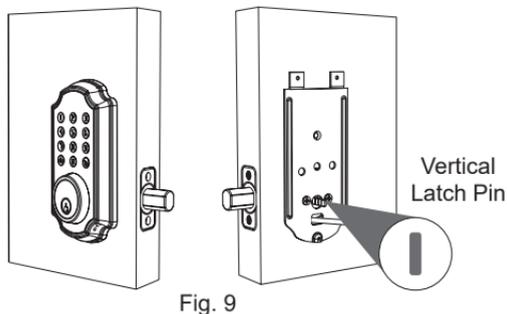


Fig. 8

Step 5. Make sure that the latch pin is vertical and the bolt is extended (Fig. 9).



Step 6. Gently insert the power cable connector into the connector of the inside section to snap them together. And collect the connected power cable into the slot of inside section (Fig. 10).

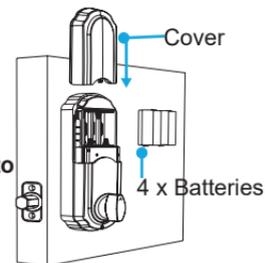
Step 7. Remove the battery compartment cover on the inside section and turn the inside thumb turn vertically with the arrow mark pointing up before installing. Then fit the inside section over the plate and use three inside screws fasten it to the back of the door (Fig. 11).

Ⓝ Note the placements for the different sized screws. Make sure all screws are tightened.

Step 8. Add the 4x AA batteries into battery compartment. Then slide the cover down over it.

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

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



Installation (New)

⚠ This section details installation steps needed if you are installing the TL117WM on a door without a cutout. If you are using the TL117WM 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 (Fig. 12).

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 (Fig. 13).

- (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.

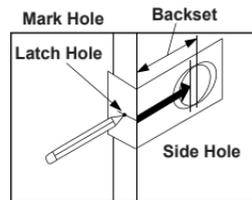


Fig. 12

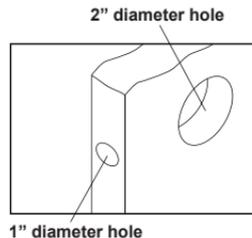


Fig. 13

Part 2 - Disassemble the Lock

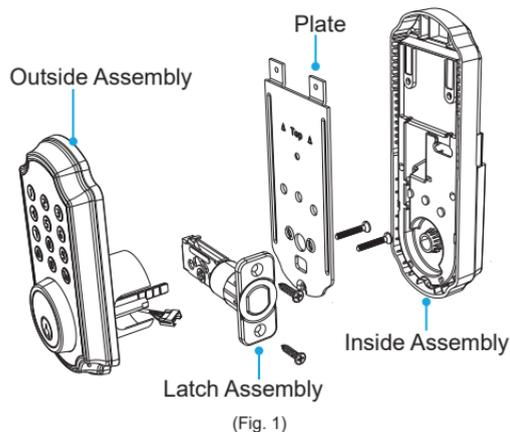
The lock is pre-assembled upon arrival. Before installation, loosen the wood screws and mounting screws to separate the lock into four main parts:

Outside Assembly x 1

Inside Assembly x 1

Latch Assembly x 1

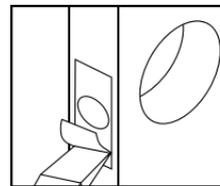
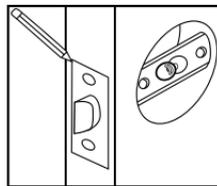
Plate x 1



Part 3 - Installing the Latch

Step 1. Check the  UP icon on the latch and 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. 14).

Step 2. Chisel about 3mm (0.1") deep or until latch plate sits flush with door edge (Fig. 15).



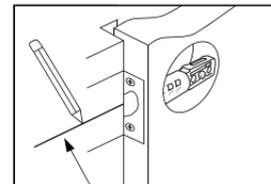
-  During chiseling, it's highly recommended to stop and reinsert the latch every once in a while to see if it sits flush. If not, chisel a little more and check again.

 **Be careful not to chisel too deep; otherwise, the lock may not function correctly after installation.**

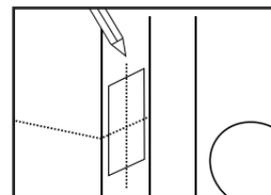
- Step 3.** Insert the latch into the hole and check it. The latch's plate should sit flush against the edge of the door (Fig. 3). If there's too much space behind the latch, or if it's sticking out of the door, the latch should be adjusted. If the latch needs adjusted, move to Step 4; otherwise, skip 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. 4). 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. 5).

Part 4 - Creating a Mortise & Installing the Strike

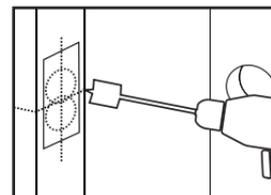
- Step 1.** Push the door until nearly closed and check where the latch's bolt touches the frame.
- Step 2.** Use a pencil to mark the horizontal center of the latch on the door frame (Fig. 16).
- Step 3.** Open the door again and extend the line over the edge of the door and inside the frame.
- Step 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. 17).
- 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. 18).
- (N) 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.



(Fig. 16)



(Fig. 17)



(Fig. 18)

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.

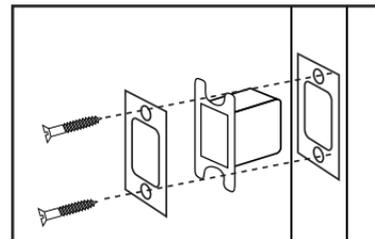
Step 7. Chisel about 1.5mm deep or until strike plate sits flush with door frame.

- Ⓝ • 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.

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 (Fig. 19).



(Fig. 19)

4.2 Main Installation

Step 1. Use a screwdriver to extend the bolt.

 **The bolt must be EXTENDED prior to installing the lockset (Fig. 6).**

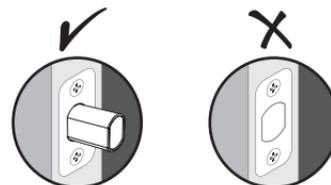
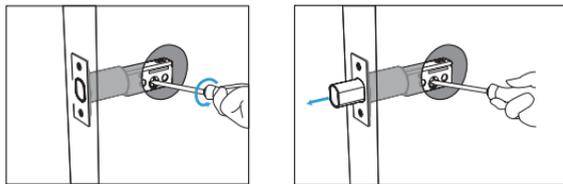


Fig. 6

Step 2. Start with the outside section. Turn the latch pin vertically and remove the key from the key hole. Gently feed the power cable under the latch and thread the latch pin through the square hole in latch. The latch pin must be vertical while inserting the square hole in the latch (Fig. 7).

Step 3. If needed, have someone hold the door itself or hold the outside section flat against the front of the door. And align the plate on the back of the door while making sure to gently thread the cable under the latch.

Step 4. Gently thread the power cable through the square hole of the plate. Then use the 2x mounting screws to fasten the plate to the back of the door. Make sure all screws are tightened (Fig. 8).

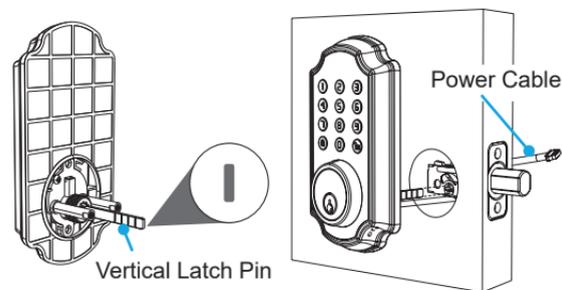


Fig. 7

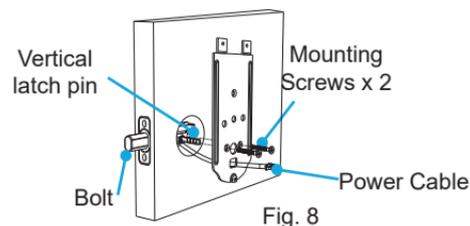
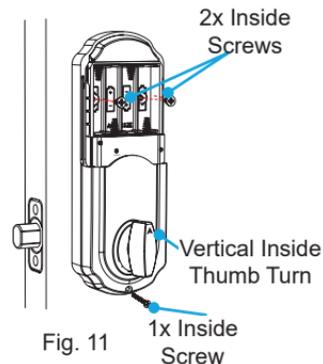
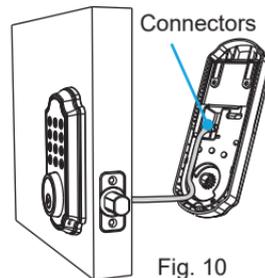
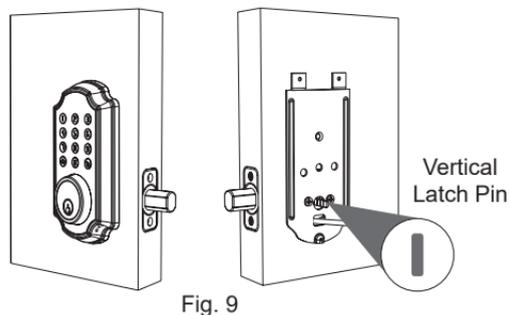


Fig. 8

Step 5. Make sure that the latch pin is vertical and the bolt is extended (Fig. 9).



Step 6. Gently insert the power cable connector into the connector of the inside section to snap them together. Collect the connected power cable into the slot of the inside section (Fig. 10).

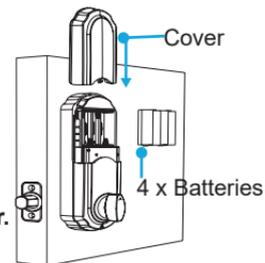
Step 7. Remove the battery compartment cover on the inside section and turn the inside thumb turn vertically with the arrow mark pointing up before installing. Then fit the inside section over the plate and use three inside screws fasten it to the back of the door (Fig. 11).

Ⓝ Note the placements for the different sized screws. Make sure all screws are tightened.

Step 8. Add the 4x AA batteries into battery compartment. Then slide the cover down over it.

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

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



Section 5

Using the Lock

To unlock the TL117WM, use the keypad to enter the passcode, then press . The TL117WM will unlock after the voice confirmation (“Opened”). Press  to lock the door as needed.

 **The admin passcode must be changed from the default. Refer to Section 6.1 Changing the Admin Passcode.**

 The TL117WM can also be unlocked using e-keys shared through the TurboLock Plus app. E-keys are always logged by the TurboLock Plus app’s **Unlock Records** (see **Section 8.3 App Usage**).

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, and enter the current admin passcode, then press . Voice navigation will guide you through the process:

“To set up an admin passcode, please press 1.”

Step 2. Enter ‘1’ then press .

Step 3. Enter the new admin passcode, then press . After the voice confirmation (“Success”), the new admin passcode is saved.

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 9.

6.2 Adding Keypad Passcodes

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

 **USE WITH CAUTION.** Anyone with the keypad passcode can unlock the TL117WM until the keypad passcode is deleted. If more control is needed, refer to **Section 8**.

- Ⓝ • The admin must create passcodes for users.
- Keypad passcodes for users must be 4 or 6 digits long.
- The TL117WM can hold up to 9 keypad passcodes.
- Keypad Passcodes will not be logged by the TurboLock Plus app's **Unlock Records** (see **Section 8.3 App Usage**).

Step 1. Press  on the keypad, and enter the current admin passcode. Then press  again. Voice navigation will guide you through the process:

“To set up a user passcodes, please press 2.”

Step 2. Enter ‘2’ then press . Follow the voice prompt:

“Please enter the new user passcode.”

Step 3. Enter a new keypad passcode, and then press . After the voice confirmation (“Success”), the new passcode has been saved.

Ⓝ You can create multiple passcodes (up to 9 total) in Step 3 so long as the keypad backlight is still on. 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 '

6.5 Passcode Disguise

This function is an added security feature aimed at preventing passcode theft. With Passcode Disguise, you can enter up to 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 TL117WM will unlock.

For example, if your user Passcode is “080808”, you can successfully unlock the TL117WM by entering “11354080808”, “11080808”, “10808081” and so on.

Section 7

Using the Mute Function

 **USE WITH CAUTION.** Remember to turn off the function when it is no longer needed. Do not leave this function on for extended periods of time. Mute mode will disable all notifications, excluding the low-battery warning.

7.1 Activating Mute Mode

Step 1. Press  on the keypad, and enter the current admin passcode. Then press  again. Voice navigation will guide you through the process:

“To activate mute function, please press 6.”

Step 2. Press ‘6’ and then . After the voice confirmation (“Mute mode activated”), the TL117WM will be muted and will remain so until the feature is turned off.

7.2 Deactivating Mute Mode

Step 1. Press  on the keypad, and enter the current admin passcode. Then press  again. Voice navigation will guide you through the process:

“To activate mute function, please press 6.”

Step 2. Press ‘6’ and then press . After the voice confirmation (“Mute mode deactivated.”) and the keypad lights off, Mute mode is deactivated.

The TurboLock Plus App

The **TurboLock Plus** app, compatible with most Android and iOS smartphones, grants access to all of the TL117WM's features. Through the app, you can unlock the TL117WM, create and send passcodes (E-Keys), track unlocking records and more. To get the app, follow the instructions below.

8.1 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.



8.2 Setting up Wi-Fi Bridge

- ④ • Turn on the Bluetooth feature before setup 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.20).

Step 3. After the Wi-Fi Bridge set up successfully, the power indicator will stay on purple color (Fig. 20).

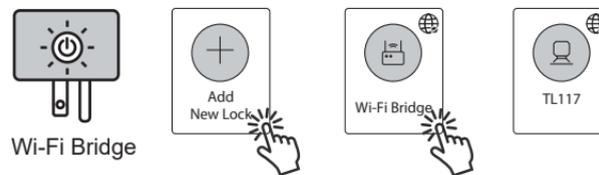


Fig. 20

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.

8.3 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 TL117WM is successfully added, it will beep with indicator 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, enter your current admin passcode, then press . Voice navigation will guide you through the process:
"To restore the default factory setting, please press 5."
- Step 2.** Press '5' followed by  before the lock's backlight turns off. The TL117WM will confirm "Restore factory settings," then flash three times. After the voice confirmation ("Success"), the TL117WM is now reset.
- 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 beep with indicator flashing green color.
- Step 5.** Exit the search window by tapping the **"X"**. The Turbolock will appear on the Lock List.

8.4 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. 21), tap  get more information about lock service (Fig. 22). Or tap the name of lock to enter operation screen (Fig. 23 and Fig. 24).



Fig. 21

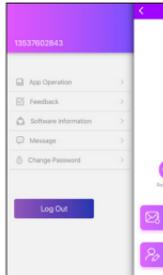
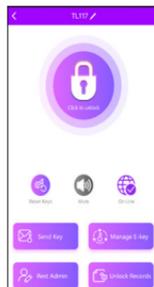


Fig. 22



Main Interface (Admin View)

Fig. 23



Main Interface (User View)

Fig. 24

- : Tap to open the lock. Make sure the Web icon is lit up (.
- : Tap to lock. Make sure the Web icon is lit up (). (Fig.25).
- : Tap to Reset Keys. This will reset all app-generated temporary keypad passcodes (see Section 8.5 **Generating Keypad Passcodes.**)
-  Keep the app connected. Tap  before generating any passcode for the first time use.
- : Tap to toggle the Mute 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.

-  • 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 8.2 & Section 8.3 to add the lock again.)

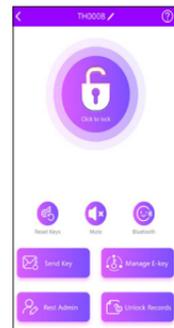


Fig. 25

8.5 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 TL117WM 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.

- Ⓝ Temporary keypad passcodes are not logged via the Turbolock Plus Unlock Records (see **Section 8.4 App Usage**) and should only be used for temporary access. For permanent access, it is highly recommended to add E-Keys. For instructions, refer to **Section 8.6 Managing User Passcodes (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: 1 for one-time use, 2 for two-time use, and so on. Set the number of uses (Code Usage) for this passcode, between 1 and 3, then tap Generate (Fig. 26).

⚠ 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 (🟢).

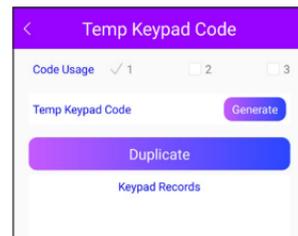


Fig. 26

8.6 Managing User Passcodes (E-Keys)

User Passcodes (E-Keys) are generated on the TurboLock Plus app by the Admin and shared with a user. **That user must install the TurboLock Plus app on their smartphone and register for a TurboLock account.** Every e-key use is logged in the TurboLock Plus Lock Access history log.

(N) E-Keys can be permanent or have time restrictions, at the Admin's discretion.

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. 27).



Fig. 27

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. 28).

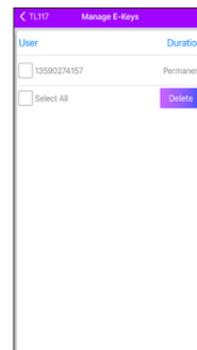


Fig. 28

Use E-Keys in App

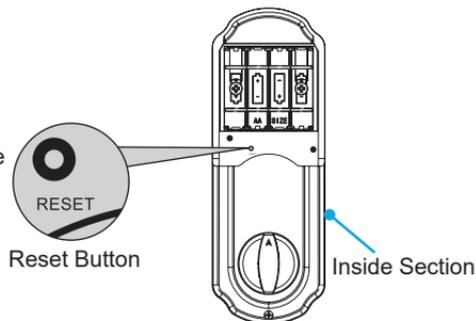
After e-keys are successfully shared, users can use the e-keys to open the lock from the App. The user must have Bluetooth enabled and an active data connection on their smartphone to engage the lock using e-keys.

- Step 1.** Within Bluetooth range (approx. 10m / 32 ft) of the lock or use remote Wi-Fi function.
- Step 2.** Log in the TurboLock Plus app with your TurboLock account to enter the User View (Fig. 28).
- 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 .

Section 9

Resetting the Lock

- ⚠ • Resets cannot be reversed.
 - Performing a reset will delete all passcodes, including the admin passcode and app-generated temporary keypad passcodes. Any device paired/synced with the TL117WM will be removed.
 - Once all passcodes are erased, only the default admin passcode can open the lock.
- After a reset:
 - Admin passcode reverts to default: 123456.
 - Choose a new admin passcode immediately. See **Section 6.1 Changing the Admin Passcode**.
 - 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. Refer to **Section 8.2 Pairing to another smartphone**.



Option 1

Step 1. Press  on the keypad, enter the current admin passcode, then press  again. Voice navigation will guide you through the process:

“To restore the default factory setting, please press 5.”

Step 2. Press ‘5’ followed by  before the lock’s backlight turns off. The TL117WM will confirm “Restore factory settings,” then flash three times. After the voice confirmation (“Success”), the TL117WM is now 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 black button above the battery compartment for ~5 seconds. The TL117WM will confirm “Restore factory settings,” then flash three times. After the voice confirmation (“Success”), the TL117WM is now reset.

Specifications

Item	Description
Model Name	TL117WM
Battery Type	4 x AA batteries
Net Weight	2.2 lb / 980g
Dimensions	8.2 x 5.8 x 4.3 in (208.6 x 148.4 x 108.5 mm)
Material	Zinc Alloy
Deadbolt	Spring
Stand-by Consumption	<50uA
Physical Keys	3
Number of E-Keys	Unlimited
Temporary Keypad Codes	Up to 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 Lifespan	>200,000
Application Systems Requests	IOS 9.0 or Android 5.1 above
Micro USB	1 x USB (mobile power bank)
Usage Temperatures	-4°F~140°F (operating), 5-95%RH (non-condensing)
Door Requirements	2.16" (5.5cm) diameter hole, 1.38" - 2.16" (3.5cm - 5.5cm) thickness
Warranty	1 Year Limited

Section 11

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 TL117WM 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 12

Troubleshooting

Problem(s)	Possible Cause(s)	Solution(s)
Why can't I open the door?	Your access has been restricted.	If you received a key from the lock's admin, your access may have a restricted schedule. Check with your admin regarding these details.
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.

Problem(s)	Possible Cause(s)	Solution(s)
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 one of the physical keys to lock and unlock the TL117WM. Replace the batteries.
		Use the emergency power port to power the lock so that the door opens. Replace the batteries.
The bolt is stuck, can't be extended or retracted properly, and/or possible weird sound comes from the lock when locking/unlocking.	The latch pin was not inserted to the latch assembly vertically during the installation.	Follow the steps in UM or QSG instructions to reinstall the lock.
	During installation, if the bolt couldn't be extended by using the key after inserting the latch pin, the latch pin might have been inserted horizontally.	Follow the UM or QSG instructions to reinstall the lock. During initial installation, the latch pin must be vertical while inserting through the square hole in the latch. (See section 3.2 and 4.2, steps 1-3 of the UM).
	The inside knob was turned too far during installation.	Reset the inside knob to correct position by pressing and holding the lock button until the bolt is extended. Then gently turn the inside knob horizontally. Do not over-extend the knob.
Can not generate temporary keypad passcodes from app.	For the first time use, didn't tap "Reset Keys" (🔑) on the app home screen.	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.

Problem(s)	Possible Cause(s)	Solution(s)
I appear to be locked out. Not even my admin passcode works.	If a passcode has been entered wrong 5x in a row, regardless of the entry method, the lock will go into a 5-minute security lockdown. This is a feature designed to prevent unwanted parties from attempting to guess passcodes.	Wait 5 minutes and try again, or use the physical key to open the lock directly. ⓘ The physical key can be used to override the security lockout.
Lock indicator flashes red.	Low battery warning	New batteries should be installed as soon as possible after receiving the first low-battery warning.
I forgot my codes.	The codes were not properly recorded.	Perform a reset in order to erase all Passcodes. If you do not remember your admin passcode, you must have access to the back of the door to perform a reset. Once the reset is complete, all passcodes will be erased and the admin passcode will return to the default value (see Section 6). You will need to pair the TL117WM to your smartphone again. See Section 8.2 for details.
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.

Problem(s)	Possible Cause(s)	Solution(s)
Wi-Fi Bridge fail to connect to smartlock	The lock is not a factory setting.	Reset TL117WM 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 Turbolock Plus app to see if Wi-Fi Bridge has already been paired

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

Section 13

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 TL117WM Wi-Fi 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 (1) 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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