

TURBOLOCK®

DIGITAL SMARTBOLT

TURBOLOCK
QUALITY
COMMITMENT



OVER 1 MILLION
PASSCODE
COMBINATIONS



TL114

Protect Your Property

the Smart Way

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 4.0 6/05/20



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 TL114. 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 9V alkaline batteries (one is included).
- 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.**

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 TL114 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

TL114 Lock x 1

Outside Knob x 1

Inside Knob x 1

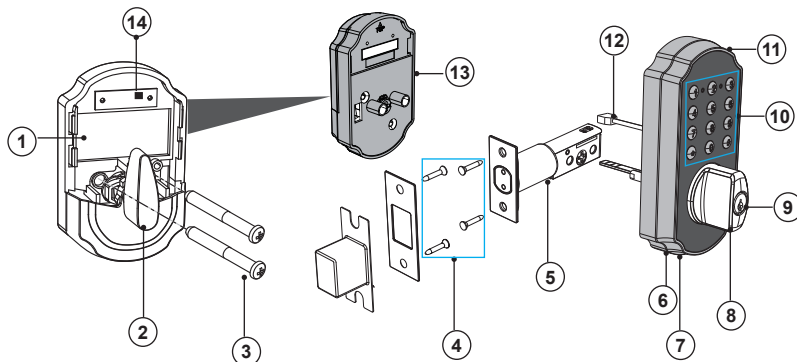
Latch Assembly x 1

Wood Screws x 6

Mounting Screws x 2

Keys x 3

- (N) - Mounting screws may already be inside the lock upon opening.
- Requires **9V alkaline** batteries (included).



2.2 Overview

1: Battery Compartment
2: Inside Thumb Turn
3: Mounting Screws
4: Wood Screws
5: Latch Assembly

6: Micro-USB Charging Port
7: Speaker
8: Outside Thumb Turn
9: Key Hole
10: Keypad
11: Outside Assembly
12: Power Cable
13: Inside Assembly
14: Reset Button

2.3 Battery Information

The lock requires **9V alkaline** battery. New battery 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

When using keypad passcodes, the TL114's backlight will turn on. The door can only be opened while the backlight is on. You can also use one of the included physical keys to open the lock directly.

Using the Admin Passcode

Enter the admin passcode on the keypad, press '#' and then turn the thumb turn.

- Ⓝ 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**.

⚠ The TL114 does not auto-lock. You must turn the thumb turn to lock the TL114.

Using a Keypad Passcode

Enter the passcode on the keypad, press '#' and then turn the thumb turn.

- Ⓝ • **Use with caution.** The 10 on-lock keypad passcodes (9 user and 1 admin) have no usage restrictions. 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 TL114 is with one of the physical keys, including as a backup. This is a security feature.

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

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. Then unlock the TL114 using a keypad passcode, as usual.

Installation (Retrofit)

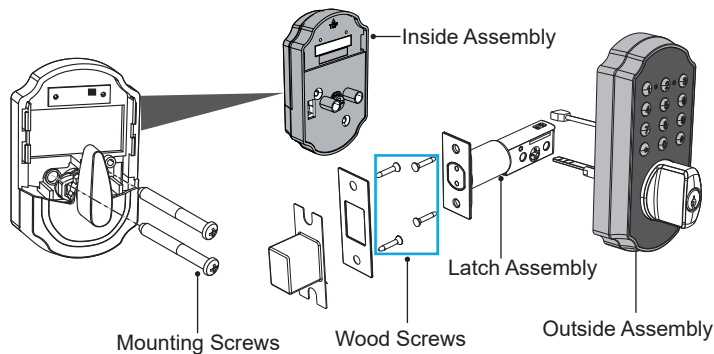
⚠ This section details installation steps needed if you are installing the TL114 on a door with a single cutout already made. Replacing an older fixture with a newer one is known as a retrofit. If your door has never had a lock or doorknob installed or otherwise has no cutout, please skip to Section 4.

- (N)** • For easier installation, have another person help to hold the lock.
- Remove all parts of any old lock before installing the TL114. 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 the extra opening.

3.1 Pre-Installation

Part 1 - Disassemble the Lock

The TL114 comes already assembled. Before installation, release the wood screws and mounting screws to disassemble the lock into three main parts: Outside Assembly x 1, Inside Assembly x 1, Latch Assembly x 1 (Fig. 1).



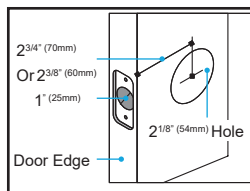
(Fig. 1)

Part 2 - Installing the Latch

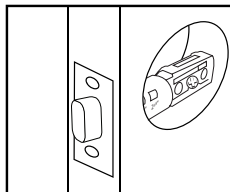
⚠ KEEP DOOR OPEN AT ALL TIMES SHORTLY BEFORE, DURING AND SHORTLY AFTER INSTALLATION. If the lock is incomplete or improperly installed, the lock and/or door may become stuck.

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

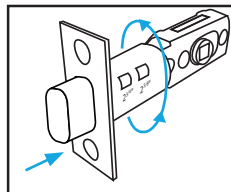
- Step 1.** Check the dimensions of the door before installing the latch (Fig. 2).
- Step 2.** Insert the latch into the hole and check it. The latch's plate should sit flush against the edge of the door (Fig. 3). If there's too much space behind the latch or if it's sticking out from the door, the latch 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).



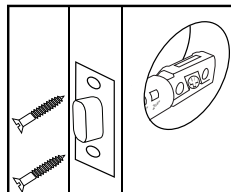
(Fig. 2)



(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. 7).**

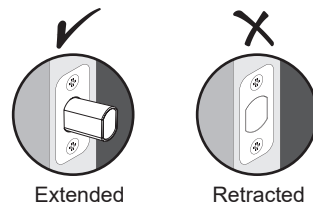
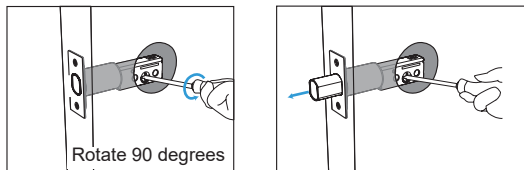


Fig. 7

Step 2. Install the outside section:

- Gently feed the power cable through diameter hole carefully over the latch. (Fig. 6)
- Adjust the latch pin to HORIZONTAL position, then insert it into the center hole of the latch (Fig. 6).

⚠ **Ensure the bolt is EXTENDED and latch pin is HORIZONTAL when installing outside section.**

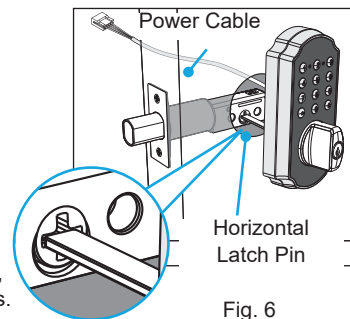
⚠ **Do NOT force the cable's connector end through any part of the lock. Damaging the connector may make the lock unusable.**

Step 3. Hold the outside section then continue the installation on inside section. If needed, have someone to hold the outside section to help you complete the following steps.

Step 4. Remove battery compartment cover (Fig. 9). Then carefully connect the two power cables (Fig. 10). Make sure the connector is seated properly and firmly.

Step 5. Adjust the thumb turn of the inside section to VERTICAL position (Fig. 8)

Step 6. Assemble the inside section on door by aligning mounting holes on the latch and inside section. Make sure the latch pin is HORIZONTAL when inserting it into inside section. Then secure the inside section on the door with mounting screws (Fig. 11).



Step 7. Install the 9V alkaline battery (Fig. 12) and cover the battery compartment to complete the installation (Fig. 13).

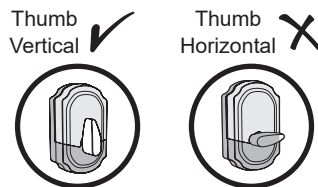


Fig. 8

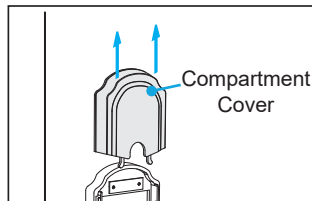


Fig. 9

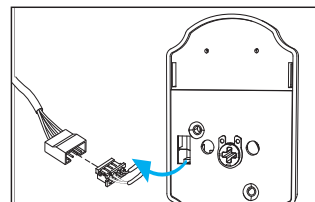


Fig. 10

- ⚠ **Make sure the positive and negative electrode of the battery are installed properly.**
- ⚠ **Do not close the door until the installation is completed and the lock is fully tested. It's highly recommended to first use the default passcode while the door is open to test the lock. After fully testing the lock, be sure to change the default admin passcode.**
- ⚠ **If the lock doesn't work properly, please disassemble and follow above instructions to install again.**

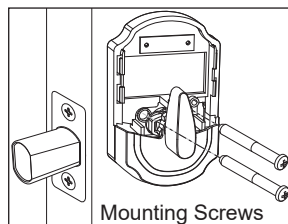


Fig. 11

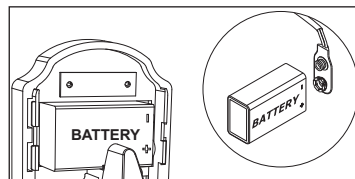


Fig. 12

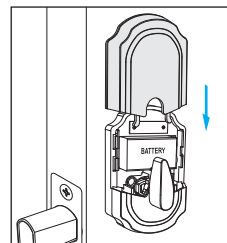


Fig. 13

Installation (New)

⚠ This section details installation steps needed if you are installing the TL114 on a door without a cutout. If you are using the TL114 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. 14).

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. 15).

- (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.

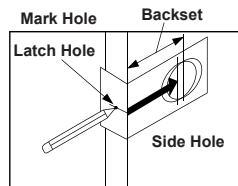


Fig. 14

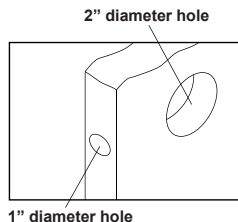


Fig. 15

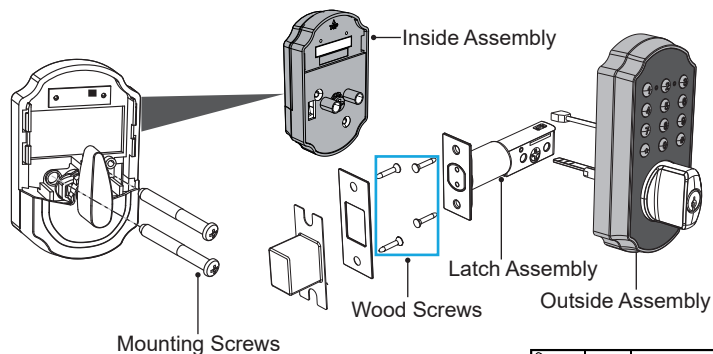
Part 2 - Disassemble the Lock

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

Outside Assembly x 1

Inside Assembly x 1

Latch Assembly x 1



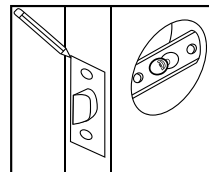
Part 3 - Installing the Latch

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. 16).

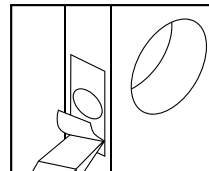
Step 2. Chisel about 3mm (0.1") deep or until latch plate sits flush with door edge (Fig. 17).

(N) 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.



(Fig. 16)

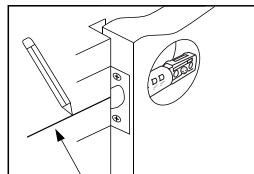


(Fig. 17)

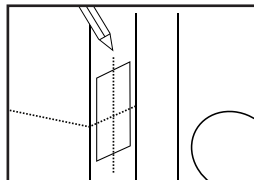
- Step 3.** Insert the latch into the hole and check it. The latch's plate should sit flush against the edge of the door (Fig. 3). If there's too much space behind the latch, or if it's sticking out of the door, the latch should be adjusted. If the latch needs adjusted, move to Step 4; otherwise, skip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

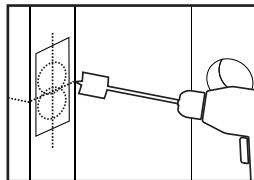
- Step 1.** Push the door until nearly closed and check where the latch's bolt touches the frame.
- Step 2.** Use a pencil to mark the horizontal center of the latch on the door frame (Fig. 18).
- Step 3.** Open the door again and extend the line over the edge of the door and inside the frame.
- Step 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. 19).
- 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. 20).
- Ⓝ 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. 18)



(Fig. 19)



(Fig. 20)

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.

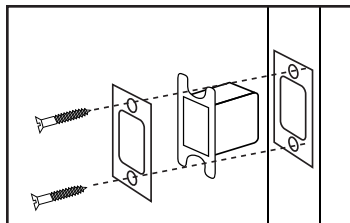
Step 7. Chisel about 1.5mm deep or until strike plate sits flush with door frame.

- ④ • 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. 20).



(Fig. 21)

4.2 Main Installation

Step 1. Use a screwdriver to extend the bolt.

⚠ The bolt must be EXTENDED prior to installing the lockset (Fig. 7).

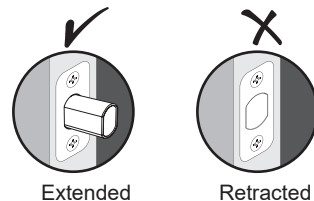
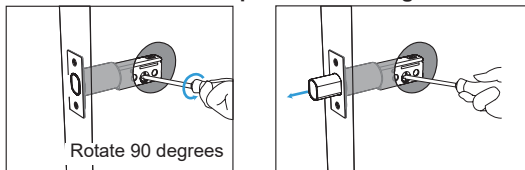


Fig. 7

Step 2. Install the outside section:

- Gently feed the power cable through diameter hole carefully over the latch (Fig. 6).
- Adjust the latch pin to HORIZONTAL position, then insert it into the center hole of the latch (Fig. 6).

⚠ Ensure the bolt is EXTENDED and latch pin is HORIZONTAL when installing outside section.

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

Step 3. Hold the outside section then continue the installation on inside section. If needed, have someone to hold the outside section to help you complete the following steps.

Step 4. Remove battery compartment cover (Fig. 9). Then carefully connect the two power cables (Fig. 10). Make sure the connector is seated properly and firmly.

Step 5. Adjust the thumb turn of the inside section to VERTICAL position (Fig. 8).

Step 6. Assemble the inside section on door by aligning mounting holes on the latch and inside section. Make sure the latch pin is HORIZONTAL when inserting it into inside section. Then secure the inside section on the door with mounting screws (Fig. 11).

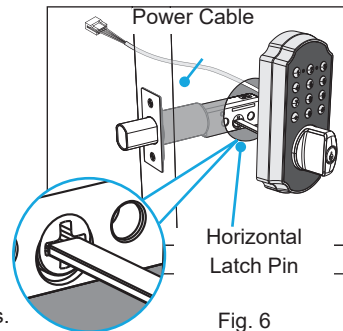


Fig. 6

Step 7. Install the 9V alkaline battery (Fig. 12) and cover the battery compartment to complete the installation (Fig. 13).

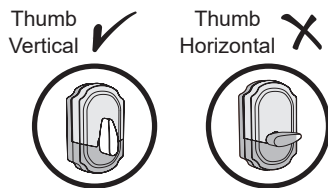


Fig. 8

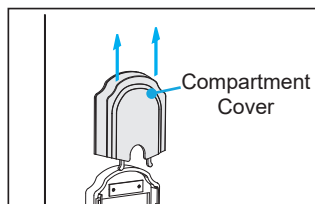


Fig. 9

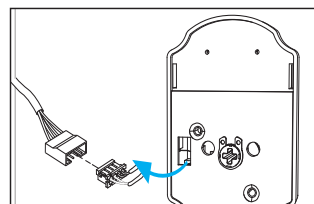


Fig. 10

- ⚠ **Make sure the positive and negative electrode of the battery are installed properly.**
- ⚠ **Do not close the door until the installation is completed and the lock is fully tested. It's highly recommended to first use the default passcode to test the lock. After fully testing the lock, be sure to change the default admin passcode.**
- ⚠ **If the lock doesn't work properly, please disassemble and follow above instructions to install again.**

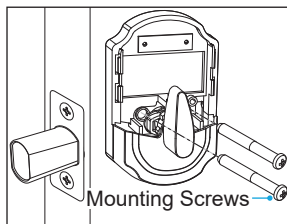


Fig. 11

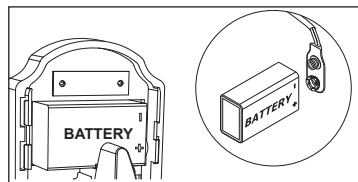


Fig. 12

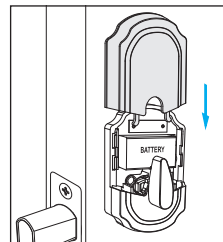


Fig. 13

Section 5

Using the Lock

To unlock the TL114, use the keypad to enter the passcode, then press '#'. The TL114 will be ready to unlock after the voice confirmation ("Ready to unlock"). **Turn the thumb turn to physically unlock the TL114.** After a few seconds, you will hear another voice confirmation ("Ready to lock"). **Turn the thumb turn back to the locked position.**

- ⚠ • The TL114 does not auto-lock. You must use the thumb turn to lock and unlock the TL114 after the correct keypad passcode is used.
- The Admin Passcode must be changed from the default. Section **6.1 Changing the Admin Passcode**.

Section 6

Keypad Passcodes

6.1 Changing the Admin Passcode

- The admin passcode must always be exactly 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 8 Resetting the Lock**.

⚠ You must turn the thumb turn to lock and unlock the TL114, even when using a keypad passcode.

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 TL114 until the keypad passcode is deleted.

-  • Only the admin can create additional keypad passcodes.
- Keypad passcodes for users can be either 4 or 6 digits long.
- The TL114 can hold up to 9 keypad passcodes.


Step 1. Press '#' on the keypad, and enter the current admin passcode. Then press '#' again. Voice navigation will guide you to adding keypad passcodes:

"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 remains 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 '#' on the keypad, and enter the current admin passcode. Then press '#' again. Voice navigation will guide you through the process:

"To delete a user passcode, please press 3."

Step 2. Enter '3' then press '#' before the keypad turns off.

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

Step 4. After the voice confirmation ("Success"), the old passcode should 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. Voice navigation will guide you through the process:

"To erase all user passcodes, please press 4."

Step 3. Enter '4' then press '#' before the keypad turns off.

Step 4. After the voice confirmation ("All user passcodes successfully deleted"), the keypad will turn off. All passcodes are now deleted.


Step 5. Test all previous keypad passcodes. They should now be unusable.

6.5 Passcode Disguise

This function is an added security feature 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 TL114 will unlock.

For example, if your user passcode is "**080808**", you can successfully unlock the TL114 by entering "11354**080808**", "11**080808**", "**10808081**" and so on.

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 TL114 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."

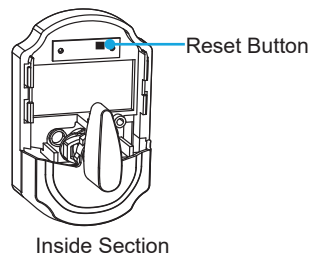
Step 2. Press '6' and then press '#'. After the voice confirmation ("Mute mode deactivated.") and the keypad lights off, Mute mode is deactivated.

Section 8

Resetting the Lock



- Resets cannot be reversed.
- Performing a reset will delete all passcodes including the admin passcode.
- 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 6.1 Changing the Admin Passcode**.



Option 1

Step 1. Press '#' on the keypad, and 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 TL114 will confirm "Restore factory settings," then flash three times. After the voice confirmation ("Success"), the TL114 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 TL114 will confirm "Restore factory settings," then flash three times. After the voice confirmation ("Success"), the TL114 is now reset.

Section 9

Specifications

Item	Description
Model Name	TL114
Battery Type	9V alkaline battery
Net Weight	2.6 lb / 1.2 kg
Dimensions	5.3 x 5.9 x 3.0 in (135 x 149 x 76.6 mm)
Material	Zinc alloy
Deadbolt	Spring
Stand-by Consumption	<70uA
Physical Keys	3
Keypad Codes	9 user, 1 admin
Passcode Length (admin)	6 digits
Passcode Length (user)	4 or 6 digits
Pressing Cycle times	>200,000
Power Port	1x micro-USB (emergency power port)
Usage Temp.	-4°F~140°F (-20°C~60°C)
Door requirements	2.16" (5.5cm) diameter hole, 1.38" - 2.16" (3.5cm - 5.5cm) thickness
Warranty	1 Year Limited

Section 10

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 TL114 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 11

Troubleshooting

Problem	Possible Cause	Solution(s)
Why can't I open the door?	Too much time has passed.	Try passcode again. Remember to 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 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	Possible Cause	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 TL114. Replace the batteries.
		Use the emergency power port to power the lock so that the door opens. Replace the batteries.
The door can be unlocked by using the outside knob without a key.	The bolt was not extended throughout the installation.	Reinstall the lock using the steps found in the QSG or in the UM (section 3.2/4.2 Main Installation).
	The latch pin was not horizontal while inserting the square hole in latch.	
	The inside knob was not vertical after the latch pin was inserted to the inside assembly.	
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. (N) 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.

Problem	Possible Cause	Solution(s)
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).

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

Section 12

Warranty

12.1 Violation

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

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

12.2 Information

One-Year Limited Hardware Warranty

Your TURBOLOCK TL114 ("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.

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