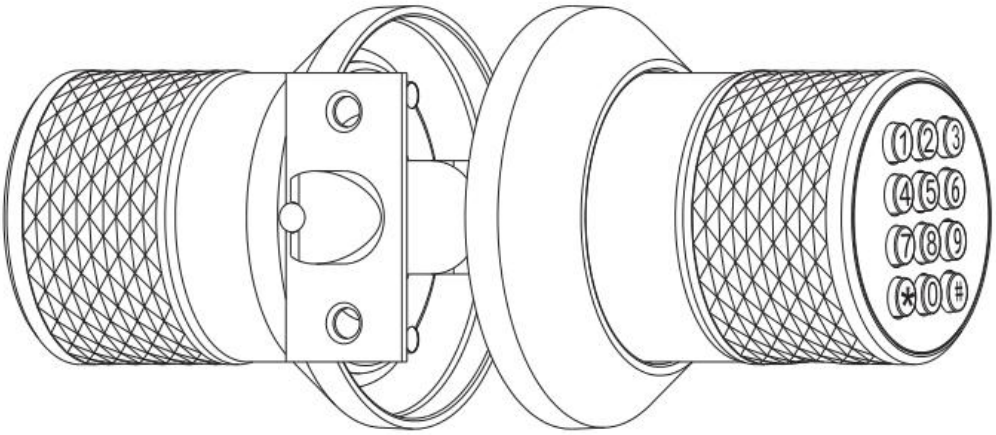
HS0335 Smart Electronic Door Lock Q&A



Q: I followed the manual but my password still doesn't work. Why?

A: 1. Ensure the password is entered correctly;

2. Repeated errors trigger a 5‑ minute lockout;

3. Long‑ press the reset button (10 s) to restore the factory password and set a new one.

Q: The lock doesn't fit my door. Why?

A: This model fits only spherical lock holes and door thickness of 32–48 mm.

Q: My key won't turn the lock. What should I do?

A: Insert the key, rotate 90° and press down the handle to open. If it won't turn, use the original key and clear any debris from the keyhole.

Q: The lock still won't power on after inserting batteries. Why?

A: 1. Do not mix old and new batteries; use only alkaline batteries;

2. Check correct polarity—incorrect installation may damage the lock.

Q: After setting a password, anyone can still open the lock. Why?

A: "Passage Mode " is enabled. After unlocking, press *# to disable it.

Q: The handle is stiff or won't spring back. What's wrong?

A: The spindle may be misaligned or screws over-tightened. Level the panels and adjust screw tension. If it still doesn't reset, verify door-hole dimensions match the manual.

Q: The handle is stiff or won't spring back. What's wrong?

A: The spindle may be misaligned or screws over-tightened. Level the panels and adjust screw tension. If it still doesn't reset, verify door-hole dimensions match the manual.

Q: The handle is stiff or won't spring back. What's wrong?

A: The spindle may be misaligned or screws over-tightened. Level the panels and adjust screw tension. If it still doesn't reset, verify door-hole dimensions match the manual.

Q: How do I download the app and pair via Bluetooth?

A: Scan the QR code in the manual or search "TUYA" in your app store. Enable Bluetooth, open the app, then approach the lock to pair.

Q: Bluetooth connection is unstable and drops often. Why?

A: Keep your phone within 10 m of the lock; prolonged inactivity disconnects automatically. Restart the app to reconnect.

Q: What if Bluetooth pairing fails or status updates are delayed?

A: Restore factory settings and pair again. Common causes include unstable network, missing Bluetooth permissions, or distance > 10 m. Restart the app to reconnect.

Q: How do I replace the batteries?

A: Use a screwdriver to remove the battery cover screws, then replace with alkaline batteries.

Q: Why do the buttons not respond or show errors?

A: It may be a wrong password or keypad malfunction. Check and retry; contact after‑ sales if the problem persists.

Q: Why do batteries drain quickly?

A: Use alkaline batteries only; avoid carbon or rechargeable types. Alkaline batteries last about one year.

Q: Is the lock waterproof? Can it be installed outdoors?

A: Its water resistance is limited; outdoor installation is not recommended.