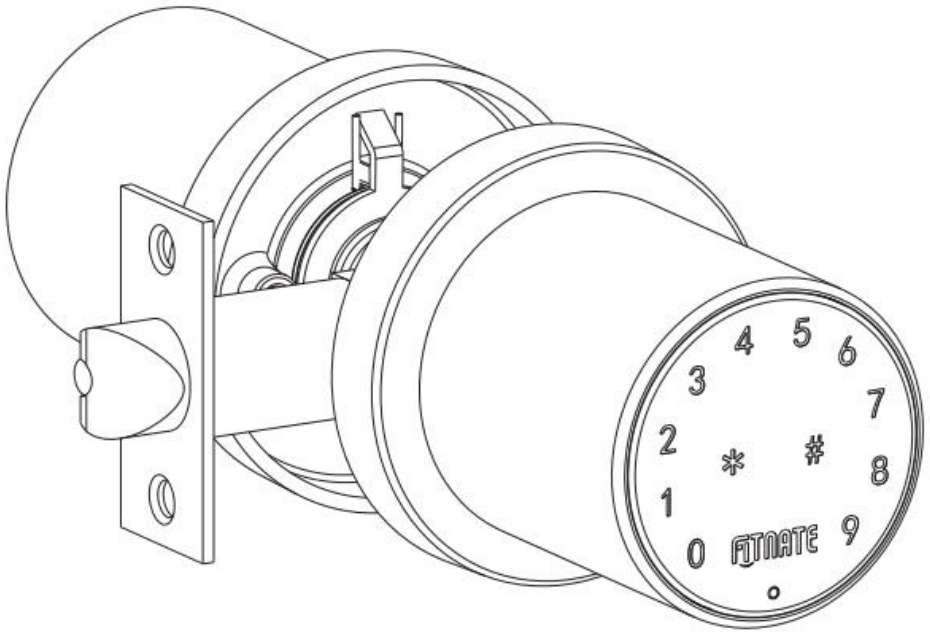
HS0395 Smart Electronic Door Lock Q&A



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°, then 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: Use brand- new alkaline batteries only; do not mix old and new. Check correct polarity—incorrect installation may cause irreversible damage.
Q: After setting a password, anyone can still open the lock. Why? A: Check if "Passage mode" is enabled. Follow the manual to disable it, or reset the password.
Q: The handle is stiff or won't spring back. What's wrong?

A: The spindle may be misaligned or screws overtightened. Level the front/back panels and adjust screw tension. If it still won't spring back, verify the door-hole dimensions match the manual.

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: Reinstall the batteries—the lock will self-test. If the issue persists, the product may be faulty; contact after-sales support.

Q: Why do batteries drain quickly?

A: Do not use carbon or rechargeable batteries; use alkaline batteries only. Alkaline batteries last about one year.

Q: How do I add or delete a user password?

A: Refer to Section 5 of the manual and follow the step-by-step instructions.

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

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

Q: Why does the lock stop working after a period of use?

A: Likely because the batteries were not replaced in time—please install fresh batteries.