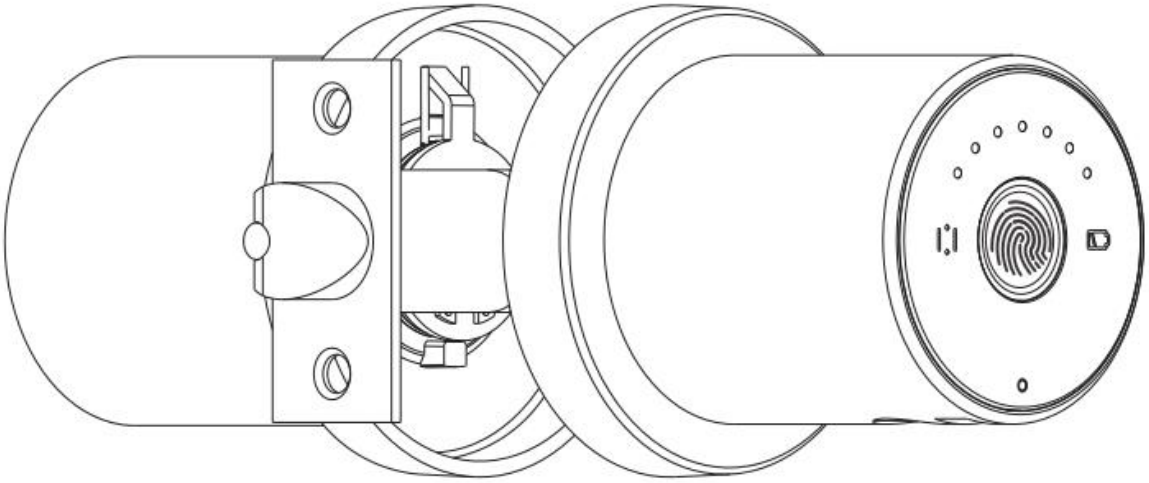
HS0396 Smart Electronic Door Lock Q&A



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: Why is fingerprint recognition unresponsive or inaccurate? A: When adding fingerprints, follow the manual to capture the same finger at multiple angles.
Q: I can’t connect to the app. (For app- enabled models only) A: 1. Ensure your phone’s Bluetooth/Wi- Fi is ON; 2. Keep the phone within 10 m of the lock; 3. Restart the app or restore factory settings and rebind the device.
Q: How do I connect via Bluetooth and the app? A: Scan the QR code in the manual or search “TUYA” in your app store to download. Enable Bluetooth, open the app, and approach the lock to pair.
Q: My key won’t open the lock. What should I do? A: 1. Use the original key that matches the lock cylinder; 2. If the key jams, clear any debris from the keyhole.
Q: The lock still won’t power on after installing batteries. Why? A: 1. Use brand- new alkaline batteries only; do not mix old and new;

2. Check correct polarity—incorrect installation may cause irreversible damage.

Q: After setting a password, any fingerprint can still unlock. Why?

A: Check if “Passage mode” is enabled. Follow the manual to disable it, or reset the password.

Q: The lock cylinder 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 won’t reset, 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: How do I add or delete a user password?

A: In the mobile app’s “User Management,” add or remove users (fingerprint/password). See page 19 of the manual.

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

A: The batteries likely ran out of power—please replace them promptly.

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

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