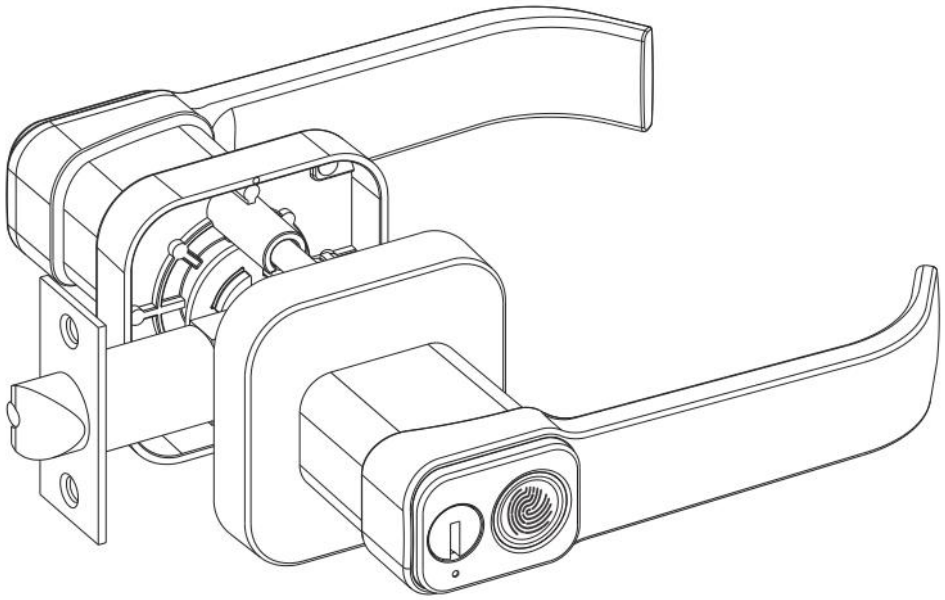
HS0398 Smart Electronic Door Lock Q&A



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 enrolling 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. Insert the key, rotate 90°, then press down the handle;

2. 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 installing batteries. Why?

A: 1. Check that batteries have sufficient charge;

2. Clean battery contacts if oxidized;

3. Verify correct polarity—incorrect installation may cause irreversible damage.

Q: After setting a password, anyone 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: Prolonged disuse may cause binding—apply a small amount of lubricant and try again.

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 entry?

A: In the mobile app’s “User Management,” add or remove fingerprint users. See pages 12–13 of the manual.

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

A: Ensure batteries are kept charged—replace them promptly when low.

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.