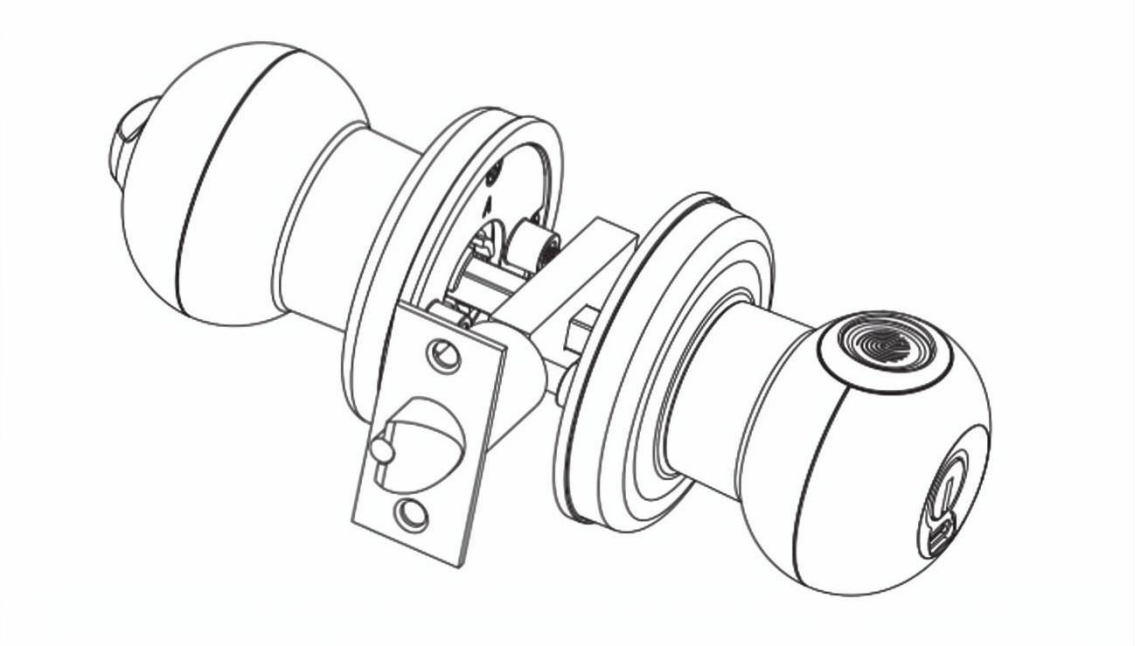
HS0436 Smart Electronic Door Lock Q&A



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: My key won’t open the lock. What should I do? A: 1. Use the original key that matches the lock cylinder; 2. Clear any debris from the keyhole using tweezers.
Q: The lock still won’t power on after installing batteries. Why? A: 1. Do not mix old and new batteries; use brand- new alkaline batteries only; 2. Check 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: 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 entry?

A: Refer to page 9 of the manual to enroll fingerprints. Individual entries cannot be deleted—you must restore factory settings to clear all data.

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.