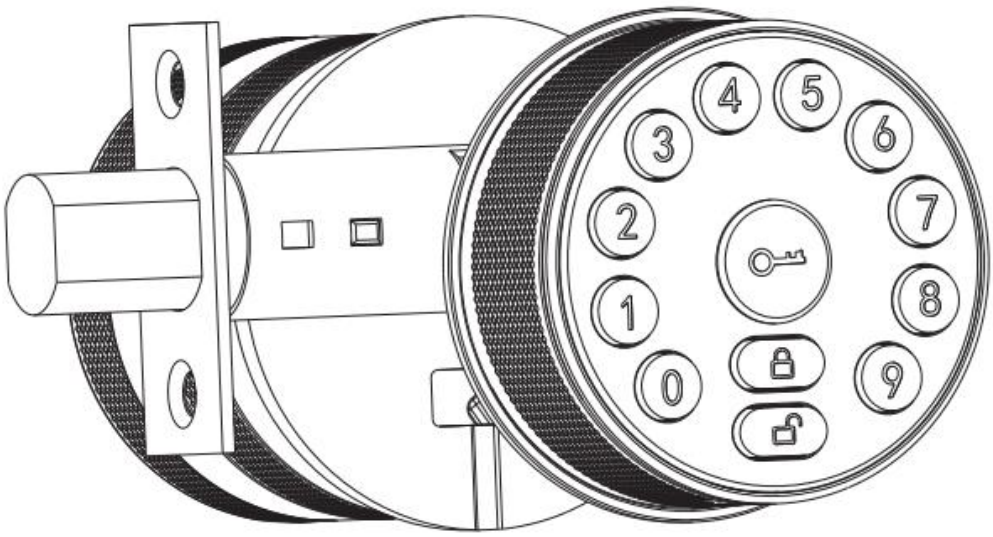
HS0447 Smart Electronic Door Lock Q&A



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

A: The password wasn't set successfully—ensure you entered it correctly.

• Repeated errors trigger a 5- minute lockout;

• 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 35–48 mm.

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.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, anyone can still unlock. Why?

A: There is no "passage mode" on this model, so this issue cannot occur.

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 front/back 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: 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 support if the problem persists.

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

A: Refer to pages 10–11 of the manual and follow the step- by- step instructions.

Q: Why do batteries drain quickly?

A: Use alkaline batteries only—they last about two years. Avoid carbon or rechargeable types.

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

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