Veise

Installation Manual

Model No. VE028

Tutorial Video

Scan the QR code and search **VE028** to get the video.

Need Help? Contact Us!

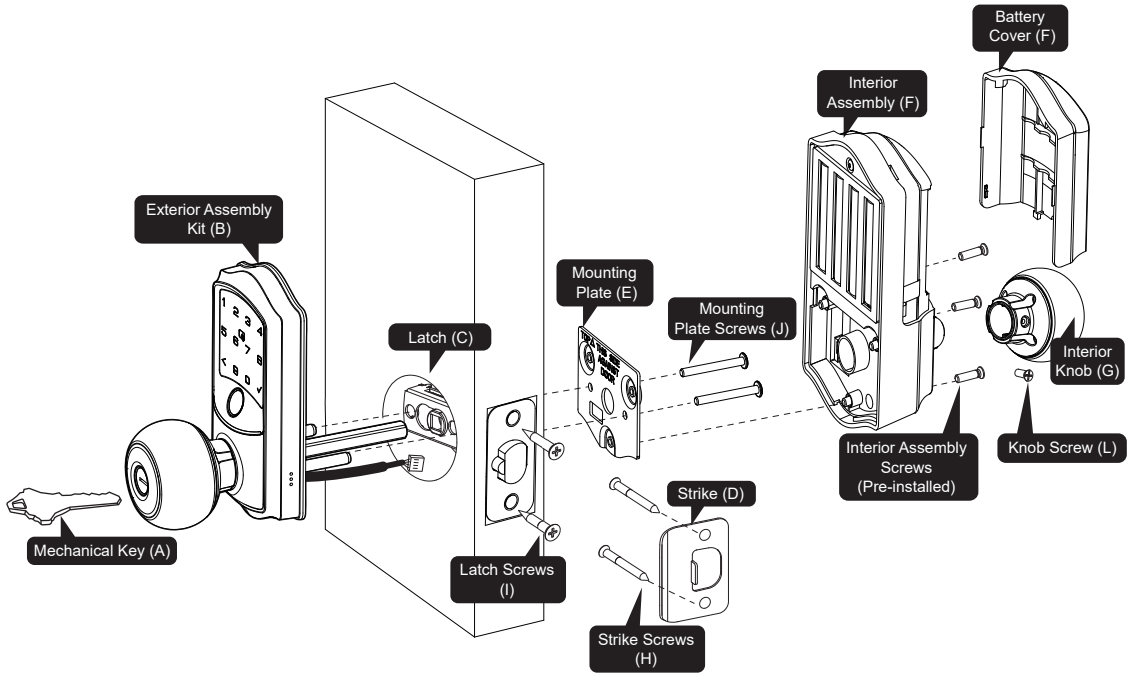
Call us at **+1(855)400-3853** (Monday-Friday 9:00am-5:00pm PST), if you have any questions.

support@iveise.com **iveise.com**

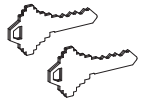
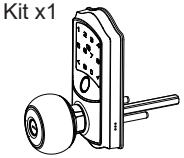
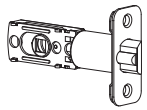
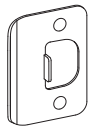
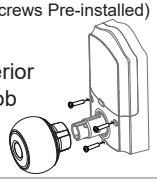
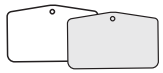
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Installation Overview



Parts List

A Mechanical Key x2 	B Exterior Assembly Kit x1 	C Latch x1 	D Strike x1 
E Mounting Plate x1 	F Interior Assembly x1 (3 Screws Pre-installed) G Interior Knob 	H Strike Screws x2 	I Latch Screws x2 
J Mounting Plate Screws x2 	K Reset Tool x1 	L Knob Screw x1 	M User Card x2 

⚠Missing any parts? Call us at **+1(855)400-3853.** ✉ **support@iveise.com**

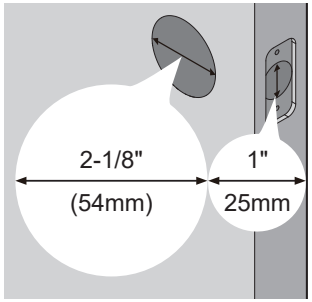
Installation Guide

Step 1: Prepare the Door & Check Dimensions

1

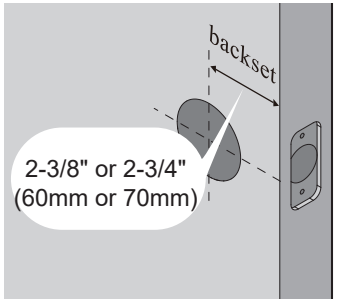
The hole in the door is 2-1/8" (54mm).

The hole in the door edge is 1" (25mm).



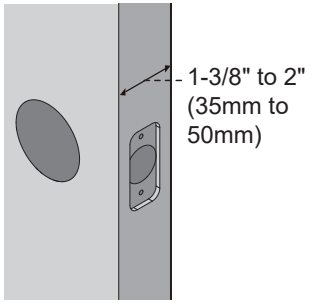
2

The backset is either 2-3/8" or 2-3/4" (60mm or 70mm).



3

The door thickness is 1-3/8" to 2" (35mm to 50mm).

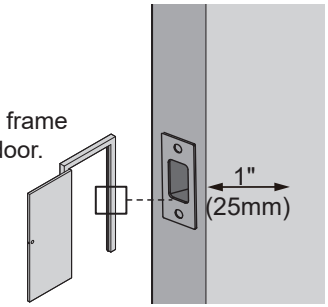


4

NOTE:

Make sure the door frame is aligned with the door.

There are no obstructions stuck in the door frame.



Installation Guide

Two Installation Methods

Method 1: For Doors with a Single Hole







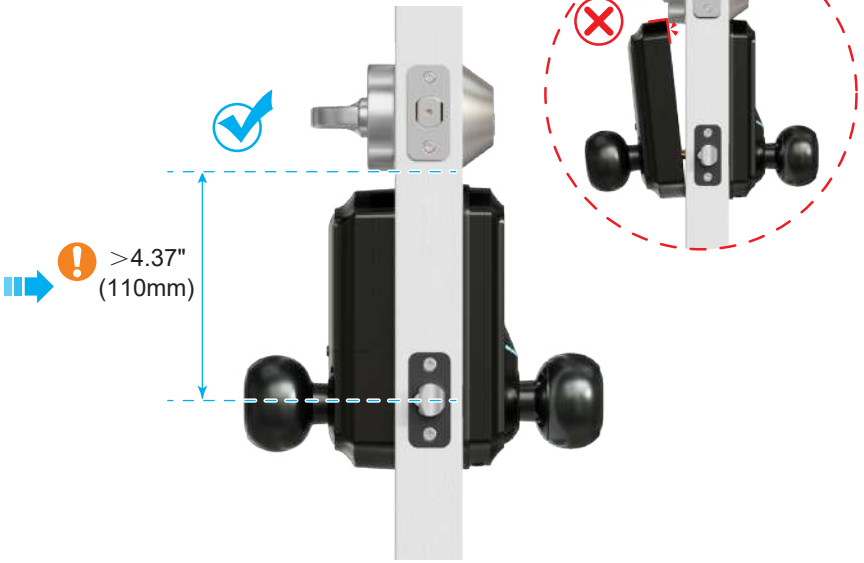
Installation Guide

Two Installation Methods

Method 2: For Doors with Two Holes







Installation Guide

Two Installation Methods

Method 2: For Doors with Two Holes

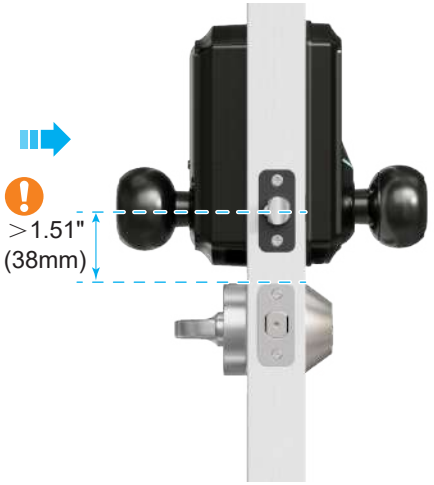
If this installation method does not fit your door, consider the following alternatives:

A. Remove the deadbolt, cover the hole with a Door Hole Cover Plate (not included), and install the lock.



B. Remove the handle, lower the deadbolt, and install the lock above it.



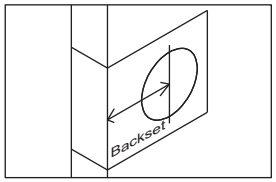


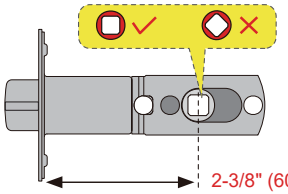
Installation Guide

Step 2: Install the Latch & Strike

1 Confirm the backset and adjust the Latch.

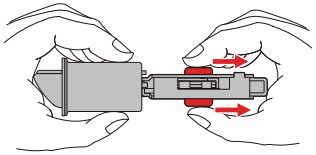
Backset is the distance from the door edge to the center of the hole in the door.
The Latch is provided with adjustable design which can fit either 2-3/8''(60mm) or 2-3/4''(70mm) backset.

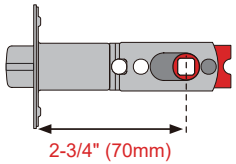


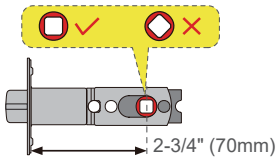


If the backset of your door is 2-3/8"(60mm), no need to adjust the Latch.

If the backset of your door is 2-3/4"(70mm), please adjust the Latch as shown in the images below.



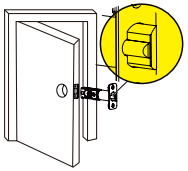




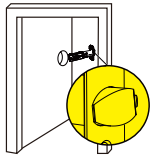
Installation Guide

Step 2: Install the Latch & Strike

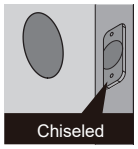
2 Install the Latch and check its orientation from outside the door.

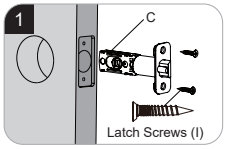


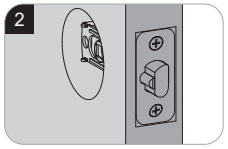
Opening Outwards



Opening Inwards

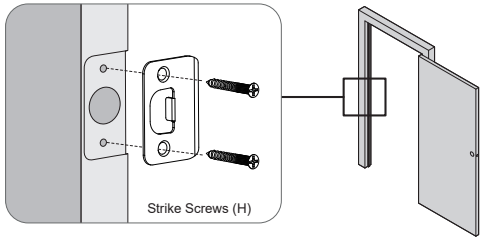






3 Install Strike on the door frame.

IMPORTANT:
Make sure the hole in door frame is drilled a minimum of 1" (25mm) deep.

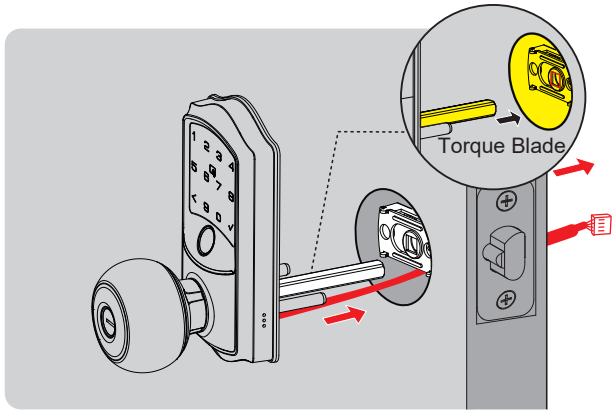


Installation Guide

Step 3: Install Exterior Assembly

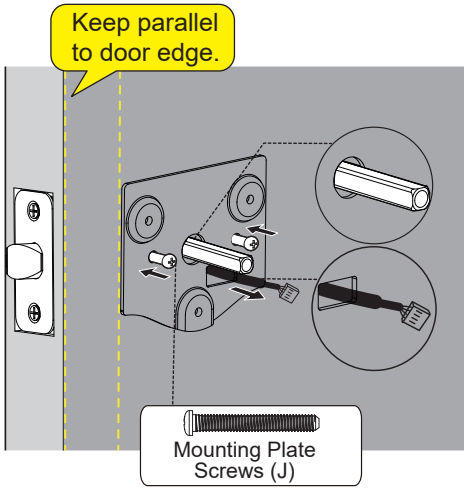
1 Route the cable below the Latch and insert the Torque Blade through the slot in the Latch.

Do not insert the Mechanical Key into the cylinder during the installation.



2 Install the Mounting Plate with the Mounting Plate Screws.

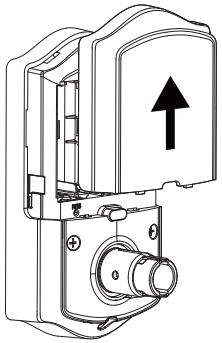
Do not overtighten screws.



Installation Guide

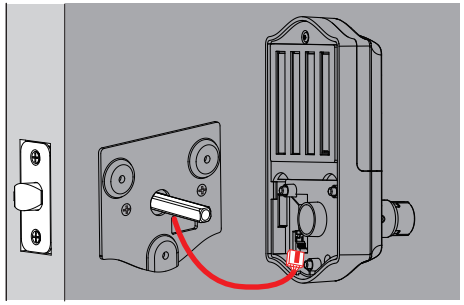
Step 4: Install Interior Assembly

1 Disassemble the Battery Cover.



⚠ Important:
Do not load batteries until the lock is completely installed.

2 Insert the cable connector into the socket and push it in securely.



NOTE:
Tuck excess cable into the socket to avoid blocking screw holes or interfering with cover installation.



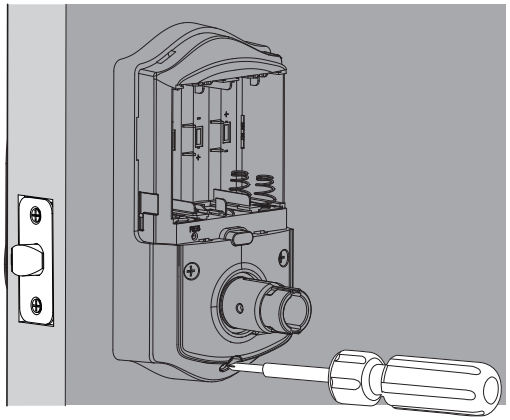


Installation Guide

Step 4: Install Interior Assembly

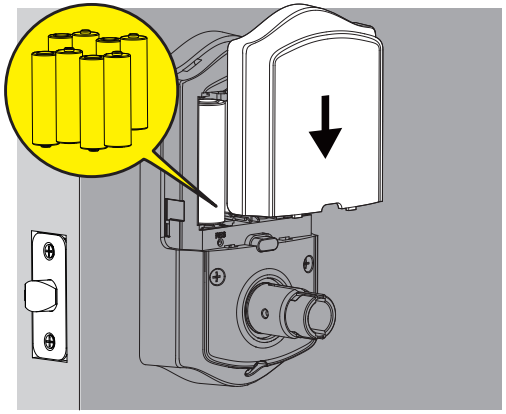
3 Attach Interior Assembly to Mounting Plate and tighten 3 screws.

NOTE:
The 3 screws are pre-installed on the Interior Assembly—no additional screws are needed.



4 Insert 8 AA Alkaline batteries and put on the Battery Cover.

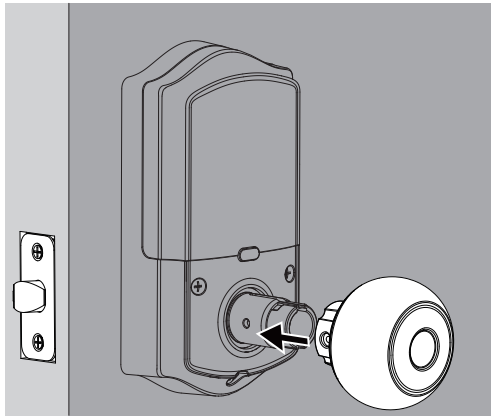
NOTE:
Use only new, non-rechargeable alkaline batteries. Do not mix old and new batteries or different brands.



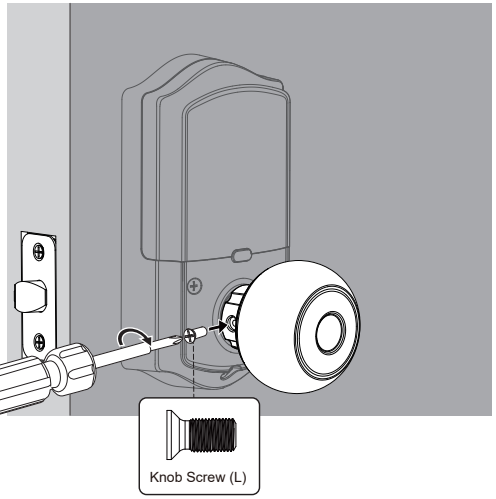
Installation Guide

Step 4: Install Interior Assembly

5 Attach the Interior Knob to the Interior Assembly.



6 Tighten the Knob Screw with a screwdriver.

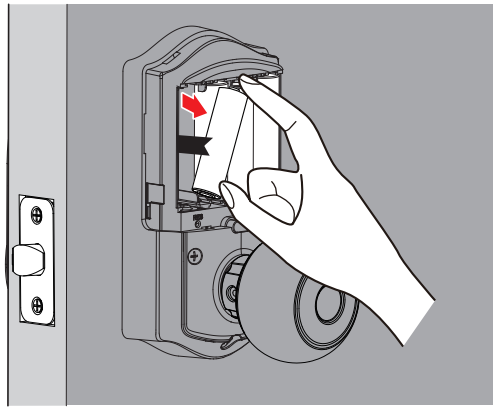


Installation Guide

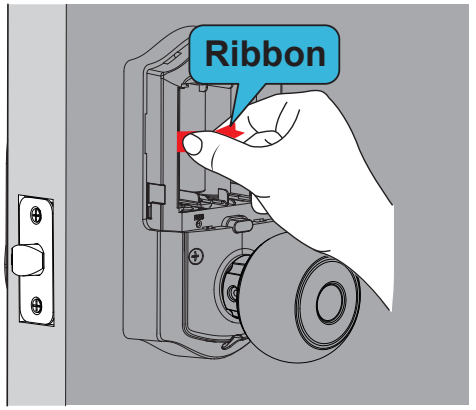
Step 4: Install Interior Assembly

If you ever need to remove the batteries, follow these steps:

- Remove the outer 4 batteries from right to left.



- Pull the ribbon to remove the inner 4 batteries from left to right. If stuck, use the Reset Tool to gently push them out.



How to Reset

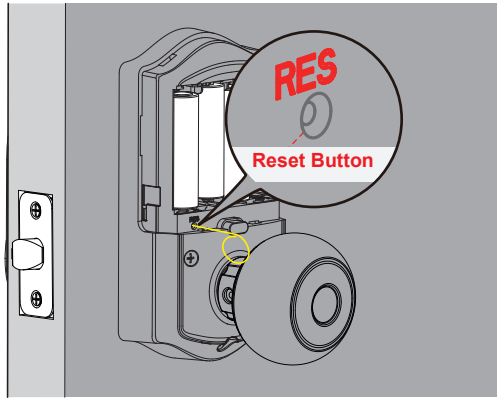
1. Press and hold the Reset Button for 5 seconds by using the Reset Tool.

2. Keep holding the Reset Button until you hear the voice prompt “Restored to factory settings”.

Scan the QR code
Search **VE028**

Call us at **+1(855)400-3853**,
if you have any questions.
support@iveise.com **iveise.com**

Settings	Factory Default
Master Code	12345678
Auto Lock	Enabled
Silent Mode	Disabled
Wrong Entry Limit	10 times
Shutdown Time	3 mins



Troubleshooting

▶ Knob not engaging Latch / Latch not moving.

1. Ensure the door thickness is between 35–50mm, and confirm the lock panels are properly aligned and parallel to the door edge.
2. Use only the original Latch included with the product, and inspect its two metal tabs to ensure they are not bent or damaged.
3. Check that the screws on both Knobs are fully tightened and secure.
4. Confirm the Torque Blade is inserted into the Exterior Knob and not missing.
5. Try loosening the Mounting Plate Screws slightly to prevent overtightening.
6. Use only fresh alkaline batteries—do not mix old and new batteries, and avoid rechargeable types.
7. If the Latch still doesn't function correctly, try reinstalling all components.
8. Still unresolved? Contact customer service for further assistance.

▶ Fail to reset.

1. The battery is low if the battery indicator light keeps flashing. Please replace it with 8 new batteries. (Alkaline batteries only)
2. Please refer to **"How to Reset"** section and perform a resetting again.

Troubleshooting

▶ How to lock manually on the Keypad from outside?

1. Touch ✓ once.
2. Press and hold any button for 2 seconds.
3. Use your Fingerprint.

▶ How to lock manually from inside?

1. When Passage Mode is off, the door locks automatically after each entry.
2. When Passage Mode is on, press the Multi-Function Button once to lock the door. This action exits Passage Mode and re-enables Auto Lock.
3. In this state, the door cannot be unlocked from the outside by turning the knob. To unlock the door, simply turn the Interior Knob left or right once more.

If you have any questions, please contact us at **+1(855)400-3853**.
support@iveise.com

FCC Caution

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference.

(2) this device must accept any interference received, including interference that may cause undesired operation.

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

-Reorient or relocate the receiving antenna.

-Increase the separation between the equipment and receiver.

-Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

-Consult the dealer or an experienced radio/TV technician for help.

FCC Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

IC Warning

This device complies with Innovation, Science and Economic Development Canada's

licence-exempt RSSs. Operation is subject to the following two conditions:

(1) This device may not cause interference.

(2) This device must accept any interference, including interference that may cause undesired operation of the device.

This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR

d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de

licence. L'exploitation est autorisée aux deux conditions suivantes:

(1) Ce dispositif ne peut causer d'interférences ; et

(2) Ce dispositif doit accepter toute interférence , y compris les interférences qui peuvent causer un mauvais fonctionnement de l'appareil.

Ce matériel est complété par une exposition de rayonnements IC pour un environnement naturel. Ce matériel doit être installé et se faire avec une distance minimale de 20cm entre les radiateurs et les autresYour body shop.

Information & Safety Warnings

• Protect your User Codes and Master Code.

• Restrict access to your lock's Interior Assembly and routinely check your settings to ensure they have not been altered without your knowledge.

• Do not use an electric screwdriver during installation.

• This manufacturer advises that no lock can provide complete security by itself.

• This lock may be defeated by forcible or technical means, or evaded by entry elsewhere on the property.

• No lock can substitute for caution, awareness of your environment, and common sense.

• Take care to ensure a long-lasting finish. Please use soft and damp cloth to clean the lockset if you need. Using lacquer thinner, caustic soaps, abrasive cleaners or polishes could damage the coating and result in tarnishing.

• The lock is water-resistant. It can withstand water splashes; however, do not let water and liquids get into the lock.

• Avoid exposure to direct sunlight. Long-term exposure to direct sunlight may damage the lock.

Need Help? Contact Us!

If you have any questions, please contact us at

+1(855)400-3853

(Monday-Friday 9:00am-5:00pm PST)

support@iveise.com **iveise.com**

If you have your ***order ID*, videos or images of your problem** (if necessary) ready before contacting Customer Support, we will solve your problem faster and better.

V1.0