Zeno Series




PGK728WHK

1

## Start First

# Lockly Secure Pro

## Installation guide

LOCKLY
Enjoy the freedom™

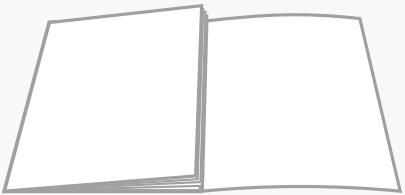
# Welcome

Access the latest Install video and installation guide.

Scan to watch step-by-step video installation

Scan for the most updated version of this manual.

## Reference foldout



Get an overview of all installation components and parts with the handy reference foldout on the back page. Keep it open for reference as you go through each step.




## We’re Here to Help

Your Lockly smart lock comes with lifetime technical support. Feel free to contact us with any questions or comments.

(669) 500-8835

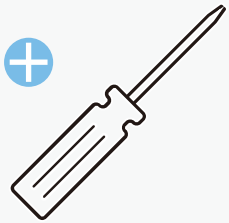
help@Lockly.com

support.Lockly.com

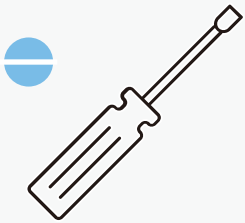
# What You'll Need

## Tools

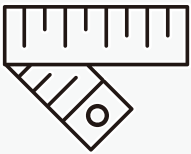
Phillips-Head Screwdriver



Flathead Screwdriver

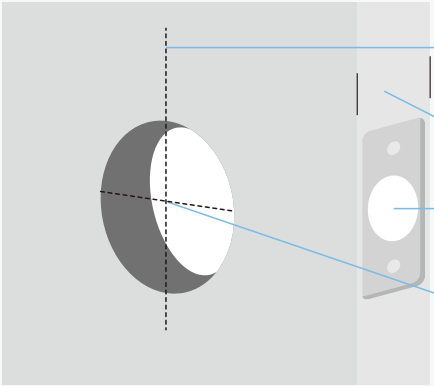


Tape Measure or Ruler



## Prepare Door

Confirm existing door or use provided template to bore new holes.



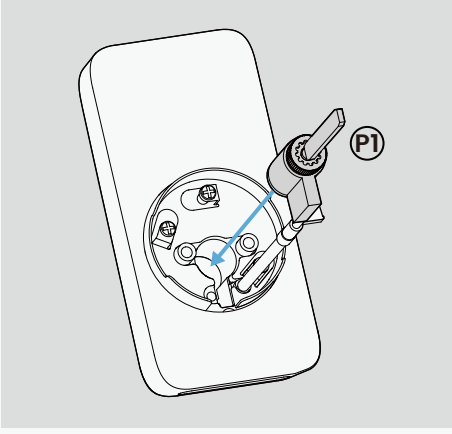
# Installation


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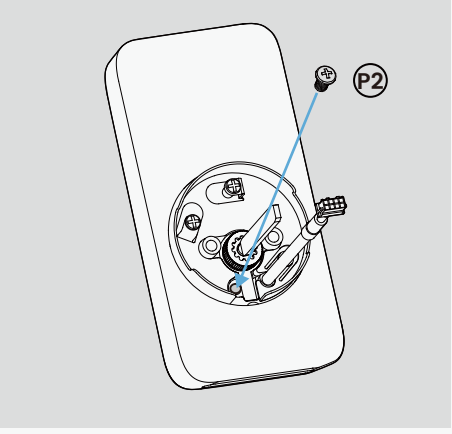
# Lock Cylinder Installation (Optional)

Before installing the smart lock, follow the below steps on this page to complete the installation of the lock cylinder.

**If your lock already comes with the lock cylinder installed, you can skip this step.**




Insert the lock cylinder into the cylinder hole of the exterior assembly.

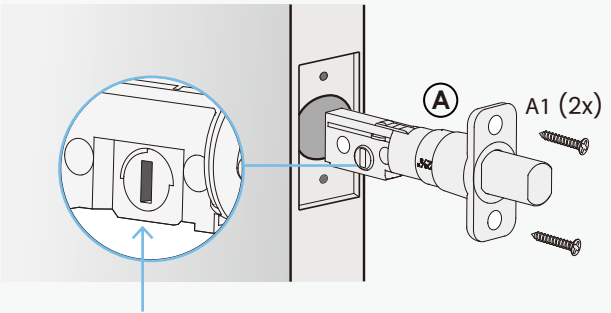


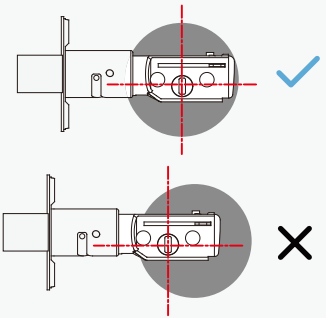

Tighten the cylinder screw clockwise with a screwdriver.

If you use a power tool to tighten the screws, set it to the lowest speed. Before you start, line the screw up straight with the threads to avoid cross-threading and damaging the screw hole.

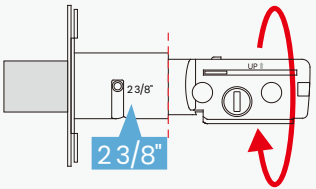
# Deadbolt Installation

Ensure deadbolt blade slot aligns center in the door hole.

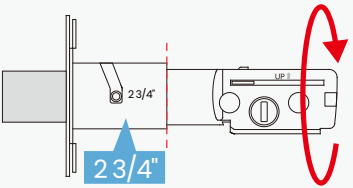


The deadbolt comes set to 2 3/8" (60mm) ; adjust to 2 3/4" (70mm) if needed.



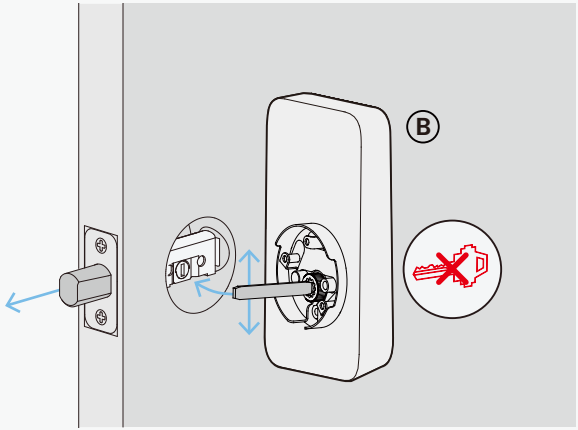

To adjust to 2 3/4" (70mm), hold the faceplate and twist the body counterclockwise until it snaps.

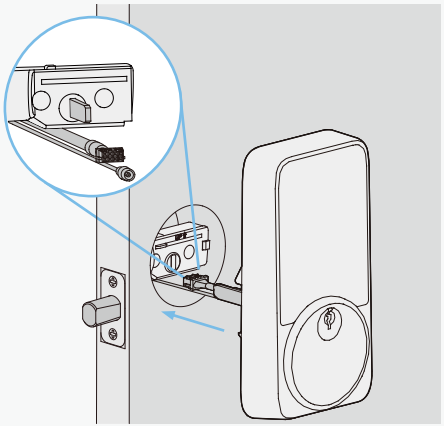



To adjust, hold the faceplate and twist the body clockwise until it snaps to 2 3/8" (60mm).

# Installing Lock Exterior

Ensure the torque blade is vertical (up and down) with the deadbolt extended.
**Note: Do not insert a key.**

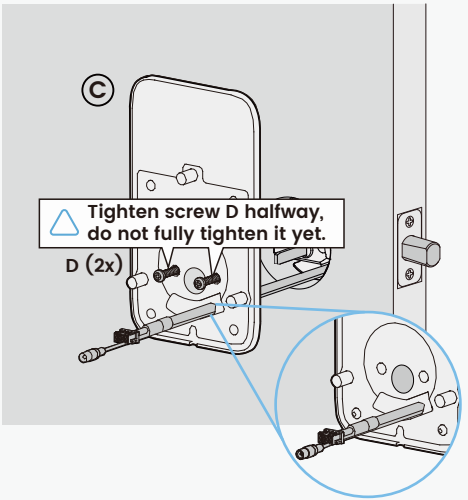


Place the assembly and torque blade through the deadbolt slot, guiding the connection cables under the deadbolt as shown.

Complete the mounting by aligning and securing the assembly to the exterior door surface.

# Installing Interior Mount Plate

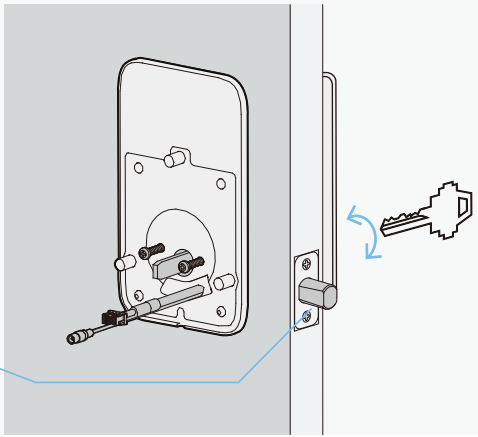



Push the cables through the notched gasket in the lower corner. Hold the mounting plate in place so its holes line up with the holes in the door. Choose the screws that match your door's thickness (see the parts reference page). **Make sure the torque blade is in the center.** Turn the **D** screws in only halfway so the plate is not fully tight yet.

**Before you tighten screw D, check that the cables are not pinched or squashed.**

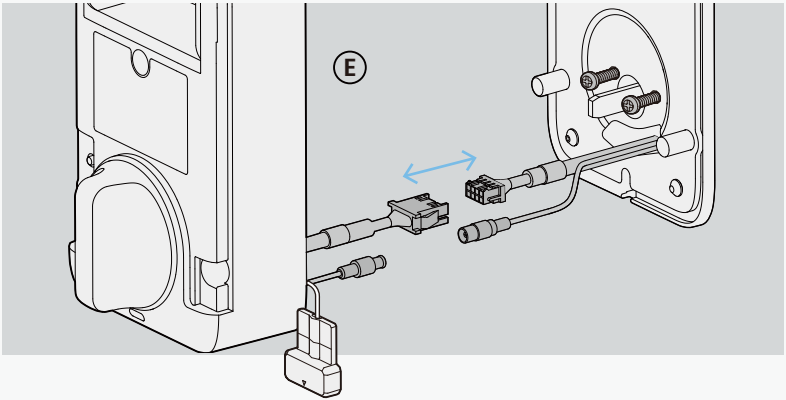
Using the key, check that the deadbolt locks and unlocks smoothly. If the key does not turn the deadbolt, revisit the steps above and ensure the plate is properly aligned with the exterior assembly.

**When finished, leave the deadbolt extended and remove the key; otherwise the door lock may not function properly after installation.**

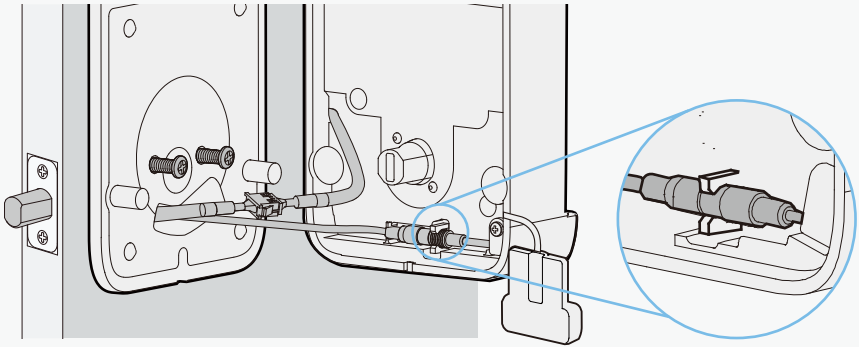


# Installing Interior of Lock

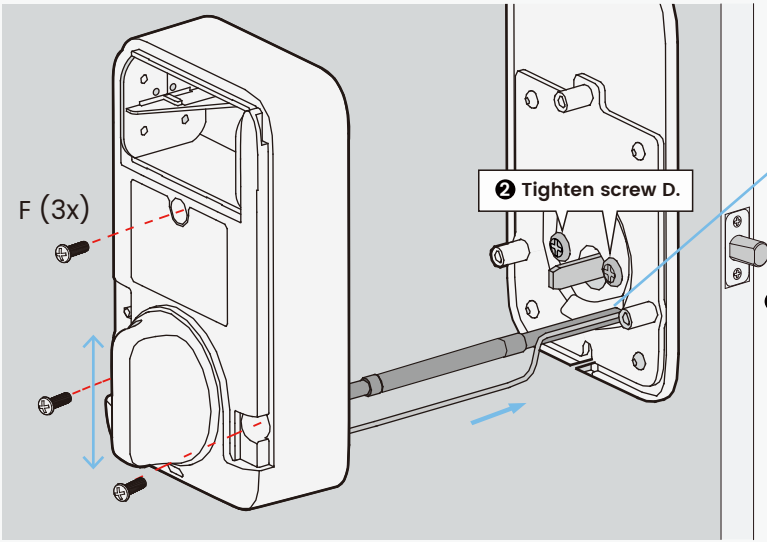
Remove the battery cover from interior assembly **E** before installation.
Before installing the interior assembly, determine the appropriate direction outlet for the wired sensor. Refer to page "**Installing the door sensor**" for more.
With interior assembly **E**, connect the ends to their corresponding counterparts.

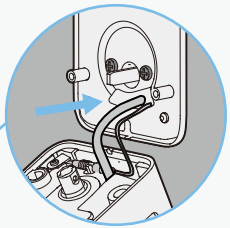



Click the rounded antenna connectors in to the built-in clip.

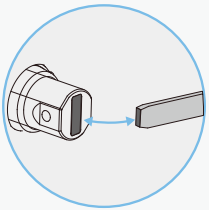


# Installing Interior of Lock



❶ Tuck excess cables and connector back into the faceplate and door hole.



Align outer thumb turn and torque blade shaft, **make sure both are in the vertical position.** Carefully tuck cables and connector back into the faceplate and door hole under the deadbolt. Be careful not to force or pinch the cables.

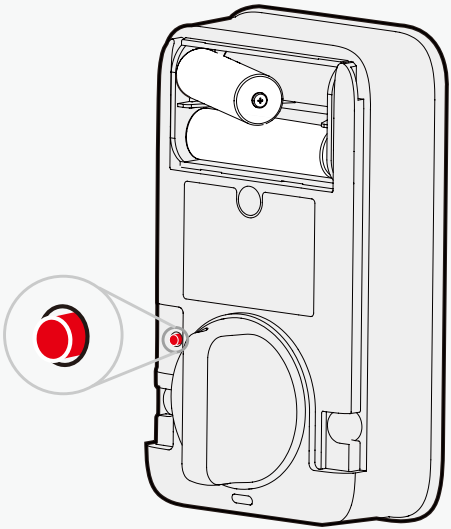
Place the interior assembly against the mounting plate and secure it with screw F (3x).

# Install Battery & Perform Self-check

With **door open** and **deadbolt fully extended,** insert the battery.

Once the battery is installed, **hold** the program button for **4 seconds.** The lock will automatically start a self-check (release the program button once self-check starts). This process programs the lock for right or left swinging doors and verifies correct installation.

Once self-check is complete, slide and snap the battery cover in place to secure the battery.



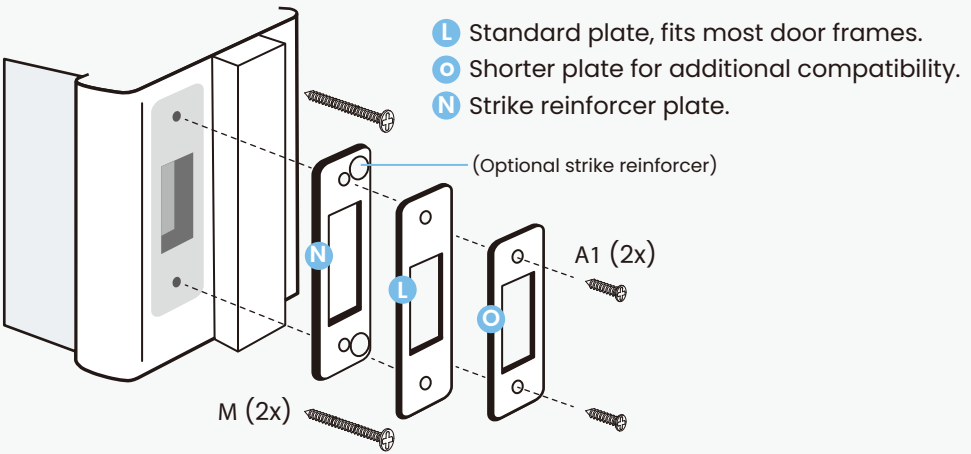
If the deadbolt isn't extending properly, it might be because it was not installed correctly. Please check the installation steps to make sure everything is done right.

Scan to watch

# Installing Door Frame Strike Plate

Two strike plates (L & O) are provided. There is also an optional strike reinforcer plate **N** that can only be used with the **L** strike plate.

Choose the strike plate that best fits your door frame and needs. Alternatively, you can use your existing deadbolt strike plate. Whether existing or new, **it's crucial that the deadbolt operates smoothly without any binding or catching.**

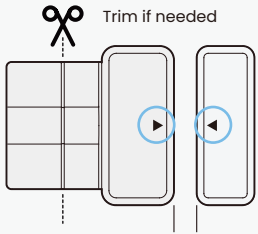


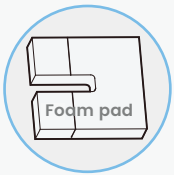

Due to variations in door and frame designs, you may need to adjust the strike plate to ensure smooth deadbolt operation. **This is crucial. If the deadbolt binds or catches, the lock will beep rapidly, indicating it cannot close due to misalignment or excessive** rubbing. **Refer to the included Strike Plate Installation Locator Kit for assistance.**

# Installing the Door Sensor

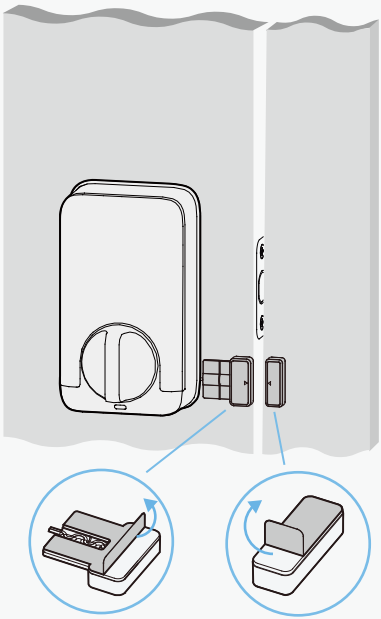
## Door sensors provide real-time open/close push notifications and status updates.

They also enable voice control with Siri, Amazon Alexa, or Google Assistant. Install the sensors on the interior side on clean, grease-free, and dry surfaces. Sensors can be mounted on either the left or right side (example shows right side).




2 part foam pad

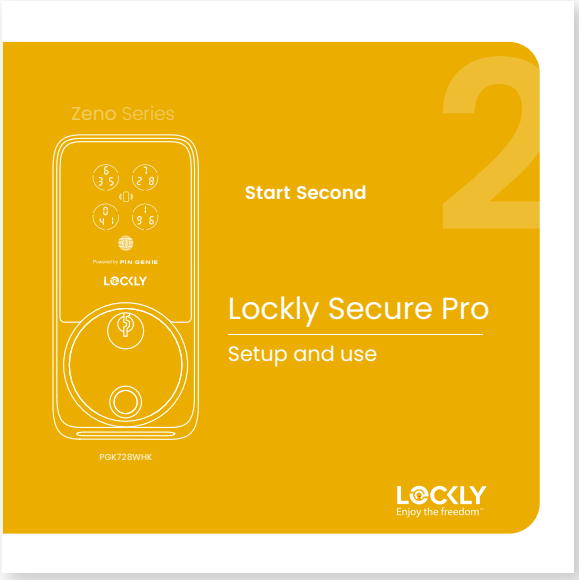


Align the arrows on each sensor, ensuring the gap is less than 3/4". **Sensors must be as level with each other as possible.** Use adhesive foam pads to adjust the door wired sensor's height if needed.

Keep the door sensor out of direct sunlight, high heat, and large metal objects that may interfere with wireless signals.

# Continue to Setup and Use

Refer to guide number 2 "Setup and User Guide" to complete installation.




Scan for the most updated version.

# Troubleshooting FAQs

# Troubleshooting/FAQs

**Can I install the smart lock myself, or do I need a professional?**

Lockly smart locks are designed to install yourself by following the provided step-by-step installation guide or online video instructions. However, if you're not comfortable with DIY installations, hiring a professional is recommended.

**Does Lockly offer professional installation support services?**

We provide free remote installation support to assist you with the installation process. To schedule this support, please reach out to us via email at help@lockly.com, call customer support at (669) 500-8835, or visit our help portal at Lockly.com/help.

**How do I know if my door fits a LOCKLY lock?**

Before purchasing, it's a good idea to measure your door's thickness and backset accurately and compare these measurements with the specifications provided by Lockly. If you have any doubts or questions, our customer support or installation guides can provide additional assistance to ensure a proper fit for your door.

**Where can I download the Installation Video and Manuals?**

For comprehensive video tutorials and manual guides on installing Lockly locks, please visit lockly.com/pages/installation.

**How to re-key a LOCKLY smart lock?**

Lockly uses 5-pin cylinders for the Deadbolt Editions, which can be replaced using rekeying kits from various brands. Always follow the specific instructions provided by Lockly for your model, as rekeying procedures can vary. If you need clarification or are uncomfortable with rekeying, we recommend seeking help from a professional locksmith, to ensure it's done correctly and efficiently.

# Troubleshooting/FAQs

**How long does the installation process take?**

The installation process usually takes about 20-35 minutes, depending on your experience and the type of door.

**Is Lockly compatible with all types of doors?**

Lockly is compatible with most left and right swinging standard doors. However, it's important to check the specifications to ensure compatibility with your door type. Doors thicker than 2 inches (50mm) may require an optional longer torque plate and screws available through Lockly customer service at: support@lockly.com or (669) 500-8835.

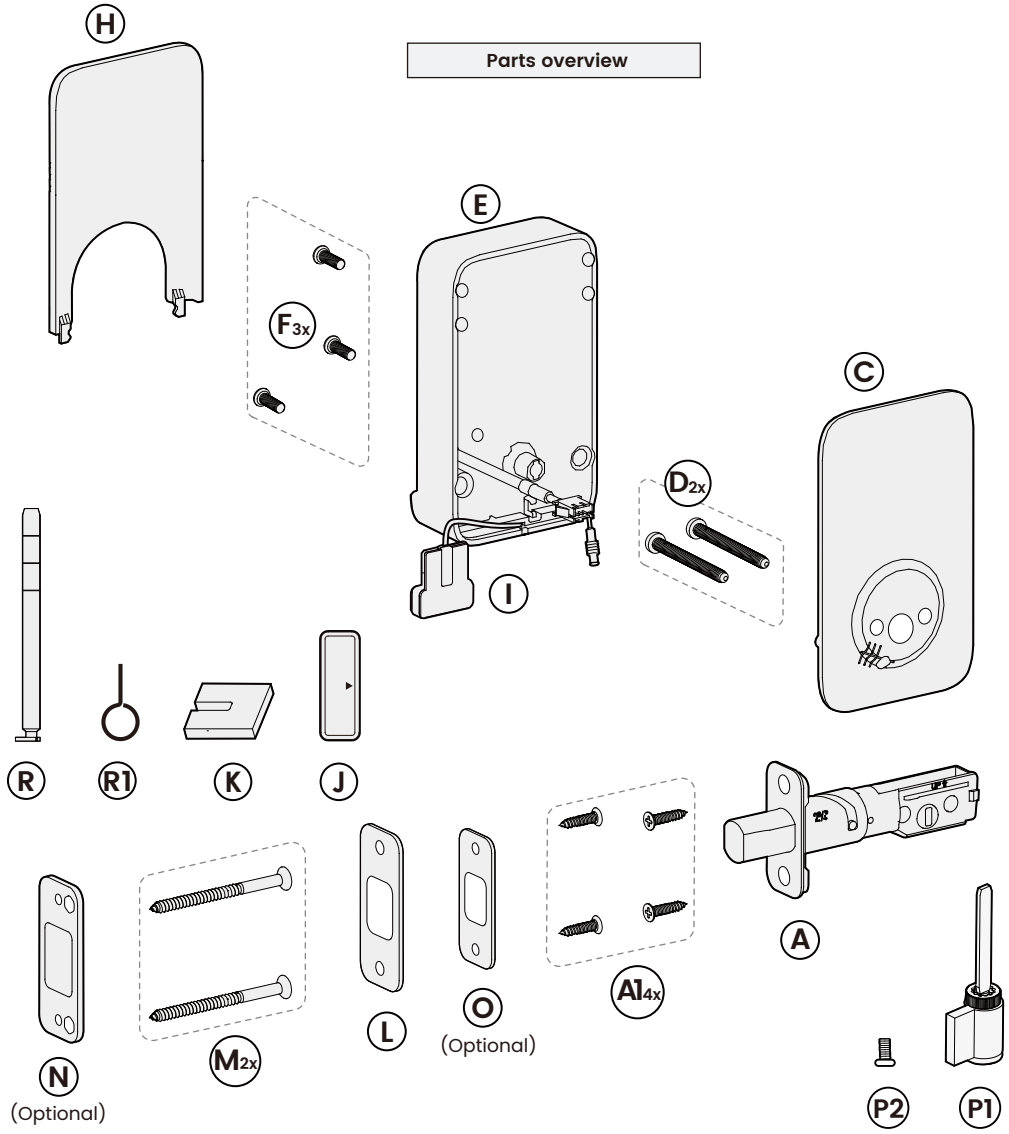
**What should I do if the smart lock doesn't fit my door?**

If the smart lock doesn't fit,  you may need to make minor adjustments to your door, door frame or consult Lockly customer service at: support@lockly.com or (669) 500-8835 for assistance.

**How do I connect the smart lock to my Wi-Fi network?**

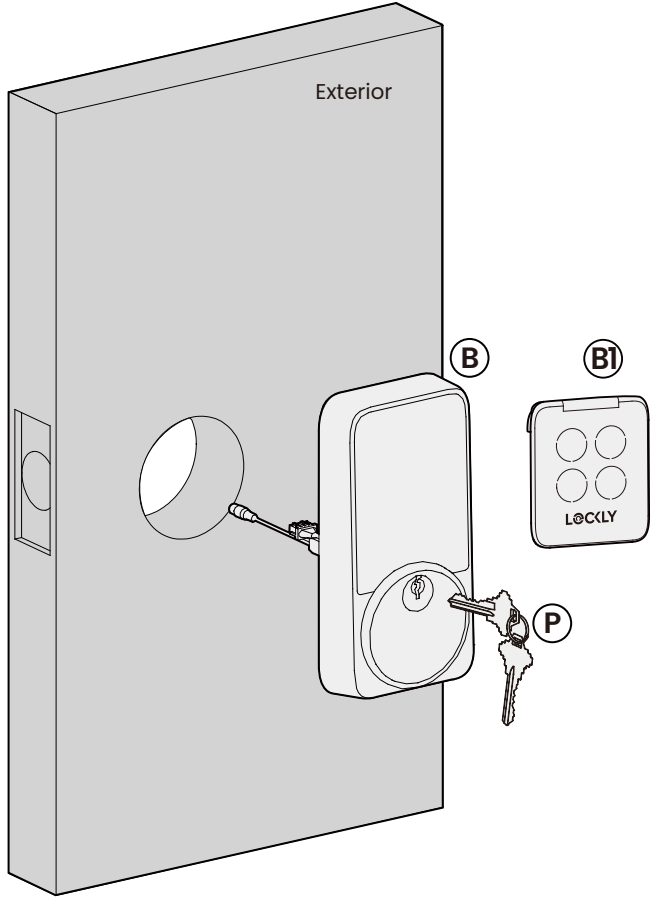
After installing the lock, follow the instructions in the app to connect it to your Wi-Fi network. You'll need your Wi-Fi password handy.

## Parts overview




| Screw | Door thickness |
|---|---|
| D1 | 1 3/8" to 1 5/8" (35~40mm) |
| D2 | 1 5/8" to 1 3/4" (40~45mm) |
| D3 | 1 3/4" to 2" (45~50mm) |
| D4 | 2" to 3 1/8" (50~80mm) |

D2x




| | Parts |
|---|---|
| A | Deadbolt |
| A1 | KA4 x 20mm Screw |
| B | Exterior Assembly |
| B1 | Touchscreen Cover |
| C | Mounting Plate |
| D | PM5 Screw |
| E | Interior Assembly |
| F | PM4 x 12mm Screw |
| H | Battery Cover |
| I | Wired Sensor |
| J | Sensor Magnet |
| K | Foam Pads |
| L | Strike Plate |
| M | ST5 x 70mm Screw |
| N | Strike Reinforcer |
| O | Strike Plate |
| P | Keys |
| P1 | Lock Cylinder |
| P2 | BM3 x 6mm Screw |
| Q | Activation Card |
| R | Tailpiece |
| R1 | Pin Key |

Q



# We’d Love Your Feedback.

Please let us know how your installation went or if you have any other comments.

Our short survey takes less than 2 minutes to complete.

Scan to start

# Lockly Secure Pro

As always, we welcome your comments and feedback at: help@Lockly.com

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Patent No. US 9,881,146 B2 | US 9,853,815 B2 | US 9,665,706 B2 | More patents refer to https://lockly.com/pages/our-patents

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