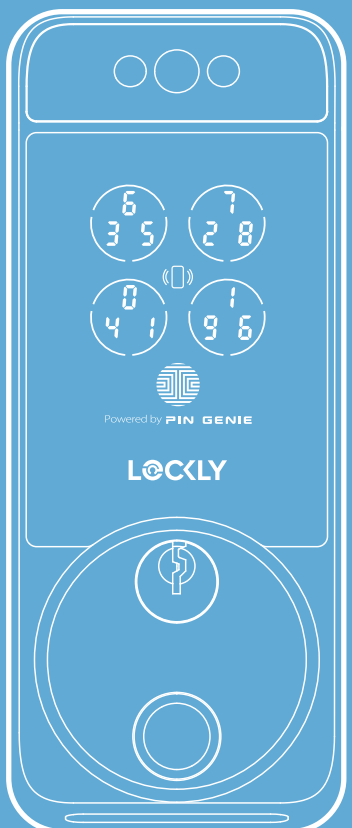
Zeno Series



PGK728WRHK

1

Start First

Lockly Visage

Installation guide

LOCKLY
Enjoy the freedom™

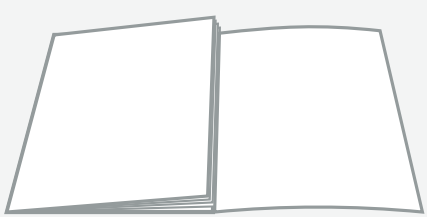
Welcome

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

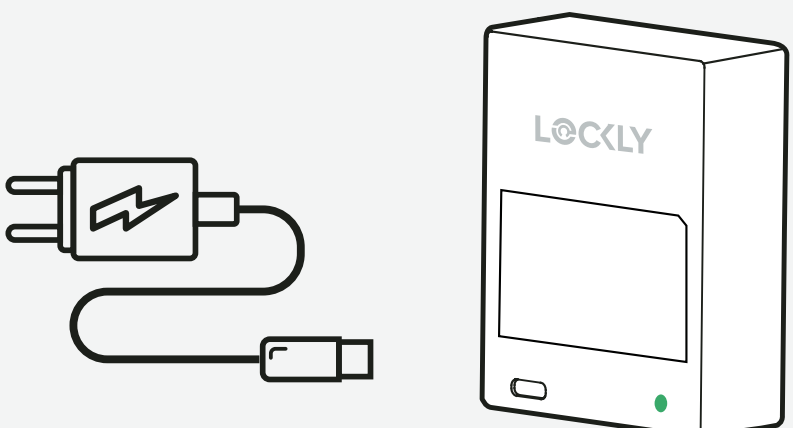
Your Lockly smart lock comes with lifetime technical support. Feel free to contact us with any questions or comments.

(669) 500-8835 help@Lockly.com support.Lockly.com

Charge the battery

Ensure battery has been fully charged.

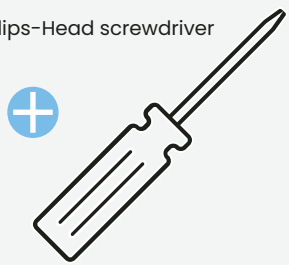
Charge the battery with the included USB-C cable and a common mobile device charger (not included) rated 5V/2A or higher. A full charge can take up to 12 hours.



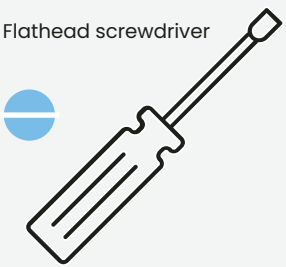
What you'll need

Tools

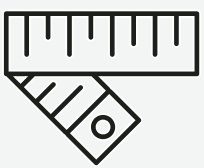
Phillips-Head screwdriver



Flathead screwdriver

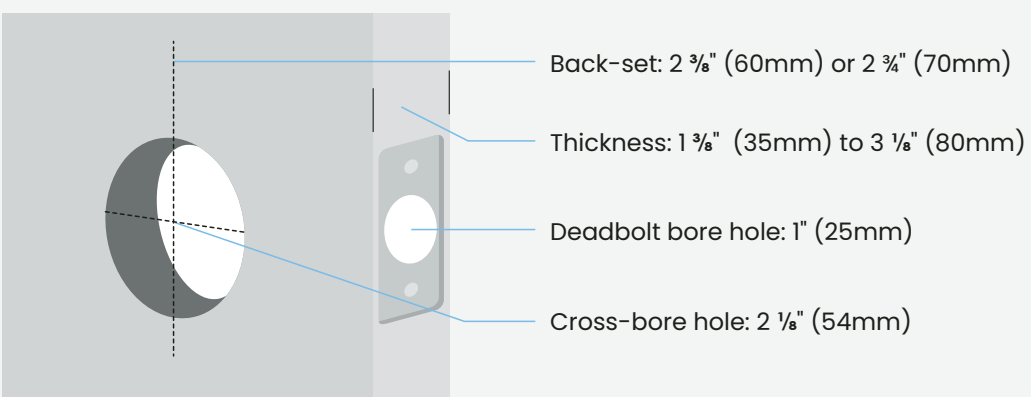


Tape measure or ruler



Prepare door

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

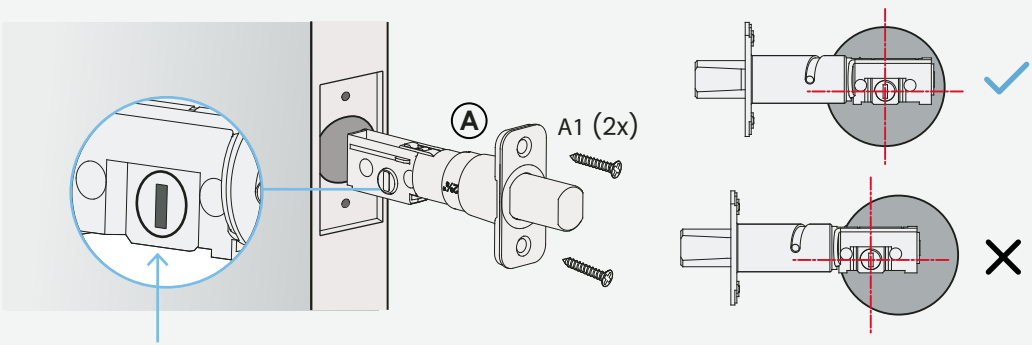


Installation

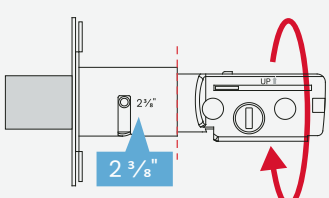
Deadbolt installation	06
Install lock exterior	07
Interior mount plate	08
Interior lock	09
Battery & self-check	1 1
Strike plate	12
Door sensor	13
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Deadbolt installation

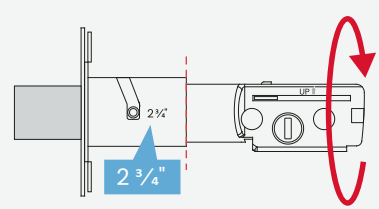
Ensure deadbolt blade slot aligns center in the door hole.



The deadbolt comes set to 2 ⅜" (60mm); adjust to 2 ¾" (70mm) if needed.



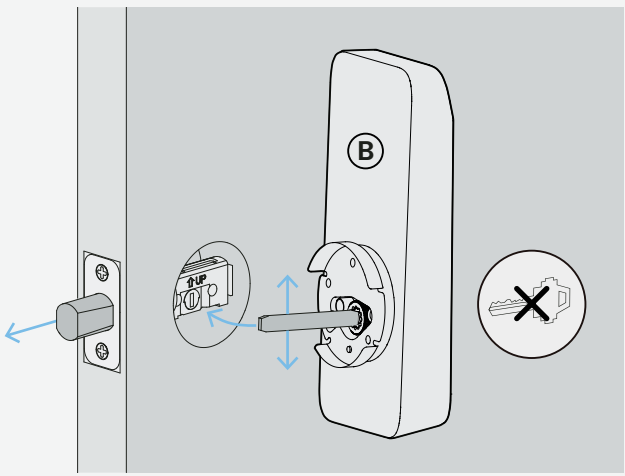
To adjust hold the faceplate and twist the body counter-clockwise until it snaps to 2 ¾" (70mm).

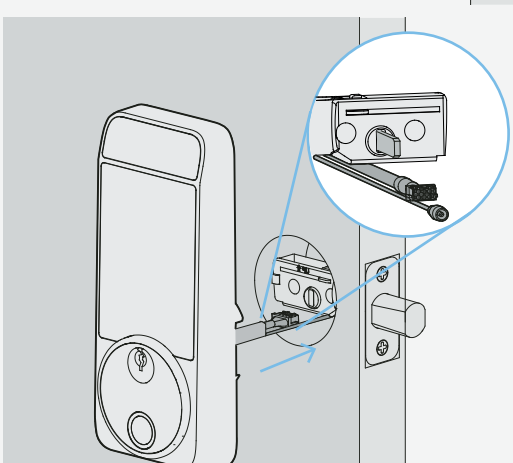


To adjust hold the faceplate and twist the body clockwise until it snaps to 2 ⅜" (60mm).

Installing lock exterior

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

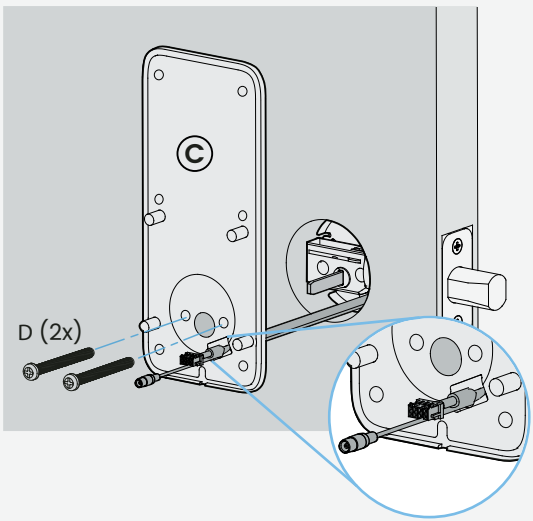




Place assembly and torque blade through the deadbolt slot and guide connection cables under the deadbolt as shown.

Complete mounting by aligning and securing until flush to exterior door surface.

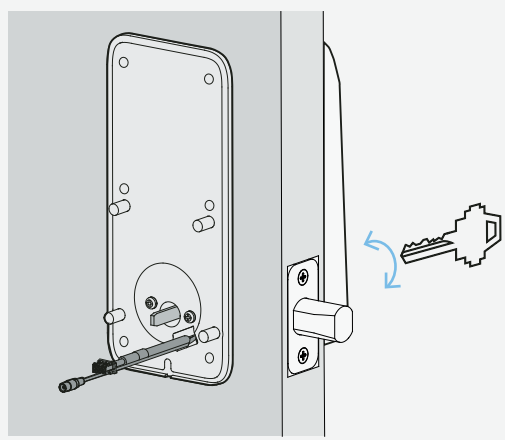
Installing interior mount plate



Guide the connection cables through the notched gasket in the lower corner, then align the mounting plate. Choose screws based on your door's thickness (see parts reference foldout) and **hand tighten** until the plate is flush with the door. Ensure the **torque blade alignment is centered,** then fully tighten the screws, making sure the cables are not pinched or compressed.

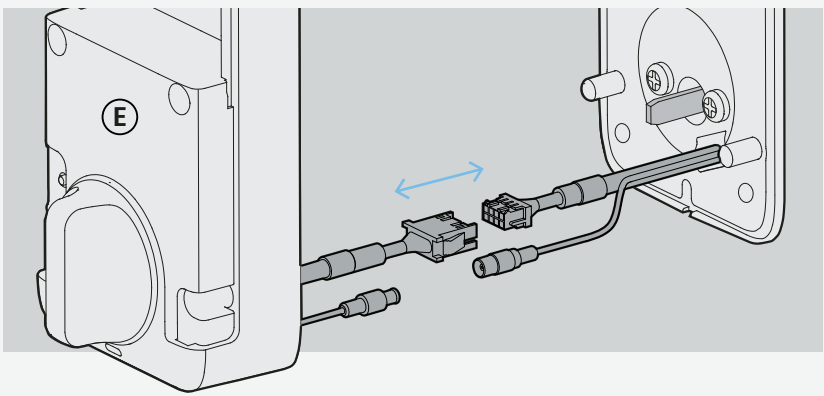
Using the key, check that the deadbolt locks and unlocks smoothly. If the key does not turn the deadbolt, revisit the steps above and ensure the plate is properly aligned with the exterior assembly.

When finished, leave the deadbolt extended and remove the key.

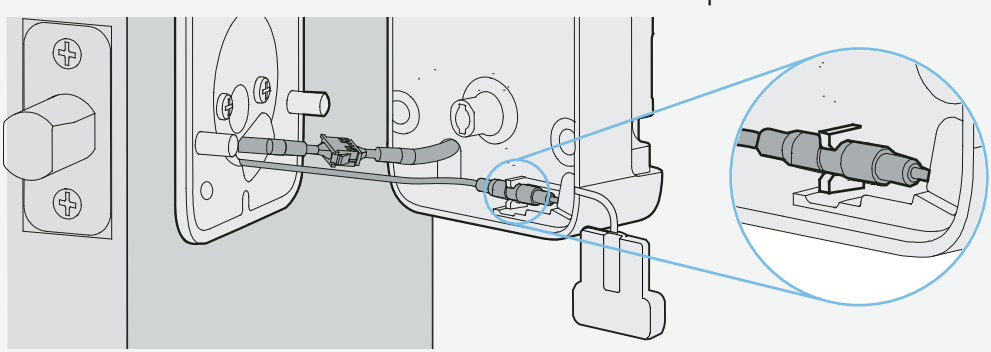


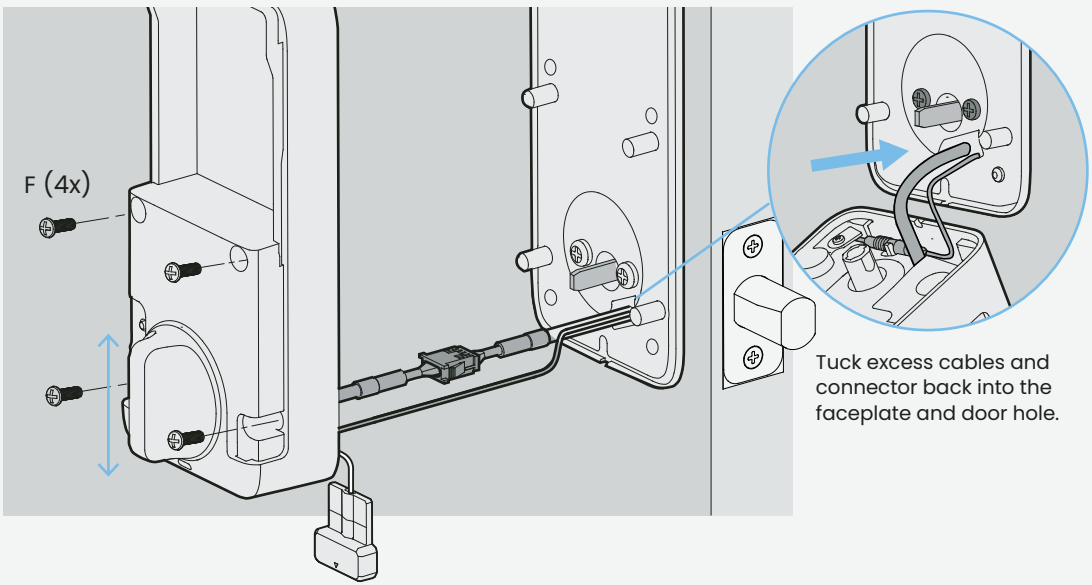
Installing interior of lock

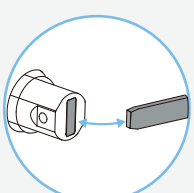
Remove the battery cover from interior Assembly E before installation.
Before installing the interior assembly, determine the appropriate direction outlet for the wired sensor. Refer to page "**Installing the door sensor**" for more.
With interior assembly **E**, connect cable ends to their matching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



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







Align outer thumbturn 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. Secure to the mounting plate with **F** screws (4x).

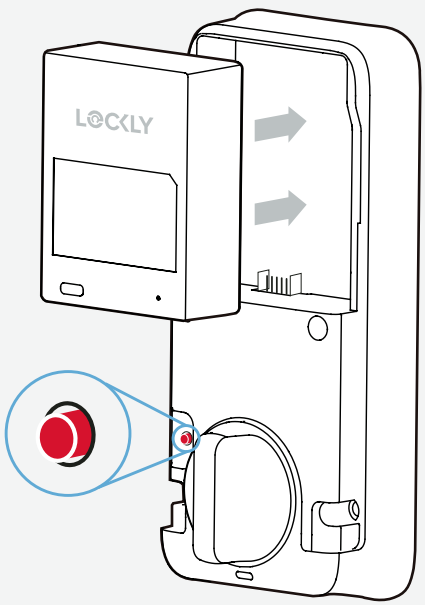
Install battery & perform self-check

Ensure battery has been fully charged.

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

With the battery 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.



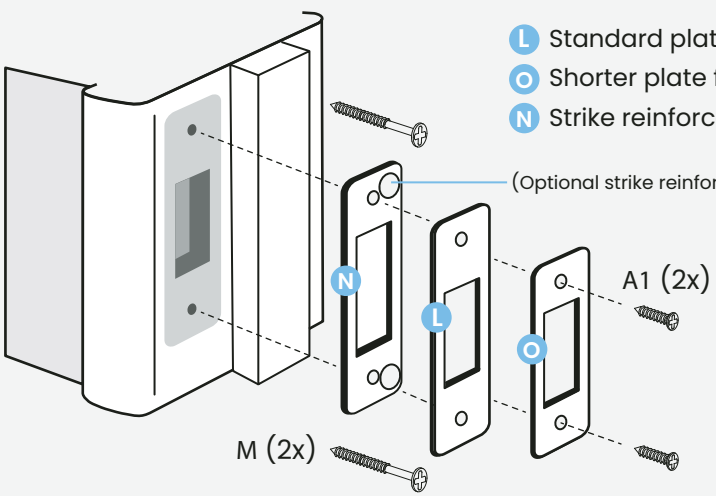
If your lock is not properly installed, it will open and close repeatedly or the deadbolt will bounce back or unlock automatically when you swipe the digital screen to lock. This indicates incorrect installation. Repeat the installation, ensuring each step is completed as outlined.

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.**

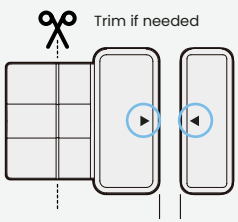


Due to variations in door and frame designs, you may need to adjust the strike plate to ensure smooth deadbolt operation. **This is crucial. If the deadbolt binds or catches, the lock will beep rapidly, indicating it cannot close due to misalignment or excessive** rubbing. **Refer to the included Strike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

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).

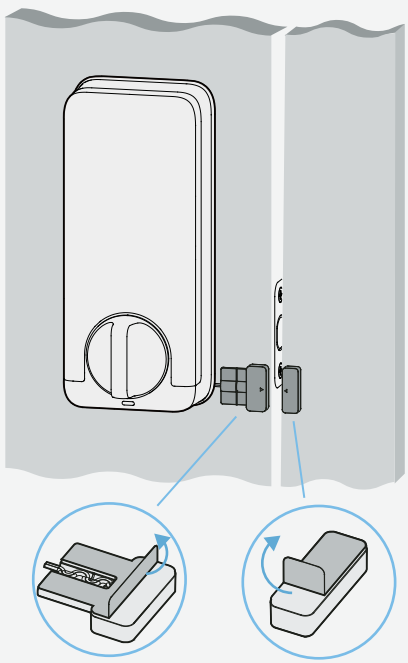


3/4" (20mm)



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 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 Use" 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?
Locky 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 offer free White Glove installation support. Please schedule the installation support with us via email at help@lockly.com, customer support: (669) 500-8835 or 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 lock-smith. to ensure it's done correctly and efficiently.

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.

Lockly Technical Support

(669) 500-8835 help@Lockly.com support.Lockly.com

We’d love your feedback.

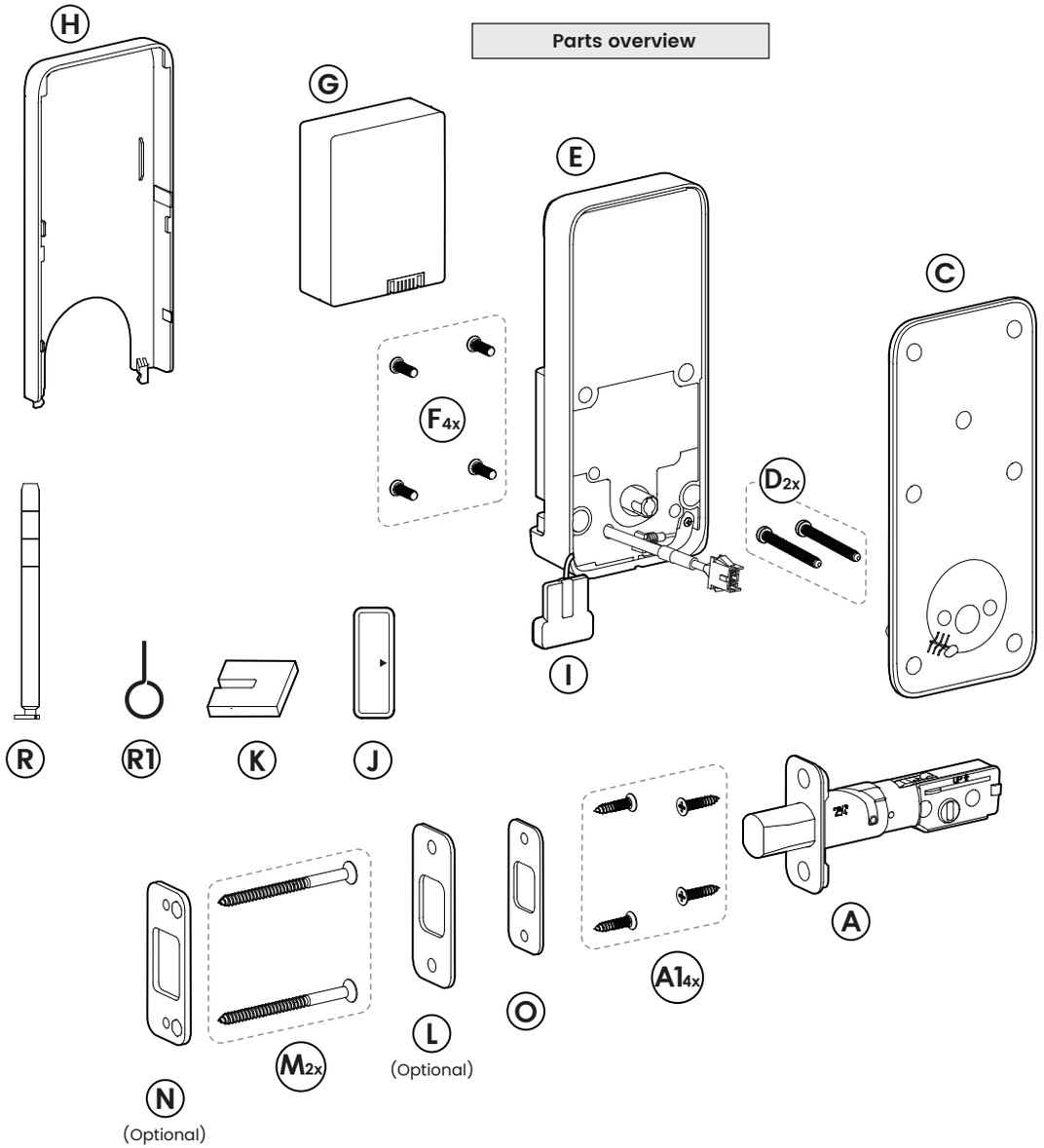
Please let us know how your installation went or if you have any other comments.

Our short survey takes less than 2 minutes to complete.



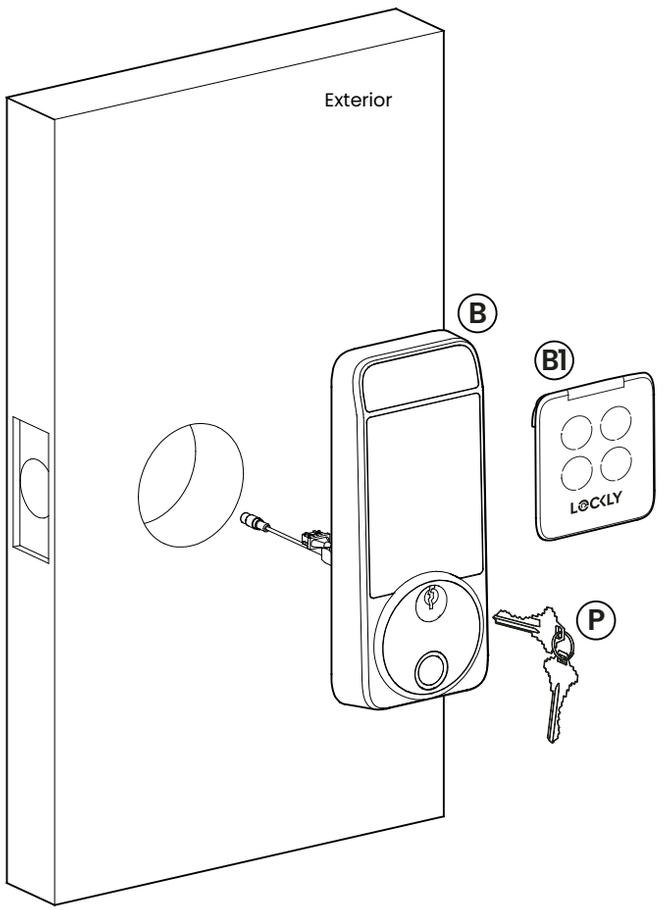
Scan to start

Parts overview



Screw	Door thickness
D1	1 ⅜" to 1 ⅝" (35~40mm)
D2	1 ⅝" to 1 ¾" (40~45mm)
D3	1 ¾" to 2" (45~50mm)
D4	2" to 3 ⅛" (50~80mm)

D2x



Parts	
A	Deadbolt
A1	KA4*20mm Screw
B	Exterior Assembly
B1	Touchscreen Cover
C	Mounting Plate
D	PM5 Screw
E	Interior Assembly
F	PM4*12mm Screw
G	Lithium Battery
H	Battery Cover
I	Wired Sensor
J	Sensor Magnet
K	Foam Pads
L	Strike Plate
M	ST5*70mm Screw
N	Strike Reinforcer
O	Strike Plate
P	Keys
Q	Activation Card
R	Tailpiece
R1	Pin key

Q



Lockly Visage

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

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US Patent No. US 9,881,146 B2 | US Patent No. US 9,853,815 B2 | US Patent No. US 9,875,350 B2 | US Patent No. US 9,665,706 B2 | US Patent No. US 11,010,463 B2 | AU Patent No. 2013403169 | AU Patent No. 2014391959 | AU Patent No. 2016412123 | UK Patent No. EP3059689B1 | UK Patent No. EP3176722B1 | patternity technology patterned or parents and pattern pending

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