Before You Start

What You Need (Not Provided)

Step 1. Preparation

At A Glance

What's In The Box

Step 2. Install the Deadbolt

Step 3. Install the Exterior Assembly

Step 4. Install the Interior Assembly

Step 5. Install the Strike Plate

Step 6. Set up the System & Register Palm Vein ID

Congratulations!

Open / Close the Lock Cylinder Cover

Disconnect the Radar Cable

Remove the Batteries

Before You Start

Make sure your door is a standard entry door without a storm door. eufy FamiLock S3 Max is not compatible with storm doors and doors behind them, as the storm door may block the camera.

What You Need (Not Provided)

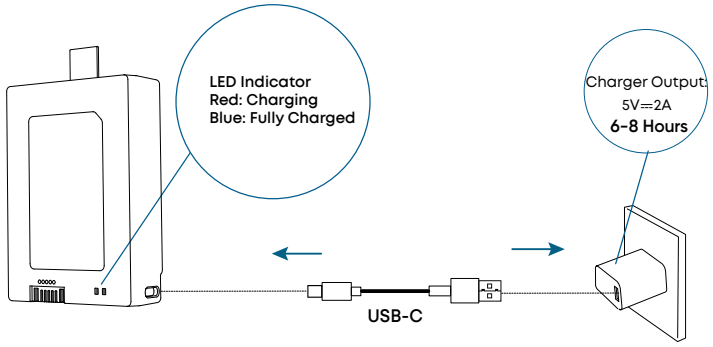
- Phillips screwdriver
- 5V / 2A power adapter and USB-C charging cable
- Flathead screwdriver (optional)
- Screwdriver with drill bits (optional)

Installation generally takes less than 15 minutes. If you have any questions or concerns, visit support.eufy.com for assistance.

Step 1. Preparation

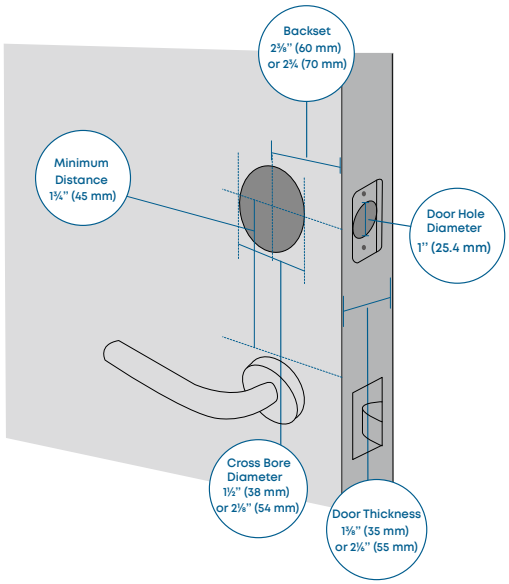
1. Charge The Battery

Fully charge the rechargeable battery before first use.
Please use a charger with an output of 5V/2A. It takes 6 to 8 hours for a full charge.
*This battery does not support fast charging.



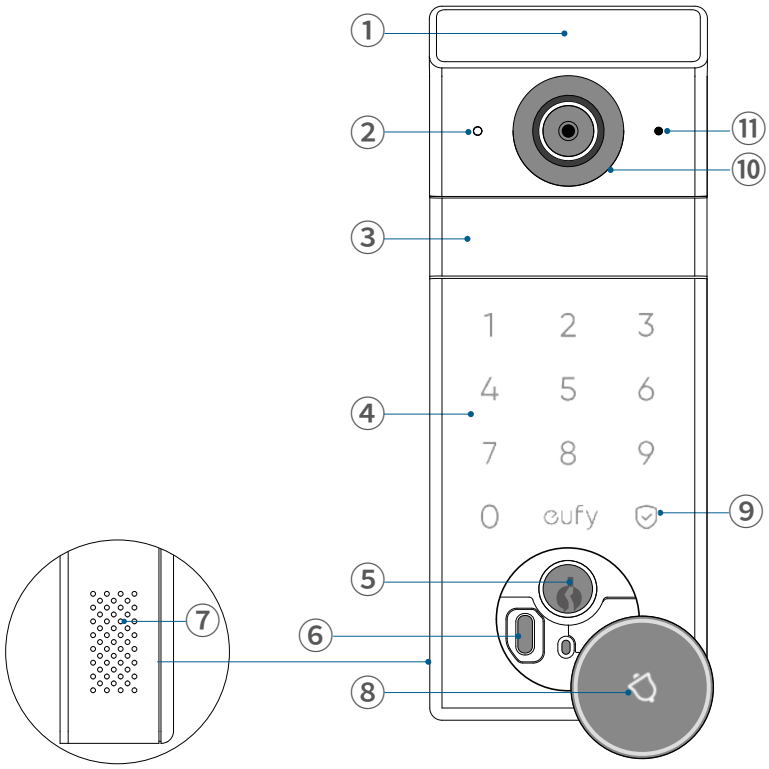
2. Prepare the Door

1. Remove the existing lock.
2. Measure and confirm your door:
   a. **Door thickness**: 1⅜" (35 mm) or 2⅛" (55 mm)
   b. **Cross bore diameter**: 1½" (38 mm) or 2⅛" (54 mm)
   c. **Backset**: 2⅜" (60 mm) or 2¾ (70 mm)
   d. **Door hole diameter**: 1" (25.4 mm)
   e. **Lock spacing**: at least 1¾" (45 mm) from existing lock
3. Use the template to drill new holes if needed.



At A Glance

Exterior Assembly



❶ **Palm Scanner**
- Unlock the door with your palm ID.

❷ **IR Night Vision Light**

❸ **Motion Sensors**

❹ **Keypad**

❺ **Mechanical Keyhole**
- Unlock the door in emergency situations.

❻ **Emergency Power Port**
- Power up the lock in emergency situations only.

*To ensure data privacy, this port is not available for charging or data transfer.

❼ **Speaker**

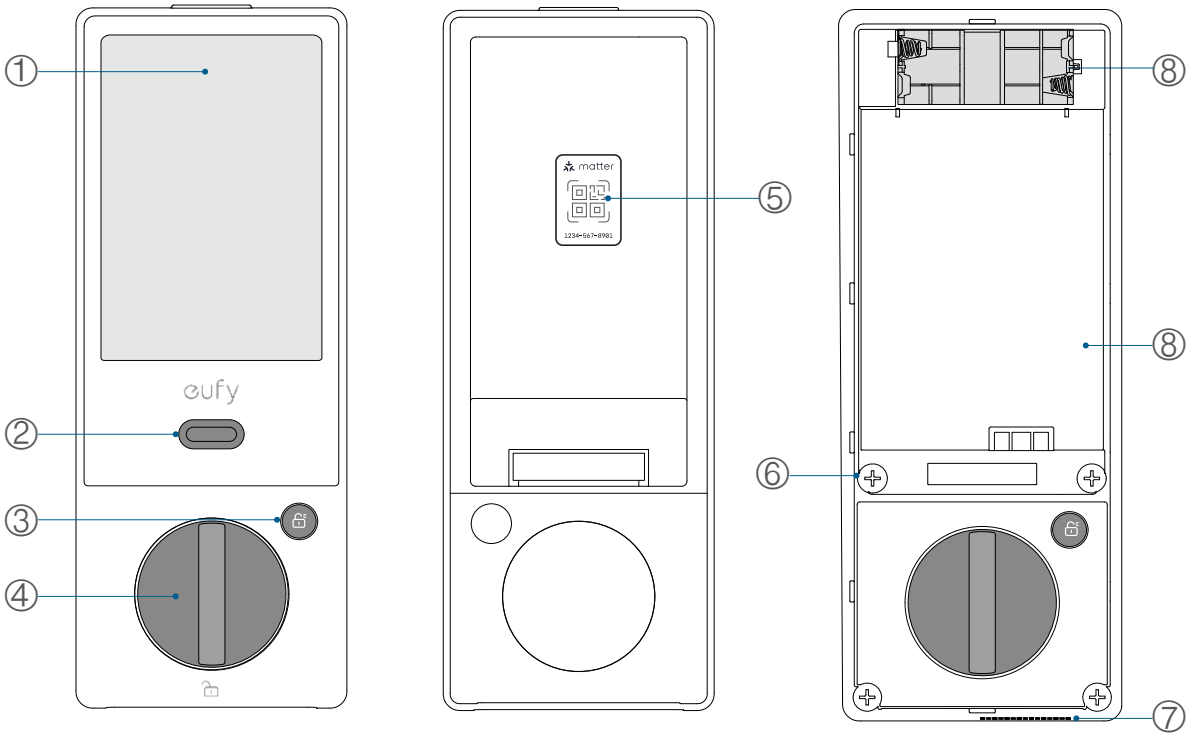
❽ **Lock Cylinder**
- Lights up when someone approaches the door.
- Open the cover to access the emergency USB-C port and machanical keyhole.

❾ **Status Light and Confirm Button**
- Short press to lock when the door is unlocked.
- Blue: Door Unlocked
- Orange: Door Locked
- Red: Abnormal State

❿ **Camera Lens**

⓫ **Microphone**

Interior Assembly



❶ **Monitor Screen**

❷ **Screen Display Button**

- Press to wake up the camera and view the monitoring.

❸ **Lock / Unlock Button**

- To set up the lock: press and hold until you hear the beep sound.
- Factory Reset: press and hold for 10 seconds, and follow voice prompts to press the **Confirm** button on the exterior assembly.

❹ **Thumbturn**

❺ **QR Code**

- Scan to add Video Smart Lock in the app.

❻ **Screw Holes**

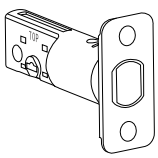
❼ **Speaker**

❽ **Battery Compartments**

What's In The Box

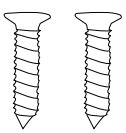
For Deadbolt Installation

A



Deadbolt

B



Deadbolt Screws × 2

For Exterior Assembly Installation

C



Exterior Assembly

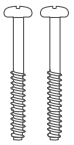
For Interior Assembly Installation

D



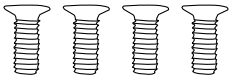
Interior Assembly

E



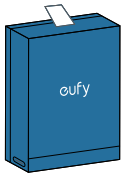
Mounting Plate Screws × 2

F



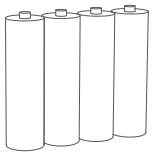
Interior Assembly Screws × 4

G



Rechargeable Battery

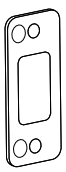
H



AAA Batteries × 4

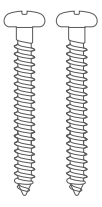
For Strike Plate Installation

I



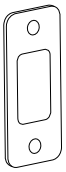
Strike Reinforcer

J



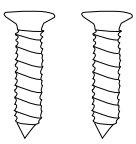
Reinforcer Screws × 2

K



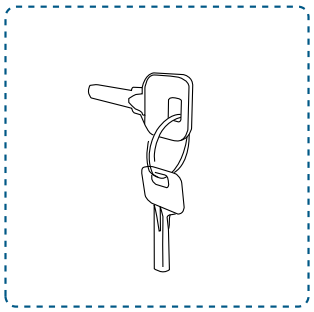
Strike Plate

L



Strike Plate Screws × 2

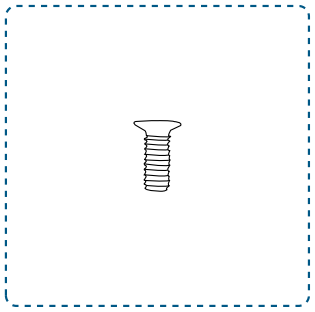
Others



Keys



Quick Start Guide



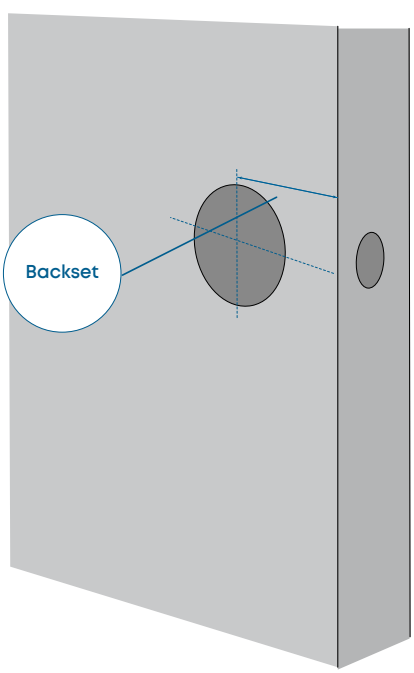
Spare Screw × 1

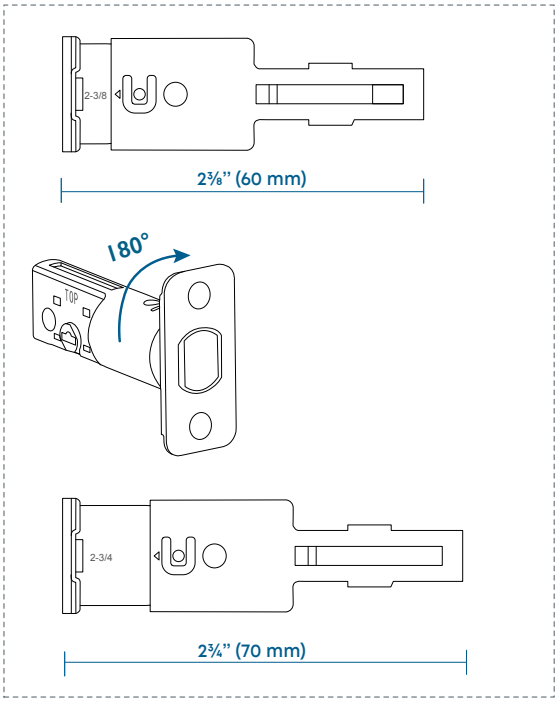
Step 2. Install the Deadbolt

If your existing deadbolt is a standard eufy deadbolt, there is no need to change it. If not, please replace with the provided deadbolt to ensure the locking/unlocking functions properly.

1. Adjust the Deadbolt

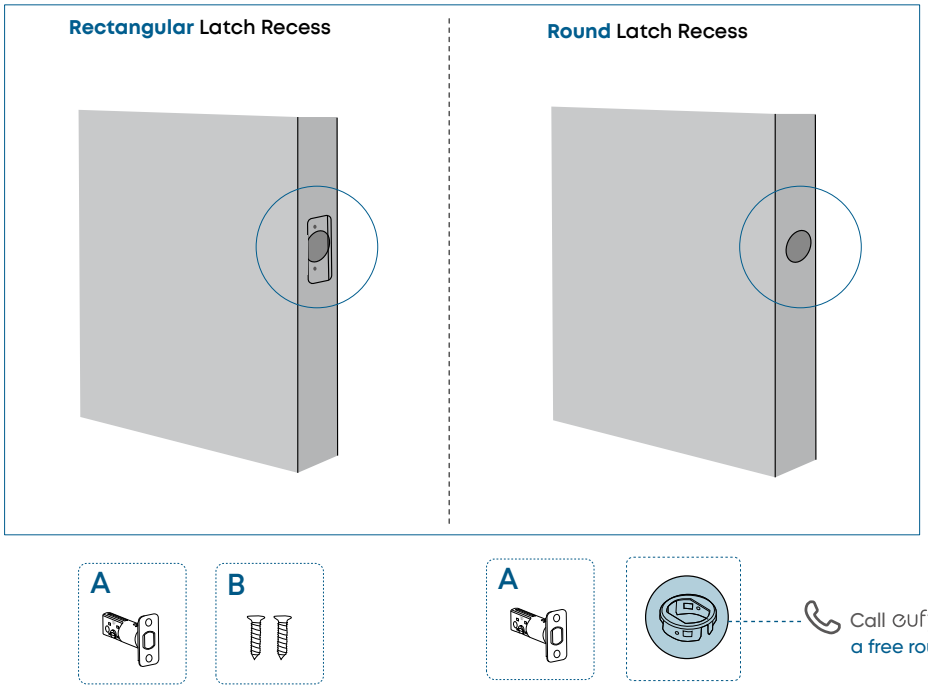
Measure the distance between **center** of the door hole to the **edge** of the door.
If the backset is **2⅜ in (60 mm)**, insert the deadbolt directly.
If the backset is **2¾ in (70 mm)**, rotate the faceplate of the deadbolt 180° to adjust the deadbolt to 70 mm.





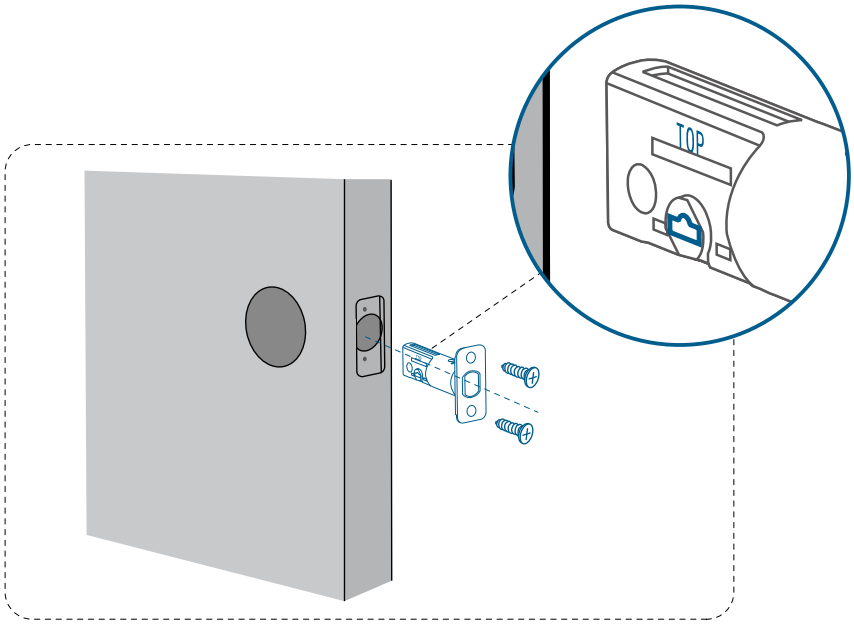
2. Check the Latch Recess

If your latch recess is **round**, contact eufy Support to get a round drive-in faceplate, and replace the existing one.



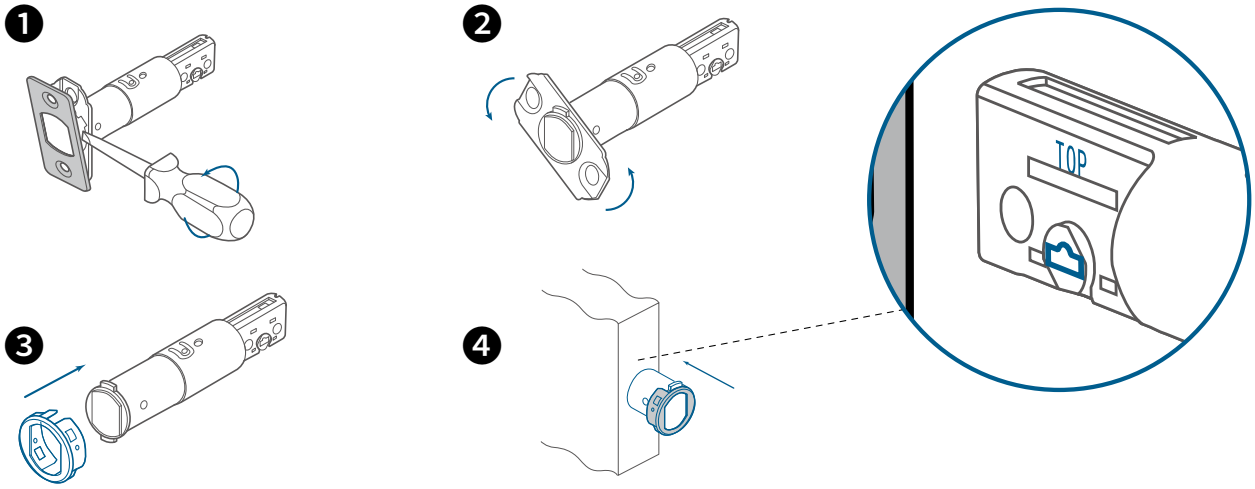
3. Install the Deadbolt

» If your latch recess is **rectangular**, insert and screw the provided deadbolt directly. Ensure the word "**TOP**" on the deadbolt faces up and the T-shaped hub is centered.



» If your latch recess is **round**, swap the faceplate first:
1) Take apart the current faceplate with a flathead screwdriver.
2) Take off the other part of the faceplate.
3) Slide the round drive-in faceplate onto the deadbolt.

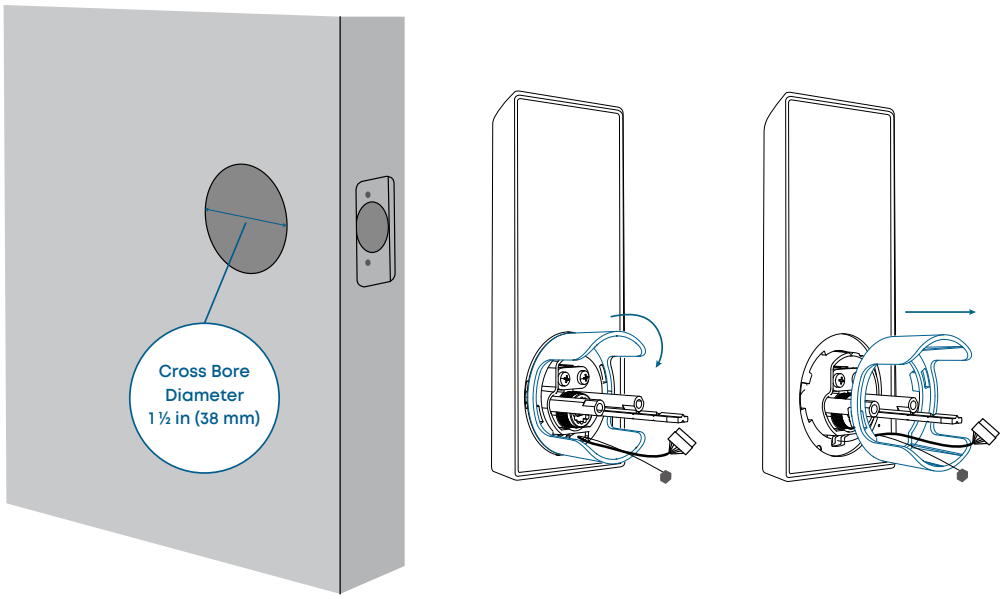
And then install the deadbolt into the door frame.



Step 3. Install the Exterior Assembly

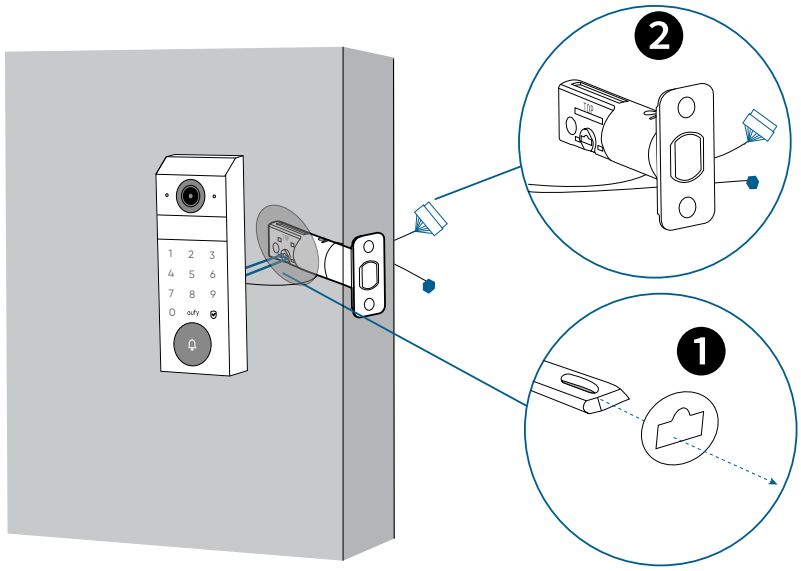
1. Measure Cross Bore Diameter

- If **2 ⅛ in (54 mm)**, install the exterior assembly.
- If **1 ½ in (38 mm)**, remove the spacer first, and install the exterior assembly.



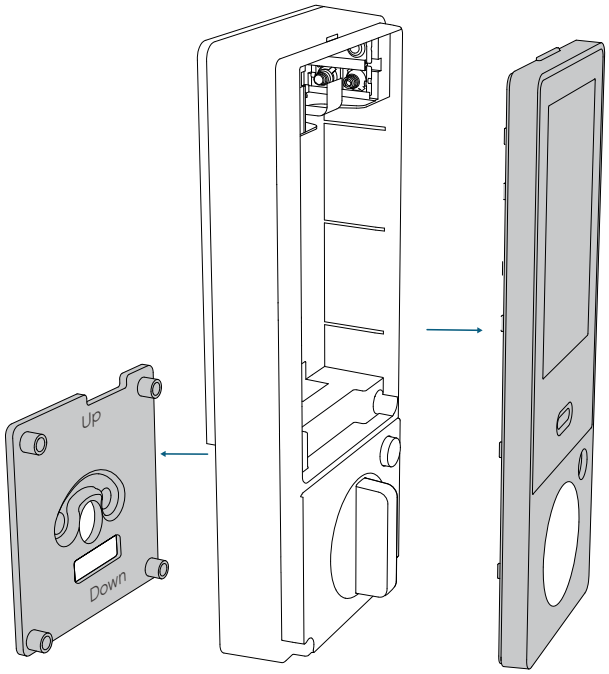
2. Attach Exterior Assembly to the Door

1. Feed the T-shaped tailpiece of the exterior assembly through the T-shaped tailpiece slot on the deadbolt.
2. Make sure the cables go underneath the deadbolt.



Step 4. Install the Interior Assembly

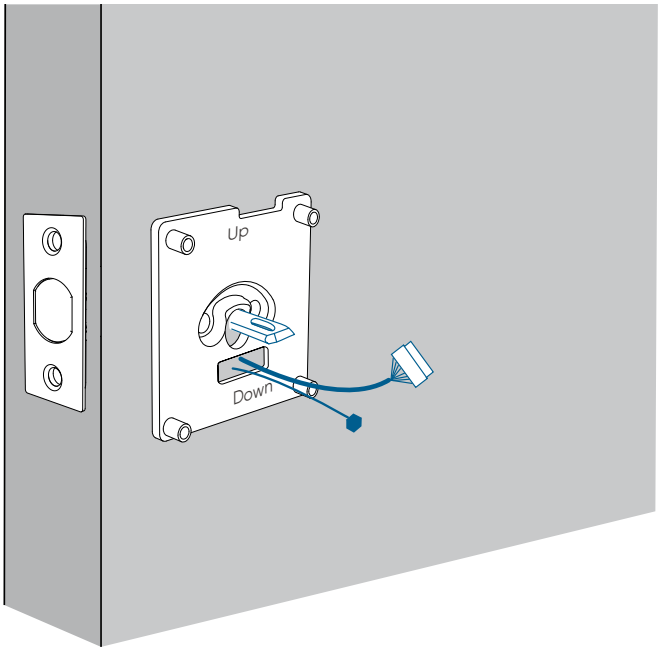
1. Detach Mounting Plate and Battery Cover



2. Run the Cables

Run the cables through the slot on the mounting plate.

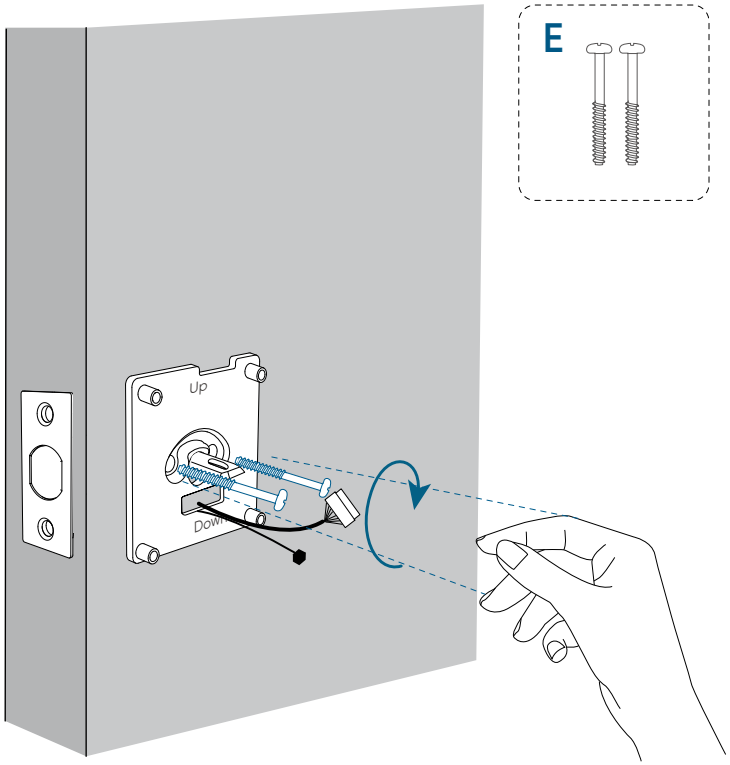
- Make sure the silicone pad is against the door.



Pay attention to the "Up" and "Down" markings on the mounting plate, and place it correctly as instructed.

3. Secure the Mounting Plate

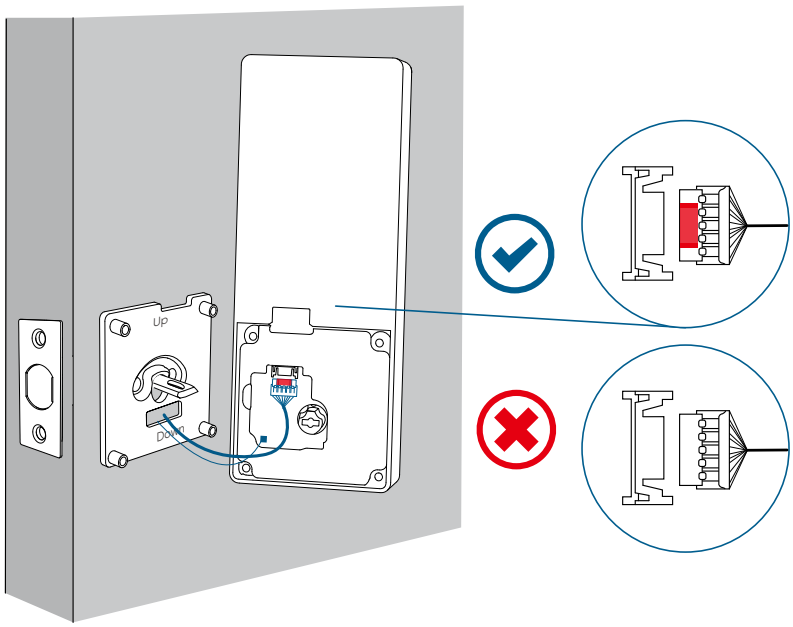
1. Align the mounting plate with the threaded screw receptacles of the exterior assembly.
2. Set the screws (E) with your hands, then fasten with a screwdriver.



4. Connect the Cables

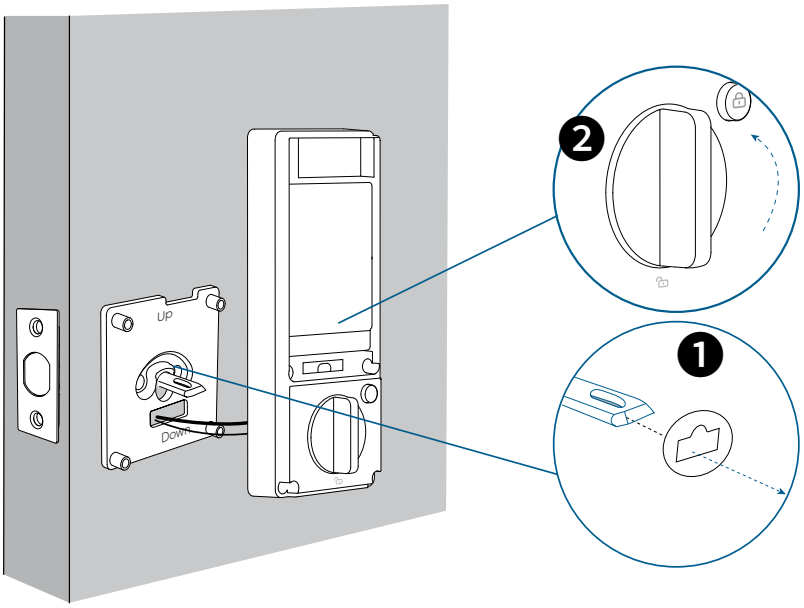
Plug the power cable (**large** connector) and then the radar cable (**small** connector) into the sockets on the back of the interior assembly.

- Route the cables around the tailpiece receiver to avoid pinching during installation.

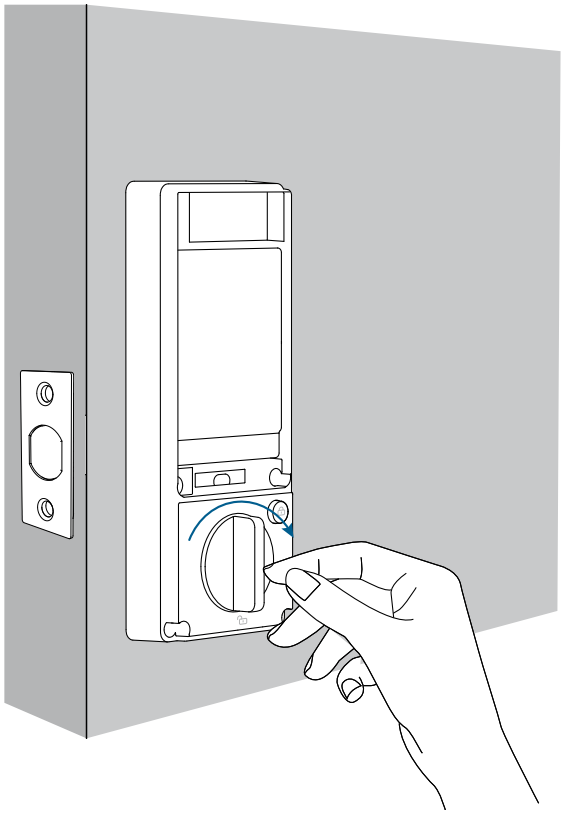


5. Secure the Interior Assembly

1. Insert the T-shaped tailpiece into the T-shaped tailpiece receiver of the interior assembly.
   - Make sure both wires are tucked into the cavity on the back of the interior assembly.
2. Make sure the deadbolt is retracted and the thumbturn knob is at the "**unlock**" position.

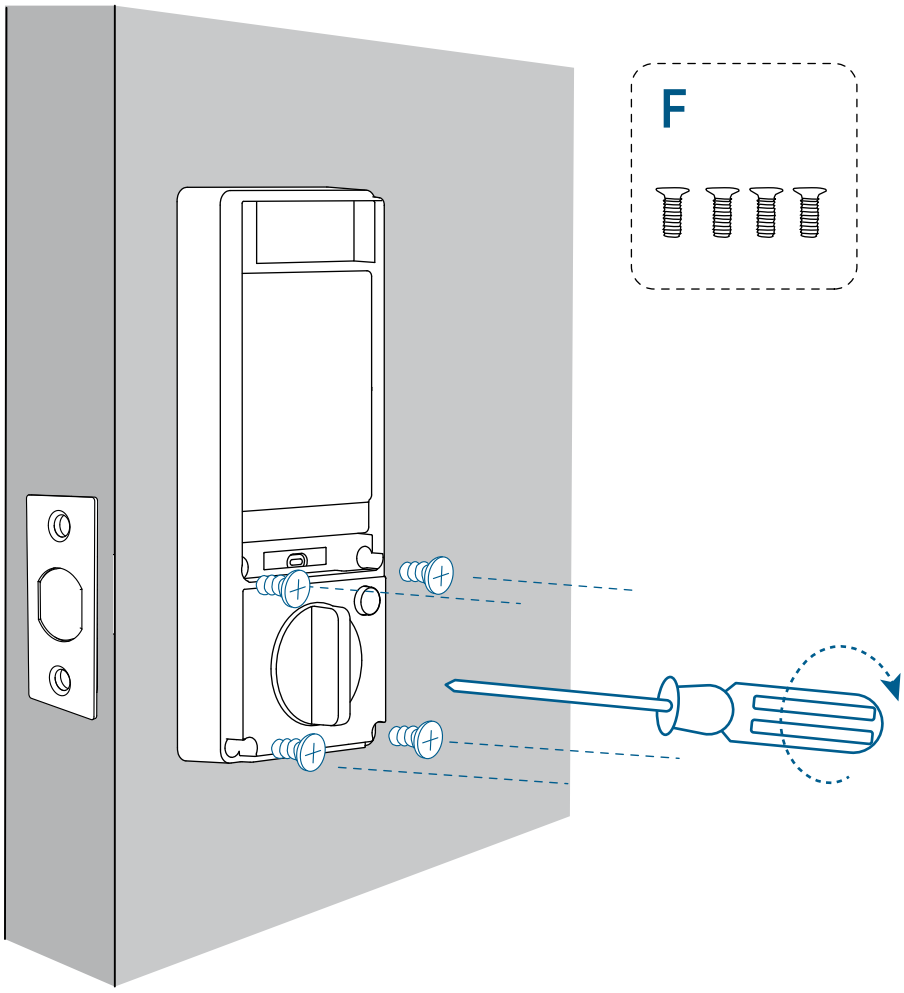


3. Check if the deadbolt moves properly by turning the thumbturn.



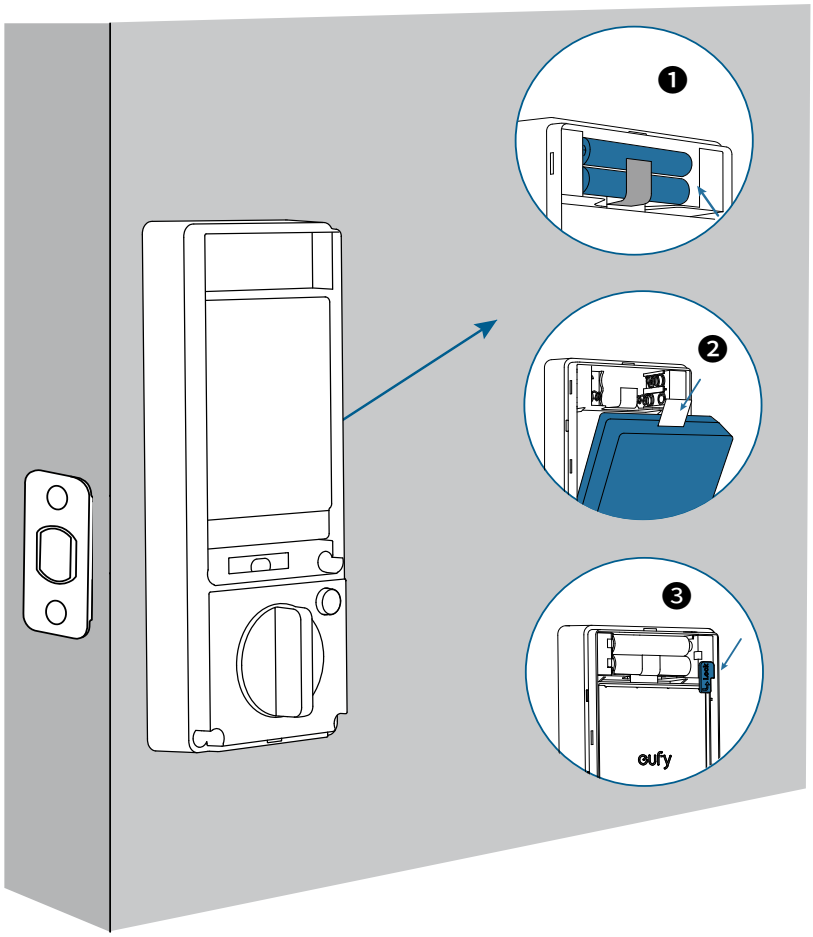
4. Use a long screwdriver to fasten the interior assembly screws (F).

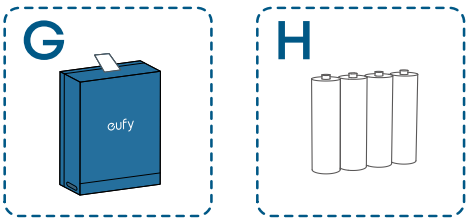
- Ensure there is no gap between the mounting plate and the interior assembly.



6. Install the Batteries

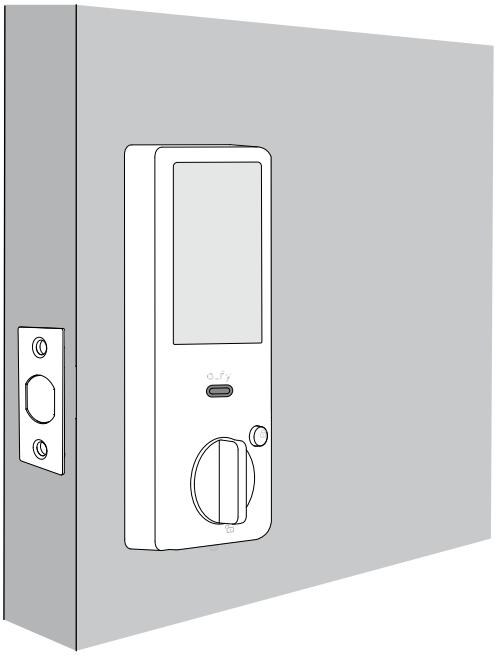
1. Install the 4 AAA batteries first.
2. Install the rechargeable battery.
3. Pull down the fixation piece to secure the rechargeable battery.





If only the AAA batteries are installed, most of the features will be disabled, including video surveillance, palm vein recognition, etc. But you can still unlock the door with the PIN code.

7. Close the Battery Cover



Step 5. Install the Strike Plate

1. Check the Strike Hole Depth

Strike hole depth in the door frame: **at least 1" (25.4 mm)**.

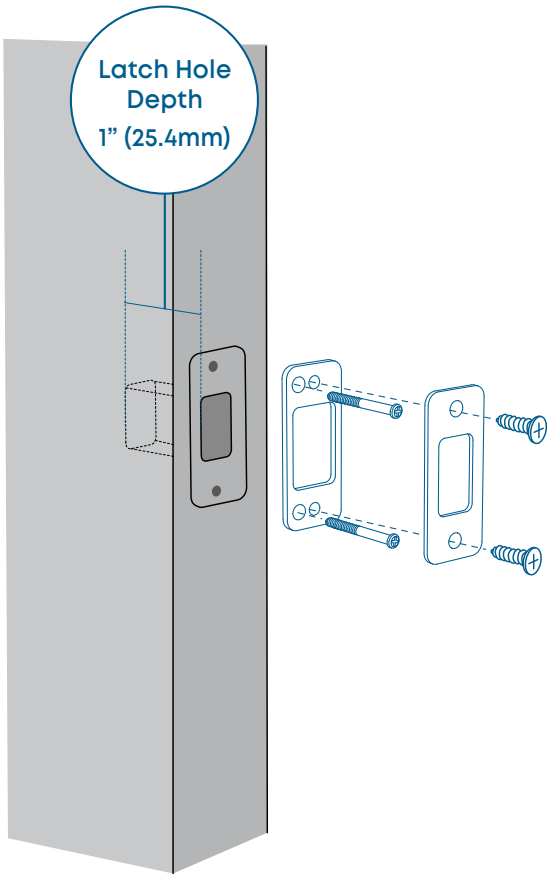
- Otherwise calibration may fail during setup, and the lock may not function as expected.

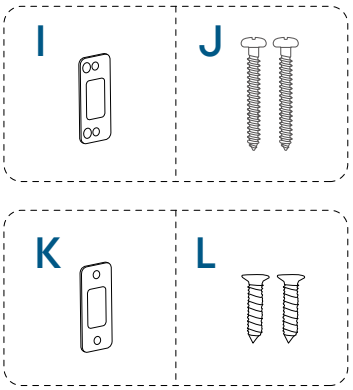
2. Install the Strike Reinforcer

Install the strike reinforcer (I) with the long screws (J).

3. Install the Strike Plate

Install the strike plate (K) on top of the reinforcer with the short screws (L).





Step 6. Set up the System & Register Palm Vein ID

1. Download the App

Download and install the eufy Security app, then sign up for an account.

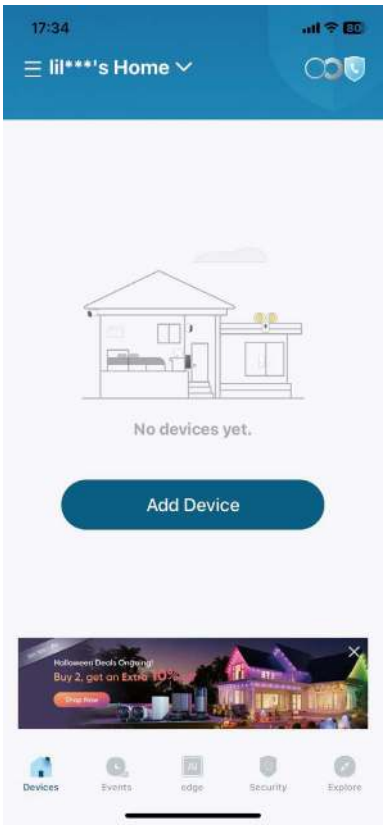
Download on the App Store

GET IT ON Google Play

2. Add FamiLock S3 Max to Device List

Follow the in-app instructions to add the lock to your device list.

- Ensure your FamiLock S3 Max battery is charged, or it may fail to be added to the eufy Security app.



3. Register Your Palm Vein ID

Follow the in-app instructions to register your palm vein ID.

Before registering your palm vein ID, please make sure that

- The smart lock is fully installed.
- Your palm is dry and free of significant damage or dirt.

4. Set up the Lock with Matter

This smart lock is Matter-compatible, enabling seamless integration with Apple Home, SmartThings, Alexa, and Google-enabled devices in your home. To set it up, use the eufy app and navigate to **Device >> Settings >> Work with Matter** to pair with the third-party ecosystems.

- Click here to read the Matter device setup guide and set up the device in the corresponding app.



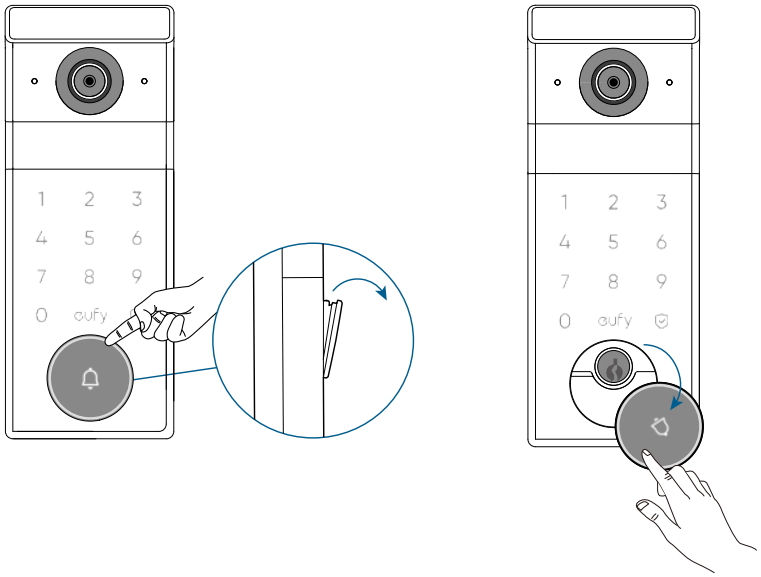
Congratulations!

Now you are all set to use the lock.
Read on for more information about your lock.

Open / Close the Lock Cylinder Cover

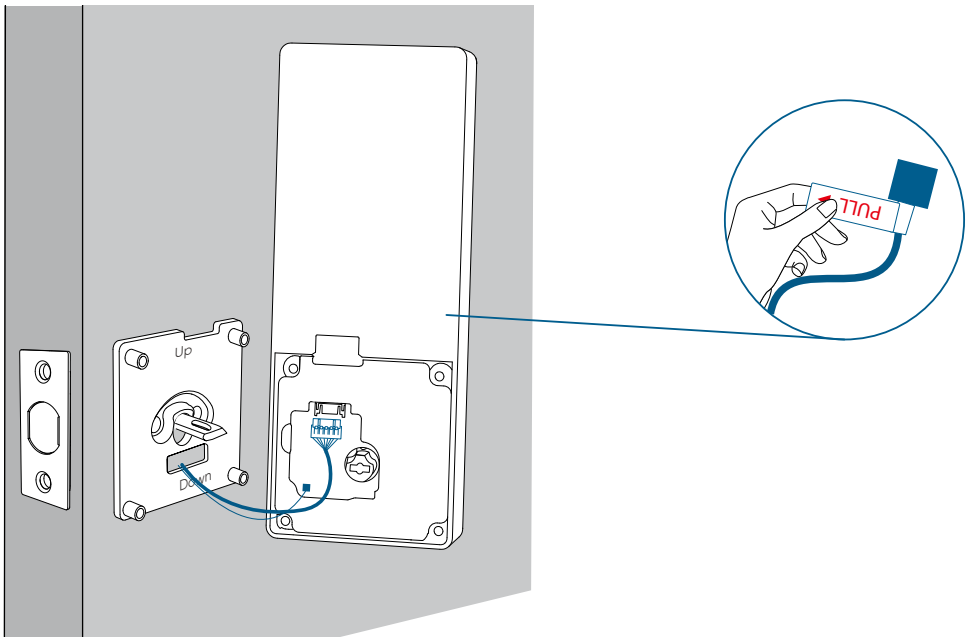
To open the cover, gently pull on the cover and rotate it counterclockwise.

To close the cover, turn it clockwise and slide it back into place.



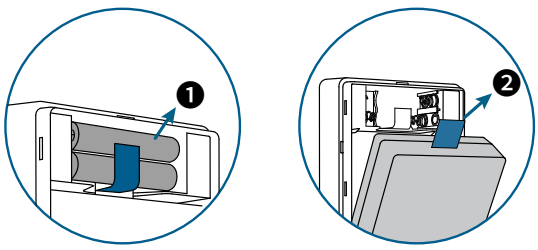
Disconnect the Radar Cable

Gently pull the tag.



Remove the Batteries

1. Pull the ribbon to remove the AAA batteries first.
2. Pull the ribbon on the rechargeable batteries to take it out.



For online support, tutorial videos, FAQs, and more information, please visit https://support.eufy.com/s/.