TEEHO

# Installation Manual

Model No. TE012W

## *Need Help? Contact Us!*

**If you have any questions, please contact us at**


*+1 (833) 878-3346*

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

*support@teeho.com*

*teeho.com*


## Tutorial Video

**Scan the QR code and search TE012W**

Please watch these videos first and use this manual as a guide.

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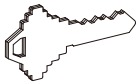
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# PARTS LIST

a



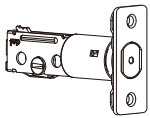
Mechanical Keys x2

b



Exterior Assembly

c



Latch

d



Latch Screws x2

e



Strike Screws x2

f



Strike

g




Mounting Plate

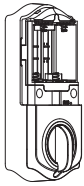
h



(35mm<door thickness<50mm)

Mounting Plate Screws x2

i



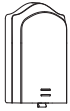
Interior Assembly

j



Interior Assembly Screws x5 (2 Spare)

k

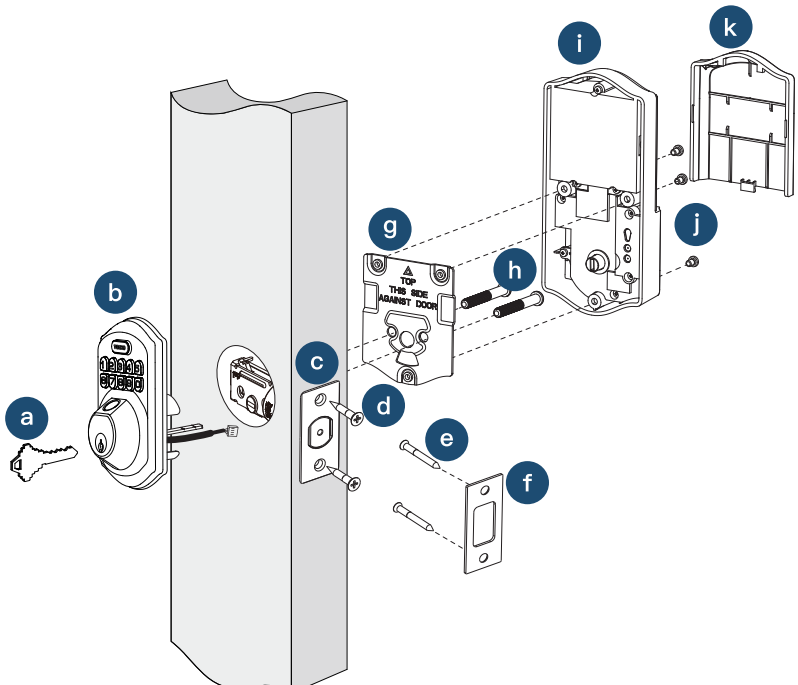


Battery Cover

l



Reset Tool




*If any parts are missing or damaged, please contact us at*

***+1 (833) 878-3346***

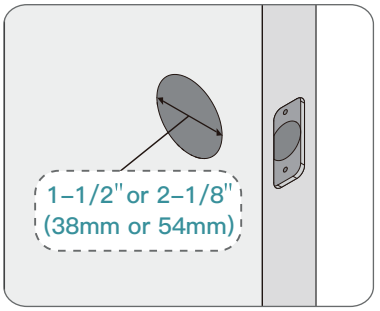
*(Monday-Friday 9:00 am-5:00 pm PST)*

***support@teeho.com***

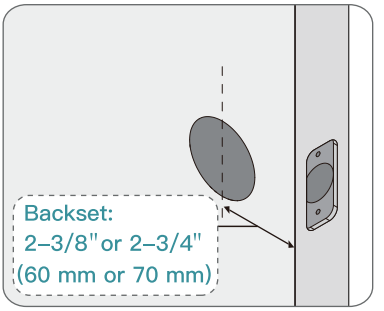
# INSTALLATION GUIDE

## Step 1: Prepare the Door & Check Dimensions

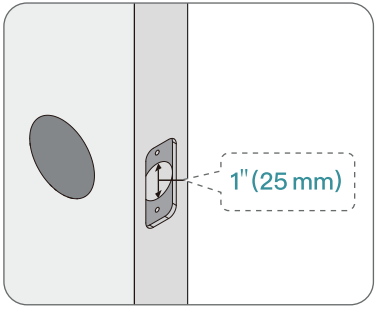
**1** The hole in the door is 1–1/2" or 2–1/8" (38mm or 54mm).



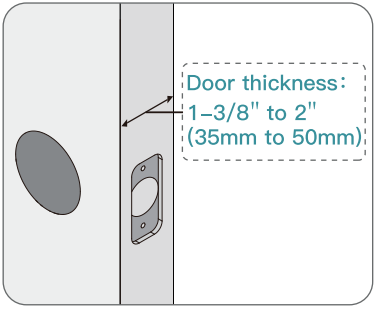

**2** The backset is either 2–3/8" or 2–3/4" (60 or 70mm).




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




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

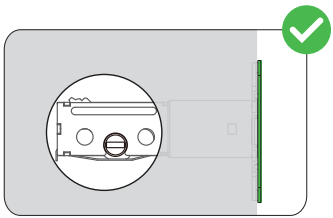


## Step 1: Prepare the Door & Check Dimensions

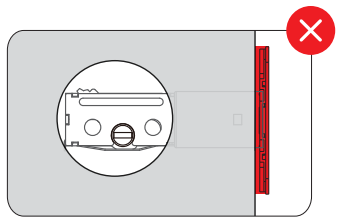
### Optional: Instructions for doors with 1-1/2" (38mm) holes

**1** Test whether you need to extend the Latch hole.

Temporarily install the Latch bolt.

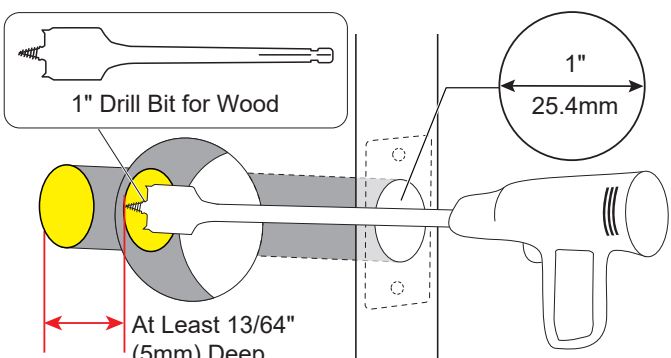


Fit properly



Fit improperly

If the Latch bolt is stuck, you need to extend the Latch hole.

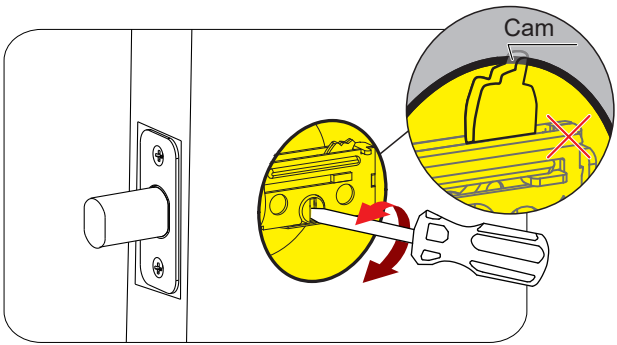



Extend the Latch hole at least 13/64" (5mm) deep by using a 1" (25.4mm) Drill Bit.

## Step 1: Prepare the Door & Check Dimensions

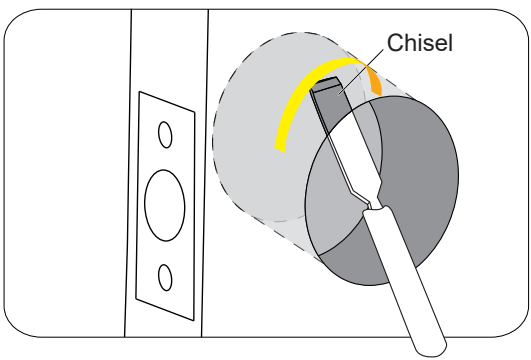
### 2 Test the extended Latch hole.

Temporarily install the Latch bolt, rotate it with a screwdriver to test if it extends and retracts properly.



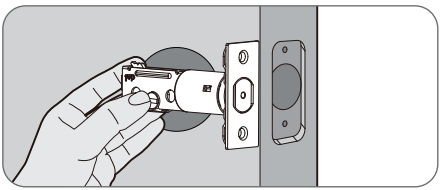

If the Latch bolt is stuck, remove the Latch bolt and chisel out a small channel at the top of the hole to give the Cam room to rotate.

(Refer to the following image)



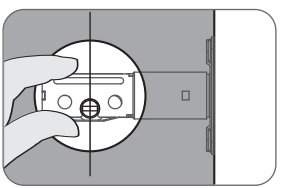
## Step 2: Install the Latch & Strike

**1** Determine backset and adjust the Latch.



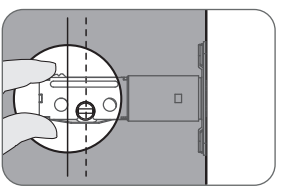
Hold the Latch in front of the door hole, flush the Latch against the door edge.

Is the slotted hole centred in the door hole?



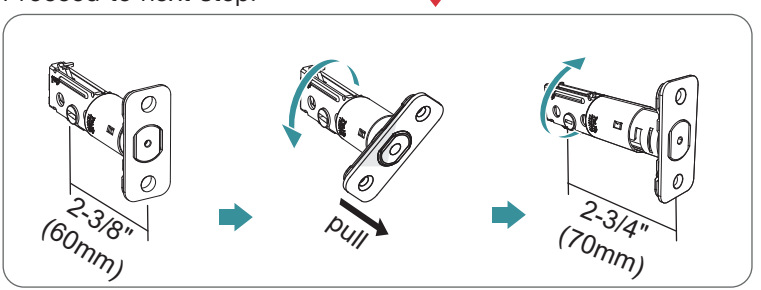
**YES**

No adjustment is required.
Proceed to next step.



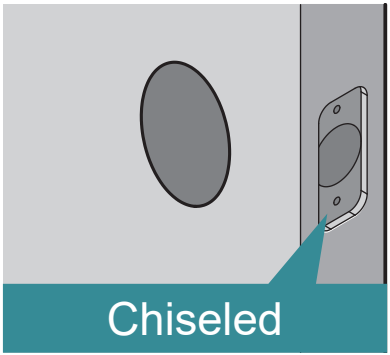
**NO**

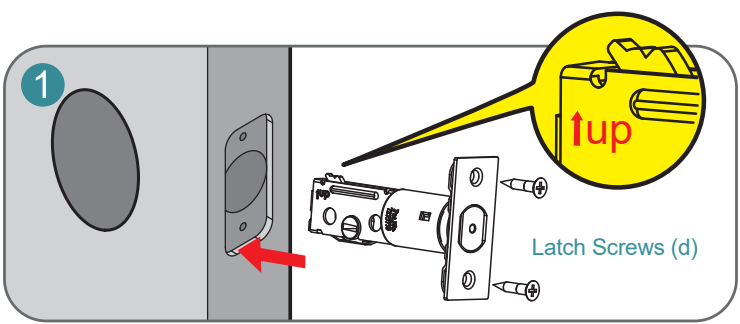
Slotted hole is NOT centred.

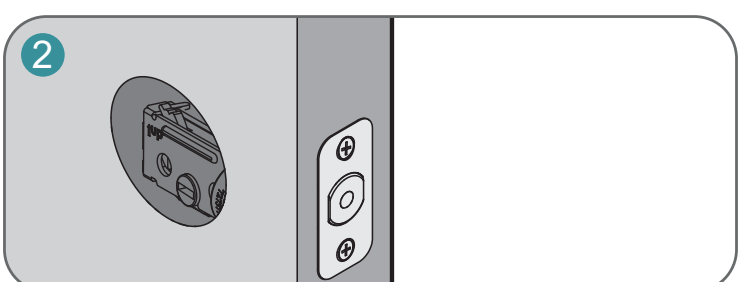



Rotate and pull the Latch as shown to extend the Latch.

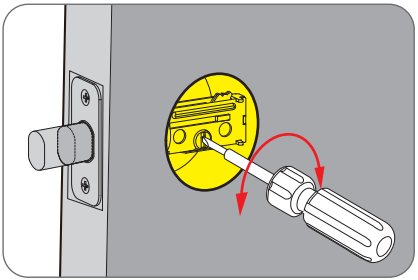
## **2** Install the Latch.



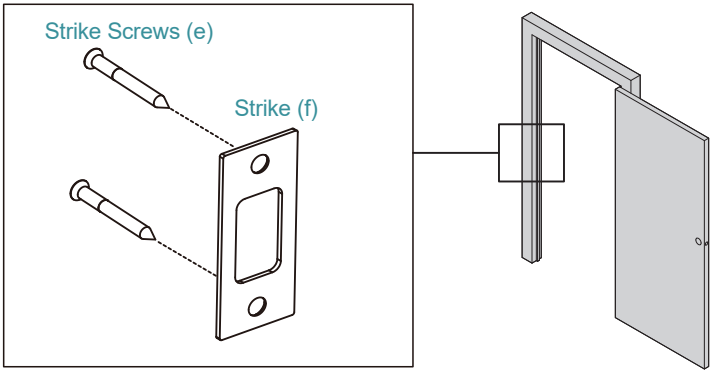



**3** Test if the Latch bolt extends and retracts properly by using a screwdriver.



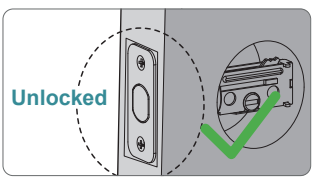
**4** Install the original Strike on the door frame to ensure smooth Latch operation.

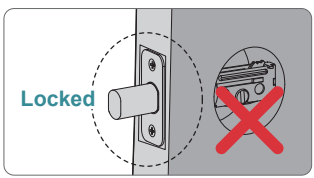
**IMPORTANT:**
Make sure the hole in door frame is drilled a minimum of 1" (25mm) deep.



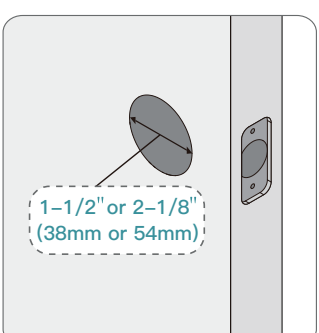
## Step 3: Install Exterior Assembly

**IMPORTANT:**
Before installation, the Latch bolt should be retracted completely (in the unlocked position).
Do not insert the Mechanical Key into the cylinder during the installation.



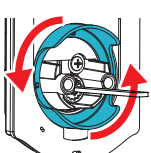



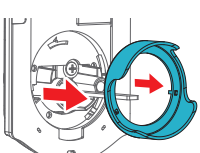

**1** Measure the diameter of the hole in the door.



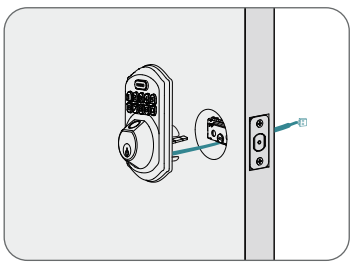

**2-1/8" (54mm)**
Go to next step directly.

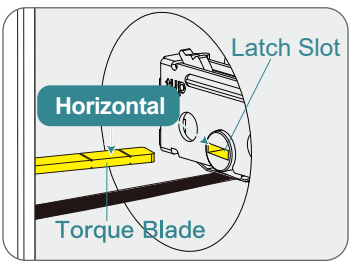
**1-1/2" (38mm)**
Remove the spacer on the Exterior Assembly.



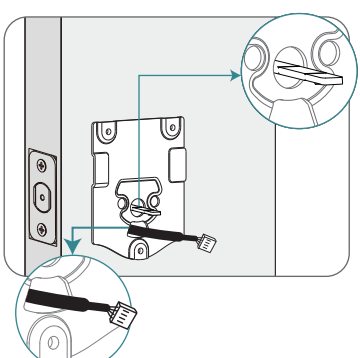


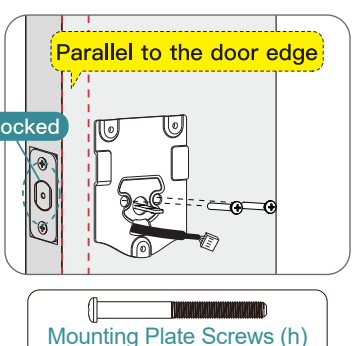
**2** Route the cable below the Latch and insert the Torque Blade horizontally into the Latch slot, ensuring both the blade and slot are level.






**3** Install the Mounting Plate with the Mounting Plate Screws. Do not overtighten screws.

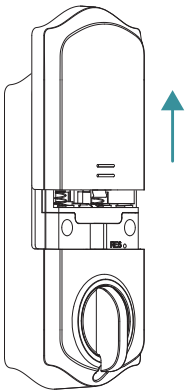





*Note: Both the Exterior and Interior Assembly should be kept parallel to the door edge.*

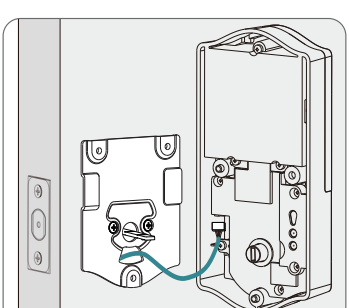
## Step 4: Install Interior Assembly

**1** Push the Battery Cover out in the direction as illustrated.

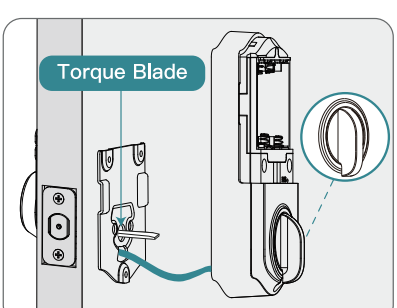


> **IMPORTANT:**
> Do not load batteries until the lock is completely installed.

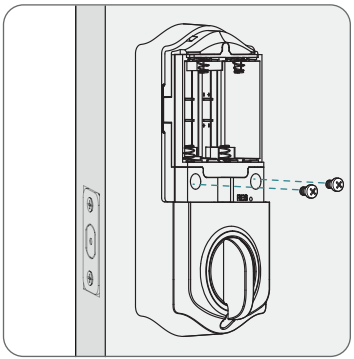
**2** Insert the cable connector into the socket and push it in until fully attached.

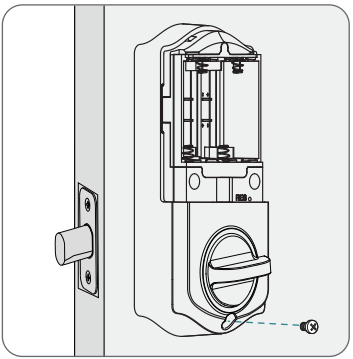


**3** Keep the Thumb Turn vertical and the Torque Blade horizontal, then install the Interior Assembly.



**4** Attach the Interior Assembly to the Mounting Plate. Tighten the top two screws. Rotate the Thumb Turn to horizontal position, then tighten the bottom screw.



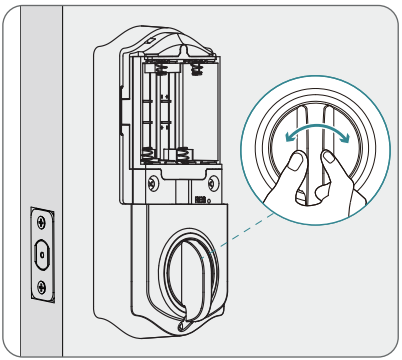




Interior Assembly Screws (j)

**NOTE:** Make sure not to use the wrong screws, as this may cause a short circuit and other issues.

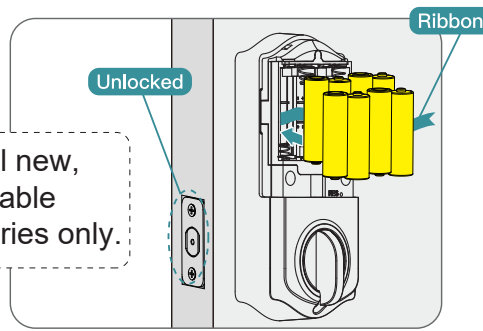
Test the lock by rotating the Thumb Turn to see if the Latch bolt extends and retracts properly.



## Step 5: Distinguish Left / Right Hand Door

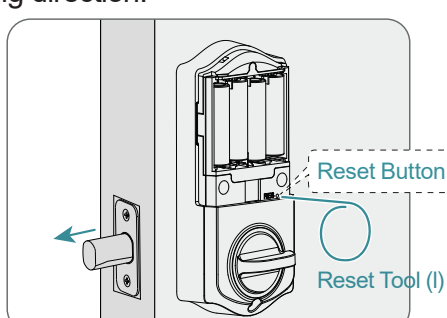
**IMPORTANT:**
This step is required and crucial for the lock after installation!

**1** Keep the door open and unlocked, load 8 AA batteries into the Interior Assembly.



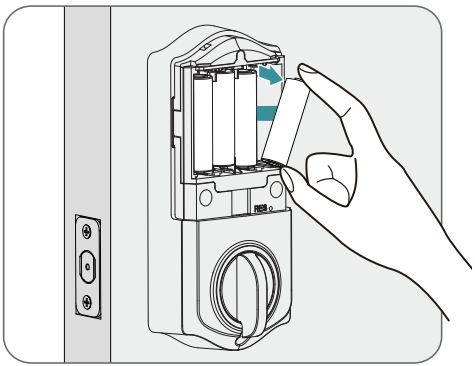

Please use all new, non-rechargeable Alkaline batteries only.

**2** Press and hold the Reset Button for 5 seconds using the provided Reset Tool until you hear a long beep. The Latch bolt will then extend automatically and memorize the door's opening direction.

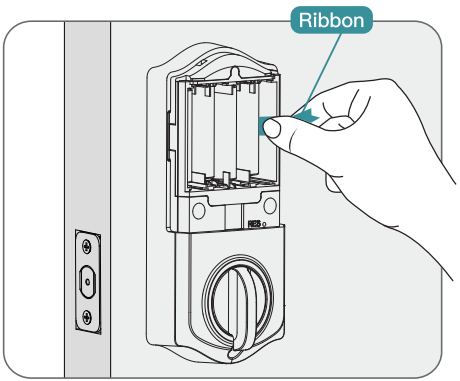


## If you ever need to remove the batteries, follow these steps:

- Remove the outer 4 batteries from right to left.



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



# TROUBLESHOOTING

| Problem | Solution |
| --- | --- |
| **My fingerprint doesn't work**. | (1) Check if your batteries are installed properly. When the low battery indicator flashes, replace with 8 new batteries (Alkaline batteries only).<br>(2) Ensure that both the scanner surface and your finger are clean and dry.<br>(3) When adding fingerprints, place your finger on the fingerprint scanner 8 times, varying the angles of your finger and pressing a little harder each time.<br>Try to add fingerprints from multiple fingers or add the same fingerprint multiple times to improve the recognition rate.<br>(4) It is recommended to install locks on doors with eaves. While the lock is water-proof, prolonged exposure to rain may cause fingerprint malfunctions.<br>(5) If it doesn't solve the issue, please call us at ***+1(833)878-3346***. |

# TROUBLESHOOTING

| Problem | Solution |
| --- | --- |
| **The Latch bolt keeps going in and out.** | **Disassemble and reinstall the lock by following the installation tips.**<br>(1) Please don't insert the Mechanical Key into the lock cylinder before or during installation;<br>(2) Keep the Latch fully retracted and the Torque Blade horizontal;<br>(3) Please make sure to route the cable below the Latch;<br>(4) The Exterior and Interior Assembly should be installed parallel to the door edge. |
| **I cannot remove my key unless it is in the locked position.** | **Uninstall the Interior and Exterior Assemblies.**<br>Before re-installation, please follow these guidelines:<br>(1) Make sure the Latch bolt is in the retracted position.<br>(2) Do not insert the Mechanical Key into the lock cylinder before or during installation.<br>(3) Make sure the Torque Blade is inserted horizontally. |

# TROUBLESHOOTING

| Problem | Solution |
|---|---|
| **Unable to unlock / lock by Keypad.** | (1) Make sure you have entered the correct PIN Code.<br>(2) Check the Strike to make sure it is properly aligned and clear so the Latch bolt can freely move in the hole.<br>(3) Check the cable for any damage that may have occurred during installation. Make sure the cable is firmly connected.<br>(4) The battery is low if the battery indicator light keeps flashing. Please replace with 8 new batteries. Make sure the batteries are properly installed (Alkaline batteries only). |
| **Battery indicator keeps flashing.** | The battery is low if the battery indicator keeps flashing. Please replace with 8 new batteries for the best performance (Alkaline batteries only). |

# 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 Industry 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.

Cet appareil est conforme aux CNR exemptes de licence d'Industrie Canada .

Son fonctionnement est soumis 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 PIN 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 a 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!

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***+1 (833) 878-3346***

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



***support@teeho.com***

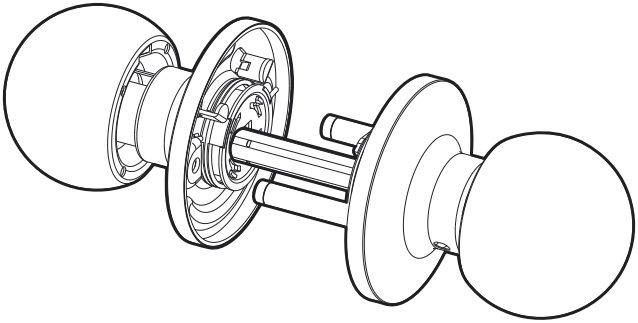


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# *Installation Instructions of Knob*



All pictures in this manual are for illustration purpose only.
Actual product may vary due to product upgrade.

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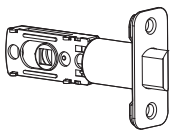
***support@teeho.com*** ***teeho.com***

# CONTENT

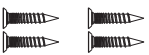

- Parts List ---------- 01
- Prepare the Door & Check Dimensions ---------- 03
- Adjust Latch Backset ---------- 04
- Install the Latch & Strike ---------- 05
- Install Front and Rear Knob ---------- 06
- Test the Knob ---------- 07

# PARTS LIST

A Latch



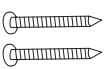
B Latch
&
Strike Screws x4



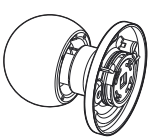
C Strike



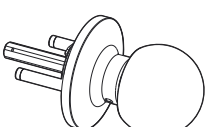
D Mounting
Screws x2



E Rear Knob x1



F Front Knob x1



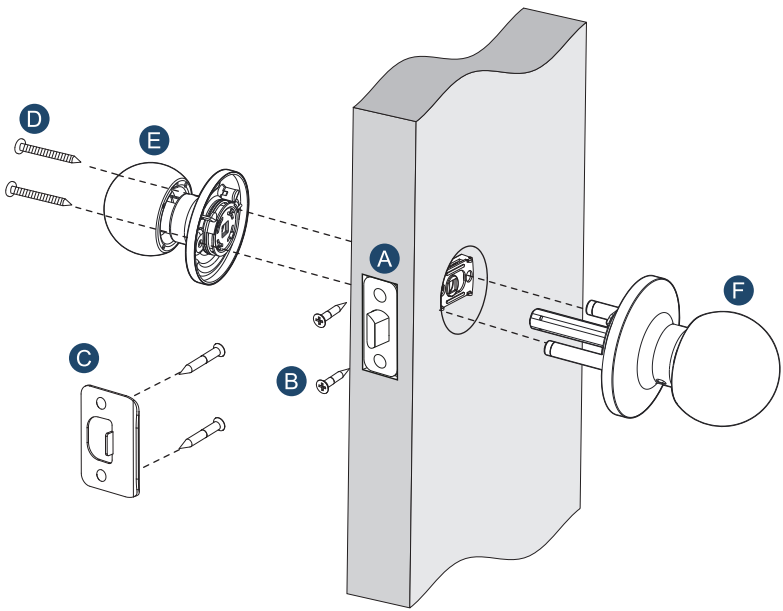
**TOOL REQUIRED**





**Do not use an electric screwdriver during installation.**

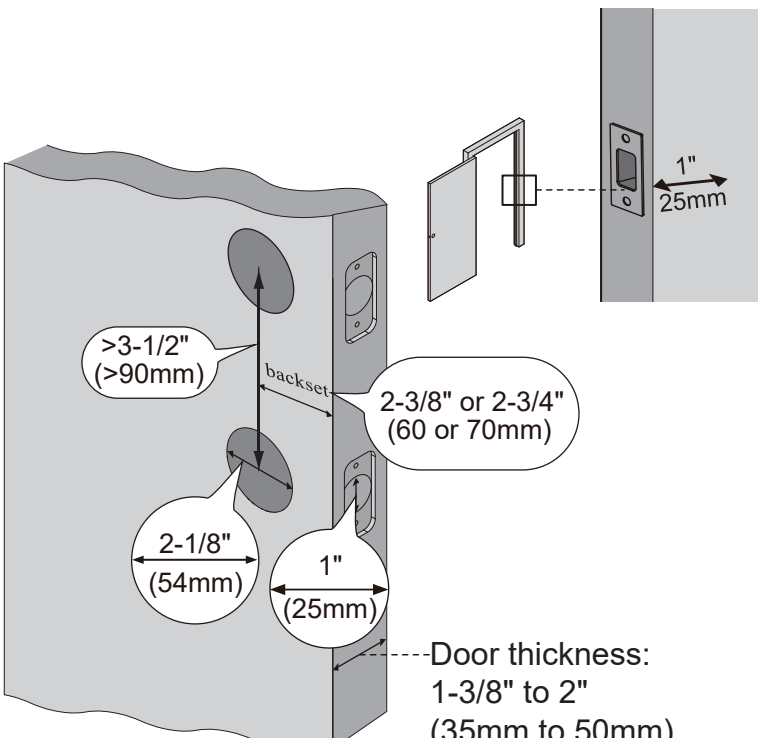
# Installation Overview



# INSTALLATION GUIDE

## Step 1: Prepare the Door & Check Dimensions

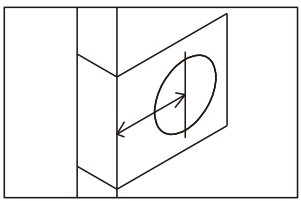
If your door already has the holes shown in the picture below, proceed to the next step; if your door does not have holes, use the mounting template to drill a new hole.



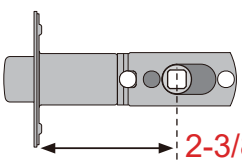
## Step 2: Adjust Latch Backset

Backset is the distance from the door edge to the center of the hole in the door.

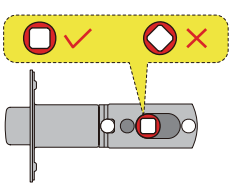
The Latch is provided with adjustable design which can fit either 2-3/8"(60mm) or 2-3/4"(70mm) backset.

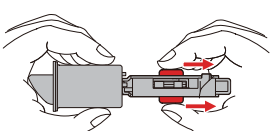


**A.** If the backset of your door is 2-3/8"(60mm), there is no need to adjust the Latch.

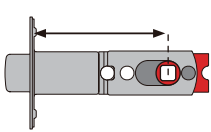



**B.** If the backset of your door is 2-3/4"(70mm), please adjust the Latch.



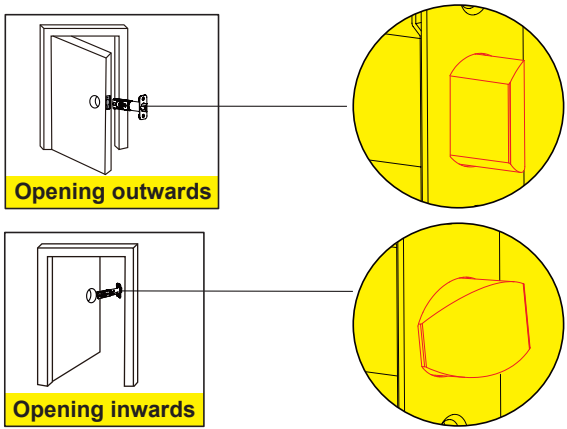


2-3/4" (70mm)

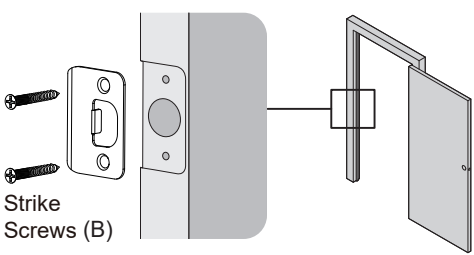


# Step 3: Install the Latch & Strike

## Install the Latch

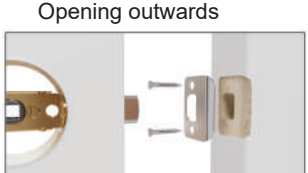



## Install the Strike




**Note:**
The bevel of the Latch should be aligned with the bevel of the Strike.

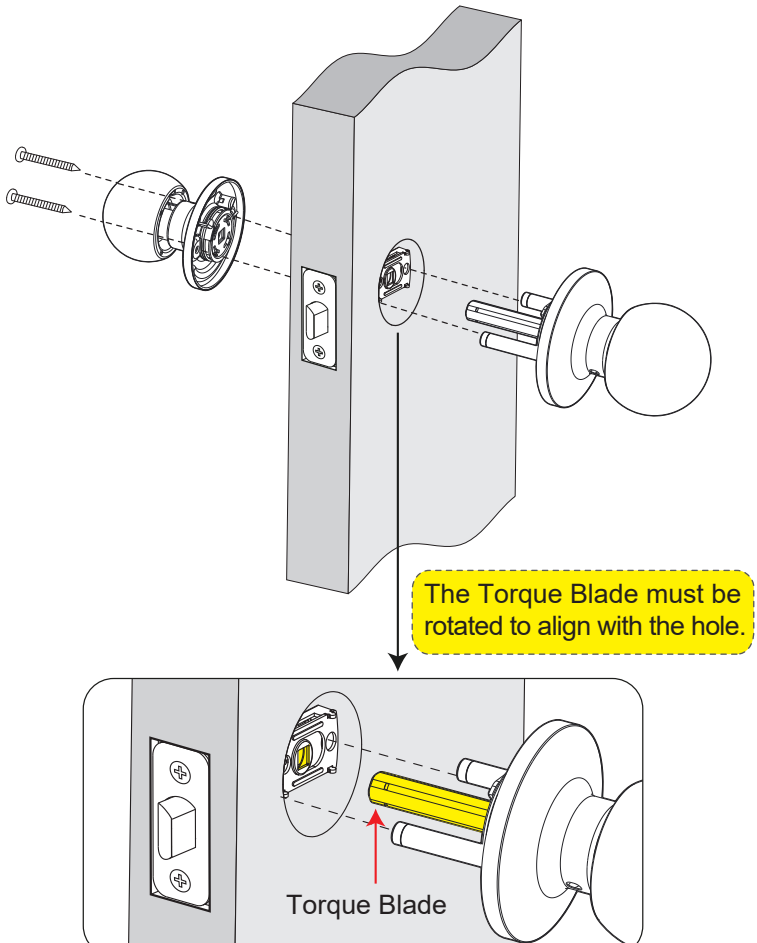
Opening outwards



Opening inwards

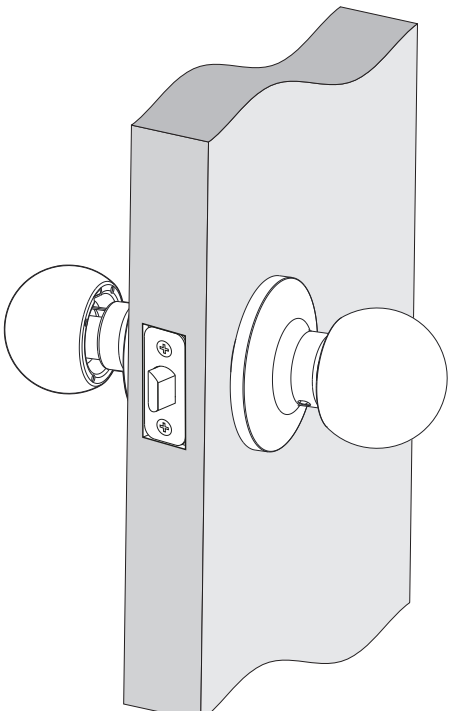


# Step 4: Install Front and Rear Knob



## Step 5: Test the Knob

Keep the door open and check the Front and Rear Knob to ensure it works smoothly.



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