TEEHO

Installation Manual

Model No. TE002

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 TE002

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

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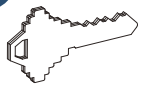
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PARTS LIST

a



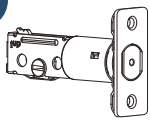
Mechanical Keys x2

b



Exterior Assembly

c



Latch

d



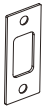
Latch Screws x2

e



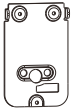
Strike Screws x2

f



Strike

g



Mounting Plate

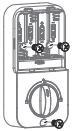
h



(35mm<door thickness<50mm)

Mounting Plate Screws x2

i



Interior Assembly (Screws Pre-installed)

j



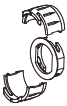
Interior Assembly Screws (Spare) x2

k



Battery Cover

l

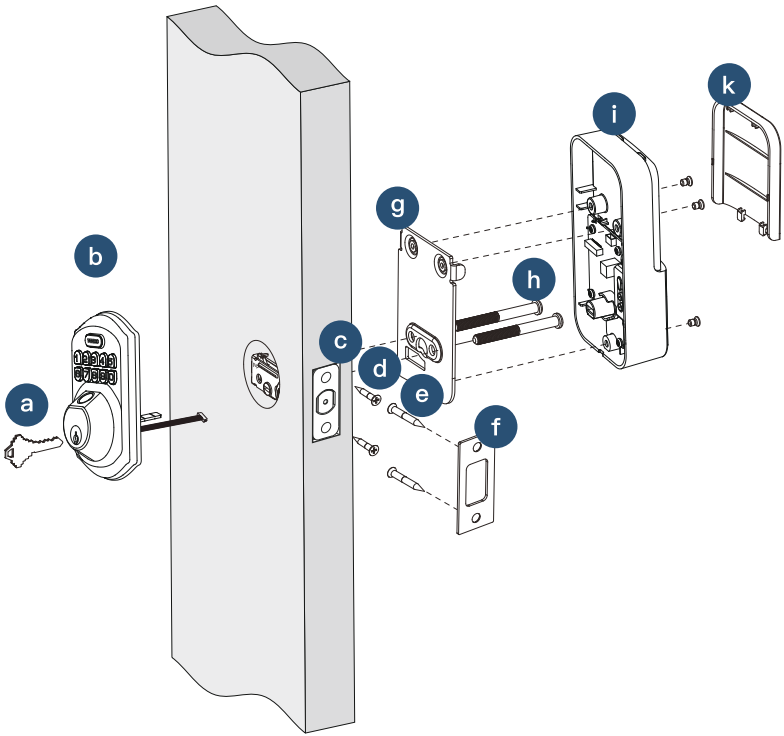


Drive-in Collar

m



Reset Tool



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

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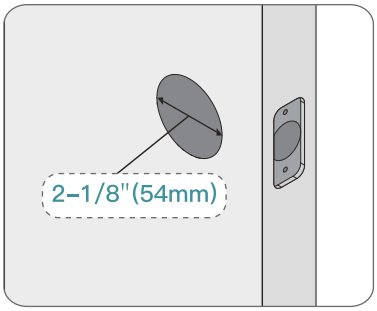
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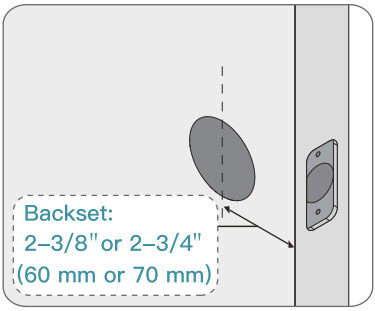
INSTALLATION GUIDE

Step 1: Prepare the Door & Check Dimensions

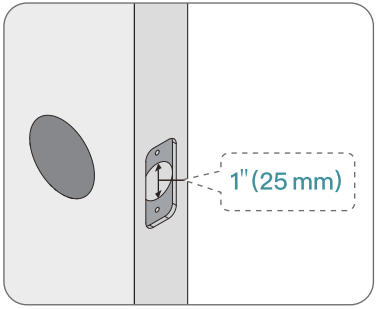
1 The hole in the door is 2–1/8" (54mm).



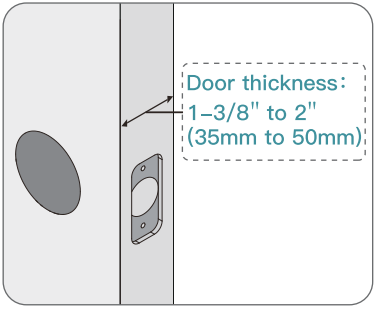
2 The backset is either 2–3/8" or 2–3/4" (60 or 70mm).



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

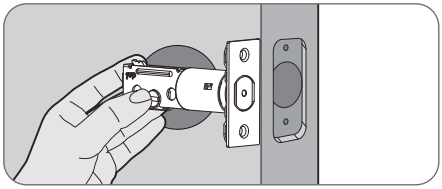


4 The door thickness is 1–3/8" to 2" (35mm to 50mm).



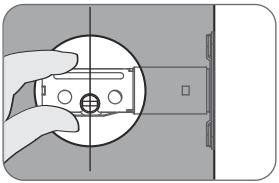
Step 2: Install the Latch & Strike

1 Determine backset and adjust the Latch.



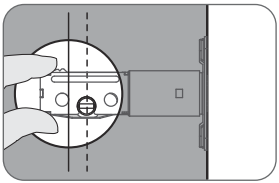
Hold the Latch in front of the door hole, flush the Latch against the door edge.

Is the slotted hole centred in the door hole?



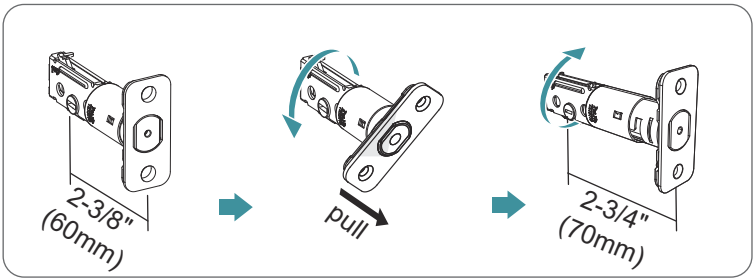
YES

No adjustment is required.
Proceed to next step.



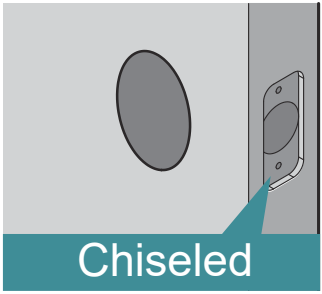
NO

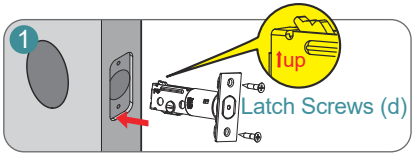
Slotted hole is NOT centred.

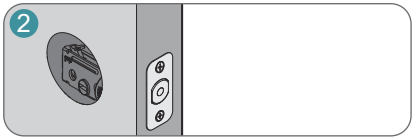


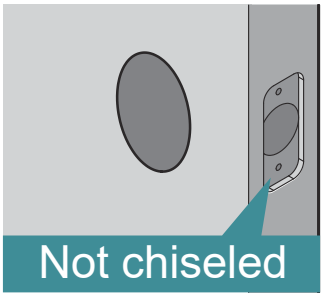
Rotate and pull the Latch as shown to extend the Latch.

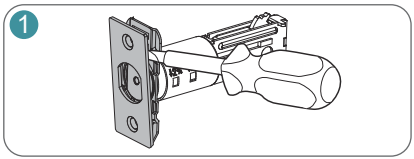
2 Install the Latch.

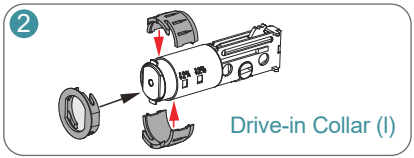


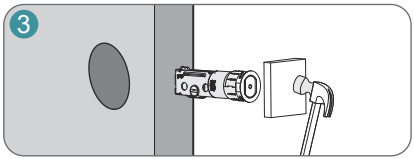


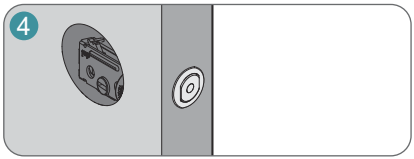




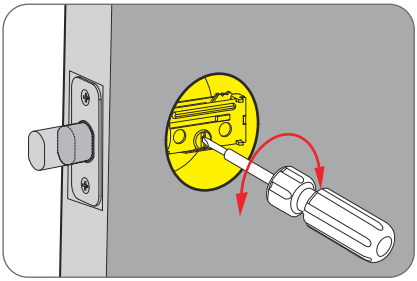






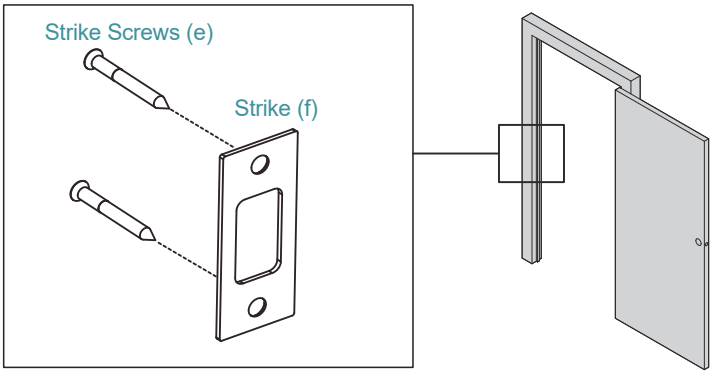


3 Test if the Latch bolt extends and retracts properly by using a screwdriver.



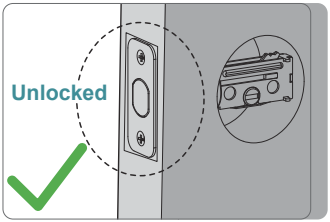
4 Install Strike on the door frame.

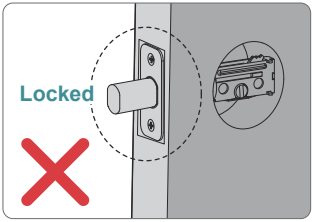
IMPORTANT:
Make sure the hole in door frame is drilled a minimum of 1" (25mm) deep.



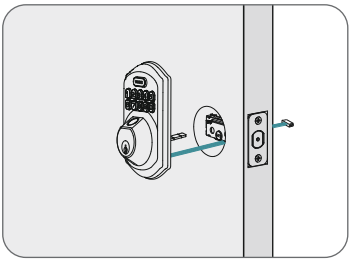
Step 3: Install Exterior Assembly

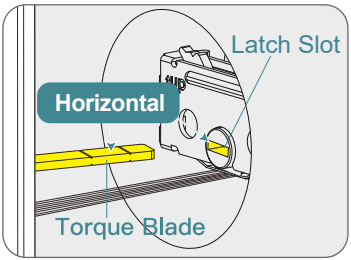
IMPORTANT:
Before installation, the Latch bolt should be retracted completely (in the unlocked position).
Do not insert the Mechanical Key into the cylinder during the installation.



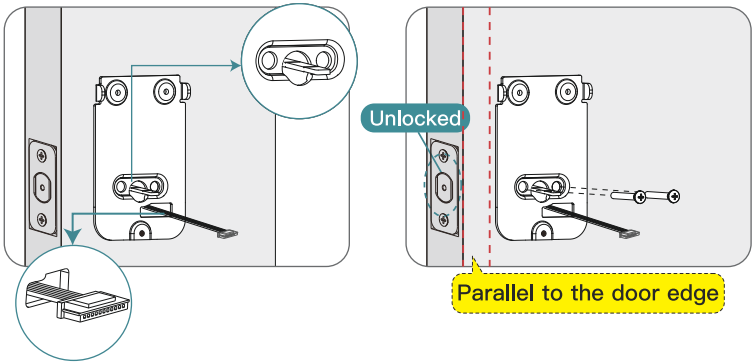


1 Route the cable below the Latch and insert the Torque Blade horizontally into the Latch slot, ensuring both the blade and slot are level.





2 Install the Mounting Plate with the Mounting Plate Screws. Do not overtighten screws.

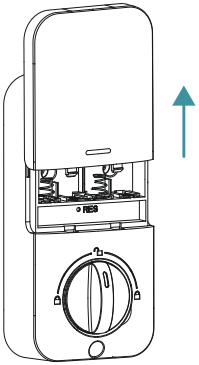


Note: Both the Exterior and Interior Assembly should be kept parallel to the door edge.

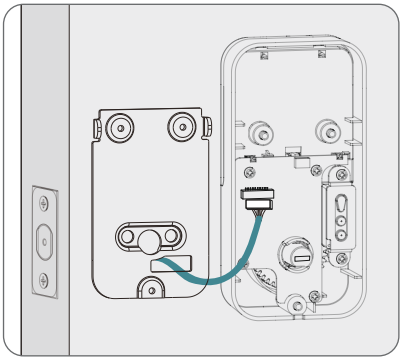
Step 4: Install Interior Assembly

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

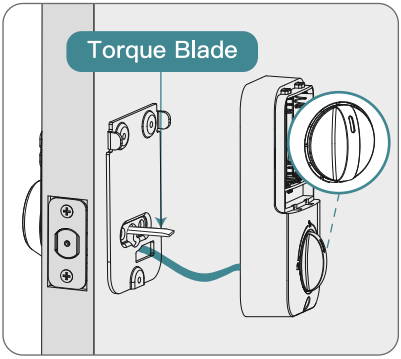
IMPORTANT:
Do not load batteries until the lock is completely installed.



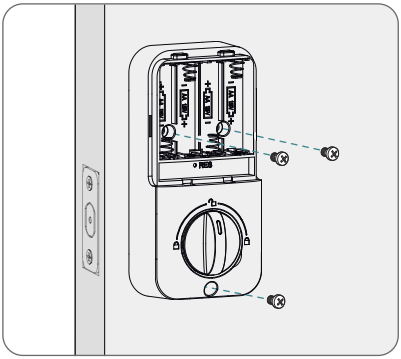
2 Insert the cable connector into the socket. Push the connector in firmly until it is completely attached.



3 Keep the Thumb Turn in Vertical position and Torque Blade in Horizontal position, then install the Interior Assembly.



4 Attach the Interior Assembly to the Mounting Plate. Please ensure that the Interior Assembly Screws engage with the screw threads on the Mounting Plate and tighten all three screws.



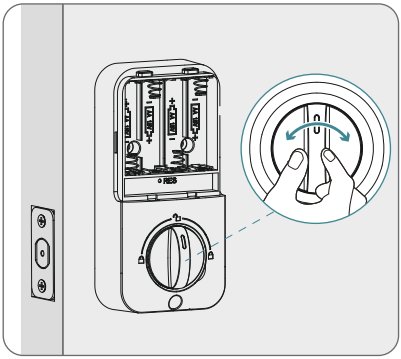


Interior Assembly Screws (Pre-installed)

NOTE:

Three screws are pre-installed on the Interior Assembly for your convenience. The two (j) in the accessory pack are spares.

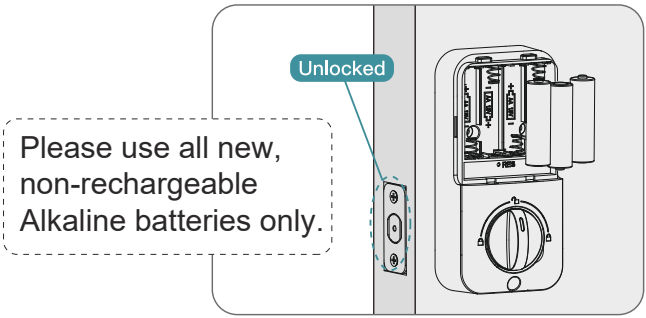
Test the lock by rotating the Thumb Turn to see if the Latch bolt extends and retracts properly.



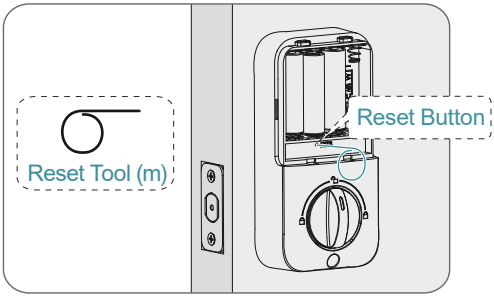
Step 5: Distinguish Left / Right Hand Door

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

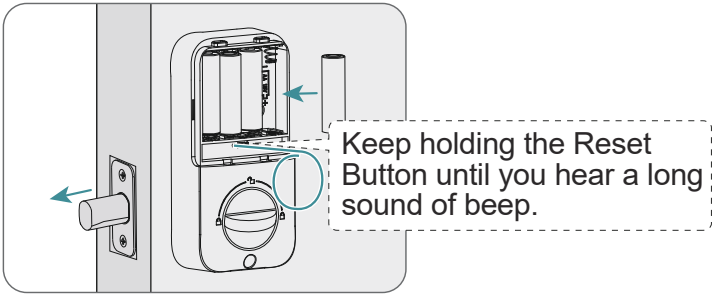
1 Keep the door open and unlocked, load 3 AA batteries into the Interior Assembly.



2 Press and hold the Reset Button on the Interior Assembly for 5 seconds using the provided Reset Tool.



3 Continue holding the Reset Button while loading the last battery until you hear a long beep. The Latch bolt will extend automatically and memorize the door's opening direction.



Scan the QR code and search **TE002**

If you have any questions, please contact us at

+1 (833) 878-3346

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support@teeho.com

TROUBLESHOOTING

Problem	Solution
My fingerprint doesn't work.	(1) Check if your batteries are installed properly. When the low battery indicator flashes, replace with 4 new batteries (Alkaline batteries only). (2) Ensure that both the scanner surface and your finger are clean and dry. (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. Try to add fingerprints from multiple fingers or add the same fingerprint multiple times to improve the recognition rate. (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. (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.** (1) Please don't insert the Mechanical Key into the lock cylinder before or during installation; (2) Keep the Latch fully retracted and the Torque Blade horizontal; (3) Please make sure to route the cable below the Latch; (4) The Exterior and Interior Assembly should be installed parallel to the door edge. (5) Please reset the lock before programming.
I cannot remove my key unless it is in the locked position.	**Uninstall the Interior and Exterior Assemblies.** Before re-installation, please follow these guidelines: (1) Make sure the Latch bolt is in the retracted position. (2) Do not insert the Mechanical Key into the lock cylinder before or during installation. (3) Make sure the Torque Blade is inserted horizontally.

TROUBLESHOOTING

Problem	Solution
Fail to reset.	(1) The battery is low if the battery indicator light keeps flashing. Please replace with 4 new batteries (Alkaline batteries only). (2) Please refer to **"How to Reset"** section and perform a resetting again.
Unable to unlock / lock by Keypad.	(1) Make sure you have entered the correct User Code. (2) Check the Strike to make sure it is properly aligned and clear so the Latch bolt can freely move in the hole. (3) Check the cable for any damage that may have occurred during installation. Make sure the cable is firmly connected. (4) The battery is low if the battery indicator light keeps flashing. Please replace with 4 new batteries. Make sure the batteries are properly installed (Alkaline batteries only).

TROUBLESHOOTING

Problem	Solution
Master Code can not be changed.	Refer to **"How to Reset"** section to perform a resetting. If it doesn't solve the issue, please call us at ***+1 (833) 878-3346***.
Fail to add a new User Code.	(1) Before adding a new User Code, please change the Default Master Code **12345678** to a new one. (2) Make sure the New Master Code has been entered correctly. (3) The lock can set and store up to 20 user codes, with each code needing to be at least 4 to 10 digits long.
Battery indicator keeps flashing.	The battery is low if the battery indicator keeps flashing. Please replace with 4 new batteries for the best performance (Alkaline batteries only).
I forgot my Master Code.	Performing a resetting will revert the Master Code back to the default **(12345678).**

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 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!

Whatever issues with TEEHO products. Please contact us before returning it.



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*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.*