Veise

Installation Manual

Model No. VE019

Tutorial Video

Scan the QR code and search **VE019** to get the video.

Need Help? Contact Us!

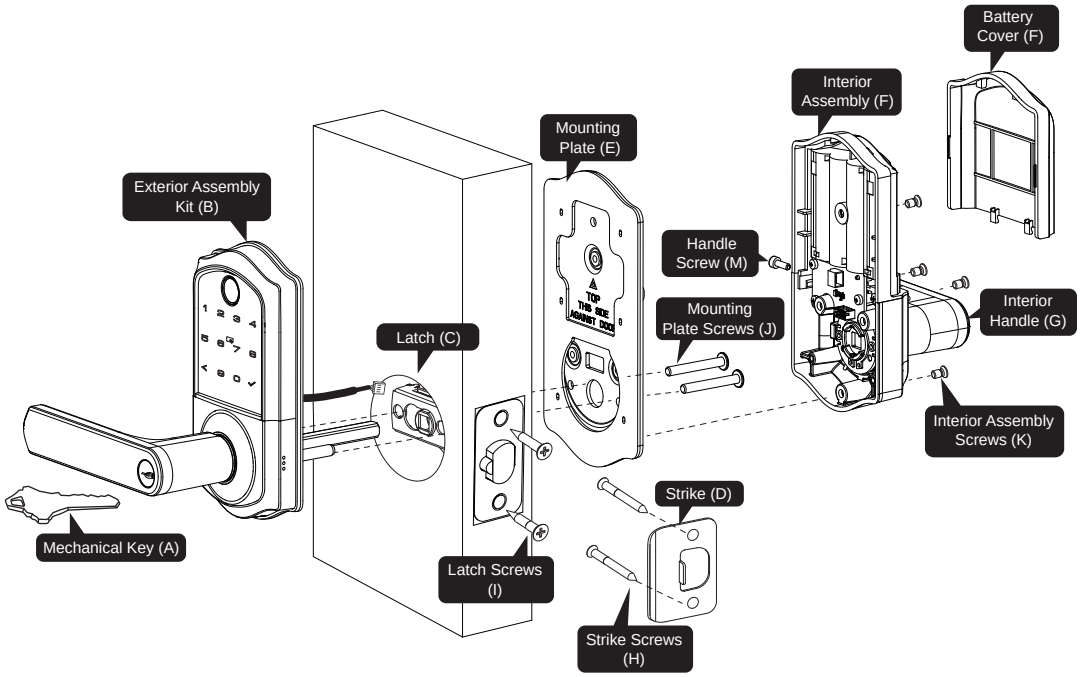
Call us at **+1(855)400-3853** (Monday-Friday 9:00am-5:00pm PST), if you have any questions.

support@iveise.com **iveise.com**

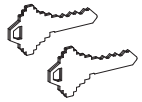
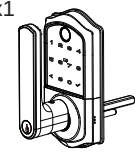
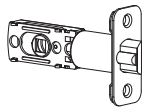
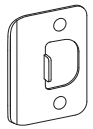
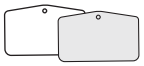
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Installation Overview



Parts List

A Mechanical Key x2 	B Exterior Assembly Kit x1 	C Latch x1 	D Strike x1 
E Mounting Plate x1 	F Interior Assembly x1  G Interior Handle 	H Strike Screws x2 	I Latch Screws x2 
J Mounting Plate Screws x2 	K Interior Assembly Screws x6 (2 Spare)  L Reset Tool x1 	M Handle Screw x1  N Hex Wrench 	O User Card x2  P Drive-In Collar (Optional) 

⚠Missing any parts? Call us at **+1(855)400-3853.** **support@iveise.com**

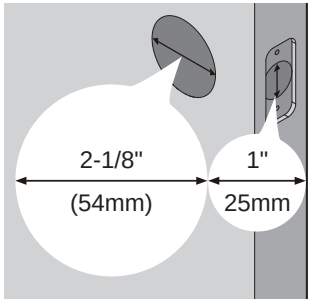
Installation Guide

Step 1: Prepare the Door & Check Dimensions

1

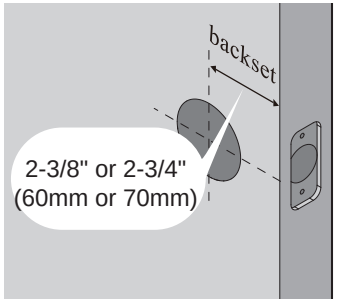
The hole in the door is 2-1/8" (54mm).

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



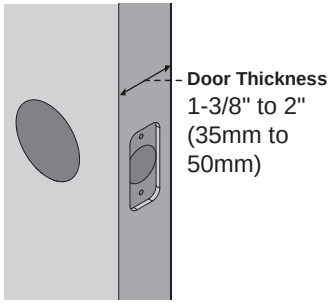
2

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



3

The door thickness is 1-3/8" to 2" (35mm to 50mm)to avoid Handle rotation failure.

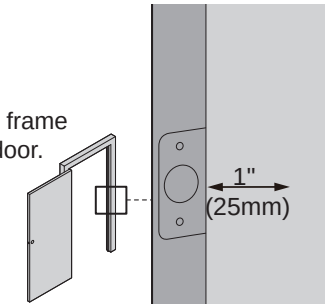


4

NOTE:

Make sure the door frame is aligned with the door.

There are no obstructions stuck in the door frame.



Installation Guide

Two Installation Methods

Method 1: For Doors with a Single Hole







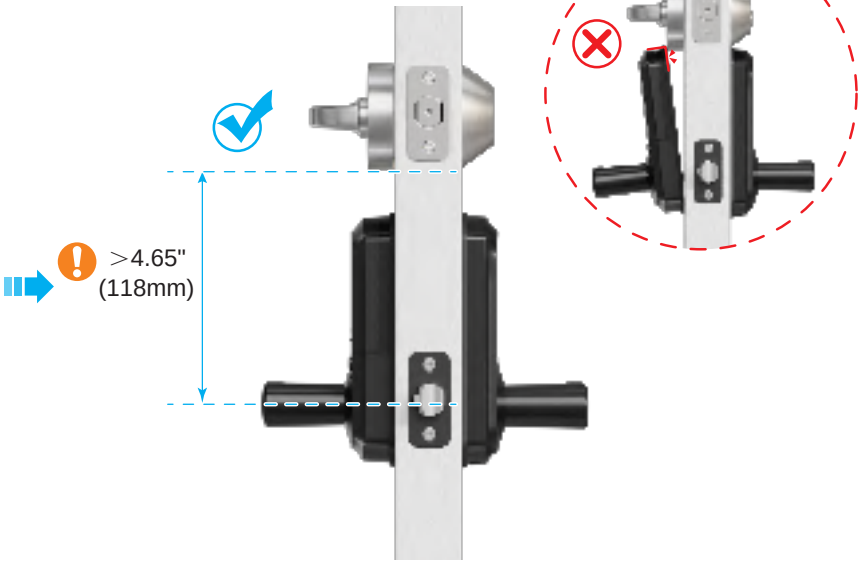
Installation Guide

Two Installation Methods

Method 2: For Doors with Two Holes







Installation Guide

Two Installation Methods

Method 2: For Doors with Two Holes

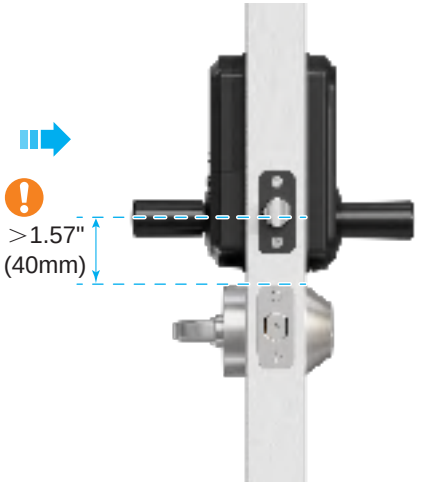
If this installation method does not fit your door, consider the following alternatives:

A. Remove the deadbolt, cover the hole with a Door Hole Cover Plate (not included), and install the lock.



B. Remove the handle, lower the deadbolt, and install the lock above it.



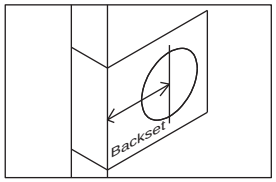


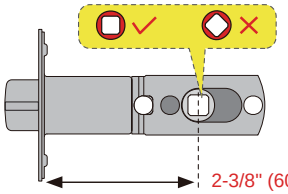
Installation Guide

Step 2: Install the Latch & Strike

1 Confirm the backset and adjust the Latch.

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.

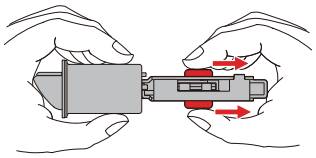


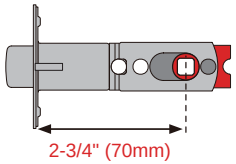


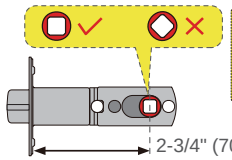
If the backset of your door is 2-3/8"(60mm), no need to adjust the Latch.

Note:
Be sure to use the Latch provided in the package or it won't work.

If the backset of your door is 2-3/4"(70mm), please adjust the Latch as shown in the images below.





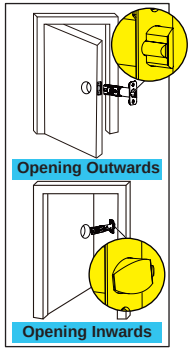


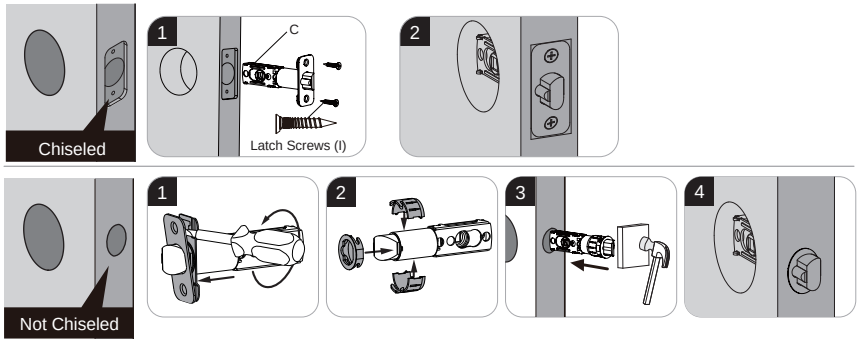
Note:
The hole must form a square, not a diamond.

Installation Guide

Step 2: Install the Latch & Strike

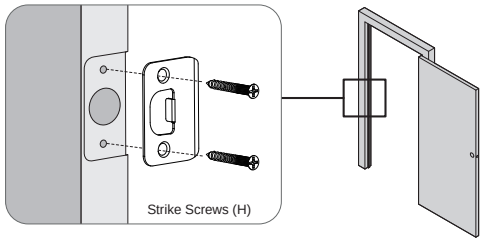
2 Install the Latch and check its orientation from outside the door.





3 Install Strike on the door frame.

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

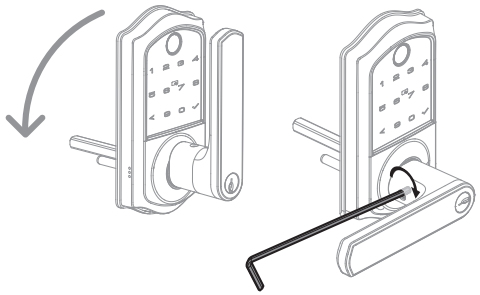


Installation Guide

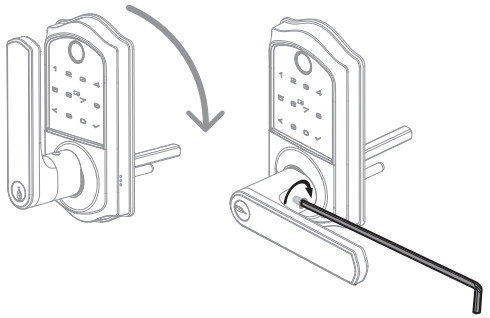
Step 3: Adjust the Handle Direction

1 Exterior Handle

Left-handed Door



Right-handed Door



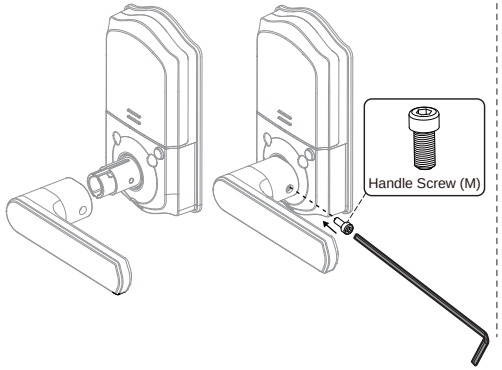
1. Ensure that the handle can move left and right.
2. Turn the handle to the left or right side.
3. Tighten the Handle Screw with the Hex Wrench.

Installation Guide

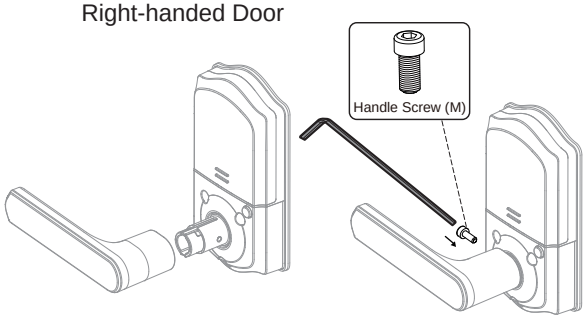
Step 3: Adjust the Handle Direction

2 Interior Handle

Left-handed Door



Right-handed Door



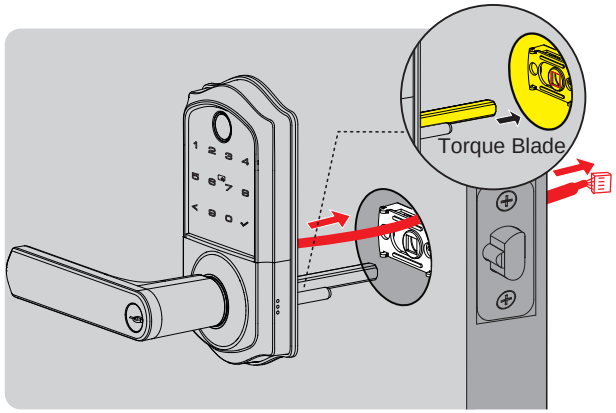
1. Locate the Interior Handle in the accessories.
2. Determine the correct installation direction.
3. Fix the handle on the left or right side.
4. Tighten the Handle Screw with the Hex Wrench.

Installation Guide

Step 4: Install Exterior Assembly

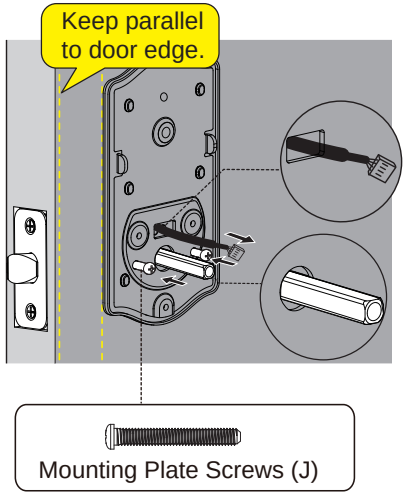
1 Route the cable above the Latch and insert the Torque Blade through the slot in the Latch.

Do not insert the Mechanical Key into the cylinder during the installation.



2 Install the Mounting Plate with the Mounting Plate Screws.

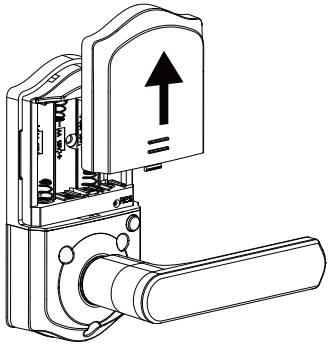
Do not overtighten screws.



Installation Guide

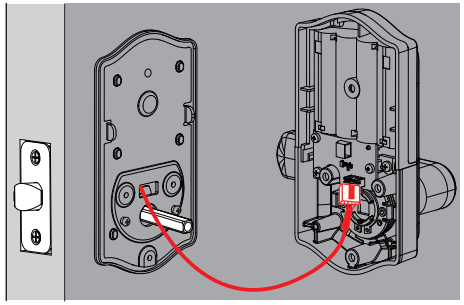
Step 5: Install Interior Assembly

1 Disassemble the Battery Cover.



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

2 Insert the cable connector into the socket and push it in securely.



NOTE:
Tuck excess cable into the socket to avoid blocking screw holes or interfering with cover installation.

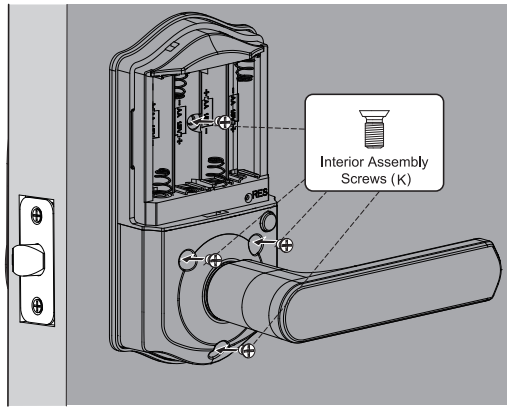


Installation Guide

Step 5: Install Interior Assembly

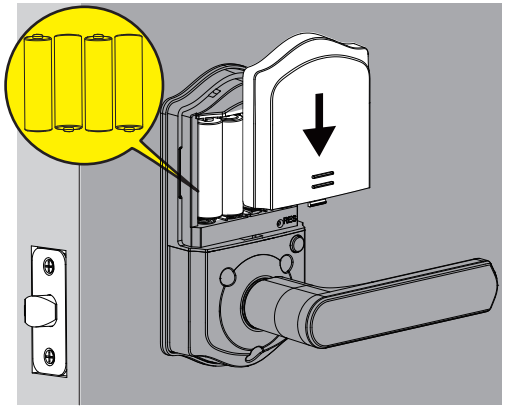
3 Attach Interior Assembly to Mounting Plate and tighten 4 screws.

NOTE:
Be sure not to use the wrong screws, or it may lead to short-circuit and other problems.



4 Insert 4 AA Alkaline batteries and put on the Battery Cover.

NOTE:
Use only new, non-rechargeable alkaline batteries. Do not mix old and new batteries or different brands.



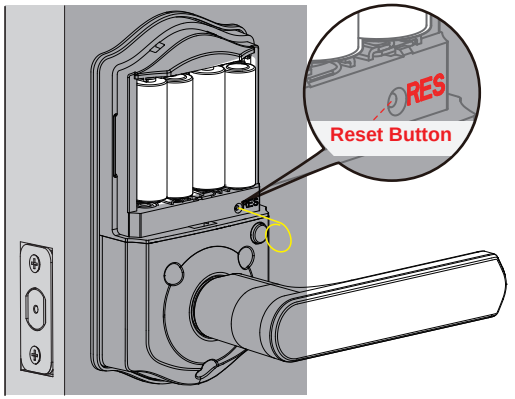
How to Reset

1. Keep the door open and unlocked.
2. Press and hold the Reset Button for 5 seconds by using the Reset Tool.
3. Keep holding the Reset Button until you hear the voice prompt “Restored to factory settings”.

Settings	Factory Default
Master Code	12345678
Auto Lock	Enabled
Silent Mode	Disabled
Wrong Entry Limit	10 times
Shutdown Time	3 mins

Scan the QR code
Search **VE019**

Call us at **+1(855)400-3853**,
if you have any questions.
support@iveise.com **iveise.com**



Troubleshooting

▶ Fail to reset.

1. The battery is low if the battery indicator light keeps flashing. Please replace it with 4 new batteries. (Alkaline batteries only)
2. Please refer to **“How to Reset”** section and perform a resetting again.

▶Exterior handle cannot be reversed.

1. Ensure that the handle can rotate smoothly to the left and right. If it does not, please get in touch with our customer service for assistance.
2. If the handle rotates properly, check if the screw is attached to the handle. If there is no screw, contact customer service for further guidance.
3. If the screw is located on the handle, turn the handle 90 degrees to the left or right depending on the direction of your door opening. Then, align the screw hole and tighten the screw. After correct installation, the handle should be firmly fixed and able to rebound when pressed down, confirming a successful installation.

▶Interior handle cannot be reversed.

1. Ensure the back handle is securely in place. Locate the screw hole and use the appropriate screw and wrench to tighten it.
2. If you are unable to complete the installation, please contact our customer service for support.

Troubleshooting

▶ How to lock manually on the Keypad from outside?

1. Touch ✓ once.
2. Press and hold any button for 2 seconds.
3. Use your Fingerprint.

▶ How to lock manually from inside?

1. Press the Lock Button located above the Interior Handle. You will hear a "Door locked" sound confirming the lock.
2. In this state, the door cannot be unlocked from the outside by pressing the handle. To unlock the door, simply press the Interior Handle again.

If you have any questions, please contact us at **+1(855)400-3853**.
support@iveise.com

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 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 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!

If you have any questions, please contact us at

+1(855)400-3853

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

support@iveise.com **iveise.com**

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.

V11.0