

Download the
Sylvan Smart App

Scan the QR Code to get started!

SL45E

INSTALLATION INSTRUCTIONS

sylvan®

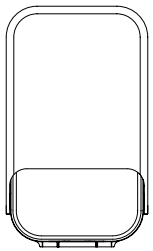
sylvan
WARRANTY*
2 YEARS MECHANICAL
2 YEARS ELECTRONIC

2026 V1

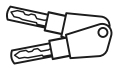
System specifications:

Specification	Details
Main material	Aluminum alloy, zinc alloy, tempered glass
Available Color	Black
Installation Type	Wall mounting or work with knob lock by shackle
Communication	BLE5.0
Support OS	iOS 7.0 or above, Android 4.3 or above
Battery Life	5000 times normal unlock (10–12 months)
Power Supply	DC6V: 4 pcs AAA alkaline batteries **We do not recommend using rechargeable or lithium batteries as damage caused will void the warranty** **Only use high quality alkaline batteries, suitable for high drain devices such as Energizer Max Plus**
Static Current	≤80uA
Dynamic Current	≤200mA
Unlock Way	APP, Passcode, Card, Manual key, Fingerprint (optional)
Unlock Time	1–1.5 seconds
Working Temperature	–20–55 degrees
Working Humidity	20%–95%
Factory Password	Factory master password: 123456; after configuration, it will be invalid
Virtual Password	Available
IP Level	IP65 Certified
User Capacity	Fingerprint: 100; Passcode: 250; Card: 1000

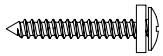
SL45E packing list



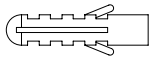
KeyPad
Qty x1



Manual Key
Qty x2



Wood Screw
4x30mm x4



Wall Plug
6x30mm x4



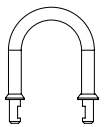
RFID Tag
Qty x2



Manual
Qty x1

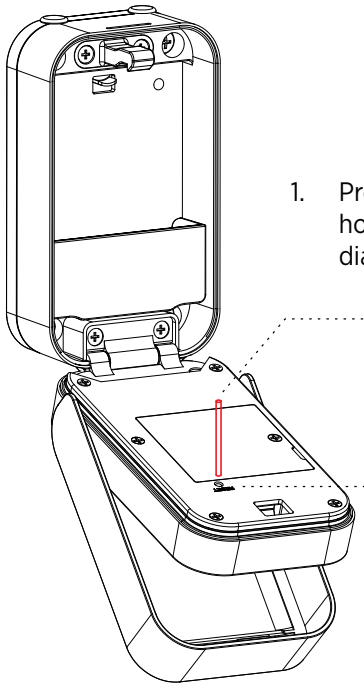


USB-C CABLE
Qty x1



Shackle
Qty x1

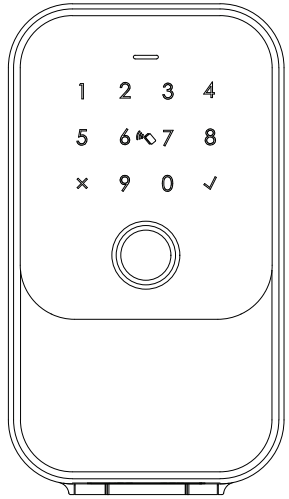
Factory Reset



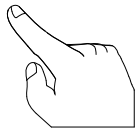
1. Press the setting key through the setting hole with a thin object less than 2.5mm in diameter. (e.g. paperclip or toothpick)

Reset Button

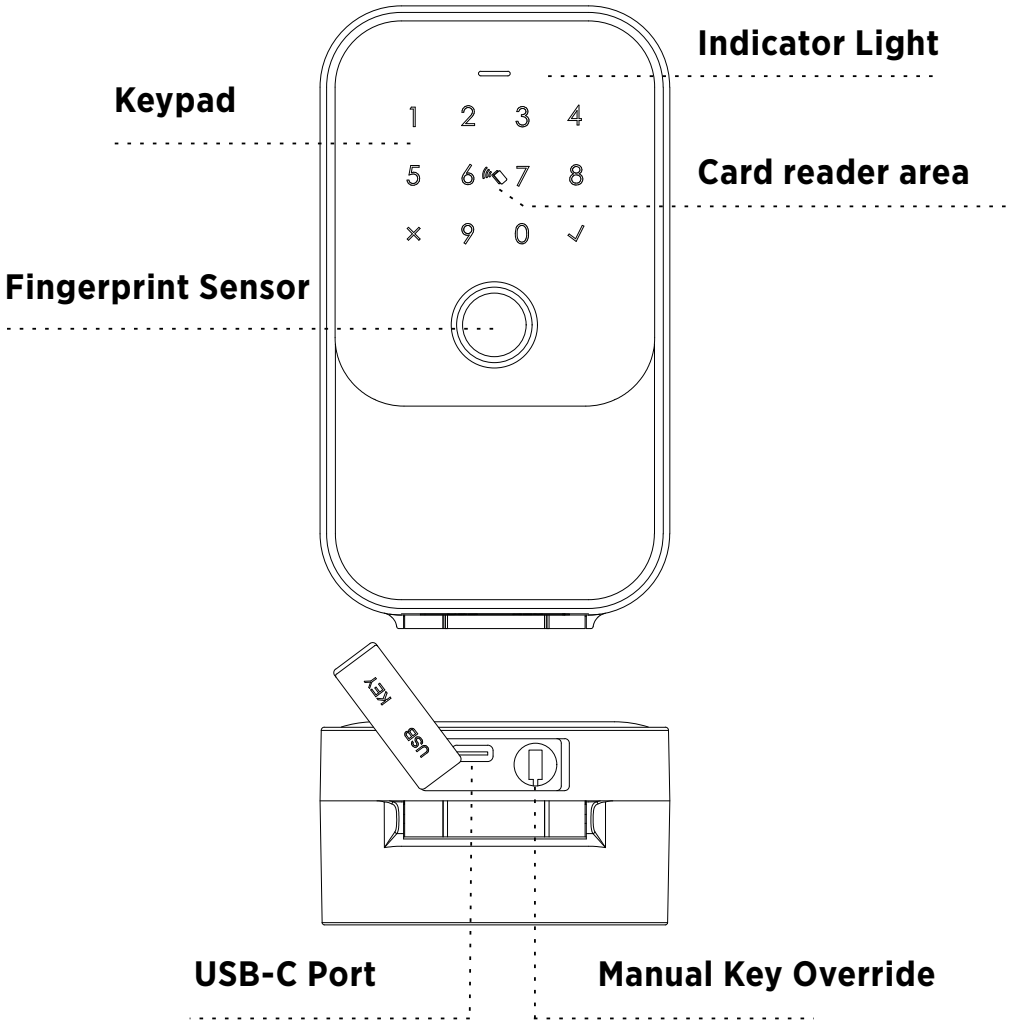
1. There is a reset button on the back of the front shell; After the device is powered on, long press the button for 3 seconds, and the voice prompts “Please enter the initialization passcode (000✔)”;
2. If the passcode is successfully entered, there is sound tip “Delete Administrator successfully”.
3. Then default master password is 123456.
4. Please enter the passcode to unlock the key box.



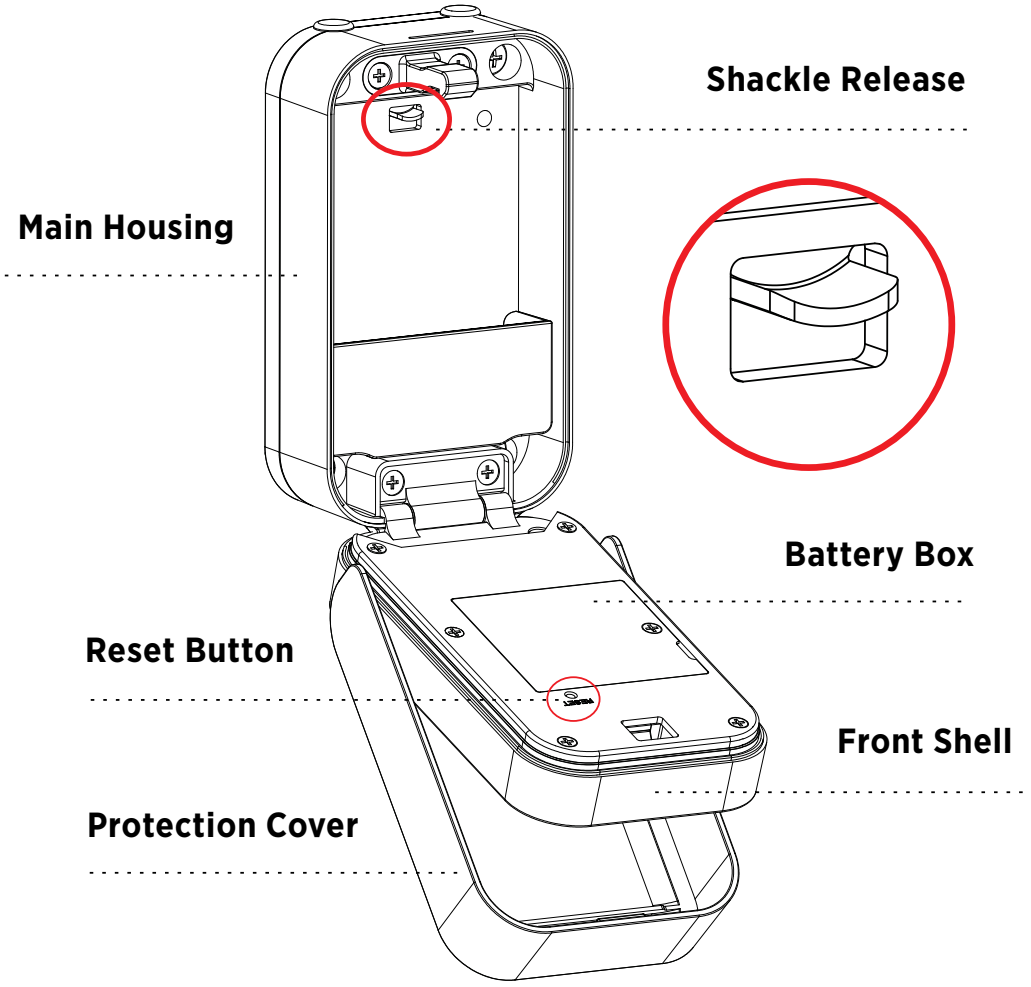
Factory Default password:
123456✔ to unlock



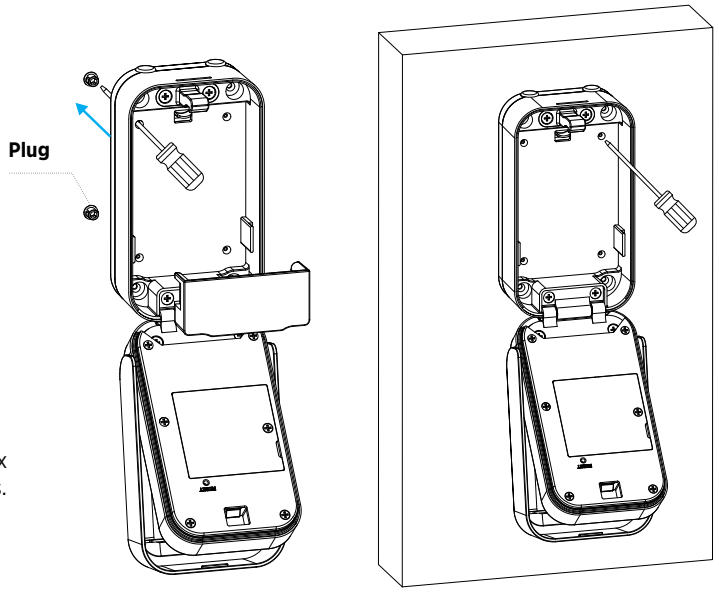
Product specification: front



Product specification: inside

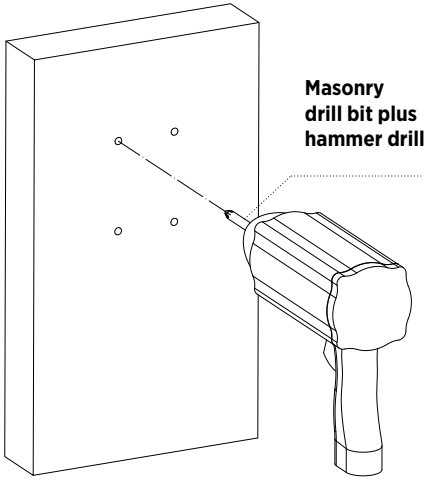


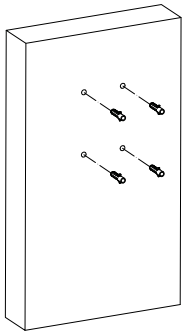
Installation: Wall Mount - Masonry



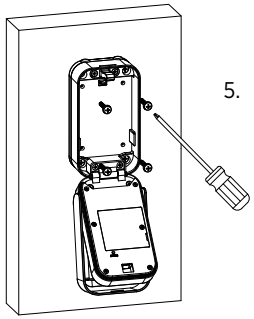
1. Push through supplied hole plugs
2. Place the keybox againt the wall at a suitable height. Using the keybox as a guide, mark 4 holes.

3. Using a masonry drill bit, drill 4x 6mmø holes 40mm deep



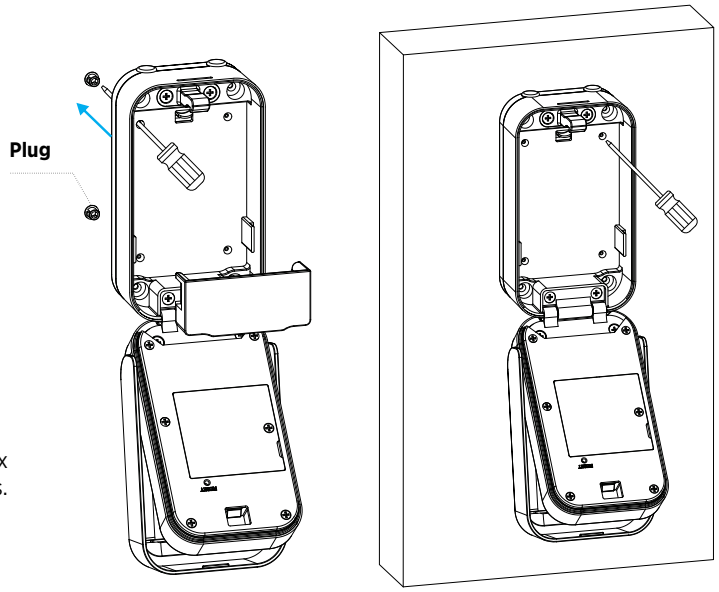


4. Install 4x wall plugs



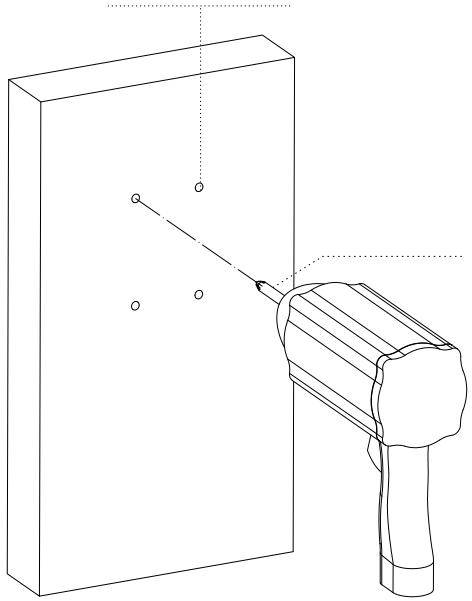
5. Using the 4x supplied screws, mount the keybox to the wall

Installation: Wall Mount - Timber

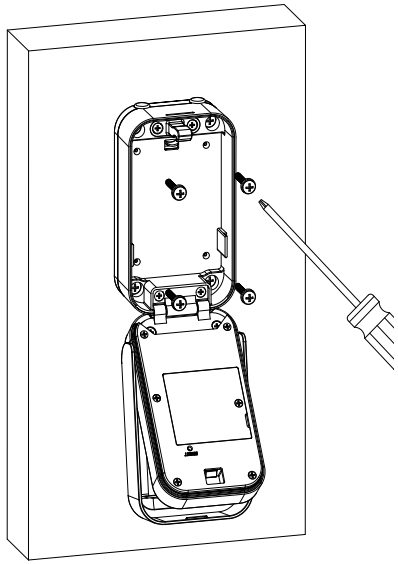


1. Push through supplied hole plugs
2. Place the keybox againt the wall at a suitable height. Using the keybox as a guide, mark 4 holes.

3. Drill 4x 3mmø pilot holes 40mm deep

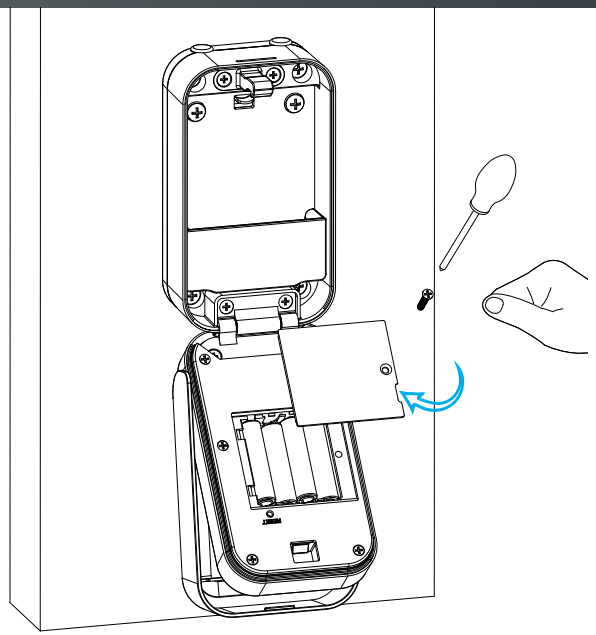


4. Using the 4x supplied screws, mount the keybox to the wall



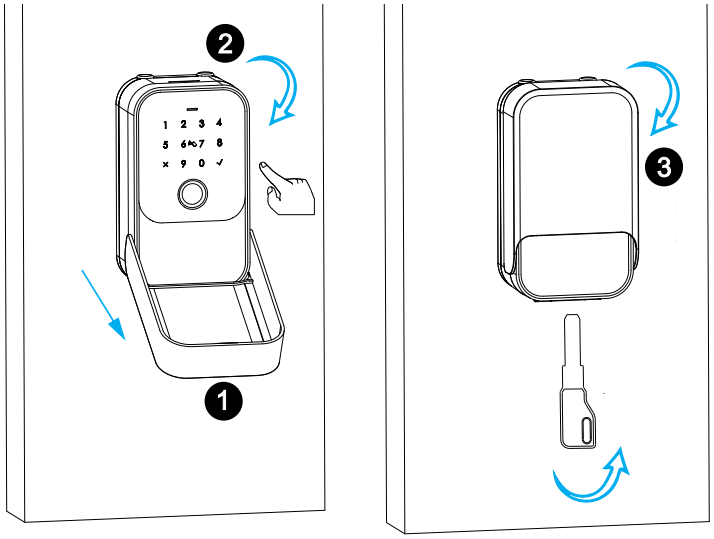
Battery Installation

Remove the battery cover and install 4x AAA Alkaline Batteres, we reccomend using Energizer Max Plus Batteries



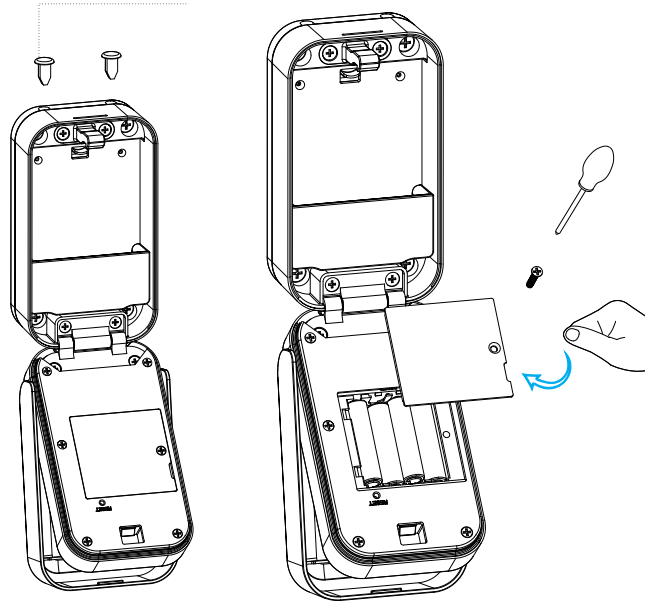
Functional Test

1. Open protection cover follow the arrow direction.
2. Press fingerprint or passcode to unlock the key box.
3. Test the key to unlock properly
4. Do not leave the override keys inside the key box.

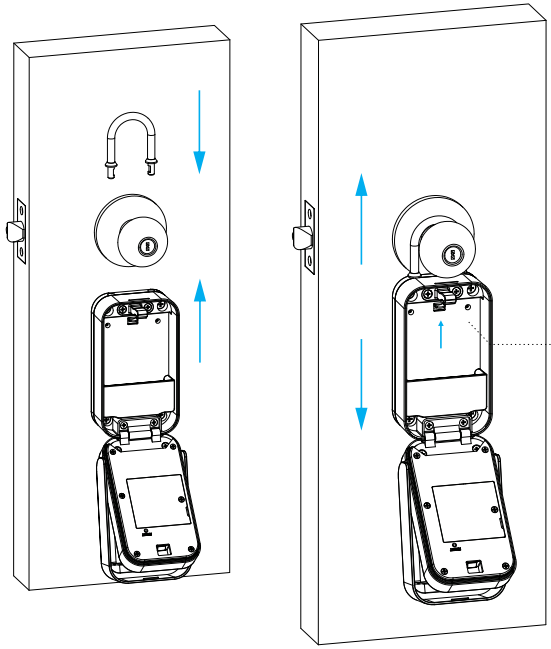


Hanging Keybox

1. Remove the 2x Rubber Plugs
2. Remove the battery cover and install 4x AAA Alkaline Batteres, we reccomend using Energizer Max Plus Batteries



3. Slide the shakle over the neck of the knob and lock into the keybox as shown below
4. To remove: Push the unlock button hard upwards, and detatch the keybox from the shackle



Unlock button

Push the unlock button hard upwards.



Sylvan Smart App Set-up instructions:

1. Download the Sylvan Smart App

Apple (IOS version) use app store to download Sylvan Smart

Android version go through Google Play to download Sylvan Smart

Or alternatively scan the QR Code below

Download on the App Store

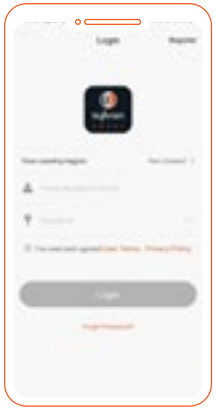
GET IN ON Google Play



Sylvan Smart App

- Sylvan Smart supports multiple types of locks and devices
- Verification codes will be sent to users' mobile phone or email depending on how you have registered above.

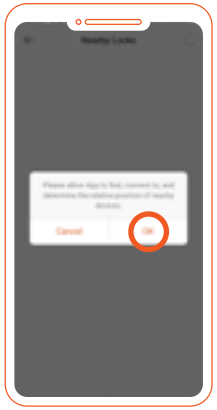
Account setup and add locks



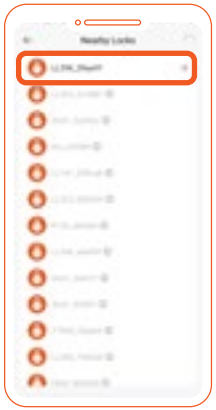
1. Register a new account (phone number or email) OR if you have an existing account login using your current account details



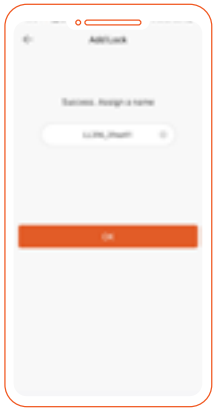
2. With App open touch on home screen select + / Add lock



3. While standing near the lock (and with the 4 good quality AA alkaline batteries installed into the lock) wake the lock up by touching the keypad.



4. Your lock will appear on the screen, then select +



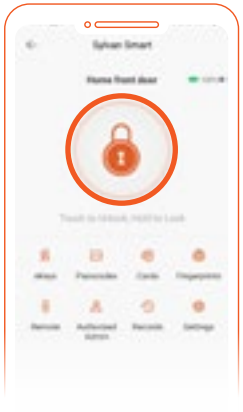
5. Rename the lock. e.g. home front door



6. The lock is now successfully added to the Sylvan Smart app.

7. If you have downloaded the app and loaded your lock on your device you are now the administrator of this lock, from here you can now add or delete users / passcodes / RFID card etc.

Bluetooth (lock and unlock)



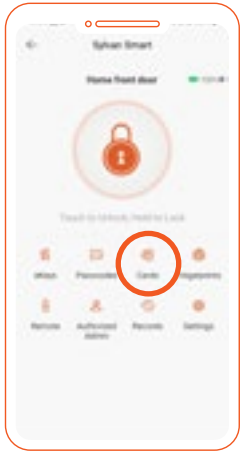
1. Make sure your phone has Bluetooth and Bluetooth is switched on.
2. The app can be used to lock or unlock the door by using Bluetooth within a 5m range.
3. From the app press the (padlock) symbol to lock or unlock the device.

NOTE

- The lock will automatically re lock itself depending on the setup of the auto lock function through the app.
- 5-meter Bluetooth range can vary depending on interference such as steel, thick walls and microwave interference etc.

RFID cards

This lock comes with three RFID cards and can store up to 200 unique RFID cards.



1. To add these to the lock, select Cards



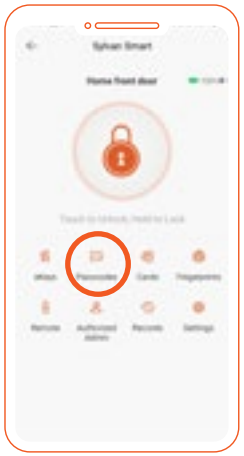
2. Add card



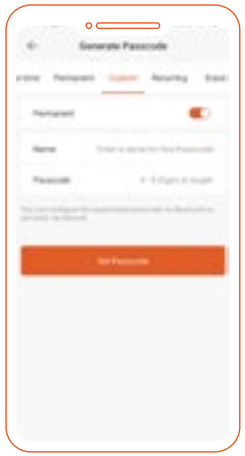
2. Select Permanent, Timed or Recurring user
3. Name the Card (we suggest the users name) e.g. Bobs RFID, press ok.
4. Then touch card against lock keypad to accept card to lock

3. Management of app and lock

Setting a passcode:







1. Open the Sylvan Smart App
2. Select your lock
3. Press Passcodes

4. Generate Passcode

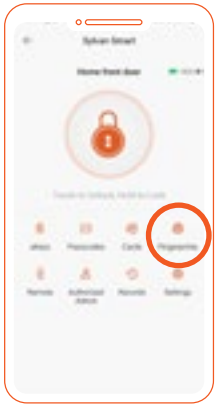
5. As suggested in the notes below Press “custom”
6. Ensure Permanent is switched for all time access
7. Enter a name for the passcode eg Bob’s code
8. Enter the 4–9-digit passcode then # or ✔ depending on the model (refer above)
9. Press Set passcode

Helpful hints when setting up passcodes:

- Careful consideration should be taken to ensure each PIN is set up in a way that they can be managed later. We suggest naming each PIN with the name of the person using it. E.g. Bobs PIN
- When setting up passcodes use the ‘custom’ setting to create your own pin number. It needs to be between 4-9 digits followed by ‘#’ or ✔ e.g. 1234#.
- Recurring PIN codes are used to give access to the user of this code at certain times of the day and week.
- Codes can also be created for “One time” access (for example a tradesperson working in your house for a short period of time).

Fingerprint Access: (only applicable if your lock has this feature)

This lock can accept up to 200 Unique fingerprints









1. From your locks main screen select Fingerprints

2. Then add fingerprint

3. Decide if a Permanent, Timed or Recurring user
4. Name the fingerprint (we suggest the users name) eg Bobs Finger

5. The app then prompts you to present your finger or thumb to the reader.





6. Watch and listen to the prompt of the app and lock you will see the image of the fingerprint and be asked to present your finger to the reader.
7. You will be asked to do this several times until all parts of the image on the app turn from black to orange.

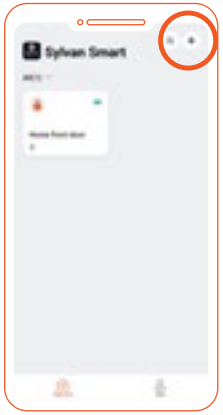
Note:

We suggest for convenience and user speed to save your fingerprint in several different positions. EG Bobs 1 finger, Bobs 2 finger etc.

www.sylvan.co.nz

Remote unlock

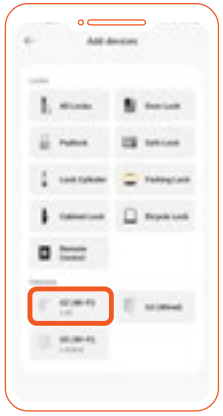
This can be done using a smart hub SLG02 (sold separately)
see ‘www.sylvan.co.nz/smart-hub-slg02’



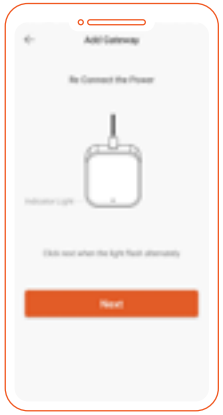
1. Add the smart hub via the home screen of the app

2. Ensure the gateway is within 10 meters of the lock and unplugged

3. Click on + / add new device

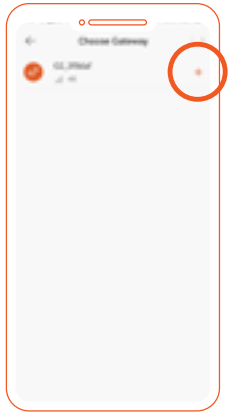


4. Choose the G2 (Wi-Fi) option under Gateway

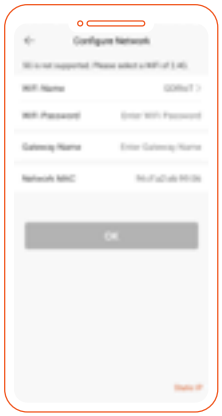


5. Connect power to the gateway and the indicator light will flash red, it’s now in programming mode

6. Click next



7. Your gateway will appear on the screen, then select +

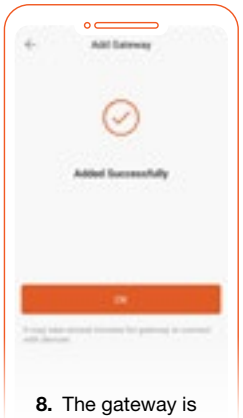


7. **Configure network:**
The app will ask you to select your WiFi network and password **(Important this needs to be a 2.4G)** signal. 5G is not supported.

Ensure your smart phone is connected to the 2.4G signal whilst connecting to the gateway

Once seen it will ask for you to name the gateway e.g. (garage door gate way)

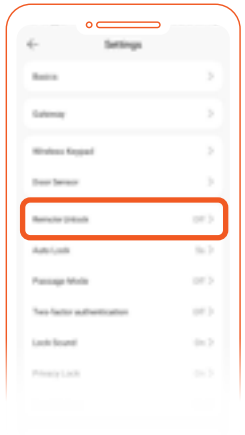
Once complete, select OK



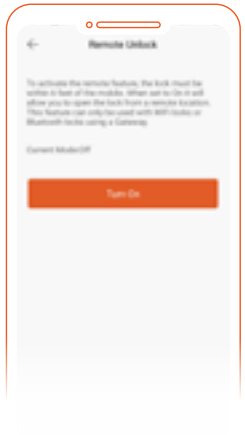
8. The gateway is now connected.



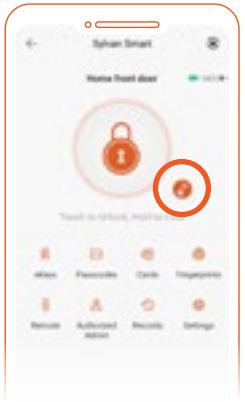
9. Check that the gateway is online under the gateway link on the front page of the App



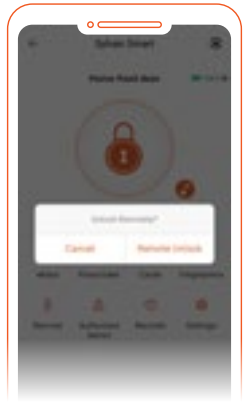
10. Return to the setting screen of your lock and click on gateway and you should see your named gateway.



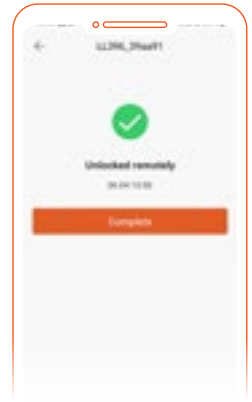
11. On the settings page select ‘Turn on Remote Lock’.



12. On the main programming screen of the lock a small WiFi/Padlock symbol will now appear next to the padlock symbol of the app.



13. By clicking on the WiFi/ Padlock symbol, then clicking Remote unlock you will be able to remotely unlock your lock from anywhere using the secure Wi Fi connection.



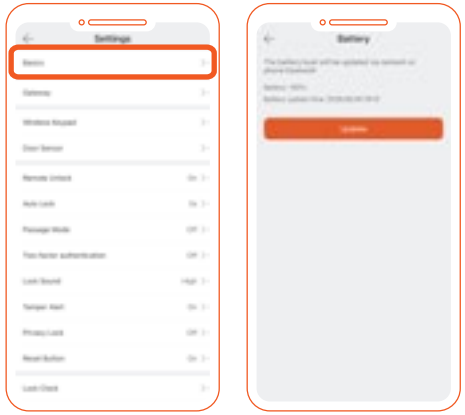
14. The app will show when the lock has been successfully unlocked.

Power and Time Settings

Check Battery Percentage

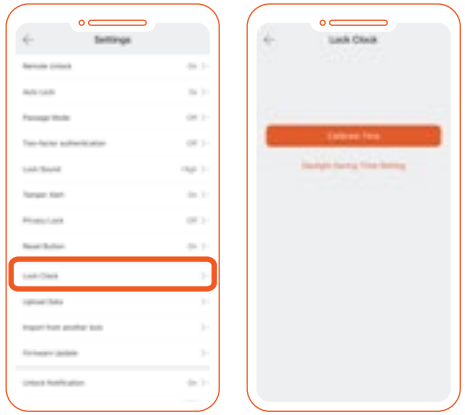
Use the Sylvan Smart App to check the battery level of your Sylvan Smart lock.

- On the lock selection page, the app shows an overview rounded to the nearest 5%.
- For a more precise reading, go to **Settings > Basics.**
- To refresh the reading, select **Battery** and then **Update** while you are within Bluetooth range of the lock.



Calibrate the Lockset Clock

- Open **Settings > Lock Clock.**
- Select Calibrate Time.
- Your Sylvan Smart lock will sync with the app and set the correct time.
- This helps keep operating schedules and unlock records accurate.



Authorised Admin

An Authorised Admin can access your Sylvan Smart using their own Sylvan Smart App.

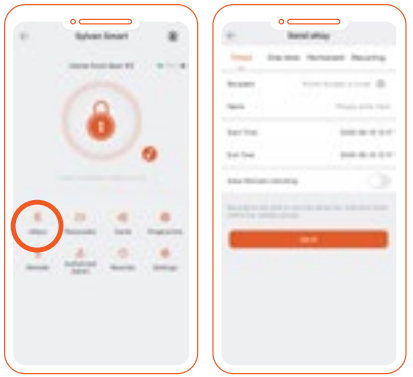
- They can add, change, or delete unlock codes that they create themselves.
- To set this up, go to **Authorised Admin** on the lock management home page, then select **Create Admin.**
- Send the invitation to the phone number or email address linked to the recipient's Sylvan Smart App account.



e-Key Management

An e-Key allows another person to lock or unlock your Sylvan Smart lock through the Sylvan Smart App.

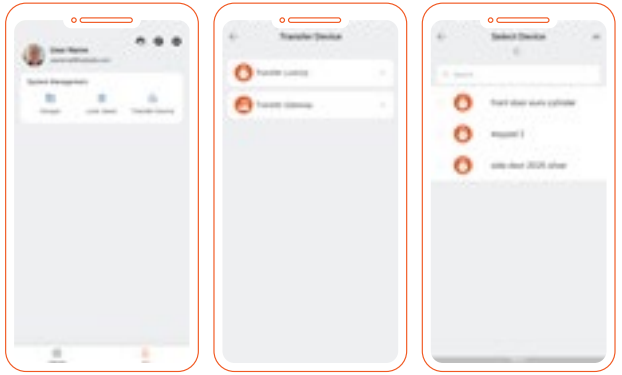
- e-Keys can be permanent or set with specific time or access parameters.
- On the lock management page, select **e Keys**, then choose **Send e Key.**
- Send the e-Key to the phone number or email address linked to the recipient's Sylvan Smart App account.



Transfer Ownership

The **Master Admin** can transfer ownership of a lock to another Sylvan Smart App account holder, including saved settings and PINs.

- Open the app menu, then go to **Settings > Transfer Lock.**
- Select the lock you want to transfer.
- Enter the recipient's phone number or email address associated with their Sylvan Smart App account, then select **Next**.

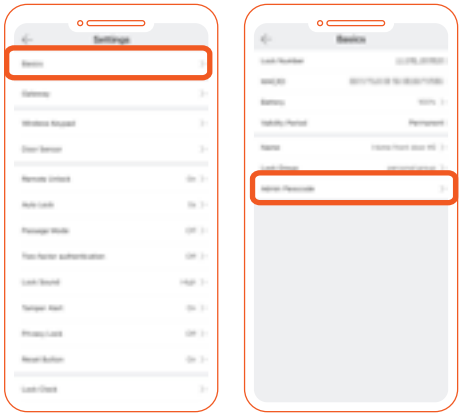


Security and Access Records

Admin Passcode

Each Sylvan Smart lock comes with an admin passcode.

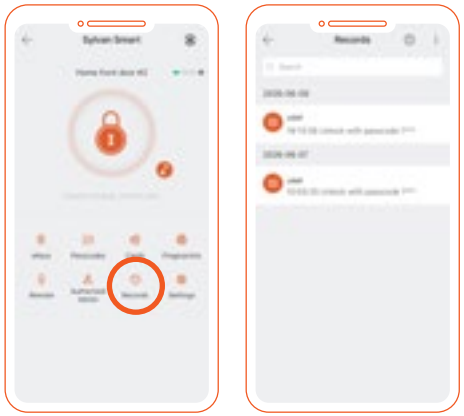
- To view it, go to **Settings** on the lock management page, then select **Basics > Admin Passcode.**



Unlock Records

The Sylvan Smart App records which passcodes were used to lock or unlock the Sylvan Smart and when they were used.

- To view these records, open the **Records** menu on the lock management page.
- Only a limited period of records can be stored in the app.
- You can export records to a spreadsheet for long-term storage, then clear or refresh the app records to keep them current.

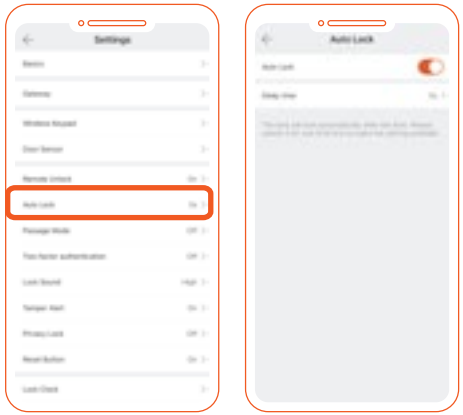


Lock Behaviour and Sound

Auto Lock

Auto Lock automatically disengages the exterior handle after a set period.

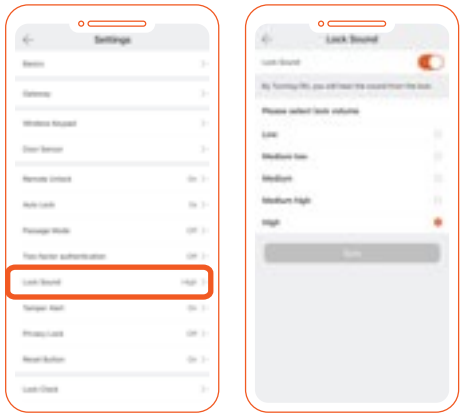
- In the app, go to **Settings > Auto Lock.**
- Adjust the timer or turn the feature off as needed.
- If Auto Lock is turned off, Passage Mode will not relock automatically.



Lock Sound

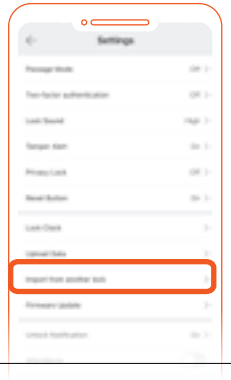
Use Lock Sound to enable or disable audio feedback and to control the volume.

- By default, Lock Sound is enabled and set to high.
- Go to **Settings > Lock Sound** to change the setting.



Lock Sync and Grouping

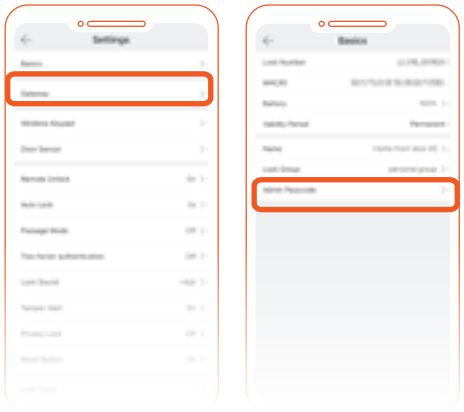
Import from Another Lock



This feature lets you sync PIN codes and RFID cards between Sylvan Smart locks.

- Go to **Settings > Import from another lock.**
- Select the lock you want to import from.

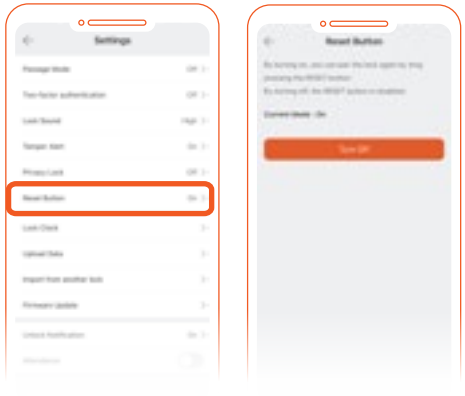
Lock Groups



Lock Groups let you organise multiple Sylvan Smart locks together, such as locks at the same site.

- First create a lock group in the main settings.
- Then, in each individual lock, go to **Settings > Basics > Lock Group** and assign the lock to the group.
- You can view lock groups from the lock selection page to keep the app home screen tidy.

Reset Button Control



You can disable the manual reset button by turning off Reset Button in the Sylvan Smart App settings.

- Go to **Settings > Reset Button** and adjust the setting to suit your needs.
- This can be especially useful for Airbnb properties, rentals, or other shared-use installations.
- When the reset button is disabled, only the **Master Admin** can factory reset the lock.

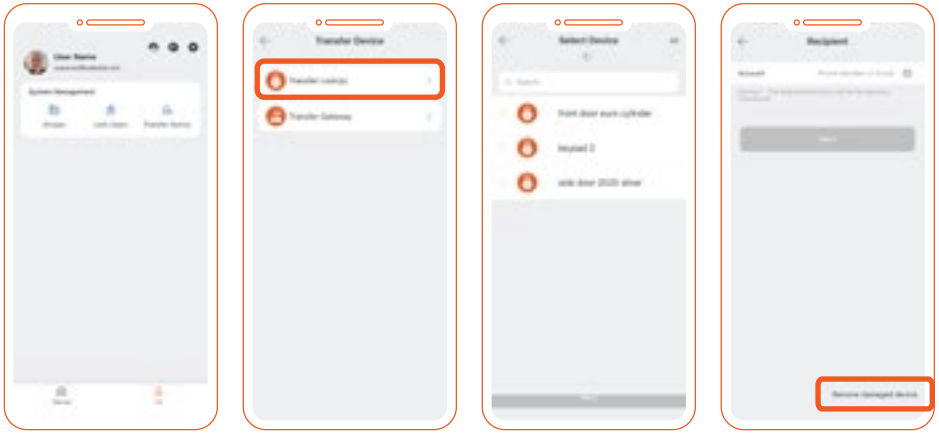
Factory Reset



- Via the Sylvan Smart App (Master Admin only): On the lock management page and within Bluetooth range, go to **Settings > Delete**, then enter your app password. The lock will then be factory reset.
- **Manual reset:** Remove the battery cover and hold the reset button in the battery compartment until you hear, “Please input initialization passcode.” Enter 000# on the keypad. The lock will then announce, “Deleting administrator successful.”
- If the **Reset Button** feature has been disabled, manual reset will not be available.

Remove Reset or Replaced Locks from the App

- To remove a reset or replaced lock from the Sylvan Smart App, open the app menu and go to **Settings**. Select **Transfer Lock(s)**, choose the lock, select **Next**, then choose **Remove the damaged device** at the bottom of the page.



PRODUCT WARRANTY

Customer Name: _____

Customer Phone: _____

Purchase Date: _____

Store name: _____

Receipt #: _____

Product Name: _____

Product Model: _____

Note: _____

_____

_____

_____

Note:

1. Please keep this card so that you can use it when you need warranty service.

2. We provide you with a two-year warranty from the date of purchase.

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