sylvan®

SL36E

INSTALLATION INSTRUCTIONS

sylvan

Introduction

Thank you for choosing Sylvan, this lock is for Residential use only, and its two warranty (mechanical and electronic) only applies for locks being used for residential use.

To ensure you get the best out of your purchase we ask that you follow the below:

- Please read these instructions fully before installation of this lock.

- We recommend this lock is installed by a professional installer or a serious DIYer to ensure correct installation and operation.

- The supplied rubber boots must be installed; however, this smart lock requires a smooth flat surface to hold its water tightness. This lock is not suitable for use on a tongue and groove door, where water can penetrate the lock via a groove in the door.

- We recommend that this lock is never fully exposed to direct weather for long periods of time. For long lasting properties of the product, positioning the lock under a eve or sheltered position is best.

- This lock is rated IP55, but only on the outward face of the lock. No warranty is given if the lock gets damaged from water for the inside of the door.

- This lock is not suitable for use on a gate.

- This lock comes with a mechanical key override, this can be used in a situation of complete battery loss. We recommend an override key is put somewhere safe outside in case complete power loss.

- Replace batteries when they are showing low voltage on the app.

- All batteries used with this lock must be high quality Alkaline (4 x AA batteries), to ensure long lasting use.

- Lithium or rechargeable batteries cannot be used with this lock.

Installation Video
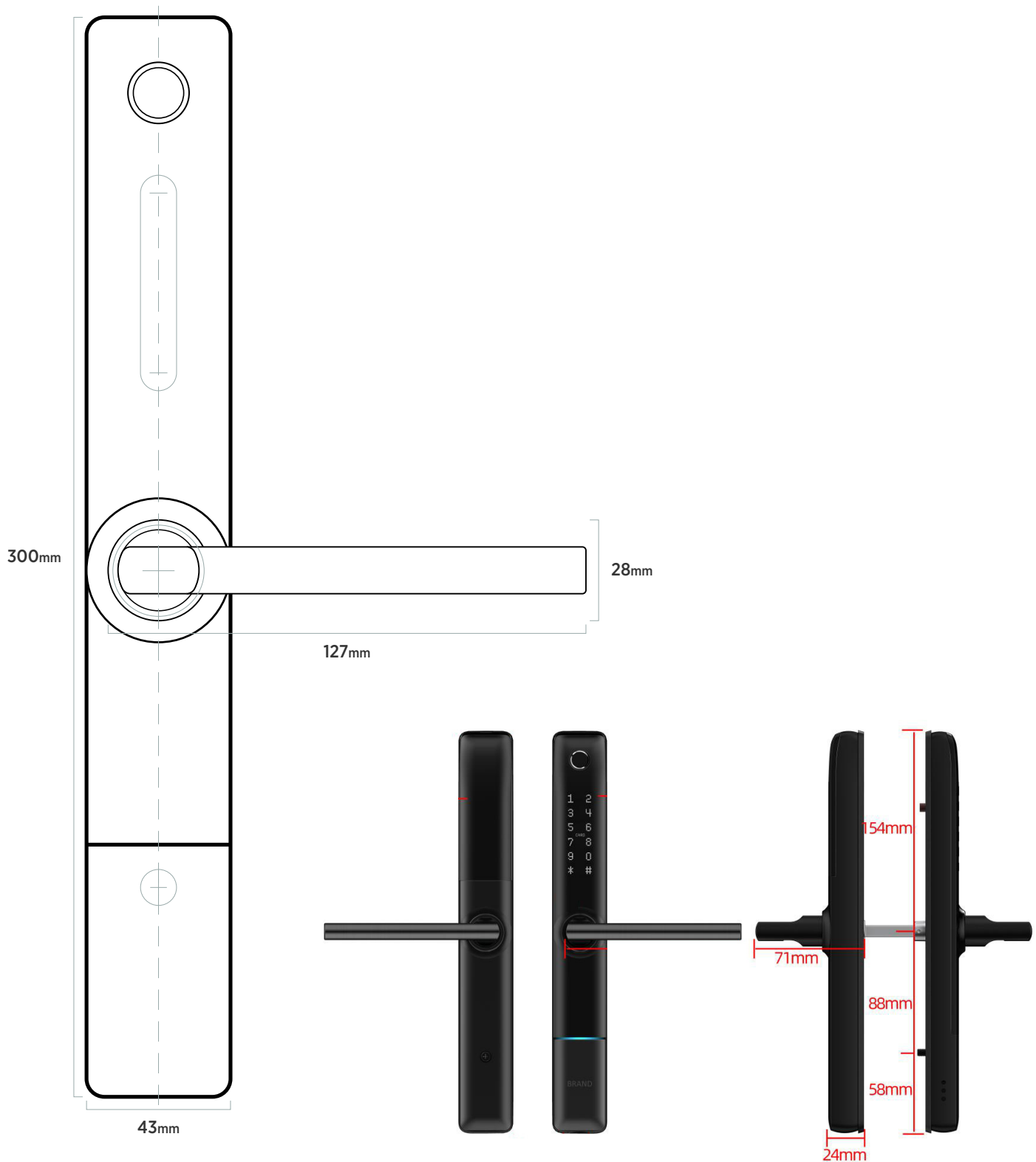Scan this code:

App Setup Video
Scan this code:

If you prefer not using an app for programming your smart lock, most functions can be setup manually using the instructions here:

Lock Dimensions

300mm

28mm
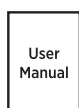
127mm

43mm

154mm

71mm

88mm

58mm

24mm

SL36E Packing List

- **Front panel**
  Qty x1

- **Back panel**
  Qty x1

- **User manual**
  Qty x1

- **Installation template**
  Qty x1 **RFID Tag**
  Qty x2

- **Self adhesive disc**
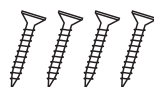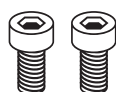 Qty x2

- **Mechanical keys**
  Qty x 2

- **Waterproof rubber boot**
  Qty x2

- **Allen key 4mm**
  Qty x1

- **M5 thread locked screw**
  Qty x2

- **Wood screws**
  25x4mm - Qty x4

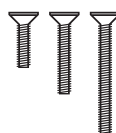- **Aluminium fixing screws**
  M5x 10mm Qty x4

- **Short spindle 60mm**
  Qty x1 (for narrow doors
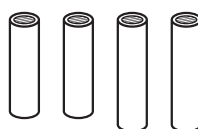 35mm - 50mm)

- **Long Spindle 80mm**
  Qty x1 (for wider doors
  50-70mm)

- **Sliding T slot screw**
  M5x 16mm Qty x2

- **Various M5 machine
  screws**
  Qty x1
  (25mm , 30mm, 40mm,
  50mm, 60mm 70mm)

- **Connection posts**
  M5x 30mm Qty x2
  M5x 30mm Qty x2

- **Split pin**
  Qty x1

- **Smart hub**
  Qty x1 (optional)

Product specifications:

|			
Model number	SL36E	Door thickness range	35mm - 70mm
Material of Manufacture	Aluminum alloy	IP rating	IP55
Weight	2.5 kg	Type of use	Residential use only
Options of unlocking	Blue tooth Finger print Passcode Card Mechanical key Gateway (optional) Disc (optional)	Passcode capacity	App unlocks infinite Fingerprints: 200 max Passcodes: 150 max RFID Cards: 200 max
Working temperature	-10 – + 55 degrees C	Working Humidity	0-95%
Normal voltage	6 volts (4 x Alkaline batteries)	Warranty	2 years mechanical
			2 years electronic
Low voltage Alarm	Less than 4.8 Volts	Lock	Stainless steel body
Lever handing	Reversible	Mortice Latch bolt	Reversible

Anti Peeping Technology

This lock offers anti-peeping virtual passcode entry by inputting a random passcode either before or after the proper passcode followed by the # key.

Installation: Mortice Lock

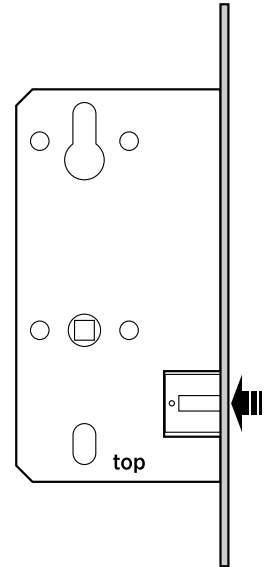**Optional: Check handing of the mortice lock** Below are the instructions to change handing if required.
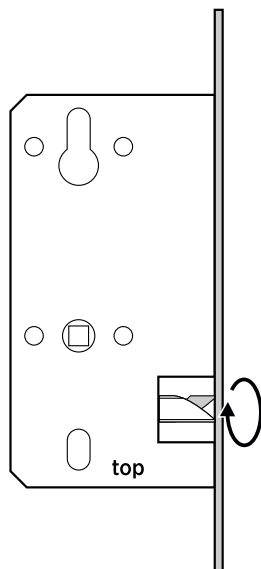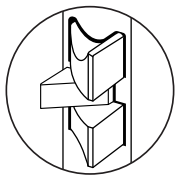
Step 1:

Flip lock body upside down
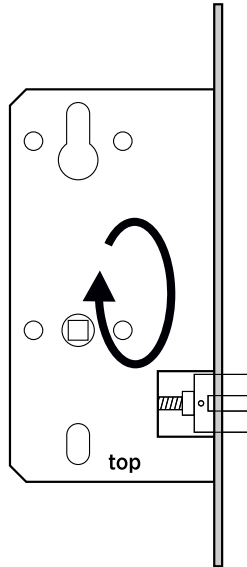
Step 2:

Depress latch mechanism into lock body
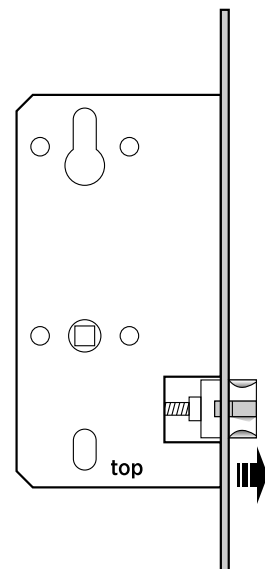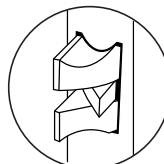

Step 3:

Rotate latch mechanism

Step 4:

Align and release latch mechanism,

⚠ **IMPORTANT**
Make sure to correctly align the center latch otherwise the lock will not function correctly.

Install Mortice (see mortice lock instructions included)

1. Mark and crop door using installation template provided

2. Ensure holes are clear of any sharp edges and clean of swarf and wood dust.

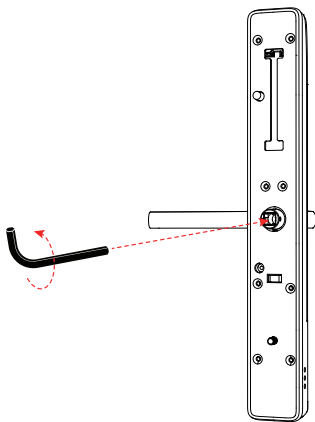3. Adjust tongue of latch depending on the way the door operates (refer to page 6)
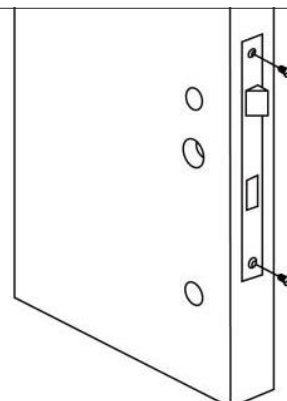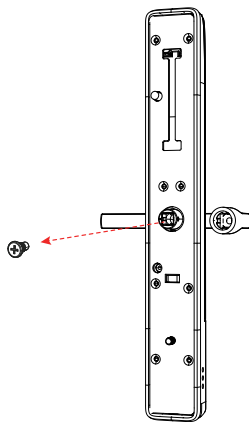
Installation: Handing

Check handing of the lever
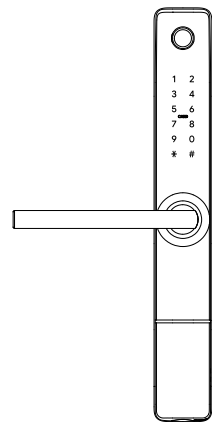
Below are the instructions to change handing.

Front (outside) Panel

1. Using an allen key, remove screws from the inside of the handle

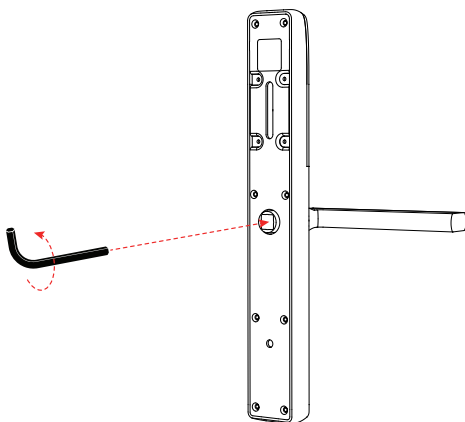2.Remove and rotate the handle to the left or right depending on handing direction.

3. Reinsert the screws (using new screws provided) after adjusting handing direction

Back (inside) Panel

1. Using an allen key, remove screws from the inside of the handle

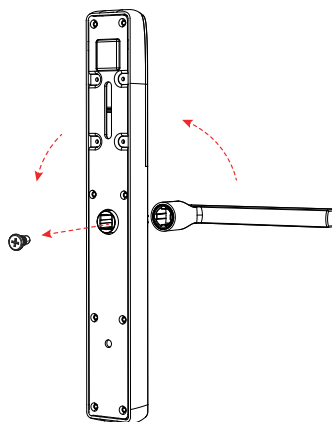2.Remove and rotate the handle to the left or right depending on handing direction.

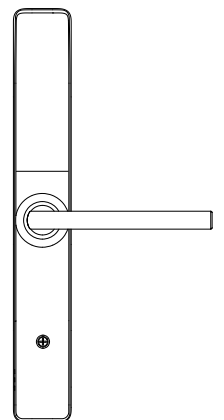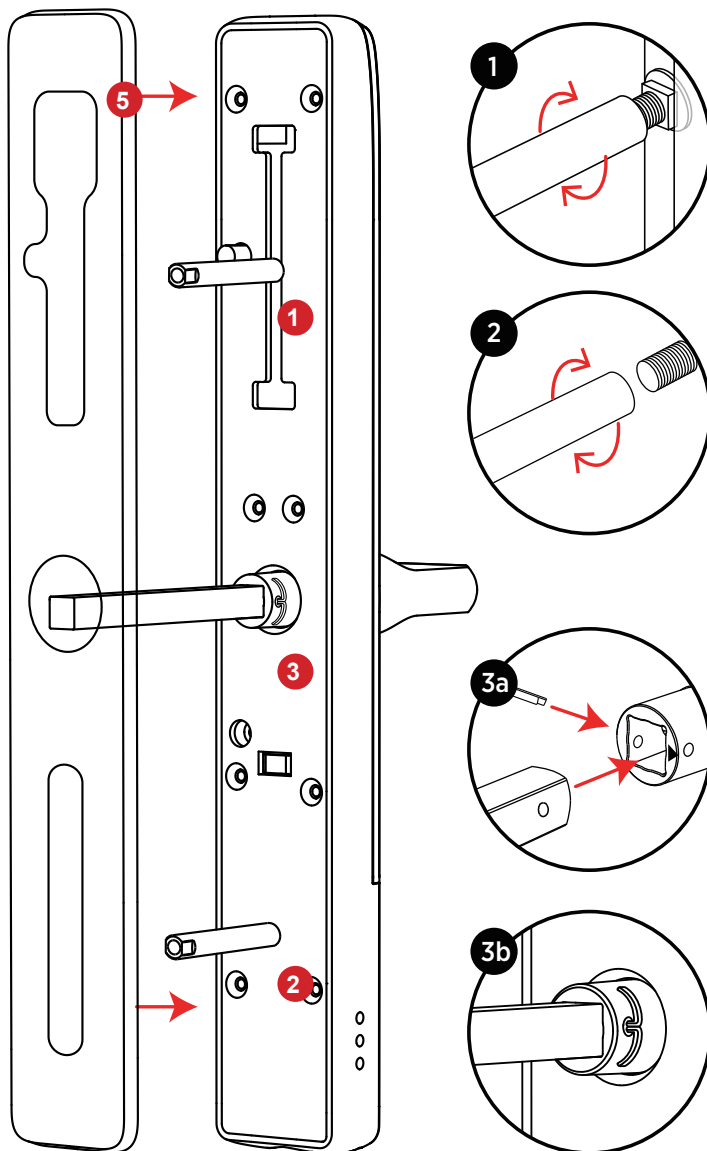3. Reinsert the screws (using new screws provided) after adjusting handing direction

Installation: Smart Lock

Step 1: Install Outside Lock Panel

1. **Install T Slot Screw:**
   - Insert the T slot screw into the top slot.
   - Loosely attach the correct length of M5 posts to the T slot screw
   - Adjust to align with the holes drilled through the door.
   - Tighten using an adjustable spanner

2. **Attach bottom M5 Posts:**
   - Attach the correct length of M5 post to the bottom threaded stud on the bottom of the panel.
   - Tighten using an adjustable spanner

3. **Fit Spindle:**
   - Fit the spindle to the outside panel, ensuring it is the correct length for the door thickness.
   - Insert a split pin through the spindle hub and through the spindle hole.
   - Bend the ends of the split pin to ensure it cannot work loose. Ensure the bent ends do not bind with the spindle hole when fitted to the door.

4. **Align Spindle Hub:**
   (*refer to expanded diagram in red below*)
   - Turn the spindle hub so that the arrow on the end of the hub points in the same direction as the outside handle. Please note the arrow is very small see diagram below
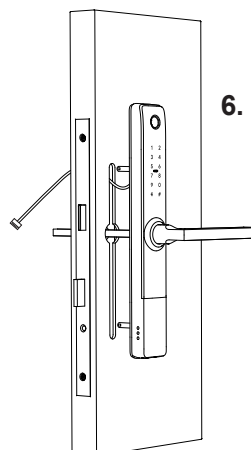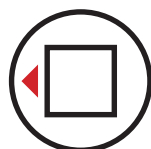
5. **Install Rubber Boots:**
   - Install rubber boots on the outside and inside panels, ensuring they fit correctly into each receiving holes on the back face of each panel. Note: these only fit correctly one way. The boot will sit flat and snuggly if installed correctly.
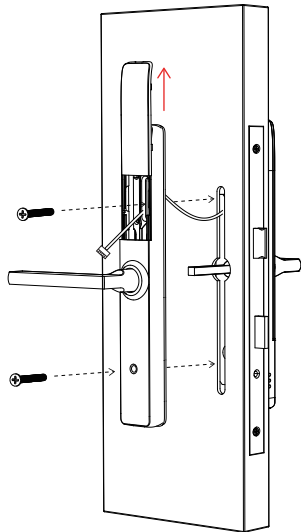
6. **Feed Outside Panel:**
   - Feed the outside panel into the door's mounted mortice lock, aligning the spindle and posts through the lock and pre-drilled holes in the door.

     ⚠ IMPORTANT: When feeding the power cable through the door, ensure adequate space to prevent the cable from being crushed, damaged, or cut during installation.

4
⚠ **IMPORTANT**
Ensure the indicator on the spindle hub of the lock is pointing the same direction as the handle

Handle Direction

Installation: Smart Lock

Step 3: Install Inside Lock Panel
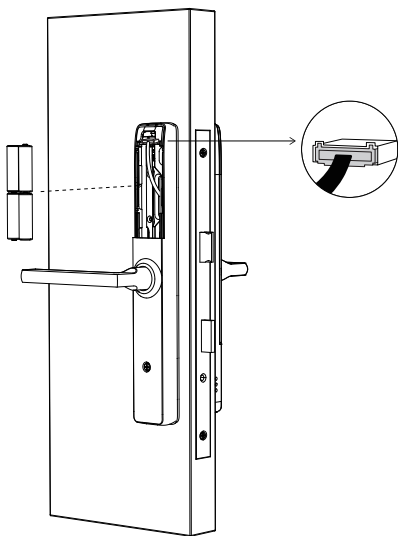
1. Remove Battery Cover:
- Carefully remove the battery cover from the inside panel.
- Feed through enough cable to plug the outside handle to the inside handle receiving plug once fully installed on the door.

2. Attach Fixing Screws:
- Use the correct length of fixing screws to align the lock to the door.
- Ensure the lock fits completely flat against the door.
- Ensure the rubber boots are fully sealed on both the inside and outside of the door, and that the panel is correctly aligned vertically.

3. Plug in Cable:
- IMPORTANT: Ensure the cable is oriented correctly to accept the receiving plug.
- IMPORTANT: Do not pull the cable from the plug without depressing the cable retaining clip. This will damage the unit and void the warranty. Do not force this connection.
- Please do not hang the inside lock panel off the cable when securing to the outside lock panel as this may detach the cable from the soldering points.
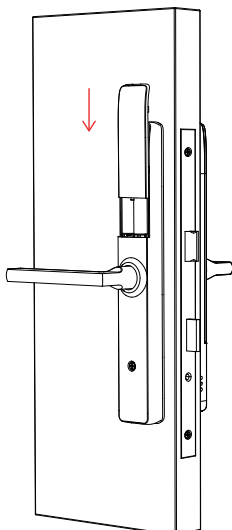
4. Install Batteries:
- Insert 4 alkaline batteries (we recommend Energizer Max batteries).

5. Reattach Battery Cover:
- Ensure the cable is free from obstructions when reattaching the battery cover.

Step 4: Install Striker Plate and Test Lock Operation

1. Fit Striker box and striker Plate:
- Fit the striker box and the stiker plate into the door frame, ensuring the latch and bolt work freely when the door is closed.
- For aluminum-framed doors, use Sylvan's accessory plastic packer (see Sylvan Smart Lock Striker Packers).

2. Test Deadbolt Operation:
- Close the door and test the mortice lock by lifting the inside handle. Ensure the lock runs freely into the striker plate without resistance.
- If binding occurs, adjust the striker plate for proper alignment.
- Installation Complete: To set up the lock on a smartphone, refer to the TTlock app setup instructions in this booklet.

Lock Installation Checklist

1. Holes drilled and aligned as per drilling template.

2. Arrow on spindle hub points towards the handle.

3. Ensure the rubber boot is aligned correctly with a good seal on the door, also making sure the lugs are correctly seated in their holes .

4. Ensure split pin is installed correctly, securing the spindle.

5. Ensure all screws and bolts are correctly tightened.

6. Ensure power cable is installed and not bent or crimped in door.

7. Check batteries are Alkaline and installed correctly.

8. Check to see if the lcok requires a software update via the TT App

Handle Direction

TOP

1. Date Installed: _____/_____/_____

2. Installed By: _____

3. Pin: #_____

Manual reset:

If you are not admin of the Smart Lock, remove battery cover and complete:

Long press the reset button beneath the battery case for 5 seconds or until you hear: "Please Input Initialisation Passcode".

Now input code "000#" on the keypad.

The system reset will be complete. From here you can re-link the SL36E Smart Lock to your phone via the TT App.

*Note: this will clear all previous users from the locks memory*

RESET
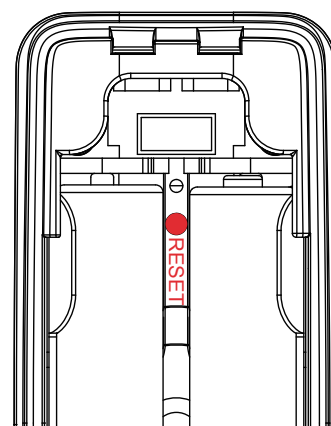
Using your Sylvan SL36E Smart Lock

Your Sylvan SL36E has two handle functions:

Lift up the handle to engage the mortice deadbolt.

Pull down to unlock and release latch + deadbolt

Important Notes: When the smart lock automatically locks, the handle disengages from the latch, but you can still lift the handle to engage the mortice bolt.

Lift to Engage Mortice Deadbolt

Pull Down to Release Mortice Deadbolt and latch
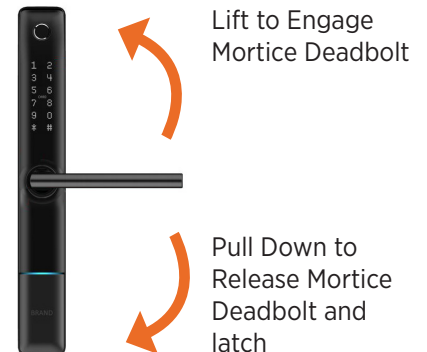
Manually unlocking with Key

The SL36E Smart Lock has a mechanical key override to unlock it. The lock location is under the front panel.

Insert one of the included keys, turn and pull handle down to unlock.

Shown is the location of the mechanical key barrel, The Micro USB port beside it can be used to power up the Smart Lock if the batteries fail. When connected to a power bank or battery source, the Smart Lock can be powered up and then a PIN Code, RFID Card or the app can be used to unlock it.

Maintenance Guide:

**Maintenance should be carried out on your lock every 6 months:**

- If the accuracy of the fingerprint reader decreases, please replace batteries.
- Check that the screws fixing the mortice Lock are tight.
  Check that the screws fixing the rear panel to the front panel are tight.
  Check that the inner retaining cap screws that hold the handle onto the backplate are tightened. If the handles start to work themselves loose these need to be tightened up using a thread lock to prevent them from loosening again.
- Check if batteries need replacing. If battery percentage is low replace with four fresh Alkaline 1.5V AA batteries.
- Wipe the surface of the Lock with a damp cloth, we recommend only water is used. This will help remove any dust or micro contaminants from the surface.
- It is also recommended to do a full factory reset of the Smart Lock to ensure software runs correctly.
- Check rubber boot to ensure the seal between lock and door is still good.

TTLock App Set-up instructions:

1. Download app

• Download the TTlock app onto your device

• Through Apple (IOS version) use app store to download TTlock

• Through Android version go through Google play (English version)
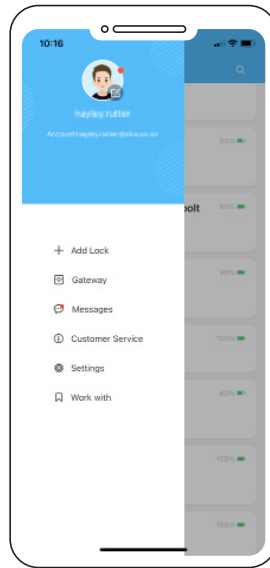
Otherwise use the below QR codes
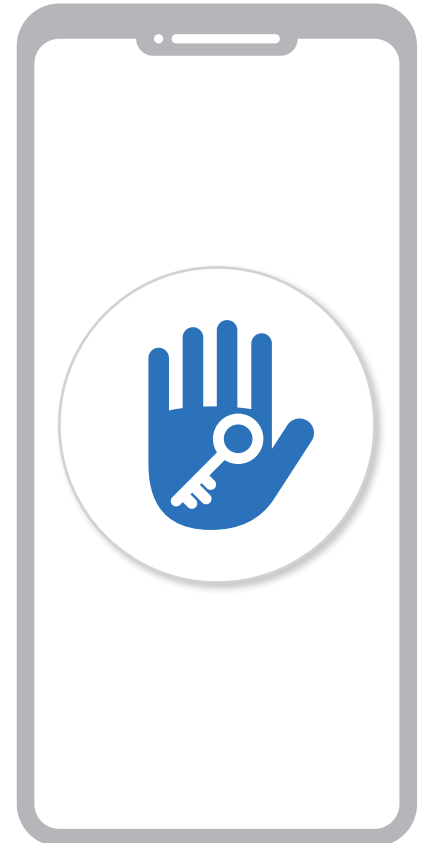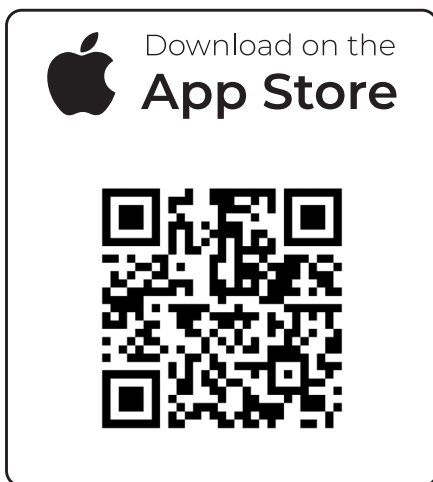
TTlock App

• TTlock supports multiple types of locks and devices

• TTlock currently supports 200 countries

• Verification codes will be sent to users' mobile phone
or email depending on how you have registered above.
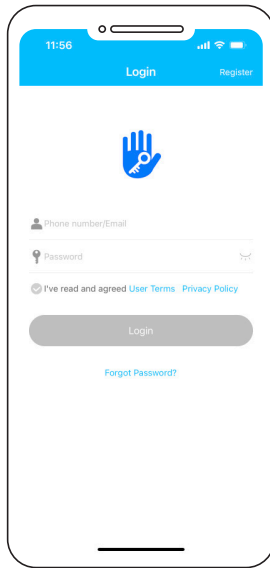
1. Register a new account (phone number or email) or login with an existing account if you already have one.

2. With App open touch on main screen + Add lock
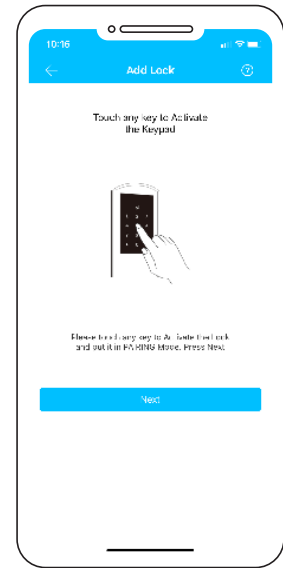
3. While standing near the lock (and with the 4 good quality AA alkaline batteries installed into the lock) wake the lock up by touching the key pad.

4. Your lock will appear on the screen, then click +
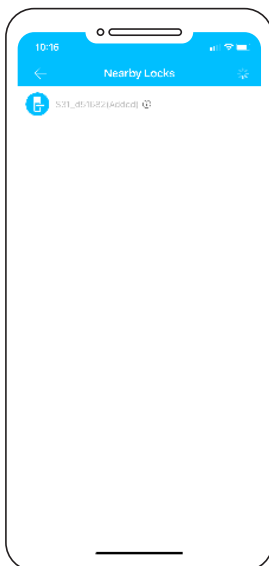
5. Rename the lock. e.g. home front door

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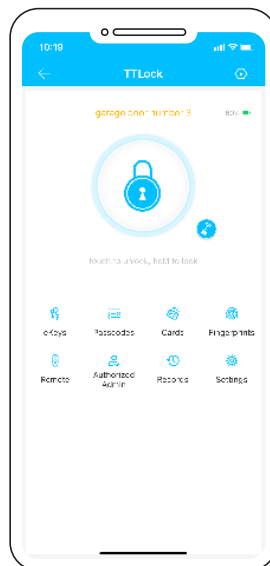
7. If you have downloaded the app and loaded your lock on your device you are now the administrator of this lock, from here you can now add or delete users / passcodes / RFID card etc.

Management of app and lock

Bluetooth (lock and unlock)

- Make sure your phone has bluetooth is switched on your phone

- The app can be used to lock or unlock the door by using bluetooth within a 5m range.

- Note: the lock will automatically re lock itself depending on the setup of the auto lock function through the app.

- From the app push the (padlock) symbol to lock or unlock the device.

- Note: 5-meter Bluetooth range can vary depending on interference such as steel, thick walls and micro wave interference etc.

Setting a passcode:
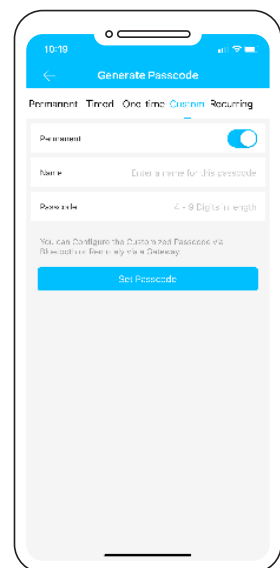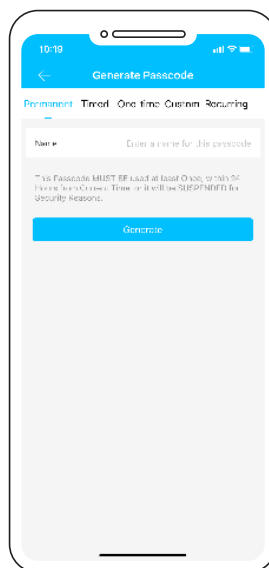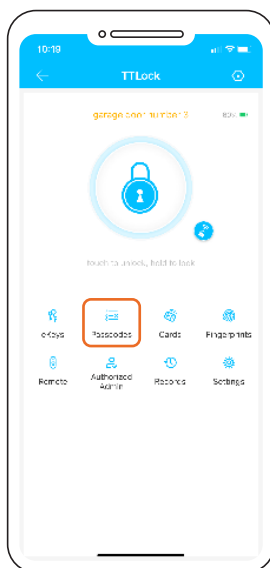
- Passcodes are another way of unlocking the device

- This lock can accept up to 150 unique PIN codes.

- Careful consideration should be taken to ensure each PIN is set up in a way that they can be well managed at a later time. We suggest naming each PIN with the name of the person using it. E.g. Bobs PIN

- We suggest when setting up passcodes to do it via the custom setting to create your own pin number. It needs to be between 4-9 digits followed by '#' e.g. 1234#.

- Recurring PIN codes used to give access to the user of this code at certain time of day and week.

- You can also set up Pin codes for One timed and also timed access (for example a tradesperson working in your house for a short period of time).

RFID cards

• This lock comes with three RFID cards and can store up to 200 unique RFID cards.
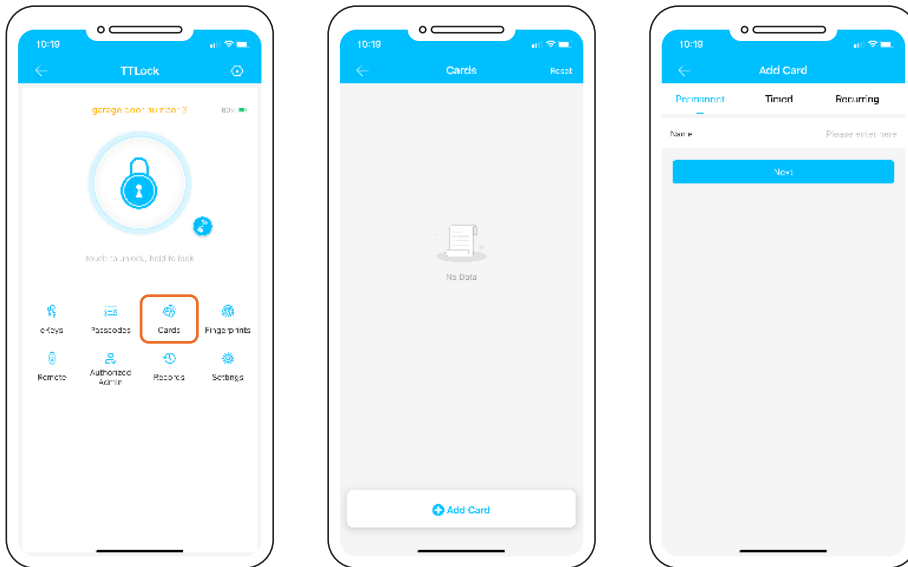
• To add these to the lock, touch RF Cards, then add card

• Decide if a Permanent or Timed or Recurring user

• Name the Card (we suggest the users name) e.g. Bobs RFID

• Then touch card against keypad to accept card to lock

Passage mode

• The TT app can be used to put the lock into passage mode. NB: Passage mode is where the lock can be opened without a passcode etc
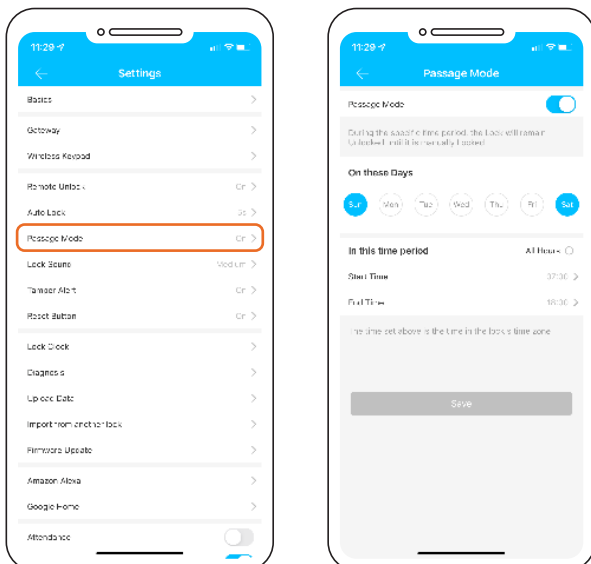

• Under the setting tab of the lock, you can switch passage mode on or off

• You can also set up a calendar so that the lock can go into passage mode on certain days at certain times.

• Note for security reasons the passage mode only starts once a successful entry to unlock the lock has been accepted.

• **To lock the door when in passage mode, press and hold the # key on the lock.**
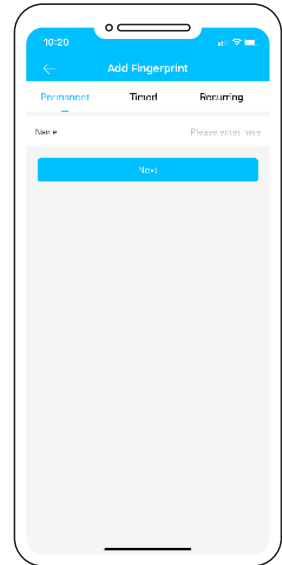
Finger Prints
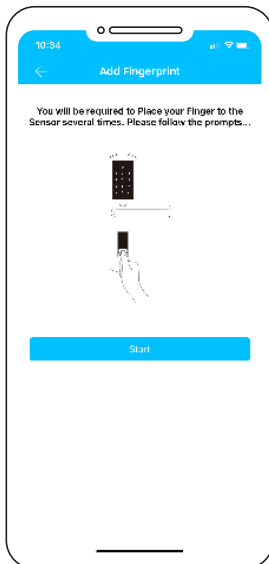
- This lock can accept up to 200 Unique finger prints
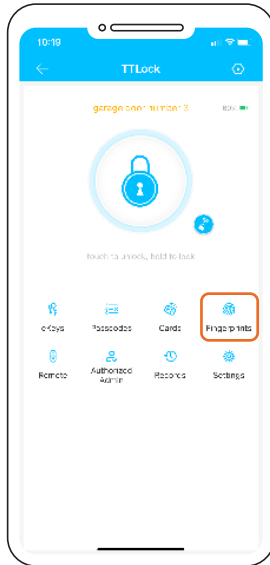
1. From main screen click on Finger print
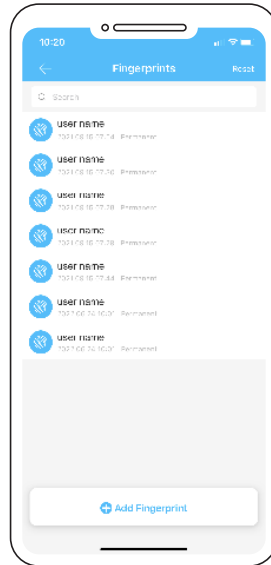
2. Then add finger print

3. Decide if a Permanent, Timed or Recurring user

4. Name the finger print (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 finger print and be asked to present yours to the reader.
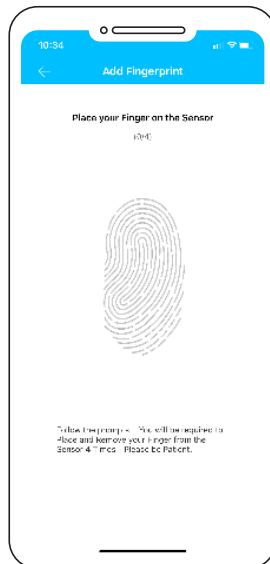
7. You will be asked to do this a number of times until all parts of the image on the app turn from black to blue.
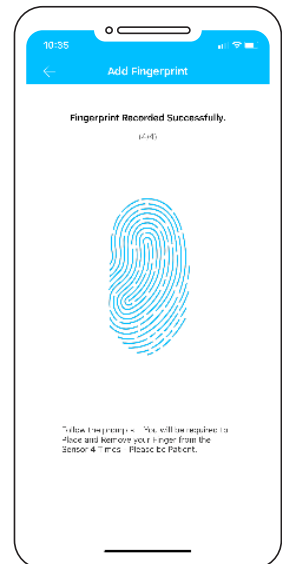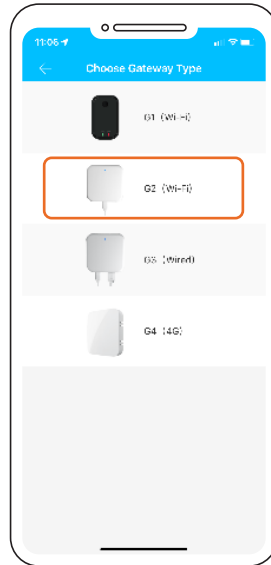
8. We suggest for convenience and user speed to save your finger print in a number of different positions. EG Bobs 1 finger, Bobs 2 finger etc.
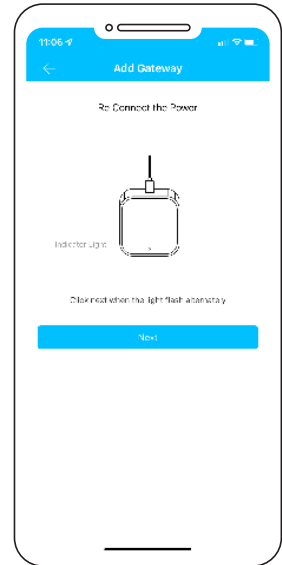
Remote unlock

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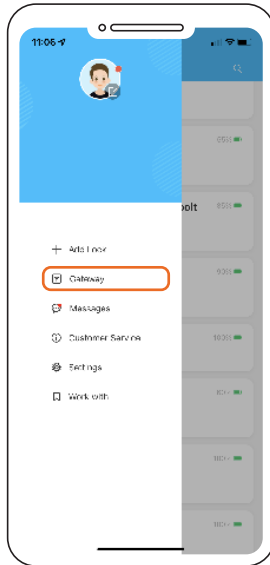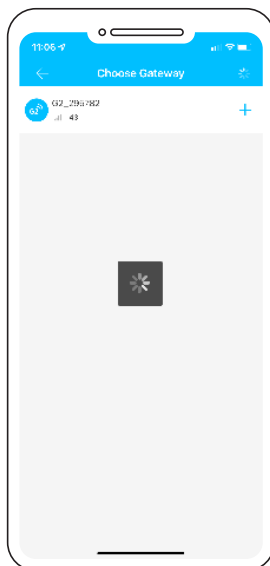

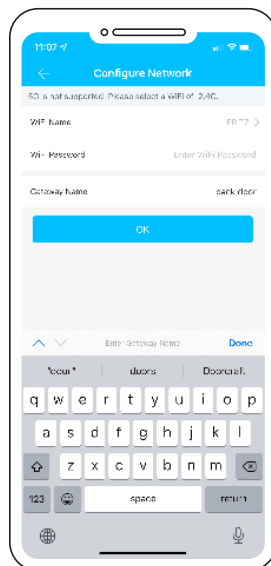1. Add the smart hub via the first screen of the TTlock app

2. Click on add Gateway
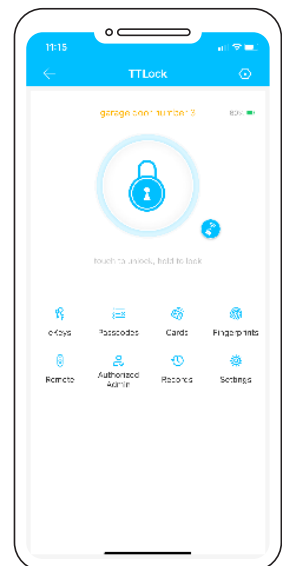
3. Choose the G2 (Wi-Fi) option

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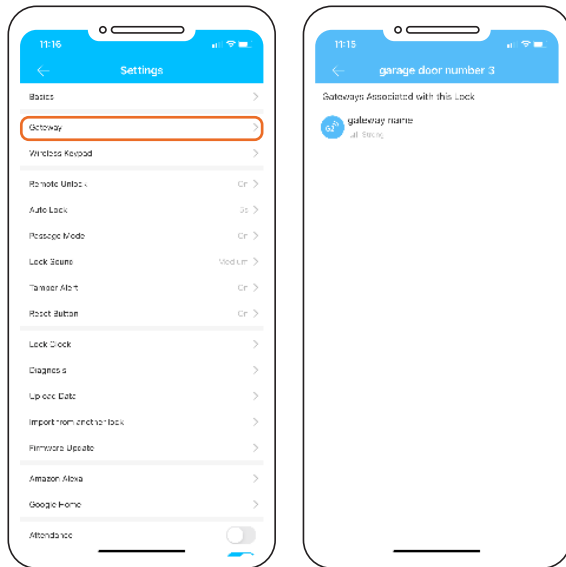

5. Click next

6. Once seen it will ask for you to name the gateway e.g. (garage door gate way)
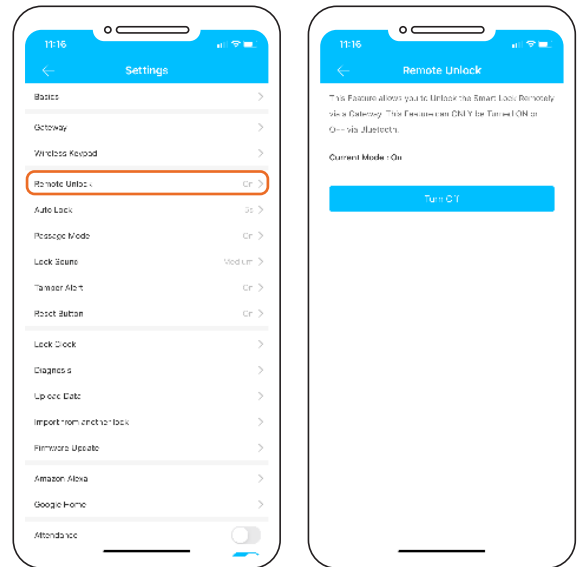
7. It will also ask for your Wi-Fi password (Note this needs to be a 2.4G) signal. 5G is not supported
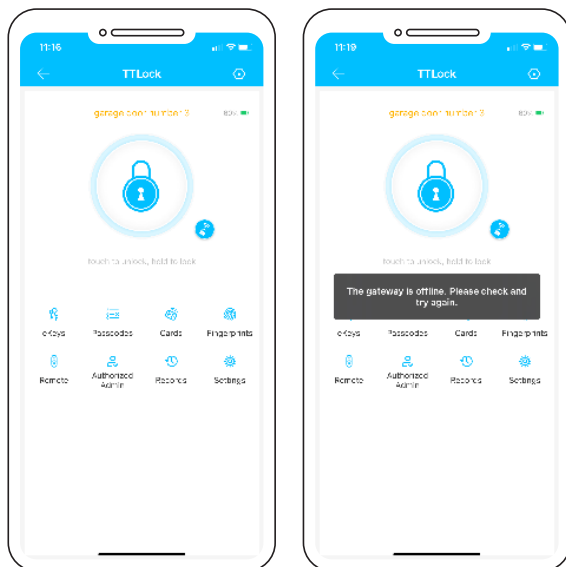
8. Then the gateway is connected.

9. Check that the gateway is online under the gateway link off the front page

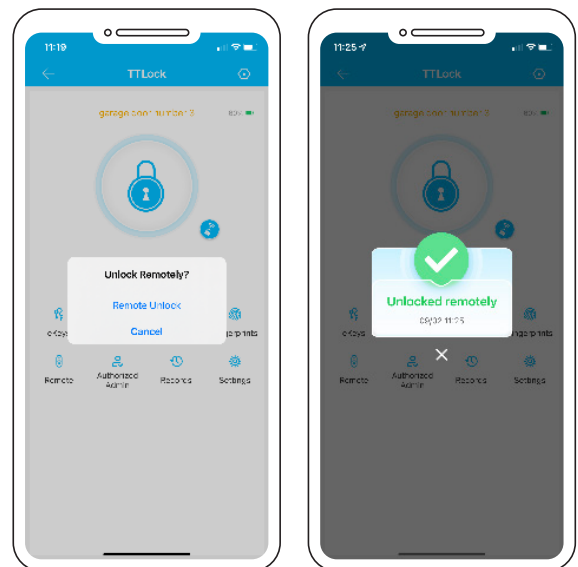10. Ensure the gate way is within 10 meters of the lock

11. In the setting screen of the lock click on gateway and you should see your named gateway.

12. On the settings page select 'Turn on Remote Lock'.

13. On the main programming screen of the lock a small Wi Fi symbol now appear next to the padlock symbol of the app.

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

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

NOTES

sylvan®

PRODUCT WARRANTY

Customer Name: _____

Customer Phone: _____

Purchase Date: _____

Store name: _____

Receipt #: _____

Product Name: _____

Product Model: _____

Note: _____

_____

_____

_____

Note:

1. Please keep this booklet and receipt 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.