

Qrio

Reference Guide

Getting Started

Access our website and download the application.



<https://qrio.me/r/sl-info>

Refer to the Start Guide for details of the operations.

Qrio Smart Lock Q-SL1

Owner's Record

This model number and the serial number are located on the side of battery holder (SIDE B). To see these, you need to remove the lock's cover. Record these numbers in the space provided below. Refer to these numbers whenever you contact Qrio customer support regarding the product.

Model No.

Serial No.

- Qrio is a trademark of Sony Corporation.
- The Bluetooth® word mark and logos are owned by the Bluetooth SIG, Inc. and any use of such marks by Qrio, Inc. is under license.
- Other trademarks and trade names are those of their respective owners. ™ or ® marks are not specified in the document.

To Use Smart Lock Correctly

- Read these instructions.
- Keep these instructions.
- Heed all warnings.
- Follow all instructions.
- Smart Lock is a delicate device. Do not apply strong force or allow it to fall.
- Smart Lock is designed to control locks and not to prevent theft. We cannot assume responsibility if an accident occurs or damage is done after Smart Lock is installed.
- In the case that Smart Lock does not work, make sure to take your key with you when leaving your home.
- After locking/unlocking using your smartphone/tablet, physically confirm that the door is actually locked/unlocked.
- Use Smart Lock indoors to avoid direct sunlight, rain or wind.
- Inappropriate installation of Smart Lock may cause it to fall off or fail to perform the lock/unlock operation.
- Hanging objects or applying strong force may cause Smart Lock to come off or fall resulting in damage.
- When you operate Smart Lock using your smartphone/tablet, do not touch the door or thumbturn until the locking/unlocking operation is completed.
- When the battery is weak, the operating range will be shorter and you may not be able to lock/unlock using your smartphone/tablet.
- When the indicator or the application informs you that the batteries are drained, replace the batteries. (It is recommended that you use Smart Lock always with four batteries.)
- Regularly check that Smart Lock is firmly installed.
- Use the supplied or specified double sided tape by Qrio, Inc.
- When you remove Smart Lock, the door surface may be damaged by the double sided tape used to fix Smart Lock to the door.

About Using a Smartphone/Tablet to Control Smart Lock

- Set the screen lock on, in case you lose your smartphone/tablet.
- If you accidentally lose your smartphone/tablet, remove Smart Lock from the door or all the batteries from Smart Lock to invalidate Smart Lock operaton. When you use Smart Lock again, read the Start Guide.

WARNING

Do not insert any water or objects

To reduce the risk of fire or electric shock, do not expose Smart Lock to rain or moisture. Exposing to water or inserting may cause electric shock. If you accidentally expose this apparatus to water or accidentally insert an object, remove the batteries immediately and consult the dealer or Qrio customer support.

Keep Smart Lock out of the reach of small children

There is a possibility that small parts may be swallowed. Keep Smart Lock out of reach from small children. Swallowing the small parts may cause suffocation or stomach injury. If a part is swallowed, consult a doctor immediately.

Do not leave Smart Lock in a location near heat sources or in a place subject to direct sunlight, excessive dust, moisture, oil mist, or steam

Doing so may cause fire or electric shock. Do not use Smart Lock in a place subject to excessive moisture, such as bathroom, basement or conservatory.

Do not disassemble

Doing so may cause a malfunction or electric shock. Consult Qrio customer support for inspection or repair of Smart Lock.

Do not handle with wet hands

Doing so may cause electric shock.

CAUTION

This product complies with standards established by the following regulatory bodies

- Federal Communications Commission (FCC)

FCC

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, and (2) this device must accept any interference received, including interference that may cause undesired operation.

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.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment and meets the FCC radio frequency (RF) Exposure Guidelines. This equipment has very low levels of RF energy that is deemed to comply without maximum permissive exposure evaluation (MPE). But it is desirable that it should be installed and operated keeping the radiator at least 20cm or more away from person's body.

This equipment must not be co-located or operated in conjunction with any other antenna or transmitter.

You are cautioned that any changes or modifications not expressly approved in this reference guide could void your authority to operate this equipment.



About the lithium battery

WARNING

When leakage of the lithium battery occurs.

- Do not touch with bare hands.
- The liquid may remain inside Smart Lock. Consult Qrio customer support when leakage has occurred.
- Getting the liquid into your eyes may cause loss of eyesight. If this occurs, do not rub your eye. Wash thoroughly with clean water and consult a doctor immediately.
- Getting the liquid onto your body or clothes may result in burns or injury. If this occurs, wash with clean water immediately. If you have symptoms of inflammation or injury on your skin, consult a doctor.

About the lithium battery

- Place the battery with the + and - ends in the correct direction.
- Do not use leaking lithium battery.
- Replace battery with the same or equivalent type only. Use of another battery may present a risk of fire or explosion.
- Batteries should all be replaced at the same time using fresh cells only.
- Use the same batteries in pairs.
- Dispose of used battery promptly, according to local environmental laws and guidelines in force.
- Keep away from children.
- Do not disassemble and do not dispose of in fire.

CAUTION

- The battery used in Smart Lock may present a fire or chemical burn hazard if mistreated. Do not recharge, disassemble, heat above 100 °C (212 °F) or dispose of in fire.
- Do not let Smart Lock get wet. Do not use Smart Lock in a place where it may be subject to moisture, such as a bathroom.
- Do not remove or damage the vinyl tube.

Note on Use

- Only use attachments/accessories specified by Qrio, Inc.
- There are limitations on the use of certain types of radio signals depending on the country or region. In some cases, use of Smart Lock outside the United States may lead to a fine or other penalty.
- Do not use any types of neutral detergent, benzene, alcohol, or any chemical product as they may cause a deformation or change the color of Smart Lock.

About Bluetooth® connection

- Bluetooth connection sensitivity may be affected in situations below.
 - There is an obstacle such as a person, metal, or wall between the devices and system that are communicating.
 - A microwave oven is in use near the system.
 - A device that generates electromagnetic radiation is in use near the system.
- Do not use the device with the wireless communication function in locations where it is prohibited to use wireless communications or near electric devices*. It may cause an accident or a malfunction of electronic devices affected by the radio wave.
 - * A fire alarm or automatic doors.
- This system supports security capabilities that comply with the Bluetooth standard to provide a secure connection when the Bluetooth wireless technology is used, but security may not be enough depending on the setting. Be careful when communicating using Bluetooth wireless technology.
- We do not take any responsibility for the leakage of information during Bluetooth communication.
- Smart Lock is not guaranteed to connect with all Bluetooth devices.
 - A device featuring the Bluetooth function is required to conform to the Bluetooth standard specified by Bluetooth SIG, and be authenticated.
 - Even if the connected device conforms to the above mentioned Bluetooth standard, some devices may not be connected or work correctly, depending on the features or specifications of the device.
- Depending on the device that is connected to Smart Lock, it may take some time to make a connection.

Specifications

Power supply

DC 6.0 V, CR123A lithium battery

Communication system

Bluetooth Standard version 4.0 (Bluetooth low energy technology)

Output

Bluetooth Standard Power Class 2

Maximum communication range

Line of sight approx. 10 m (30 ft)*

* The actual range will vary depending on factors such as obstacles between devices, magnetic fields around a microwave oven, static electricity, reception sensitivity, antenna's performance, operating system, software application, etc.

Radio frequency

2.4 GHz band (2.4000 GHz – 2.4835 GHz)

Dimensions

Approx. 57 mm × 84.5 mm × 115.5 mm (2.24 in × 3.33 in × 4.55 in) (w/h/d)

Mass (Only the main unit*)

Approx. 349 g (12.31 oz) (Without CR123A lithium battery)

Approx. 383 g (13.51 oz) (With 2 of CR123A lithium battery)

* The Smart Lock main unit, thumbturn cover, thumbturn holder (size S) (initial mount.)

Consultant of usage and repair

<https://qrio.me/support>

This document offers repairs at no charge. If any problems occur during the warranty period (as set forth below), enter the customer name and contact us for repairs.

Warranty

Accept repairs

Product Name: Qrio Smart Lock
Model name: Q-SL1
Date of Purchase: Year Month Date
Vendor:
Contact Details: Qrio Customer Support
Website: <https://qrio.me/support>
Warranty Period: One year from the day of purchase*
*Even after free repairs (including product replacement) based on this document, the applicable warranty period will be from the original purchase date of the product.

Customer Address	
Phone Number	
Name	

Free Repair Requirements

1. If problems arise with the product during the warranty period based on normal use, repairs at no charge will be provided in accordance with this document. In such cases, please request repairs in accordance with this document.

Please note, based on the problem conditions and other such conditions, there are cases when the product will be replaced as a substitute for repairs.

Also, recycled parts and replacement parts may be used for repairs.

Replaced parts used in repairs will be voluntarily given by our company and will be disposed and dealt with properly.

For repair requests or advice on products, please contact the support services described in this document. Please note, this document cannot be replaced so please store in a safe location.

2. Exceptions

In any of the following situations, repairs will be on a charge basis.

- (1) When this document is not presented
- (2) If the date of purchase and name of the vendor is not entered into this document or the document has been changed
- (3) If the damages occurred within the warranty period, but the request for repairs is after the warranty period
- (4) Problems or damage based on incorrect usage (e.g., when not used in accordance with this document or a use that is disclaimed in the application, or when used for purposes for which the Product is not designed or intended)
- (5) Damage caused by other devices or improper repairs, or problems or damage based on modifications
- (6) Problems or damage based on improper installation or handling after purchase (including improper storage, installation, maintenance or operation, and other environmental conditions)
- (7) Damage or injury due to fires, earthquakes, wind and flood damage, thunder and lightning, and other related extraordinary natural occurrences, environmental pollution, salt damage, gas damage (sulfide gas, etc.), and abnormal voltage
- (8) Damage or injury due to uses outside of business or general home usage
- (9) Failures, defects, or damage (including, but not limited to, any security failure or loss of data) caused by any third party product, service, or system connected or used in conjunction with the Product
- (10) Normal exchange of consumable parts (like batteries), or exchange of soiled parts

3. The Company shall not be liable for any of the following damages:

- (1) Damages based on not being able to use the product due to damage to the Product
- (2) Lost data in a product that installs or uses recording media due to repair, exchange or failure of such product

4. LIMITATIONS ON DAMAGES: COMPANY SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY OR CONDITION ON THIS PRODUCT. NOR SHALL RECOVERY OF ANY KIND AGAINST COMPANY BE GREATER THAN THE PURCHASE OF THE PRODUCT, DURATION OF IMPLIED WARRANTIES OR CONDITIONS: EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THIS PRODUCT IS LIMITED IN DURATION TO THE DURATION OF THIS LIMITED WARRANTY.

5. This warranty gives you specific legal rights, and you may also have other rights as otherwise permitted by law.

Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages or allow limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to You.

6. This warranty is valid only in the United States. (This warranty is valid only in the United States.)

Qrio

Qrio Smart Lock Start Guide

Preparing the App

- 1 Download the App
- 2 Create Your Account

Lock Owner Registration

- 3 Register as a Lock Owner

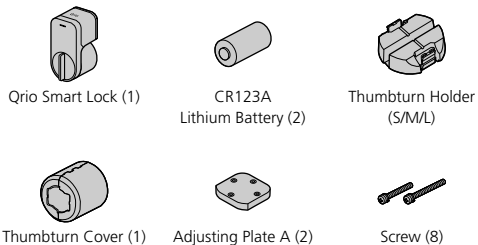
Installing and Setting of Smart Lock

- 4 Install Smart Lock
- 5 Store the Lock/Unlock Position to Smart Lock

Ready to use!

Qrio Smart Lock Q-SL1

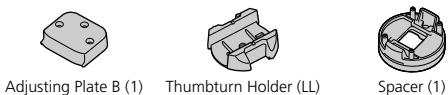
Included items



Welcome Envelope (1)
– Owner's Card* (1)
– Reference Guide (1)
– Start Guide (this document) (1)
– Double Sided Tape (2)

* To use Smart Lock safely, keep Owner's Card in a place not accessible to any unauthorized persons.

Supplied in the bag which is out of the Smart Lock main unit package



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1 Download the App

1. Download the "Qrio Smart Lock" app to set and operate Smart Lock.

Qrio

Download the app via App Store® or Google Play™.



Search for "Qrio Smart Lock" and download the app.

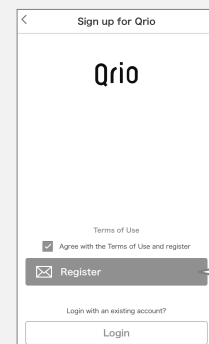
qrio smart lock

Scan this code and download the app.



<https://qrio.me/r/sl-info>

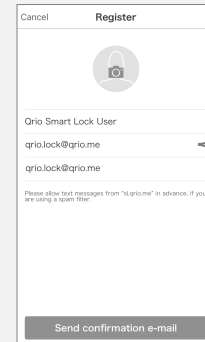
2. Open the app and start registration.



Confirm the "Terms of Use."
Check [Agree with the Terms of Use and register], then tap [Register] for the next step.

2 Create Your Account

1. Enter your name and e-mail address, then tap [Send confirmation e-mail].

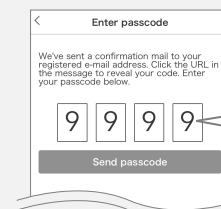


Enter your e-mail address without using copy and paste.

! Have not received confirmation mail?

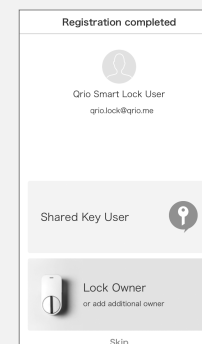
- Check the e-mail reception settings such as the domain designated reception and spam rejection. Add "sl.qrio.me" to the safe list.
- If the e-mail address includes more than one dot (.) or hyphen (-), you may not receive the confirmation mail. Try again using another e-mail address.

2. Enter the passcode.



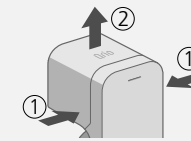
Check the confirmation mail and tap the included URL. Enter the 4-digit passcode from the URL.

3. Your account has been created.
Tap [Lock Owner or add additional owner].

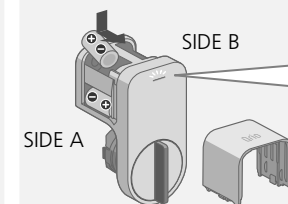


3 Register as a Lock Owner

1. Insert the batteries
Open the battery cover of Smart Lock and insert the supplied batteries.
Insert the two batteries into "SIDE A" or "SIDE B."



Push the sides of the battery cover inward (1) then pull it upward (2) to open.

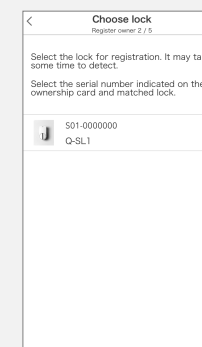


When the power is turned on, Smart Lock beeps and the indicator lamp blinks green once.

! NOTE

- It is strongly recommended to insert spare batteries (not supplied) on the other side.

2. Choose the lock
Select on the app the serial number written on the Owner's Card.



Owner's Card

! The serial number is not shown?

- Operate the smartphone/tablet close to Smart Lock.
- Confirm that the Bluetooth® setting of smartphone/tablet is on.

Continued

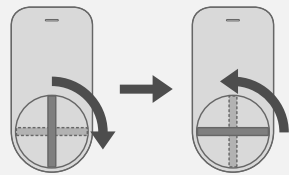
3. Register the lock
Remove the label on the Owner's Card and enter the security code by scanning the matrix code.



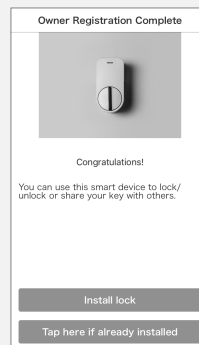
* If the label was not applied, do not use the information. Consult Qrio customer support.

** The Owner's Card will be necessary to set Smart Lock in the future. Keep it in a place not accessible to any unauthorized persons.

4. Verify your account
After Smart Lock beeps, turn the knob more than 90° then turn back to the previous position. (You can turn in either direction)



5. Owner registration is completed. Tap [Install lock] and proceed to the next step.



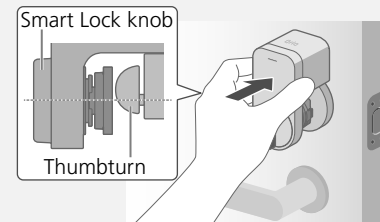
! Cannot proceed to the complete screen?

- Confirm that the serial number of Owner's Card is identical with the selected Smart Lock on the app.

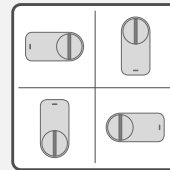
4 Install Smart Lock

1. Choose the position and direction to install Smart Lock.

Match the centers of the thumbturn shaft and the Smart Lock knob.

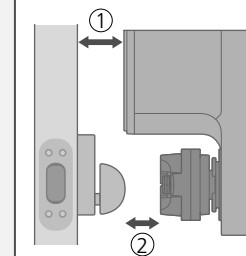


You can install Smart Lock in the directions shown on the right.

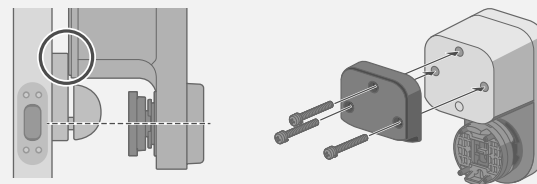


Note

- You can fill the gap between the door and Smart Lock (①) using the adjusting plate A, B.
- You can also adjust the position of the thumbturn holder (②) using the adjusting screw and spacer as shown below.

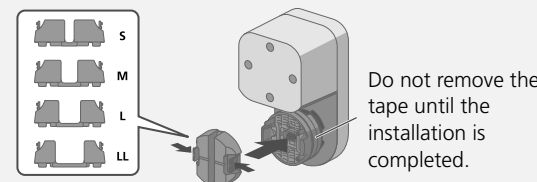


- If the thumbturn pedestal on the door interferes with Smart Lock, mount the adjusting plate B as shown below. Fix the plate by the supplied screws.



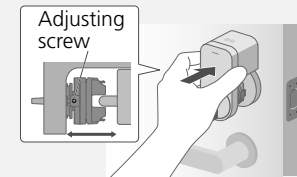
- If there is a gap between the door and Smart Lock, mount the adjusting plate A.

2. Select the appropriate thumbturn holder, then mount it on Smart Lock.

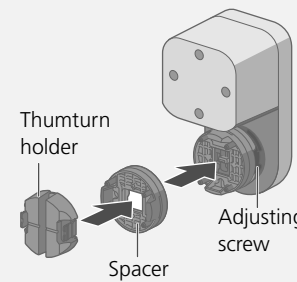


Choose the thumbturn holder that has smallest gap with the thumbturn of the door from four sizes (S / M / L / LL).

3. Adjust the position of the thumbturn holder.



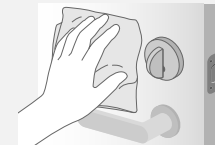
Place Smart Lock on the door. If the thumbturn holder does not reach the thumbturn of the door, loosen the adjusting screw and pull out the thumbturn holder to adjust the distance to thumbturn.



* After adjusting, tighten the screw securely

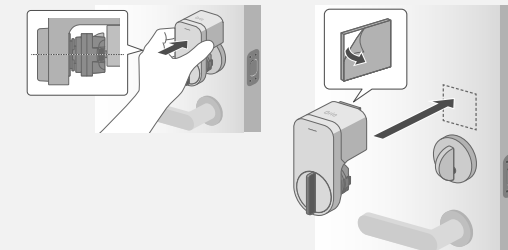
- If the thumbturn holder still does not reach the thumbturn of the door, place the spacer under the thumbturn holder.

4. Clean the door surface. Any dust, oil, moisture, soil on the door surface may cause Smart Lock to fall off.



5. Attach Smart Lock on the door using the supplied double sided tape.

Before attaching Smart Lock on the door, check the installation location without using the double sided tape.

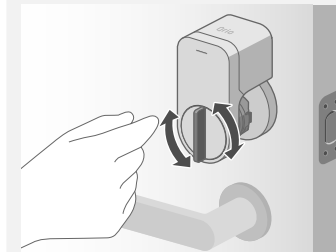


Note

- Match the centers of the thumb turn shaft and the Smart Lock knob.
- To securely adhere the adhesive surface, press Smart Lock to the door hard for more than 60 seconds.

5 Store the Lock/Unlock Position to Smart Lock

1. Turn the knob to check the movement.



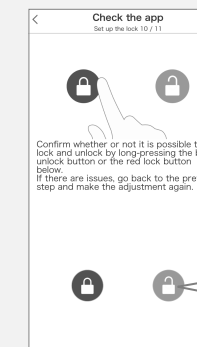
If you find any difficulty turning, the center of the Smart Lock knob does not match the center of the thumbturn shaft of the door. Reinstall to correct it.

2. Store the lock/unlock position to Smart Lock.



When the lock/unlock position is stored on Smart Lock, Smart Lock will start testing the unlock movement automatically.

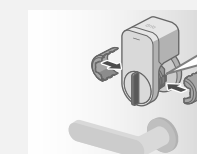
3. Confirm the lock/unlock operation using the app.



Press and hold the button to unlock.

4. Attach the thumbturn cover.

Depending on the position of the thumbturn pedestal or door knob, the thumbturn cover may not be able to be attached. This does not affect Smart Lock's performance.



Remove the tape before attaching the thumbturn cover.

Ready to use!