



# 5000 SERIES

MEDIUM DUTY COMMERCIAL LEVERS



## Hardware Installation



**MODEL 5200**



**MODEL 5500**

**PLEASE NOTE:**

This installation manual uses the 5200 model.  
However, the installation steps are the same  
for all models in the 5000 series.

# What's in the box?

NOTE: Optional items can be provided upon request for fire rating purposes.



Interior Lock



Exterior Lock



Lever Handles



2  $\frac{3}{8}$ " (60mm) and  
2  $\frac{3}{4}$ " (70mm) latch



2 Strike Plates

2 Rubber Gaskets

Cylinder Cover

2 Keys



Fire Cup

Required for  
Fire Rating



Cable Tube Fire Cap

Required for  
Fire Rating



Alignment  
Insert



Storeroom  
Tailpiece  
(Optional)



Support Post

Threaded  
Cable Tube

Spindle

Required for  
Fire Rating



Hardware Set

## Here's what you'll need:

- Four AA Batteries
- Phillips Screwdriver
- Power Drill

2 1/8" Hole Saw (optional if the door is not preconfigured with this hole)

1" (25mm) Drill Bit (for the middle hole and edge borehole if the door is not preconfigured)

3/8" (10mm) Drill Bit (for the upper two support holes)

- Measuring Tape
- Adhesive Tape

# Let's get started.

First things first, let's get your new lock installed.

# Drilling new holes?

Most doors will have an existing hole drilled for a lever installation. If your door needs to be drilled, you'll need to drill a 2 1/8" (54mm) face bore hole for the lockset on the face of the door, as well as a 1" edge bore hole for the latch on the edge of the door.



## Installing on a Fire Rated Door?

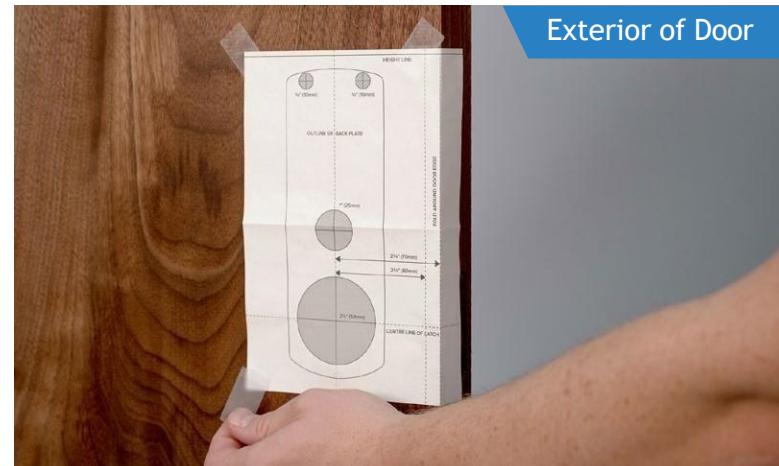
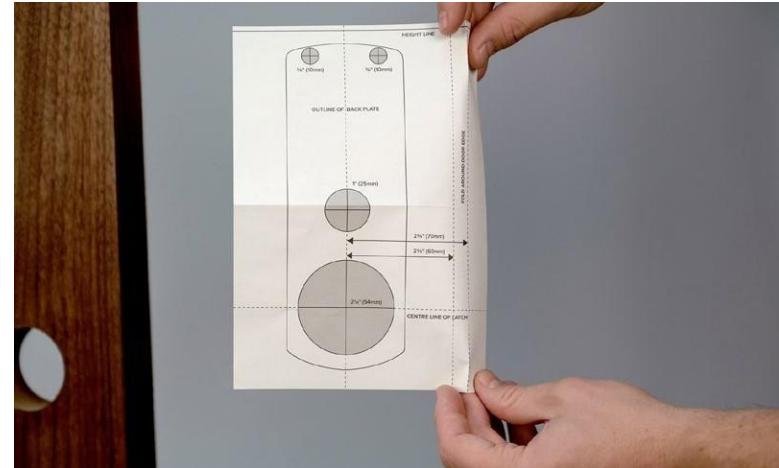
If installing on a fire rated door, certain components are required during installation. Look for three callouts with a red background in this manual to ensure proper fire rating installation.

## STEP 1

# Position the template.

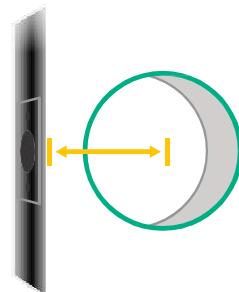
Crease the template along one of the dotted lines (60mm (2  $\frac{3}{8}$ ‘‘) or 70mm (2  $\frac{3}{4}$ ‘‘) latch). Place the template on the door and position with the existing bore hole.

Once the template is aligned, tape it to the door.



## Quick Tip

The **backset** is the distance from the center of the **face bore hole** to the edge of the door.



## STEP 2

# Mark carefully and drill.

Use a thumbtack or sharp object to mark the center of each hole you will drill. Mark the three holes on the exterior of the door.

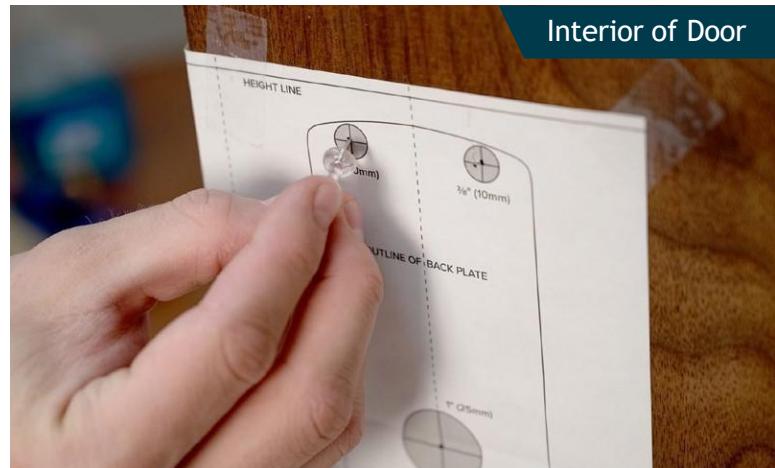
Then apply the template to the interior of the door and mark the holes from this side as well.

### Quick Tip

View the template from the other side of the boring hole to make sure it's aligned.



Exterior of Door



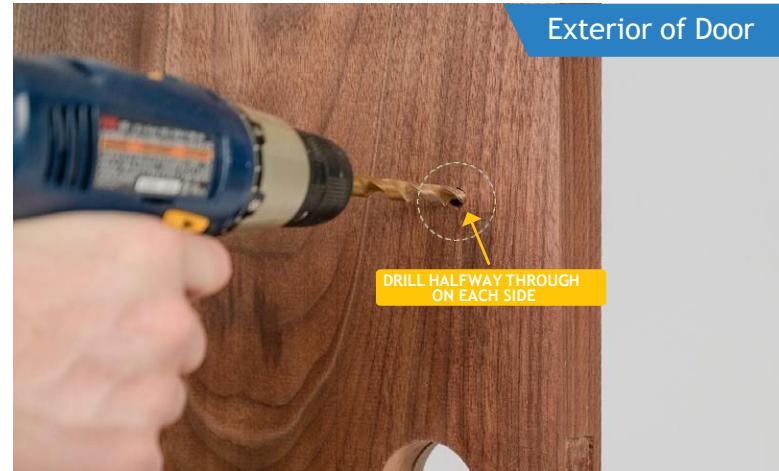
Interior of Door

Remove the template.

Make sure the markings are aligned precisely from one side of the door to the other and double check all the measurements and markings before drilling.

Align the drill bit over your mark and hold the door steady. Keep the drill level and straight. Drill the  $\frac{3}{8}$ " holes halfway through on the first side. Then drill the remaining half from the other side of the door. This prevents damage to the door and improves accuracy.

$\frac{3}{8}$ " (10mm) Drill Bit



Exterior of Door



Interior of Door

Repeat these steps for the 1" middle hole.

**PLEASE NOTE:**

A  $\frac{1}{2}$ " hole could be drilled instead of a 1" hole if the support tube will not be used.

We use a 1" hole in this example in case the optional support tube will be used.

1" (25mm) Drill Bit



## STEP 3

# Install the latch.

### FIRE RATING REQUIREMENT (not shown):

Before installing the latch, insert the fire cup into the 2 1/8" cross bore. Place the open side of the fire cup to face the outside of the door, with the small bolt through-hole at the bottom. Fire cup installation is optional for non-fire rated applications.

Install the latch using the screws provided, with the bevel towards the door frame.



### Quick Tip

Make sure the latch plate lays flush with the door. If the latch plate is not flush with the door, draw an outline around the faceplate edge and chisel a rebate to allow the latch to lay flush with the door edge.



## STEP 4

# Prepare the exterior, keypad side of the lock.

### A. Screw the latch support post to the back plate of the exterior, keypad half of the lock.

Put it in the outer hole of Side A for a left hand hung door and in outer hole B for a right hand hung door.

Be sure to screw the latch support post in the hole that aligns with the through-hole in the latch you're using.

#### PLEASE NOTE:

A left hand hung door will have the hinges on the left side when facing the exterior side of the door, a right hand hung door will have the hinges on the right.



Showing outer hole of Side A for a left hand hung door.

#### Quick Tip

You will see your lock's serial and model number on the sticker on the back of the lock. Write it down or take a picture for your records. This number is needed during online registration after installation. You will also find this sticker on the lock's box.

## FIRE RATING REQUIREMENT (not shown):

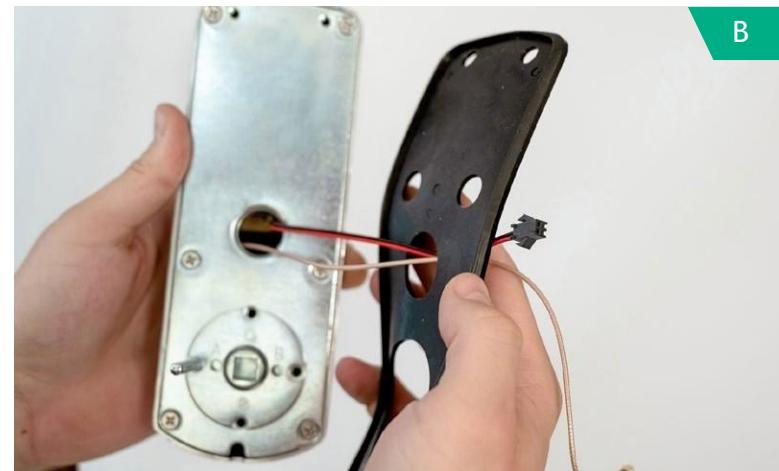
Install the Cable Tube. Fit the power and antenna cables through the tube, then screw the longer threaded side without the slot into the lock's backplate. Cable Tube installation is optional for non-fire rated applications.

### PLEASE NOTE:

You will need to have drilled a 1" middle hole in order to use the cable tube. Screw the cable tube into the front plate (slotted side out), passing the cable through the tube.

If needed, use the slot at the end of the tube and a flat head screwdriver to screw the cable tube far enough into the exterior of the lock. Be sure to screw the cable tube in far enough.

### B. Fit the rubber gasket on the back plate.



## STEP 5

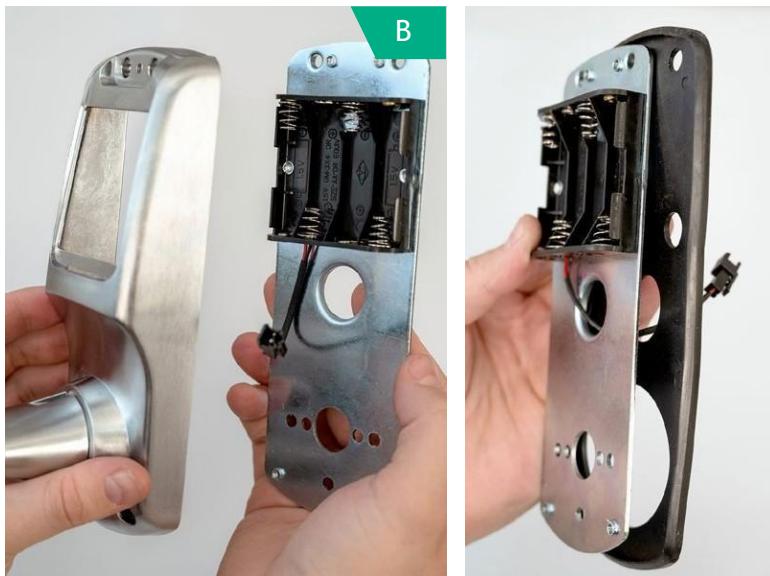
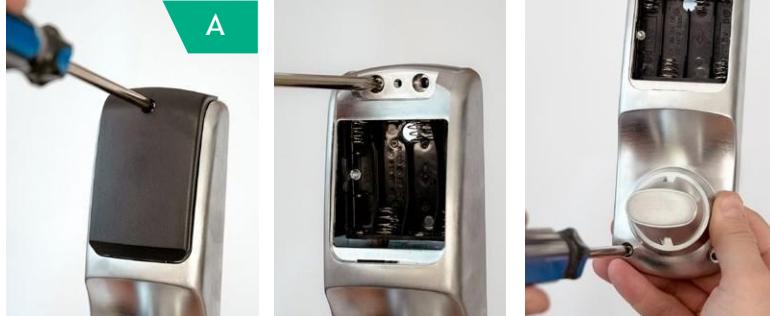
# Prepare the interior, battery pack side of the lock.

### A. Remove Interior Fixing Plate.

To remove the fixing plate from the interior portion of the lock, start by removing the battery cover. Use a phillips head screwdriver to remove the screw at the top of the cover.

Next, remove the four screws from the back plate.

### B. Separate the interior fixing plate and apply the other rubber gasket.



## STEP 6

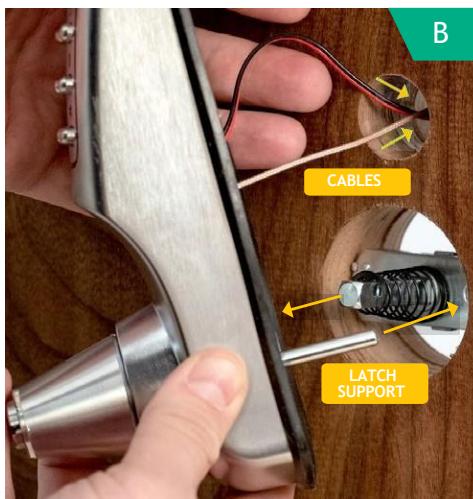
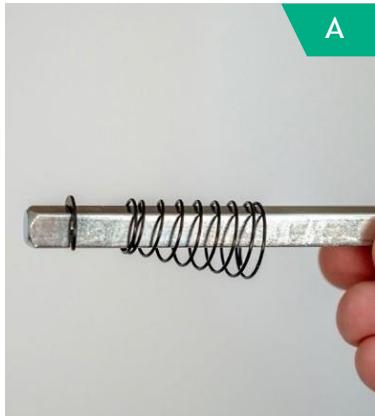
# Installing the lock

### A. Spindle

Place the spindle into the latch with the spring on the keypad side (exterior) of the door.

### B. Place the keypad side of the lock

Place the exterior, keypad side of the lock onto the door, passing the cables through the middle hole in the door. Insert the spindle into the lock hub and the latch support post through the latch.



A

Exterior of Door

B

### C. Interior fixing plate

Pass the wires and spindle through the interior fixing plate and hold both sides of the lock to the door.



If using the optional cable tube, screw the ring nut onto the tube until finger tight.



## D. Temporary Alignment Insert

Fit the alignment insert over the spindle. This will be placed temporarily to position the fixing plate before being removed.

## E. Secure the Fixing plate

Screw the three fixing bolts through the back fixing plate and into the interior half of the lock.

### FIRE RATING REQUIREMENT (not shown):

Install the Cable Tube Fire Cap by positioning the antenna and power cable through the tube's slot and screw the cap onto the tube threads.

### Quick Tip

Make sure you are using the correct size bolts before tightening. You do not want to use bolts too long for your door.



## F. DO NOT SKIP THIS TEST:

Check that the spindle turns freely and the latch retracts and projects smoothly with the alignment insert in place. This can be checked by gripping and turning the handle hub on the keypad side of the lock. If it is too tight, you will notice that the latch does not smoothly and easily snap back into place. Loosen the fixing bolts slightly and adjust the position of the fixing plate until the spindle turns freely. Tighten the fixing bolts. Test the spindle again. Do not over-tighten the bolts.

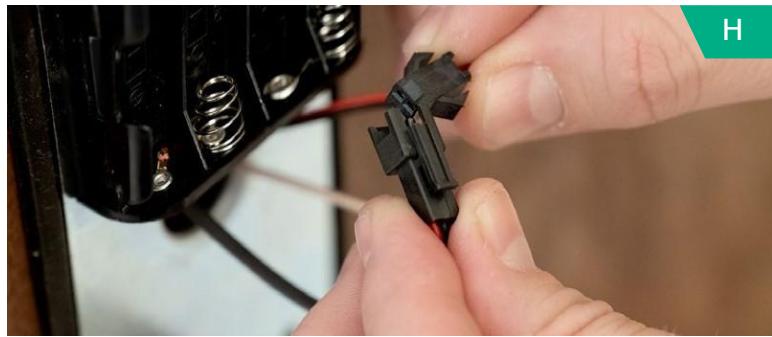
G



## G. Remove The Alignment Insert

If the insert is left in place, it could cause problems with the lock. Please make sure to remove this insert before moving to the next step.

H



## H. Connect Power Cables

Connect the power cables, storing any excess cable in the door. (If using optional cable tube, screw end cap on.)

## I. Install Batteries.

Insert four name brand, AA, Alkaline or Lithium batteries into the battery compartment.



### IMPORTANT:

Do not use rechargeable batteries.

## J. Place the interior lock body on to the inside fixing plate.

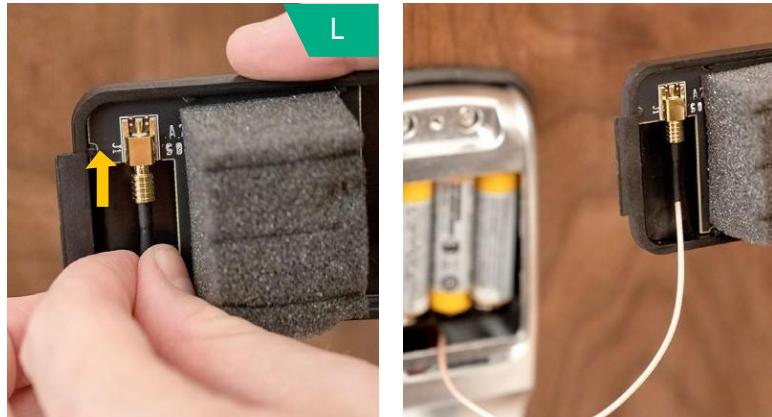
Fit the interior lock body over the back fixing plate. Slide the spindle into the lock body. Be sure to guide the gold Wi-Fi antenna connector through the battery cover opening.

## K. Secure the interior lock body to the door using the four screws.



## L. Wi-Fi Connector

Connect the gold Wi-Fi cable to the connector board on the battery cover. Push until you hear the cable connect in the port. You should hear the antenna cable pop into place when fully connected. Once connected, try not to disconnect too frequently.



## M. Battery cover

Store the Wi-Fi antenna in the lock body and fit the battery cover on and secure with screw.



## STEP 7

# Handle installation

### A. Interior Handle

Fit the interior handle over the hub. Use the small Allen wrench to loosen the hex screw enough to allow the handle to slide onto the lock. Once in place, tighten the hex screw.



## B. Outside (keypad) Handle

Fit the key cylinder plate over the key cylinder.

Then install the outside handle.



## STEP 8

# Set PIN Code.

Add the first PIN Code on your lock by entering the following sequence on the keypad.

Enter the **Programming Code** (123456 by default) followed by the **#** button, **110** followed by **#**, and then enter your desired **New PIN Code** (4-8 digits) followed by **#**.

You should hear two beeps and see green lights when successful. Additional PINs can also be added via the app after connecting the lock to Wi-Fi.

**NOTE:** PIN Codes cannot be single digit codes (1111) or all sequential numbers (1234).

Your PIN Code: \_\_\_\_\_

## STEP 9

# Change Programming Code.

For security purposes, the default Programming Code (123456) should be changed.

Enter the **Programming Code** (123456 by default) followed by the **#** button, **100** followed by **#**, and then enter your **New Programming Code** (4-8 digits) followed by **#**.

**NOTE:** PIN Codes cannot be the same as Programming Codes.

Your Programming Code: \_\_\_\_\_

## STEP 10

# Test your lock.

Before closing the door, check the operation of the lock.

Depress the internal lever to retract the latch. Ensure that the latch retracts, then fully springs back into place.

Test the outside of the lock by entering \* \* to lock the door. The latch should not retract when you pull down on the lever.

Enter the **PIN Code** added previously. You should see the keypad lights flash green. Depress the handle to ensure the latch retracts.

**Congratulations!**

**Your lock is now  
installed.**

**Next:**

**Use the Connection  
Guide to finish setup.**

# Using your lock.

## Locking

Lock the door by pressing \*\* on the keypad.

## Unlocking

Unlock the door by entering a user code.

Once your lock is installed and connected to Wi-Fi, you can easily control your lock, add and manage access codes with the app.

## Default Settings

By default, and after a factory reset, your lock has the following settings:

**Programming Code:** 123456

**Auto-Lock:** Enabled

**Auto-Lock Delay:** 5 Seconds

**Keypad Sound:** Enabled

**Heartbeat Interval:** 1 Hour

**Card Reader:** Off (Enable with 381 or 382 function)

# MIFARE Reader Functionality

This lock is equipped with a MIFARE card reader, enabling MIFARE cards, fobs and sticky tags to be used to unlock the door. MIFARE cards will need to be enrolled in your account first and then can be assigned to access users.



# Enabling Card Reader

The card reader is disabled by factory default. Enabling the card reader function can either be done on the lock's settings page after registering with your account, or on the keypad with the following key commands.

## Enable Card/Fob Reader (Always On)

Enter your [Programming Code](#) (123456 by default) followed by the # button, [381](#) followed by #.

## Enable Card/Fob Reader on Button Press Only

This function turns on the card/fob reader on the lock only after a button press. This saves a bit more power than using the Always On 381 function.

Enter your [Programming Code](#) (123456 by default) followed by the # button, [382](#) followed by #.

# Using the Card Reader

After adding an access user to the lock with a MIFARE credential, the credential can be used to unlock the door. This is done by holding the MIFARE credential up to the keypad of the lock.

For best results, hold the card or fob in the center of the keypad (over the 5 key) within an inch of the surface.

If your card or fob is not registered on the first attempt, pull your hand away momentarily and then present again.



# Programming Functions

The keypad can be used to program lock functions. These functions can also be performed remotely from the app. None of the following functions are required for setup.

All keypad programming functions follow the same general steps:

1. Enter your **Programming Code** followed by the # button.
2. Enter the **Function Code** for the desired function, followed by the # button.
3. Some functions will also require you to enter a **Function Value** followed by the # button.

## Function Codes

**PLEASE NOTE:** Most of these settings can be updated online in the portal. After installing and connecting your lock to Wi-Fi, please register your lock and configure settings with the app.

### 100: Change Programming Code

The programming code is essentially a password. This code allows you to program the lock directly, using the keypad. By default, the code is **123456**.

You can change this code to anything 4-8 digits in length. To set a new programming code, enter the following on the lock's keypad:

Enter your current **Programming Code** followed by the # button, **100** followed by #, and then enter your **New Programming Code** followed by #.

# Function Codes (cont.)

If successful, you will see two green flashes and hear two beeps. If an error was made, you will see a red flash.

## 110: Add a Local User Code

Local User Codes are intended to be used as a backup to User Codes created from the app. If internet is unavailable, you can program a code directly from the lock. Note that schedules cannot be applied to a Local User Code.

Local User Codes can be 4-8 digits in length. To Add a Local User Code, enter the following on the lock's keypad:

Enter your **Programming Code** followed by the # button, **110** followed by #, and then enter your desired **Local User Code** followed by #.

Once set, the default User Code will be disabled after your Local User Code is created.

## 120: Delete Local User Code

If you would like to remove your Local User Code, enter the following on the lock's keypad:

Enter your **Programming Code** followed by the # button, **120** followed by #, and then enter the existing **Local User Code** followed by #.

## 130: Erase ALL Local Codes

If you would like to remove ALL of your existing Local Codes, enter the following on the lock's keypad:

Enter your **Programming Code** followed by the # button, **130** followed by #.

# Function Codes (cont.)

## 381: Enable Card/Fob Reader (Always On)

This function turns on the card/fob reader on the lock. Use this if cards/fobs are being provided to access users to unlock the door.

Enter your **Programming Code** followed by the # button,

**381** followed by #.

## 382: Enable Card/Fob Reader on Button Press

This function turns on the card/fob reader on the lock only after a button press. This saves a bit more power than using the Always On 381 function.

Enter your **Programming Code** followed by the # button,

**382** followed by #.

## ADDITIONAL FUNCTIONS

**130:** Erase all user codes.

**135:** Perform a factory reset. Careful, this will **delete all codes, schedules and events.**

**160:**

Mute keypad beeping.

**161:** Unmute keypad beeping.

**270:** Disable Auto Lock Mode. Your lock will automatically lock after each use.

**271:** Enable Auto Lock Mode. Your lock will stay unlocked after being unlocked.

**312:** Reset Wi-Fi connection. (Forget All Known Connections and Networks).

**320:** Enter Access Point Mode to allow connection to another network.

**380:** Turn off SmartCard reads.

**381:** Turn on Always Scanning For Cards mode.

**382:** Turn on Only Read Card On Keypress.

**390:** Require # to be pressed after a user code is entered.

**391:** Removes the requirement to enter # after a user code.

**411:** Enter 411\* to force Wi-Fi to wake up if the lock is currently set to not wake up on keypress.

FCC ID: 2BBNS-KLKIC

(a) For a Class B digital device or peripheral, the instructions furnished the user shall include the following or similar statement, placed in a prominent location in the text of the manual:

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.

## Notes

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, an 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 this equipment. This equipment should be installed and operated with a minimum distance of 20 cm between the radiator and your body.

## Notes

## Notes

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HARDWARE INSTALLATION**