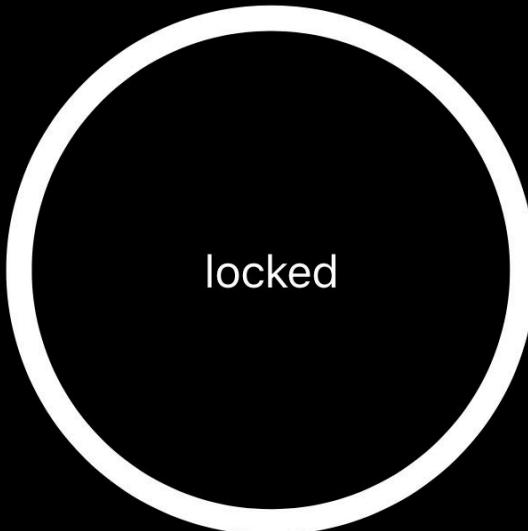


12:50

79



NUKI



Home Door

Settings

locked - Door closed



## Home door



Features &amp; Configuration



Activity Log



Nuki Premium



Display name

Home

LOCK PERMISSIONS 

User



Keypad



Fob



## ACTIONS

## Auto Unlock



You don't have to think about locking or unlocking the door. Nuki does it for you.



Swipe Actions



Legal &amp; regulatory

**Delete Smart Lock**

Note: This icon  indicates which settings can be protected by your security code.

## Operating and Safety Instructions

### Product Description

The Nuki Smart Lock Ultra motorises most standard door locks and creates a digital access system when combined with a smartphone.

The Nuki Smart Lock Ultra is placed on the inside of the door using the included Nuki Universal Cylinder. The locking mechanism is turned by the motor of the Nuki Smart Lock Ultra. Even if a Nuki Smart Lock Ultra is installed, the lock can be turned manually.

The Nuki Smart Lock Ultra contains a wi-fi module, which allows connectivity to the Nuki Smart Lock Ultra via the Internet. The Nuki Smart Lock Ultra system can be set up in such a way as to allow access online and connection to other smart home products. See also below "Wi-Fi Module."

The Nuki Smart Lock Ultra has a built-in Lithium Polymer battery that can be charged using the charging cable (which is included with the set) and a suitable USB-C charger (which is not included with the set). See also "Battery Charger"

### Proper Use

The Nuki Smart Lock Ultra requires an operating temperature of between 10°C (50°F) and 40°C (104°F) and a maximum humidity of ninety-five percent (95% non-condensing).

The Nuki Smart Lock Ultra is only suitable for use in dry interior spaces and is not suitable for exterior locks exposed to the rain, snow and other wet conditions.

**WARNING!** Do not install the Nuki Smart Lock Ultra on fire doors, escape doors or all doors that serve a safety-relevant purpose.

In the event of any unintended or otherwise improper use of the Nuki Smart Lock Ultra, no claims may be made under the warranty, and all such warranties are herewith disclaimed and, in any such case, neither the seller, the distributor, the designer, the manufacturer nor any other party shall have any liability for any damage to property and injury to any person. Please refer for details to the "Limited Warranty."

### Wi-Fi Module

The Wi-Fi connection may not be available due to weak signals or other issues typically affecting wi-fi connectivity, in which event the remote control functions activated from your smartphone or any other online device will be unavailable.

### Battery Charger

No battery charger is included. Only use USB-C wall chargers complying with the standards IEC/UL 60950-1 or IEC/UL 62368-1 marked: Output 5V 2A.

**WARNING!** The use of any other wall charger can damage the Nuki Smart Lock Ultra and could result in fire or battery leakage.

### Assembly and installation

#### Installation guide

- The Nuki Smart Lock Ultra may fail due to technical malfunctions and thus be unable to open the door. Therefore, always carry the key to the lock with you or leave it in an accessible place so that the door can be opened manually in the event of an error.
- Improper use of the Nuki Smart Lock Ultra might result in damage to the device and cause it to malfunction. Therefore, if it has been damaged (e.g., if the device has been cracked, punctured, or harmed by water or condensation), do not use the Nuki Smart Lock Ultra.
- Do not drop, disassemble, open, crush, bend, deform, puncture, shred, microwave or incinerate the Nuki Smart Lock Ultra or the built-in battery. **WARNING! This may lead to explosion or fire.**
- Do not expose the device to extreme heat or cold, direct sunlight, open flames or other extreme conditions. Do not install near any heat sources, such as radiators, heat registers, stoves or any other source of heat.
- The Nuki Smart Lock Ultra requires an operating temperature of between 50°F and 104°F respectively between 10°C and 40°C and a maximum humidity of ninety-five percent (95% non-condensing)
- Do not spray the Nuki Smart Lock Ultra with water or other liquids, and protect the Nuki Smart Lock Ultra from rain and moisture! Clean only with a dry cloth.
- Liquid can leak from defective battery cells. If battery fluid comes into contact with skin or clothing, rinse the affected area with water. **WARNING!** Leaking or damaged batteries might cause chemical burns. If liquid gets into your eyes, immediately rinse the affected area with water and **seek medical attention. Do not rub your eyes.**
- Do not try to remove, replace or otherwise handle the battery provided with the Nuki Smart Lock Ultra. Contact Nuki Home Solutions Inc.'s customer service for all battery-related issues at contact@nuki.io.
- The battery charger is not included.
- Only use USB-C wall chargers complying with the standards IEC/UL 60950-1 or IEC/UL 62368-1 marked: Output 5V 2A. **WARNING!** The use of any other wall charger can damage the Nuki Smart Lock Ultra and **could result in fire or leakage.**
- Protect the magnet plug of the USB-C cable from direct contact with conducting materials to prevent short circuits. A short circuit could damage your USB-C charger.
- When charging the Nuki Smart Lock Ultra, do not handle the plug, charger or Nuki Smart Lock Ultra with wet hands. **WARNING!** Failure to observe this precaution **could result in electric shock.**
- The security class of the Nuki Universal Cylinder can only be maintained if the cylinder is installed in compliance with the maximum projection of three (3) millimeters (mm) specified in DIN 18252.
- The Nuki Smart Lock Ultra and its packaging materials contain small parts which children might swallow; therefore, store it away from young children. This product is not a toy. **WARNING!** Leaking or damaged batteries might cause chemical burns.

### Instructions

- Read these instructions carefully.
- Keep these instructions.
- Heed all warnings.
- Clean only with a dry cloth.
- Install strictly in accordance with installation instructions.
- Protect the charging cable and charger from being walked on or pinched.
- Unplug the charger during lightning storms or when not used for a longer period.
- Refer all servicing to qualified personnel of Nuki Home Solutions Inc. Maintenance is required if the Nuki Smart Lock Ultra has been damaged in any way, e.g. by a damaged charging cable, if it has been exposed to rain, moisture or other liquids, if it does not function normally or if it has been dropped.

### Disposal

Do not dispose of the device with household rubbish! Electronic devices must be disposed of at local collection stations in accordance with the guidelines on used electric and electronic devices applicable in your location.

### Technical data

- Model name: Smart Lock Ultra
- Article type: 012.518
- Bluetooth Standard:
  - Bluetooth Low Energy; IEEE 802.15.1; 2.4GHz ISM band
  - Antenna: internal RF ceramic chip antenna
  - Frequency range: 2402MHz - 2480MHz
  - Max. transmission power: 10 dBm (10 mW)
- Thread Standard:
  - Thread; IEEE 802.15.4; 2.4GHz ISM band
  - Antenna: internal RF ceramic chip antenna
  - Frequency range: 2405MHz - 2480MHz
  - Max. transmission power: 10 dBm (10 mW)
- WLAN standard:
  - WLAN; IEEE 802.11 b/g/n; 2.4GHz
  - WLAN antenna: 2.4 GHz ceramic antenna
  - WLAN frequency range: 2412 MHz - 2484 MHz
  - WLAN max. transmission power: 17 dBm (51 mW)

### Built-in battery

- Charging Input: DC 5V == 1.5A max

### Warranty and Support

#### Limited Warranty

Nuki Home Solutions Inc., a Delaware corporation ("Nuki"), warrants to the consumer who bought the Nuki Smart Lock Ultra from an authorized dealer that the Nuki Smart Lock Ultra complies in all material aspects with the specifications when subjected to intended and proper use for a period of twenty-four (24) months from the date of purchase (the "Warranty Period").

Excluded from this warranty are any non-conformance or defects arising from:

- Modifications and/or changes to the Nuki Smart Lock Ultra that have not been authorized in writing by Nuki or an authorized Nuki dealer.
- Improper maintenance, improper installation or faulty repair other than by Nuki or an authorized Nuki dealer.
- Unauthorized Nuki dealer.
- Misuse, mechanical damage, over voltage, negligence or accident.
- Exposure to extreme temperatures or humidity.
- Opening, crushing, bending, deforming, puncturing, shredding, microwaving or incinerating the Nuki Smart Lock Ultra.
- Normal wear and tear.

In the event of a non-conformance of defect covered by this warranty, the consumer will either repair or replace the Nuki Smart Lock Ultra in question and, if a repair is not feasible or practical, it will grant a credit in the amount of the purchase price, and in no event will Nuki provide a refund to (1) more than the purchase price or (2) unitary, exemplary, special or consequential damages (for instance, lost profits, or lost revenues or the like).

All disputes relating to any warranty claim shall be resolved amicably through negotiations between the consumer who purchased the Nuki Smart Lock Ultra and, if such negotiation does not lead to a mutually acceptable solution within ninety (90) days, either party may refer the matter to binding arbitration by the American Arbitration Association ("AAA") arbitration rules, as in effect from time to time.

In the event of a warranty claim, the consumer should contact Nuki at contact@nuki.io.

### Contact information

#### E-Mail: contact@nuki.io

You can find other ways to contact the Nuki support team at: help.nuki.io.

### Regulatory information CAN

#### FCC Statement

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause 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. The user is encouraged to try to correct the interference by turning the equipment off and on, or by reorienting the antenna.

Proper use of the following measures can help to eliminate interference that may be experienced by the equipment:

- Separate 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/

#### IC Statement

This device complies with RSS-247. Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

The present equipment is in conformity with CNR RSS-247. This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause 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. The user is encouraged to try to correct the interference by turning the equipment off and on, or by reorienting the antenna.

Proper use of the following measures can help to eliminate interference that may be experienced by the equipment:

- Separate 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/

#### ISED Statement

This device complies with RSS-247. Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

The present equipment is in conformity with CNR RSS-247. This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause 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. The user is encouraged to try to correct the interference by turning the equipment off and on, or by reorienting the antenna.

Proper use of the following measures can help to eliminate interference that may be experienced by the equipment:

- Separate 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/