Panasonic®

Smart Lock

5-in-1 Unlocking Modes

((Fingerprint, Password, IC Card, Mechanical Key,

Remote Unlock)

Dummy Password

Outdoor Doorbell

Automatic Locking

Model: EMR4112G-HK
    EMR4112Y-HK

❗ Thank you for choosing a Panasonic product. Please read the instruction manual carefully before use and keep it for future reference.

■Please complete the warranty registration section and return it to Shun Hing Electric Service Center Ltd., and ensure you retain your warranty record card.

■The Company reserves the right to interpret any printing errors or misunderstandings in the content of this manual.

■The images in this manual are for illustrative purposes only; please refer to the actual product.

■Should there be any technical improvements, they will be included in the new version of the manual without prior notice; the appearance and color of the product are subject to change, and the actual product will prevail.

Safety Precautions

Safety Precautions (Please read and comply with the safety guidelines thoroughly)

◯ Before using the smart lock, ensure you have read and understood all instructions. Failure to follow these instructions may result in damage not covered under warranty.

◯ Adhere to the warnings and cautions outlined below to prevent injury or property damage to users or others.

Warning

◯ Do not install, dismantle, repair, modify, or alter the product yourself, nor use non-original parts from manufacturers for repairs, as it may pose hazards and void the warranty.

◯ Avoid using sharp objects (such as pens, awls, or needles) to press buttons or insert into the keyhole.

◯ Do not subject the product to strong impacts, drops, pulls, or strikes with hard or heavy objects.

◯ Do not hang items on the handle to ensure normal operation of the lock.

◯ The product should not be installed in outdoor environments exposed to the weather change.

◯ Avoid using the product in high-temperature environments.

◯ Prolonged exposure to sunlight can cause the touchpad to crack; install the product away from direct sunlight.

◯ Do not use or place batteries near heat sources (like fire, heaters, or intense sunlight) as it may cause overheating or fire and result in reducing battery life.

◯ Ensure no liquids penetrate the product.

◯ Do not install the product in environments prone to leaks or splashes, and do not operate it underwater.

◯ Avoid spraying insecticides or flammable sprays around the product, as it may cause damage.

◯ Keep batteries away from any liquids and store them in a cool, dry place when not in use.

- Do not reverse the polarity of batteries or short-circuit them with metal objects, as it may cause explosions.
- Do not transport or store batteries with metal objects like hairpins or necklaces.
- Refrain from knocking, throwing, or stepping on batteries.
- Avoid using the product in areas with strong static electricity or magnetic fields as they can damage the battery's safety protection features and trigger risks.
- Magnetic functions may be disrupted by various factors; this is not a fault of the device. Consider resetting the magnetic function or using the delay lock function.
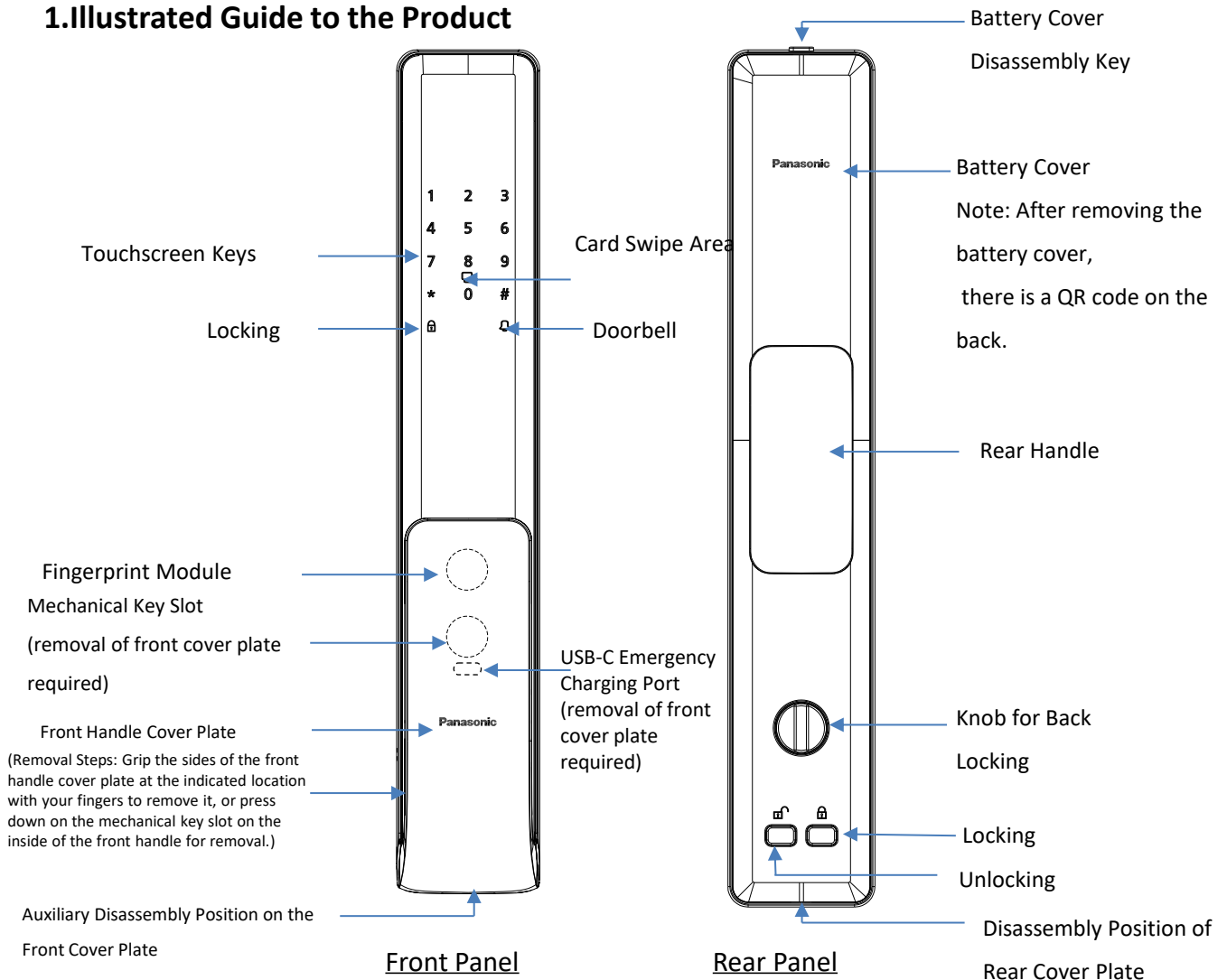
Safety Precautions

Cautions

- Manage your passwords carefully and change them regularly for security; always ensure the door is fully locked when leaving home. The Company is not responsible for incidents due to user negligence.
- Store mechanical keys securely for emergency use.
- Be careful not to bump into handles to avoid injuries.
- Product in wireless communications may be subject to interference which may affect operation.
- This product is suitable for use by children and individuals with physical, sensory, or mental disabilities, or those lacking experience and knowledge, under close supervision and guidance of a responsible adult so that they can safely use the product and understand potential dangers.
- To prevent dirt accumulation on the keypad and fingerprint sensor, regularly wipe the lock body with a soft cloth. Do not directly wash with water or use benzene, alcohol, or corrosive chemical cleaners.
- Frequent forceful door closing may damage the lock body. Avoid slamming the door when the latch is extended.
- Adjust the lock promptly if the door or frame deformations prevent proper locking of the latch.
- Lithium batteries should not be fast-charged. If stored or unused for prolonged periods, charge them every six months to prevent damage from self-discharge.
- Replace all batteries promptly when power is low and ensure correct installation of battery terminals.
- In case of battery leakage and electrolyte contact with eyes, do not rub; rinse with water and seek medical attention immediately to prevent eye injury.
- If the battery emits an odor, heats up, changes color, deforms, or shows any abnormality during use, storage, or charging, remove it immediately from the device or charger and discontinue use.
- Clean dirty battery terminals with a dry cloth before use to prevent poor contact and malfunction.
- Dispose of spent batteries properly by insulating the terminals to prevent fires or explosions. Do not dispose of with regular household waste.
- If the product malfunctions, or if the power cord is exposed or damaged, do not use the product. To avoid hazards, have it repaired by Shun Hing Appliance Service Center Ltd.
- Keep the product warranty card and purchase receipt safely for future warranty claims.

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1.Illustrated Guide to the Product

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Card Swipe Area

Locking

Doorbell

Battery Cover Disassembly Key

Battery Cover
Note: After removing the battery cover,
there is a QR code on the back.

Rear Handle

Fingerprint Module
Mechanical Key Slot
(removal of front cover plate required)

USB-C Emergency Charging Port (removal of front cover plate required)

Knob for Back Locking

Front Handle Cover Plate
(Removal Steps: Grip the sides of the front handle cover plate at the indicated location with your fingers to remove it, or press down on the mechanical key slot on the inside of the front handle for removal.)

Locking

Unlocking

Auxiliary Disassembly Position on the Front Cover Plate

Disassembly Position of Rear Cover Plate

Front Panel

Rear Panel

2. Introduction to Function Keys

Factory Settings - Simultaneously long press the "Unlocking" and "Locking" keys on the rearpanel, and wait for the voice prompt saying "For factory settings, press "#" to confirm and press"*" to return". Follow the instructions after the voice prompt;

Access the administration options - Use the touchscreen keys on the front panel: "*"--"#";

"*" - A function key to clear or return;

"#" - A function key to confirm or enter;

Locking - Press once to automatically lock the electric lock;

Doorbell key - Press once to activate the doorbell on the rear panel;

Unlocking - In the locked state, press once to unlock the main latch of the electric lock;

Locking - Press once to automatically lock the electric lock.

II. Function Overview

1.Definitions of Functions/Terms

Administrator:

A user with the authority to unlock and access the system 's administration options for operation;

Normal User:

A user limited to unlocking without access to the administration options;

Unlocking Information:

The user's fingerprints, passwords and access cards collectively referred to as unlocking information;

Incorrect AttemptAlarm:

Triggered when password, fingerprint, or access card verification fails for 3 times, an alarm will sound; when the accumulated number of failed password, fingerprint or access card verifications reaches 5 times, the keyboard is locked, and a voice prompt 【System Locked】 is triggered. For the next 90 seconds, the system will not respond to any operations. After 90 seconds, the system will automatically unlock;

Anti-pry Alarm:

When the front panel is tampered with, the lock emits an alarm sound;

Dual Verification Function:

Require input of unlocking information from two normal users to unlock;

Dummy Password Function:

Enter irrelevant digits before and after the actual password and press the "#" key to unlock when the correct password is included but the total length falls short of 16 digits. Automatic unlocking occurs when the total length with the correct password included reaches 17 digits. (The authentic password must be within 16 digits.);

Silent Mode Function:

Upon waking the panel, simply press the "1" + "#" keys to automatically enable silent mode. To exit silent mode, press the same keys again;

Factory Default State:

In the factory default state, any fingerprint, access card or password (only "123456") can unlock the door. It is highly recommended to promptly set up an administrator after installation or restoring the factory settings;

LV Alarm:

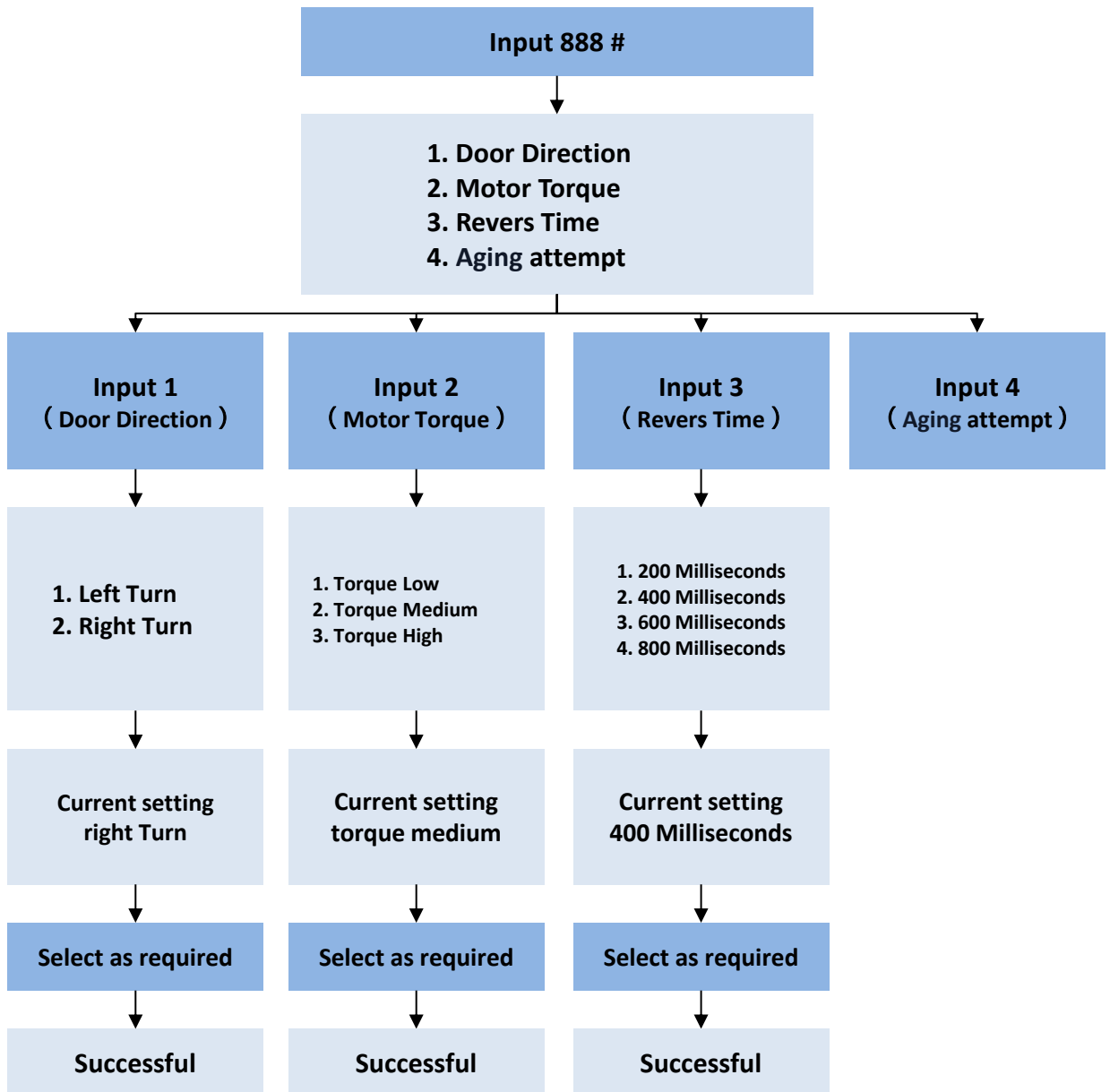After a LV alarm, a voice prompt will advise, "Low battery, please replace the batteries";

Note: Even after the LV alarm, the door lock can still open and close normally for at least 50 cycles. Please recharge the battery promptly;Failure to do so would necessitate unlocking using a mechanicalkey or an external emergency power source.

III. Functions and Operations

1.Initial Setup

1.1 Installation Instructions

Upon installation of a new lock, the first step is to configure the door direction. This setting must be performed before adding an administrator. (If an administrator has already been set, you will need to reset the lock to factory settings to access this configuration.)

Input 888 #

↓

1. Door Direction
2. Motor Torque
3. Revers Time
4. Aging attempt

Input 1（Door Direction）	**Input 2**（Motor Torque）	**Input 3**（Revers Time）	**Input 4**（Aging attempt）
↓	↓	↓	
1. Left Turn **2. Right Turn**	**1. Torque Low** **2. Torque Medium** **3. Torque High**	**1. 200 Milliseconds** **2. 400 Milliseconds** **3. 600 Milliseconds** **4. 800 Milliseconds**	
↓	↓	↓	
Current setting right Turn	**Current setting torque medium**	**Current setting 400 Milliseconds**	
↓	↓	↓	
Select as required	**Select as required**	**Select as required**	
↓	↓	↓	
Successful	**Successful**	**Successful**	

Note: Aging attempt is for product testing only. Don't activate it!

III. Functions and Operations

1.2 Unlocking

Upon initial activation, the door lock is in its factory state, allowing any fingerprint/card/initial password (only "123456") to unlock it. It is advised to promptly set up the administrator after installation.

The default language for the door lock is English. To set it to Chinese, please refer to the instructions in the user manual under "3. System Settings" - "3.2 Language and Volume."

Note: It is recommended to use the dummy password function to prevent the actual password from being exposed.

1.3 Locking

This is a fully automated electric lock that supports both delayed auto-lock and magnetic detection auto-lock. Locking can also be done through the keypad lock keys.

Delayed Auto-Lock:

After unlocking, a countdown timer initiates automatic re-locking once urgent matters are completed (timer length can be adjusted through settings).

Magnetic Detection Auto-Lock:

Sensors are leveraged to detect the door lock's movement and door closing action, triggering automatic locking.
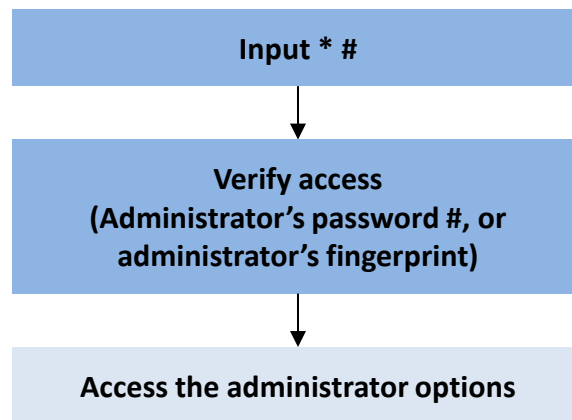
III. Functions and Operations

2.User Settings

2.1 Accessing Administrator Options

There are only 9 administrators numbered from 001 to 009. Please remember the administrator number after inputting;

There are 191 normal users numbered from 010 to 200.
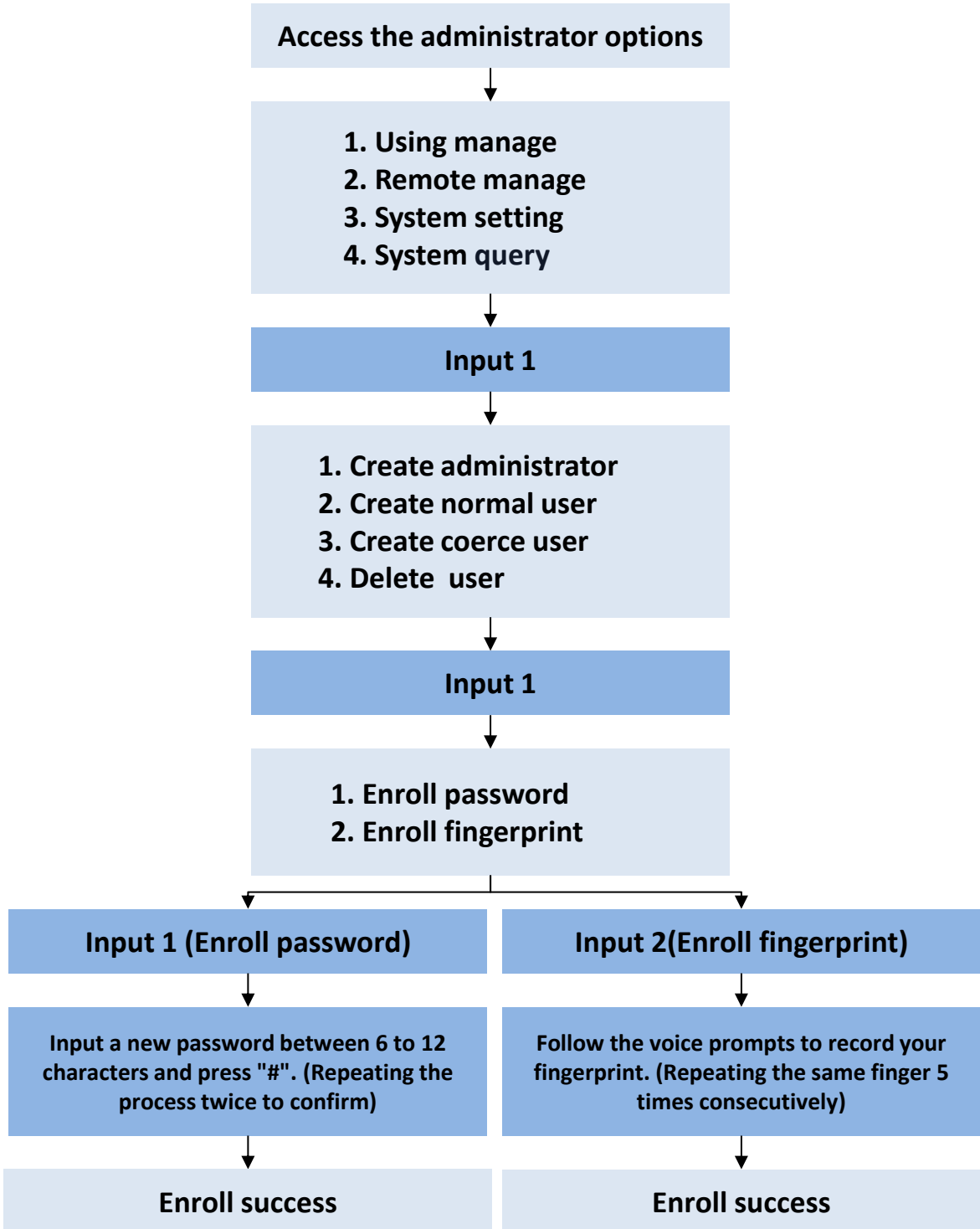
For security reasons, this lock only supports password and fingerprint authentication for administrator accounts. Card information cannot be recorded for administrators.

Input * #

↓

**Verify access
(Administrator's password #, or administrator's fingerprint)**

In factory state, the default password 123456 can be used to verify access rights.

↓

Access the administrator options

III. Functions and Operations

2.2 **Administrator Settings**

Access the administrator options

↓

1. **Using manage**
2. **Remote manage**
3. **System setting**
4. **System query**

↓

Input 1

↓

1. **Create administrator**
2. **Create normal user**
3. **Create coerce user**
4. **Delete user**

↓

Input 1

↓

1. **Enroll password**
2. **Enroll fingerprint**

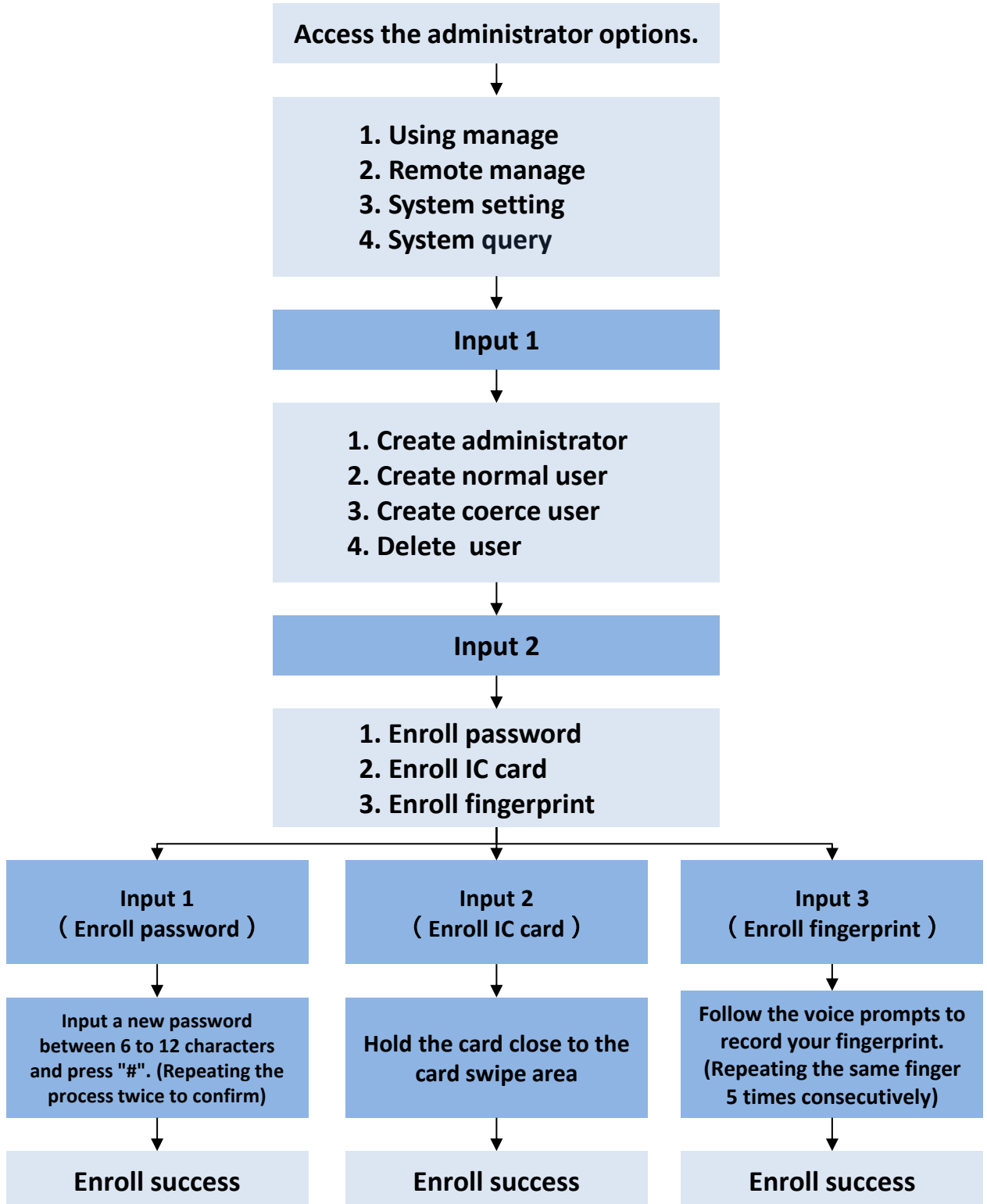| **Input 1 (Enroll password)**	**Input 2(Enroll fingerprint)**
↓	↓
Input a new password between 6 to 12 characters and press "#". (Repeating the process twice to confirm)	**Follow the voice prompts to record your fingerprint. (Repeating the same finger 5 times consecutively)**
↓	↓
Enroll success	**Enroll success**

Note: After successful fingerprint enrollment, the system will automatically proceed to the next number. If you wish to stop, press "*" to exit.
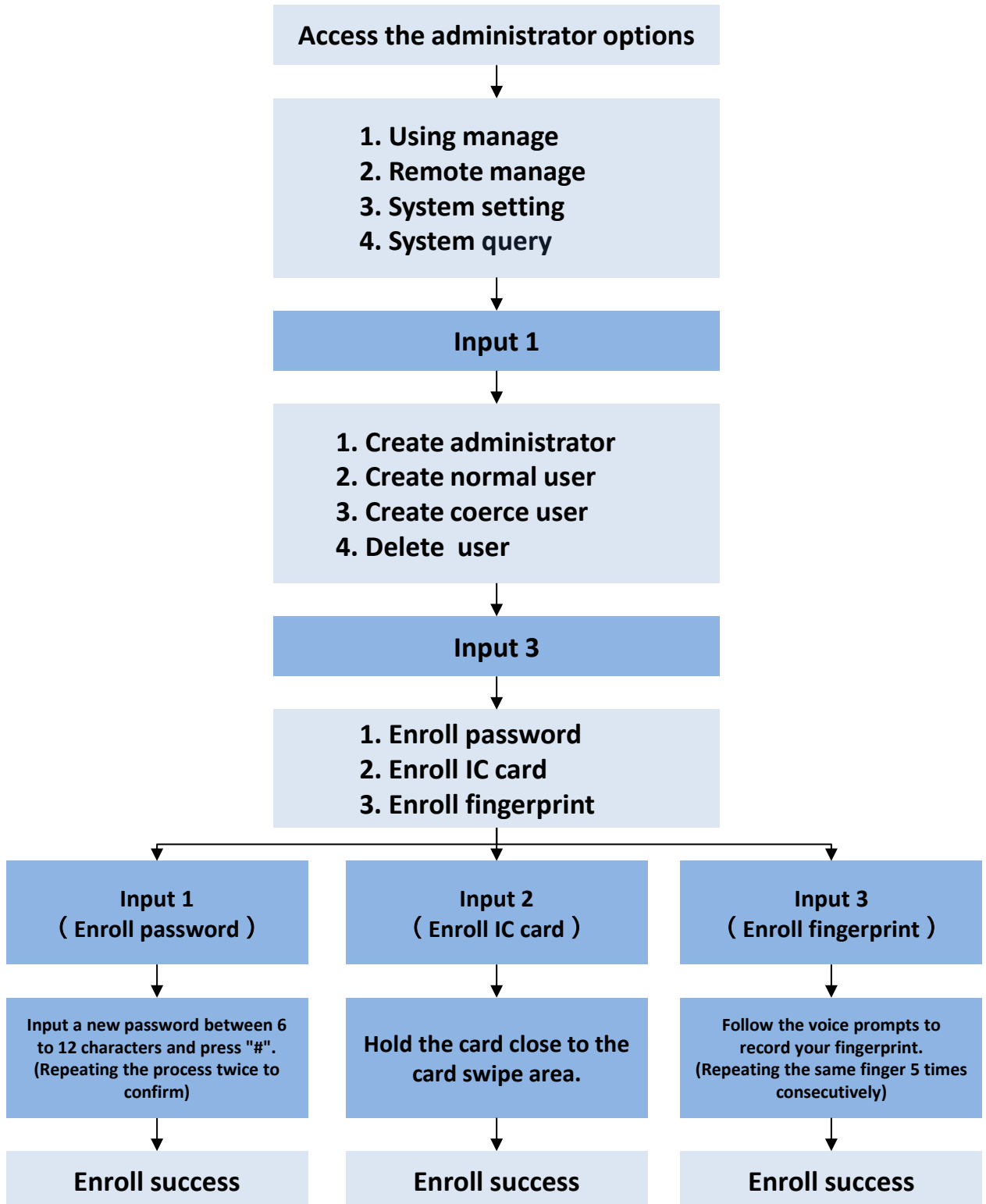
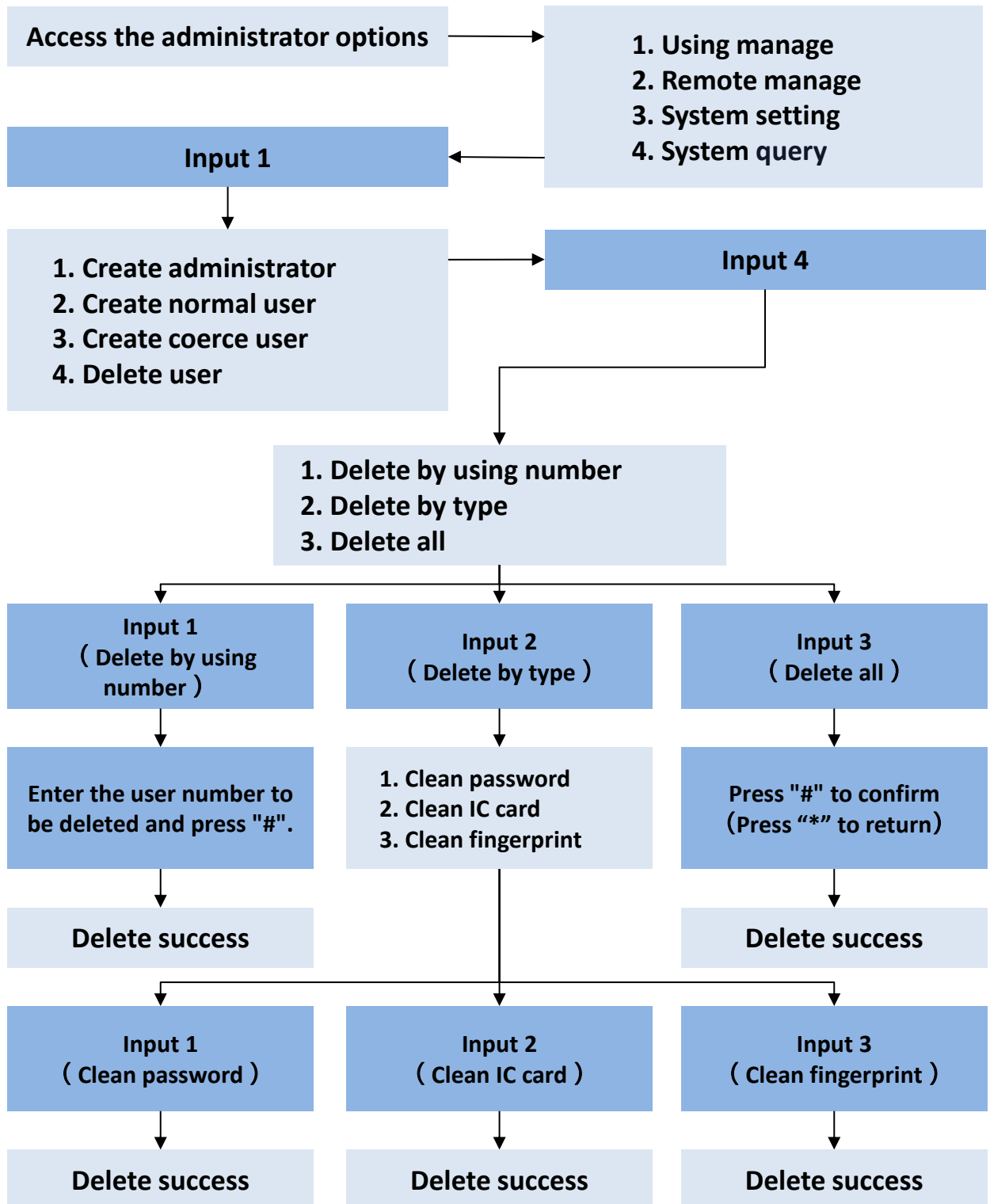# III. Functions and Operations

2.3 Normal User Settings

Access the administrator options.

↓

1. **Using manage**
2. **Remote manage**
3. **System setting**
4. **System query**

↓

Input 1

↓

1. **Create administrator**
2. **Create normal user**
3. **Create coerce user**
4. **Delete user**

↓

Input 2

↓

1. **Enroll password**
2. **Enroll IC card**
3. **Enroll fingerprint**

Input 1 （**Enroll password**）	**Input 2** （**Enroll IC card**）	**Input 3** （**Enroll fingerprint**）
Input a new password between 6 to 12 characters and press "#". (Repeating the process twice to confirm)	**Hold the card close to the card swipe area**	**Follow the voice prompts to record your fingerprint. (Repeating the same finger 5 times consecutively)**
Enroll success	**Enroll success**	**Enroll success**

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III. Functions and Operations

2.4 Coerce User Settings

Access the administrator options

↓

1. **Using manage**
2. **Remote manage**
3. **System setting**
4. **System query**

↓

Input 1

↓

1. **Create administrator**
2. **Create normal user**
3. **Create coerce user**
4. **Delete user**

↓

Input 3

↓

1. **Enroll password**
2. **Enroll IC card**
3. **Enroll fingerprint**

Input 1 （Enroll password）	Input 2 （Enroll IC card）	Input 3 （Enroll fingerprint）
Input a new password between 6 to 12 characters and press "#". (Repeating the process twice to confirm)	Hold the card close to the card swipe area.	Follow the voice prompts to record your fingerprint. (Repeating the same finger 5 times consecutively)
Enroll success	**Enroll success**	**Enroll success**

III. Functions and Operations

2.5 Deleting Users

Access the administrator options →
1. **Using manage**
2. **Remote manage**
3. **System setting**
4. **System query**

Input 1 ←

↓

1. **Create administrator**
2. **Create normal user**
3. **Create coerce user**
4. **Delete user**

→ **Input 4**

↓

1. **Delete by using number**
2. **Delete by type**
3. **Delete all**

↓

Input 1（ Delete by using number ）	**Input 2**（ Delete by type ）	**Input 3**（ Delete all ）
↓	↓	↓
Enter the user number to be deleted and press "#".	1. **Clean password** 2. **Clean IC card** 3. **Clean fingerprint**	**Press "#" to confirm**（Press "*" to return）
↓		↓
Delete success		**Delete success**
↓	↓	↓
Input 1（ Clean password ）	**Input 2**（ Clean IC card ）	**Input 3**（ Clean fingerprint ）
↓	↓	↓
Delete success	**Delete success**	**Delete success**

III. Functions and Operations

3.System Settings

3.1 Time Setting

Access the administrator options

↓

1. Using manage
2. Remote manage
3. System setting
4. System query

↓

Input 3

↓

1. Time setting
2. Language and volume setting
3. Unlock setting
4. Lock setting

↓

Input 1

↓

Please enter the year, and with pound key
Please enter the month ,and with pound key
Please enter the day, and with pound key
Please enter the hour, and with pound key
Please enter the minute, and with pound key

↓

Successful
Date set in voice announcement

Example: 2024+"#"01+"#"01+"#"12+"#"12 "#" represents January 1, 2024, at 12:12 PM.

III. Functions and Operations

3.2 Voice Volume

Access the administrator options

↓

1. Using manage
2. Remote manage
3. System setting
4. System query

↓

Input 3

↓

1. Time setting
2. Language and volume setting
3. Unlock setting
4. Lock setting

↓

Input 2

↓

1. Chinese
2. English
3. Volume low
4. Volume high

Input 1（**Chinese**）	**Input 2**（**English**）	**Input 3**（**Volume low**）	**Input 4**（**Volume high**）
Successful	**Successful**	**Successful**	**Successful**

III. Functions and Operations

3.3 Unlocking Setting

Access the administrator options

↓

1. Using manage
2. Remote manage
3. System setting
4. System query

↓

Input 3

↓

1. Time setting
2. Language and volume setting
3. Unlock setting
4. Lock setting

↓

Input 3

↓

1. Single verify
2. Multiple verify
3. Disable IC card
4. Anti-pry

Input 1（**Single verify**）	**Input 2**（**Multiple verify**）	**Input 3**（**Disable IC card**）	**Input 4**（**Anti-pry**）
↓	↓	↓	↓
Has been set Single verify	**Has been set Multiple verify**	**Disable IC card has been set ON/OFF**	**Anti-pry has been set ON/OFF**

III. Functions and Operations

3.4 Locking Setting

Access the administrator options →

1. Using manage
2. Remote manage
3. System setting
4. System query

← **Input 3**

↓

1. Time setting
2. Language and volume setting
3. Unlock setting
4. Lock setting

→ **Input 4**

↓

1. Unlock time
2. Auto unlock
3. Sensor setting

Input 1（**Unlock time**）	**Input 2**（**Auto unlock**）	**Input 3**（**Sensor setting**）
Unlock time has been set * second (initial state 【2s】, range 【2-9s】)	Auto unlock has been set * second (initial state 【closed】, range 【5-30s】)	Sensor setting has been set * (initial state 【closed】, range 【Close -1~4】)

Note:

The "Relock Time" refers to the duration before the deadbolt re-engages after unlocking.

The "Delayed Lock" refers to the time it takes for the main latch to extend after unlocking.

"Magnetic Setting" enables the door to automatically lock after closing by detecting the angle of the door panel. Sensitivity can be adjusted in 1-4 levels, with higher sensitivity potentially causing false locking.

*When both Delayed Lock and Magnetic Setting are disabled, the main latch will not automatically extend upon closing the door.

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III. Functions and Operations

4.System Query

4.1 Record Management

Access the administrator options	**1. Using manage** **2. Remote manage** **3. System setting** **4. System query**
Input 4	
1. Record manage **2. Storage information** **3. Version information** **4. Factory reset**	**Input 1**

1. Stored by index
2. Stored by date
3. Clean record

Input 1 （**Stored by index**）	**Input 2** （**Stored by date**）	**Input 3** （**Clean record**）
Index： 01 **Type： Delete all** **Time： xxYxxMxxD**	**Enter the date to search (YYYYMMDD).**	**And with pound key** （**Press the "*" key to return**）
		Successful

Note: Press "2" and "8" to search by unlock time order; press "*" to return to the previous menu;
*When both Delayed Lock and Magnetic Setting are disabled, the main latch will not automatically extend upon closing the door.

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III. Functions and Operations

4.2 Information Storage

Access the administrator options

↓

1. Using manage
2. Remote manage
3. System setting
4. System query

↓

Input 4

↓

1. Record manage
2. Storage information
3. Version information
4. Factory reset

↓

Input 2

↓

Voice Announcement: [Administrator

User, Normal User, Used Count,

Remaining Count. Press "*" to return.]
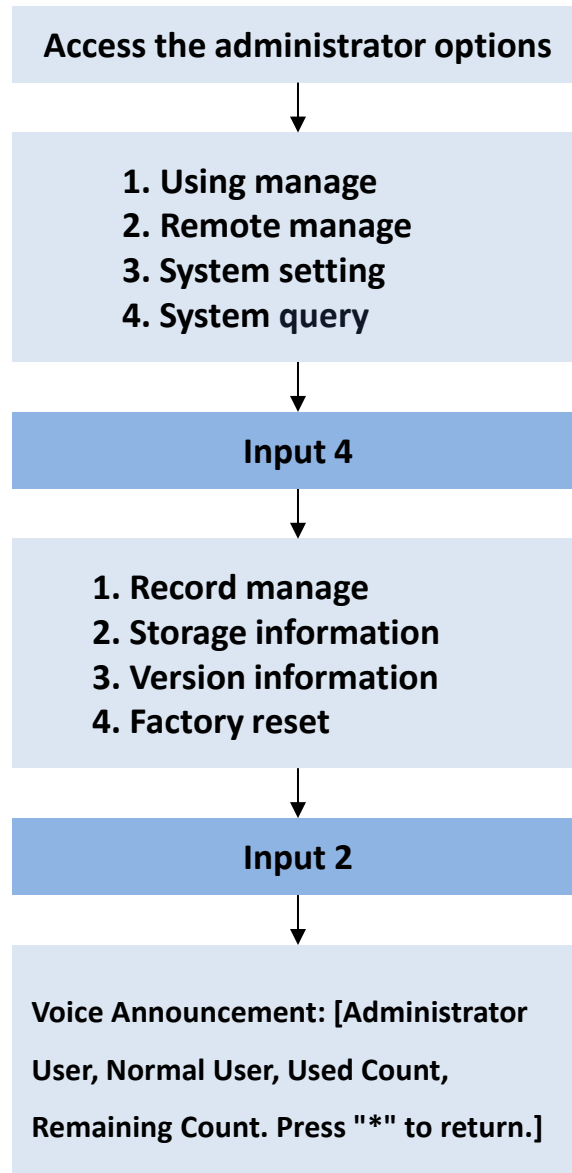
III. Functions and Operations

4.3 Version Information

Access the administrator options

↓

1. **Using manage**
2. **Remote manage**
3. **System setting**
4. **System query**

↓

Input 4

↓

1. **Record manage**
2. **Storage information**
3. **Version information**
4. **Factory reset**

↓

Input 3

↓

Voice Announcement: [Front Panel Number, Resource Number, Rear Panel Number. Press "*" to return.]
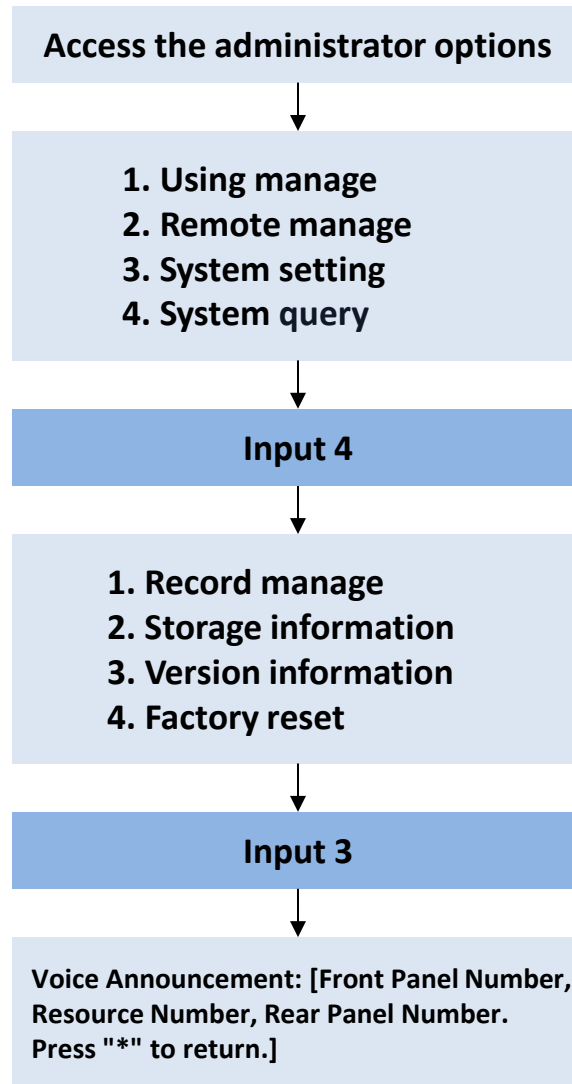
Note: Version information can also be announced by pressing "0" + "#" without entering any menu.

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III. Functions and Operations

4.4 Factory Reset

Access the administrator options

↓

1. Using manage
2. Remote manage
3. System setting
4. System query

↓

Input 4

↓

1. Record manage
2. Storage information
3. Version information
4. Factory reset

↓

Input 4

↓

Factory reset
And with pound key
Press the "*" key to return

↓

Input #

↓

Factory resetting
Factory reset successful
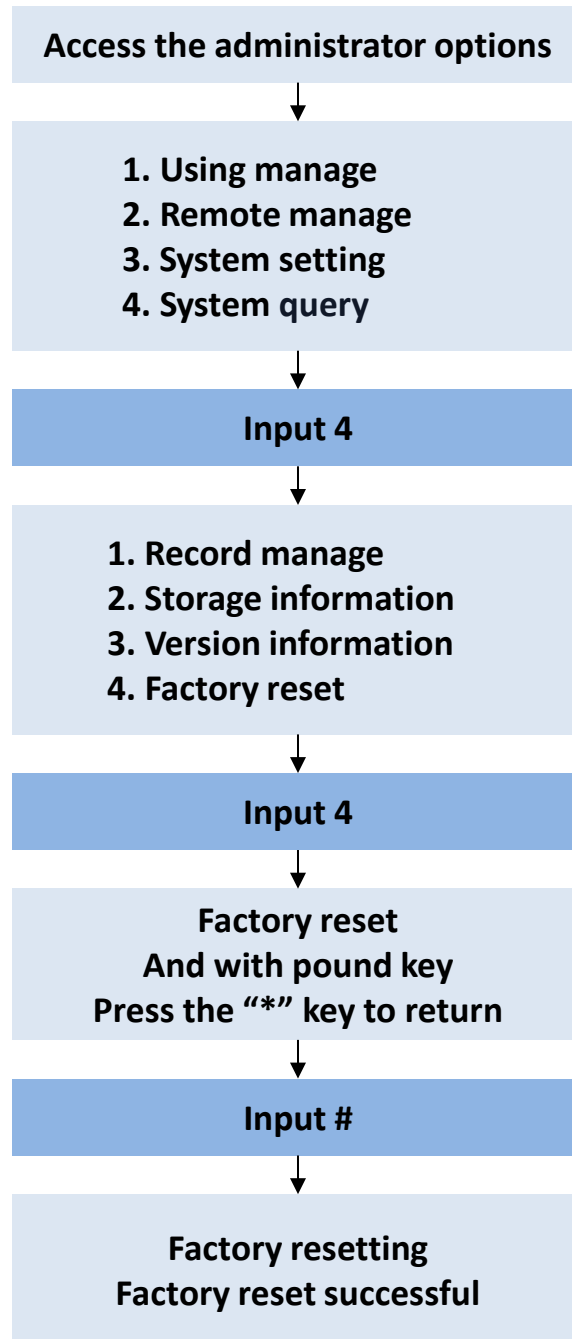
Note: You can also restore the factory settings by holding down the "Unlock" and "Lock" on the rear panel simultaneously;
*Factory reset will erase all configurations, returning the lock to its original state;
*Unlock records and remote settings cannot be cleared or modified.

IV.Downloading Phone App

1.APP Download

Download the Shun Hing Group APP: Scan the QR code below, or visit Google

Play/Apple's "App Store" to download and install.

2.APP Operation

1) Account Registration

① Upon first opening the App, a user notice will appear. Click "Agree" to proceed;
② Click on " Sign Up";

③ Select your region, enter your email, check "I agree to the User Agreement
and Privacy Policy", then click "Get Verification Code". Enter the verification code,
and you will be automatically directed to the next step.

①

②

③
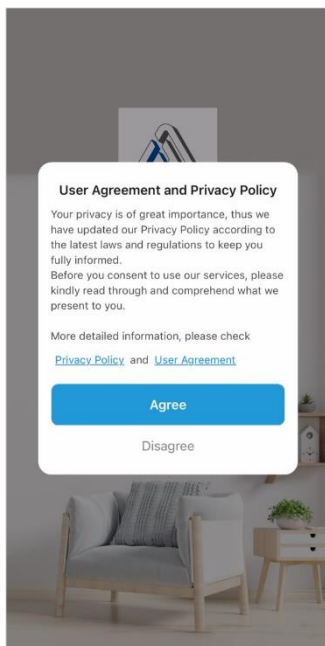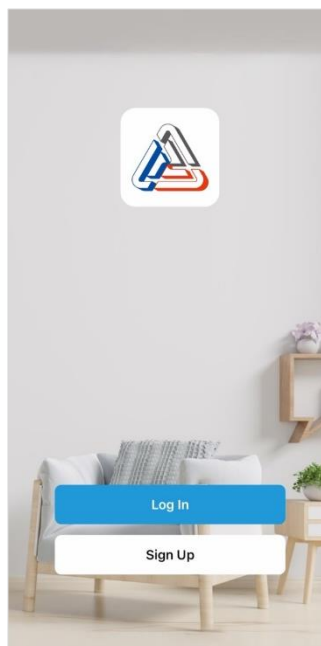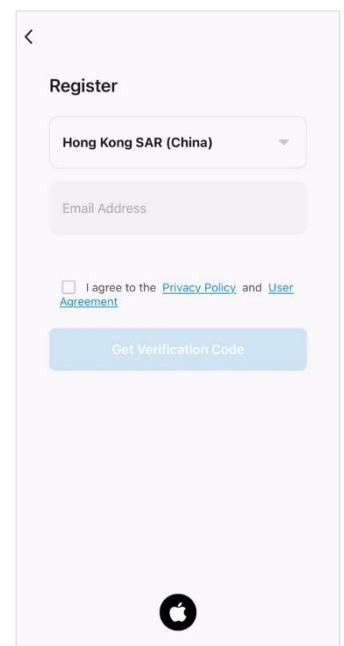
④ Enter the Set Password interface, configure your password (which should be a combination of numbers and letters, 6 to 20 characters long), and click " Done" to complete the registration and proceed to the next step.

<

Set Password

Password

Use 6-20 characters with a mix of letters and numbers

Done
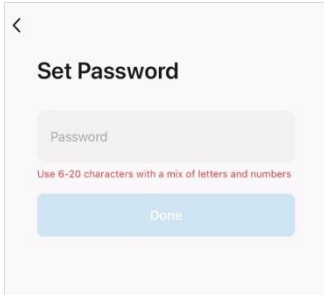
④

2)Adding Device

When adding a device, ensure your phone is connected to WiFi, and both the door lock and your phone are on the same WiFi network.

Enter the pairing mode on the lock to begin the setup process.

Access the administrator options

↓

1. Using manage
2. Remote manage
3. System setting
4. System query

↓

Input 2

↓

1. Create phone user
2.Delete phone user

↓

Input 1

19
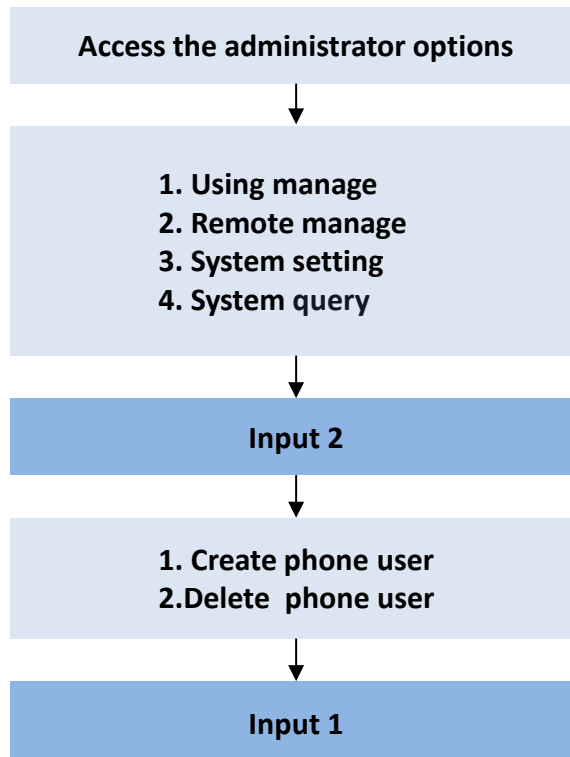
IV.Downloading Phone App

①Click on "Add Device" or the "+" icon at the top right to access the "Add Device" page;

②Select "Smart Lock" and then click on "EMR4112G/Y-HK" to proceed to the next page;

③Choose your home's 2.4GHz Wi-Fi network and enter the WiFi password, then click "Next";
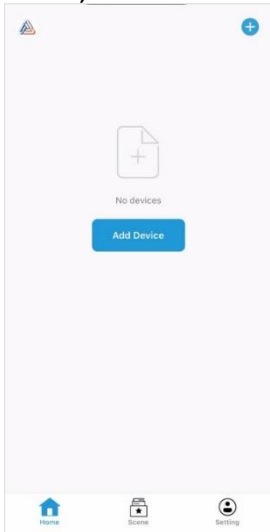
| ① | ② | ③ |

④After confirming that the lock's key 0 is flashing, check the "WiFi Quick Connect" box at the top right and select "Confirm Keyboard Light Flashing", then click "Next";

⑤Wait patiently for a few seconds until the device is successfully added. Click " Done" to enter the device panel interface.
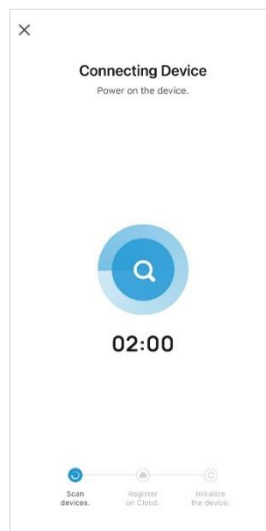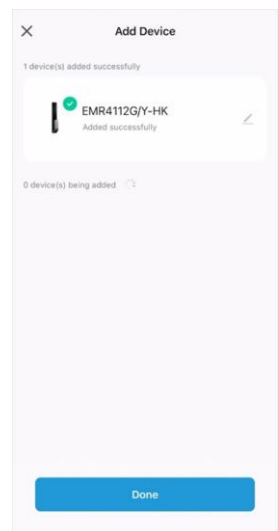
| ④ | ⑤ | ⑥ |

IV.Downloading Phone App

Network Configuration instructions:

The WiFi configuration mode has a time limit; if exceeded, it will automatically exit. If WiFi configuration fails, please check the following:

①Ensure the WiFi password is correct and that the network name does not contain special characters.

②Make sure the device is connected to a 2.4G frequency WiFi network.

③Ensure the device, phone and router are within 1 meter of each other during configuration.

After confirming the above, remove and reinsert the battery, then retry the network setup.

3)Remote Unlock

When a visitor needs to unlock the door remotely, he or she should press "3" then "#" on the lock. Upon receiving the notification on your phone, click "Remote Unlock". A Remote Unlock dialog will appear; click "Confirm" to remotely unlock the door.

4)Temporary Password

On the App's main page, select your device, then click on "Temporary Password". Click the "+" icon in the top right to set the usage time and password according to your needs.

Note: Once set, temporary passwords cannot be viewed again, so please save them promptly.

Enter the temporary password and press "#" to verify.	
Password incorrect or expired ⟶	Voice Prompt: Verification Failed
Unlock successful ⟶	Voice Prompt: Unlocked

Temporary Password Statuses:

Pending Issue: Indicate the password is synchronized to the cloud server and is awaiting synchronization with the lock.

Pending Deletion: Indicates the password is synchronized to the cloud server and is awaiting synchronization with the lock.

Deleted: Indicate the password has been deleted by the user.

Expired: Indicate the password has expired.

Active: Indicate the password is valid for use.

Attention: After adding a temporary password, if immediate synchronization is required, press the doorbell or attempt an unlock verification from the outside. The lock will then try to synchronize.

5)Remote Dynamic Password

On the App's main page, select your device to enter the electric lock operation interface. Swipe left on the electric lock icon to reveal "Remote Dynamic Password". Click to generate a dynamic password. Ensure the lock's time is correct for the first use. Each dynamic password is valid for 5 minutes. There is no limit on the number of unlocks within the validity period.

6)Device Sharing

Device can be shared with friends and family. On the App's main page, select the device to be shared, then click "Member Management". Click the "+" icon in the top right to enter the member addition interface. Follow the prompts to fill in the information and share. The shared user must agree before using the shared device's functions.

Note: Only the primary user of the device can use the sharing function. The shared user must be registered and logged into the Shun Hing Group App; otherwise, the sharing function will not be available.

7)User Unlock Records

On the App's main page, select your device and click "Unlock Log" to view all unlock records. Return to the operation interface and click "Alarm" to view alarm messages.

Note: If the door lock is not connected to the network when the door is unlocked, the unlock record will not be uploaded to the cloud, potentially resulting in the loss of the unlock record.

8)Unbind Device

Open the Shun Hing Group App →Press and hold the device to be unbound → Remove Device

9)Hijack User Alarm Setting

Method 1: Set on the Lock

Refer to section 2.4 Coerce User Setting

Method 2: Set on the App

①Enter Member Management, select the member to add hijack information, and click "Edit";

②Select the unlock information to be set, using "Hijack Password" in the figure as an example, and click "+";

③ After entering the user ID, turn on the switch next to "Hijack Password" (indicated by a green color)；

④Return to the member editing interface and click "Save" to finalize the settings.
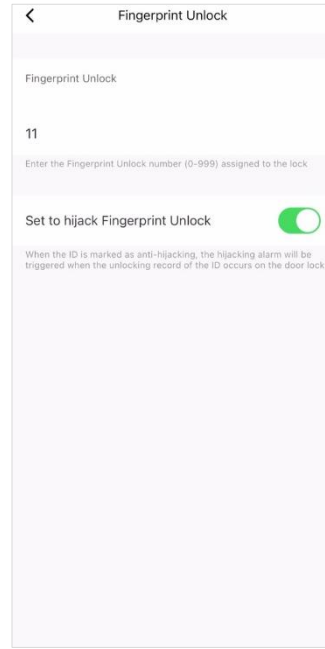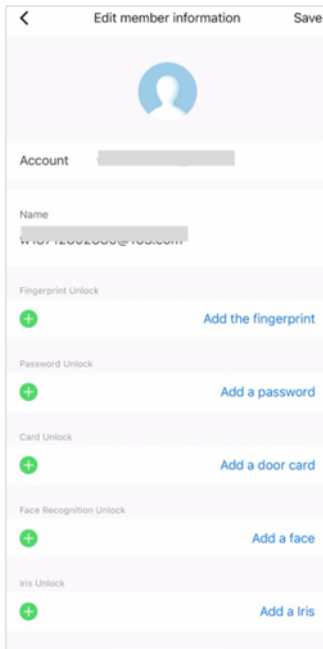
Attention: When using a hijack alarm user to unlock the door, the lock will open normally without sounding an alarm. However, an alarm message will be pushed to the App. But if the door lock is not connected to the network when the door is unlocked, the alarm information will not be uploaded to the cloud.

V. Technical Parameters

Type	Description
Front Panel Dimensions (HxWxD)	413.5mm×70mm×70.3mm
Rear Panel Dimensions (HxWxD)	413.5mm×72mm×68.3mm
External Materials	Aluminum Alloy, PC
Latch Materials	304 Stainless Steel
Touch Keys	14
Battery	Lithium Battery
Emergency Power	USB-C Power Supply Interface
Unlock Modes	Fingerprint, Card, Password, Mechanical Key, App
Unlock Records	Available
Administrator Users	9
Normal Users	191
Dummy Password Function	Available
LV Alarm Function	Available
Incorrect Attempt Alarm Function	Available
Anti-pry Alarm Function	Available
Coerce Alarm Function	Available
Rated Voltage	DC 7.4V
Working Temperature	-25℃~50℃
Relative Humidity (R.H.)	≤90%RH
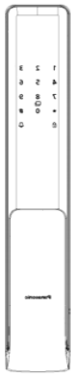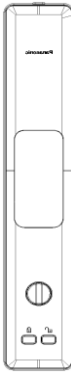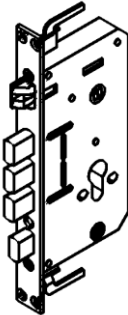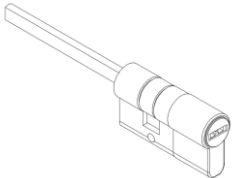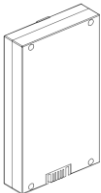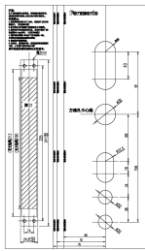
VI. Frequently Asked Questions (FAQ)

Questions	Possible Causes	Solutions
Information as "System Locked"	5 consecutive incorrect unlock attempts	Wait 90 seconds before retrying with the correct unlock information.
On front panel, only "*" and "#" Keys light up.	Program error	Press "*" again to see if the numeric keys light up normally.
"Low battery, please renew" as prompted by the system	Low battery	Charge the lithium battery promptly. A type-C power adapter is required for the rechargeable lithium battery. Lock data will be retained for up to 7 days after power disconnection.
No response during unlock	Battery failure or circuit board malfunction	Unlock with indoor handle/mechanical key/emergency USB-C power.
Magnetic auto-lock failed	Possible nearby electromagnetic interference	Delayed auto-lock
Unable to connect to network	Poor Wi-Fi signal; or special characters in Wi-Fi name	Move the router closer to the lock; modify the Wi-Fi name (numbers or English).

⚠ Attention

▪ If the aforementioned solutions do not resolve your issue, please contact customer support for professional assistance.

▪ In the event that the internal battery drains and prevents door access, you can use the external power port for emergency unlocking.

▪ The lithium battery does not support fast charging. For replacements, always use the official lithium battery to prevent damage to the electric lock.

VII. Product List

Front Panel×1	Rear Panel×1	Lock Body×1& Accessories
Lock Cylinder×1/Key×2	Card×3	Lithium Battery×1
User Manual×1	Installation Template×1	

Accessories

Item	Qty.
M5×10 Stainless Steel Counterbore Screw	10
Stainless Steel Pan Head Screw M5×35、 M5×60	2 for each (Total 4)
Square Bar 70mm, 100mm	1 for each (Total 2)
Long Sleeve M5×M6×35、 M5×M6×50	2 for each (Total 4)
Stainless Steel Counterbore Screw M5×12	3
Latch Rod, Split Pin	1 for each (Total 2)
Stainless Steel Counterbore Screw M5×75	1

VIII. After-sales Service

1) Within the warranty period, if the service personnel at Shun Hing Electric Service Centre Ltd. confirm that the product failure occurred under normal usage conditions, the Company will provide free repairs and replacement of parts. Any defective parts replaced will become the Company's property.

2) The warranty does not cover repairs or replacements of consumable parts, accessories, external cables, or casings. Additional charges will apply for such services.

3) The warranty will be void if any of the following conditions are found on the appliances listed on the warranty card:
   - The product has been modified, altered or repaired by non-authorized technicians, either visibly or invisibly;
   - The product has been misused, improperly used, or neglected, or damaged by liquid immersion, water splashes, abnormal power supply, natural disasters, accidents, or external factors;
   - The product is not installed at a fixed land location;
   - The installation location adversely affects normal operation;
   - Non-industrial/commercial models are used for industrial/commercial purposes;
   - The user relocates or changes ownership without timely notification to Shun Hing Electric Service Centre Ltd.

4) Users are required to present the purchase receipt and warranty card during repairs. For any inquiries, please contact Shun Hing Electric Service Centre Ltd. at our hotline: 2406 5666.

Certificate

The product batch number can be found on the product nameplate or packaging. This product has passed quality inspection.

Quality Inspector : QC 1

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保養及維修 Maintenance and Repair Service:

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　　　　　　　　2) 9/F., Block B, Peninsula Centre, 67 Mody Road, Tsim Sha Tsui, Kowloon, H.K.
　　　　　　　　3) 22/F, Parkview Centre, 7 Lau Li Street, Tin Hau, H.K
　　　　　　　　4) Avenida de Venceslau de Morais, No. 193-199, 5 andar-I, Edf.
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網址： http://www.shesc.com

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