

TROUBLESHOOTING

Batteries: over 60% of issues are discovered to be battery related. The best thing to do is purchase a set of brand new “AA” alkaline batteries to install in your door lock. You will save yourself a lot of trouble.

Door Jamb Alignment: Make sure the deadbolt and the hole in the door jamb line up so that there is minimal resistance on the deadbolt as it extends into the door.

Driver Bar Position: In step 3 of the installation, you are instructed to position the driver bar in the vertical position while the deadbolt is retracted. In step 5 of the installation, you are instructed to position the thumb turn according to which side the door latch faces. If these parts are not positioned according to the instructions, you will encounter issues such as the lock only working with the key in the cylinder, a jammed thumb turn, or a key that will not release from the cylinder. The best thing to do is remove the lock from the door and install the lock according to the instructions provided.

Keypad: If not connected securely, the keypad wire harness connection may come loose and cause some of the numbers to operate inconsistently. To confirm your door lock issue is not being caused by a loose keypad connection, press every number on the keypad and confirm every button beeps when pressed.

If some of the numbers are not beeping, remove the back module (*part B*) and inspect the wires for any pinches or tears. Make sure to check the wires coming from the keypad as well. Disconnect the wire harness and make sure the pins in the male connection are not bent out of alignment. Reconnect your wires and confirm every button on the keypad beeps when pressed.

If you are still having keypad issues after following our troubleshooting guide, call us for a replacement under warranty.

Function Test: If a passcode HAS NOT been successfully programmed, the lock WILL NOT operate using the keypad. Let's check if a passcode has been successfully programmed in the memory.

1. Unlock the door lock and open the door. Make sure you keep the door open while troubleshooting.
2. Press the LOCK button on the keypad 1 time and listen to the beeps:
 - If the lock beeps 3 times and does not lock, it does not have a passcode set in its memory. Refer to the programming page for instructions on adding a passcode.
 - If the lock produces a longer set of rapid beeps and either locks or does not lock the door, you have low batteries. Replace the batteries with a set of 4 premium “AA” alkaline batteries.
 - If the lock beeps 2 times and locks successfully, it has at least 1 passcode stored in its memory and is operating correctly.

**If you are unable to get your lock working
Please give us a call during business hours.**

**US Live Tech Support: 1-800-355-0157 M-F 9am - 5pm PST
Warranty shipments are always shipped promptly.**

WARRANTY Lifetime Warranty on Exterior Finish - 25 Years Mechanical Warranty - 1 Year Limited Electrical Warranty

MiProducts Corporation warrants to the original residential user of this product that it will be free from defects in materials and workmanship, under normal use, for 1 year from the date of purchase. User must provide a copy of original purchase receipt. This warranty Does Not Cover abuse or misused products or products used in commercial applications. All mechanical components carry a limited warranty, for a period of 25 years from the date of purchase. The Finish of the exterior of this lock carries a limited warranty of the lifetime of the unit against deterioration due to normal weather conditions. This warranty does not apply to locks that have been improperly installed, modified, put to a use other than designed, or subjected to acts of God (such as floods, lightning, earthquakes, etc.) This warranty is limited to repairing or replacing of this lock only at MiProducts Corporation's sole discretion. MiProducts Corporation will NOT be liable for the cost of installing, removing, nor reinstalling this product, nor direct, indirect, or consequential damages to persons or property resulting from the use of this product. This warranty only covers the cost of replacement parts or replacement units, it does not cover shipping & handling fees.

To implement this warranty please give us a call during business hours at 1-800-355-0157, or visit www.milocks.com.