

KS250 Smart Lock

Installation guide

For the KS250 keypad and lever smart lock, all finishes and all published backsets. Fitting is the same for both finishes.



Illustration, not to scale

BEFORE ANYTHING ELSE

This guide carries a document number and revision in the top corner of every page. If the copy in your hand and the copy on keylessolutions.nz disagree, the website copy is the current one.

SAFETY

Fit the lock with the door OPEN and keep it open until the mechanical key and a test code have both been proven. Drilling and chiselling put fragments at eye height: wear eye protection. This product is not a substitute for a fire rated assembly where one is required.

ESCAPE ROUTES AND FIRE DOORS: CHECK BEFORE YOU FIT

On a means of escape, Building Code solution C/AS2 clause 3.15.2 requires the door to be openable from the inside WITHOUT a key or other security device. Read that literally: the mechanical key override does NOT satisfy it, because using it means using a key. Do not treat the key as the compliant escape method. What complies is the fitted doorset as a whole, and that is for the designer or the building consent authority to confirm, not for us and not for you on site. On a fire rated doorset, hardware is not generically approved in New Zealand: it must be approved on that maker's doorset. Escape route, fire door, commercial or multi unit: stop and confirm before you cut. Altering a means of escape can require consent.

WHAT THIS LOCK IS

The KS250 opens by the TTLock app, a PIN code on the keypad, an RFID card, and a mechanical key. It has no fingerprint reader. Remote features need the Wi-Fi gateway, sold separately, and nothing in this installation requires one.

USB EMERGENCY POWER

A USB emergency power port is not published for this model, so the mechanical key is the backup. Keep a spare somewhere you can get to without going through this door, such as with a neighbour.

ANTI-LOCK BUTTON

The inside panel carries the anti-lock button, a slider between two padlock symbols. Show the owner where it is at handover. What each position does is still being confirmed, so this guide does not describe it.

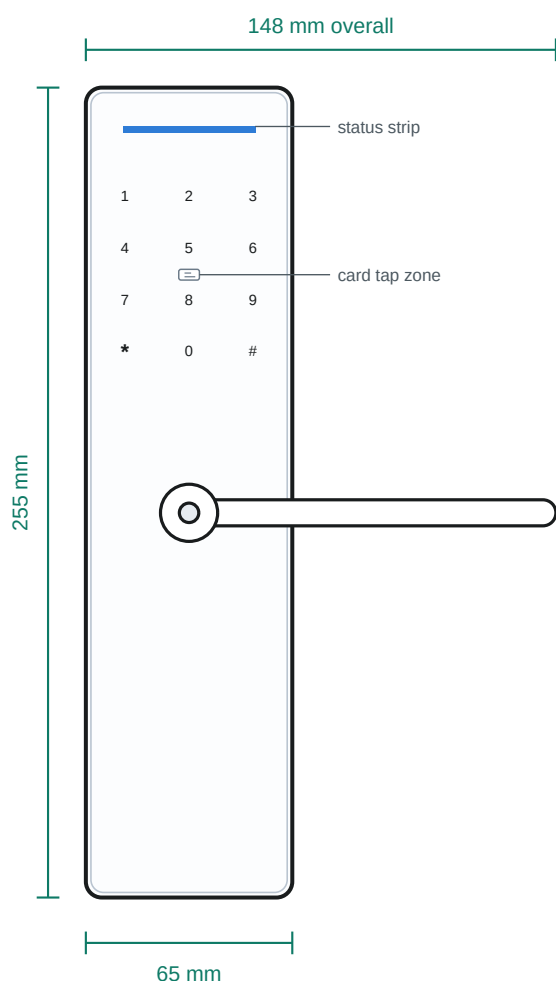
WARRANTY

Two year warranty, as published on keylessolutions.nz and subject to its conditions. The Consumer Guarantees Act applies separately to goods of a kind ordinarily bought for personal, domestic or household use and is not replaced by it. The manual in the box adds: do not unscrew the screw inside the handle hole when reversing the handle, or you will not have any warranty.

STUCK

Call 09 238 2377, or 027 8 ACCESS (222 377). Have the model, the backset and the door type ready and we will work it out with you. If something is not working, keylessolutions.nz/troubleshooting walks the common faults, worst first.

1 · The product and the numbers



Exterior unit, front elevation. The published envelope:

- Panel: 255 mm high x 65 mm wide (manufacturer drawing). To be confirmed with the manufacturer: another of our publications gives the width as 70 mm. Hold the lock itself against your marks before you cut anything.
- Overall with lever: 148 mm.
- Lever length: 135 mm, the lever alone.
- Lever projection: 48 mm from the panel face.
- Panel depth: 21 mm.
- Backsets published: 0, 30, 35, 40, 45, 50, 60 and 70 mm. Check the mortice case supplied before drilling anything.
- Batteries: 4 x AA, fitted in the interior unit.
- Weather rating IP65.
- Bluetooth 4.0 or above.
- Material: Aluminium alloy.
- Finishes: Black and Silver. Fitting is identical across finishes.

Tools

- Drill with bits to suit your door
- Sharp chisel and mallet (timber doors)
- Phillips screwdriver, tape measure, pencil
- Masking tape to hold the paper template

WHAT IS IN THE BOX

From the accessory list in the manual supplied with this lock: front lock, back plate, double latches mortice, battery cover, connecting pillar 30 or 35 mm, SPINDLE 80 mm, screws M4 x 30 and M4 x 45, strike plate, strike box (timber doors only), screw 4.2 x 25 mm (timber doors only), batteries, mechanical key and an M1 card. Check the lot is in front of you before you cut anything.

REVERSING THE HANDLE, AND THE WARRANTY

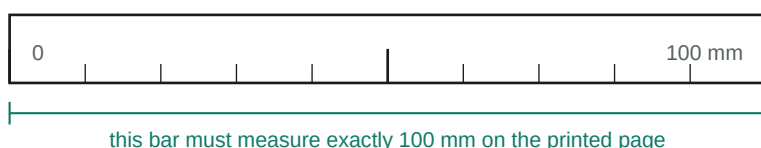
The handle is reversible: release the screw, turn the handle 180 degrees, refix. The manual supplied with this lock warns that you must NOT unscrew the screw inside the handle hole, and that if you do, you will not have any warranty. Set the direction before the lock goes on the door.

2 · The paper template, and proving your printer

READ THIS BEFORE YOU DRILL ANYTHING

The published envelope tells you whether the lock fits the door. It does not tell you where to drill. The card downloadable from keylessolutions.nz POSITIONS the lock and does not carry hole centres. Only the card packed in your box marks holes, cut for your exact backset. If the box card is missing or unreadable, call 09 238 2377 before you drill. Never transfer hole positions from another installation or from an older guide.

If you print a replacement template from the website, printers silently shrink pages unless told not to, and a template printed at “fit to page” puts every hole in the wrong place. Prove the scale before you mark the door.



- Print at 100% scale. In the print dialog this is the option that does NOT say fit, shrink, or scale to paper.
- Lay a ruler or tape along the printed bar above. It must read exactly 100 mm. This bar proves THIS page printed at full size. Check a replacement template the same way, against its own printed check bar.
- If it does not, do not use the print. Fix the print scale and print it again.
- Confirm the backset: the distance from the door edge to the centre of the spindle. It is the size the lock was ordered in, so check it against the mortice case supplied. Measure it in from the door edge and pencil a line down the door face.
- Sit the teal dashed centreline on that pencil line, at the height you want the lock and square to the door edge, then tape the sheet flat and mark around the outline with a sharp pencil. The lock is symmetrical across its width, so its centreline is the spindle line. Mark the inside face from the second outline, not by folding the sheet round the edge: the two outlines are not a door thickness apart.

THE BACKSET IS THE NUMBER THAT POSITIONS THE LOCK

The backset is the distance from the door edge to the centre of the spindle. It is the measurement that decides how far in from the edge the lock sits, and it is why this lock was ordered at the size it was. Check the size you ordered against the mortice case itself before you mark anything. If the two disagree, stop and call 09 238 2377.

MORTICE CASE OPTIONS · TO BE CONFIRMED

The full list of mortice cases in the range, and the spindle to cylinder pitch that goes with them, is still being confirmed. Until it is printed here, work from the case actually supplied with your lock and measure it rather than assuming a figure.

Published backsets for this model: 0, 30, 35, 40, 45, 50, 60 and 70 mm.

0 mm is how the option without a set backset is listed. What that option includes is still being confirmed, so call 09 238 2377 before ordering it. Every other figure is a backset in millimetres.

3 · Fitting, in order

- 1 Check the handing**

Stand on the OUTSIDE of the door. Hinges on your left is left-handed, on your right is right-handed. The lever can be set for either, and it is far easier to do before the lock is on the door. Follow the handing instructions in the manual in the box.
- 2 Position the lock from the card**

Tape the positioning card on the door at the height you want the lock, lined up as the card itself instructs, and mark around the outline. Mark hole centres ONLY if the card in your box carries them. The card published on keylessolutions.nz positions the lock and does not mark holes. Never measure hole positions off this guide, and never copy them from another door.
- 3 Drill and mortice**

Drill the marked holes square to the door face, working from both sides on a through hole so the exit does not break out. Mortice the door edge to the case supplied, and test fit before any fixing goes in.
- 4 Fit the mortice case**

Check the latch bevel faces the way the door closes, and reverse the bolt NOW if it does not. It cannot be reversed once the faceplate is screwed and the strike is cut. Then seat the case in the mortice and screw the faceplate flush with the door edge. The latch and the deadbolt must both move freely by hand before you go any further.
- 5 Fit the strike to the jamb**

Do NOT let the door latch shut: there is no lever on it yet. Tape the latch back, or transfer the latch and bolt centres to the jamb with the door open, then touch the door to without letting it catch. Mortice the jamb and fit the strike so both throw fully without being forced. Leave a little clearance and re-check once the door has settled. If the door has to be pulled or lifted to lock, adjust the keep, not the lock.
- 6 Run the cable and fit the spindle**

Pass the connecting cable from the exterior unit through its hole, never folded hard against the spindle, and seat the spindle through the mortice follower.
- 7 Hang the exterior unit**

Seat the exterior unit on the door, keeping the cable clear. It must sit flat against the door face with no rock. If it rocks, the door face is not flat and the fixings will pull it into a curve.
- 8 Fit the interior unit**

Check the cable is not trapped between the plate and the door: a pinched cable passes the bench test and fails a week later. Connect the cable to the interior unit BEFORE screwing anything down. Then fix the interior unit to the exterior unit with the machine screws supplied. Snug, not crushing.
- 9 Batteries and first test**

Fit the batteries in the interior compartment. With the door still OPEN, test the mechanical key, then the factory code printed in the manual, then turn the lever from both sides. Only close the door once all three work.

3 · Fitting, in order (continued)

10 Pair with the TTLock app

The lock pairs with the TTLock app, made by Hangzhou Sciener and free on the App Store and Google Play. Have the OWNER create their own account and add the lock while standing beside it, so the owner holds the administrator account rather than the installer. Adding the lock switches the factory code off: key in that factory code and check it is refused before you leave. On a rental or a sale it is that account, not the keys, that hands the lock over.

11 Enrol the cards and fobs

Add each RFID card or fob through the app while beside the lock, and label them as you go. Cards handed over without being enrolled will not open the door.

12 Hand over

Leave this guide, the keys and the cards with the owner, and write the backset on the handover record in section 4: it is the first thing anyone will ask for in five years.

4 · After fitting

The three questions every owner asks in the first month:

- Flat batteries: the mechanical key always works. A USB emergency power port is not published for this model, so keep a spare key somewhere you can get to without going through this door. Change all cells at once, with the door open.
- No internet: codes, cards and keys never depend on the internet. Only remote features do, and those need the separate Wi-Fi gateway.
- Selling or re-letting: transfer or reset the lock in the TTLock app BEFORE handover, or the old administrator keeps working access.

INSTALLERS: RELEASE THE LOCK BEFORE YOU LEAVE

If you added this lock to YOUR OWN TTLock account, you must delete it in the app while standing beside the lock, in Bluetooth range, before you leave site. Uninstalling the app does not release it. Deleting your account does not release it. If you skip this the owner cannot add the lock at all, and the only way out is a factory reset that wipes every code and every card.

4 · After fitting (continued)

HANDOVER RECORD

Leave this with the owner. Test with the door OPEN and tick: mechanical key ☐ admin code ☐ card or fob ☐ app unlock ☐

Model and finish

Backset fitted

Date fitted

Fitted by

Admin account holder

Owner's TTLock account email

Lock name in the app

Gateway serial, if fitted

Factory code refused (Y/N)

Cards or fobs enrolled

Keys handed over

Installer released lock (Y/N)