KEYLESS SOLUTIONS

KS250

Smart Lock

Installation and set-up guide

Hinged doors



Code, card, key or app.

Keep this guide with the lock.

KEYLESS SOLUTIONS

09 238 2377

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Before you start

Read this page first. If anything here is unclear, call us before you drill.

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You will need

- Pencil, square and masking tape
- Tape measure
- Drill, with 15 mm and 25 mm hole saws or bits
- A mortice bit or chisel for the 17.5 mm pocket
- Sharp chisels for the faceplate and strike rebates
- Screwdrivers
- Safety glasses

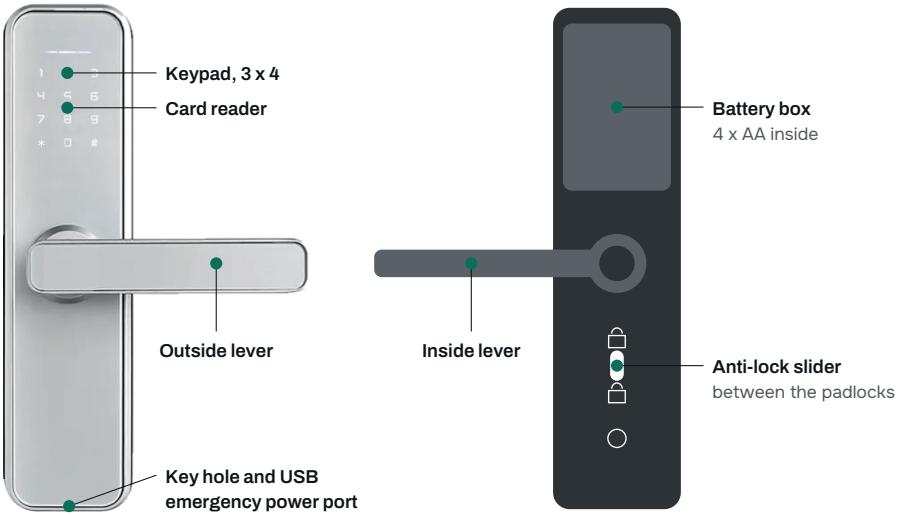
The 4 AA batteries come in the box.

Important

- Whoever will OWN the lock sets up the TTLock app. The account that adds the lock controls it, so an installer should never add it on their own phone.
- Test the key, a code and both levers with the door OPEN before you close it for the first time.
- Use the right tools and never force a part: strong force can damage the lock. Wear safety glasses when you drill.
- The door must be flat where the two units sit.
- Keep the paper drilling template packed with the case. For a backset other than 50 or 60 mm you mark the door from it (page 5).

Know your lock

The outside unit carries the keypad. The inside unit carries the batteries.



OUTSIDE

INSIDE

Four ways in

Code	Card or tag	TTLock app	Key
on the keypad	held on the reader	beside the door	in the bottom edge

The anti-lock slider

- On the inside unit, between the two padlocks. Slide it across and codes, cards and tags stop opening the door from outside, until you slide it back.

In the box

Check every part before you start. Do not begin without the fixing kit in front of you.

Part	Qty
Outside unit with lever and keypad	1
Inside unit with lever and battery cover	1
Mortice case, double latch, for the backset you ordered (none for 0 mm)	1
Spindle, 80 mm	1
Strike plate	1
Strike box (timber frames only)	1
Wood screws 4.2 x 25 mm (2 case, 2 strike)	4
AA batteries	4
Paper drilling template for the case (none for 0 mm)	1
Card drilling template and this guide	1 each

Also in the box: connecting pillars (30 mm and 35 mm), long screws (M4 x 30 and M4 x 45), keys, and a card or tag.

Pillars and screws for your door

Door thickness	Pillars	Long screws
35 to 40 mm	one 30 mm and one 35 mm	one M4 x 30 and one M4 x 45
41 to 55 mm	two 35 mm	two M4 x 45

Every door takes the one 80 mm spindle. Measure the door before you choose: the pillars and screws join the two units through it. Under 35 or over 55 mm thick: call us before you install.

Before you install

- Check the bag holds the pillars and long screws the table lists for your door. If anything is missing, call us on 09 238 2377 before you start.
- On a 35 to 40 mm door the two fixing points take one of each size. If it is not clear which goes where, call us before you install.

Check your door

Thickness. The KS250 suits doors 35 to 55 mm thick.

Stile. The outside unit is 255 mm tall and 21 mm deep. The flat face of the stile must take it, with room for the fixings.

Backset. The distance from the door edge to the centre of the lever. The case in the box is made for the backset you ordered, and the paper drilling template for that case is packed with it.

Backsets on the card, in mm

Backset	Faceplate rebate	Mortice pocket
50 mm case	180 x 22	105 x 17.5
60 mm case	241 x 22	175 x 17.5

Other backsets. The card carries the 50 and 60 mm backsets only. For any other backset, mark every hole from the paper template in the box.

No backset required. Ordered as 0 mm, the KS250 comes without a case, for a door that already has one. Call us on 09 238 2377 before you drill.

Try it in place first. Before you drill, hold the outside unit on the door at your backset: it must sit flat on the stile and clear the frame.

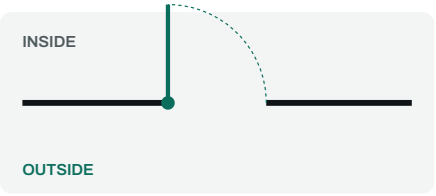
Tubular latch. The KS250 can also take a tubular latch in place of the mortice case: ask us before you order. If your lock came with one, follow the paper template in the box, not the drilling pages in this guide.

Your door and frame

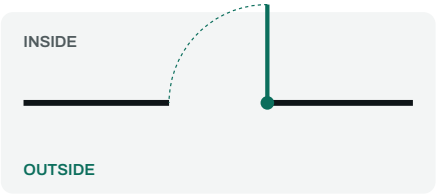
- Timber frame: the strike box fits behind the strike plate. Steel frame: no strike box.
- Hinged doors only, not sliding doors. Aluminium door or frame: ask us before you install.

Set the handing

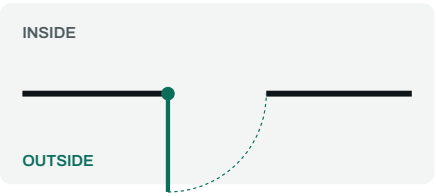
Stand OUTSIDE, where you unlock and walk in. Which side are the hinges, and does the door open away from you (push) or towards you (pull)? All four suit.



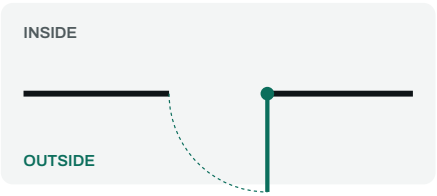
Left push



Right push



Left pull



Right pull

Set both levers on the bench, before installing

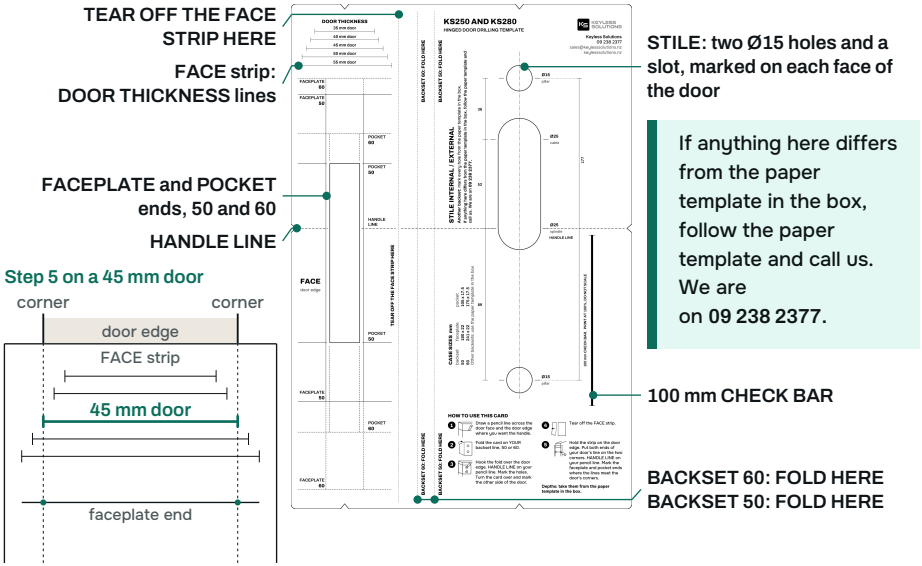
1. **Outside unit**
   Its lever must point towards the hinges. If it does not, undo the two reversing screws on the back of the unit, turn the lever 180 degrees and do the screws up again.
2. **Set the arrow to Double**
   Below the spindle, turn the selector arrow to Double, for a left or a right hand door. The case in the box is a double latch case.
3. **Inside unit**
   Its lever must point towards the hinges too. If it does not, release its screws, turn the lever 180 degrees to its other mark, R or L, and do the screws up again.

Do not take the lever apart

- Never undo the screw inside the handle hole.

Mark the door

Use the card template that came with this guide. It is true size: never scale it. Its 100 mm check bar must measure exactly 100 mm. Steps 1 to 5 are the card's own: the words in bold are printed on it.

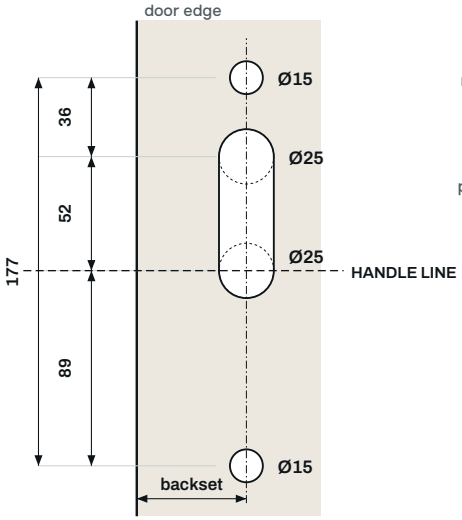


1. **Draw a pencil line across the door face and the door edge where you want the handle.**
2. **Fold the card on YOUR backset line, 50 or 60. Another backset: mark every hole from the paper template in the box.**
3. **Hook the fold over the door edge. HANDLE LINE on your pencil line. Mark the holes. Turn the card over and mark the other side of the door.**
4. **Tear off the FACE strip.**
5. **Hold the strip on the door edge. Put both ends of your door's line on the two corners. HANDLE LINE on your pencil line. Mark the faceplate and pocket ends where the lines meet the door's corners.**

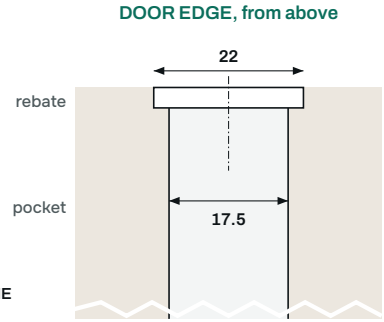
- **Depths: take them from the paper template in the box.**

Drill and cut the door

The same holes on both faces, all on the backset line. All sizes in mm. The card marks the holes for you.



DOOR FACE, both sides



Both centred on the door thickness. Cut the depth to suit the case.

Holes. Drill square to the door, halfway from each face, so neither side breaks out. Cut away between the two Ø25 holes to make one slot: the cable passes through it and must never be pinched.

Faceplate rebate. 22 mm wide, centred on the edge: 180 mm long on the 50 mm case, 241 mm on the 60 mm case.

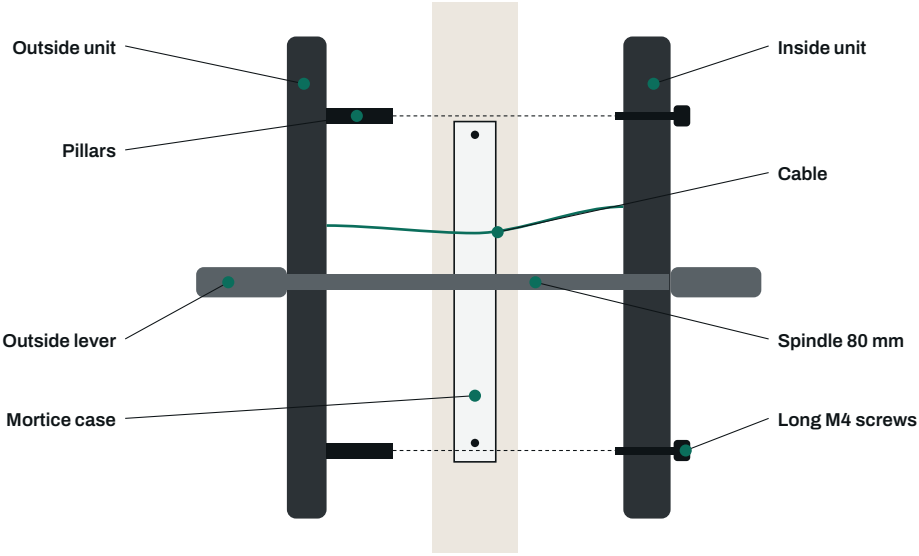
Mortice pocket. 17.5 mm wide, centred: 105 mm long on the 50 mm case, 175 mm on the 60 mm case.

Ends and depths. Cut to the faceplate and pocket ends you marked for your backset (page 7), and take the depths from the paper template. Cut the pocket deep enough for the whole case and the rebate so the faceplate sits flush: offer the case up as you go.

> If anything here differs from the paper template in the box, follow the paper template and call us. We are on **09 238 2377**.

Install the lock

Looking at the door edge. Parts are drawn pulled apart so you can see the order.



1 **Reverse the latch, on the bench**
Pull the latch shifting plate across, push the latch into the case and turn it 180 degrees, so its bevel faces the frame as the door closes. Never take the faceplate off.

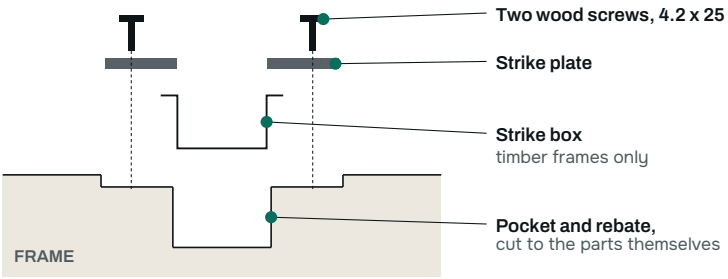
2 **Install the case**
Into the pocket, faceplate flush, with two 4.2 x 25 wood screws. The latch and bolts must move freely by hand.

3 **Pillars and outside unit**
Screw the two pillars into the back of the outside unit (sizes on page 4). Push the spindle through the case, feed the cable through the slot and offer the unit up, spindle in the lever.

4 **Inside unit**
Plug in the cable, then fix the inside unit to the pillars with the two long M4 screws. Snug, not crushing, and the cable never trapped.

Install the strike

On the door frame, once the lock is on the door and working by hand.



THE FRAME FROM ABOVE, parts pulled apart

1. **Find the latch and bolt**
   With the door open, carry the handle line across to the frame. Close the door gently to the stop and mark where the latch and bolt meet the frame.

2. **Mark round the strike**
   Hold the strike plate on the frame with its openings on those marks and draw round it.

3. **Cut and install**
   Timber frame: cut the pocket for the strike box and the rebate so the plate sits flush, then install the box and the plate with two 4.2 x 25 wood screws. Steel frame: there is no strike box. Call us before you fix the plate.

4. **Close it gently**
   The latch and bolt must go fully home without the door being pushed or lifted. If they will not, move the strike, never the lock.

Check before you go on, door still open

- The faceplate sits flush with the door edge.
- The latch and every bolt run smoothly by hand.
- The outside unit is upright, flat on the door and does not rock.
- The cable is not pinched anywhere.

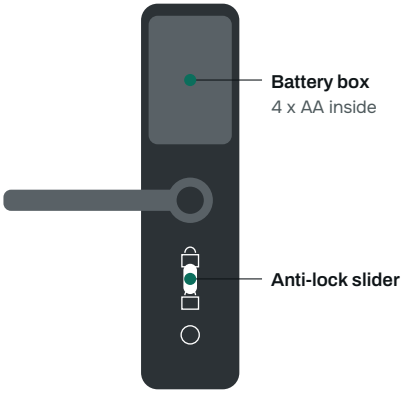
Power up and test

Keep the door OPEN for every test on this page.

1. **Batteries**
   Take the battery cover off the inside unit, put in the 4 AA batteries the right way round and put the cover back. Change all four together, and never mix old and new.
2. **The key**
   Try the key in the bottom edge of the outside unit. It must turn smoothly.
3. **Both levers**
   Try the levers from both sides. If one binds, loosen the unit, re-seat it and tighten again.
4. **The anti-lock slider**
   Slide it both ways. In one position codes and cards stop opening the door from outside: leave it in the other.
5. **Now set up the app**
   Add the lock to the owner's app (next page), make a code of your own and try it, door still open. Only then close the door.

Flat batteries

- Battery life is about 8,000 to 10,000 unlocks, roughly 8 to 12 months. Change them once a year anyway.
- If they go flat, hold a USB power bank on the USB emergency power port, on the bottom edge of the outside unit. It powers the lock so your code works. It does not open the lock and does not charge the batteries. Then change all four.
- Keep a key somewhere you can reach without going through this door.

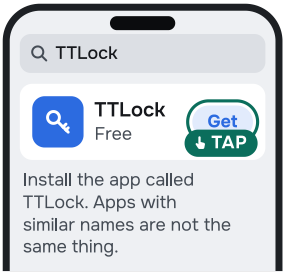


INSIDE UNIT

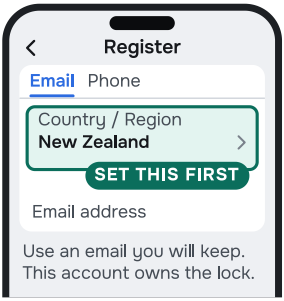
Set up the TTLock app

TTLock is free. Do this standing beside the lock with Bluetooth on, on the OWNER's phone.

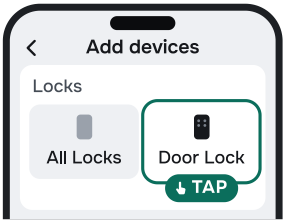
1. **Install TTLock**
   From the App Store or Google Play. Apps with similar names are not the same.
2. **Make an account**
   Your own email or mobile number, country New Zealand. This account owns the lock.
3. **Add the lock**
   Press +, choose Door Lock, then touch the keypad to wake the lock. Tap it when it shows a +.



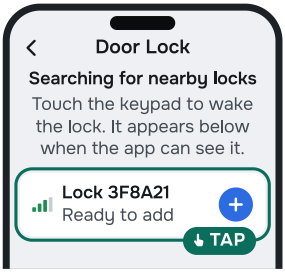
A Find TTLock



B Make an account



C Choose Door Lock



D Wake it, tap +

4. **Name it**
   Front door, not Lock_1.
5. **Try a code, door open**
   Make yourself a code (page 13) and try it before you close the door.

App screens are illustrations redrawn by Keyless Solutions in September 2026. Yours may look slightly different.

Give people access

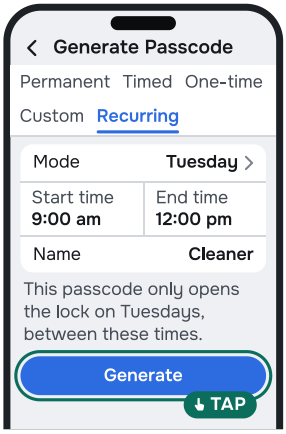
Everything here is done in the TTLock app by the owner.

Codes. Permanent, timed, one-time (6 hours) or recurring, for example a cleaner every Tuesday. You can also set your own. A new code must be used once within 24 hours of its start time.

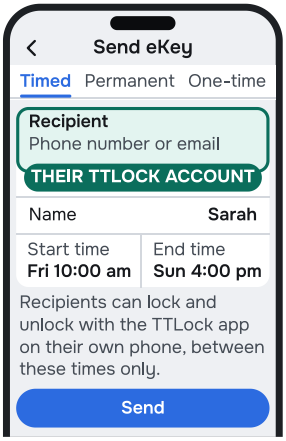
eKeys. For someone with the app on their own phone and their own TTLock account. Permanent or for set times. The owner can also make someone else an administrator.

Cards and tags. Enrol each one beside the lock and label it: one that is not enrolled opens nothing. For extra tags, dots or wristbands, ask us which suit this lock.

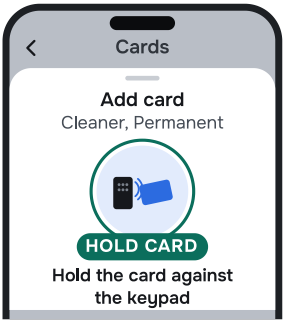
Records. See who came and went, how and when. Freeze or delete anyone at any time.



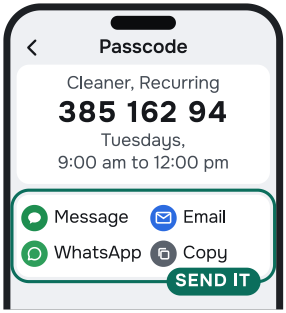
Make a code



Send an eKey



Enrol a card



Send it

Auto-lock and passage mode. Both are set in the app: auto-lock locks the door again after a delay you choose. Passage mode keeps it unlocked, all the time or for set hours.

Away from home

- Remote unlocking, remote code changes and lock status need the Wi-Fi gateway, sold separately. It plugs in indoors within range of the lock. Codes, cards and the key never need the internet.

App screens are illustrations redrawn by Keyless Solutions in September 2026. Yours may look slightly different.

Everyday use and care

Code. Touch the keypad to wake it, then key in your code.

Card or tag. Hold it on the card symbol in the middle of the keypad.

Phone. Open TTLock beside the door and press the round button.

Key. Into the bottom edge of the outside unit.

Anti-lock slider. On the inside unit, between the two padlocks. Slide it across and codes, cards and tags stop opening the door from outside, until you slide it back.

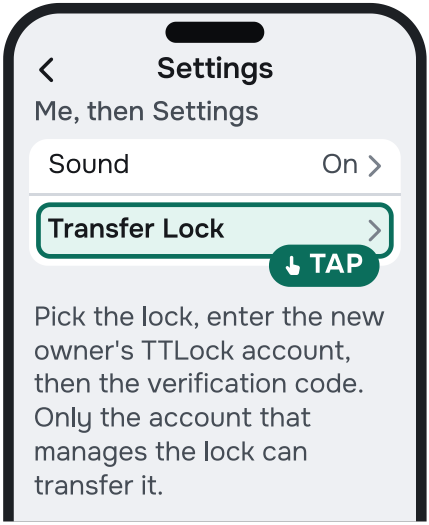
Care

- Batteries: good quality AA, all four at once, once a year, door open.
- Clean with clean water or a mild cleaner on a soft cloth. Never spray anything onto the lock, and keep water out of the electronics.

Moving out or selling

It is the ACCOUNT that owns the lock, not the keys. Before settlement, transfer the lock in the app to the new owner's TTLock account.

If you cannot transfer it: delete the lock in the app while standing beside it, then call us so the new owner can add it.



Settings, Transfer Lock

App screens are illustrations redrawn by Keyless Solutions in September 2026. Yours may look slightly different.

Reset and troubleshooting

New owner, or a lost account

- Transfer the lock in the app (page 14), or delete it in the owner's app, standing beside it.
- If the owner's account is lost, call us before you do anything else.

If something is not right

Code, card and tag do nothing	The anti-lock slider on the inside unit is across. Slide it back.
The door locks by itself	Auto-lock is on in the app. Lengthen the delay or use passage mode.
The app cannot find the lock	Stand at the door, Bluetooth and location on, touch the keypad to wake it, scan again.
A card or tag is lost	Delete it in the app. Without the gateway, do it standing at the door.
A card does nothing	It was never enrolled. Enrol it beside the lock.
Door must be pushed to lock	Adjust the strike, not the lock. Check the faceplate is flush and the unit does not rock.
Lever points the wrong way	Reversing screws, turn it 180 degrees, arrow to Double, inside lever to R or L (page 6).
Worked, then failed	Often a pinched cable. Put it back with the cable clear.
Flat batteries	Use the key, or a USB power bank on the emergency power port, then put in 4 fresh AA batteries (page 11).
Records show the wrong time	Use time calibration in the app.
Remote features stop	The gateway needs power and Wi-Fi in range. The lock still works at the door.
It speaks another language	Call us before you set it up and we will talk you through it.

Still stuck? Call us on 09 238 2377 or 027 8 ACCESS (222 377).

Specifications

Outside unit	255 mm tall, 21 mm deep
With lever	148 mm wide. Lever 135 mm long, 48 mm from the panel
Keypad	3 x 4 touch keys, card reader in the keypad
Opens by	Code, card or tag, TTLock app, key
Remote	With the Wi-Fi gateway, sold separately
Finishes	Black, Silver
Material	Aluminium alloy
Weather rating	IP65
Bluetooth	4.0
Power	4 x AA, in the inside unit
Emergency power	USB emergency power port, bottom edge
Battery life	8,000 to 10,000 unlocks, about 8 to 12 months
Door thickness	35 to 55 mm
Spindle	80 mm
Backset	As ordered: the card carries 50 and 60 mm
No backset required	Ordered as 0 mm: the lock only, no case
Mortice	Double latch mortice case
Handing	Left or right, push or pull

Warranty

Two years on the lock. Nothing in our warranty limits your rights under the Consumer Guarantees Act 1993.

KEYLESS SOLUTIONS

PHONE

09 238 2377

027 8 ACCESS (222 377)

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