



Heimgard

Entry Lock

User Manual and Installation Guide.

Version 1.1



App control requires
a Heimgard smart
home hub.

Thank You for Your Purchase!

Dear Valued Customer,

Thank you for choosing our smart lock. We're excited to welcome you to a smarter, more secure way of living. Whether you're upgrading your home, office, or any other space, your new lock is designed to deliver reliability, convenience, and peace of mind.

This manual will guide you through everything you need - from setup to daily use - to make the most of your new device. If you ever need support or have questions, our team is just a message away.

We appreciate your trust in us.

Welcome to the family.

The Heimgard Team



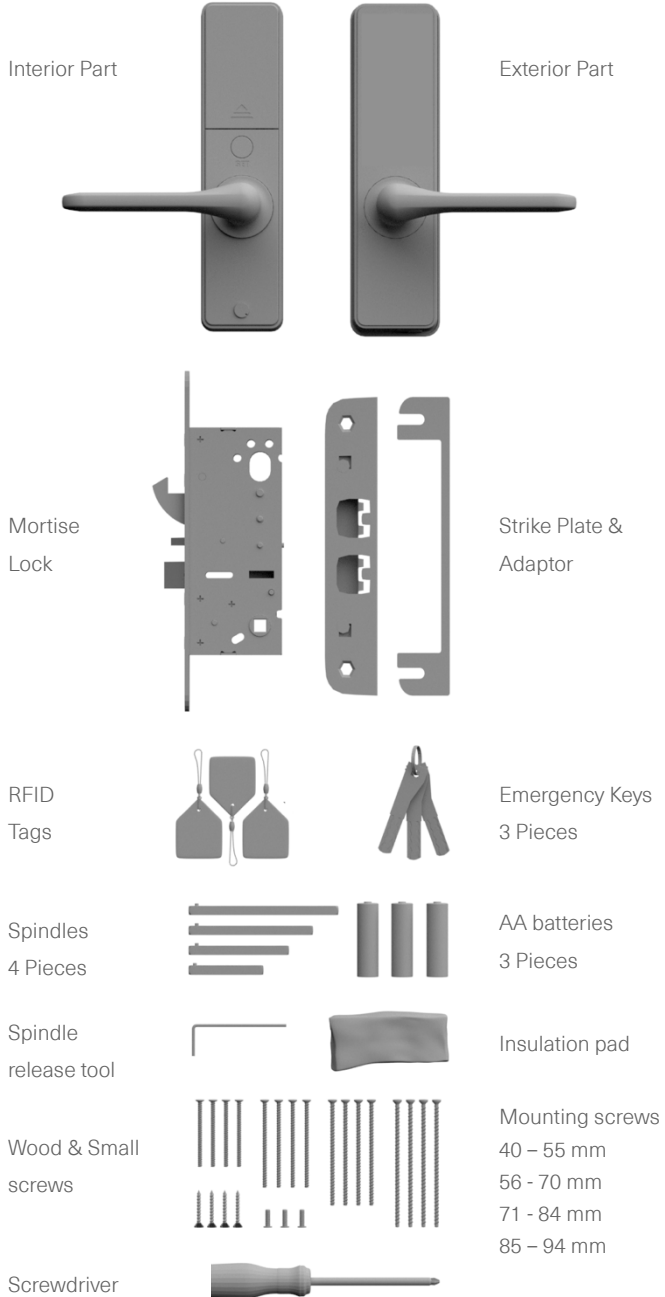
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1 What's in the box



2 Compatibility Checklist

- ✓ Does the door lock fit your door? The door lock is compatible with door leaf thickness from 40 - 94 mm.
- ✓ Does the strike plate fit? Measure the strike plate with you existing one to ensure it has the same dimensions. The one provided with this lock is 200 x 40 mm.
- ✓ **Mortise lock size:** Measure the mortise lock with your existing to ensure it has the same dimensions. The mortise lock follows the SS 817383 standard.
- ✓ **Single Point or Multipoint Lock?** This door lock is only compatible with single point locks when used with the provided mortise. It cannot be installed on doors with multipoint locking systems. If you're unsure what kind of lock your door uses, please refer to the illustration below.





3 Before you install the door lock

- ✓ Put the door lock emergency key in your pocket to avoid locking yourself outside while doing the installation.
- ✓ It is important to install the door lock with the door open. the door lock emergency key in your pocket to avoid locking yourself outside while doing the installation.
- ✓ Test the door lock after the installation is done, and before closing the door.
- ✓ Make sure you can unlock the door lock with the PIN code and emergency keys, before closing the door after the installation.

4 Mounting



IMPORTANT !

Before installing the lock, remove the spare keys and keep them in your pocket.

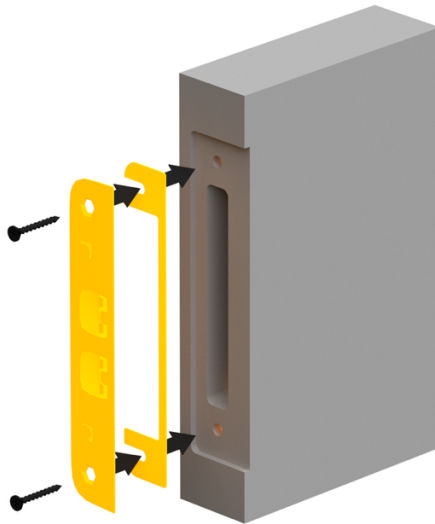
This precaution ensures you won't be locked out if you close the door without inserting the battery after assembly.

4.1 Strike Plate

It is important to use the new strike plate included with your door lock to ensure proper operation.

Installation Steps:

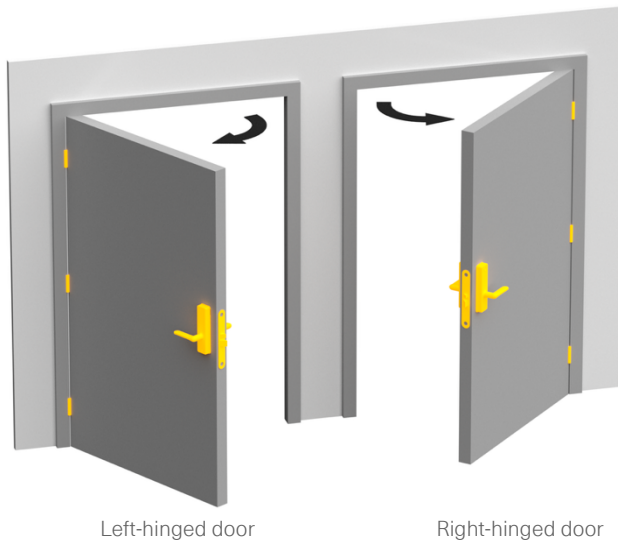
1. Remove the old strike plate by unscrewing it and pulling it out from the door jamb.
2. Install the new strike plate into the slot on the door jamb.
 - a. Ensure the gap between the strike plate and the mortise lock is no more than 2 mm.
 - b. If the gap is too large, use the included strike plate adapter to reduce it.



4.2 Mortise Lock

IMPORTANT !

To ensure correct operation, you must determine the door's hinge orientation and adjust the lock accordingly.



Step 1: Determine the Hinge Side

While standing outside your door (facing it from the exterior):

- If the hinges are on the left, you have a left-hinged door.
- If the hinges are on the right, you have a right-hinged door.

This applies to both inward- and outward-opening doors.



Step 2: Align the Lock According to Hinge Side

- If the lock is being installed on the left side of the door (as viewed from outside, facing it from the exterior), you have a right-hinged door. → Align the “R” with the direction arrow.
- If the lock is being installed on the right side of the door, you have a left-hinged door. → Align the “L” with the direction arrow.

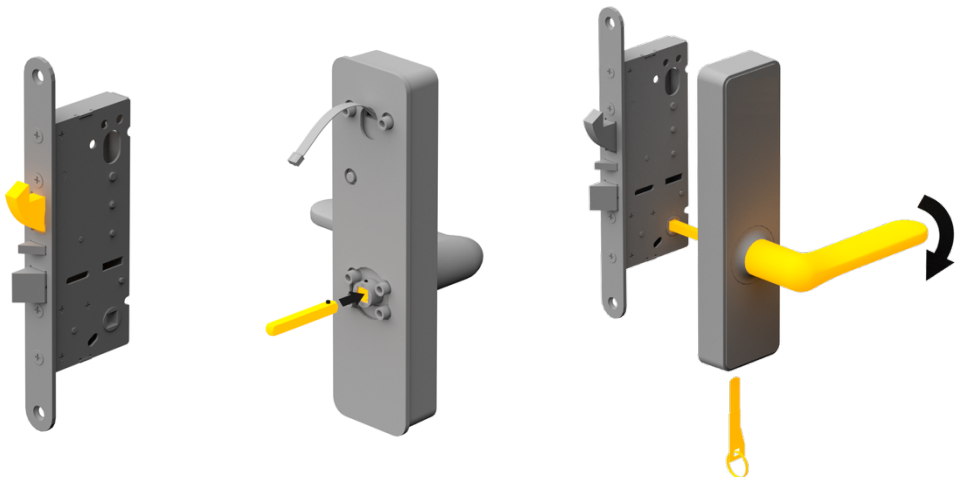
Step 3: Adjust the Mortise Lock to Match the Hinge Direction

1. Remove the old door lock and mortise lock.
2. Modify the new mortise lock:
 - a. Unscrew the front panel (4 screws) of the mortise lock.
 - b. Rotate the latch bolt and the auxiliary latch to match the correct hinge direction.
 - c. Reattach the front plate and secure it with the screws.

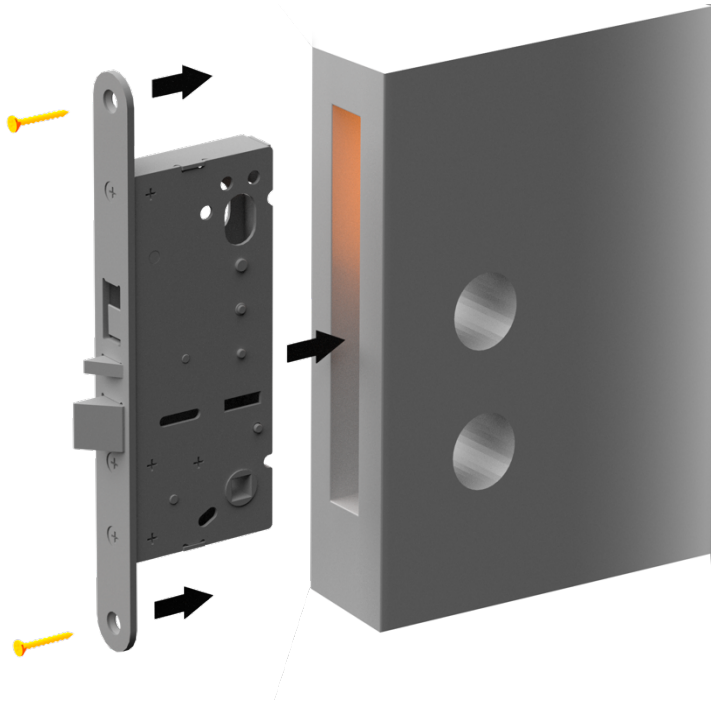
Please refer to image in the next page



If the hook bolt is out, follow these steps to put it back in to be able to unscrew the mortise lock plate.



3. Insert the new mortise lock in the door leaf and use screws that you removed from your old mortise lock.



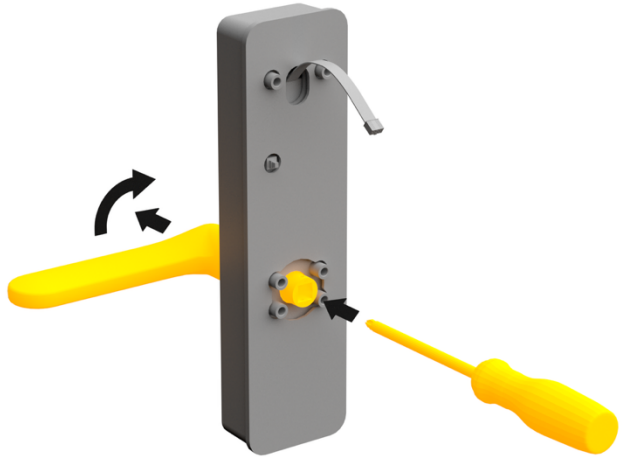
4.3 Adjust the handle direction (interior and exterior part)

Mount the door handle in the correct position based on your door configuration (left- or right-hinged):

1. Using a Phillips-head screwdriver, unscrew the handle mounting screw located on the backside of both the interior and exterior parts.

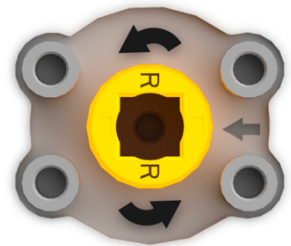
2. Carefully lift and rotate the handle to match the correct direction for your door.

3. Once repositioned, securely fasten the handle by tightening the mounting screw with the Phillips-head screwdriver.



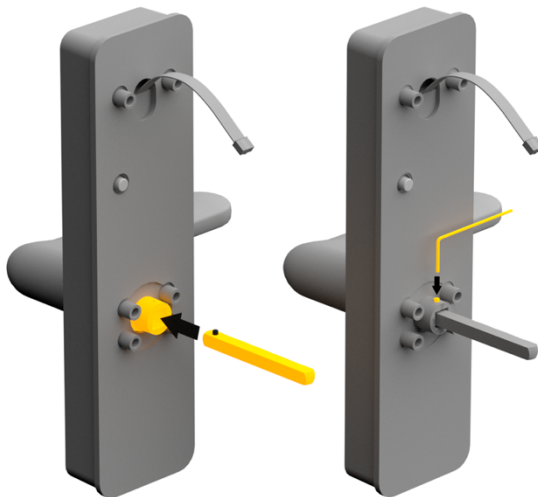
4. For right-hinged doors, ensure the “R” mark on the spindle rod cylinder aligns with the arrow indicator.

- For left-hinged doors, use the “L” mark in the same way.
- Refer to the alignment mark on the backplate to confirm the correct position.

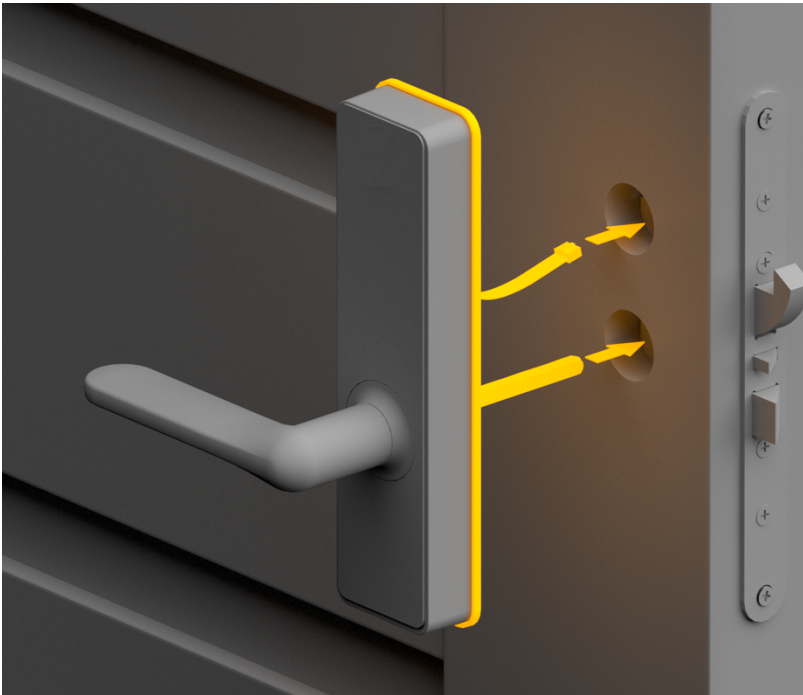


4.4 Exterior part

1. Attach the correct through spindle based on your door's thickness.
 - Lift and rotate the handle to match your door's orientation.
 - Ensure that the lock pin on the through spindle clicks securely into place.
 - If the spindle is too short or too long, use the included release tool to remove it, then insert the correct one.



2. Attach the rubber gasket to the back of the exterior unit.
 - Make sure you use the correct gasket—there is one for the exterior and a separate one for the interior.
3. Feed the cables and spindles through the door:
 - Pass the cable through the upper hole of the door and mortise lock.
 - Pass the square handle spindle through the lower hole.





NOTE I

When mounting the lock on your front door, be sure to use the included insulation material.

- Apply the insulation around both the top and bottom holes, specifically around the spindle area.
- This prevents the formation of a thermal bridge, which could otherwise lead to heat loss or condensation issues.

4.5 Interior part

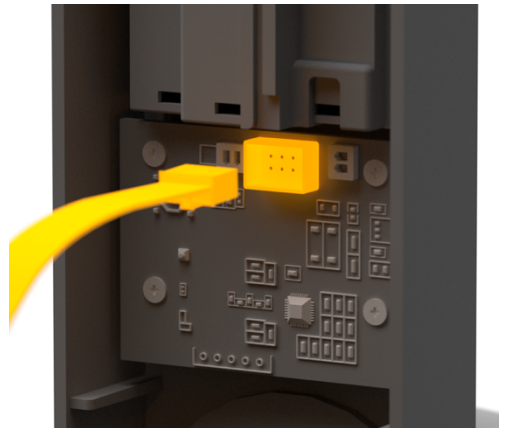
1. Attach the rubber gasket to the back of the mounting bracket.
2. Position the bracket correctly and secure it to the exterior unit by inserting it through the door and mortise lock, using the four supplied long machine screws.
 - Use the included Phillips-head screwdriver—do not use a power tool, as over-tightening may damage the bracket.
 - Select screws that match your door leaf thickness. Ensure at least 5 mm of thread engagement.
 - If the screws are too long, the lock won't sit flush. You can shorten the screws using a plier or cutter if necessary.



Mounting tip: Use both top holes, and select two of the four bottom holes that best align with the door and Mortise lock. .

3. Connect the cable from the exterior unit to the interior unit.

- The connector is keyed, so it will only fit in one direction.
- While connecting, carefully guide the remaining cord into the hole toward the mortise lock.
- Slide the interior unit fully onto the spindle, ensuring that the gasket is seated correctly and not pinched.



4. Remove the battery cover from the interior unit.
5. Secure the interior unit to the bracket using the three supplied small screws.
 - Tighten them gently with the Phillips-head screwdriver to avoid overtightening.



6. Insert the supplied batteries (3x AA 1.5V):
 - Ensure correct polarity:
 - The negative pole (–) should face upward in the middle battery slot,
 - and downward in the two side slots.

- Once batteries are inserted, re-attach the battery cover



7. Install the rubber plug to seal the battery compartment, and ensure the battery cover is securely in place.

Battery Life & Replacement

- Under normal use, the batteries are expected to last for approximately 12 months.
- The lock will emit several rapid beeps during unlocking to indicate low battery.
- If connected to a Heimgard Hub, you'll also receive a low battery alert via the app.

IMPORTANT !

Cold weather may significantly reduce battery performance. In low temperatures, batteries may drain faster or behave inconsistently.

To prevent this, make sure to use the included insulation materials and apply them properly during installation — especially around the spindle and internal housing. This helps maintain battery temperature and prolong performance in harsh climates.



5 Adjustments

1. Use the strike plate adapter if needed:
 - If the gap between the strike plate and the mortise lock exceeds 2 mm, install the included strike plate adapter.

To do this:

1. Loosen the strike plate slightly,
 2. Slide the adapter behind the strike plate,
 3. Then retighten the strike plate mounting screws.
2. Check for flush alignment:
 - If the door lock, mortise lock, and strike plate are not sitting flush, the door leaf may be misaligned.
 - In this case, refer to your door manufacturer's instructions on adjusting or leveling the door to ensure a proper and secure fit.

6 Checklist before closing the door

IMPORTANT !

Before closing the door for the first time, follow these steps to ensure the lock is correctly installed and functioning:

- ✓ Test the inner handle:
 - Turn the interior handle. It should move smoothly and retract the latch bolt on the mortise lock.
 - If it doesn't, the lock might be misaligned or mounted at an angle, and you'll need to adjust it.
- ✓ Test the hook bolt:
 - Push in the trigger pin (the smallest pin) on the mortise lock.
 - The hook bolt should pop out automatically.
 - Turn the inner handle fully to return the lock to the unlocked position - both the hook bolt and latch bolt should retract.
- ✓ Activate and test the exterior handle:
 - Insert the emergency key into the exterior handle and turn it 90°.

- The exterior handle should now be active.
 - Repeat steps 1 and 2 using the exterior handle.
 - Return the key to its original position and remove it.
 - Important: Keep the emergency key in your pocket during installation.
- ✓ Function test (door still open):
- Enter the default PIN code: 1234, then press # on the exterior keypad.
 - The lock should unlock, flash green, and emit a beep to confirm. This means it's ready for operation.
- ✓ Close the door and test bolt engagement:
- With the door now closed, check that the hook bolt pops out fully.
 - If it does not, the gap between the door and the strike plate may be too wide.
 - In that case, use the included 2mm spacer behind the strike plate.
 - If the issue persists, adjust the strike plate position to ensure the bolts

7 Door Lock Settings - Menu

The Function Button is the only physical button located on the interior unit of the lock. It is clearly marked with the word “SET”.

You will use this button during setup, pairing, and advanced configuration steps throughout the manual.

1	Zigbee	1. Inclusion 2. Exclusion
2	Master Pin	Default Master PIN User 00 code: 1234 Master PIN is allocated to User 00 1. Add new code
3	User Pin	User PINs allocated to User 01-39 1. Add new code 9. Delete code
4	RFID Tags	Is allocated to User 01-39 1. Add new tag 9. Delete
6	Auto Lock Settings	1. Enable/Disable 2. Auto lock time/duration 3. Temp. disabled auto lock for 60 min
7	LED Settings	LED brightness Increase/decrease
8	Volume Settings	Sound volume Increase/decrease
10	PIN Concealment	1. Enable/disable

8 Zigbee Inclusion

To connect your smart lock to the Zigbee network, start by adding the device in the Heimgard app.

Steps to Pair:

1. In the app, go to “Add Device” and begin scanning for new devices.
2. On the lock’s interior unit, press and hold the Function (SET) button for 3 seconds.
3. Enter your Master PIN, then press [*].
4. Press [1], then press [*].
5. Press [1], then press [*].
6. The touchpad will blink green to confirm successful pairing.

9 Zigbee Exclusion (Remove from Network)

To remove your lock from an existing Zigbee network:

1. Press and hold the **function button** (marked “SET”) on the interior part for **3 seconds**
 2. Enter your [**Master PIN**], then press [*****]
 3. Press [**1**], then [*****] to access the radio settings
 4. Press [**9**], then [*****] to initiate exclusion
 5. The **touchpad will blink green** to confirm a successful exclusion
- ✓ Your lock has now been removed from the Zigbee network.

Re-adding later? Follow the Zigbee inclusion steps in section 8 to rejoin the network.

10 Register new Master PIN

The Master PIN is used to manage settings and grant administrative access to the lock.

User 00 is always reserved for the Master PIN and cannot be changed to a different user number.

Steps to Change the Master PIN:

1. On the interior unit, press and hold the Function (SET) button for 3 seconds.
2. Enter the current **Master PIN**, then press [*].
 - (Default Master PIN is 1234)
3. Press [2], then [*] to enter the **access menu**.
4. Press [1], then [*] to select **Add/Edit User Code**.
5. Enter [00], then [*] — this is the **Master User ID**.
6. Enter your **new Master PIN**, then press [*].
7. Re-enter the same **Master PIN**, then press [*].
8. Confirm and **save** the new PIN by pressing [#].

Example: Changing Master PIN to 5678

1. Press and hold Function (SET) button → (3 seconds)
2. Enter: 1234 [*] (Default Master PIN)
3. Enter: 2 [*] (Access menu)
4. Enter: 1 [*] (Add/Edit User Code)
5. Enter: 00 [*] (Master User)
6. Enter: 5678 [*] (New Master PIN)
7. Enter: 5678 [*] (Repeat New PIN)
8. Press [#] to **save**

✓ The new Master PIN is now set to 5678.

11 Add a New User PIN

You can register up to 39 individual user PIN codes (User IDs from 01 to 39).

Each user PIN can be used to unlock the door and should be kept secure.

Steps to Add a New User PIN:

1. On the interior unit, press and hold the Function (SET) button for 3 seconds.
2. Enter the Master PIN, then press [*].
3. Press [2], then [*] to enter the access menu.
4. Press [1], then [*] to access Add/Edit User Code.
5. Enter a User ID between 01 and 39, then press [*].
6. Enter the new User PIN, then press [*].
7. Confirm and **save** by pressing [#].

Example: Add User 03 with PIN 5670

1. Press and hold Function (SET) button → (3 seconds)
 2. Enter: 1234 [*] (Master PIN)
 3. Enter: 2 [*] (Access menu)
 4. Enter: 1 [*] (Add/Edit User Code)
 5. Enter: 03 [*] (User ID)
 6. Enter: 5670 [*] (New User PIN)
 7. Press [#] to save
- ✓ User 03 is now added and can unlock the door using PIN 5670.



12 Delete a User PIN

You can delete any individual user PIN (User IDs 01–39) or remove all user PINs at once if needed.

Note: The Master PIN (User 00) cannot be deleted.

Steps to Delete a User PIN:

1. On the interior unit, press and hold the Function (SET) button for 3 seconds.
2. Enter your Master PIN, then press [*].
3. Press [2], then [*] to enter the access menu.
4. Press [9], then [*] to access the delete function.
5. Enter a User ID (01–39) to delete an individual PIN, then press [*].
 - Or enter [00] [*] to delete all user PINs.
6. Confirm the deletion by pressing [#].

Example: Delete User 03

1. Press and hold Function (SET) button → (3 seconds)
 2. Enter: 1234 [*] (Master PIN)
 3. Enter: 2 [*] (Access menu)
 4. Enter: 9 [*] (Delete function)
 5. Enter: 03 [*] (User ID)
 6. Press [#] to confirm deletion
- ✓ User 03's PIN has now been removed from the lock.

13 Add an RFID Tag

You can register up to 39 RFID tags, assigning each to a unique user ID (01–39). These tags allow for quick, contactless unlocking.

Steps to Add an RFID Tag:

1. On the interior unit, press and hold the Function (SET) button for 3 seconds.
2. Enter your Master PIN, then press [*].
3. Press [4], then [*] to access the RFID menu.
4. Press [1], then [*] to enter add mode.
5. Enter a User ID (01–39), then press [*].
6. Scan the RFID tag near the reader. A beep will confirm successful registration.

Example: Add RFID Tag for User 05

1. Press and hold Function (SET) button → (3 seconds)
 2. Enter: 1234 [*] (Master PIN)
 3. Enter: 4 [*] (RFID menu)
 4. Enter: 1 [*] (Add RFID tag)
 5. Enter: 05 [*] (User ID)
 6. Scan tag near reader
- ✓ Tag is now registered to User 05.



14 Delete an RFID Tag

You can delete a specific RFID tag by user ID, or remove all registered tags if needed.

The Master PIN (User 00) cannot be assigned or deleted via RFID.

Steps to Delete an RFID Tag:

1. On the interior unit, press and hold the Function (SET) button for 3 seconds.
2. Enter your Master PIN, then press [*].
3. Press [4], then [*] to access the RFID menu.
4. Press [9], then [*] to enter delete mode.
5. Enter a User ID (01–39), then press [*] to delete a specific tag.
 - Or enter [00], then [*] to delete all RFID tags.
6. Confirm deletion by pressing [#].

Example: Delete RFID Tag for User 05

1. Press and hold Function (SET) button → (3 seconds)
2. Enter: 1234 [*] (Master PIN)
3. Enter: 4 [*] (RFID menu)
4. Enter: 9 [*] (Delete tag)
5. Enter: 05 [*] (User ID)
6. Press [#] to confirm deletion

✓ Tag for User 05 has been removed.

15 Auto Lock Functionality

By default, your smart lock is equipped with Auto Lock enabled. This means the lock will automatically engage 5 seconds after the lock is unlocked, ensuring your home remains secure—even if you forget to lock it manually.

If you disable Auto Lock permanently, you can still lock the door manually:

- From inside: Press and hold the SET (Function) button on the interior unit for 2 seconds.
- From outside: Enter your PIN code, then press [#] to lock the door.

You can enable or disable the Auto Lock feature as per the instructions below.



15.1 Enable or Disable Auto Lock

The Auto Lock feature is enabled by default and will automatically lock the door 5 seconds after unlocking. You can disable or re-enable this feature through the settings menu.

Steps to Enable/Disable Auto Lock:

1. Press and hold the Function (SET) button on the interior unit for 3 seconds.
2. Enter your Master PIN, then press [*].
3. Press [6], then [*] to enter the settings menu.
4. Press [2], then [*] to select the exterior unit.
5. Press [1], then [*] to access the Auto Lock on/off menu.
6. Select one of the following:
 - Press [1], then [*] to enable Auto Lock
 - Press [2], then [*] to disable Auto Lock
7. Press [#] to save your settings.

Default setting: Auto Lock is enabled with a 5-second delay.



15.2 Set Auto Lock Duration

Customize the delay before the lock automatically engages after the door is closed.

Steps to Adjust Auto Lock Delay Time:

1. Press and hold the Function (SET) button for 3 seconds.
2. Enter your Master PIN, then press [*].
3. Press [6], then [*] to enter the settings menu.
4. Press [2], then [*] to select the exterior unit.
5. Press [2], then [*] to access the Auto Lock duration menu.
6. Enter your desired delay in seconds, then press [*].
 - (Example: enter 180 for a 3-minute delay)
7. Press [#] to save the setting.

15.3 Temporarily Disable Auto Lock

This feature allows you to pause Auto Lock for 60 minutes, which can be useful during short periods of frequent access (e.g., unloading groceries, guests arriving, etc.).

Steps to Temporarily Disable Auto Lock:

1. Press and hold the Function (SET) button on the interior unit for 15 seconds.
2. The lock will unlock automatically to confirm that Auto Lock is now temporarily disabled.

✓ Auto Lock is now paused for 60 minutes.

After 60 minutes, the lock will:

- Re-enable Auto Lock, and
- Automatically relock the door (if closed).

Note: This setting is temporary only and cannot be extended or repeated until the initial 60-minute window has expired.

Need to Lock the Door During This Period?

If you need to manually lock the door while Auto Lock is temporarily disabled (for example, if you're leaving during the 60-minute window), you can override the temporary setting:

- From **outside**: Enter your PIN code, then press [#].
- From **inside**: Press and hold the SET button for 2 seconds.

This allows you to lock the door at any time, even while Auto Lock is paused.

16 LED Brightness Settings

Adjust the brightness of the LED touchpad to suit different environments or personal preferences.

(Lower settings may help save battery life.)

Steps to Adjust LED Brightness:

1. Press and hold the Function (SET) button on the interior unit for 3 seconds.
2. Enter your Master PIN, then press [*].
3. Press [7], then [*] to open the LED brightness menu.
4. Select your preferred brightness level:
 - Press [1], then [*] → OFF
 - Press [2], then [*] → Low
 - Press [3], then [*] → Medium
 - Press [4], then [*] → High
5. Press [#] to save your setting.



17 Volume Settings

Control the **beep volume** for keypresses and lock/unlock sounds.

Steps to Adjust Volume:

1. Press and hold the Function (SET) button for 3 seconds.
2. Enter your **Master PIN**, then press [*].
3. Press [8], then [*] to open the volume settings menu.
4. Select your preferred volume level:
 - Press [1], then [*] → OFF (mute)
 - Press [2], then [*] → Low
 - Press [3], then [*] → Medium
 - Press [4], then [*] → High
5. Press [#] to save your setting.

18 PIN Concealment Mode

This feature allows you to enter random digits before or after your actual PIN, as long as the correct PIN digits appear in sequence.

It helps protect your code from being observed by others.

Example:

If your PIN is 5678, you can enter:

→ 983567823 or 56784579 — both will unlock the door.

Steps to Enable or Disable PIN Concealment Mode:

1. Press and hold the Function (SET) button on the interior unit for 3 seconds.
2. Enter your Master PIN, then press [*].
3. Press [10], then [*] to open the PIN Concealment settings menu.
4. Select:
 - Press [1], then [*] to Enable (default)
 - Press [2], then [*] to Disable
5. Press [#] to save your setting.



19 How to Operate Your Door Lock

Your Heimgard Smart Lock can be operated in several secure and convenient ways:

1. PIN Code Entry

- Tap the touch display — it will light up in bright blue.
 - Enter your PIN code, then press [#].
 - You will hear a click and the motor as the lock activates the handle.
- ✓ Now open the door.

2. RFID Tag

- Touch the RFID tag near the RFID logo on the exterior keypad.
 - You will hear a click as the lock activates the handle.
- ✓ Now open the door.

3. Mobile App

- Open the Heimgard app.
- Tap the unlock button.
- You will hear a click as the lock activates the handle.

✓ Now open the door.

4. Function (SET) Button – Interior Unit

Action	Function
Press & hold for 2 seconds	Manually lock or unlock from inside (if Auto Lock is off)
Press & hold for 3 seconds	Enter the settings menu
Press & hold for 15 seconds	Temporarily disable Auto Lock for 60 minutes

20 Batteries

Your smart lock is powered by 3 x AA 1.5V batteries and will notify you when battery power is running low.

Low Battery Warning:

- When you enter your PIN code, the lock will emit eight quick beeps to indicate low battery.
- You should replace the batteries as soon as possible to avoid lockout.

How to Replace the Batteries:

1. Remove the battery cover on the interior unit of the lock.
2. Take out the old batteries and insert 3 new AA 1.5V batteries, ensuring correct polarity (+ and -).
3. Reattach the battery cover.

No reprogramming is needed.

All user settings, PIN codes, and RFID tags are retained during battery replacement.



Battery Disposal Notice:

IMPORTANT !

Please do not discard used batteries in household waste.

Dispose of batteries at your nearest battery recycling point or electronic waste facility, in accordance with local regulations.

Used batteries may be harmful to the environment and should be handled responsibly.

21 Factory Reset

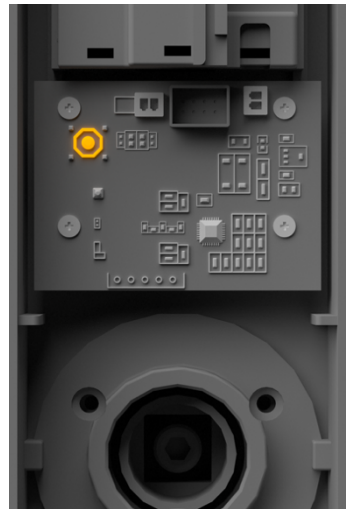
If your smart lock is not responding or experiencing persistent issues, you may need to perform a factory reset.

This will erase all stored data, including PIN codes, RFID tags, and settings.

Important Notice Before Resetting:

The reset button is located on the PCB (circuit board) on the interior unit, which is only accessible by unscrewing the interior unit first.

You must dismount at least the inside part of the lock to reach the reset button.



How to Perform a Factory Reset:

1. Unscrew the interior unit of the lock (3 small screws).
 2. Carefully remove the interior part of the lock from the metal plate to expose the PCB inside.
 3. Locate the small RESET button on the circuit board.
 4. Press and hold the RESET button for 2 seconds.
 5. The keypad on the exterior unit will beep twice and flash GREEN to confirm the reset.
- ✓ Your lock has now been restored to factory settings and is ready for new setup.

22 Need Help?

We're here to support you.

- Website: heimgard.com
- Email: support@heimgard.com
- Telephone: +47 649 44 422
- Facebook: facebook.com/heimgardnorge

For detailed documentation, video guides, and frequently asked questions, visit heimgard.com.

23 Important Safety Information

Please read these instructions carefully and follow all safety guidelines.

23.1 General Use

- Only clean with a dry, soft cloth.

Avoid using household cleaners or solvents, which may damage the device's finish.

- Do not install the lock near heat sources, such as radiators, stoves, or heat registers.



- Do not use the device near water or in extremely humid environments.
- All servicing must be performed by qualified personnel.
 - Servicing is required if the unit has been damaged in any way.

Operating Temperature

Location	Temperature Range
Exterior Unit	-35 °C to 40 °C
Interior Unit	0 °C to 40 °C

Ingress Protection (IP Rating)

Component	Rating
Interior Unit	IP21
Exterior Unit	IP65
Mortise Lock	IP55

23.2 Product Disposal

This product is classified as electronic waste and must be recycled properly at the end of its life.

Do not dispose of this product with regular household waste.
Contact your local recycling facility for guidance.



23.3 Regulatory Compliance (EU)

This product has been tested and found to be in compliance with the requirements of the European Radio Equipment Directive (RED) 2014/53/EU.

Applied Standards and Test Reports

Directive	Standard(s) & Version
Article 3.1a) – Health	EN 50663:2017EN 62479:2010
Article 3.1a) – Safety	EN 62368-1:2014 + A11:2017
Article 3.1b) – EMC	EN 55032:2015 + A11:2020EN 55035:2017 + A11:2020EN IEC 61000-3- 2:2019EN 61000-3-3:2013 + A1:2019ETSI EN 301 489-1 V2.2.3 (2019- 11)ETSI EN 301 489-17 V3.2.4 (2020-09)
	ETSI EN 300 328 V2.2.2 (2019-07)
Article 3.2 – Radio	ETSI EN 300 328 V2.2.2 (2019-07)

This product complies with the essential requirements and other relevant provisions of the RED 2014/53/EU Directive.

CE Declaration

A Declaration of Conformity (DoC) is available upon request.

24 Shortcut Table

Function	Input Sequence	Notes
Unlock (PIN)	Touch display → Enter PIN → [#]	Touchpad lights blue. PIN must be valid.
Unlock (RFID Tag)	Present tag to RFID logo	Tag must be registered to a user ID.
Unlock via App	Open Heimgard App → Tap Unlock	Requires Bluetooth/Zigbee connection.
Manual lock/unlock inside	Press & hold SET (2 sec)	Works only if Auto Lock is disabled.
Enter Setup Menu	Hold SET (3 sec) → Enter Master PIN → [*]	Use for all configuration changes.
Temporarily disable Auto Lock 60 minutes	Hold SET (15 sec)	Disables for 60 minutes. Auto Lock reactivates after.



Add User PIN	[3s] + Master PIN + [*] + [2]* + [1]* + User ID + PIN* + [#]	PIN must be 4–10 digits.
Delete User PIN (0 for all users)	[3s] + Master PIN + [*] + [2]* + [9]* + User ID or 0 + [*] + [#]	Use 0 to delete all users.
Change Master PIN User 00	[3s] + Master PIN + [*] + [2]* + [1]* + 00* + new PIN* + repeat PIN* + [#]	Master PIN is always user 00.
Add RFID Tag	[3s] + Master PIN + [*] + [4]* + [1]* + User ID → Scan Tag	Confirm beep and green blink.
Delete RFID Tag (0 for all tags)	[3s] + Master PIN + [*] + [4]* + [9]* + User ID or 0 + [*] + [#]	Use 0 to delete all tags.
Enable Auto Lock	[3s] + Master PIN + [*] + [6]* + [2]* + [1]* + [1]* + [#]	Exterior unit only.
Disable Auto Lock	[3s] + Master PIN + [*] + [6]* + [2]* + [1]* + [2]* + [#]	Exterior unit only.



Set Auto Lock Duration	[3s] + Master PIN + [*] + [6]* + [2]* + [2]* + seconds [*] + [#]	e.g., 180 = 3 min.
Adjust LED Brightness	[3s] + Master PIN + [*] + [7]* + [1-4]* + [#]	[1]=Off, [2]=Low, [3]=Mid, [4]=High
Adjust Volume	[3s] + Master PIN + [*] + [8]* + [1-4]* + [#]	Same options as LED.
Enable PIN Concealment	[3s] + Master PIN + [*] + [10]* + [1]* + [#]	Default is ON.
Disable PIN Concealment	[3s] + Master PIN + [*] + [10]* + [2]* + [#]	
Factory Reset	Dismount unit → Press RESET on PCB (2 sec)	Beeps twice + green blink = success.

25 Troubleshooting guide

If you experience issues with your smart lock, refer to the table below for possible causes and recommended solutions. This guide covers the most common troubleshooting steps for fast, confident resolution.

Issue	Possible Cause	Solution
Lock doesn't respond after code entry	Low or dead batteries	Replace with 3x AA 1.5V alkaline batteries
Cannot enter setup mode	Master PIN is incorrect or not confirmed with [*]	Double-check your Master PIN and press [*] after entering
RFID tag doesn't unlock door	Tag not registered to a user	Re-register the tag to a valid user ID (01–39)
Cannot add more PINs	User memory full	Up to 39 users supported. Delete unused users to free space
App won't connect to lock	Out of Bluetooth/Zigbee range or not paired	Move closer or reset pairing. Ensure Zigbee/Bluetooth is enabled



Auto lock not working	Feature disabled or timeout too short	Enable Auto Lock in settings and set a longer delay if needed
Hook bolt does not engage	Misalignment with strike plate	Adjust strike plate or use 2mm spacer to ensure proper fit
Display doesn't light up	Touch sensor unresponsive or batteries drained	Tap again firmly or replace batteries

26 Thank You for Choosing Heimgard

We sincerely thank you for choosing a Heimgard Smart Lock.

Your new smart lock is built with Scandinavian security, intuitive design, and connected convenience - so you can feel safe, in control, and at home, wherever you are.

Should you ever need help, updates, or guidance, we're always here for you:

- Website: heimgard.com
- Email: support@heimgard.com
- Phone: +47 649 44 422
- Facebook: facebook.com/heimgardnorve

We hope your Heimgard experience is seamless and secure — and that your lock becomes one of the easiest parts of your everyday life.