

Alfred

Frequently Asked Questions

Installation

Q: Is my door suitable for installation?

A: The DB series can be installed on any door between 35-50mm thick.

Q: Do I need to drill holes on my door?

A: No, you will not have to drill any holes in a standard door.

Q: What tools do I need to drill holes?

A: You will need a Drill, 2-1/8" hole saw, 1" boring bit, 7/64" drill bit, 3/8" drill bit, chisel & hammer

Q: What tools do I need for a standard installation?

A: You will need a #2 Phillips screwdriver.

Q: Can I keep my existing mechanical deadbolt installation with my Alfred DB series lock?

A: No, regular mechanical deadbolts aren't compatible with the DB series.

Q: Can I change the backset on the Alfred DB series?

A: Yes, the DB series' backset can be changed between 2-3/8" (60mm) and 2-3/4" (70mm)

Q: I lost some parts, where can I get replacements?

A: Contact the retailer you bought your lock from. Or contact us at support@alfredinc.com.

Q: What environmental/weather conditions does Alfred work in?

A: The DB series works between -22 and 140 degrees Fahrenheit (-30 – 60 degrees Celsius). To protect the DB series' circuitry, we don't recommend installing the DB series anywhere with high humidity.

Q: Is my Alfred DB series Smartlock waterproof?

A: Yes. The exterior escutcheon's waterproofing is rated IP55. However, the interior escutcheon isn't waterproof and should not be exposed to the elements or liquids.

Q: How do I change the open direction of my Alfred DB series lock?

A: The direction switch is located on the inside of the back-mounting panel. Further instructions are located in the installation guide.

Features

Q: How do I add user PIN codes?

A: Using master mode or the Alfred app. We recommend using the app.

Q: What is PIN visual protection?

A: In order to visually protect your PIN, enter any random digits before and after your PIN.

Q: How many different PIN codes can the DB series store?

A: 20 user codes, and 1 master code.

Q: How long can I make my PIN code?

A: The length of a PIN code can be between 4-12 digits.

Q: How do I delete a user PIN code?

A: Using master mode or the Alfred app. We recommend using the Alfred app.

Q: How do I change the master PIN code?

A: Using master mode or the Alfred app. We recommend using the Alfred app.

Q: How do I check the status of my DB series lock?

A: You can check the status of your lock using the thumb turn on the back panel. A vertical thumb turn means your lock is unlocked; horizontal, locked.

Q: How do I pair my lock with the Alfred app?

A: Go to the home page on the Alfred app and follow the guide to pair the lock.

Q: How do I restore my Alfred DB series to factory settings?

- A:
1. Open your door and keep Alfred unlocked.
 2. Open battery box and find the reset button.
 3. Use a paperclip to press and hold reset button.
 4. While holding reset button remove then replace a battery.
 6. Keep holding reset button until voice guide or beeper prompts.

Q: Which kind of batteries does the DB series use?

A: AA alkaline batteries. Do not mix new and used batteries. Rechargeable batteries are not recommended.

Q: What is the DB series' battery life?

A: Alfred's lifetime depends on Bluetooth™ functionality and use. The average lifetime of Alfred is 9-12 months if used 10x daily.

Q: How do I enable privacy mode?

A: Hold the button in the bottom right of the interior panel for 3 seconds. Or use the Alfred app.

Q: How do I delete a user PIN code?

A: Delete a user pin code using master mode, or the Alfred app.

Q: What does Bluetooth™ 'enabled' and 'disabled' mean?

A: 'Enabled' means your Alfred lock is ready for connection with the Alfred app. Disabled means Bluetooth™ will only work when the keypad is lit.

Q: What is the button on the back of the Alfred lock used for?

A: Press once to lock the door. Press and hold for 3 seconds to enable privacy mode.

Q: What kind of key blank should I use if I need more keys?

A: SC1 key blank.

Q: Will my lock be unpaired with the Alfred app if it's reset to factory settings?

A: No. The lock can only be unpaired in the Alfred app. For lost cell phones or accounts contact app@alfredinc.com.

Q: Will my lock be unpaired with my Z-wave hub if it's resets my lock to factory settings?

A: Yes. Resetting the lock will delete all user PINs and Z-wave connection.

Alfred app features

Q: What if I lose my cell phone?

A: Login to your Alfred account using another cell phone. Then contact us at app@alfredinc.com.

Q: How do I use one-touch unlock functionality?

A: After pairing the lock with your phone. Use the Alfred app's setting page and enable one-touch unlock functionality.

Q: I can't find my lock on the Alfred app.

A: Make sure Bluetooth™ is switched on. Make sure your lock's pad is lit. Make sure your phone is close enough to the lock.

If your lock still doesn't show up, please contact us for help app@alfredinc.com.

Q: How many users can I give a Bluetooth™ key to?

A: Unlimited. However, each share link can only be used once.

Q: How many scheduled PIN codes can I create?

A: A maximum of 5. Scheduled PIN codes can be set up as a one-time PIN, duration PIN, or permanent PIN code.

Q: How long does a Bluetooth™ share link last?

A: 30 minutes after generation of share link.

Q: What if my Bluetooth™ share link becomes invalid?

A: Create a new link and share again.

Trouble shooting

Q: What can I do if I lose my override key?

A: Contact retailer to buy a new cylinder. Or find a locksmith to make a new key if you have your key number.

Q: My override key is unable to unlock my lock.

A: Please confirm that you are using the correct key. Check if your key has been inserted to its end. Try another override key. If your key still doesn't work, please contact support@alfredinc.com.

Q: Why doesn't my Alfred automatically lock after closing the door?

A: Auto re-lock is disabled as a factory default on the DB series. You can turn on auto-relock in master mode or in the Alfred app.

Q: Why is Alfred failing to lock?

A: 1: Manually lock bolt using thumb turn. If the door locks go to step 2.
 2: Press and hold any key on keypad to check if motor works. If the door locks proceed to step 3.

 3: Check if the strike plate has been installed properly.

If your Alfred lock still isn't working please reinstall lock following the installation guide.

Q: My Alfred DB series lock's thumb turn doesn't work.

A: Input correct PIN code to unlock and then re-lock by pressing any key on keypad for 2 seconds. If your lock still isn't working please reinstall lock following the installation guide.

Q: My lock alarms after inputting PIN code.

A: Check if there is anything blocking the bolt.

Q: Why does my lock alarm after unlocking thumb turn?

A: Check if away mode is enabled. If yes, input master PIN code to disable away mode.

Q: What does it mean if I see a red battery symbol on the touch panel?

A: Replace your lock's batteries as soon as possible.

Q: What can I do if my DB series' batteries die?

A: Use a 5V micro power bank as an emergency power supply. Connect it by USB on the bottom of the front panel.

Q: What can I do if my lock crashes?

A: Press the reboot button on the bottom of the front panel to restart the system.

Q: What can I do if my lock doesn't respond?

A: Use a 5V micro power bank as a power supply. Connect it by USB on the bottom of the front panel. If your lock still doesn't respond press the reset button on the bottom of the front panel.

Q: Why are my batteries leaking in my lock?

A: Please use high quality batteries. Battery leaks may damage your product.

Q: What should I do if I forget my PIN code?

A: Create a new user PIN through master mode, or the Alfred app.

Q: What should I do if I forget my master PIN code?

A: You can reset your master PIN code through the Alfred app or restore your lock to factory defaults.

Wireless functions

Q: What wireless functions does Alfred support?

A: Model DB1-B and DB1-C have built in Z-wave modules. The DB2-B supports plug-in wireless modules (sold separately).

Q: Which Z-Wave hubs work with Alfred's Z-Wave module?

A: Currently Alfred locks can be paired with major Z-Wave hub manufacturers. SmartThings, Wink, Vera, Fibaro are all supported.

Q: What features does the Alfred Z-Wave lock have?

A: Remote locking/unlocking, remotely adding/deleting users, changing voice guide language, notification log access, status check, battery status check.