Table of Contents

Click any of the options below to go directly to the section you need.
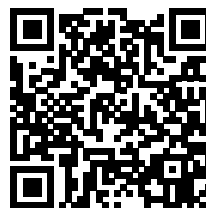
Questions about your new Denali Smart Deadbolt?

Please don't return it to the store!

Let us help you first!

U.S.A.: 888-805-9837
Canada: 800-997-4734
Mexico: 018005067866

For simple step-by-step instructions, check out:

https://instructions.allegion.com/instr/65/1110

Check out the Interactive Instructions

For step-by-step, illustrated and video instructions, check out the interactive instructions at the link below. Use any QR code reader or type in the address into your web browser on any internet-connected device.

https://instructions.allegion.com/instr/65/1110

Prepare for Installation

Tools Needed
- Phillips screwdriver
- Tape Measure
- Pencil

For Alternate Faceplate
- Wood Block
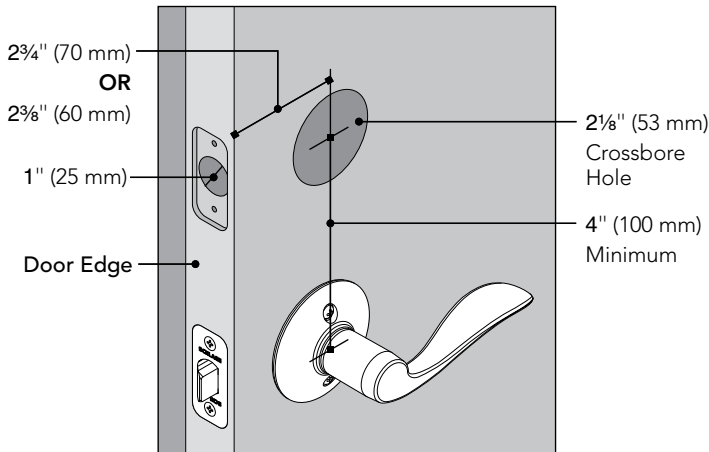- Hammer

IMPORTANT NOTES

DO NOT use a power drill for installation!
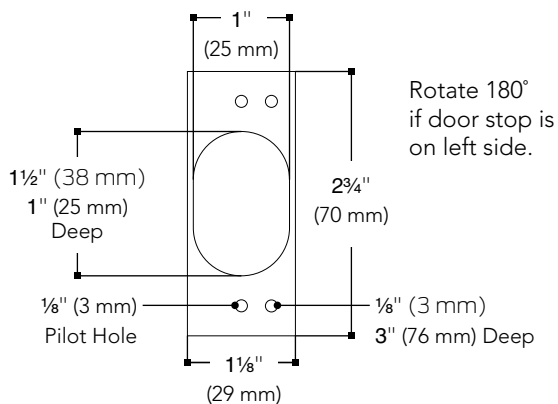- Install and test lock with door open to avoid being locked out.

A Check door dimensions.

See **consumer.schlage.com/Service-Support** for door preparation instructions if dimensions are different. If crossbore is 1½", follow steps to remove spacer.

Also, check your door alignment. Make sure that the hole for the bolt in the door edge lines up with the hole for the strike in your door jamb.
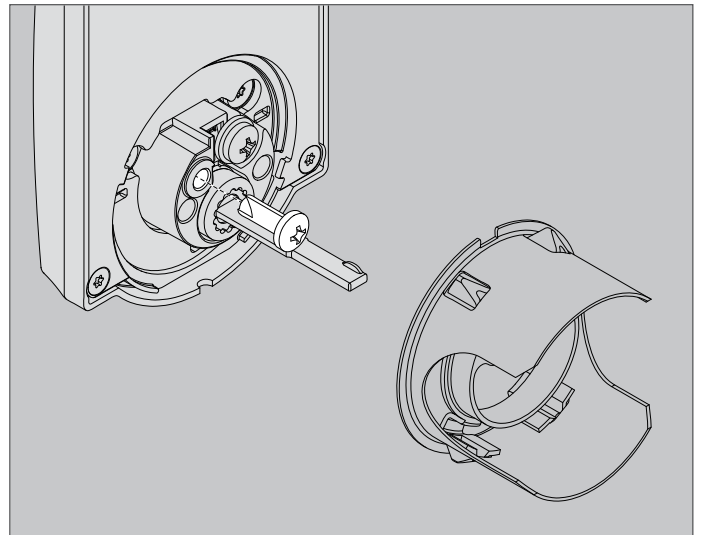

2¾" (70 mm)
OR
2⅜" (60 mm)

1" (25 mm)

Door Edge

2⅛" (53 mm) Crossbore Hole

4" (100 mm) Minimum

Strike Cut-Out (not to scale)

1" (25 mm)

1½" (38 mm)
1" (25 mm) Deep

2¾" (70 mm)

⅛" (3 mm) Pilot Hole

⅛" (3

3" (76

1⅛" (29 mm)

Ro
if c
on

Only if crossbore is 1½" (Step A), Remove spacer.
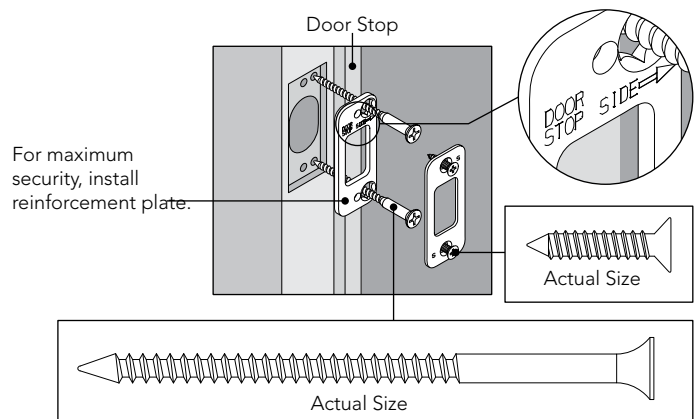
Remove screw and remove spacer by rotating from the outside touchscreen.

Reinstall screw then continue.

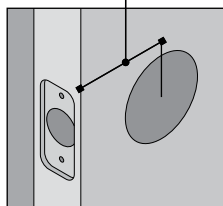## B Install strike and reinforcement plate into door jamb.

Door jamb may need preparation to fit strike reinforcement plate.

Door Stop

DOOR STOP SIDE

For maximum security, install reinforcement plate.

Actual Size

Actual Size

C Adjust bolt length, if necessary.

Measure the dimension shown. If the measurement is 2¾" (70 mm), extend the bolt.

2⅜" (60 mm)

2¾" (70 mm)
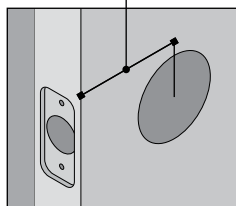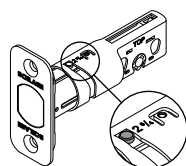

OR

No adjustment needed.

Rotate faceplate 180° to extend.
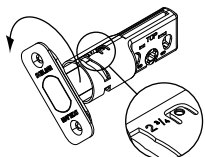
Extended

D Change faceplate, if necessary.

Choose the drawing that matches your door edge.

Door Edge
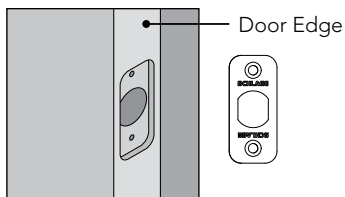
No change necessary.

OR

Door Edge
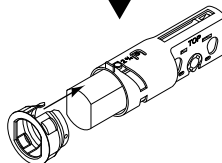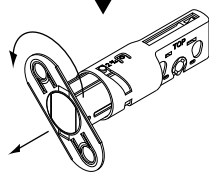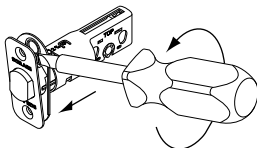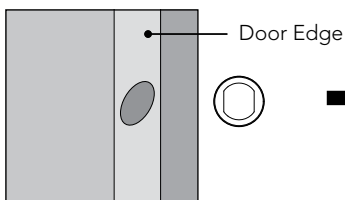
Install Lock

1 Install the bolt.

TOP

OR

TOP

Actual Size
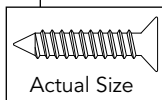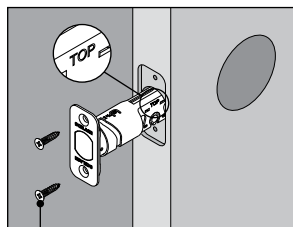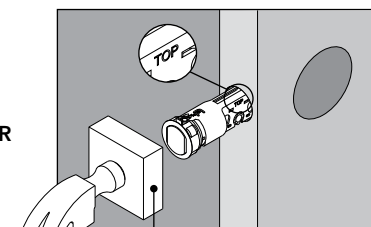
Wood Block (Not Included)

⚠ **CAUTION** ⚠

Bolt must remain retracted throughout installation!

Retracted

Extended
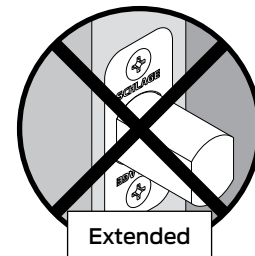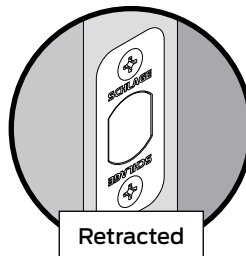
2 Install the touchscreen on the outside of the door.

2a Route wire under the bolt.
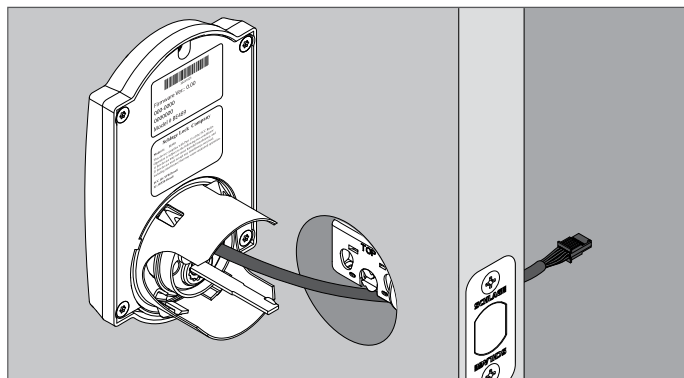
2b Align tailpiece to slot in deadbolt. Push assembly until secure on door.
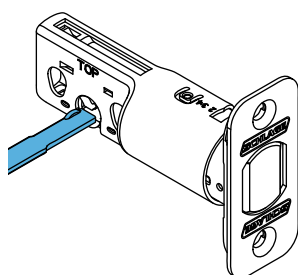
The bump on the tailpiece aligns with slot on bolt.
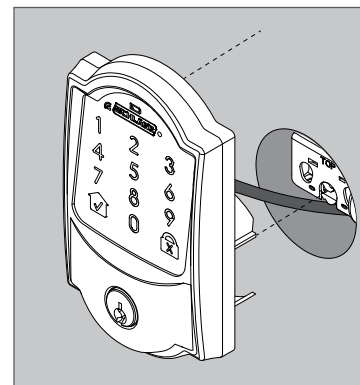
3   Install the mounting plate.

3a   Route wire through slot. Secure with mounting screws.

Actual Size
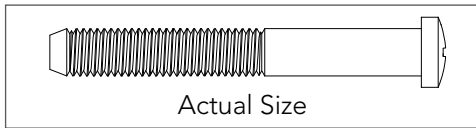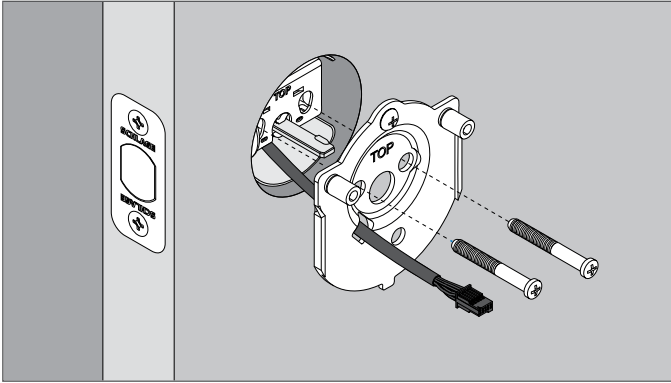
4   Find and record Programming and User Codes.

The default Programming Code and two User Codes are printed on a sticker on the back of the printed Quick Start Guide. It is also on the inside assembly. You will need the code for the setup procedure after the lock is installed.
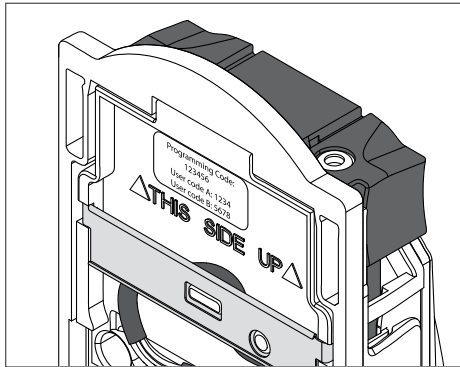
The HomeKit sticker is located on the front of the inside assembly and on the back of the printed Quick Start Guide.
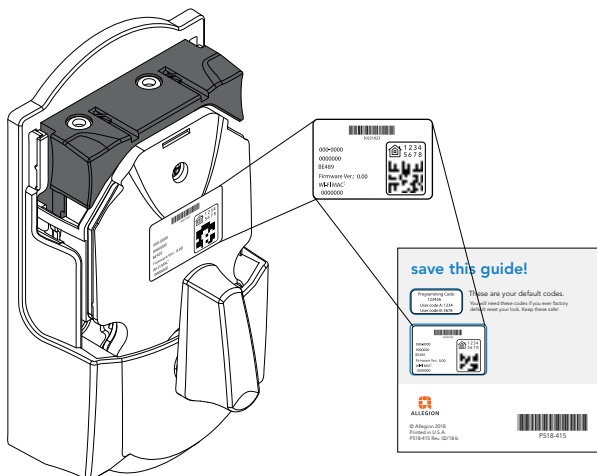
5   Install the inside assembly.

5a   Remove battery cover.
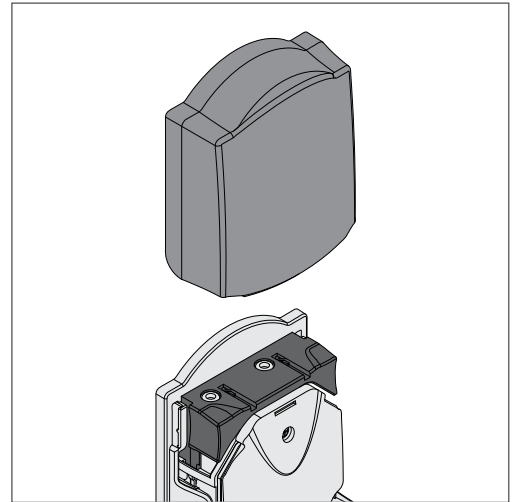
5b   Connect cable from outside touchscreen to the connector on the inside assembly.
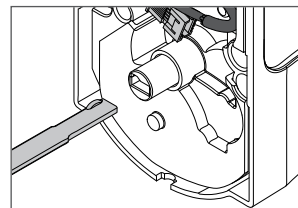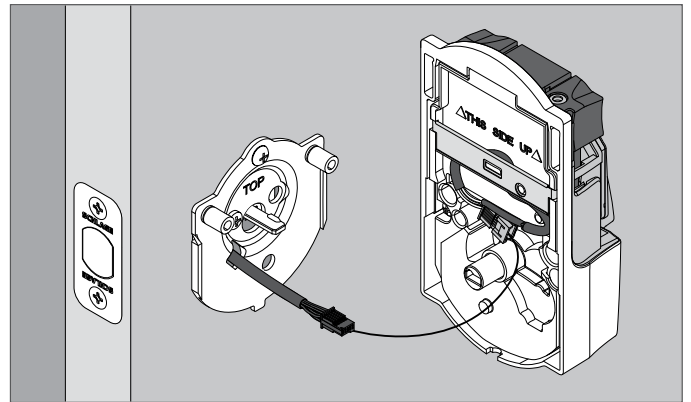
The bump on the tailpiece aligns with the slot in the back of the inside assembly. If it does not line up, make sure the thumbturn is vertical.

5c   Press inside assembly onto the mounting plate.
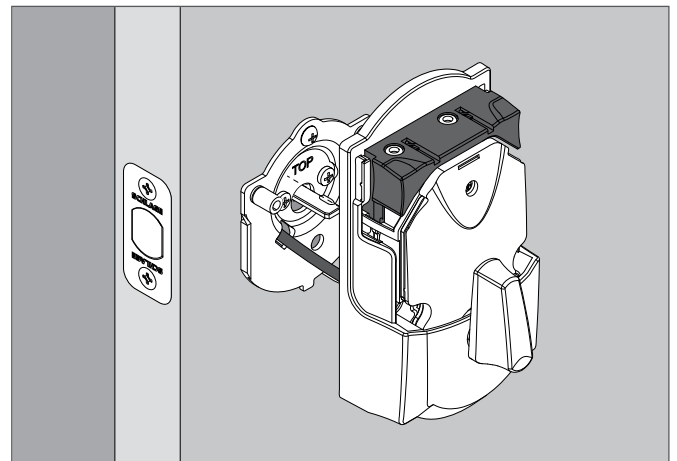
5d Secure the inside assembly with screws.
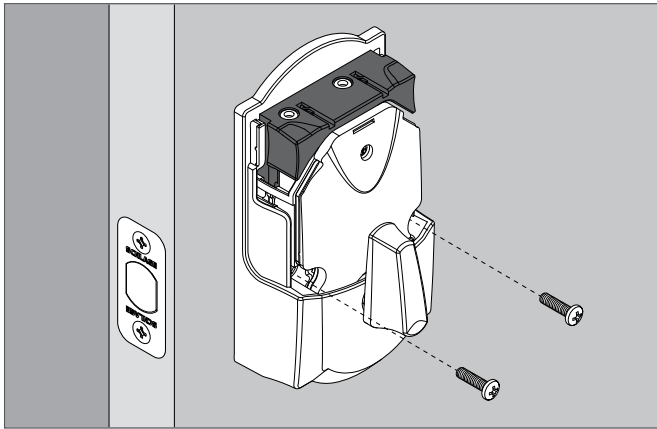
6 Install batteries.

- Replace the batteries in your lock at the same time each year that you test and replace the batteries in your smoke alarms. This will ensure continued reliable operation.
- Use four high-quality alkaline AA batteries for replacement.

    Lithium batteries may have a longer life, but when they begin to fail, they fail quickly. We don't recommend them because they don't give you a lot of time to change your batteries before the lock is completely dead.

6a Remove the battery holder and insert batteries.
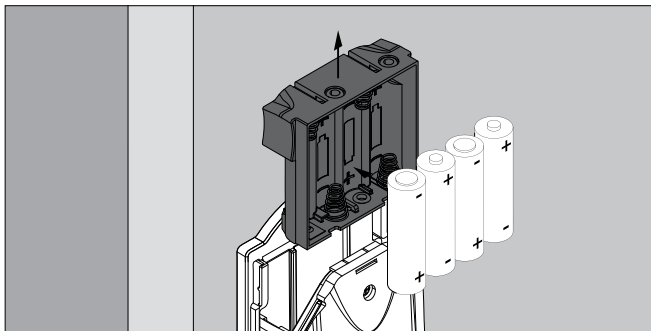
6b Reinstall the battery pack and battery cover. Make sure the batteries face the door.

You're not finished yet! You must perform the set up procedure in the next step for the lock to work!
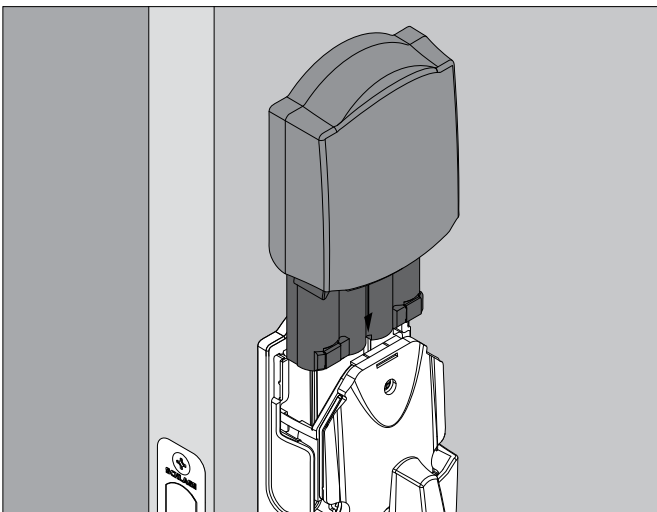
7 Start setup procedure.

IMPORTANT!

You must perform setup procedure before using your lock. Make sure door is open before beginning!

7a With door open, enter one of the default user codes.

7b Wait until the bolt stops moving before continuing.

8 Test your lock.

8a Close your door.

8b Extend and retract the bolt using the inside thumbturn.

8c Make sure the bolt retracts smoothly.

8d Open your door.

8e Extend the bolt using the inside thumbturn.

8f Now enter a user code at the touchscreen. The bolt should retract.

Download the app!

Just search for "TBD" in the App Store or on Google Play.

Once you connect your lock to your app, the manual programming functions will be disabled and any access codes will be deleted.

Be sure to accept any available firmware upgrades. The app will alert you to upgrades and walk you through the process.

The Schlage Sense app works on iPhone, iPad, and iPod touch with iOS 9.3 or later or devices with Android 5.0 or later.

Apple HomeKit™ technology provides an easy, secure way to control your home's lights, doors, thermostats, and more from your iPhone®, iPad®, or iPod touch®. HomeKit requires an iPhone, iPad, or iPod touch with iOS 9.3 or later.

HomeKit is a trademark of Apple Inc. Use of the HomeKit logo means that an electronic accessory has been designed to connect specifically to iPod, iPhone, or iPad, respectively, and has been certified by the developer to meet Apple performance standards. Apple is not responsible for the operation of this device or its compliance with safety and regulatory standards. Please note that the use of this accessory with iPod, iPhone, or iPad may affect wireless performance.

Apple, iPhone, iPad, iPad Air, and iPod touch are trademarks of Apple Inc., registered in the U.S. and other countries. HomeKit is a trademark of Apple Inc.

Google Play and the Google Play logo are trademarks of Google Inc. Android is a trademark of Google Inc.

That wasn't so bad, was it?

Your lock is now installed! Take a look at the next pages for basic manual programming instructions.

Add or Delete User Codes

1 Enter 6 digit Programming Code
🟡 light on

2 Enter user code to add or delete

3 Choose and press:
✓ add
or
🔒✗ delete

4 Re-enter user code to confirm

5 Press to exit
🏠
✓ indicates success

add/delete another user code

Change Programming Code

1 Enter 6 digit Programming Code
🟡 light on

2 Enter current Programming Code again

3 Enter new Programming Code

4 Re-enter new Programming Code to confirm

5 Press to exit
🏠
✓ indicates success
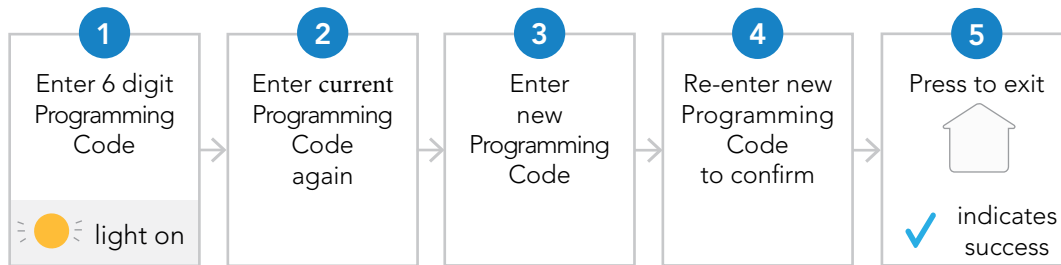
Change User Code Length
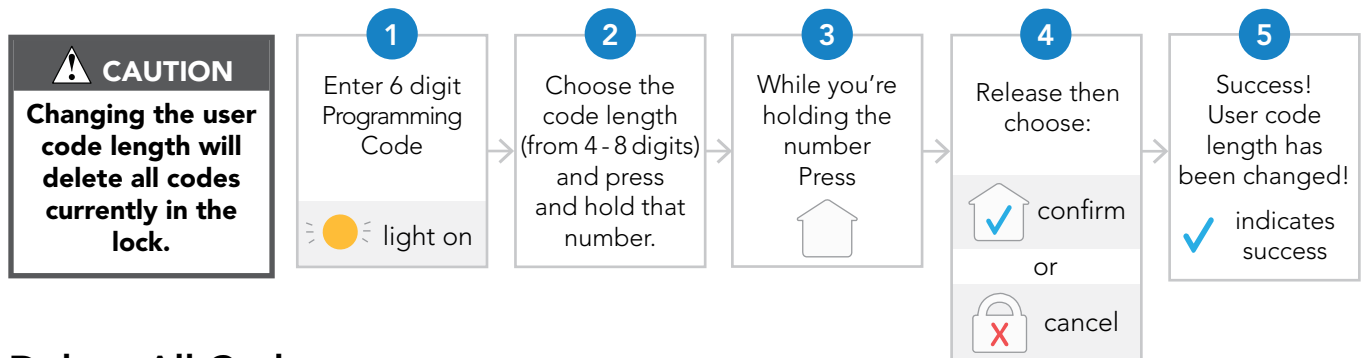
⚠ **CAUTION**

Changing the user code length will delete all codes currently in the lock.

1 Enter 6 digit Programming Code
🟡 light on

2 Choose the code length (from 4 - 8 digits) and press and hold that number.

3 While you're holding the number Press
🏠

4 Release then choose:
✓ confirm
or
🔒✗ cancel

5 Success! User code length has been changed!
✓ indicates success

Delete All Codes
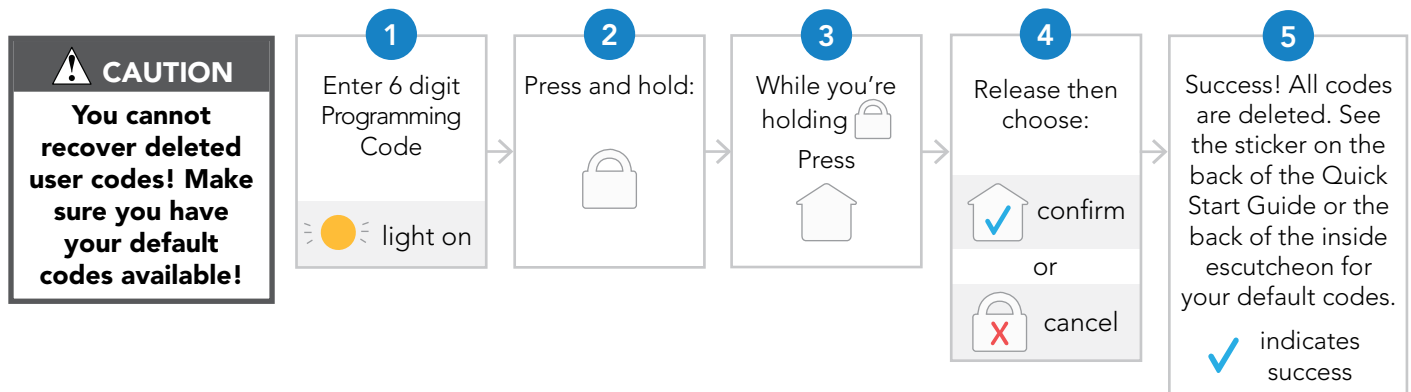
⚠ **CAUTION**

You cannot recover deleted user codes! Make sure you have your default codes available!

1 Enter 6 digit Programming Code
🟡 light on

2 Press and hold:
🔒

3 While you're holding 🔒 Press
🏠

4 Release then choose:
✓ confirm
or
🔒✗ cancel

5 Success! All codes are deleted. See the sticker on the back of the Quick Start Guide or the back of the inside escutcheon for your default codes.
✓ indicates success

Locking and unlocking

You can lock and unlock your door with a simple press using the app!
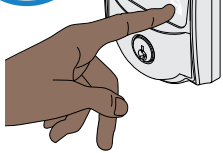
To lock your door just tap the 🔒 lock.

You can also lock your door by entering a user code while the door is closed.

You can also lock your door from inside by turning the thumbturn toward the door edge.
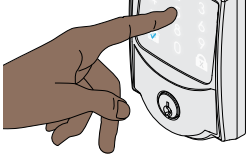
To unlock your door enter a user code.

You can also unlock your door from inside by turning the thumbturn away from the door edge.

Emergency key override

Emergency key override can be used when the battery is completely dead, or when no valid access code is known.

Insert key and rotate to unlock, just like any lock. Now install 4 new alkaline AA batteries.

This lock may be rekeyed to match other locks in a residence. Contact a locksmith for assistance.

Factory Default Reset (FDR)

When should you perform a Factory Default Reset?
- If you want to move the lock to a different door, you need to restore default settings, move the lock to the new door, and then set up the lock again.
- If you have forgotten your Programming Code, you can restore the default codes.
- If you have set up your lock using the mobile app, and would like to force the lock to unpair from all mobile devices, erase all codes, and restore the factory default settings and default codes.

WARNING

Locate the default Programming and access codes on the front of this guide or the back of the Alarm Assembly before beginning! Default Programming and access codes will be restored. All existing access codes and current Programming Code will be erased.

CUSTOMER SERVICE CANNOT RETRIEVE LOST DEFAULT CODES! DO NOT RESTORE FACTORY SETTINGS UNLESS YOU CAN LOCATE THE DEFAULT CODES.

1. Take off the battery cover.
2. Press and hold the black circle reset button to the right of the thumbturn on the inside of the lock for 7 seconds then release.
3. Once the factory default reset is successful, all of the keypad lights will light up for 3 seconds. The blue checkmark will stay on for an additional 2 seconds and will beep.

ⓘ **The red "X" on the lock icon will light up and the lock will beep if the FDR fails.**
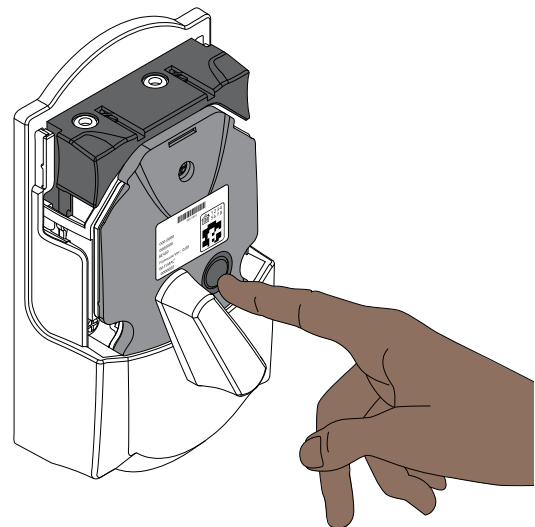
Clean your lock

In order to properly clean the touchscreen from build-up of dirt, oils, or other contaminants; you should use a mild dish soap with warm water and follow the general rules below:
- **Do** rinse the touchscreen with warm water prior to cleaning process.
- **Do** follow the application of soap with a damp, lukewarm cloth
- **Don't** use abrasives, high alkaline cleaners, or gasoline
- **Don't** leave cleaners on touchscreen for long periods, wash immediately.
- **Don't** apply cleaners in direct sunlight or at elevated temperatures.
- **Don't** use scrapers, squeegees or razors.

The bolt itself can be cleaned using a mild dish soap and warm water. This can help improve decreased performance.

Warranty and FCC/IC Statement

Lifetime Limited Mechanical and Finish Warranty and 3-Year Limited Electronics Warranty

Subject to the terms and conditions of the warranty, Schlage extends a lifetime limited mechanical and finish warranty and a three-year limited electronics warranty to the original consumer user ("Original User") of our Schlage brand product ("Product") against defects in material and workmanship, as long as the Original User occupies the residential premises upon which the Product was originally installed. See **answers.schlage.com** for specific warranty details and limitations, or contact Schlage Customer Service at (888) 805-9837 in the U.S. and Canada or (800) 506-7866 in Mexico for assistance.

FCC/IC Statement

FCC Interference Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:
- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.
This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:
1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.
Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

RF Exposure

To comply with FCC/IC RF exposure requirements for mobile transmitting devices, this transmitter should only be used or installed at locations where there is at least 20 cm separation distance between the antenna and all persons. Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

Conformément aux normes d'Industrie Canada, ce transmetteur radio ne peut fonctionner qu'avec une antenne dont le type et le gain maxiumum sont approuvés par Industrie Canada. Pour réduire les risques d'inteférences radio encourus par d'autres utilisateurs, le type et le gain de l'antenne doivent être choisis de façon à ce que la puissance rayonnée isotrope équivalente (PIRE) ne soit pas supérieure à celle nécessaire pour établir une bonne communication.

This Device complies with Industry Canada License-exempt RSS standard(s). Operation is subject to the following two conditions: 1) this device may not cause interference, and 2) this device must accept any interference, including interference that may cause undesired operation of the device.

Cet appareil est conforme norme Industrie Canada RSS exempts de licence (s). Son fonctionnement est soumis aux deux conditions suivantes: 1) cet appareil ne doit pas provoquer d'interférences, et 2) cet appareil doit accepter toute interférence, y compris les interférences pouvant provoquer un fonctionnement indésirable de l'appareil.

Use of the HomeKit logo means that an electronic accessory has been designed to connect specifically to iPod, iPhone, or iPad, respectively, and has been certified by the developer to meet Apple performance standards. Apple is not responsible for the operation of this device or its compliance with safety and regulatory standards. Please note that the use of this accessory with iPod, iPhone, or iPad may affect wireless performance.

Apple, iPhone, iPad, iPad Air, and iPod touch are trademarks of Apple Inc., registered in the U.S. and other countries. HomeKit is a trademark of Apple Inc.