

Benjilock Bicycle Lock

FAQ's

Q: How many fingerprints can I put on this lock?

A: A total of 10 fingerprints. You can have one each for 10 different people or you could program several for yourself.

Q: Why does it time out as I am trying to program it?

A: It is set to go into sleep mode with 5 seconds of no operation. This is a security precaution in case the user is interrupted or distracted during programming.

Q: I am having problems programming it, what do I do?

A: You can use any of these methods to help you.

- 1) Instructions: in your package
- 2) Call: If you are still having difficulty, we encourage you to call Benjilock Care at 1-833-25-BENJI (1-833-252-3654). Our trained specialists are available 8:30 am to 5:00 pm PT Mon-Fri. They can also live chat with you.
- 3) Send a support ticket to the Benjilock customer care team at benjilock.care.

Q: What is a Master User Fingerprint?

A: The Master User is the first fingerprint programmed, It is used to open the lock and authenticate programming of Additional Users/Fingerprints and deleting fingerprints.

Q: Can anyone open it or add their fingerprint?

A: Only the Master User Fingerprint can control who is added or deleted.

Q: Can you delete a single fingerprint?

A: No, if you need to delete a fingerprint, you will have to delete ALL stored fingerprints.

Q: Is this lock secure?

A: Yes, the shackle is made of hardened steel. In cut tests it performed up to 18,000 pounds of pressure per foot, the highest the machines could test. Plus testing found the fingerprint sensor could not be fooled with an unauthorized finger and security mechanisms could not be bypassed.

Q: Why are U-Lock designs efficient?

A: They are designed to be well sized to fit your wheel or frame to the post but not leave a lot of excess room. This reduces the amount of space for any kind of tool to pop a lock off.

Q: Can I use this outdoors?

A: Yes, it is weather resistant. It is tested with a rating of IP66, resists dusts and heavy jet streams of water directed at it.

Q: What is the proper way to lock a bike?

A: Here are a few tips to follow anytime you are locking a bike:

- Lock it to a fixed, immovable object, ideally a bike rack. Do not lock it to a place where the bike can be lifted off of it or the fixture can be easily broken or cut.
- Lock it in a busy vs. isolated space
- Lock the frame of the bike not just the wheel or top tube
- If it is a crowded spot, put your bike in the middle not the end, and close to others
- Don't have your lock sit on the ground
- Fill the U as much as possible

Q: Will this lock fit most bikes?

A: This lock fits most standard size bicycles and ebikes to standard bike racks. The shackle length is 7.87".

Provided by Hampton Products International Corp.