BESTTEN DD2-SN

BESTTEN Electronic Keypad Deadbolt User Manual

Model: DD2-SN

Introduction

This user manual provides comprehensive instructions for the installation, setup, operation, and maintenance of your BESTTEN Electronic Keypad Deadbolt. This durable and electric deadbolt offers enhanced security and convenient keyless entry for your home or office. Please read this manual thoroughly before installation and use to ensure proper function and safety.

Safety Information

- Always follow local building codes and regulations during installation.
- Do not attempt to disassemble or modify the lock beyond the instructions provided in this manual. This may void the warranty and compromise security.
- Keep batteries out of reach of children. If swallowed, seek immediate medical attention.
- Ensure the door and frame are in good condition and properly aligned before installation to prevent binding or malfunction.
- Use only the specified battery type (4 AA alkaline batteries, not included). Do not mix old and new batteries or different types of batteries.

Package Contents

Verify that all components are present before beginning installation:

- Exterior Keypad Assembly
- Interior Assembly
- Mounting Plate
- Deadbolt Latch
- Strike Plate

- Mounting Screws
- Keys (2)
- User Manual (this document)

Installation

Before you begin, ensure your door is prepared for a standard deadbolt installation. This lock is designed for doors with a thickness between 1-3/8 inches (35mm) and 2 inches (50mm).



Image: The BESTTEN Electronic Keypad Deadbolt, featuring the exterior keypad with numerical buttons and a keyhole, alongside the interior assembly with a thumb turn, both in a satin nickel finish.

1. **Prepare the Door:** If replacing an existing deadbolt, remove it. Ensure the cross bore hole is 2-1/8 inches (54mm) and the edge bore hole is 1 inch (25mm). The backset should be adjustable to either 2-3/8 inches (60mm) or 2-3/4

inches (70mm).

2. **Install the Latch:** Insert the deadbolt latch into the edge bore hole. Ensure the "UP" arrow on the latch is pointing upwards. Secure it with the provided screws. Adjust the backset if necessary by twisting the latch mechanism.
3. **Install the Exterior Keypad Assembly:** Feed the cable from the exterior keypad through the cross bore hole. Align the tailpiece with the center hole of the latch.
4. **Install the Mounting Plate:** Position the mounting plate on the interior side of the door, aligning it with the exterior assembly and the latch. Secure it with the long screws provided, passing them through the mounting plate and into the exterior assembly.
5. **Connect the Cable:** Connect the cable from the exterior keypad to the port on the interior assembly. Ensure the connection is secure.
6. **Install the Interior Assembly:** Mount the interior assembly onto the mounting plate, ensuring the thumb turn spindle engages with the latch mechanism. Secure the interior assembly to the mounting plate with the short screws.
7. **Install the Strike Plate:** Install the strike plate on the door frame, aligning it with the deadbolt latch. Secure it with the provided screws.
8. **Insert Batteries:** Remove the battery cover on the interior assembly. Insert 4 new AA alkaline batteries (not included) according to the polarity indicators. Replace the battery cover.
9. **Test Operation:** Test the lock using the mechanical key and by manually turning the thumb turn to ensure smooth operation.

Setup and Programming

The lock comes with a default Master Code and User Code. It is highly recommended to change these immediately after installation.

Default Codes:

- Default Master Code: 12345678
- Default User Code: 1234

Changing the Master Code:

1. Press the **Program** button (located on the interior assembly).
2. Enter the Default Master Code (12345678).
3. Press the **Lock** button.
4. Enter your New Master Code (4-10 digits).
5. Press the **Lock** button again.
6. Repeat your New Master Code.
7. Press the **Lock** button to confirm.

Adding a User Code:

1. Press the **Program** button.
2. Enter the Master Code.
3. Press the **Lock** button.
4. Enter a New User Code (4-10 digits).
5. Press the **Lock** button again.

6. Repeat the New User Code.
7. Press the **Lock** button to confirm.

Deleting a User Code:

1. Press the **Program** button.
2. Enter the Master Code.
3. Press the **Lock** button.
4. Press the **Unlock** button (often represented by a padlock icon).
5. Enter the User Code you wish to delete.
6. Press the **Lock** button to confirm.

Operating Instructions

To Lock the Door:

- **From Exterior:** Press the **Lock** button (padlock icon) on the keypad. The deadbolt will extend.
- **From Interior:** Turn the thumb turn to the horizontal position.

To Unlock the Door:

- **Using a Code:** Enter a valid User Code or Master Code on the keypad. The deadbolt will retract.
- **Using the Key:** Insert the mechanical key into the keyhole and turn it to unlock.
- **From Interior:** Turn the thumb turn to the vertical position.

Maintenance

- **Cleaning:** Clean the keypad and lock body with a soft, damp cloth. Do not use abrasive cleaners or solvents, as they may damage the finish or electronic components.
- **Battery Replacement:** When the batteries are low, the lock will emit a series of beeps after each operation. Replace all four AA alkaline batteries promptly. Do not mix old and new batteries.
- **Lubrication:** Periodically apply a silicone-based lubricant to the deadbolt latch and key cylinder to ensure smooth operation. Do not use oil-based lubricants.
- **Check Screws:** Periodically check all mounting screws to ensure they are tight. Loose screws can affect the lock's performance and security.

Troubleshooting

Problem	Possible Cause	Solution
Lock does not respond to keypad entry.	Low batteries; Incorrect code entered; Keypad malfunction.	Replace batteries; Re-enter code carefully; Contact support if issue persists.
Deadbolt does not extend or retract fully.	Misalignment of lock components; Door frame strike plate misalignment; Low batteries.	Check installation alignment; Adjust strike plate; Replace batteries.

Problem	Possible Cause	Solution
Lock beeps continuously after operation.	Low battery warning.	Replace all four AA alkaline batteries.
Cannot program new codes.	Incorrect Master Code; Incorrect programming sequence.	Verify Master Code; Follow programming steps precisely.

Specifications

- **Model:** DD2-SN
- **Brand:** BESTTEN
- **Finish:** Satin Nickel (Polished)
- **Lock Type:** Electronic Keypad Deadbolt with Key Override
- **Power Source:** 4 x AA Alkaline Batteries (not included)
- **Door Thickness Compatibility:** 1-3/8 inches (35mm) to 2 inches (50mm)
- **Backset:** Adjustable 2-3/8 inches (60mm) or 2-3/4 inches (70mm)
- **Product Dimensions:** 22.61 x 12.6 x 9.7 cm (8.9 x 4.96 x 3.82 inches)
- **Weight:** 1.21 kg (2.67 lbs)
- **Control Method:** Touch (Keypad)
- **Special Features:** Durable, Electric

Warranty and Support

BESTTEN products are designed for reliability and performance. For warranty information or technical support, please contact BESTTEN customer service through their official website or the retailer where the product was purchased. Please have your model number (DD2-SN) and purchase date available when contacting support.
For further assistance, visit the BESTTEN Store on Amazon.

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