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igloohome IGM3

igloohome Smart Mortise 2 Smart Lock

INSTRUCTION MANUAL

Model: IGM3

1. Introduction

Thank you for choosing the igloohome Smart Mortise 2 Smart Lock. This manual provides essential information for the proper installation, operation, and maintenance of your new smart lock. Please read this manual thoroughly before installation and keep it for future reference.

2. Safety Information

To ensure safe and optimal performance, please observe the following:

- Do not attempt to disassemble, repair, or modify the lock. This may cause damage, void the warranty, and pose a safety risk.
- Use only the specified battery type and ensure correct polarity during installation.
- Keep all components, especially small parts and batteries, out of reach of children.
- Avoid exposing the lock to direct sunlight, extreme temperatures, or moisture.
- Regularly check the lock for any signs of wear or damage.
- Change default PIN codes immediately after installation and keep them confidential.

3. Product Overview and Components

The igloohome Smart Mortise 2 Smart Lock offers multiple access methods for convenience and security. Familiarize yourself with the main components of your lock.



Image: The igloohome Smart Mortise 2 Smart Lock showcasing its various unlocking methods including a physical key, an RFID tag, the integrated keypad, and control via a smartphone application.

Key components include the exterior keypad assembly, interior handle assembly, mortise body, strike plate, physical keys, and mounting hardware.

4. Setup and Installation

Proper installation is crucial for the functionality of your smart lock. It is recommended to have the lock installed by a qualified professional if you are unsure about any steps.

- 1. Unboxing and Inspection:** Carefully unbox all components and verify that all parts are present according to the packing list.
- 2. Door Preparation:** Ensure your door meets the required thickness and backset specifications for the Smart Mortise 2.
- 3. Mortise Installation:** Install the mortise body into the door edge, securing it with screws.
- 4. Exterior and Interior Assembly:** Mount the exterior and interior lock assemblies, ensuring cables are properly connected and routed.
- 5. Battery Installation:** Insert the required batteries into the interior assembly, observing correct polarity.
- 6. App Download and Pairing:** Download the igloohome app from your device's app store. Follow the in-app instructions to pair your lock with your smartphone via Bluetooth.
- 7. Initial Testing:** Test all unlocking methods (keypad, physical key, app) to ensure proper operation before closing the door.



Image: The igloohome Smart Mortise 2 Smart Lock securely installed on a wooden door, demonstrating its sleek design and integration into a home environment.

5. Operating Instructions

The Smart Mortise 2 offers multiple ways to lock and unlock your door.

5.1. Unlocking the Door

- **Via Keypad:** Enter your valid PIN code on the keypad, then press the unlock button.
- **Via igloohome App:** Open the igloohome app, select your lock, and tap the unlock icon. Ensure Bluetooth is enabled on your device.
- **Via Physical Key:** Insert the provided physical key into the keyhole and turn to unlock. This serves as a backup unlocking method.
- **Via RFID Tag/Card:** Present a registered RFID tag or card to the designated reader area on the lock.

5.2. Locking the Door

- **Auto-Relock:** The lock can be configured to automatically relock after a set period once unlocked.
- **Manual Locking:** From the exterior, press and hold the lock button on the keypad. From the interior, turn the thumb-turn or lift the handle (depending on configuration).

5.3. Managing Access Codes

All access code management (creating, deleting, modifying PIN codes, RFID tags) is done through the igloohome mobile application. Refer to the app's help section for detailed instructions on managing different types of access codes (e.g., one-time, recurring, duration-based).

6. Maintenance

Regular maintenance ensures the longevity and reliable operation of your Smart Mortise 2 lock.

- Battery Replacement:** The lock will provide a low battery warning. Replace all batteries simultaneously with new, high-quality alkaline batteries of the specified type. Do not mix old and new batteries.
- Cleaning:** Clean the lock's exterior with a soft, dry cloth. Do not use abrasive cleaners, solvents, or harsh chemicals, as these can damage the finish and internal components.
- Mechanical Check:** Periodically check that all screws are tight and that the lock operates smoothly without excessive force.

7. Troubleshooting

If you encounter issues with your Smart Mortise 2, refer to the following common problems and solutions:

Problem	Possible Cause	Solution
Lock does not respond to keypad entry.	Low batteries; incorrect PIN code; keypad malfunction.	Replace batteries; verify PIN code; contact support if issue persists.
Lock does not connect to app via Bluetooth.	Bluetooth off; app not updated; lock too far from device.	Ensure Bluetooth is on; update app; move closer to lock; restart app/phone.
Physical key does not unlock the door.	Incorrect key; obstruction in keyhole; damaged cylinder.	Ensure correct key; check for debris; contact support.
Lock makes unusual noises or is stiff.	Misalignment; internal mechanical issue.	Check door alignment; do not force; contact support.

If the problem persists after attempting these solutions, please contact igloohome customer support.

8. Specifications

Detailed specifications for the igloohome Smart Mortise 2 Smart Lock (Model IGM3):

Feature	Detail
Manufacturer	igloohome
Model Number	IGM3
Reference	IGM3
Quantity of Items	1
Number of Pieces	2
Special Functions	Unlocking key
Battery(ies) Included	Yes
Battery(ies) Required	Yes

Feature	Detail
Spare Parts Availability	Information unavailable on spare parts
ASIN	B08H58DMYT
Date First Available	November 27, 2022

9. Warranty Information

For detailed warranty terms and conditions, please refer to the official igloohome website or the warranty card included with your product. Keep your proof of purchase for warranty claims.

10. Customer Support

If you require further assistance, technical support, or have questions not covered in this manual, please visit the igloohome support page on their official website or contact their customer service directly. Contact information can typically be found on the manufacturer's website or product packaging.

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