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PINEWORLD E202Tuya

PINEWORLD E202 Tuya WiFi and Bluetooth Smart Lock User Manual

Model: E202Tuya

Product Overview

The PINEWORLD E202 Tuya Smart Lock offers multiple unlocking methods including fingerprint, keypad, IC card, and mechanical key, with additional control via the Tuya mobile application. Designed for enhanced security and convenience in residential and commercial settings, this lock features a reversible handle and robust metal construction.

Image: PINEWORLD E202 Smart Lock with a smartphone displaying the Tuya app interface, highlighting remote access capabilities.

Key Features

- **Multiple Unlocking Methods:** Fingerprint, Keypad (password), IC Card, Mechanical Key, and Tuya App.
- **Tuya App Integration:** Remote unlocking, temporary password generation, and access logs.
- **Fingerprint Recognition:** Biological living body fingerprint recognition for secure and quick access.
- **Durable Construction:** Made from metal with an anti-collision acrylic panel.
- **Emergency Power:** Micro-USB emergency charging port.
- **Doorbell Function:** Integrated doorbell feature.
- **Security Features:** Doorbell alarm system, low battery reminder, and hijack alarm.
- **Reversible Handle:** Suitable for both left-in and right-in doors.

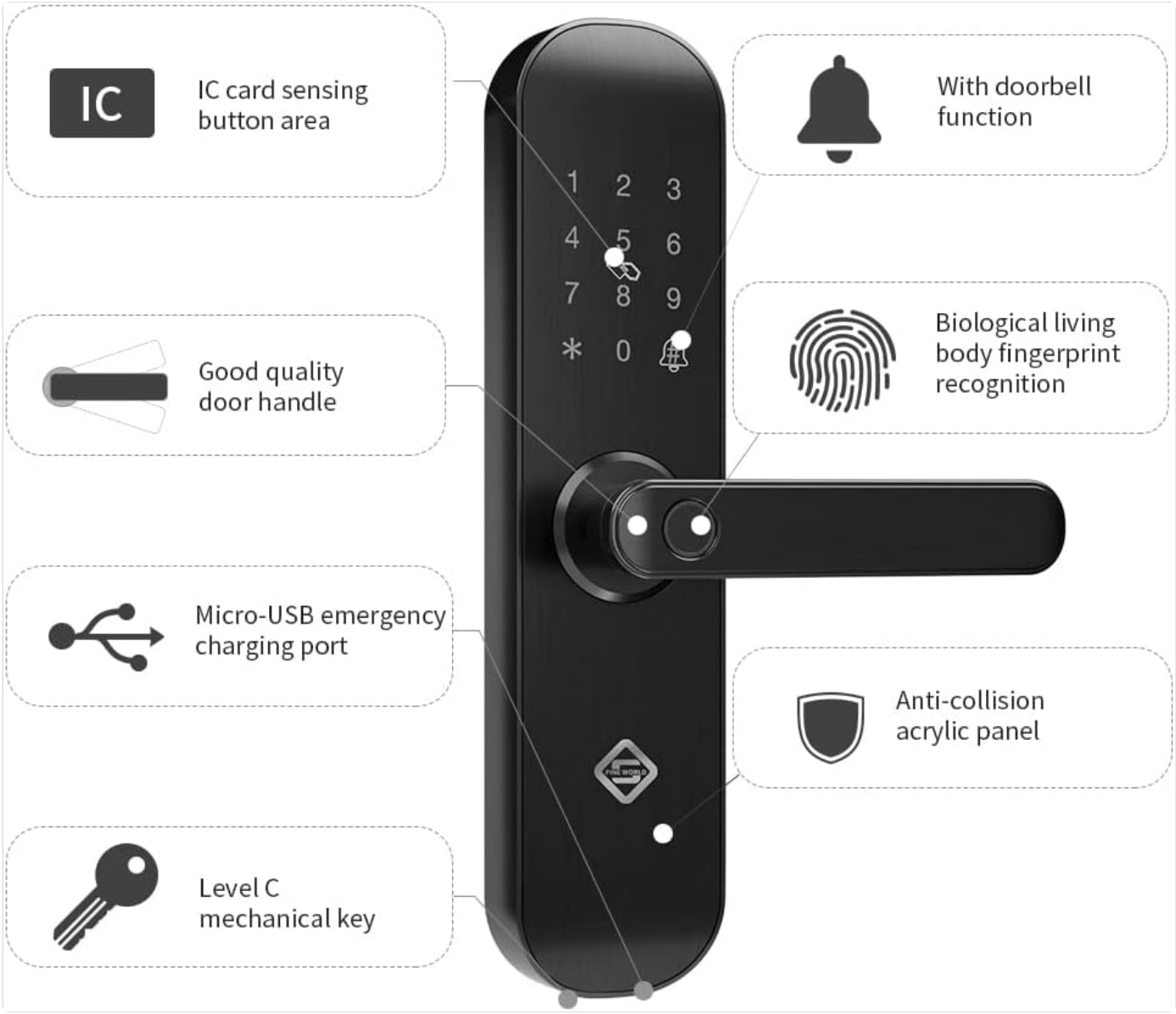

Image: Detailed diagram illustrating the key features of the smart lock, including IC card area, doorbell, fingerprint recognition, door handle, Micro-USB port, anti-collision panel, and mechanical key slot.

What's in the Package

Verify all components are present before beginning installation.

Image: All components included in the smart lock package, laid out neatly.

- 1 x User Manual
- 1 x Installation template
- 1 x Front Lock Panel
- 1 x Back Lock Panel
- 1 x Backset 2 3/8" Lock body
- 1 x Pack Lock Accessories (screws, spindles, etc.)
- 2 x RFID Card
- 2 x Mechanical Key

Installation Guide

This section provides step-by-step instructions for installing your PINEWORLD E202 Smart Lock. For visual guidance, please refer to the installation video below.

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Video: Official installation guide for the E202 Smart Lock, demonstrating each step from unboxing to final setup.

Pre-Installation Steps

1. **Prepare Door for Drilling:** Ensure your door is prepared according to the 5052 drilling template.

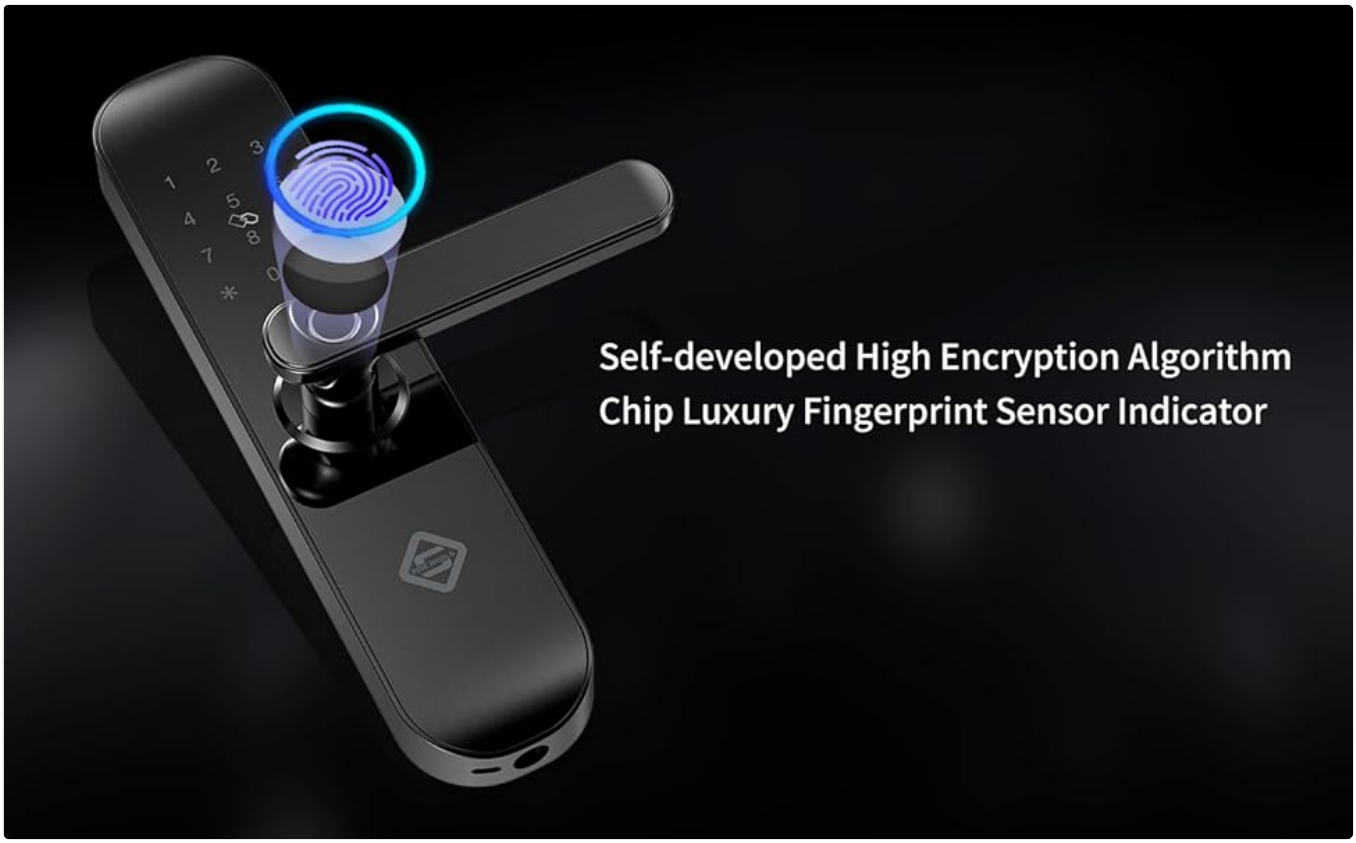

Image: Diagram showing the required drill hole measurements and positions for the smart lock installation.

2. **Adjust Deadbolt Direction:** The deadbolt direction needs to be adjusted based on your door's opening direction.
    - Pull the picks up.
    - Press the latch bolt to the bottom.
    - Revolve the latch bolt 180 degrees then release.

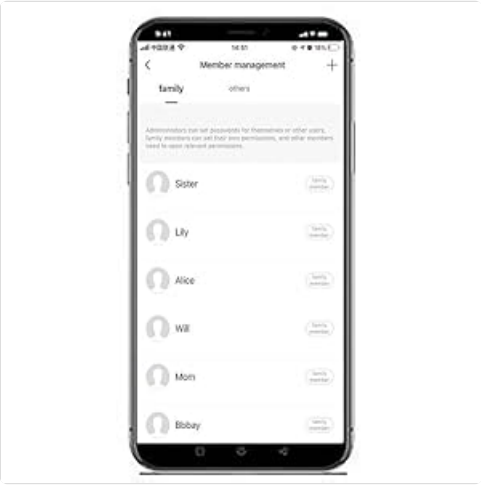

Image: Visual guide on how to adjust the deadbolt direction for proper installation.

3. **Confirm Door Open Direction:** Determine if your door is a "Left-in" or "Right-in" door to ensure correct handle orientation.

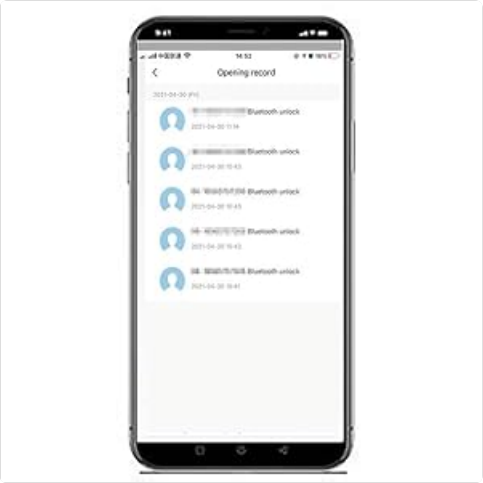

Image: Illustration distinguishing between left-in and right-in door types for handle adjustment.

4. **Check Door Thickness:** The lock is suitable for doors with a thickness of 30-100mm. If your door thickness is over 50mm, please contact customer support.

Main Installation Steps

4. **Install the Front Lock Panel:** Carefully align and insert the front lock panel into the prepared holes.
5. **Install the Back Lock Panel:** Connect the motor wire correctly, then attach the back lock panel.
6. **Check Installation:** Before securing with screws, check the installation. The front handle should be pressed down and idle, and lift up to lock.

Operating Instructions

Adding an Administrator (Local Use Mode)

To set up the lock for the first time, you need to add an administrator. This can be done locally without the app initially.

1. Remove the battery cover on the back panel.
2. Short press the "Set" button or long press "*" on the keypad.
3. The voice prompt will say: "Please add administrator".
4. Add administrator's fingerprint (6 times), IC card, or password (6-8 numbers), ended with "#" (the same password, 2 times).
5. The voice prompt will say: "Add successfully".
6. You can then continue to add more users. Use "*" for Back/Sign out, and "#" for Confirm.

APP Configuration (Tuya Smart App)

The Tuya Smart App allows for advanced control and monitoring of your lock.

- Follow the setup instructions provided within the Tuya Smart App.
- **Important Notes:**
  - This APP supports only 2.4GHz WiFi network.
  - The WiFi connected to the APP and your mobile phone should be the same.
  - Make sure one of the administrators is a password.

Images: Screenshots of the Tuya Smart App interface, demonstrating remote unlock, member management, opening records, and temporary password generation.

APP Remotely Control

With the Tuya Smart App, you can:

- Support remotely unlock the door.
- Support one-time password unlock for guests or temporary access.
- View unlocking records and activity history.

Additional Features

- **Doorbell Alarm System:** The lock features an integrated doorbell function and can trigger an alarm if tampered with.

Image: Illustration of the smart lock's doorbell and alarm system in action.

- **Low Battery Reminder:** The lock will provide a reminder when the battery is low, allowing you to charge it via the Micro-USB port.

Image: The smart lock displaying a low battery warning, with a power bank connected for emergency charging.

- **Hijack Alarm:** In case of duress, using a specific "alarm fingerprint" will silently alert designated contacts without triggering an audible alarm at the lock itself.

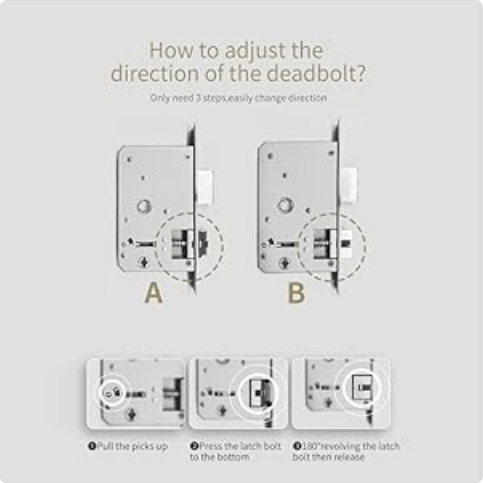

Image: Diagram illustrating the hijack alarm feature, showing the difference between an alarm fingerprint and an unlocking fingerprint.

Maintenance

To ensure the longevity and optimal performance of your PINEWORLD E202 Smart Lock, follow these maintenance guidelines:

- **Cleaning:** Wipe the lock surface with a soft, dry cloth. Avoid using abrasive cleaners, solvents, or harsh chemicals, as they can damage the finish and electronic components.
- **Battery Replacement:** Replace batteries promptly when the low battery indicator appears. Use high-quality alkaline batteries for best performance.
- **Fingerprint Sensor:** Keep the fingerprint sensor clean and free of dirt, dust, or moisture to ensure accurate readings.
- **Keypad:** Regularly clean the keypad to prevent grime buildup that could affect button responsiveness.
- **Mechanical Key:** Store the mechanical keys in a safe, accessible location outside the property in case of electronic failure or battery depletion.
- **Firmware Updates:** Check the Tuya Smart App periodically for any available firmware updates for your lock. Updates can improve performance, add features, and enhance security.

Troubleshooting

If you encounter issues with your PINEWORLD E202 Smart Lock, refer to the following common troubleshooting steps:

Problem	Possible Cause / Solution
Lock is unresponsive / No power.	• Batteries are dead or incorrectly installed. Replace batteries. • Use the Micro-USB emergency charging port with a power bank.
Fingerprint not recognized.	• Fingerprint sensor is dirty. Clean the sensor. • Finger is wet or dirty. Ensure finger is clean and dry. • Fingerprint not properly enrolled. Re-enroll fingerprint.
Keypad not responding.	• Incorrect password entered. Verify the password. • Keypad is dirty. Clean the keypad surface. • Temporary system glitch. Try again after a few seconds.

Problem	Possible Cause / Solution
Cannot connect to Tuya App.	• Ensure your WiFi is 2.4GHz. • Ensure your phone and lock are connected to the same WiFi network. • Reset the device and try pairing again. • Check app permissions on your phone.
Lock makes unusual noises.	• Improper installation. Recheck all installation steps, especially the deadbolt and handle alignment. • Obstruction in the door frame. Clear any debris.

If the problem persists after trying these steps, please contact PINEWORLD customer support for further assistance.

SPECIFICATIONS

Feature	Detail
Brand	PINEWORLD
Model Number	E202Tuya
Special Features	Fingerprint, Smart Lock, WiFi
Lock Type	Biometric, Keypad
Material	Metal
Recommended Uses	Residential Doors, Commercial Doors, Gates, Safes, Valuables
Style	Modern
Number of Pieces	1 (main unit)
Controller Type	Hand Control, Mechanical knob, Android (App)
Shape	Rectangular
Control Method	Remote
Connectivity Protocol	Bluetooth
Item Weight	5.39 pounds
Package Dimensions	14.4 x 9.5 x 5.3 inches
Batteries Included?	No
Date First Available	December 1, 2021

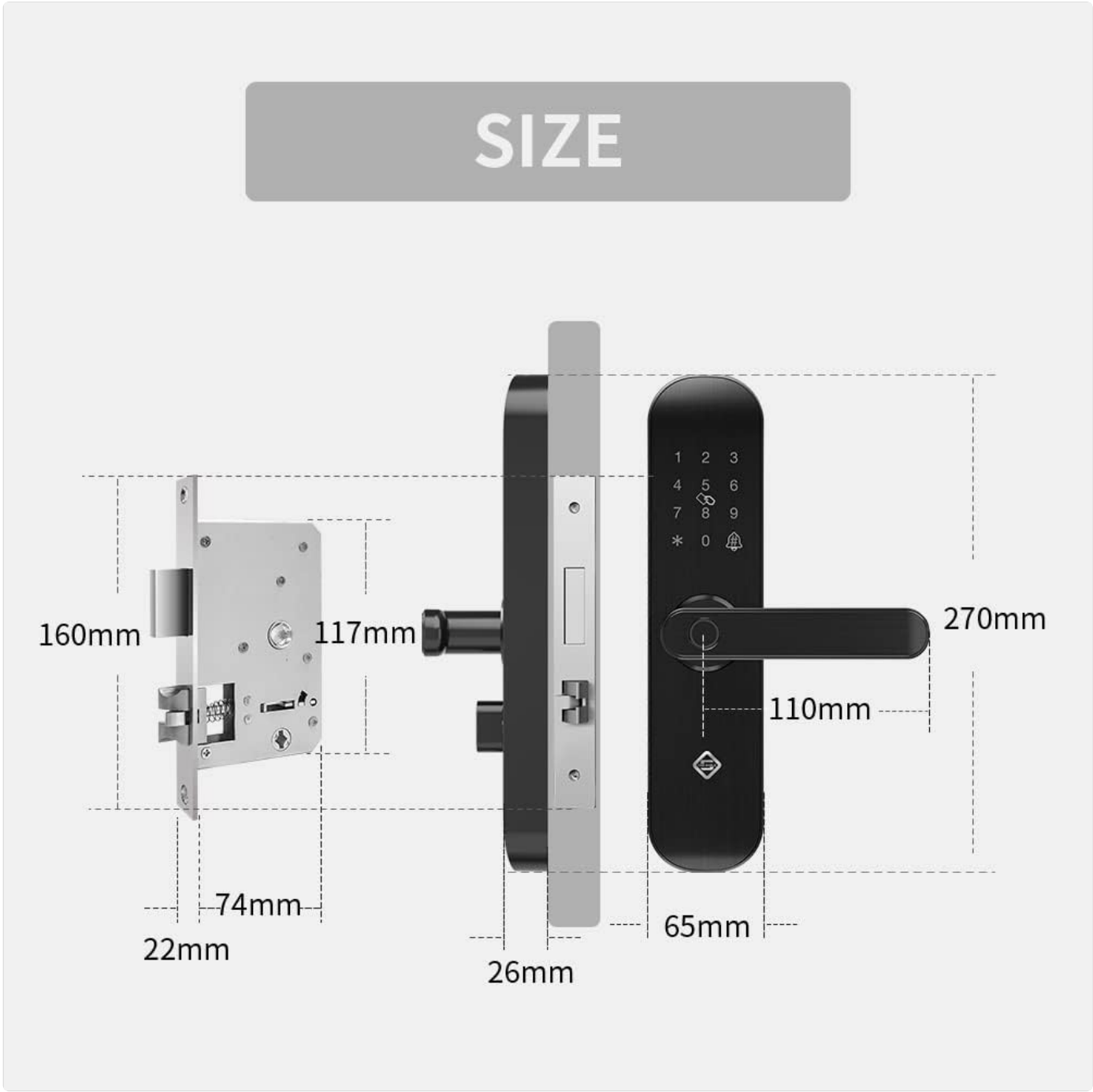

Image: Detailed dimensions of the smart lock components, including the front panel, back panel, and lock body.

Warranty and Support

PINEWORLD stands behind the quality of its products. For specific warranty details, please refer to the warranty card included in your product packaging or visit the official PINEWORLD website.
For technical support, troubleshooting assistance, or any inquiries regarding your E202 Smart Lock, please contact PINEWORLD customer service:

- **Email:** PINEWORLD@FINGERCRYSTAL.COM
- **Online Support:** Visit the PINEWORLD official website for FAQs and support resources.

Please have your model number (E202Tuya) and purchase date ready when contacting support.

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