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Level C-L16U-S1

Level Lock+ WiFi Deadbolt Smart Lock

Model: C-L16U-S1 | Brand: Level

1. Overview

The Level Lock+ WiFi Deadbolt Smart Lock offers a discreet and secure way to manage access to your home. Designed to integrate seamlessly with your existing door hardware, it provides advanced smart features without compromising aesthetics. This manual provides instructions for installation, operation, and maintenance of your Level Lock+.



Figure 1: Exterior view of Level Lock+ showing its discreet design compared to a bulky keypad lock.



Figure 2: Interior view of Level Lock+ highlighting its compact design, 62% smaller than traditional smart lock interiors.

2. What's Included

Your Level Lock+ WiFi Deadbolt Smart Lock package includes the following components:

- Level Lock+ (Deadbolt mechanism and housing)
- Level Connect Wi-Fi Bridge
- CR2 battery
- 2 strike plates (short and long)
- 2 key cards
- 2 physical keys
- 6 screws for installation

▶ **Watch video online**
Level Lock+ Installation

Video 1: Level Lock+ Installation Guide. This video provides a visual overview of the components and step-by-step installation

process.

3. Setup & Installation

Follow these steps to install your Level Lock+ WiFi Deadbolt Smart Lock. A Phillips head screwdriver is required. Do not use power tools to avoid overtightening and damaging components.

3.1 Test Your Existing Deadbolt

Before beginning installation, ensure your current deadbolt operates smoothly without requiring force to push or pull the door. If it does not, address any door alignment issues before proceeding.

3.2 Disassemble Your Existing Lock

Carefully unscrew and remove your existing lock housing, deadbolt, and strike plate from the door and door frame.

3.3 Install the Backset and Motor

1. Insert the Level Lock+ backset into the cross bore hole of your door, ensuring the word 'TOP' is facing upwards.
2. Secure the backset to the door using the provided bolt plate screws.
3. Slide the motor onto the backset and tighten the connecting screw.

3.4 Install the Strike Plate

Fasten the appropriate strike plate (short or long, depending on your door jamb) into your door jamb using the provided strike plate screws.

3.5 Install the Lock Housing

1. Align the tailpiece of the exterior housing with the horizontal opening in the tailpiece adapter.
2. Slide the housing through the door.
3. For the interior plate, align its horizontal opening with the end of the tailpiece.
4. Connect the interior plate with the two supplied security screws.
5. Snap on the interior paddle vertically.

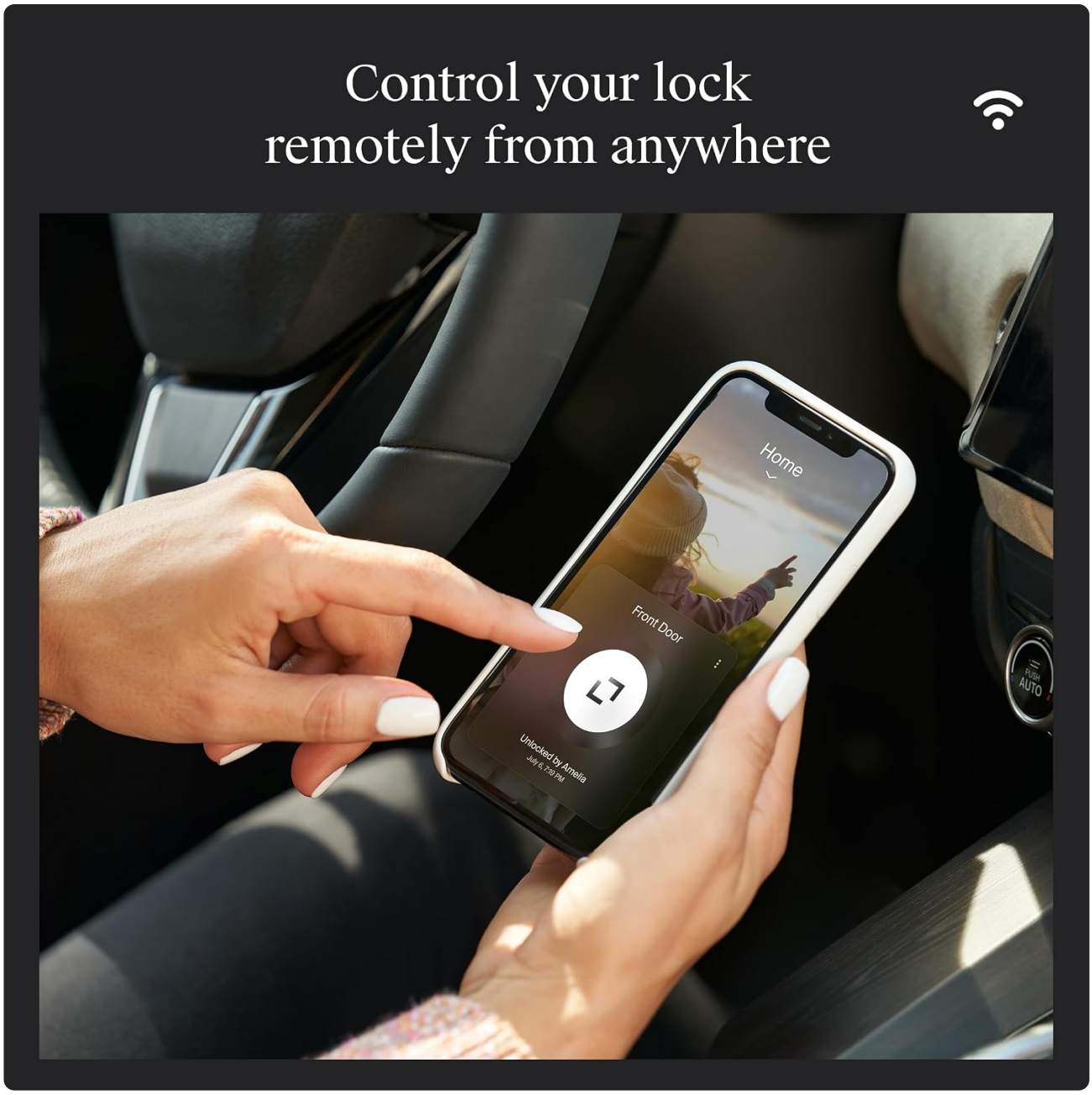


Figure 3: Door specifications for Level Lock+ installation, including bore hole diameter and backset lengths.



Figure 4: Internal view of the Level Lock+ bolt, showcasing its 440C stainless steel construction and BHMA AAA rating for security.

3.6 Activate Your Lock

1. Unscrew the cap on the end of the bolt.
2. Insert the CR2 battery with the negative end towards the cap. If you adjusted the bolt to the long position, use the included long cap.
3. Screw the cap back in. You will hear a welcome chime indicating successful activation.

3.7 Connect to the Level Home App

Download the Level Home app from the App Store (iOS) or Google Play Store (Android). Create an account and follow the in-app instructions to connect your Level Lock+.

4. Operating Instructions

The Level Lock+ offers multiple convenient ways to lock and unlock your door.

4.1 Using Apple Home Key

For compatible iPhone and Apple Watch users, you can tap your device to the lock to securely unlock your door. Ensure your Apple Home Key is set up in your Apple Wallet.



Figure 5: Unlocking the Level Lock+ by tapping an iPhone with Apple Home Key enabled.

▶ **Watch video online**

Enter with ease. Level Lock+ with Apple Home Keys.

Video 2: Demonstrates using Apple Home Keys with Level Lock+ for easy entry.

4.2 Level Home App & Key Cards

Use the Level Home app on your iOS or Android device to lock or unlock your door. You can also share keyless access with guests, view activity history, and configure auto-lock/unlock settings. The included key cards provide an additional convenient entry method.

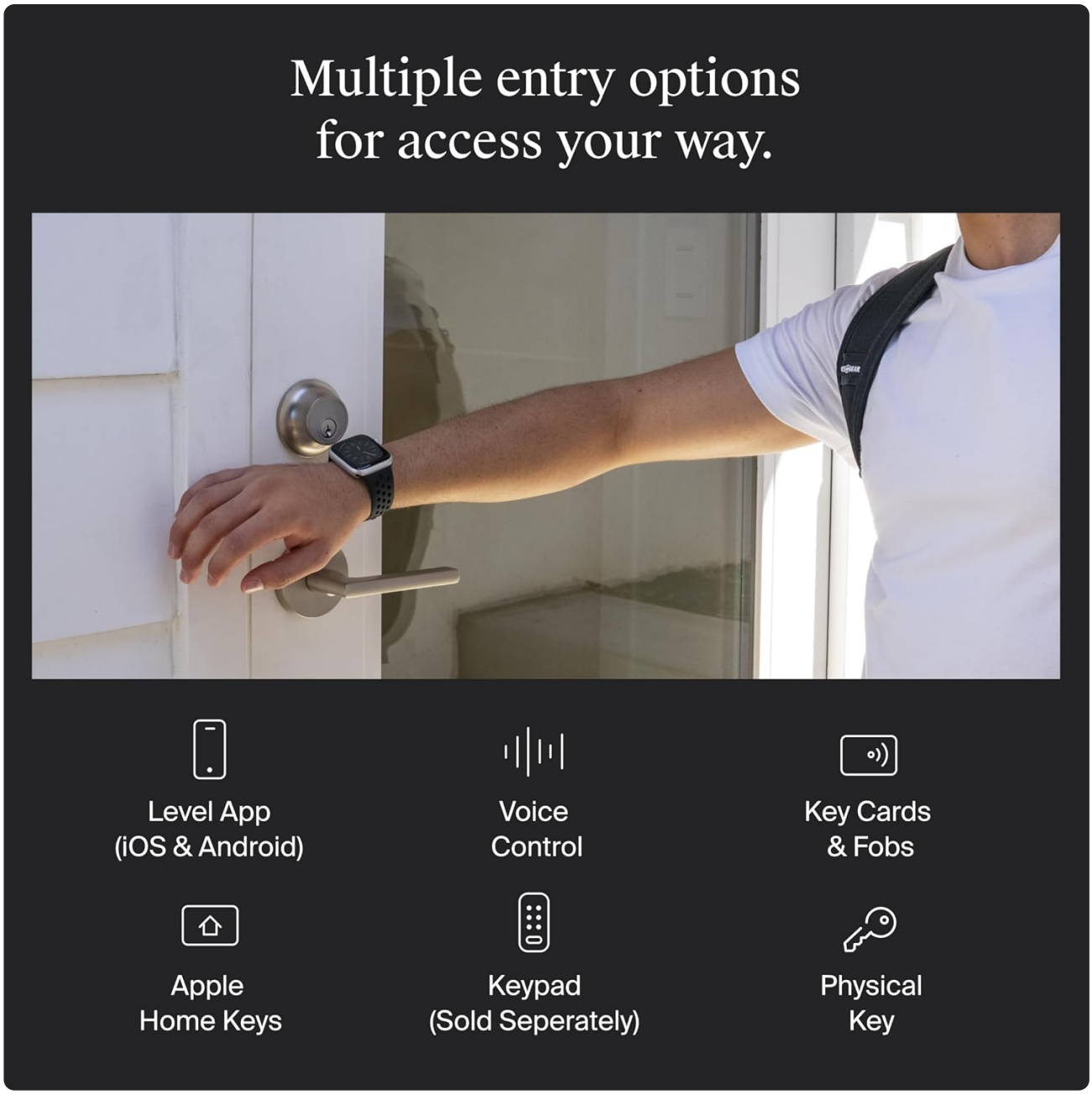


Figure 6: Overview of various entry options available with Level Lock+, including the Level App, Key Cards, and an optional Keypad.

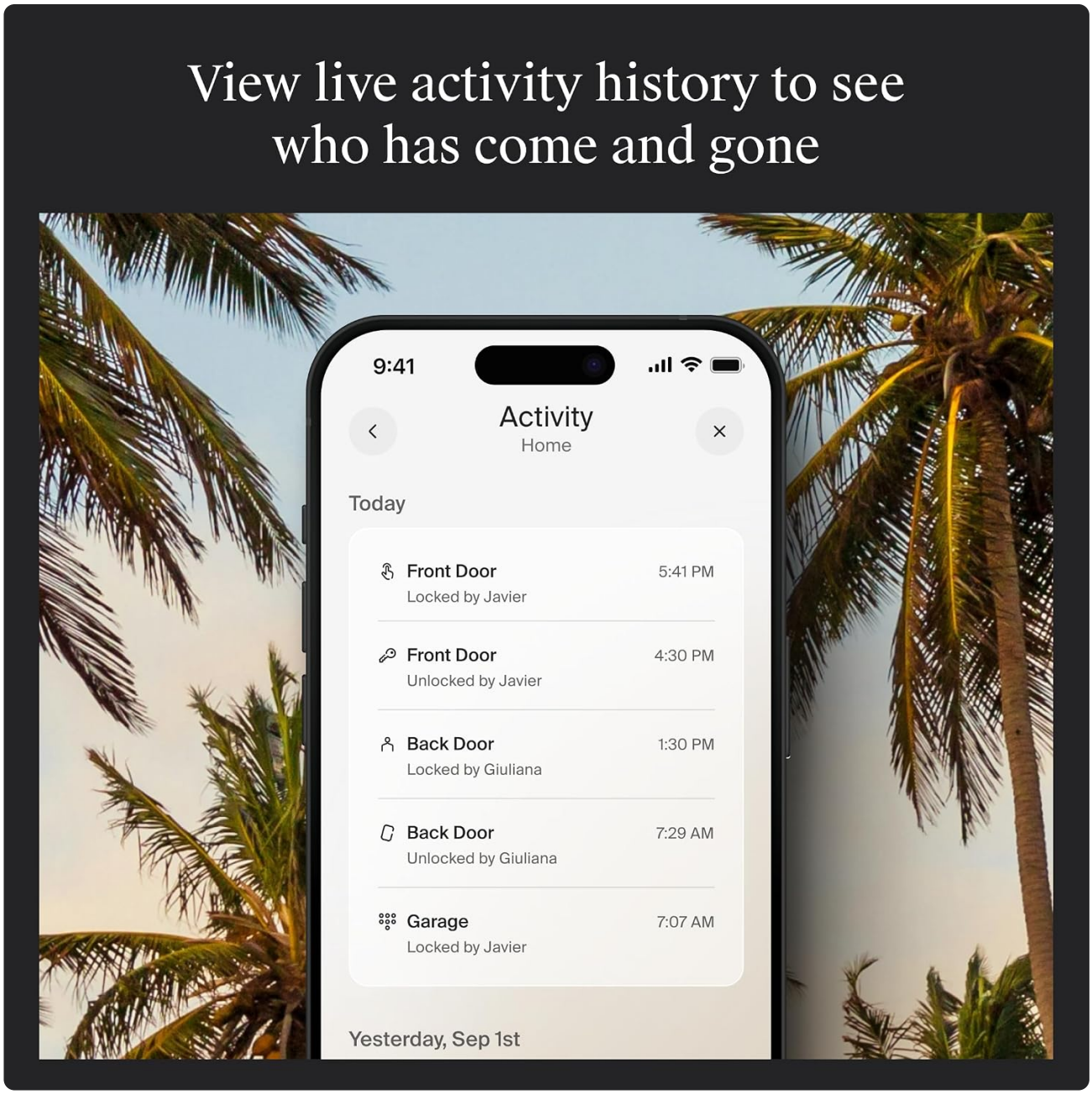


Figure 7: The Level Home app displays a live activity history, showing who has entered or exited your home.

4.3 Remote Control

With the included Level Connect Wi-Fi bridge, you can remotely lock/unlock your door, view live activity history, and manage key codes for the Level Keypad (sold separately) from anywhere via the Level Home app. The Wi-Fi bridge requires a 2.4 GHz Wi-Fi connection and should be plugged in within 20 feet of the lock.

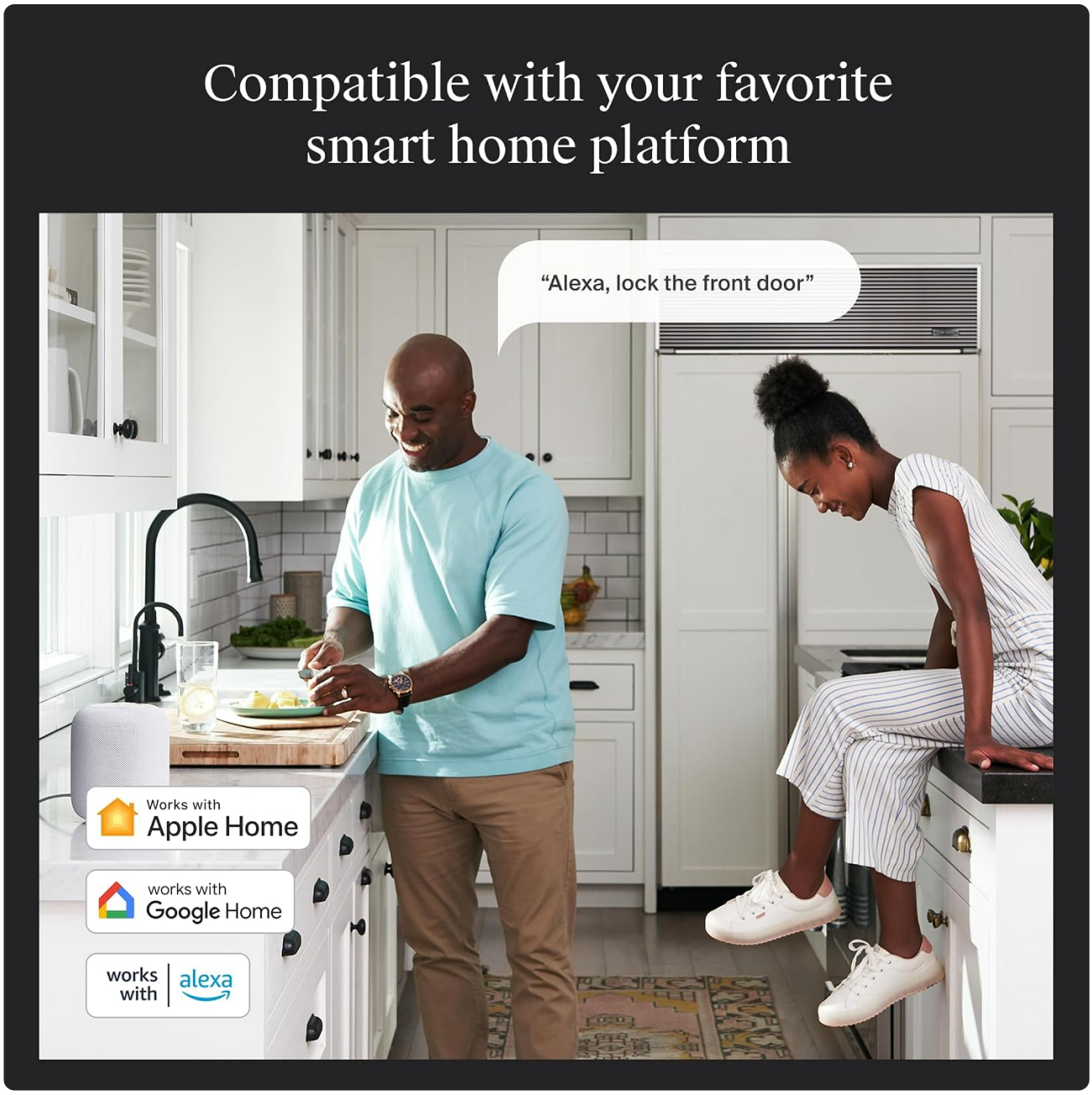


Figure 8: Controlling the Level Lock+ remotely using the Level Home app on a smartphone.

▶ **Watch video online**

Level Connect - for Level Locks! - Things You Need to Know!

Video 3: Explains the functionality and setup of the Level Connect Wi-Fi bridge for remote access.

4.4 Voice Control

The Level Lock+ integrates with Apple HomeKit, Google Home, and Amazon Alexa, allowing you to lock, unlock, and set automations using voice commands.



Figure 9: Level Lock+ is compatible with major smart home platforms, enabling voice control via Apple Home, Google Home, and Amazon Alexa.

5. Maintenance

5.1 Battery Replacement

The Level Lock+ uses one CR2 battery (included). When the battery level is low, you will receive notifications through the Level Home app. To replace the battery, unscrew the cap on the end of the bolt, remove the old battery, insert a new CR2 battery with the negative end towards the cap, and screw the cap back on. You will hear a welcome chime upon successful battery insertion.

6. Troubleshooting

If you encounter issues with your Level Lock+:

- **Connectivity Issues:** Ensure your Level Connect Wi-Fi Bridge is plugged in within 20 feet of the lock and connected to a stable 2.4 GHz Wi-Fi network. Check the Level Home app for the bridge's status.

- **App Not Responding:** Close and reopen the Level Home app. Ensure your smartphone's Bluetooth is enabled if you are within Bluetooth range of the lock.
- **Lock Mechanism Jamming:** Verify that your door and door frame are properly aligned and that the deadbolt can extend and retract freely without obstruction.
- **Battery Life:** Monitor battery status in the Level Home app. Replace the CR2 battery when indicated.
- **Apple Home Key Issues:** Ensure your iPhone or Apple Watch is updated to the latest OS and that Home Key is properly configured in your Apple Wallet.

For further assistance, refer to the support section within the Level Home app or visit the official Level support website.

7. Specifications

Feature	Specification
Brand	Level
Model Name	Smart Lock
Part Number	C-L16U-S1
Lock Type	Deadbolt
Material	Stainless Steel
Color	Satin Nickel
Item Weight	2.76 Pounds
Product Dimensions	4.5 x 2.75 x 2.75 inches
Power Source	1 CR2 battery (included)
Connectivity Protocol	Wi-Fi, Bluetooth
Control Method	Voice, App
Controller Type	Amazon Alexa, Android, Apple HomeKit, Siri, iOS
Special Feature	Weather Resistant
Security Rating	BHMA AAA, ANSI Grade 1/A

8. Warranty & Support

For warranty information and customer support, please refer to the documentation included with your product or visit the official Level Home Inc. website. Note that warranty coverage may vary by region. Some users have reported that Level Home does not provide warranty coverage for customers in Canada.
For technical assistance, contact Level Home Inc. customer support directly.

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