**Qolsys IQ Lock-PGK-SN**

# Qolsys IQ Lock-PG Push Button Deadbolt User Manual

Model: IQ Lock-PGK-SN

## 1. INTRODUCTION

The Qolsys IQ Lock-PG Push Button Deadbolt provides advanced security and convenient access to your property. This smart motorized deadbolt integrates seamlessly with your Qolsys IQ Panel system, offering multiple unlocking methods including PowerG wireless communication via app, pushbutton keypad, traditional key, and interior thumb-turn. Designed for durability and ease of use, the IQ Lock-PG enhances your smart home security setup.
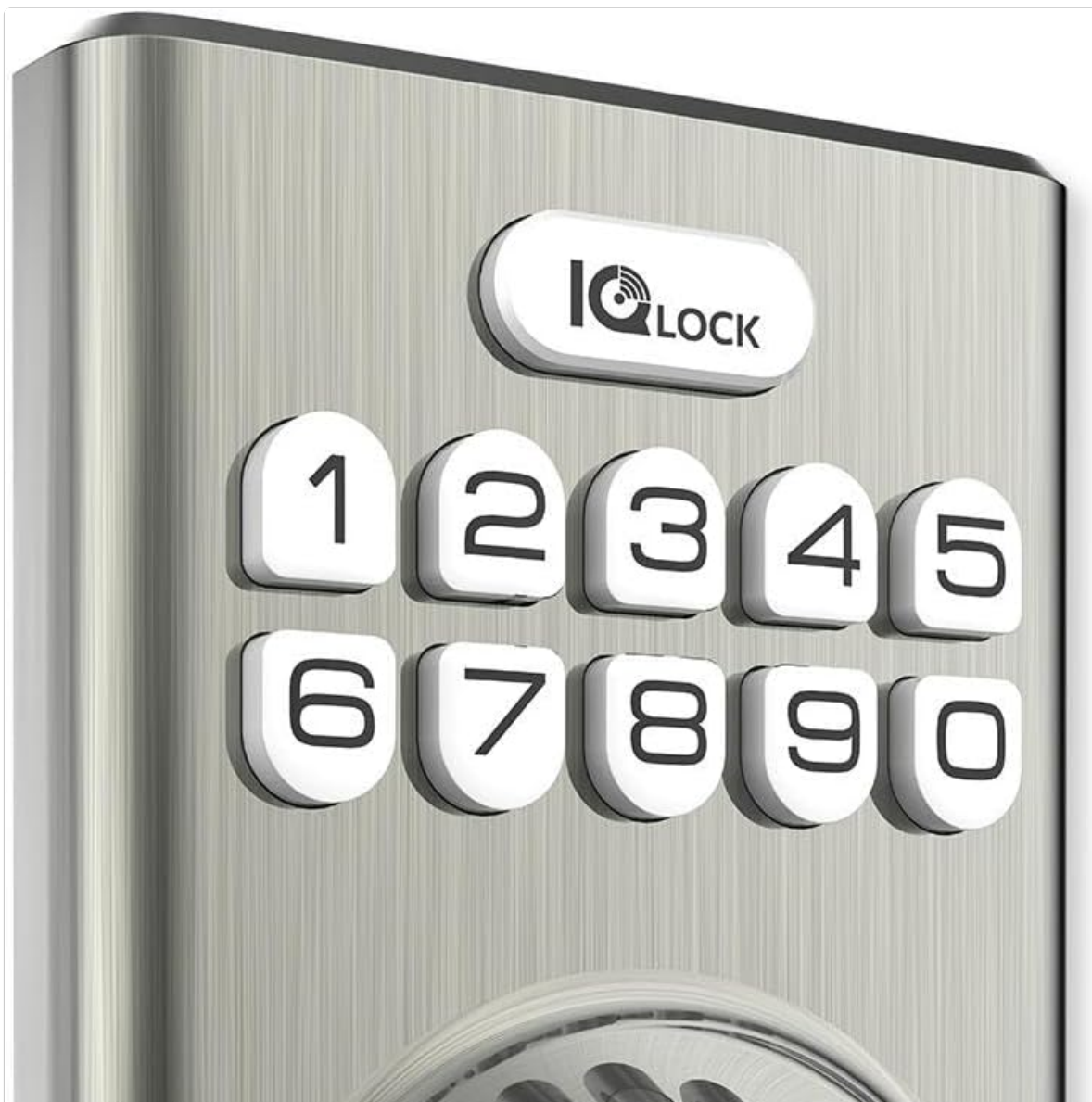
Figure 1: Front view of the Qolsys IQ Lock-PG Push Button Deadbolt in Satin Nickel finish, displaying the numeric keypad and the traditional keyhole below it. This image highlights the sleek design and primary access points of the lock.

## 2. SAFETY INFORMATION

- Read all instructions carefully before installation and use.

- Do not attempt to disassemble or modify the lock beyond the instructions provided. This may void the warranty and compromise security.

- Use only **four (4) AA alkaline batteries** (not included). Do not mix old and new batteries, or different types of batteries.

- Keep keys in a secure location away from the lock.

- Ensure all mounting hardware is securely fastened to prevent accidental detachment.

- This product is designed for residential use.

## 3. PACKAGE CONTENTS

Verify that all items listed below are included in your package:

- Qolsys IQ Lock-PG Deadbolt Assembly (Exterior and Interior)
- (2) Turnkeys

- Mounting Hardware (screws, bolts, strike plate, etc.)
- Instruction Manual (this document)

## 4. INSTALLATION

The Qolsys IQ Lock-PG motorized deadbolt is designed for easy installation on standard doors. No wiring is required as it is battery-powered.

### 4.1 Door Compatibility

- Installs on doors measuring **1-3/8 inches to 2-1/4 inches (35-58mm) thick**.
- Adjustable latch fits existing backset of either **2-3/8 inches or 2-3/4 inches (60/70mm)**.
- Suitable for both left-handed or right-handed door operations.
- Door Prep: **1-1/2 inches / 2-1/8 inches (38/54mm)**.

### 4.2 Installation Steps (General Overview)

Detailed step-by-step instructions are provided in the included printed manual. The general process involves:

1. Prepare the door: Ensure the door bore hole and backset are compatible.
2. Install the latch bolt into the door edge.
3. Install the exterior keypad assembly.
4. Install the interior mounting plate.
5. Connect the cable from the exterior assembly to the interior assembly.
6. Install the interior assembly.
7. Install the strike plate on the door frame.
8. Insert **four (4) AA alkaline batteries** into the interior assembly.
9. Perform the door handing process (automatic adjustment).

Figure 2: Interior view of the Qolsys IQ Lock-PG deadbolt assembly. This image displays the battery compartment, the thumb-turn for manual locking/unlocking, and the internal components that connect to the exterior keypad.

# 5. SETUP

The IQ Lock-PG integrates with your Qolsys IQ Panel system (IQ Panel 4, IQ4 Hub, or IQ4 NS, sold separately) and the Alarm.com app for remote control and management.

## 5.1 Pairing with IQ Panel / Alarm.com

To enable smart features, the lock must be paired with a compatible Qolsys IQ Panel and connected to your Alarm.com account. Refer to your IQ Panel's manual or the Alarm.com app for specific pairing instructions. User codes are primarily managed through the Alarm.com app and then sent to the lock.

## 5.2 Creating User Codes

- You can create up to **250 user codes**.

- Each user code must be **4 to 8 digits** long.

- User codes are created and managed via the **Alarm.com app**. This allows you to easily add, modify, or remove individual codes for family members, friends, or temporary guests from anywhere.

# 6. OPERATING INSTRUCTIONS

The Qolsys IQ Lock-PG offers multiple convenient ways to lock and unlock your door.

## 6.1 Unlocking the Door

- **Using a User Code:** Enter your 4-8 digit user code on the keypad. The deadbolt will retract.

- **Using the Key:** Insert the physical key into the keyhole and turn to unlock.

- **Using the Thumb-Turn (Interior):** From the inside, rotate the thumb-turn to retract the deadbolt.

- **Via Alarm.com App/IQ Panel:** If paired, you can remotely unlock the deadbolt using the Alarm.com mobile application or directly from your Qolsys IQ Panel.

## 6.2 Locking the Door

- **Using the Keypad:** Press any button on the keypad to lock the door from the outside.

- **Using the Key:** Insert the physical key into the keyhole and turn to lock.

- **Using the Thumb-Turn (Interior):** From the inside, rotate the thumb-turn to extend the deadbolt.

- **Via Alarm.com App/IQ Panel:** If paired, you can remotely lock the deadbolt using the Alarm.com mobile application or directly from your Qolsys IQ Panel.

Figure 3: The Qolsys IQ Lock-PG deadbolt installed on a dark blue door, showcasing the exterior keypad. This image demonstrates how the lock appears when mounted, with a note indicating an Oil Rubbed Bronze finish, though the product is Satin Nickel.
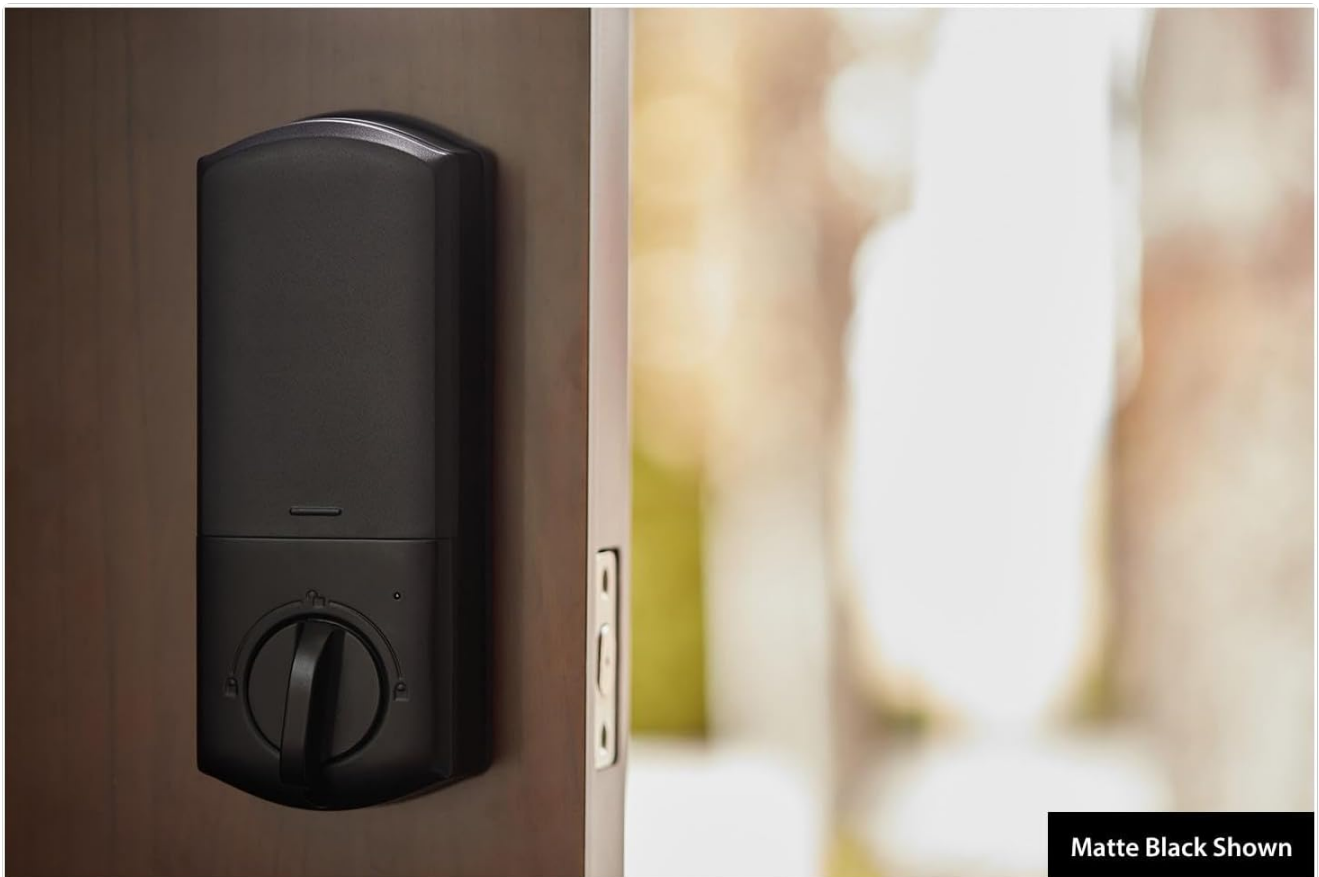
Figure 4: The interior component of the Qolsys IQ Lock-PG deadbolt installed on a wooden door. This view highlights the thumb-turn mechanism used for manual locking and unlocking from inside, with a note indicating a Matte Black finish.

## 7. MAINTENANCE

### 7.1 Battery Replacement

The IQ Lock-PG is powered by **four (4) AA alkaline batteries** (not included). Battery life is approximately 12 months under typical usage (6 user code unlock events and 10 locking/unlocking cycles per day). The lock features a **low battery alarm** to notify you when batteries need replacement.

1. Remove the battery cover on the interior assembly.
2. Remove the old batteries.
3. Insert four new AA alkaline batteries, ensuring correct polarity.
4. Replace the battery cover.

### 7.2 Cleaning

Clean the lock with a soft, damp cloth. Avoid abrasive cleaners or solvents that could damage the finish or electronic components.

## 8. TROUBLESHOOTING

| Problem | Possible Cause / Solution |
| --- | --- |
| Lock does not respond to keypad entry. | **Low Batteries:** Check for low battery alarm. Replace batteries if needed. **Incorrect Code:** Ensure the correct user code is entered. **Keypad Lockout:** If 10 invalid user codes are entered, the keypad will lock out for 3 minutes. Wait for the lockout period to end. |

| Problem | Possible Cause / Solution |
|---|---|
| Lock does not respond to app commands. | **Connectivity Issue:** Ensure your IQ Panel has an active internet connection.<br>**Lock Range:** Verify the lock is within range of your IQ Panel for PowerG wireless communication.<br>**Pairing:** Confirm the lock is properly paired with your IQ Panel and Alarm.com account. |
| Deadbolt does not extend/retract fully. | **Door Alignment:** Check if the door and frame are properly aligned.<br>**Strike Plate:** Ensure the strike plate is correctly installed and aligned with the deadbolt.<br>**Obstruction:** Clear any obstructions in the door frame or bolt path. |

# 9. SPECIFICATIONS

| Feature | Detail |
|---|---|
| Manufacturer Part # | IQ Lock-PGK-SN |
| UPC | 7290109986142 |
| Finish | Satin Nickel |
| Self-Handing | Supported |
| Bolt Type | Motorized/Standard deadbolt |
| Backset | 2-3/8" / 2-3/4" Adjustable (60/70mm) |
| Door Prep | 1-1/2" / 2-1/8" (38/54mm) |
| Door Thickness | 1-3/8" to 2-1/4" (35-58mm) automatic adjustment |
| Unlocking Method | PowerG wireless communication (via App and Panel), Button keypad, key, thumb-turn |
| Code Capacity | User code x 250 |
| Code Length | 4-8 digits |
| Override Key Cylinder | Yes |
| Cylinder | KW1 keyway |
| Working Voltage | DC 6V |
| Battery (Not included) | AA x 4 |
| Working Temperature Exterior | -31°F to 150°F (-35°C to 65.5°C) |
| Working Temperature Interior | 32°F to 140°F (0°C to 60°C) |
| IP Rating Exterior assembly | IP54 |
| Lockout Mode (Wrong entry limit) | Keypad lockout for 3 minutes after 10 entries of invalid user code |

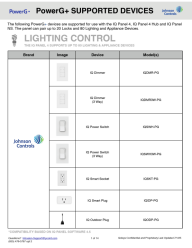| Feature | Detail |
|---|---|
| Low Battery Alarm | Yes |
| Battery Life | Min. 12 months (6 user code unlock events, and 10 unlocking and locking cycles for each day) |
| Certifications | FCC, IC, ANSI BHMA A156.36 Grade 2, UL10C (20min Fire Rating) |
| IoT Connection | PowerG |
| Product Weight | 1.6KG / 3.6 LB |
| Operating Humidity Exterior | 100% condensing |
| Operating Humidity Interior | 20% ~ 95% non-condensing |

## 10. WARRANTY

The Qolsys IQ Lock-PG Push Button Deadbolt comes with a **Twelve (12) month warranty** from the date of purchase. Please retain your proof of purchase for warranty claims. This warranty covers defects in materials and workmanship under normal use. It does not cover damage resulting from misuse, accident, modification, or unauthorized repair.

## 11. SUPPORT

For technical assistance, troubleshooting beyond this manual, or warranty inquiries, please contact Qolsys customer support or refer to the official Alarm.com support resources. Ensure you have your product model number (IQ Lock-PGK-SN) and proof of purchase ready when contacting support.

For more information and resources, visit the official Qolsys website or Alarm.com website.

## Related Documents



[PowerG+ and Z-Wave Supported Devices for IQ Panel 4](#)
A comprehensive list of PowerG+ and Z-Wave compatible devices, including lighting controls, door locks, thermostats, and other accessories, supported by the Qolsys IQ Panel 4.



[Qolsys IQ Panel 2 DIY Installation Manual: Setup, Usage, and Features](#)
Comprehensive DIY installation manual for the Qolsys IQ Panel 2 smart home security system. Covers unboxing, setup, sensor installation (door/window, motion), system operation, arming/disarming, camera features, settings, messaging, emergency panic, user management, and system testing.

| | |
|---|---|
|  | [IQ Hub Installation Manual: Secure Your Home with Qolsys](#)<br>Comprehensive installation manual for the Qolsys IQ Hub, a 7-inch touchscreen security and smart home system. Learn how to install, configure, and operate your IQ Hub for optimal performance. |
|  | [Qolsys IQ Panel User Guide: Security and Smart Home Features](#)<br>A comprehensive user guide for the Qolsys IQ Panel, detailing installation, system operation, security features, smart home device control (lights, locks, thermostat, garage doors), camera functionality, advanced settings, and troubleshooting tips. |