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eufy Security C220

eufy Security Smart Lock C220 Instruction Manual

Brand: eufy Security | Model: C220

1. PRODUCT OVERVIEW

The eufy Security Smart Lock C220 is a fingerprint keyless entry door lock designed for enhanced home security and convenience. It features built-in Wi-Fi for remote control via the eufy Security app, multiple unlocking methods, and a durable, weather-resistant design.



Figure 1: eufy Security Smart Lock C220, Nickel Modern.

2. WHAT'S IN THE BOX

Verify that all components are present before beginning installation.



Figure 2: All components included with the Smart Lock C220.

- Exterior Keypad Assembly
- Interior Assembly
- Deadbolt Installation Set
- Strike Plate
- Mechanical Keys (x2)
- AA Batteries (x8)
- Mounting Plate Screws
- Interior Lock Screws
- Deadbolt/Strike Plate Screws

3. SETUP & INSTALLATION

3.1. Door Compatibility & Preparation

Ensure your door meets the following specifications for proper installation:

- Door Thickness: 1 $\frac{3}{8}$ " - 2 $\frac{1}{8}$ " (35 mm - 55 mm)
- Compatible with most standard US & CA deadbolts.
- Minimum distance from door handle to cross bore: 1 $\frac{3}{4}$ " / 45 mm.
- Mortise Locks are NOT compatible.



Figure 3: Verify door dimensions and lock type for compatibility.

3.2. Install the Deadbolt

Follow these steps to install the deadbolt mechanism into your door.

Your browser does not support the video tag.

Video 1: Installation guide for eufy Smart Lock C30, demonstrating deadbolt installation steps.

1. Measure the backset distance from the center of the hole to the edge of the door.
2. If the backset is 60mm, install the latch directly. If 70mm, twist the deadbolt clockwise 180° to extend its length.
3. Insert the deadbolt into the door edge, ensuring the word "TOP" is oriented upwards and the T-shaped hub is centered.
4. Secure the deadbolt with the provided screws.

3.3. Install the Exterior Keypad

Attach the exterior keypad to the door.

1. Measure the diameter of the cross bore. If 54mm, proceed with installation. If 38mm, first remove the spacer from the keypad.
2. Ensure the cable goes underneath the deadbolt. Turn the dial to the horizontal direction to smoothly insert the cable through the hole.
3. Insert the exterior keypad into the door, carefully routing the cable.

3.4. Install the Interior Assembly

Complete the lock installation by attaching the interior assembly.

1. Run the cable through the rectangular slot on the mounting plate.
2. Attach the cable to the back of the interior assembly. Gently tuck the remaining cable to the side of the tailpiece.
3. Insert the tailpiece through the T-shaped hub in the deadbolt.
4. Make sure the deadbolt is retracted and the thumb turn is in the Unlock position. Check if the deadbolt moves properly by turning the thumb turn.
5. Insert the screws and tighten slightly. Align the mounting plate and the keypad before tightening further. Ensure the mounting plate is installed vertically to prevent the key from getting stuck when unlocking.

6. Insert the 8 AA batteries.
7. Scan the QR code on your phone to follow the setup instructions via the eufy Security app.
8. When finished, put the battery cover on.

3.5. Install the Strike Plate (Optional)

If needed, you can install the strike plate provided. If the latch hole is too deep, you may install the provided plastic separator.

After installation, please test the key and password to see if they could successfully unlock the door.

4. OPERATING THE SMART LOCK

4.1. Unlocking Methods

- **Fingerprint:** Unlock with a touch in less than 1.5 seconds. The self-learning AI improves recognition precision with every touch.



Figure 4: Fingerprint sensor for quick access.

- **Keypad:** Enter your personalized access code on the keypad.
- **eufy Security App:** Control your smart lock remotely from anywhere using the built-in Wi-Fi.

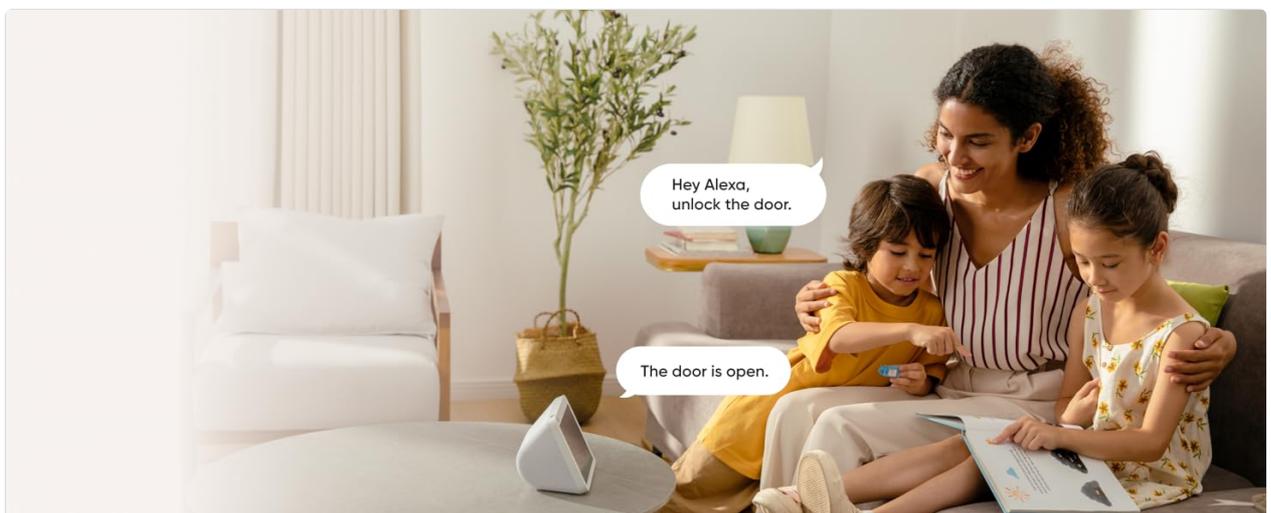


Figure 5: Unlock and manage your lock via the eufy Security app.

- **Physical Key:** Use the traditional mechanical key as a backup.
- **Apple Watch:** Unlock your door directly from your Apple Watch.

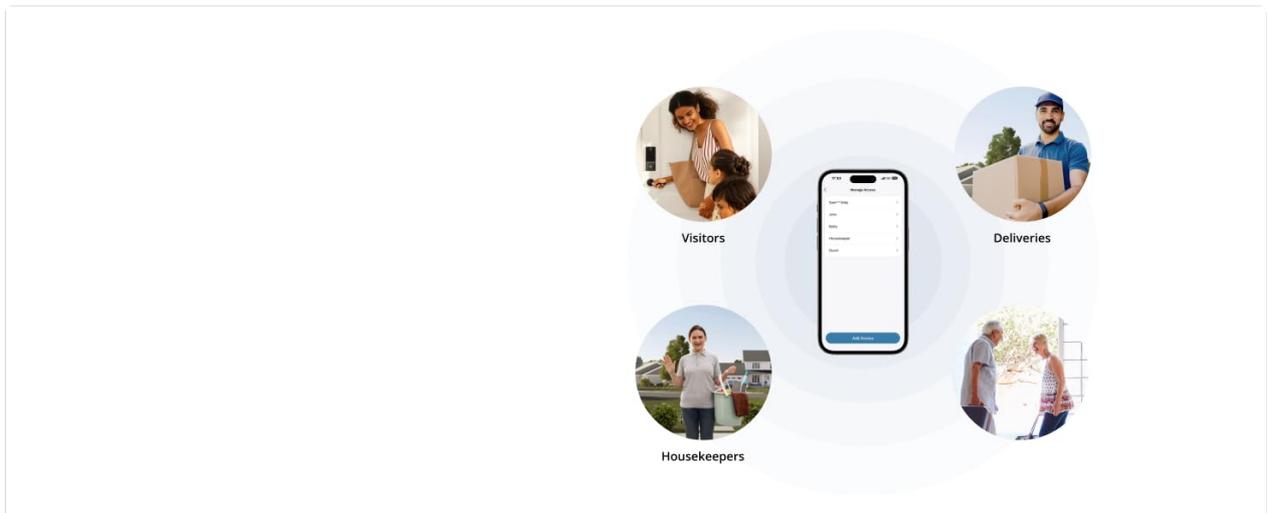


Figure 6: Unlock your door using your Apple Watch.

- **Voice Assistant:** Use Alexa or Google Voice Assistant for convenient unlocking.



Figure 7: Control your lock with voice commands via Alexa or Google Assistant.

4.2. Locking Methods

- **Auto-Lock:** Configure the lock to automatically lock after a set period of time.
- **Manual Lock:** Manually lock the door using the thumb turn from the inside or the keypad/app from the outside.

4.3. App Features

The eufy Security app provides comprehensive control and monitoring:

- **Access Management:** Grant and revoke access for up to 50 users, including scheduled or one-time access codes.

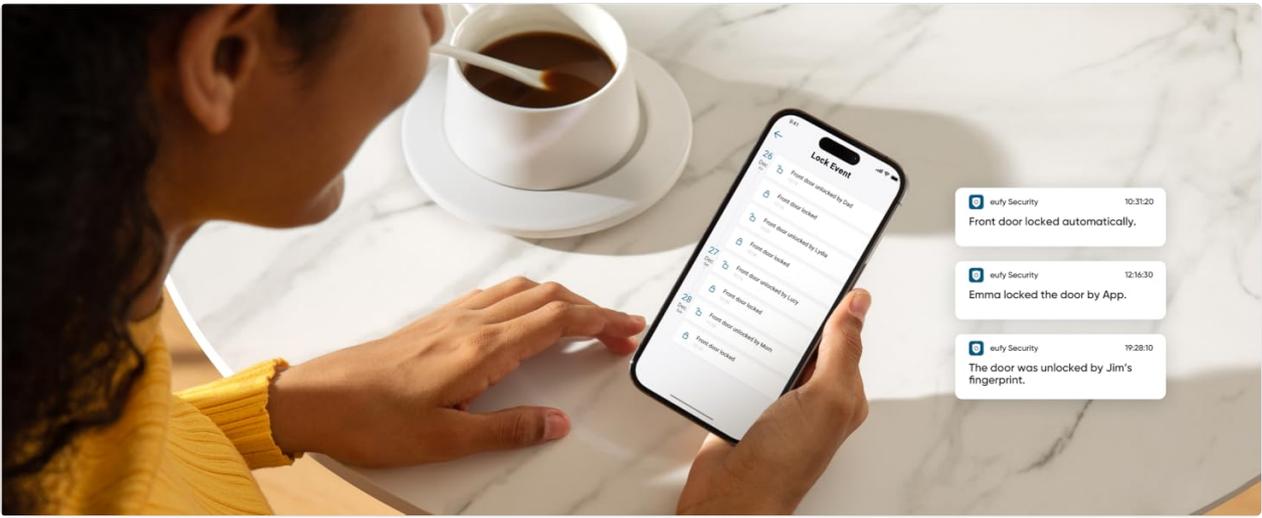


Figure 8: Manage user access with schedules and one-time codes.

- **Real-time Notifications:** Receive instant alerts for lock activity.
- **Event History:** View a detailed log of who unlocked the door and when.



Figure 9: Real-time notifications and event logs keep you informed.

- **Integrated eufy Ecosystem:** If you have a eufy doorbell, you can add your Wi-Fi door lock to routines and control devices together for keyless entry within the eufy Security app.

5. MAINTENANCE

5.1. Battery Life & Replacement

The Smart Lock C220 operates on 8 AA batteries, providing approximately 8 months of battery life. Battery life may vary depending on usage frequency and environmental factors.

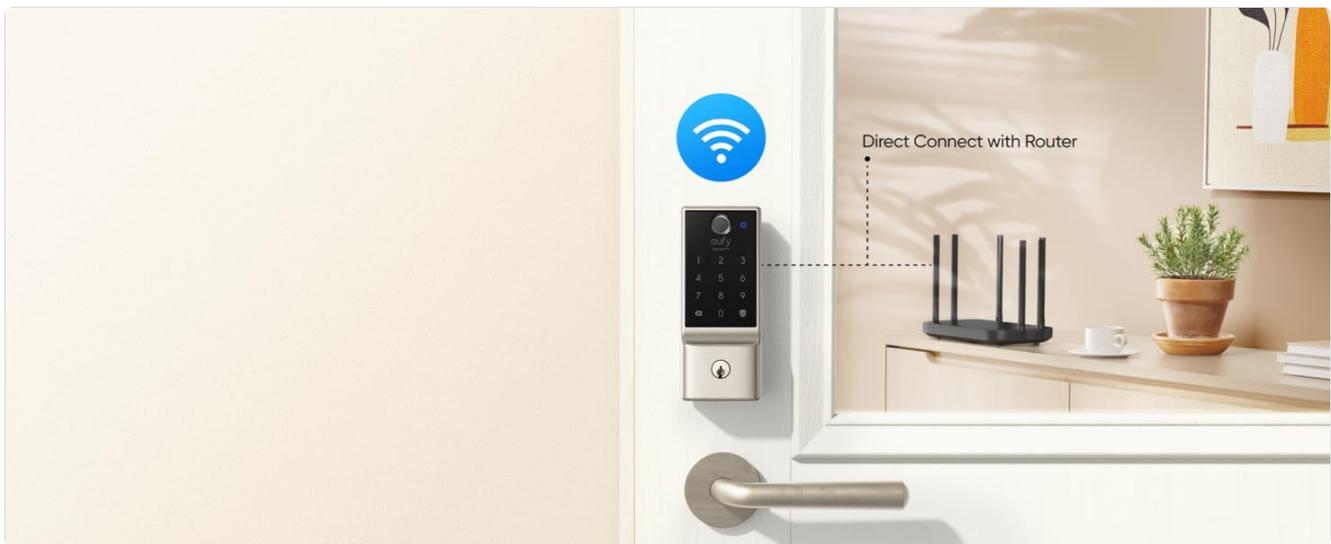


Figure 10: Long-lasting battery power for extended use.

Replace batteries when the low battery indicator appears or when the lock's performance degrades.

5.2. Durability & Environmental Conditions

The Smart Lock C220 is built for security and durability:

- Operating temperatures range from -22°F to 158°F (-30°C to 70°C).
- IP53 Waterproof rating.
- Tested for 100,000 usages, 72-hour salt spray, 2000N pressure resistance, and 144-hour humidity.

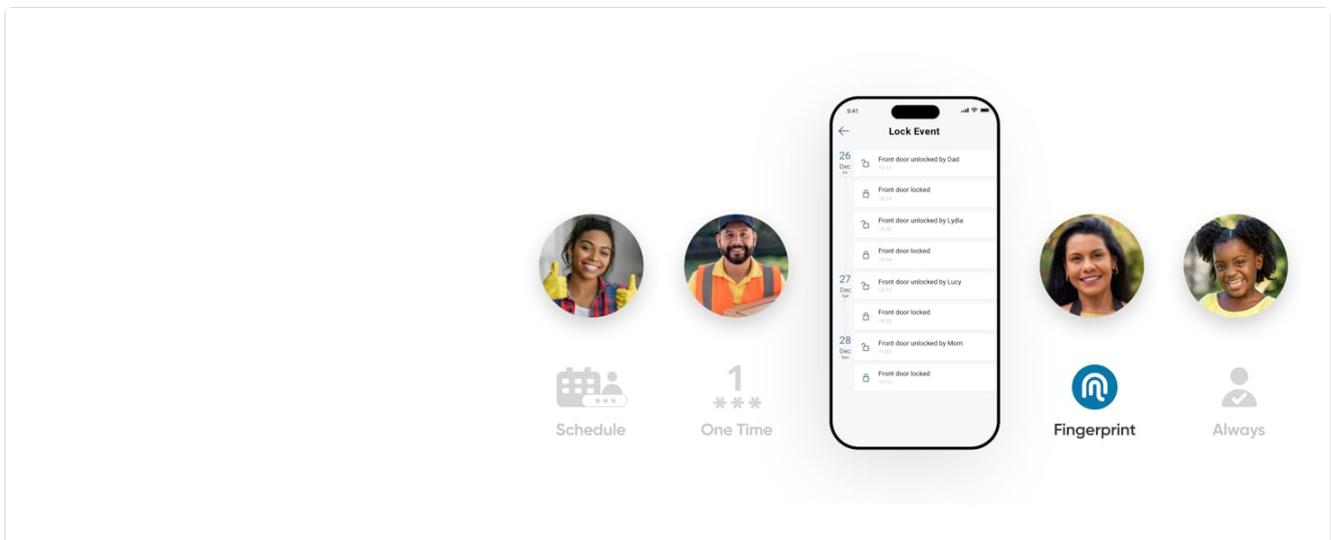


Figure 11: Rigorous testing ensures long-term durability.

6. TROUBLESHOOTING

- **Fingerprint Not Recognized:** Ensure your finger is clean and dry. Re-enroll your fingerprint if issues persist. The self-learning AI improves over time.
- **Keypad Unresponsive:** Check battery levels. Ensure the keypad is clean and free from debris.
- **Remote Control Issues:** Verify your Wi-Fi connection and ensure the lock is within range of your router. Check the eufy Security app for connectivity status.
- **Lock Not Engaging:** Ensure the door frame's latch hole is deep enough (25.4mm/1"). If not, the calibration

may fail during setup.

- **Security Alarm Triggered:** An alarm is sent for unusual attempts to open the smart deadbolt lock. Check event history in the app for details.
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7. SPECIFICATIONS

- **Model Number:** T8506
 - **Material:** Aluminum
 - **Color:** Nickel
 - **Style:** Modern
 - **Lock Type:** Biometric
 - **Special Feature:** Keyless Entry
 - **Power Source:** 8 AA batteries (included)
 - **Battery Cell Type:** Alkaline
 - **Product Dimensions:** 19.48 x 11.4 x 11.2 cm
 - **Item Weight:** 1.46 kg
 - **Operating Temperature:** -22°F to 158°F (-30°C to 70°C)
 - **Waterproof Rating:** IP53
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8. WARRANTY & SUPPORT

Enjoy a worry-free 18-month warranty backed by professional customer service. For any questions or concerns, you can contact eufy Security by telephone, email, and LiveChat.