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iglooworks IWS1 Swing Handle Lock User Guide

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Welcome!

This guide will get you up and running with your iglooworks Smart Swing Handle Lock. In the meantime, you should follow igloocompany on Facebook and Youtube!

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What's Included

- Swing Handle Lock
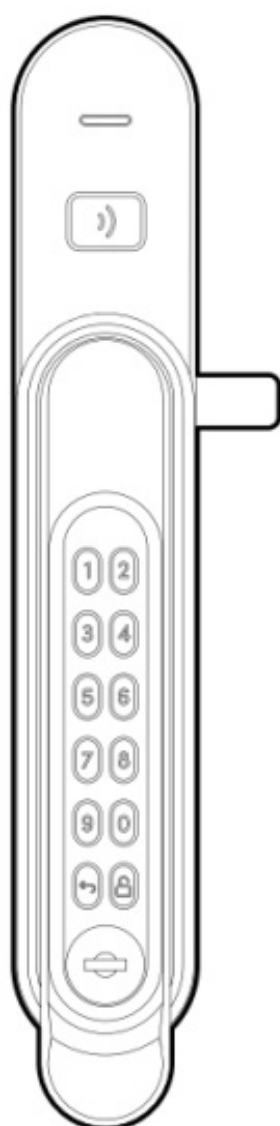
- Mounting Bracket

- Mounting Screws x4
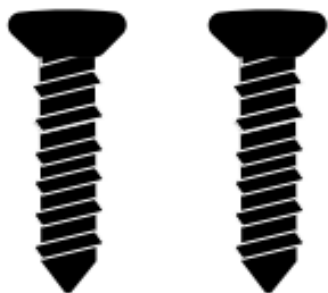
- Battery Compartment
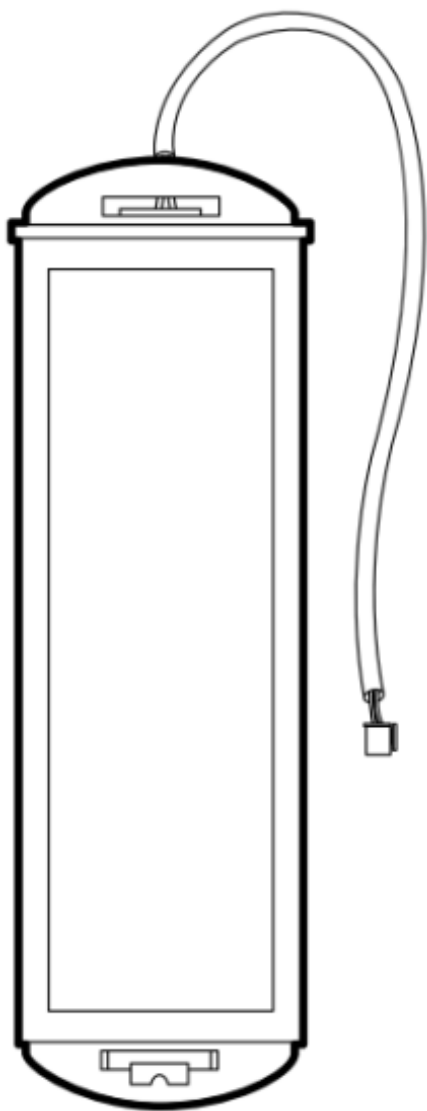
- AA Batteries x4
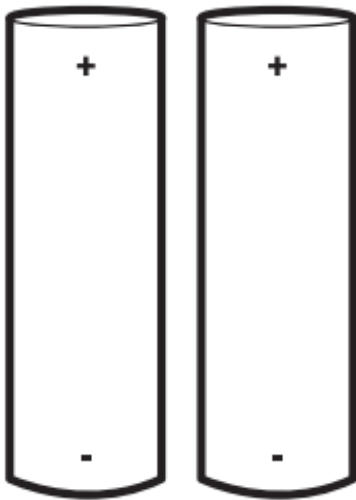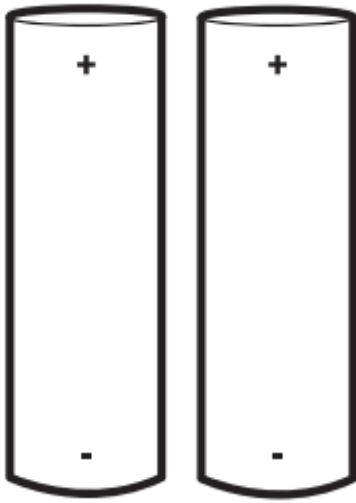
- Physical Keys x2*
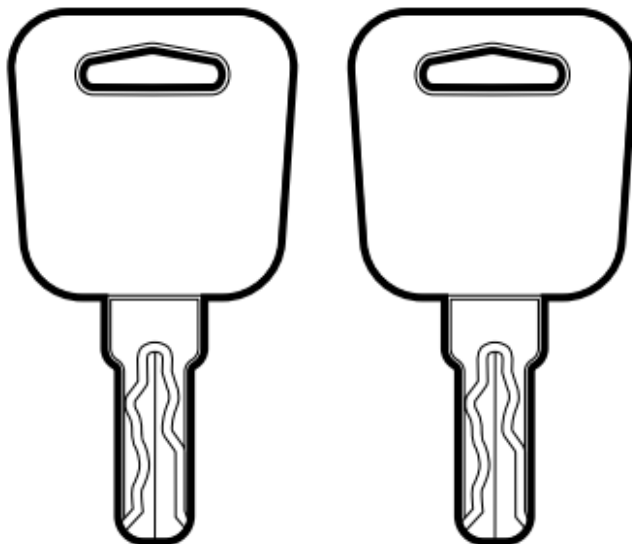
* **NOTE:** Physical keys may not be included in the package.

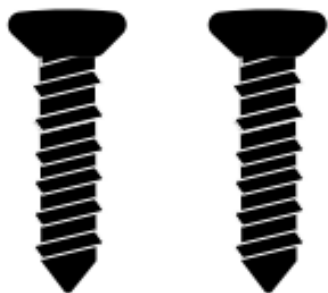## Specifications

- **Model:** iglooworks Swing Handle Lock
- **Power Source:** 4 x AA* Alkaline or 5V power adapter
- **Battery Life:** Up to 18 months*
- **Operation Temp:** -25°C to 55°C
- **IP Rating:** IP54
- **Material:** Plastic

- **Weight Net:** 0.412kg, Gross: 0.488kg
- **Unlock Methods:** Bluetooth, PIN Code, RFID, Physical Keys.

Product Dimension

- **Front**

- **Side**

30mm
(1.18″)

- **Back**

246mm (9.69")

40mm
(1.57")
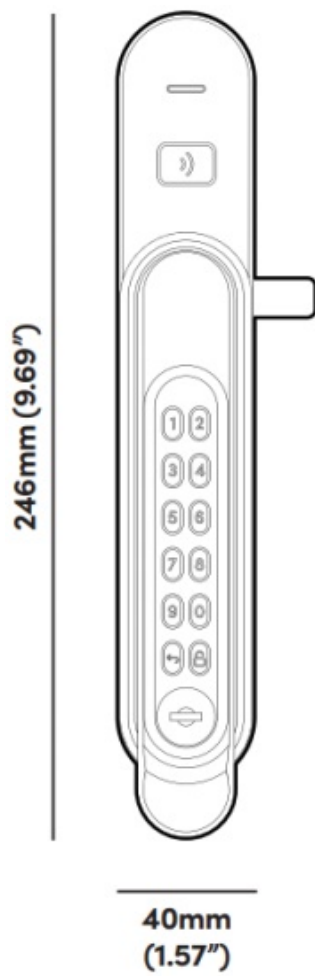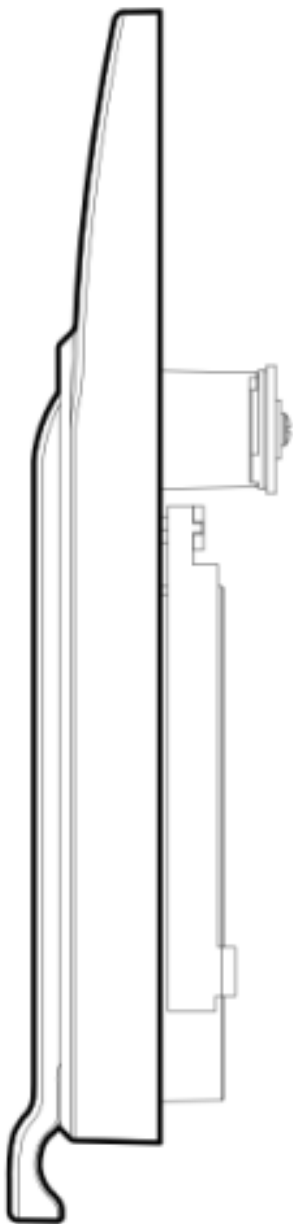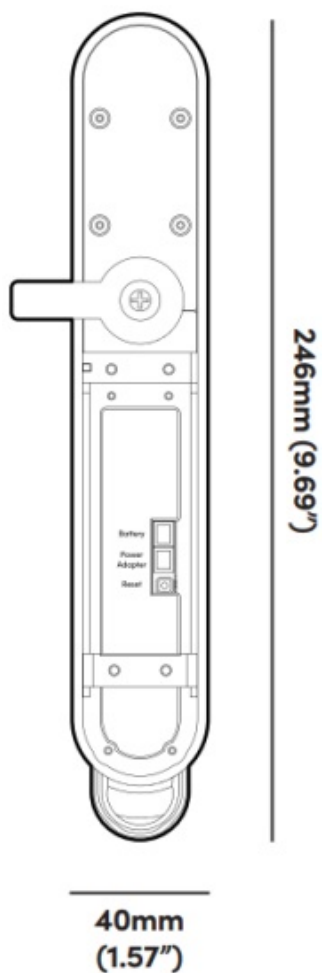
* **DO NOT USE:** Heavy Duty, Eveready, GP, or rechargeable batteries. Please note that using recommended battery brands such as Panasonic, Duracell, or Energizer will improve the performance and lifespan of the lock.

Installation Instructions

Preparing the Cabinet

Locate the 25 x 150mm lock cutout on the door. (some doors may require modification)

25mm
(0.98")

150mm
(5.91")

Installing the Lock

1. Slide the lock into the cutout
2. Attach the rear mounting bracket with screws
3. Ensure that the lock is fully secured and flush to the mounting surface
4. Reuse the existing cam from the old swing handle lock if needed.

Slide the lock into the cutout

Rotate till the lock is upright

replace standard cam with the cam compatible with the cabinet
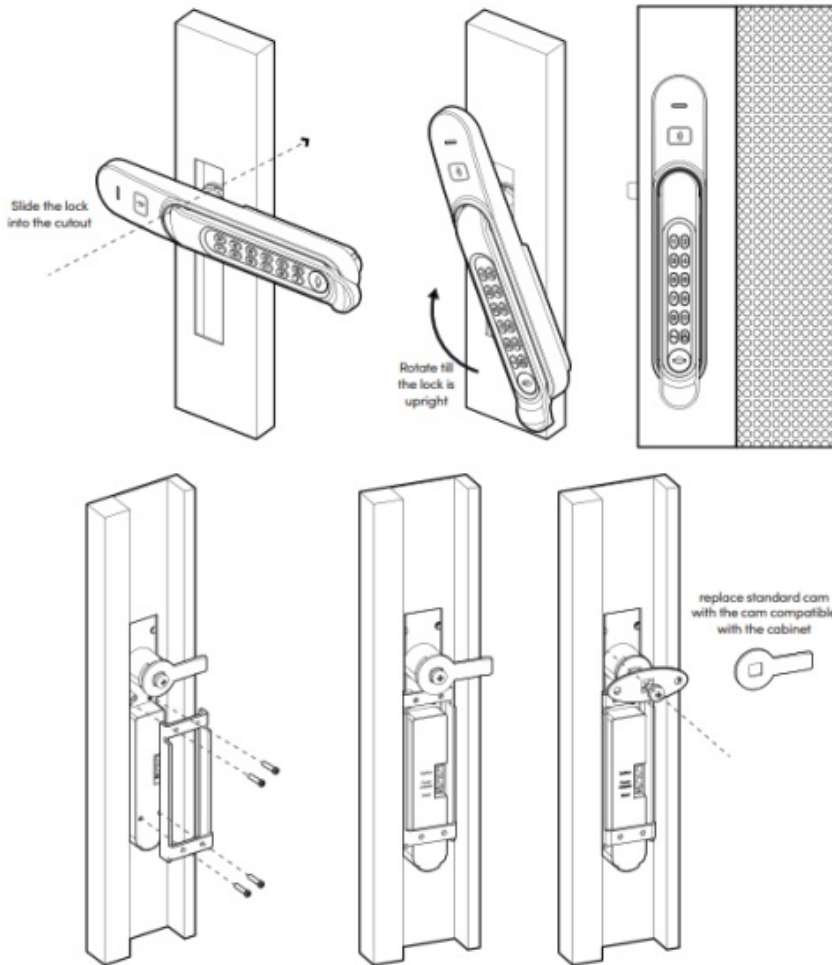
* **NOTE:** Please ensure the mounting bracket is not screwed on too tightly to ensure the handle can automatically pop out when unlocking the lock.

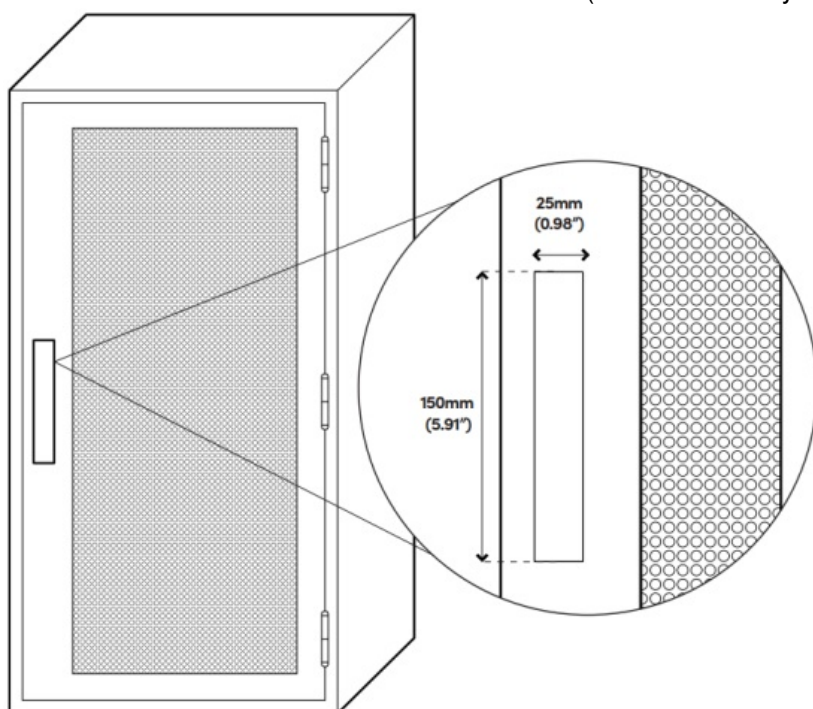**Attaching the battery power supply**

1. Insert the 4*AA alkaline batteries into the battery compartment
2. Connect the battery compartment to the swing handle lock's Battery Socket located on the back of the lock
3. Peel off the protective layer of the adhesive on the back of the battery compartment
4. Find a suitable place to mount the battery compartment on the door panel.

Battery

Power Adapter

Reset

Peel Off

Mount onto door panel
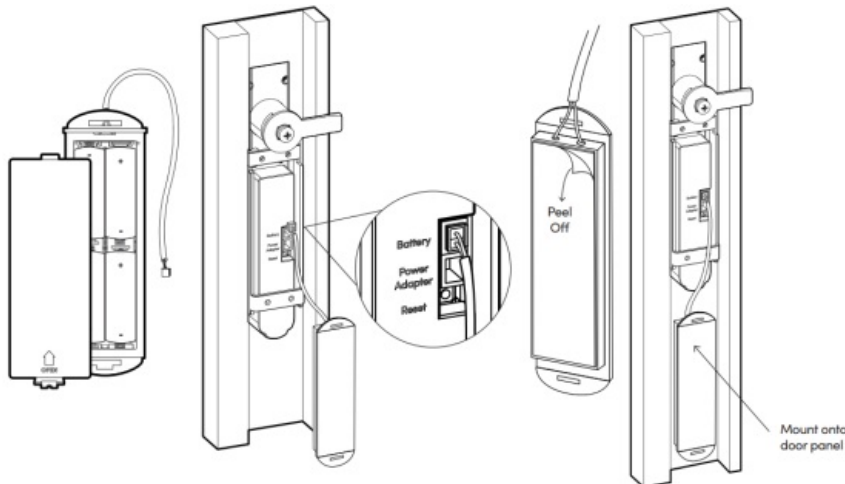
Attaching the AC power supply*

Connect the AC power adapter to the swing handle lock's Power Adapter Socket located on the back of the lock.
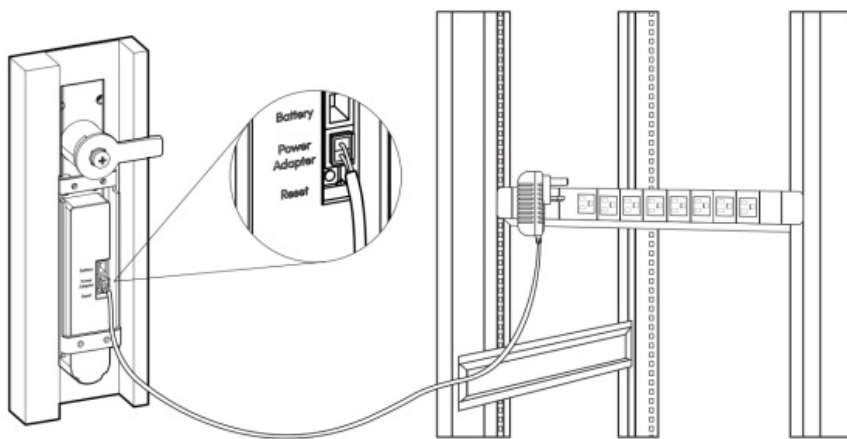
* **NOTE:** Power Adapter may not be included in the package.

User Guide Lock Anatomy

Front & Back Views

- LED Indicator
- RFID Reader
- Cam
- Mounting Bracket
- Unlock Button
- Key hole
- Clear Button
- Battery Socket
- Power Adapter Socket
- Reset Button
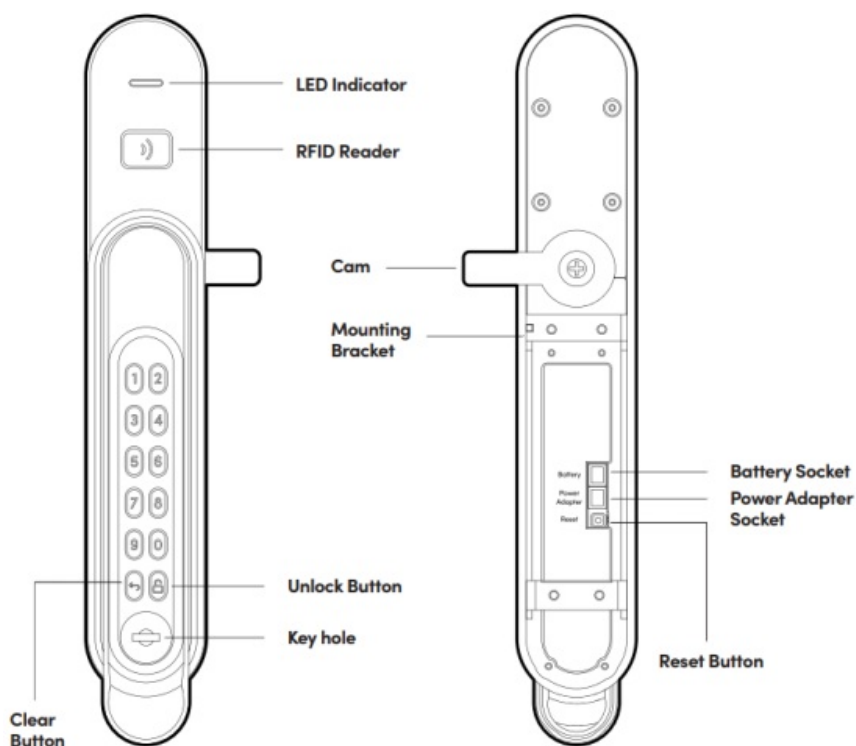
Features

PIN / Bluetooth Unlock

- **Master PIN Code**
  The iglooworks Smart Swing Handle Lock unlocks with a permanent Master PIN Code.

- **Bluetooth Key**
  The iglooworks Smart Swing Handle lock unlocks with Bluetooth via the app.

- **User PIN Code**
  The iglooworks management dashboard can generate multiple types of User Pin codes, e.g. One-Time, Permanent & Duration.

- **RFID**
  Use a registered RFID card and place the card on the RFID reader.

Lock

Auto Re-lock

The iglooworks Smart Swing Handle Lock relocks automatically when the handle is closed.

Power Source

Dual power supplies

Swing handle lock can be powered up by both batteries and power adapter, providing power supply redundancy.

Security / Alarms

- **Keypad Security Lockout**

  Be assured with an additional layer of security with the keypad lockout if the keypad is being tampered. User can configure number of incorrect attempts to trigger lockout.

- **Activity Logs**

  Entry via PIN codes and Bluetooth Key will be logged in the app. Bluetooth key access logs are updated in real-time and PIN code access logs are updated when the owner uses a bluetooth key or update logs.

- **Masking Security Code**

  Enter up to 8 digits before your PIN Code to reduce risk of intruders checking fingerprints.

- **Obstruction Alarm**

  Alarm is triggered when the handle is obstructed from opening.

Unlocking & Locking
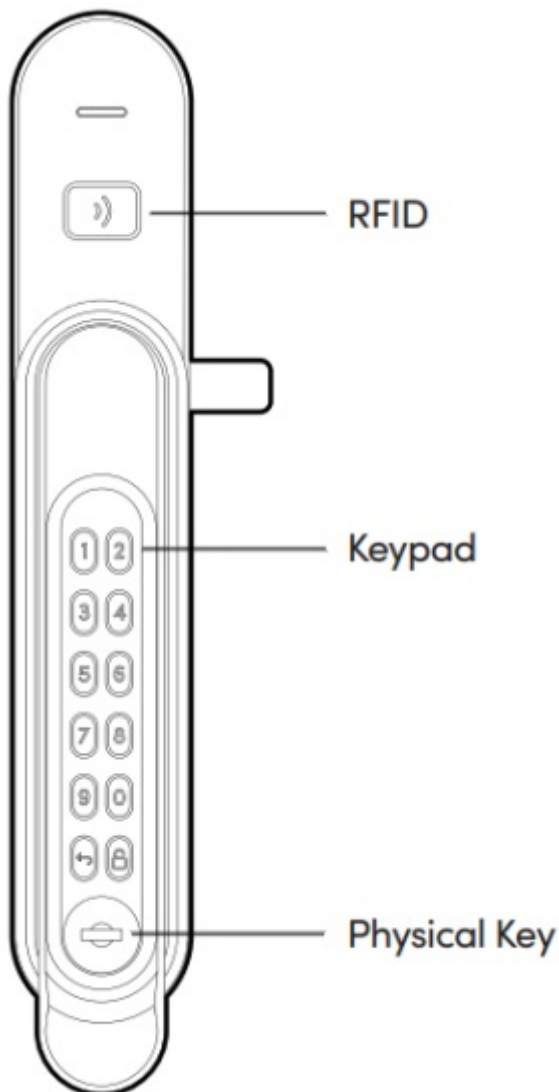
iglooworks App: Bluetooth Unlock
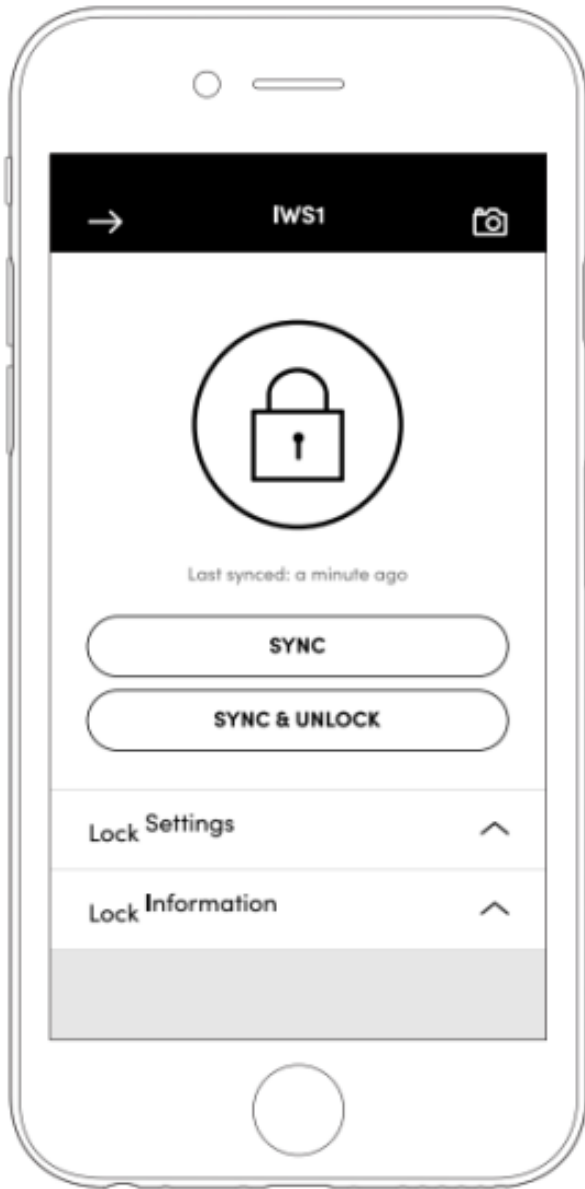
Unlocking

- **PIN Code**
  Key in your PIN code and press 'Unlock' icon.

- **RFID**
  Use a registered RFID card and place the card on the RFID reader.

- **Bluetooth Unlock**
  On your app, click on the Bluetooth Unlock button.

Locking

- **Auto Re-Lock**
  Automatically relocks when the handle is closed.

- **Physical Key**
  Use the physical key to lock the door.

Lock Pairing & Provisioning

1. **Test Factory PIN Unlock**

In the factory mode (before pairing), the PIN to unlock is ↩**1234567890** 🔓.

2. **Login to the Mobile App**
   Please open your mobile app to start the lock provisioning process.
3. **Pairing**
   1. Click on the Menu button on the top left of the screen, and select **[Pair New Lock]**.
   2. Follow the on-screen instruction to pair the lock to your account
   3. Select Swing Handle as the lock type

Lock Behaviour

Keypad Security Lockout

After several incorrect PIN code or RFID attempts, the iglooworks Smart Swing Handle Lock keypad will be locked out and the security alarm will be triggered.

Note: Physical key and Bluetooth Unlock can be used to unlock in this mode.

Keypad Security Lockout

Triggered by	5 consecutive PIN Code attempts by default (Configurable via Bluetooth)
Disable By	After 1 / 5 / 10 Minutes or Any other unlocking methods
Behaviour	No LED lit up when keypad is triggered.
Duration	Please refer to table below.

Triggered	Security Alarm	Keypad Lockout
1st Time	30 Sec	1 Min
2nd Time	60 Sec	5 Min
3rd and Consecutive Time	90 Sec	10 Min

Audio and LED indications

Actions	Indications
Digits	1 short beep
Reached Maximum No. of Digits	4 short beeps
"Unlock" Icon	1 short beep
"Clear" Icon	2 short beeps
Bluetooth Connection	Status indicator flashes Blue
Successfully Unlocked	4 fast ascending tones after unlocked and LED flashes Green 5 times
Successfully Locked	1 long beep after lock is locked and LED flashes Red 5 times

Incorrect PIN	4 short beeps
Invalid RFID	4 short beeps
Deleted PIN	3 sets of 4 short beeps
Obstruction Alarm	6 sets of 4 short beeps
Security Lockout Alarm	Low-high siren for 30 /60 / 90 seconds
Security Lockout Deactivated	2 long beeps
Low Battery Alert	3 fast descending tones when keypad is woken up and LED flashes Red 5 times
Hard Reset / Unpair	4 slow descending tones

Troubleshoot

The lock is not responding at all.

- Unlock using physical key.
- Check the connectivity at the power source sockets at the back of the lock body.
- If the lock is solely powered up by batteries, the batteries might be flat. Change to another new set of AA batteries.
- If the lock is powered up by a power adapter, plug out and reinsert the pin head to ensure a secure connection.

I have generated my PINs from the app but it doesn't work.

- Do a Bluetooth Unlock or sync and try again.
- Make sure that the generated PIN codes are activated within the activation period before it expires.

The lock accepts the correct PIN, but the handle does not pop out and the obstruction alarm goes off.

- The four screws at the back of the door fastening the metal bracket and the lock body might be too tight
- Loosen the four screws by just a little so as to prevent the front body from deforming and restricting the movement of the handle.

I push the handle back in, but it doesn't lock back and bounce out.

- Check if it is because of flat batteries / unstable power source connectivity.
- If no issue with the power source, try to push the handle against the door, press and hold the "unlock" button on the keypad. If motor has no response, then it might be motor failure.
- If motor rotates and the slider back to position, then it might be the failure of the detection sensor.

My lock gives 3 descending tones every time I activate the keypad.

- The battery might be too low and the low battery alarm goes off.
- Unlock the lock to replace the batteries once you are able to access the battery compartment.

The lock is alarming with a low high tone siren continuously and none of the functions work.

- The security lockout is triggered after certain times of invalid PIN attempts.
- Please wait until the countdown ends and retry with a correct PIN; otherwise, unlock with the physical key.

I can't scan the QR sticker as it's worn out.

- Use the spare QR sticker that is provided in the iglooworks Swing Handle Lock box.

FCC Compliance

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. this device may not cause harmful interference, and
2. this device must accept any interference received, including interference that may cause undesired operation.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 cm between the radiator and your body.

CE Compliance

Risk of explosion if battery is replaced by an incorrect type. Dispose of used batteries according to the instructions.

Adapter shall be installed near the equipment and shall be easily accessible.

EUT operating temperature: -20°C to +40°C.

Adapter: The plug considered as disconnect device of adapter
Model: N5, Input: AC 100-240V, 50/60Hz, 0.15A , Output: 5V 700mA

The device complies with RF specifications when the device used at 1.5cm from your body.

Declaration of Conformity igloocompany Pte. Ltd. hereby declares that this igloocompany Pte. Ltd. is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC. a copy of the original declaration of conformity may be found or obtained at **http://www.E-tel.com**

For enquiries go to: **igloohome.co/support**

Documents / Resources

iglooworks IWS1 Swing Handle Lock [pdf] User Guide
IWS1, 2AYD7-IWS1, 2AYD7IWS1, IWS1 Swing Handle Lock, Swing Handle Lock

References

- **E-Tel.com**
- **Support | Support & Help Portal**
- **Support | Support & Help Portal - Enterprise**

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