

level Hub 5 and Gateway Installation



# level Hub 5 and Gateway Installation Guide

[Home](#) » [Level](#) » level Hub 5 and Gateway Installation Guide 

## Contents

- [1 level Hub 5 and Gateway](#)
- [2 Specifications](#)
- [3 Product Usage Instructions](#)
- [4 To mount your device to the wall using adhesive:](#)
  - [4.1 Tools you'll need](#)
- [5 Instructions](#)
- [6 To mount your device to the wall using screws](#)
  - [6.1 Tools you'll need](#)
- [7 FAQ \(Frequently Asked Questions\)](#)
- [8 Documents / Resources](#)
  - [8.1 References](#)



## level Hub 5 and Gateway



### Specifications

- **Product:** Level Hub 5 and Gateway
- **Mounting:** Wall mount adhesive strips or screws
- **Location:** Less than 2 meters off the ground
- **Manufacturer:** Level Home Inc.
- **Address:** 935 Main St Redwood City, CA 94063
- **Website:** [level.co](https://level.co)

### Product Usage Instructions

#### Mounting with Adhesive Strips

1. Choose a mounting location less than 2 meters off the ground.
2. Hold the device against the wall and mark the top corners with a pencil.
3. Clean the wall and back of the device with a dry cloth and rubbing alcohol.
4. Apply adhesive strips to the back of the device.
5. Align the device with the pencil marks and press firmly onto the wall.
6. Use a level to ensure the device is straight.
7. Hold the device in place for 30 seconds.
8. Allow adhesive to set for 24 hours before use.

#### To mount your device to the wall using adhesive:

##### Tools you'll need

##### Included

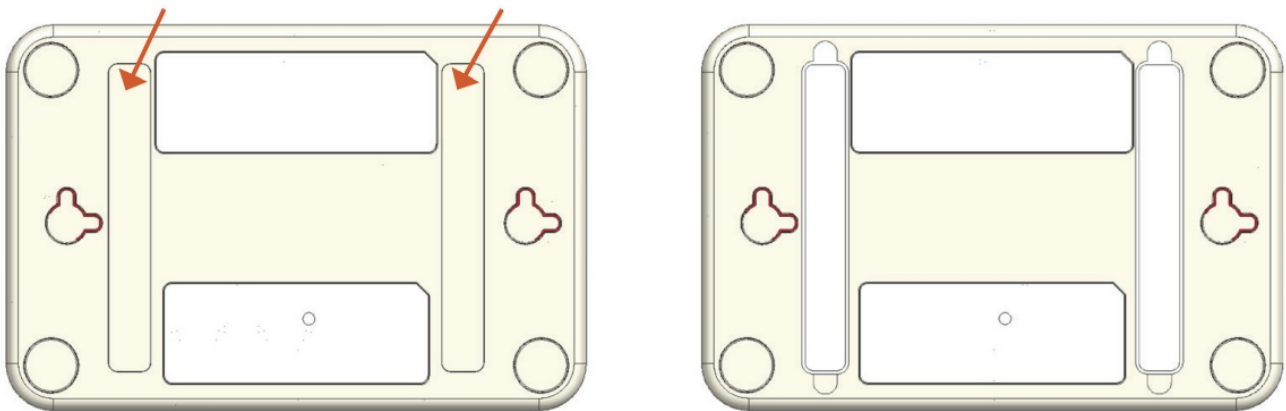
- Adhesive strips (2x)

##### Not included

- Pencil
- Leveling device
- Dry cloth
- Rubbing alcohol

## Instructions

1. Choose a mounting location. Mounting location of the device must be less than
2. meters off the ground when using adhesive strips.
3. Hold the device against the wall in the desired position, making sure it is level. Use a pencil to mark along the top corners of the device.
4. Clean the wall where you will be mounting the device with a dry cloth and rubbing alcohol. Make sure the wall is dry before proceeding.
5. Clean back of device with a dry cloth
6. Peel off the backing of one side of each adhesive strip and stick to the back of the device in the designated adhesive spaces (see Figure A). Apply pressure to each adhesive for 30 seconds.
7. Remove the other side of the protective film on the adhesive
8. To mount, hold the device in position, aligning with the pencil marks you made in Step 2
9. Use a level to ensure the device is level. Adjust as needed.
10. Apply firm and even pressure to press the device onto the wall. Hold for 30 seconds.
11. Allow adhesive to set for 24 hours.
12. Remove any pencil marks from the wall.



## Mounting with Screws

1. Choose a mounting location and use the provided mounting template.
2. Secure the template to the wall using painters tape.
3. Drill pilot holes into the wall based on the template.
4. Screw in wall anchors if needed.
5. Align the device with the screws and secure it onto the wall.
6. Check the mounting for stability.

## To mount your device to the wall using screws

### Tools you'll need

### Included

- Mounting template

### **Not included**

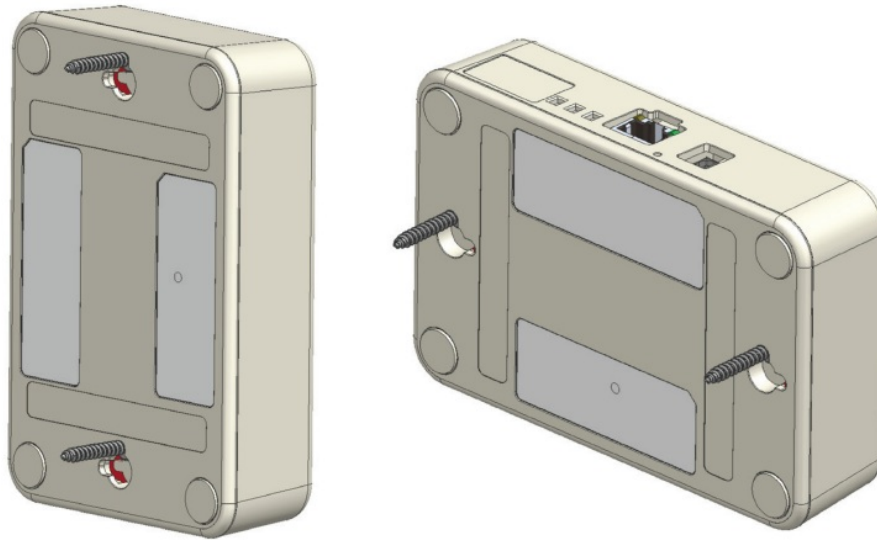
- Screws (No. 8 Size,

### **1-¼ in. Long) (2x)**

- Pencil
- Leveling device
- Dry cloth
- Rubbing alcohol
- Screwdriver
- Stud finder
- Painters tape
- Wall anchors for No. 8 screws if studs do not align with mounting holes in desired mounting location)

### **Instructions**

1. Choose a mounting location
2. Hold the mounting template to the wall, making sure it is level
3. Once the mounting template is level, use painter's tape to secure the template to the wall
4. Use a stud finder to determine if there are studs that align with the holes on your mounting template. If you've found studs, use screws in the following steps. If there are no studs, use wall anchors and screws in the following steps.
5. Drill pilot holes into the wall through the holes on the mounting template
  - If wall anchors are necessary, use drill size 3/16"
  - For screws only, use drill size 7/64"
6. Remove the mounting sheet from the wall.
7. If required, screw-in wall anchors. Screw until the end of the anchor is flush with the wall.
8. Drive in screws. The head of the screw should stick out about 1/8-1/4" from the wall.
9. **To mount the device:**
  - Align the mounting holes in the device over the screws.
  - Carefully push the device against the wall.
  - Slide the device down to secure the screws into the slots. (Figure B)
10. **Check the Mounting**
  1. Carefully release the device to ensure correct installation of the device onto the screws.
  2. Apply pressure to the top and sides of the device to verify the device is secure.



- **BATTERY:**

- Do not attempt to disassemble the battery from the device

- **GUIDELINES:**

- Do not expose (store or place) this device to excessive heat in excess of 50°C / 122°F

- **AND WARNINGS:**

- Keep the battery away from children
  - Please refer to [level.co/fcc](http://level.co/fcc) for more information

#### **Federal Communications Commission**

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 properly, 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, 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 must not be co-located or operated in conjunction with any other antenna or transmitter.

**Important:** Changes or modifications to this product not authorized by Level could void

1. the electromagnetic compatibility,
2. the wireless compliance of the device, and
3. your authority to operate the product.

This product has demonstrated electromagnetic compatibility compliance under conditions that included the use of compliant peripheral devices and shielded cables between system components. It is important that you use compliant peripheral devices and shielded cables between system components to reduce the possibility of causing interference to radios, televisions, and other electronic devices.

#### **Radiation Exposure Statement:**

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 20cm between the radiator & your body.

**Note:** The country code selection is for non-US models only and is not available to all US models. Per FCC regulation, all WiFi products marketed in the US must fixed to US operation channels only.

### Industry Canada

This device complies with ISED's license-exempt RSSs.

### Operation is subject to the following two conditions:

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

### Radiation Exposure Statement:

This equipment complies with ISED radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with greater than 20cm between the radiator & your body. Déclaration d'exposition aux radiations: Cet équipement est conforme aux limites d'exposition aux rayonnements ISED établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé à plus de 20cm entre le radiateur et votre corps.

<https://level.co/fcc>

## FAQ (Frequently Asked Questions)

### Q: Can I mount the device on any type of wall surface?

A: It is recommended to mount the device on smooth, clean, and dry surfaces for optimal adhesion.


### Q: How do I remove the device once it's mounted?

A: To remove the device mounted with adhesive, gently peel it off the wall. For screws, unscrew and carefully detach the device.

### Q: What should I do if I encounter issues during mounting?

A: If you face difficulties during mounting, refer back to the instructions carefully or contact customer support for assistance.

## Documents / Resources

	<a href="#">level Hub 5 and Gateway</a> [pdf] Installation Guide 2ATIO5, 2ATIO5, Hub 5 and Gateway, Hub 5, Gateway
---	---

## References

- [FCC | Level](#)
- [Invisible Smart Locks | Level](#)
- [FCC | Level](#)
- [User Manual](#)

