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## **LOCKLY PGD728WSNE1 Secure Pro Smart Lock**



## Specifications

- Product: Lockly Secure Pro
- Model: 2025 Version (PGD728WE1)
- Tools Required: Phillips-Head screwdriver, Flathead screwdriver, Tape measure or ruler

## Welcome

Access the latest Install video and installation guide.



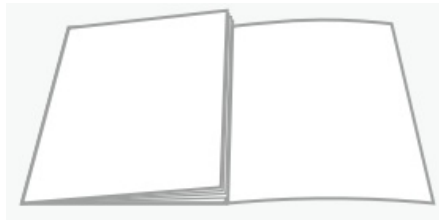
Scan to watch the step-by-step video installation



Scan for the most updated version of this manual.



## Reference foldout






Get an overview of all installation components and parts with the handy reference foldout on the back page. Keep it open for reference as you go through each step.

## We're here to help

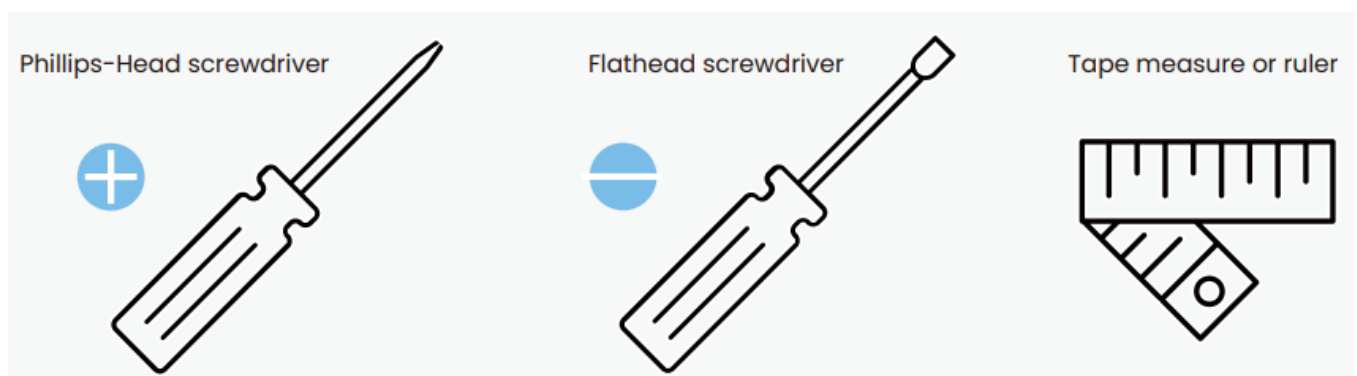
Your Lockly smart lock comes with lifetime technical support. Feel free to contact us with any questions or comments.



-  [669-500-8835](tel:669-500-8835)
-  [help@Lockly.com](mailto:help@Lockly.com)
-  [support.Lockly.com](http://support.Lockly.com)

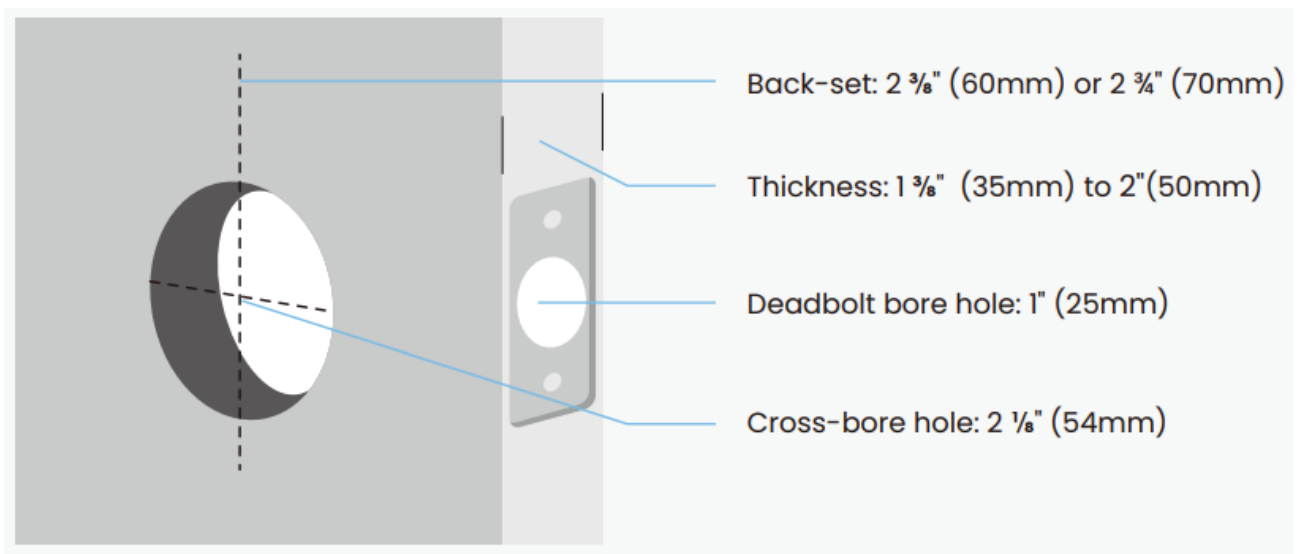
## Let's get started

### What you'll need



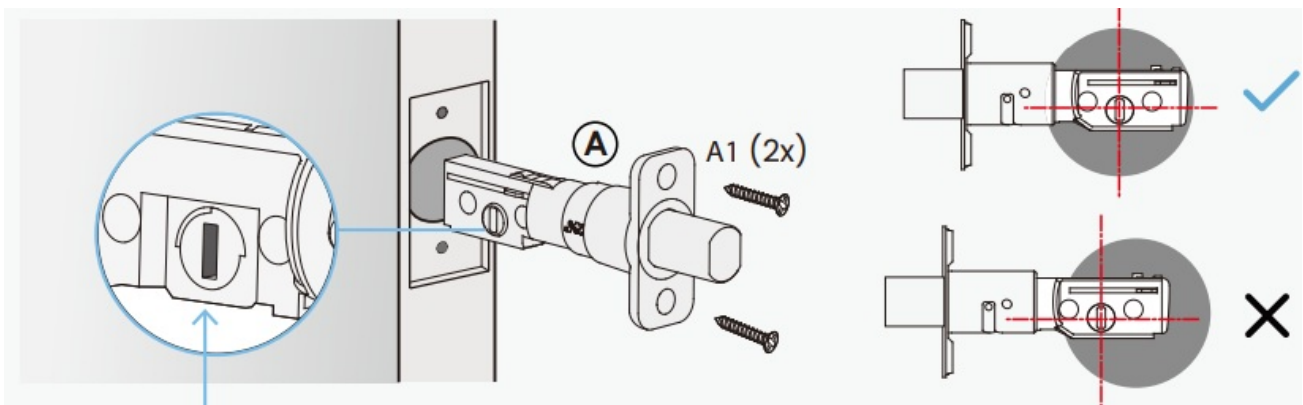
## Prepare door

Confirm existing door or use provided template to bore new holes.



## Deadbolt installation

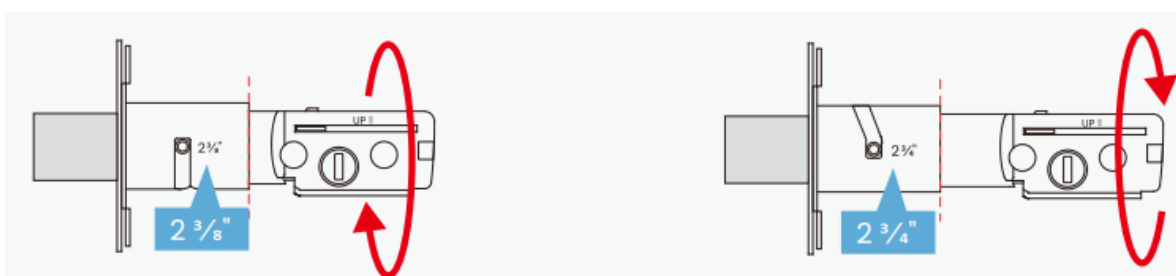
Ensure deadbolt blade slot aligns center in the door hole.



The deadbolt comes set to  $2\frac{3}{8}"$  (60mm) ; adjust to  $2\frac{3}{4}"$  (70mm) if needed.

To adjust hold the faceplate and twist the body counter-clockwise until it snaps to  $2\frac{3}{4}"$  (70mm).

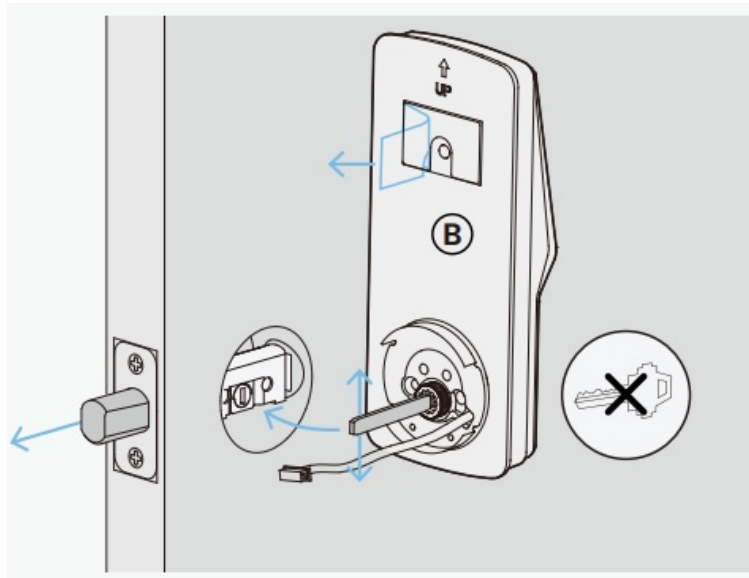
To adjust hold the faceplate and twist the body clockwise until it snaps to  $2\frac{3}{8}"$  (60mm).



## Installing lock exterior

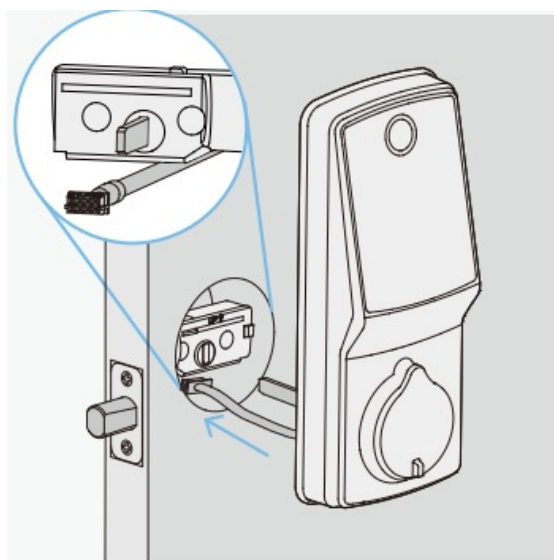
Ensure the torque blade is vertical (up and down) with the deadbolt extended then peeling off film on adhesive strips.

Note: do not insert a key.



Place assembly and torque blade through the deadbolt slot and guide connection cables under the deadbolt as shown.

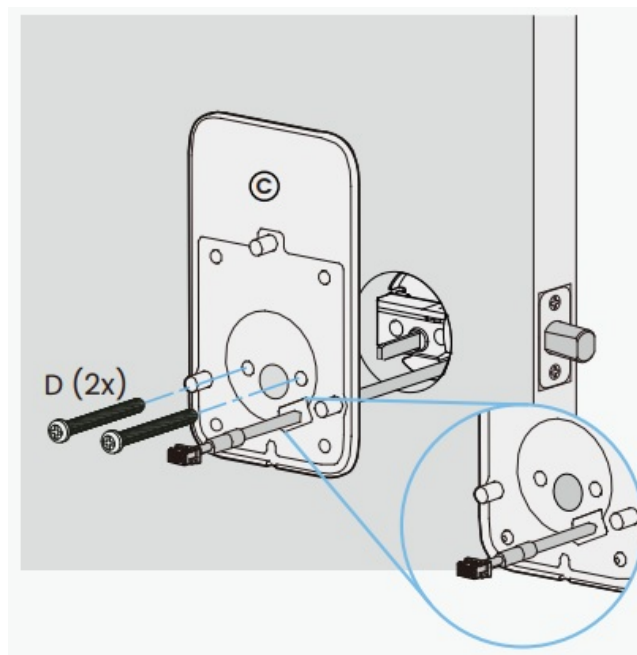
Complete mounting by aligning and securing until flush to exterior door surface.



## Installing interior mount plate

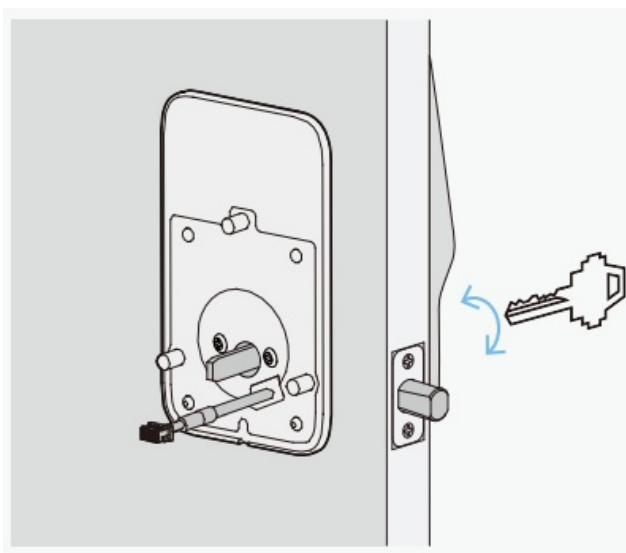
Guide the connection cables through the notched gasket in the lower corner, then align the mounting plate. Use the screws provided and tighten by hand until the plate is flush with the door. Ensure the torque blade alignment is centered, then fully tighten the

screws, making sure the cables are not pinched or compressed.



Using the key, check that the deadbolt locks and unlocks smoothly. If the key does not turn the deadbolt, revisit the steps above and ensure the plate is properly aligned with the exterior assembly.

When finished, leave the deadbolt extended and remove the key.

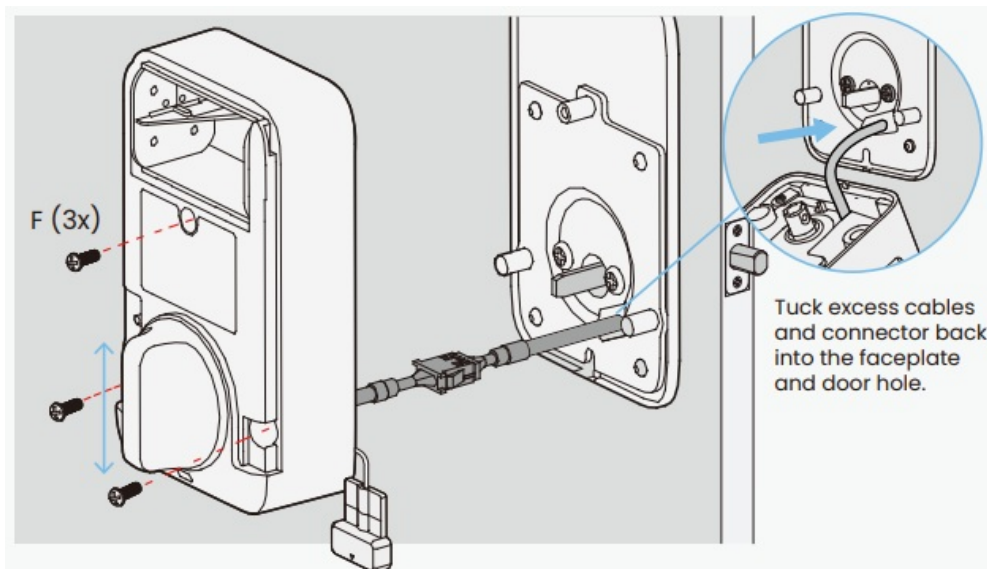
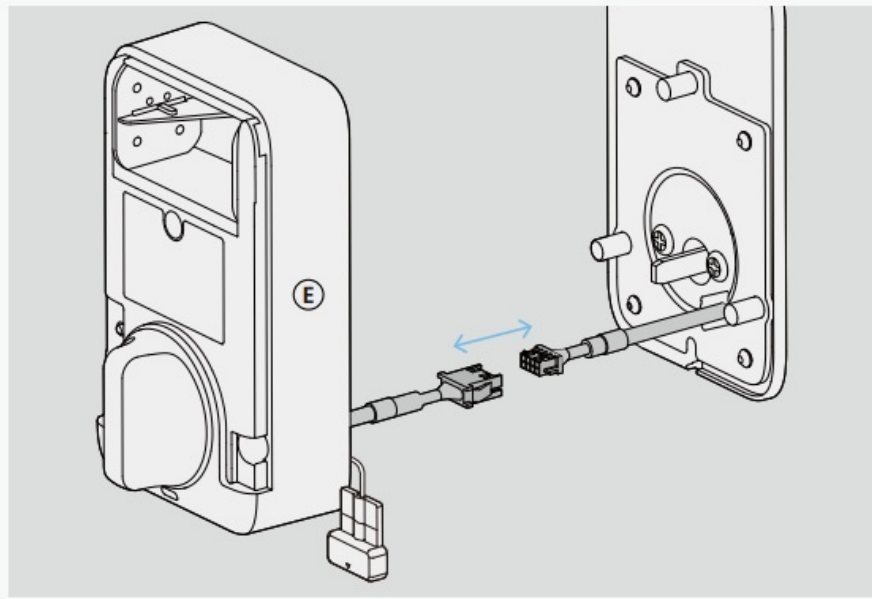


## Installing interior of lock

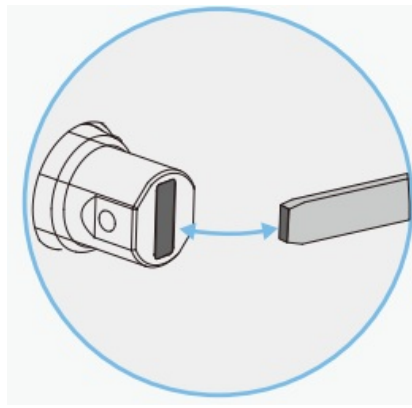
Remove the battery cover from interior Assembly E before installation.

Before installing the interior assembly, determine the appropriate direction outlet for the wired sensor. Refer to page “Installing the door sensor” for more.

With interior assembly E, connect cable ends to their matching counterparts.

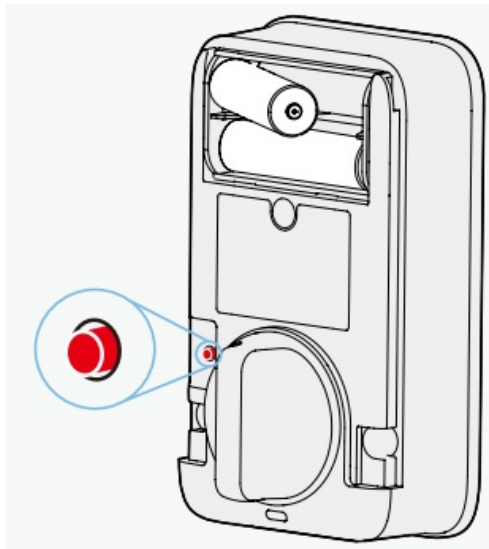


Align outer thumbturn and torque blade shaft, make sure both are in the vertical position. Carefully tuck cables and connector back into the faceplate and door hole under the deadbolt. Be careful not to force or pinch the cables. Place the interior assembly against the mounting plate. Secure to the mounting plate with F screws (3x).



## Install battery & perform self-check

- Ensure the batteries are full.
- With door open and deadbolt fully extended, insert the battery.
- With the battery installed, hold the program button for 4 seconds.
- The lock will automatically start a self-check (release the program button once the self-check starts). This process programs the lock for right or left-swinging doors and verifies correct installation.
- Once self-check is complete, slide and snap the battery cover in place to secure the battery.



If your lock is not properly installed, it will open and close repeatedly or the deadbolt will bounce back or unlock automatically when you swipe the digital screen to lock. This indicates incorrect installation. Repeat the installation, ensuring each step is completed as outlined.

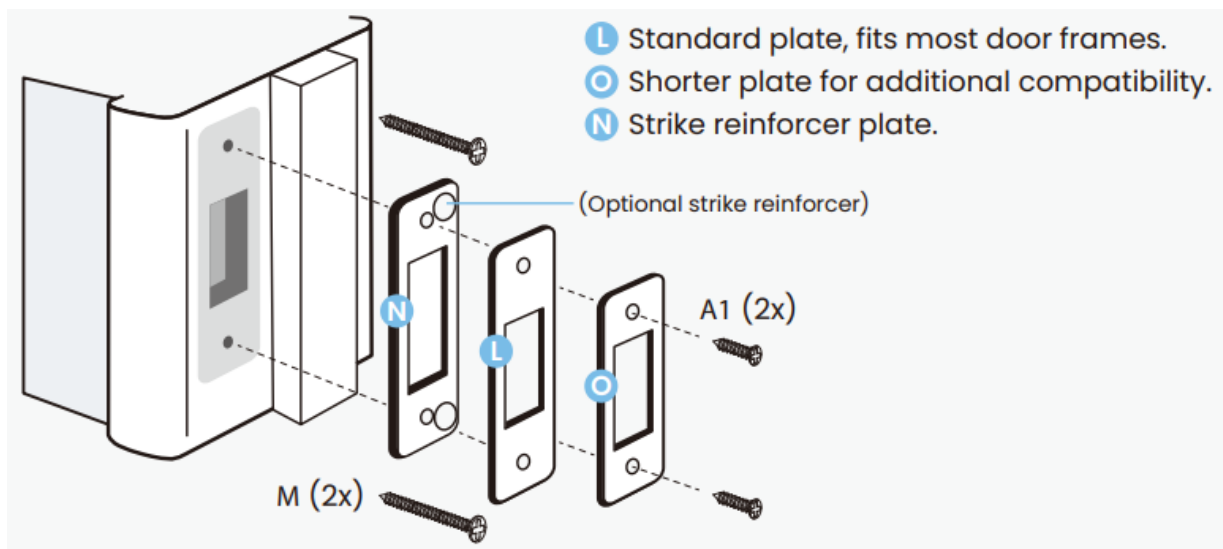




## Installing door frame strike plate

Two strike plates (L & O) are provided. There is also an optional strike reinforcer plate N that can only be used with the L strike plate.

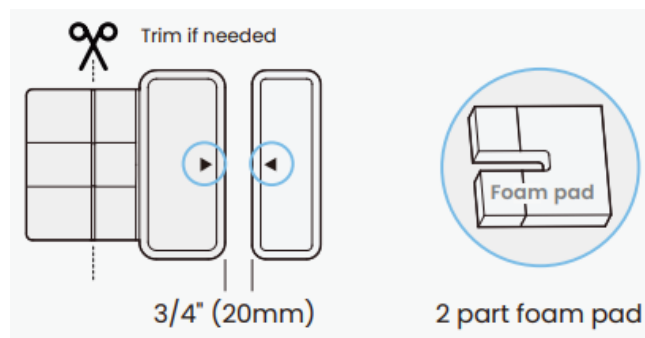
Choose the strike plate that best fits your door frame and needs. Alternatively, you can use your existing deadbolt strike plate. Whether existing or new, it's crucial that the deadbolt operates smoothly without any binding or catching.



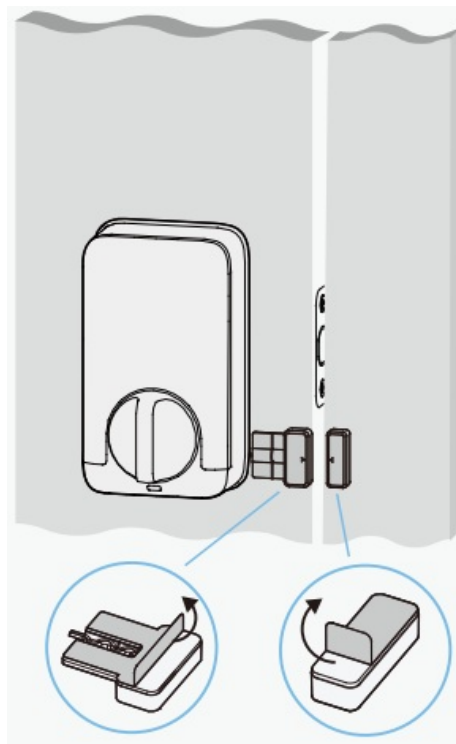
Due to variations in door and frame designs, you may need to adjust the strike plate to ensure smooth deadbolt operation. This is crucial. If the deadbolt binds or catches, the lock will beep rapidly, indicating it cannot close due to misalignment or excessive rubbing. Refer to the included Strike Plate Installation Locator Kit for help.

## Installing the door sensor

- Door sensors provide real-time open/close push notifications and status updates.
- They also enable voice control with Siri, Amazon Alexa, or Google Assistant.
- Install the sensors on the interior side on clean, grease-free, and dry surfaces.
- Sensors can be mounted on either the left or right side (example shows right side).



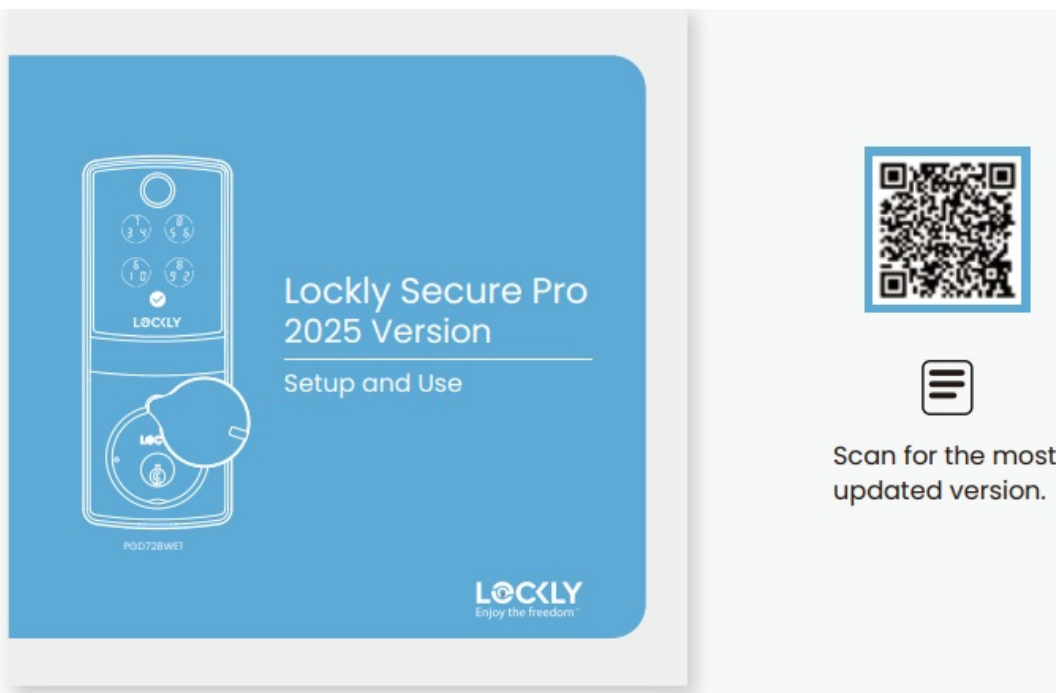
Align the arrows on each sensor, ensuring the gap is less than 3/4". Sensors must be as level with each other as possible. Use adhesive foam pads to adjust the door wired sensor's height if needed.



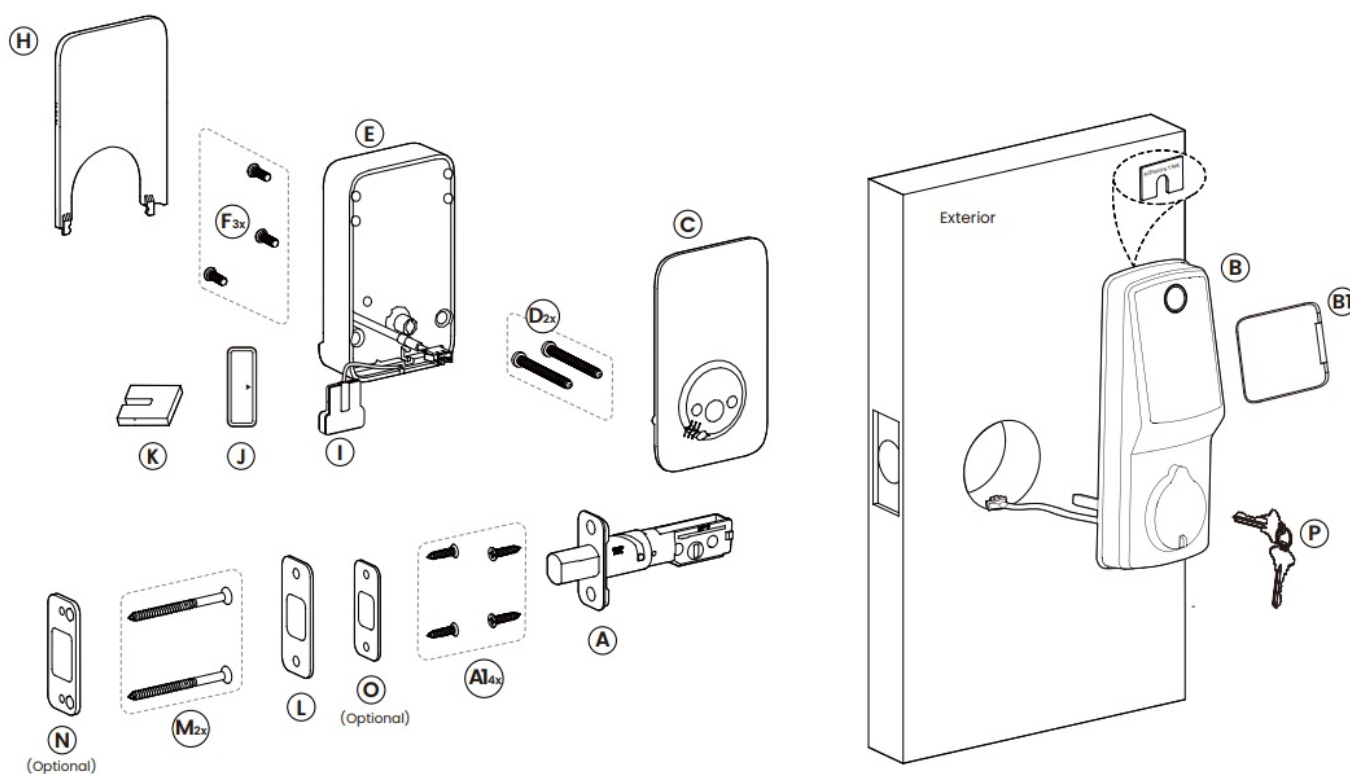
Keep Door Sensor out of direct sunlight, high heat, and large metal objects that may interfere with wireless signals.

## Continue to Setup and Use

Refer to guide "Setup and Use" to complete installation.



## Parts overview



- A Deadbolt
- A1 KA4\*20mm Screw
- B Exterior Assembly
- B1 Touchscreen Cover
- C Mounting Plate
- D PM5\*60mm Screw
- E Interior Assembly

- F PM4\*12mm Screw
- H Battery Cover
- I Wired Sensor
- J Sensor Magnet
- K Foam Pads
- L Strike Plate
- M ST5\*70mm Screw
- N Strike Reinforcer
- O Strike Plate
- P Keys
- Q Activation Card



### Need help?

Email: [help@Lockly.com](mailto:help@Lockly.com)

Support: +1(669) 500-8835

### We'd love your feedback.

Please let us know how your installation went or if you have any other comments.

Our short survey takes less than 2 minutes to complete.



## Lockly Secure Pro

As always, we welcome your comments and feedback at: [help@Lockly.com](mailto:help@Lockly.com)

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US Patent No. US 9,881,146 B2 | US Patent No. US 9,853,815 B2 | US Patent No. US 9,875,350 B2 | US Patent No. US 9,665,706 B2 | US Patent No. US 11,010,463 B2 | AU Patent No. 2013403169 | AU Patent No. 2014391959 | AU Patent No. 2016412123 | UK Patent No. EP3059689B1 | UK Patent No. EP3176722B1 | patternity technology patterned or parents and pattern pending Use of the Works with Apple badge means that an accessory has been designed to work specifically with the technology identified in the badge and has been certified by the developer to meet Apple performance standards. Apple is not responsible for the operation of this device or its compliance with safety and regulatory standards. The Bluetooth® word mark and logos are registered trademarks owned by the Bluetooth SIG, Inc. , and any use of such marks by Lockly is under license. Other trademarks and trade names are those of their respective owners. Google, Android, Google Play and Google Home are trademarks of Google LLC. , Amazon, Alexa and all related logos are trademarks of Amazon.com, Inc., or its affiliates. Apple, Apple Home, Apple Watch, HomeKit, HomePod, HomePod mini, iPad, iPad Air, iPhone, and tvOS are trademarks of Apple Inc., registered in the U.S. and other countries and regions.

## Troubleshooting FAQs

- **How long does the installation process take?**

The installation process usually takes about 20-35 minutes, depending on your experience and the type of door.


- **What should I do if the smart lock doesn't fit my door?**

If the smart lock doesn't fit, you may need to make minor adjustments to your door, door frame or consult Lockly customer service at: [support@lockly.com](mailto:support@lockly.com) or [669-500-8835](tel:669-500-8835) for assistance.

• **How do I connect the smart lock to my Wi-Fi network?**

After installing the lock, follow the instructions in the app to connect it to your Wi-Fi network. You'll need your Wi-Fi password handy.

**Documents / Resources**

	<a href="#">LOCKLY PGD728WSNE1 Secure Pro Smart Lock [pdf]</a> Installation Guide PGD728WSNE1, PGD728FG25, PGD728WE1, PGD728WSNE1 Secure Pro Smart Lock, PGD728WSNE1, Secure Pro Smart Lock, Smart Lock, Lock
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**References**

- [User Manual](#)

- LOCKLY
- Lock, LOCKLY, PGD728FG25, PGD728WE1, PGD728WSNE1, PGD728WSNE1 Secure Pro Smart Lock, Secure Pro Smart Lock, Smart Lock



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