

TROUBLESHOOTING YOUR Z-WAVE® OR ZIGBEE® CONNECTION

I am trying to pair my lock to my controller but having a hard time finding the device.

1. Ensure your lockset and controller are using the same protocol.
 - a. e.g. Z-Wave product connects to a Z-Wave compatible hub/panel; ZigBee product connects to a ZigBee compatible hub/panel. Check your hub manufacturer for compatible products.
2. The initial pairing process should take place within 1 foot of the connecting hub/panel. Once paired, you can then install the interior assembly of the lockset on the door to complete hardware installation process.
3. The installed location of the lock should be within a reasonable distance from the hub/panel (about 60 feet). A Z-Wave/ZigBee extender may be required, depending on wireless range.
4. If the hub cannot find your device, try to “clear network settings” within your hub/panel app to exclude the lock from any previous networks and restart the inclusion process.

My lock connected fine before, but is now not connected to the hub/panel.

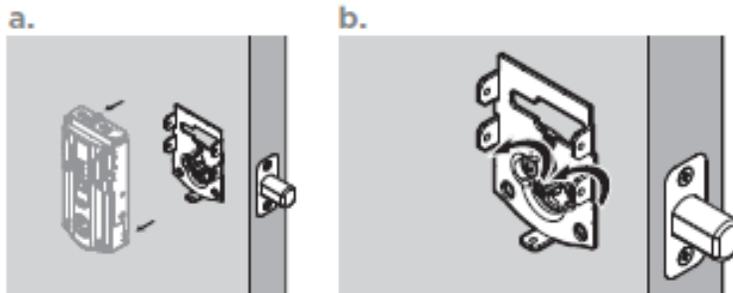
1. Ensure your hub/panel is online and properly connected to your wifi.
2. Check that the lock is powered and the batteries are installed correctly and not low or dead.
3. Confirm the installed location of the lock is within a reasonable distance from the hub/panel (about 60 feet), and that the range of field is not obstructed.
4. Check that an intermediary Z-Wave/ZigBee device was not moved/powered off (e.g. a light/lamp module that was extending the wireless network to the lock was unplugged/moved).
5. Temporarily remove the interior cover and interior assembly from the door and ensure the cable is connected correctly and not damaged.
6. **SETUP TIP:** Design your Z-Wave/ZigBee mesh network system with devices placed within 30 feet or less of each other for optimal communication and signal passage between devices.

I installed the lock just fine, but the motor does not seem to be locking/unlocking appropriately.

1. Did you perform the door handing process? This is a crucial part of successful deadbolt installation in which the lockset is taught which way to throw the bolt depending on whether the door prep is right handed or left handed. Refer back to the installation guide for assistance.

My lock gets stuck from time to time or does not seem to move freely.

1. Open the door and try manually turning the interior turnpiece or lever to feel for any stickiness. If yes, try loosening the 2 mounting screws as they may have been overtightened during hardware installation.



2. If operating freely while the door is open, try closing the door and manually turning the interior turnpiece or lever to feel for any potential drag or obstruction – if slight drag or obstruction exists:
 - a. Check for any potential misalignment between the deadbolt or latch and the door jam.
 - b. Ensure the bolt hole is clear of anything that might interfere with the deadbolt.



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