User guide
Padlock.

igloohome

Version 0.3 07/22

Welcome!

This guide will get you up and running with your igloohome Smart Padlock. In the meantime, you should follow igloohome on Facebook and Youtube!

Like us on Facebook

Visit our Youtube

As our igloohome app is frequently updated, there may be changes to this manual. Please refer to our website igloohome.co/support for the latest version of the manual.

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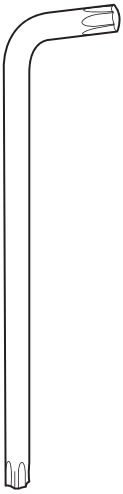
What's Included

Padlock



T27 Torx Security Screwdriver

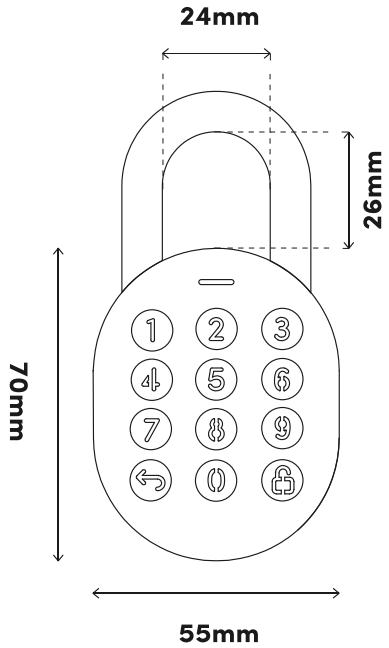
CR2 Lithium Battery

QR Code Stickers x3

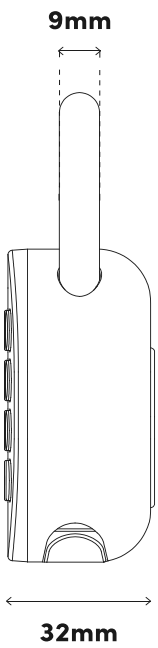
Specifications

Model	igloohome Smart Padlock
Battery Type	CR2 Lithium Battery
Battery Life	Up to 1 Year
Emergency Power	9V Alkaline Battery
Operation Temp	-20°C to 50°C
Storage Temp	-30°C to 60°C
IP Rating	IP66
Body Material	Zinc Alloy
Shackle Material	Hardened Steel
Weight	Net: 450g, Gross: 550g
Unlock Mechanism	Bluetooth, PIN code

Front



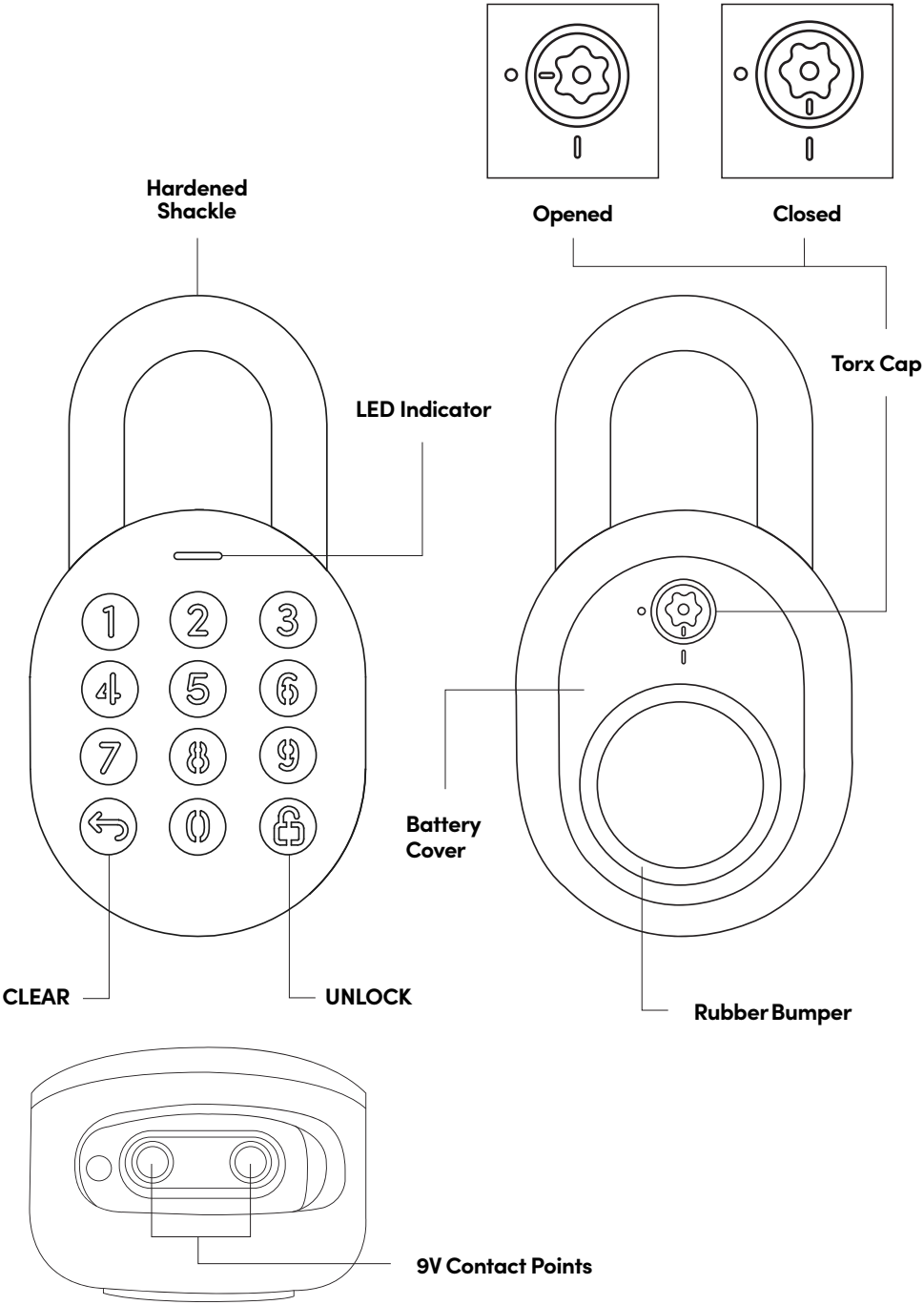
Side



NOTE: This product functions best with Panasonic CR2 Lithium batteries. Do not use rechargeable, heavy-duty or other battery types. Please note that using recommended battery brands such as Panasonic, Duracell, or Energizer will improve the performance and lifespan of the lock.

⚠ For damage resulting from incorrect use of lock, use of lock in potentially explosive environments, or use of lock outside of stipulated specifications, the customer bears sole responsibility. igloohome accepts no liability whatsoever.

Lock Anatomy



Features

PIN / Bluetooth Unlock

Master PIN Code

The igloohome Smart Padlock unlocks with a permanent Master PIN Code.

Bluetooth Master Key

The igloohome Smart Padlock unlocks with Bluetooth via the app.

User PIN Code

The igloohome mobile app can generate multiple types of User Pin codes, e.g. One-Time, Permanent & Duration.

Bluetooth Guest Key

The igloohome mobile app can generate and share Bluetooth keys (based on duration with guests to unlock the Smart Padlock.

Battery

Battery Life

The Padlock can last up to 1 year with CR2 lithium battery.

Emergency Jump Start

If battery power is drained, an external 9 Volt battery can be used to provide emergency power. The terminals of the 9V battery must be in contact with the Jump Start contact points of the Padlock as shown in page 15.

Low Battery Indicator

The Status Indicator shows red light when battery level is 20% and below, followed by a sound alert when the keypad is woken up. The battery level can also be monitored on the app and is updated during Bluetooth Unlock.

Features

Others

Keypad Security Lockout

Lock will dissallow any PIN entries and sound an alarm when there is a number of incorrect PIN attempt. User can configure number of incorrect attempts to trigger timeout.

Auto Relock

The Padlock relocks automatically when shackle is closed. User can deactivate auto-relock function if they prefer manual relock.

Masking Security Code

A total of 16 digits including the masking digits can be entered to prevent the PIN code from being exposed.

Protective Rubber Bumper

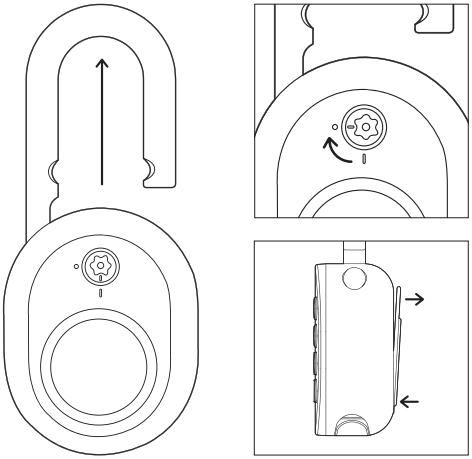
Prevent bumping on hard surfaces with the rubber bumper as a padding on the back.

Weather Resistant

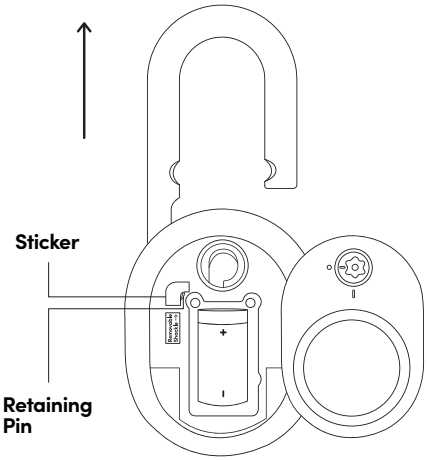
The padlock is able to withstand weather conditions with protection against dust and water (IP66).

Changing the shackle

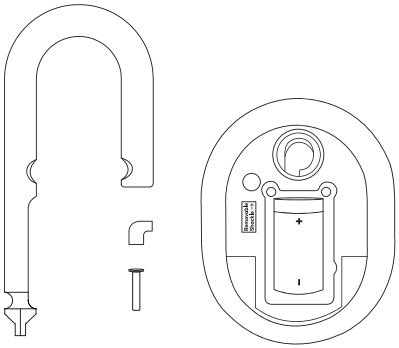
1 Unlock the Padlock and pull the shackle to open position. Turn Torx cap clockwise 90° with the Torx Screwdriver & push battery cover out.



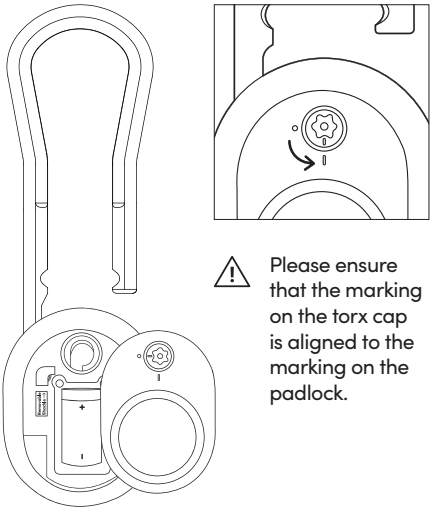
2 Firstly, remove the **battery cover**, locate **sticker** to remove and use a sharp object to remove the **retaining pin.** Once removed, the Padlock shackle is now removable.



3 Replace with the long shackle and place the retaining pin and sticker back in the original position. **Ensure that the long shackle remains in the opened position.**



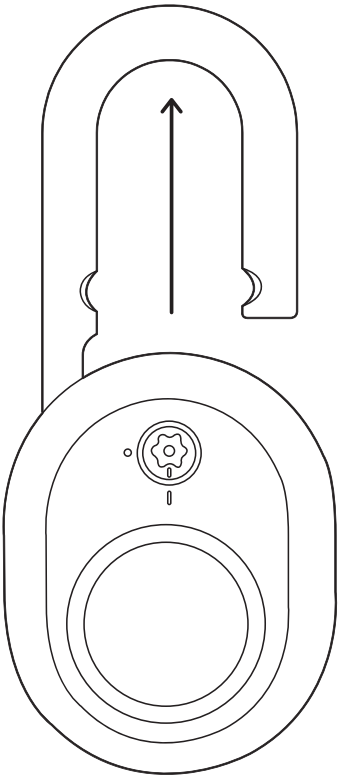
4 Secure the battery cover by turning the torx cap counter-clockwise 90° with the Torx Screwdriver while the Padlock is unlocked. Push the shackle in and you're done!



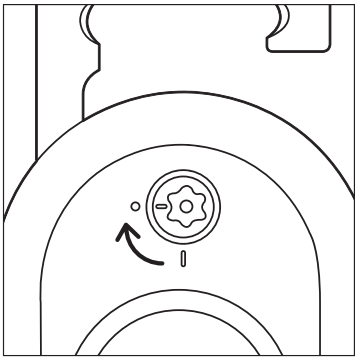
⚠ Please ensure that the marking on the torx cap is aligned to the marking on the padlock.

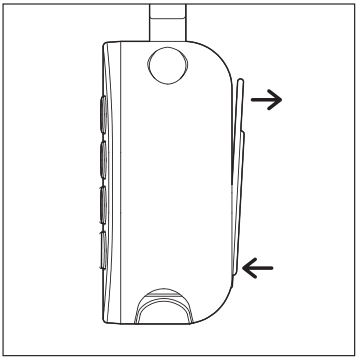
Replacing Batteries

1. Unlock the Padlock and pull the shackle to open position.

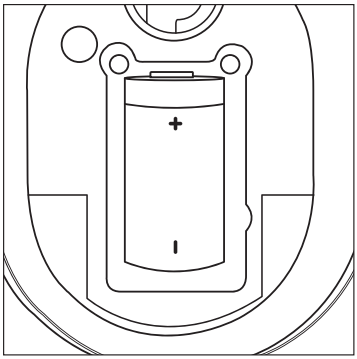


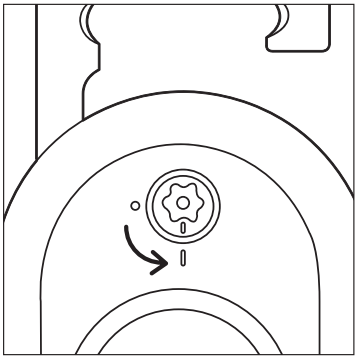
2. Turn Torx cap clockwise 90° with the Torx Screwdriver & push battery cover out.





3. Replace the CR2 Battery, close battery cover and turn Torx cap counter-clockwise 90°.





⚠ Please ensure that the marking on the torx cap is aligned to the marking on the padlock.

4. Push the shackle to close position to auto-relock or manual relock.

App Onboarding

1 Test Factory PIN Unlock

In the factory mode (before pairing), the PIN to unlock the lock is **1 2 3 4 5 6 7 8 9 0**

2 Register as a Lock User

a) Download igloohome from the App Store / Play Store

b) Create an account and login

3 Pairing

a) Select **[Add new igloohome lock]**

Note: For existing users with other paired locks, go to **[Configuration]**, select **[Add Locks]** and follow the instructions.

4 Setting Master PIN Code

Before proceeding, turn on your Bluetooth and ensure that you are within Bluetooth range of the lock.

Go to **[Access]** and customize your **[Master PIN]** by editing it.

Managing Access in App

1 Creating PIN codes

PIN codes can be generated on the app under **[Access]**, press **[New Key]** and choose either One-Time, Permanent or Duration PIN.

Pin codes will expire if its not use within its activation period. Refer to the table below.

PIN Type	Use PIN within*
Permanent PIN	24 hrs of generation
One-Time PIN	24hrs of generation
Duration PIN	24hrs from the start time

Note: Duration PIN code end times can be customised within a 28-day timeframe. Past this timeframe, the end time will automatically be configured to the start time.

2 Bluetooth Guest Key

Bluetooth Guest Key can be shared with other users for mobile access. It allows your guests to unlock the igloohome smart lock via Bluetooth.

There are 3 steps to using a Shared Bluetooth Key

1. Under **[Access]**, press **[New Key]** and choose **[Bluetooth Key]** under **[Access Type]**. Proceed to share the key after it is created.

2. Guest receives the Bluetooth Key by one of these methods:
   - Clicking the URL given and follow the instructions.
   - Claiming Bluetooth Key under **[Configuration]**.

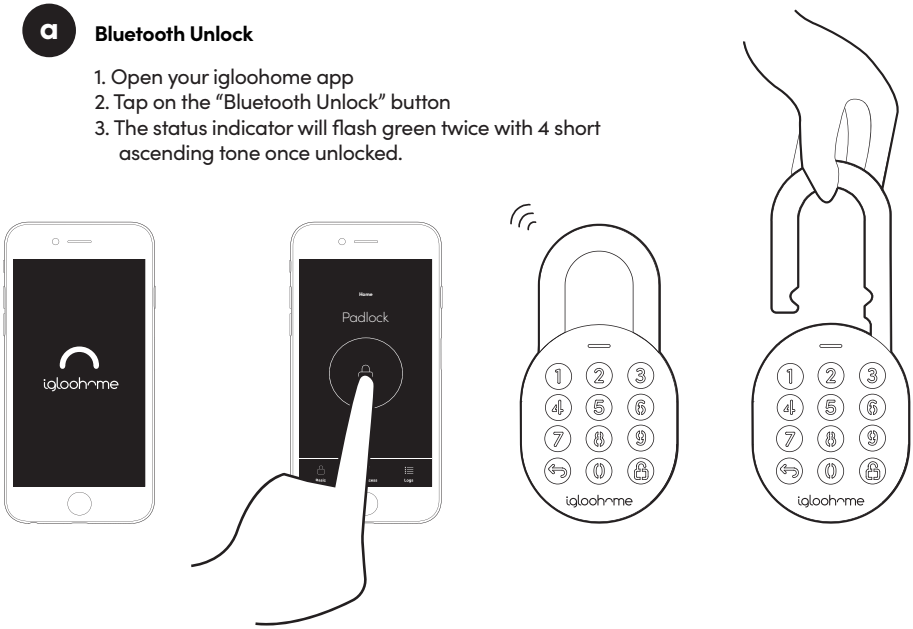
3. Guest can now use the Bluetooth Key under the Guest Bluetooth Key Section whenever he/she is within range of the lock.

Notes:
- The owner can revoke the Bluetooth Key in App.
- Bluetooth Key must be accepted within 1 hour generation before it expires.

Unlocking

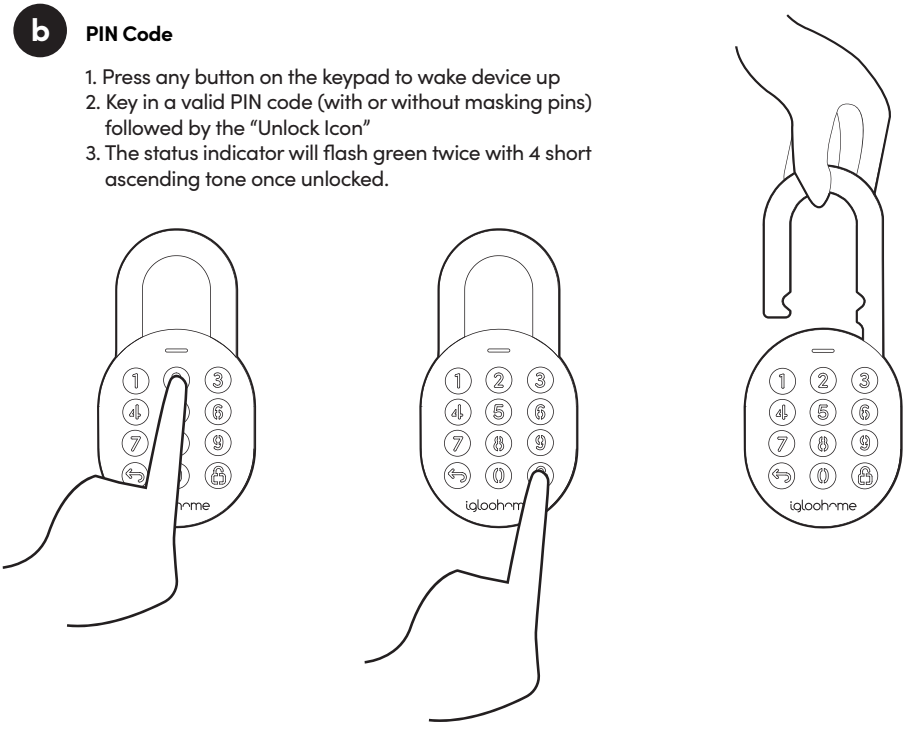
a **Bluetooth Unlock**

1. Open your igloohome app
2. Tap on the "Bluetooth Unlock" button
3. The status indicator will flash green twice with 4 short ascending tone once unlocked.



b **PIN Code**

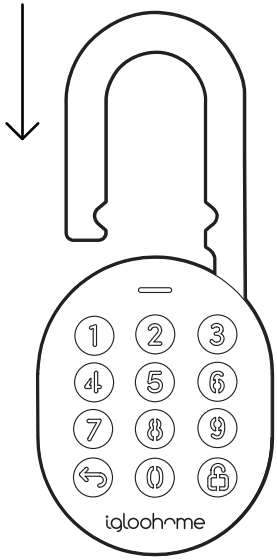
1. Press any button on the keypad to wake device up
2. Key in a valid PIN code (with or without masking pins) followed by the "Unlock Icon"
3. The status indicator will flash green twice with 4 short ascending tone once unlocked.



Locking

a **Auto Relock**

Simple close the shackle in place and Status Indicator will show green with a long beep.



b **Manual Relock**

Press and hold the Unlock icon on the bottom right of the keypad for 2 seconds until the status indicator will show green with a long beep.

Note: Used when Auto Relock is “Off”

Lock Behaviour

Note: User is able to Enable and Disable Keypad Security Lockout via Bluetooth.

	Keypad Security Lockout
Triggered by	5 consecutive PIN Code attempts by default (Configurable via Bluetooth)
Disable By	After 1 / 5 / 10 Minutes or Master / Guest Bluetooth Unlock
Behaviour	Single flash White LED on keypad and Red LED on status indicator when keypad is triggered.
Duration	Please refer to table below.

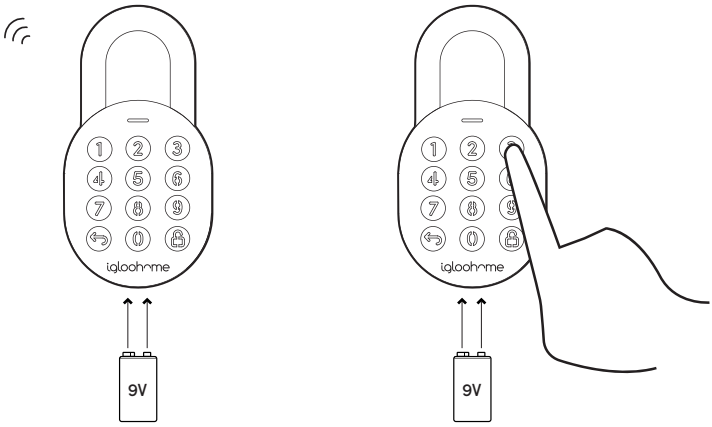
Triggered	Security Alarm	Keypad Lockout
1st Time	30 Sec	1 Min
2nd Time	60 Sec	5 Min
3rd and Consecutive Time	90 Sec	10 Min

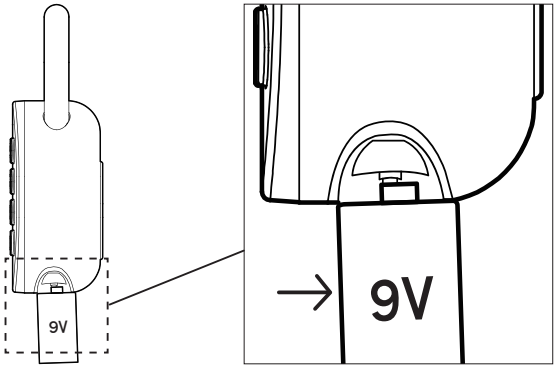
9V Jumpstart

1 9V Jumpstart Feature

1. Touch and hold the battery contacts against the 9V jumpstart pin on the lock.

2. While holding the 9V battery to the jumpstart, press in PIN code on the keypad followed by 🔓 or Bluetooth Key to unlock.





⚠ Please ensure terminals of the 9V battery are in contact with the Jump Start contact points of the Padlock for **2 seconds** to activate the padlock.

Audio and LED indications

Actions	Indications
Bluetooth Connection	Status indicator flashes Blue
Successfully Unlocked	Ascending 4 fast tones after unlocked and flash Green LED 2 times
Successfully Locked	1 long beep after Padlock is locked and Green LED for 2 seconds
Incorrect PIN	4 short beeps and flash Red 2 times
Deleted PIN	3 sets of 4 short beeps and flash Red 2 times
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	Descending 3 fast tones when keypad is woken up and breathing Red LED
Hard Reset / Unpair	Descending 4 slow tones
Power Start Up	2 slow beeps then 2 quick beeps

Integrations

SmartThings

This lock is supported on SmartThings. To learn how to use your smart lock with SmartThings visit **igloohome.co/integrations/smartthings**

View the full SmartThings FAQ

Troubleshoot

I am unable to close the shackle to lock the padlock.

- Do an unlock via PIN code or Bluetooth and try to close the shackle again.
- Note that you might accidentally lock the padlock manually by holding the UNLOCK button for 2 seconds when the padlock is open.

I am unable to turn the Torx Cap to remove the battery cover.

- Make sure the Padlock is unlocked before you turn the Torx cap, to remove the batter cover.
- Note that the Torx cap cannot be turned while the Padlock is locked.

The padlock keypad flashes white and LED indicator flashes red when I activate the keypad.

- Keypad Security Lockout is triggered on the Padlock.
- Please refer to page 14.

I tried to use a 9V Battery to jumpstart the lock but unable to.

- Please ensure terminals of the 9V battery are in contact with the Jump Start contact points of the Padlock for 2 seconds to activate the padlock.
- The 9V Battery terminals must be in constant contact with the padlock 9V contact pins while unlocking it with PIN code or Bluetooth.

The lock is not responding at all.

- The Padlock's battery is flat.
- Use an Alkaline 9V Battery to jumpstart the lock and unlock the Padlock to replace the batteries.
- Refer to page 8 to know how to replace batteries.

I closed the shackle but the padlock did not relock automatically.

- Make sure Auto Relock is ON via the igloohome mobile app.
- If Auto Relock is ON and the padlock is still not working, try to lock the padlock manually by holding the UNLOCK button for 2 seconds.

I tried to unlock the Padlock but the keypad went off and came back on with 2 slow and 2 quick beeps.

- The Padlock is low in battery.
- Use an Alkaline 9V Battery to jumpstart the lock and unlock the Padlock to replace the batteries.
- Refer to page 8 to know how to replace batteries.

I can't scan the QR sticker as it is worned out.

- Use the spare QR sticker that is provided in the Padlock box.

I have generated my PINs from the app but it cannot 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 expired.

For enquiries go to:
igloohome.co/support