Taymor®

CONCIERGE 400

PROFESSIONAL SERIES

ELECTRONIC DEADBOLT

IMPORTANT: Before first use, please read page 19 in the User Guide for important instructions.

USER GUIDE

06/2016

® REGISTERED TRADEMARK OF TAYMOR INDUSTRIES LTD.

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IMPORTANT SAFETY INFORMATION

⚠ WARNING

1. Do not use any abrasives or any chemical products containing any substance of alcohol, benzene, hydrochloric acid or nitric acid, and avoid sharp or scratching objects to clean this lockset.
2. Do not let any water or liquid into lockset during installation process.

Note: Electronic mechanisms may be sensitive in cold, harsh conditions particularly if the environment is also humid. In these conditions, the manual key may be the most convenient method to operate the lock.

⚠ IMPORTANT SAFETY INSTRUCTION

1. Do not attempt to disassemble any internal components of the lockset personally. You may run the risk of voiding the limited warranty.
2. Do not drop or hit the lockset.
3. Do not use sharp objects to press key buttons.
4. Always create a backup of information you want to keep (such as programming code and user entry codes). Please use the last page of this booklet as your reference.
5. Please change the programming code before operating this lockset.

⚠ CARE AND MAINTENANCE

The following care instructions should be followed:

1. Remove locks, or do not install locks, prior to painting your door.
2. Periodically clean with mild soap and a soft cloth only.
3. Do not use any abrasives or chemical products containing alcohol, benzene, hydrochloric acid or nitric acid, and avoid using sharp or abrasive objects to clean this lockset.
4. Do not let any water or liquid into lockset during installation and care processes.

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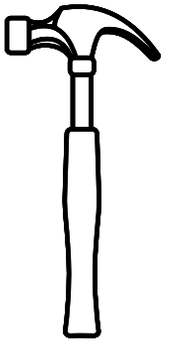
TOOLS NEEDED FOR NEW INSTALLATION

- PHILLIPS SCREWDRIVER
- FLAT HEAD SCREWDRIVER
- CHISEL
- HAMMER
- 1” (25.4 mm) and 2 -1/8” (54 mm) OR 1-1/2” (38 mm) HOLE BORING KIT
- POWER DRILL
- 4 - AA ALKALINE BATTERIES

OPTIONAL

OPTIONAL



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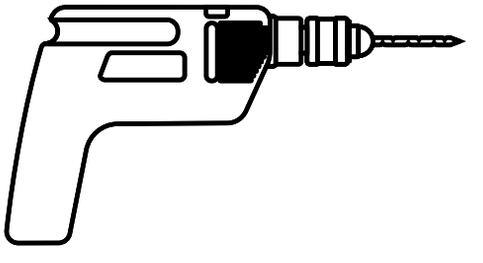

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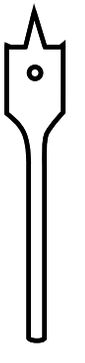
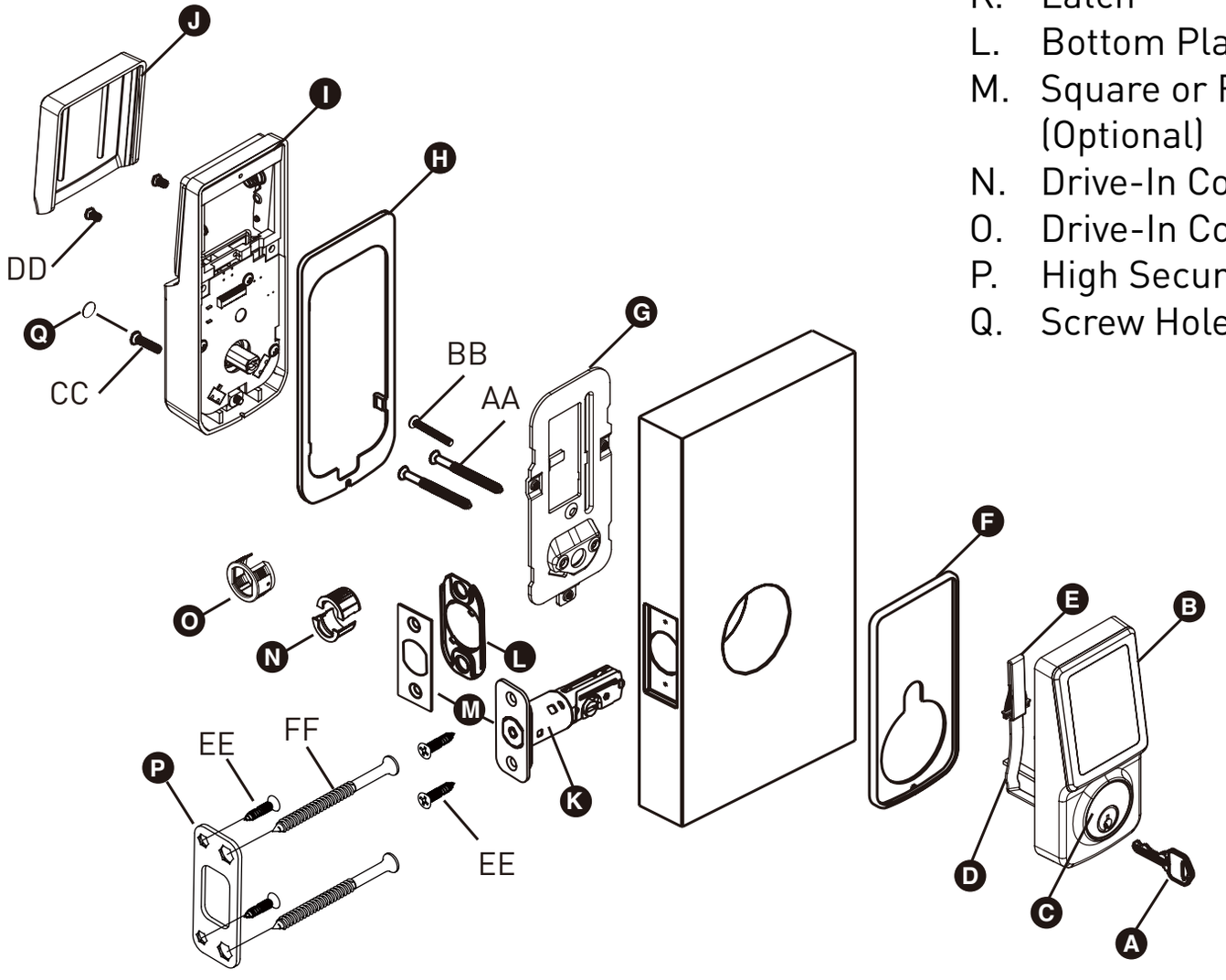


OPTIONAL

COMPONENTS OF ELECTRONIC KEYPAD DEADBOLT

	QTY.
AA. 2-1/8" Mounting Bolt	2
BB. 1-1/4" Screw	1
CC. 13/16" Screw	1
DD. 5/16" Screw	2
EE. 3/4" Wood Screw	4
FF. 3" Wood Screw	2



A. Key (2)
B. Exterior Assembly
C. Cylinder
D. Tailpiece
E. Power Cable
F. Exterior Gasket **(Optional)**
G. Mounting Plate
H. Interior Gasket **(Optional)**
I. Interior Assembly
J. Battery Cover
K. Latch
L. Bottom Plate (Optional)
M. Square or Radius Faceplate (Optional)
N. Drive-In Collar (not assembled)
O. Drive-In Collar (assembled)
P. High Security Strike Plate
Q. Screw Hole Cover

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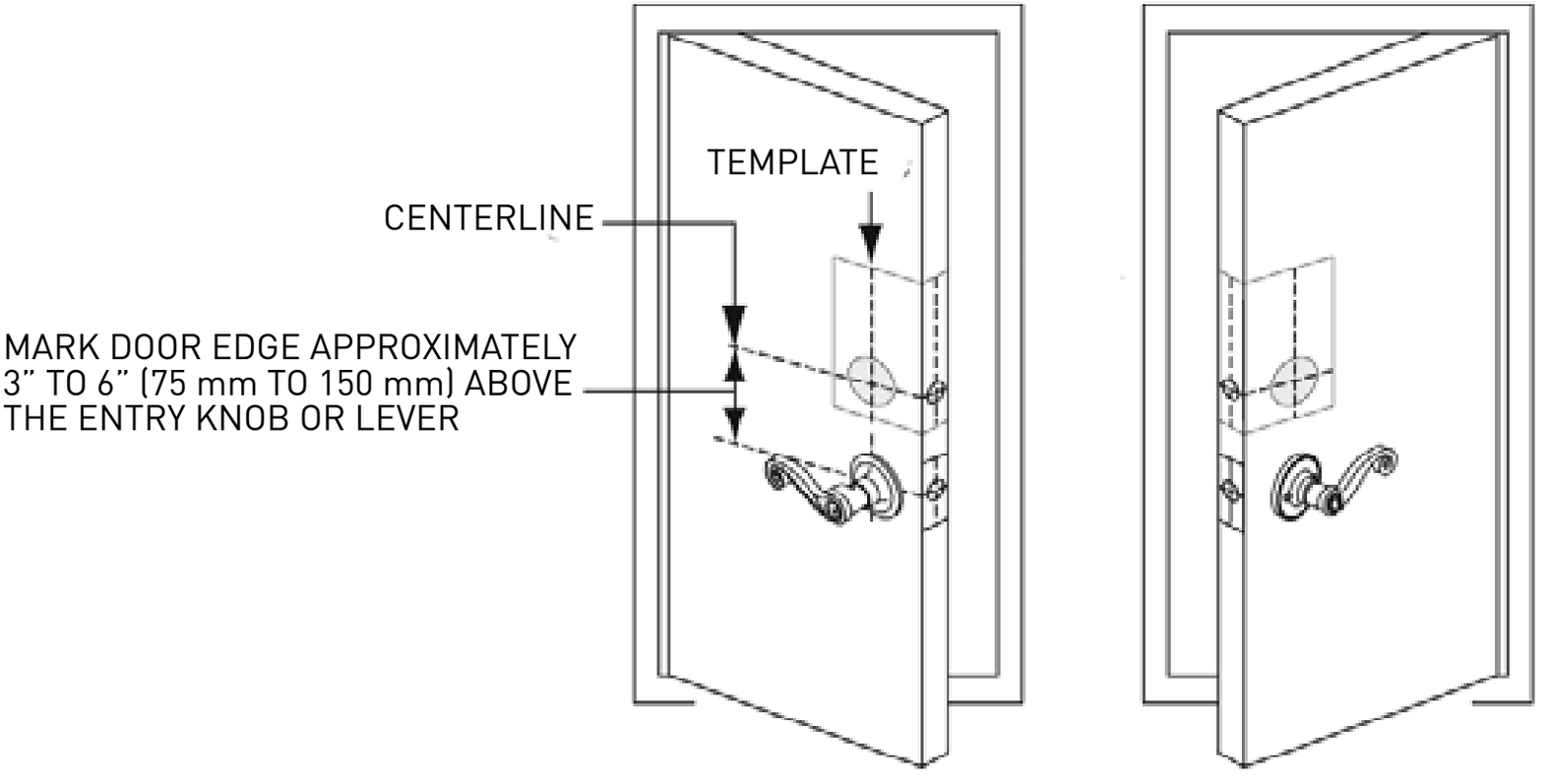
DOOR PREPARATION

1 MARK DOOR WITH TEMPLATE (ATTACHED SEPARATELY)

Note: If replacing an existing lock or installing in a pre-drilled door, begin with page 9.

a. Use TEMPLATE to mark centerline on door for deadbolt about 3” to 6” (75 mm to 150 mm) above the existing knob or lever.

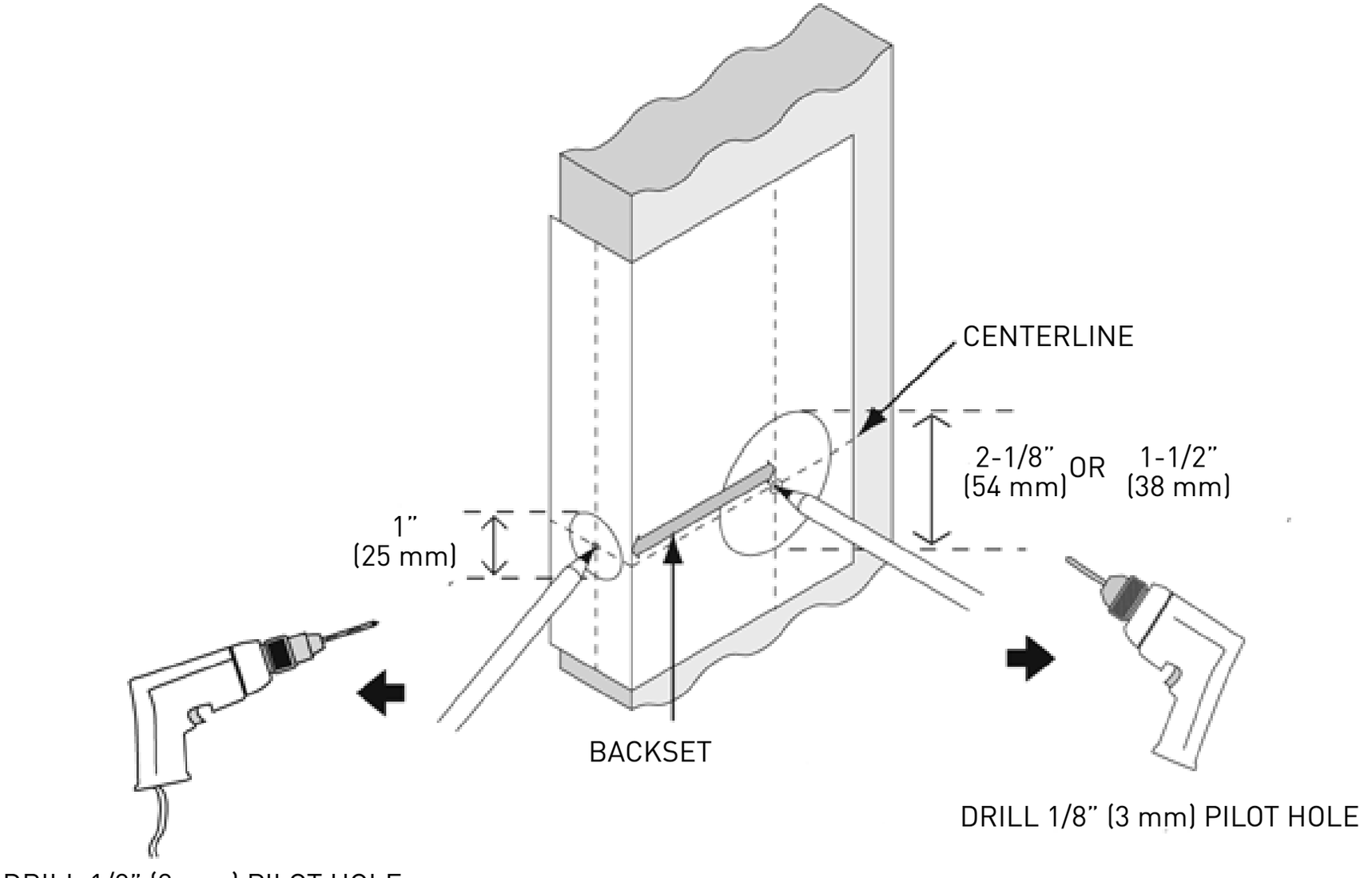
b. Stand so door swings towards you. Align template on centerline and fold template as shown.



DOOR PREPARATION

2 MARK AND DRILL PILOT HOLES

Select backset. Mark and drill pilot holes as shown.



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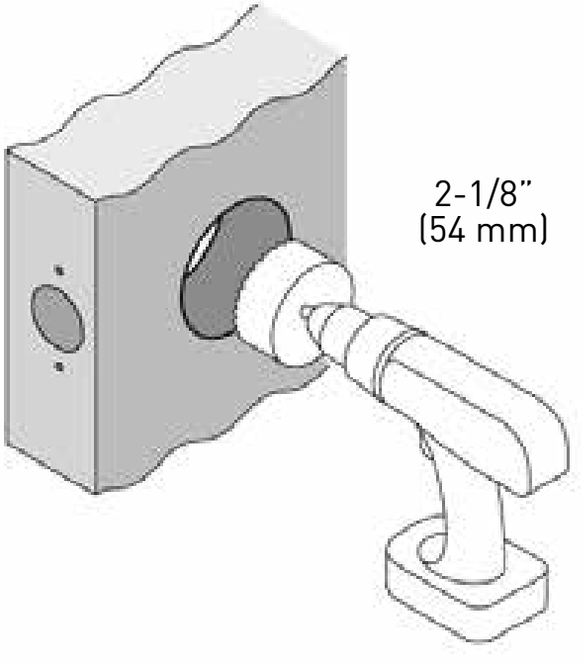
DOOR PREPARATION

3.1 DRILL HOLES

a. Drill a 2-1/8" (54 mm) hole on the door face from both sides to avoid wood splitting.

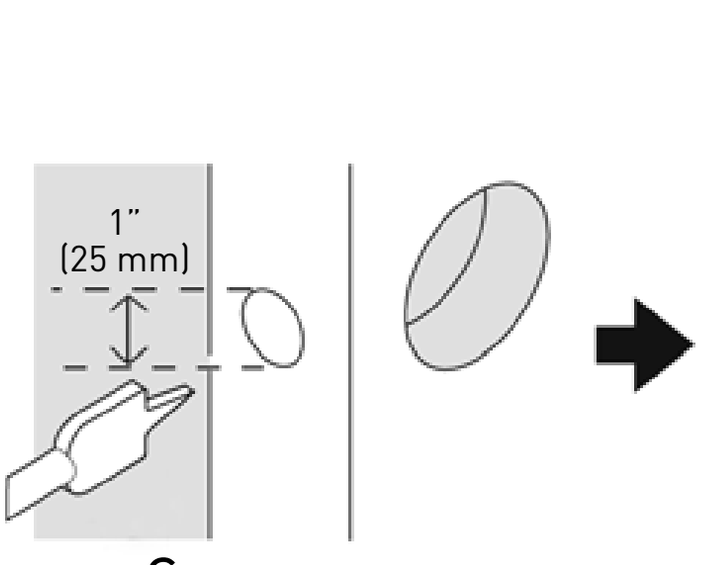
b. Use a 2" (51 mm) 6d common nail and press it from inside the 2-1/8" (54 mm) or 1-1/2" (38 mm) hole through the pilot hole to mark centerlines on jamb exactly opposite center of deadbolt latch hole.



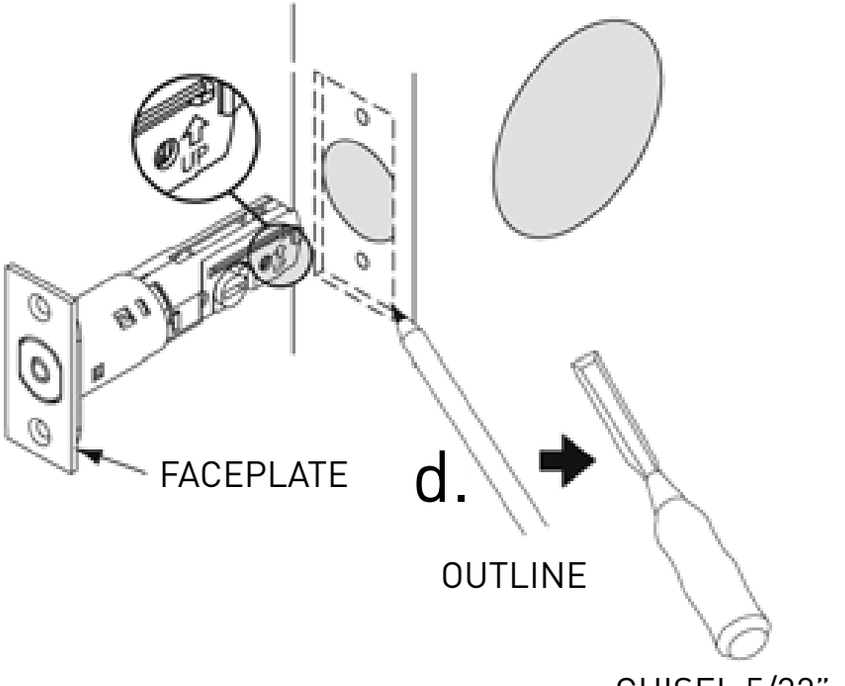
DOOR PREPARATION

3.2 DRILL HOLES

c. Drill a 1” (25 mm) hole in the door edge for the latch.
d. Use faceplate as a pattern for mortise and pilot holes. Chisel 5/32” (4 mm) deep. Faceplate should fit flush.
Note: For drive-in latch, simply insert latch.
e. Install as shown for appropriate latch type. Ensure bevel faces door jamb.



c.



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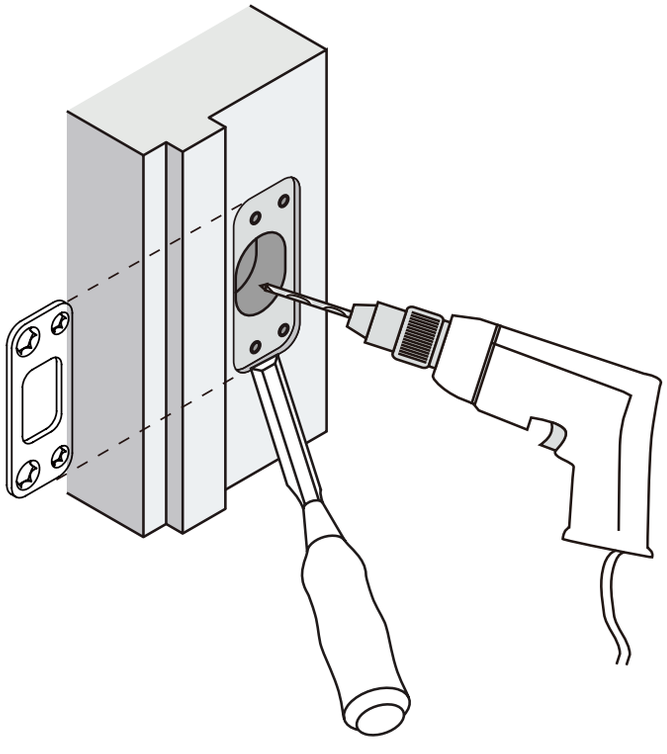
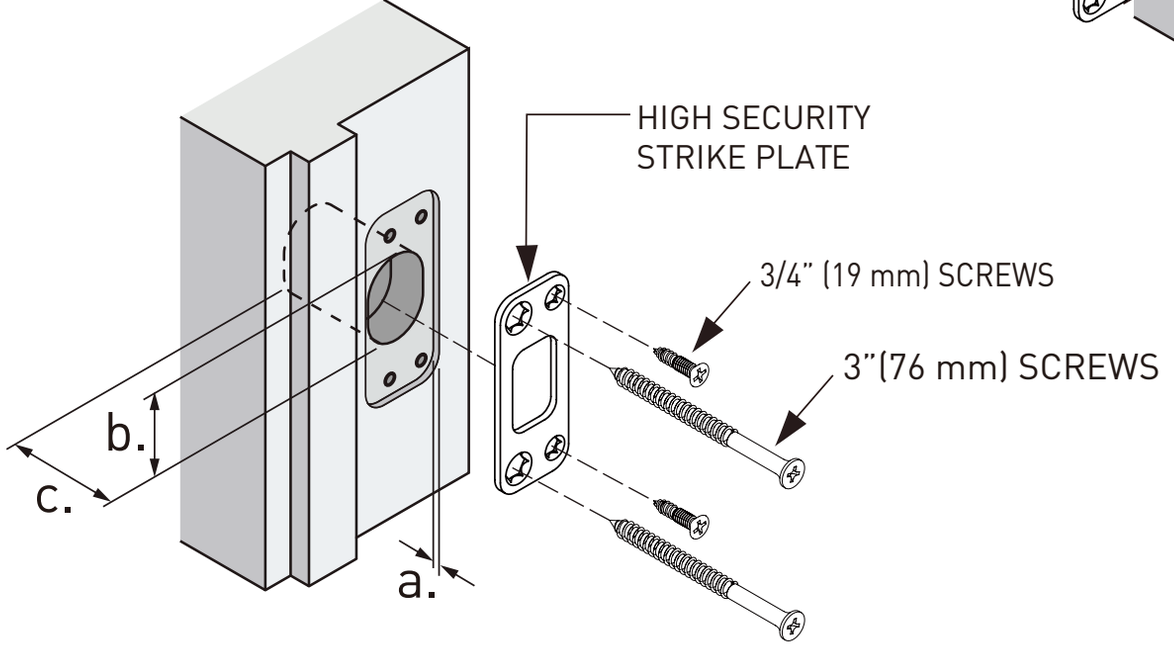
DOOR JAMB PREPARATION

4 PREPARE DOOR JAMB AND INSTALL STRIKE PLATE

Door Jamb hole dimensions

a. 3/32" (2.5 mm)
b. 1" (25 mm)
c. 1-1/8" (28 mm)

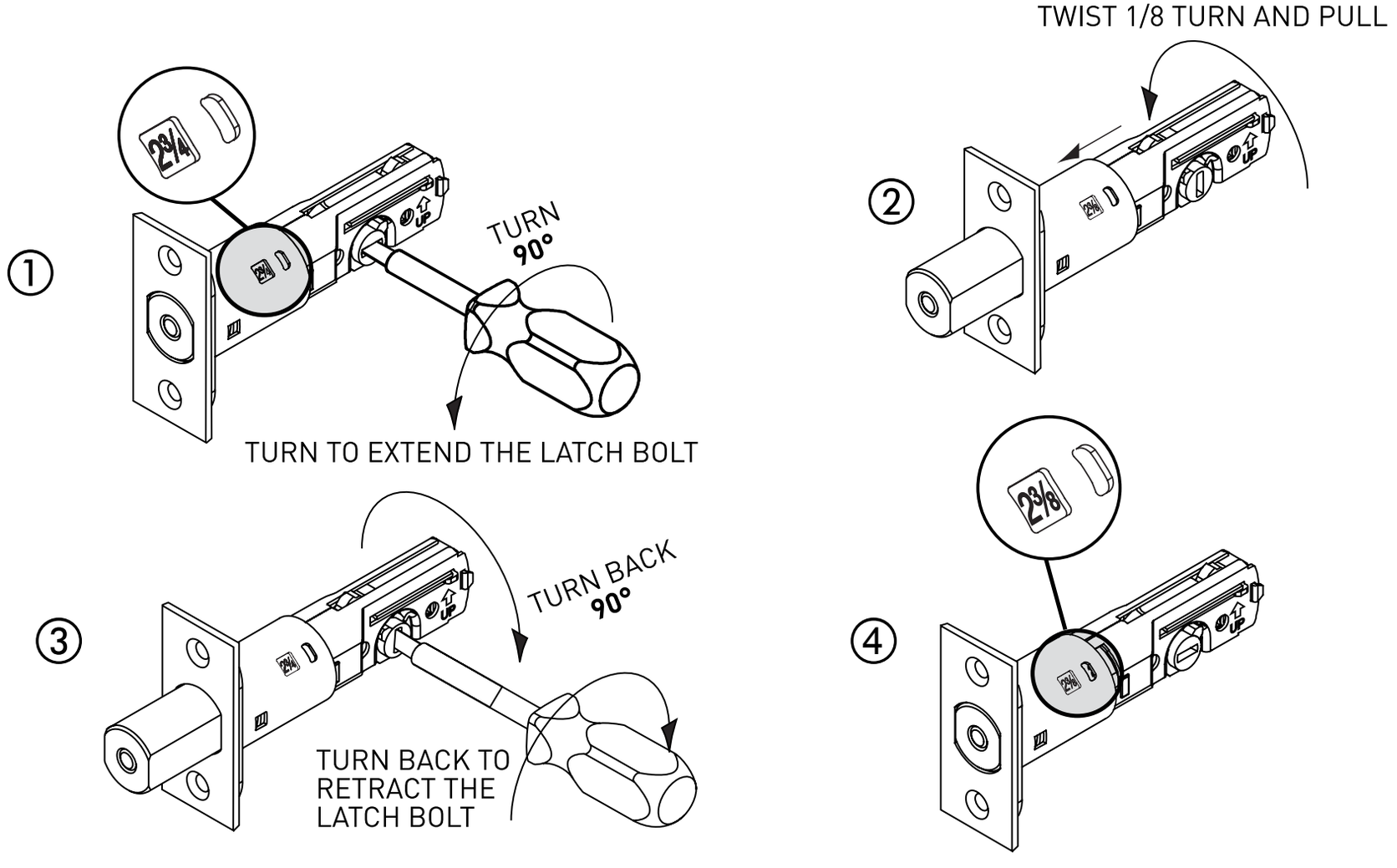




INSTALLATION

1a LATCH BACKSET ADJUSTMENT

Latch backset adjustment only needs to be made if your door needs a 2-3/8" (60 mm) backset. Please follow diagrams below as reference.
Skip this if your door has a 2-3/4" (70 mm) backset



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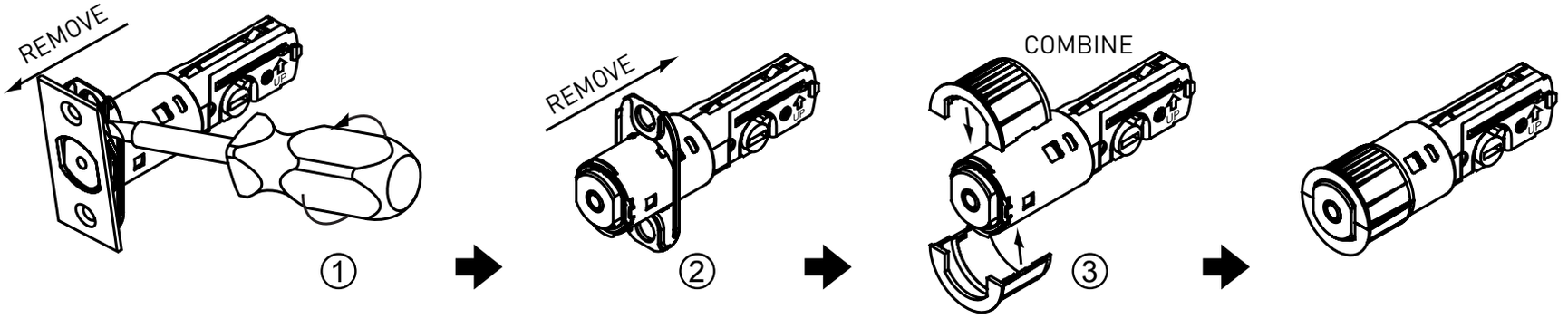
INSTALLATION

1b DRIVE-IN COLLAR or FACEPLATE ADJUSTMENT

In addition to 2-3/8" (60 mm) or 2-3/4" (70 mm) adjustable backset, you may change the faceplate to drive-in collar. (If your door is not a drive-in latch type, please skip this step)

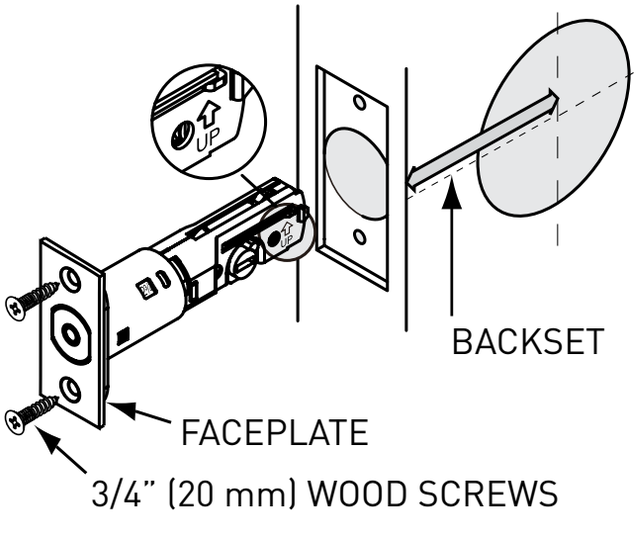


Note: Reverse the above steps if you need to change the drive-in collar to the faceplate.

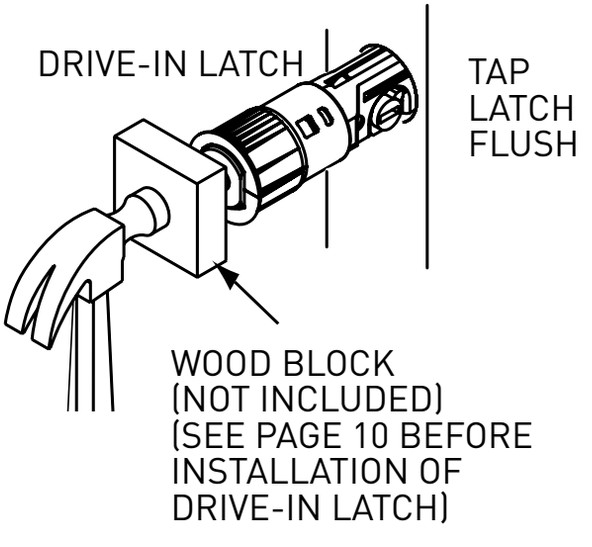
INSTALLATION

2 INSTALL LATCH IN MORTISED AREA OR INSTALL DRIVE-IN LATCH

If the backset of your door is 2-3/8" (60 mm), please install it now. If your door is set up to use a standard type latch, please install it with the 3/4" (20 mm) screws that are provided. If you use the drive-in type latch, please tap it in place.



OR



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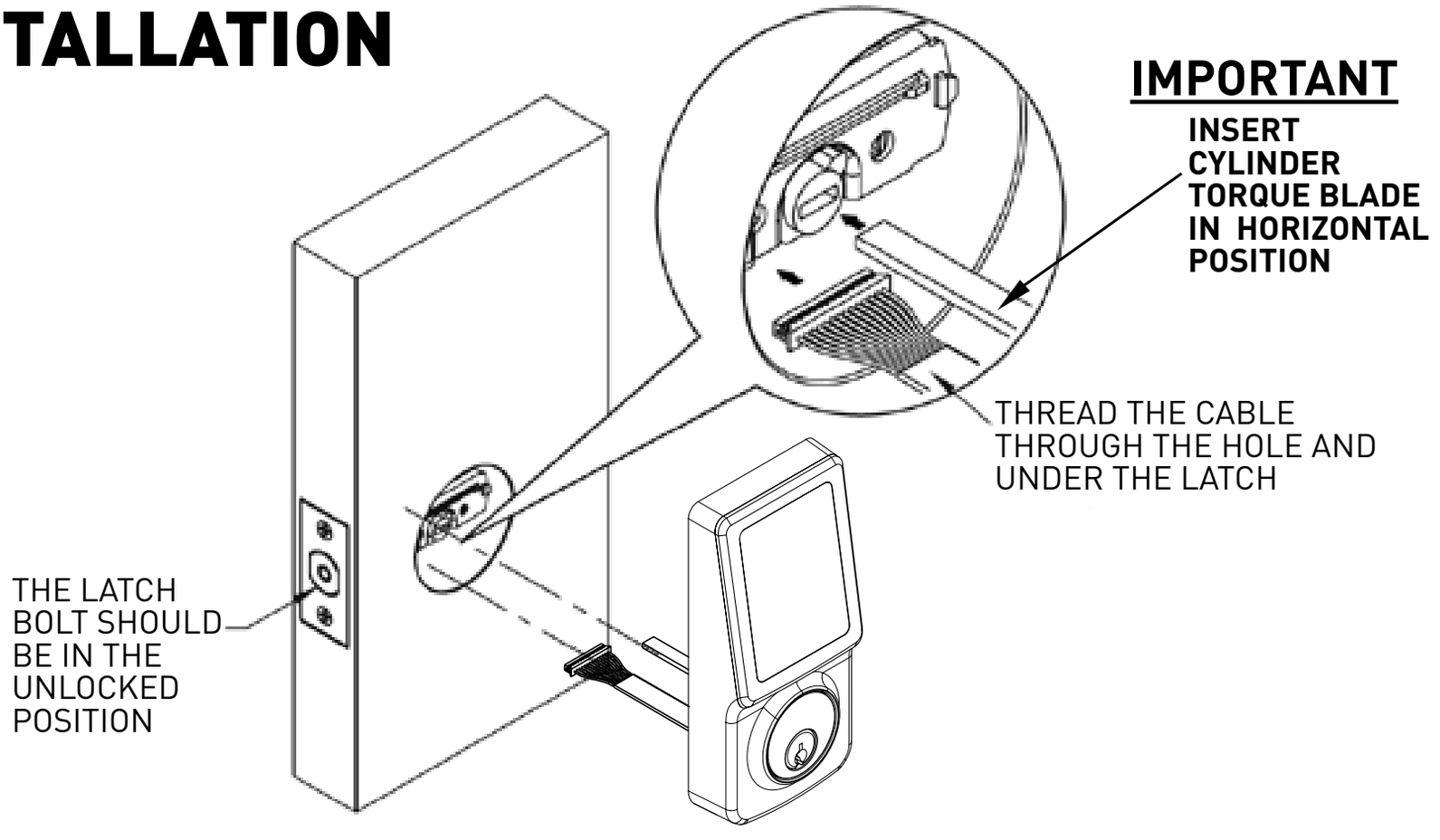
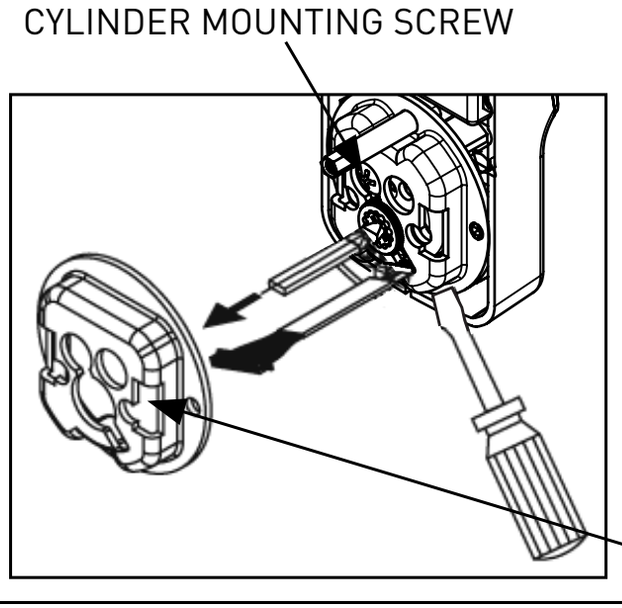
INSTALLATION

3



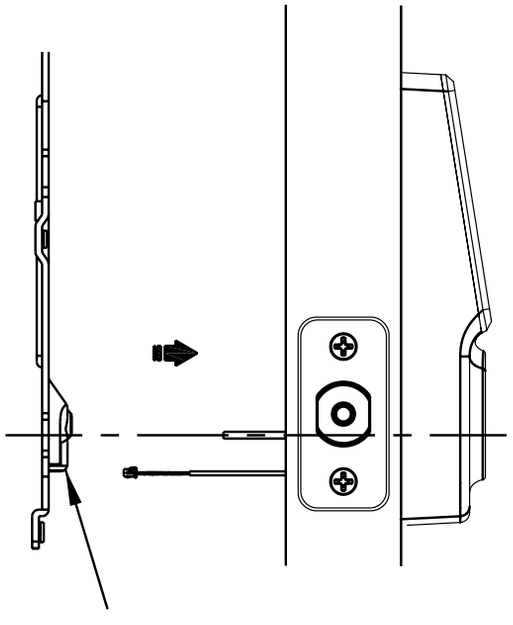


FOR INSTALLATION INTO 1-1/2” (38 mm) BORE HOLE:

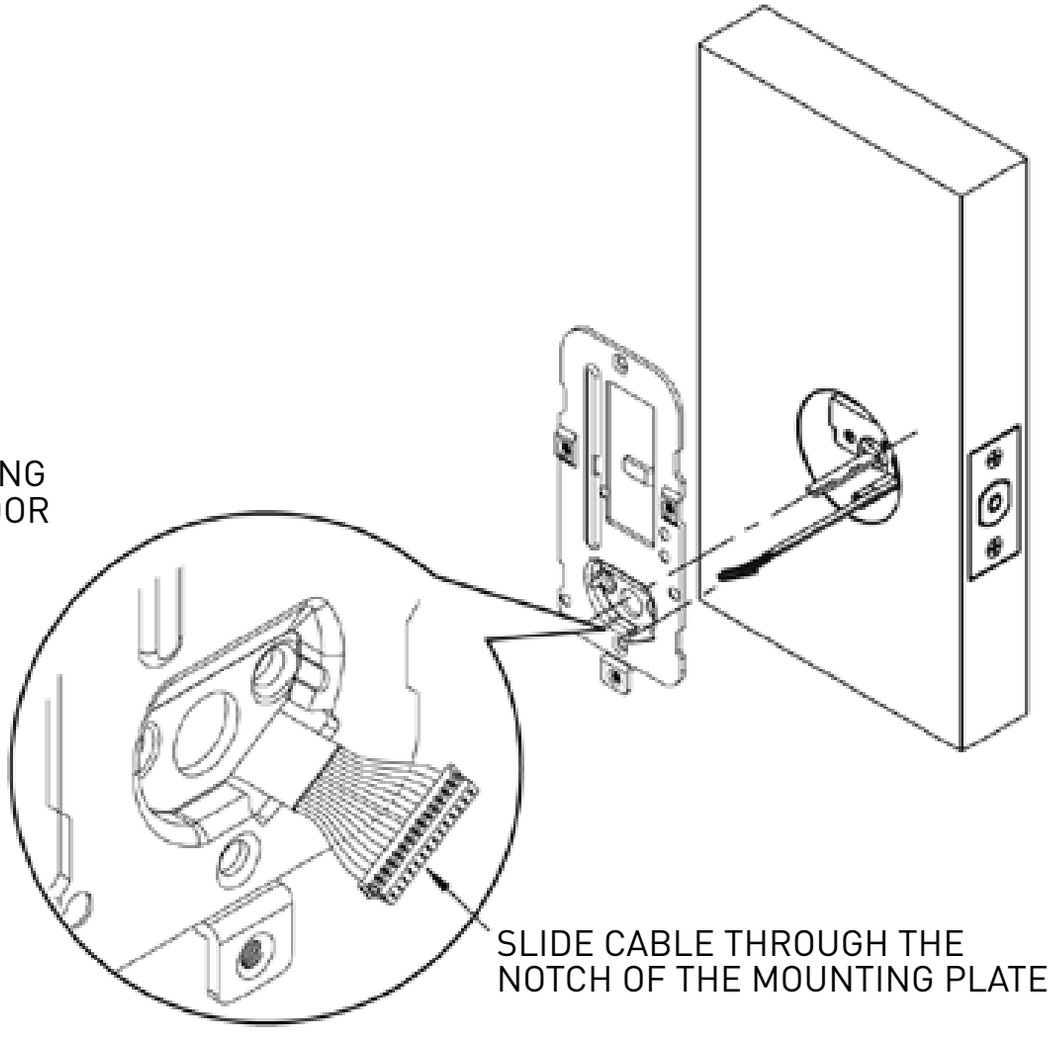
1. Remove adapter collar by releasing cylinder mounting screw and top mounting post.
2. Once adapter collar is off, reinstall cylinder mounting screw.

INSTALLATION

4



THE BULGED PART OF THE MOUNTING PLATE MUST FACE TOWARD THE DOOR



SLIDE CABLE THROUGH THE NOTCH OF THE MOUNTING PLATE

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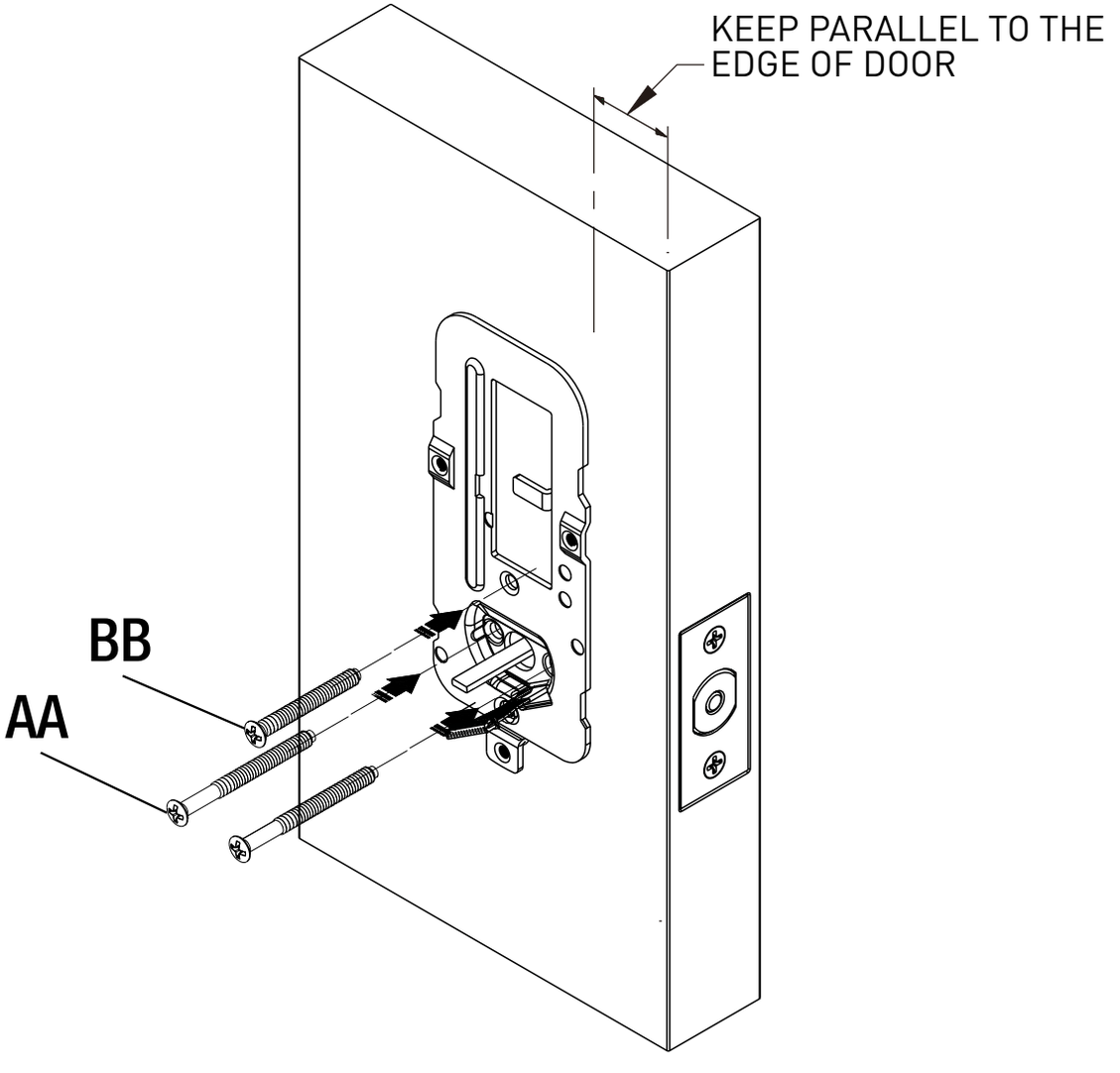
INSTALLATION

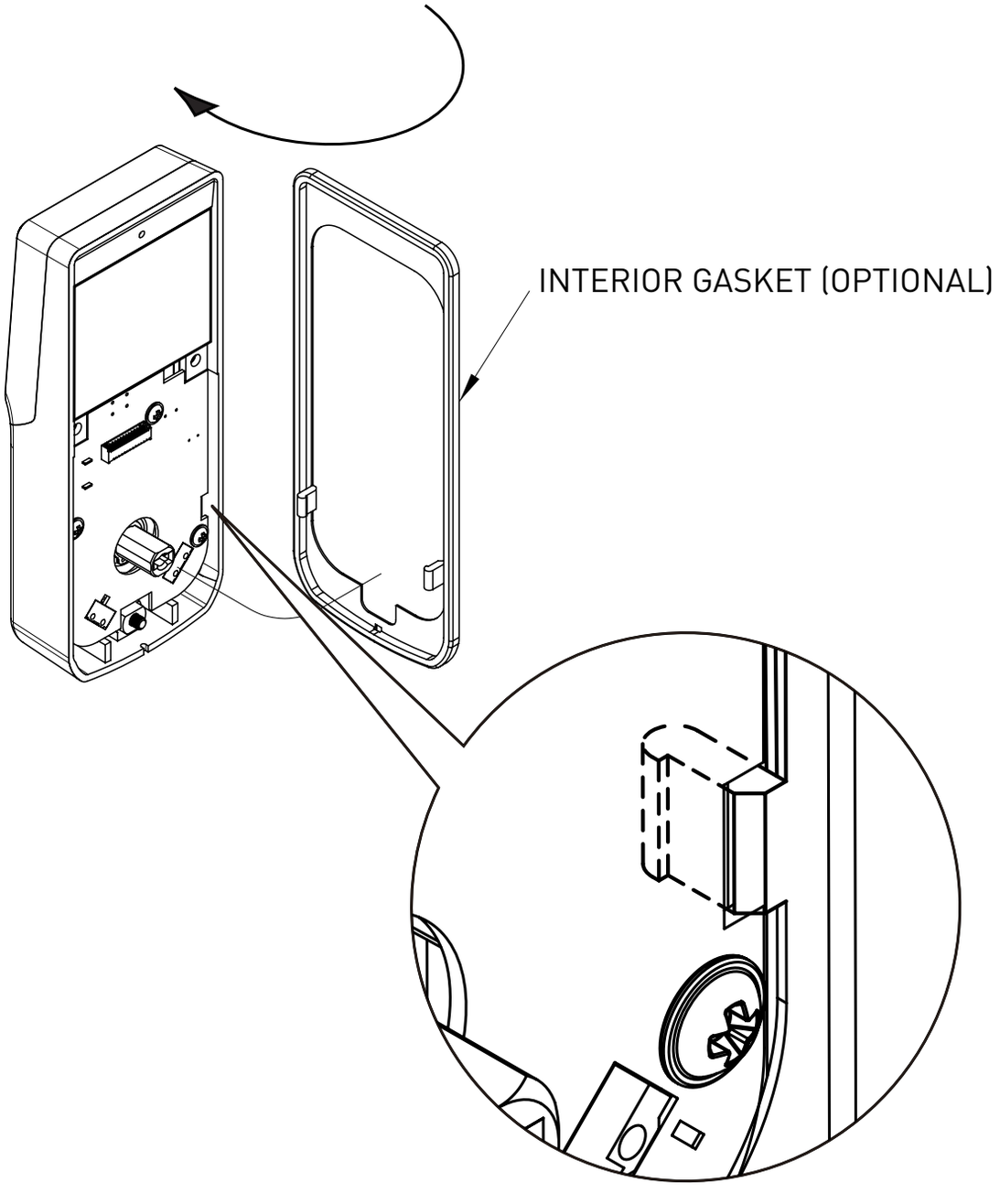
5



SECURE MOUNTING PLATE WITH 1-1/4" SCREW (1) AND 2-1/8" MOUNTING SCREWS (2)
(1-1/4" SCREW NOT REQUIRED FOR 1-1/2" BORE HOLE)

INSTALLATION

6



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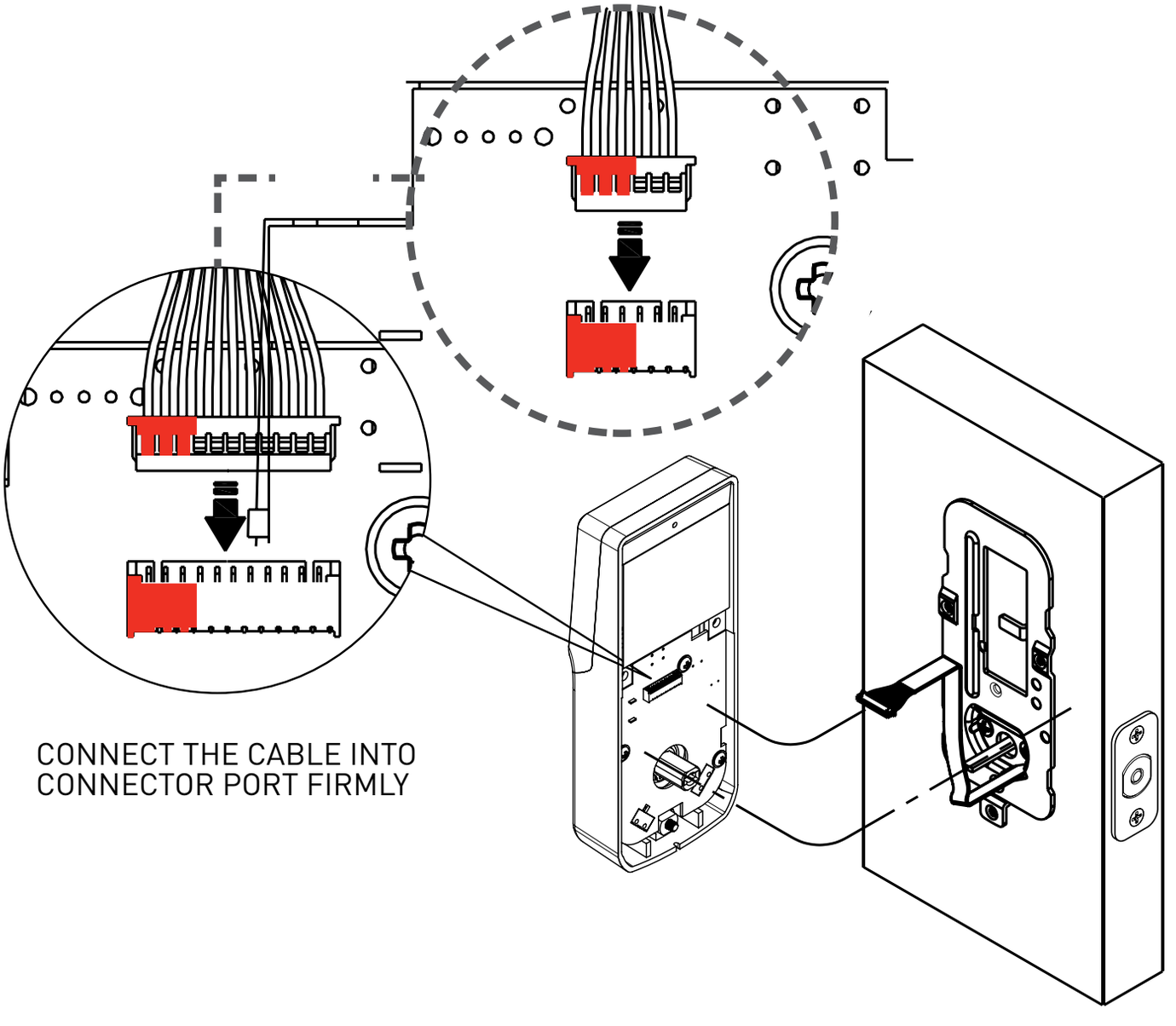
INSTALLATION

7

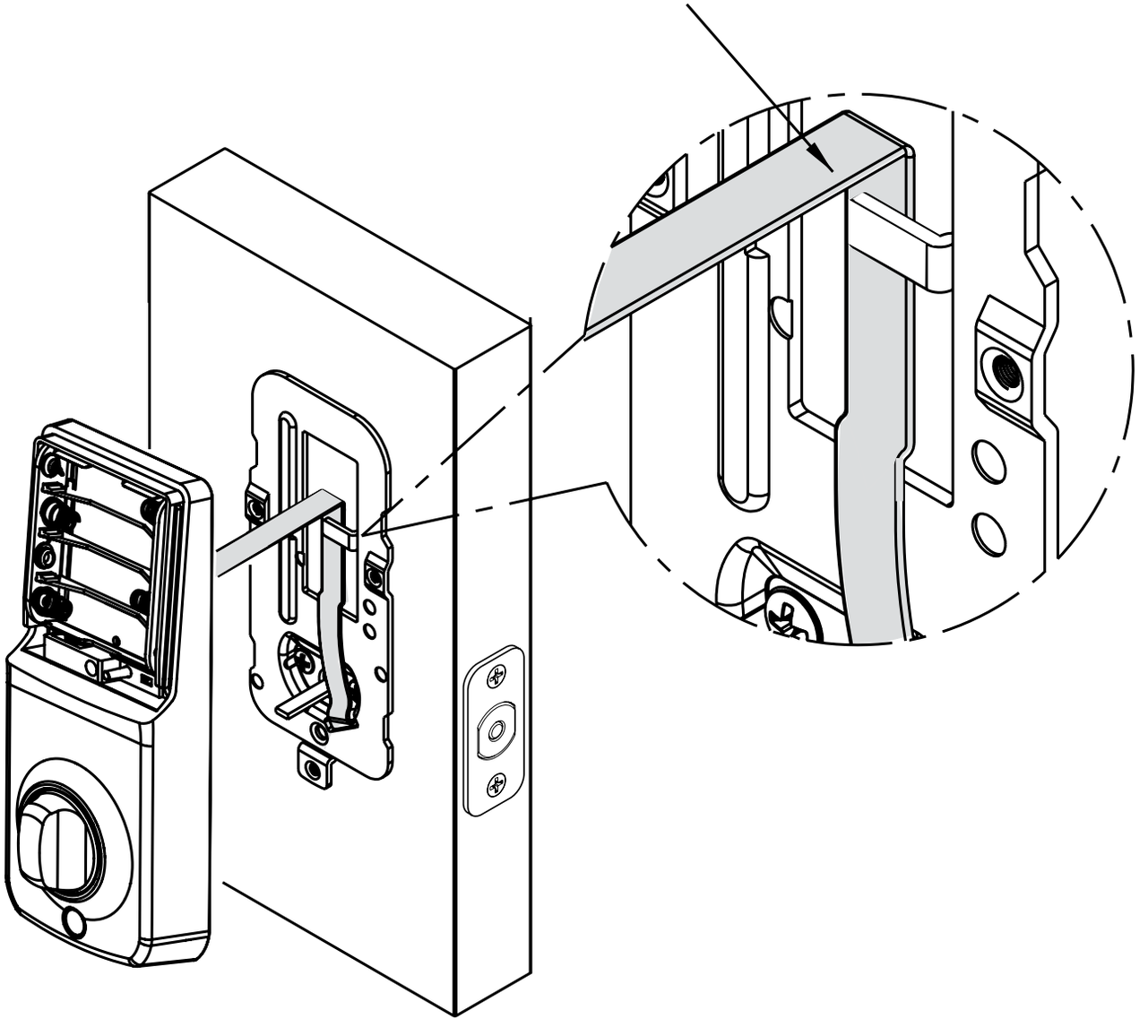


CONNECT THE CABLE INTO
CONNECTOR PORT FIRMLY

INSTALLATION

8

THE CABLE MUST BE ARRANGED
AS SHOWN IN THE DIAGRAM



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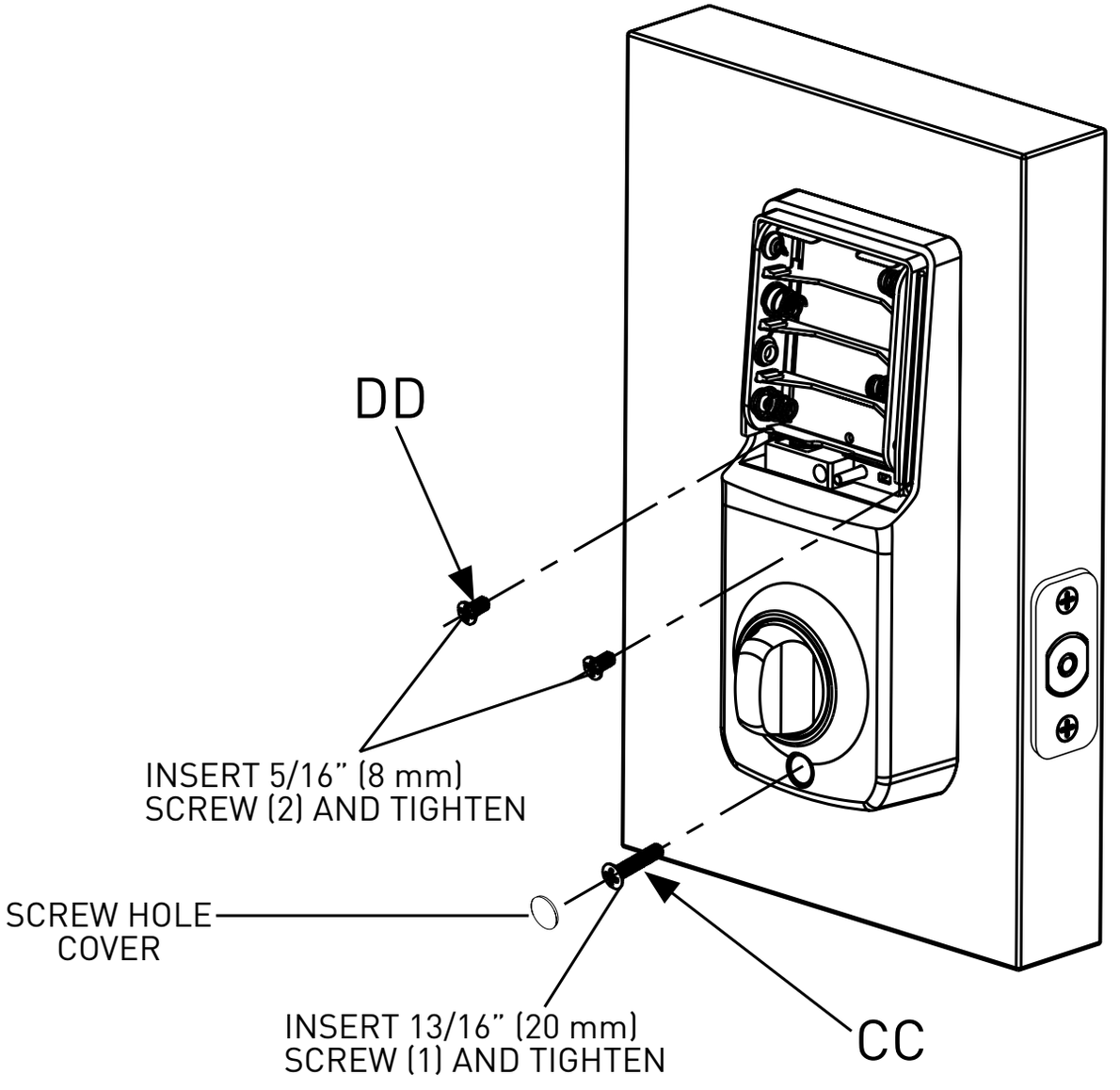
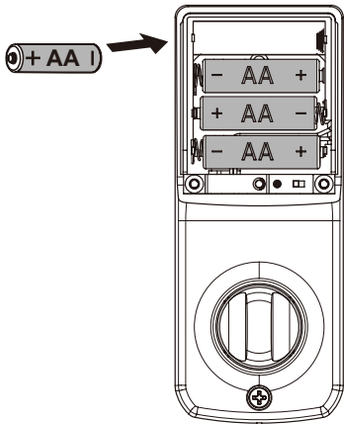
INSTALLATION

9

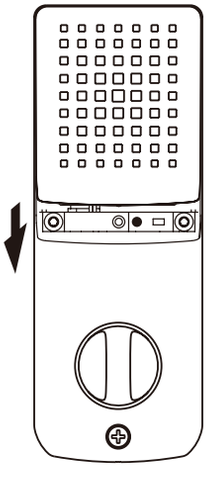


INSTALLATION

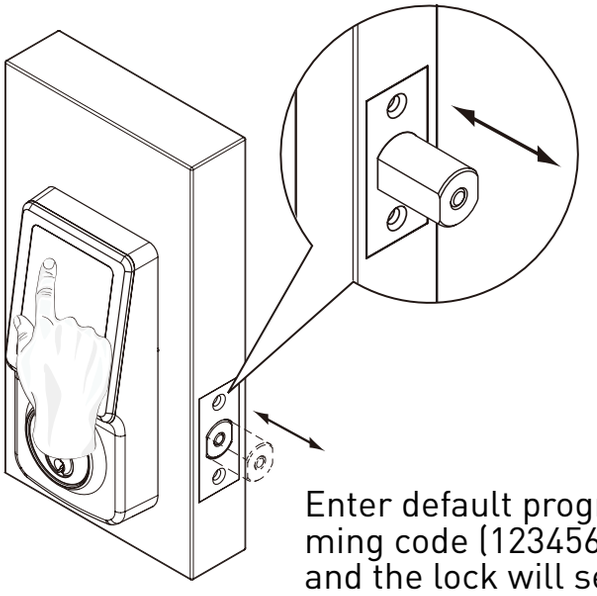
10 Install batteries and perform automatic bolt direction determination.



Install batteries



Install battery cover



Enter default programming code (12345678) and the lock will set up bolt direction to complete installation.

CAUTION
Please use four alkaline batteries for better performance.

NOTE:
1. The lockset will perform automatic bolt direction determination.
2. The product is ready for use when automatic bolt direction determination is completed.

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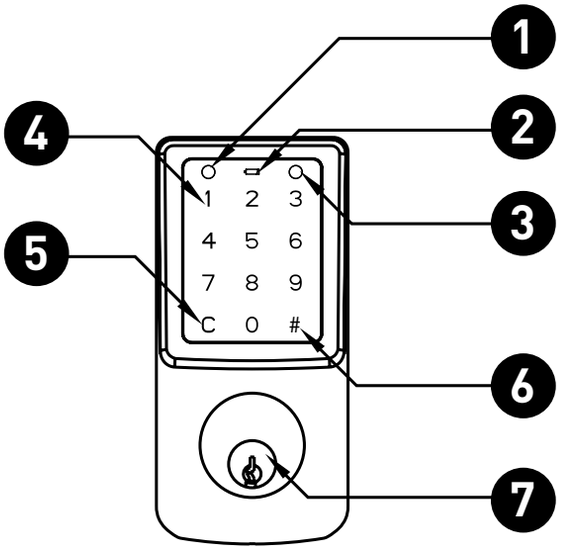
OVERVIEW OF FUNCTIONS



1 RED INDICATOR

1. Represents an incorrect entry or caution by flashing red light.

2 LOW BATTERY INDICATOR

1. Flashes when the batteries are low in power.

3 GREEN INDICATOR

1. Represents a correct entry or positive response by flashing green light.

4 TOUCH SCREEN

1. Touch to activate or lock.
2. Unlocks the lockset by entering a valid user code.
3. Programs the lockset by entering a valid programming code.
4. Please always press Ⓒ button to cancel any typo or exit the programming mode.

5 CLEAR BUTTON

1. Please always press Ⓒ button to cancel any typo or exit the programming mode.

6 # BUTTON

1. Represents “enter” when in programming mode.

7 MECHANICAL KEYWAY OVERRIDE

1. To unlock the lockset by a valid key.

FUNCTIONS CONTINUED ON NEXT PAGE

OVERVIEW OF FUNCTIONS continued

8 BATTERY COVER

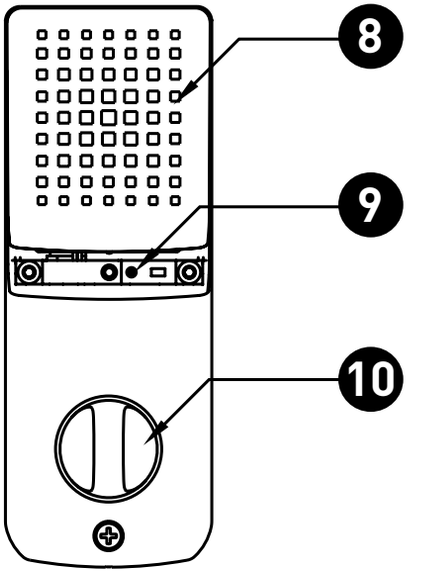
1. Protects the batteries from unexpected damage.

9 SET BUTTON

1. Press set button for 1 second then enter correct programming code to start programming the lockset. See page 23.

10 INTERIOR THUMBTURN

1. Locks or unlocks the lockset manually.



	CODE LENGTH	CODE CAPACITY	REMARK
Programming Code:	4 - 8 digits	1 set	1. A programming code can be used to program or unlock the lockset. 2. The default programming code is “12345678”.
User Code:	4 - 8 digits	25 sets	A user code is set up by the programming code and can be used to unlock the lockset.
Single-entry Code:	4 digits	4 sets	A single entry code is set up by the programming code and can only be used once to unlock the lockset.

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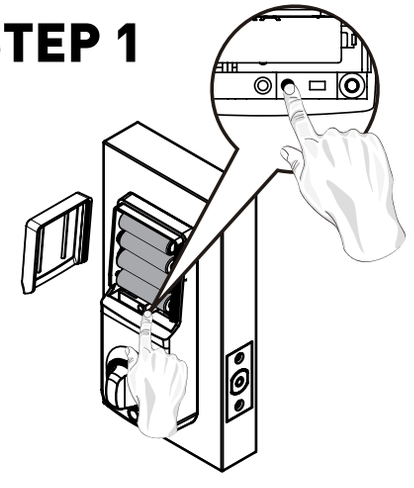
PROGRAMMING

CHANGING PROGRAMMING CODE

A programming code can be used to program or unlock the lockset. The factory preset Programming Code is 1-2-3-4-5-6-7-8 and needs to be changed to a unique 4-8 digit number before operating the deadbolt.

FUNCTION CODE [10]

STEP 1



Press (SET) for 1 second

Enter preset programming code 1-2-3-4-5-6-7-8 or current programming code + (#)

STEP 2 (1) + (0) + (#)

STEP 3 New Programming Code (4-8 digits) (#)

STEP 4 New Programming Code (4-8 digits) (#)

⚠ The lockset will exit the programming mode and resume to the stand-by status if no input is made in 10 seconds.

PROGRAMMING

ADD NEW USER ENTRY CODE OR SINGLE ENTRY CODE

FUNCTION CODE [20] ADD A USER CODE(S)

A user code (pin number) is set up by the programming code and can be used to unlock the lockset.

FUNCTION CODE [21] ADD SINGLE ENTRY CODE(S)

A single-use user code is set up by the programming code and can only be used once to unlock the lockset.

STEP 1

Press (SET) for 1 second

Enter preset programming code
1-2-3-4-5-6-7-8 or current
programming code
+ #

FUNCTION CODE [20] ADD A USER CODE(S)

STEP 2 2 + 0 + #

STEP 3
New
User
Code (4-8 digits) → #

STEP 4
New
User
Code (4-8 digits) → #

FUNCTION CODE [21] ADD SINGLE ENTRY CODE(S)

STEP 2 2 + 1 + #

STEP 3
New
Single Entry
Code (4 digits) → #

STEP 4
New
Single Entry
Code (4 digits) → #

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⚠ The lockset will exit the programming mode and resume to the stand-by status if no input is made in 10 seconds.

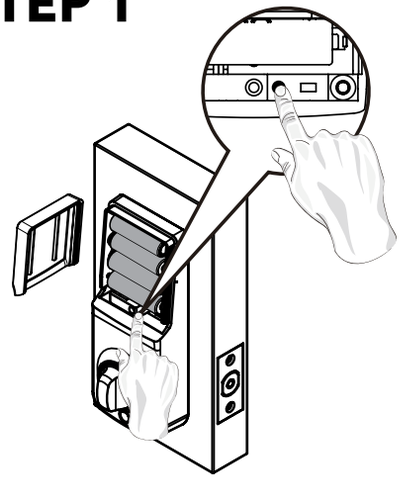
PROGRAMMING

ENABLE/DISABLE THE GUIDING CODE

The guiding code is a set of random numbers to be entered on the keypad before entering the user entry code.

FUNCTION CODE [22]

STEP 1



Press (SET) for 1 second

Enter preset programming code 1-2-3-4-5-6-7-8 or current programming code + (#)

STEP 2

(2) + (2) + (#)

STEP 3

(0) + (#)

(1) + (#)

STEP 4

TURN OFF

TURN ON

⚠ The lockset will exit the programming mode and resume to the stand-by status if no input is made in 10 seconds.

PROGRAMMING

DELETE USER CODE(S)

FUNCTION CODE [30] DELETE INDIVIDUAL USER CODE(S)

FUNCTION CODE [40] DELETE ALL USER CODE(S)

STEP 1

Press (SET) for 1 second

Enter preset programming code
1-2-3-4-5-6-7-8 or current
programming code
+ (#)

FUNCTION CODE [30] DELETE INDIVIDUAL USER CODE(S)

STEP 2 (3) + (0) + (#)

STEP 3
User Code
(4-8 digits) → (#)

STEP 4
User Code
(4-8 digits) → (#)

FUNCTION CODE [40] DELETE ALL USER CODE(S)

STEP 2 (4) + (0) + (#)

STEP 3 (C)

STEP 4
Delete all
user codes

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⚠ The lockset will exit the programming mode and resume to the stand-by status if no input is made in 10 seconds.

PROGRAMMING

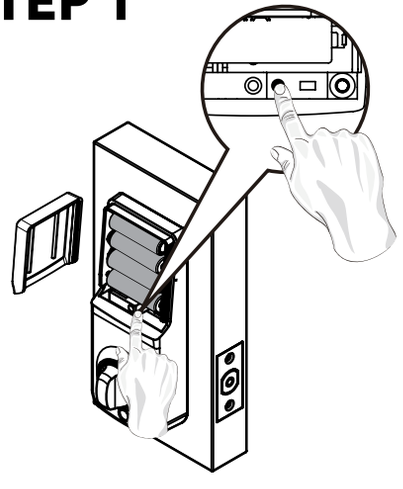
ENABLE/DISABLE VACATION MODE

Temporarily disable all user codes (if enabled) until unit is re-enabled.

IMPORTANT: A valid key is required to unlock the door or the current programming code to TURN OFF the Vacation Mode.

FUNCTION CODE [50]

STEP 1



Press (SET) for 1 second

Enter preset programming code 1-2-3-4-5-6-7-8 or current programming code + #

STEP 2

5 + 0 + #

STEP 3

1 + #

0 + #

STEP 4

TURN ON/ENABLE

TURN OFF/DISABLE

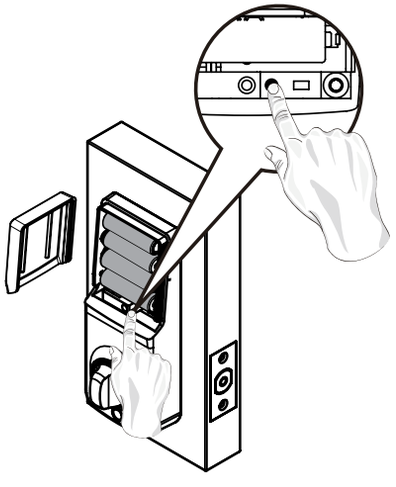
⚠ The lockset will exit the programming mode and resume to the stand-by status if no input is made in 10 seconds.

PROGRAMMING

VOLUME CONTROL Turn on / off door lock operation volume.

FUNCTION CODE [60]

STEP 1



Press (SET) for 1 second

Enter preset programming code 1-2-3-4-5-6-7-8 or current programming code + (#)

STEP 2

(6) + (0) + (#)

STEP 3

(0) + (#) → 0 - (TURN OFF)

(1) + (#) → 1 - (TURN ON)

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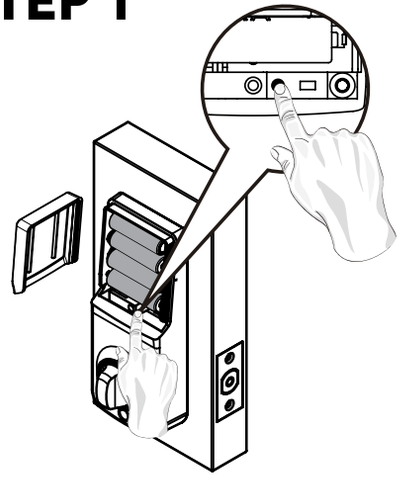
PROGRAMMING

SET UP AUTO-LOCK TIME DELAY

1. Default auto-lock time delay: 10 seconds.
2. Auto-lock time delay range: 10-99 seconds.
3. Three flashes and beeps will be presented if incorrect amount is entered e.g. less than 10 or more than 99 seconds.

FUNCTION CODE [70]

STEP 1



Press (SET) for 1 second

Enter preset programming code 1-2-3-4-5-6-7-8 or current programming code + (#)

STEP 2 (7) + (0) + (#)

STEP 3 ENTER NEW AMOUNT (10-99)

(#)

STEP 4 NEW AMOUNT

⚠ The lockset will exit the programming mode and resume to the stand-by status if no input is made in 10 seconds.

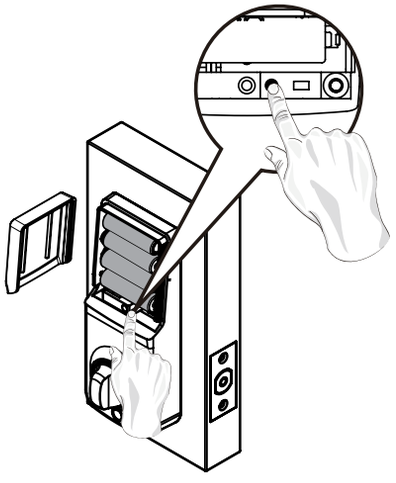
PROGRAMMING

ENABLE/DISABLE AUTO-LOCK FUNCTION

The lockset locks automatically in 10-99 seconds if enabled.

FUNCTION CODE [80]

STEP 1



Press (SET) for 1 second

Enter preset programming code 1-2-3-4-5-6-7-8 or current programming code + (#)

STEP 2

(8) + (0) + (#)

STEP 3

(0) + (#) → TURN OFF

(1) + (#) → TURN ON

⚠ The lockset will exit the programming mode and resume to the stand-by status if no input is made in 10 seconds.

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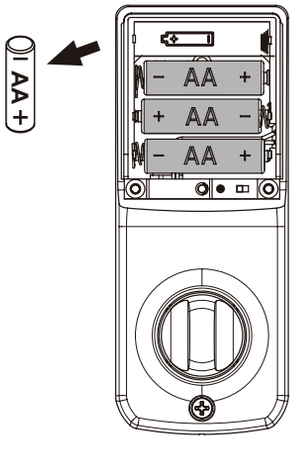
PROGRAMMING

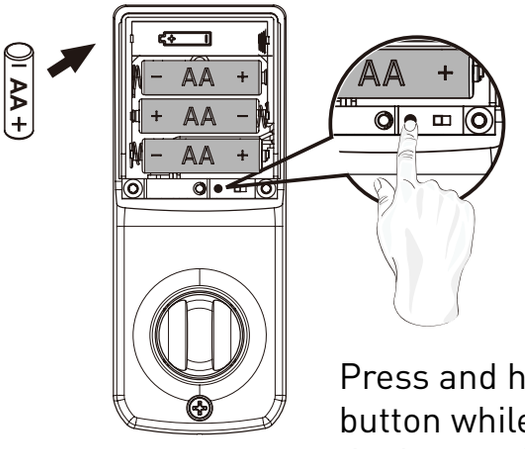
RESTORE FACTORY SETTING

IMPORTANT:

1. All existing user entry codes and the current programming code will be deleted.
2. The lock will be restored to preset programming with the programming code of 1-2-3-4-5-6-7-8.
3. Please re-enter the default Programming Code to set up the lock after restoring to factory settings.
4. Please change the programming code and add a new user entry code immediately before operating the lock.



Remove one battery

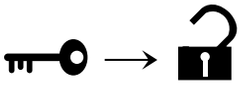
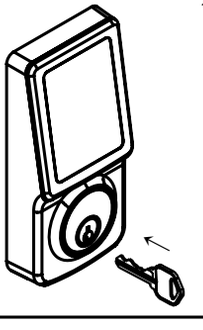
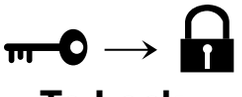


Press and hold SET button while inserting the battery back. Hold the set button until long beep has finished.

PROGRAMMING

HOW TO LOCK/UNLOCK THE LOCKSET

<table>
<tr><th>OPERATION</th><th>STEP 1</th><th>STEP 2</th><th>STEP 3</th><th>STEP 4</th></tr>
<tr><td>To Unlock</td><td rowspan="2">
Touch the screen</td><td>
Note: If guiding code is enabled (see page 25 for function code 22), press the four digits lit on the screen)</td><td rowspan="2">
Enter valid user code</td><td rowspan="2">Correct →
No →

Touch screen is temporarily disabled after 4 consecutive incorrect entries.</td></tr>
<tr><td>To Unlock (Optional)</td><td>Note: If guiding code is disabled (see page 25 for function code 22), proceed to step 3.</td></tr>
<tr><td>To Lock</td><td colspan="3">
Touch the screen → </td></tr>
<tr><td> 
To Unlock</td><td colspan="3" rowspan="2">  </td></tr>
<tr><td> 
To Lock</td></tr>
</table>

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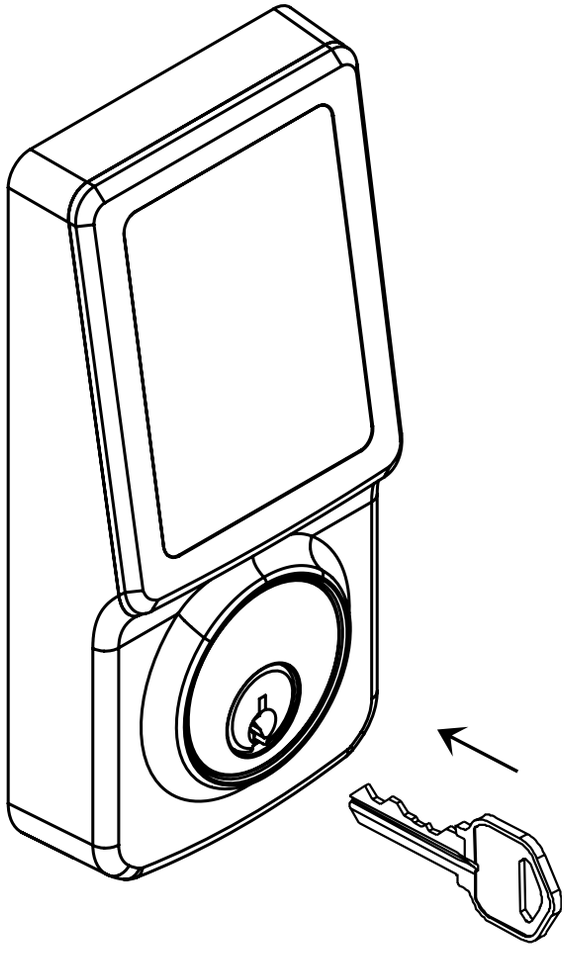
OPERATION

SECURITY MODE

1. The keypad will be automatically deactivated for 5 minutes after 4 unauthorized entry attempts.
2. The deadbolt can be locked or unlocked by a valid traditional key under security mode.



TROUBLESHOOTING GUIDE - INSTALLATION

QUESTIONS	ANSWERS
A. The latch does not operate correctly after installation.	1. Make sure that the backset on the latch is set to the proper length. 2. Make sure prior to installation latch bolt is retracted and key are not in lockset when placing torque blade horizontally through latch.
B. Feel a bump while turning the thumbturn or the key.	1. Please execute lock & unlock function to allow the motor to reposition itself again. 2. Redo the Automatic Bolt Direction Step (page 19).

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TROUBLESHOOTING GUIDE - OPERATION

QUESTIONS	ANSWERS
A. Battery Indicator keeps flashing.	1. The batteries are getting low, please replace with four new batteries for the best performance (alkaline batteries only).
B. Touch screen not responding.	1. Check the battery installation. 2. The batteries are getting low if the battery keeps flashing, please replace with four new batteries for the best performance (alkaline batteries only). 3. Make sure the cable is well-connected to the port, and was not damaged during installation.
C. Programming code cannot be changed.	1. Please refer to page 31 in this installation booklet to restore factory setting and reprogram all codes.

TROUBLESHOOTING GUIDE - OPERATION

QUESTIONS	ANSWERS
D. What should I do if wrong code was entered?	1. Press Ⓒ button once and continue to input code according to regular procedures.
E. Cannot delete all user codes.	1. Make sure the whole code entering process is completed within 10 seconds, otherwise the unit will time out. 2. Make sure the programming code has been entered correctly.
F. Cannot add a new user code	1. Make sure the whole code entering process is completed within 10 seconds, otherwise the unit will time out. 2. Make sure the programming code has been entered correctly. 3. The new user code will not be accepted when the capacity if full. Try to delete any or some existing user codes and then add new one(s) again. A user code must be 4 to 8 digits.

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TROUBLESHOOTING GUIDE - OPERATION

QUESTIONS	ANSWERS
G. "Auto Lock" does not function.	1. The batteries are getting low, please replace with four new batteries for the best performance (alkaline batteries only).
H. Lockset is not able to unlock by touch screen.	1. Make sure you have entered the correct user entry code. 2. The batteries are getting low if the battery keeps flashing, please replace with four new batteries for the best performance (alkaline batteries only). 3. Check the strike plate to make sure it is properly aligned & clear so the bolt can freely enter the hole.
I. Lockset is unable to reset.	1. Please refer to page 31 in this installation booklet to restore factory setting. 2. The batteries are getting low if the battery keeps flashing, please replace with four new batteries for the best performance (alkaline batteries only).

TROUBLESHOOTING GUIDE - OPERATION

QUESTIONS	ANSWERS
J. How to operate the lockset in darkness?	1. Touch the screen to activate the lockset back light.
K. The red indicator is still on after setting is completed.	1. Check if [SET] button is jammed. 2. Re-install the batteries.
L. The lockset locks when I enter my code and unlocks when I touch the screen.	1. Un-install the interior and exterior assemblies. Before re-installation, please follow these guidelines: 1) Make sure the bolt is in the retracted position. 2) Do not have any key in the lock cylinder. 3) Make sure the torque blade is inserted horizontally.

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TROUBLESHOOTING GUIDE - OPERATION

QUESTIONS	ANSWERS
M. I cannot remove my key unless it is in the locked position.	1. Un-install the interior and exterior assemblies. Before re-installation, please follow these guidelines: 1) Make sure the bolt is in the retracted position. 2) Do not have any key in the lock cylinder. 3) Make sure the torque blade is inserted horizontally.

If the lock appears to be damaged or does not function properly, please contact Taymor Customer Service. **taymor.com** *will provide you with contact phone numbers.*

INFORMATION PAGE

SECURITY INSTRUCTION

1. Do not share your programming code with anyone else.
2. Keep a written copy of all valid user entry codes in a safe place. (You may use the table below to record your information)
3. You are advised to re-program all codes if you lost any security information in the table.

NAME	USER CODE

PROGRAMMING CODE

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CONCIERGE 400

PROFESSIONAL SERIES

ELECTRONIC DEADBOLT

WARRANTY

Taymor's **CONCIERGE 400 PROFESSIONAL SERIES ELECTRONIC DEADBOLT** is manufactured under the highest standards of quality and workmanship. Taymor Locks are warranted to be free from finish defects for 5 (five) years and free from mechanical, material and workmanship defects to the original consumer/purchaser for the life of the product as long as the original owner owns his/her home. Electronic components of this lock are limited to 1 (one) year from the date of purchase. Taymor will replace free of charge, during the warranty period, any part that fails to meet the warranty under normal installation and use as long as the product has been cared for according to the care instructions listed in the package and on the website.

For more details see **www.taymor.com**

IC REGULATIONS

This Class B digital apparatus complies with Canadian ICES-003. This device complies with Industry Canada licence-exempt RSS-210 standard.

Operation is subject to the following 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 of the device.