TURBOLOCK®

BLUETOOTH®-ENABLED FINGERPRINT SMARTLOCK

SMART CONNECTIVITY:
- BLUETOOTH
- APP ENABLED

PRECISION FINGERPRINT SENSOR
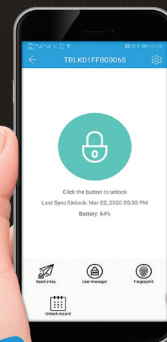
TURBOLOCK QUALITY COMMITMENT

Bluetooth®

TL88

Protect Your Property

In order to continue serving our customers and providing the best products, our product information including our user manuals may receive updates from time to time. Please check our website for the latest user manuals and product materials. Ver 2.0 01/15/21

the Smart Way

TURBOLOCK™

www.turbolock.com

Customer Service: 855-850-8031

Table of Contents

Information & Safety Warnings

1.1 Introduction

This user manual will guide you through the functions and usage of your Turbolock TL88 Fingerprint Bluetooth-enabled Smartlock. It is important that you follow all instructions and regard all notes that appear throughout this manual. Consult this manual before you attempt to use your lock. If you have questions not answered by this manual or are in need of repair or non-routine service, contact customer service at 1-855-850-8031. Before contacting customer service, please have your purchase information ready as this may be needed during the call. This information may be recorded below.

Date of Purchase:
Place of Purchase:

1.2 Safety Warnings

When reading this manual, note these icons:

⚠ **Notes with this icon MUST be read, understood, and obeyed to prevent injury or damage etc.**

Ⓝ Notes with this icon include relevant information.

⚠ **General Precautions**
- **The lock shall only be used as described in this manual.**
- **Verify that all parts of the lock are accounted for. If any part is missing, contact customer service.**
- **If the compartment or surrounding parts are damaged, do not use the lock.**
- **Use only four AAA batteries. Do not mix old and new batteries or batteries from different brands.**
- **Never insert objects into the lock other than batteries as described in this manual.**

- **The lock is not a toy. Do not leave children unsupervised around the lock.**
- **Use only the parts included in the original packaging or received from Turbolock.**
- **Verify all surfaces are flat and level before beginning installation. Installation on doors or surfaces with any type of deformity such as gaps or warping may cause the lock to malfunction or fail to operate entirely.**
- **Expected use is for standard doors made for buildings within the U.S.**
- **Generally, the batteries can offer up to one full year of use before replacement is needed. Battery life varies by usage.**
- **Replace the batteries after receiving the lock's low battery notification.**
- **Never apply any cleaner directly to any part of the lock. Only use clean water, mild cleaner, and soft, non-abrasive cloth when cleaning.**
- **Risk of shock. Do not allow water and/or liquids to get into the lock's electric parts.**
- **Never submerge the lock or any of the lock's components.**
- **Hanging objects on the lock is not recommended.**
- **The lock may be used with the Turbolock app. The lock will function without the app but full functionality may only be achieved when the app is used.**

1.3 Disposal at End-of-Life

This product must not be disposed of by incineration, landfilling, or mixing with household trash. Improper disposal of the battery contained within this product may result in the battery heating up, rupturing, or igniting which may cause serious injury. The substances contained inside the battery present chemical risks to the environment. The recommended disposal for any Turbolock TL88 at its end-of-life is to dispose of the entire unit at or through an e-waste recycling center, program, or facility. Local regulations and laws pertaining to the recycling and disposal of certain types of batteries and/or products containing them will vary according to country, state, and local governments. You must check laws and regulations corresponding to where you live in order to properly dispose of the battery and/or unit. It is the user's responsibility to dispose of their waste equipment properly with accordance with local regulations and laws.

For additional information about where you should drop off your batteries and electrical or electronic waste, please contact your local or regional waste-management office, your household waste disposal service, or your point-of-sale.

Package Contents & Overview

2.1 Contents

TL88 Fingerprint Bluetooth-enabled Fingerprint x 1
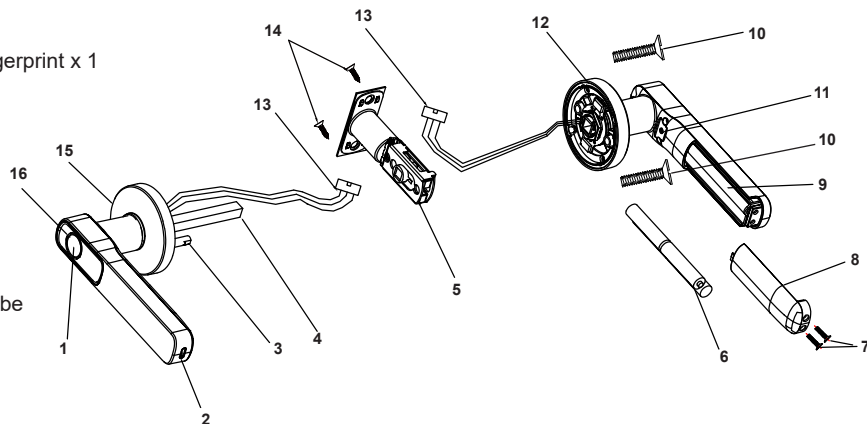
Outside Knob x 1

Inside Knob x 1

Latch Assembly x 1

Wood Screws x 4

Mounting Screws x 2

(N) - Mounting screws may already be
        inside the lock upon opening.

  - Batteries not included.

2.2 Overview

1: Fingerprint Sensor	7: 2 x Inside Screws	13: Connector
2: Micro-USB Emergency Power Port	8: Battery Compartment Cover	14: Wood Screws
3: Peg	9: Battery Compartment	15: Outside Knob
4: Latch Pin	10: Mounting Screw	16: LED Indicator
5: Latch Assembly	11: Reset Button	
6: 4 x AAA Batteries (not included)	12: Inside Knob	

2.3 Battery Information

The lock requires four (4) standard or rechargeable 'AAA' batteries which will be stored inside the back of the lock. The flashing red LED followed by a beep indicates low batteries. Install new batteries as soon as possible after receiving the first low-battery warning. After the first notification, the lock will only have enough power for approximately 50 uses before the batteries are fully depleted. This indication can be received from the app or the lock itself; the lock will beep after being unlocked. Expected battery life for normal use is approximately 10 months. If needed, use a battery pack (not included) with the lock's emergency power port (see Section 2.4 below).

⚠ The time of the lock may reset after the batteries are replaced. Use the Turbolock app to unlock the TL88 and calibrate the time.

2.4 Usage Overview

The easiest way to use the lock is by using your authorized fingerprint to open the lock directly. Or with the app open, tap the lock icon on the screen. Each time the lock engages and unlocks the door, regardless of entry method, the door can only be opened while the indicator flashes green. After the LED indicator lights off, the TL88 will automatically lock itself.

Using the Emergency Power Port
An external battery pack (not included) can be used to supply power via the emergency power port on the bottom of the outside knob. After connecting the external power source to the TL88's micro-USB port, indicator will turn on indicating the lock is receiving power. Use your fingerprint to unlock the door as usual.

Security Lock-Out Mode
The TL88 will beep twice and the indicator light will flash red if an unauthorized fingerprint is used. If a fingerprint cannot be identified after 20 consecutive attempts, the TL88 will enter a **Security Lock-Out Mode** for 5 minutes. During this time, the fingerprint reader will be temporarily disabled. The only way to unlock the TL88 while in this mode is with the app.

With the TURBOLOCK App You Can:
Reset fingerprint authorizations while in Bluetooth range (approx. 30')
Enable/Disable Passage mode while in Bluetooth range (approx. 30')
Unlock the TL88 while in Bluetooth range (approx. 30')
Share and manage eKeys from anywhere in the world
View unlock records from anywhere in the world
Manage user access from anywhere in the world

Directly from the TL88 Lock You Can:
Unlock the TL88 with authorized fingerprint
Engage Passage mode
Reset the lock

Installation (Retrofit)

⚠ **This section details installation steps needed if you are installing the TL88 on a door with a single cutout already made. To replace an older fixture with a newer one is known as a retrofit. If your door has never had a lock or doorknob installed or otherwise has no cutout, please skip to Section 4.**

Ⓝ • For easier installation, have another person help to hold the door open or, if needed, the lock and/or parts.

• Remove all parts of any old lock before installing the TL88. In some cases, the old strike plate and/or box may be used.

• For your convenience, installation instructions are broken into segments. Read and follow the instructions for both Pre-Installation and Main Installation.

• If your door happens to have two cut-outs, check the clearance between the two. Make sure there is enough distance so that you may seal off any extra opening.

3.1 Pre-Installation

Part 1 - Disassemble the Lock

The TL88 comes already assembled. Before installation, release the inside screws and mounting screws to disassemble the lock into three main parts: Outside Knob x 1, Inside Knob x 1, Latch Assembly x 1.
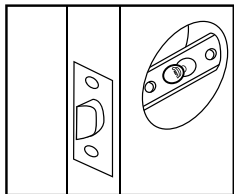

Inside Knob

Latch Assembly

Outside Knob
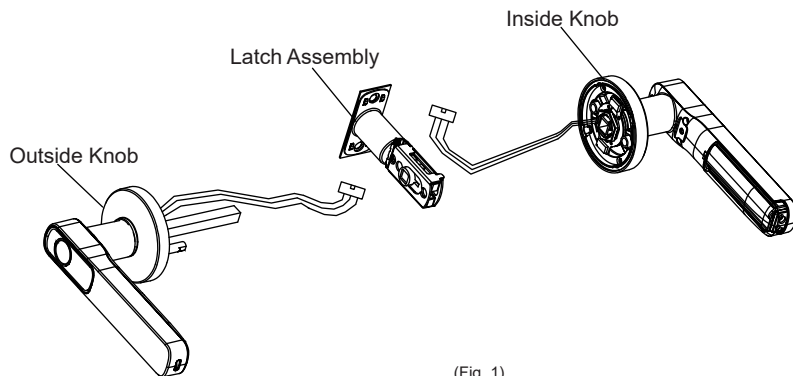
(Fig. 1)

Part 2 - Installing the Latch

⚠ **KEEP DOOR OPEN AT ALL TIMES SHORTLY BEFORE, DURING AND SHORTLY AFTER INSTALLATION. If the lock is incomplete or improperly installed, the lock and/or door may become stuck.**
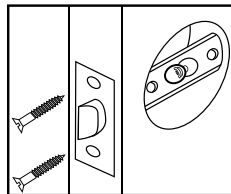
• **After finishing installation, be sure to use the door at least once to make sure all parts of the lock function correctly.**

(Fig. 2)
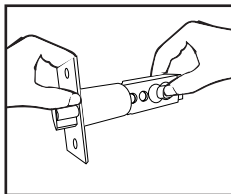
(Fig. 3)

(Fig. 4)

Step 1. Insert the latch into the hole and check it. The latch's plate should sit flush against the edge of the door (Fig. 2). If there's too much space behind the latch or if it's sticking out of the door, the latch should be adjusted. If the latch needs adjusted, move to Step 2. If it doesn't need adjusted, skip to Step 3.

Step 2. Hold the front of the latch and the square opening from both sides. Pull or push to extend or retract the latch end as needed(Fig. 3). Insert the latch back into the door.

Step 3. Check the latch's bolt and make sure the rounded side faces in. Add 2x Wood Screws and use a screwdriver (not included) to secure them (Fig. 4).

Part 3 - Installing the Strike

In most cases, the existing strike plate and setup can be used. If you wish to use the one included with your lock, skip to Section 4.1, Part 3.

3.2 Main Installation

Step 1. Remove the 2x inside screws at the bottom of battery compartment to remove the cover. Add 4 x AAA batteries to the battery compartment then re-install the cover it (Fig. 5).

Step 2. Start with the outside knob. Feed the cable through a waterproof rubber seal and the round hole in the door. Thread the two pegs through the smaller, round holes in the latch. If needed, have someone hold the door itself or hold the outside knob flat against the front of the door (Figs. 6 and 7).
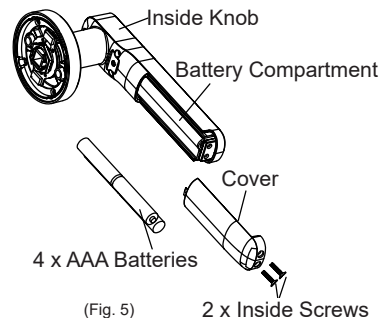
⚠ • **Do NOT force the cable's connector end through any part of the lock. Damaging the connector will make the lock unusable.**
   • **It's highly recommended to leave the door open during installation.**

Step 3. Gently connect the two cables and feed them into the round hole in the door (Figs. 6).
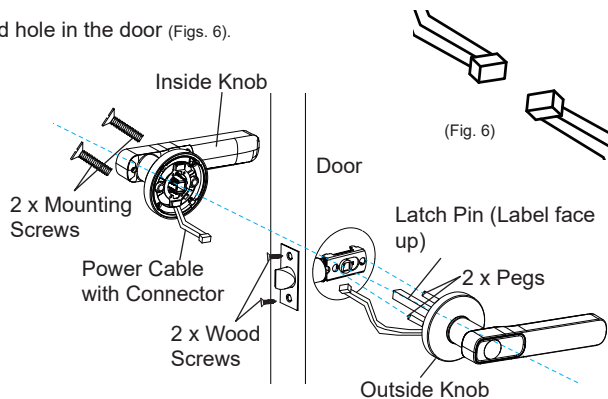
Step 4. Align the inside knob on the back of the door making sure to thread the latch pin through the square opening. Use 2x mounting screws to fasten the outside knob and inside knob to the door. Make sure both screws are tightened (Fig. 7).

⚠ **Before inserting the latch pin, make sure the label "FACE UP" is facing up when inserting it into the square opening.**

Step 5. The lock should now be ready to use. It's highly recommended to use the authorized fingerprint and the app to test the lock to make sure it works before closing the door. See Section 6 for information on the fingerprint setting and the information on the app.

Inside Knob

Battery Compartment

Cover

4 x AAA Batteries

(Fig. 5)

2 x Inside Screws

(Fig. 6)

Inside Knob

Door

2 x Mounting Screws

Power Cable with Connector

2 x Wood Screws

Latch Pin (Label face up)

2 x Pegs

Outside Knob

(Fig. 7)

Installation (New)

⚠️ **This section details installation steps needed if you are installing the TL88 on a door without a cutout. If you are using the TL88 to replace an old lock or if your door otherwise already has a cutout, please go back to Section 3.**

Ⓝ • For easier installation, have another person help.

• For your convenience, installation instructions are broken into segments. Read and follow the instructions for both Pre-Installation and Main Installation.
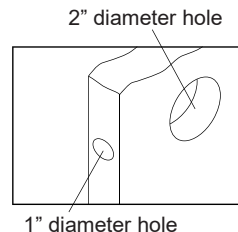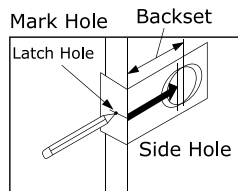
4.1 Pre-Installation

Part 1   Making the Opening

**Step 1.** Using the provided template, mark the locations for the centers of the backset and the latch hole.

Step 2. Bore a 54mm (about 2" or 2 1/8") hole on door face, then drill a 25mm (about 1") hole into the edge of the door so that it intersects with the larger hole.

Ⓝ • When drilling the 54mm (about 2" or 2 1/8") hole, it's recommended to drill from both sides of door to stop the wood from splintering.

• It may be easier to drill the 54mm hole with a hole saw bit (not included).

• It may be easier to drill the 25mm hole with a hole saw bit (not included) or a 7/8" spade bit (not included). If using a spade bit, do not drill at high speeds as this may tear out extra wood and damage the door.

Mark Hole   Backset
Latch Hole
Side Hole

2" diameter hole

1" diameter hole

Part 2 - Disassemble the Lock

The TL88 comes already assembled.
Before installation, release the inside
screws and mounting screws to
disassemble the lock into three main
parts: Outside Knob x 1, Inside Knob x
1, Latch Assembly x 1.

Inside Knob

Latch Assembly

Outside Knob
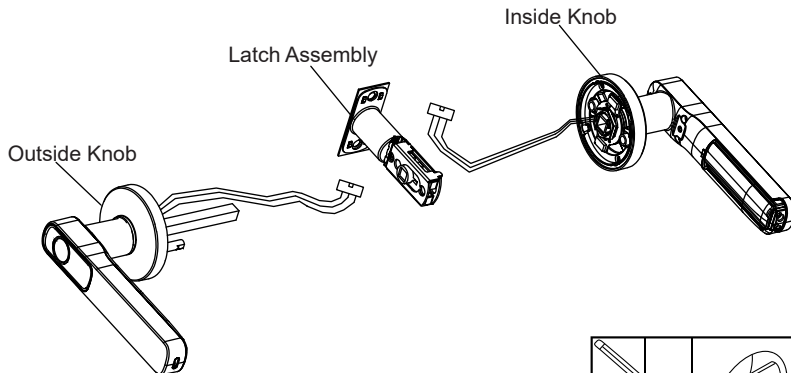
Part 3 - Installing the Latch

Step 1. Insert the latch into the hole. Using a pencil, mark a line around edge of latch plate to
use as a guide. After marking at all four sides of the plate, remove the latch (Fig. 8).

Step 2. Chisel about 3mm (0.1") deep or until latch plate sits flush with door edge (Fig. 9).

(N) During chiseling, it's highly recommended to stop and reinsert the latch every once in a while
to see if it sits flush. If not, chisel a little more and check again. Be careful not to chisel too
deep; otherwise, the lock may not function correctly after installation.
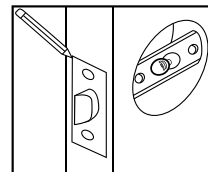

(Fig. 8)
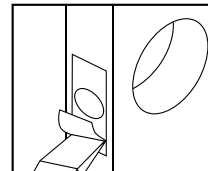
(Fig. 9)

Step 3. Insert the latch into the hole and check it. The latch's plate should sit flush against the edge of the door (Fig. 10). If there's too much space behind the latch or if it's sticking out of the door the latch should be adjusted. If the latch needs adjusted, move to Step 4. If it doesn't need adjusted, skip to Step 5.

Step 4. Hold the front of the latch and the square opening from both sides, pull or push to extend or retract the latch end as needed (Fig. 11). Insert the latch back into the door.

Step 5. Check the latch's bolt and make sure the rounded side faces in. Add two wood screws and use a screwdriver (not included) to secure them (Fig. 12).
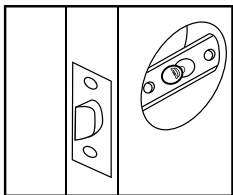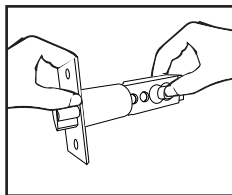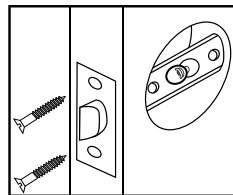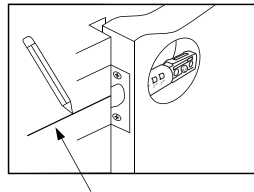

(Fig. 10)   (Fig. 11)   (Fig. 12)

Part 4 - Creating a Mortise & Installing the Strike

Step 1. Push the door until nearly closed and check where the latch's bolt touches the frame.

Step 2. Use a pencil to mark the horizontal center of the latch on the door frame.

Step 3. Open the door again and extend the line over the edge of the door and inside the frame.

Step 4. Measure the inside of the frame. Determine and mark the halfway point. From this point, use a ruler to draw a line straight down so that it intersects the existing line.

Step 5. Use a 7/8" (22.2mm) spade bit and a drill to make two partially overlapping holes about 0.6" (15mm) deep centered both above and below the center line. If needed, use the chisel to make the hollow (aka "mortise") more square.

(N) • If you choose to use the strike box, you may need to chisel slightly deeper.

• If using a spade bit, do not drill at high speeds as this may tear out extra wood and damage the door or doorframe.

Step 6. Hold the strike plate over the mortise. Using a pencil, mark a line around the edges of plate to use as a guide. After marking at the straight edges of the plate, remove the plate.

Step 7. Chisel about 1.5mm deep or until strike plate sits flush with door frame. If you choose to use the strike box, you may need to chisel slightly deeper.

(N) During chiseling, stop periodically and check to see if the strike plate sits flush in the doorframe over the strike box. If not, chisel a little more and check again. Be careful not to chisel too deep; otherwise, the lock may not function correctly after installation.

Step 8. Position the strike and strike box, then use a pencil to mark the center points of the screw openings in the strike plate. Set the strike and strike box aside and drill two small holes at each center point.

Step 9. Position the strike and strike box. Add the two remaining Wood Screws and use a screwdriver (not included) to secure them.
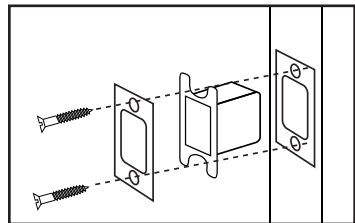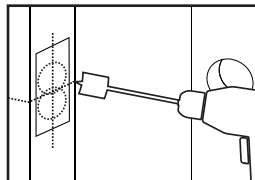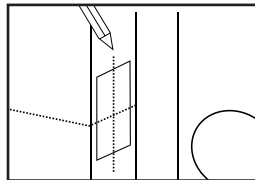
4.2 Main Installation

Step 1. Remove the 2x inside screws at the bottom of battery compartment to remove the cover. Add 4x AAA batteries to the battery compartment then re-install the cover (Fig. 5).

Step 2. Start with the outside knob. Feed the cable through a waterproof rubber seals and the round hole in the door. Thread the two pegs through the smaller, round holes in the latch. If needed, have someone hold the door itself or hold the outside knob flat against the front of the door afterwards (Figs. 6 and 7).
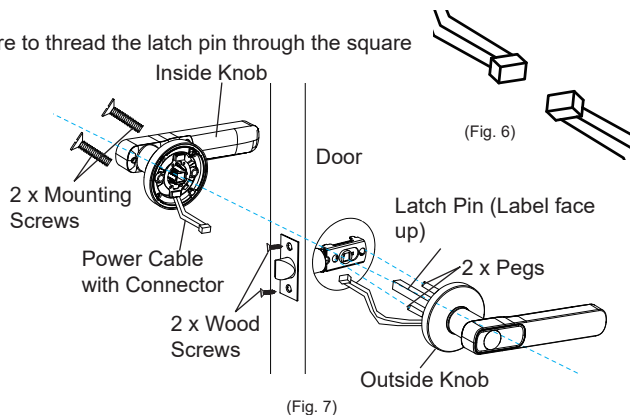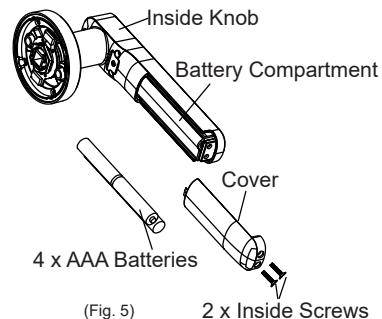
⚠ • **Do NOT force the cable's connector end through any part of the lock. Damaging the connector may make the lock unusable.**

  • **It's highly recommended to leave the door open during installation.**

Step 3. Gently connect the two cables and feed them into the round holes in the door (Fig. 6).

Step 4. Align the inside knob on the back of the door, making sure to thread the latch pin through the square opening. Use the 2x mounting screws to fasten the outside knob and inside knob to the door. Make sure both screws are tightened (Fig. 7).

⚠ **Before inserting the latch pin, make sure the label marked "FACE UP" is facing up when inserting it into the square opening.**

Step 5. The lock should now be ready to use. It's highly recommended to use the authorized fingerprint and the app to test the lock to make sure it works before closing the door. See Section 6 for information on the fingerprint setting and the information on the app.

Inside Knob

Battery Compartment

Cover

4 x AAA Batteries

(Fig. 5)

2 x Inside Screws

(Fig. 6)

Inside Knob

Door

2 x Mounting Screws

Power Cable with Connector

2 x Wood Screws

Latch Pin (Label face up)

2 x Pegs

Outside Knob

(Fig. 7)

Using the Passage Function

With this function active, the TL88 can be used to open the door without requiring any authorizations by admin, which is allowed to open the lock only by pressing and turning the knob.

⚠️ **USE WITH CAUTION. Remember to turn off the function when it is no longer needed. Do not leave this function on for extended periods of time.**

Turning On Passage Function

Option 1

Tap the 🔘 to turn on Passage function on the Main Interface screen (Figs. 23 and 24), refers to **section 7.3 App Usage**.

Option 2

Step 1. Unlock the TL88 using your fingerprint. The lock will beep twice and the LED indicator will flash green.

Step 2. Before the TL88 automatically locks itself, press and hold an authorized finger on the fingerprint sensor three times.

⚠️ **The fingerprint must be successfully identified four times in a row before the passage function can be turned on.**

Step 3. The lock will beep. The Passage function is now turned on.

Turning Off Passage Function

Use an authorized fingerprint or the app to open lock (see **Sections 6 and Section 7** respectively). The Passage function will turn off.

Using The Fingerprint To Open The Lock

To use your fingerprint to open the lock, you must first pair the TL88 with your smartphone via the Turbolock app. After pairing successfully, only authorized fingerprints can be used to open the lock. Until the lock is paired, there is no way to lock the TL88. To avoid security risks, pair the TL88 with the app immediately and set up authorized fingerprints (see Section 7.2 Pairing).

Press an authorized fingerprint on the lock's fingerprint reader for approx. 2 seconds. The lock will beep twice and the LED indicator will flash green once the fingerprint is recognized and the lock is engaged. If the fingerprint cannot be recognized, the TL88 will beep twice and the LED indicator light will flash red.

⚠ The TL88 will beep twice and the LED indicator light will flash red if an unauthorized fingerprint is used. If a fingerprint cannot be identified after 20 consecutive attempts, the TL88 will enter a **Security Lock-Out Mode** for 5 minutes. During this time, the fingerprint reader will be temporarily disabled, and the indicator will flash yellow when you try again to use fingerprint to open the lock. The only way to unlock the TL88 during **Security Lock-Out Mode** is with the app.

The Turbolock App

The Turbolock app, compatible with most Android and iOS smartphones, grants access to additional features of the TL88. Through the app, you can manage authorized fingerprints, create and send e-keys, track unlocking records and more. To get the app, follow the instructions below.

⚠ The TL88 is a Bluetooth-enabled lock. You must be within standard Bluetooth range (30 ft. / 10 m) to engage the lock through the app. This includes pairing the app to the TL88 and using the app to lock/unlock the TL88.

7.1 Installation

Step 1. Use your smartphone to search the Google Play or App Store for the "Turbolock" application.

Step 2. Download and install the app according to your operating system.

Step 3. Turn on Bluetooth and open the app.

Step 4. Register for an account and return to the app.

Ⓝ • For instructions and/or information on how to use the app, register for an account and refer to the in-app instructions or visit www.turbolock.com.

　• In order to use the app with the TL88, the two must be paired.

7.2 Pairing

For first-time pairing

Ⓝ Before pairing, you must authorize the app to access the Bluetooth service of your mobile device. (On some Android devices, the app may also need to access the location service.)

Step 1. Open the app, tap the ⊕ icon in center of the screen, and then select the lock type (Fig. 17).

Step 2. Tap 🔍 icon to scan the nearby devices, then tap the desired device to pair on screen. The app will then begin pairing (Fig. 18).
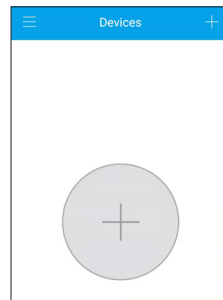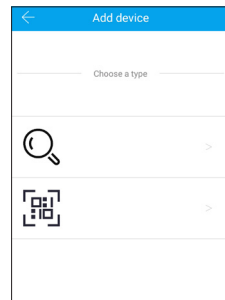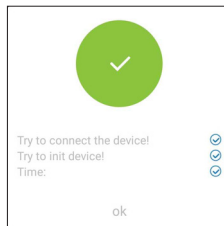
(Fig. 17)　　　　(Fig. 18)

Step 3. Tap any confirmation messages as needed. The LED indicator will light up, blue.

Step 4. After connecting successfully, the LED indicator lights off, and the pop-up screen state OK (Fig. 19).

Pairing to another smartphone

To pair a different smartphone with the lock, you must reset the lock using the steps below. Resetting the lock will delete all added fingerprints as well as user e-keys (if any). After the new smartphone is paired to the lock, the previous phone will no longer have Admin privileges.

(Fig. 19)
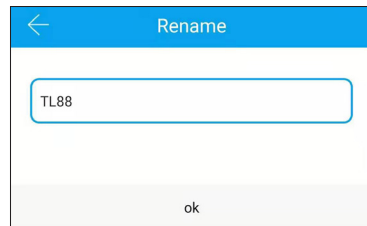
(Fig. 20)

(N) For app operations, there is only one admin, but there can be multiple users. Authorized non-admin users will have limited access.

Step 1. Press and hold the reset button on inside knob for ~5s to reset the lock directly. The lock will beep and the indicator light will flash green after resetting successfully.

Step 2. Open the app, tap the ⊕ icon in center of the screen, and then select the lock type (Fig. 17).

Step 3. Tap [Q] icon to scan the nearby devices. The LED indicator will light up, blue.

Step 4. Tap any confirmation messages as needed. The LED indicator will light up, blue.

Step 5. After successful connection, the lock will beep and the LED indicator light will turn off. You will then see a confirmation on your smartphone (Fig. 19).

Step 6. The rename screen will pop-up after successful connection. Change the device name as desired (Fig. 20). Tap "OK" to save the operation.

7.3 App Usage

From the Devices list screen (Fig. 21), tap ☰ to gain access to more options (Fig. 22). Or tap the name of lock to enter Main Interface screen (Figs. 23 and 24).
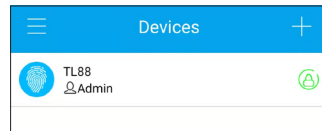
(Fig. 21)

Main Interface (Admin View) **Main Interface (User View)**

(Fig. 22)

(Fig. 23)

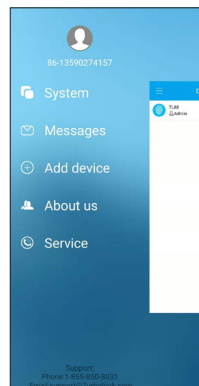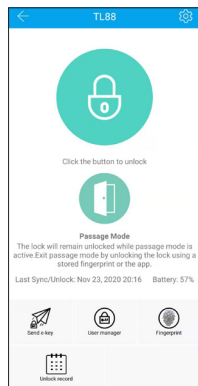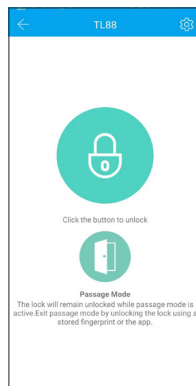(Fig. 24)

Tap to enter settings screen. From here, you can select an option, such as Reset lock, Rename lock, etc.

Tap to open the lock.

Passage Mode: Tap to activate. While this mode is active, the lock will remain unlocked. Exit passage mode by unlocking the lock using a stored fingerprint or the app.

Send key: Tap to send access to other registered app users.

(N) Users must be registered for a Turbolock account.

User manager: Tap to enter Manage users screen. From here, you can delete or suspend user accounts.

Fingerprint: Tap to add fingerprint access and modify user settings tied to the fingerprint. You can rename, delete, or change the effective date of stored fingerprints.

Unlock record: Tap to check the TL88's unlock history.

(N) • Images for illustrative purposes only. Actual content may vary.
 • App content subject to change without notification.
 • App content may differ depending on operating system.

⚠ The TL88 is a Bluetooth-enabled lock. You must be within standard Bluetooth range (30 ft. / 10 m) to engage the lock through the app.

7.4 Unlocking the TL88 from the App

Step 1. Open the Turbolock app, make sure the lock and your mobile devices are paired beforehand (**see Section 7.2 Pairing**).

Step 2. Tap the lock icon in the Turbolock app, the TL88 will emit a doorbell sound and then unlock.

Step 3. The lock will automatically lock itself after 3 seconds of non-operation.

7.5 Managing User access (E-Keys)

User access is generated on the Turbolock app by the Admin and sent to a user. **That user must install the Turbolock app on their smartphone and register for a Turbolock account**.

(N) E-Keys can be permanent or have time restrictions, at the Admin's discretion.

⚠ You do not need to be within Bluetooth range to add or delete users or share e-keys with other registered Turbolock users.

Sending E-Keys in App

Step 1. Open the app and tap [icon] to enter the Send E-Key screen (Figs. 25 and 26).

Step 2. Enter the user's E-mail or phone number (whichever the user registered with) and tap "Send" (Fig. 27).
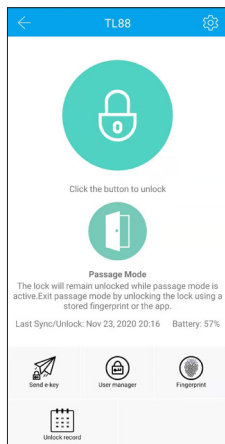
(Fig. 25)   (Fig. 26)   (Fig. 27)

7.6 Adding Fingerprint access via app

(N) Only the Admin can add or delete the fingerprint access.

Step 1. Tap 🔘 on the home screen to enter the fingerprint access screen, then tap ⊞ Add to add fingerprint access (Figs. 25 and 28).

Step 2. Set the User name first, then tap 'Start finger setting' to continue process (Fig. 29).

Step 3. Follow the voice prompts to add a fingerprint. After successful add, the TL88 will beep and the LED indicator will flash green (Fig. 30).
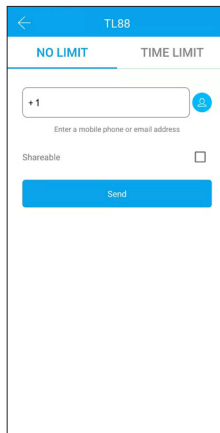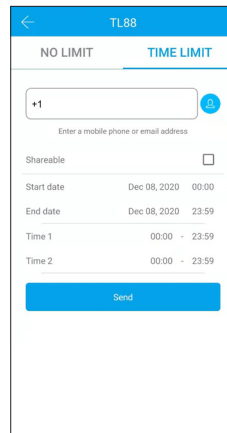
Step 4. Long-press the added fingerprint to enter the settings screen. From here, you can change the effective date, rename the fingerprint, or cancel to exit the screen (Fig. 31).

Step 5. To delete the added fingerprint, tap ⚙ to enter the delete screen, select the added fingerprint, then tap "delete" (Fig. 32).

(N) The TL88 lock can store a max. total of 30 fingerprints, including the admin fingerprint.
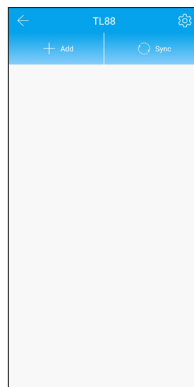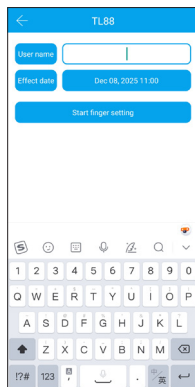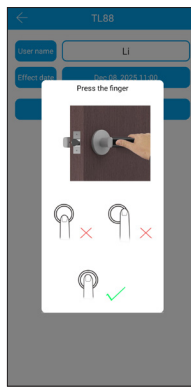
(Fig. 28)   (Fig. 29)   (Fig. 30)   (Fig. 31)   (Fig. 32)

Resetting the Lock

⚠ • **AFTER A RESET, ANYONE CAN OPEN THE LOCK WITH THEIR FINGERPRINTS.** To avoid security risks, pair the app with the lock again and set up an admin fingerprint immediately.

• Resets cannot be reversed.

• Performing a reset will delete all user fingerprint access including the Admin fingerprint access.

• After a reset:

   ○ All fingerprint and user access issued via the app will be erased. And the lock will be delete from the current paired mobile device. You will need to pair the lock with your smartphone again as soon as possible.

Option 1

Step 1. Open the app, tap the lock to enter the Main Interface screen (**Admin View** Fig. 23), then tap ⚙ to enter the Settings screen (Fig. 33).

**Step 1.** Tap 'Reset device' from the setting screen, then tap 'OK' to confirm.

Step 2. The LED indicator on the TL88 will flash green and the lock will beep. The TL88 is now reset.

⚠ To reset the TL88 through the app, you must be within standard Bluetooth range (approx. 33 ft. / 10 m). It cannot be done remotely.

Option 2

Step 1. Press and hold the reset button on the inside knob for ~5 seconds.

Step 2. The LED indicator on the TL88 will flash green and the lock will beep. The TL88 is now reset.

←	TL88
🔵	ID: TBLK0102058A2A
	👤 Admin
✏	Rename
⏱	OTA
🔒	Reset device
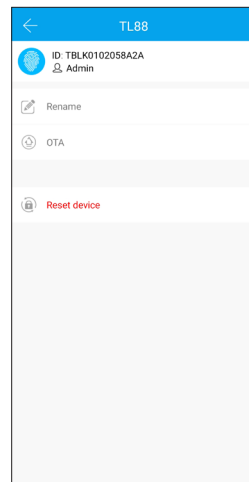
(Fig. 33)

Maintenance

Proper cleaning and maintenance of your lock ensures it will continue to work as it should.

Ⓝ • For most cleaning purposes, use clean (or purified) water and a soft, non-abrasive cloth.

- If a mess cannot be cleaned with water, apply a gentle cleaner to the cloth and clean.
- Do not apply cleaner or detergent directly to any part of the lock.
- After cleaning with a cleaner or detergent, wipe off any residue using a second non-abrasive cloth. Be sure to dampen the cloth with clean (purified) water.
- The TL88 meets IP65 water-resistance. It can withstand splashes and contact with water once properly installed; however, do not submerge the lock.
- Do not let water and liquids get into the lock's electric parts or battery compartment. This will void the warranty.

Troubleshooting

Problem	Possible Cause	Solution(s)
Why can't I open the door?	Too much time has passed since engaging with the lock.	The TL88 automatically locks after ~3 seconds of inactivity.
	Your access has been restricted.	If you received a key from the lock's admin, your access may be restricted to certain times of the day. Check with your admin regarding these details.
Why does the lock jam? / The door doesn't close.	The latch size is wrong.	Disassemble the lock and check the latch assembly. If retrofitting, compare the latch length and adjust as needed. If installed on a new door, adjust the latch and or, drill into the door to fit the latch as needed.
	The strike plate and latch aren't correctly aligned.	Open the door and check the alignment of both the latch and the strike plate. Adjust as needed.

Problem	Possible Cause	Solution(s)
The lock doesn't work.	The lock isn't receiving power.	Ensure the batteries are properly installed. Remove and reinstall if needed.
	The batteries are dead.	Replace the batteries.
		Use the emergency power port to power the lock so that the door opens. Replace the batteries immediately.
My fingerprint couldn't be recognized and now I'm locked out.	If a fingerprint access can't be identified more after 20 consecutive attempts, the lock will go into a 5-minute period of inactivity where it cannot be open by fingerprint again. See Section 6 for more details.	Use the Turbolock app to gain immediate access during Security Lock-Out Mode. Alternatively, wipe off the sensor to remove potential smudges or obstructions and try the fingerprint access after 5 minutes.
When trying to use my fingerprint, why does the lock beep multiple times but doesn't open the door. Lock beeping multiple times but can't open the door.	Fingerprint might not have been recorded properly or at all.	Use the Turbolock app to gain immediate access. Then re-authorize your fingerprint using the app (requires admin privileges).
Fingerprint sensor works and my fingerprint is recognized, but the door doesn't unlock.	Power cable may not be connected properly.	Reinstall the TL88. If the problem persists, contact customer service for further action, incl. finding an authorized technician for repair, or warranty replacement.
	The lock's motor may have failed.	
When turning the outside knob, the latch can't completely eject.	The oiled parts of the lock's core may be covered in dust.	
	The lock on the door has come loose.	

Ⓝ If none of the above information resolves your issue, please visit our website at www.turbolock.com or contact customer service at 855-850-8031.

Warranty

10.1 Violation

The lock cannot be repaired or serviced within its warranty period if any of the following has occurred:

• The warranty has expired

• Damage occurred during or in relation to non-routine and/or unauthorized disassembly

• Failure to provide a valid proof of purchase when requesting service or repair

• Damage occurred as a result of natural disaster, Act of God, etc.

• Damage occurred due to unexpected factors or user errors, including but not limited to: mis-operation, fluid found in any openings and/or compartments, improper insertion or pulling, hauling, bumping, improper voltage input, and other factors similar or dissimilar.

10.2 Information

One-Year Limited Hardware Warranty

Your Turbolock TL88 Fingerprint Bluetooth-enabled Smartlock ("Product") includes a One-Year Limited Hardware Warranty ("Warranty"). The Warranty covers product defects in materials and workmanship under normal use. This Warranty is limited to residents of the United States and Canada only and is available only to original purchasers. This Warranty gives you specific legal rights and you may also have other rights which vary from state to state.

This Warranty starts on the date of your purchase and lasts for one year (the "**Warranty Period**"). The Warranty Period is not extended if the Product is repaired or replaced. We may change the availability of this limited warranty at our discretion, but any changes will not be retroactive.

Warranty services are provided by TurboLock Warranty Pro ("WP"). If a hardware defect arises and a valid claim is received within the Warranty Period, at its option and to the extent permitted by law, WP will: (1) repair the hardware defect by using new or

refurbished parts that are equivalent to new in performance and reliability; or (2) exchange the Product with a product that is new or refurbished which is substantially equivalent to the original product. This Warranty is for one replacement only of like-items and does not cover items out of production if the product is no longer made or stocked. This Warranty is not assignable or transferable. The original purchaser may call the toll-free number at 1-855-850-8031 for service requests.

When a product or part is exchanged, any replacement item becomes your property and the replaced item becomes WP's property. This warranty only covers technical hardware defectiveness during the warranty period and under normal use conditions. WP does not warrant uninterrupted or error-free operation of this Product.

This Warranty does not cover any damage due to: (a) transportation; (b) storage; (c) improper use; (d) failure to follow the product instructions or to perform any preventive maintenance; (e) modifications; (f) unauthorized repair; (g) normal wear and tear; or (h) external causes such as accidents, abuse, or other actions or events beyond our reasonable control.

Important: Do not disassemble the Product. Disassembling the Product will void this Warranty. Only WP or a party expressly authorized by WP should perform service on this Product.

DISCLAIMER OF WARRANTY: THE REMEDIES DESCRIBED ABOVE ARE YOUR SOLE AND EXCLUSIVE REMEDIES AND OUR ENTIRE LIABILITY FOR ANY BREACH OF THIS LIMITED WARRANTY. OUR LIABILITY SHALL UNDER NO CIRCUMSTANCES EXCEED THE ACTUAL AMOUNT PAID BY YOU FOR THE DEFECTIVE PRODUCT, NOR SHALL WE UNDER ANY CIRCUMSTANCES BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL OR PUNITIVE DAMAGES OR LOSSES, WHETHER DIRECT OR INDIRECT.

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

THE DURATION AND REMEDIES OF ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED TO THE DURATION OF THIS EXPRESS LIMITED WARRANTY.

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