

128g铜版纸
四色印刷骑马装订
尺寸：113x113mm

PHILIPS

Home Access

Retrofit lock

3000 series

User Manual



www.philips.com/support



EN

Introduction

Congratulations on your purchase and welcome to Philips Smart Security family!

To fully benefit from the support that Philips Home Access offers, register your product at **www.philips.com/myphilips**



Register your product

- Keep track of your product warranty coverage
- Qualify for cash-back, gifts and special offers
- Get easy access to product support

Contents

1 Warnings & Safety 02

Safety
Caution
Returns & Disposal
Door Compatibility

2 How to Install 04

Parts List
Assembly View
Install the Lock
Detach the Lock

3 How to Setup 14

4 Door Position Sensor 15

Assembly View
Add the Door Position Sensor
Install the Door Position Sensor

5 How to Use 19

Feature Definitions
Factory Reset & Default Settings
Lock & Unlock

6 Troubleshooting 25

7 Warranty 29

8 FCC Statement 30

9 ISED Statement 31

1 Warnings & Safety

Safety

- ◆ Before using this product, please read and understand all instructions. Damage caused by failure to follow instructions is not covered by the warranty.
- ◆ Only use components the manufacturer provided and suggested accessories.
- ◆ Only use non-rechargeable CR123A batteries.
- ◆ Do not forcibly disassemble the product to trigger an alarm or damage the product.
- ◆ Do not remove the batteries during lock setup and operation.

Caution

- ◆ Do not place the batteries near fire sources.
- ◆ Do not connect the 2 poles of the batteries to metals in order to avoid a short circuit and potential explosion.
- ◆ Any replacement component should be performed by Philips, a Philips-authorized service center, or a professional technician.
- ◆ Do not use parts or accessories manufactured by others, except batteries.
- ◆ Do not expose products to places that experience water leakage or splashing.

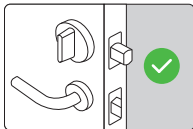
Returns & Disposal

- ◆ Locks can be returned at authorized Philips service centers. Appropriate compensation will be provided if the returned product meets Philips conditions.

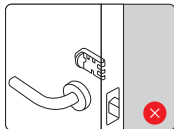
- ◆ Please follow local regulations and do not dispose of used products or batteries with normal household waste.

Door Compatibility

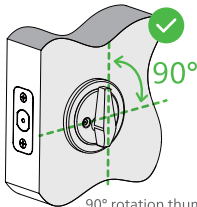
- ① Only compatible with single-cylinder deadbolts.



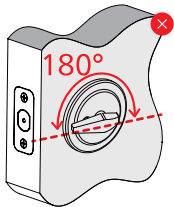
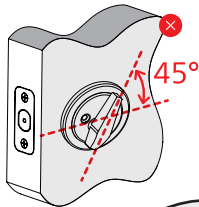
Single-Cylinder Deadbolt



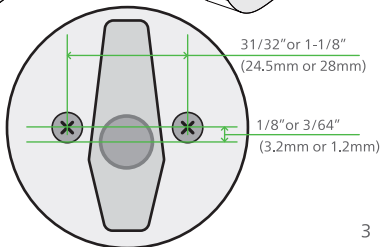
- ② Only compatible with 90° rotation thumb turn.



90° rotation thumb turn

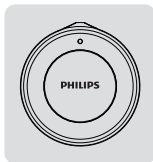


- ③ The distance between the two mounting plate screws should be either 24.5mm or 28mm (31/32" or 1-1/8"), with 24.5mm requiring a 3.2mm (1/8") distance between the center of the mounting plate screw and the center of the thumb turn and 28mm requiring a 1.2mm (3/64") distance.



2 How to Install

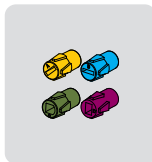
Parts List



① Philips Retrofit Lock



② Mounting Plate
(Pre-installed
on the lock)



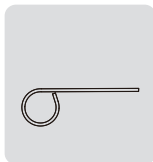
③ Mounting
Adapters (4)



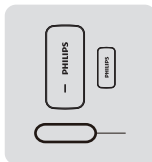
④ CR123A
Batteries (2)
(Pre-installed
in the lock)



⑤ Adhesive Strip
(For holding the
original lock)



⑥ Pry Key (A tool
designed to remove
a mounting plate)

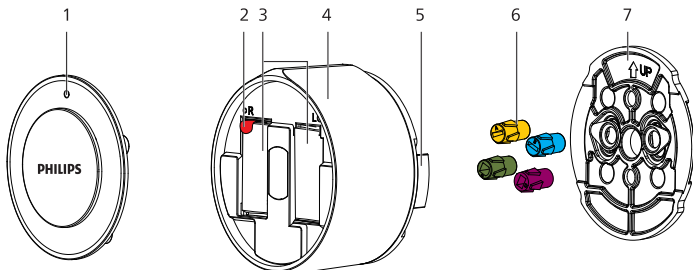


⑦ Door Position
Sensor &
Setting Pin



⑧ User Manual

Assembly View



1	Battery Cover
2	Battery Tab
3	CR123A Batteries
4	Outer Shell of Philips Retrofit Lock (The Outer Shell of Philips Retrofit Lock can be rotated like a knob to lock and unlock the door from the inside.)

5	Wing Latches
6	Mounting Adapters
7	Mounting Plate

Install the Lock

Required Tools

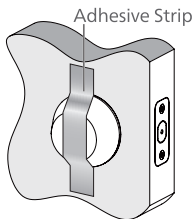


#2 Phillips Screwdriver

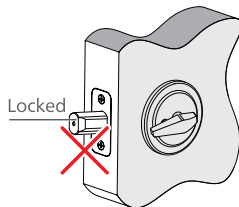
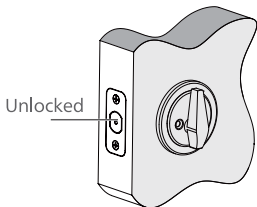
Preparation before Installation

Prepare Your Existing Deadbolt

- ① Use the supplied Adhesive Strip to hold the keyed side of the lock in place.



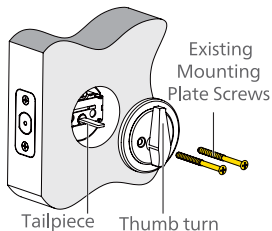
- ② Rotate the Thumb Turn to the unlocked position.



- ③ Use a #2 Phillips screwdriver to remove the Existing Mounting Plate Screws holding the existing thumb turn and back plate. Remove the interior deadbolt components.

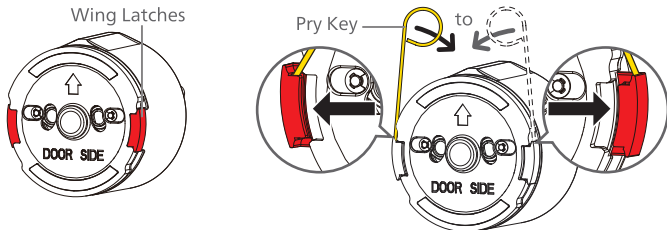
⚠ Attention

Ensure the Latch Bolt is fully retracted (in the unlocked position).
Keep the Existing Mounting Plate Screws for the next installation.



Prepare Your Philips Retrofit Lock

Insert the Pry Key into the notch of the Wing Latches and pry them open.
Take off the Mounting Plate from the lock.



Installation Steps

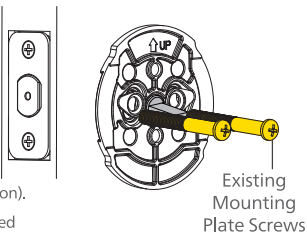
Step 1 Attach the Mounting Plate

Place the Mounting Plate on the interior of the door. Insert the Existing Mounting Plate Screws to secure the Mounting Plate.

Attention

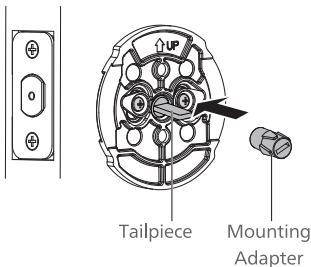
Ensure the Latch Bolt is fully retracted (in the unlocked position).

Existing Mounting Plate Screws: the screws that were removed from the original deadbolt in the previous step.



Step 2 Choose the correct Mounting Adapter

Check the shape of the tailpiece protruding through the latch and choose the appropriate Mounting Adapter.



There are four Mounting Adapters provided. Distinguish them by their shapes, codes, or colors.

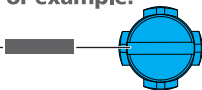
A-Yellow B-Blue C-Green D-Red

Choose the correct Mounting Adapter according to the orientation and shape of the Tailpiece.

Tailpiece Orientation	Tailpiece Shape	Mounting Adapters	
Horizontal	 or 		
Vertical	 or 		
Slanting	 or 		
/	 or 		



For example:



Attention

The correct Mounting Adapters will slide onto the tailpiece with minimal effort.

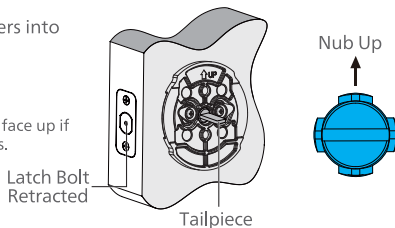
Ensure the Latch Bolt is fully retracted (in the unlocked position).

Step 3 Attach the correct Mounting Adapter

Place the correct Mounting Adapters into the tailpiece.

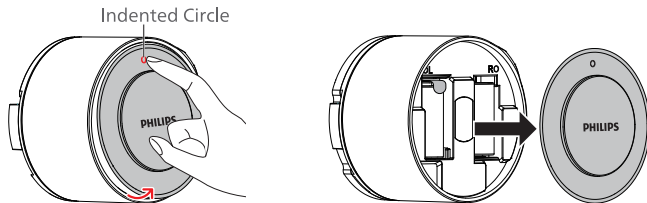
Attention

One of the triangle-shaped nubs should face up if you have the correct Mounting Adapters.

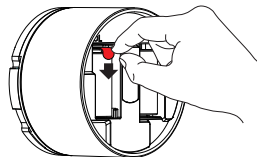


Step 4 Remove the Battery Tab

Remove the Battery Cover by pressing the Indented Circle on the top and pulling the bottom of the Battery Cover.

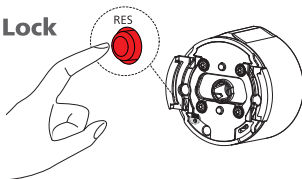


While holding the batteries in place, remove the plastic Battery Tab. Make sure that the batteries are correctly seated in their compartments.



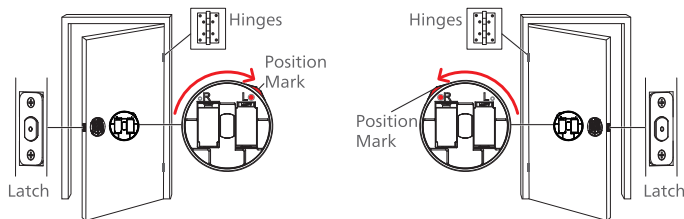
Step 5 Reset the Philips Retrofit Lock

Press and hold the Reset Button for at least 5 seconds until you hear a voice prompt.



Step 6 Rotate the Outer Shell to the correct orientation

While standing inside the house, keep the "L" and "R" marks* facing up, and fully rotate the Outer Shell toward the door's hinges.

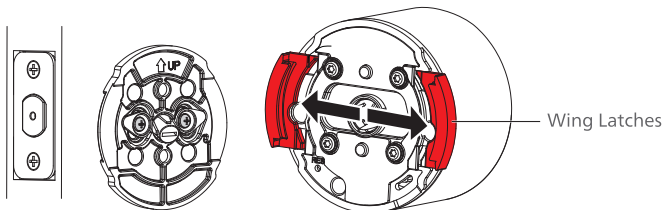


*"L" and "R" marks represent whether the door is opened with the left or right hand when standing outside the door.

Step 7 Attach the Philips Retrofit Lock

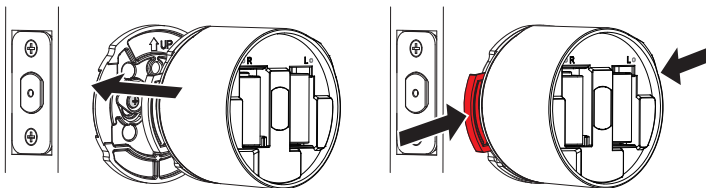
Before attaching the lock to the door, ensure the Latch Bolt is fully retracted (in the unlocked position).

Pull out both side Wing Latches to prepare for mounting.



Slide the Philips Retrofit Lock over the tailpiece and attach it to the Mounting Plate.

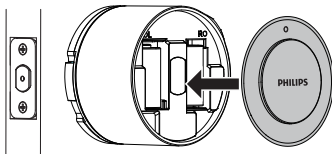
To secure the Philips Retrofit Lock, clamp down both side Wing Latches to the Mounting Plate completely.



Ensure the back of the Philips Retrofit Lock is level with the door, and you can manually lock and unlock the deadbolt by rotating the Outer Shell.

Step 8 Place the Battery Cover

Place the Battery Cover back onto the Philips Retrofit Lock.

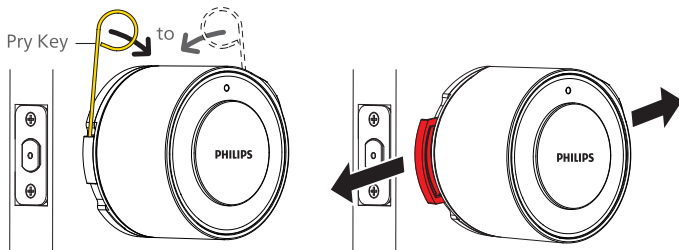


Detach the Lock

Attention

After installing the lock, if you want to reset or replace it, you need to detach it first.

Insert the Pry Key into the notch of the Wing Latches and pry them open. Take off the lock from the Mounting Plate.



3 How to Setup

- ① Download the Philips Home Access App from Google Play or App Store.



Scan QR code to download
Philips Home Access app

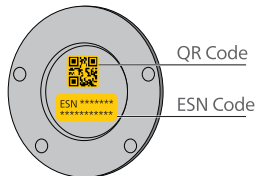
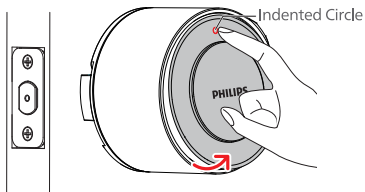


Home Access



- ② Add the Philips Retrofit Lock

1. Turn on the Bluetooth on your phone and tap the "Add Device" button on the Philips Home Access app.
2. Remove the Battery Cover by pressing the Indented Circle on the top and pulling the bottom of the Battery Cover. Then scan the QR Code or manually enter the ESN Code located at the back of the Battery Cover.



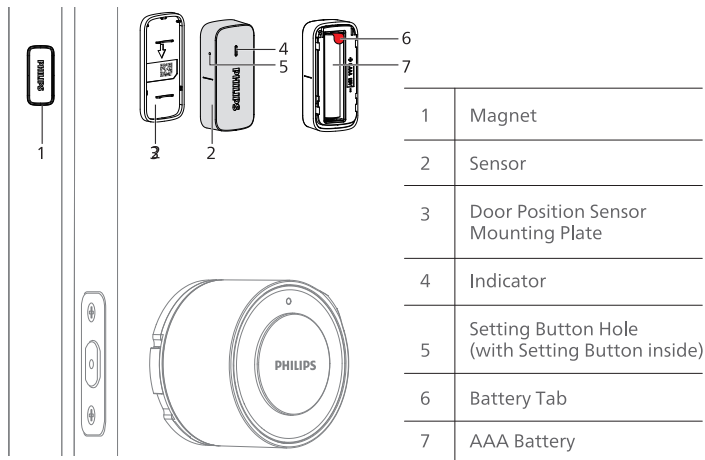
3. Complete pairing and Wi-Fi configuration according to instructions in the Philips Home Access app.

4 Door Position Sensor

The Door Position Sensor, which includes a sensor and a magnet, helps you keep track of your door's current status. After adding the Door Position Sensor, you can instantly monitor your door's status via the Philips Home Access app.

With the Door Position Sensor, you can set up your Philips Retrofit Lock to automatically lock when it detects the door has been closed.

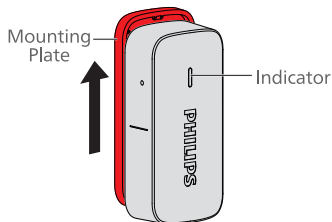
Assembly View



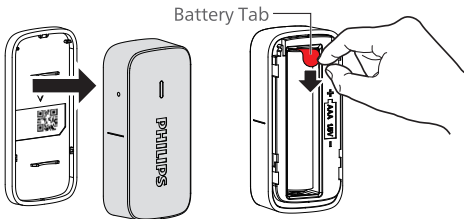
Add the Door Position Sensor

- 1 Remove the Door Position Sensor and the Mounting Plate.

As shown, grasp the Door Position Sensor with the Indicator facing up, then push up on the Mounting Plate to remove it.



- 2 Remove the Battery Tab from the Door Position Sensor, and keep the Battery fully installed in the case.



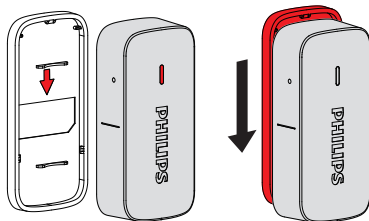
- 3 Add the Door Position Sensor via the Philips Home Access app.

Open the Home Access app and tap "Accessory" on the Philips Retrofit Lock page to add the Door Position Sensor. Scan the QR Code or manually enter the ESN Code located on the Door Position Sensor's Mounting Plate.



- ④ Reassemble the Door Position Sensor and Mounting Plate.

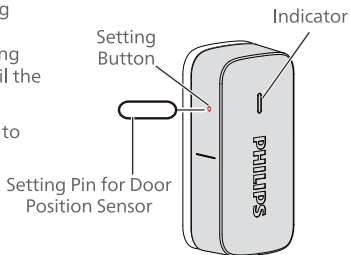
Keep the arrow on the Mounting Plate facing down and the Door Position Sensor Indicator facing up. As shown, put them together and push the Mounting Plate down to attach them.



- ⑤ Activate the Pairing Mode of the Door Position Sensor.

Insert the Setting Pin into the Setting Button Hole on the side of the Door Position Sensor. Press the inset Setting Button for more than 5 seconds until the indicator light flashes red.

Then, follow the in-app instructions to complete the pairing steps.



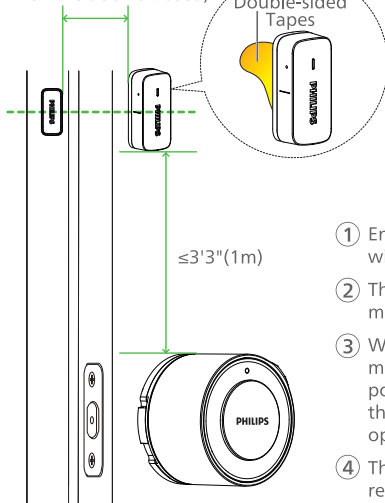
Install the Door Position Sensor

Required Tools

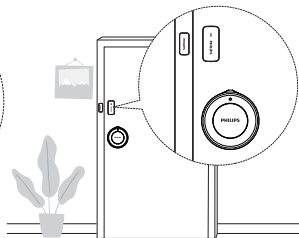


After adding the Door Position Sensor to the Philips Retrofit Lock via the Philips Home Access app, remove the Double-sided Tapes from the Door Position Sensor Suit and attach them to both the door and door frame.

$\leq 0.79"$ (20mm)
(When the door is closed)



$\leq 3'3"$ (1m)



- 1 Ensure the center of the sensor aligns with the center of the magnet.
- 2 The distance between the sensor and magnet should be less than 0.79" (20mm).
- 3 When installing on a metal door frame, it may impact the performance of the door position sensor. Reduce the gap between the magnet and sensor accordingly for optimal results.
- 4 The distance between the sensor and retrofit lock should be less than 3'3" (1m).

5 How to Use

Feature Definitions

Auto-Lock

The device will automatically lock after it has been unlocked. This feature is disabled by default. It can be set between 10 and 180 seconds or be set for immediate auto-lock when the door is shut after adding the Door Position Sensor. Check specific information and set it up in the "setting  " of the lock via the Philips Home Access app.

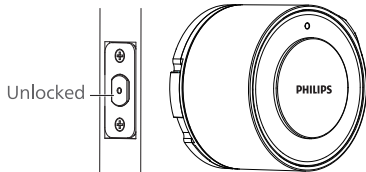
Lock Activities Record and Notifications

Receive real-time notifications and view a detailed record of your retrofit lock's activity, including when it has been locked/unlocked and user access.

Factory Reset & Default Settings

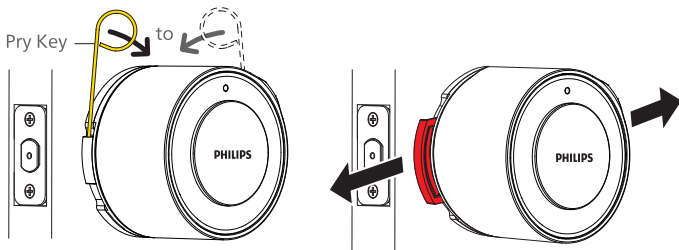
This procedure erases all user and network settings and unpairs the lock from users' accounts. All accessories paired with the lock will also be removed from users' accounts.

Step 1 Open the door and keep the Latch Bolt in the unlocked position.

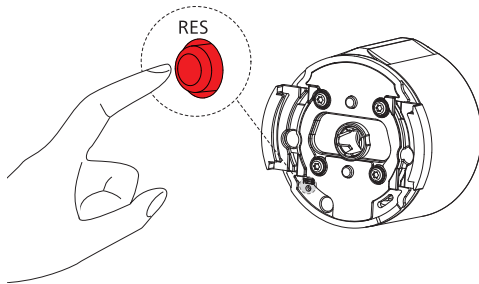


Step 2 Remove the Retrofit Lock from the door.

Insert the Pry Key into the notch of the Wing Latches and pry them open. Remove the Philips Retrofit Lock from the Mounting Plate.



Step 3 Press and hold the Reset Button on the back of the Philips Retrofit Lock for at least 5 seconds until you hear a voice prompt.



The lock can also be restored to factory default settings through the Philips Home Access app.

Function	Default Setting
Master PIN Code	12345678
Auto-Lock	Disabled
Silent Mode	Disabled

Master PIN Code (4 to 10 digits): The default Master PIN Code is 12345678.

Master PIN Codes do not support the following combination of numbers:

A. Forward number

A.

1	2	3	4	5	6	7	8
---	---	---	---	---	---	---	---

 ×

B. Backward number

B.

8	7	6	5	4	3	2	1
---	---	---	---	---	---	---	---

 ×

C. Repeated number

C.

2	2	2	2	2	2	2	2
---	---	---	---	---	---	---	---

 ×

D. Contain existing code

D. If

5	6	8	3
---	---	---	---

 ✓

then

5	6	8	3	9	1
---	---	---	---	---	---

 ×

and

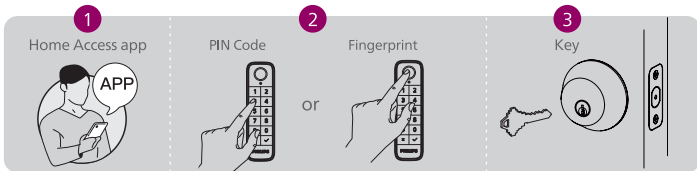
9	1	5	6	8	3
---	---	---	---	---	---

 ×

Lock & Unlock

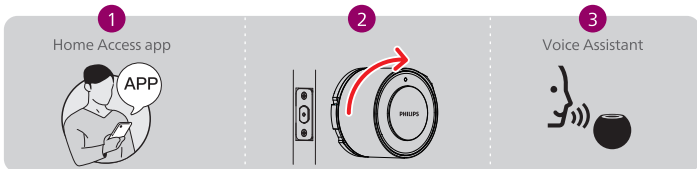
Unlocking the Door from Outside

1. Unlock by the Philips Home Access app.
2. Unlock by Fingerprint or PIN code with Wireless Keypad (Optional).
3. Unlock by the original key.



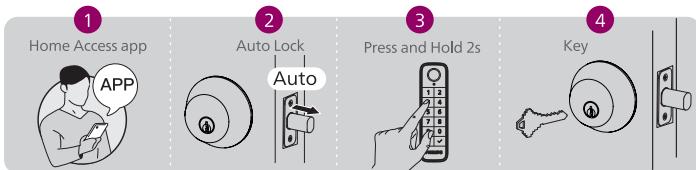
Unlocking the Door from Inside

1. Unlock by the Philips Home Access app.
2. Rotate the Outer Shell of the Philips Retrofit Lock to the unlocked position.
3. Unlock by Voice Assistant.



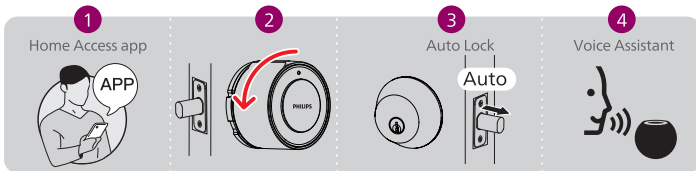
Locking the Door from Outside

1. Lock by the Philips Home Access app.
2. In Auto-Lock Mode, the Latch Bolt will automatically extend after it is unlocked and the door is shut. (Disabled by default)
3. Lock by Wireless Keypad(Optional).
4. Lock by the original key.



Locking the Door from Inside

1. Lock by the Philips Home Access app.
2. Rotate the Outer Shell of the Philips Retrofit Lock to the locked position.
3. In Auto-Lock Mode, the Latch Bolt will automatically extend after it is unlocked and the door is shut. (Disabled by default)
4. Lock by Voice Assistant.



6 Troubleshooting

I can not find the Mounting Plate.

The Mounting Plate is already installed on the Philips Retrofit Lock. Before installing the Philips Retrofit Lock, you must remove the Mounting Plate using the "Pry Key" tool. You can find the instructions for removing the Mounting Plate on page 7.

I can not open the Battery Cover.

Press down on the Indented Circle and grab the bottom to remove the Battery Cover.

I can not find the ESN Code/QR Code of the Philips Retrofit Lock.

The ESN code /QR code of the Philips Retrofit Lock is located on the back of the Battery Cover.

Press down on the Indented Circle and grab the bottom to remove the Battery Cover.

After installing, I can not lock the device by the Outer Shell.

Over-tightening the Mounting Plate Screws during the installation of your Philips Retrofit Lock may result in failure to lock by the Outer Shell.

1. Remove the Philips Retrofit Lock from the Mounting Plate. Refer to page 13.
2. Unscrew each Existing Mounting Screw half a turn using a Phillips Screwdriver.

3. Check that you are able to wiggle the Mounting Plate slightly to ensure the screws are loose enough.

4. Re-install the Philips Retrofit Lock to the Mounting Plate. Refer to page 11-12 (Step 6-7).

Mechanical issues may result from using the incorrect Mounting Adapters during lock installation. Incorrect Mounting Adapters placement may also impact the Lock's performance. It's critical to use the correct Mounting Adapter for your lock. Remove the Philips Retrofit Lock from the Mounting Plate. Refer to page 13. Check that you have installed the correct Mounting Adapter. Refer to page 9.

The lock-handing process is not activated when pairing the lock with the Philips Home Access app.

Manually activate the lock-handing process in the "setting " of the Philips Retrofit Lock via the Philips Home Access app.

Receiving low battery alert.

Remove the batteries and insert 2 new CR123A Lithium Batteries.

Auto-Lock is not working.

Ensure your Philips Retrofit Lock has enough power. If the batteries are low, please remove them and insert 2 new CR123A Lithium Batteries. How to open the Battery Cover, refer to Article 2 of Troubleshooting.

Ensuring you have already activated the Auto-Lock feature. To activate this feature, you must be an authorized owner of the Philips Retrofit Lock and be within the Bluetooth range of the lock you are enabling.

The Auto-Lock feature automatically locks your device after the Door Position Sensor detects the door is closed. Ensure you install the Door Position Sensor and calibrate it successfully with the lock. Refer to page 16-18.

Cannot operate the Philips Retrofit Lock with the Philips Home Access app, but can manually use it by hand/key.

Over-tightening the Mounting Plate Screws during the installation of your Philips Retrofit Lock may result in failure to lock by the Outer Shell.

1. Remove the Philips Retrofit Lock from the Mounting Plate. Refer to page 13.
2. Unscrew each Existing Mounting Screw half a turn using a Phillips Screwdriver.
3. Check that you are able to wiggle the Mounting Plate slightly to ensure the screws are loose enough.
4. Re-install the Philips Retrofit Lock to the Mounting Plate. Refer to page 11-12 (Step 6-7).

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The Bluetooth connection between your phone and Philips Retrofit Lock may be

disconnected.

To resolve this issue:

1. Open your phone's settings.
2. Go to Bluetooth settings.
3. Turn the Bluetooth feature off and then back on.

The Wi-Fi Connection may be offline if you cannot operate the Retrofit Lock remotely using the app.

1. Ensure that your Wi-Fi Router is working properly. If you notice a red light flashing on your Wi-Fi Router, you can try rebooting it or contacting your Wi-Fi Router customer service.
2. If your Wi-Fi Router is working fine, you can try resetting the lock and re-setting it up. This may help resolve the issue.

Still have questions or need help?
Please feel free to contact us:



U.S.A. & Canada: +1(833)599-9111

7 Warranty

2 years warranty

For more information on the warranty applicable for this product, please visit www.philips.com or contact the dealer where you purchased the product.

8 FCC Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Caution: Any changes or modifications to this device not explicitly approved by manufacturer could void your authority to operate this equipment.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two 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.

RF Exposure Information

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.

9 ISED Statement

English: This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

- (1) This device may not cause interference.
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

The digital apparatus complies with Canadian CAN ICES-3 (B)/NMB-3(B).

French: Cet appareil contient des émetteurs / récepteurs exemptés de licence conformes aux RSS d'Innovation, Sciences et Développement économique Canada.

L'exploitation est autorisée aux deux conditions suivantes:

- (1) Cet appareil ne doit pas produire de brouillages.
- (2) Cet appareil doit accepter tout brouillage, même si le brouillage est susceptible d'en compromettre le fonctionnement.

L'appareil numérique est conforme à la norme canadienne CAN ICES-3(B)/NMB-3(B).

This device meets the exemption from the routine evaluation limits in section 2.5 of RSS 102 and compliance with RSS 102 RF exposure, users can obtain Canadian information on RF exposure and compliance.

Cet appareil est conforme avec l'exemption d'évaluation de routine des limitations de la section 2.5 du CNR-102 et le CNR-102 sur l'exposition aux RF et les utilisateurs peuvent obtenir l'information canadienne sur l'exposition aux RF et la conformité.

This equipment complies with Canada radiation exposure limits set forth for an uncontrolled environment.

Cet équipement est conforme aux limites de radiation du Canada établies pour un environnement non contrôlé.

This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

Cet équipement doit être installé et utilisé à une distance minimale de 20 cm entre le radiateur et votre corps.



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