

Installers &  
User guide  
**Glass Door Lock.**

RG1

# Welcome!

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



Like us on Facebook



Visit our Youtube

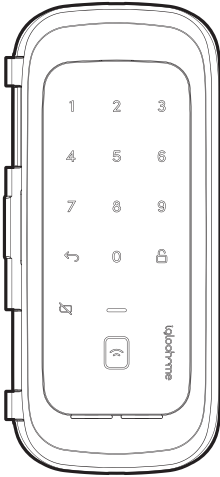


As our igloohome app is frequently updated, there may be changes to this manual. Please refer to our website [igloohome.co/support](https://igloohome.co/support) for the latest version of the manual.

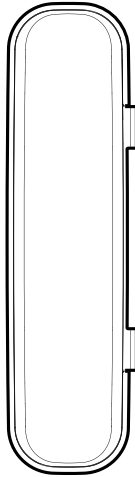
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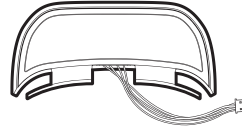
# What's Included



**Lock Assembly**



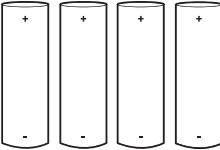
**Clip-On Striker**



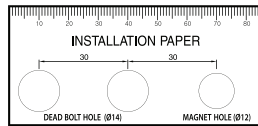
**Smart Module**



**Magnet Sensor**



**AA Alkaline Batteries x4**



**Drill Sheet**



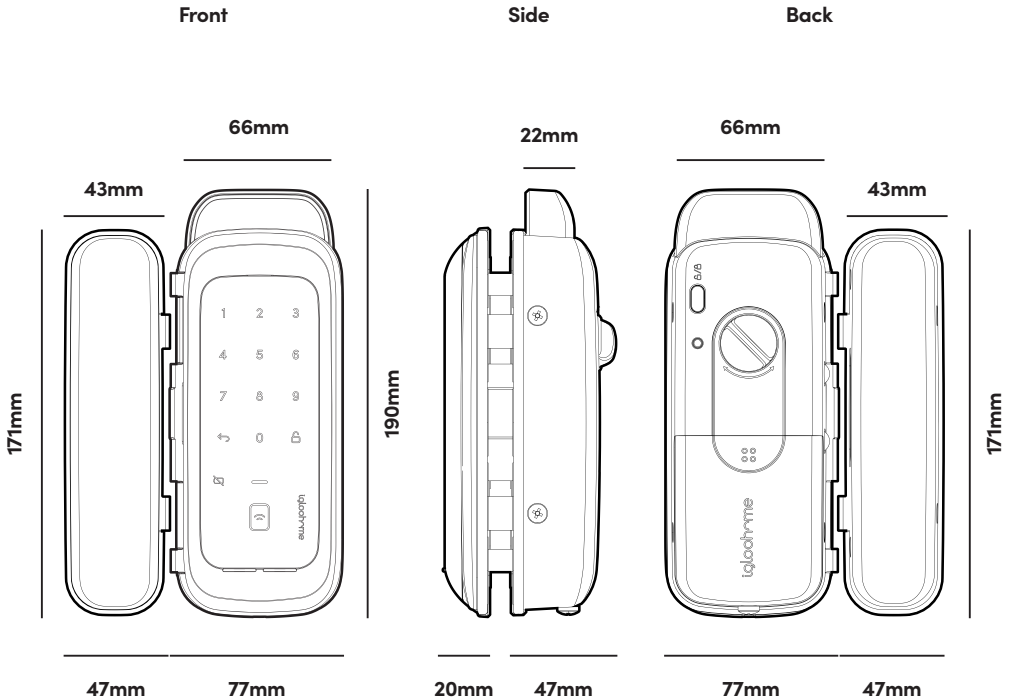
**RFID Tags x2**



**RFID Stickers x2**

# Specifications

<b>Model</b>	RG1
<b>Battery Type</b>	4 x AA* Alkaline
<b>Battery Life</b>	Up to 10 months
<b>Emergency Power</b>	9V Alkaline Battery
<b>Operation Temp</b>	-20°C to 50°C
<b>Battery Operation Temp</b>	-10°C to 50°C
<b>IP Rating</b>	IP54
<b>Material</b>	ABS, PC, Al, Zn
<b>Weight</b>	Net: 1.3kg, Gross: 1.6kg
<b>Unlock Mechanism</b>	Bluetooth, PIN code, RFID Tags/Stickers

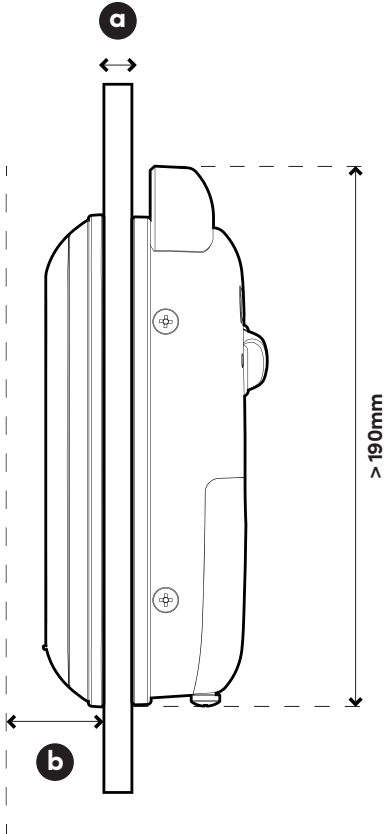


\* **DO NOT USE:** Heavy Duty, Eveready, GP, or rechargeable batteries. Please note that using recommended battery brands such as Panasonic, Duracell, or Energizer will improve the performance and lifespan of the lock.

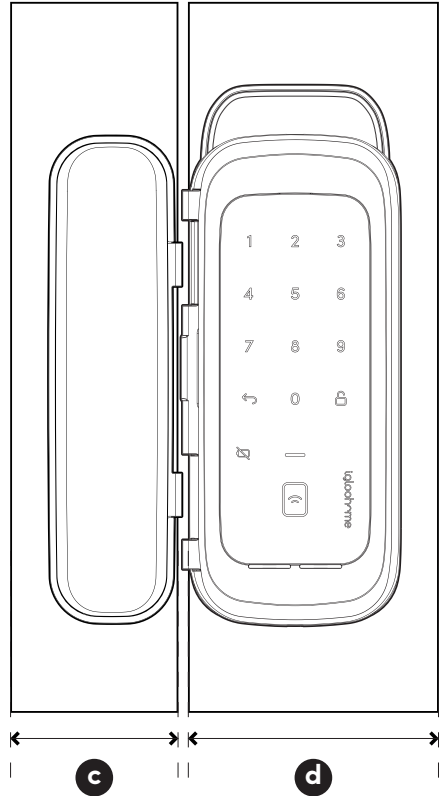
# Installation Guide

## Requirements

### Door Thickness



### Clearance



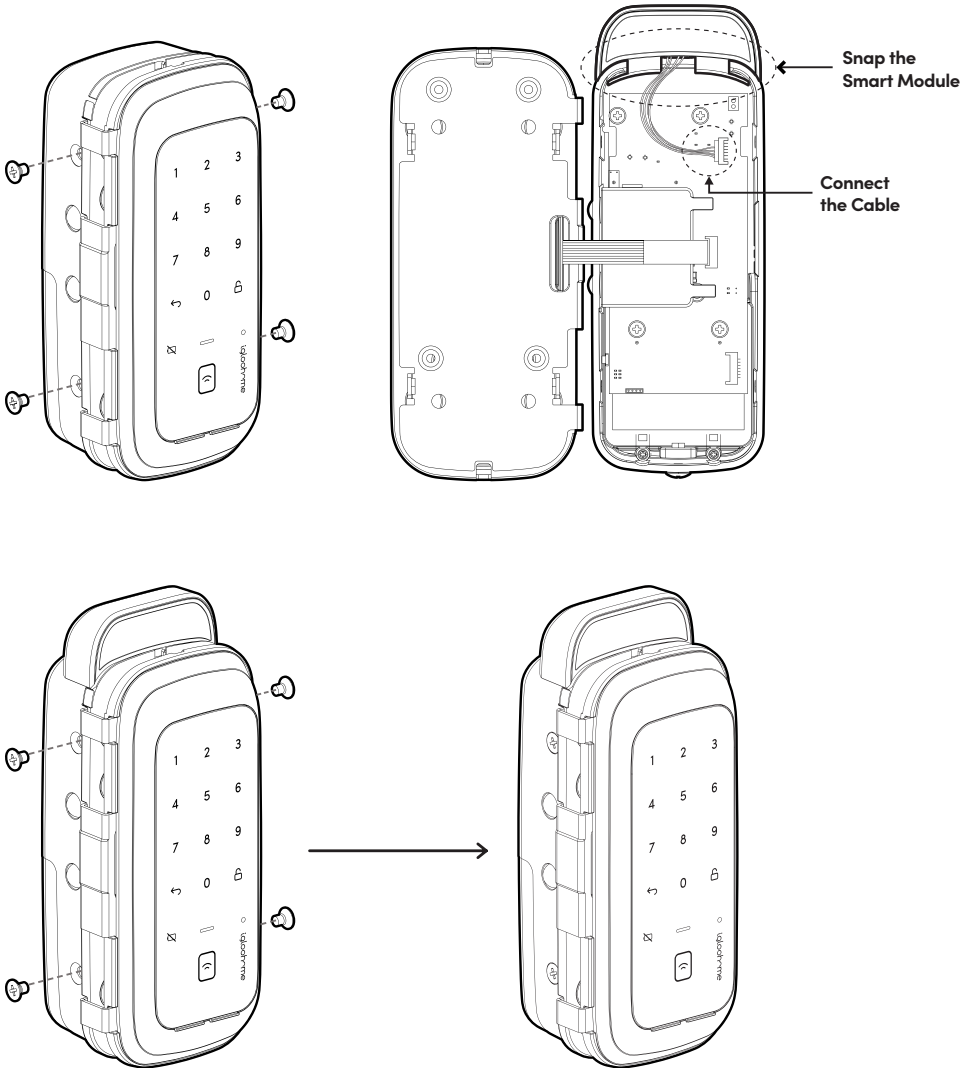
### Measurements

- a** Supported glass door thickness : 12mm  
**The Glass Door Lock is designed to fit 12mm swinging glass doors only. Do ensure that there is sufficient clearance on your glass door for lock unit and clip-on striker.**
- b** > 20mm
- c** > 47mm
- d** > 77mm

# Prepare Lock For Installation

## 1 Install Smart Module

1. Unfasten the screws of the indoor unit and remove the housing
2. Snap the Smart Module into position and connect the cable
3. Assemble back the housing and fasten with the screws.

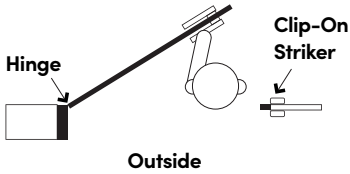


## 2 Glass Door and Lock Assembly orientation

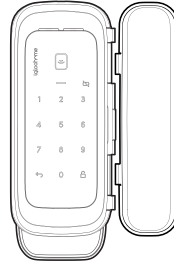
The keypad will be orientated automatically depending on how the lock is positioned during installation.

Note: After a period of use, the keypad orientation will become fixed. To reset this, simply remove and reinstall the batteries.

### Left Hand Installation

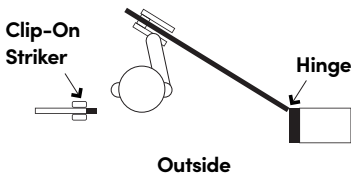


### 'LH' Lock Assembly Orientation

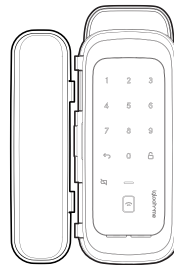


\* Hinge is on your left.

### Right Hand Installation



### 'RH' Lock Assembly Orientation

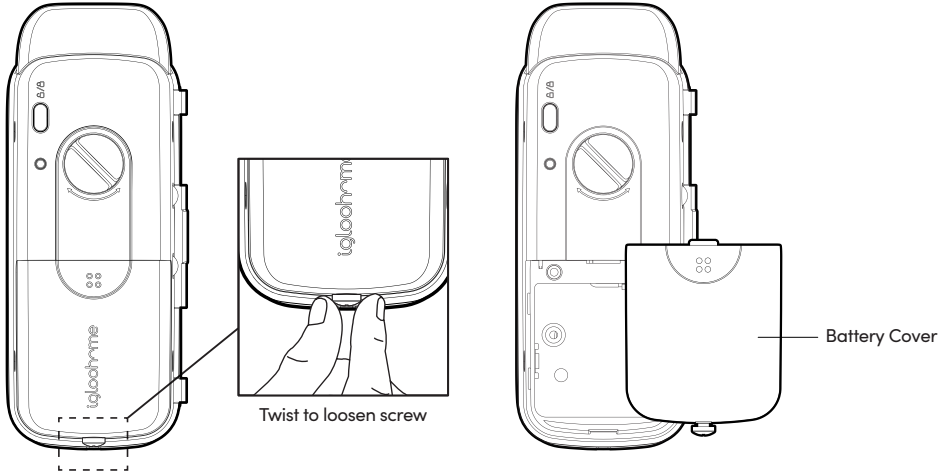


\* Hinge is on your right.

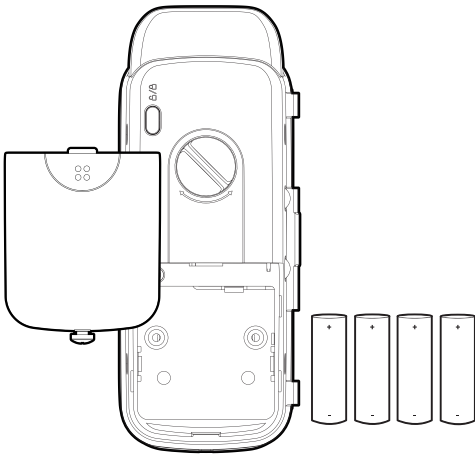


# Installing/Replacing Batteries

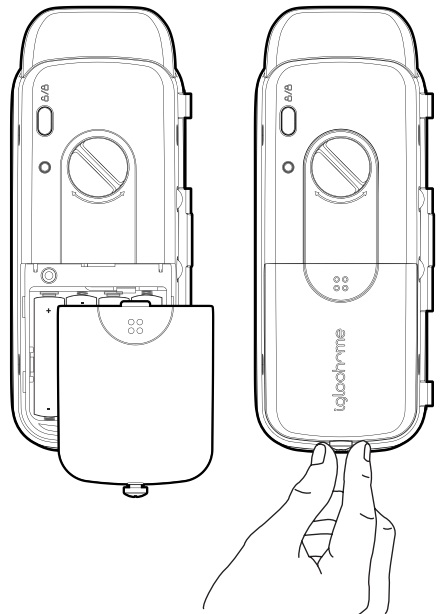
- 1 Using your fingers, loosen the screw on the battery cover and remove the battery cover.



- 2 Install or replace with 4 new AA alkaline batteries



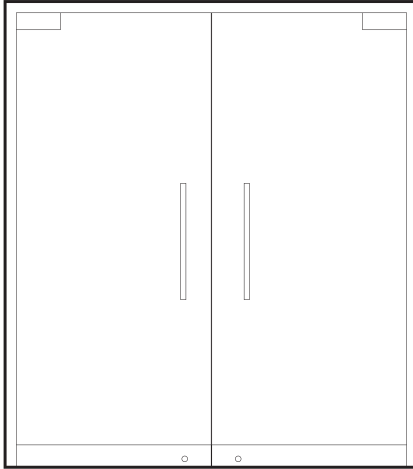
- 3 Put back the battery cover and tighten the screw.



# Installation Instructions

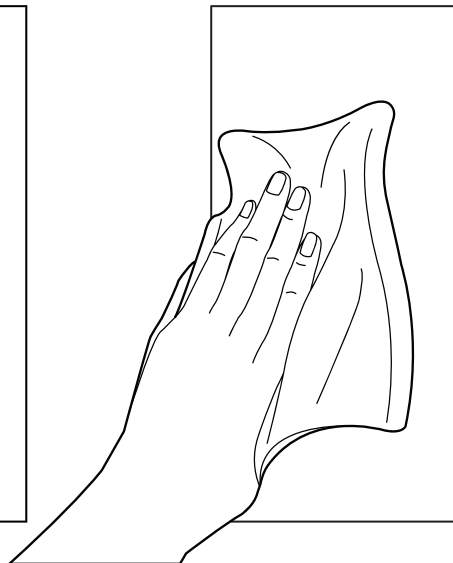
## Double Glass Doors

- 1** Lock one side of the glass doors in place. This must remain locked to use the lock.



If this is not done, the lock will not secure the glass doors properly.

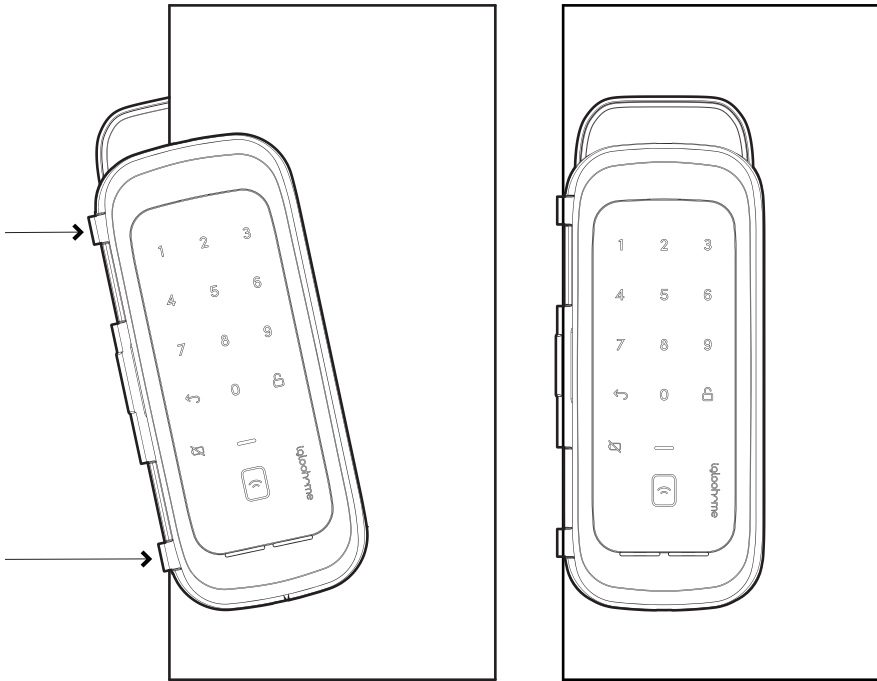
- 2** Use a wet wipe/wet cloth to wipe the area of the glass door where the glass door lock will be installed on.



## 2

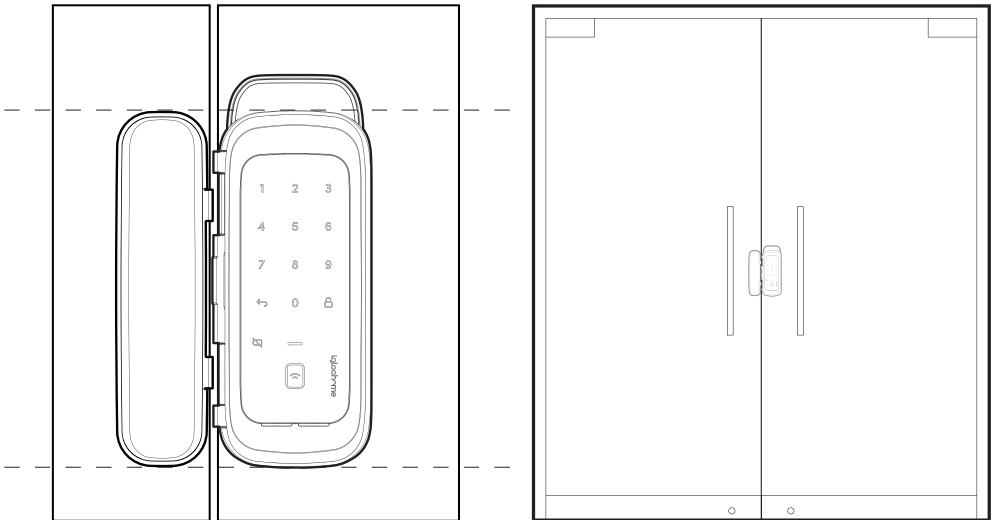
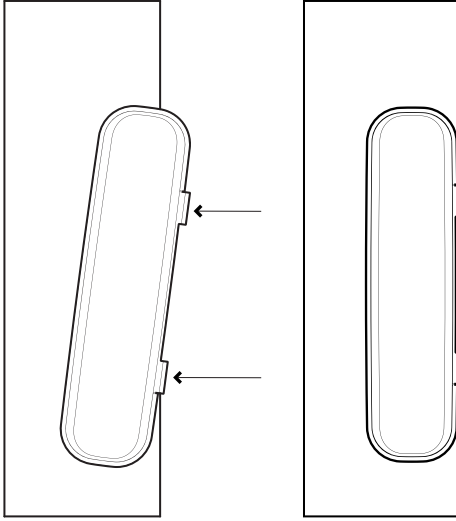
### Assembling the Lock

Assemble the lock assembly onto one of the glass door by pushing it into place fully. Ensure the lock assembly is snugly in place.



**3****Assembling the Clip-on Striker**

On the other glass panel, assemble the clip-on striker by pushing it into place fully. Ensure that it is installed at the correct height with respect to the lock assembly.

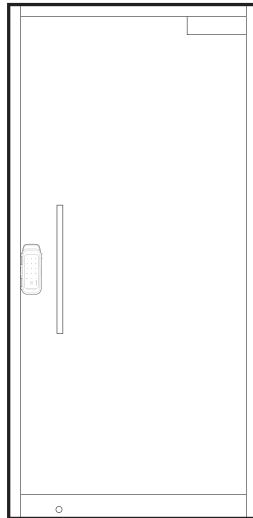
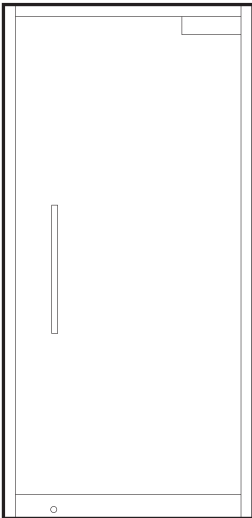
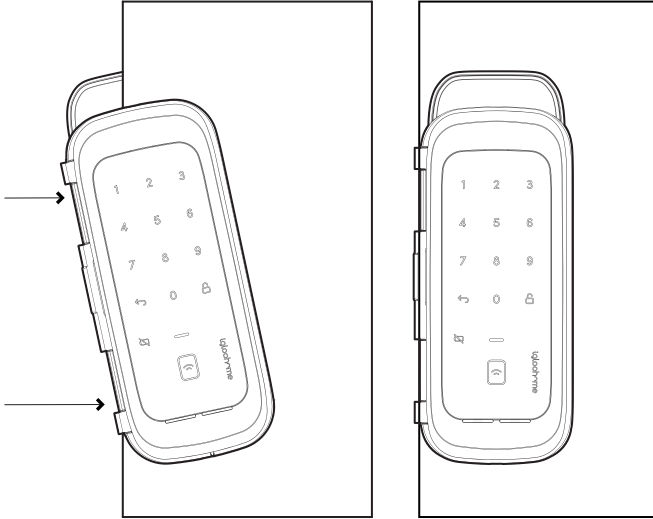


# Installation Instructions

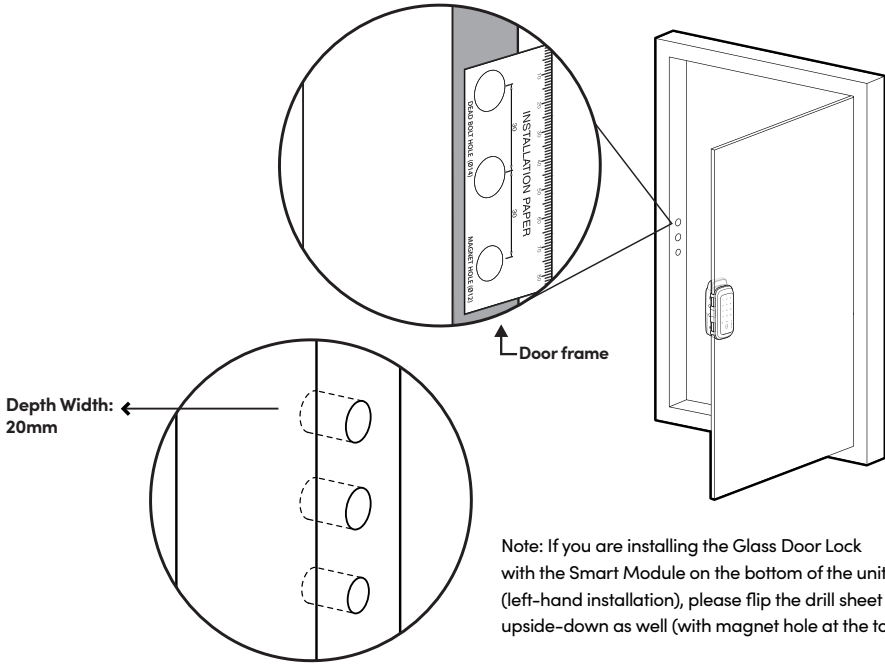
## Single Glass Doors

### 1 Assembling the Lock

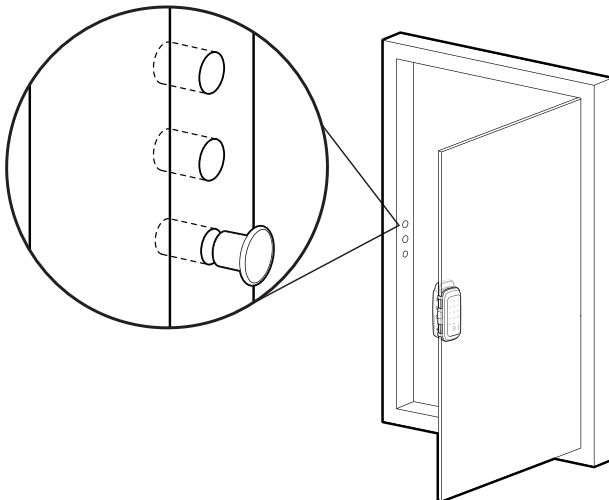
Assemble the lock assembly onto the glass door by pushing it into place fully. Ensure the lock assembly is snugly in place.



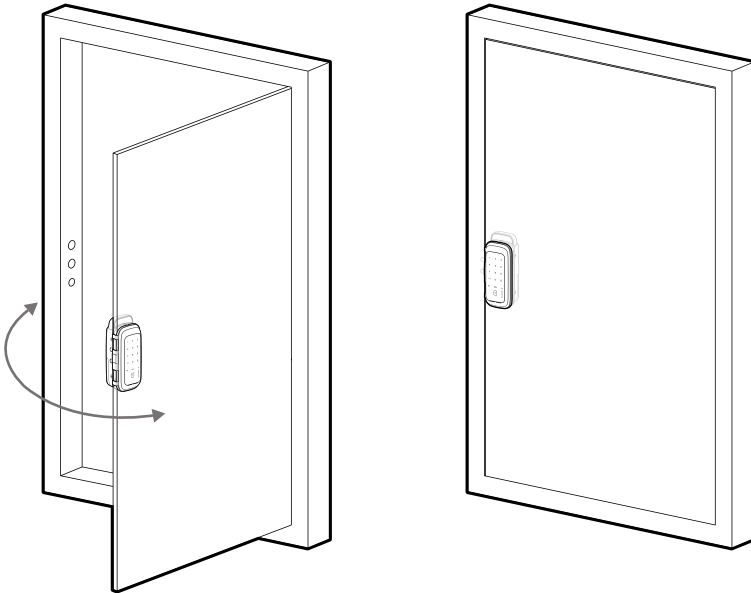
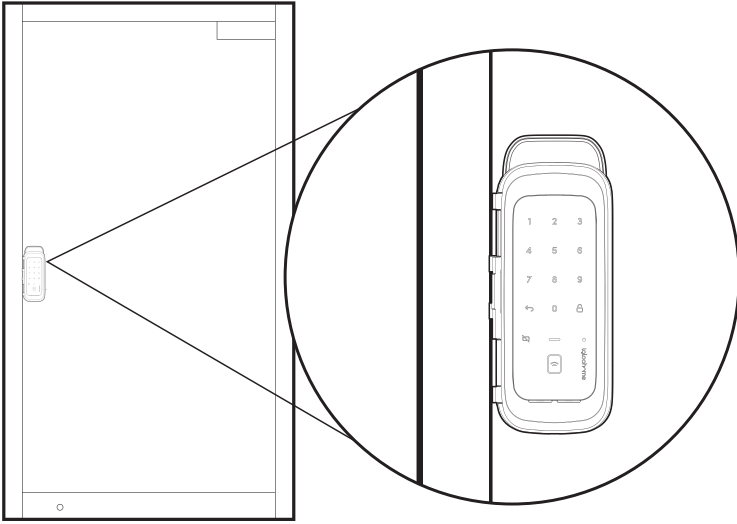
- 2** On the glass door frame, use the provided drill sheet to drill out the required holes to depths of 20mm.



- 3** Finally, insert the provided magnet sensor into the “magnet hole”.



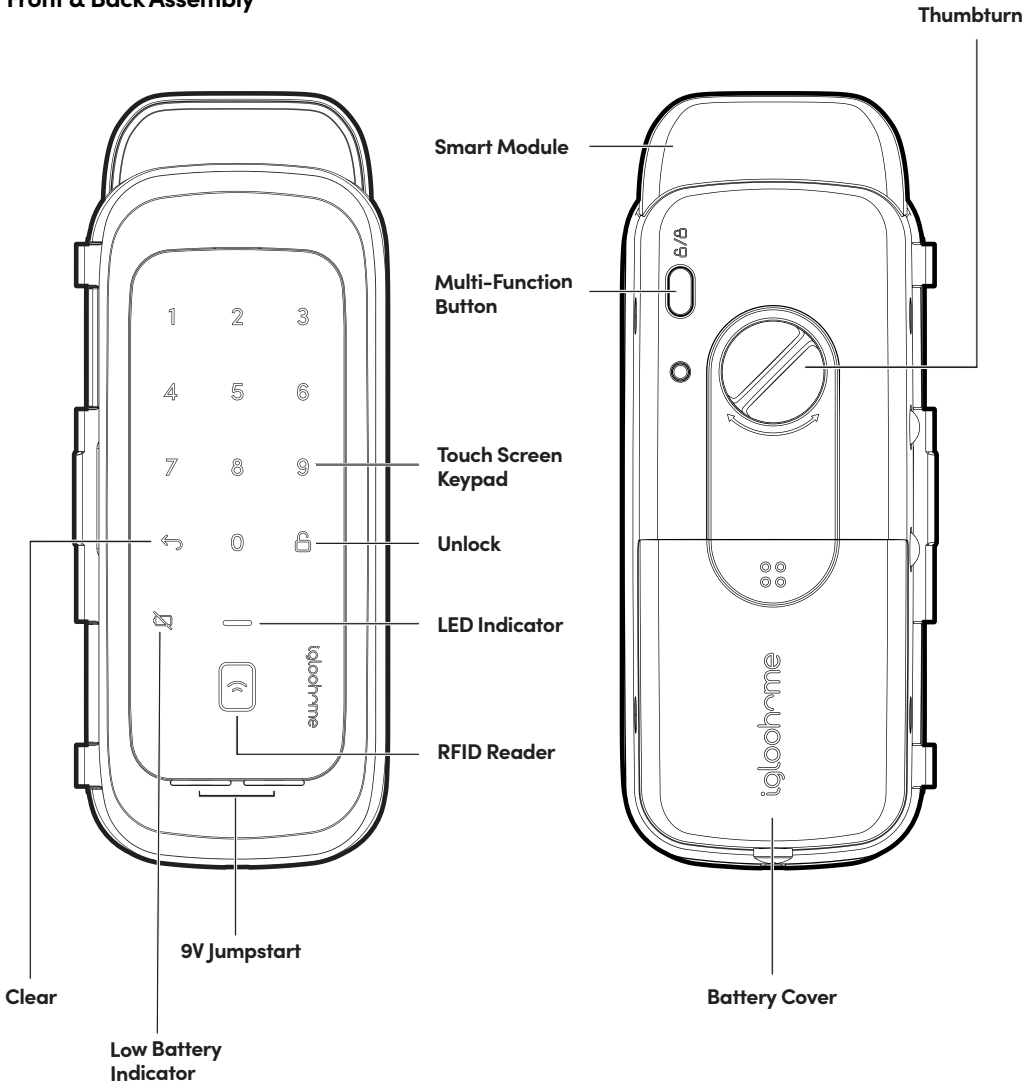
- 4** Ensure Glass Door Lock's auto-relock is working when the glass door is closed, and that the locking and unlocking is smooth and unobstructed.



# User Guide

## Lock Anatomy

### Front & Back Assembly





# Features

## PIN / Bluetooth Unlock



### **Master PIN Code**

The igloohome Glass Door Lock unlocks with a permanent Master PIN Code.



### **User PIN Code**

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



### **Bluetooth Master Key**

The igloohome Glass Door Lock unlocks with Bluetooth via the app.



### **Bluetooth Guest Key**

Bluetooth keys based on duration can be generated and shared with guests.



### **RFID**

The igloohome Glass Door Lock is able to register up to 100 key cards.

## Lock



### **Auto Re-lock**

The igloohome Glass Door Lock relocks automatically when door is closed. User can configure the delay or deactivate relock if they prefer to.



### **Manual Re-lock**

User can press and hold the “unlock” icon on the keypad to manually lock the Glass Door Lock.

## Battery



### **Emergency Jump-Start**

Easily jumpstart the Glass Door Lock with a 9V battery as an emergency measure if batteries are drained.



### **Low Battery Alert**

An intuitive audio and LED visual alert will prompt you to change the batteries when it runs low.

# Features

## Security / Alarms



### Security Lockout

Keypad or RFID is disabled after several incorrect access attempts to ensure your property is always secure.



### Privacy Mode

When enabled, lock will only unlock via master Bluetooth key. PIN codes, RFID credentials will not be accepted until function is disabled.



### Passage Mode

Activate Passage mode via the Multi-Function Button or turning auto relock off via Bluetooth.



### Masking Security Code

Enter random digits before your PIN Code to reduce risk of intruders checking fingerprints.



### Tamper Alarm

The lock will sound an alarm if it is being pried from the door to alert and deter potential tampering attempts.



### Activity Logs

Entry via PIN codes and Bluetooth Key will be logged in the app.

Bluetooth key access logs are updated in real-time and PIN code access logs are updated when the owner uses a bluetooth key or update logs.



### Fire Alarm

The lock will unlock automatically when it's sensors detect high temperatures.



### Obstruction Alarm

The lock will sound an alarm if the deadbolt tongue cannot be extended or retracted fully to alert the user of any obstructions.



### Intrusion Alarm

The lock will sound off when the door is forced open while the bolt is still extended.

## Others



### Volume Control

Volume is adjustable to your preference. Select from 0 (mute) to 5 (loudest).



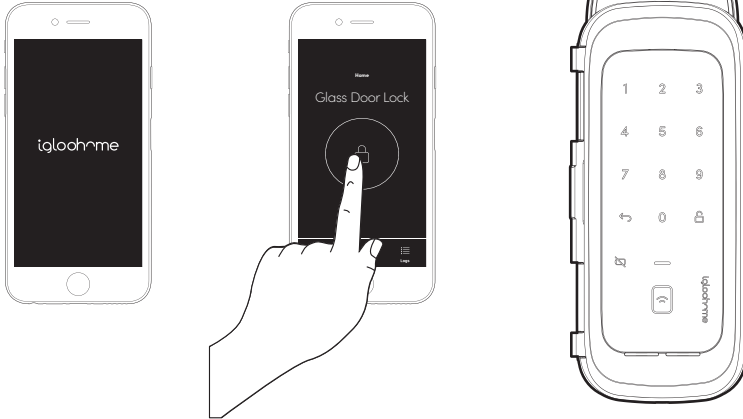
### Quiet Unlock

Mute audio indicators while unlocking the door to prevent disturbances.

# Unlocking from the Outside

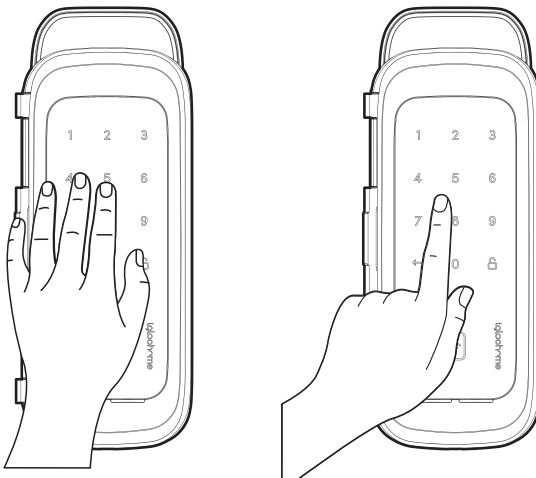
## a Bluetooth

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



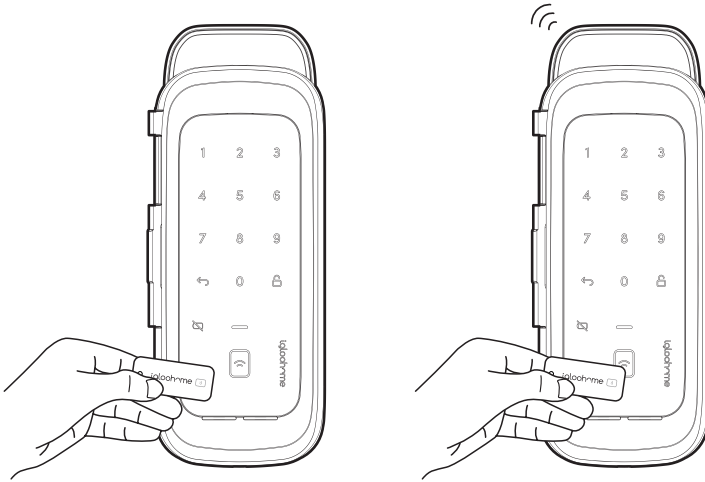
## b PIN Code

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



**C****RFID**

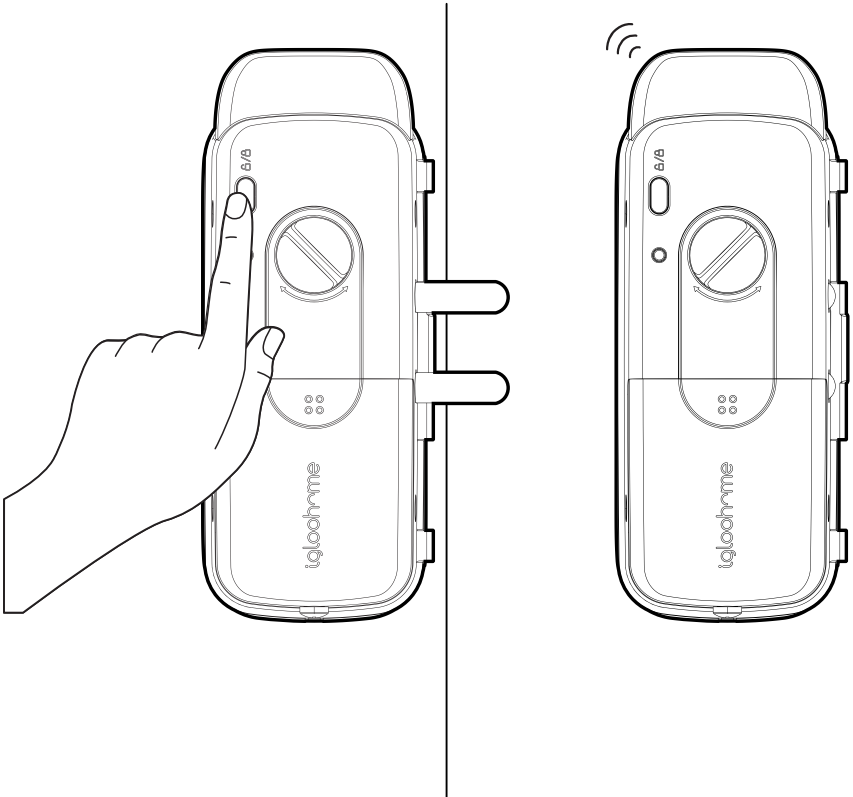
1. Hold the registered card and move it closer towards the "RFID icon" on the Glass Door Lock.
2. The status indicator will flash green twice with 4 short ascending tone once unlocked.



# Unlocking from the Inside

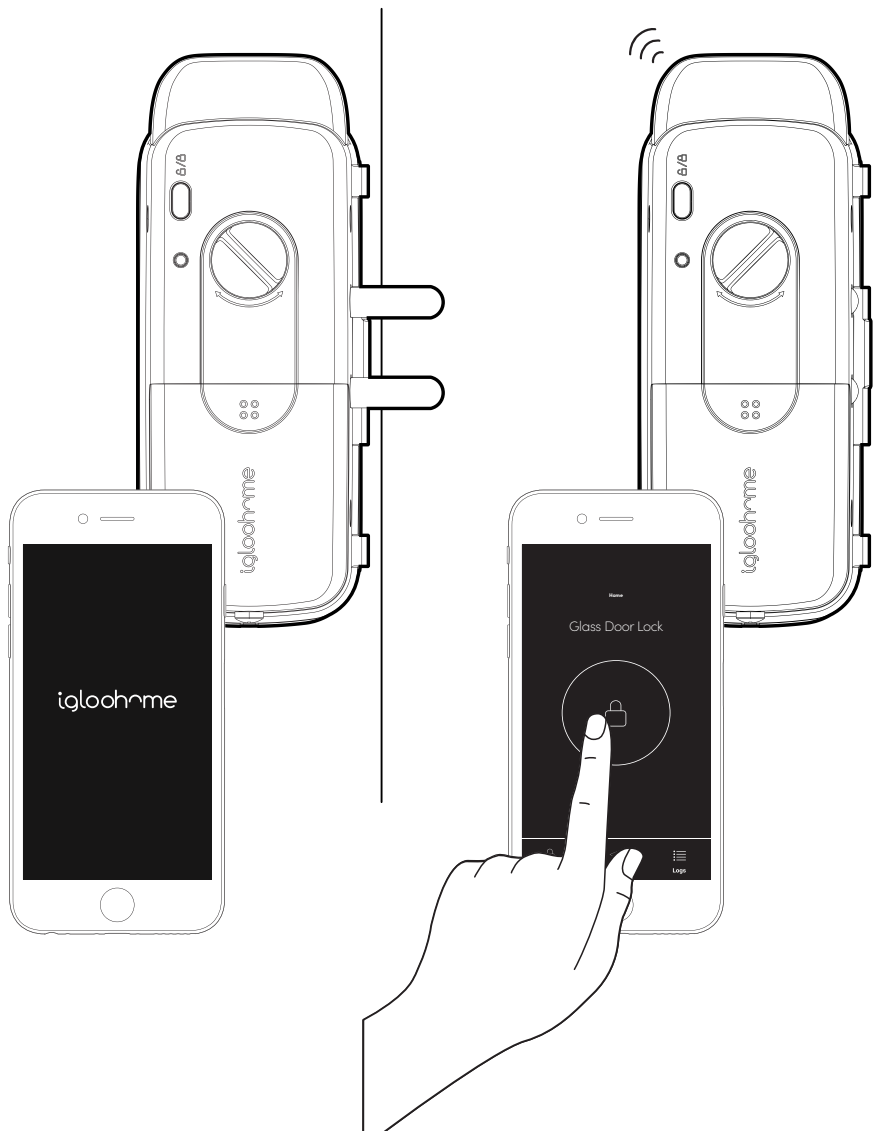
## **a** Multi-Function Button

Press the Multi-Function Button to Unlock.



**b****Bluetooth Unlock**

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

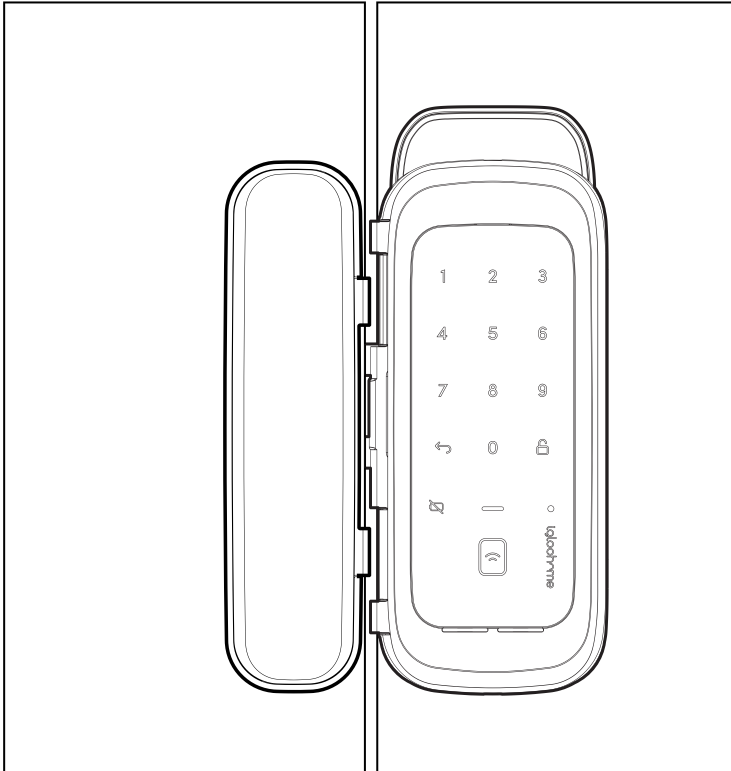


# Locking from the Outside

## a Auto Relock

The igloohome Glass Door Lock relocks automatically when door is closed. User can configure the delay or deactivate\* relock if they prefer to.

Note: Function will only work when Sensor is installed.

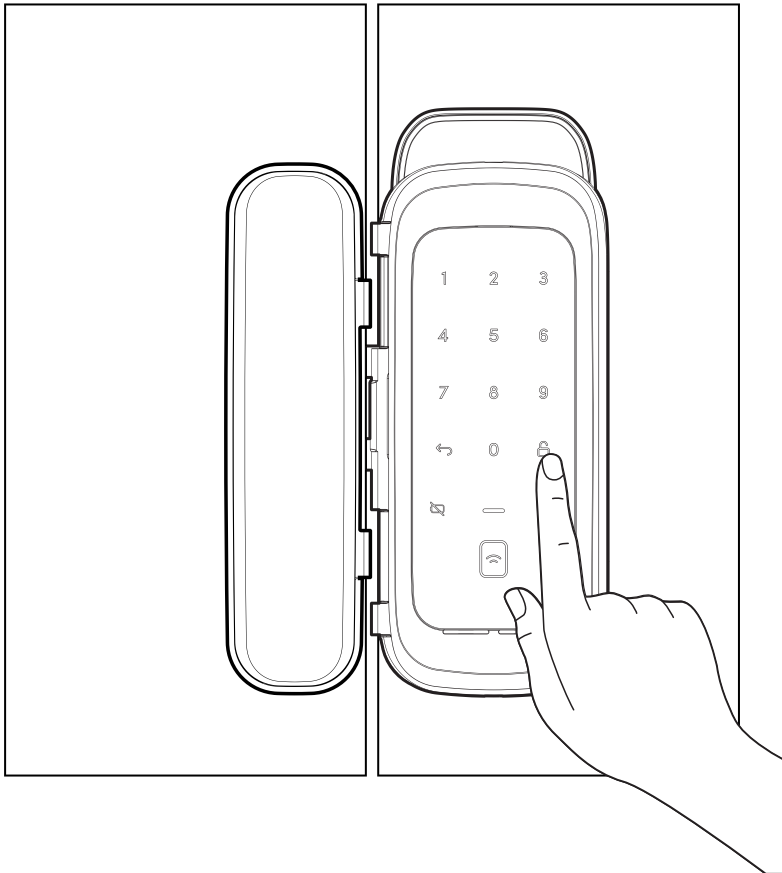


*\*Even if auto-relock is disabled, as a security feature, the Glass Door Lock will still lock after 30s if it is unlocked using the multi-function button/BT unlock and door is not opened.*

**b****Manual Relock**

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

Note: Used when Auto Relock is "Off"

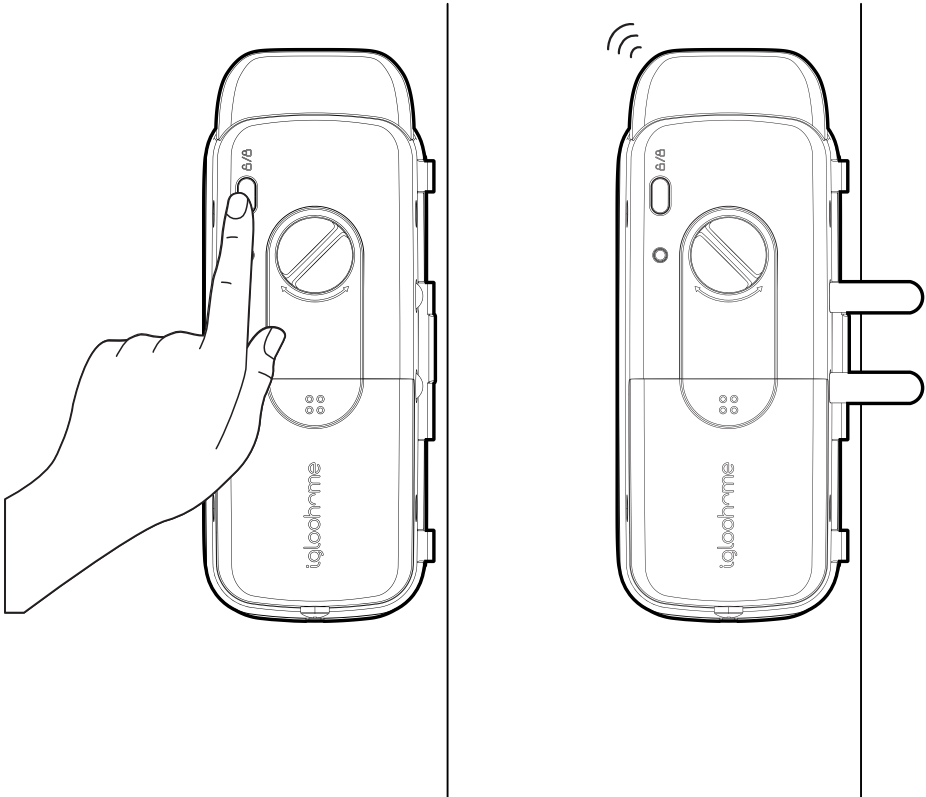




# Locking from the Inside


## **a** Multi-Function Button

In the case that auto-relock function is disabled or does not work, after closing the door, user can alternatively press the Multi-Function Button to manually lock the Glass Door Lock from the inside.



# App Onboarding

## 1 Test Factory PIN Unlock

In the factory mode (before pairing), the PIN to unlock is ↔ **1234567890** 

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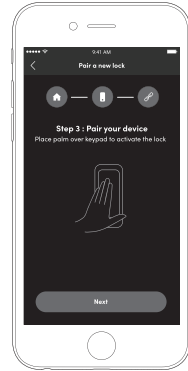
## 2 Register as a Lock User

- a) Download igloohome from App store / Play store.
  - b) Create an account and login.
- 

## 3 Pairing

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

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



## 4 Setting Master PIN code

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

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

---

# Managing Access in App

## 1 Creating PIN codes

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

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

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

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

## 2 Bluetooth Guest Key

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

There are 3 steps to using a Shared Bluetooth Key

1. Under **[Access]**, create **[+Access]** and choose **[Bluetooth Key]** under **[Access Type]**. Proceed to share the key after it is created.
2. Guest receives the Bluetooth Key by one of these methods:
  - Clicking the URL given and follow the instructions.
  - Claiming Bluetooth Key under **[Configuration]**.
3. Guest can now use the Bluetooth Key under the Guest Bluetooth Key Section whenever he/she is within range of the lock.

Notes:

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

# Managing Access in App

## 3 Adding Key Card

1. Under **[Access]**, select **[+Access]** followed by **[Keycard]**.
  2. Wait until the confirmation of the lock by an audio indicator (long beep).
  3. Tap key card(s) on the lock to add and then rename the key card(s) on the App right away.
  4. Follow instructions on the app and select **[Done]** to complete the process.
-

# Lock Behaviour

## 1 Security Lockout

After several incorrect PIN code or RFID attempts, the corresponding entry method will be locked out and the security alarm will be triggered.

Note: Bluetooth, multi-function button and any other unlocking methods aside from the one locked out can be used to unlock in this mode

Security Lockout	
<b>Triggered by</b>	5 consecutive invalid PIN or RFID attempts by default (Configurable via Bluetooth)
<b>Disabled by</b>	After 1 / 5 / 10 Minutes or Any other unlocking methods
<b>Behaviour</b>	If keypad is disabled - single flash when keypad is triggered  If RFID is disabled - RFID reader will not read any RFID cards
<b>Duration</b>	Please refer to table below.

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

**2**

## Privacy Mode

Privacy Mode prevents others from using PIN code and RFID tag/stickers to unlock when you are inside the property. It can be activated when the Glass Door Lock is locked.

Note: Bluetooth can be used to unlock in this mode.

**3**

## Passage Mode

Passage Mode enables you to have easy access during high human traffic flow by deactivating auto relock. It can be activated when the Glass Door Lock is unlocked.

Method 1: Turn off auto relock under lock settings via Bluetooth

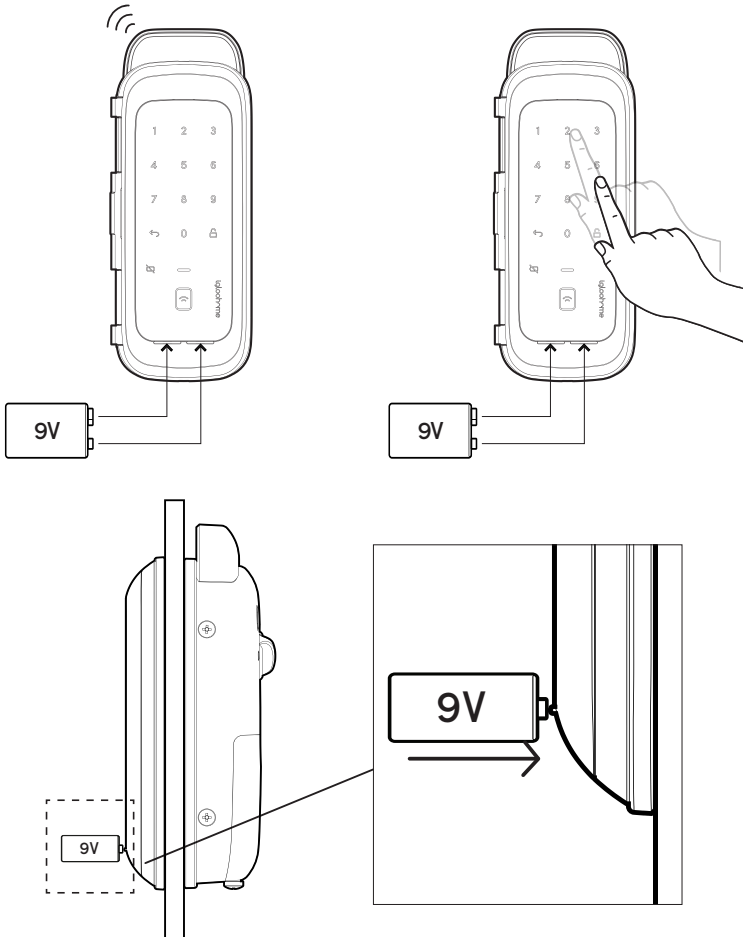
Method 2: Holding on to the Multi-Function Button

<b>Keypad Disabled Mode &amp; Passage Mode</b>	
<b>Activated by</b>	Holding on to the Multi-Function Button until 3 short ascending beeps are heard.
<b>Deactivated By</b>	Holding on to the Multi-Function Button until 3 short descending beeps are heard or Any other unlocking methods.
<b>Behaviour</b>	Double flash when keypad is triggered and lock will not accept any RFID.

# 9V Jumpstart

## 1 9V Jumpstart Feature

1. Touch and hold the battery contacts against the 9V jumpstart pin on the lock and you will hear a series of beeps and the keypad will light up.
2. While holding the 9V battery to the jumpstart, key in your PIN code on the keypad followed by the 'Unlock' icon.



⚠ Please ensure terminals of the 9V battery are in contact with the Jump Start contact points of the lock for **2 seconds** to activate your Glass Door Lock.

# Audio and LED indications

Actions	Indications
Bluetooth Connection	Status indicator flashes Blue
Successfully Unlocked	Ascending 4 fast tones after unlocked and flash Green LED 2 times
Successfully Locked	1 long beep after product is locked and Green LED for 2 seconds
Incorrect PIN	4 short beeps and flash Red LED 2 times
Invalid RFID	Descending 4 fast tones
Obstruction Alarm	6 sets of 4 short beeps
Keypad Disabled Mode Activated	Ascending 3 fast tones
Keypad Disabled Mode Deactivated	Ascending 3 fast tones
Keypad Security Lockout Alarm	Low-high siren for 30 / 60 / 90 seconds
Keypad Security Lockout Deactivated	2 long beeps
Low Battery Alert	Descending 3 fast tones when keypad is woken up and breathing Red LED
Tamper Alarm	Continuous 5 short beeps
Hard Reset / Unpair	Descending 3 slow tones
Pairing	Ascending 3 fast tones
Intrusion Alarm	Continuous alarm and Red LED



# Troubleshoot

## Pairing is unsuccessful

- Try with a different mobile device, using the same username and password
- Update your phone's operating system to the latest version
- Restart the Bluetooth and Internet connection on your mobile device
- Restart igloohome app on your mobile device
- Switch to a new set of batteries

## Bluetooth Key is not working

- Restart the Bluetooth and Internet connection on your mobile device
- Check on the timezone of the home listing against your phone time
- Check if the Bluetooth Key is expired. It must be accepted within 1 hour of generation
- Update your igloohome app to the latest version
- Switch to a new set of batteries

## Generated PIN codes do not work

- Make sure that the generated PIN codes are activated within the given hours
- Do a Bluetooth Unlock to refresh the app
- PIN codes may have been customised or expired

## Keypad does not light up

- The Glass Door Lock battery is flat
- Use a 9V battery to jumpstart the lock and unlock the Glass Door Lock to replace the batteries
- Please unlock within 20 seconds

## Unable to use a 9V battery to jumpstart the lock

- Please ensure the two pins of the battery is in contact with the 9V jumpstart pin securely while unlocking it
- Please unlock within 20 seconds
- Please ensure that the 9V battery has sufficient power

## Keypad is flickering

- The Glass Door Lock is low in battery. Switch to a new set of batteries

## Keypad lights up on touch only

- Check if the Glass Door Lock is in privacy/ passage mode or security lockout mode
- Check that your lock is not muted

## Re-lock is not working

- Check battery level of the lock
- Make sure you have enabled auto relock function on the app and the magnet sensor has been installed on the door frame

## Slow locking / Unlocking

- The Glass Door Lock is low in battery. Switch to a new set of batteries

# FCC WARNING

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.

Note: 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.

Note: The Grantee is not responsible for any changes or modifications not expressly approved by the party responsible for compliance. such modifications could void the user's authority to operate the equipment.

The device has been evaluated to meet general RF exposure requirement.

To maintain compliance with FCC's RF exposure guidelines, the distance must be at least 20 cm between the radiator and your body, and fully supported by the operating and installation configurations of the transmitter and its antenna(s).

**For enquiries go to:**  
[igloohome.co/support](https://igloohome.co/support)