

Installers &
User guide
Keybox 3E.

Hi there!

Hi there!

We're so glad you've decided to join us on this journey to create a world without keys. In this guide, you'll find everything you need to get started with your Keybox.

If you do not find what you're looking for, reach out to us at support@iglooworks.co. We're here to help.

Support & Help Portal:

go.iglooworks.co/support



Let's stay connected:

support@iglooworks.co

Singapore: +65 3129 2464

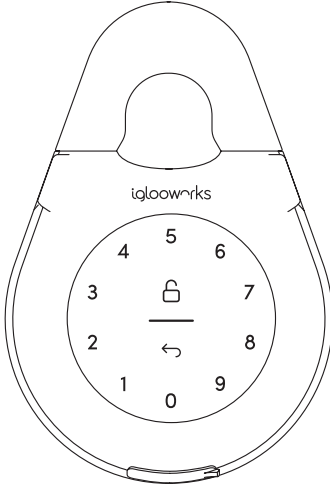
USA: +1 929 224 0688

Tip: As we continuously improve our products and services, the latest version of this user guide can be found in the support & help portal!

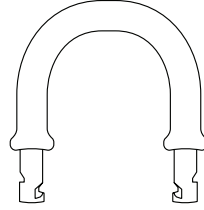
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What's Included



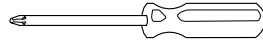
Keybox 3E



Slim Shackle



Mounting Seal Rings x2



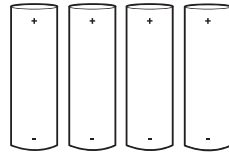
Screwdriver



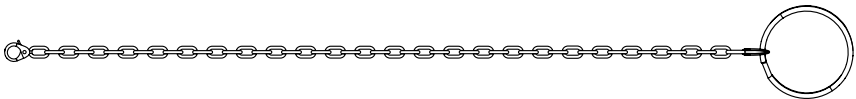
Mounting Screws x2



Screws Anchors x2



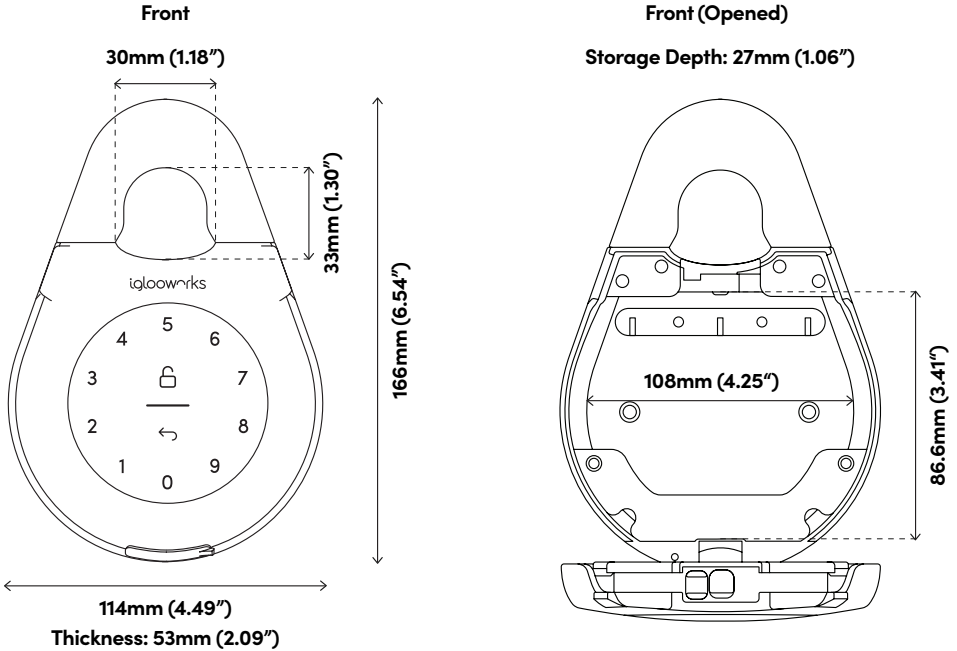
AAA Alkaline Batteries x4



Chain

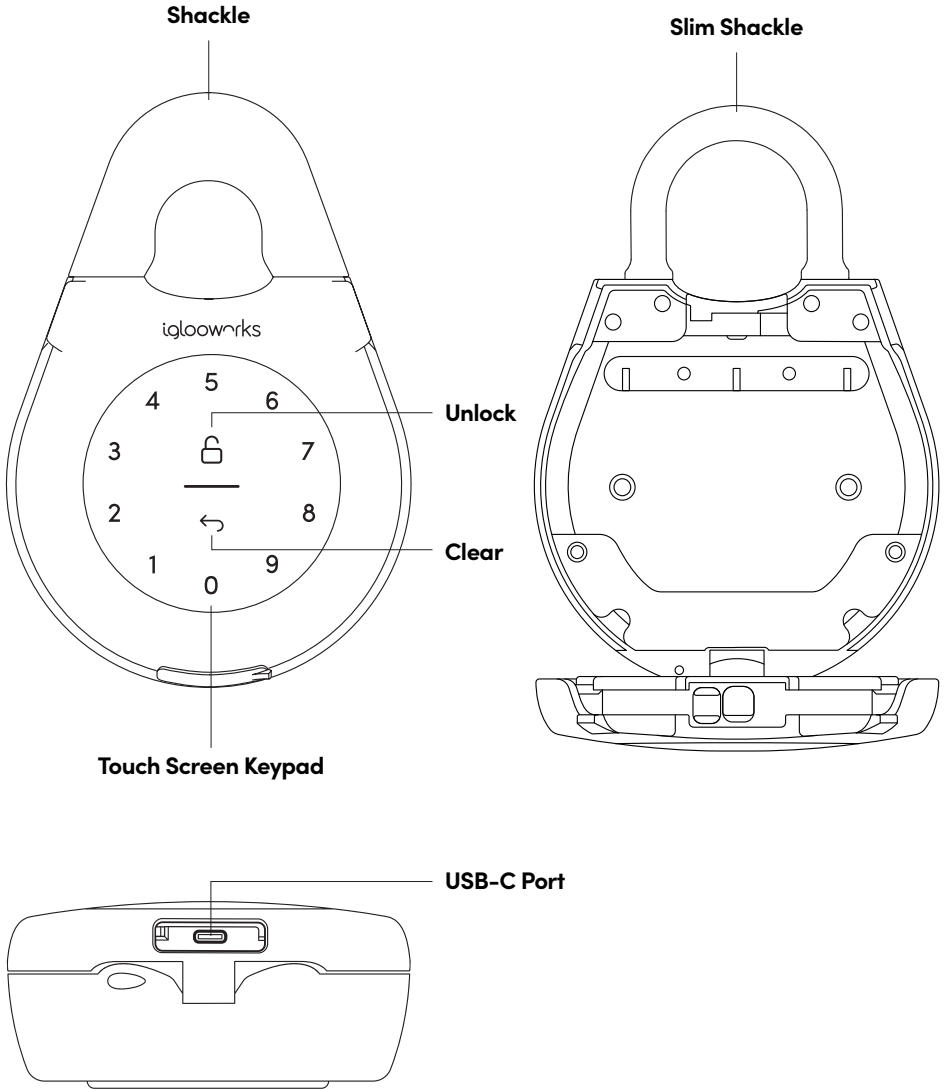
Specifications

| | |
|--------------------------------------|--|
| SKU | SK3E |
| Body | Zinc Alloy, Al Alloy |
| Shackle | Hardened Steel, Rubber |
| Gross (with packaging) | 1.3 kg / 2.7 lbs |
| Net | 1.5 kg / 3.3 lbs |
| Modes of access (Entry) | PIN Codes, Bluetooth keys |
| Power type | 4 X AAA Alkaline Batteries |
| Battery life | Up to 12 months |
| Emergency power type | USB-C jumpstart |
| Battery operating temperature | -10°C to 50°C / 14 °F to 122°F |
| Operating temperature | -20°C to 50°C / -4°F to 122°F |
| Certifications | IP66, CE, FCC |
| Protocols | Bluetooth 5.0, algoPIN™ technology |
| Usage | Advised to be installed under sheltered areas, not to be exposed to wet weather conditions. |



* **DO NOT USE:** Heavy Duty, Eveready, GP, or rechargeable batteries. Duracell & Energizer alkaline batteries recommended. Please note that using better batteries will improve the performance and lifespan of the Keybox.

Lock Anatomy



Lock Features

PIN Code/Bluetooth Key



Master PIN Code

The Keybox 3E unlocks with a permanent Master PIN Code.



Master Bluetooth Key

The Keybox 3E unlocks with Bluetooth via the app.



Guest PIN Code

The Keybox 3E supports multiple types of User PIN codes, e.g. One-Time, Permanent, Recurring & Duration which can be generated and shared via the app.



Guest Bluetooth Key

The Keybox 3E supports User Bluetooth keys which can be generated and shared via the app.

Battery



Low Battery Alert

Intuitive audio and visual alerts will prompt you to change the batteries when it runs low.



Emergency Jumpstart

Easily jumpstart the lock with a USB-C cable connected to a power bank if batteries are drained.

Lock Features

Others



Security Lockout

Keypad is disabled after several incorrect access attempts.



Decoy PIN Code

Heighten security and throw off onlookers by entering random digits before your actual PIN code.



Auto Lock

Automatically locks once the Keybox is shut to give you greater peace of mind.



Manual Relock

Manually lock the device by holding the 'Unlock' icon if Auto Lock does not work.



Relock Reminder Alert

Keybox will sound an alert to remind users to fasten the shackle.



Volume Control

Adjust the volume according to your preference. Select from levels 0 (mute) to 5 (loudest).



Obstruction Alarm

The lock will sound an alarm if the shackle cannot lock or unlock to alert the user of any obstructions.



Keypad LED Toggle

Turn the backlight from the keypad buttons on or off.



Encryption

AES 128-bit



Chain

Use the chain to prevent accidental removal of keys from the Keybox. It is detachable for ease of switching out chains if needed.



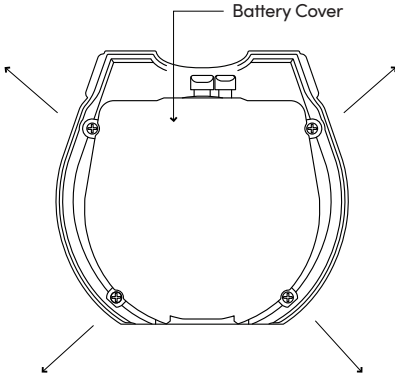
Audit Trail

Up to 300 activity logs

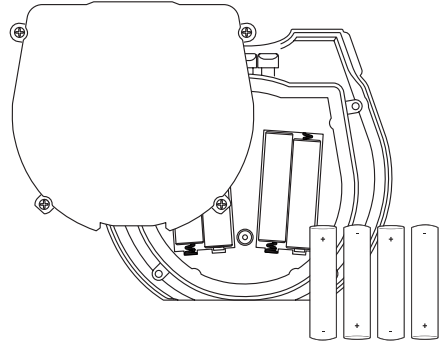
Learn how to access, activate, and deactivate these features from pages 19 - 20.

Managing the Battery

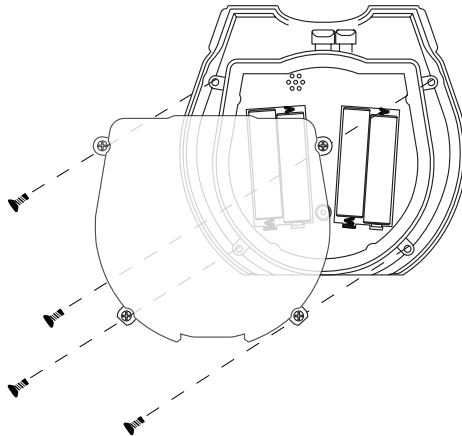
- 1 Loosen the 4 screws and remove battery cover



- 2 Insert AAA Batteries



- 3 Secure battery cover tightly with 4 screws




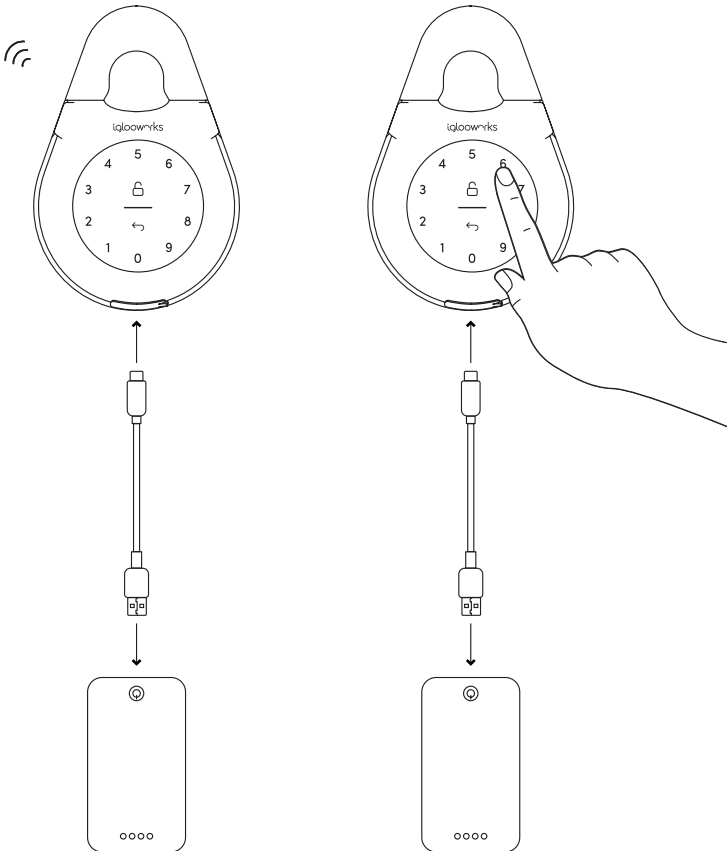
Please screw the battery cover tightly after inserting batteries to ensure optimal water resistance.


* **DO NOT USE:** Heavy Duty, Eveready, GP, or rechargeable batteries. Duracell & Energizer alkaline batteries recommended. Please note that using better batteries will improve the performance and lifespan of the Keybox.

Emergency Jumpstart

1 USB-C Jumpstart


1. Connect the USB-A to USB-C cable to a power bank then plug it onto the USB-C jumpstart port on the keybox.
2. While the USB-A to USB-C cable is connected to the power bank, key in PIN code on the keypad followed by  to unlock.



 Please unlock by entering a valid PIN code or via the app within 20 seconds after the keybox is powered up.

Pairing the Keybox

Test the lock with the Factory PIN code before you begin the pairing process.

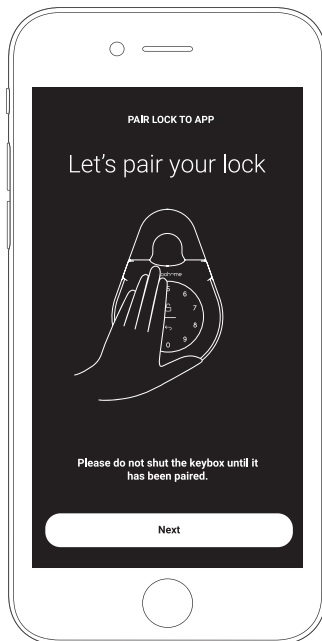
1. Wake the lock by pressing any button on the front body.
2. Tap \leftarrow , then enter 1234567890, followed by .
3. The LED indicator on the lock will flash green when it is successfully unlocked. You will also hear four ascending tones.

Once you have tested it, you can now begin to pair the lock to your iglooworks account.

1. Select [**Locks**] from the menu.
2. Tap [**Pair New Lock**].
3. Select the property.
4. Tap [**Next**].
5. Select the lock model and follow the steps shown on the screen.

Note:

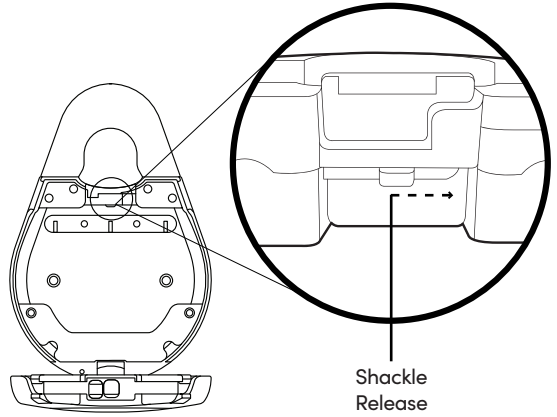
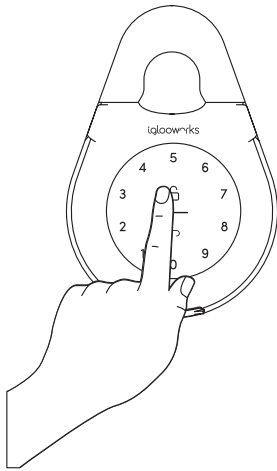
Ensure your Bluetooth and Location services are turned on. You may have to perform a Bluetooth sync after successfully pairing the lock to obtain the initial battery status of the device. us of the device.



Keybox Installation

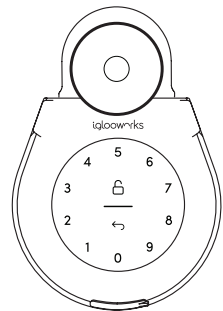
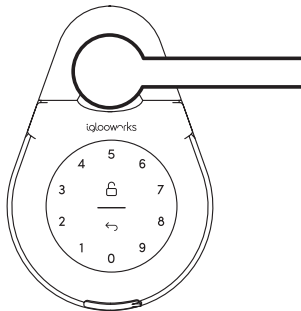
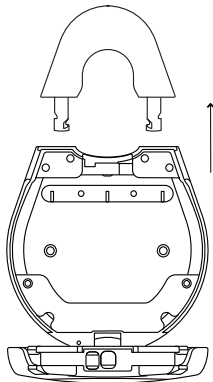
a Secure Keybox 3E on a handle or knob

1. Unlock the keybox
2. Push the shackle release to the right
3. Pull out the shackle
4. Secure on a handle or knob
5. Insert back the shackle



For door handles,
use Regular Shackle

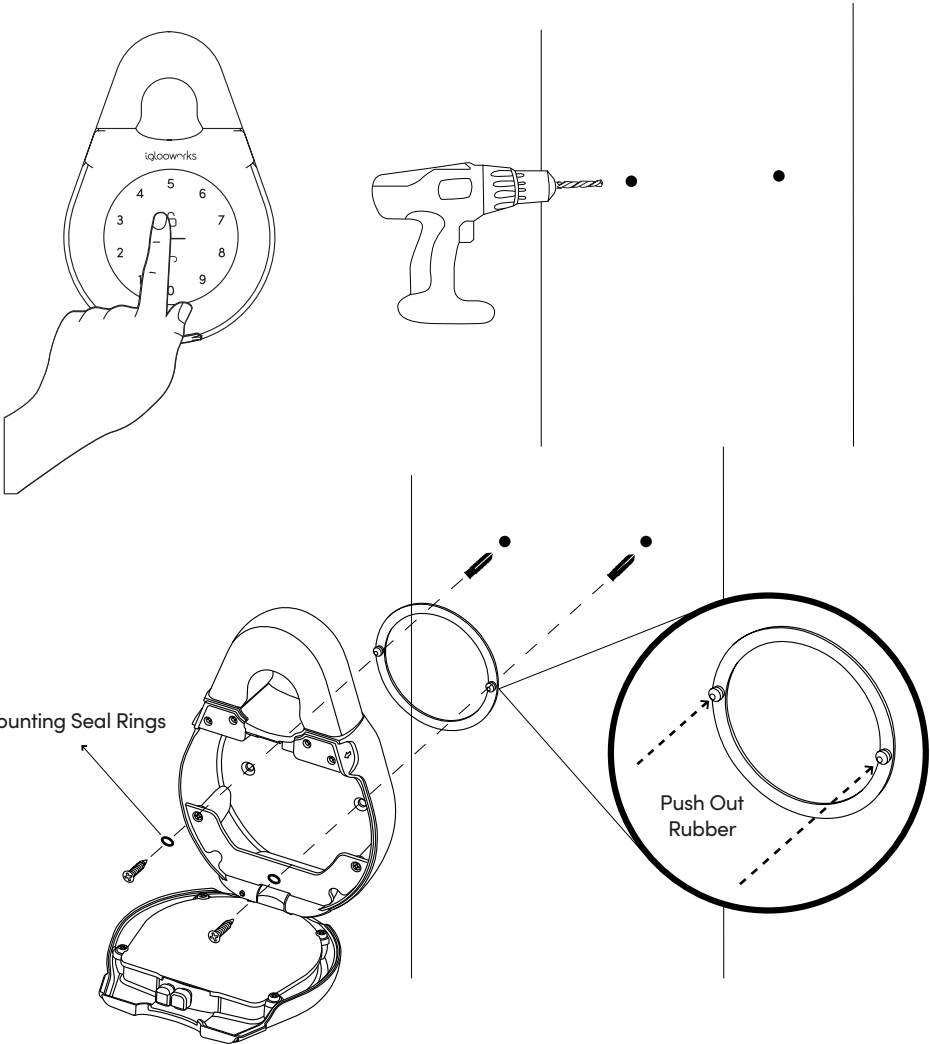
For door knobs,
use Slim Shackle



b

Mount on a surface

- 1. Unlock the Keybox 3E
- 2. Drill holes on a wall
- 3. Hammer the screw anchors into the holes
- 4. Mount the keybox on the wall with the mounting seal rings and 2 screws




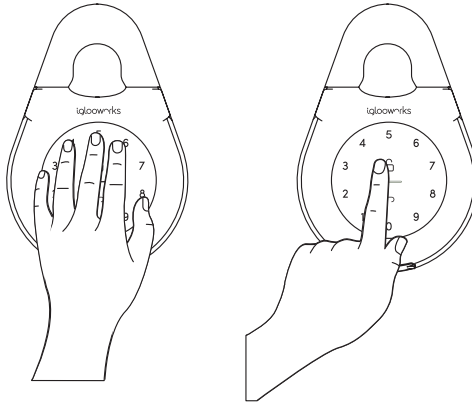
Modes of Access

a PIN Code

As the owner of the lock, you can use the Master PIN code, issue Guest PIN codes, and test the lock during set-up with the Factory PIN code.


| | |
|------------------------|--|
| Master PIN Code | Permanent PIN code that works every time. Can be customized via Bluetooth by lock owner. |
| Guest PIN Code | Generated via algoPIN™ technology or customized via Bluetooth by lock owner. Includes One-Time, duration, permanent and recurring PIN codes. |

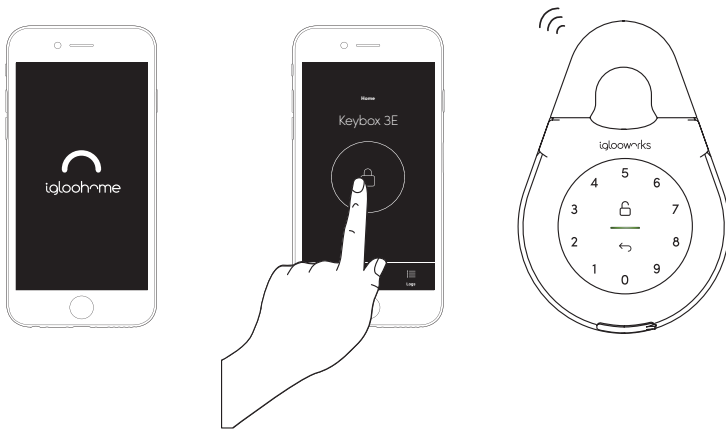
1. Wake the lock up by pressing the touchscreen keypad.
2. Enter a valid PIN code, with or without decoy digits, followed by 
3. The LED indicator on the lock will flash green when it is successfully unlocked. You will also hear four ascending tones.



b**Bluetooth**

This mode requires you to have the igloohome app installed on your mobile phone with a verified account. You can be the owner of the lock, or be a recipient of a Guest Bluetooth Key to use this as a valid mode of access.

1. On the app, select the lock you're trying to access.
2. Tap the  on the screen.
3. The LED indicator on the lock will flash blue to establish the Bluetooth connection, then green when it is successfully unlocked. You will also hear four ascending tones.




Note: You need to be within Bluetooth range of the lock, and have your Bluetooth services switched on.

Managing Access


1 Creating Guest PIN codes

There are **2 ways to create PIN codes** for your guests and family members. Choose from several PIN code validity durations to manage access for different users.

a) If you are away from your property, generate PIN codes on the go with our unique algoPIN™ technology:

1. On the igloohome mobile app, tap on the  icon.
2. Tap on **[+Access]**.
3. Select the access type from the list on the screen.
4. Fill in the required fields.
5. Select **[algoPIN™]**.
6. Tap on **[Create PIN code]**.

b) If you want to create a customised PIN code, you will need to be within Bluetooth range of the lock with your Bluetooth function turned on:

1. On the igloohome mobile app, tap on the  icon.
2. Tap on **[+Access]**.
3. Select the access type from the list on the screen.
4. Fill in the required fields.
5. Select **[Bluetooth]**.
6. Tap on **[Create PIN code]**.

Important:

All PIN codes generated by algoPIN™ technology have activation periods. If they are not used within the period, the PIN codes will be considered invalid.

One-Time & Permanent PIN Codes – 24hrs of being generated

I.e. Generated at 1900hrs today, must be used by 1900hrs tomorrow to activate.


Duration & Recurring PIN Codes – 24hrs from the start date and time of its validity period

I.e. Created for 1900hrs on 1 Jan, must be used from 1900hrs – 2000hrs on 1 Jan to activate.

2

Create Guest Bluetooth Keys

Allow guests and family members to use their smartphones to unlock the door. When you issue a Bluetooth key, you get real-time updates on who has accessed your property.

1. On the igloohome mobile app, tap on the .
2. Tap on **[+Access]**.
3. Select **[Bluetooth Key]**.
4. Fill in the required fields.
5. Tap on **[Create Bluetooth Key]**.
6. Tap on **[Share]**.

Your guest can either scan the unique QR code shown on your screen, or you may share the link via your preferred communication method (Text, Email, WhatsApp, Facebook Messenger etc.) to claim the Bluetooth key.


Your guest will either need to download the igloohome mobile app and register for an account or claim the Bluetooth key with their existing igloohome account.



Important:

All Bluetooth keys must be claimed **within 1 hour** of it being generated. If they are unclaimed within the period, the keys will be considered invalid.
I.e. Generated at 1900hrs today, must be claimed by guest by 2000hrs today.






Bluetooth keys can be revoked by lock owner anytime.

Managing Lock Features

| <p>Auto Lock</p> | <p>You can configure the duration before Auto Lock is triggered: *Please ensure you are within Bluetooth range of the lock and your Bluetooth function is turned on.</p> <ol style="list-style-type: none"> 1. On your app, tap [Lock Settings]. 2. Select [Auto Lock Timer] 3. Select from the list of preset durations or choose to never automatically lock. 4. Tap [Apply Changes]. <p>If you choose to never automatically lock, you may wish to perform a manual relock: Hold the  on the keypad for 2 seconds. The LED indicator will flash green and you'll hear a long beep for successful relocking.</p> | | | | | | | | | | | | |
|-------------------------------------|---|------------------|----------------|------------------|----------|--------|-------|----------|--------|-------|--------------------------|--------|--------|
| <p>Security Lockout</p> | <p>You can configure the number of attempts before the Security Lockout mode is enabled: *Please ensure you are within Bluetooth range of the lock and your Bluetooth function is turned on.</p> <ol style="list-style-type: none"> 1. On your app, tap [Lock Settings]. 2. Select [Security Lockout]. 3. Select the number of attempts from 1 to 10, or choose to deactivate this function completely. 4. Tap [Apply Changes]. <p>Once this is set, the lockout will be triggered after you exceed the number of attempts set.</p> <p>Your lock will reject any further unlocking attempts via the same mode you used. You can disable it by trying another valid access mode.</p> <table border="1" data-bbox="258 940 1031 1262"> <thead> <tr> <th>Triggered</th> <th>Security Alarm</th> <th>Security Lockout</th> </tr> </thead> <tbody> <tr> <td>1st Time</td> <td>30 Sec</td> <td>1 Min</td> </tr> <tr> <td>2nd Time</td> <td>60 Sec</td> <td>5 Min</td> </tr> <tr> <td>3rd and Consecutive Time</td> <td>90 Sec</td> <td>10 Min</td> </tr> </tbody> </table> | 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 |
| 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 | | | | | | | | | | | |
| <p>Relock Reminder Alert</p> | <p>You can enable, disable and configure the duration before the alert sounds off: *Please ensure you are within Bluetooth range of the lock and your Bluetooth function is turned on.</p> <ol style="list-style-type: none"> 1. On your app, tap [Lock Settings]. 2. Select [Relock Reminder Alert]. 3. Configure the duration between 5 seconds to 10 minutes, or disable the alert. 4. Tap [Apply Changes]. | | | | | | | | | | | | |

| | |
|-----------------------------------|--|
| <p>Emergency Jumpstart</p> | <ol style="list-style-type: none"> 1. Connect the USB-A to USB-C cable to a power bank. 2. Plug the USB-C port into the jumpstart port on the lock. 3. Once the lock powers up, enter a valid PIN code within 20 seconds, followed by  to unlock. |
| <p>Decoy PIN Code</p> | <ol style="list-style-type: none"> 1. Key in up to 8 random digits before your actual PIN code, followed by  to unlock. |
| <p>Volume Control</p> | <p>To configure the volume of your lock: *Please ensure you are within Bluetooth range of the lock and your Bluetooth function is turned on.</p> <ol style="list-style-type: none"> 1. On your app, tap [Lock Settings]. 2. Select [Volume]. 3. Select the volume level from 0 to 5 (softest to loudest). 4. Tap [Apply Changes]. |
| <p>Keypad LED Toggle</p> | <p>To configure the LED settings: *Please ensure you are within Bluetooth range of the lock and your Bluetooth function is turned on.</p> <ol style="list-style-type: none"> 1. On your app, tap [Lock Settings]. 2. Select [Keypad LED Toggle]. 3. Turn it on or off. 4. Tap [Apply Changes]. <p>This feature is switched on by default.</p> |

Manage Lock Settings

| | |
|---|--|
| Delete Lock | <p>To delete a lock from your account, you will need to unpair the device: *Please ensure you are within Bluetooth range of the lock and your Bluetooth function is turned on.</p> <ol style="list-style-type: none">1. On your igloohome app, tap on .2. Select [Delete Lock].3. Follow the instructions shown on the pop-up and tap [Ok]. |
| Delete All PIN Codes | <p>To delete all PIN codes created for a specific lock: *Please ensure you are within Bluetooth range of the lock and your Bluetooth function is turned on.</p> <ol style="list-style-type: none">1. On your igloohome app, tap on .2. Select [Delete All PIN Codes].3. Follow the instructions shown on the pop-up and tap [Ok]. |
| Hard Reset / Unpair | <p>To perform a hard reset:</p> <ol style="list-style-type: none">1. Ensure the lock is in 'unlocked' state i.e. bolt tongue is retracted.2. Delete the lock from your app.3. Press [R] and the [R] button together for 3 seconds.4. You will hear 3 slow descending tones upon successful reset. |
| Lock Name | <p>To change the name of your lock:</p> <ol style="list-style-type: none">1. On your igloohome app, tap on .2. Select [Lock Name].3. Enter the new name of your lock.4. Tap [Submit]. |
| Finding your lock's Bluetooth ID | <p>Every lock has a unique Bluetooth ID. Should you need the ID for support purposes, find it by:</p> <ol style="list-style-type: none">1. On your igloohome app, tap on .2. Located on the top of the screen |
| Sync | <p>We recommend syncing your lock to your account every 3 months for optimal product experience.</p> <p>Syncing the lock to your account helps you stay up-to-date with the lock's battery levels and activity logs.</p> <p>Note: This may take up to 5 minutes depending on how often you sync the lock with your account.</p> <p>To do this:</p> <ol style="list-style-type: none">1. On your igloohome app, tap on .2. Tap the [Sync] button located underneath the battery status. |

Audio and LED Indications

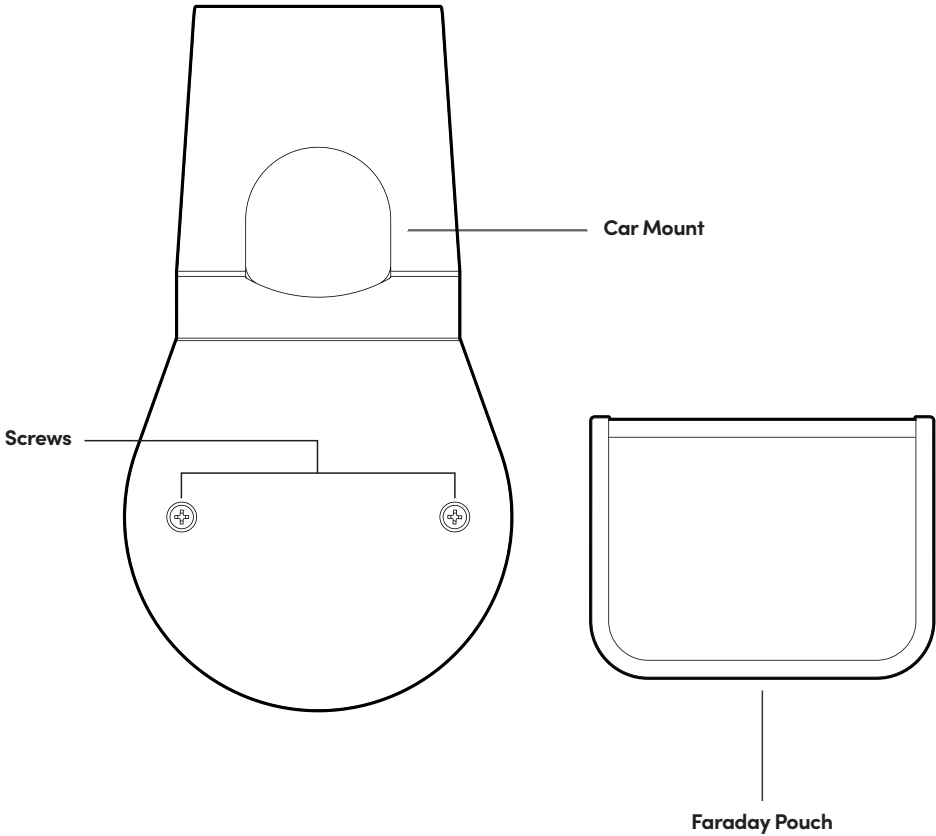
| Actions | Indications |
|------------------------------|---|
| Bluetooth Connection | LED Indicator flashes Blue |
| Successfully Unlocked | Ascending 4 fast tones after unlocked and flash Green LED 2 times |
| Successfully Locked | 1 long beep after product is locked and Green LED for 2 seconds |
| Incorrect PIN | 4 short beeps and flash Red 2 times |
| Deleted PIN | 3 sets of 4 short beeps and flash Red 2 times |
| Obstruction Alarm | 6 sets of 4 short beeps |
| Security Lockout Alarm | Low - High siren for 30 / 60 / 90 seconds |
| Security Lockout Deactivated | 2 long beeps |
| Low Battery Alert | Descending 3 fast tones when keypad is woken up and breathing Red LED |
| Hard Reset / Unpair | Descending 4 slow tones |
| Power Start Up | 2 slow beeps then 2 quick beeps |

Car Sharing Kit

The Keybox 3E is also compatible with the igloohome Car Sharing Kit. Designed to offer a seamless car-sharing experience for everyone, the kit lets you transform any vehicle into one that's ready for safe sharing.

*NOTE: The Car Sharing Kit is sold separately.

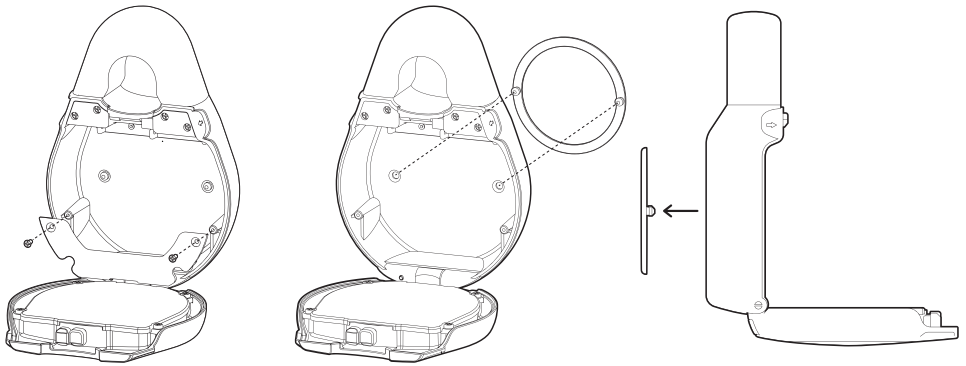
What's Included



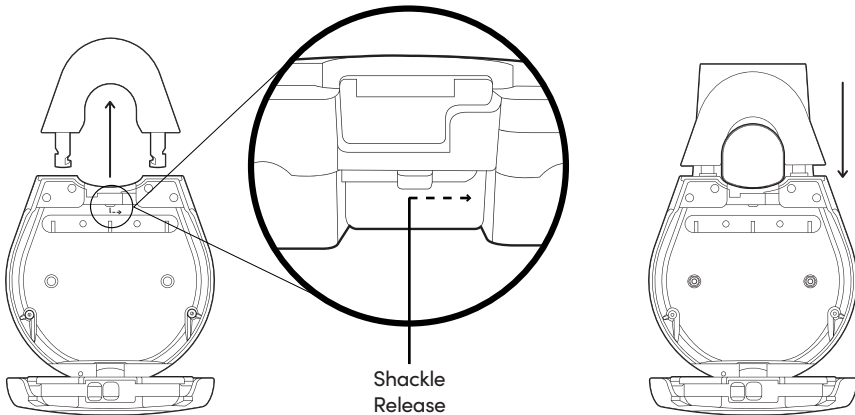
Car Sharing Kit Set-Up

a Preparing the Keybox for installation

1. Unlock Keybox and unscrew the guard plate
2. Remove rubber bumper from the back of Keybox
3. Release shackle from the Keybox and mount onto the Car Mount



Unlock with Factory PIN Code
1234567890 

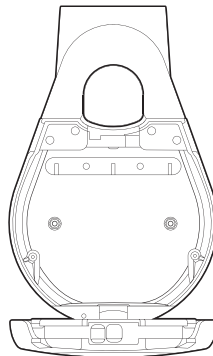
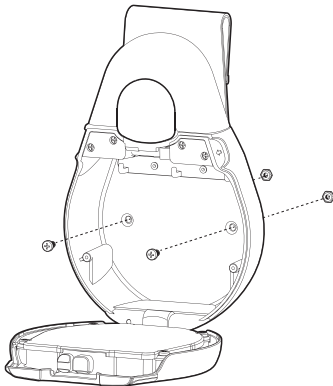


NOTE: The Car Sharing Kit is sold separately.

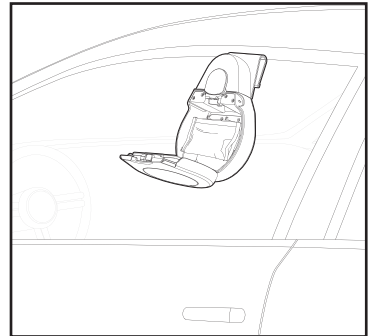
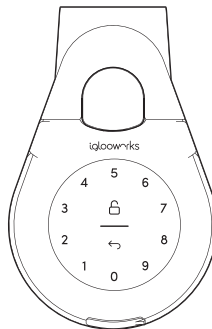
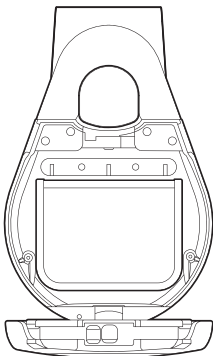
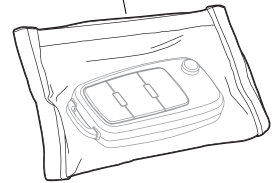
b**Installing the Keybox on the Car Mount for use**

4. Secure Keybox to Car Mount with the provided nuts and bolts
5. Place the car key fob into the Faraday Pouch
6. Place the pouch into the Keybox and close it
7. Hook it onto the window panel of your car

Front View



Faraday Pouch



NOTE: The Car Sharing Kit is sold separately.

Connect with Airbnb

1 Connect with Airbnb

Airbnb Connect automates the generation of PIN codes for your Airbnb guests based on their approved reservations.

Here are the steps to activate Airbnb Connect

Step 1: Connect to your Airbnb

Under **[Account Settings]**, select **[Connect with Airbnb]**, then click **[OK]**.

Step 2: Connect to Airbnb listings

Under **[Reservations]**, click the **[Add]** icon to select a home to connect to. Select Airbnb Listing and PIN Time to associate.

Note:

- Emails with PIN code will be sent to the guest between 1 to 48 hours before check-in time (configurable).
- PINs will only be valid between the check-in and check-out times.

Step 3: Change Check-in and Check-out time

Under **[Add and Manage]**, select **[Manage Properties]** followed by the listing to view or edit its details.

Notes:

- If the access mail has not been sent, changing your check-in/check-out time via the app modifies the start and end time of the PIN codes to be shared with your guest.
- If the access mail has been sent, changing these details will only affect the next reservation.
- Changing these details on the igloohome app does not update the check-in/check-out time on the listing on the Airbnb website.

2 Disconnect Airbnb

Should you prefer to generate PIN codes for your guests manually, you may disconnect your Airbnb listing from the igloohome home listing with the steps below.

1. Under **[Reservations]**, disconnect all the listings (if any).
2. Under **[Account Settings]**, select **[Disconnect with Airbnb]**.

Should you wish to completely disconnect your Airbnb account from your igloohome account, make sure that all your Airbnb listings have been disconnected in the above step, then go to:

Airbnb Host Website > Connected Apps > Select igloohome to disconnect

Other Services


This lock supports iglooconnect and igloodeveloper services.

iglooconnect

iglooconnect is a platform for you to integrate your locks with a myriad of third-party services. Whether it's managing facility booking, property management or vacation rental hosting, iglooconnect lets you simplify workflows. If you're a lock owner that's looking to get more out of your device, connect to our network of service providers' apps or platforms with a few simple clicks.

For more information, visit <https://www.igloocompany.co/iglooconnect>.

| | |
|--|---|
| Getting your iglooconnect account | Your iglooconnect account is tied to your igloohome account. If you're an existing lock owner, you can access iglooconnect with the same credentials. Otherwise, sign up for an account via the app. |
| Creating an igloohome account | <ol style="list-style-type: none">1. Download the igloohome app on your smartphone via the App Store or Google Play Store.2. Fill in the fields shown on the screen.3. Accept the terms of services and privacy policy.4. Tap [Create account].5. Enter the 6-digit OTP sent to your email address.6. Tap [Verify].7. You now have a verified igloohome account! |
| Selecting a third-party service provider | <ol style="list-style-type: none">1. Visit www.connect.igloocompany.co on your desktop or mobile device.2. Log in with your igloohome account.3. Choose the service provider you wish to integrate your locks with.4. Select the number of integration slots needed. (1 slot per lock)5. Checkout. |
| Connecting your locks to the integration slots (Exchange codes) | <ol style="list-style-type: none">1. Via the igloohome app, go to Account Settings2. Tap [iglooconnect]3. Select the service provider you have purchased integration slots from4. Add your lock to the available slots5. Select the Pending tab6. View the exchange code7. Copy the exchange code onto the service providers' backend |
| Changing your billing information | To change your billing information, <ol style="list-style-type: none">1. Visit connect.igloocompany.co and log in with your igloohome account credentials.2. Click [Account Settings] on the top right corner next to the initials of the account holder.3. Select [Payment Method].4. Follow the instructions onscreen to add or edit payment details. |

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| <p>Removing locks from integration slots</p> | <ol style="list-style-type: none"> 1. On the igloohome app, go to Account Settings. 2. Tap [iglooconnect]. 3. Select the service provider you want to unlink the lock from. 4. Select the lock you want to unlink. 5. Tap the  icon. |
| <p>Managing your integrations</p> | <p>Initial slot payment/cancellation</p> <ul style="list-style-type: none"> * Payment method is immediately charged when the slots are purchased for the first time. * Payment amount is equal to the prorated amount for the first partial month. * Customers would only pay for the number of remaining days within the month in which the slots have been purchased for. * This payment does not account for the number of days the slots have been utilized for that partial month. <p>Recurring payment/cancellation</p> <ul style="list-style-type: none"> * After the slots have been purchased, the subscription is automatically renewed. * After the initial payment, the next full month's charges will be automatically billed on the first day of the subsequent months. * Cancelling slots would therefore have to be processed before the following month. <p>Additional slot(s) payment/cancellation</p> <ul style="list-style-type: none"> * If additional slots are purchased, the payment method is not immediately charged. * Instead, the billing occurs on the first day of the following month. * Payment amount is equal to the prorated amount of the first partial month plus the next full month's charges. * Cancelling additional slots before the end of the first partial month would only charge for that partial month, on the first day of the following month. |
| <p>Resetting your password</p> | <p>If you have forgotten your password,</p> <ol style="list-style-type: none"> 1. Visit the login page and select [Forgot password?] 2. Enter your registered email address. 3. Press [Submit]. <p>You will receive an email with a link and instructions on how to reset your password.</p> |

b

igloodeveloper

igloodeveloper lets you manage access via our software and smart access products through API and SDK documentations.

For more information, visit <https://www.igloocompany.co/igloodeveloper>.

| | |
|--|---|
| Creating an igloodeveloper account | <ol style="list-style-type: none"> 1. Visit developer.igloocompany.co on your desktop or mobile device. 2. Click [Sign up here] to register for a new account. 3. Fill in the fields shown on your screen. 4. Click [Register] 5. Confirm your account registration via the link sent to your email address. 6. You now have a verified igloodeveloper account! |
| Logging in to the igloodeveloper portal | <ol style="list-style-type: none"> 1. Visit developer.igloocompany.co on your desktop or mobile device. 2. Log in with your verified igloodeveloper account credentials. 3. Click [Log in]. |
| Resetting your password | <p>If you have forgotten your password,</p> <ol style="list-style-type: none"> 1. Visit the login page and select [Forgot password?] 2. Enter your registered email address. 3. Press [Submit]. <p>You will receive an email with a link and instructions on how to reset your password.</p> |

c

iglooworks

iglooworks is the dedicated line of smart access solutions for enterprises. Speak with your owner or admin to get your accounts set up before you proceed.

Once you receive an invite, you can register for an iglooworks account to start operating the lock on the ground.

The iglooworks mobile app allows for on-the-ground management of your locks. Authorized members can perform operational tasks without fuss.

Setting up your iglooworks app account

Your app account is tied to your Dashboard account. If you're an existing member, you can access the iglooworks app with the same credentials. Otherwise, speak to your account owner to invite you as a member.

1. Download the iglooworks app on your smartphone via the App Store or Google Play Store.
2. Log in with your iglooworks account and organization ID.
3. Tap **[Enter]**.

Troubleshoot

I am unable to close the Keybox 3E.

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

I am unable to remove the battery cover screws.

- Note that the screws are designed to be retained, therefore cannot be removed.
- Please loosen the screws to remove the battery cover.

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

- Security Lockout is triggered on the Keybox 3E.
- Please refer to page 18.

I tried to use USB-C to jumpstart the lock but unable to.

- Please ensure USB-C connector is connected to the USB-C slot securely while unlocking it with PIN code or Bluetooth.
- Please unlock within 20 seconds.
- Please ensure that the Power Bank has sufficient power.

The lock is not responding at all.

- The Keybox 3E's battery is flat.
- Use an USB-A to USB-C cable connected to a power bank to jumpstart the lock and unlock the keybox to replace the batteries.
- Please unlock within 20 seconds.
- Refer to page 9 for steps on battery replacement.

I closed the Keybox 3E but it did not relock automatically.

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

I tried to unlock the Keybox 3E but the keypad went off and came back on with 2 slow and 2 quick beeps.

- The Keybox 3E is low in battery.
- Use an USB-A to USB-C cable connected to a power bank to jumpstart the lock and unlock the Keybox 3E to replace the batteries.
- Refer to page 9 for steps on battery replacement.

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

- Use the spare QR sticker that is provided in the Keybox 3E box.

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

- Do a Bluetooth Unlock or sync and try again.
- Make sure that the generated PIN codes are activated within the activation period before it expired.

What is the maximum thickness of the items that can be stored in the Keybox?

- Any item that exceeds 25mm in thickness may run the risk of triggering the obstruction alarm.

FCC Compliance

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. This equipment complies with FCC's RF radiation exposure limits set forth for an uncontrolled environment. This device and its antenna(s) must not be co-located or conjunction with any other antenna or transmitter.

IC Caution

RSS-Gen Issue 5 "à" RSS-Gen numéro 5

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.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

French:

Cet appareil contient des émetteurs / récepteurs exemptés de licence conformes aux RSS (RSS) d'Innovation, Sciences et Développement économique Canada. Le fonctionnement est soumis aux deux conditions suivantes:

- (1) Cet appareil ne doit pas causer d'interférences.
- (2) Cet appareil doit accepter toutes les interférences, y compris celles susceptibles de provoquer un fonctionnement indésirable de l'appareil.

Tout changement ou modification non expressément approuvé par la partie responsable de la conformité pourrait annuler l'autorité de l'utilisateur à utiliser l'équipement.

EU Declaration of Conformity

(EN) igloocompany Pte. Ltd hereby declares that it is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU. The EU Declaration of Conformity can be found in the link below.

(DE) Hiermit erklärt igloocompany Pte. Ltd, dass sich diese in Übereinstimmung mit den grundlegenden Anforderungen und den übrigen einschlägigen Bestimmungen der Richtlinie 2014/53/EU befindet. Die EU-Konformitätserklärung finden Sie unter folgendem link.

(IT) igloocompany Pte. Ltd dichiara che è conforme ai requisiti essenziali e alle altre disposizioni pertinenti della direttiva 2014/53/UE. La Dichiarazione di Conformità UE è disponibile nel link sottostante.

(ES) EN igloocompany Pte. Ltd declara que cumple con los requisitos esenciales y otras disposiciones relevantes de la Directiva 2014/53/UE. La Declaración de conformidad de la UE se puede encontrar en el enlace siguiente.

(FR) igloocompany Pte. Ltd déclare être conforme aux exigences essentielles et autres dispositions pertinentes de la directive 2014/53/UE. La déclaration de conformité UE se trouve dans le lien ci-dessous.

(SV) igloocompany Pte. Ltd förklarar härmed att den uppfyller de väsentliga kraven och andra relevanta bestämmelserna i direktiv 2014/53/EU. EU:s konformitetsförklaring finns i länken nedan.

(PT) A igloocompany Pte. Ltd declara aqui que está em conformidade com os requisitos essenciais e outras disposições relevantes da Diretiva 2014/53/UE. A Declaração de Conformidade da UE pode ser encontrada no link abaixo.

(SL) (SL) igloocompany Pte. Ltd tukaj izjavlja, da je skladna z bistvenimi zahtevami in drugimi relevantnimi določbami Direktive 2014/53/EU. Izjava o skladnosti EU je na voljo na spodnji povezavi.

(HU) Az igloocompany Pte. Ltd ezúton kijelenti, hogy megfelel az 2014/53/EU irányelv lényeges követelményeinek és más vonatkozó rendelkezéseinek. Az EU megfeleléségi nyilatkozat a következő linken található.

(CS) Společnost igloocompany Pte. Ltd tímto prohlašuje, že splňuje základní požadavky a další relevantní ustanovení směrnice 2014/53/EU. EU prohlášení o shodě naleznete na následujícím odkazu.

(LV) igloocompany Pte. Ltd ar šo paziņo, ka tas atbilst būtiskajiem prasību un citiem relevantiem noteikumiem Direktīvā 2014/53/ES. ES saderības deklarāciju var atrast saitē zemāk.

(HR) igloocompany Pte. Ltd ovime objavljuje da se pridržava osnovnih zahtjeva i drugih relevantnih odredbi Direktive 2014/53/EU. Deklaraciju o usklađenosti EU-a možete pronaći u vezi u nastavku.

(MT) igloocompany Pte. Ltd b'dan jiddikjara li huwa konformi maħtura rilevanti ta' Direttiva 2014/53/EU. Id-Dikjarazzjoni ta' 'Konformità tal-UE tista' tintqal fil-link hawn taħt.

(PL) igloocompany Pte. Ltd niniejszym oświadcza, że jest zgodna z wymaganiami istotnymi oraz innymi stosownymi postanowieniami Dyrektywy 2014/53/UE. Deklaracja zgodności UE znajduje się w poniższym linku.

(BG) igloocompany Pte. Ltd обявява, че спазва съществените изисквания и другите съответни разпоредби на Директива 2014/53/ЕС. Декларацията на ЕС за съответствие може да бъде намерена на следния линк.

(ET) igloocompany Pte. Ltd deklareerib, et see vastab direktiivi 2014/53/EL olulistele nõuetele ja muudele asjakohastele sätetele. EL-i vastavusdeklaratsioon on allpool olevas lingis.

(EL) Η igloocompany Pte. Ltd δηλώνει ότι συμμορφώνεται με τις ουσιαστικές απαιτήσεις και άλλες σχετικές διατάξεις της Οδηγίας 2014/53/ΕΕ. Η Δήλωση Συμμόρφωσης της ΕΕ μπορεί να βρεθεί στον παρακάτω σύνδεσμο.

(TR) igloocompany Pte. Ltd, burada 2014/53/AB Direktifi'nin temel gerekliliklerine ve diğer ilgili hükümlerine uygun olduğunu beyan eder. AB Uygunluk Beyanı aşağıdaki bağlantıda bulunabilir.

(DA) igloocompany Pte. Ltd erklærer herved, at den overholder de væsentlige krav og andre relevante bestemmelser i direktiv 2014/53/EU. EU-overensstemmelseserklæringen kan findes i linket nedenfor.

(LT) igloocompany Pte. Ltd šiuo metu patvirtina, kad laikosi esminių reikalavimų ir kitų susijusių nuostatų, nustatytų Direktyvoje 2014/53/ES. ES atitikties deklaraciją galima rasti žemiau pateiktame nuorodoje.

(RO) igloocompany Pte. Ltd declară prin prezenta că respectă cerințele esențiale și alte prevederi relevante ale Directivei 2014/53/UE. Declarația de Conformitate UE poate fi găsită în link-ul de mai jos.

(NL) igloocompany Pte. Ltd verklaart hierbij dat zij voldoet aan de essentiële vereisten en andere relevante bepalingen van Richtlijn 2014/53/EU. De EU-conformiteitsverklaring is te vinden in de onderstaande link.

(SV) igloocompany Pte. Ltd förklarar härmed att det följer de väsentliga kraven och andra relevanta bestämmelser i Direktiv 2014/53/EU. EU-konformitetsdeklarationen finns i länken nedan.

(FI) igloocompany Pte. Ltd vakuuttaa täten, että se noudattaa direktiivin 2014/53/EU olennaisia vaatimuksia ja muita asiaankuuluvia määräyksiä. EU:n yhdenmukaisuusvakuutus löytyy alla olevasta linkistä.

(SK) igloocompany Pte. Ltd týmto vyhlasuje, že splňuje základné požiadavky a ostatné príslušné ustanovenia Smernice 2014/53/EÚ. EÚ vyhlásenie o zhode je k dispozícii na nižšie uvedenom odkaze.

| Frequency | Maximum Power |
|---------------------|---------------|
| 2.4 Ghz (Bluetooth) | < 20 dBm |

<https://go.iglooworks.co/SK3Esupport>

For more support articles, go to:
iglooworks.co/support