

THE FOLLOWING STEPS MUST BE TAKEN BEFORE AN INSTALLER LEAVES SITE. WHEN SPEAKING TO AN INSTALLER OR A CUSTOMER PLEASE CHECK THAT THESE HAVE BEEN COMPLETED

- 1 THE MASTER CODE MUST BE CHANGED FROM 123456
DEPENDING ON THE CONFIGURATION THE LOCK SHOULD BE PAIRED WITH KEYFOBS OR HOME
- 2 AUTOMATION SYSTEMS
- 3 THE LOCK CAN BE LOCKED AND UNLOCKED AND OPERATES FREELY.

[A Keyfree installation video is available here.](#)

- 1 **When the inside handle is depressed to open, it says "Lock closed. Securely Locked"**
When the inside handle is lifted up to lock, it says " Lock Open"

Step	How To Fix
1	Ask customer to remove the internal battery cover and press the "I" button, if the lock makes a beeping sound go to step 2, otherwise if it goes into a adding a user code dialogue, go to step A.
2	Ask customer to enter the master code (123456) then #
3	Press the 'P' button on the inside of the lock then #
4	Push the internal handle down and then up as prompted by the lock
5	Press the 'I' button on the internal escutcheon to finish
A	Ask installer to refer to section 6 of the installation guide " Check Points After Installation"
B	refer to no 3 "Inside Lever Voice Handling"
C	Remove battery cover
D	Follow the sequence laid out in the instructions
E	Open & lock door again to check handing is now correct

- 2 **The outside handle is turning in full circles & not doing anything**

Step	How To Fix
	The handing screw attached to the front handle with the yellow instruction label has not been fitted.
1	There is a spare handing screw in the screw pack.
2	Ask installer to refer to section 4 of the installation guide "Fitting the Handing Screw"
3	Remove the Key Free
4	Set Handle to the desired hand
5	Fit handing screw
6	Re Fit Key Free



- 3 **Only one of the remotes will register & open the lock**

Step	How To Fix
1	Ask customer to remove the internal battery cover and press the "I" button, if the lock makes a beeping sound go to step 2, otherwise if it goes into a adding a user code dialogue, go to step A.
2	Follow page 14 of the Keyfree connected user guide, on step 5 make sure they are entering a different slot number for each fob.
A	Ask customer to refer to p13 of the User Guide "To Register Remote Control"
B	Each remote must be registered back to back before pressing I button to complete Hold the remote buttons down quite firmly ensuring the red LED on the remote is showing a solid red
C	light & not a flicker When all remotes have been registered & conformed by pressing the inside I button, check all
D	remotes will engage the handle

4 None of the remotes will register & open the lock

Step

How To Fix

- 1 Ask customer to remove the internal battery cover and press the "I" button, if the lock makes a beeping sound go to step 2, otherwise if it goes into a adding a user code dialogue, go to step A.
- 2 Ask the customer to remove one of the batteries in the lock
- 3 Ask customer to remove the radio module in the lock, check that this module is black and has the code RFHX-YA1H0. If the module isnt black the lock has been purchased in a different configuration, if the code is "Keyfree RM" the module is for an old Keyfree and will need to be replaced.
- 4 Ask the customer to push the module back into the lock, making sure the module pins line up with the black connector.
- 5 Put all of the batteries back into the lock
- 6 Follow instructions on page 14 of the Keyfree Connected User Guide



- A Ask customer to remove the battery cover & check if the remote antenna has been fitted. - Top left black plug in unit.
- B If not fitted, contact installer
- C If fitted, remove antenna & refit. Was a connection tone heard?
- D If connection tone heard, proceed to register the remotes. Refer to P13 of the User Guide
- E If no connection tone heard, check for bent pin damage to the antenna
- F Note: The remote antenna must not be forced when fitting as pin damage could occur.
- G Locate & gently push into place until connection tone is sounded.
Antennas with damaged pins require replacing.

5 One of the remotes has stopped working

Step

How to Fix

- 1 Check to see if battery power to the remote. Press remote. Did red LED on the remote show?
- 2 If yes, follow steps above by removing & refitting antenna & register all remotes that will be used again
- 3 Antenna is located behind the handle battery cover at the top
- 4 If no red LED shown, remove battery from remote & refit
- 5 Check again for red LED
- 6 If no red LED, replace battery
- 7 If new battery does not resolve the problem, post out replacement remote to customer



6 Cannot lock the door after going out. Outside handle is loose & not doing anything

Step

How To Fix

- 1 Ask customer to open door
- 2 With the door open, push inside lever down
- 3 Lift the outside lever up to fully throw the lock.
- 4 If the hooks have came out the problem was due to locking time expiring
- 5 Please refer to p18 of the User Guide & increase the general re lock time setting from 7 - 15 seconds
- 6 If the lock did not fully throw, can a whirring noise be heard?
If yes, the spindle has not been set with the arrow facing the side as per instructions on p4 of the Installation Guide
- 7
- 8 Remove Keyfree & refit again with the spindle arrow facing a side.
- 9 Go back to step 1 & check again
When the door is pulled closed when leaving the property & the general locking expires the handle can be re engaged
- 10 by entering PIN or using the remote



7 Cannot Open Door Using PIN Code or Remote. Just making a whirring sound

Step

- 1 Use back up key to open the door
- 2 Insert key. Turn to side
- 3 Depress handle down to open door
- 4 Remove Keyfree & check the spindle has been set with the arrow facing the side. See above.
- 5 Also check the white nylon manual override wheel is fitted with the marker is pointing straight down and the cut out at the top, if it isn't then turn to the correct position by turning it 180 degrees

How To Fix



8 Feels quite hard to lift handle to lock door

Step

- 1 Open door & lift inside handle to fully throw the lock
- 2 Did the handle lift all the way up & was it much easier to throw the lock?
- 3 If yes, contact installer. Door set up is not correct & requires adjusting

How To Fix

9 Keep hearing "Welcome to Yale Digital World"

Step

- 1 Remove battery cover & check to see if they are loose
Remove all batteries & re fit ensuring the top right battery is fully under the contact spring above.
- 2 Make sure Duracell or Energizer batteries have been fitted.
- 3 re fit battery cover
- 4 Test door by opening & closing the door quite firmly several times
- 5 Has "Welcome to Yale Digital World" stopped?

How To Fix



10 Cannot turn the mechanical back up key

step

- 1 Is the correct key being used?
- 2 If the correct key is being used, check the cylinder fixing screw has not been over tightened
- 3 Back off fixing screw & try turning key again. Did this resolve the problem?

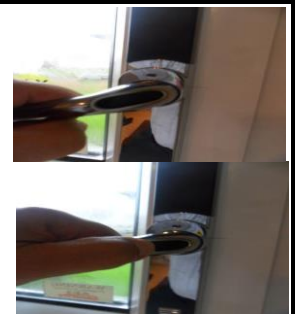
How to Fix

11 Having trouble opening the door from the inside. Button is hard to press

step

- Do not apply any downward pressure on the handle until the button is pressed in.** Applying downward pressure on the lever before the button is pressed will make pressing the button more difficult.
- 1 Press the button in directly towards the door in the position shown before pressing down on the handle
Once the button is pressed in, press handle lever down. Once the handle starts to move downwards it is engaged & the thumb can be released from the button. It is not necessary to hold the button in while the handle is pressed all the way down

How to Fix



12 I am pressing the button in before applying downward pressure on the handle but the button feels very solid

step

- 1 Remove the inner handle & check the long spring fitted to the main back unit has not become distorted after fitting the inner handle refer to the important instruction on p6 of the installation guide
When positioning the inner handle make sure the long spring can locate into the shaft in the rear of the handle before fitting screws. If the spring has become bent it must be straightened before re fitting the inner handle
- 3 If it cannot be straightened a new spring is required.

How to Fix



13 If the unit has speradic issues with sound and features etc, then try the reset procedure

How to Fix

step

- 1 From the outside slide the key override cover down to reveal the battery override terminals. Then press the small button in between the two terminals to reset the unit.

NO PASSWORDS OR KEY FOBS ALREADY LOADED WILL BE CHANGED OR LOST

THE UNIT WILL STILL ONLY OPEN WITH THE LOADED PASSWORDS AND KEYFOBS.

- 2 Replace the batteries with 4EA 1.5 AA Alkaline Batteries

(operating Voltage: 4.5 - 6V)

Only use a high quality brand such as Duracel as battery sizes on the budget batteries can be smaller therefore they move and break connection



Yale Contacts for Installation and Product Support

Yale UK Helpline 01902 364606 - (Office Hours)