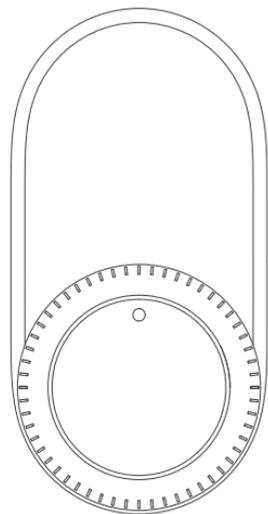


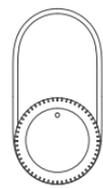
SwitchBot Lock Ultra

User Manual



Please read this user manual carefully before using your device.

Package Contents



Lock Ultra



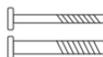
Main Pack



Mounting Bracket



Magnet



Small Screw × 2
Large Screw × 2

01



Direction Tape



Charging Cable



Support Tape

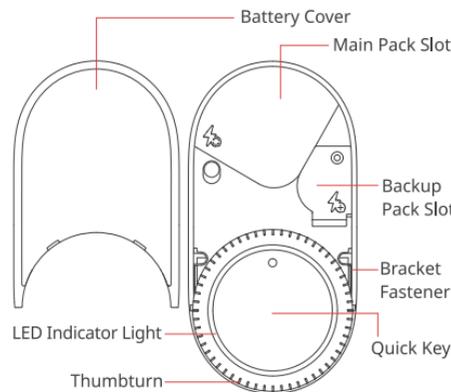


Spare 3M Tape



Cylinder Adaptor × 3

List of Components



Preparation

You will need:

- A smartphone or tablet using Bluetooth 4.2 or later.
- The latest version of our app, downloadable via the Apple App Store or Google Play Store.
- A SwitchBot account, you can register via our app or sign in to your account directly if you already have one.



02

iOS and Android system requirements:
<https://support.switch-bot.com/hc/en-us/articles/12567397397271>



Safety Information

- Keep this product away from heat and humidity, and make sure it does not come into contact with fire or water.
- Do not touch or operate this product with wet hands.
- This product is a precision-based electronic product, please avoid physical damage.
- Do not attempt to disassemble, repair, or modify this product.
- Do not use this product where wireless devices are not allowed.

Installation

Video Guide (Recommended)

Scan the QR code to get the installation video for all types of locks.

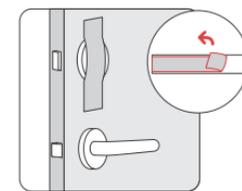


Pictorial Guide

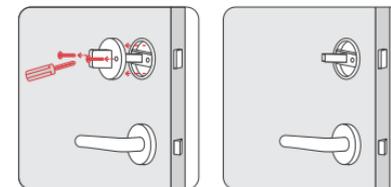
Note: This pictorial guide is for deadbolt locks only.

03

Step 1: Secure the exterior part of your lock cylinder with the provided support tape.

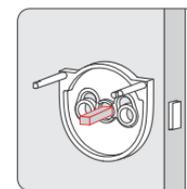


Step 2: Remove the interior part of your lock cylinder.



Step 3: Install the mounting bracket.

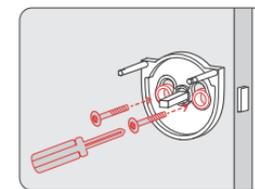
- 1 Align the mounting bracket with the cylinder.



04

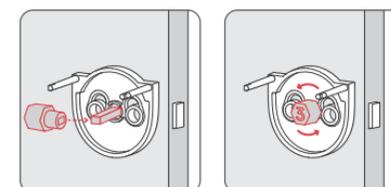
- 2 Find suitable long screws in the package to secure the mounting bracket.

Note: Make sure the metal rod at the end of your lock cylinder stands out from the middle hole of the mounting bracket.



Step 4: Select a compatible cylinder adaptor and install it.

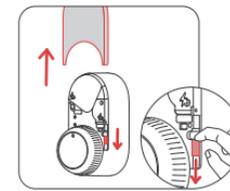
Note: Rotate to make sure the cylinder adaptor can turn the cylinder properly.



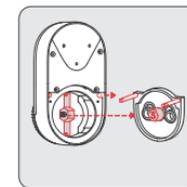
05

Step 5: Install Lock Ultra onto your door.

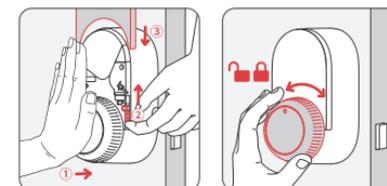
- 1 Flip the two bracket fasteners downwards.



- 2 Align your Lock Ultra with the bracket.



- 3 Press and hold for enhanced adhesion. Then flip the fasteners upwards.



Note: Rotate the thumbturn to make sure your Lock Ultra can turn the cylinder properly.

06

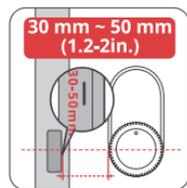
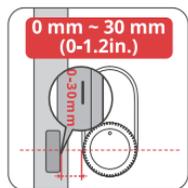
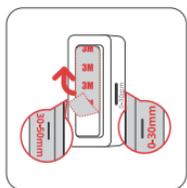
Step 6: Remove the support tape.



Step 7: Install the magnet.

Note:

- 1 If the magnet is positioned 0-30 mm (0-1.2 in.) from your Lock Ultra, install it with the 0-30 mm side facing the lock.
- 2 If the distance is 30-50 mm (1.2-2 in.), install the magnet with the 30-50 mm side facing the lock.



Step 8: Add your Lock Ultra to our app and calibrate it as instructed.

- 1 Install the Main Pack. Once your Lock Ultra is powered on, the LED indicator light on the front will slowly flash blue, indicating your device is in pairing mode.
- 2 Remove the insulation tab on the Backup Pack.
- 3 Open our app and tap the "+" icon located in the right-hand corner of the home page and select Add Device. Find the relevant device icon and select. Then follow the instructions to add Lock Ultra and complete the calibration procedure.

Precautions

- Once the battery is depleted, the product will fail to lock/unlock your door. Regularly check the app or the product's indicator light for low battery alerts and charge it promptly. Please also bring a key when leaving home to avoid being locked out.
- This product is for indoor use only.
- Regular maintenance, including firmware updates, is recommended to ensure functionality and security. Failure to update the firmware may result in performance issues.
- If you notice any product malfunction, please stop using immediately and contact our customer support team.

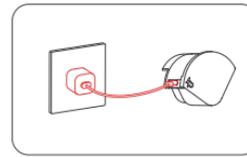
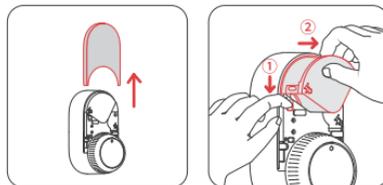
LED Indicator Light

LED Indicator Light	Description
Blue light flashes slowly	In pairing mode/ Upgrading firmware
Blue and red light flashes slowly and alternately	Failed to be added/Failed to upgrade firmware
White light flashes fast once	Locked/Unlocked successfully
Red light flashes slowly once	Failed to lock/unlock
Red light flashes slowly	Low battery/Errors

Battery Usage

Main Pack Low Level

When the battery level drops below 20%, the device will emit both audio and visual alarms each time the door lock is operated. Please recharge the battery as soon as possible.

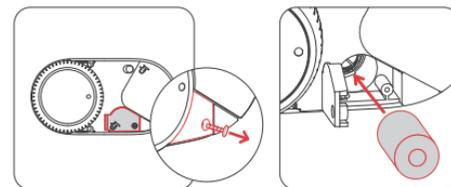


Emergency Power Mode

When the Main Pack's level is below 10%, your Lock Ultra switches to emergency power. Functions (except locking/unlocking) are disabled, with audio and visual alarms after each operation. Please recharge the Main Pack promptly.

Backup Pack Low Level

Emergency Power Mode is not supported when your Backup Pack's level is below 10%. Please replace it to ensure normal operation when the Main Pack's level is low or in other emergency situations.



Restoring Factory Settings

If you are not using Lock Ultra, open our app, navigate to Lock Ultra > Settings, and delete your device. Once deleted, all data related to your Lock Ultra will be deleted and your device will be reset to factory settings. Please operate with caution.

Find Out More

Please visit <https://support.switch-bot.com/hc/en-us/articles/28857399753367> or scan the QR code for more details.



Troubleshooting

For more information regarding troubleshooting your device, please visit <http://support.switch-bot.com/hc/en-us/sections/4408365197079>, or scan the QR code below for more details.



Specifications

Material: Magnesium aluminum alloy, PC+ABS
Size: 122 × 62.6 × 66.8 mm (4.8 × 2.5 × 2.6 in.)
Weight: 367 g (14 oz.)
Power Supply: 1 rechargeable lithium-ion battery, 1 CR123A battery (backup power)
Rated Capacity: 4200 mAh/15.54 Wh
Operating Temperature: -10 °C to 45 °C (14 °F to 113 °F)
Operating Humidity: 10% to 90% RH
Connectivity: Bluetooth 4.2 or later

Disclaimers

- This product is a precision device. We are not responsible for any damage or malfunction caused by improper handling, such as dropping or vibration during carrying or installation.
- Keep a physical backup key in an accessible location to avoid being locked outside in case of battery failure, connectivity issues, or other product inoperability.
- This device is designed for indoor or sheltered outdoor use only. Avoid exposure to extreme weather conditions, such as heavy rain, humidity, or direct sunlight.
- We are not responsible for any damage to the door surface or peeling of paint when removing the product.
- We are not responsible for any issues arising from unauthorized repairs, adjustments, or modifications, or from using fake products for installation, repair, or modification.
- This product is designed for lock control purposes and is not a theft-prevention device. We cannot be held responsible for any accidents or damages that may occur following installation.
- We are not responsible for any damages caused by natural disasters such as earthquakes, lightning, wind and water damage, fires that are not caused by the product, third party actions, intentional or negligent misuse by the customer, or other abnormal usage conditions.
- We are not responsible for any incidental damages arising from the use or inability to use this product (such as changes or loss of recorded content, loss of business profits, business interruption, theft of property, being locked out due to locking).
- We are not responsible for any damages resulting from not following the contents of this manual.

Warranty

We warrant to the original owner of the product that the product will be free from defects in materials and workmanship. Please note that this limited warranty does not cover:

1. Products submitted beyond the original limited warranty period.
2. Products on which repairs or modifying have been attempted.
3. Products subjected to falls, extreme temperatures, water, or other operating conditions outside the product specifications.
4. Damage due to natural disaster (including but not limited to lightning, flood, tornado, earthquake, or hurricane, etc.).
5. Damage due to misuse, abuse, negligence or casualty (e.g. fire).
6. Other damage that is not attributable to defects in the manufacture of product materials.
7. Products purchased from unauthorized resellers.
8. Consumable parts (including but not limited to batteries).
9. Natural wear of the product.

Contact & Support

Feedback: If you have any concerns or problems when using our products, please send feedback via our app through the Profile > Support page.
Setup and Troubleshooting: support.switch-bot.com
Support Email: support@switch-bot.com