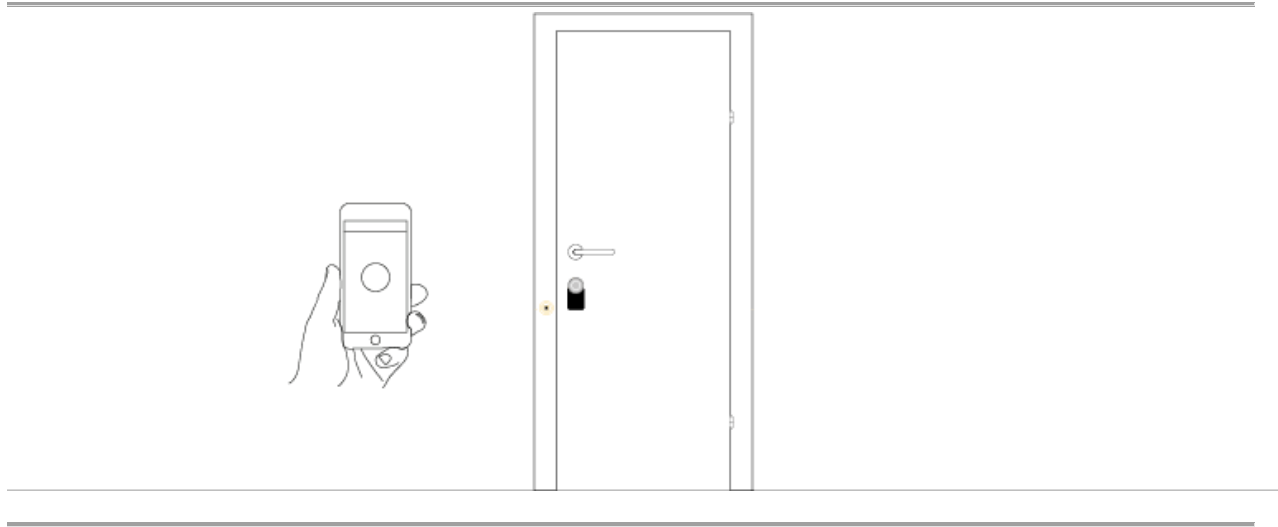


Nuki Smart Lock 2.0 How to Use Guide

The new **door sensor** of the **Smart Lock 2.0** allows you to see not only the status of the lock cylinder, but also the status of the door. The door sensor recognizes whether your door is open or closed and warns you if you want to lock the door when it is open.



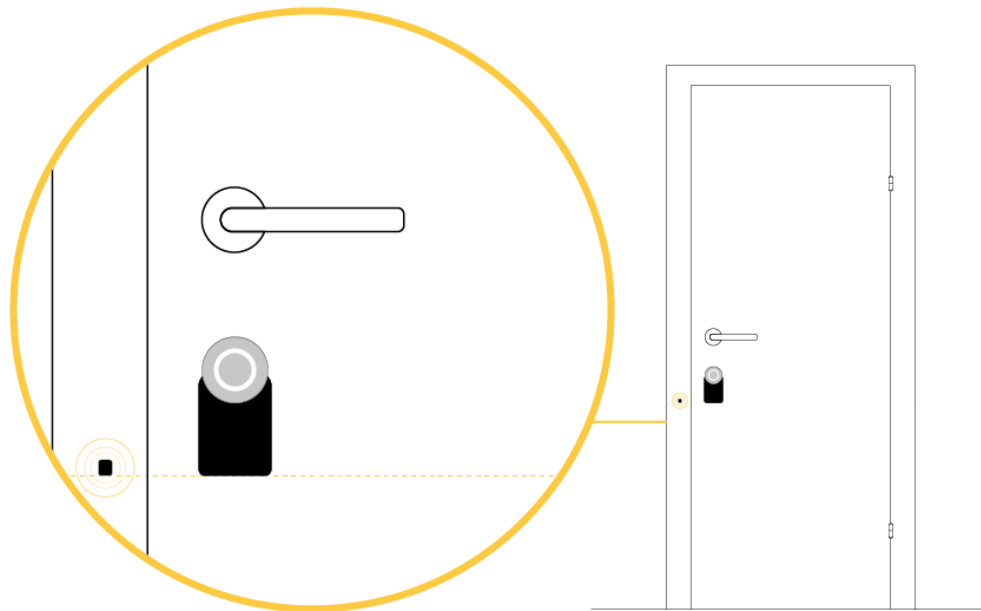
Mounting on the door

As a counterpart, the door sensor has a magnet, which has to be mounted to the door frame on the inside of the door. Depending on whether your door is opened inwards or outwards, one of the following installation options must be used.

Option A – Door opens inwards

For best position recognition the magnet must be mounted **parallel at the height of the lower edge of the Smart Lock** (not at a 90° angle, but parallel). The **distance between Smart Lock and magnet should be as small as possible**.

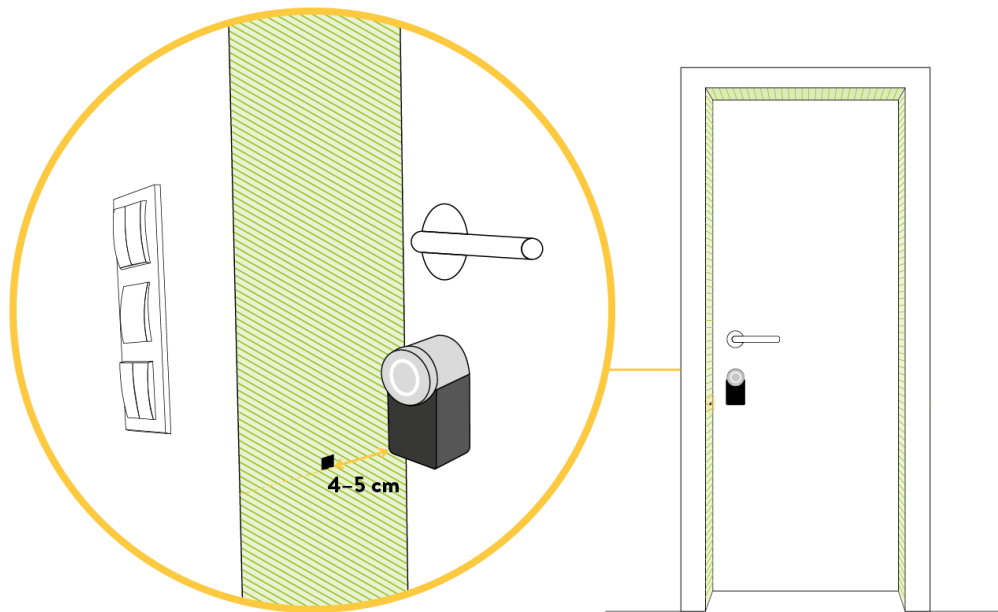
When the door is closed, the gap between door and magnet should be only a few millimetres. Move the door slowly during each calibration step, so that the sensor has enough time to measure the magnetic field strength.



Option B – Door opens outwards

When your door opens to the outside, the magnet must be mounted at a **90° angle at the height of the lower edge of the Smart Lock**. For optimal position detection, the **distance between the front of the Smart Lock and the magnet should be approximately 4-5 cm** when the door is closed.

If the installation at a 90° angle is not possible, then the installation must be carried out parallel, in the same way as with doors opening inwards (see above Option A – Door opens inwards). Move the door slowly during each calibration step, so that the sensor has enough time to measure the magnetic field strength.



Troubleshooting

If the **door sensor calibration fails**, try again and **move the door slower** during each calibration step, so that the sensor has more time to measure the magnetic field strength.

During the calibration step of leaning the door slightly against the door frame, leave a **gap of at least 2-3 cm** open.

Due to external influences the door sensor of your Smart Lock may display a wrong status. If the **door sensor is jammed** or does not show the correct status, you can resolve the issues with the Nuki app. Open the Nuki app on your smartphone, tap on the desired Smart Lock and enter the lock settings. Then go to “Manage Smart Lock”. Here you can find the option “Resolve door sensor issues” to eliminate the problem. If the door sensor still does not work reliably after that, then recalibrate it.
