Electronic Locks

Cleaning and Maintenance Guide

New Zealand has a harsh environment with high UV values and coastal exposure. These factors can affect the finish and performance of your product especially when it is installed in a fully exposed site. Simple maintenance will support the finish life and optimal performance from your Schlage electronic locks.

What kind of maintenance does my Schlage electronic lock require?

We recommend the following maintenance should be carried out every six (6) months:
- All fixing screws checked and tightened if required
- Latch screws checked and tightened if required
- External surfaces wiped over with a soft damp cloth
- Batteries changed (see below)

Can I clean my electronic lock?

Yes you can and we advocate that you do. Overtime the lock can have dirt, oils or other contaminants that build up on its surface. These can detrimentally effect the life of the finish and in some cases can increase the likelihood of discolouration or crazing. We recommend the following:

- Wipe down the lock with a soft, damp cloth using a non-abrasive mild household detergent to clean the lock body of all dirt and debris
- The use of a soft toothbrush with gentle pressure, can be used to get to difficult areas
- Always remove any excess detergent with a soft cloth and warm, clean water
- With a Schlage Omnia lock, take extreme care to avoid getting water into the speaker hole on the side of the lockset
- Use a soft, dry cloth to dry and polish the lock body and touchscreen

Avoid the following:

- Do not use abrasive cleaners, high alkaline cleaners, or gasoline
- Do not leave ANY chemicals or cleaners on the touchscreen or lock body for long periods - wash immediately
- Do not apply cleaners in direct sunlight or at elevated temperatures
- Do not use scrapers, squeegees or razors to remove dirt or debris

I live in a coastal environment.

To avoid damage to the finish of your electronic lock, you will need to remove any build up of salt on a more regular basis. We recommend you clean your lock every three (3) months. Note that Schlage Omnia is not suitable for external exposure.

- Using warm, clean potable water wipe the lock body and touchscreen prior to cleaning
- Using a non-abrasive mild household detergent and soft cloth, clean the lock body of all dirt and debris. An old toothbrush can be used to get into any difficult areas
- Always rinse any application of soap away with warm, clean potable water and a soft cloth
- Use a soft cloth to dry and polish the lock body

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How often should I replace the battery in my Schlage smart lock?

We recommend you replace the batteries in your lock every twelve (12) months. This will ensure continued, reliable operation.

Use high-quality alkaline Double A (AA), Triple A (AAA) or 9 Volt batteries as required for replacement.

If the low-battery icon, voice prompt or the associated Schlage app notification advises of a low battery for your Schlage electronic lock, replace the battery as soon as possible.

Can I use lithium batteries instead of alkaline?

Lithium batteries may have an equivalent life, but when they begin to fail, they fail very quickly. We don't recommend them because they don't give you a lot of time to change your batteries before the lock is completely dead.

My deadbolt is retracting slowly or sticking.

Ensure you have replaced old batteries (refer above).

You can also clean the bolt of your deadbolt to make sure it works properly. Use a non-abrasive mild household detergent and warm water to remove any dirt and debris from the deadbolt. Ensure the deadbolt is dried before it is retracted. This should help with any retraction or sticking issues.

For more information, user guides and product videos on the Schlage electronic range, visit www.schlage.co.nz

For warranty details please refer to each individual product on the Schlage website www.schlage.co.nz

Subject to the terms and conditions of the warranty

For finish warranties please refer to www.allegion.co.nz/finisheswarranty

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