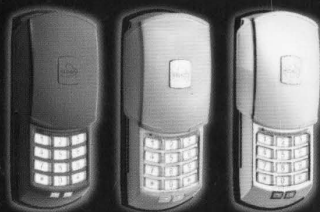




WWW.SUNNECTLOCK.COM



DIGITAL DEADBOLT LOCK  
**SUNNECT**  
AP501 ADVANCED PROTECTION



AGED BRONZE

SATIN NICKEL

BRIGHT BRASS



**2-YEAR LIMITED WARRANTY**  
For All Parts Including All  
Electronic & Mechanical Parts  
See easy instructions inside or  
visit [www.SunnectLock.com](http://www.SunnectLock.com)

Please refer to the User Manual for proper installation and operation of the lock and proper handling of batteries. Images on the box are for illustrative purposes only and the actual product's finish may vary from the images. Product specifications and other information on this packaging are subject to change without prior notice. Sunnect makes no commitments regarding the accuracy of translation into languages other than English.

Por favor acuda al Manual del Usuario para la instalación y operación apropiadas de la cerradura y para el manejo apropiado de las baterías. Las figuras en la caja son únicamente con fines ilustrativos y el terminado real del producto puede diferir un poco del original. Las especificaciones de producto y demás información contenidas en este paquete están sujetas a cambios sin previo aviso. Sunnect no garantiza la exactitud de la traducción a otros idiomas a excepción de la traducción al inglés.



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[www.SunnectLock.com](http://www.SunnectLock.com)

Designed in Fairfax, Virginia. Manufactured in Korea. U.S. Patent Pending.

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**Security... It's worth it.™**

DIGITAL DEADBOLT LOCK  
**SUNNECT**  
AP501 ADVANCED PROTECTION



**User Manual**  
Manual del Usuario

English ..... Page 1

Español ..... Page 27

Congratulations for purchasing Sunnect AP501 Advanced Protection Digital Deadbolt Lock. Please read the instructions carefully before starting the installation and operation of the lock.

**PROTECTION FROM**  
LOCK PICKING  
UNAUTHORIZED KEYS  
KEYHOLE VANDALISM  
LOST OR STOLEN KEYS

**CONVENIENCE OF**  
KEYLESS ENTRY  
(NO NEED TO CARRY A KEY)  
AUTO LOCK FEATURE  
(DOOR IS LOCKED WHEN CLOSED)

**EXCEPTIONAL STYLE**  
MATCHES THE BEAUTY OF YOUR HOME  
**EASY INSTALLATION**  
ONLY A SCREWDRIVER IS NEEDED



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Using the Hub















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## Product Features

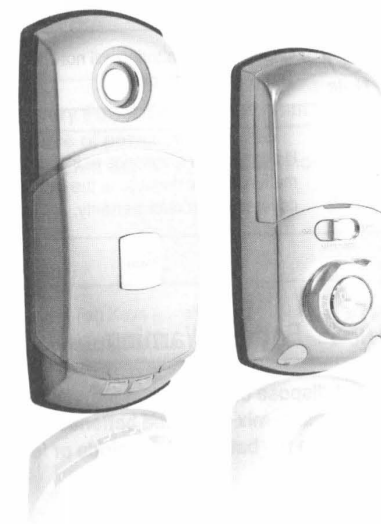
Congratulations for purchasing the Sunnect AP501 Advanced Protection Digital Deadbolt Lock. The AP501 lock provides the highest level of security for your home.

-  Access control using a passcode and Tag Keys
-  Special bypass circuitry to protect the lock against high-voltage shocks
-  Intruder alarm system for maximum security of your home
-  Flexible left/right handing selection
-  Auto Lock control switch
-  Volume control
-  Keypad backlight
-  Keypad lock-down against multiple abusive attempts
-  Visual and audible low-battery indicators
-  Reset function to reset the circuitry without losing registered passcode and Tag Keys
-  Easy installation for standard residential doors
-  Master Function using a master passcode and a master Tag Key



## Important Safeguards

-  Do not disassemble the components. Sunnect AP501 Advanced Protection Digital Door Locks contain highly technical inner parts that should be handled by professionals only. Please note that disassembling the product's inner components may result in incorrect operation or malfunction of the door lock. It may also void the warranty.
-  Do not use water or chemical cleaners on the digital door lock. Instead wipe the lock with damp cloth.
-  Guard your passcode against unauthorized use. When in doubt, change the passcode.
-  If a Tag Key is lost or stolen, immediately re-register the remaining Tag Keys so that the lost or stolen key is no longer valid. Sunnect is not responsible for any loss or damage caused by a lost or stolen key.



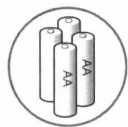


## Changing the Batteries

### Visual and Audible Low-Battery Indicators

When the battery power is low, the lock flashes a red light and plays a melodic tune every time the lock is used. When this occurs, replace all 4 batteries with premium AA Alkaline batteries.

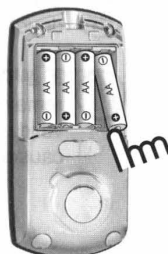
Batteries are estimated to last about a year in normal use, about 10 locking and unlocking operations per day, although actual usage would vary depending on the frequency of use, temperature, humidity, and battery quality.



AA Alkaline Batteries (4)

### Changing the Batteries

1. Unscrew the battery compartment cover on the interior side of the lock.
2. Remove the battery compartment cover.
3. Replace all 4 of the batteries with premium AA Alkaline batteries, matching each battery's polarity.
4. Screw the battery compartment cover back.



Note

Changing the batteries will not change or delete passcode or Tag Key registrations.



Note

Using defective batteries or installing batteries incorrectly may result in a malfunction or damage of the lock. Such malfunction or damage is not covered by product warranty.



Note

### Battery Warning

Do not dispose of batteries in fire, recharge, put in backwards, disassemble, mix with used batteries or other battery types. Doing so may cause the batteries to explode or leak and cause personal injury.



## Using the Temporary Power Terminal In Case of a Complete Battery Drain

In case of a complete battery drain, as indicated by the lack of backlight when the keypad cover is opened, a 9V battery can be used on the Temporary Power Terminal to unlock the lock from the outside. Attaching a 9V battery on the Temporary Power Terminal will provide temporary power to the lock and allow you to unlock the door using a registered passcode or Tag Key.

### Unlocking Using a Passcode

1. Attach a 9V battery to the Temporary Power Terminal and wait for the lock to acknowledge the new source of power with beeps.
2. Press the '\*' button.
3. Enter a registered passcode.
4. Press the '\*' button again. The lock should unlock in the usual manner.



### Unlocking Using a Tag Key

1. Attach a 9V battery to the Temporary Power Terminal and wait for the lock to acknowledge the new source of power with beeps.
2. Touch the Key Sensor with a registered Tag Key. The lock should unlock in the usual manner.



Note

- Only registered passcodes and Tag Keys are allowed.
- You must keep the 9V battery attached to the Temporary Power Terminal until the deadbolt latch is retracted.
- Replace all 4 of the drained batteries immediately.



## Enclosed Product Parts

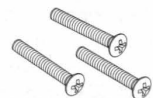
### Main Units



Interior Unit



Exterior Unit

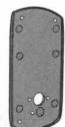


1" Mounting Screws (3)  
1 1/2" Mounting Screws (3)



Interior Attachment  
Screws (4)

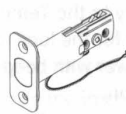
### Door-Side Parts



Interior Seal



Exterior Seal



Deadbolt Latch



Face Plate Screws (2)

### Frame-Side Parts



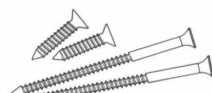
Strike Plate



Strike Lining Box



Door Frame  
Reinforcer



Strike Plate Screws (2) and  
3-inch Reinforcer Screws (2)

### Miscellaneous Parts



Tag Keys (2)



AA Alkaline Batteries (4)



Installation Template



User Manual



Installation Manual



Warranty Statement



Registration Card

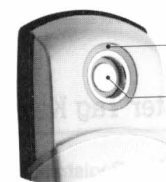


## Component Names

### Exterior Unit

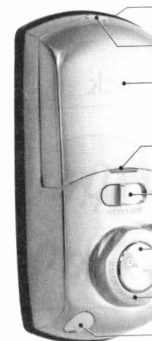


- Keypad Cover
- Reset Button (Inside the hole)
- Model Name: AP501
- Numeric Keypad Buttons
- Sunnect web site where more information is available
- 9V Temporary Power Terminal
- Exterior Seal

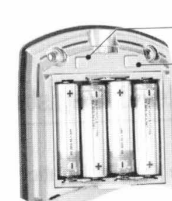


- Indicator Light
- Tag Key Sensor

### Interior Unit



- Interior Seal
- Battery Compartment Cover Fastener
- Battery Compartment Cover
- Low-Battery Indicator Light
- Auto Lock On/Off Switch
- Open/Close Button
- Manual Override Thumbturn
- Screw Covers



■ Inside the Battery Compartment

- Key Registration Button
- Passcode Registration Button



## Tag Key Registration



**Note** Follow these steps with the door open so that you are not locked out of your home during the process.

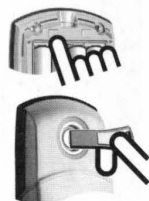
### To Register Tag Keys

1. Press the Key Registration Button (2 Beeps).

2. Touch the Tag Key Sensor with a Tag Key to be registered (2 Beeps).

3. Repeat step 2 for all of the Tag Keys you want to register, up to 20 Tag Keys per lock.

4. Press the Key Registration Button (3 Beeps).



**Note**

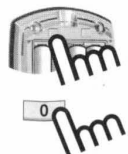
- The Key Registration Button is located in the battery compartment.
- You can register up to 20 Tag Keys per lock.
- Register all desired Tag Keys together in one procedure since each registration automatically deletes all previously-registered Tag Keys from the lock's Tag Key registration list.

### To Delete All Registered Tag Keys from the Lock

1. Press the Key Registration Button (2 Beeps).

2. Press '00' (2 zeros) on the keypad.

3. Press the Key Registration Button (3 Beeps).



**Note**

- The Master Tag Key, if one is used, will not be deleted by this operation. See the Master Function section for caution and usage of the master function.



## Passcode Registration



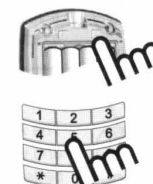
**Note** Follow these steps with the door open so that you are not locked out of your home during the process.

### To Register a User Passcode

1. Press the Passcode Registration Button (2 Beeps).

2. Enter the desired passcode on the keypad (3~20 Digits).

3. Press the Passcode Registration Button (3 Beeps).



**Note**

- The factory-set default passcode is "1234".
- The Passcode Registration Button is located in the Battery Compartment.





## Locking

### Auto Lock Mode

When the Auto Lock mode is turned on (recommended), the AP501 digital door lock will automatically extend the deadbolt latch within 2 seconds after the door is closed. If the Auto Lock mode is turned off, the lock will not respond to a door closure.



#### Note

If you do not open the door within 6 seconds after entering a passcode or touching a Tag Key, the lock will automatically reengage the deadbolt latch.



#### Note

The Auto Lock mode switch is located in the center of the interior body and we highly recommend you keep the Auto Lock mode turned on for better security, turning it off only on those days when you want to leave the door unlocked to accommodate frequent traffic through the door.

## Unlocking

### Manual Locking Mode



#### Note

The following procedures are applicable only when the Auto Lock mode is turned off. (See the Auto Lock Mode section for information on the Auto Lock mode.)

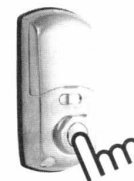
#### ■ From Outside

- Slide the Keypad Cover up and down.
- Or, if the Keypad Cover is already up, press '0' on the keypad.



#### ■ From Inside

- Press the OPEN/CLOSE Button (Recommended).
- Or, turn the Manual Override thumbturn so that the arrow points towards the strike plate. (Not recommended for normal use.) The AP501 digital door lock is designed to work optimally with the OPEN/CLOSE button. We highly recommend using the OPEN/CLOSE button under normal circumstances and use the Manual Override thumbturn only if the battery power is completely drained or if you encounter a mechanical malfunction with the OPEN/CLOSE button.

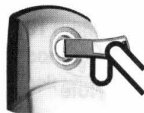




## Unlocking

### From Outside Using a Tag Key

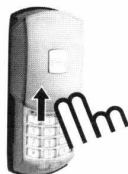
Touch the tip of a Tag Key to the Tag Key Sensor for about half a second.



### From Outside Using a Passcode

#### ■ When the Keypad Cover is Closed

- Slide the Keypad Cover up.
- Enter the passcode.
- Slide the Keypad Cover down.



#### ■ When the Keypad Cover is Already Up

- Press '\*' to activate the Keypad and turn on the Keypad backlight.
- Enter the passcode.
- Press '\*' or slide the Keypad Cover down.



**Note**

The AP501 digital door lock will lock down the Keypad for 1 minute if an incorrect passcode is entered 3 times in a row. Wait for 1 minute and enter the correct passcode.

### Using Extraneous Digits To Enhance Security

You may encounter a situation where you have to enter your passcode while someone may be close enough to see your passcode entry. In this case, you can enter extraneous digits before your actual passcode, and the AP501 digital door lock will correctly recognize the passcode as long as the correct passcode is entered in the end.

For example, assuming your passcode is "12345" you can enter "57347983121512345" and the lock will recognize the passcode of "12345" appended to the extraneous digits "573479831215" and retract the deadbolt latch. An unauthorized observer would not know how many digits are in your actual passcode, which can be up to 20 digits long, and would have to try to memorize all the digits you entered, 17 in the example above.

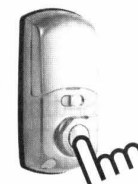


**Note**

If you suspect that an unauthorized observer has learned your passcode, immediately change your passcode to prevent unauthorized entry.

### From Inside Using the OPEN/CLOSE Button

Press the OPEN/CLOSE Button. This is the recommended way to unlock the lock from inside.



### From Inside Using the Manual Override Thumbturn

Turn the Manual Override Thumbturn so that the arrow points away from the strike plate. (Not recommended for normal use.)



**Note**

The AP501 digital door lock is designed to work optimally with the OPEN/CLOSE button. We highly recommend using the OPEN/CLOSE button under normal circumstances and use the Manual Override thumbturn only if the battery power is completely drained or if you encounter a mechanical malfunction with the OPEN/CLOSE button.





## Switching the Left/Right Handing

It is important to set the handing of the door lock correctly. If set incorrectly, the door lock would extend the deadbolt latch when it should retract, and vice versa, such that the door lock would unlock when it should lock and lock when it should unlock.

Refer to the diagram below to determine the handing of your door. The simple rule is that if the door hinge is on your left as you enter the house from the outside, then the door is left-handed. It is right-handed if the door hinge is on your right as you enter.

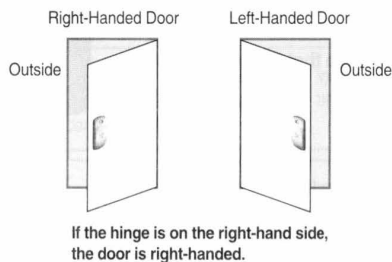
You set the handing of the lock after the lock is installed on the door. You can change the handing if you move the lock to a different door with different handing.

### Setting the Lock to Left Handing

1. Press the OPEN/CLOSE Button for 5 seconds (2 Beeps).
2. Press '7' on the Keypad.
3. Press '\*' on the Keypad (3 Beeps).

### Setting the Lock to Right Handing

1. Press the OPEN/CLOSE Button for 5 seconds (2 Beeps).
2. Press '8' on the Keypad.
3. Press '\*' on the Keypad (3 Beeps).



**Note**

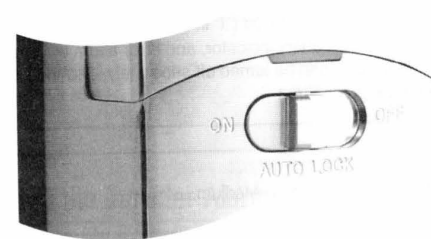
The default factory setting is Left handing.



## Setting the Auto Lock Mode

The Auto Lock feature is very convenient in that it ensures that your door is locked every time you close it. You do not need to worry about whether you left your door locked or unlocked. The AP501 will lock the door for you. In order for this Auto Lock feature to work, the Auto Lock mode must be on.

The Auto Lock mode is turned on when the switch is set to ON and it is turned off when the switch is set to OFF. Test the setting by closing the door and checking the door lock's response. If the Auto Lock mode is turned on, the door lock should lock within 2 seconds after the door is closed.





## Volume Control

1. Press the OPEN/CLOSE Button for 5 seconds (2 Beeps).
2. Press one (and only one) of the following digits on the Keypad according to your desired volume level:  
'1' to turn off sound completely.  
'2' to set the volume to Low.  
'3' to set the volume to Medium.  
'4' to set the volume to High.
3. Press '\*' on the Keypad (3 Beeps).



### Note

Even if the volume is set to Off ('1' in step 2 of the procedure above), intruder alarm, low-battery indicator, and error alarm will sound normally. (The intruder alarm can be turned off separately. See the Intruder Alarm section for the procedure.)



### Note

The default factory setting is Medium.



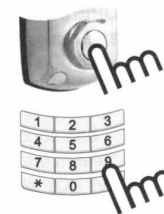
## Intruder Alarm

A forced entry, opening the door while the door lock is locked, will set off the intruder alarm. Once the intruder alarm is set off, you can stop the alarm by entering a valid passcode or touching a registered Tag Key to the Tag Key sensor.

You can activate or deactivate this intruder alarm function using the following procedure.

### Activating the Intruder Alarm

1. Press the OPEN/CLOSE Button for 5 seconds (2 Beeps).
2. Press '9' on the Keypad.
3. Press '\*' (3 Beeps).



### Deactivating the Intruder Alarm

1. Press the OPEN/CLOSE Button for 5 seconds (2 Beeps).
2. Press '0' on the Keypad.
3. Press '\*' (3 Beeps).

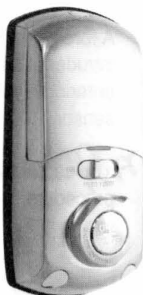




## Door-Closing Error Alarm

In case the door lock could not fully extend the deadbolt latch during its locking process, either because the door was closed with the deadbolt latch already extended or because the door was not fully closed, the door lock will retract the deadbolt latch and reattempt to extend it. If it still fails to fully extend the deadbolt latch, it will indicate a door-closing error with visual (red light) and audible alarm.

To reset the door-closing error alarm, press the OPEN/CLOSE button. Investigate the cause of the alarm and make corrections.

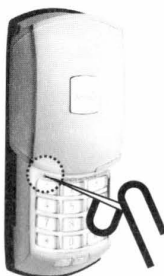


## Reset Function

The AP501 digital door lock's internal circuitry can be reset with the Reset button. By resetting the circuitry, you are effectively restarting the software that controls the lock. Using the Reset button will not cause any change or deletion to the passcode or Tag Key registrations stored in the door lock.

### To Reset

Press the Reset button once using a pin. The Reset button is located inside the small hole in the upper-left corner of the Keypad.



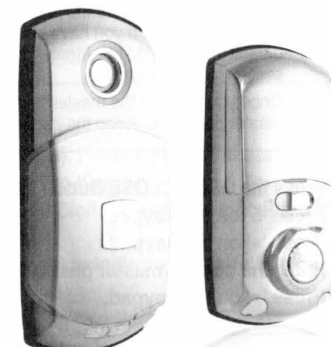
## Master Function

### Introduction

The master function allows you to keep a passcode and a Tag Key as the master passcode and master Tag Key that cannot be deleted or changed without the master passcode. This is extremely useful in those situations where a manager must manage multiple AP501 door locks. For instance, an apartment management company may use the master passcode to ensure entry into each apartment while allowing the tenants to register their own "User" passcodes and Tag Keys. In this case, the tenants' passcodes and Tag Keys would be called User passcodes and User Tag Keys while the management's would be called master passcode and master Tag Key.

Your AP501 Advanced Protection digital door lock is manufactured with the parts and software required for the master function but the master function is initially deactivated. In ordinary residential use, we do not recommend using the master function for the inherent risk of losing the master passcode and master Tag Key. In fact, if you use the master function and forget the master passcode, there is no way to uncover the missing master passcode. (On the other hand, if you lose a master Tag Key, you can register a new master Tag Key using the master passcode.)

To activate the master function on your AP501 door lock, you can refer to Activating the Master Function section below. Please keep in mind that in ordinary residential use, you get all of the benefits of AP501 without ever needing the master function. The master function is mainly for those situations with multiple AP501 installations to manage.





## Master Function

### Determining Whether the Master Function is Activated On Your AP501

There is a simple way to find out whether your AP501 door lock has its master function activated or not.

First, open the Keypad Cover and wait until the keypad backlight is turned off (4 to 5 seconds), and press "#777#". If you hear a melodic tune, then the master function is activated on your AP501 door lock.

If you do not hear any tune, then open the Keypad Cover (make sure to wait until the backlight is turned off) and press "#555#". If you hear a melodic tune, then the master function is deactivated on your AP501 door lock.

If you do not hear any tune with either sequences, then try again making sure you enter the sequences correctly. One of the two sequences must produce a tune.

### Activating the Master Function

#### CAUTION

Please read the entire Master Function section and thoroughly understand the ramifications of using the master function on your door lock before you decide to activate the master function on your AP501 door lock. If you activate the master function and forget the master passcode, there is no way to uncover the master passcode or deactivate the master function. If this happens to you, please refer to the If the Master Passcode Is Lost section.



Note

Before you can activate the master function, you must first set or change the master passcode. If you have never changed the master passcode, the factory default setting is '1111'. Please refer to the Registering a Master Passcode section for the procedure.

Once you activate the master function, it cannot be deactivated without the master passcode. Keep the master passcode in a secure place.

1. Press the OPEN/CLOSE Button for 5 seconds (2 Beeps).
2. Press '5' on the keypad.
3. Press '\*' on the keypad.
4. Enter the current master passcode.
5. Press '\*' on the keypad.



Note

If the master passcode you enter in step 4 above matches the current master passcode stored in your lock, the master function is activated.

### Deactivating the Master Function

1. Press the OPEN/CLOSE Button for 5 seconds (2 Beeps).
2. Press '6' on the keypad.
3. Press '\*' on the keypad.
4. Enter the current master passcode.
5. Press '\*' on the keypad.



Note

If the master passcode you enter in step 4 above matches the current master passcode stored in your lock, the master function is deactivated.



Note

Once the master function is deactivated, the master passcode is reverted to the factory setting of '1111' and any master Tag Key registration is deleted. If you decide to activate the master function in the future, you must first change this default master passcode of '1111' to another passcode.

### Registering a Master Tag Key



Note

- Previously-registered master Tag Key will automatically be deleted as you register a new master Tag Key.

- Only one master Tag Key can be registered per lock.

1. Press the Key Registration Button (2 Beeps).
2. Press the '#' sign on the keypad (2 Beeps). Pressing the '#' alerts the door lock you are registering a master Tag Key.
3. Enter the current master passcode (3-20 Digits) in order to authenticate your right to register a master Tag Key.
4. Press the '\*' sign on the keypad (3 Beeps) to indicate the end of the master passcode.
5. Touch the new master Tag Key on the Tag Key Sensor (2 Beeps).  
Only 1 master Tag Key can be registered per lock.
6. Press the Key Registration Button (4 Beeps)



## Master Function

### Registering a Master Passcode



**Note**

Perform the following procedure with the door open so that you are not locked out of your home during the process.



**Note**

Make sure to test that a valid master passcode is registered before closing the door. You can test it by pressing the OPEN/CLOSE button to extend the deadbolt latch and entering the master passcode to retract the deadbolt latch.

1. Press the Passcode Registration Button (2 Beeps).
2. Press the '#' sign on the keypad (2 Beeps). Pressing the '#' alerts the door lock you are registering a master passcode.
3. Enter the current master passcode (3-20 Digits) in order to authenticate your right to register a master passcode.
4. Press the '\*' sign on the keypad (3 Beeps) to indicate the end of the master passcode.
5. Enter the new desired master passcode (3~20 Digits).
6. Press the '\*' sign on the keypad (3 Beeps) to indicate the end of the master passcode.
7. Enter the new desired master passcode again for confirmation (3~20 Digits).
8. Press the Passcode Registration Button (4 Beeps).

### Unlocking Using a Master Passcode or a Master Tag Key

Unlocking the AP501 door lock using a master passcode or a master Tag Key is identical to unlocking using a user passcode or a user Tag Key. Please refer to the Unlocking section for the corresponding procedures.

### Effect of the Master Function on User Passcode and User Tag Keys

Activating the master function and registering a master passcode or master Tag Key do not have any effect on the user passcode and user Tag Keys. The user passcode and user Tag Keys are registered and used in the same manner as if the master function is not activated.

### If the Master Passcode is Lost

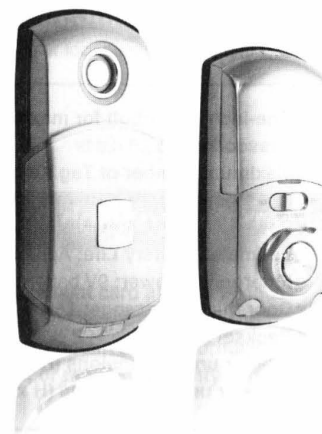
If you have activated the master function on your AP501 digital door lock but you have forgotten the master passcode, there is no way to uncover the lost passcode or deactivate the master function. This is done by design to ensure the security of your AP501 door lock.

The only way to reset the master function of an AP501 door lock without the correct master passcode is to detach it from the door and ship it to Sunnect for the resetting service. This service is not covered by product warranty and there will be a fee charged for this service. Before you ship your door lock, please contact Sunnect to arrange for the service and for a service case number.



**Note**

Even if you have forgotten the master passcode, the AP501 door lock functions correctly using the user passcode and user Tag Keys. As long as you are certain that no one else has the forgotten master passcode or the master Tag Key, you have the option of continuing to use the AP501 door lock with the user passcode and user Tag Keys. Registering and using a user passcode and user Tag Keys do not require the master passcode.





## Troubleshooting Guide

Symptoms	Possible Causes	Possible Solutions
<ul style="list-style-type: none"> <li>● The door lock stops working all of a sudden.</li> <li>● It makes beeping noises during normal operation.</li> </ul>	<ul style="list-style-type: none"> <li>- Low battery power or a complete battery drain.</li> <li>- Temporary circuit overload.</li> </ul>	<ul style="list-style-type: none"> <li>- In case of low battery power, replace all 4 batteries.</li> <li>- Press the Reset button.</li> <li>- If outside the house, use a 9V battery with the Temporary power terminal.</li> </ul>
<ul style="list-style-type: none"> <li>● The door lock plays a melodic tune during any operation or there is a delay before locking or unlocking.</li> </ul>	<ul style="list-style-type: none"> <li>- Low battery</li> </ul>	<ul style="list-style-type: none"> <li>- Replace all 4 batteries</li> </ul>
<ul style="list-style-type: none"> <li>● The door lock does not lock automatically when the door is closed.</li> </ul>	<ul style="list-style-type: none"> <li>- The Auto Lock switch is set to 'Off'.</li> <li>- Improper installation of the Deadbolt and the Auto Lock Sensor Magnet in the Strike Lining Box.</li> </ul>	<ul style="list-style-type: none"> <li>- Make sure the Auto Lock switch is set to 'ON'.</li> <li>- Make sure the Door Lock is installed properly.</li> </ul>



## Product Specifications

- **One-inch Throwbolt for maximum security**
- **Passcode:** 3 to 20 digits
- **Maximum number of Tag Keys supported:** 20
- **Operating temperature range:** -5° to 130° F
- **Power:** 6V (4 AA batteries included)
- **Estimated Battery Life:** Approx. 1 year
- **Emergency Power:** 9V battery (not included) applied to the Exterior unit
- **Door thickness range:** 1 3/8" – 2"
- **Backset range:** 2 3/8" – 2 3/4"
- **Interior unit dimensions (H x W x D):** 6 1/4" x 4" x 1 1/2"
- **Exterior unit dimensions (H x W x D):** 5 3/4" x 3" x 1 1/8"



## Contacting Sunnect



As part of our effort to best serve our customers, we try to respond promptly to all forms of contact from our customers, distributors, and potential customers.

We look forward to hearing from you.



**By Phone:**

1-877-D00RLOK (1-877-366-7565)



**By Mail:**

PO Box 1501  
Lorton, Virginia 22199-1501



**By Email:**

Installation and Technical Support: [support@sunnectlock.com](mailto:support@sunnectlock.com)  
Warranty Service and General Inquiries: [service@sunnectlock.com](mailto:service@sunnectlock.com)  
Sales and Distributor Support: [sales@sunnectlock.com](mailto:sales@sunnectlock.com)

In all written communication (mail, email), please include your name, address, and phone number as well as your lock's serial number if you have one. Optionally, please include your email address, your lock purchase date and location.



## Warranty, Registration, and Additional Information

Please refer to the separate Warranty Statement card and the Product Registration card for detail information on the warranty policy and the product registration process. You may also obtain more information about the product, download all manuals, or request warranty service by visiting [www.SunnectLock.com](http://www.SunnectLock.com).