What's in the box

Lock hardware

Interior housing and paddle

Motor

Exterior housing

Bolt

Installation kit

Magnetic strike plate (required)

Long strike plate available at www.level.co/plates

2 Strike plate screws

2 Bolt plate screws

2 Security screws

Long cap (Optional)

CR2 battery

2 Keys

2 Key fobs

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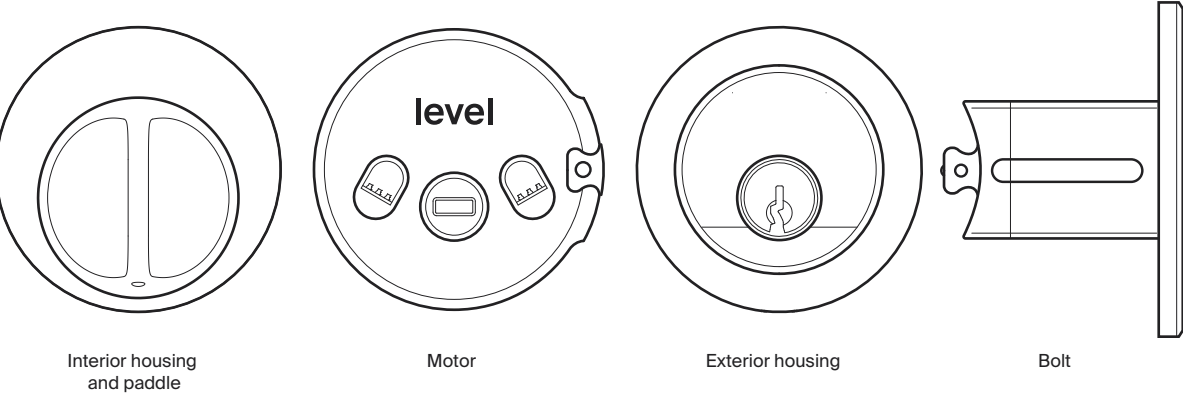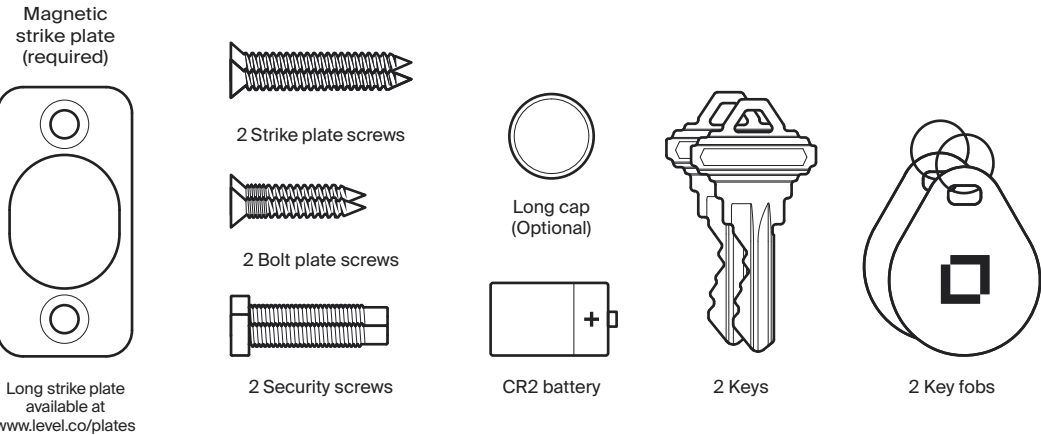
level

Support 7 days a week. Visit www.level.co/support for additional help, troubleshooting, returns, and more.

2-year limited warranty. Visit www.level.co/warranty for more information.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation of the device. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed properly, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected
- Consult the dealer or an experienced radio/TV technician for help.

This equipment must not be co-located or operated in conjunction with any other antenna or transmitter.

Important: Changes or modifications to this product not authorized by Level could void (1) the electromagnetic compatibility, (2) the wireless compliance of the device, and (3) your authority to operate the product.

This product has demonstrated electromagnetic compatibility compliance under conditions that included the use of compliant peripheral devices and shielded cables between system components. It is important that you use compliant peripheral devices and shielded cables between system components to reduce the possibility of causing interference to radios, televisions, and other electronic devices.

Radiation Exposure Statement:
This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

Note: The country code selection is for non-US model only and is not available to all US model. Per FCC regulation, all WiFi product marketed in the US must fixed to US operation channels only.

The Level Lock Pro is BHMA Grade AAA certified. You assume all risk and responsibility in relation to the installation and performance of the lock and any third-party components and services used in relation to the lock. Please follow these suggestions and safeguards to decrease the chances of damage to your Level Lock Pro and to lessen the risk of harm or injury:

- Use the lock for its intended purposes only.
- Keep body parts away from the lock during operation to avoid injury.
- Do not crush, perforate, drop, throw, or try to deform the lock or battery.
- Do not short external contacts or circuits, expose your lock or battery to water, liquids, or open flames or lit substances, or dispose of them in fire, solvents, or water.
- Do not use the lock or battery if they aren't working properly or have been damaged or cracked.
- Dispose of the lock and battery in accordance with local requirements.
- Do not charge CR2 lithium batteries.

Battery life varies with usage.

Caution: This product comes with small parts and parts with sharp edges that may cause injury or create a choking hazard. To avoid injury or damage, keep away from children.

Use of the Works with Apple badge means that an accessory has been designed to work specifically with the technology identified in the badge and has been certified by the developer to meet Apple's performance standards. Apple is not responsible for the operation of this device or its compliance with safety and regulatory standards.

Innovation, Science and Economic Development (ISED) Canada Regulatory Compliance

CAN ICES-3(B)/NMB-3(B)

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (I) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes: (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Radiation Exposure Statement:
This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

Déclaration d'exposition aux radiations:
Cet équipement est conforme aux limites d'exposition aux rayonnements IC établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20cm de distance entre la source de rayonnement et votre corps.

Model D2/D4 | Revision 1.1

Part of ASSA ABLOY

Home starts here.

# Level Lock Pro: Installation and Activation Guide

Have questions along the way?
Visit Level support for how-to videos, installation and activation guides, frequently asked questions, and more. www.level.co/support/

SECTION ONE
Door hardware installation

What you need:
✛ Phillips #2 screwdriver

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① Test your deadbolt door fit

Without pushing or pulling the door, make sure your current deadbolt operates smoothly. If it doesn't, check out our troubleshooting article at www.level.co/support/deadbolt-fit.
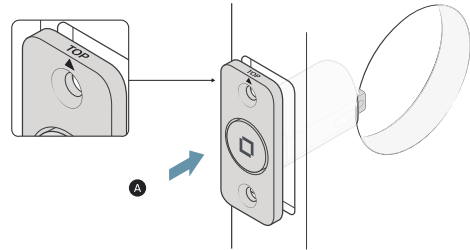
Do not push or pull the door while testing.

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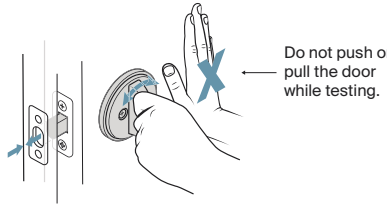
② Disassemble your lock

Unscrew your existing lock housing, deadbolt, and strike plate.
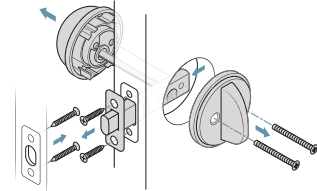
### ③ Install your lock's bolt, motor, and strike plate

A. Fully insert the bolt into your door, making sure the word 'TOP' and triangle shape are facing up.

B. Look through the borehole — if you can see the 'puzzle-piece' end of the bolt tube, continue to step D.

C. If you don't see the end of the bolt tube, remove the bolt, press the silver "S" button, and shift the bolt to the "L" (Long) position.

Ensure the bolt snaps into place. Insert the bolt into your door, with the word TOP facing up. Replace the bolt cap with the provided long bolt cap (see step 5).
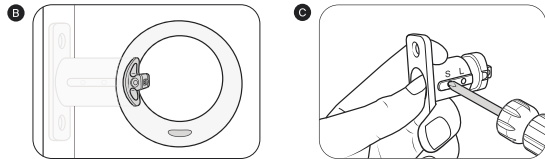
D. Fasten the bolt with the provided bolt plate screws. Do not use power tools at any point during the installation. Power tools will strip the screws.

Page 1

E. Slide the motor into the bolt through the borehole. Tighten the connecting screw with a manual screwdriver.

Bolt plate screws

Do not use power tools.
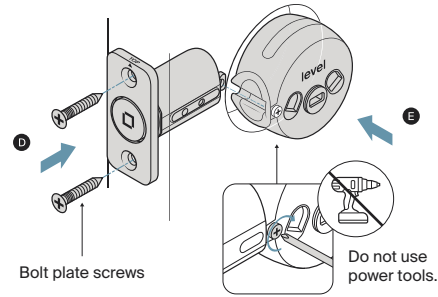
**F.** Fasten the strike plate to your door jamb with the provided strike plate screws. Long strike plate available at www.level.co/plates.

Provided magnetic strike plate required for lock functionality.

Strike plate screws
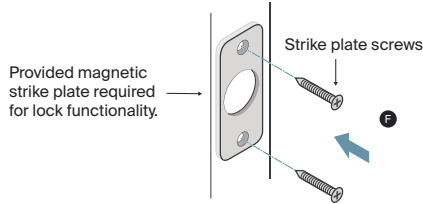
### ④ Install your lock's inner and outer housings

Make sure the bolt is retracted (unlocked).

A. From the door exterior, insert the exterior housing, sliding the tailpiece through the center slot in the motor.

Tailpiece

Retracted bolt

Bolt motor center slot
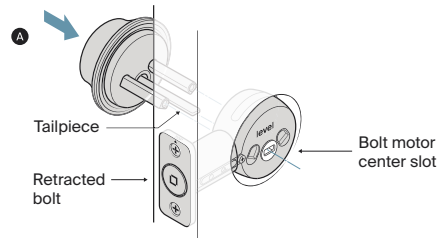
B. Using the provided security screws, align the interior and exterior housings and screw the two sides together.

C. Snap the paddle on vertically.* Make sure to remove the protective film on the exterior housing.

*To disassemble in the future, use a paperclip or pen to press the small hole in the bottom of the paddle, while gently pulling away from the door to release it.

Security screws

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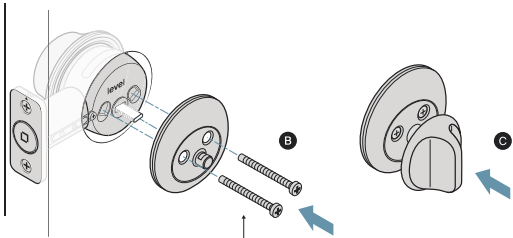
⑤ Power up your Level lock

Fully extend the bolt and unscrew the cap at the end. Insert the included CR2 battery with the flat (negative) end towards the cap.* You'll hear a welcome chime.

*If you adjusted the bolt to the long position in step 3C, use the included long cap instead of the standard cap.

Long cap

Page 2
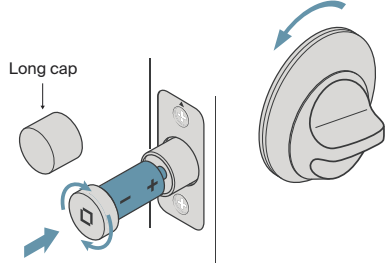
SECTION TWO
Lock activation and integration

① Download the Level Home app

[Download on the App Store] [GET IT ON Google Play]

Create an account and follow the on-screen instructions to activate your lock. Activation will automatically register your lock and ensure you receive the latest firmware updates.

② Connect to a Matter controller ecosystem

What you need:
ⓐ A Matter-over-Thread hub controller connected to the same Wi-Fi network as your smartphone. Make sure the hub controller is running on the latest firmware.

After the Level Home app is installed and the lock's firmware update is complete, you will be prompted to scan this unique Matter QR code to pair your lock to your smart home platform.

If needed, remove and replace the battery for an additional 15 minutes of pairing mode.

Important
If you pair your lock with a smart home ecosystem before you pair it with the Level Home app, you'll have 30 minutes to add the lock to the Level Home app. If you miss that window, you must factory reset the lock to access core functionality like using door awareness, setting up key fobs, adding a keypad, and setting up auto lock/unlock.

SECTION THREE
Optional: Apple home keys setup

① Set up Apple home keys

You can set up and control your lock using the Apple Home app directly from your iPhone in a few easy steps.

Apple home keys will be automatically added once your lock is set up in the Apple Home app.

② Start using your Apple home keys

Hold the top of your compatible iPhone* (or the face of your Apple Watch) to the front of your lock, above the key hole as shown below.

* Requires iPhone XS or later with iOS 17 or later and Apple Watch Series 4 or later with watchOS 9.1 or later.
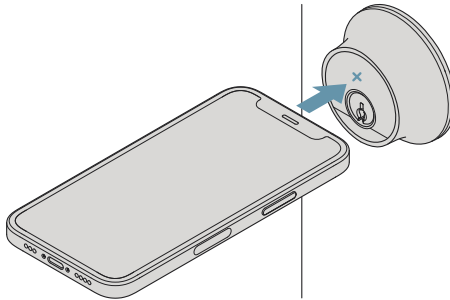
We recommend you keep this guide for future reference.

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