



# Schlage Ease™

## Frequently Asked Questions

### App Usage

- Q** [What do I do if I lose or change my mobile phone?](#)  
**A** In order to regain access to your lock, all you need to do is login into your Schlage Abode app account, from another mobile phone.
- Q** [I cannot find my Schlage Ease™ lock via the Schlage Abode app.](#)  
**A** Ensure your Bluetooth is switched on within your mobile phone, you are in close vicinity to your lock (within Bluetooth range) and lastly touch your lock keypad before searching.
- Q** [How many users can I share a Bluetooth key with?](#)  
**A** Unlimited! But a new Bluetooth key must be created per user.
- Q** [What is the expiry period of the Bluetooth key link after I share it?](#)  
**A** 30 minutes after generation of the link.
- Q** [What if my Bluetooth key link expires?](#)  
**A** Create a new link and share again. The Bluetooth key link is only valid for 30 minutes after generation.



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### Features

#### Q How do I add/enrol user PIN codes?

A Through the programming mode (refer to the Schlage Ease™ Quick Start Guide) or the Schlage Abode app (via Bluetooth). We strongly recommend you use the Schlage Abode app for a greater user experience.

PIN codes can be added/enrolled remotely if you have the Schlage Wi-Fi Bridge (AB100).

#### Q What is the fake PIN feature?

A It is a visual protection for your PIN. It allows the user to prevent unwanted exposure of the PIN. You can enter any random digits before and after the programmed master PIN or user PIN. Simply enter random digits before and/or after your PIN to a maximum of 20 digits.

#### Q What is the maximum storage for PIN codes?

A 20 user PIN codes and 1 master PIN code.

#### Q How many digits can my PIN code contain?

A The PIN code should be between 4-10 digits.

#### Q How do I delete user PIN codes?

A Through the programming mode (refer to the Schlage Ease™ Quick Start Guide) or the Schlage Abode app (via Bluetooth). We strongly recommend you use the Schlage Abode app for a greater user experience.

PIN codes can be deleted remotely if you have the Schlage Wi-Fi Bridge (AB100).

#### Q How do I change the master PIN code?

A Through the programming mode (refer to the Schlage Ease™ Quick Start Guide) or the Schlage Abode app (via Bluetooth). We strongly recommend you use the Schlage Abode app for a greater user experience.

#### Q How do I check the status of my lock?

A Locked/unlocked status could be checked by observing the thumb turn on the back escutcheon. Vertical means it is unlocked, the horizontal position means it is locked. Or via the Schlage Abode app when you are within Bluetooth range, or if you are



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remote you will need the Schlage Wi-Fi Bridge (AB100), to use the Schlage Abode app.

**Q** [How do I pair my Schlage Ease™ lock with the Schlage Abode app?](#)

**A** Once logged into the Schlage Abode app, on the home page of the Schlage Abode app, tap on the + (plus) symbol and follow the on-screen prompts.

**Q** [How do I restore my Schlage Ease™ lock to factory default settings?](#)

**A** Please follow the steps below to reset:

1. Open the door and leave the door ajar.
2. Open battery case and find the reset button (as pictured in the Schlage Ease™ Quick Start Guide).
3. Use a pointed item such as a paper clip or thumbtack to press and hold the reset button.
4. Keep holding the reset button until you hear a beep.

**Q** [How do I restore my Schlage Ease™ lock to factory default settings?](#)

**A** Please follow the steps below to reset:

1. Open the door and leave the door ajar.
2. Open battery case and find the reset button (as pictured in the Schlage Ease™ Quick Start Guide).
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4. Keep holding the reset button until you hear a beep.

**Q** [What batteries can I use in my Schlage Ease™ lock?](#)

**A** AA alkaline batteries should be used. Do not mix used and new batteries. It is not recommended to use rechargeable AA batteries.

**Q** [What is the battery life of batteries when used in the Schlage Ease™ lock?](#)

**A** Lifetimes of battery are dependent on how you use and set up your lock. Key factors are the use of Bluetooth or Wi-Fi, use of optional functions/features and frequency of use. Standard usage, if you unlock and re-lock your door up to 10 times per day, the batteries should last for 9-12 months.



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**Q** [How do I enable Away Mode?](#)

**A** Through the programming mode (Schlage Ease<sup>TM</sup> Quick Start Guide) or the Schlage Abode app (via Bluetooth). We strongly recommend you use the Schlage Abode app for a greater user experience.

**Q** [How to change the sound of my Schlage Ease<sup>TM</sup> lock?](#)

**A** The Schlage Ease allows you to mute the tones in the programming mode (refer to the Schlage Ease<sup>TM</sup> Quick Start Guide) or the Schlage Abode app (via Bluetooth). We strongly recommend you use the Schlage Abode app for a greater user experience.

**Q** [What does Power Saver 'enable' and 'disable' mean in the Schlage Abode app?](#)

**A** Power Saver enabled means Bluetooth will actively work and is always ready to connect with the Schlage Abode app. Power Saver disabled means Bluetooth will deactivate after a short period after the keypad light is off. It will reactivate once you activate your lock screen by touching the keypad.

**Q** [Which type of key should I use if I need more keys for my Schlage Ease<sup>TM</sup> lock?](#)

**A** This depends on the Schlage Ease<sup>TM</sup> model (S1 or S2). The keyway will either be a C5 or a GR9. You can check this with the item number located on your receipt or box packaging. If you cannot find this, please contact your retailer or Schlage Ease<sup>TM</sup> supplier.

**Q** [Will the Schlage Ease<sup>TM</sup> lock be unpaired with my app if someone restored my lock to factory settings?](#)

**A** No, the unpairing process can only be completed in the admin screen of the Schlage Abode app, by the administration account holder. Simply reconnect your Schlage Abode app to your Schlage Ease<sup>TM</sup> lock, to regain access if the lock has had a factory reset. Text Boxes my door suitable for installation?





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## Frequently Asked Questions

### Installation

#### Q Is my door suitable for installation?

A The Schlage Ease™ S1 & S2 models can be installed on wooden doors which have a door thickness of 35-50mm. Please refer to our packaging for door preparation and check if your door contains any hole preparation before purchasing the Schlage Ease™ lock.

#### Q Do I need to drill holes in my door?

A If you are retrofitting/replacing an existing lock, ensure your existing hole is a 54mm hole. If so, no additional holes are required. An optional 10mm hole can be drilled for the optional fixing post for added stability.

For new door installation, you will need to drill a 54mm hole, an optional 10mm fixing hole, along with the hole preparation for the latch/bolt. Refer to our hole preparation guide included in the packaging of the Schlage Ease™ lock.

#### Q What tools will I need to install the Schlage Ease™ lock?

A To retrofit/replace an existing lock, once the old lock has been removed all you need is a #2 Philips head screwdriver. For the optional fixing post, you will need a 3/8" (10mm) drill bit.

For new doors without holes, you will need a 2-1/8" (54mm) hole saw, 1" (26mm) Spade bit, 7/64" (2.5mm) drill bit, 3/8" (10mm) drill bit, chisel and hammer.

#### Q Can I keep my existing mechanical deadbolt as well as a Schlage Ease™ deadbolt?

A No, most mechanical deadbolts are not compatible with the Schlage Ease™ deadbolt, it may cause your lock to malfunction.

Once you have installed a keyless lock, you should remove mechanical deadbolts to avoid being locked out of your property.

#### Q Is the backset adjustable on my Schlage Ease™ lock?

A Yes, the backset can be changed between 60mm (2-3/8") and 70mm (2-3/4").

#### Q What if I have lost some components within the screw pack?

A Please contact the retailer where you bought the product from or contact Allegion for support.



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**Q** What environmental conditions will the Schlage Ease™ operate within?

**A** Based on test results, our product works in a temperature range from -30°C to 60°C. We do not recommend installing the Schlage Ease™ S1, S1 Keyless and S2 series in high humidity environments.

**Q** Is my Schlage Ease™ lock waterproof?

**A** IP rating of the external escutcheon is weather resistant to an IP rating of IP54. The interior assembly should not be exposed to rain and weather. This product is not suitable for external gates or fully exposed outdoor use.

**Q** How can I change the handing of my Schlage Ease™ lock?

**A** Schlage Ease™ S1 Series: At installation, when the lock is first powered, handing will be automatic. If it has not automatically handed or you require to re-hand it, simply factory reset the lock to repeat this process.

For Schlage Ease™ S2 Smart Entry Lock, you will need to hand the levers to the correct orientation of your door. If you require to re-hand the lock, follow these simple instructions;

1. Ensure your door is open and the Schlage Ease™ lock is unlocked.
2. Insert your override key and turn it clockwise to unlock it.
3. Use a pointed object, like a paper clip, to depress the catch mechanism located on the underside of your lever. This should release the lever for you to remove it.
4. Remove and rotate the cylinder ensure the tail piece is vertical to align with the turn plate.
5. Remount your lever in the correct direction and reinsert the key to turn clockwise to unlock. This should allow you to click the lever in place, turn back the key to remove.



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### General Trouble Shooting

**Q** What can I do if I lose my override key?

**A** Contact your local locksmith for a new key to be cut.

**Q** Why does my override key fail to unlock my Schlage Ease™ lock?

**A** Please check you are using the correct key and the key has been fully inserted. If your key still doesn't work, please contact Allegion for support.

**Q** Why doesn't my Schlage Ease™ S1 or S2, lock automatically after closing the door?

**A** By default, this feature is disabled.

You can change this default through the programming mode (Schlage Ease™ Quick Start Guide) or the Schlage Abode app (via Bluetooth). We strongly recommend you use the Schlage Abode app for a greater user experience.

**Q** Why am I unable to lock my Schlage Ease™ lock?

**A** Try the following steps to resolve this;

1. Try to throw the bolt out manually by turning the thumb turn or key and see if the bolt has completely extended smoothly,
2. Press and hold any key on the keypad to check if the motor works properly.
3. Check if the strike plate has been installed properly and the latch or bolt does not catch on the strike when locking.
4. If you are satisfied with the above steps and still cannot find the issue, we recommend you dismount the lock and install it again following the installation guide.
5. If you are unable to detect the issue, please contact your local locksmith or Allegion for support.

**Q** Why am I unable to turn the thumb turn after installation of my Schlage Ease™ lock?

**A** Try the following steps to resolve this;

1. Input a correct PIN code to unlock and then re-lock the lock by pressing any key on the keypad for 2 seconds. If this does not work, try step 2.
2. Using a pointed object like a paper clip, complete a factory reset of your lock. Once you hear the beep to confirm the reset, try to turn the thumb turn. If this does not work, try step 3.



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3. Dismount the lock from door and check if you have installed the lock correctly according to the installation guide.
4. If you are unable to detect the issue, please contact your local locksmith or Allegion for support.

### Q What can I do if my Schlage Ease™ lock is not responding?

A Check if the away mode is enabled. If yes, enter your Master PIN code to disable the away mode feature.

Check batteries and replace if required.

If your lock still does not respond, use a pointed object to press the reboot button on front escutcheon to perform a factory reset of the lock.

### Q What does it mean if I see a red battery symbol on the keypad of my Schlage Ease™ lock?

A This symbol means your battery level is low, please replace batteries as soon as possible. Do not mix used and new batteries. Use AA alkaline batteries only.

### Q What can I do if my batteries are flat and I am locked out of my house?

A Use a 5V micro USB power bank as an emergency power supply, connect it with USB port on the underside of the external unit or use your override key to enter. Replace your batteries immediately to continue to have access to your lock.

### Q What should I do if I forget my user PIN code?

A Contact the locks administrator for a new PIN code to be issued. A new code can be issued by the Schlage Abode app.

### Q What should I do if I forget my master PIN code?

A You can reset your master PIN code through Abode app or restore your lock to factory default settings.