

User Manual



oaksLock
Smart Sleek Secure

3

We want to thank you
for joining our family!



Unlock The Future

Like an oak tree, The Oaks story started with an Acorn of an idea:

“Why can’t anyone design a beautiful,
constantly connected smart lock that also works as a
smart home?”

We bring you the answer.



Before you Install

- 1 Use the included stencil to check that your door specifications are compatible with the lock.

Door Thickness: 1.5"-1.88" (38mm-48mm)

Bore Hole Diameter: 2.125" (54mm)

Bore Hole Backset: 2.375"-2.75" (60mm-70mm)

- 2 You will need a Phillips head screwdriver.

We recommend that if you are using power tools, you adjust them to the lowest torque setting to avoid stripping your screw.

- 3 Check the box for the following installation components:

X1 Front Panel

A

X1 Back Panel

B

X1 Long Black Screw

C

X1 Strike Plate

C

X1 Back Plate

D

X2 Short Silver Screws

E

X4 AA Batteries

F

X4 Wood Screws

G

X2 Long Silver Screws

H

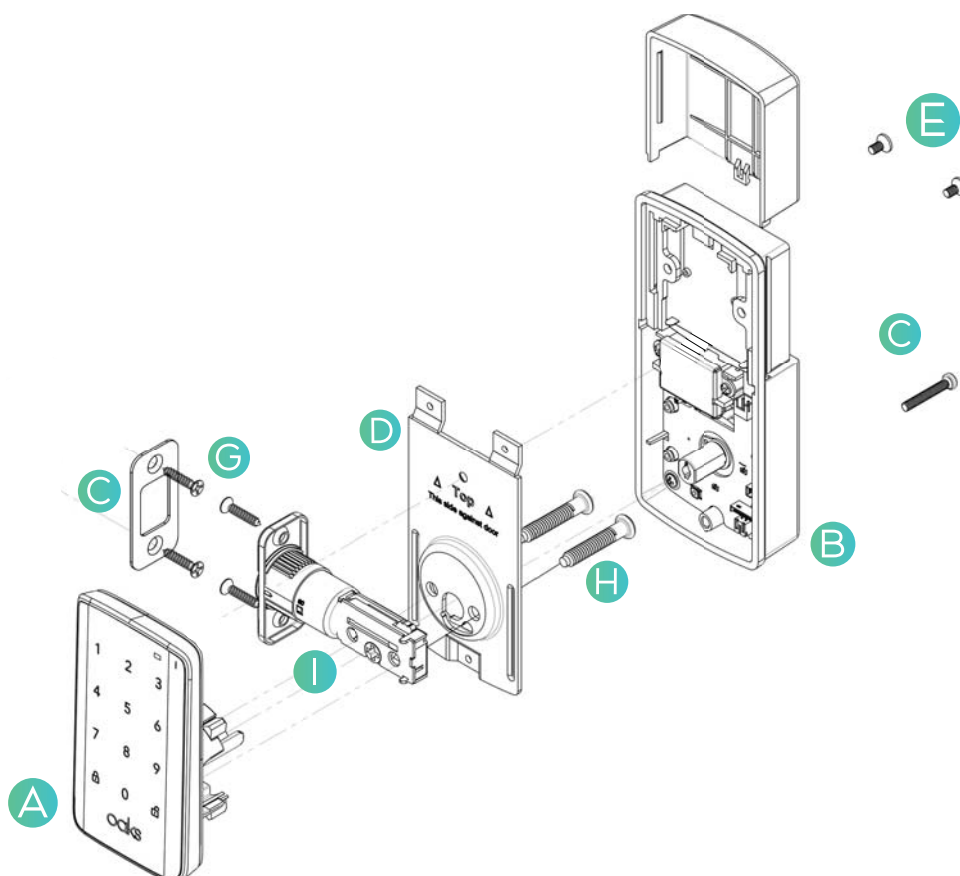
X1 Deadbolt Assembly

I

Components : (Cont.)



3



Technical Specifications

Protocol:	Bluetooth BLE, NFC
Devices:	IOS and Android
Power:	4 AA batteries
Certification:	FCC Part 15, built for ANSI 156.36 Grade 2
Op. Temperature:	Exterior : -30°C to 75°C , Interior: -25°C to 70°C

- 4 Download and install our Oaks Smart Lock app from the Apple App Store or the Google Play Store.

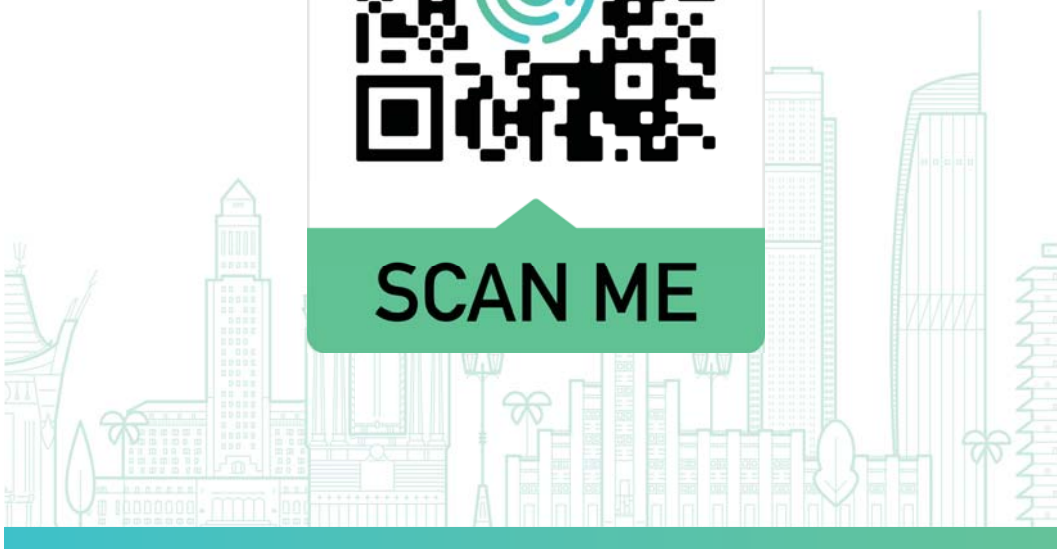


It is strongly recommended that you:

- Scan the QR code below to watch the short Installation video.
- Carefully review your box components.
- Follow instructions slowly and carefully.
- Don't be afraid to pause the video as you install the lock.



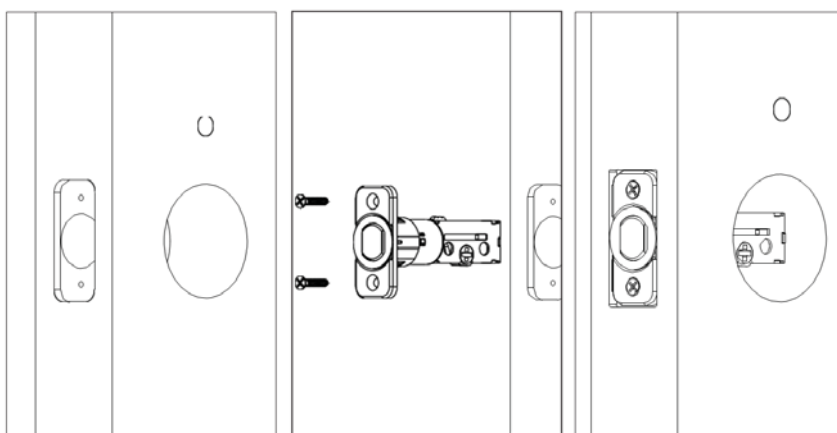
SCAN ME



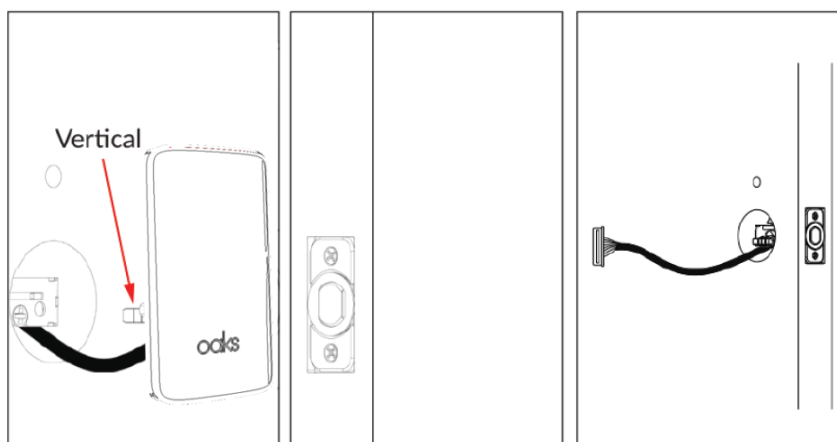
Installation ●●●

Make sure your existing deadbolt is completely removed before installation.

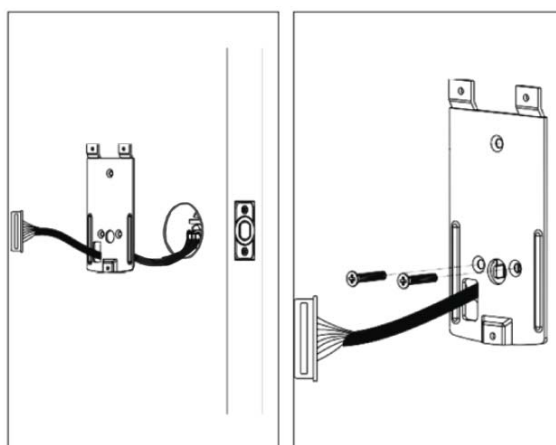
- 1 Slide the deadbolt assembly into the door. Ensure that the deadbolt assembly is slid in completely. Confirm that the “UP” arrow on the latch is facing upwards.



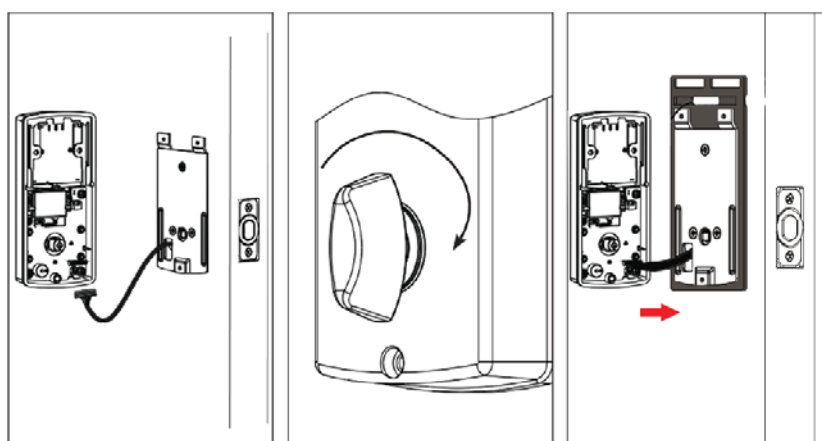
- 2 Insert the front panel of the lock ensuring that the pin is in the vertical position and the deadbolt is unlocked. Then, drive the wire connector cable under the bottom of the latch.



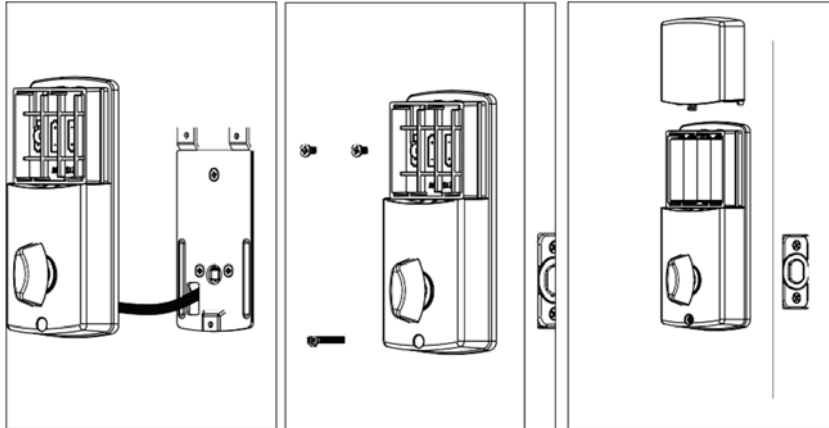
- 3 Thread the wire connector cable through the small opening on the metal backplate. Mount the metal backplate against the door and screw in the two larger silver screws.



- 4 Insert the wire connector into the wire connector port towards the bottom of the back panel of the lock. Ensure that the thumb knob is in the vertical position when the back panel of the lock is mounted on the metal backplate.



- 5 Use the small short silver screws and the long black screw to secure the back panel of the lock to the metal backplate. Insert the included 4 batteries and slide on the battery cover.



6 Testing & Calibration

Testing the deadbolt installation:

Turn the thumb knob to see if the deadbolt extends and retracts smoothly.

Test the connection between the app and the lock:

After following the instructions to pair your lock to your Oaks account, tap on the unlock button in the app. If the deadbolt retracts into the unlocked position, tap the lock button. If the deadbolt extends to the locked position, the lock has successfully paired to your Oaks account.



Replace keys with codes

Replacing keys with codes is not only more convenient, but more secure.

Timed Auto-lock

Optional feature to automate locking after entry.

Works Offline

No Wi-Fi or Internet is needed! Simply enter in a unique access code!

Digital E-Key

Provide guests or renters digital keys via their smartphones.

Enhances Security

Activity logs and durational codes allow you to keep track of vendors and guest check-ins.

1 Year Battery Life

4 AA batteries. Low battery alert on app when battery is lower than 20%.



OAKS LIMITED WARRANTY

Oaks, the "Warrantor", extends the following LIMITED WARRANTY to the original purchaser of the Oaks 3 Smart Lock ordered, delivered, and installed in the U.S (herein the "lockset" or "locksets"):

1. **ELECTRONIC COMPONENTS.** Electronic components warranted TWO (2) YEARS. Oaks warrants to the original purchaser of the lockset(s) manufactured by it to be free of defects in material and workmanship as long as the consumer (as the term "consumer" is defined under United States Code Section 2301(3)) occupies the residential premises upon which the lockset was originally installed. If, after initial installation of the lockset, any of the electronic parts or the finish should become defective, the Warrantor will repair or replace the locksets, in accordance with this Limited Warranty. Electronic components are warranted THREE (3) YEARS is an Oaks Certified Security Professional sells and installs the Product. Electronic components include the touchscreen, circuit boards, and motor drive. a. The warranty on the replacement lockset will be limited to the unexpired term of the original warranty. b. Electronic components under warranty may be replaced with new or refurbished parts.

2. **MECHANICAL PARTS & FINISH.** Oaks warrants to the original purchaser of the lockset(s) manufactured by it to be free of defects in material and workmanship as long as the consumer (as the term "consumer" is defined under United States Code Section 2301(3)) occupies the residential premises upon which the lockset was originally installed. If, after initial installation of the lockset, any of the mechanical parts or the finish should become defective, the Warrantor will repair or replace the locksets, in accordance with this Limited Warranty. a. When the lockset has been used for commercial, institutional, industrial or other installations other than single-family dwellings, the mechanical parts warranty is reduced to THREE (3) YEARS and the finish warranty is reduced to TWO (2) YEARS. b. The warranty on the replacement lockset will be limited to the unexpired term of the original warranty.

3. **CONDITIONS AND EXCEPTIONS.** This Limited Warranty shall apply only when the lockset is properly installed in accordance with local codes, ordinances and regulations, the printed instructions provided with it and good industry practices. THIS WARRANTY DOES NOT COVER defects caused by: modification, alteration, repair or service of the lockset by anyone other than Warrantor or an authorized designee of Warrantor; physical abuse to, or misuse of, the lockset or operation of it in a manner contrary to the accompanying instructions; shipment of the product to anyone other than Warrantor for service; improper installation; acts of God; fire; flood; casualty; failure to exercise normal maintenance; for the consequences of uses for which locksets were not designed or designated, or for defects caused by the use of paints, solvents or other chemicals which come in contact with the lockset. THIS WARRANTY DOES NOT COVER scratches or abrasions. THIS WARRANTY DOES NOT APPLY to locksets or component parts of locksets that were not originally manufactured by Warrantor. THIS WARRANTY SHALL NOT APPLY TO SUBSEQUENT OWNERS.

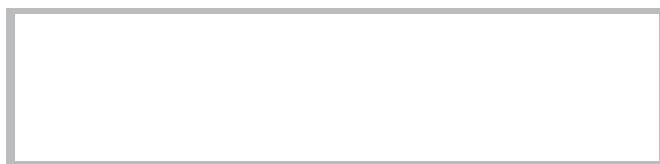
4. **SERVICE AND REPAIR EXPENSE.** Under this Limited Warranty the Warrantor will provide only a replacement lockset or a part of it. Warrantor will pay reasonable shipping costs for surface transportation only for locksets returned to Warrantor's Customer Service Department. Warrantor will ship replacement parts under this Limited Warranty at its expense by surface transportation only. Any special handling, express or expedited service or different method of transportation shall only be provided at the request and expense of the purchaser of the locksets. However, if warrantor determines that a lockset does not qualify for repair or replacement under the applicable Limited Warranty, Warrantor will notify the consumer of the estimated costs of repair or replacement and obtain the consumer's authorization and agreement to pay actual repair or replacement costs before proceeding with non-warranty repair or replacement. Warrantor shall have no liability to pay any costs for repairs performed by anyone other than Warrantor or its designee, unless in each instance Warrantor has given written approval for such repair. Warrantor shall not be responsible for any costs incurred for the removal or reinstallation of locksets covered by this Limited Warranty.

5. **LIMITATION ON IMPLIED WARRANTIES.** ANY EXPRESS WARRANTY NOT PROVIDED IN THIS LIMITED WARRANTY, AND ANY REMEDY FOR BREACH OF CONTRACT THAT, BUT FOR THIS PROVISION, MIGHT ARISE BY IMPLICATION OR OPERATION OF LAW, IS EXCLUDED AND DISCLAIMED. THE IMPLIED WARRANTIES OF MERCHANTABILITY AND OF FITNESS FOR ANY PARTICULAR PURPOSE ARE EXPRESSLY LIMITED TO THE DURATION OF EACH EXPRESS WARRANTY PERIOD. a. Should the locksets be considered a consumer product as may be covered by the Magnusson-Moss Federal Warranty Act, please be advised that some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

6. **CLAIM PROCEDURE.** To obtain performance of any obligation under this Limited Warranty, you must contact: Oaks Customer Service Department, with an email to cs@welcomeoaks.com a. The Warrantor will only honor replacement with an identical or similar lockset or parts of it which are manufactured or distributed by the Warrantor. b. Customer service department hours are between 8:00 am and 4:30 pm EST, Monday through Friday, except holidays.

7. **DISCLAIMER.** THERE ARE NO WARRANTIES THAT EXTEND BEYOND THE DESCRIPTION ON THE FACE OF THIS DOCUMENT. NO OTHER EXPRESS WARRANTY HAS BEEN MADE OR WILL BE MADE ON BEHALF OF THE WARRANTOR WITH RESPECT TO THE LOCKSET OR THE INSTALLATION, OPERATION, REPAIR OR REPLACEMENT OF THE LOCKSET. THE MAXIMUM LIABILITY OF OAKS HEREUNDER IS LIMITED TO THE PURCHASE PRICE OF THE LOCKSET. UNDER NO CIRCUMSTANCES SHALL OAKS BE LIABLE TO PURCHASER OR ANY OTHER PERSON FOR ANY SPECIAL OR CONSEQUENTIAL DAMAGES, WHETHER ARISING OUT OF TORT, BREACH OF WARRANTY, BREACH OF CONTRACT OR OTHERWISE. a. Should the locksets be considered a consumer product as may be covered by the Magnusson-Moss Federal Warranty Act, please be advised that (i) some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you, and (ii) this Limited Warranty gives you specific legal rights, and you may also have other rights which vary from state to state. b. Warrantor reserves the right to make changes in designs and specifications or to make additions or improvements on its products without notice and without incurring any obligation to incorporate them on products previously manufactured.

FC FCC Statement



oaks

FCC WARNING

This device complies with 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.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: 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. 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 and used in accordance with the instructions, 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 reception, 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.

To maintain compliance with FCC's RF Exposure guidelines, This equipment should be installed and operated with minimum distance between 20cm the radiator your body: Use only the supplied antenna.