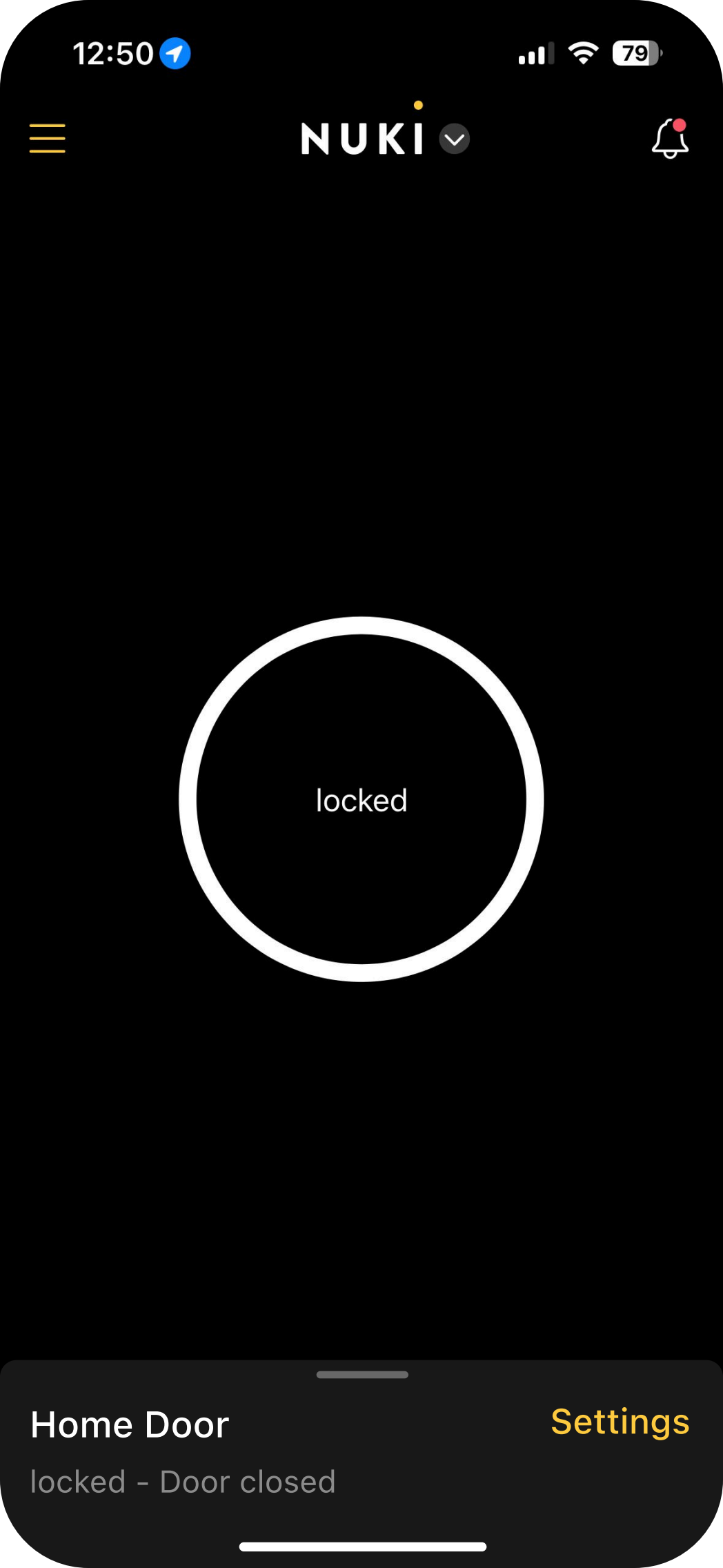
12:50
79
NUKI
locked
Home Door
Settings
locked - Door closed

9:41

Home door

- Features & Configuration
- Activity Log
- Nuki Premium
- Display name — Home

LOCK PERMISSIONS

- User
- Keypad
- Fob

ACTIONS

- **Auto Unlock**
  You don't have to think about locking or unlocking the door. Nuki does it for you.
- Swipe Actions

- Legal & regulatory

Delete Smart Lock

Note: This icon indicates which settings can be protected by your security code.

Operating and Safety Instructions

Product Description
The Nuki Smart Lock Ultra motorises most standard door locks and creates a digital access system when combined with a smartphone. The Nuki Smart Lock Ultra is placed on the inside of the door using the included Nuki Universal Cylinder. The locking mechanism is turned by the motor of the Nuki Smart Lock Ultra. Even if a key is inserted into the keyhole, the lock can be turned manually.
The Nuki Smart Lock Ultra contains a wi-fi module, which allows connectivity to the Nuki Smart Lock Ultra via the Nuki Bridge. The Nuki Smart Lock Ultra system can be set up in such a way as to allow access online via Bluetooth or other smart home products. See also below "Wi-Fi Module".
The Nuki Smart Lock Ultra has a built-in Lithium Polymer battery that can be charged using the charging cable (which is included with the set) and a suitable USB-C charger (which is not included with the set). See also "Battery Charger"

Proper Use
The Nuki Smart Lock Ultra requires an operating temperature of between 10°C (50°F) and 40°C (104°F) and a maximum air humidity of any time percent (95% non-condensing).
The Nuki Smart Lock Ultra is only suitable for use in dry interior spaces and is not suitable for interior areas subject to high levels of humidity or other wet conditions.
WARNING! Do not install the Nuki Smart Lock Ultra on fire doors, escape doors or all doors that serve a safety-critical purpose.
In the event of any unintended or otherwise improper use of the Nuki Smart Lock Ultra, all claims may be made under the warranty, and all such warranties are hereby disclaimed and, in any such case, neither the seller, the distributor, the designer, the manufacturer nor any other party shall have any liability for any damage to property and injury to any person. Please refer for details to the "Limited Warranty."

Wi-Fi Module
The Wi-Fi connection may not be available due to weak signal or other technical issues affecting wi-fi connectivity, in which event the remote control functionality of the Nuki Smart Lock Ultra via the Nuki Smart Lock App from your smartphone or any other online device will be unavailable.

Battery Charger
No battery charger is included.
Only use USB-A charging cables complying with the standards IEC/UL 60950-1 or IEC/UL 62368-1 needed Output SELV.

WARNING! The use of any other wall charger can damage the Nuki Smart Lock Ultra and could result in fire or battery leakage.

Assembly and Installation
Installation guide

- The Nuki Smart Lock Ultra may fail due to technical malfunctions and it is not advisable to open the door. Therefore, always carry the key to the lock with you or place it in an accessible place so that the door can be opened manually in the event of an error.
- Improper use of the Nuki Smart Lock Ultra might result in damage to the device and cause it to malfunction. Therefore, if it has been damaged (e.g. if the device has been cracked, punctured, or has been stored in condensation), do not use the Nuki Smart Lock Ultra.
- Do not drop, disassemble, open, crush, bend, deform, puncture, shred, microwave or incinerate the Nuki Smart Lock Ultra or the battery cells. **WARNING! Risk of fire, explosion or fire.**
- Do not expose the device to extreme heat or cold, direct sunlight, open flames or other extreme conditions. Do not use in areas with heat sources, such as radiators, heat registers, stoves or any other sources of heat.
- The Nuki Smart Lock Ultra requires an operating temperature of between 10°C and 104°F respectively between 10°C and 40°C, and a maximum humidity of any time percent (95% non-condensing)
- Do not use the Nuki Smart Lock Ultra with water or other liquids, and protect the Nuki Smart Lock Ultra from any moisture and moisture! Clean only with a dry cloth.
- Liquid can leak from defective battery cells or battery fluid comes into contact with skin or clothing, rinse the affected area with water. **WARNING!** Leaking or damaged batteries might cause chemical burns. If liquid gets into your eyes, immediately rinse the affected area with water and **seek medical attention. Do not rub your eyes!**
- Do not try to remove, replace or other handle the battery provided with the Nuki Smart Locks Ultra. Contact Nuki Smart Locks Ultra's customer service for all battery related issues at contact@nuki.io
- The battery charger is not included.
- Only use USB-C wall chargers complying with the standards IEC/UL 60950-1 or IEC/UL 62368-1 marked: Output 5V 2A. **WARNING!** The use of any other wall charger can damage the Nuki Smart Lock Ultra and **could result in fire or leakage!**
- Protect the magnet plug of the USB-C cable from direct contact with conductive fitting materials to prevent short circuits. A short circuit could cause a fire or injuries.
- When charging the Nuki Smart Lock Ultra, do not handle the plug and the Nuki Smart Lock Ultra with wet hands. **WARNING!** Failure to observe this precaution **could result in electric shock!**
- The security class of the Nuki Universal Cylinder can only be maintained if the cylinder is installed in compliance with the maximum projection dimensions: 31 millimeters (mm) specified in DIN 18251-2
- The Nuki Smart Lock Ultra is not to packaging materials contain small parts which children might swallow, suffocate or injure itself in a way from young children. This product is not a toy. **WARNING! Leaking or damaged batteries might cause chemical burns.**

Instructions
- Read these instructions carefully
- Keep these instructions
- Heed all warnings
- Clean only with a dry cloth
- Install only in accordance with installation instructions
- Protect the charging cable and charger from being walked on or pinched
- Unplug the charger during lightning storms or when not used for a longer period
- Refer all servicing to qualified personnel of Nuki Home Solutions Inc. Maintenance is required if the Nuki Smart Lock Ultra has been damaged in any way, e.g. by a damaged charging cable, if it has been exposed to rain, moisture or other liquids, if it does not function normally or if it has been dropped.

Disposal
At the end of the device with the household rubbish! Electronic devices must be disposed of at local collection stations, in accordance with the guidelines on used electric and electronic devices applicable in your location.

Technical data
- Model name: Smart Lock Ultra
- Article type: 012.518
- Bluetooth Specification:
  - Bluetooth Low Energy; IEEE 802.15.1; 2.4GHz ISM band
  - Antenna: internal RF ceramic chip antenna
  - Frequency range: 2402MHz – 2480MHz
  - Max. transmission power: 10 dBm (10 mW)
- Thread Standard:
  - Thread; IEEE 802.15.4; 2.4GHz ISM band
  - Antenna: internal RF ceramic chip antenna
  - Frequency range: 2405MHz – 2480MHz Thread
  - Max. transmission power: 10 dBm (10 mW)
- WLAN standard:
  - WLAN; IEEE802.11 b/g/n; 2,4GHz
  - WLAN antenna: 2.4 GHz ceramic antenna
  - WLAN frequency range: 2412 MHz – 2484 MHz
  - WLAN max. transmission power: 17 dBm (50 mW)
- Built-in battery
  - 11,1V 870mAh rechargeable Lithium Polymer Battery
  - Charging Input: DC 5V ⎓ 1,5A max

Warranty and Support

Limited Warranty

Nuki Home Solutions Inc., a Delaware corporation ("Nuki") warrants to the consumer who bought the Nuki Smart Lock Ultra from an authorized dealer that the Nuki Smart Lock Ultra complies in all material aspects with the specifications in the user manual provided and material defects when subjected to intended and proper use for a period of twenty-four (24) months from the date of purchase (the "Warranty Period").

Excluded from this warranty are any non-conformance or defects arising from:
- Modifications and/or changes to the Nuki Smart Lock Ultra that have not been authorized in writing by Nuki or an authorized Nuki dealer;
- Improper maintenance, Improper installation or faulty repair other than by Nuki or an authorized Nuki dealer;
- Improper use;
- Misuse, mechanical damage, overvoltage, negligence or accident;
- Exposure to extreme temperatures or humidity;
- Damage due to dropping, disassembling, opening, crushing, bending, deforming, puncturing, shredding, microwaving or incinerating the Nuki Smart Lock Ultra;
- Handling with wet hands,
- Normal wear and tear.

In the event of a non-conformance of defect covered by this warranty, Nuki, at its discretion, will either repair or replace the Nuki Smart Lock in question and, if a repair or a replacement is in accordance with the law and practice, it will grant a credit in the amount of the purchase price, and in the event a Nuki provide a refund, in no event will the consumer be entitled to (1) more than the purchase price and (2) punitive, exemplary, special or consequential damages (for instance, lost profits, or lost revenues or the like).

All disputes relating to any warranty claim shall be resolved amicably through negotiations between the consumer who purchased the Nuki Smart Lock Ultra from Nuki or an authorized dealer and, if such negotiation does not lead to a mutually acceptable solution within ninety (90) days, either party shall be entitled to demand a binding arbitration by the American Arbitration Association (AAA) in accordance with the AAA's Consumer Arbitration Rules, as in effect from time to time.

In the event of a warranty claim, the consumer should contact Nuki at contact@nuki.io

Contact information:
E-Mail: contact@nuki.io
You can find other ways to contact the Nuki support team at: help.nuki.io

Regulatory Information US

FCC-ID: 2BH6T012518

FCC Statement
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.

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.

Regulatory Information CAN

IC: 32893-012518

ISED Statement
This device complies with Industry Canada license exempt RSS standard(s). Operation is subject to the following two conditions: (1) 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.