

IQ Lock-PowerG Smart Lock Installation and User Guide



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Safety information

Read the safety information before you install the equipment. This equipment must be installed only by a skilled person. A skilled person is an installer with appropriate technical training. The installer must be aware of potential hazards during installation and measures available to minimize risks to the installer and other people.

Warnings

- Protect your user codes.
- Restrict access to your lock and routinely check your settings to ensure they are not altered without your knowledge.
- To make sure you are not locked out of your premises, monitor the IQ Lock-PowerG battery levels and replace them when required. Ensure you have access to the physical keys.
- Practice safety during installation, wear appropriate PPE (Personal Protective Equipment), and wash your hands if you have contact with the product during installation.

Cleaning the IQ Lock-PG

To clean the IQ Lock-PG, use a soft damp cloth.

⚠ WARNING: Do not use lacquer thinner, caustic soaps, abrasive cleaners, or polishes.

Introduction

The IQ Lock-PG is a battery operated smart lock device that communicates with a compatible IQ Panel. The system is composed of the IQ Lock-PG hardware, and the IQ Panel. The IQ Panel monitors and reports the IQ Lock-PG status.

Access the most recent online version of the IQ Lock-PG installation and user guide at the following link: <https://bit.ly/3mnWCmx>

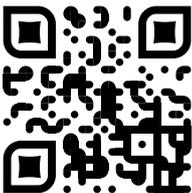
Accédez à la version en ligne la plus récente du guide d'installation et d'utilisation IQ Lock-PG au lien suivant : <https://bit.ly/3mnWCmx>

Acceda a la versión en línea más reciente de la guía de usuario e instalación de IQ Lock-PG en el siguiente enlace: <https://bit.ly/3mnWCmx>

You can also scan the following QR code to access the most recent online version of the installation and user guide.

Vous pouvez également scanner le code QR suivant pour accéder à la version en ligne la plus récente du guide d'installation et d'utilisation.

También puede escanear el siguiente código QR para acceder a la versión en línea más reciente de la guía de instalación y del usuario.



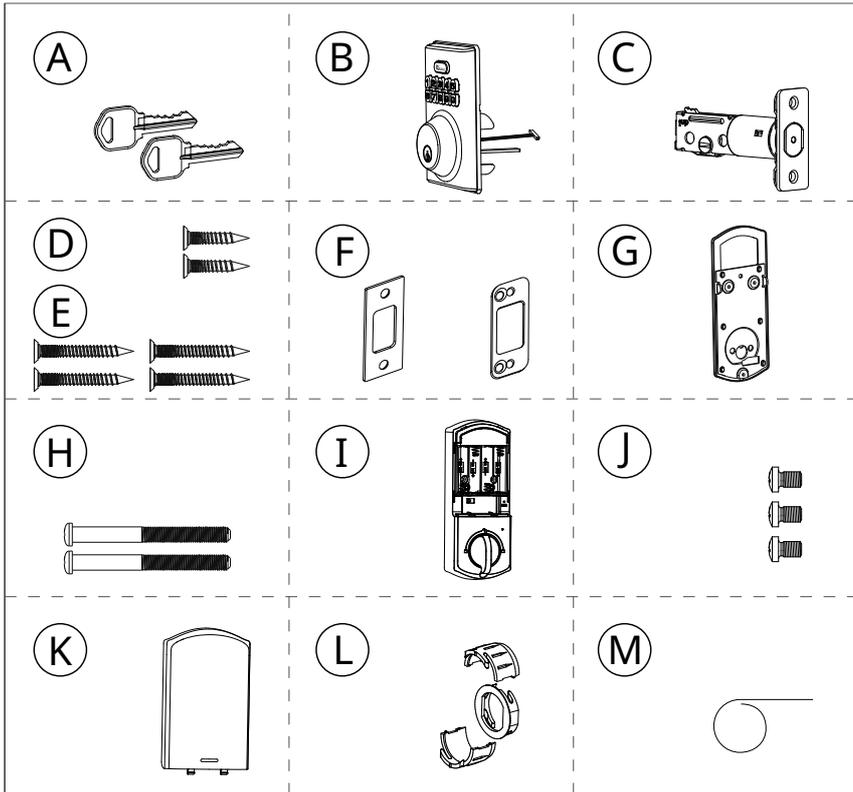
Compatible panels

For panels that are compatible with the IQ Lock-PG, access <https://bit.ly/3mnWCmx>.

IQ Lock-PG kit details

Before you install the IQ Lock-PG, ensure the kit contains the following items:

Figure 1: IQ Lock-PG kit



Callout	Component
A	Physical key X 2
B	Exterior assembly
C	Latch
D	Latch screws
E	Strike screws
F	Strike and optional reinforcement plate
G	Mounting plate
H	Screws for mounting the interior assembly to the door. Door thickness should be between 35 mm and 58 mm.
I	Interior assembly
J	Screws

Callout	Component
K	Battery cover
L	Drive-in collar
M	Reset tool

► **Important:** The kit also contains four AA alkaline batteries.

ⓘ **Note:** To install the IQ Lock-PG you need a Philips head screwdriver, a flat head screwdriver, and a hammer.

Specifications

The following table outlines the IQ Lock-PG technical and mechanical specifications.

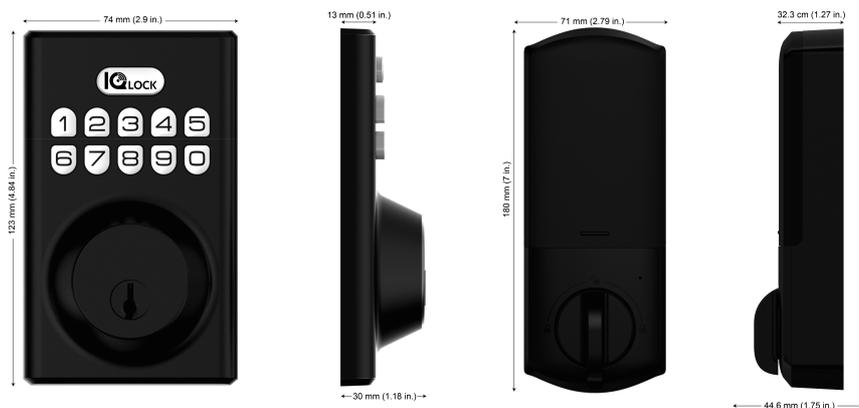
Table 1: Specifications

Type	Description
Weight	1.6 kg / 3.6 lb
Operating temperature	Exterior: -31°F to 151°F (-35°C to 66°C) Interior: 32°F to 140°F (0°C to 60°C)
Operating humidity	20% to 95%
Operating voltage	4.6 V to 6.0 V
Battery life	Minimum 12 months, six user code unlock events, and ten unlocking and locking cycles for each day
Wireless communication protocol	PowerG

IQ Lock-PG dimensions

The following image outlines the IQ Lock-PG dimensions.

Figure 2: IQ Lock-PG dimensions

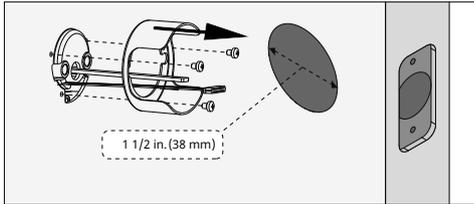


Prerequisites

Before you install the IQ Lock-PG, ensure the following requirements are met:

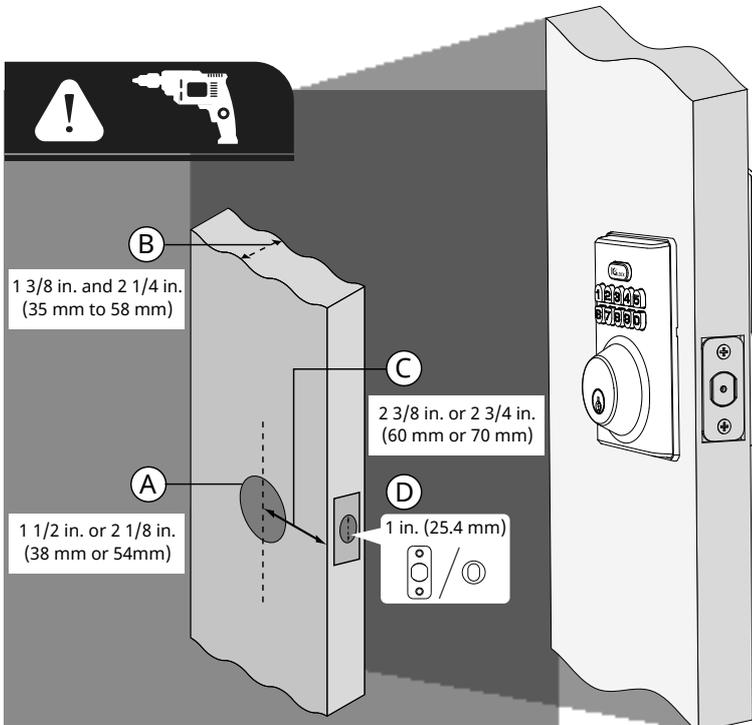
- Measure the door hole to confirm that it is 1 1/2 in. or 2 1/8 in. (38 mm or 54 mm). If the hole measures 1 1/2 in. (38 mm), remove the fire cup.

Figure 3: Exterior assembly hole dimension and removing the fire cup



- Measure to confirm that the door thickness is between 1 3/8 in. and 2 1/4 in. (35 mm to 58 mm).
- Measure to confirm that the door hole backset is 2 3/8 in. or 2 3/4 in. (60 mm or 70 mm).
- Measure to confirm that the latch hole is 1 in. (25.4 mm) from top to bottom.

Figure 4: Prerequisite check list

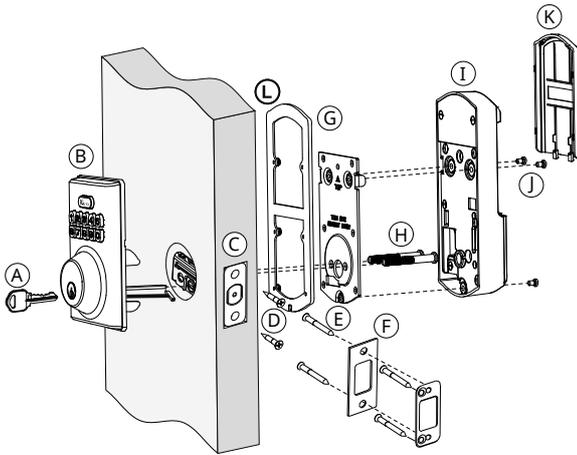


Callout	Component
A	Door hole is 1 1/2 in. or 2 1/8 in. (38 mm or 54mm)
B	Door thickness is between 1 3/8 in. and 2 1/4 in. (35 mm to 58 mm)
C	Door hole backset is 2 3/8 in. or 2 3/4 in. (60 mm or 70 mm)
D	Latch hole is 1 in. (25.4 mm) from top to bottom

Installing the IQ Lock-PG

The diagram shows you how to install the IQ Lock-PG components.

Figure 5: IQ Lock-PG installation overview



Callout	Component
A	Physical key X 2
B	Exterior assembly
C	Latch
D	Latch screws
E	Strike screws
F	Strike and optional reinforcement plate
G	Mounting plate
H	Screws for mounting the interior assembly to the door. Door thickness should be between 35 mm and 58 mm.
I	Interior assembly
J	Screws
K	Battery cover
L	Rubber gasket

Choosing a faceplate

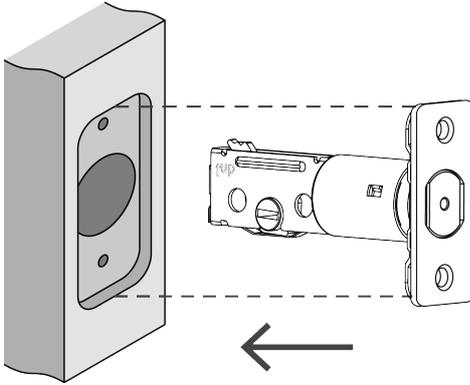
The IQ Lock-PG latch has a rectangular faceplate in place as the default faceplate. A round drive-in collar is included in the kit if it is required. The following topics outline how to choose the correct faceplate:

- Checking the rectangular faceplate
- Attaching the round drive-in collar

Checking the rectangular faceplate

1. Check the door latch hole to see if the rectangular faceplate is suitable. If it is not suitable, proceed to **Attaching the round drive-in collar**.
2. If the rectangular faceplate is suitable, continue to **Installing the latch**.

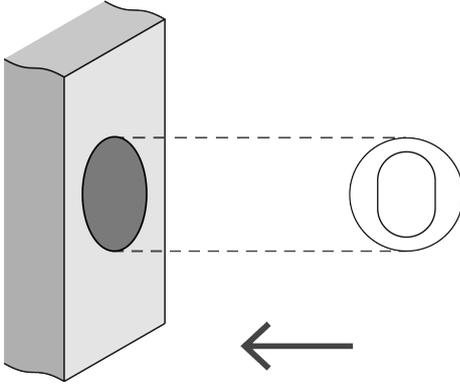
Figure 6: Rectangular faceplate



Attaching the round drive-in collar

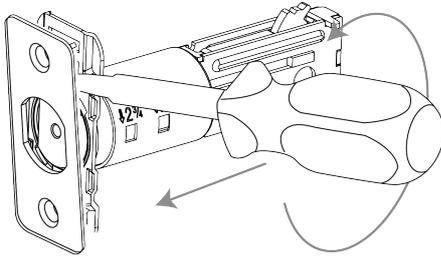
1. Check the door latch hole to see if a round faceplate is required.

Figure 7: Round faceplate



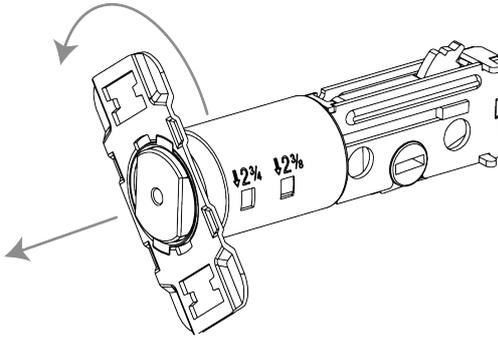
2. If a round drive-in collar is required, remove the rectangular faceplate from the latch with a flat head screwdriver wedged between the faceplate and the faceplate clip.

Figure 8: Removing the rectangular faceplate



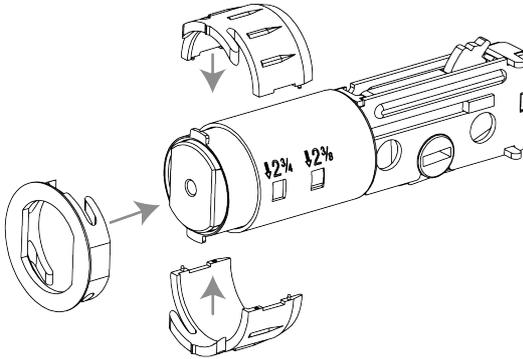
3. Remove the rectangular faceplate. Rotate it counterclockwise and pull.

Figure 9: Rotated rectangular faceplate



4. Attach the drive-in collar.

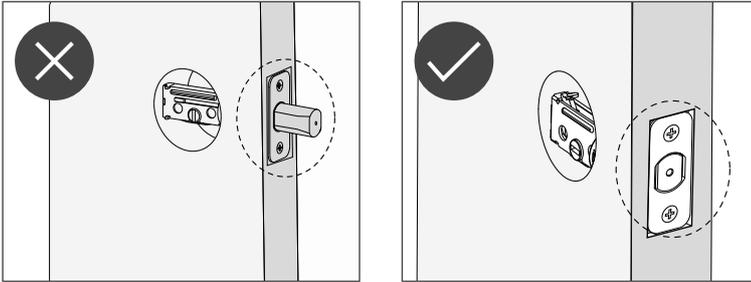
Figure 10: Drive-in collar



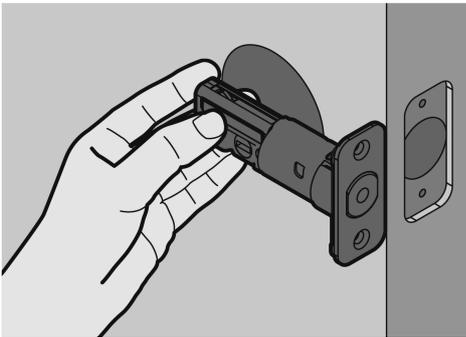
Installing the latch

Use the following steps to install the latch on the door.

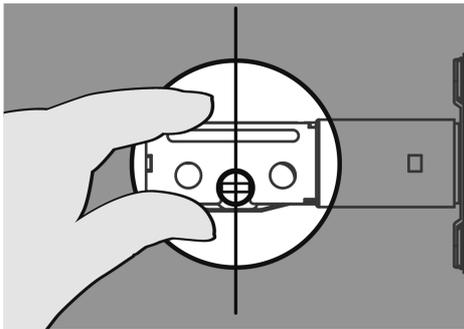
Before you begin: Make sure the latch is in an unlocked position.



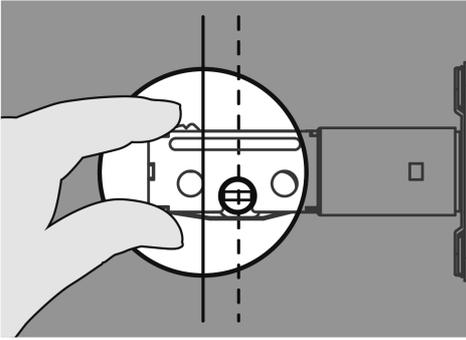
1. Hold the latch in front of the door hole, with the latch face flush against the door edge.



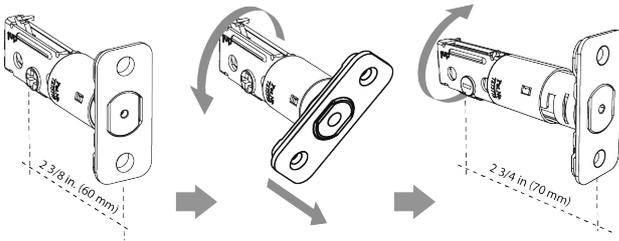
- a. If the slotted hole is centered in the door hole, no adjustment is required. Proceed to the next step.



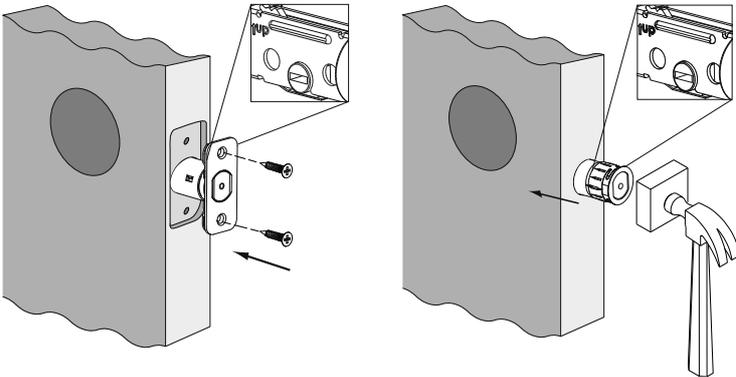
- b. If the slotted hole is not centered in the door hole, you need to make adjustments.



- c. Rotate and pull the latch to extend the latch. Adjust so that the slotted hole is centered.



2. Install the latch and use a Philips head screwdriver to secure the latch with two latch screws. Make sure to install the latch according to the UP mark on the latch.

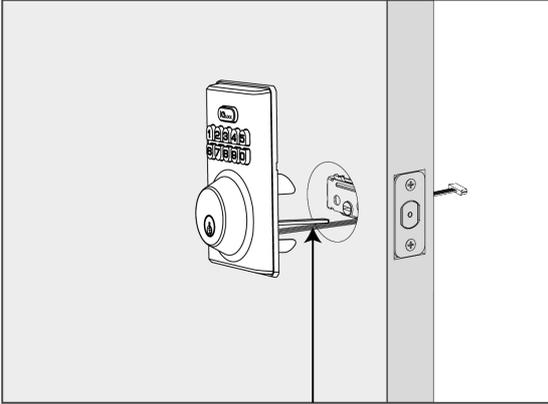


Installing the exterior assembly

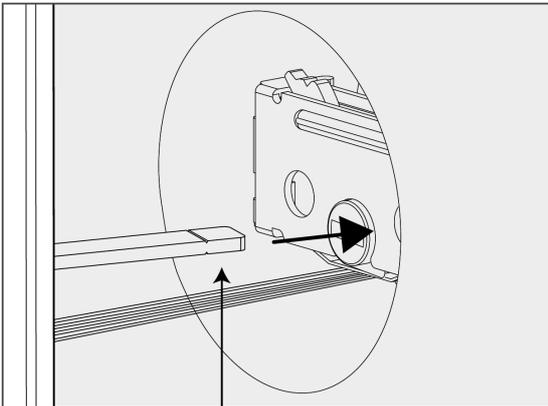
Use the following steps to install the exterior assembly.

Before you begin: Make sure the bolt is in an unlocked position.

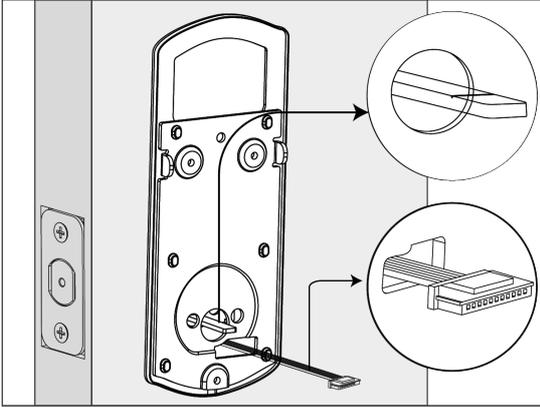
1. Route the cable below the latch.



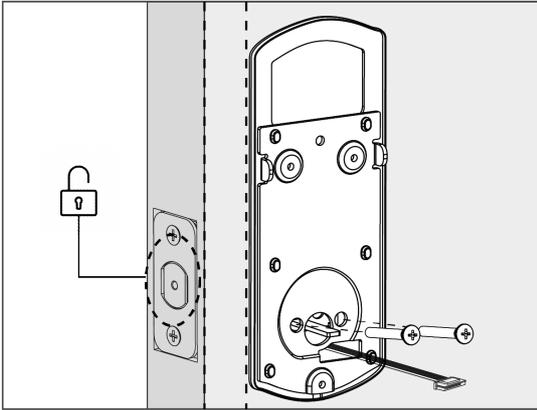
2. Insert the torque blade into the slotted hole on the latch.



3. Route the cable through the hole in the mounting plate.



4. Secure the mounting plate to the exterior assembly with two screws.

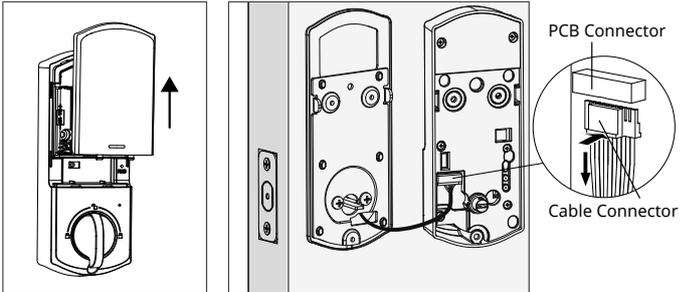


Installing the interior assembly

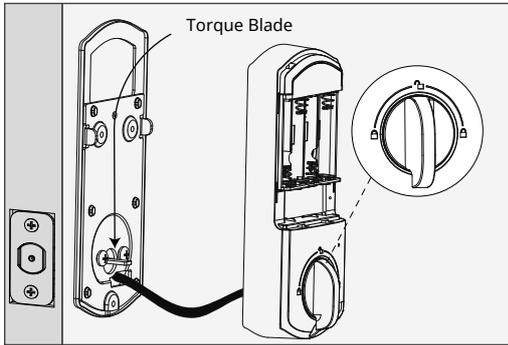
Use the following steps to install the interior assembly.

► **Important:** Do not insert the batteries until the lock is completely installed. Do not let the interior assembly hang while attached to the cable.

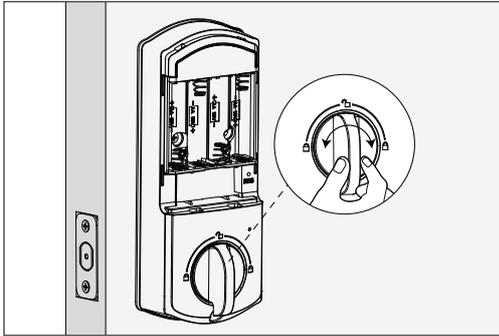
1. Remove the battery cover. Connect the cable and ensure it is connected tightly. If you want to remove the cable, press the top of the white connector and pull the cable out carefully.



2. Rotate the thumb turn to the vertical unlocked position.



3. Test the lock by rotating the thumb turn to make sure the bolt can extend and retract smoothly.

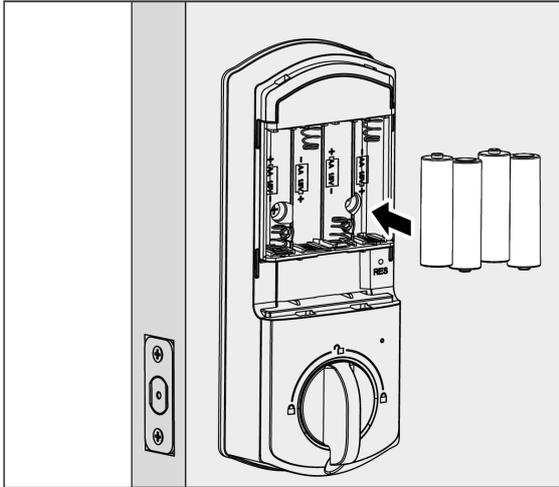


Setting left or right door orientation

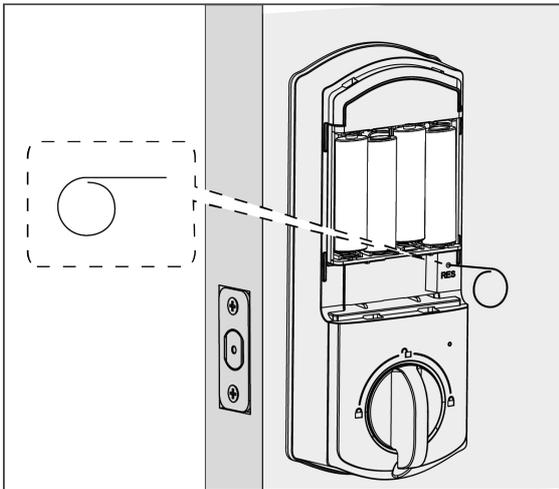
Complete the following steps to ensure the lock functions correctly after you install it.

Before you begin: Ensure the hole in the door frame is drilled to a minimum of 1 in. / 25 mm deep.

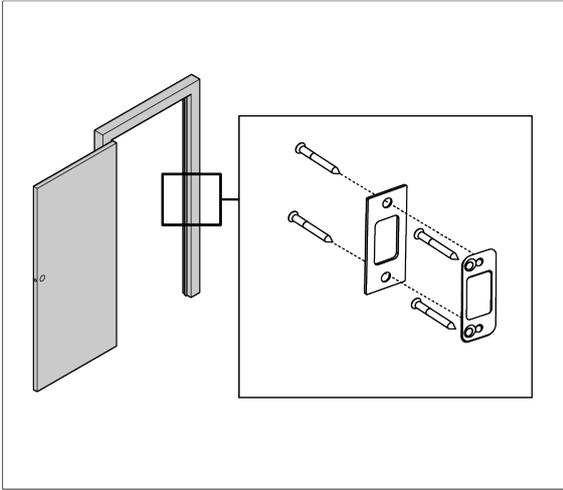
1. With the thumb turn in the vertical unlocked position, insert 4 AA batteries.



2. If the latch bolt does not start as part of auto-orientation, use a sharp pointed tool to press and hold the reset button for 5 seconds until you hear a long beeping sound.



3. If the reset is successful, the latch bolt extends.
4. Replace the battery cover.
5. Install the strike plate on the door frame.



Enrolling the IQ Lock-PG with Auto Learn Enrollment

You can enroll the IQ Lock-PG on the IQ Panel by using the **Auto Learn Devices** feature. To enroll the IQ Lock-PG on the IQ Panel with the **Auto Learn Devices** feature, complete the following steps:

Before you begin: Ensure the IQ Lock-PG is turned on.

1. From the IQ Panel menu, select **Settings > Advanced Settings > Enter Installer Code > Installation > Devices > Automation > Auto Learn Devices**.
2. When a device is recognized, tap **OK** when the pop-up window appears. When the next configuration pop-up window appears, confirm the sensor ID and the sensor type. The sensor ID is the device ID on the product label.
3. **Optional:** For increased security during enrollment, enter the PIN code on the IQ Lock-PG product label. If you enter an incorrect PIN code, the IQ Lock-PG does not pair with the panel.
4. Tap **Pair**.
5. If the lock does not automatically enroll, use a sharp pointed tool to press the reset button twice quickly until the panel emits a beeping sound. This starts the auto-enroll process.

Result: The device enrolls successfully.

Enrolling the IQ Lock-PG manually with ADD PowerG

You can manually enroll the IQ Lock-PG on the IQ Panel with the **ADD PowerG** feature. To enroll the IQ Lock-PG on the IQ Panel manually with the **ADD PowerG** feature, complete the following steps:

Before you begin: Ensure the batteries are inserted in the IQ Lock-PG.

1. On the IQ Panel menu, select **Settings > Advanced Settings > Enter Installer Code > Installation > Devices > Automation > Add PowerG**.
2. Enter the sensor id in the **Sensor ID** field or scan the QR code on the box label to enroll it. The sensor ID is the device ID on the product label.
3. When a device is detected, tap OK when the pop-up window appears. When the next configuration pop-up window appears, confirm the sensor ID and the sensor type.
4. Tap **Pair**.
5. Remove and reinsert the batteries.

Result: The device enrolls successfully.

Checking the IQ Lock-PG PowerG signal strength

To check the IQ Lock-PG PowerG signal strength, complete the following steps:

1. Turn on the IQ Lock-PG.
2. On the IQ Panel, swipe down from the top.
3. Tap **Settings**.
4. Tap **Advanced Settings**.
5. Enter your installer code if prompted.
6. Tap **System Tests**.

7. Tap **PowerG Test**.
8. Tap **Run** to the right of your device.



Note: If you receive poor PowerG signal, move the panel, or install a PowerG repeater and re-test until the PowerG signal strength is strong. Strong signal strength is required for the device to operate properly. For detailed diagnostic test instructions, refer to the IQ panel installation guide.

Locking and unlocking the IQ Lock-PG

You can lock and unlock the IQ Lock-PG lock using one of the following methods.

- **Lock and unlock the IQ Lock-PG remotely on the panel.** Tap the **Home** screen on the panel, swipe right to access the lock screen, tap **Lock All** or **Unlock All** to lock or unlock multiple IQ Lock-PG locks. To lock or unlock individual locks, swipe up through the locks to select the lock and tap the key icon on the lock screen.
- **Lock and unlock the IQ Lock-PG using the buttons on the IQ Lock-PG.**
 - ▶ **Important:** User codes are set on alarm.com and sent to the lock.
Press the **IQ Lock** button on the IQ Lock-PG for 2 seconds to lock. The IQ Lock-PG locks, the IQ Lock logo flashes red and the IQ Lock-PG emits a beeping sound. To unlock using the buttons on the IQ Lock-PG, enter your user code on the IQ Lock-PG device and press the IQ Lock button. The IQ Lock-PG unlocks, the IQ Lock logo flashes green and the IQ Lock-PG emits a beeping sound.
- **Manually lock or unlock the IQ Lock-PG with the thumb-turn functionality.** To lock, turn the thumbturn to the lock position. The IQ Lock-PG emits a beeping sound and the LED flashes red if successful. To unlock, turn the thumbturn towards the unlock position. The IQ Lock-PG emits a beeping sound and the LED flashes green if successful.
- **Manually lock or unlock the IQ Lock-PG with a key.** To lock, insert the key and turn the key until it is in a vertical position. The IQ Lock-PG emits a beeping sound and the IQ Lock-PG button flashes red. To unlock, turn the key in the opposite direction until it is in a horizontal position. The IQ Lock-PG emits a beeping sound and the IQ Lock-PG button flashes green.

IQ Lock-PG notifications

For any changes on the IQ Lock-PG, notifications are sent from the IQ Lock-PG to the IQ Panel.

Notifications from the IQ Lock-PG to the IQ Panel are sent for the following reasons:

- When the IQ Lock-PG is locked or unlocked
- When the lock is jammed
- When the battery is low

IQ Lock-PG low battery

The IQ Lock-PG device reports low battery to the panel when the lock is at 20% battery power or less. A ! icon appears on the lock symbol on the IQ Panel locks page. The IQ Panel low battery alert resolves when the battery level is greater than 20%.

Sound settings

If the doorlock volume is turned off in the lock configuration page, sound notifications are still enabled when there is a low battery, when the device buttons are locked out, or when the lock is jammed.

Incorrect user code entry

When you input an incorrect user code 10 times, you cannot enter the user code using the device buttons for 3 minutes. A notification is sent to the IQ Panel when this happens. To unlock the IQ Lock-PG after you enter the user code incorrectly, use one of the following methods.

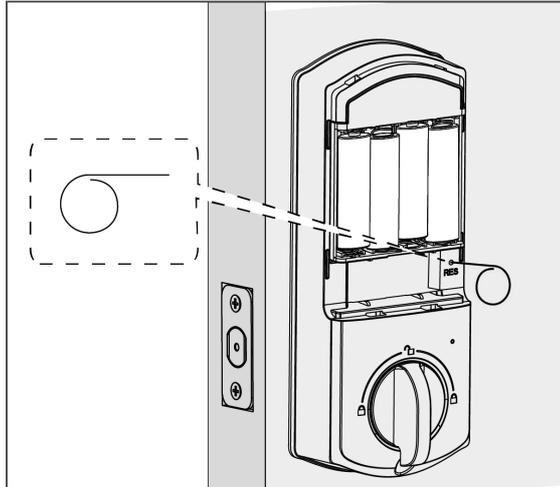
- If you want to unlock using the buttons on the IQ Lock-PG, wait until the 3 minute lock period has passed.
- If you want to unlock immediately, you cannot unlock the IQ Lock-PG using the buttons on the IQ Lock-PG. See Locking and unlocking the IQ Lock-PG, for other unlock options.

Resetting the IQ Lock-PG to factory default settings

To reset the IQ Lock-PG to factory default settings, complete the following steps.

Before you begin: Remove the battery cover.

1. Press and hold the reset button with a sharp pointed tool for 5 seconds until you hear a long beeping sound.



2. If the reset is successful, the latch bolt extends. You must delete the IQ Lock-PG manually from the IQ Panel if you perform a factory default reset.



Note: If you delete the IQ Lock-PG from the panel, you must reset the IQ Lock-PG to factory default settings. To delete the lock on the panel, refer to the panel user guide for instructions.

FCC Information

This information applies to the IQ Lock-PG.

Modification statement

Johnson Controls Inc. has not approved any changes or modifications to this device by the user. Any changes or modifications could void the user's authority to operate the equipment.

Interference 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 interference.
2. This device must accept any interference, including interference that may cause undesired operation of the device.

Wireless notice

This equipment complies with FCC and IC radiation exposure limits set forth for an uncontrolled environment. The antenna should be installed and operated with minimum distance of 20 cm between the radiator and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

ISED Statement

English: This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

1. This device may not cause interference.
2. This device must accept any interference, including interference that may cause undesired operation of the device.

The digital apparatus complies with Canadian CAN ICES-3 (B)/NMB-3(B).

This device meets the exemption from the routine evaluation limits in section 2.5 of RSS 102 and compliance with RSS 102 RF exposure, users can obtain Canadian information on RF exposure and compliance.

This equipment complies with Canada radiation exposure limits set forth for an uncontrolled environment.

This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.

French: Cet appareil contient des émetteurs/récepteurs exempts de licence qui sont conformes aux RSS exemptés de licence d'Innovation, Sciences et Développement économique Canada. L'exploitation est soumise aux deux conditions suivantes :

1. Cet appareil ne doit pas provoquer d'interférences.
2. Cet appareil doit accepter toute interférence, y compris les interférences susceptibles de provoquer un fonctionnement indésirable de l'appareil.

l'appareil numérique du ciem conforme canadien peut - 3 (b) / nmb - 3 (b).

cet appareil est conforme à l'exemption des limites d'évaluation courante dans la section 2.5 du cnr - 102 et conformité avec rss 102 de l'exposition aux rf, les utilisateurs peuvent obtenir des données canadiennes sur l'exposition aux champs rf et la conformité.

Cet équipement est conforme aux limites d'exposition aux rayonnements du Canada établies pour un environnement non contrôlé.

Cet équipement doit être installé et utilisé à une distance minimale de 20 cm entre le radiateur et votre corps.

Warranty and EULA

To access Warranty and EULA information, access the following link: <https://bit.ly/3mnWCmx> or scan the following QR code:



Technical support

Intrusion Tech support: +1- 855-476-5797 #2 or 1-800-387-3630

Email: intrusion-support@jci.com

Rev.00 06/23



D-309240