

you and will email you a prepaid label for return of the defective product. A pre-authorization hold will be placed on your credit card for the value of the lock(s) being replaced. Your credit card information will be collected and stored safely and securely. Upon receipt of your return, Tuchware will release the credit card information and no charges will be applied. Incomplete or no returns will be subject to credit card charges.

Receive/Ship: Upon qualification of your product return request, Tuchware will email you a prepaid label and shipping instructions to facilitate the return of the defective unit. After receipt of the defective unit at our returns facility, Tuchware will ship a replacement at no cost to you. Incomplete or no returns may void the warranty process.

Warranty Claim Form No. _____

1. Only one claim per submission will be processed.
2. Picture of the claim is mandatory for us to evaluate.
3. It is in our right to disapprove any claim request that is found incorrect or fraud.

Purchase Information

Dealer _____

Address _____

Purchase Date _____

Issue Detail _____

Customer _____

Phone No. _____

Email _____

Dealer's Sign & Stamp _____

Product Technical Specifications

| | |
|-------------------------------------------------------------|----------------------------------|
| Product Name | Smart Door Lock |
| Model | XS1100 |
| Key | MIFARE S50 Card + Mechanical Key |
| Power Supply | 4 x AA |
| Weight | 2.6 KG |
| Dimensions | 280x70x20mm |
| Material | SS 304 |
| Extreme heat or cold may damage your device or accessories. | |

Product Standard Accessories

- | | | |
|-----------------|----------------|----------------------|
| Front Handle x1 | Screw Set x1 | Warranty Card x1 |
| Back Handle x1 | Latch Cover x1 | Quick Start Guide x1 |
| Mortise x1 | Lock x1 | |
| Strike Plate x1 | Keys x2 | |

Tuchware Customer Care

Toll-Free Number

1800- 889-1189

Paid Number

+91 0731 3510737

Support Email ID

support@tuchware.com

Grievance Officer

grievancees@tuchware.com



XS-1100

Smart Door Lock

Quick Start Guide

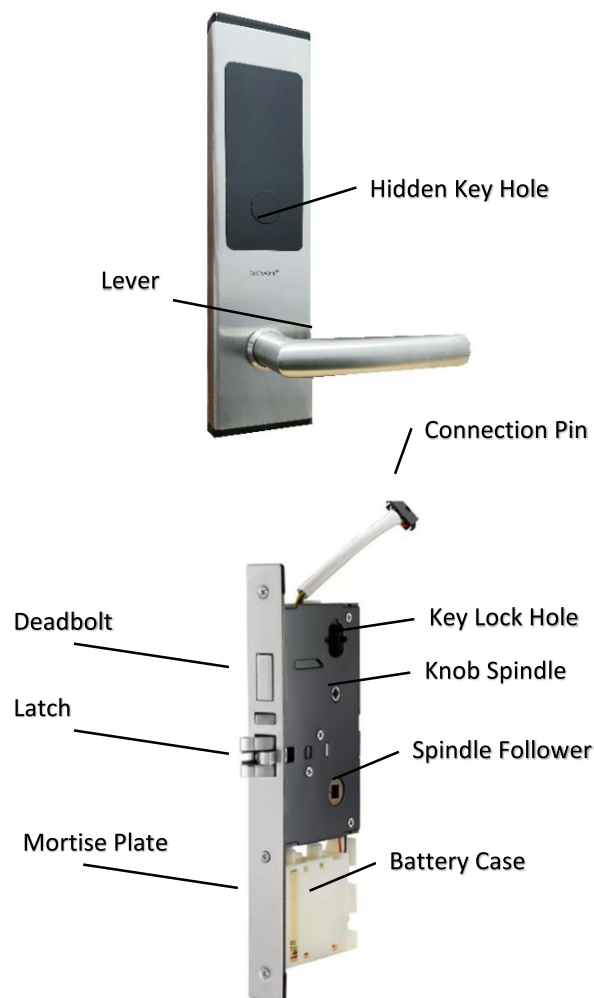


Please read this Quick Start Guide before using your lock, and keep it for future reference

Welcome to Tuchware,

This quick Start Guide tells you how to get started with your lock and troubleshoot common problems. For more detailed information you can go to Help Menu of the Software or Mobile Application. You can also learn more useful information on Tuchware official website. For legal information, go to www.tuchware.com/legal.

The features and images shown in this guide are for reference only. They may differ from the actual product.



Steps for Installation

1. Check all accessories are there in the box.
 2. Cut hole in door as per cutting diagram. **Scan QR** to download cutting diagram.
 3. Insert Mortise in the hole.
 4. Remove Mortise plate and insert 4 x AA Batteries. Tuchware recommend Duracell or equivalent Alkaline Batteries for best performance.
 5. Insert Mechanical Lock and fix with screw.
 6. Close Mortise plate with screws.
 7. Connect Mortise connection pin with front handle.
 8. Ensure inserting springs before spindle in spindle followers on both sides.
 9. Assemble both handles with main screws to complete mounting of lock.
 10. Ensure covering key hole with acrylic cover.
- Note: Arrow ' ← ' in the Spindle Follower always points at latch horizontally.**

Activating the Lock

1. Brush System card.
2. Brush Guest/ Master Card.
3. Your lock is ready for use.

Note: The lock stays in factory mode when shipped i.e. will not get locked until activated once. Refer troubleshooting guide if lock doesn't get activated.



WARRANTY CARD

Tuchware products are backed by one of the most comprehensive warranty programs available. You can feel confident that with the purchase of Tuchware you have selected the best quality product, backed by the best customer service available.

This product comes with a 5 year mechanical and finish warranty to the original user of Tuchware against defects in material and workmanship along with a **1 Year electronic warranty**, as long as the original user (As per Invoice) occupies the residential/commercial premises upon which the product was originally installed. This warranty **DOES NOT COVER** scratches; abrasions; deterioration due to the use of paints, water, solvents or other chemicals; abuse; misuse; or product(s) used in commercial applications. Upon return of a defective product to Tuchware, Tuchware may repair or replace the product or refund the purchase price. **Tuchware is not liable for incidental or consequential damages.** Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other rights that vary from state to state.

If a mechanical or finish defect occurs, please EMAIL us at support@tuchware.com or return it to Tuchware Technologies Pvt. Ltd. Consumer Services, D-50, Sector F, Slice 3, Aranya Nagar, Scheme No 78, AB Road, Indore, Madhya Pradesh, India 452001. For customers outside of the India, claims under this warranty must be made only to either the place of purchase or to the listed importer.

Return Policy

Tuchware is committed to providing the best product experience with your Tuchware purchase. In the event of a product defect, Tuchware provides two options for replacement, Advanced Exchange or Receive/Ship.

Advanced Exchange: For all qualified replacement requests, Tuchware will immediately send a replacement unit at no cost to