



USER GUIDE

The answers for our most common questions are published in the support section of the Glue website.

www.gluehome.com/support

If you can not find the answer to your question there, please contact the Support Team who will be happy to help.

support@gluehome.com

GLUE APP

To share digital keys:

- Tap the icon on the Glue App home screen
- Add the phone number, email address, or select from Contacts. Choose the Access Level, then send the digital key invite.
- To remove users: Tap on the keyholders icon and select the user to remove.

KEY HOLDERS

- OWNER** - You and your partner **Can always** use the lock, can use remotely, see all recent activity and share keys.
- RESIDENT** - Other family members **Can always** use the lock, see **their own** recent activity. **Cannot** use remotely, or share keys.
- GUEST** e.g. Your cleaner Has **restricted** use of the lock. **Cannot** use remotely, share keys, or see recent activity.

GLUE LOCK

Use your Glue Smart Lock to operate your door lock the same way you used your keys, or your thumb turn previously.

When you leave your home, you can to activate the 8-second delayed **Press & Go Lock** for convenience locking.

To operate - press the thumb turn twice. When you see the light slowly flashing you will have 8 seconds till the door locks.

UNLOCKING

- VIA THE APP NEAR THE LOCK**
Use the app any time
- VIA THE APP REMOTELY**
To unlock the door whilst you are away
- WITH THE KEYS**
Keys work as usual
- WITH THE THUMB TURN**
Turn to manually unlock

- NO LIGHT**
Sleep mode
- SLOW FLASHING**
The "**Press & Go Lock**" is in progress.
- GLOWING LIGHT**
Your lock has finished unlocking or locking.
- FAST FLASHING**
Error detected. If the problem persists, remove batteries briefly to restart the lock.

LOCKING

- VIA THE APP NEAR THE LOCK**
Use the app any time
- VIA THE APP REMOTELY**
To use the lock whilst you are away
- WITH THE KEYS**
Keys work as usual
- WITH THE THUMB TURN**
Turn manually, or **double press** to use the 8-second delayed **Press & Go Lock**

GLUE WI-FI HUB

Your Glue Wi-Fi Hub wirelessly connects to your Glue Smart Lock and is used for remote locking and unlocking, battery level sensing and product updates. The Glue Wi-Fi Hub performs best when plugged in near the Glue Smart Lock.

To reset the Glue Wi-Fi Hub. With the hub plugged to the power, press the light with a pointed object, until the light goes out. After 10 seconds the light will start flashing slowly. Your hub is now reset.

- NO LIGHT**
No power - Plug in the Glue Wi-Fi Hub
- SLOW FLASHING**
The Glue Wi-Fi Hub is thinking
- SOLID LIGHT**
The Glue Wi-Fi Hub is connected
- FAST FLASHING**
Not connected to the Wi-Fi. If the problem persists, switch off for 10 seconds. If still fast flashing follow the reset instructions.

GLUE LOCK UN-INSTALLATION

- Remove Glue Smart Lock from the door plate with Hex key provided.
- Remove door plate.
- Re-install original Thumb turn.

Thank you for purchasing this Glue Smart lock (GL04X.XX) and Glue Wi-Fi Hub (GL01X.XX)

Handling Guidelines

- You should only use your Glue Smart Lock in conjunction with the Glue Wi-Fi Hub – this ensures that the Glue Smart Lock will perform as designed, with maximum security and functionality.
- It is your responsibility to ensure that unauthorised persons do not have access to your account with Glue. We strongly recommend all Glue Smart Lock users to use PIN code protection with all mobile devices on which the Glue application is installed.
- Please retain all instructions, packaging and installation tools.
- Before using the Device(s), familiarize all users with how the Device(s) and our services work and make sure that all users have read and understand our Terms and Conditions and Privacy Policy. If you have any questions, please do not hesitate to contact the Glue team through our website at www.gluehome.com/support
- The Device(s) and our services are most effective and will perform as designed, if your home Wi-Fi network is functioning. If your home Wi-Fi network is not functioning, the Glue Smart Lock will function via Blue tooth communication only when the user's phone is within a range of 3 metres.
- The Glue Wi-Fi Hub should be placed in a location where it is able to have unimpeded communication with the Glue Smart Lock.
- The Glue Wi-Fi Hub should be located no less than 1 metre and no greater than 5 metres from the Glue Smart lock.
- Utilise your Glue Smart Lock in accordance with recommendations set out for physical key usage by your household insurer.
- Wipe the Glue Smart Lock with a soft damp cloth to clean. To clean the Glue Wi-Fi Hub, remove from the power socket and wipe body only with a soft DRY cloth.

Battery Handling

- Ensure that the battery replacement warnings on the app are adhered to as instructed.
- Batteries are to be installed as instructed – take care not to put the batteries in to the product in the wrong orientation. The + and – icons on the battery should be orientated in accordance with the + and – icons in the base of the battery housing.
- When inserting the batteries, it is easiest to insert the negative (-) end first.
- Only standard Alkaline 1.5V AA batteries should be used with the Glue Smart Lock, rechargeable batteries are not suitable for use.
- When replacing the batteries, ensure that the ribbon is correctly placed underneath the batteries with the end of the ribbon exposed – to enable you to remove the batteries with ease on the next occasion.
- If the Glue Smart Lock is to be unused for an extended period of time, please remove the batteries to help protect against battery leakage.
- To disconnect your Glue Smart Lock, remove all the batteries.
- To disconnect your Glue Wi Fi Hub, either switch off at the power socket or remove from the power socket.

Restrictions of use

- The Glue Smart Lock is rated at 6V DC. This Glue Wi Fi Hub is rated at 220 – 230V AC 50/60 Hz only.
- The Device(s) should be used and stored between the following temperatures -10°C and +40°C.
- Ensure that the Device(s) are not located in direct sunlight for prolonged periods of the day.
- The Device(s) should not become wet during use.
- Ensure that the Device(s) are not used in excessively dusty environments.
- The Device(s) must not have been misused, abused, disassembled or modified in any way.
- Ensure the battery pull ribbon is in the correct position when replacing batteries to enable ease of battery removal in future.

Frequency Range 2400 – 2483.5MHz

Maximum RF Power output

Lock BLE = 1.10 dBm

Hub BLE = 3.43dBm, Wi-Fi = 18.20dBm

FW version 31

Manufacturer - Altyor Industries (Shanghai) Co. Ltd. 152/1421 Zhuan Xing Dong Lu, Minhang Industrial Park, Shanghai 201108, China
Importer - Glue AB, Grev Turegarten 26, SE-114 38 Stockholm, Sweden

Hereby, Glue AB declares that the radio equipment type Bluetooth Electronic Lock and WiFi to Bluetooth Bridge is in compliance with Directive 2014/53/EU The full text of the EU declaration of conformity is available at the following internet address: <https://www.gluehome.com/legal/compliance>

Return policy

If you are a consumer (i.e. a private individual not acting on behalf of a business) and if you for any reason are not entirely satisfied with your purchase, you are entitled to return the Device(s) within 30 days after receipt of the Device(s). Your notification regarding cancellation must be given to Glue within 30 days after your receipt of the Device(s).

Please contact our customer service at support@gluehome.com in order to properly register your notification with Glue. Your message to our customer service must clearly state that you wish to use your right of returning the Device(s) and contain at least the following information:

- your order number;
- confirmation of your payment; and
- title of the product you wish to return.

As an alternative to the instructions above for your notification with Glue, you are entitled to use a standard form for notification of return provided by the Swedish Consumer Agency (Sw. Konsumentverket) which can be found at the website www.konsumentverket.se (Swedish language version) which is based on Appendix 1 to Directive 2011/83/EC which can be found at http://ec.europa.eu/consumers/consumer_rights/rights-contracts/directive

If you wish to cancel your purchase of the Device(s) in accordance with above, you shall, without undue delay and at the latest within 14 days, from the date of your notification regarding cancellation to Glue, return the Device(s). Our customer service will provide you with the address for returning the Device(s). You will have to pay the direct cost of returning the Device(s), including any shipping costs. The cost for returning the Device(s) is estimated at a maximum of approximately EURO 20 for shipping within the EU. Please note that this amount is an estimate of the maximum costs and that the costs may deviate depending on the place from where the Device(s) is sent.

Glue will process any refund to you without undue delay and within 14 days from the day on which you gave Glue notice of return in accordance with above, provided, however, that we, within this time period have received either (i) the Device(s) in return, or (ii) you have submitted evidence that you have returned the Device(s) in accordance with our instructions. Glue has a right to withhold the refund until either of (i) or (ii) occurs, whichever occurs first. Glue will refund the money received from you using the same method originally used by you to pay for the Device(s), unless you have expressly agreed with us otherwise.

Glue will refund all payments that we have received from you in relation to your purchase of the Device(s) in full, including the original delivery charges if paid by you (but not including additional delivery charges as a result of you choosing a delivery other than our standard delivery). However, you are responsible for any decrease in value of the returned Device(s) to the extent the returned Device(s) has been handled more extensively than necessary in order for you to determine its features or function. Glue is entitled to make deductions from the refund for such diminished value of the Device(s).

Faulty Device(s)

It is important that you check your Device(s) upon receipt in order to verify that the Device(s) is correct and free from manufacturing defects. If your Device(s) is incorrect or faulty, please report this as soon as possible to our customer service at support@gluehome.com Please note that faulty Device(s) as a result of wear and tear is not considered to be faulty.

You have a right to return Device(s) with manufacturing defects which exists when the Device(s) is delivered to you and which arises within a period of 12 months from the date of delivery, provided that your complaint is made with Glue within a reasonable time after the circumstances leading to the complaint was discovered or should have been discovered. A complaint made within two (2) months after the manufacturing defect was discovered, within the said 12 months period, shall always be deemed to have been made within reasonable time.

If we are not able to replace or remedy the faulty Device(s) within reasonable time, we will refund the amount you have paid for the faulty Device(s) together with return shipping charges.

Privacy Policy

Please read these instructions, our Terms and Conditions and our Privacy Policy carefully and make sure that you understand them, before you start using the Device(s). Our Terms and Conditions and Privacy Policy can be found at our website, www.gluehome.com.

By downloading the Glue application and registering an account with Glue you acknowledge that you have read, agreed to and accept the Terms and Conditions and Privacy Policy and commits to adhere to them. Please note that Glue may update the Terms and Conditions and Privacy Policy from time to time, in accordance with the Terms and Conditions and Privacy Policy.