unloc

Installer Playbook

This Playbook is meant as a helping hand in getting you up to speed on how to conduct awesome installation-experiences for customers! Anything missing? Drop me a line at marcus@unloc.app and don't hold back :)

Table of contents

1. Goals **2**

2. The laundry list **2**
- What to bring with you 2

3. Pre-installation **2**
- Upon arrival 2
- Informing the customer 2
- Check for typical errors 3

3. The Installation **3**
- Video tutorial here 3
- Uninstall the existing lock 3
- Typical error-cases 6

4. Post-installation: onboarding **8**
- Onboarding the customer in the app 8

5. Ending **8**

Admin **9**
- Actions to take after the installation 9

FAQ (WIP) **9**

Unloc contact information **9**
- Håvard Seljevold Methi 9
- Marcus Hjelleset
  Installer Playbook Creator 9

unloc

1. Goals

★ The new lock can be smoothly locked/unlocked from the Unloc-app
★ All key-sharing rights have been added, meaning that the customer should have been able to send keys to the ones s/he wants to share keys with
★ Add a picture and address for the door

2. The laundry list

What to bring with you

- 2 Danalock V3s *(one for backup in case the other one breaks)*
- Toolkit:
    - 1 compact bolt cutter
    - 2-3 different types of 'adapter'
        - Adapter for xx20 to xx37 (Side mount vs Through)
    - 8-10 long screws *(in case some break)*
    - 1 ekstra låsepinne
    - 1 flatfil
    - Drill, and "Borr" common sizes, 2,3,4,5,6mm bring multiple of each
    - PH1, PZ1, PH2, PZ2, T20, T25, T15, T10 Screwdrivers
    - Flat screw driver one "Electronic" and a few others.
        - Make sure you have one that fit's cylinders mounted from the side, Bit's won't reach deep enough here.
- Representable clothing
    - Note: Sweat pant's don't represent Unloc in the way we want. How professional you look and behave will impact the users perception of our brand.

3. Pre-installation

Upon arrival

- Make sure you wear the Unloc T-shirt
- Present yourself as the Unloc-installer
- Check the cylinder type

Informing the customer

- Let the customer know:
    - How you will conduct the installation
    - Roughly how long it will take (30-60 min depending on the lock)
    - When they will need to be there to help out (app onboarding)
- Whilst you install, you can tell the customer to download the Danalock app, and register a user. Do inform them why that is so too:

- The Danalock needs to be set up in the Danalock app (calibrated), before you can use Unloc. Remember to activate “End to End operation” when calibrating the lock.
- They won’t need to use the Danalock app after installation - just the Unloc app. That said, still worth keeping it on your phone just in case you need to set it up again in the future.

Check for typical errors

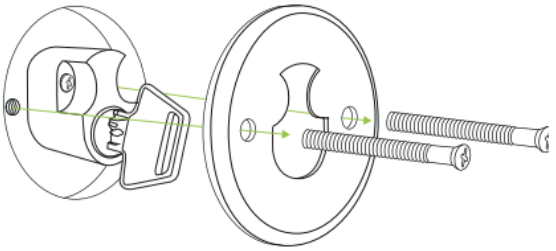
- The first thing you should do is check that the door can be closed with the new Danalock lock installed. Reason for this is that the Danalock v3 is pretty big - so, the Danalock can end up crashing into the door “karm” when you close the door, if the existing lock is installed f.ex very close to the wall.

3. The Installation

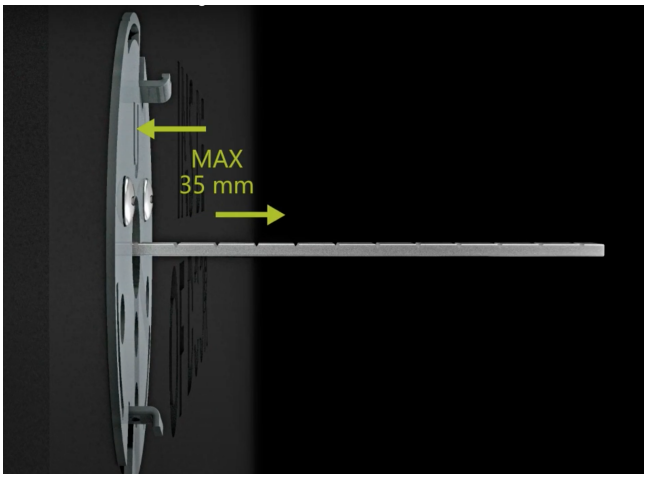
- How to install using an adapter. Common on older locks
- Video tutorial here

Uninstall the existing lock

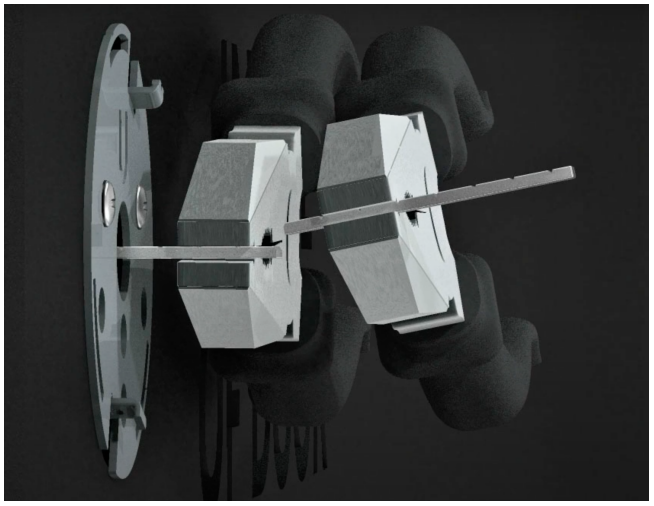
1. Unscrew the 2-3 long screws shown in the picture below



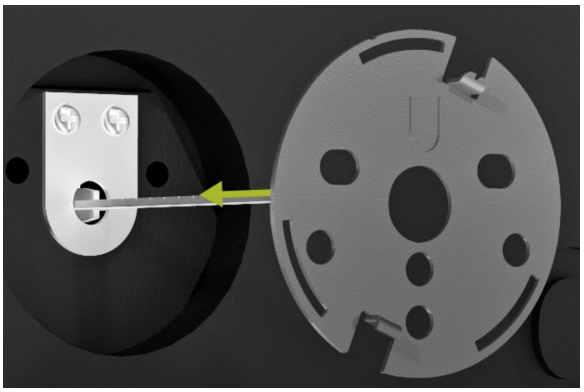
2. Measure the length of the existing tailpiece from the doorplate and see if you need to replace or cut it:

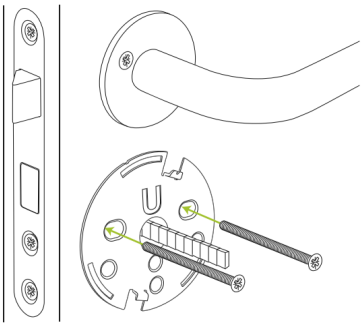


   a. It's **more than** 3.5cm
      - You need to cut the existing tailpiece to make it ca 1.0cm long.
      - Use the compact bolt cutter to shorten the tailpiece (leave some room for error - i.e don't cut it too short right away)

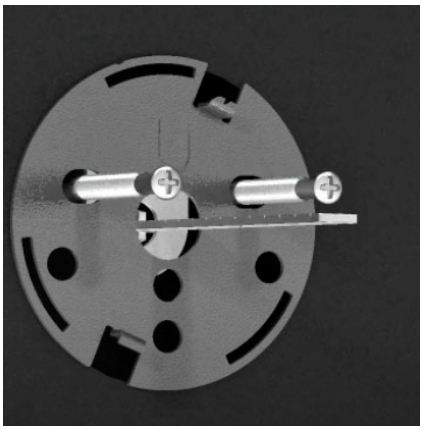


   b. It's **less than** 0.9cm from the doorplate
      - You need to replace it with the tailpiece from the Danalock box
   c. It's **ca.** 1.0cm
      - All good! You can move to the next step.
3. Remove the three stickers on the back of the backplate
4. Once you've got the correct length on the tailpiece, insert the backplate over it using the round hole in the middle
   a. PS: On old doors, you might have to insert the backplate (and lock!) upside down... You can easily identify this if the cylinder is mounted below the handle. No worries - it'll work just fine :)

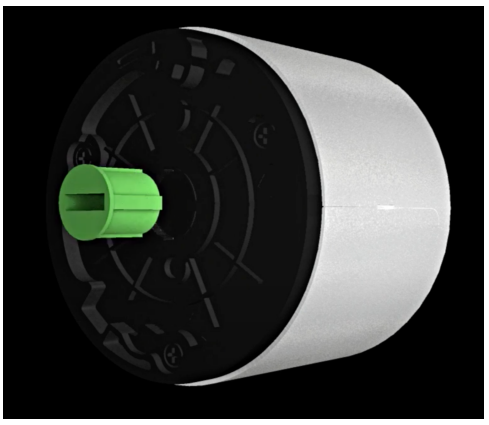




4. Use either the old or new screws to now fasten the backplate
    a. PS: Don’t use the old screws if the “gjenger” were really rough and you had a hard time unscrewing them in the first place.

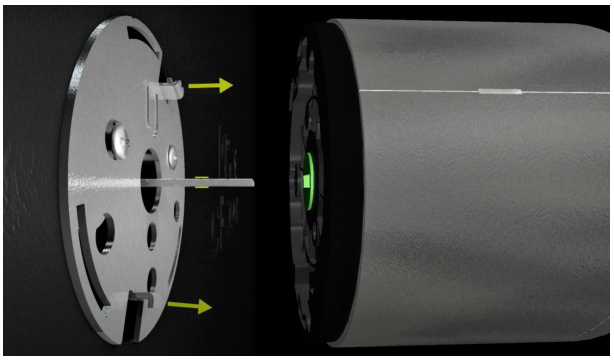


5. Insert the green twister from the Danalock box in the center on the backside of the Danalock



6. Press it until you hear a click.
7. Fix the Danalock onto the backplate with the battery cover facing down
    a. PS: As mentioned above, if it’s an old door - put it upside down

8. Make sure the tailpiece is sliding into the green twister and the backplate fixes to the back of the lock.
    a. PS: There are some small “marks” that the lock has to fit into - be gentle :)



9. Turn the Danalock clockwise until it clicks to fasten it to the backplate
10. Pull out the plastic tab to activate the batteries
11. A light will then flash to confirm the Danalock is ready!

Typical error-cases

- Problem: Unable to unscrew the screws of the existing lock

- Reason: This might be due to the threads “gjenger” being broken or the screws have been inserted with loctite
- Solutions:
    - Keep at it! Try to put some force on it to unscrew, but be careful you don’t completely break the threads or head of the screw“gjenger”.
    - If nothing works, you’re going to have to drill it out, make sure you have a cured drill bit as the screws might be quite hard

- The screws in the Danalock box are too short / long!
    - Too short: You can try using the original screws that you initially unscrewed from the old lock. If these too are too short, you're going to have to get new screws.
    - Too long: Cut them with the compact bolt cutters
- The new v3 won't fit - i.e it will leave the door unable to open or close as it just crashes into the "dørkarm" (typical for old houses)
    - You can't get around this. They either need to buy a different lock, or a new door.
- The cylinder is stuck after removing all visible screws from the inside

    - Solution:
        A. The lock pictured here has a cover that can be removed by inserting a screw driver in the bottom of the keyway like pictured
        B. Other manufactures have different type of covers where you might need the key in position X to be able to slide it off. Or a thin aluminum cover that you have to destroy.

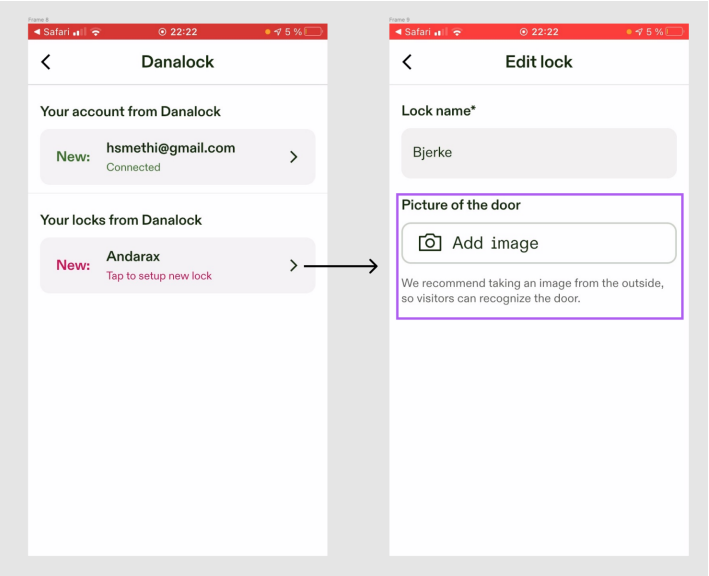
4. Post-installation: onboarding

[Video tutorial of how to setup Danalock & Unloc]

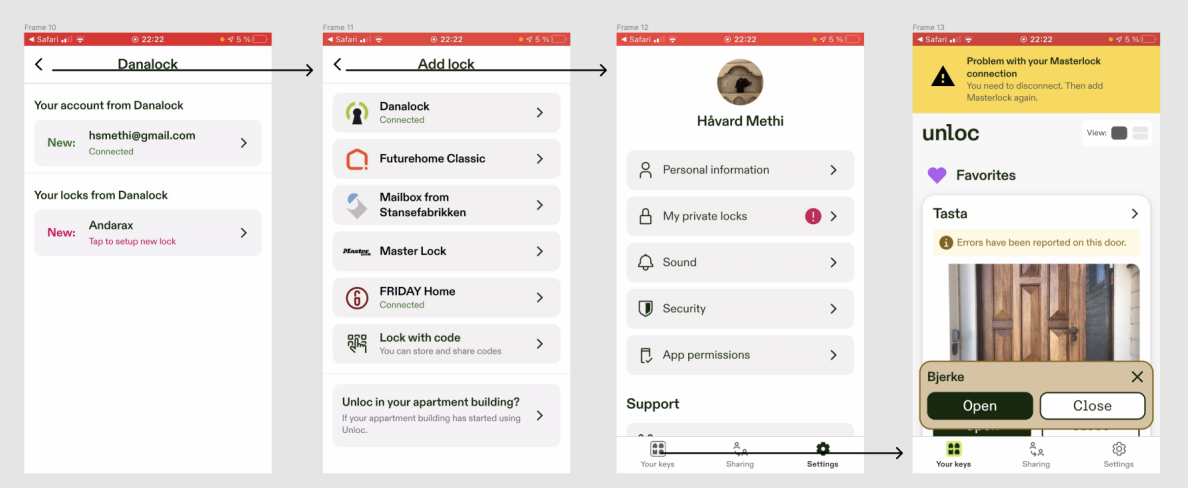
Adding the lock

[Step by step guide on how to onboard a V3]

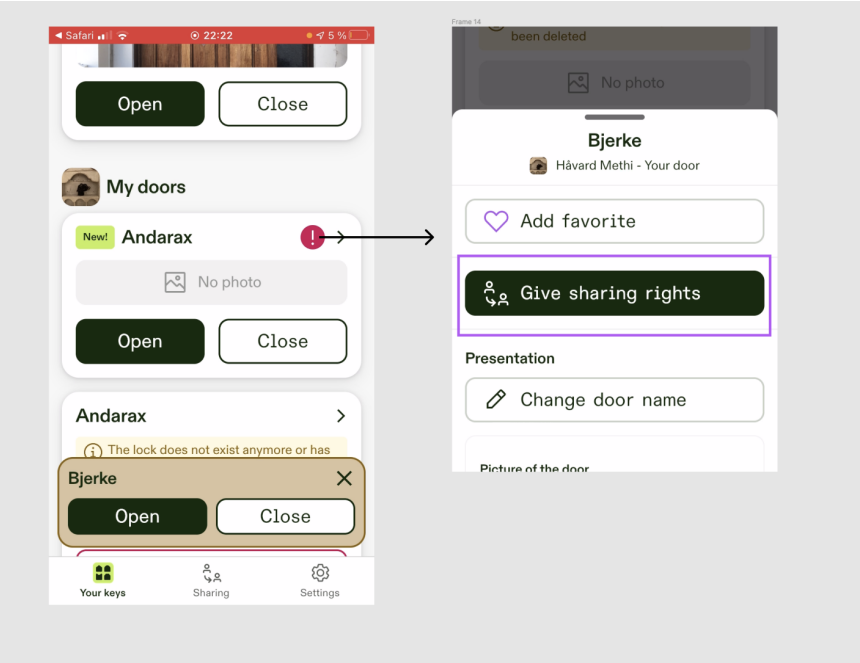
After onboarding the lock



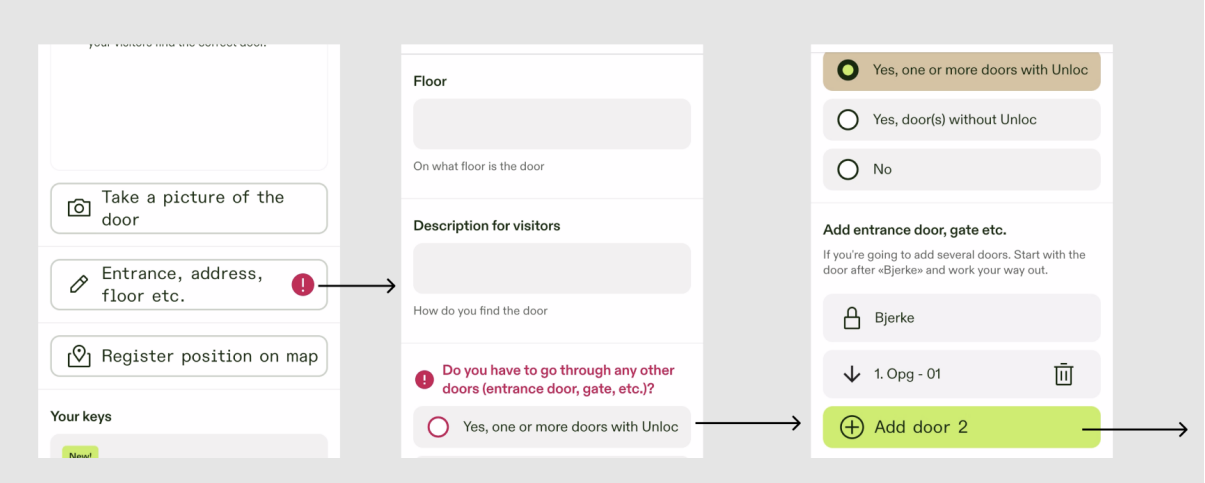
Add a picture to the lock.



Go back to your keys. Test the lock. Open and close.



Ask the customer if there are other that they want to be able to share keys. Add them here.



Add a floor, description and address to the door. Pick the entrance door(s) they use every day. Their door will inherit the address from the entrance door.

5. Ending

- Ask the customer if they have any further questions you can help clarify.
- Let the customer know they can reach us through in-app support or at support@unloc.app

Admin

Actions to take after the installation

- Make sure you tick column X here, to mark the installation as complete
- A satisfaction survey will be sent to the customer X days after the installation

FAQ (WIP)

- Q: Can I still use my physical keys?
    - Yes you can.
- Q: When will I need to switch batteries/where to buy them/how to do it? Can buy them at e.g Biltema
    - Yes the batteries are called CR123A you need 4 of them and they are available at Biltema, Jula, Clas Ohlson, Kjell & Company and others
- Q: What if the lock is out of battery?
    - When the lock is completely out of battery you need to use a key. But we have a experimental battery low warning that should give you a notice before it runs out

Unloc contact information

Michael Wehus
Lock Specialist
Unloc
+47 41 85 55 47
havard@unloc.app

Håvard Seljevold Methi
UX Designer & field guy
Unloc
+47 92 46 39 53
havard@unloc.app

Marcus Hjelleset
Installer Playbook Creator
Unloc
+47 93 89 42 74
marcus@unloc.app

unloc

Anything missing or got feedback?

Drop me a line at marcus@unloc.app as we'd love to hear from you on how to improve this Playbook!