

# **TURBOLOCK<sup>®</sup>**

KEYLESS ELECTRONIC BIKE LOCK

## **TL-400KBL**

# ***Security Made Effortless***

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## **User Manual**

***TURBOLOCK***<sup>®</sup>

turbolock.com

Customer Service: 1-855-850-8031

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# Information & Safety Warnings

## 1.1 Introduction

This user manual will guide you through the functions and usage of your TurboLock TL-400KBL Bike Lock. It is important that you follow all instructions and regard all notes that appear throughout this manual. Consult this manual before you attempt to use your lock. If you have questions not answered by this manual or are in need of repair or non-routine service, contact customer service at 1-855-850-8031. Before contacting customer service, please have your purchase information ready as this may be needed during the call. This information may be recorded below.

**Date of Purchase:**

**Place of Purchase:**

## 1.2 Safety Warnings

When reading this manual, note these icons:

-  Notes with this icon offer helpful tips for using the lock.
-  Notes with this icon **MUST** be read, understood, and obeyed to prevent injury or damage.
-  Notes with this icon include relevant information.

### **Overall Usage**

- The lock shall only be used as described in this manual.
- Verify that all parts of the lock are accounted for. If any part is missing, contact customer service.

- If the battery compartment or surrounding parts are damaged, do not use the lock.
- Never insert objects into the lock other than batteries as described in this manual.
- The lock is not a toy. Do not leave children unsupervised around the lock.
- Use only the parts included in the original packaging or received from TurboLock.
- Recharge the bike lock after hearing the lock's low battery alarm.
- Never apply cleaner directly onto the lock. Only use clean (or purified) water, mild cleaner, and soft non-abrasive cloth when cleaning.
- Potential Shock Warning: Do not allow water and/or liquids to enter the lock's electric parts.
- Never submerge the lock or any of the lock's components.

### **1.3 Disposal at End-of-Life**

This product must not be disposed of by incineration, landfilling, or mixing with household trash. Improper disposal of the battery contained within this product may result in the battery heating up, rupturing, or igniting which may cause serious injury. The substances contained inside the battery present chemical risks to the environment. The recommended disposal for any TurboLock TL-400KBL Bike Lock at its end-of-life is to dispose of the entire unit at or through an e-waste recycling center, program, or facility.

Local regulations and laws pertaining to the recycling and disposal of lithium-ion batteries and/or products containing them will vary according to country, state, and local governments. You must check laws and regulations corresponding to where you live in order to properly dispose of the battery and/or unit. It is the user's responsibility to dispose of their waste equipment properly in accordance with local regulations and laws.

For additional information about where you should drop off your batteries and electrical or electronic waste, please contact your local or regional waste-management office, your household waste disposal service, or your point-of-sale.

## Section 2

# Lock Functions

## 2.1 Low Battery Notification

The TL-400KBL features a low-battery notification (3 quick beeps). Charge the bike lock as soon as you receive this notification after the initial notification, the lock will only have enough power for approximately 50 uses before the batteries are fully depleted. (See **Section 4. Preparing for Use** for charging instructions.)

## 2.2 Alarm Trigger

If the chain plug is not properly inserted into the lock hole, pressing any button will cause the lock to beep twice and flash red twice, indicating improper operation.

## Section 3

# Overview

## 3.1 Box Contents

TL-400KBL Bike Lock x 1

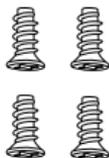
User Manual x 1

Screwdriver x 1

Screws x 4



TL-400KBL  
Bike Lock x 1



Screws x 4



Screwdriver x 1

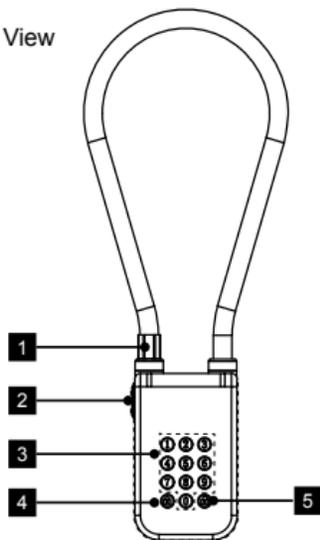


User Manual x 1

⚠ Store the screwdriver in a secure location. Due to the unique design of the screws, the lock cannot be recharged if the screwdriver is lost.

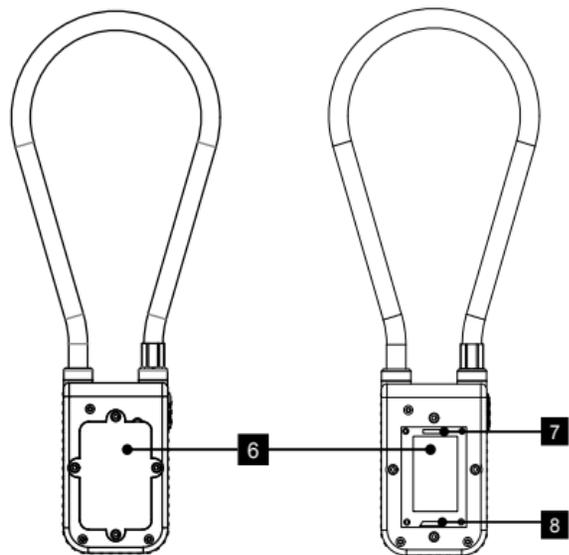
## 3.2 Product Parts

Front View



- 1** Chain Plug
- 2** Release Button
- 3** Keypad
- 4** Lock Button
- 5** Unlock Button

Rear View



- 5** Unlock Button
- 6** Battery Compartment
- 7** Power Switch
- 8** Micro USB Charging Port

## Preparing for Use

- Ⓝ The battery is partially charged prior to shipment. The battery must be fully charged before using the bike lock for the first time or when the low battery indicator light flashes red. It takes approximately 3 hours to fully charge.

Battery life for normal, daily use is approximately 6 months and 9 months on stand-by mode.

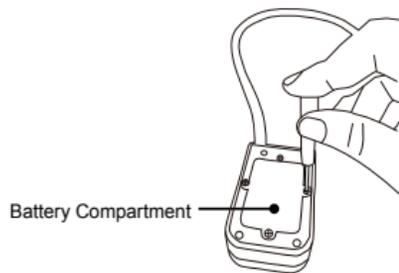
**Step 1.** Use a screwdriver to unfasten the **battery compartment** cover from the lock and set it aside.

**Step 2.** Slide the **power switch** to manually turn OFF your bike lock.

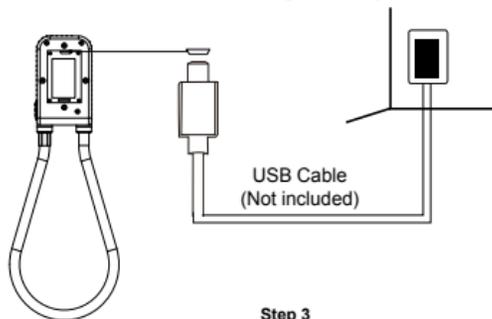
**Step 3.** Insert one end of the USB cable (not included) into the charging port and the other end into a wall outlet.

- ⚠ Make sure to slide the **power switch** to OFF before charging.

**Step 4.** After fully charging the TL-400KBL, disconnect it from the USB cable. To turn the lock on, slide the **power switch** ON and use the screwdriver to secure the **battery compartment** cover.



Step 1



Step 3

## Using the TL-400KBL Bike Lock

⚠ Make sure the bike lock has been fully charged with the **power switch** in the ON position.

The TL-400KBL provides a variety of methods to unlock your bike, including one **admin passcode** and one **user passcode** that can be shared to those you trust. Each time the lock disengages to unlock the bike, the bike lock will beep and vibrate to indicate successful operation.

### 5.1 Locking your Bike Lock

**Step 1.** Press and hold the **release button**.

**Step 2.** Inserting the chain plug into the lock hole, then release the button. The plug will click into place.

**Step 3.** Press the **lock button** '🔒'.

- ⚠ You must press the **lock button** '🔒' before the keypad goes out; otherwise, the lock isn't secured. If the keypad turns off before you can complete all three steps, wake the keypad by pressing any key. Then press the **lock button** '🔒'.
- ⓘ Test whether the TL-400KB L has successfully locked by pressing the **release button** and checking if the chain plug disengages and/or can be pulled out.
- 💡 It's best practice to use the **lock button** '🔒' or **unlock button** '🔓' to wake up the keypad; however, pressing **any key** once will wake up the keypad.

## 5.2 Unlocking your Bike Lock

### Using Keypad Passcodes

The following steps apply for unlocking the TL-400KBL are the same for the **admin passcode** and **user passcodes** created by the admin. (see **Section 7. Managing User Passcodes** for more details.)

**Step 1.** Press any key to wake the keypad. The keypad will beep (once) and light up.

**Step 2.** Enter the **keypad passcode**, then press the **unlock button** .

**(N)** The bike lock will beep (twice) and vibrate, indicating successful operation.

**Step 3.** Press and hold the **release button** and pull out the chain plug to open the lock completely.

**(!)** If you have trouble pulling out the chain plug, first make sure the plug is completely perpendicular to the lock and that the release button is fully depressed before attempting to pull out the chain plug.

**(!)** Although pressing any key once will wake up the keypad, it's best practices to always use the **lock button**  or **unlock button** .

## 5.3 Security Lock-Out

If you enter an incorrect passcode, the keypad will flash red twice and beep twice.

If you enter an incorrect passcode three times in a row, the TL-400KBL will enter Lock-Out Mode for 15 minutes. During this time, the lock is unusable.

## Changing the Admin Passcode

### 6.1 Information

- The **admin passcode** must be exactly 6-digits long.
  - Default Admin Passcode: 123456
- (N) The **admin passcode** can be used to unlock the TL-400KBL. It is also used to create **user passcodes**, reset the lock and activate the **mute function**.
- (⚠) The TL-400KBL can only be reset with the **admin passcode**; therefore, it is important that you select a passcode that you will remember.

### 6.2 Changing the Admin Passcode

- (N) For security, it is highly recommended that you change the **admin passcode** from the default manufacturing passcode.
- Step 1.** Press any key to wake the keypad. The keypad will beep (once) and light up.
- Step 2.** Enter the **admin passcode**, then press the **unlock button** .
- (N) The bike lock will beep (twice) and vibrate, indicating successful operation.
- Step 3.** Press '1,' then press the **unlock button** .
- Step 4.** Before the keypad turns off, enter a new 6-digit passcode, then press the **unlock button** .
- Step 5.** Re-enter the newly created passcode, then press the **unlock button** .
- (N) After the keypad light turns off, test your new admin passcode.

-  All steps must be completed before the keypad turns off; otherwise, you must start the process over again.
-  To increase retention, choose an **admin passcode** with personal significance — something that you can readily remember but cannot be easily guessed. Stay away from repeating numbers, obvious patterns, birthdays, etc.

## Section 7

# Managing User Passcodes

-  Up to 9 user passcodes can be generated so that more people can use or borrow the lock as needed.
- Only the Admin can create or delete **user passcodes**.
  - User passcodes must be 5 digits long.

**Step 1.** Press any key and wait for the keypad to beep (once) and light up.

**Step 2.** Enter the **admin passcode**, then press the **Unlock Button** .

-  The bike lock will beep (twice) and vibrate, indicating successful operation.

**Step 3.** Press '2' and then the **unlock button** .

**Step 4.** Before the keypad turns off, enter a new 5-digit passcode, then press the **unlock button** .

**Step 5.** Re-enter the newly created passcode, then press the **unlock button** .

-  After the keypad light turns off, test the new passcode.

- Ⓝ All steps must be completed before the keypad turns off; otherwise, you must start the process over again.

## Section 8

# Resetting the Lock

After a reset

- All keypad passcodes will be erased.
- The **admin passcode** will revert to the default: **123456**.
- Change the default **admin passcode** immediately. (See **Section 6.2 Changing the Admin Passcode**.)

**Step 1.** Press any key to wake the keypad. The keypad will beep (once) and light up.

**Step 2.** Enter the **keypad passcode**, then press the **unlock button** .

- Ⓝ The bike lock will beep (twice) and vibrate, indicating successful operation.

**Step 3.** Press '3' and then the **unlock button** .

The lock is now reset. All passcodes have been deleted and the **admin passcode** has been reverted to factory default. Test all old passcodes. They should no longer work.

-  Change the default **admin passcode** immediately.  
(See **Section 6.2 Changing the Admin Passcode**).

## Mute Mode Function

 USE SPARINGLY AND WITH CAUTION. Remember to turn off the function when it is no longer needed. Do not leave this function on for extended periods of time.

### 9.1 Activating Mute Mode

**Step 1.** Press any key to wake the keypad. The keypad will beep (once) and light up.

**Step 2.** Enter the **admin passcode**, then press the **unlock button** .

 The bike lock will beep (twice) and vibrate, indicating successful operation.

**Step 3.** Press '5' and then the **unlock button** .

The lock is now muted.

### 9.2 Deactivating Mute Mode

**Step 1.** Press any key to wake the keypad. The keypad will beep (once) and light up.

**Step 2.** Enter the **admin passcode**, then press the **unlock button** .

**Step 3.** Press '5' and then the **unlock button** . The lock should beep twice at this point.

Mute Mode has now been deactivated.

 To avoid entering Security Lock-Out Mode, be sure to press each key firmly and look for visual indication that each keypress was registered. The keypad will not emit sound until it has been un-muted.

## Maintenance

Proper cleaning and maintenance of your bike lock ensures it will continue to work as it should.

- Use purified water and soft, non-abrasive cloth when cleaning.
- When the low battery notification starts, recharge the batteries as soon as possible.
- The TL-400KBL is IP65 water-resistant, it can withstand splashes and contact with water once properly after proper installation.
- Do not let water and liquids get into the lock's Battery Compartment.

## Specifications

Items	Description
Power Supply	LiPo (Lithium Polymer) Battery
Standby Current	≤15μA
Operation Time	2 seconds
Operating Temperature	-4°F ~ 158°F
Operating Humidity	5-95% RH (non-condensation)
Product Materials	POM Plastic Body / Steel Wire Chain
Dimension	3.19 x 2.56 x 0.91 in
Net Weight	0.33 lbs

# Troubleshooting

Problem	Possible Cause	Solution(s)
<b>Pressing any key causes the indicator lock to flash red</b>	The system has locked because the wrong passcode has been entered more than 3 times.	Wait 15 minutes then try again.
	Low battery	Recharge the battery.
<b>The lock doesn't work</b>	Power Switch is in the OFF position	Slide the Power Switch to the ON position.
	The battery is dead	Recharge the battery.
	The lock isn't receiving power	Make sure the Battery Compartment cable is fully connected to the cable inside the lock. If it is properly connected and there is still a problem, contact customer service.

## Warranty

Your TurboLock TL-400KBL (“Product”) includes a One-Year Limited Hardware Warranty (“Warranty”). The Warranty covers product defects in materials and workmanship under normal use. This Warranty is limited to residents of the United States and Canada only and is available only to original purchasers. This Warranty gives you specific legal rights and you may also have other rights which vary from state to state.

This Warranty starts on the date of your purchase and lasts for one year (the “Warranty Period”). The Warranty Period is not extended if the Product is repaired or replaced. We may change the availability of this limited warranty at our discretion, but any changes will not be retroactive.

Warranty services are provided by Warranty Pro (“WP”). If a hardware defect arises and a valid claim is received within the Warranty Period, at its option and to the extent permitted by law, WP will: (1) repair the hardware defect by using new or refurbished parts that are equivalent to new in performance and reliability; or (2) exchange the Product with a product that is new or refurbished which is substantially equivalent to the original product. This Warranty is for one replacement only of like-items and does not cover items out of production if the product is no longer made or stocked. This Warranty is not assignable or transferable. The original purchaser may call the toll-free number at 1-855-850-8031 for service requests.

When a product or part is exchanged, any replacement item becomes your property and the replaced item becomes WP’s property. This warranty only covers technical hardware defectiveness during the warranty period and under normal use conditions. WP does not warrant uninterrupted or error-free operation of this Product.

This Warranty does not cover any damage due to: (a) transportation; (b) storage; (c) improper use; (d) failure to follow the product instructions or to perform any preventive maintenance; (e) modifications; (f) unauthorized repair; (g) normal wear and tear; or (h) external causes such as accidents, abuse, or other actions or events beyond our reasonable control.

**Important:** Do not disassemble the Product. Disassembling the Product will void this Warranty. Only WP or a party expressly authorized by WP should perform service on this Product.

**DISCLAIMER OF WARRANTY: THE REMEDIES DESCRIBED ABOVE ARE YOUR SOLE AND EXCLUSIVE REMEDIES AND OUR ENTIRE LIABILITY FOR ANY BREACH OF THIS LIMITED WARRANTY. OUR LIABILITY**

SHALL UNDER NO CIRCUMSTANCES EXCEED THE ACTUAL AMOUNT PAID BY YOU FOR THE DEFECTIVE PRODUCT, NOR SHALL WE UNDER ANY CIRCUMSTANCES BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL OR PUNITIVE DAMAGES OR LOSSES, WHETHER DIRECT OR INDIRECT.

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

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