

## Aqara Smart Lock U100 – FAQ



### How to install the Aqara Smart Lock U100? Is there an installation video?

1. The installation video is found on the [AqaraHomeNZ YouTube page](#)
2. Download the user manual for detailed installation instructions
3. Download the Aqara Home app, go to the accessories section, select "Add Accessory," choose the Smart Lock U100, and follow the instructions to complete the installation.

### What certifications and tests has the Smart Lock U100 passed?

1. FCC Certified
2. Tested to BHMA Grade 3
3. HomeKit Certification
4. CA65 Certification
5. IP65, 200,000 sets of auto locking/unlocking tests.

### What should I do if the door lock feels rough after installation?

1. Open the battery cover and knob cover, then remove the battery.
2. Quickly rotate the knob to check if it locks and unlocks smoothly. If you feel any resistance, unscrew and remove the back panel.
3. Check if there is any interference between the connector cable and the cylinder tail piece. Excessive friction may affect the lock's functionality and reduce battery life.
4. Ensure the tail piece is centred in the deadbolt hole. If it's misaligned, reposition the mounting plate so the tail piece aligns properly.
5. If the issue persists, verify that the door opening size meets the required specifications, and check that the door frame is level with the lock. Ensure the deadbolt hole meets the lock's requirements.



6. If the tail piece is curved, preventing normal unlocking, contact customer service.

### How to fix the lock position deviation after enabling Auto Locking?

1. Open the Aqara Home app, go to the Smart Lock U100 page, then go to "Settings > User Guide > Door Lock Detection" and "Door Lock Calibration" to recalibrate the lock's angle.
2. Close and manually lock the door, then wait for 3 seconds. The lock will recalibrate its angle automatically. Unlock and test again.

### How to resolve a problem with the door lock's locking process?

1. In the Aqara Home app, go to the Smart Lock U100 page, then navigate to "Settings > User Guide > Door Lock Detection" and "Door Lock Calibration" to recalibrate the lock's angle.
2. Verify that the lock is correctly installed.
3. If the issue persists, contact customer service.

### How to bind Smart Lock U100 with Google or Alexa?

Scan the QR code in the user manual to access the installation video for binding with Google or Alexa, then follow the guidelines.

### Can I replace the lock cylinder myself?

Disassembling the Smart Lock U100 is your agreement to waive the maintenance service from Aqara. If you're comfortable with this, follow these steps:

1. Remove the original lock cylinder.
2. Purchase a new lock cylinder of the same size and replace the original one.

### What materials is the Aqara Smart Door Lock U100 made of?

The touch panel is made of matte IML for superior transparency. The outdoor panel is made of zinc alloy with a frosted coating for increased hardness. The indoor panel is made of plastic and coated with metallic coating for effective protection from scratches and residue.

### What kind of lock body does the Aqara Smart Door Lock U100 use?



The Aqara Smart Door Lock U100 is equipped with a 60/70mm deadbolt.

### What kind of lock cylinder does the Aqara Smart Door Lock U100 use?

The Aqara Smart Door Lock U100 is equipped with an alloy mechanical lock cylinder. Our locks are tested to the same standards as BHMA Class 3.

### How do I reset the Aqara Smart Door Lock U100?

Open the rear battery compartment cover, press and hold the reset key under the battery compartment for over 3 seconds. Follow the voice prompts to reset the lock after administrator permissions are verified.

### Is the Aqara Smart Door Lock U100 aware of my door's closing and locking state?

The Aqara Smart Door Lock U100 currently only supports lock status detection (locked, unlocked, and lock failure). Future OTA updates may support door status detection; please watch for Aqara updates.

### How can the Aqara Smart Door Lock U100 be unlocked locally via Bluetooth through the mobile app?

Install the Aqara Home app on your phone and add the lock to the app. On the app's homepage, tap the unlock icon, then press the handle to unlock it. Once the lock is added to the Aqara Home app, it can also be added to HomeKit and unlocked via Bluetooth.

### Can the Aqara Smart Door Lock U100 be unlocked remotely via the mobile app?

Yes, the Aqara Smart Door Lock U100 can be unlocked remotely using the mobile app.

- Aqara Home app: Tap the open button in the app. The lock needs to be connected to an Aqara Hub at home.
- HomeKit: Tap the open button in the app or use Siri voice control. The lock must be connected to an Apple Hub at home (HomePod, iPad, or Apple TV).



- Google Home/Amazon Alexa: Tap the button in the app or use voice control and provide the preset unlocking password. The lock must be connected to an Aqara Hub at home.

## Can the Aqara Smart Door Lock U100 be unlocked by voice control?

Yes, the Aqara Smart Door Lock U100 can be unlocked by voice control.

- The Aqara Home app does not support voice control.
- HomeKit: Supports Siri voice unlocking. For short-range access, Bluetooth and a cellphone internet connection are required; remotely, an internet connection and connection to an Apple Home Hub (HomePod, iPad, or Apple TV) are required.
- Google Home/Alexa: Supports voice unlocking via "OK Google" or "Alexa." The Google Assistant/Amazon Alexa device requires an internet connection, a preset unlocking password, and the lock should be connected to an Aqara Hub at home.

## What is the admin permission for the Aqara Smart Door Lock U100 and how do I set it?

The initial admin account is set when the lock is added to the Aqara Home app for the first time. The admin account is required to enter the local setting mode. The initial admin account can add more admin accounts via the Aqara Home app.

## What other types of permissions are supported besides the admin permission on the Aqara Smart Door Lock U100?

In the Aqara Home app, there are ordinary user permissions and admin permissions. Ordinary users are allowed to use the normal unlocking functions.

## How many accounts can the Aqara Smart Door Lock U100 support?

The Aqara Smart Door Lock U100 supports up to 50 accounts: 50 admin accounts OR 49 ordinary accounts and one admin account.



## How do I add the Apple Home Key function?

First, a system with an iPhone running iOS 15 or higher, or an Apple Watch running watchOS 8 or higher, is required. After adding the Aqara Smart Door Lock U100 to HomeKit, a virtual door card (an Apple Home Key) will be generated in the Apple Wallet. If your Apple Watch is used at the same time, the door card will be copied to the Wallet app on your watch.

## How do I use the Apple Home Key?

Apple Home Key is a virtual door card based on Apple NFC technology, supporting standard and shortcut modes.

- In standard mode, open the Apple Wallet, select the door card, and bring the iPhone/Watch close to the NFC identification area of the door lock for verification and unlocking.
- In shortcut mode, HomeKit will actively prompt the user to set the door card on shortcut. The user can start shortcut mode after verifying Face ID or password. In shortcut mode, the user needs to unlock the iPhone/Watch and bring the device close to the NFC identification area of the door lock for verification and unlocking.

## How do I share my Apple Home Key?

You can invite other Apple users to join the family of users in the HomeKit app. After joining, other users will automatically have a copy of the door card generated in their Wallet app.