

Avia Smart Lock

Troubleshooting Guide V1.01



Checking for a Misaligned Lock

1. Take a battery out. Leave it out until step #9.
2. Rotate the knob until you can lower the handle.
3. After lowering the handle, without pulling the handle up, turn the knob towards the locking direction as far as you can.
4. If the arrow on the knob is not pointing towards the edge of the door (the half circle towards the door edge), then there is a mounting error. You need remove the lock, turn the cylinder as far as you can towards the locked position, rotate back a bit to leave it vertical, move the lock knob so that the arrow points towards the door edge, and reassemble the lock.
5. At this point you should be able to pull the handle up, then move the knob half a turn towards the locking position, and verify that the lock is locked by trying to pull the handle down and not being able to do that. If you are still able to pull the handle down, then it is quite likely that your multipoint lock mechanism is not compatible with Avia. Contact us for further advice.
6. If you can't pull the handle down, move the knob half a turn towards the unlocking position again, so that the arrow points to the door edge.
7. You should be able to pull the handle down now. If you cannot do it, then it is quite likely that your multipoint lock mechanism is not compatible with Avia. Contact us for further advice.
8. If you could, then push the battery back in, and after the 5 beeps, pull the handle down. You'll hear two more beeps.
9. If you now pull the handle up, the knob will move half a turn and you should check that, at the end of that, you cannot pull the handle down.
10. If you now press the halo button, the knob will turn half a turn and you should check that, at the end of that, you can pull the handle down.
11. The lock should operate properly from now on.

To confirm this resolved your issue

12. With the door locked, unlock the door using the halo button.
13. Pull the handle down.
14. Move the knob towards the unlock direction as much as you can.
15. If you hear a long beep, let us know.
16. Otherwise, pull the handle up.

The knob should now move the extra turn back in order to get to the lock position.

For further help or advice, please email Avia support at support@aviasmart.com

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Resetting a non-responsive Avia Lock

1. Remove the battery cover.
2. Remove a battery.
3. Locate the reset pin hole.
4. Insert a paper clip into the pin hole and press (keep it pressed in until step 6).
5. Put the battery back in.
6. Release the paper clip.
7. Take a battery out again.
8. Put battery back in.

This should cause the Avia lock to reset and return to normal functionality.

If that does not work, please try the following DFU update procedure

1. Remove the battery cover.
2. Remove a battery.
3. Locate the reset pin hole.
4. Insert a paper clip into the pin hole and press (keep it pressed in until step 6).
5. Put the battery back in.
6. Release the paper clip.
7. Open the Avia app.
8. Navigate to the Settings section and locate 'Recover devices that failed firmware update' Select that. Follow on screen instructions to complete the DFU (Device Firmware Update).

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