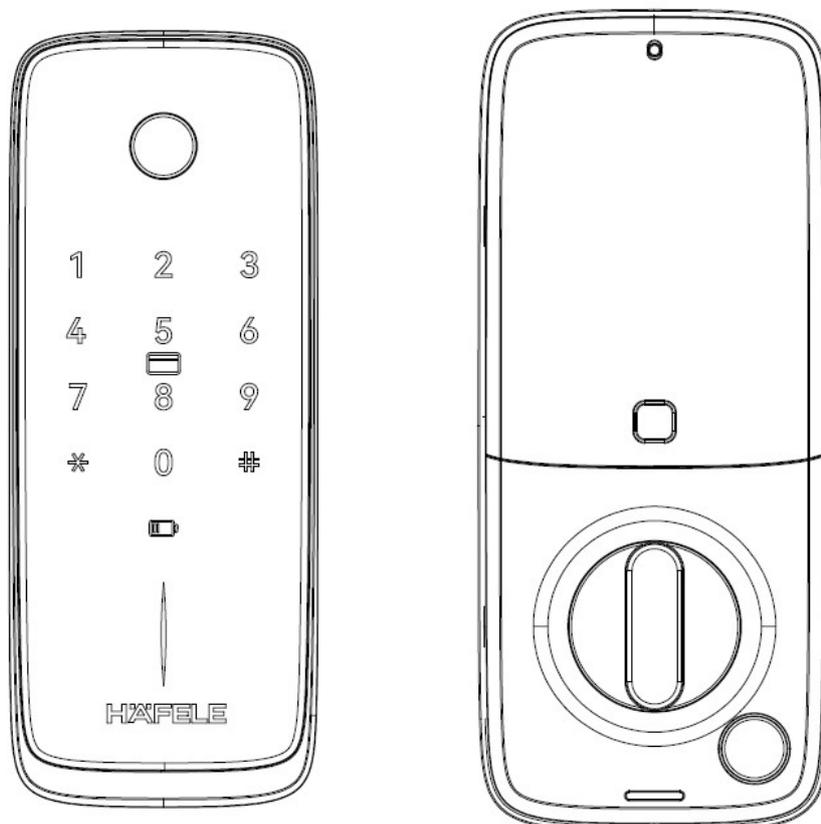


User Manual & Installation Guide

Model: Hafele NOVA



Disclaimer: The contents of this user manual are subject to change without prior notice to the user in order to enhance performance of the product.

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1. Read before use

1.1 Warnings

1. Read and understand all instructions before use.
2. Do not expose the product and accessories to rain or direct sunlight.
3. When cleaning the product, please wipe it with a soft cloth.
4. Do not scrape the fingerprint sensor with any sharp objects.
5. If damage is caused by failure to follow this instructions, the warranty does not apply.
6. Do not expose the product to corrosive substances to avoid damage.
7. Please make sure high quality alkaline AA batteries are used. If a low battery warning appears, please remove all batteries and replace them at once.
8. If the lock is not in use for a long time, please take out the battery to maintain its efficiency and extend its lifespan.

1.2 Product specifications

Features	
	Fingerprint
	Key card
	Password
	Bluetooth APP
	Alkaline AA Battery System
	English Voice Prompts
	USB-C Emergency Power

Basic Specification		
User Capacity	<ul style="list-style-type: none"> • Administrator ID (with Fingerprint, Key card and Password) • Up to 100 user ID (each Fingerprint, Keycard, Password) • Up to 200 user ID (only Key card) • 30 APP Custom passcodes 	
4 unlocking ways	Fingerprint, Password, Key card, and Smartphone APP	
Door Thickness	30- 90mm	
Voice guide language	English, male or female voice	
Power Supply	Alkaline Battery	4 x AA size
	Emergency Power	5V, Type-C USB interface
	Operating Voltage	> 4.8V
Material	Lock panels	Aluminium alloy, PC+PET
	Bolt	Stainless steel
Working environment	Temperature	-20 to +70 Degree Celsius
	Humidity	40%-80%
	Ingress protection	Outdoor unit: IP65 Indoor unit: IP53

1. Read before use

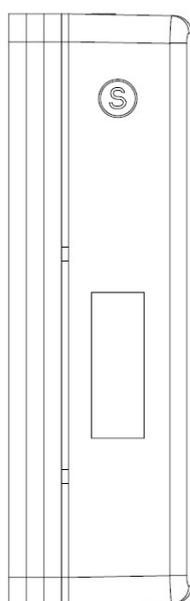
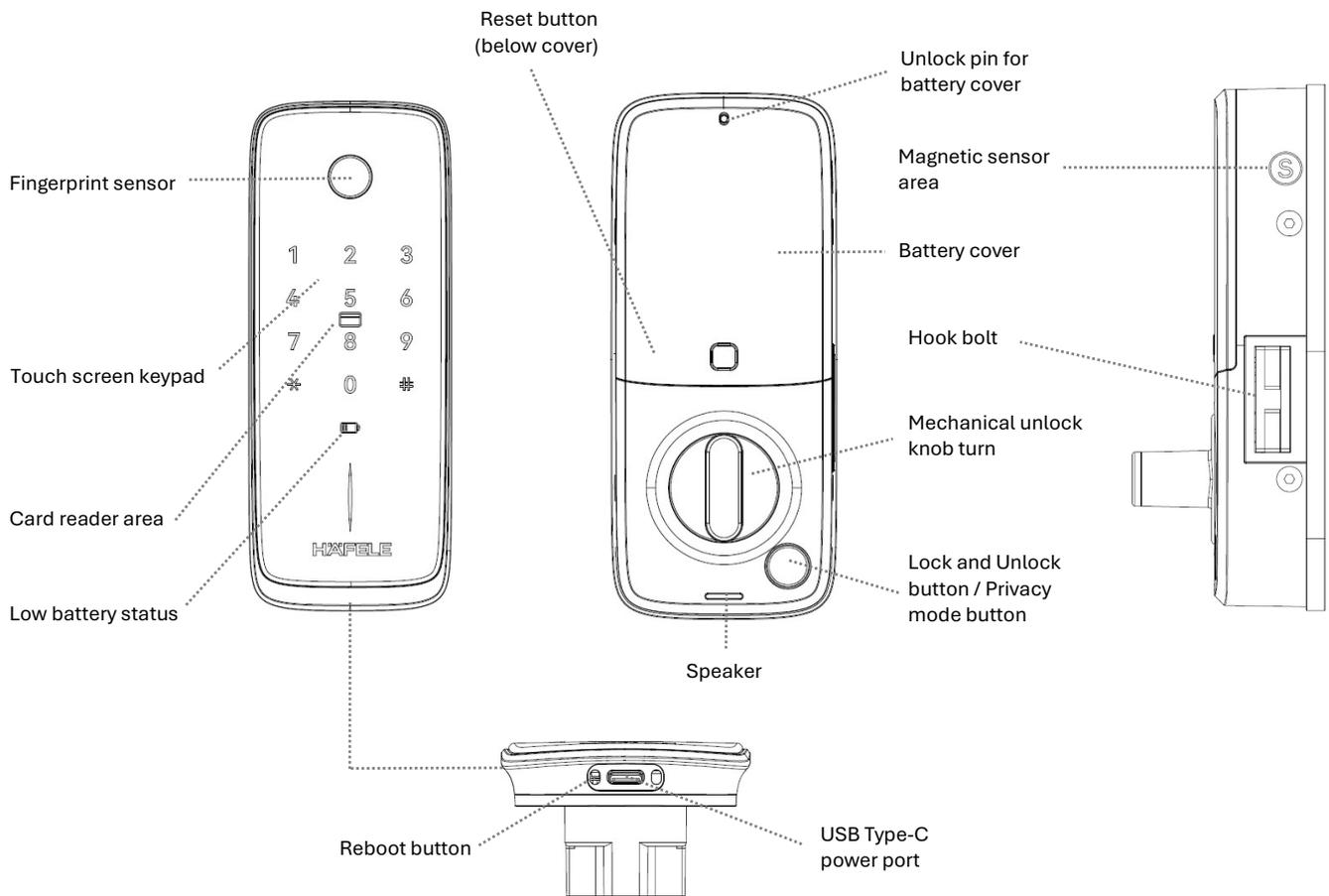
1.3 Additional features

Locking Modes	
	<p>Auto Locking Mode When the door is closed the bolt will lock automatically.</p>
	<p>Passage Mode (Remain unlocked) After activation the door is unlocked for everybody.</p>
	<p>Privacy Locking Mode When activated from the inside, only local administrators can open the door from outside.</p>
	<p>Double Authentication Mode In this high security mode, users need to enter a combination of 2 access credentials to open the door.</p>

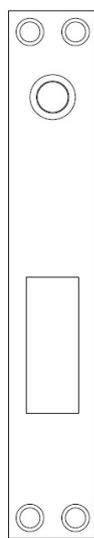
Security & Alarms	
	<p>Random Passcode Random digits can be added before or after the passcode to hide your real code from other persons.</p>
	<p>Panic Exit It is always possible to unlock from the inside with a mechanical knob turn.</p>
	<p>System Lockout After 6 wrong attempts to unlock, the system enter a lockout mode for 90 seconds and sound an alarm.</p>
	<p>Burglar Alarm If the lock detects any mechanical manipulations it will sound an alarm for 120 seconds.</p>
	<p>Door Ajar Alarm If the door isn't completely closed and the bolts are unable to auto-lock, a reminder alarm will sound.</p>
	<p>Low Battery Alarm The lock will remind you to charge the battery with the light indicator and a voice prompt.</p>

1. Read before use

1.4 Product Overview



Strike Plate surface mount

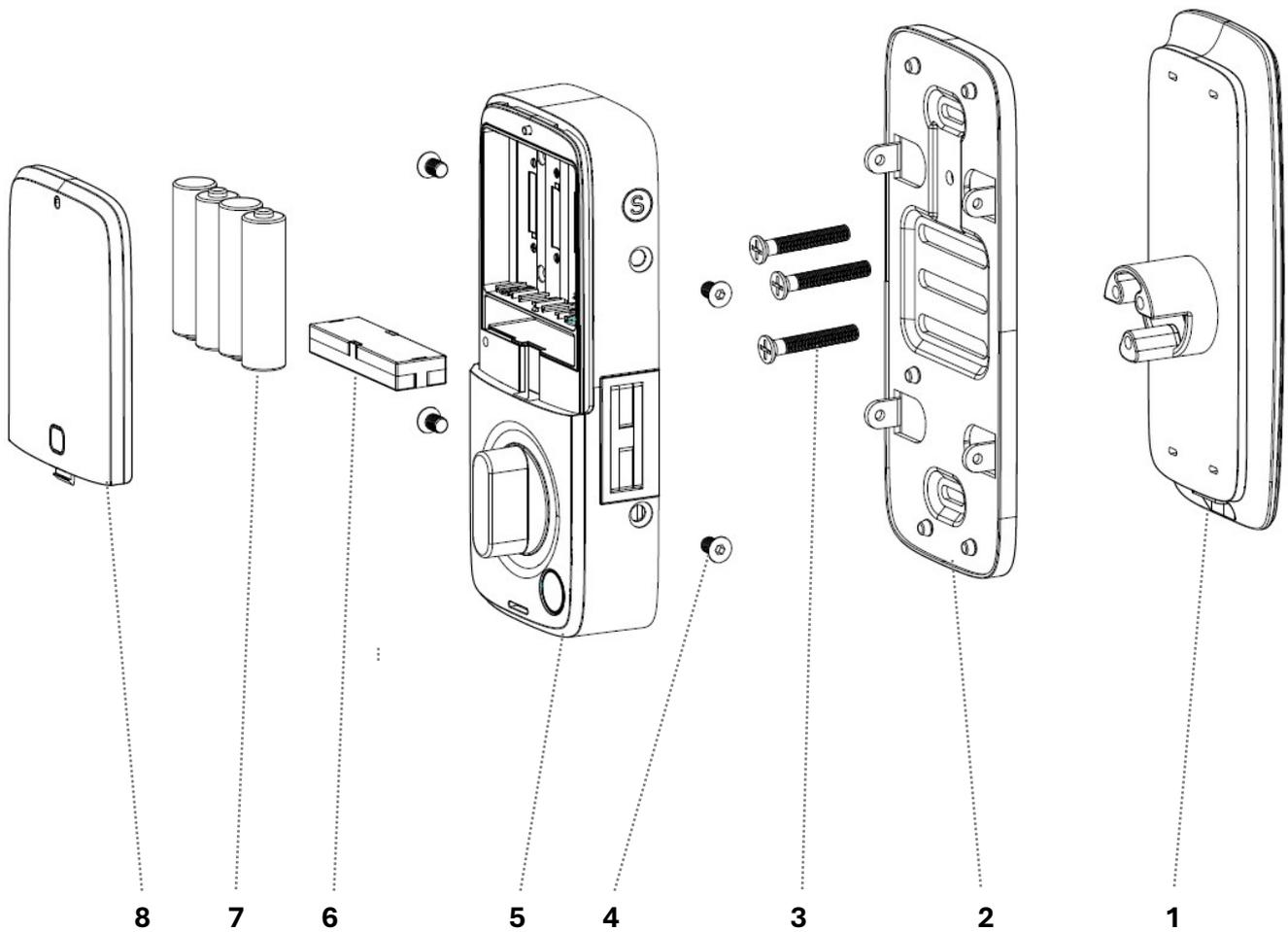


Strike Plate recess mount

Packing List	
Outdoor unit	1 pc
Indoor unit	1 pc
Strike plate surface mount	1 set
Strike plate recess mount	1 set
Accessories pack	1 set
Battery (not included)	0 pc
Drilling template	1 pc
Quick start guide	1 pc

2. Installation guide

2.1 Components



1. Outdoor unit

4. Back panel fixing screws

7. Alkaline Batteries 4x AA

2. Mounting plate

5. Indoor unit

8. Battery cover

3. Screws

6. Plug-in module (option)

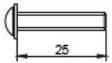
2. Installation guide

2.2 Screw size matrix

NOVA / QUANTUM Installation Accessories Instruction

Door Thickness	M5 Screw	ST4.2 Screw (only for Wood)	M5 Stud
≥30mm <40mm	M5x25mm 3pcs	22mm	not used
≥40mm <55mm	M5x40mm 3pcs	30mm	not used
≥55mm <70mm	M5x55mm 3pcs	30mm	not used
≥70mm <85mm	M5x40mm 3pcs	30mm	Ø7x36mm 3pcs
≥85mm <100mm	M5x55mm 3pcs	30mm	Ø7x36mm 3pcs

M5 Screw



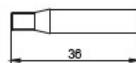
M5x25mm 3pcs

ST4.2 Screw

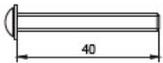


22mm 8pcs

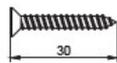
M5 Stud 3pcs



Ø7x36mm

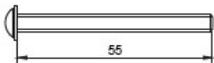


M5x40mm 3pcs



30mm 3pcs

Hex Key 2.5mm

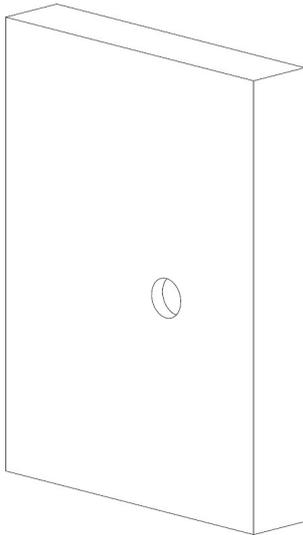


M5x55mm 3pcs

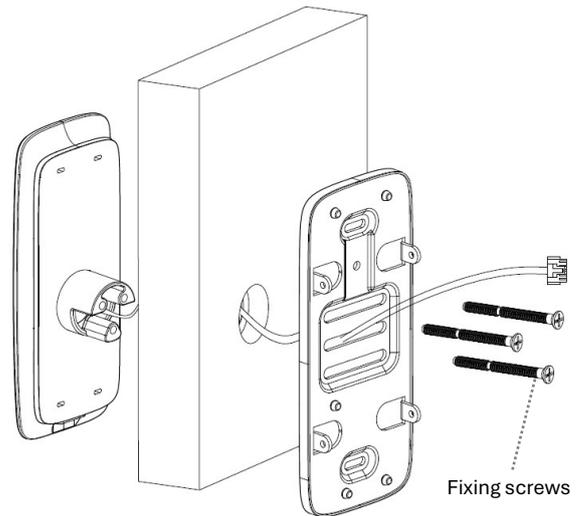
2. Installation guide

2.3 Installation steps

- 1 Draw lines on the door as marked on the drilling template, the suggested distance between the lock and the floor is 1m - 1.1m. Then drill the hole as required.



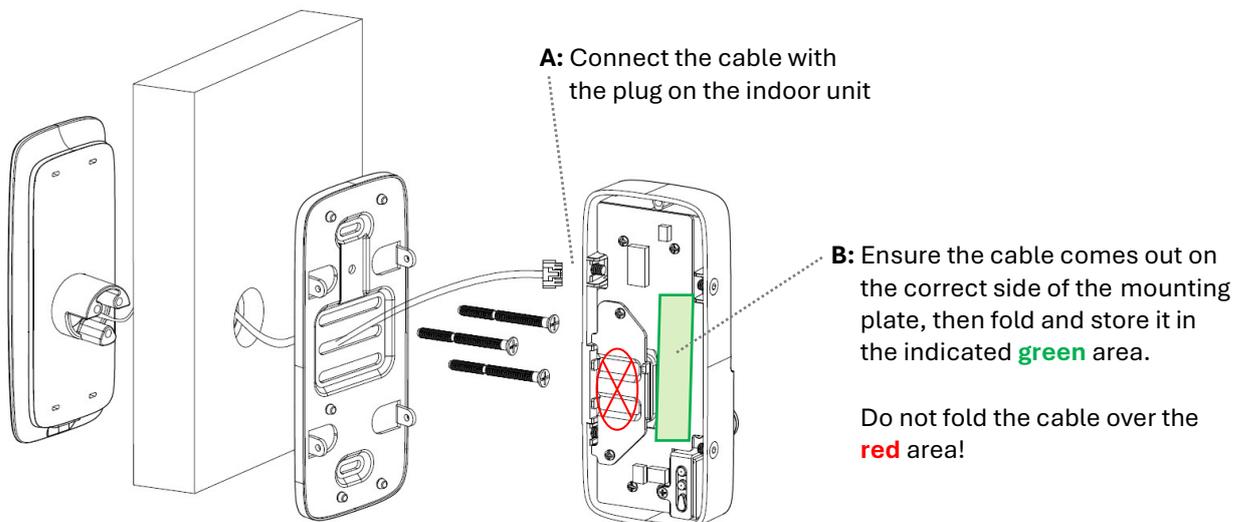
- 2 Install the mounting plate with 3 fixing screws. Adjust the length of the screws as per the screws size matrix on page 8.



- 3 **Install the indoor unit**
Please pay attention to the instructions in steps A-C below:

i Note: The indoor unit can be installed upside down depending on your door opening direction.

! Caution: Avoid damages to the connecting cable. Make sure you fold and store excess cable lengths in the indicated position in step B below.

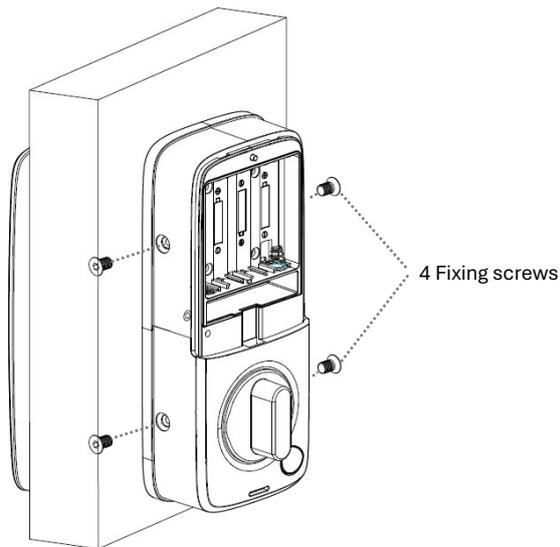


C: Hold the indoor unit on top of the mounting plate ensure no force is used to make the indoor unit flush with the mounting plate, then proceed with step 4.

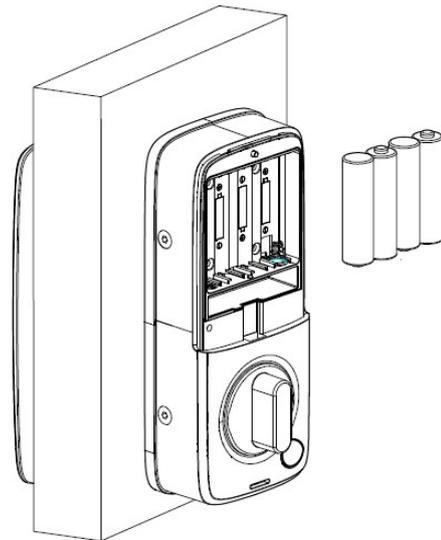
2. Installation guide

2.3 Installation steps

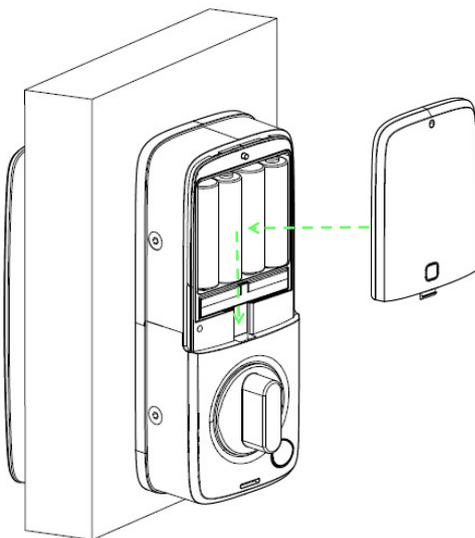
- 4 Make sure the indoor unit sits flush with the mounting plate and you can clearly see the screw holes. The carefully fix the screws with the hex key without damaging the heads.



- 5 Install a fresh set of premium 4x AA alkaline batteries. Do not use re-chargeable NiMh batteries, because their voltage is lower.



- 6 The lock should now start-up. Then fix the battery cover by attaching it, pressing the locking pin down and sliding it downwards until the pin locks it.



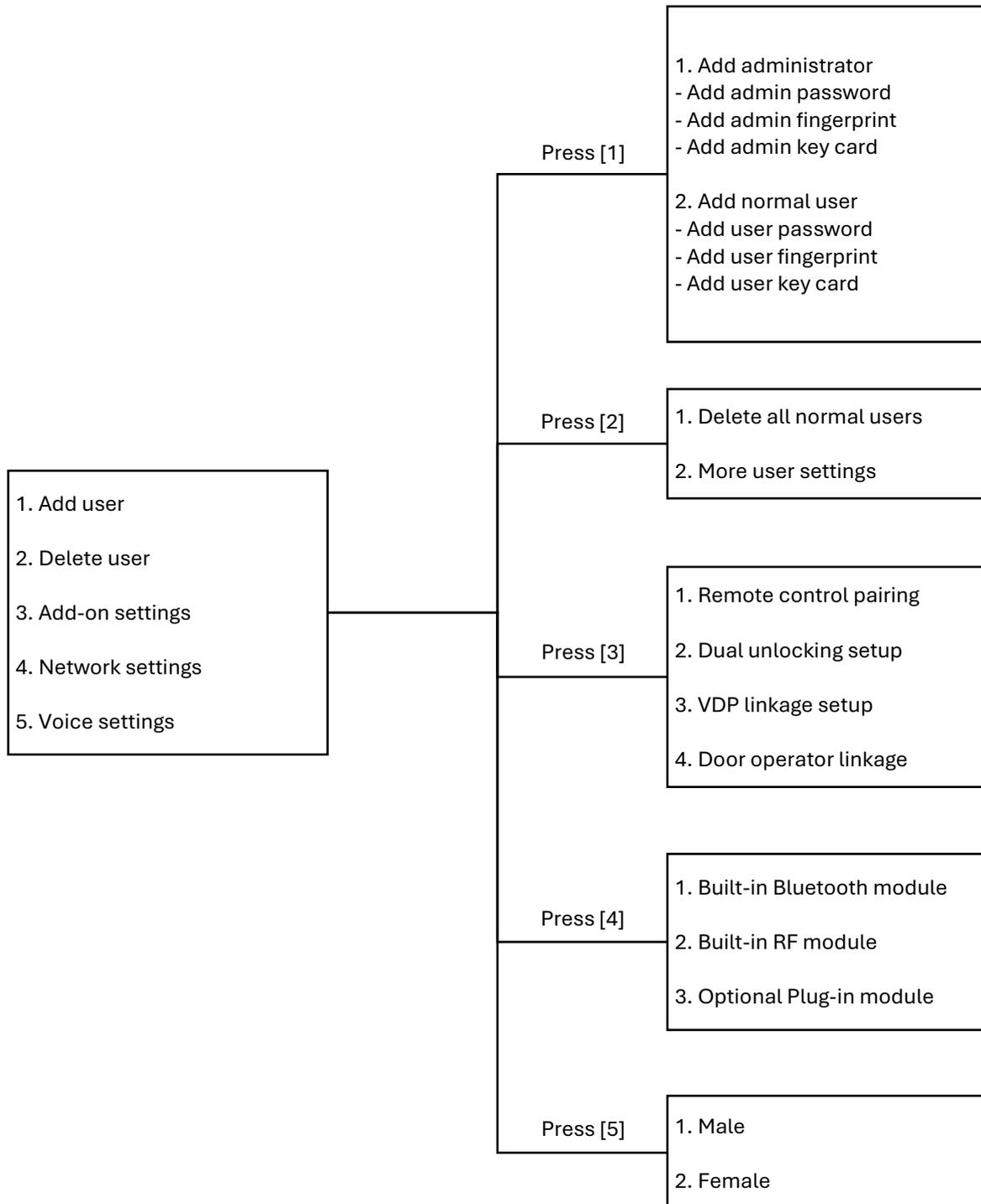
i Note: The installation is now finished. After inserting the battery, the lock should power on. Please proceed with lock settings.

! Caution: After first start-up the lock is in **Demo Mode**. Any fingerprint, key card or password can open the door.

3. Settings

3.1 Local menu table

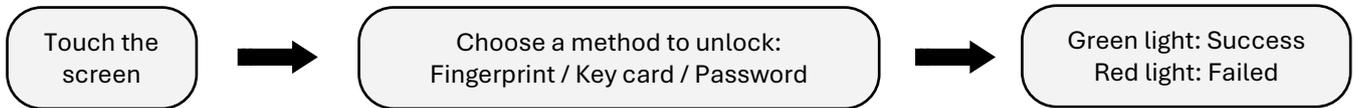
i Note: Double click [*] to enter the settings mode. The factory default administrator password is 123456.



3. Settings

3.2 Demo Mode

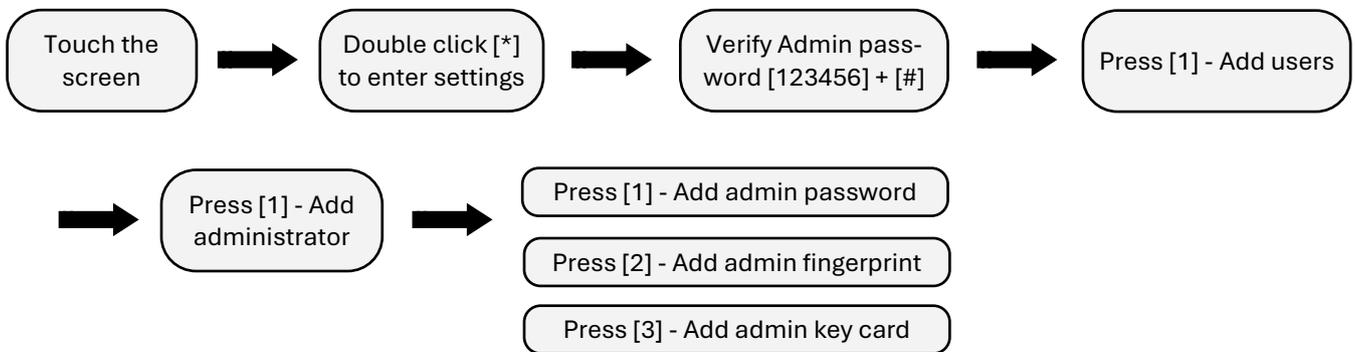
Demo mode (First use or after reset to factory settings)



Caution: Any fingerprint, key card or password can open the door.

3.3 First time setting

Add an administrator (Lock owner)



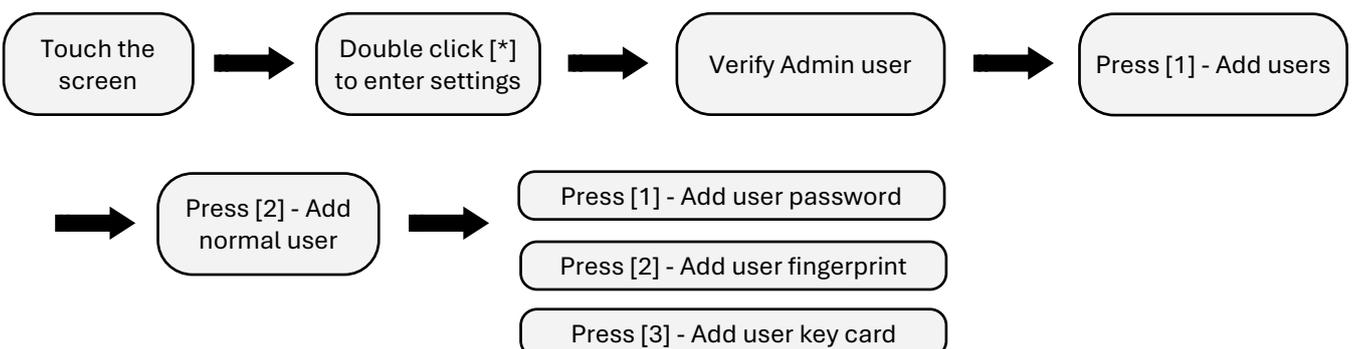
Caution:

- You have to register an admin user first, then proceed with the other lock settings.
- When you do the first registration, the default admin password is 123456.
- Make sure your fingers are clean and dry before using the fingerprint reader. Dirt, oil and moisture can interfere with the recognition.

3.4 Add normal users (Register admin user before doing this step)

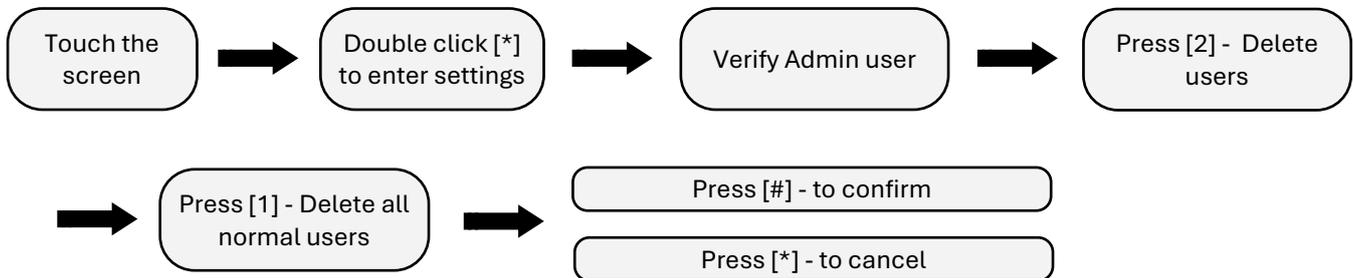
Note: Only add users locally if no smartphone with Bluetooth is available to pair your lock with the Hafele Smart Living APP. It is recommended to use the smartphone APP to manage users and lock settings.

Note: Locally added users will appear in the smartphone APP, but need to be manually assigned



3. Settings

3.5 Delete all normal users



Caution:

- This action will delete all users added locally or by the smartphone APP at once! For individual deletion of the user data, please use the smartphone APP.
- The Admin user will not be deleted, only a restore to the factory settings can delete the admin user.

3.6 Add-on settings



Note: This function is designated for Hafele wireless communication accessories for additional lock options. Please contact your local Hafele customer service for more information.



Caution: They might not be available in all countries and require specialist knowledge to be installed. For further information, please contact your local Hafele offices.

3. Settings

3.7 Network settings

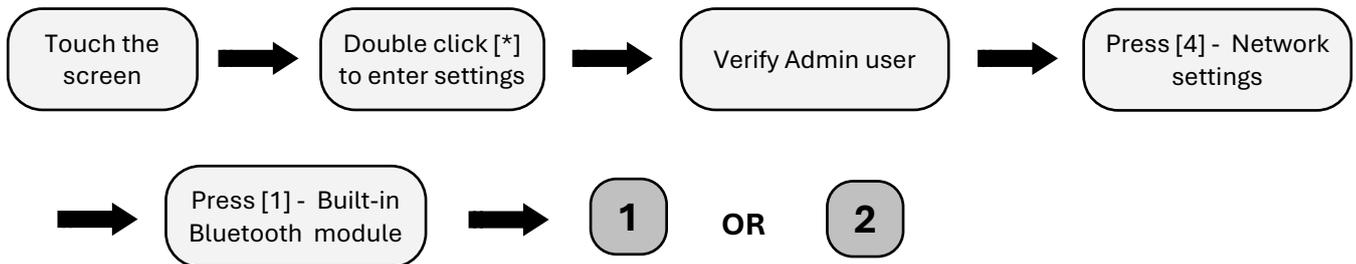
i Note: As the factory default setting, all wireless communication modules of the lock are disabled. In order to connect to the Hafele Smart Living APP or a RF remote control, they need to be enabled first.

A. Built-in Bluetooth module setting / Smartphone APP Pairing

1. Download the "Hafele Smart Living" application from Apple Store or Google Play



2. Sign up App's account by email or log in if you already have an account.
3. Enable your smartphone's Bluetooth and ensure it also connects to the Internet.
4. Enable lock pairing mode:



1 Enable Bluetooth and start APP pairing process.

2 Disable Bluetooth and delete APP pairing.

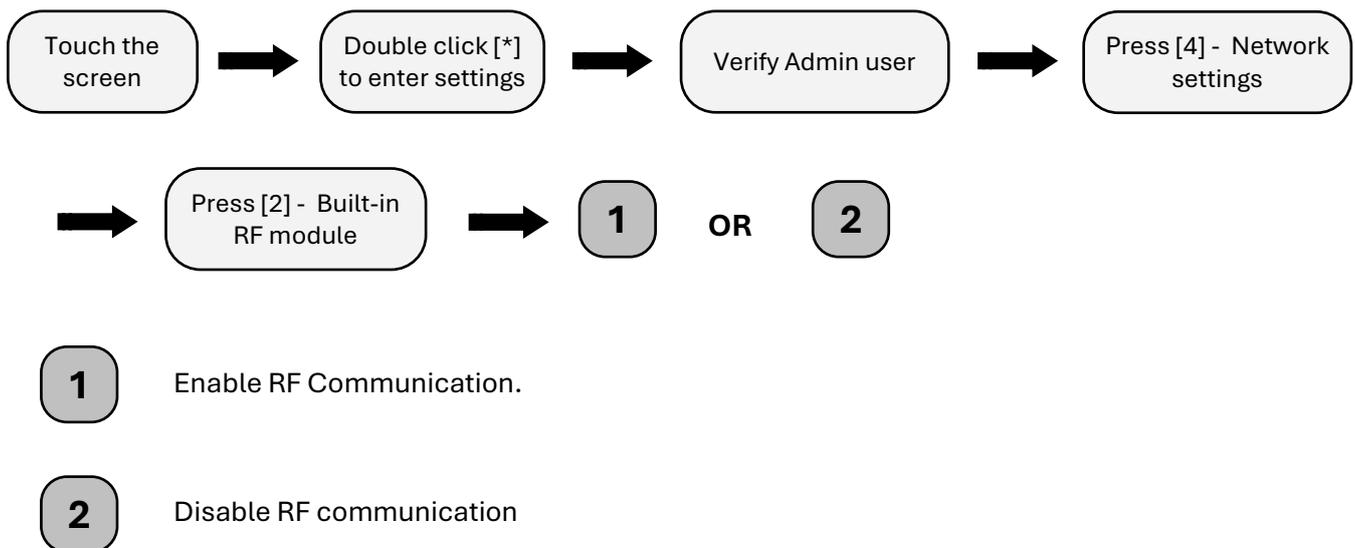
5. Click "Add device" in the top right corner of the APP, the next screen will show any available lock on the top with an "Add" icon.
6. Click "Add" to start the process, then click "Done" to finish the pairing process.
7. You can now manage users and lock settings with your smartphone APP.

3. Settings

3.7 Network settings

B. Built-in RF module setting

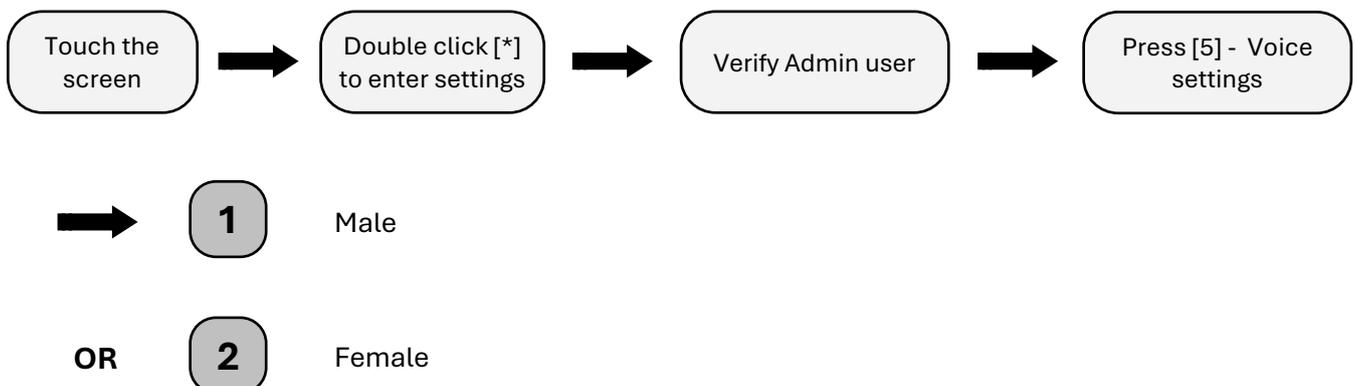
i Note: This function is designated for Hafele wireless communication accessories for additional lock options. Please contact your local Hafele customer service for more information.



C. Optional plug-in module settings

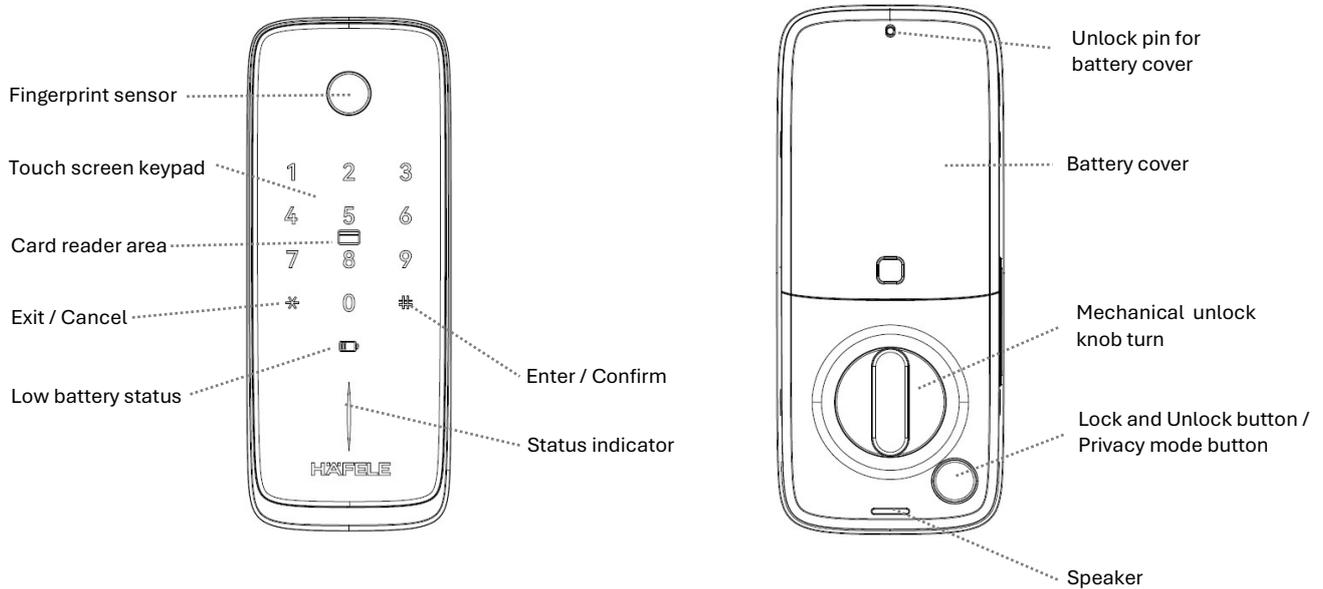
i Note: This function is designated for an IO module expansion to 3rd party systems. It is not used for standard applications and only prepared for customized projects in the future.

3.8 Voice settings



4. Lock operation

4.1 Outdoor and indoor unit description



4.2 Indicator Lights

Status indicator

The indicator light will flash blue when the lock is activated, green if authentication is successful and red when authentication failed.

Low battery indicator

When battery is too low, the indicator light will flash red with voice prompts (Mute mode is excepted).

System locked indicator

If enter wrong user ID for 6 times, the lock will suspend for 90 seconds with an alarm and the status indicator light turns solid red.

4.3 How to lock & unlock the door

1. Locking the door

a.) The door will lock automatically 6 seconds after closing (auto mode).

2. Unlock from outside

- a.) Fingerprint: Place the registered finger on the fingerprint sensor area.
- b.) Key card: Place the registered key card on the card reader area in front of the keypad.
- c.) Password: Touch the keypad to wake-up the lock and input an 6-8 digits password, then press the [#] button to confirm.

3. Unlock from inside

- Double press the unlock button located on the indoor unit.
- Use the mechanical knob turn to manually unlock. Press the knob down to engage.

4. Lock operation

4.4 Privacy mode



Caution: The privacy mode is designed to temporarily block all normal and APP users to open the door. If switched on, only the local administrator can unlock from outside.

Enable:

Wait for the lock to automatically lock the door. Then long press the unlock button on the indoor unit for 5 seconds until you hear a voice prompt "Privacy Mode On". As a reminder, the unlock button will now flash red every 10s.

Disable:

To cancel the privacy mode, just double press the unlock button and wait for the auto-relock.



Note: When someone tries to unlock from outside, there is a voice prompt "Privacy mode ON".

4.5 Passage mode (Remain unlocked mode)



Caution: When the lock is in passage mode, the deadbolts will not engage after the door is closed. The door remains unlocked.

Enable:

Enable : Verify any registered user to unlock the door, all keypad lights are on for 6 seconds, then long press "6" on the keypad for 3 seconds to enable the passage mode.

Disable:

Unlock the door by any credentials, only number "6" will light on, then long press this number for 3 seconds to disable the passage mode.



Note: When someone tries to unlock, there is a voice prompt "Passage mode Enabled".

In passage mode : You can manually lock by pressing the lock button once and unlock it again by double pressing the unlock button or with registered credentials at the outdoor unit.

The lock remains in Passage mode.

4. Lock operation

4.6 Important Information - Bluetooth APP features

Thank you for purchasing a Hafele Digital Door Lock.

For full functionality, this lock is designed to use a Bluetooth connection to your smartphone. Yet Bluetooth has only a range of 15-20 meters. Therefore if you require remote unlock and real-time access to your lock from anywhere, you will need to purchase the optional Wi-Fi multimode gateway; item code 499.21.220. For more information please contact your local Hafele offices.

4.7 Hafele Smart Living APP

Hafele Smart Living APP features



APP Remote unlock

The smartphone APP allows you to unlock your door within Bluetooth range. You may also share this permission to other APP users in the family.

Member Management

You can fully manage all Family and other Members access credentials. The smartphone APP allows you to add/delete users Fingerprints, Key Cards and Passwords.

Temporary Passcodes

You can create Custom Passwords with limited time plans while the lock is active from anywhere. Additionally the APP offers also offer a password generator for offline use. This is useful if you allow someone temporary access to your door.

Lock Settings

In the APP you can also enable/disable passage or double authentication mode and set the voice guide volume.



Caution: Extensive use of APP features and/or connecting a Wi-Fi multimode gateway will reduce the battery life.

4. Lock operation

4.8 How to use the Smartphone APP

1. Main Screen

The screenshot shows the main interface of the Hafele Nova app. At the top, the lock name 'Hafele Nova' is displayed with an edit icon. Below it, the battery level is shown as 65%. A central image of the door lock is present. Below the lock image, three status indicators are shown: 'Door Closed', 'Passage Mode Off', and 'Privacy Off'. A red notification bar at the top of the main content area shows a bell icon, the time '15:52', the text 'Door pried', and a red circle with the number '14'. Below the notification are several menu items: 'Temporary Password', 'Member Management', 'Smart Scenes', and 'Settings', each with a right-pointing arrow. At the bottom, there is a red bar with a central circular button containing a white key icon, flanked by left and right navigation arrows.

1. Lock name - click  to change
3. Battery status
4. Door status
5. Passage mode status
6. Privacy mode status
5. Event log
6. Temporary Passcode management
7. User Management
8. Smart Scenes (Home automation options)
9. Lock Settings
10. Remote unlock button

2. Settings

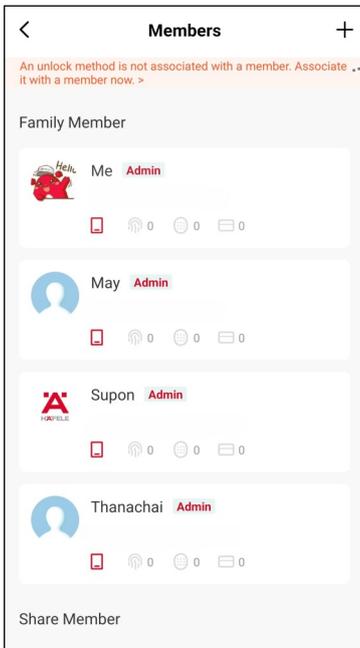
The screenshot shows the 'Settings' screen of the app. It has a back arrow at the top left and the title 'Settings' at the top center. There are four settings listed: 'Remote Unlock' with a red toggle switch turned on; 'Passage Mode' with a grey toggle switch turned off; 'Double Authentication' with a grey toggle switch turned off and a sub-note: 'Once enabled, a combination of multiple unlocking methods can be used to unlock.'; and 'Lock Volume' with the value 'High' and a right-pointing arrow.

1. **Remote APP Unlock Permission**
App unlock can be disabled or limited to administrators only.
2. **Passage Mode**
If enabled the lock will remain unlocked, any person can enter the door.
3. **Double Authentication**
Also called high security mode. To unlock a person needs to enter any 2 access credentials, for example fingerprint + password.
4. **Lock Volume**
Adjust the lock volume mute to high.

4. Lock operation

4.8 How to use the Smartphone APP

3. Locally added users



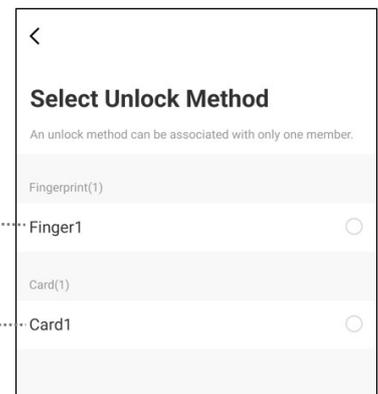
Local Users from the lock's memory

This message appears, for users added via the locks local menu (not the APP). Click this message to see the screen on the right to assign them to APP Users.

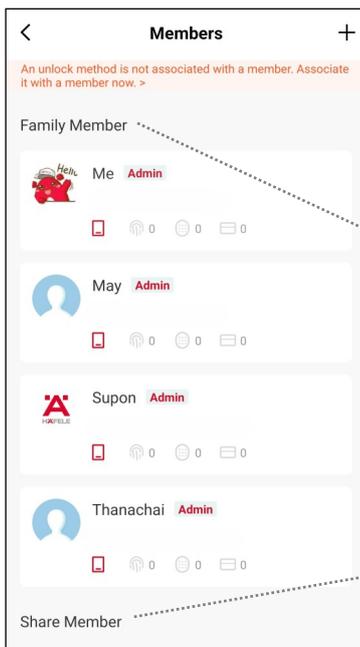
a.) Local administrators also show up here. They are always the first users:

- Password1
- Finger1
- Card1

b.) Locally added normal users will start from Nr. 2.



4. Member management



Member Management

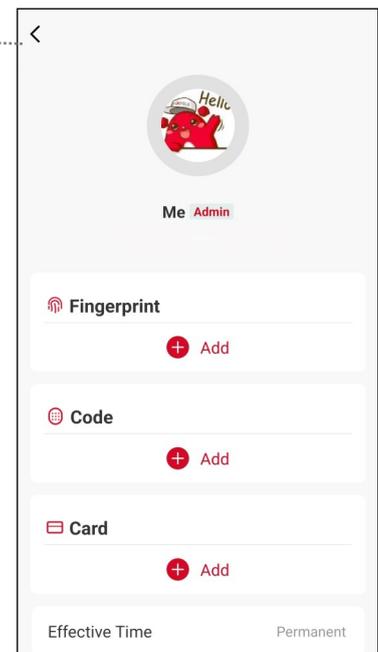
Here you can add/remove and manage all user access credentials for your lock. Select to see the screen on the right

a.) Family Member

These are the APP users you share your "Home" and all smart home devices, that includes this lock. Users need to sign-up with an APP account to be added. To set permissions or remove, use "Home Management" of the main APP.

b.) Shared Member

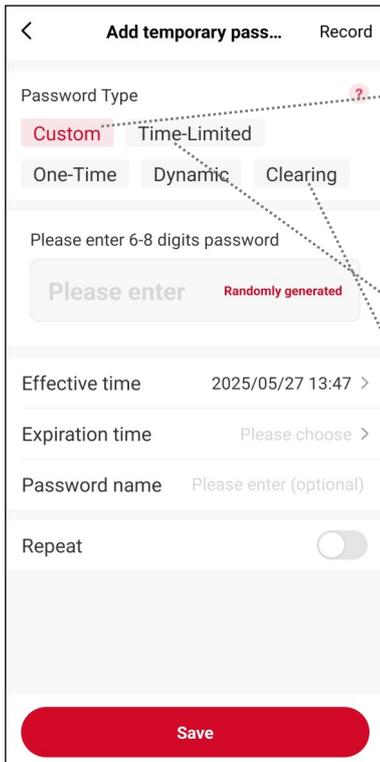
Other APP users you share access for this lock.



4. Lock operation

4.8 How to use the Smartphone APP

5. Temporary passcodes



1. Custom passcode (online)

- You can define the passcode digits and set a name for the code by yourself.
- The lock must be active and connected to the APP in order to transfer this code to the locks memory.
- You can check if the code has been successfully transferred by clicking "Record"

2. Time-Limited, One-Time, Dynamic passcodes (offline)

These codes can be created offline and the system automatically assign the digits. The lock will recognize their validity with an algorithm.

3. Clearing code (offline)

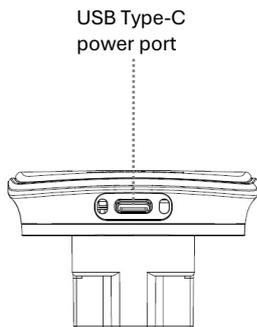
Since the codes in Nr. 2 are not actually in the locks memory, they can only be de-activated by entering a clearing code on the lock itself.

Table comparison of passcodes

Type	Must connect to App	How to activate the Code	How to Delete the Code before it expires
Custom	Yes	Unnecessary	After the App connects to the door lock, delete it through the App
Time-Limited	No	The code Activated after use it at least once within 24 hours of the validity period	Use the Clearing Code to delete it
One-Time	No	It can be used only once within 6 hours after creation	Invalid after one use
Dynamic	No	Unnecessary	Expires automatically unavailable
Clearing	No	Use once within 24 hours after creation	Invalid after one use

5. Service features

5.1 Emergency power supply

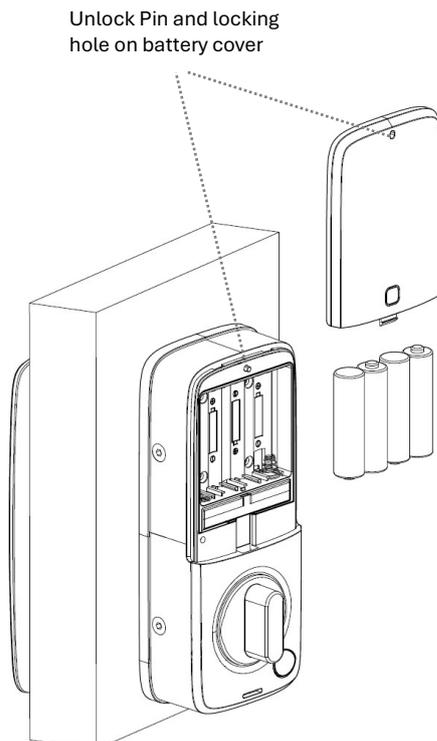


Emergency power

If the batteries are completely empty and the lock is without power, perform these steps to recover normal operation:

1. Connect a 5V power supply to the USB-C port at outdoor unit, wait 10s for the lock to startup and unlock the door.
2. Replace all batteries with a new set of alkaline AA batteries.

5.2 Battery removal



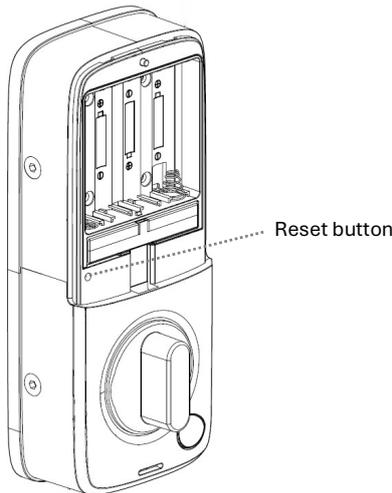
Battery removal

1. Gently press down the unlock pin with a paper clip or similar, then slide the battery cover upwards. If done correctly, no force is needed.
2. Insert 4 new units of AA size alkaline batteries. Do not mix old and new batteries. Then reinstall the battery cover by pressing down the pin and slide it downwards.

5. Service features

5.3 Restore factory settings

Caution: This action will delete all user data, APP and accessories pairing information, settings and all user data!



Restore factory settings

1. Locate the "Reset" button under the battery cover of the indoor unit.
2. Gently press the reset button with a paper clip or similar until you hear 5 short beeps and a voice prompt "Please wait".
3. The lock will now reboot and confirm with a voice prompt "Initialization Successful".

5.4 Troubleshooting guide

Problem description	Possible solution	Reference page
Door lock has no power	Startup the lock by connecting a power bank via the USB-C port. Unlock the door and immediately replace all AA alkaline batteries with a new set.	Page 22 - 5.1
Door lock has power, but appears to be frozen	Locate the reboot button, use a paper clip or similar and carefully press the micro switch. You will feel a click and the lock will reboot.	Page 6 - 1.4
Forgot admin user access	Perform a reset to factory settings.	Page 23 - 5.3
After entering PIN code + '#' button, the door does not open	Clean the touchpad surface with a cloth and make sure that you input the correct PIN code.	Page 16 - 4.3
Enter enrolled user data but the door does not open	1. Privacy mode may be activated. 2. If none of above solutions are not working, please contact Hafele service center	Page 17 - 4.4
<i>Continued on next page...</i>		

5. Service features

5.4 Troubleshooting guide

Problem description	Possible solution	Reference page
Auto lock does not work	<ol style="list-style-type: none"> 1. Make sure the passage mode is disabled 2. Ensure the magnetic sensor is in range of the magnet 	Page 17 - 4.5
Cannot pair lock with the Hafele Smart Living application	<ol style="list-style-type: none"> 1. Make sure the Bluetooth on the smartphone is enabled. 2. Make sure the Hafele Smart Living APP has the location services permission enabled in your smartphone. 	Page 14 - 3.7 A
Cannot connect lock with the Hafele Smart Living application	<ol style="list-style-type: none"> 1. Make sure the Bluetooth and internet connection on your smartphone are working properly. 2. Switch Bluetooth Off and On again. 3. Restart the application to refresh the connection. 	Page 18 - 4.7