

Battery Instructions

Everything you need to know about batteries

TIPS FOR CORRECT USAGE:

- **Store batteries high, dry, and at room temperature**

Always store batteries in a cool and dry place, away from heat and humidity. Never put them in the refrigerator, near an oven or close to heating elements. By storing the batteries correctly, new batteries will last longer! Store your batteries (whether full or empty) in a high spot where children cannot see or reach them.

- **Use only chargers which are approved by the manufacturer**

For rechargeable batteries, only use USB-C wall chargers complying with the standards IEC/UL 60950-1 or IEC/UL 62368-1 marked: Output 5V 2A.

Always use charging cables which are provided by the manufacturer or recommended by them.

Using charging cables or chargers not recommended or approved by the manufacturer may result in damage to the product, fire or battery leakage.

Protect the plug of the charger cable from direct contact with conducting materials to prevent short circuits as the short circuit might damage the charger. Do not handle the electronic products, batteries nor the charging cables with wet hands as this might lead to an electric shock.

- **Use the right battery for the right device**

Always use the batteries provided or recommended by the manufacturer. Using incorrect batteries might result in an explosion.

In the case of NUKI products powered by alkaline batteries (such as the Keypad 2, Smart Lock Go, Power Pack) you can use rechargeable Ni-MH or Li batteries.

In case you are not sure which battery you can use, please click [here](#) or contact our customer support.

- **Always use batteries until they are completely empty**

Sometimes batteries seem empty, but they are not entirely depleted yet. Batteries that no longer work in one device might still work in another device that requires less energy, such as a clock or a remote control.

- **Do not leave batteries in devices that you do not use for a long time**

When you haven't used a device for a while, it's best to remove the batteries and store them separately. Otherwise, there's a risk that the batteries may start to leak and cause damage to the device.

This applies to all products but Smart Lock Ultra and Smart Lock Pro. In the case of those products, do not try to remove, replace or otherwise handle the battery provided with the Nuki Smart Lock. Contact Nuki Home Solutions GmbH's customer service for all battery-related issues at contact@nuki.io.

- **Replace all batteries in a device at the same time**

It's better not to mix used and unused batteries together in the same device. The used battery will discharge too deeply and can eventually start to swell or even begin to leak.

- **Don't mix different batteries with each other**

When replacing the batteries of a device, it is best to replace all batteries at the same time. Do not mix batteries that have different chemical compositions or that are from different brands.

- **Respect the polarity and voltage of the device**

Always use a battery with the correct voltage. Respect the polarity of the batteries when inserting them into a device. Each battery has a positive and a negative pole. Insert them as indicated in or on the device as to avoid the short circuiting them.

- **Only buy the batteries you really need**

Do not stock up on unnecessary batteries - only buy the batteries you need. This way, they won't just lie around in the cupboard, and they won't expire. Store new and used batteries in separate boxes so you can always distinguish them well from each other.

- **Optimise battery usage**

The easiest way to optimize the battery consumption is by keeping the firmware up to date.

In case of Smart Locks, the power consumption is lowest when you control the Smart Lock via Bluetooth. If you want remote control, we recommend using Remote Access via Thread. Thread and Matter are designed for Smart Homes and save the most energy.

SAFETY TIPS

- **Always store batteries separately**

Batteries are considered hazardous waste. Therefore, it is important to always store them separately and collect them properly. This way, they do not pose a risk and can be recycled correctly. They definitely do not belong in the garbage bin with the residual waste or among other waste fractions such as plastics or paper.

- **Keep all batteries out of sight and reach of children**

Always place batteries out of reach (and preferably out of sight) of children. When opening a package with button cells, make sure that children cannot access the batteries left in the opened package.

- **Tape lithium batteries** (Li-Po, Li-ion, button cells)

Always cover the poles of lithium batteries with a piece of tape. This creates a protective layer and ensures they cannot cause a short circuit with other batteries in the collection bin or unit. By using transparent tape, you ensure that the batteries remain identifiable during the recycling process.

- **Handle damaged batteries with utmost care**

Leaking batteries (not smoking, not burning)

Leaking batteries should be stored separately in a clear plastic bag in non-flammable absorbent material such as vermiculite, dry sand or kitty litter. Always use gloves when handling a leaking battery or when removing it from a device to prevent skin irritation or burns.

Do not try to freeze, drain, crush or puncture the battery.

Do not send it by mail, as the EU laws restrict the shipping of damaged batteries.

Bring the leaking batteries to the recycling centre as soon as possible.

Swollen batteries

Alkaline and Ni-MH batteries, which are swollen or of which the label is missing or damaged, should be handled with extra care. Ensure they cannot cause a short circuit by taping off the contacts and packing the batteries individually in a clear plastic bag. Then, take them to the recycling centre as soon as possible.

Li-ion and Li-Po batteries (such as the ones on Smart Lock Ultra and Smart Lock Pro) should be placed together with the device in a non-flammable container filled with non-flammable absorbent material such as vermiculite, dry sand or kitty litter. When handled and charged correctly—using the appropriate devices and cables and avoiding physical damage—Lithium batteries are designed to be very safe for use. In the unlikely event that a battery begins to smoke or burn, do not attempt to move it. Evacuate the area and contact emergency services.

- **Never open batteries or battery packs yourself**

Never open battery packs yourself, especially if there is any sign of malfunction or damage.

- **Do not store batteries in a medication box or in a metal box**

Avoid storing small batteries in pillboxes or together with medication. Due to their shape and size, some batteries, such as button cells can easily be mistaken for medication.

It is also better to avoid a metal boxes to prevent short circuits.

COLLECTION & RECYCLING TIPS



- **Observe the collection and disposal instructions**

All batteries bear a symbol for separate collection. This indicates that used batteries must be collected separately and may not be disposed of with ordinary household waste.

- **Battery disposal tips**

In case of a product where the batteries are replaceable by the end customer, always remember to take the batteries out before disposing of the product or the batteries themselves. .

In case of Smart Lock Ultra and Pro NEVER try to remove, replace or handle the battery. Contact Nuki Home Solutions GmbH's customer service for all battery-related issues at contact@nuki.io.

- **Regularly bring your used batteries to collection points**

As an end customer, you play a pivotal role in the protection of the environment and human health.

Batteries contain hazardous and toxic materials, such as heavy metals, that can contaminate soil and water if thrown in regular trash, harming ecosystems and human health. Furthermore, many batteries, especially lithium-ion types, pose a fire risk when damaged or incorrectly disposed of in waste streams.

Proper collection and recycling allow valuable resources to be recovered and reused, conserving raw materials and energy. By using designated drop-off points, you ensure batteries are safely managed and recycled, contributing to a cleaner, safer, and more sustainable future.

Please consult your municipality to find out about the collection points where you can dispose of your batteries free of charge.

You can also bring your old & depleted batteries to any store selling that type of battery.

Li-ion batteries (button cells excluded) should only be brought to the recycling centre.