

# Operating and Safety Instructions

## Product description

The Nuki Smart Lock Ultra motorises most standard door locks and creates a digital access system when combined with a smartphone.

Depending on the version, the Nuki Smart Lock Ultra is installed on the inside of the door using either the included Nuki universal cylinder or the mounting kit for deadbolt locks. The locking mechanism is turned by the motor of the Nuki Smart Lock Ultra. Even if a Nuki Smart Lock Ultra is installed, the lock can be turned manually.

The Nuki Smart Lock Ultra contains a wi-fi module, which allows connectivity to the Nuki Smart Lock Ultra via the Internet. The Nuki Smart Lock Ultra system can be set up in such a way as to allow access online and connection to other smart home products. See also below “Wi-Fi Module.”

The Nuki Smart Lock Ultra has a built-in Lithium Polymer battery that can be charged using the charging cable (which is included with the set) and a suitable USB-C charger (which is not included with the set). See also “Battery Charger”

## Proper use

The Nuki Smart Lock Ultra requires an operating temperature of between 10°C (50°F) and 40°C (104°F) and a maximum humidity of ninety-five percent (95% non-condensing).

The Nuki Smart Lock Ultra is only suitable for use in dry interior spaces and is not suitable for exterior locks exposed to the rain, snow and other wet conditions.

**WARNING!** Do not install the Nuki Smart Lock Ultra on fire doors, escape doors or all doors that serve a safety-relevant purpose.

In the event of any unintended or otherwise improper use of the Nuki Smart Lock Ultra, no claims may be made under the warranty, and all such warranties are herewith disclaimed and, in any such case, neither the seller, the distributor, the designer, the manufacturer nor any other party shall have any liability for any damage to property and injury to any person.

## Wi-Fi Module

The Wi-Fi connection may not be available due to weak signals or other issues typically affecting wi-fi connectivity, in which event the remote control functions activated from your smartphone or any other online device will be unavailable.

## Battery Charger

No battery charger is included.

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

**WARNING!** The use of any other wall charger can damage the Nuki Smart Lock Ultra and could result in fire or battery leakage.

## Assembly and installation

[Installation guide](#)

## Safety instructions



- The Nuki Smart Lock Ultra may fail due to technical malfunctions and thus be unable to open the door. Therefore, always carry the key to the lock with you or leave it in an accessible place so that the door can be opened manually in the event of an error.
- Improper use of the Nuki Smart Lock Ultra might result in damage to the device and cause it to malfunction. Therefore, if it has been damaged (e.g., if the device has been cracked, punctured, or harmed by water or condensation), do not use the Nuki Smart Lock Ultra.
- Do not drop, disassemble, open, crush, bend, deform, puncture, shred, microwave or incinerate the Nuki Smart Lock Ultra or the built-in battery. **WARNING! This may lead to explosion or fire.**
- Do not expose the device to extreme heat or cold, direct sunlight, open flames or other extreme conditions. Do not install near any heat sources, such as radiators, heat registers, stoves or any other source of heat.
- The Nuki Smart Lock Ultra requires an operating temperature of between 50°F and 104°F respectively between 10°C and 40°C and a maximum humidity of ninety-five percent (95% non-condensing)
- Do not spray the Nuki Smart Lock Ultra with water or other liquids, and protect the Nuki Smart Lock Ultra from rain and moisture! Clean only with a dry cloth.
- Liquid can leak from defective battery cells. If battery fluid comes into contact with skin or clothing, rinse the affected area with water. **WARNING!** Leaking or damaged batteries might cause chemical burns. If liquid gets into your eyes, immediately rinse the affected area with water and **seek medical attention. Do not rub your eyes.**
- Do not try to remove, replace or other handle the battery provided with the Nuki Smart Lock Ultra. Contact Nuki Home Solutions Inc.'s customer service for all battery-related issues at [contact@nuki.io](mailto:contact@nuki.io).
- The battery charger is not included.
- Only use USB-C wall chargers complying with the standards IEC/UL 60950-1 or IEC/UL 62368-1 marked: Output 5V 2A. **WARNING!** The use of any other wall charger can damage the Nuki Smart Lock Ultra and **could result in fire or leakage.**
- Protect the magnet plug of the USB-C cable from direct contact with conducting materials to prevent short circuits. A short circuit could damage your USB-C charger.
- When charging the Nuki Smart Lock Ultra, do not handle the plug, charger or Nuki Smart Lock Ultra with wet hands. **WARNING!** Failure to observe this precaution **could result in electric shock.**
- The security class of the Nuki Universal Cylinder can only be maintained if the cylinder is installed in compliance with the maximum projection of three (3) millimeters (mm) specified in DIN 18252.
- The Nuki Smart Lock Ultra and its packaging materials contain small parts which children might swallow; therefore, store it away from young children. **This product is not a toy. WARNING! Leaking or damaged batteries might cause chemical burns.**

## Instructions

- Read these instructions carefully
- Keep these instructions
- Heed all warnings
- Clean only with a dry cloth
- Install strictly in accordance with installation instructions
- Protect the charging cable and charger from being walked on or pinched
- Unplug the charger during lightning storms or when not used for a longer period
- Refer all servicing to qualified personnel of Nuki Home Solutions Inc. Maintenance is required if the Nuki Smart Lock Ultra has been damaged in any way, e.g. by a damaged charging cable, if it has been exposed to rain, moisture or other liquids, if it does not function normally or if it has been dropped.

## Disposal

Do not dispose of the device with the household rubbish! Electronic devices must be disposed of at local collection stations, in accordance with the guidelines on used electric and electronic devices applicable in your location.

## Technical data

- Model name: Smart Lock Ultra
- Article type: 012.518
- Bluetooth Standard:
  - Bluetooth Low Energy; IEEE 802.15.1; 2,4GHz ISM band
  - Antenna: internal RF ceramic chip antenna
  - Frequency range: 2402MHz - 2480MHz
  - Max. transmission power: -3 dBm (0.5 mW)
- Thread Standard:
  - Thread; IEEE 802.15.4; 2.4GHz ISM band
  - Antenna: internal RF ceramic chip antenna
  - Frequency range: 2405MHz - 2480MHz Thread
  - Max. transmission power: -4 dBm (0.4 mW)
- WLAN standard:
  - WLAN; IEEE802.11 b/g/n; 2,4GHz
  - WLAN antenna: 2.4 GHz ceramic antenna
  - WLAN frequency range: 2412 MHz - 2484 MHz
  - WLAN max. transmission power: 10 dBm (10 mW)
- Built-in battery
  - 11,1V 870mAh rechargeable Lithium Polymer Battery
  - Charging Input: DC 5V  $\approx$  1,5A max

Country of Origin: Romania

## Regulatory Information EU



Nuki Home Solutions GmbH hereby declares that the radio equipment type Nuki Smart Lock Ultra (Article type: 012.518) complies with the Directive 2014/53/EU.



The full text of the EU Declaration of Conformity is available at the following link: [nuki.io/legal](https://nuki.io/legal)

### Contact information EU:

Nuki Home Solutions GmbH  
Münzgrabenstrasse 92/4  
8010 Graz, Austria  
E-Mail: [contact@nuki.io](mailto:contact@nuki.io)

You can find other ways to contact the Nuki support team at: [nuki.io/help](https://nuki.io/help)

## Regulatory Information US



FCC-ID: 2BH6T012518

### FCC Statement

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

### NOTICE:

Changes or modifications made to this equipment not expressly approved by Nuki Home Solutions Inc. may void the FCC authorization to operate this equipment.

### Contact information US:

Nuki Home Solutions Inc.  
C/O 2125 Center Ave 507  
07024 New Jersey, US  
E-Mail: [contact@nuki.io](mailto:contact@nuki.io)

You can find other ways to contact the Nuki support team at: [nuki.io/help](https://nuki.io/help)

## Regulatory Information CAN



IC: 32893-012518

### ISED Statement

This device complies with Industry Canada license exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes: (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

### Contact information CAN:

Nuki Home Solutions Inc.  
C/O 2125 Center Ave 507  
07024 New Jersey, US  
E-Mail: [contact@nuki.io](mailto:contact@nuki.io)

You can find other ways to contact the Nuki support team at: [nuki.io/help](https://nuki.io/help)

## Regulatory Information Australia/New Zealand



### Contact information Australia/New Zealand:

Nuki Home Solutions GmbH  
Münzgrabenstrasse 92/4  
8010 Graz, Austria  
E-Mail: [contact@nuki.io](mailto:contact@nuki.io)

You can find other ways to contact the Nuki support team at: [nuki.io/help](https://nuki.io/help)