ASSA ABLOY SENSE
Start Guide

ASSA ABLOY
Opening Solutions

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PROGRAMMING

BATTERY REPLACEMENT
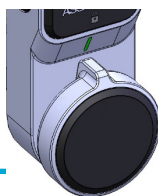
TROUBLESHOOTING

Programming a new ASSA ABLOY SENSE

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ALL PROGRAMMING MUST BE PERFORMED WITH THE DOOR OPEN!

THE MASTER CARD SHOULD BE TESTED BEFORE LOCKING THE DOOR!

(G) Green LED
(R) Red LED

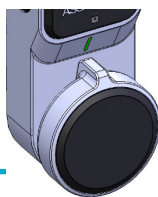## ALTERNATIVE 1: COMMISSIONING OF SENSE CABINET LOCK FOR PUBLIC USE

Turn knob to locking position   Show master card on lock (G) Remove card and wait 5 secs (R) (R) (R)

Since no user card has been activated, the lock is programmed to public mode and remains unlocked.

ALTERNATIVE 2: COMMISSIONING OF SENSE CABINET LOCK FOR PRIVATE USE WITH 1 USER CARD

Turn knob to locking position   Show master card on lock (G) Show user card (G) Remove card and wait 5 secs (G) (G) (G)

The lock has been programmed to private mode and will automatically lock. (R) (R) (R)

TIP:
If you need to add more user cards, continue to present cards within 5 secs from previous one.

For more advanced programming,
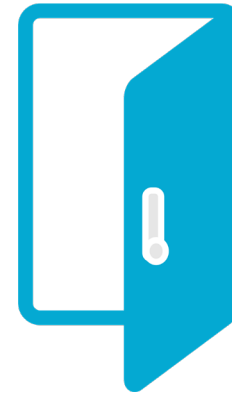use the programming instruction
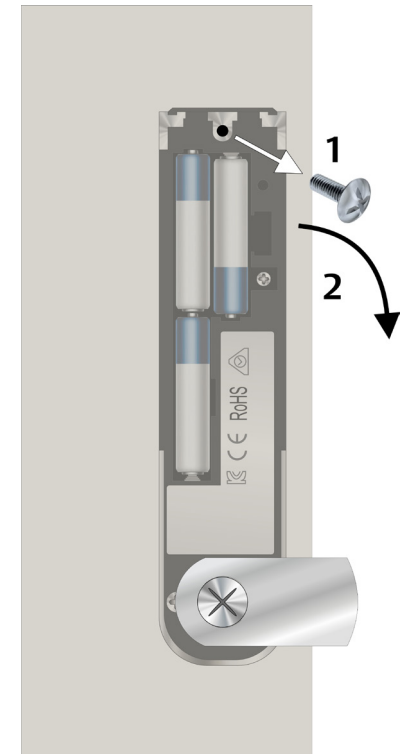
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Insertion/replacement of batteries

BATTERY TYPE: 3 X AAA/LR03 ALKALINE BATTERIES

The battery compartment is accessible from the backside of the lock.
To replace batteries in an installed lock, the door must be in open position.

Unscrew the installation screw (1) from the inside of the door, and swing the lock (2) into a position so that the batteries are accessible for replacement.

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If the above method is not possible due to the position of the lock on the door, the lock must be completely dismounted to replace the batteries.

Troubleshooting

The master card is unknown	All SENSE-locks delivered by ASSA ABLOY are in factory mode.
	Any programming of cards, keytags and RFID-bracelets are typically done after installation of the lock on a door.
	Therefore ASSA ABLOY will not have any knowledge of any activated users or master cards in installed locks.
	The supplier of the lock should primarily be contacted for this information.
RESET of a lock	If the master card is unknown and cannot be obtained from the lock supplier either, it is possible to reset the lock back to factory mode.
	To be able do this, the backside of the lock must be accessible. Meaning that the door must be in open position.
	Note that this reset-process deletes all user- and master cards + programmed functions from the lock.
	• Dismount the installation screw from the backside and swing the lock as shown on the previous page (battery replacement).
	• On the right hand side of the batteries there is a small hole. By inserting a paper clip or similar into the hole, the lock will reset.
	• Follow the instructions for programming a new lock explained earlier in this guide.
Lock does not open with user card	Visual information:
	A: No LED-signal is activated when showing the user card.
	B: When showing the user card, red LED-signal is activated.
	C: When showing the user card, green LED-signal is activated.
A:	Cause1: Unreadable or defect card.
	Action1: Try opening the lock with a master card.
	Cause2: The batteries in the lock are drained.
	Action2: Apply power via the external USB socket. Unlock with master card and replace the batteries.
B:	Cause: Probably incorrect user card. User is trying to access wrong cabinet.
	Action1: If this is a public lock and an inspection card has been programmed, unlock with this if you do not want the user card to be deleted. This makes it possible to just inspect the content of the cabinet.
	Action 2: Unlock the cabinet with a master card. If this is a public lock, opening with master card deletes the active user card.
C:	Cause: The motor in the lock is unable to move the latch to the unlocked position. The knob is not positioned so that the knob points straight to the LED signal. The reason can be that the bolt is in tension against the frame.
	Action: Turn the knob to the correct position. Open the lock with the master card to ensure that the latch is in the open position, then make sure to bend the bolt slightly so that it is not in tension with the frame.

The ASSA ABLOY Group is the global leader in access solutions. Every day, we help billions of people experience a more open world.

ASSA ABLOY Opening Solutions leads the development within door openings and products for access solutions in homes, businesses and institutions. Our offering includes doors, door and window hardware, locks, access control and service.

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