

Yale Assure FAQs

Q. What are the Applicable Product Lines:

- A-Series - Hinge inswing and outswing patio doors
- E-Series – Hinge inswing and outswing patio doors ordered after March 2018 (refresh)
- Architectural doors:
 - Architectural Residential Entry Doors
 - Architectural Curved / Archtop Top Patio Doors
 - Spring line patio doors
 - Entranceway with AW hardware prepped

Q. What are the main Lock Features?

- Stand-alone Touchscreen or Push Button Keypad Locking Device
- Touchscreen –Tri-lingual in English, Spanish, French
- Adjustable Volume Level
- Easy to Use, Install, & Program
- Users:
 - 25 Users Stand-alone without Wireless
 - 250 Users with Wireless
 - 100 Users B1L/T1L
 - Add/Delete Individual Users
- One Year Battery Life
- Deadbolt Motor – Motorized Bolt In and Out
- Low Battery Warning
- 9V Battery backup on Key Free models



Key Free

No cylinder means no lost keys and no pick and bump break-ins.



Motorized Deadbolt

Fully motorized, tapered deadbolt accommodates for misaligned doors.



Backlit Keypad

Keypad wakes with a touch and has numbers that won't wear off.



Battery Back-Up

Never lose power, the lock can be energized with a 9V battery.



Voice Assistance

The lock will guide you through setup and menu options in 3 languages.



Weather Protected

Rubber gasket increases protection against outdoor environments.

Q: What is the warranty?

A: Yales limited warranty for the original owner is a one-year warranty for the electronics and lifetime limited warranty for finish and mechanical operation. The warranty is posted on <https://www.andersenwindows.com/connect/>

Q: How long will the batteries in the Yale Assure lock last and are the batteries included ?

A: Yes four (4) AA batteries are included. Average battery life is 1 year. Actual battery life is dependent upon the environment in which the sensor is used and the number of signals the sensor has had to send. Other factors such as humidity, temperature extremes or large fluctuations in temperatures may all lead to reduction of battery life. Batteries are not covered under the Limited Warranty for these sensors.

Note - Using Lithium batteries is not recommended as the battery life indicator will not work and the batteries could go dead without a warning leaving the lock disabled.

Q: Are the batteries easy to change/replace?

A: Batteries can be easily replaced with minimum use of basic hand tools. The batteries used are readily available at most general, hardware or drug stores in a variety of brands.

Q: Are these coastal tested and can be used on Stormwatch A-Series and E Series hinged patio doors?

A: Yes

Q. What outside temperatures can this product stand in?

A. Temperature Range

Outside Temperature Range

-30°C to 60°C = -22°F to 140°F

Inside Temperature Range

-15°C to 70°C = 5°F to 158°F

Battery Temperature Range

-10°C to 55°C = 14°F to 131°F

Storage Temperature Range

-40°C to 85°C = -40°F to 185°F

Q. Does this just lock the deadbolt and are the hook bolts engaged?

A. The Yale Assure lock will unlock or lock Andersen inswing and outswing hinged doors via the deadbolt only. The multipoint lock: two (2) hooks and a center deadbolt below the handle will become disengaged when unlocking the door

Q. Does it just unlock the active panel and would the passive panel would need to be manually unlocked?

A. Yes

Q. Do I need to place the small Magnet on the face of my door for this product to work?

- For Double Doors:
 - Inswing - a customer's needs to install the Block Magnet
 - Outswing - a customer's needs to install the Cylinder Magnet
- For Single Doors - a customer's needs to install the Cylinder Magnet
- If you choose to leave it off you will not get the Open/Closed status reading in your monitoring tools.

Q. How do I use the Bluetooth functionality?

- Bluetooth functionality via the Yale Assure Bluetooth App allows you to share and manage digital keys from anywhere and see who accessed your home and when. Download on the [App Store](#) or [Google Play Store](#). The Bluetooth via this Yale Assure app includes the below functionality:

Twist & Go Unlocking

To unlock, rotate your smartphone into landscape and then back to portrait up to 120 seconds before approaching the door. Doing this rotation wakes up the lock and gets your digital key ready to use. Then, just tap the check mark on the lock keypad to unlock! This Twist & Go technology prevents unwarranted or unintended access that often happens with other Bluetooth enabled locks.

Create Unique Pin Codes

For family members without a phone, or for those times when you leave yours at home, unlock the door by entering your 4-8 digit pin code. The lock stores up to 12 unique pin codes that can all be created or removed using the Yale Assure app.

100% Key Free

No cylinder means no lost keys and no pick and bump break-ins. You don't need to worry about house keys with the Assure Lock - Your phone is your new key and the door can always be unlocked using the touchscreen keypad.

Never Get Locked Out

Your Yale Assure app and the lock itself will warn you when battery is running low. If the battery does die, you don't need to worry about getting locked out. Simply touch a 9V battery to the battery terminals located at the bottom of the keypad and enter your pin code.

Install Within Minutes

The Assure Lock is simple to install on standard doors and replaces your existing deadbolt in minutes with just a screwdriver. The lock even has voice guidance in three languages to walk you through set up and customizing settings.

Additional Features

Weather Protection Gasket - One Touch Locking - Capacitive Touchscreen Keypad - Backlit Numbers That Won't Wear Off - Privacy Button - Tamper Resistant Battery Cover

Q. How many PINS can be created?

A. Create up to 25 (250 with module) unique pin codes to share with friends and family. Delete codes when you need to.

Monitoring:

Q: What home automation wireless communication protocols is this product ?

A: Z-wave and also Bluetooth

Yale Assure lock works with your Smart Home. Andersen Yale Assure lock comes with the Z-wave and Bluetooth module.

Customers can add a Yale Network Module (zigbee or Apple Home kit) if desired, to seamlessly integrate into these types of smart home or alarm system.*

Capabilities include:

- Monitor, lock and unlock from anywhere
- View access history
- Receive notifications on your smartphone
- Integrate with voice activated solutions like Amazon Alexa (requires Samsung SmartThings or Wink Hub).**

* Z-wave and Bluetooth modules are included. Zig-bee and Homekit Modules are sold separately.

** Features may vary based on integration system.

Q: Can a Zigbee, Alexa and Apple Homekit home automation wireless communications protocol be added to this product

A: Yes network modules (radios) for zigbee and homekit can be purchased at Shop.Yalehome.com. Lowes.com, Bestbuy.com. Note Alexa and apple HomeKit only can lock the patio doors lock it can not unlock. This is the same as entry door power lock on the market today,.

Available Network Modules



Q. What are my options for monitoring and how does this work?

Touchscreen Option:

Lock and unlock your patio door with ease and create unique access codes using the back-lit push button key pad.

Bluetooth® Option:



Yale® Assure App

Monitoring and unlocking the Assure Lock® within the Yale Assure App via a smartphone is easy. The app utilizes Bluetooth technology to allow for key free unlocking

- Patented Twist & Go unlocking method prevents unintended locking by requiring the user to rotate the phone 90 degrees prior to locking
- Monitor, lock or unlock your patio door within 30 feet
- Send digital keys to others and control when each digital key has access
- View recent access history and permanently revoke a digital key at anytime
- Professional monitoring or Smart Home Hubs not required

Smart Home Option:



Z-Wave®

The Yale Assure lock can be easily integrated into a Z-Wave smart home or professional alarm system to provide operation of the lock from anywhere, at anytime via a smartphone.

- Integrate with Smart Home technology already in the home or with professional monitoring systems
- Monitor, lock and unlock your patio door from anywhere
- View recent access history and create pin codes
- Receive notifications including battery levels
- Smart Home Hub or Professional Monitoring system required

Q. For z-wave self-monitoring do I need to purchase anything besides the Yale assure lock?

- The Yale Assure lock is Compatible with Nexia and Wink. For self-monitoring of the Yale Assure lock, order a Nexia bridge in the iQ ordering software: Windows/ Doors Accessory section (#9142224) or purchase Wink Hub (sold separately). The Andersen translator is not needed, this functionality is within the Yale Assure lock.

Q: What if my customer has a local security company or has a high-end home automation company like Control4 or Crestron?

For these high-end home automation systems, the Yale Assure lock will work, but the radio must be purchased from a Control 4 dealer. They have a specific protocol that they use for their system.

A "Tech Integration/ Compatibility spec sheets" on requirements will be posted to Salesforce in Smart Home library & andersenwindows.com/connect. These can be provided to the customers security provider

Q. How can I get Samples?

- A portable handle sample that is mounted to a metal 'door stile' will be available. This showcases the front and backside of the product, is functioning and has a card attached to it that provides an overview. This sample can be ordered from the Display team by the description "Yale Assure lock sample".
- For dealer showrooms with the A Series hinged patio door or the refreshed E-Series (new as of March 2018) doors these can be retrofit with the Yale lock. The Yale Assure lock can be ordered from the Display team by their description "Yale Assure lock product for dealer showrooms".

Q. If I have the Yale assure lock on an A Series hinged patio door or the refreshed E-Series (new as of March 2018) doors do I need to order VeriLock sensors for hinged doors too?

A. No a customer doesn't need to also order VeriLock as the VeriLock technology is included in this Yale lock

Q. Does a customer need to purchase a trim set in addition to this Yale Assure Lock and does this Yale Assure with Anvers come in right or left handing?

A. For a single or double hinged door, a customer doesn't need to select a trim set, as the Anvers in Satin Nickle comes in this Yale Assure product kit. For a double doors though, the customer needs to order the Anvers - Passive Satin Nickle product (that has its own part number) and IQ and E-Vision will automatically select this passive trim set and add it to the customers quote.

Q. If I order a FWHID 3-panel with 2 active panels on the outside, are 2 Power locks required? Do we ask the customer how many they want for these doors?

A. Yes to both of these questions

Q. Is Anvers the default hardware that goes with this?

A. The customer (new orders and for retrofitting existing door) could order or already have any trim set and replace the Anvers handle that comes in this Yale Assure kit with their selected trim set style. The only Andersen trim sets that is not applicable with the Yale Assure lock is the Tribeca trim set and also the contemporary FSB four trim set styles.

Q. Can a customer have both Professional Monitoring and Self-Monitoring?

A. Homeowners can connect Yale Assure Lock into their home with professional monitoring, self-monitoring or both.

Q: Since Yale Assure Lock is wireless, what is the range?

A: Sensor range depends on the types of building materials used and their location relative to the sensors and the wireless receiver. In a free air environment with no obstacles, these sensors have been observed to have a range of 300 feet. The installer of the professional security or self-monitoring system should design the

security system to accommodate the particular size and materials used in each dwelling. System dealers can install wireless translators or repeater(s) to provide adequate wireless signal reception in larger homes.

Q. What if my power at home goes out? Will I need to do anything to get my system up and running again?

A. Should a power outage occur in your home, all of your products should reconnect automatically when your power and Internet connection is restored. Sometimes the system will reboot before your Wi-Fi network is active again. In this case, unplugging and re-plugging will usually get things reconnected. If this does not work, try restarting your wireless router while the system is off then power it back on once the router has rebooted.

Q. Who can help with Yale Assure Lock and monitoring for customer questions?

For support please call Andersen Customer Service: #855-337-8806. If it's a Yale Assure lock technical issue we can connect you with Yale® Customer Service for assistance at 1-855-213-5841 or email Support.yalehome@assaabloy.com