

YALE ASSURE LOCK for Andersen Patio Doors – FREQUENTLY ASKED QUESTIONS (FAQ)

Q. What are the Applicable Product Lines for the Yale® Assure Lock® for Andersen Patio and Entry Doors?

- A-Series Hinged Patio Doors
- E-Series Hinged Patio Doors (March 2018 and newer)
- Entry Doors
- Folding Patio Door
- Curved / Archtop Top Hinged Patio Doors
- Springline Hinged Patio Doors

Q. What are the main Lock Features?

- Stand-alone touchscreen keypad
- Voice Assistant in three languages: English, Spanish and French
- Adjustable volume level
- User capability: 25 entry codes stand-alone without Smart Module, 250 entry codes with Z-Wave Module, unlimited with Wi-Fi Module, ability to add and delete individual users
- Estimated one-year battery life
- Motorized bolt – in and out
- Low battery warning
- 9V battery backup



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: Yale's 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® for Andersen Patio** 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?

A. Bluetooth functionality via the Yale Access App allows you to share and manage access from anywhere and see who unlocked your home and when. Download on the App Store or Google Play Store. Bluetooth via the Yale Access app provides the below functionality:

- Auto Unlock via Geofence
- Digital Keys
- Local Lock/Unlock

Q. How many entry codes can be created?

A. Create up to 25 (250 with Z-Wave, unlimited with Wi-Fi) unique entry codes to share with friends and family. Delete codes when you need to.

Monitoring:

Q: What home automation wireless communication protocols are available for this product?

A: Z-Wave or Bluetooth & Wi-Fi

Lock is available in three versions:

- Touchscreen
- Bluetooth & Wi-Fi
- Z-Wave

Customers can add a Yale Smart Module if desired, to seamlessly integrate into these types of smart home or alarm system. *

Smart 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 the Wi-Fi Smart Module or Z-Wave Module with compatible hub). **

*

** Features may vary based on integration system.

Q. How do I know what Smart Module I have?

A. The Smart Modules are located inside the battery compartment and to the left of the batteries. The modules are color-coded.

- Green – Z-Wave
- White – Bluetooth & Wi-Fi

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

A. See the compatibility chart on andersenwindows.com/connect

Q. For z-wave self-monitoring do I need to purchase anything besides the Yale Assure Lock for Andersen Patio Doors?

A. 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). The Andersen

translator is not needed, this functionality is within the Yale Assure lock. For smart home features, the Z-Wave Smart Module requires a compatible Z-Wave hub and app such as Samsung SmartThings

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

- A. At this time (May 2020) for these high-end home automation systems, the Yale Assure lock is not yet certified with Control 4 or Crestron.

Once certified the 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.

See the "Tech Integration/ Compatibility spec sheets" on requirements that is posted on andersenwindows.com/connect. These can be provided to the customers security providers and integrators.

Q. How can I get samples?

- A. 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 AW Display team.

Q. If I have the Yale® Assure Lock® for Andersen Patio and Entry Doors 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® for Andersen Patio and Entry Doors and does this Yale® Assure Lock® for Andersen Patio and Entry Doors 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 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 are not applicable with the Yale Assure lock is the Tribeca trim set and the contemporary FSB four trim set styles.

Q. Are any of the Andersen hinged door hardware styles not compatible with the Yale® Assure Lock® for Andersen Patio and Entry Doors?

- A. The only Andersen trim sets that are not applicable with the Yale Assure lock are the Tribeca and contemporary FSB 4 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 the Yale® Assure Lock® for Andersen Patio and Entry Doors 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 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 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. The keypad is battery powered so even if the power goes out at home, you can still unlock the door by entering your entry code on the touchscreen keypad.

Q. Who can help with Yale® Assure Lock® for Andersen Patio and Entry Doors questions and on 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 support@Yalelock.com

Sales Samples:

Q. What Smart Modules are included with the mounted sales sample?

The Yale Assure lock samples are touchscreen only – no Smart Modules are included

Product Lines:

Q. What Andersen Patio and Entry Doors models are compatible with the Yale® Assure Lock® for Andersen Patio and Entry Doors?

A-Series

- Frenchwood® Hinged Inswing Patio Doors
- Frenchwood® Hinged Outswing Patio Doors

E-Series (1-3/4" and 2-1/4" panels) – 2018 and newer doors

- Inswing Hinged Patio Doors
- Outswing Hinged Patio Doors

Architectural: doors

(** Additional hardware kit required for 2-1/4" thick panels AW PN - 9183854, Yale PN – AYRM-270-TDK)

- Entry Doors
- Folding Doors

Q. What happens if a Yale® Assure Lock® for Andersen Patio and Entry Doors is installed on either a 200 or 400 series patio door?

A. The Yale Assure lock will fit on these doors, but with will have different functionality regarding locking. Yale Assure Lock is not fully functional on Andersen 200 and 400 Series hinged patio doors. The patio door hookbolts must be manually locked before the Yale Assure lock can lock the patio door's deadbolt.



400 Series - Black



A Series - Red

Q. What actuator spacer is needed if a Yale® Assure Lock® for Andersen Patio and Entry Doors is installed on either a 200 or 400 series patio door?

- 400 – Same spacer as A-Series (Black – Inswing, No Spacer – Outswing)
- 200 – White spacer

Compatible Trim Sets:

Q. What Andersen handle sets will work with the Yale® Assure Lock® for Andersen Patio ?

A. The Andersen hinged Patio and Entry Doors handles listed will work with the Yale Assure lock **for Andersen Patio Doors.**

- Albany
- Anvers
- Newbury
- Covington

- Whitmore
 - Encino
 - Yuma
- (Does not work with Tribeca or FSB handle styles)

Installation:

Q. What tools are needed to install the Yale® Assure Lock® for Andersen Patio ?

- Drill
- Phillips head screwdriver
- Scissors
- Drill bits
 - 1/8"
 - 5/16"
 - 3/8" or 1/2"

Q. What size hole needs to be drilled through the door when installing the Yale Assure lock?

A. Only one hole needs to be drilled entirely through the door panel and it follows an already existing hole. The top mounting hole for the trimset escutcheon plates needs to be opened to 3/8" or 1/2". The choice in size is based on available drill bits to the customer. A 1/2" hole makes it easier to get the cables through the door panel but is not common in most drill bit sets.

Q. When being used, what direction does the door position sensor need be on the Yale® Assure Lock® for Andersen Patio

A. The tab portion of the door position sensor that extends past the escutcheon plate of the Yale Assure lock must be toward the latch of the door panel.

Q. Will the door position sensor on the Yale® Assure Lock® for Andersen Patio work with the existing magnet of a door that had a previously installed VeriLock sensor?

A. Yes, the door position sensor on **Yale® Assure Lock® for Andersen Patio** uses the same magnets and mounting positions as the patio door VeriLock sensors.

Q. What lock actuator spacer should I use when installing the Yale® Assure Lock® for Andersen Patio?

A. See table:

Selecting Correct Spacer

A spacer may be required to correctly install lock. There are three (3) options in your lock kit. See chart to select the correct spacer for your application.

Door Type	Spacer Color	Spacer
A Series - Outswing Only	N/A	None
A Series Inswing E Series 1.75" In and Outswing E Series 2.25" Inswing 400 Series 1.75" Inswing	Black	
200 Series 1.75" All (Only in Thick Door Kit)	White	
E Series - 2.25" Outswing Only (Only in Thick Door Kit)	White	
E Series - Architect Entrance Door and Folding Doors Sold Separately. (Provided when ordering part number AYRM-270-TDK.)	Gray	

Product ID is etched into the lower corner of glass. Consult Andersen for assistance.

Q. What side of the Yale Assure lock mounting plate is the lock actuator spacer installed on?

A. The lock actuator spacer is installed on the Yale Assure lock mounting plate on the side of the plate with the gasket and must be between the bracket and the lock actuator.

Q. What is the proper orientation of the Yale Assure lock thumb turn relative to the patio door deadbolt?

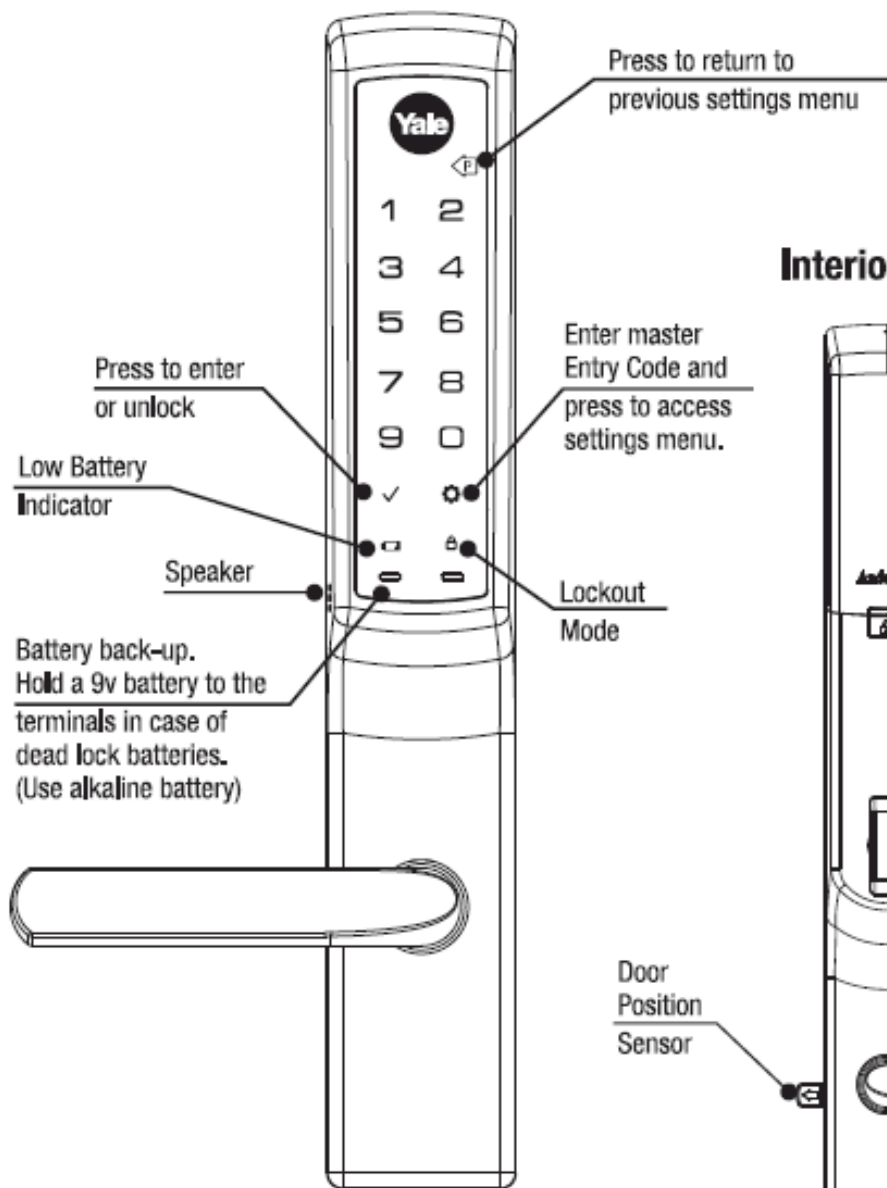
A. V1 Yale Assure Lock (6-2020 and earlier): The thumb turn should be vertical when the door is unlocked and horizontal when the door is locked.

V2 Yale Assure Lock (6-2020 and later): The top of the thumb turn should face away from the latch when the door is unlocked and towards the latch when the door is locked.

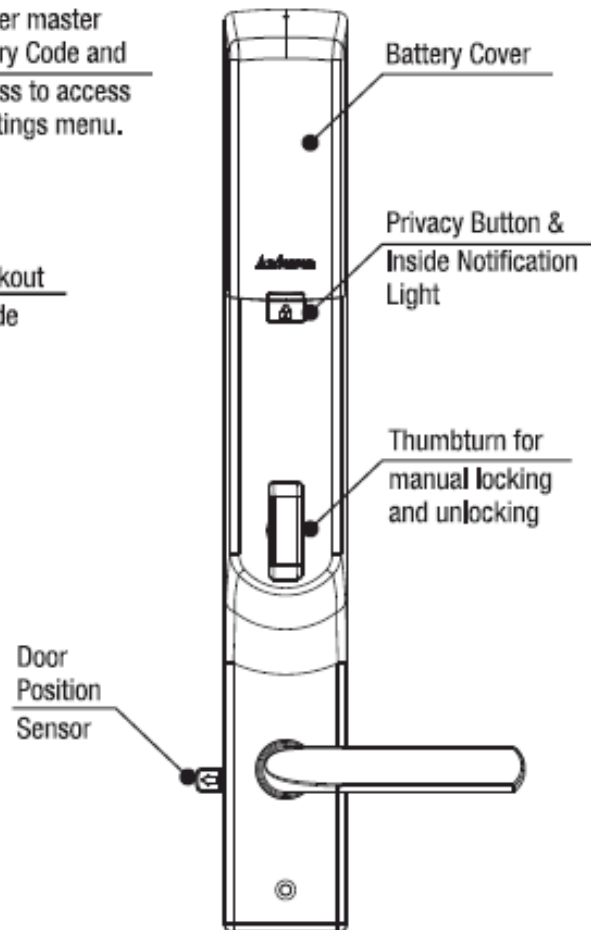
Q. What are the different buttons and features on the Yale® Assure Lock® for Andersen Patio?

A. See below.

Touchscreen



Interior Lock



Setup:

Q. What are the different lock settings the user can select or set on the Yale Assure lock?

A. See the table below.

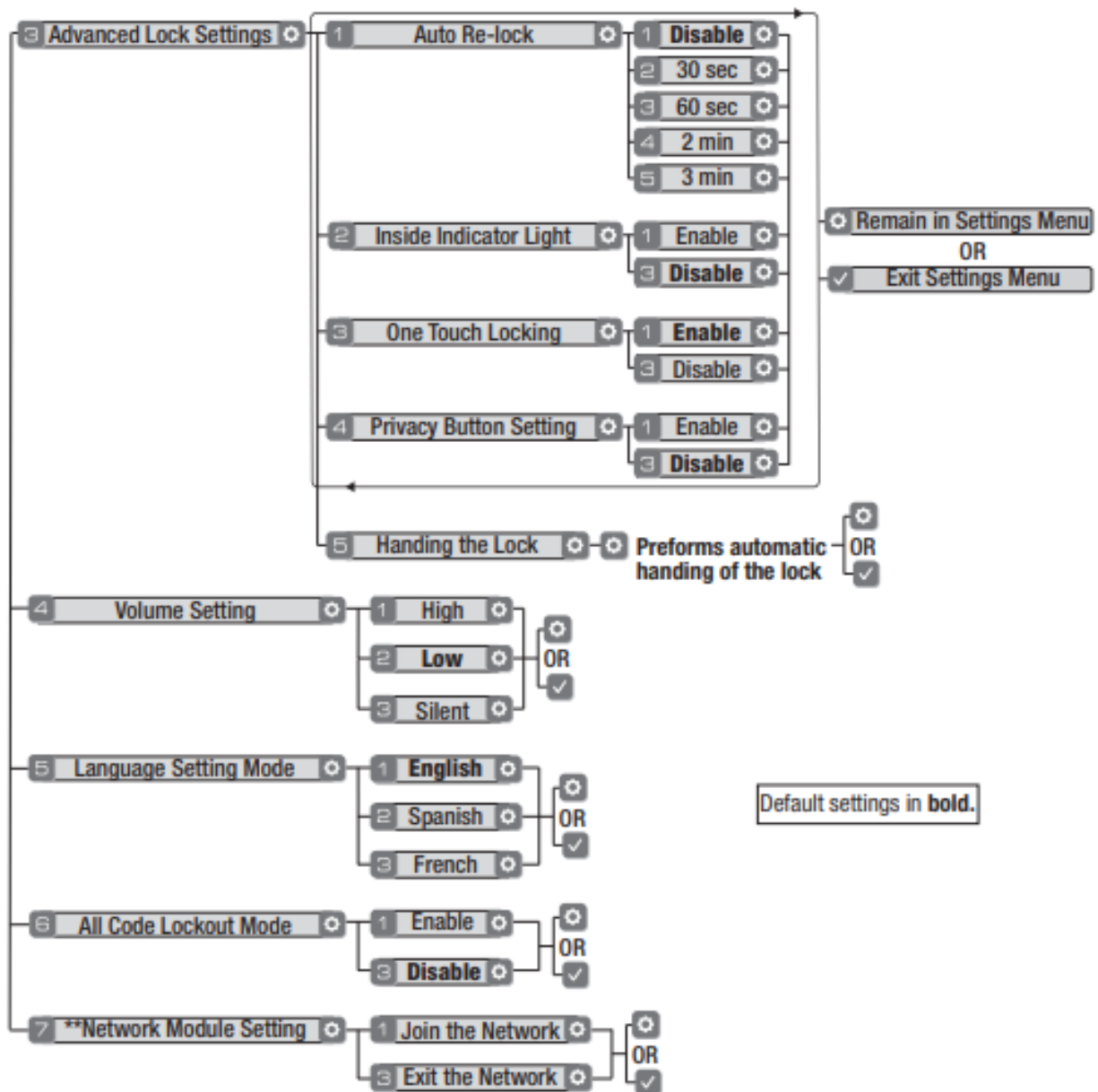
Settings	Default Setting	Definition
Master Entry Code	Creation required*	The Master Entry Code is used for programming and for feature settings. It must be created prior to programming the lock. The Master code will also operate (unlock/lock) the lock.
Auto Re-lock	Disabled	After a successful code entry or manual unlock with the key, the lock will automatically re-lock after each unlock in an effort to keep your home secure. This feature is optional, and can be turned off. In the ON mode, the lock will automatically re-lock after thirty (30) seconds.
Inside Indicator Light	Disabled (Off)	Located on the inside lock. Shows active status (Locked) of lock and can be enabled or disabled in the Advanced Lock Settings (Main Menu selection #3).
One Touch Locking	Enabled	When the latch is retracted, activating the keypad will extend the latch (during Auto Re-lock duration or when Auto Re-lock is disabled). When One-Touch Re-lock is not in use (disabled), any valid PIN code will re-lock the lock.
Privacy Button	Disabled	Privacy mode is disabled by default. Enable Privacy mode by pressing the privacy button for 4 seconds to put the lock in do-not-disturb mode (all pin codes are disabled).
Volume	Enabled (Low)	The volume setting for entry code verification is set to Low (2) by default; otherwise it can be set to High (1) or Silent (3) for quiet areas.
Language	English	Choosing English (1), Spanish (2) or French (3) becomes the (default) setting for the lock's voice prompts.
All Code Lockout Mode	Disabled	This feature is enabled by the Master Entry Code. When enabled, it restricts all user (except Master) Entry Code access. When attempting to enter a code while the lock is in All Code Lockout mode, the RED locked padlock will appear on the screen.
Wrong Code Entry Limit	5 Times	After five (5) unsuccessful attempts at entering a valid entry code, the lock will shut down and not allow operation for sixty (60) seconds.
Shutdown Time	60 Seconds	The Lock will shutdown (flashing RED) for sixty (60) seconds and not allow operation after the wrong code entry limit (5 attempts) has been met.

***The Master Entry Code must be created prior to any other programming of the lock.**

Q. What are keypad presses on the Yale Assure lock to get to the different settings?

A. See the table below.

1. Press Yale logo to wake up lock .
2. Enter Master Entry Code* followed by  icon.
Lock Response: "Welcome to the Settings Menu. Press each number to hear available settings and then press the settings icon to enter."
3. Enter digit corresponding to the function to be performed followed by the  icon.
Follow the voice commands.



Here is an example of how to set Auto Lock to 30 seconds:
Master Entry Code , 3 , 1 , 2 , 

*The Master Entry Code must be created prior to any other programming of the lock.

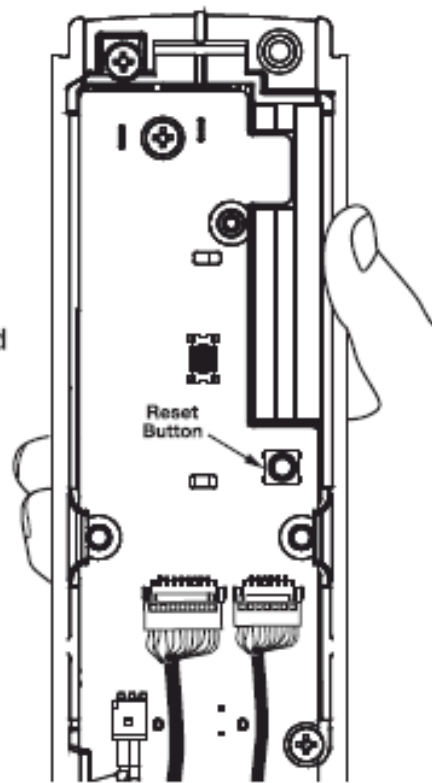
**Network Module Setting function appears only with Yale Smart module installed.

Q. How do you perform a factory reset on the Yale Assure lock?

When resetting the lock, all user codes, including the Master PIN code*, are deleted. All programming features are reset to the original default settings (see below).

1. Remove the battery cover and batteries.
2. Remove the interior lock to access the reset button.
3. The reset button (see image at right) is located above the PCB cable connectors.
4. Re-insert 3 batteries and hold the reset button for 3 seconds.
5. While still holding the reset button, insert the 4th battery, and hold the reset button for an additional 3 seconds.
6. Release the reset button.
7. Re-install the interior lock onto the door.

Upon reset, Master PIN Code creation is the only option available and must be performed prior to any other programming of the lock.



Interior Lock

For best results, the lock should be installed on the door when resetting the lock to factory default. If the process was done and the lock was not installed on the door, review the Re-Handling instructions listed in Hardware Troubleshooting.

*The Master PIN code must be registered prior to any other programming of the lock.

Integration:

Q. Can a voice assistant be used to control the Yale Assure lock?

A. Yes, there is integration with Alexa, Google Home, and Siri on versions of the lock that have Wi-Fi or Z-Wave. Z-Wave versions must be enrolled into a smart home or security system to function with a voice assistant.

Q. Where can a customer buy additional radios for the Yale Assure lock?

A. Additional radios are available for purchase on <https://www.amazon.com/> and <https://shopyalehome.com/>. However, in some cases the radio needs to be purchased directly from the provider, please see list below for companies that require direct purchase.

Q. What systems are the Yale Assure locks able to work with?

Z-Wave version:

- Compatible with most Z-Wave enabled smart home systems or security systems.
- Example security systems:
 - ADT
 - Honeywell
 - DSC
 - Interlogix

- Alarm.com
- Nortek
- CPI
- Example Smart Home and other control systems: (*Requires radio module from provider)
 - Savant
 - BeHome24/7
 - Go Parakeet
 - Point Central
 - HomeSeer
 - Legrand*
 - Ezlo
- DMP
- SecureNet
- Nexia™ Home Intelligence
- Wink
- SmartThings
- Comcast Xfinity*
- Control4®*
- Crestron®*

Wi-Fi versions or Z-Wave version via partner integrations:

- Voice assistant integration
 - Amazon Alexa
 - Google Home
 - Siri

Troubleshooting:

- **Programming:**

Symptom	Suggested Action
Lock does not respond – door is open and accessible.	• Touchscreen becomes active when pressed w/whole hand. Use a larger area of the hand or fingers and verify contact with at least 3 areas. • If touchscreen numbers are visible, check to see if they respond when pressed. • Check batteries are installed and oriented correctly (polarity) in the battery case. • Check batteries are in good condition; replace batteries* if discharged. • Check to see if touchscreen harness is fully connected and not pinched.
Lock does not respond – door is locked and inaccessible.	• Batteries may be completely discharged. • Apply 9V battery to terminals below the touchscreen for backup power option.
Unit is on for a while then shows no reaction. Lights dim.	• Batteries do not have enough power. Replace batteries*.
Unit chimes to indicate code acceptance, but the door will not open.	• Check the door gaps for any foreign objects between door and frame. • Check that the wire harness is firmly connected to the PCB.
Unit operates to allow access, but will not automatically re-lock.	• Check to see if Auto Re-lock Mode is enabled. • Disable Auto Re-lock Mode to lock the door (automatically). • If low battery indicator is lit (see below), change batteries*.
PIN codes will not register.	• PIN codes must consist of 4 to 8 digits to register. • The same PIN code cannot be used for multiple users. • Registration/management of PIN codes is set by the authority of the Master Code, which is set first. • Contact the Master user. • User codes must be entered within 5 seconds (while touchscreen is active) or process will have to be restarted. • Check  or gear  cannot be used as part of the PIN code.
Upon entering a PIN code and pressing  key, the unit displays "invalid code" error or lock times out without responding.	• Lockout Mode is enabled. • Only the Master can enable/disable Lockout Mode. • Contact the Master user.
Upon entering a PIN code and pressing the  key, the red padlock icon appears and there are different tones.	• Check to see if the lock is set to Lockout Mode. • Setting/managing Lockout Mode is done through Master Code only. Contact the Master user.
The unit operates, but it makes no sound.	• Check to see if Silent Mode is enabled (see Feature #4).
The unit responds "Low Battery"	• This is the alert to replace the batteries. Replace all four (4) batteries* with new AA Alkaline batteries.
Upon entering a PIN code and pressing the  key, the unit responds "Wrong number of digits".	• The digits entered were incorrect or incomplete. Re-enter the correct code followed by the check  key.

* When batteries are replaced, Network Module locks have a real time clock that will be set through the User Interface(UI); it is recommended to verify correct date and time particularly those locks operating under Daylight Saving Time (DST).

** Network Module locks only

- **Mechanical:**

Q. Why doesn't the patio door deadbolt extend and retract when I turn the thumb turn on the Yale Assure lock?

A. The most likely cause is that the thumb turn actuator has become disengaged from the patio door lock. The Yale Assure lock uses a snap in place actuator spacer to hold the thumb turn actuator in the proper position relative to the patio door lock. The interior lock body will need to be removed along with the metal mounting plate. Verify that the actuator spacer is present and the correct version for the type of patio door it is being used on. Please see the installation section above for more information on which spacer to use.

Q. Why is the thumb turn on the Yale Assure lock difficult to turn manually or can't be turned by the electronic lock?

A. If the thumb turn seemed to function normally prior to the installation of the Yale Assure lock, the thumb turn actuator could be binding. Remove the interior lock body and steel mounting bracket. Check that the correct spacer version is installed. Reinstall all the lock parts while being careful not to overtighten the two screws near the lock actuator.

If the thumb turn is difficult to operate without the Yale Assure lock installed, then there is probably an issue with the patio door lock cassette, and it may need to be replaced. Also check the patio door lock deadbolt is not rubbing on the jamb strike.

App/Integration:

Q. What is the name of the app that works with the Wi-Fi version of the Yale Assure lock?

A. The app is called "Yale Access" and is available for both Android and Apple devices and can be found in their respective app stores.

Maintenance:

Q. What type and how many batteries are used in the Yale Assure lock?

A. The Yale Assure lock uses four alkaline AA batteries.

Q. Can lithium batteries be used in the Yale Assure lock?

A. The exterior touchscreen and body of the Yale Assure lock can be cleaned using a soft damp cloth. Using lacquer thinner, caustic soaps, abrasive cleaners or polishes could damage the coatings and result in tarnishing or scratching of the lock body and/or touchscreen.