

NEO Locks Installation Policy

Effective Date: Ongoing

At NEO Locks, we are committed to providing our customers with secure and reliable products. To ensure the best performance and security, it is important that our locks are installed correctly. This policy outlines the procedures and guidelines for installing NEO Locks products and the responsibilities of both the customer and any third-party installation professionals.

1. Installation Guidelines

- **Professional Installation Recommended:** While it is possible to install NEO Locks products without professional help, we strongly recommend using a professional locksmith or installer for all installations to ensure the highest level of security and proper functionality.
- **Installation Instructions:** Each lock comes with detailed instructions in the product packaging. It is essential to follow these instructions carefully to avoid installation errors that could affect the lock's performance.
- **Tools Required:** Customers should ensure they have the necessary tools for installation, including drill bits (specific to the lock model), screwdrivers, measuring tape, pencil for marking, and a level for alignment. A lock installation kit may also be needed for some models.
- **Door and Frame Condition:** Before installation, the door and frame should be inspected for any damage or wear. If the door or frame is not in good condition, repairs should be made before proceeding with installation.

2. Installation Requirements

- **Correct Placement:** The lock should be installed at the recommended height (typically between 36" and 42" from the floor, unless otherwise specified). Ensure that all lock components, including the latch, strike plate, and lock body, are aligned correctly for proper operation.
- **Drilling:** All necessary holes for the latch, deadbolt, cylinder, or other locking mechanisms must be drilled to the correct size. This step is crucial for a smooth installation and to prevent any damage to the lock or door.
- **Testing Lock Functionality:** Once the lock is installed, it should be tested for proper functionality, including:
 - Turning the lock to ensure it locks and unlocks smoothly.
 - Ensuring the latch or bolt engages fully with the strike plate.
 - Checking that any key or electronic system (for smart locks) works correctly.

3. Warranty and Responsibility

- **Warranty Coverage:** The warranty for NEO Locks products is valid only if the product is installed according to the provided instructions. Improper installation, such as incorrect placement or the use of unapproved tools, may void the warranty.

- **Installation by Third Parties:** If the lock is installed by a third-party installer, NEO Locks is not responsible for any damages or issues arising from improper installation. Customers should choose qualified and experienced professionals for installation. NEO Locks may recommend certified locksmiths upon request.

4. Installation Services

- **Professional Installation Option:** For customers who prefer professional installation, NEO Locks offers a network of certified installers. Please contact our customer support team at [Insert Contact Information] for more details on professional installation services available in your area.
- **Installation Assistance:** If you need assistance during installation, please contact our customer support team. We are happy to guide you through any questions you might have during the process.

5. Installation Issues and Troubleshooting

- **Incorrect Locking:** If the lock does not engage or disengage properly after installation, check the alignment of the latch or bolt. Ensure that the strike plate is correctly positioned and that the lock components are securely fastened.
- **Key or Digital Malfunction:** If the key or electronic function of the lock does not work correctly, ensure that the lock cylinder or digital components are properly installed. If problems persist, consult our troubleshooting guide or contact customer support.
- **Defective Products:** If a lock is found to be defective after installation, please contact NEO Locks customer service. A representative will assist with troubleshooting and may offer a replacement or repair under warranty, if applicable.

6. Safety and Security

- **Test All Components:** After installation, ensure that all lock components are operating as intended, including the latch, bolt, and key or electronic system.
- **Security Considerations:** For maximum security, avoid leaving the lock disengaged or unlocked when not in use. Always ensure the lock is fully engaged when locking the door, especially in high-traffic or high-risk areas.

7. Contact Information

If you have any questions or concerns regarding the installation of your NEO Locks products, or if you encounter any issues during installation, please do not hesitate to contact us at: support@neoaccess.in

8. Policy Updates

NEO Locks reserves the right to update or modify this Installation Policy at any time. Any changes will be posted on this page, and the "Effective Date" will be updated

accordingly. We encourage you to review this policy periodically to ensure you are up-to-date with the latest installation requirements and guidelines.