

感謝購買 THANKO 電子智能門鎖
請仔細閱讀本安裝須知及填妥附表電子智能門鎖安裝數據後
以WhatsApp: 6295 8562 聯絡 Unity Tech 預約安裝

安裝須知

1. 上門安裝時間

請確保在預約的時間內現場有人等待。如本公司安裝人員到達時無法進入現場，將酌情等待。如超出等候時間將視為臨時改期，客戶須自行另作預約，並支付HK\$200改期費用。

2. 安裝時長

安裝人員到達後，進行安裝和基本設定約需三小時。安裝人員只能提供門鎖的基本操作教學，並不包括連接網絡及第三方軟件教學。如客戶不在現場無法教學，本公司將提供客戶教學影片。

3. 改期要求

客戶如需改期，須不少於安裝時段的48小時前提出，否則將視為臨時改期，客戶須自行另作預約，並支付HK\$200改期費用。如因任何非我們所導致的理由（包括但不限於屋苑突然停電）而需要改期，客戶仍須自行另作預約，並支付HK\$200改期費用。

4. 電池需求

（適用於使用電芯的門鎖型號）請客戶自備 2A 1.5V鹼性電池。

5. 鐵閘影響

鐵閘會影響帶有視頻功能的門鎖的部分功能，例如遮擋門眼的視野，請慎重考慮是否安裝有鏡頭的型號。

6. 網絡要求

（適用於以 Wi-Fi 連接門鎖 APP 的型號）請確保現場有穩定的 2.4GHz 頻段網絡。如路由器為混合式網絡，請關閉跳頻功能 / 智能模式。產品僅支援 IEEE802.11 b/g/n 標準，不支援 IEEE802.11 ac/ax 或更新的標準。如果因網絡不穩定等原因而導致安裝師傅無法完成安裝，本公司一概不負責。客戶須自行另作預約，並支付HK\$200改期費用。

7. 電源要求

現場安裝需要電源，請確保安裝單位有穩定的電源 / 插座提供給安裝師傅。如果因電源不穩定等原因而導致安裝師傅無法完成安裝，本公司一概不負責。客戶須自行另作預約，並支付HK\$200的改期費用。

8. 天氣影響

如受極端天氣影響（如黑色暴雨警告、八號或以上颱風警告），可能需要重新預約安裝。

9. 取消服務費用

如安裝人員到達後，客戶因任何理由提出取消安裝服務，將產生收費。

費用、定義及注意事項

- 一般木門的基本安裝費用為HK\$850(指定型號除外)
- 基本安裝費外，根據大門的具體情況，可能會產生額外費用。
- 請在安裝日前不少於48小時內提供門的照片，以便我們進行預先評估。如未能及時提供，將需根據現場評估報價。
- 客戶須確保大門安裝位置上沒有金屬或鐵閘阻礙安裝。如大門設有金屬部分，必須提前告知，因為這將涉及額外的金屬加工費用，並需要針對個別情況進行評估及報價。金屬材質的大門及門框未必能進行門鎖安裝，即使可以安裝，亦可能需要額外的裝備和更多的安裝時間。如果在我們的預先評估服務限期前未能提供門的照片，最終因上述原因需要延期，則客戶須自行另作預約，並承擔HK\$200的臨時改期費用。

收費詳細

- 木門基本安裝費用(指定型號除外)：HK\$850
- 加長片配件費：HK\$200
- 子母架配件費：HK\$300（只限於子母門）
- 厚門片配件費：HK\$100（只限於60mm 以上的厚門）
- 長螺絲包配件費：HK\$100（只限於60mm以上的厚門）
- 前後板配件費：HK\$500（門鎖中軸位置與門邊距離不符合標準）
- 金屬加工費：HK\$300 至 HK\$2500（視大門金屬成份及厚度而定）
- 樓梯費：電梯不能直接到達之或因臨時停電需使用樓梯進行服務時，每層樓梯會收取HK\$50。
- 偏遠地區額外交通費用：
 - 東涌 / 馬灣：HK\$ 200
 - 愉景灣 / 梅窩 / 貝澳 / 大澳 / 昂坪 360 / 沙頭角 (入關後)：HK\$ 300
 - 長洲 / 坪洲 / 南丫島：HK\$ 400
 - 澄碧邨：HK\$ 500
- 臨時改期費用：HK\$ 200

以上收費表旨在為與我們服務相關提供清晰之內容。如有任何疑問或需要進一步查詢，請隨時與我們聯繫。本公司技術人員服務顧客期間，除雙方協議之費用外，不得額外收取顧客費用。為確保顧客個人私隱，本公司及本公司技術人員不會向任何人披露或複製顧客個人資料。

定義

- 基本安裝：包括拆除舊門鎖，並且不需使用額外配件或特別工具便能完成的安裝。
- 木門：安裝位置或門框無金屬覆蓋的木製門，若有「木包鋼」情況則不屬於木門。
- 新門：門鎖位置或門框未開孔的大門。
- 舊門：曾經在門鎖位置或門框開孔的門。

請瀏覽本公司官方網站查看最新產品保養條款及細則、維修服務條款及細則及其他適用條款：<https://www.unitytechhk.com/about/policy>

其他

在適用法律容許的狀況下，對於一切機件故障或不合理使用而引致任何人仕或財產的直接或間接損失或損壞，本公司概不負責。本公司有權不定時修改本須知及所有費用。使用者可隨時登入本公司網站查閱最新須知及所有費用；使用者有義務不時關注並閱讀最新版的須知、費用及網站公告。如使用者不同意更新後的須知及費用，應立即停止接受本服務；如客戶繼續使用，即視為同意更新後的須知及費用。

假如本須知的任何條文被宣告無效或無法強制執行，本須知的其他條文將不受影響並一直有效。本公司未行使或強制執行本須知所載的任何權利不得被視為放棄該項權利，亦不得影響本公司就該項權利或任何其他權利採取任何後續行動所享有的權利。如有任何爭議，本公司保留最終決定權。本須知乃根據香港特別行政區法例作詮釋。若有任何爭議，則以香港特別行政區法院為司法管轄權管轄。

電子智能門鎖保養服務

1. 適用範圍：

本產品保養服務僅適用於香港，且限於從香港授權的零售商購買的原廠行貨。

2. 保養服務：

在正常使用情況下，如經本公司確認為門鎖內部發生異常，本公司將在銷售發票日期起計兩年內可享零件保養服務；首年可享免費上門保養服務（以下稱「電子智能門鎖保養服務」）。電子智能門鎖保養服務之保養期從銷售發票日期開始計算，客戶需提供有效的銷售發票(網上購買憑證)，且該發票(網上購買憑證)必須由本公司授權零售商發出。如未能滿足這些要求，將視為不符合電子智能門鎖保養服務的申請條件。

3. 安裝要求：

產品(指定型號除外)必須由本公司認可的技術人員安裝，方可享受電子智能門鎖保養服務。

4. 文件保存：

保養期內，客戶需妥善保存購買時的銷售發票(網上購買憑證)。客戶在申請電子智能門鎖保養服務時無法提供及出示銷售發票(網上購買憑證)之正本或如文件經塗改，則自動作廢，而本公司無需受理及有權拒絕提供電子智能門鎖保養服務。

5. 偏遠地區額外費用：

如安裝或維修地區屬於偏遠地區，本公司將額外收取交通費用。本公司對偏遠地區的定義保留最終決定權。客戶須於申請電子智能門鎖保養服務時提供準確地址，並向本公司查詢適用的交通費用。

6. 零件所有權：

電子智能門鎖保養服務及替換零件必須由本公司提供，所有更換出的零件（無論損毀與否）均屬本公司所有。

7. 預約取消政策：

所有已預約的服務，如在預定時間48時內更改時間或在預約時段內未能聯絡客戶，該預約將被取消而不作另行通知，客戶需重新支付手續費才能重新預約。

8. 責任限額：

在任何狀況下及在所有適用法律許可的範圍內，本公司的責任事故賠償限額為銷售發票上所列產品價格的50%。

9. 開鎖費用：

如客戶未能提供機械鑰匙，且技術人員只能以強行破壞方式解鎖，將額外收取開鎖費用，並將視為人為損壞(意思是產品日後將不再被包括在保養範圍內，而且不得再享有免費維修服務)。

10. 電池要求：

若產品非使用同一批次的一次性鹼性電池，則不在保養範圍內，並且本公司不承擔因此產生的任何費用。

11. 未付費用影響：

如客戶未能付清應繳費用（包括但不限於額外費用），本公司有權拒絕提供及/ 或中止電子智能門鎖保養服務。

THANKO

電子智能門鎖安裝數據

1 請問是否有安裝鐵閘

Was a security gate installed

有 Yes 沒有 No

如有, 請提供大門與鐵閘之間距離

If yes, please provide the measurement between the gate and the main door (mm) _____

2 請選擇大門規格

Please select your main door type



單門 Single door



子母門 Double leaf door

請提供以下資料及附有以下尺寸的大門/門鎖照片：
Please provide below detail & main door photo with below measurement:

A) 大門厚度 The door thickness (mm) _____

原有鎖口片大小 The current striking plate dimensions:

B) 長度 Length (mm) _____

C) 闊度 Width (mm) _____

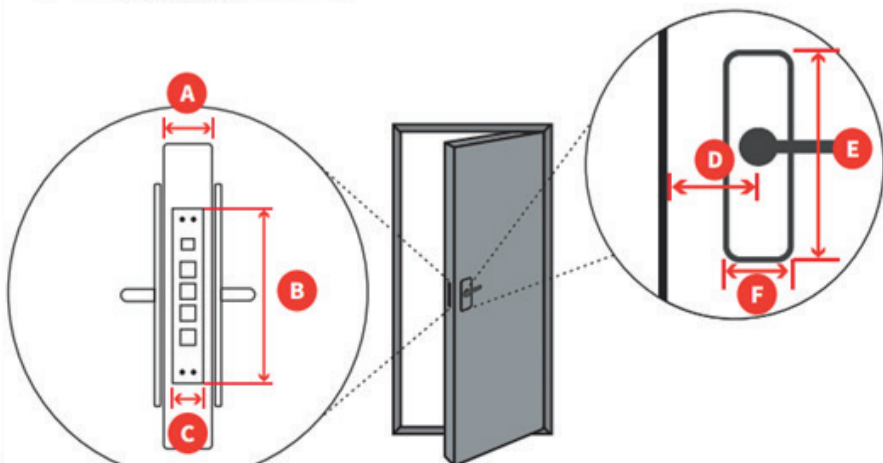
D) 門鎖中心與門邊的長度

The measurement between the door lock center point to door edge (mm) _____

原有門鎖 The current door lock dimensions:

E) 長度 Length (mm) _____

F) 闊度 Width (mm) _____



Thank you for purchasing THANKO electronic smart door lock
Please read this installation instructions carefully and fill in the attached form for the electronic smart door lock installation data, then contact Unity Tech via WhatsApp: 6295 8562 to make an appointment for installation. Generally, door-to-door installation can be arranged within one month after purchase.

Installation Notes

1. On-site installation time

Please ensure that there is someone waiting on site during the appointment time. If our installers are unable to enter the site when they arrive, they will wait as appropriate. If the waiting time is exceeded, it will be regarded as temporary rescheduling and customers are required to make another appointment and pay a rescheduling fee of HK\$200.

2. Installation time

Once the installer arrives, installation and basic setup takes about three hours. The installer can only provide basic operation instructions for the door lock, which does not include instructions for connecting to the network and third-party software. If the customer is not on site and cannot be taught, the company will provide the customer with a teaching video.

3. Rescheduling Request

If the customer needs to reschedule, they must request it at least 48 hours before the installation time. Otherwise, it will be regarded as temporary rescheduling, and the customer must make another appointment and pay a rescheduling fee of HK\$200. If the appointment needs to be rescheduled due to any reasons not caused by us (including but not limited to sudden power outage in the estate), customers are still required to make another appointment and pay a rescheduling fee of HK\$200.

4. Battery requirements

(Applicable to door lock models using batteries) Please prepare your own 2A 1.5V alkaline batteries.

5. Iron Gate Impact

Iron gates will affect some functions of door locks with video functions, such as blocking the field of view of the door eye. Please carefully consider whether to install a model with a camera.

6. Network requirements

(Applicable to models that connect to the door lock APP via Wi-Fi) Please ensure that there is a stable 2.4GHz frequency band network on site. If the router is a hybrid network, please turn off the frequency hopping function/smart mode. The product only supports IEEE802.11 b/g/n standards and does not support IEEE802.11 ac/ax or newer standards. If the installer is unable to complete the installation due to network instability or other reasons, our company will not be responsible. Customers are required to make another appointment and pay a rescheduling fee of HK\$200.

7. Power Requirements

On-site installation requires power supply, please ensure that the installation unit has a stable power supply/socket to provide to the installer. If the installer is unable to complete the installation due to unstable power supply or other reasons, our company will not be responsible. Customers are required to make another appointment and pay a rescheduling fee of HK\$200.

8. Weather Impact

If affected by extreme weather (such as black rainstorm signal, storm signal no.8 or above), it may be necessary to reschedule the installation.

9. Cancellation Fees

If the customer cancels the installation service for any reason after the installer arrives, charges will be incurred.

Fees, Definitions and Notes

The basic installation fee for general wooden doors is HK\$850 (except for designated models)

In addition to the basic installation fee, additional fees may apply depending on the specific condition of the gate.

Please provide photos of your door no less than 48 hours before the installation date so we can make a preliminary assessment. If this is not provided in time, a quotation will be required based on an on-site evaluation. The customer must ensure that there is no metal or iron gate obstructing the installation at the gate installation location. If the gate has metal parts, you must inform us in advance as this will involve additional metal processing costs and will need to be assessed and quoted on a case-by-case basis. Metal doors and door frames may not be able to be fitted with door locks. Even if they can be fitted, it may require additional equipment and more time to install. If we fail to provide photos of the door before the deadline of our pre-assessment service and the appointment needs to be postponed due to the above reasons, customers will have to make another appointment and bear the HK\$200 temporary rescheduling fee.

Fee Details

- Basic installation fee for wooden doors (except for designated models): HK\$850
- Extension piece accessory fee: HK\$200
- Door frame accessories fee: HK\$300 (only for door frame)
- Thick door fitting fee: HK\$100 (only for doors thicker than 60mm)
- Long screw package fee: HK\$100 (only for doors thicker than 60mm)
- Front and rear panel accessories: HK\$500 (the distance between the door lock center axis and the door edge does not meet the standard)
- Metal processing fee: HK\$300 to HK\$2500 (depending on the metal composition and thickness of the door)
- Stairs fee: When the elevator cannot reach the place directly or the stairs are needed due to temporary power outage, HK\$50 will be charged for each floor.
- Additional transportation costs in remote areas:
 - Tung Chung/ Ma Wan: HK\$ 200
 - Discovery Bay / Mui Wo / Pui O / Tai O / Ngong Ping 360 / Sha Tau Kok (after gate): HK\$ 300
 - Cheung Chau/Ping Chau/Lamma Island: HK\$ 400
 - Sea Ranch: HK\$ 500
- Temporary rescheduling fee: HK\$ 200

The above fee schedule is intended to provide clarity in relation to our services. If you have any questions or need further enquiries, please feel free to contact us.

During the period when our technical staff provide services to customers, we shall not charge customers any additional fees other than those agreed upon by both parties.

To ensure the privacy of our customers, our company and its technical staff will not disclose or copy your personal information to anyone.

Definition

- Basic Installation: An installation that involves the removal of the old door lock and can be completed without the use of additional accessories or special tools.
- Wooden door: A wooden door without metal covering at the installation location or door frame. If there is a "wood wrapped in steel" situation, it is not a wooden door.
- New Door: A door with no holes cut in the door lock location or door frame.
- Old Door: A door that once had holes in the door lock or door frame.

Please visit our official website to view the latest product warranty terms and conditions, repair service terms and conditions and other applicable terms:

<https://www.unitytechhk.com/about/policy>

Other

To the extent permitted by applicable laws, the Company shall not be liable for any direct or indirect loss or damage to any person or property caused by any machine failure or unreasonable use. The Company reserves the right to amend these Terms and Conditions and all fees from time to time. Users can log in to the company's website at any time to view the latest information and all fees; users are obliged to pay attention to and read the latest version of the information, fees and website announcements from time to time. If the user does not agree to the updated information and fees, he/she should immediately stop accepting this service; if the customer continues to use it, it will be deemed that he/she agrees to the updated information and fees.

If any provision of these Terms is declared invalid or unenforceable, the other provisions of these Terms will not be affected and will remain in effect.

The Company's failure to exercise or enforce any right contained in these Notice shall not be deemed a waiver of such right nor shall it affect the Company's right to take any subsequent action in respect of such right or any other right. In case of any disputes, the company reserves the right of final decision. These Notices shall be construed in accordance with the laws of the Hong Kong Special Administrative Region. In case of any dispute, the courts of the Hong Kong Special Administrative Region shall have jurisdiction.

Electronic smart door lock maintenance service

1. Scope of application:

This product warranty service is only applicable in Hong Kong and is limited to original products purchased from authorized retailers in Hong Kong.

2. Maintenance Service:

Under normal use, if the Company confirms that an abnormality has occurred inside the door lock, the Company will provide parts maintenance service within two years from the date of the sales invoice; free on-site maintenance service will be provided in the first year (hereinafter referred to as the "Electronic Smart Door Lock Maintenance Service"). The warranty period for the electronic smart door lock maintenance service starts from the date of the sales invoice. Customers are required to provide a valid sales invoice (online purchase receipt), and the invoice (online purchase receipt) must be issued by an authorized retailer of our company. Failure to meet these requirements will be deemed as ineligibility for the electronic smart door lock maintenance service.

3. Installation requirements:

Products (except for designated models) must be installed by technicians approved by our company in order to enjoy the electronic smart door lock maintenance service.

4. Document preservation:

During the warranty period, customers must properly preserve the sales invoice (online purchase receipt) at the time of purchase. If the customer fails to provide and produce the original sales invoice (online purchase receipt) when applying for the electronic smart door lock maintenance service or if the document has been altered, it will be automatically invalidated, and the Company will not be required to accept it and has the right to refuse to provide the electronic smart door lock maintenance service.

5. Additional charges for remote areas:

If the installation or maintenance area is a remote area, the company will charge additional transportation costs. The Company reserves the right to make the final decision on the definition of remote areas. Customers must provide accurate address when applying for electronic smart door lock maintenance service and inquire with the Company about applicable transportation costs.

6. Parts Ownership:

Electronic smart door lock maintenance services and replacement parts must be provided by the Company. All replaced parts (whether damaged or not) belong to the Company.

7. Cancellation Policy:

For all scheduled services, if the time is changed within 48 hours of the scheduled time or the customer cannot be contacted during the scheduled time, the appointment will be cancelled without further notice and the customer will need to pay the handling fee again to reschedule.

8. Limitation of liability:

In any case and to the extent permitted by all applicable laws, the Company's liability limit is 50% of the product price listed on the sales invoice.

9. Unlocking fee:

If the customer fails to provide the mechanical key and the technician can only unlock the door by force, an additional unlocking fee will be charged and it will be regarded as man-made damage (which means that the product will no longer be included in the maintenance scope and will no longer be eligible for free repair service).

10. Battery requirements:

If the product does not use disposable alkaline batteries from the same batch, it is not covered by the warranty and the company will not bear any costs incurred thereby.

11. Impact of unpaid fees:

If the customer fails to pay the fees due (including but not limited to additional fees), the Company has the right to refuse to provide and/or suspend the electronic smart door lock maintenance service.

THANKO

電子智能門鎖安裝數據

1 請問是否有安裝鐵閘

Was a security gate installed

有 Yes 沒有 No

如有, 請提供大門與鐵閘之間距離

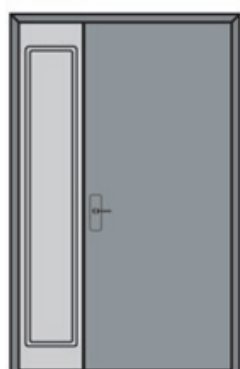
If yes, please provide the measurement between the gate and the main door (mm) _____

2 請選擇大門規格

Please select your main door type



單門 Single door



子母門 Double leaf door

請提供以下資料及附有以下尺寸的大門/門鎖照片:
Please provide below detail & main door photo with below measurement:

A) 大門厚度 The door thickness (mm) _____

原有鎖口片大小 The current striking plate dimensions:

B) 長度 Length (mm) _____

C) 闊度 Width (mm) _____

D) 門鎖中心與門邊的長度

The measurement between the door lock center point to door edge (mm) _____

原有門鎖 The current door lock dimensions:

E) 長度 Length (mm) _____

F) 闊度 Width (mm) _____

