



USER MANUAL AND INSTALLATION GUIDE

THE COLLINS DIGITAL DOOR LOCK

LHL-EX5-COLLINS



USER MANUAL AND INSTALLATION GUIDE

THE COLLINS DIGITAL DOOR LOCK

LHL-EX5



IMPORTANT NOTES

- Keep the mechanical keys outside the property to avoid being locked out.
- Replace the batteries immediately when the low-battery warning sounds.
- Read this manual carefully before installation and keep it for future reference.

1. INTRODUCTION

The Lion Head Locks COLLINS Digital Door Lock (LHL-EX5-COLLINS) is a sleek, modern smart lock designed for residential and light commercial use. It supports multiple unlocking methods including the TTLock mobile app, Bluetooth, fingerprint, PIN code, RFID card/fob, and mechanical key override.

1.1 PACKING LIST

NO	QTY	NAME
1	1	Front Panel
2	1	Back Panel
3	1	Mortise Latch
4	3	M1 Card
5	2	Mechanical Key
6	1+1	Strike & Strike box

NO	QTY	NAME
7	2	Connecting pillar 30/35mm
8	1	Battery cover
9	1	Spindle 80mm
10	1+1	Screw M4*30/45mm
11	2	Screw 4.2*25mm (Wooden door only)
12	1	User Manual

1.2 PRODUCT SPECIFICATIONS

Model Number	LHL-EX5-COLLINS	Applications	Wooden or Aluminum Door
Material	Aluminium alloy	Working Voltage	6V/4x AA Batteries
IP Rating	IP55	Door Thickness	35-65mm
Unlock Methods	App, Fingerprint, Password, Card, Mechanical key	User Capacity	Fingerprint: 200 Password: 150 Card: 200
Color	Black and Silver	Working Temp	-10C - 55C
Low Power Alarm	Less than 4.8V	Working Humidity	0-95%

1.3 LOCK COMPATIBILITY

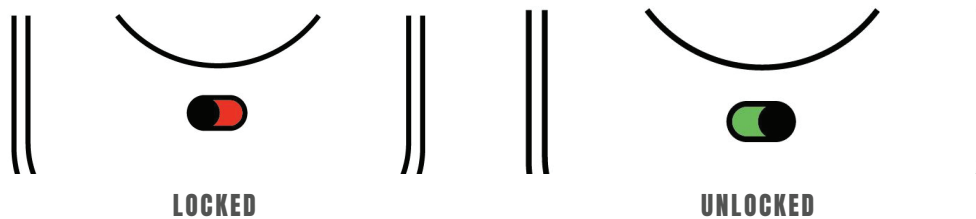
Supplied Lock	Not Supplied
Compatible Locks	LHL-TUBULAR LATCHES, LHL-5050 & 6050 SERIES MORTICE LOCKS

1.4 SYSTEM INITIALIZATION



1. Open the back battery panel cover.
2. Press and hold the Reset button for 5 seconds.
3. Enter 000# to initialize the device.

1.5 ELECTRONIC LOCKING BUTTON



1: To enable the electronic locking function, turn on Privacy Lock in the app.

2: When the button is red, the lock is engaged and can only be unlocked using the administrator unlock function in the app or with the mechanical key.

2. INSTALLATION

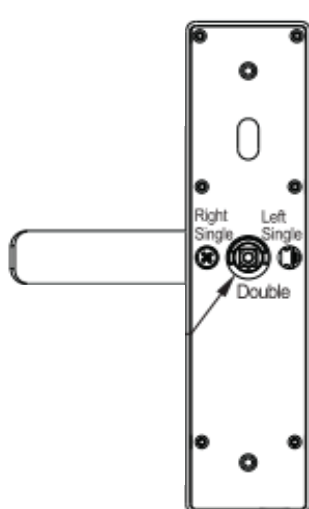
The Lion Head Locks LHL-EX5-COLLINS Smart Lock is designed for residential and light commercial use. It supports multiple unlocking methods including mobile app, passcode, card, fingerprint (optional), and mechanical key.

2.1 HANDLE DIRECTION ADJUSTMENT

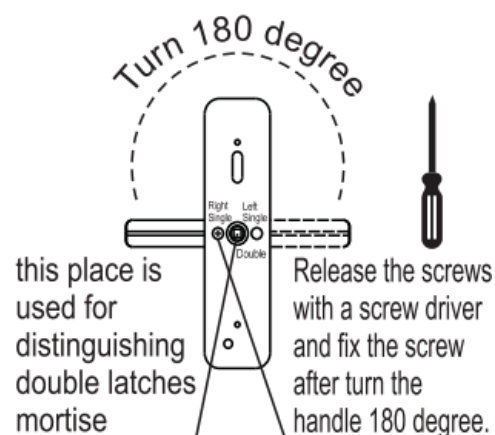
Adjust the handle direction to match the door opening direction before installation.

1. Loosen the fixing screws.
2. Rotate the handle to the required orientation.
3. Tighten the screws securely.

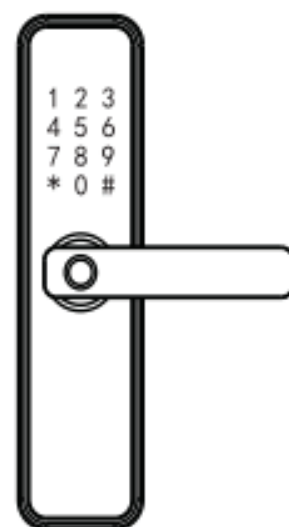
FRONT PANEL



1. Loosen the screws.

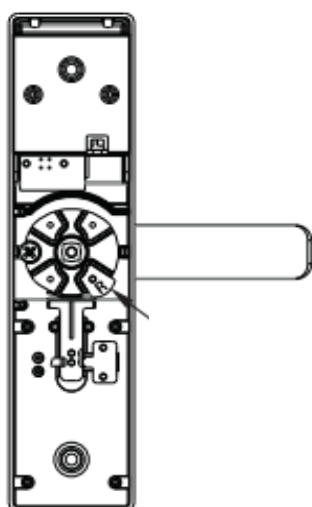


2. Adjust the Handle direction.

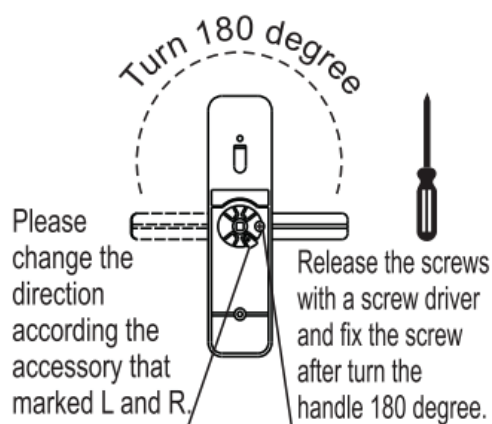


3. Tighten the screws

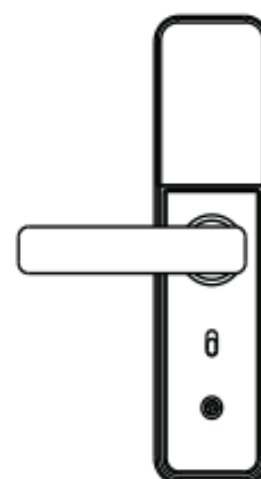
BACK PANEL



1. Loosen the screws.

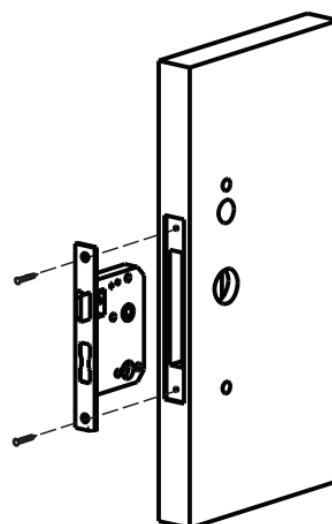
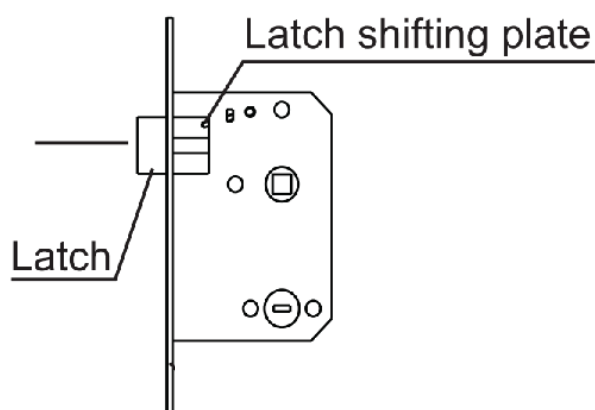


2. Adjust the Handle direction.



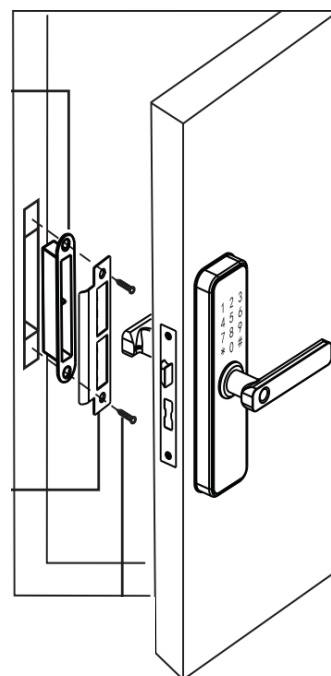
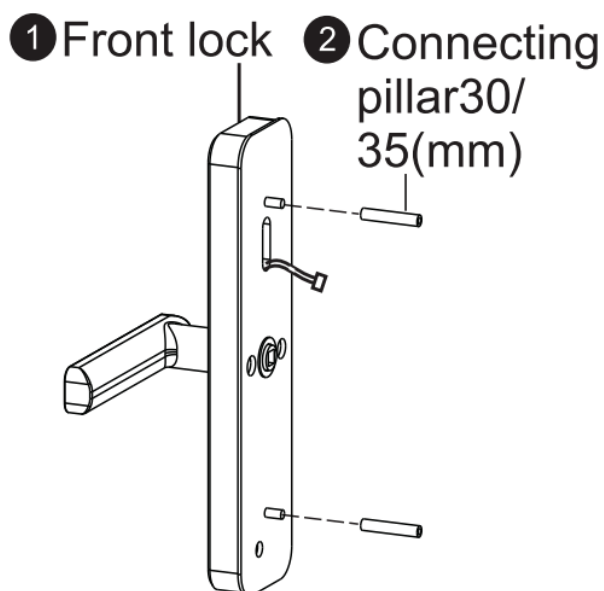
3. Tighten the screws

2.2 INSTALLING THE MORTISE



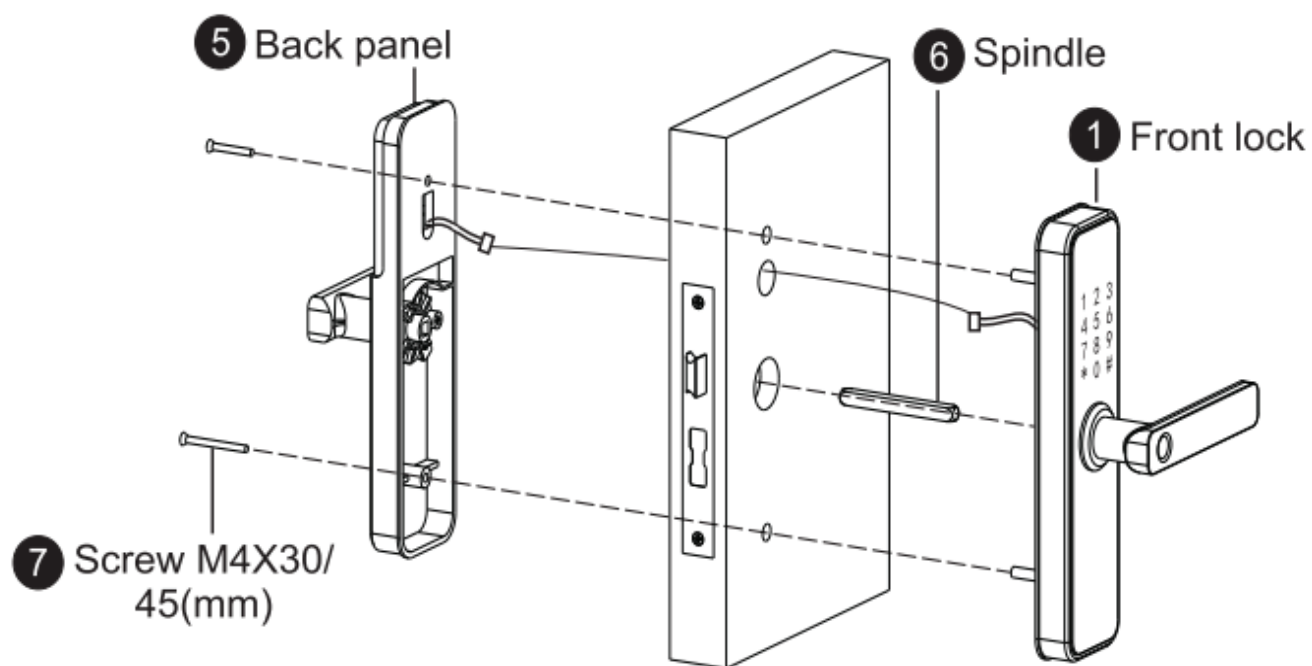
1. Turn the lock body upside down with the latch bolt facing downward, then allow the latch bolt stop block to drop.
2. Press the latch bolt inward, rotate it 180°, release it to pop back into place, and turn the lock body back to its normal position.
3. Insert the lock body into the door with the small latch bolt facing upward, ensuring the inclined plane matches the door opening direction.
4. Secure the lock body to the door frame with screws, install the cylinder, insert the key, turn it to confirm smooth latch operation, and tighten the fixing screws.

2.3 INSTALLING SLIDING SCREW, SQUARE SHAFT & FRONT PANEL



1. Select the sliding screw casing position to suit the door thickness and existing hole location.
2. Insert the square shaft through the mortise and adjust the triangle direction to match the handle orientation (left or right).
3. Secure the square shaft by inserting and bending the fixing bolt as shown.
4. Align the front panel with the door holes, feed the spindle and cables through, and fit the panel flush against the door.

2.4 CONNECT BACK PANELS AND LINK WIRE

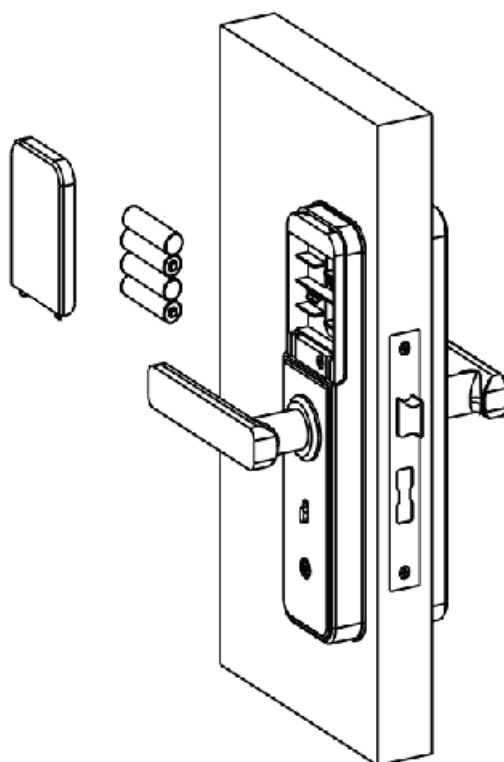


1. Join the front and back panels by connecting the internal cable.

2. Secure the panels together using the screws that match your door thickness.

2.5 INSTALLING THE BATTERIES

Insert 4 × AA batteries into the battery compartment and fit and secure the battery cover



3. LIONHEAD LOCK CONTROL APP INTRODUCTION

Lionhead App is a mobile application used to manage and operate your smart lock via a smartphone. Through the app, users can lock and unlock the door, manage users and access permissions, and adjust lock settings such as privacy and security functions. Lionhead App provides a convenient and secure way to control your lock without the need for physical keys.

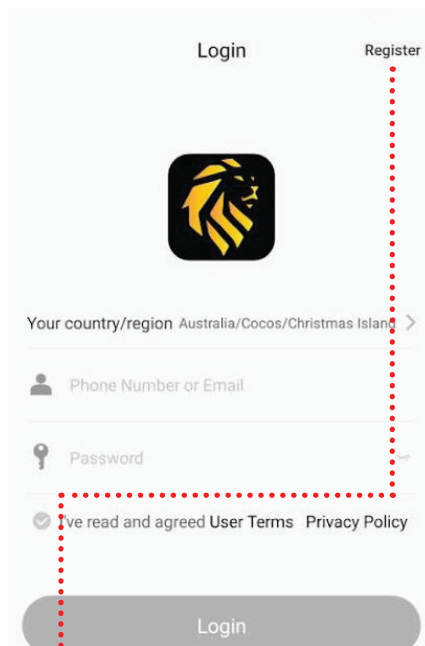
3.1 LIONHEAD APP DOWNLOAD



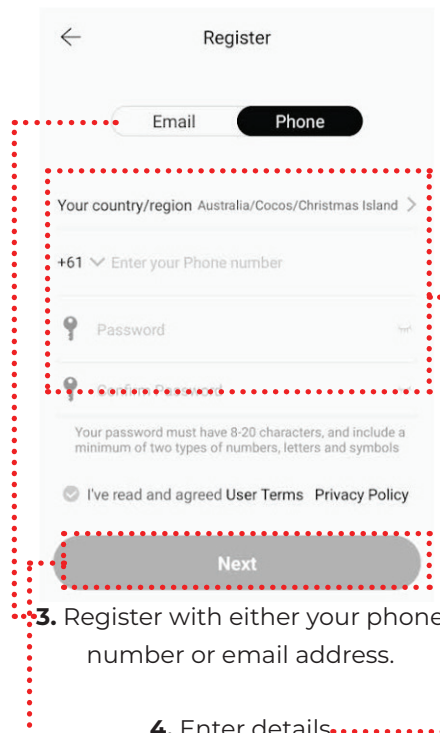
Download the Lionhead App from the Apple App Store or Google Play Store. Either scan this QR code or search for Lionhead App on your mobile phones app store.

3.2 LIONHEAD APP USER REGISTRATION (ADMINISTRATOR)

1. Open the Lionhead App



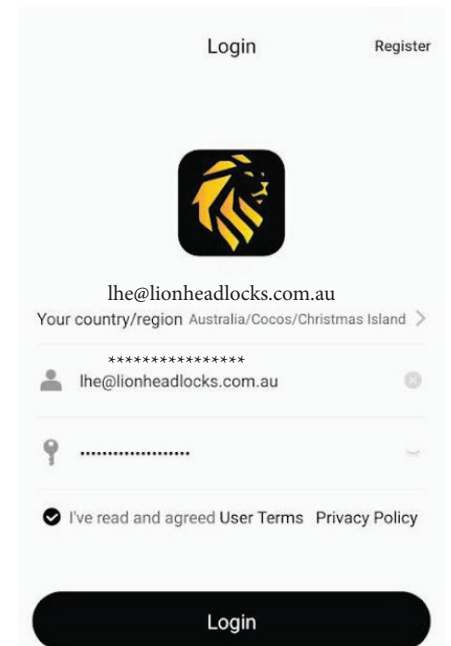
2. Select Register



3. Register with either your phone number or email address.

4. Enter details

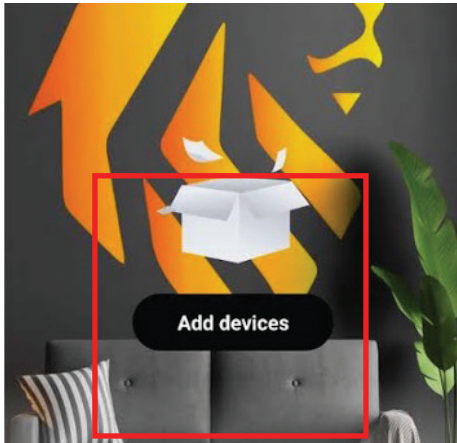
5. Select "Next" to proceed



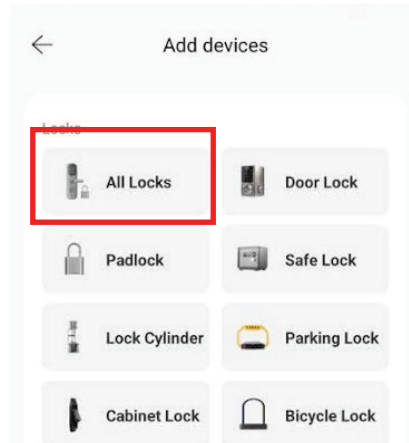
6. Login with your registered details

3.3 ADD LOCK VIA LIONHEAD APP (BLUETOOTH)

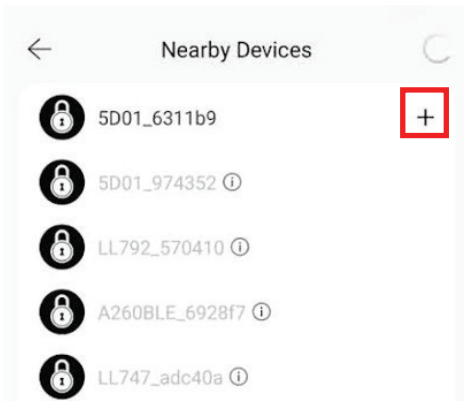
DEFAULT LOCK PASSWORD IS 123456



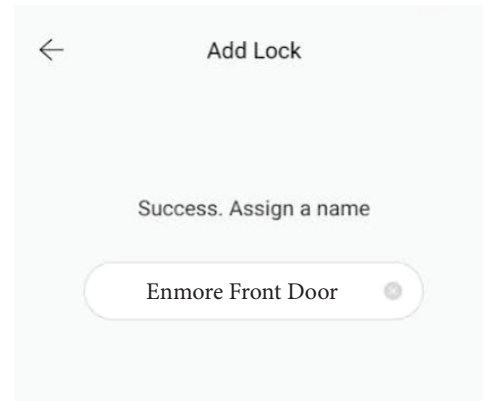
1. Select "Add Lock" button



2. Select the lock type, in most cases "All Locks" will find the lock the quickest via bluetooth



3. Select the "+" button next to the lock in the Nearby Locks list.

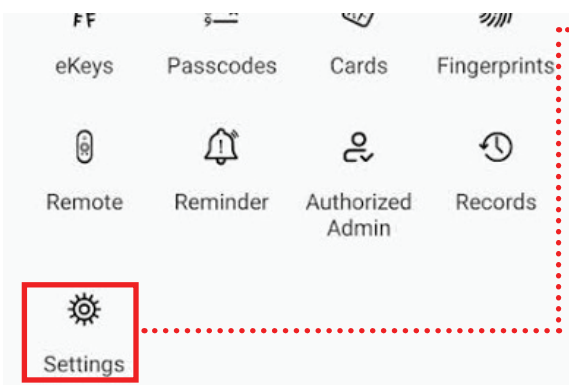


4. Rename lock to your desired name and complete lock registration process.

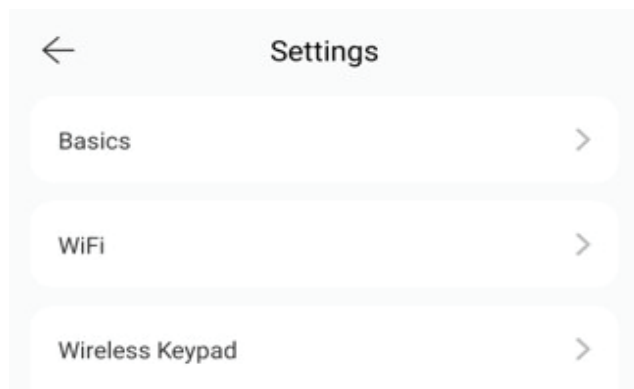
3.4 CONNECT LOCK TO WIFI VIA LIONHEAD APP

PLEASE NOTE: LHL-WIFI-GATEWAY-G5 REQUIRED FOR DUAL BAND WIFI

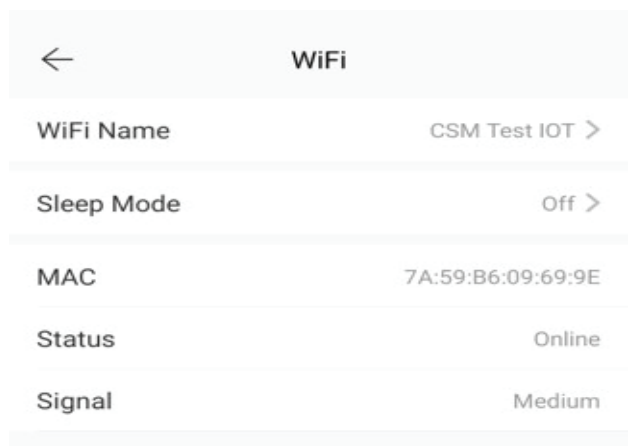
1. Select your lock from the Lionhead App home page



2. Select the "Settings" button from the lock management page

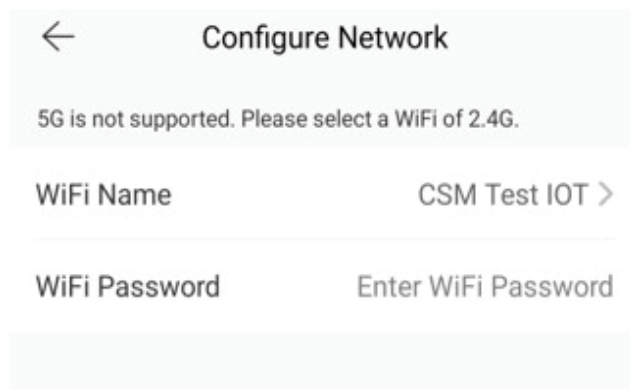
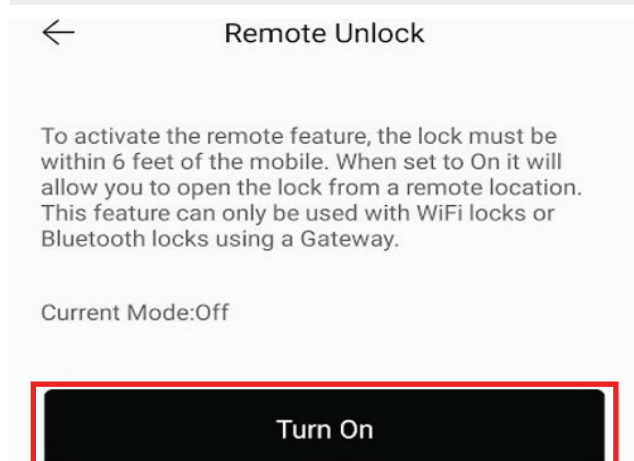


3. In the Settings menu, tap WiFi to enter the Wi-Fi settings menu.

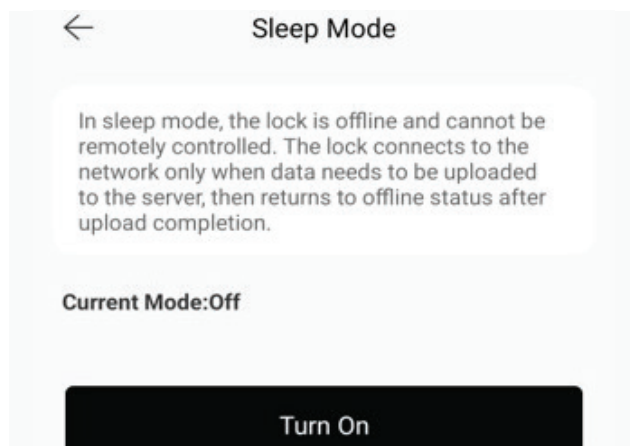


5. Turn Sleep Mode OFF to keep Wi-Fi connected for remote unlocking.

- Wi-Fi remains connected at all times
- Remote unlocking is enabled
- Lock activity messages are received in real time



4. Select a 2.4GHz Wi-Fi network and enter the password.



6. Turn Sleep Mode ON if you only require message reporting.

- Wi-Fi connects only when a message is reported
- Remote unlocking is disabled
- Only status messages can be received

7. Enable Remote Unlock to allow the lock to be opened via the app.

PLEASE NOTE: THE COLLINS LOCK SUPPORTS 2.4GHZ WI-FI ONLY. 5GHZ NETWORKS ARE NOT SUPPORTED.

4. LIONHEAD APP OPERATIONS

Lionhead App provides a range of operational functions that allow users to manage access and monitor lock activity.

Through the app, administrators can add and manage users, issue and configure eKeys, select different unlocking methods and view operation records and access reports.

4.1 UNLOCK SCHEDULE TYPES

Lionhead App allows administrators to control when and how users can unlock the door by assigning different access schedules. These schedules define the duration and timing of access, providing flexibility for temporary, recurring, or permanent users.

Timed:

Access is granted for a specified start and end time.

One-time:

Access is valid for a single use only.

Permanent:

Access remains valid with no time restrictions.

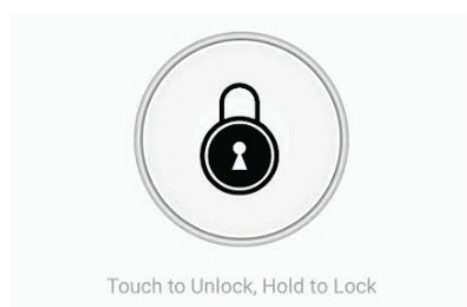
Custom:

Access is configured using user-defined date and time settings.

Recurring:

Access is granted on a repeating schedule, such as specific days or times.

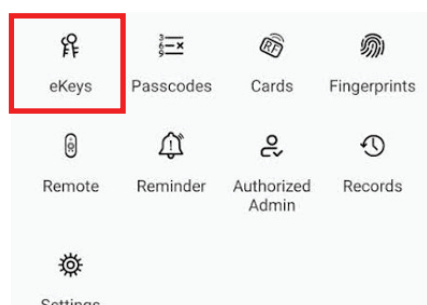
4.2 ENSURE LOCK CONNECTION



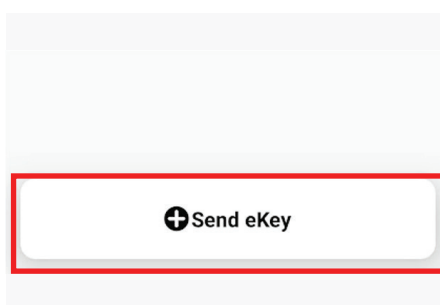
Ensure that Bluetooth communication is functioning correctly. After connecting your phone to the door lock tap the unlock icon to unlock the door. The phone must be within 5 metres of the lock.

4.3 EKEY SET UP

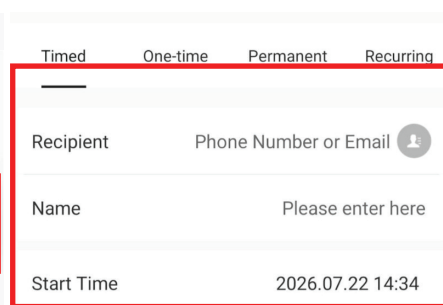
eKeys allow users to unlock the door using the Lionhead App on a smartphone. Access permissions can be issued, modified, or revoked by an administrator with flexible scheduling options for temporary or permanent



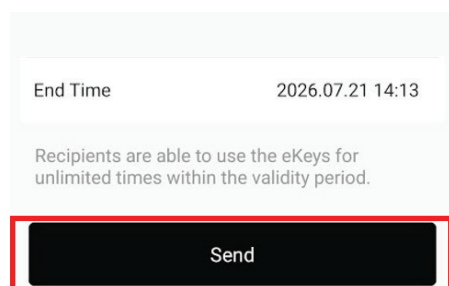
1. Select "eKeys" button



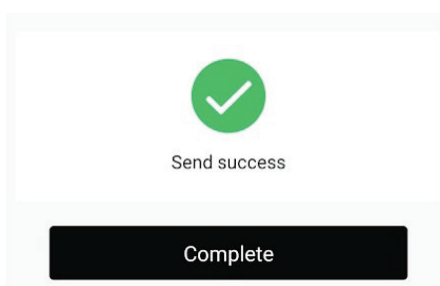
2. Select "Send eKey" button



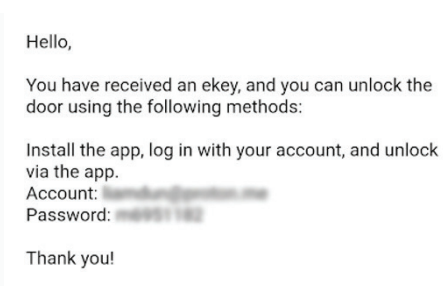
3. Select schedule type and enter recipient details (email or phone)



4. Press the "Send" button



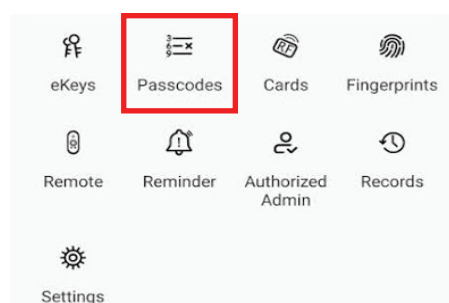
5. You will receive a success notification



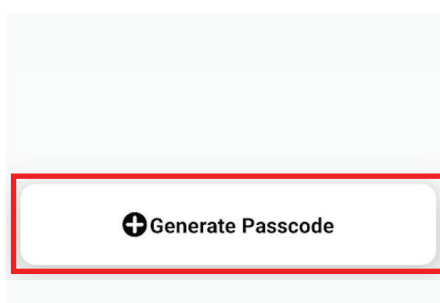
6. Recipient will receive an email with unlock details

4.4 PASSCODE SET UP

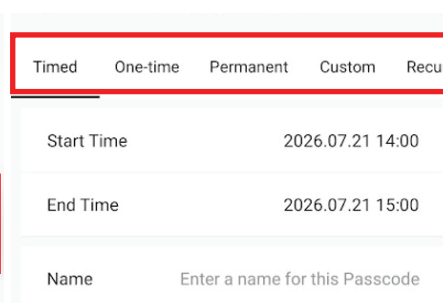
Passcode unlock allows users to open the lock by entering a numeric code on the keypad. Passcodes can be assigned with different access schedules and managed through the app, providing a convenient keyless access option.



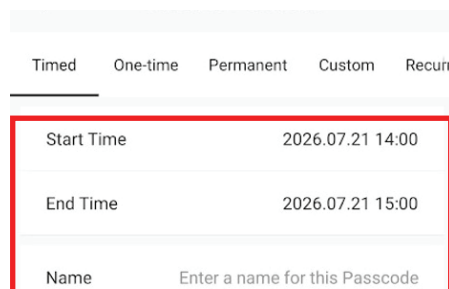
1. Select "Passcodes" button



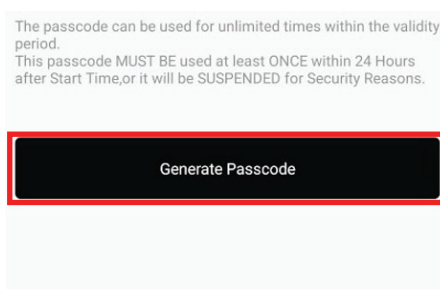
2. Select "Generate Passcode" button



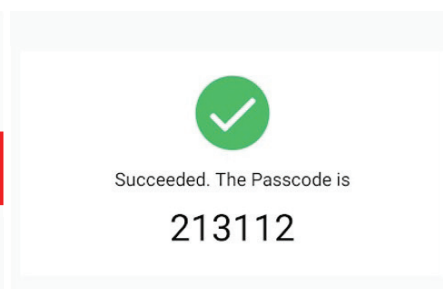
3. Select schedule type



4. Set passcode details. These will differ as per the schedule type.



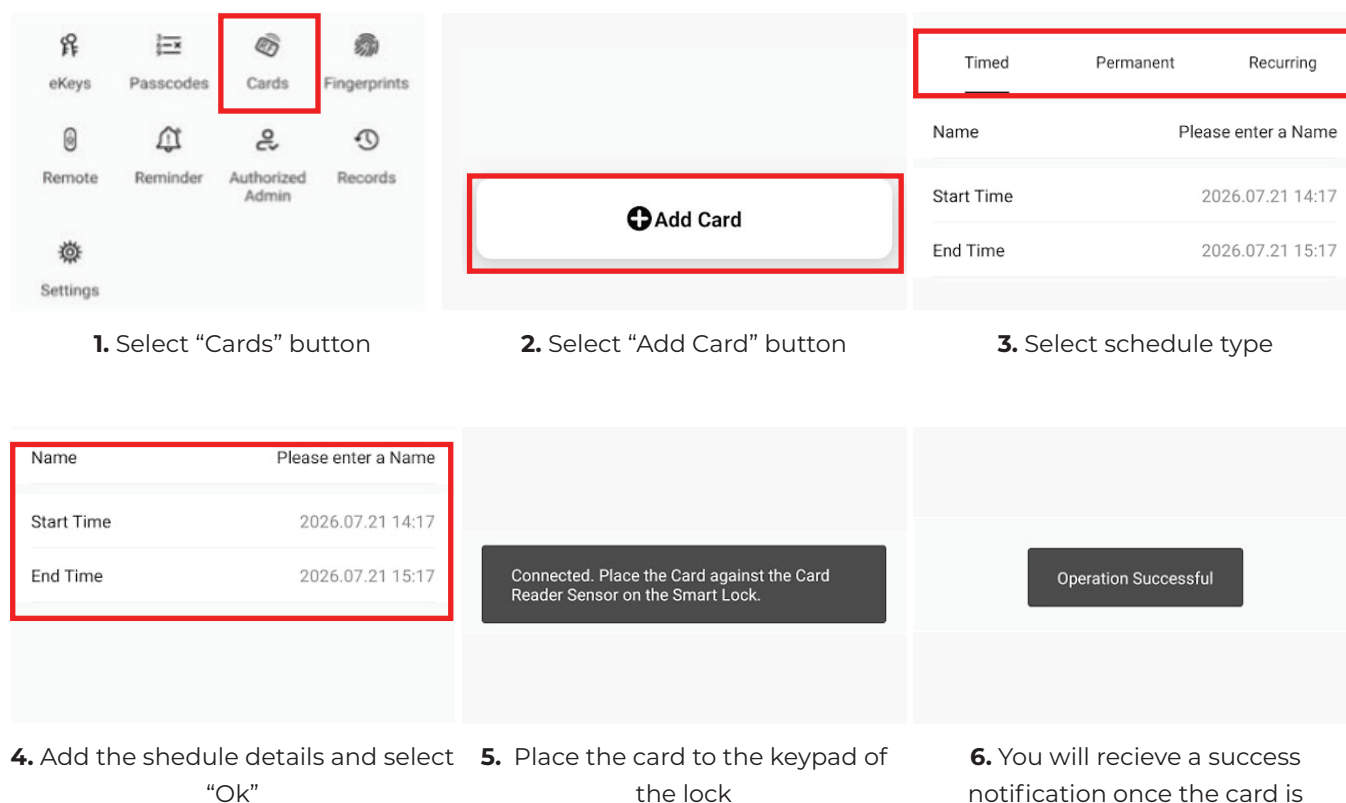
5. Select "Generate Passcode"



6. You will receive a confirmation that your passcode has been set up

4.5 CARD SET UP

Card unlock allows authorised users to open the lock by presenting a registered access card to the reader. Cards can be added or removed through the app, providing a simple and reliable access method.

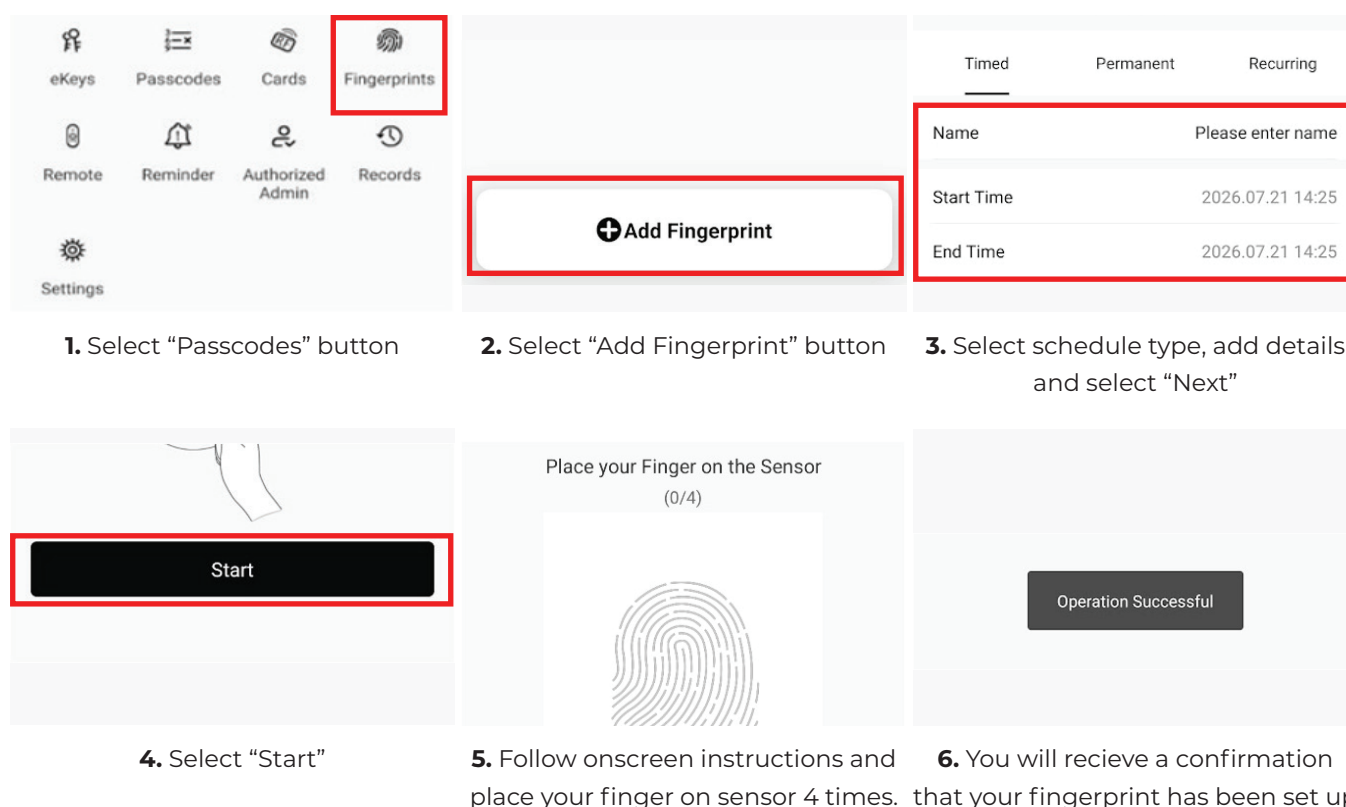


The screenshots show the following steps:

- 1. Select "Cards" button:** The app's main menu with the 'Cards' icon highlighted in a red box.
- 2. Select "Add Card" button:** A screen with a large '+ Add Card' button highlighted in a red box.
- 3. Select schedule type:** A screen with three tabs: 'Timed', 'Permanent', and 'Recurring'. The 'Timed' tab is selected and highlighted in a red box. Below the tabs, there are input fields for 'Name' (with placeholder 'Please enter a Name'), 'Start Time' (2026.07.21 14:17), and 'End Time' (2026.07.21 15:17).
- 4. Add the shedule details and select "Ok":** The same form as in step 3, with the input fields highlighted in a red box.
- 5. Place the card to the keypad of the lock:** A dark grey notification box with the text: 'Connected. Place the Card against the Card Reader Sensor on the Smart Lock.'
- 6. You will recieve a success notification once the card is:** A dark grey notification box with the text: 'Operation Successful'.

4.6 FINGERPRINT SET UP

Fingerprint unlock allows authorised users to open the lock using a registered fingerprint. Fingerprints are enrolled and managed through the app, providing fast, secure access without the need for keys, cards, or passcodes.



The screenshots show the following steps:

- 1. Select "Passcodes" button:** The app's main menu with the 'Fingerprints' icon highlighted in a red box.
- 2. Select "Add Fingerprint" button:** A screen with a large '+ Add Fingerprint' button highlighted in a red box.
- 3. Select schedule type, add details and select "Next":** A screen with three tabs: 'Timed', 'Permanent', and 'Recurring'. The 'Timed' tab is selected and highlighted in a red box. Below the tabs, there are input fields for 'Name' (with placeholder 'Please enter name'), 'Start Time' (2026.07.21 14:25), and 'End Time' (2026.07.21 14:25).
- 4. Select "Start":** A screen with a large 'Start' button highlighted in a red box.
- 5. Follow onscreen instructions and place your finger on sensor 4 times:** A screen with the text 'Place your Finger on the Sensor (0/4)' and a large fingerprint icon.
- 6. You will recieve a confirmation that your fingerprint has been set up:** A dark grey notification box with the text: 'Operation Successful'.

4.7 GATEWAY SET UP

The TTLock connects to the lock via Bluetooth by default and does not use the internet. A gateway allows the lock to connect to your home Wi-Fi network, enabling remote access. Through the gateway, users can view unlock records, sync the lock time, and remotely manage passwords.

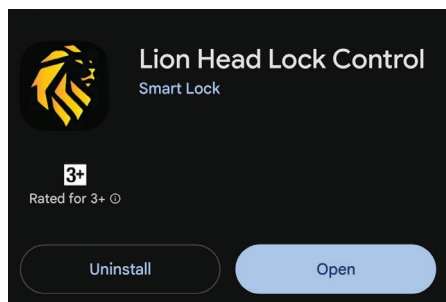
4.7.1 LIGHT STATUS



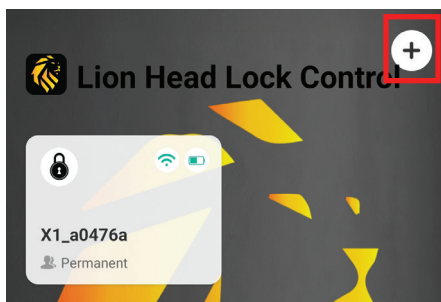
When the gateway is powered on:

- ● Light flashes alternately in red and blue: Stand-by mode, ready for pairing
- Blue light: Working mode
- Red light: Network failure

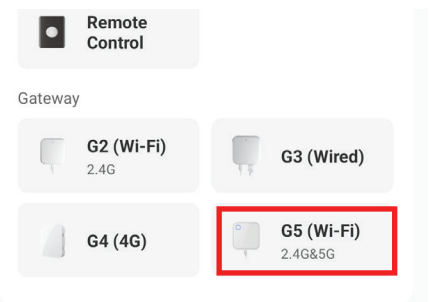
4.7.2 PAIRING GATEWAY WITH APP



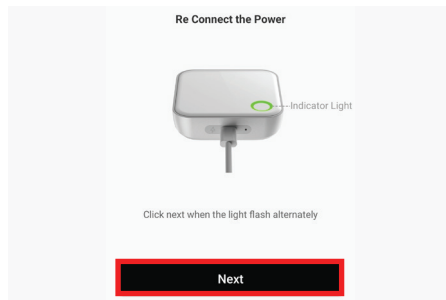
1. Open the Lion head lock control app on your phone.



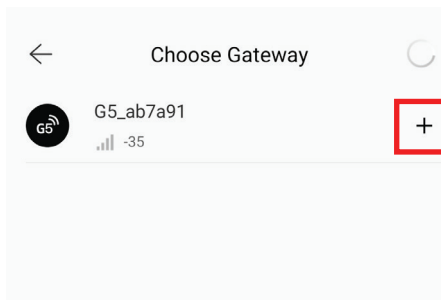
2. Tap the "+" (Add) button in the app.



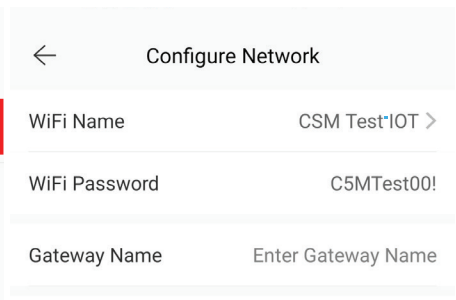
3. Choose G5 as the gateway type.



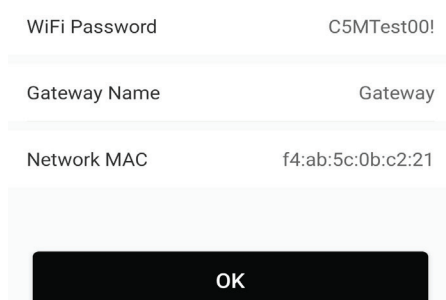
4. Plug in the gateway and power it on. The light should flash red and blue alternately and select "Next".



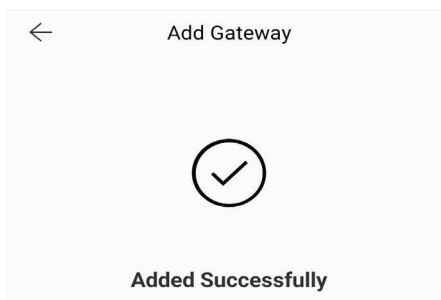
5. Choose your Gateway by tapping "+" from the list



6. Choose your Wi-Fi network and enter the Wi-Fi password



7. Enter Gateway Name and click Ok



8. Wait for confirmation — Gateway added successfully.

4.8 REMINDERS

The reminder function allows the lock to send notifications for specific events or conditions. These reminders help users stay informed about lock activity and system status, supporting timely awareness and better access management.

Family member arrived home:

Notifies the administrator when a designated family member unlocks the door.

N days without door opening:

Sends a reminder if the door has not been opened for a specified number of days.

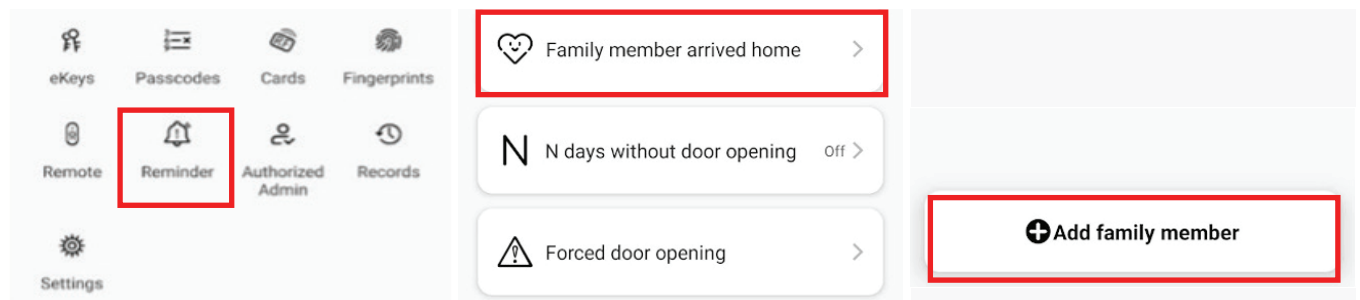
Forced door opening:

Alerts the administrator when the door is forced open without authorised unlocking.

Low battery:

Provides a warning when the lock battery level is low and needs replacement.

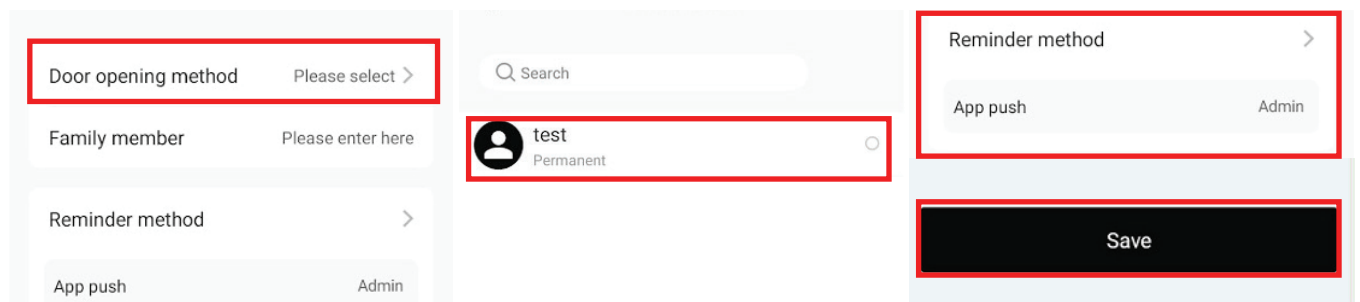
4.8.1 FAMILY MEMBERS ARRIVED HOME



1. Select the "Reminder" button

2. Select the "Family member arrived home" button

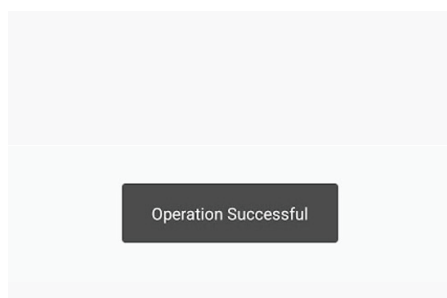
3. Select the "Add family member" button



4. Select the "Door opening method" button

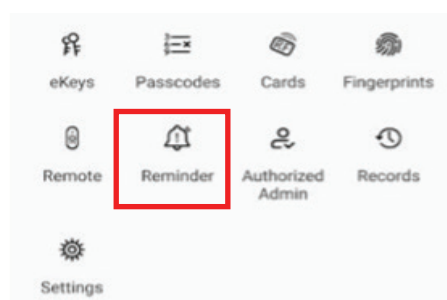
5. Select the desired user for notifications and press "Next"

6. Select the desired reminder method and press "Save"

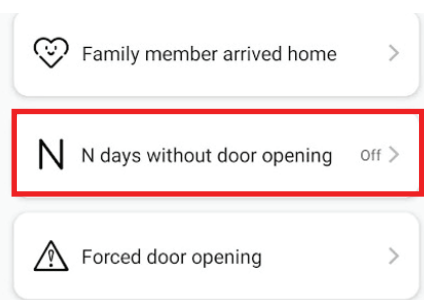


7. You will receive a success notification

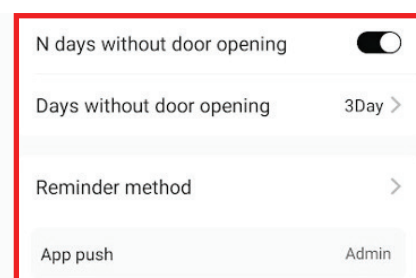
4.8.2 N DAYS WITHOUT DOOR OPENING



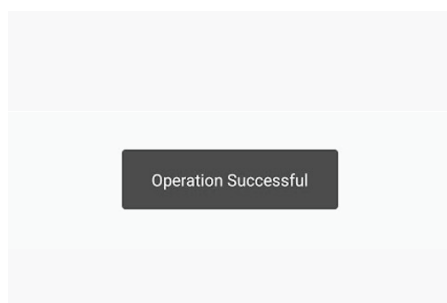
1. Select the "Reminder" button



2. Select the "N days without door opening" button

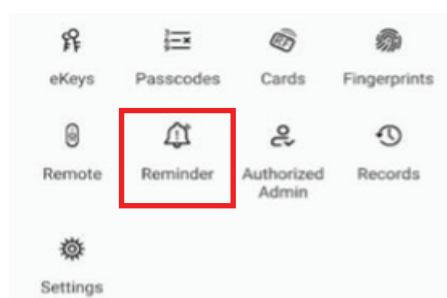


3. Turn function on, set number of days and reminder method

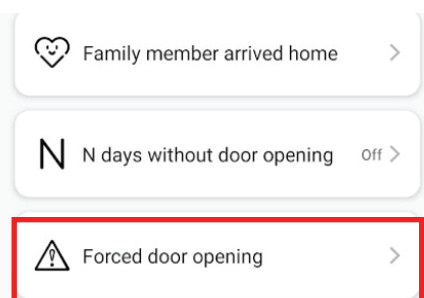


4. You will receive a success notification

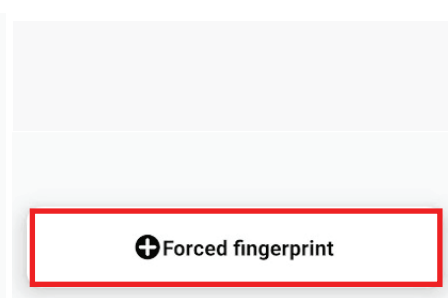
4.8.3 FORCED DOOR OPENING



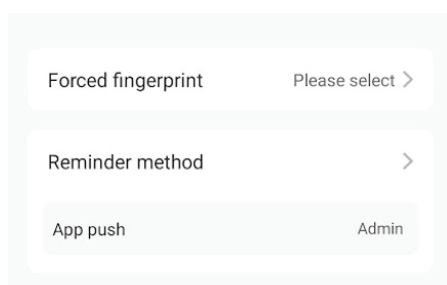
1. Select the "Reminder" button



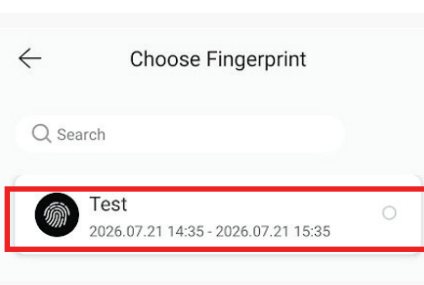
2. Select the "Forced door opening" button



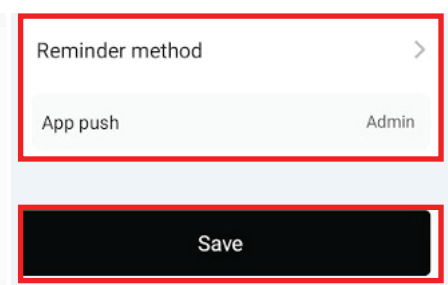
3. Select "Forced fingerprint"



4. Select "Forced fingerprint" again

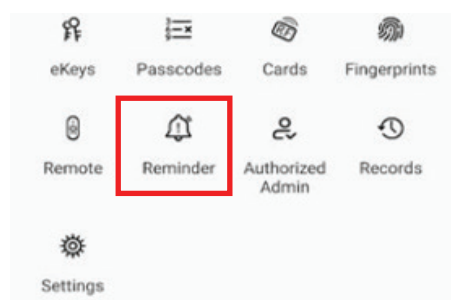


5. Select the desired fingerprint for notifications and press "Next"

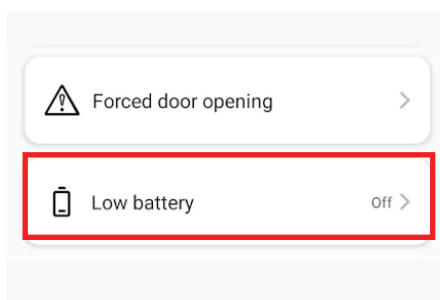


6. Select the desired reminder method and press "Save"

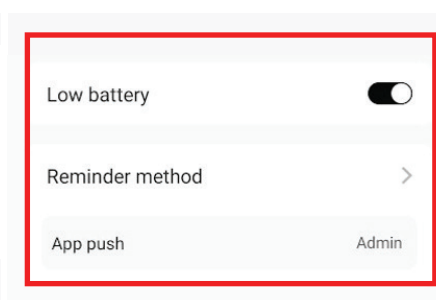
4.8.4 LOW BATTERY



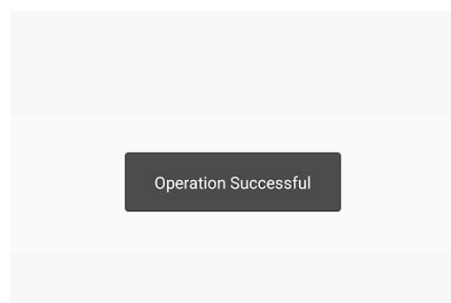
1. Select the "Reminder" button



2. Select the "Low battery" button



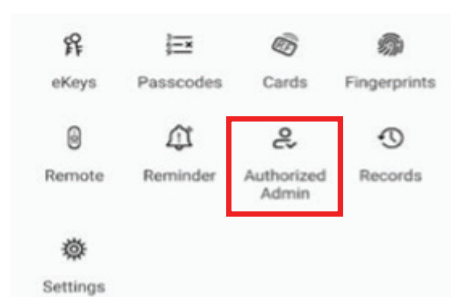
3. Turn function on, and set reminder method



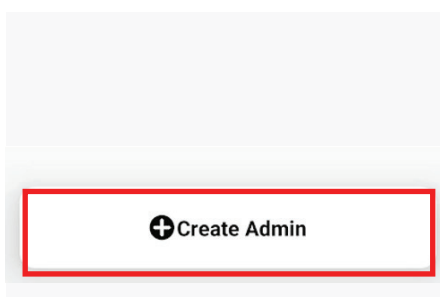
4. You will receive a success notification

4.9 AUTHORISED ADMIN

The authorised administrator area allows designated admins to manage lock settings, user access, unlock methods, and system notifications to ensure secure and controlled operation of the lock.



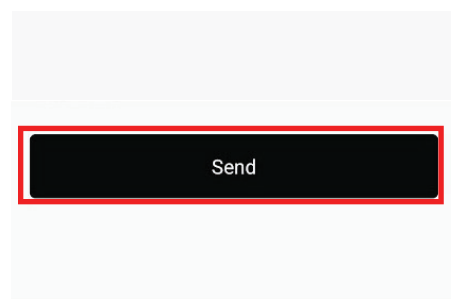
1. Select the "Authorized Admin" button



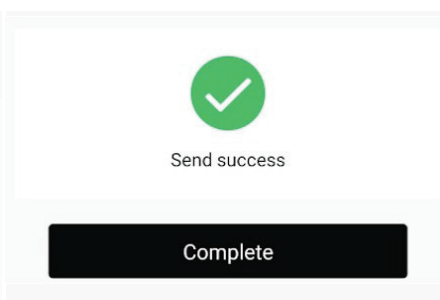
2. Select the "Create Admin" button

Recipient	Phone Number or Email
Name	Please enter here
Start Time	2026.07.21 14:39
End Time	2026.07.21 15:39

3. Enter new admin details (phone or email)



4. Select "Send"



5. You will receive a success notification

Hello,

You have received an ekey, and you can unlock the door using the following methods:

Install the app, log in with your account, and unlock via the app.

Account: lionhead@lionhead.com

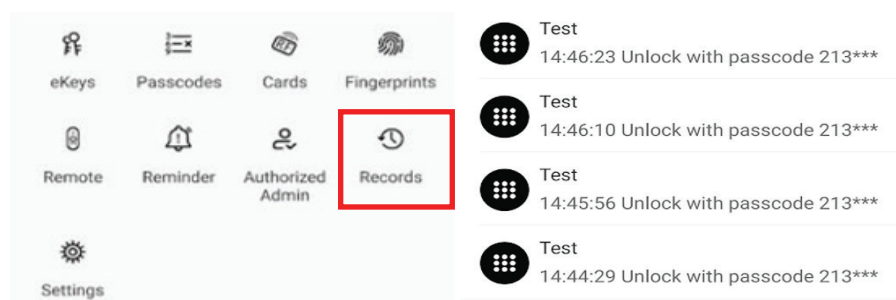
Password: 12345678

Thank you!

6. Recipient will receive an email with login details

5. RECORDS

The records section provides a detailed log of lock activity, including unlock events, user actions, and system notifications, allowing administrators to review and track access history.



1. Select the “Records” button

2. Browse and search historical records

6. FAQ

How to read operation records?

In the Records of the main interface.

Why can't I unlock my lock after turning off passage mode?

You need to perform an unlock verification in any method, then the passage mode will take effect.

My lock is now permanently offline due to excessive password attempts

If you enter your unlock method more than five times, the lock will enter standby mode for 90 seconds before you can retry to unlock the door.

My keypad won't turn on after installation or does not respond

a) first check that the positive and negative electrodes of the battery have been installed upside down, whether the battery has enough power

b) Remove the back panel and see if it's connected

c) Remove the lock body and check whether the internal wires of the lock are squeezed, and the re-wire

I cannot register my fingerprint

Check the fingers for dirt or wear, and check the fingerprint sensor on the lock for dirt or oil residue. Test the fingerprint function by pressing the sensor to confirm it responds correctly.

My lock is using the batteries faster than expected

Check to see if the circuit and wiring on the internals of the lock are correct.

Set the lock to WiFi Sleep Mode

The outside handle is unlocked, but the door has confirmed that it should be locked. If I pull the handle up, the door will open.

Ensure that the triangle on the clutch is facing the correct direction on the internal of the lock.

7. SUPPORT

For technical and sales support please contact Lion Head Locks on the below details.

INFO@LIONHEADLOCKS.COM.AU

WWW.LIONHEADLOCKS.COM.AU