

TOP 9 QUESTIONS:

HOW TO HANDLE NOKĒ ONE BATTERY REPLACEMENT AND DISPOSAL



Now that you have the **Nokē ONE smart lock system** in place for your doors, you'll never want to risk problems with the batteries. And we make sure you don't have to. Read on for our top 9 questions on everything from how long your batteries will last to how to replace and dispose of them and how we can help.

1 What battery is supported, and what's the life expectancy?

Nokē ONE locks are designed to be used with the unique specification, chemistry and energy density of the Xeno XL145F C size batteries. These batteries have an expected lifespan of **20 to 24 months** with average usage.

2 What are the advantages of the Xeno XL145F C size battery compared to others?

There are **four main advantages** that make the Xeno battery superior to others.

- **HIGH CAPACITY:** The Xeno XL145F battery offers a significant capacity of 8,500mAh, which ensures consistent run time.
- **STABILITY:** Xeno XL145F battery has shorter de-passivation time than others, (seconds not minutes). Most of the counterfeit batteries can cause low battery condition or the malfunction of the lock.
- **WIDE OPERATING TEMPERATURE RANGE:** The Xeno XL145F battery can operate in extreme temperatures, from -40°C to +60°C (-40°F to +140°F), making it suitable for interior and exterior conditions.
- **PULSE CAPABILITY:** Xeno XL145F battery can handle pulse currents up to 230mA, which is beneficial for mechanical operation of the lock.

3 Can I recharge and reuse a Nokē ONE battery?

No. The Nokē ONE battery is not rechargeable. If the Web Portal's Low Battery notification widget indicates a low battery, it will need to be replaced.

4 How can Nokē help me with battery replacement? When will I be notified that it's time?

Nokē sends proposals for battery replacement **18 months** after your initial installation date (or 18 months after the date of your last battery replacement). We offer proposals for full site replacement where we handle replacing the batteries and labor or material-only replacement where Nokē supplies the replacement batteries and you're responsible for replacing them.

- **MATERIAL ONLY:** We provide the batteries that are shipped to your facility along with packaging to dispose of the replaced batteries. If you choose to replace your own batteries, you assume responsibility and liability for proper disposal. See the battery replacement guide for steps to quickly change the battery.
- **FULL REPLACEMENT:** Nokē provides batteries and sends a Nokē technician to replace and dispose of all batteries on your facility. We're responsible and liable for disposing of all the replaced batteries at your facility.

5 Can I choose to replace the battery myself? How do I place the order?

Yes, as described above, you can place a material-only order for the battery, and you handle the labor for replacement. When you're ready to place your order, visit steeldoordepot.com.

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What are the implications if I swap a battery with other batteries?

If you replace your battery with any substitute battery other than the Xeno XL145F, your **Nokē ONE locks will not function properly**. The installation of any battery other than the authorized Xeno XL145F will **void all product warranties**.

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How will I know when a Nokē ONE battery is low?

Any facility level user (company manager, facility manager, or employee) with active facility settings, specifically the 'Low Battery Notifications', enabled **will receive the selected method of notification**. *Note: Service/Vendor roles will not receive this notification.*

Any email address listed for a user with the 'Email' option selected for the 'User Notification' setting of 'Low Battery Notifications' on the 'Facility Settings' page in the Web Portal will receive a notification via email. Low batteries can also be viewed on the 'Low Battery Unit Controller' widget on the Web Portal dashboard.

For more information, see [Replacing Batteries and Updating the Web Portal](#).

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When will a battery be removed from the notification list?

If you have the 'Change Battery' permission enabled **you can mark the battery as 'Replaced' or 'Not Replaced'**.

- **REPLACED:** Use this when you have replaced a low battery with a new one. This removes the unit from all 'Low Battery' reports and will not report again for 30 days. This allows enough time to recalibrate and report the correct battery voltage. If the battery reports low again after 30 days, the unit is added back to the list.
- **NOT REPLACED:** Sometimes batteries incorrectly report low due to certain factors like cold weather. Click 'Not Replaced' to remove the unit from the list. However, if the battery reports low again, the unit returns to the list immediately, without the 30-day block.

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How do I dispose of my battery? Can Nokē help me?

If you choose to replace your own batteries supplied by Nokē, please refer to these instructions on disposal: [Packaging and Shipping Instructions](#).

We'll help by sending you boxes to properly dispose of your batteries. These come with prepaid shipping labels attached. Please note that all replaced batteries must have the terminal ends taped with translucent tape. Get more details by clicking [here](#).



Ready to
place your battery
replacement order?
We make it easy.

Contact your account manager,
or visit the link below.

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