Before You Start

What You Need (Not Provided)

Preparation

At a Glance

What's in the Box

Step 1. Install the Deadbolt

Step 2. Install the Exterior Assembly

Step 3. Install the Interior Assembly

Step 4. Install the Strike Plate

Step 5. Set up the System & Register Palm Vein ID

Congratulations!

Open / Close the Lock Cylinder Cover

Disconnect the Radar Cable

Remove the Batteries

Before You Start

Make sure your door is a standard entry door **without** a storm door. eufy FamiLock E34 is not compatible with storm doors and doors behind them.

What You Need (Not Provided)

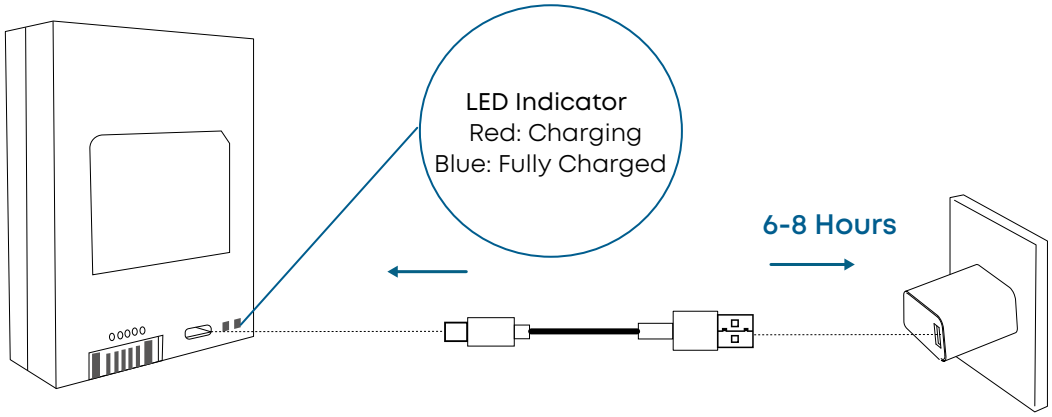
- Phillips screwdriver
- 5V / 2A power adapter and USB-C charging cable
- Flathead screwdriver (optional)
- Screwdriver with drill bits (optional)

Installation generally takes less than 15 minutes. If you have any questions or concerns, visit support.eufy.com for assistance.

Preparation

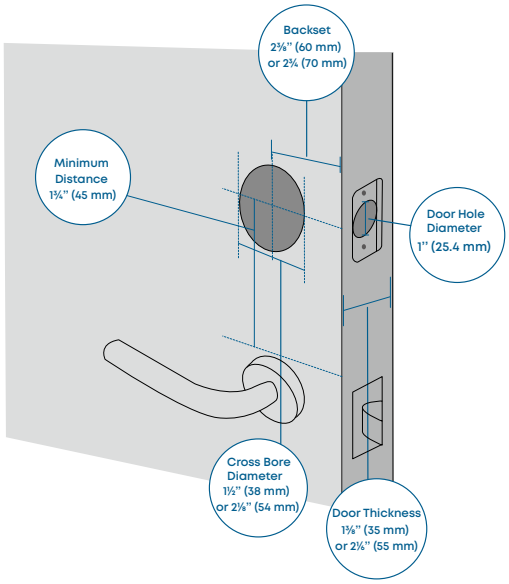
1. Fully Charge the Battery

For extended use, fully charge the rechargeable battery before first use (The battery is shipped with less than 30% charge due to regulations).



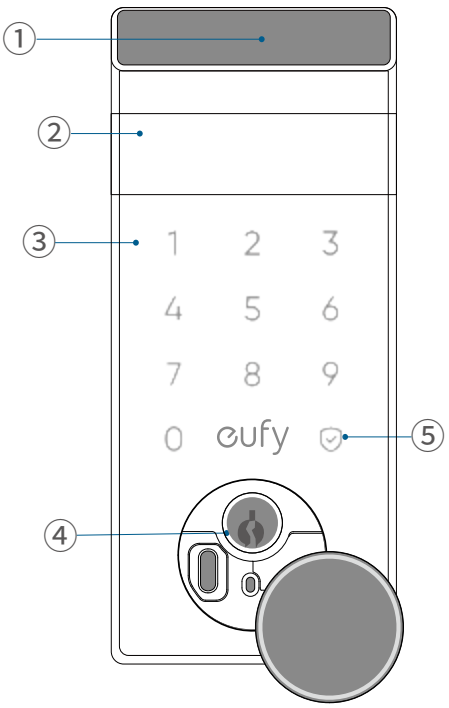
2. Prepare the Door

1. Remove the existing lock.
2. Measure and confirm your door:
   a. **Door thickness**: 1⅜" (35 mm) or 2⅛" (55 mm)
   b. **Cross bore diameter**: 1½" (38 mm) or 2⅛" (54 mm)
   c. **Backset**: 2⅜" (60 mm) or 2¾ (70 mm)
   d. **Door hole diameter**: 1" (25.4 mm)
   e. **Lock spacing**: at least 1¾" (45 mm) from existing lock
3. Use the template to drill new holes if needed.



At a Glance

Exterior Assembly



① **Palm Scanner**

- Unlock the door with your palm ID.

② **Motion Sensors**

③ **Keypad**

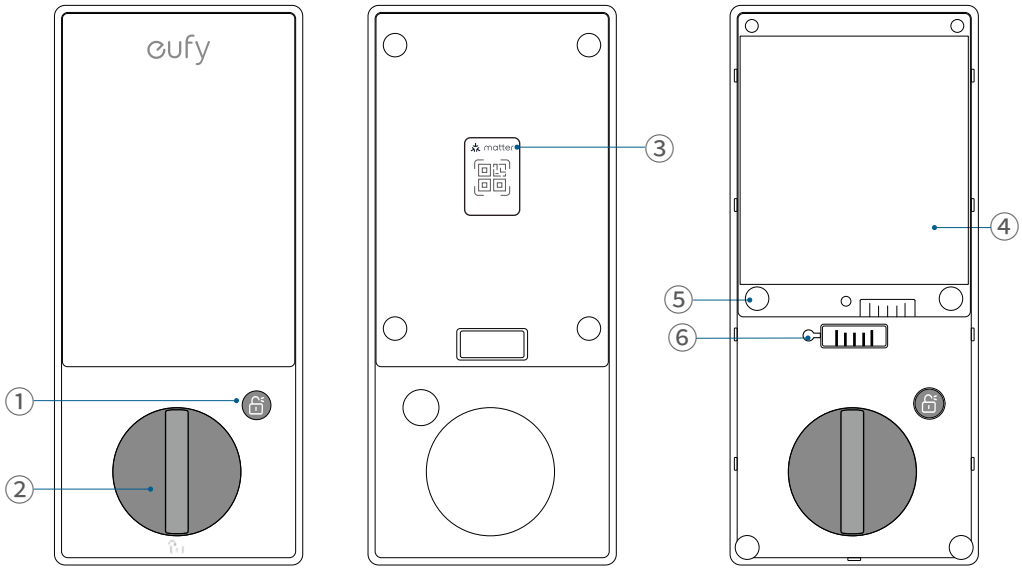
④ **Emergency USB-C Port & Mechanical Keyhole**

- Charges the lock or unlock the door in emergency situations.

⑤ **Status Light and Lock / Unlock Button**

- Blue: Door Unlocked
- Orange: Door Locked
- Red: Abnormal State

Interior Assembly



① **Lock / Unlock Button**

- Press to lock or unlock the door.

② **Thumbturn**

③ **QR Code**

- Scan to add Smart Lock in the app.

④ **Battery Compartments**

⑤ **Screw Holes**

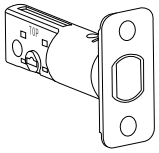
⑥ **Set Button**

- Pair: Press and hold for 2 seconds.
- Reset: Press and hold for 10 seconds.
- Recalibrate: Press 5 times in a row.

What's in the Box

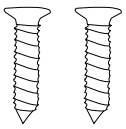
For Deadbolt Installation

A



Deadbolt

B



Deadbolt Screws × 2

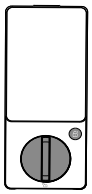
For Exterior Assembly Installation

C

Exterior Assembly

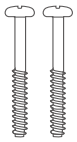
For Interior Assembly Installation

D



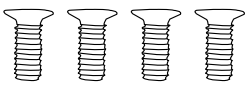
Interior Assembly

E



Mounting Plate Screws × 2

F

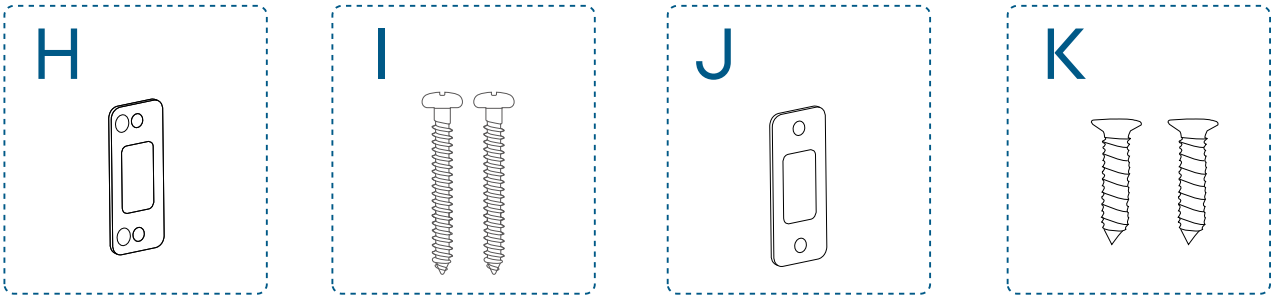


Interior Assembly Screws × 4

G

Rechargeable Battery

For Strike Plate Installation



Strike Reinforcer | Reinforcer Screws × 2 | Strike Plate | Strike Plate Screws × 2

Others

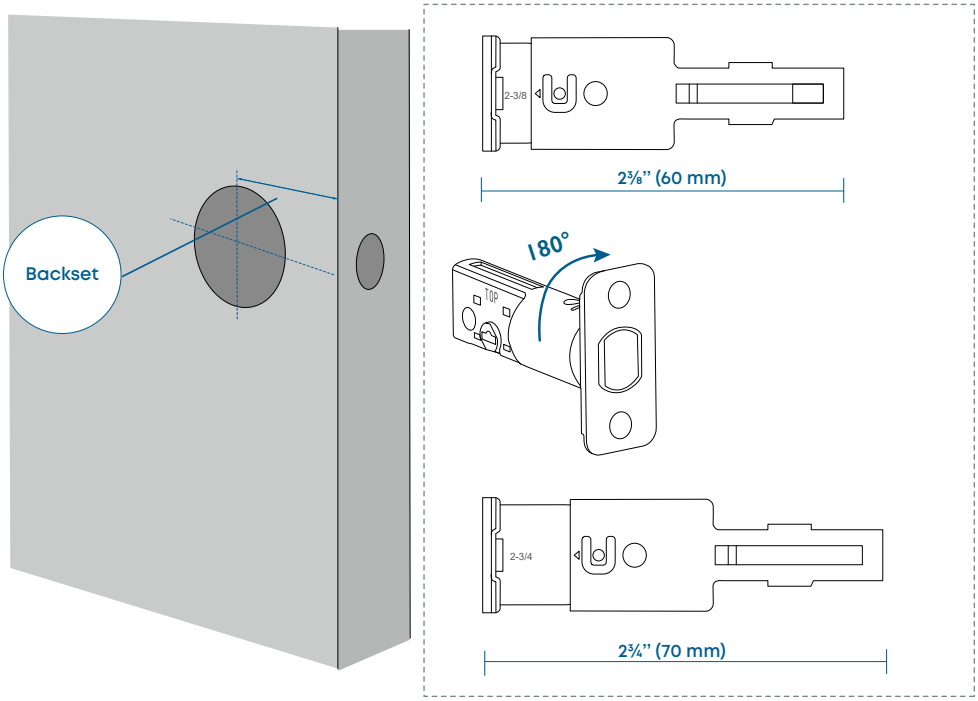
Keys | Quick Start Guide | Spare Screw × 1

Step 1. Install the Deadbolt

1. Adjust the Deadbolt

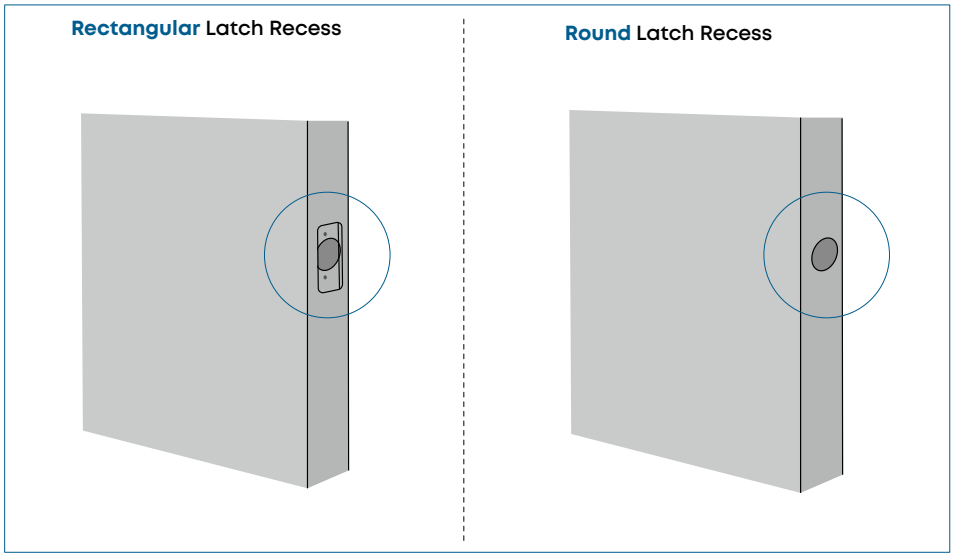
Measure the distance between **center** of the door hole to the **edge** of the door.

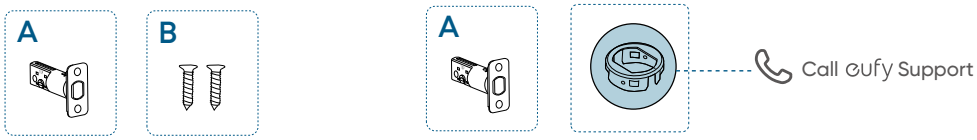
- If the backset is **2⅜ in (60 mm)**, insert the deadbolt directly.
- If the backset is **2¾ in (70 mm)**, rotate the faceplate of the deadbolt 180° to adjust the deadbolt to 70 mm.



2. Check the Latch Recess

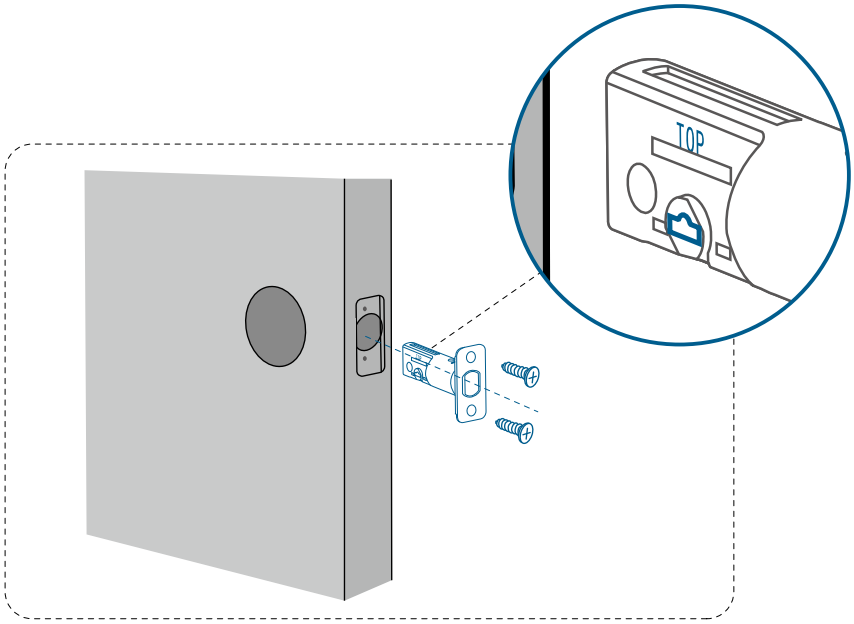
If your latch recess is **round**, contact eufy Support to get a round drive-in faceplate, and replace the existing one.





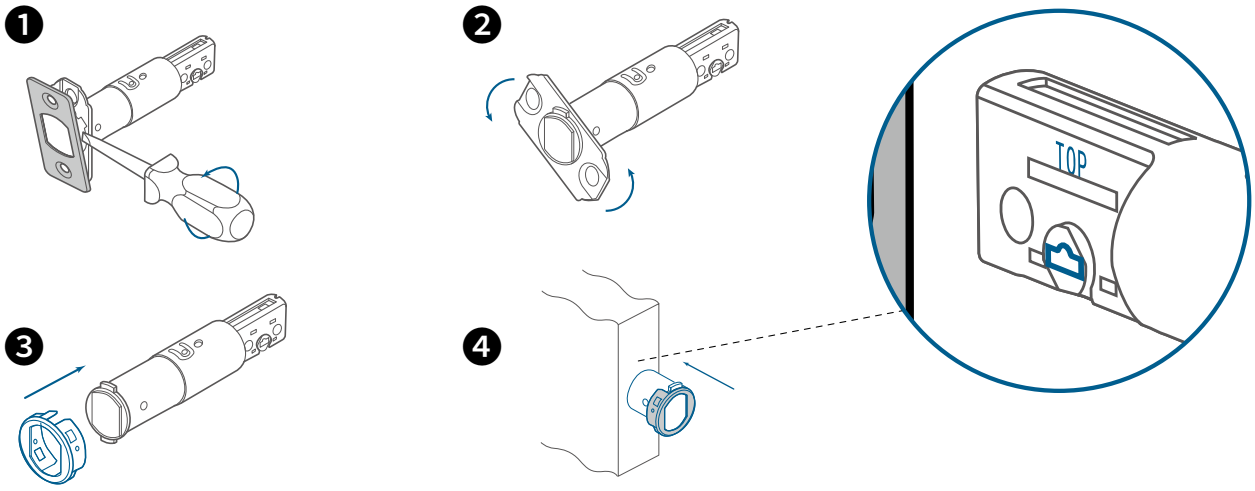
3. Install the Deadbolt

- If your latch recess is **rectangular**, insert and screw the provided deadbolt directly. Ensure the word "**TOP**" on the deadbolt faces up and the T-shaped hub is centered.



- If your latch recess is **round**, swap the faceplate first:
  1) Take apart the current faceplate with a flathead screwdriver.
  2) Take off the other part of the faceplate.
  3) Slide the round drive-in faceplate onto the deadbolt.

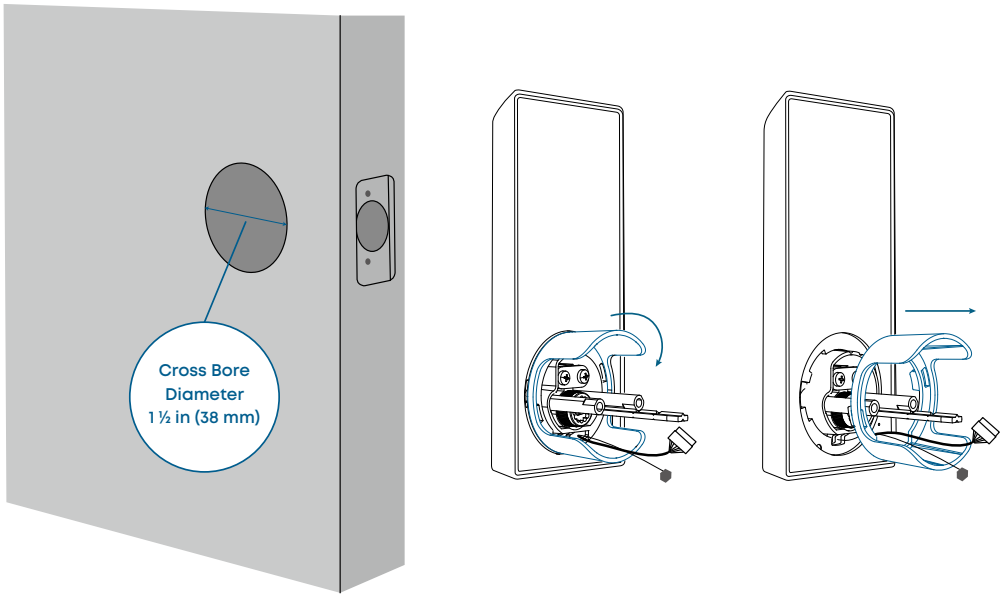
And then install the deadbolt into the door frame.



Step 2. Install the Exterior Assembly

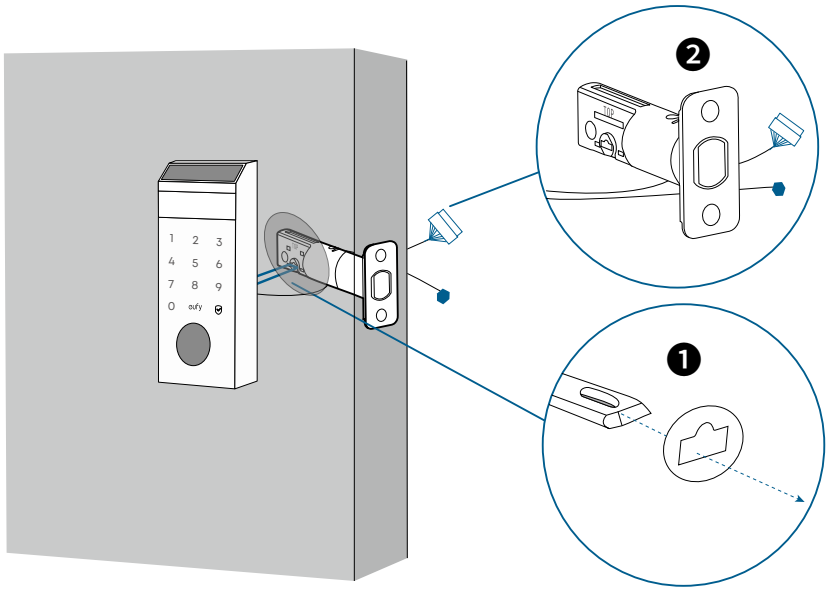
1. Measure Cross Bore Diameter

- If **2 ⅛ in (54 mm)**, install the exterior assembly.
- If **1 ½ in (38 mm)**, remove the spacer first, and install the exterior assembly.



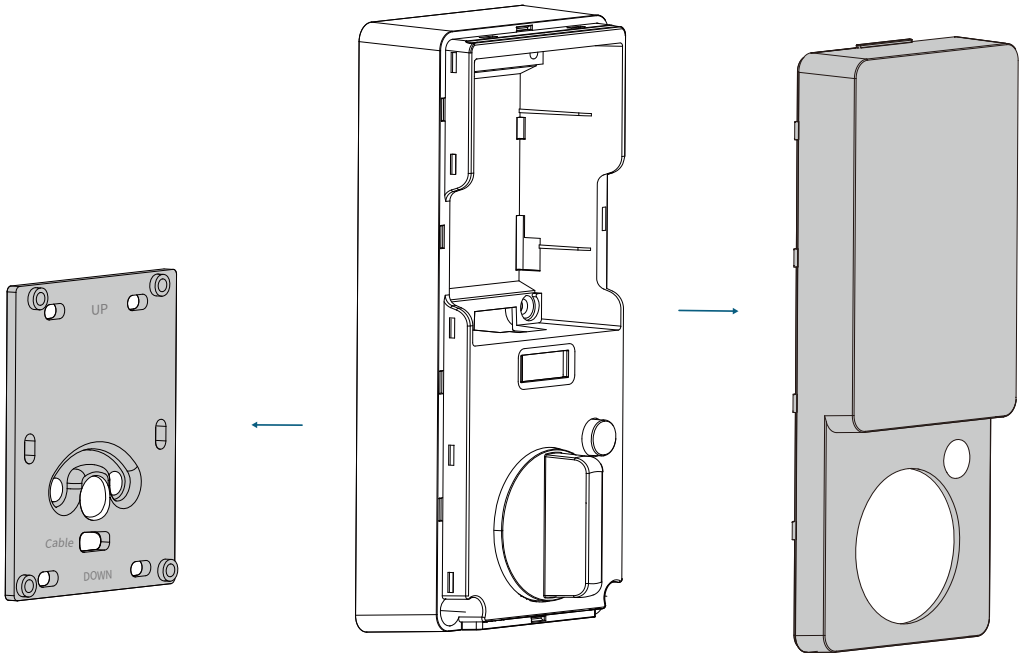
2. Attach Exterior Assembly to the Door

1. Feed the T-shaped tailpiece of the exterior assembly through the T-shaped tailpiece slot on the deadbolt.
2. Make sure the cables go underneath the deadbolt.



Step 3. Install the Interior Assembly

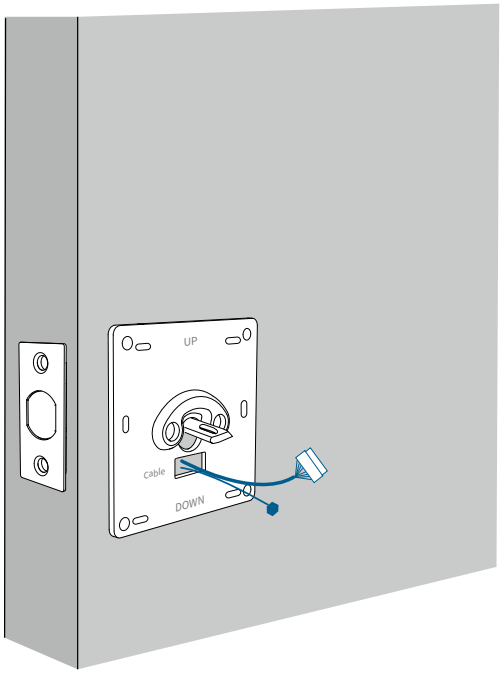
1. Detach Mounting Plate and Battery Cover



2. Run the Cables

Run the cables through the slot on the mounting plate.

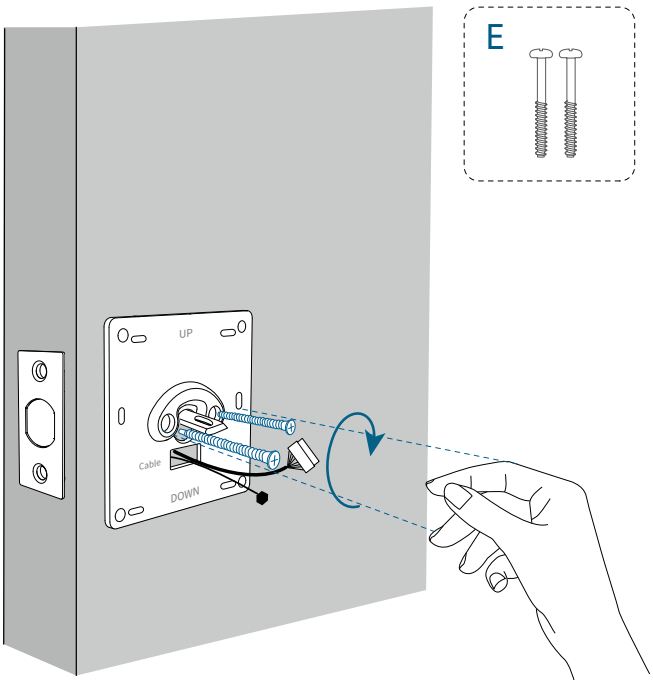
- Make sure the silicone pad is against the door.



Pay attention to the "UP" and "DOWN" markings on the mounting plate, and place it correctly as instructed.

3. Secure the Mounting Plate

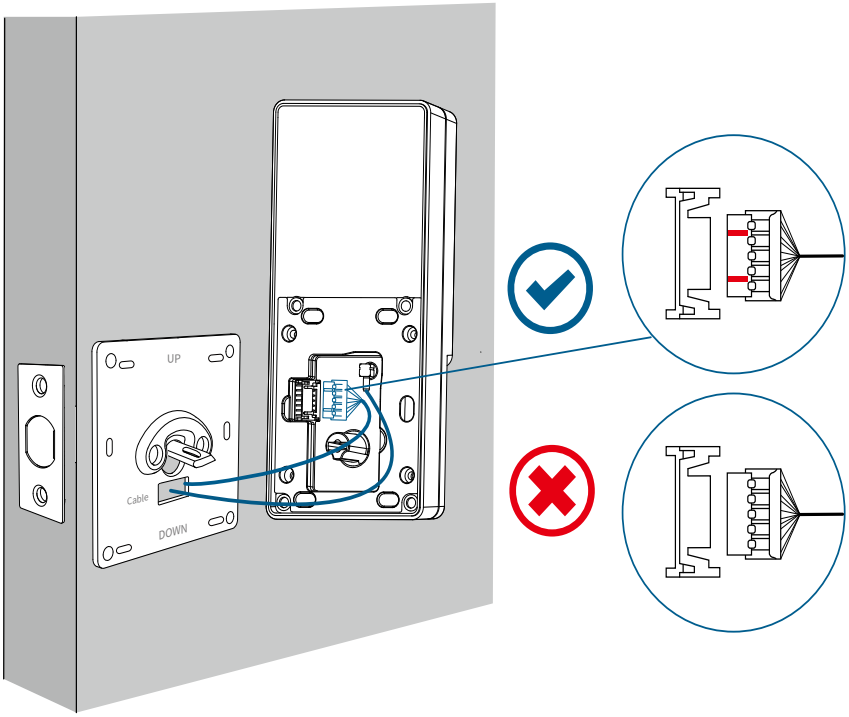
1. Align the mounting plate with the threaded screw receptacles of the exterior assembly.
2. Set the screws (E) with your hands, then fasten with a screwdriver.



4. Connect the Cables

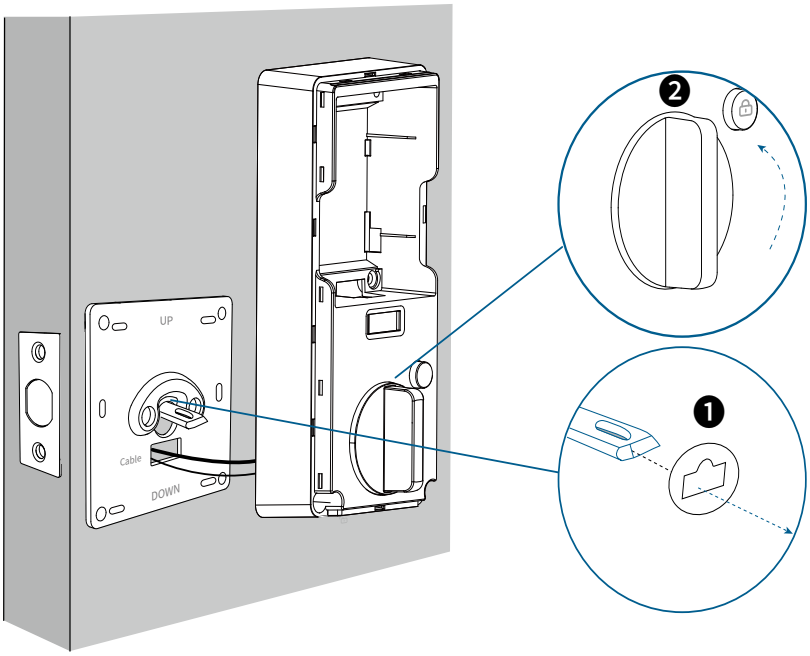
Plug the power cable (**large** connector) and then the radar cable (**small** connector) into the sockets on the back of the interior assembly.

- Route the cables around the tailpiece receiver to avoid pinching during installation.

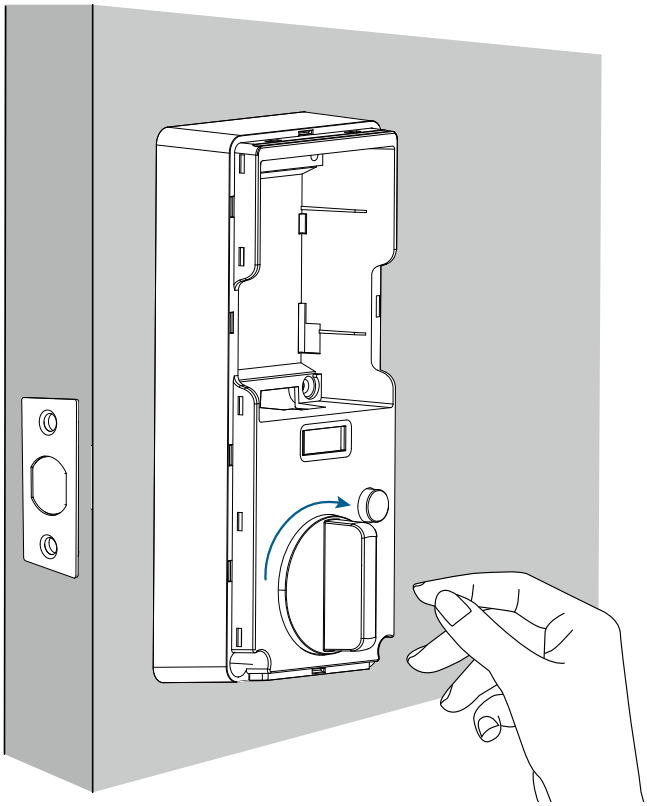


5. Secure the Interior Assembly

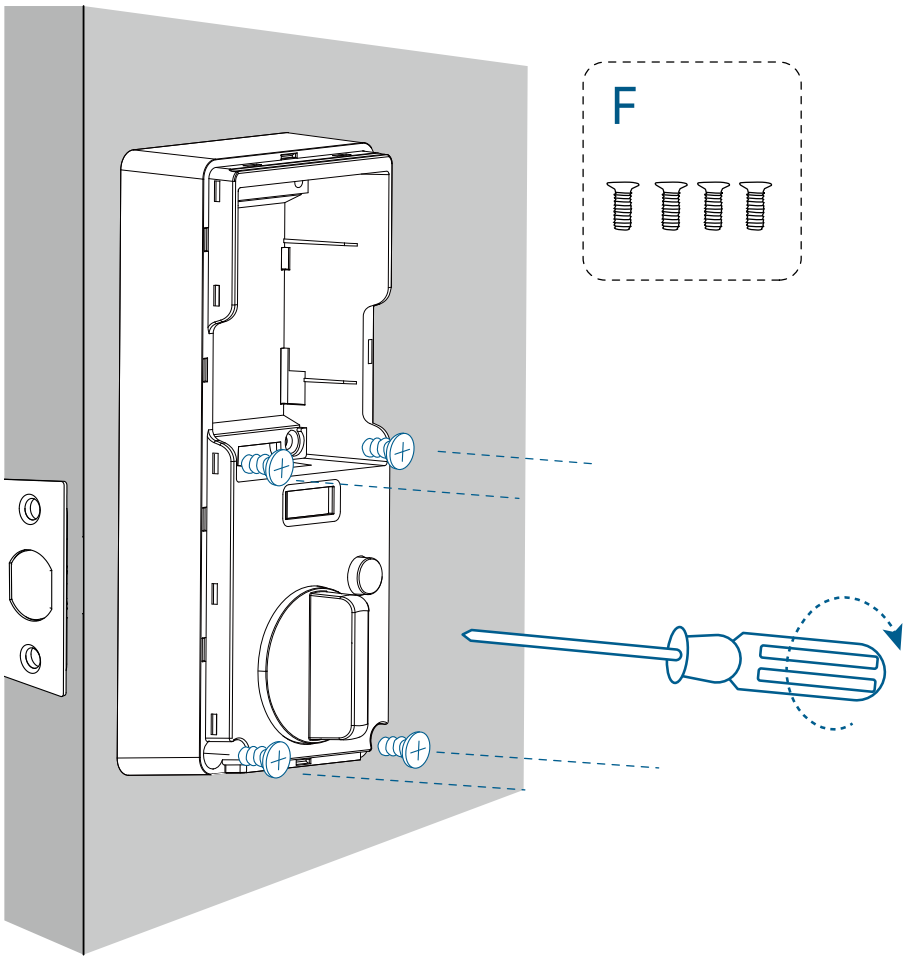
1. Insert the T-shaped tailpiece into the T-shaped tailpiece receiver of the interior assembly.
   - Make sure both wires are tucked into the cavity on the back of the interior assembly.
2. Make sure the deadbolt is retracted and the thumbturn knob is at the "**unlock**" position.



3. Check if the deadbolt moves properly by turning the thumbturn.

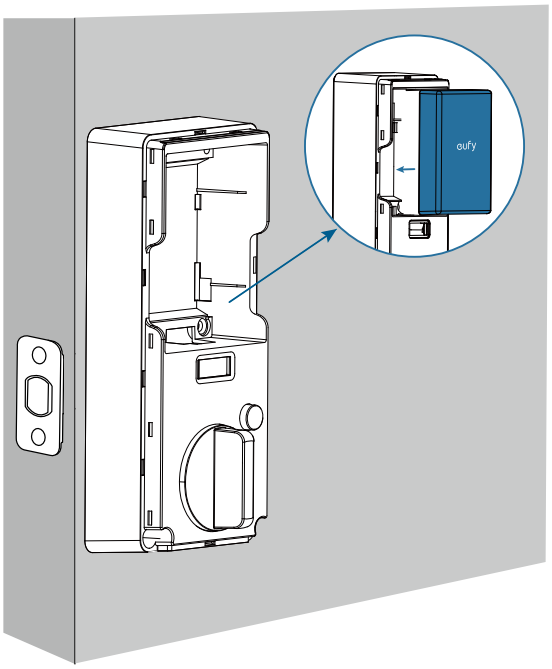


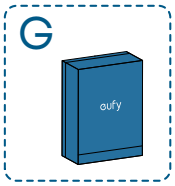
4. Use a long screwdriver to fasten the interior assembly screws (F).
Ensure there is no gap between the mounting plate and the interior assembly.



6. Install the Batteries

Install the rechargeable battery.

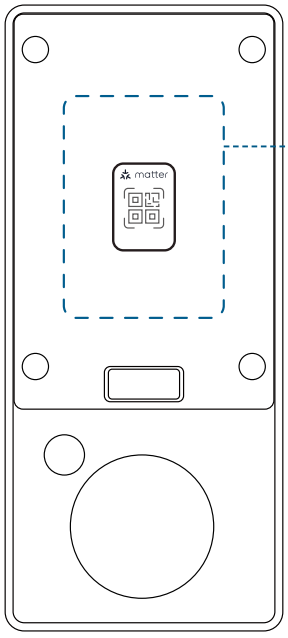




The battery cover includes a built-in backup battery. It powers the lock when the main battery is low or charging, and the main battery recharges it automatically when needed.

The backup battery offers:

· Longer battery life.
· Up to 2 weeks of emergency use.
· Uninterrupted operation during battery replacement or charging.

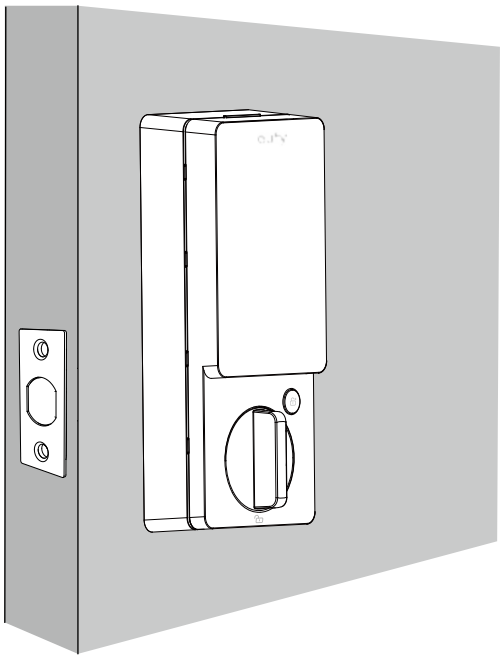


Backup Battery Inside

Close the battery cover to use the backup battery when the main battery is removed for charging.

7. Close the Battery Cover

- Close the cover by snapping it into place.
- To remove the battery cover, pull it off from the top.



Step 4. Install the Strike Plate

1. Check the Strike Hole Depth

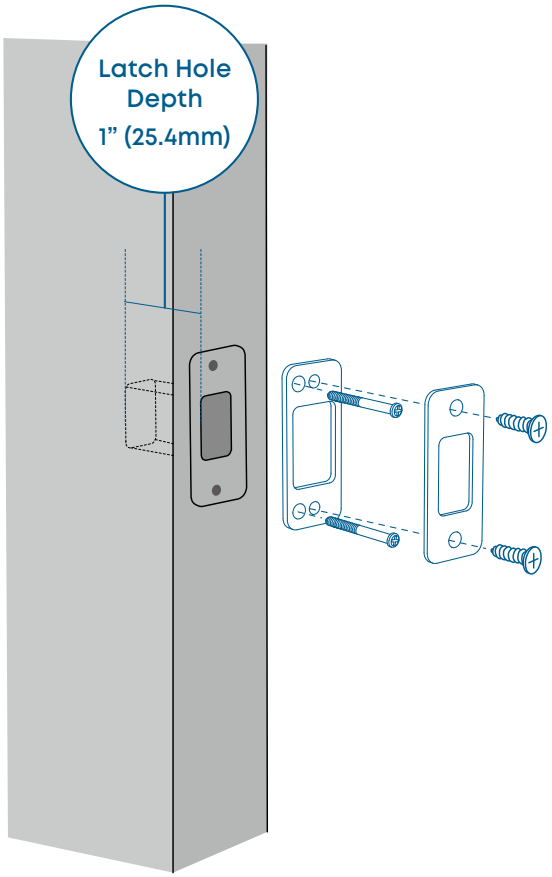
Strike hole depth in the door frame: **at least 1" (25.4 mm)**.
Otherwise calibration may fail during setup, and the lock may not function as expected.

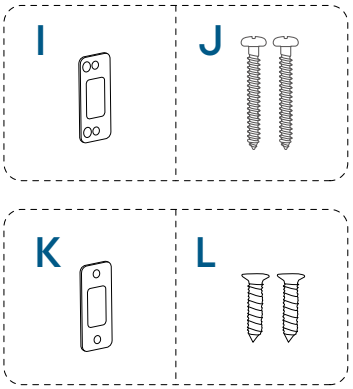
2. Install the Strike Reinforcer

Install the strike reinforcer (I) with the long screws (J).

3. Install the Strike Plate

Install the strike plate (K) on top of the reinforcer with the short screws (L).





Step 5. Set up the System & Register Palm Vein ID

1. Download the App

Download and install the eufy app, then sign up for an account.

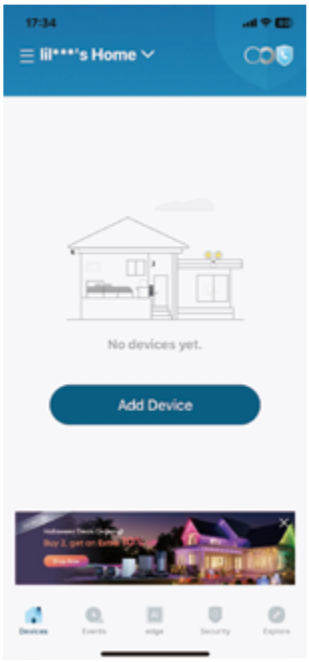
Download on the App Store

GET IT ON Google Play

2. Add eufy FamiLock E34 to Device List

Follow the in-app instructions to add the lock to your device list.

- Ensure your eufy FamiLock E34 battery is charged, or it may fail to be added to the eufy app.



3. Register Your Palm Vein ID

Follow the in-app instructions to register your palm vein ID.

Before registering your palm vein ID, please make sure that

- The smart lock is fully installed.
- Your palm is dry and free of significant damage or dirt.

4. Set up the Lock with Matter

This smart lock is Matter-compatible, enabling seamless integration with Apple Home, SmartThings, Alexa, and Google-enabled devices in your home. To set it up, use the eufy app and navigate to **Device >> Settings >> Work with Matter** to pair with the third-party ecosystems.

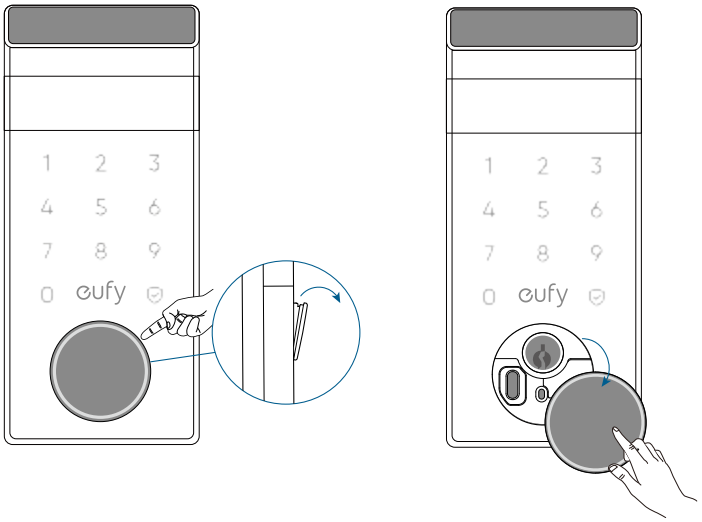
- Click here to read the Matter device setup guide and set up the device in the corresponding app.

Congratulations!

Now you are all set to use the lock.
Read on for more information about your lock.

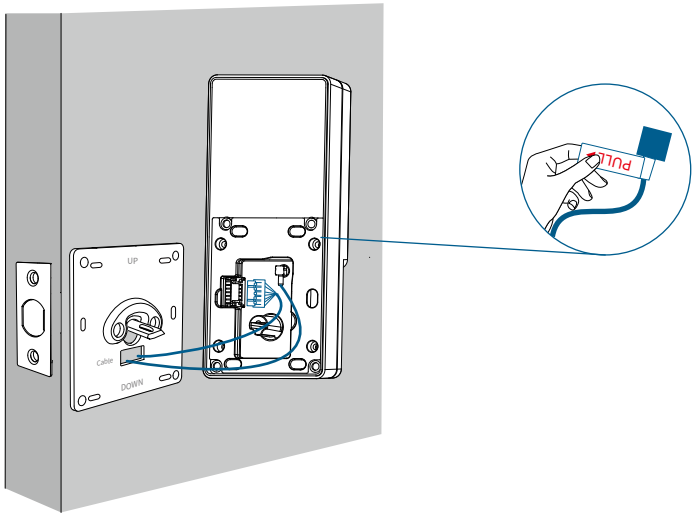
Open / Close the Lock Cylinder Cover

- To open the cover, gently pull on the cover and rotate it counterclockwise.
- To close the cover, turn it clockwise and slide it back into place.

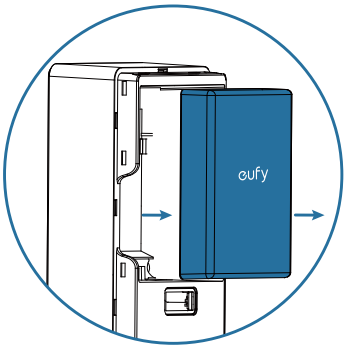


Disconnect the Radar Cable

Gently pull the tag.



Remove the Batteries



For online support, tutorial videos, FAQs, and more information, please visit https://support.eufy.com/s/.