



Frequently Asked Questions (FAQ)

How often should Onity locks be updated?

Locks should be updated twice a year after each time change for daylight savings time.

What type of batteries do the Onity locks use?

Standard AA alkaline or lithium batteries can be used.

What should I use to clean my locks or cards?

Any cleaning solution can be used except bleach and very potent harsh sanitizers to clean and sanitize the locks. If you have Mag-stripe locks you will want to use cleaning card kits to clean the reader.

Where can I get a template to drill holes to install the lock on a new door?

Templates can be provided by emailing customerservice.onity@honeywell.com.

What Onity products are approved for outdoors use?

Onity's HT24 Satin Chrome 626 finish and Onity wall readers are the only products that have been approved for outdoor use.