



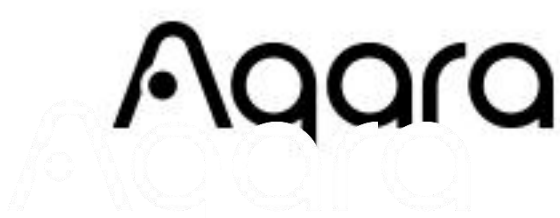
Aqara Smart Lock U500 (Gate/Rim/Glass Door) Introduction

continuous connection

Content

- **Product Introduction**
- **Product Installation**
- **FAQ**

Product Profile



The U500 Series features three versatile exterior smart locks designed to meet the diverse installation needs of global markets. Built for maximum compatibility, they require no door modifications or lock body matching—ensuring a quick and hassle-free setup. Suitable for metal, wooden, and glass doors, the U500 Series delivers a seamless combination of convenience, flexibility, and reliable security.



Smart Gate Lock U500:
Dual-side fingerprint and key unlocking, ideal for iron gates and secure from both sides.



Smart Rim Lock U500:
A front-and-back surface-mounted design that requires no mortise, making it easy to install on most entrance and interior doors, an ideal upgrade from traditional rim locks.

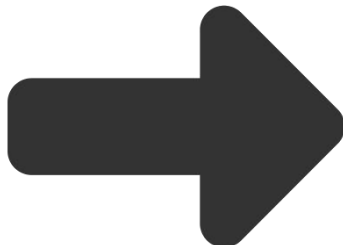


Smart Glass Door Lock U500:
Designed for frameless glass doors. Clamp-on installation with no drilling, no damage - just secure, seamless security.

Smart Gate Lock U500



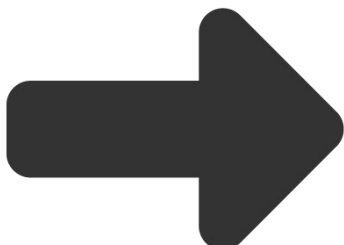
Replace the rear
lock knob



Smart Rim Lock U500



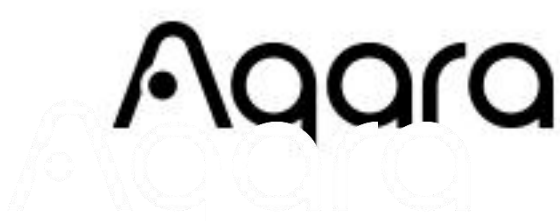
Additional Accessories
(Glass door splint)



Smart Glass Door Lock U500



Smart Lock U500 Specifications



Product Name	Gate Lock U500	Rim Lock U500	Glass Door Lock U500
Model	DL-D18D	DL-D19D	DL-D20D
Dimensions	Inner Panel: 167.5 × 72.9 × 49 mm Outer Panel: 148.7 × 71.7 × 27.3 mm	Inner Panel: 167.5 × 72.9 × 47.3 mm Outer Panel: 148.7 × 71.7 × 27.3 mm	Inner Panel: 167 × 72.5 × 52.5 mm Outer Panel: 146.3 × 69.3 × 32 mm
Power Input	Type-C Power Supply 5V= 1A	Type-C Power Supply 5V= 1A	Type-C Power Supply 5V= 1A
Battery	4 LR6 AA 1.5V Batteries =	4 LR6 AA 1.5V Batteries =	4 LR6 AA 1.5V Batteries =
Wireless Protocols	Thread, Bluetooth, NFC	Thread, Bluetooth, NFC	Thread, Bluetooth, NFC
Lock Style	Rear lock cylinder + fingerprint	Rear locking knob	Rear lock knob + glass door fixing clamp
Net / Gross Weight:	1400g (TBD)	1400g (TBD)	1605g (TBD)
Door Type / Thickness Support	22 - 28 mm	20 - 60 mm	8 -12 mm
Adapt to door seam	3 - 7 mm	3 - 7 mm	5 -10 mm
What is in the Box	Smart Gate Lock U500 × 1, Strike Box × 1, Mechanical Keys × 2, AA batteries × 4, Accessories Kit × 1, Installation Diagram × 1, User Manual × 1	Smart Gate Lock U500 × 1, Strike Box × 1, Mechanical Keys × 2, AA batteries × 4, Accessories Kit × 1, Installation Diagram × 1, User Manual × 1	Smart Glass Door Lock U500 × 1, Strike Box × 1, Mechanical Keys × 2, AA batteries × 4, Accessories Kit × 1, Installation Diagram × 1, User Manual × 1

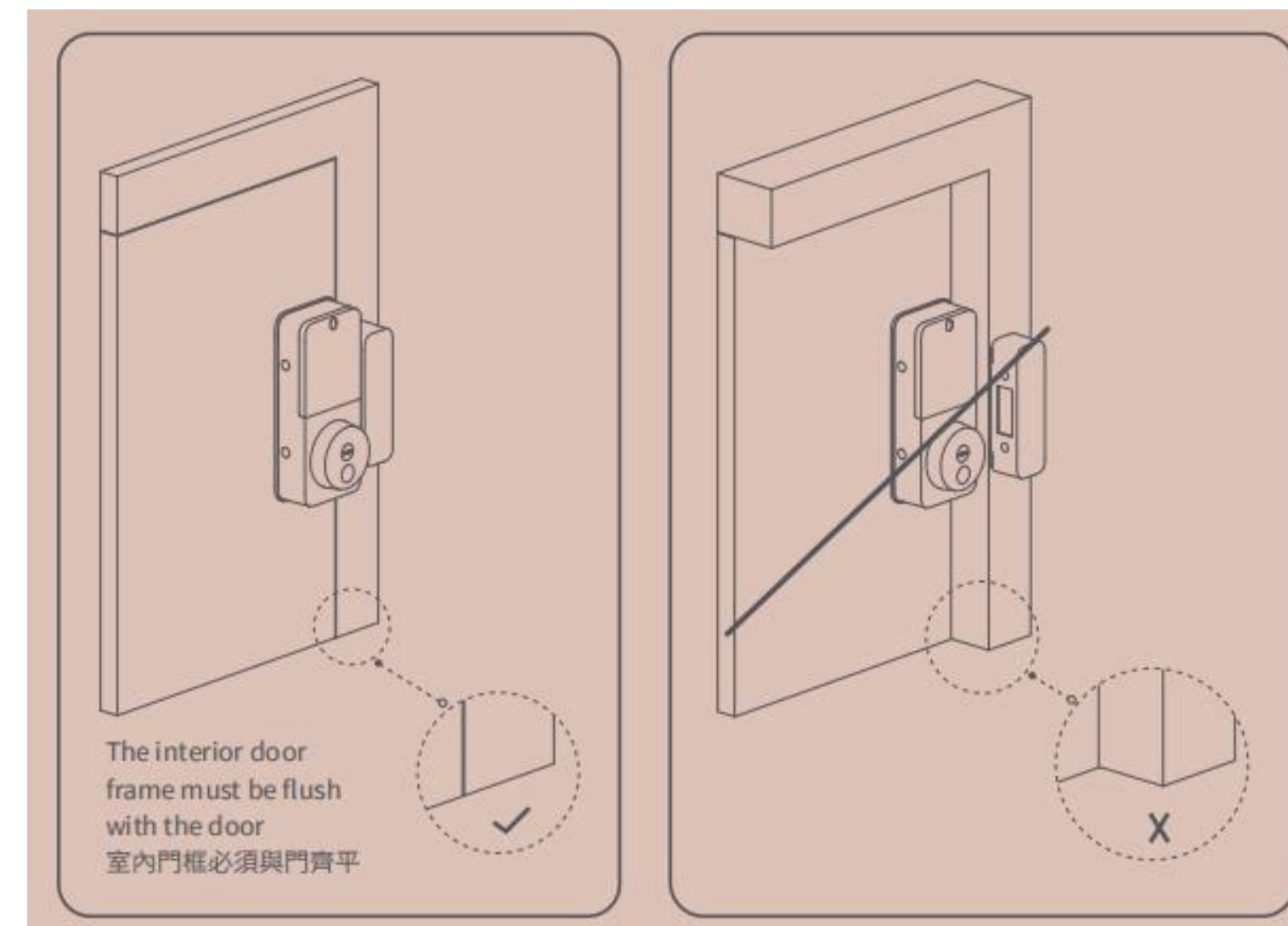
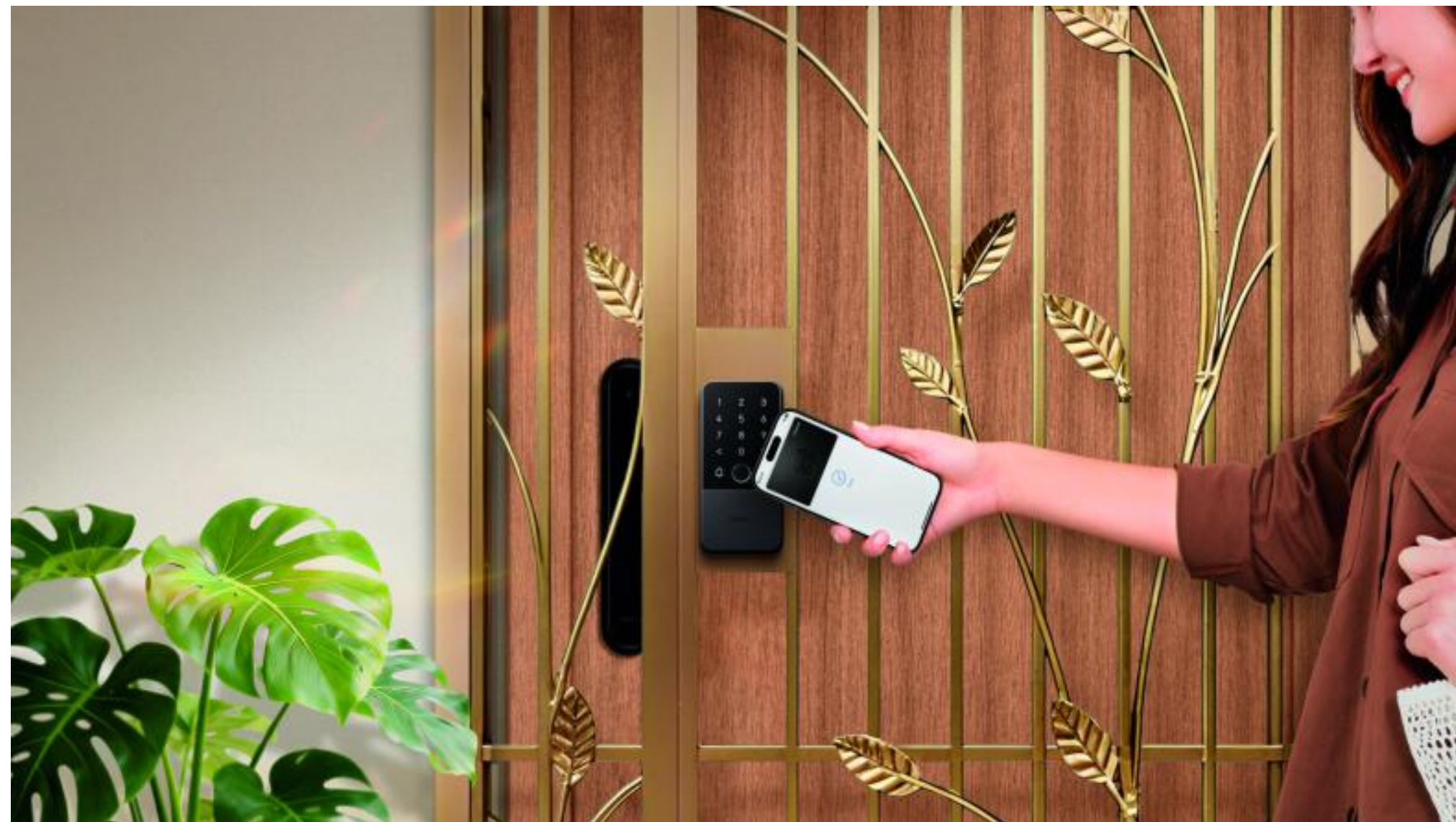
Smart Lock U500 Specifications



Item	Specifications
Unlocking method	Fingerprint, password, temporary password, mechanical key, NFC, unlock via phone Bluetooth, unlock via voice (requires gateway), HomeKey (requires gateway), Samsung Wallet NFC (requires gateway), Matter unlock (requires gateway)
Door Lock Status	Unlocked, Locked, Door Opened, Door Closed, Lock Bolt Abnormal
Features	Away mode, Do Not Disturb mode, Remote control function, Automatic locking, Volume-based voice control, Electronic deadbolt, Door status detection, Camera linkage
Alarm Features	Multiple verification failure alarms, low battery alarms, door not closed/unlocked alarms, mechanical abnormalities/latch abnormalities alarms
Lock Cylinder/Doorbell	Front and rear real inserts / electronic doorbell function
Protection Rating	Outer Panel: IP65 Inner Panel: IP54
Wireless Protocols	Thread, Bluetooth, NFC
Operating Temperature	Inner Panel: -18°C~+50°C Outer Panel: -35°C~+66°C
Operating Humidity	0 ~ 93% RH, No Condensation

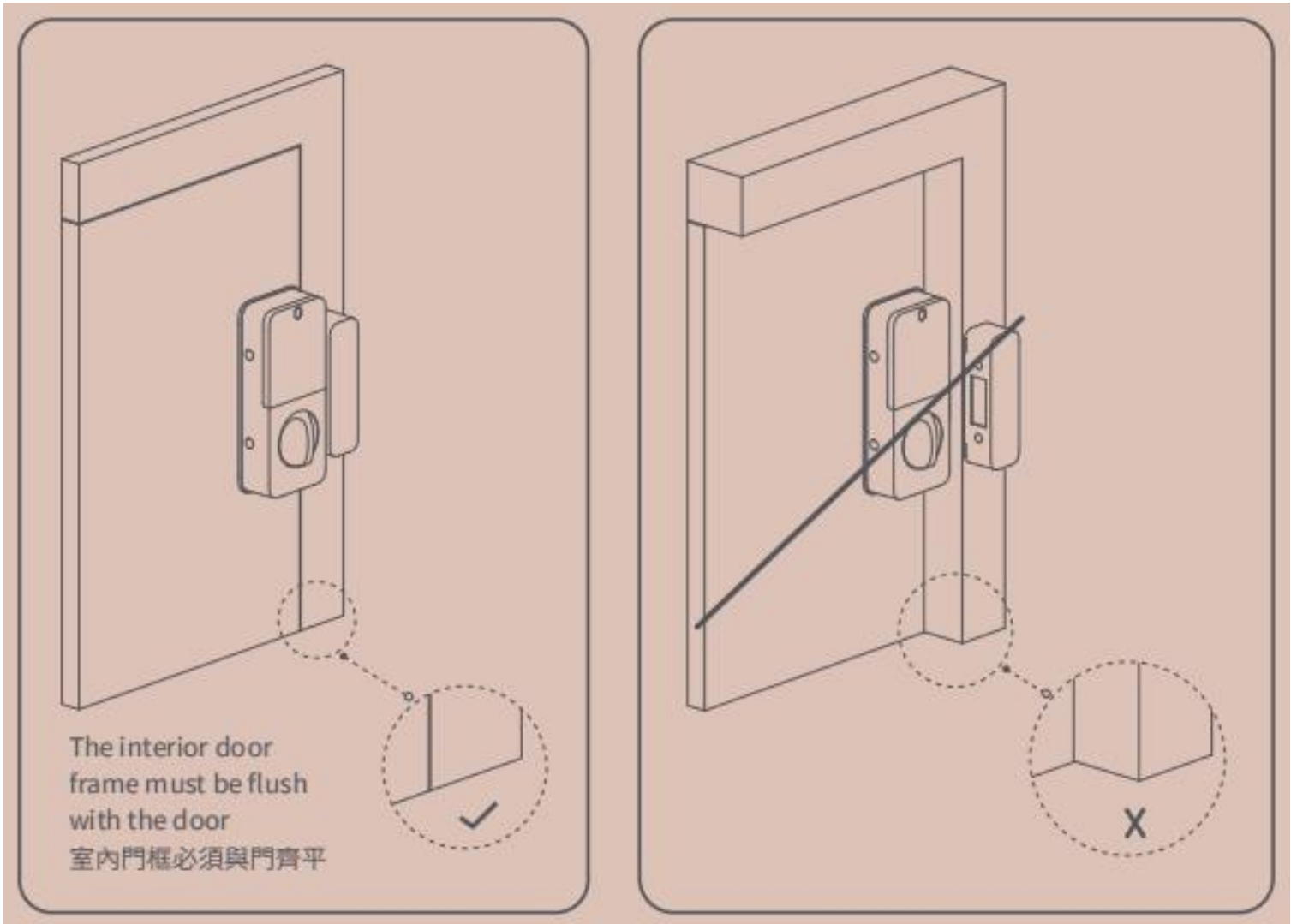
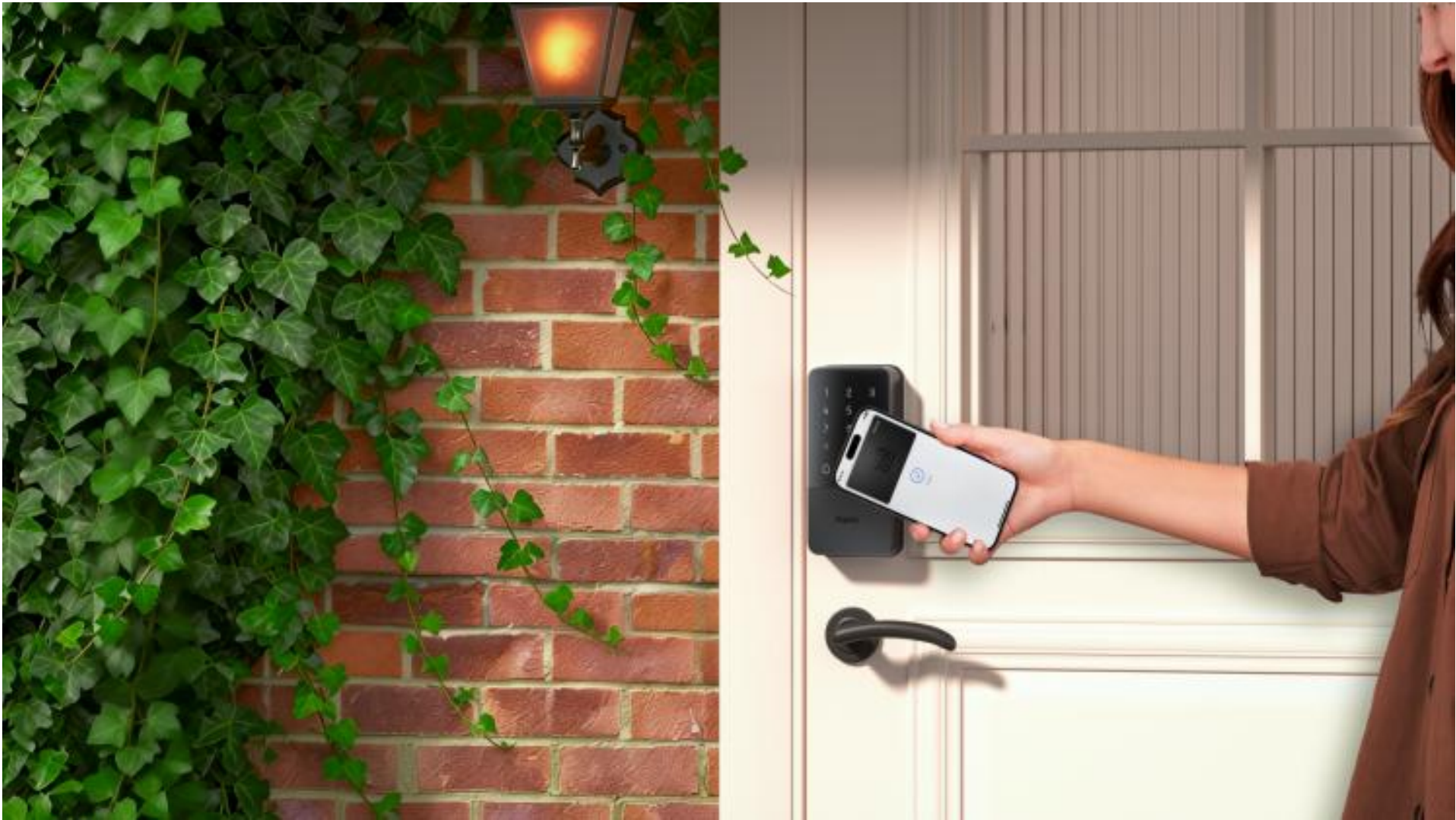
Smart Gate Lock U500

Aqara

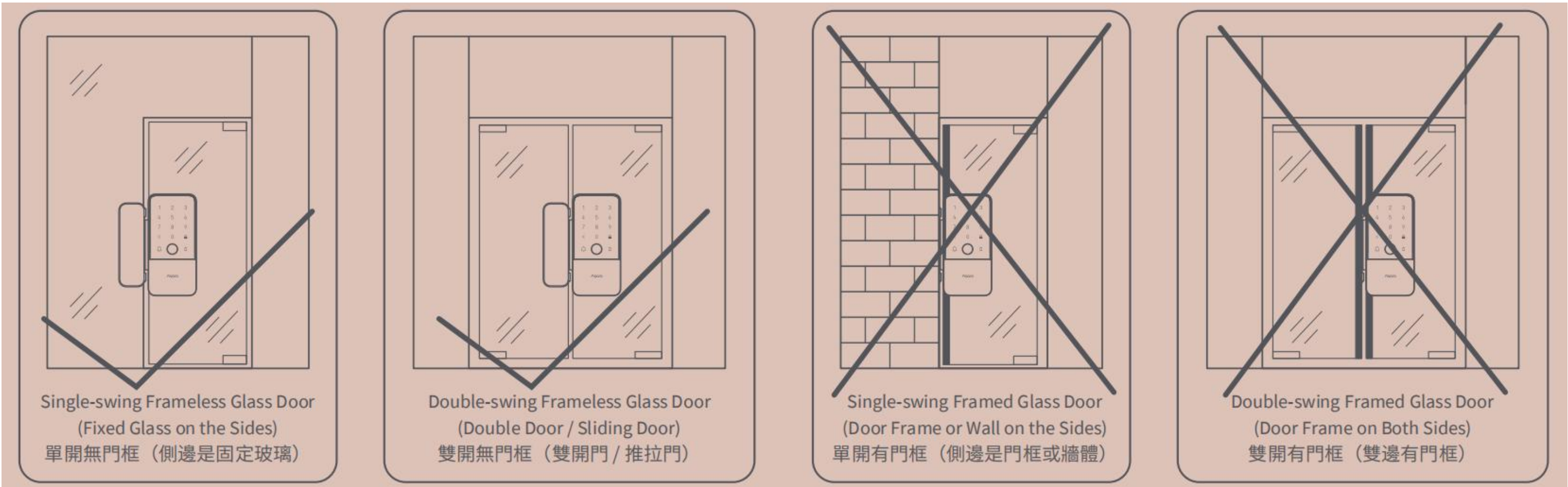


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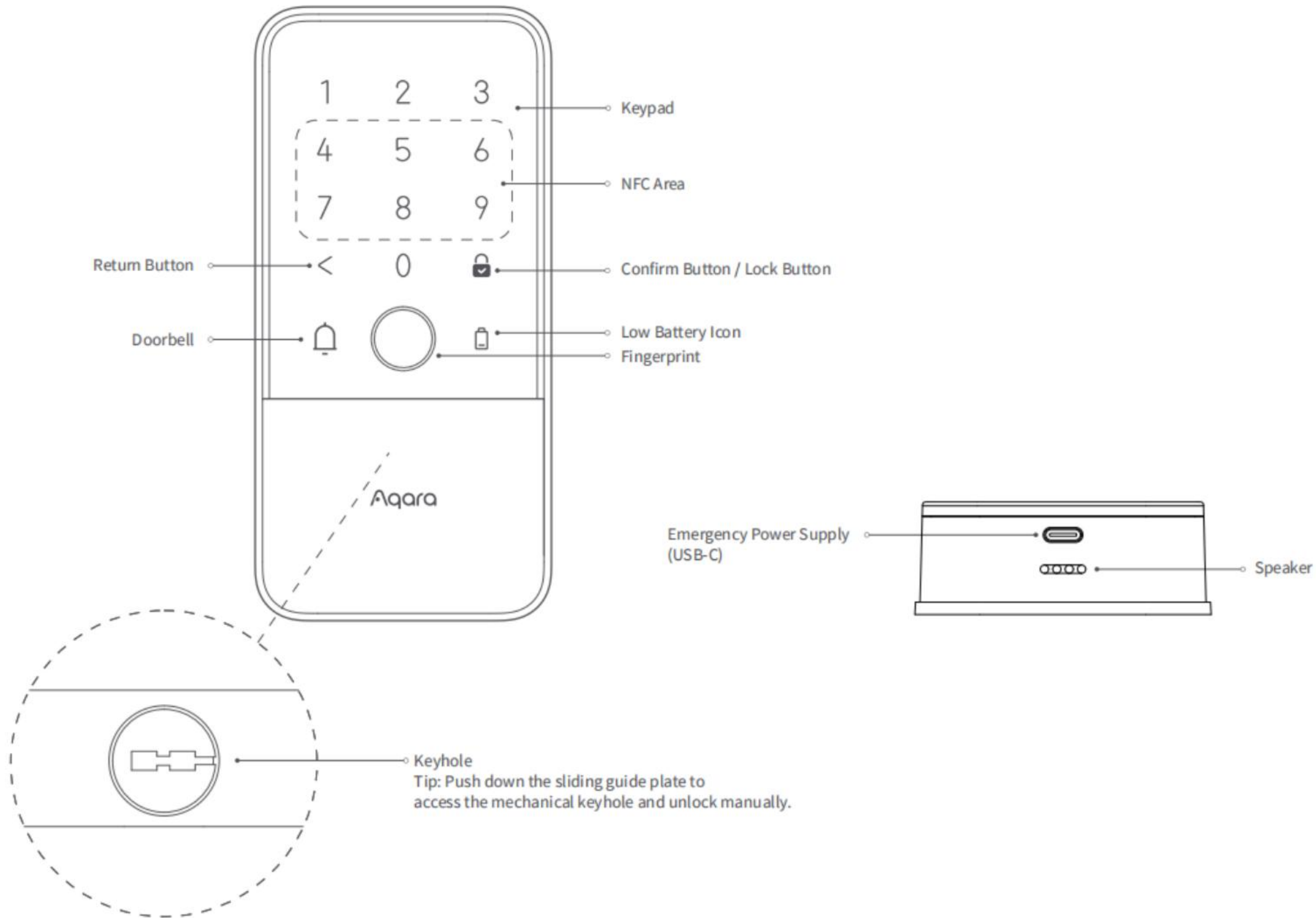
Smart Rim Lock U500



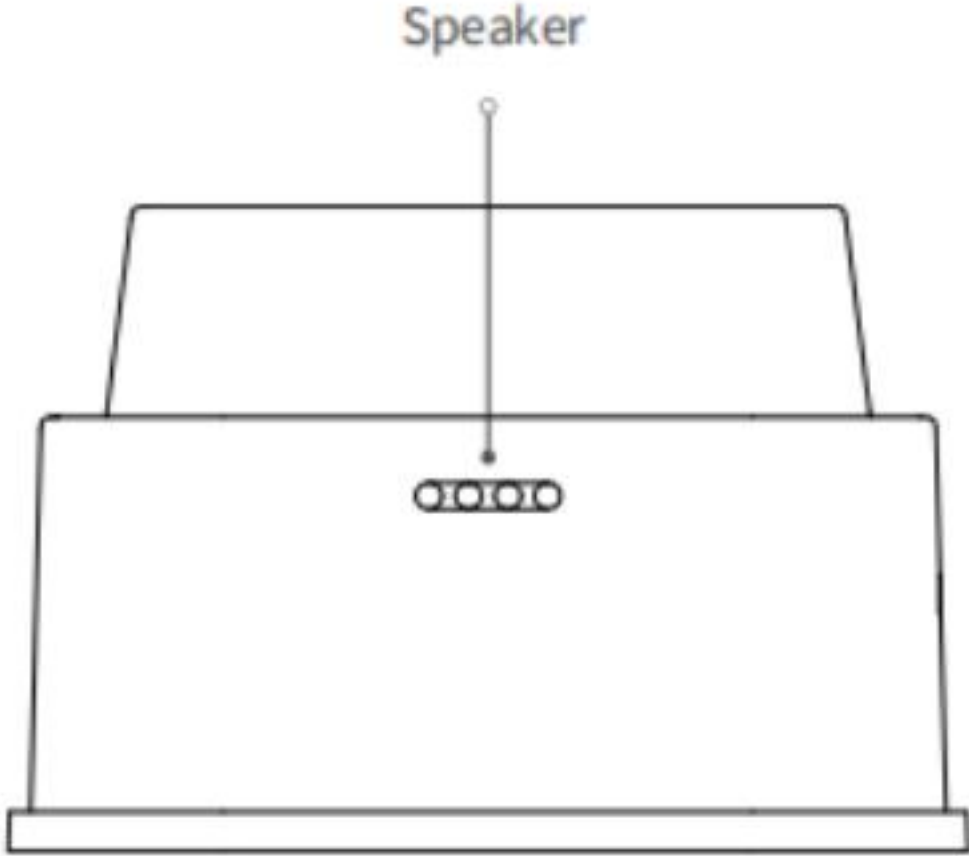
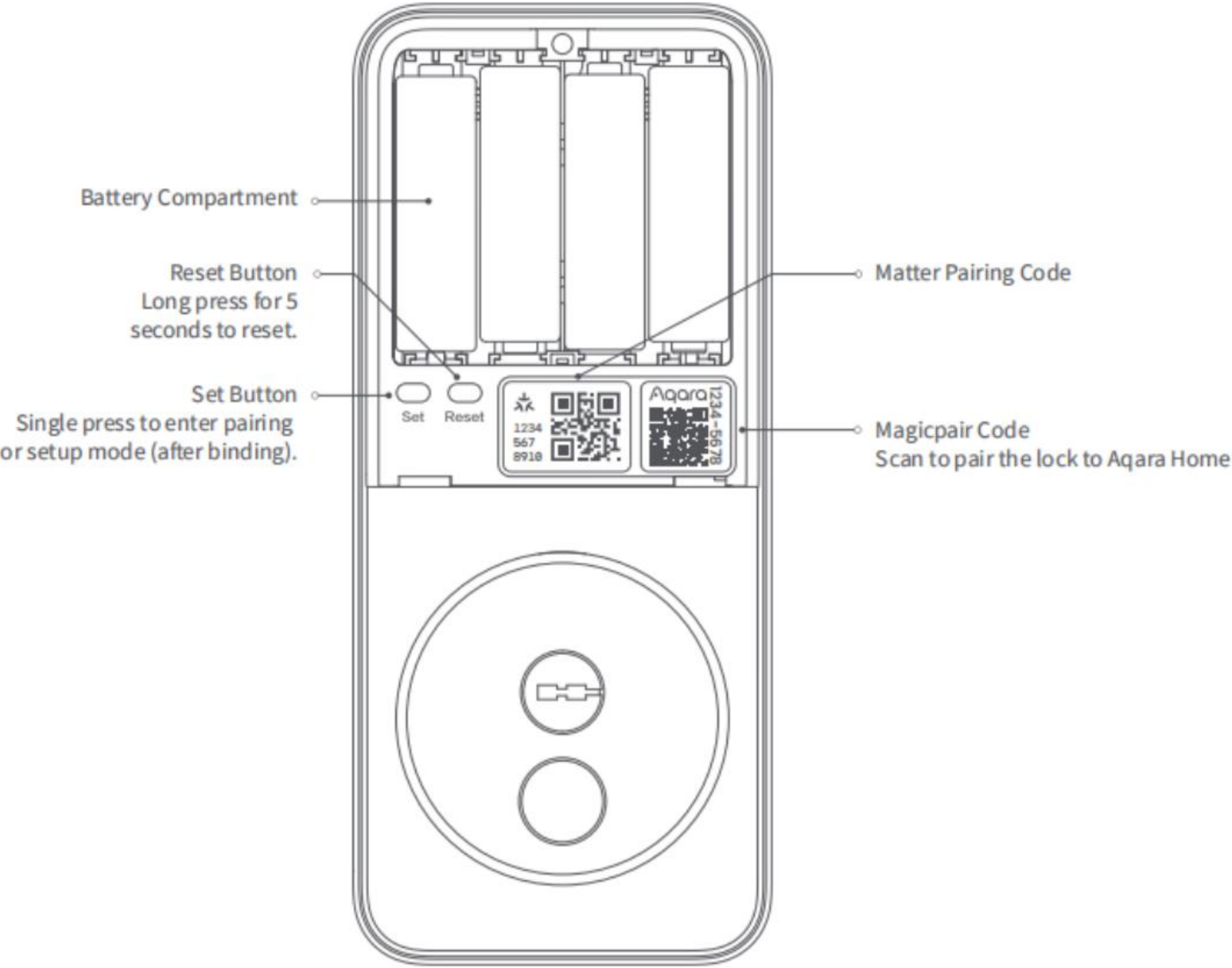
Smart Glass Door Lock U500



Outer Panel



Inner Panel





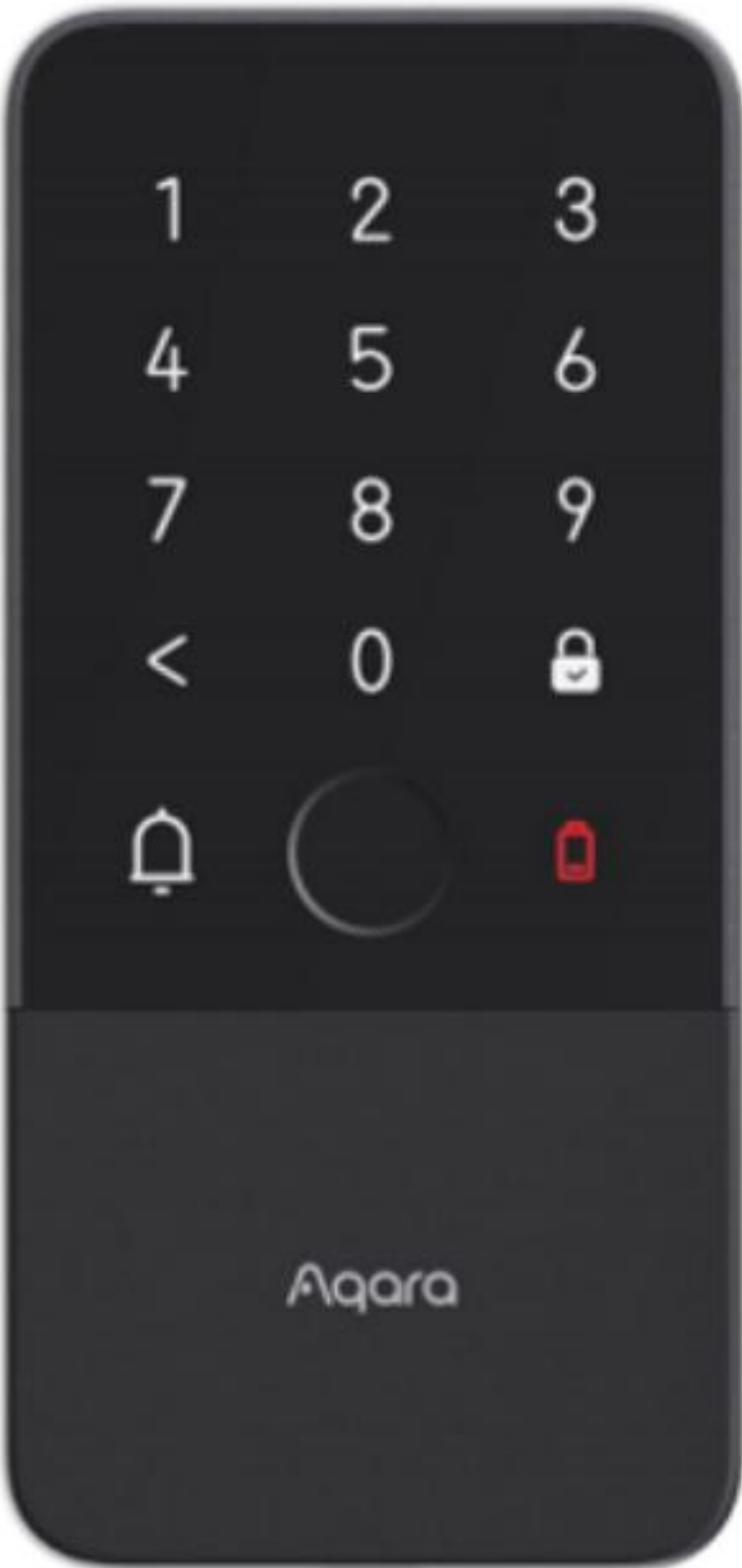
Normal Status



Ring the doorbell

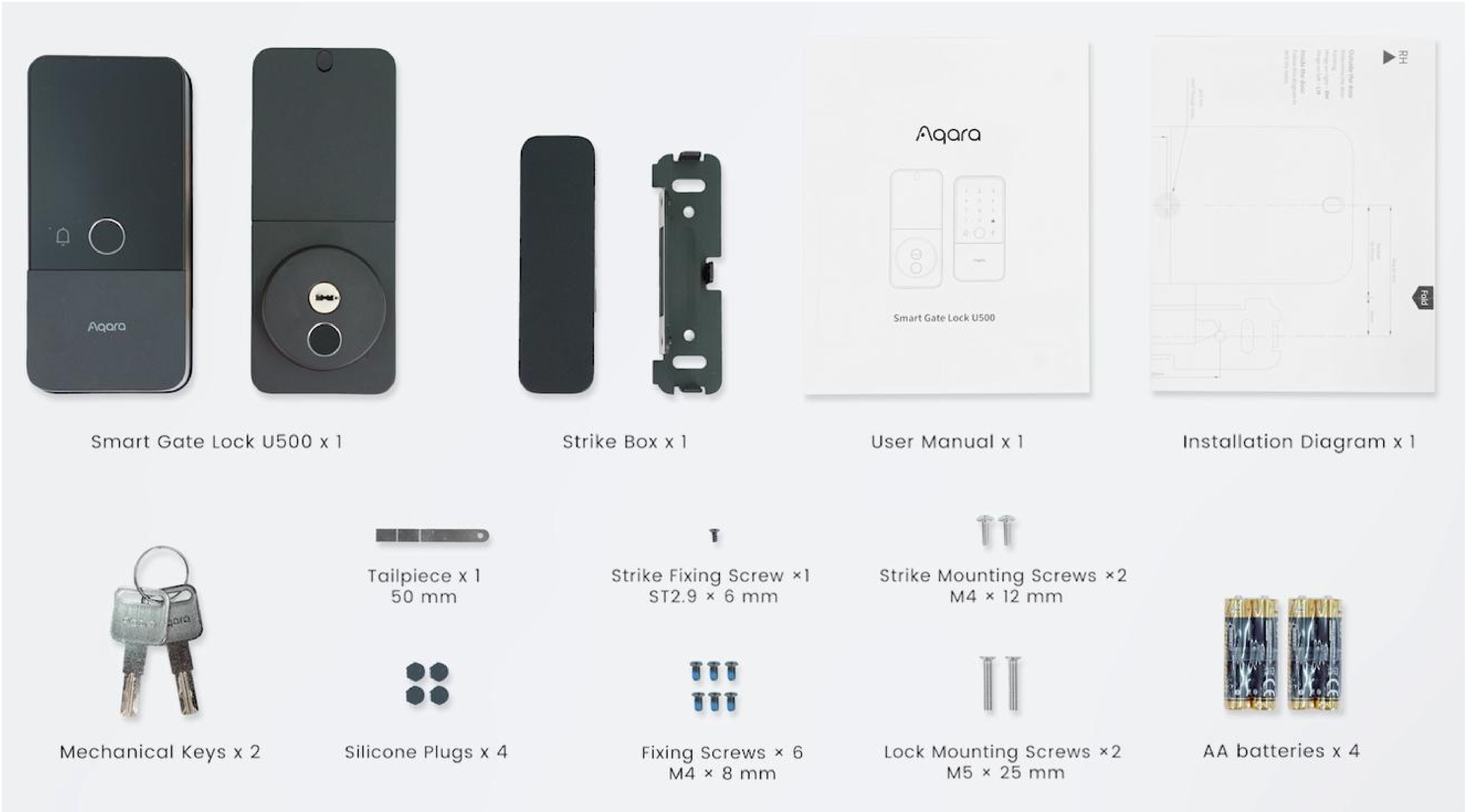


Press the keyboard



Low battery

What's in the Box (Gate Lock U500)



What's in the Box (Rim Lock U500)





Smart Rim Lock U500 x 1



Strike Box x 1



User Manual x 1



Installation Diagram x 1



Mechanical Keys x 2



AA batteries x 4



Tailpiece x 1
80mm



Lock Connecting Studs x 2
Ø7 × 31 mm



Lock Mounting Screws × 2
M5 × 35 mm



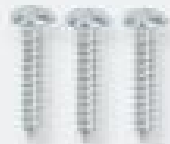
Fixing Screws × 6
M4 × 8 mm



Lock Mounting Screws × 2
M5 × 25 mm



Silicone Plugs x 4



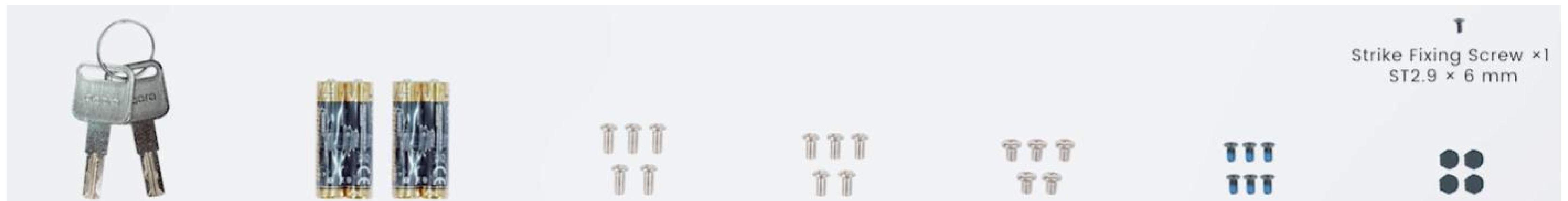
Strike Mounting Screws × 3
ST4.2 × 20 mm



Strike Fixing Screw × 1
ST2.9 × 6 mm

What's in the Box (Glass Door Lock U500)

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Bluetooth Direct Connection Function



BLE Direct Connection	
Locally supported functions Aqara Home Support BLE network access	Lock and unlock
	Local user management
	Set up user fingerprint, password, and NFC device
	Create periodic users locally
	Create one-time password remotely
	View door lock logs and battery level
	Volume settings (operation, voice, alarm volume)
	Firmware OTA update
	Door lock function settings
	Door lock calibration
	Close and lock the door
	Remote automatic locking
	Do Not Disturb mode
	Away Mode
	Electronic lockout
	Set Matter Controller

Supported Aqara Hub



Doorbell Camera
Hub G410



Hub M3



Hub M100



Camera Hub G5
Pro

More gateways, such as M200 and M300, will be supported in succession

Matter Ecosystem Supported

Aqara

To connect this lock, you will need a Thread-enabled Matter Controller of the desired ecosystem.
Use the diagram below to check whether your hub is compatible.



Apple HomePod (2nd Gen)
Apple HomePod Mini
Apple TV 4K Wi-Fi + Ethernet
(2022 version)
Apple TV 4K (2021 version)



Aeotec Smart Home Hub
SmartThings Station
SmartThings Hub Dongle
SmartThings Hub v3
Aeotec Smart Home Hub 2



Echo (4th Gen)
Echo Show 8 (3rd Gen)
Echo Hub
Echo Show 10 (3rd Gen)
Echo Studio (2nd Gen)
Echo Studio (1st Gen)
Eero Max 7
Eero Pro 6E, Pro 6, 6 Plus, 6
PoE 6, and PoE Gateway
Echo Show 15 (2nd Gen)
Echo Show 21
Echo Plus (2nd Gen)



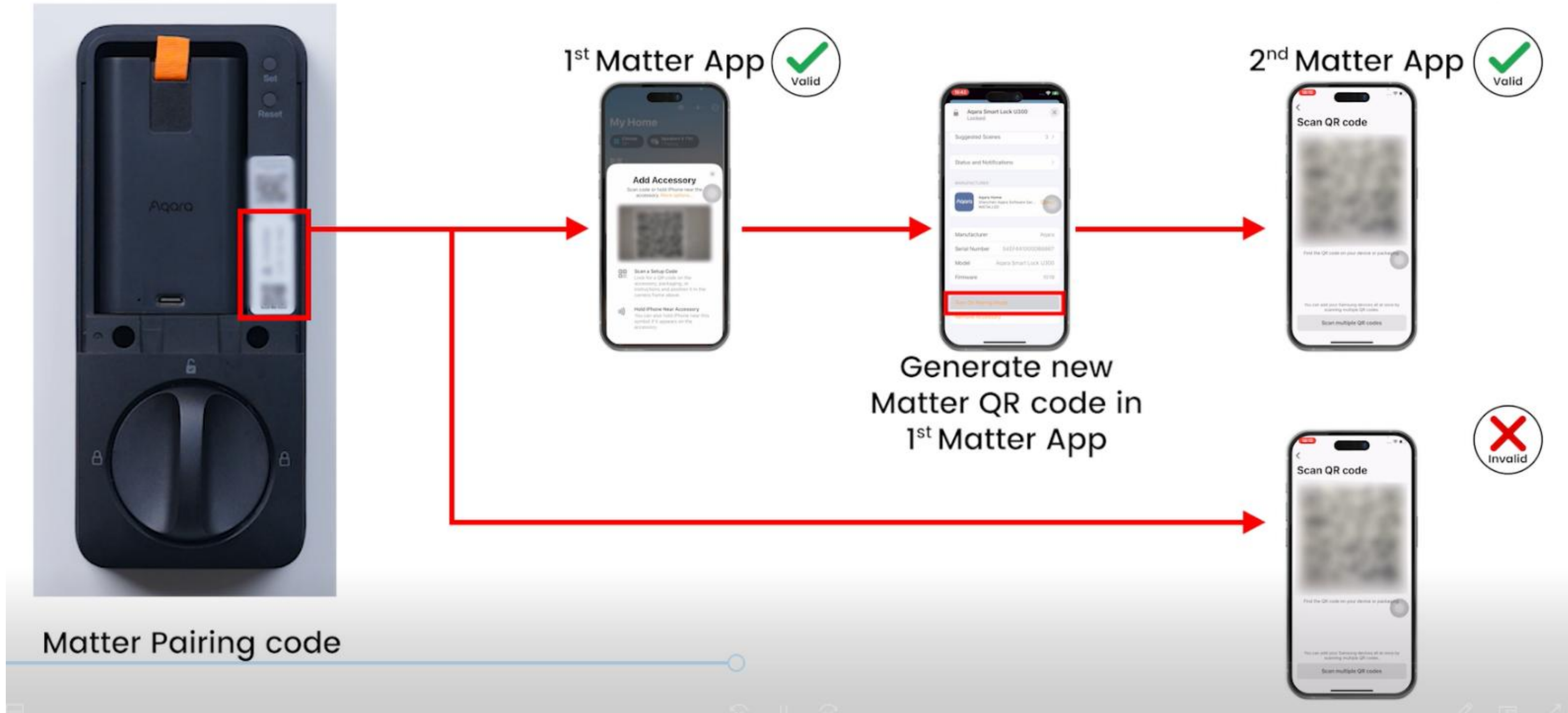
Nest Hub (2nd Gen)
Nest Hub Max
Google Nest Wifi Pro

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Important Notes for App Binding

Binding: Scan the Matter pairing code. Each code is **single-use**.

Multi-App Control: Generate a new code from **the bound app** and use it for second app binding.



Support Binding to Matter Ecosystem Hubs



To connect Matter over Thread device, you will only need a Thread-enabled Matter Controller of the desired ecosystem:



Amazon Alexa



Apple Home



Google Home



Home Assistant



Homey / LG ThinQ



Samsung SmartThings

Amazon Echo (4th-gen)

Apple HomePod (second-gen)

Google Nest Hub (2nd Gen)

Nabu Casa Home Assistant Yellow

Homey Pro

Aeotec SmartThings Smart Home Hub

Amazon Echo Hub

Apple HomePod Mini

Google Nest Hub Max

Homey Pro Mini

Samsung SmartThings Station

Amazon Echo Show 8 (3rd-gen)

Apple TV 4K (2nd gen)

Google Nest Wifi Pro

Samsung SmartThings Hub Dongle

Amazon Eero 6, Pro 6, 6 Plus, Max 7 etc.

Apple TV 4K (3rd gen, 128 GB)

Google TV Streamer (4K)

Samsung SmartThings Hub v3

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Official Website: <https://www.aqara.com/en/explore/everything-matter/>

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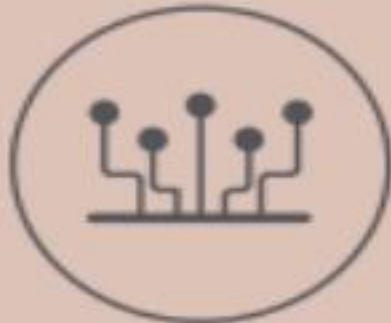
Third-party Ecosystem Function Supports Listing

Connected the 2-in-1 Matter Controller and Thread Border Router

	Aqara Home	Apple Home	Google Home	Amazon Alexa	Samsung SmartThings	Home Assistant
Automatic Lock Auto-locking	•	•	•	×	×	×
Matter Remote Unlocking and Locking	•	•	•	•	•	•
Voice Assistant Unlocks and Locks	×	•	×	•	×	×
View Lock Status Remotely	•	•	•	•	•	•
Check Battery Remotely	•	•	•	×	•	•
Set up multiple Matter administrator users: Multi-Admin / Fabric Sync	×	•	•	×	×	×
Set Matter Password Remotely	•	•	•	•	×	×
Set the periodicity of Matter password remotely	•	•	•	×	×	×
Setup Automation	•	•	•	•	•	•
View door lock logs remotely	×	• (Support viewing log within the activity)	×	×	•	•
Generate a Matter pairing code	•	•	• (Generate a pairing code or directly select another ecosystem you want to bind, and it will automatically redirect you to the network)	•	•	•
OTA function of door lock firmware	•	• (Matter OTA, automatic update at night, users need to enable automatic update)	×	×	×	×

***Aqara requires binding to a Thread-enabled Matter Controller to support the aforementioned remote functionalities**

Selling Point



Future-Ready Ecosystem
Compatibility
全面相容主流智慧生態



Dual Hooks Bolt &
Security Cylinder
雙鉤鎖舌設計與高安全鎖芯



Clip-on Installation,
Drilling-free
免開孔夾式安裝



IP65 Rating & Metal
Housing
IP65 防護等級與全金屬機身



NFC & Apple home keys
Support
支援 NFC 與 Apple home keys



Gyroscope
Auto-Lock
陀螺儀自動上鎖



Fingerprints & Keys
from Both Sides
前後雙面指紋與鑰匙解鎖



Dedicated
Doorbell Button
自帶門鈴按鍵



Dual Hooks Bolt &
Security Cylinder
雙鉤鎖舌設計與高安全鎖芯

Features

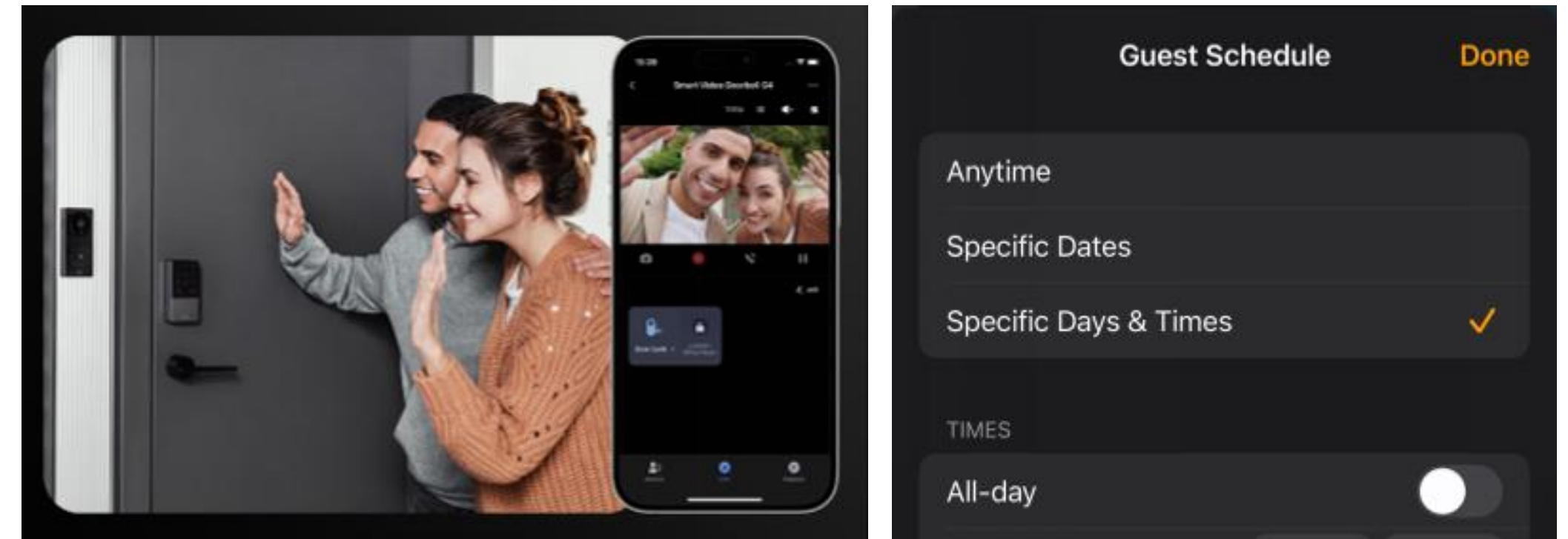


Granular Access Control

The part-time worker comes to clean on Wednesdays? Set "valid from 10:00-12:00 on Wednesdays" and share user management to make life easier.

Paired with Aqara G410 Doorbell, identify and unlock with a single tap

When paired with the G410 outdoor camera, users can verify the identity of the person outside the door and then unlock the door by clicking on the app page. Achieve a smooth and natural unlocking function



The Details are Exquisite and Captivating

The anti-fingerprint frosted panel, concealed keyhole, and understated matte metallic luster exude an elegant style born of restraint. The design team, responsible for these features, has won multiple international design awards and spares no effort to satisfy users' pursuit of beauty

Easy to Install

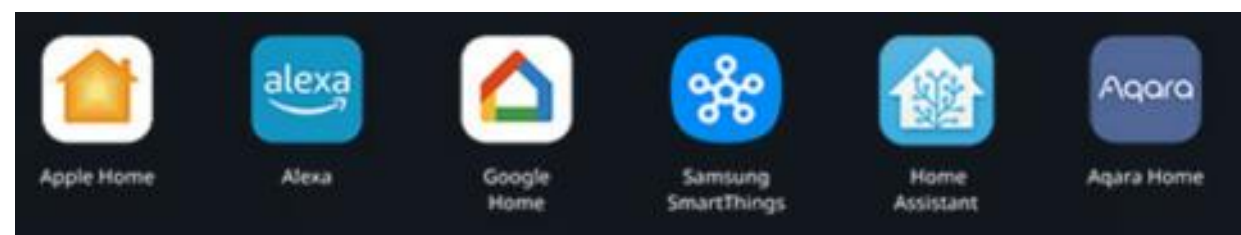
No need to install the lock body or dig the lock slot. Front and back pull installation, convenient and quick..

Stable and Durable

- The outdoor part is IP65 dust and water proof, and can be used normally in a low temperature environment of -18 degrees Celsius, avoiding weather impacts on performance.
- The U500 door lock series all use front and rear aluminum alloy frames, which are sturdy and durable.

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Features



Unlock your door just like unlocking your phone

Using a fingerprint module with a resolution of 160*160, the sensor area is 75% larger than popular solutions on the market, avoiding the issue of insensitivity and consistently providing a stable unlocking experience

The most convenient Apple ecosystem: home key + guest password

You can add family members and friends in the Home app, and enjoy the technological experience of unlocking with the home key together as a family.

Meanwhile, U500 supports Matter OTA update versions, allowing users to experience the content of updated versions without needing to connect to the Aqara Home network.

Matter Supported

Adopting the Thread protocol ensures faster and more stable performance, while enjoying the pleasures of a diverse ecosystem. We at Aqara will collaborate closely with various platforms to enhance the experience of integrating with third-party platforms.

After Matter users bind their door locks, the locks will automatically enter calibration mode and provide voice assistance to help users complete the calibration process. Users can add fingerprints in the Aqara Home App or locally to enjoy a complete unlocking experience.

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Features



Password

Fingerprint

NFC

BLE

Thread

Voice
Control

Automation

Mechanical
Key

Low Battery Alert

When the battery level of the door lock falls below 20%, the low battery indicator will light up, prompting the user to replace the battery. At the same time, after unlocking, the door lock will play a low battery voice announcement to remind the user to charge.

8 Unlocking Methods

Diverse unlocking functions ensure that users can always enter their homes.

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Share Access



9:41

<

Add Periodic Password

Please enter 6–10 digit password

512866

Generate randomly

Password Name

Password 01 >

Effective Date

Customize >

Start Time

2022/01/21 >

End Time

2022/06/25 >

Effective period

Customize >

Start Time

08:00 >

End Time

22:00 >

Repeat

Every Day >

Next

App Installation Guide

When binding the door lock for the first time, the Aqara App can guide users step by step through the installation process, which is simple and easy to understand

Automatically Calibrate the Door Direction

There is no need for specific calibration of the door opening and closing angles. After one door opening and closing operation, the gyroscope can accurately determine the door status.

Temporary Password

Periodic password: It can generate passwords that are valid for a certain period of time, and can generate passwords for your AirB&B guests,
It can also generate one-time passwords remotely for cleaning staff

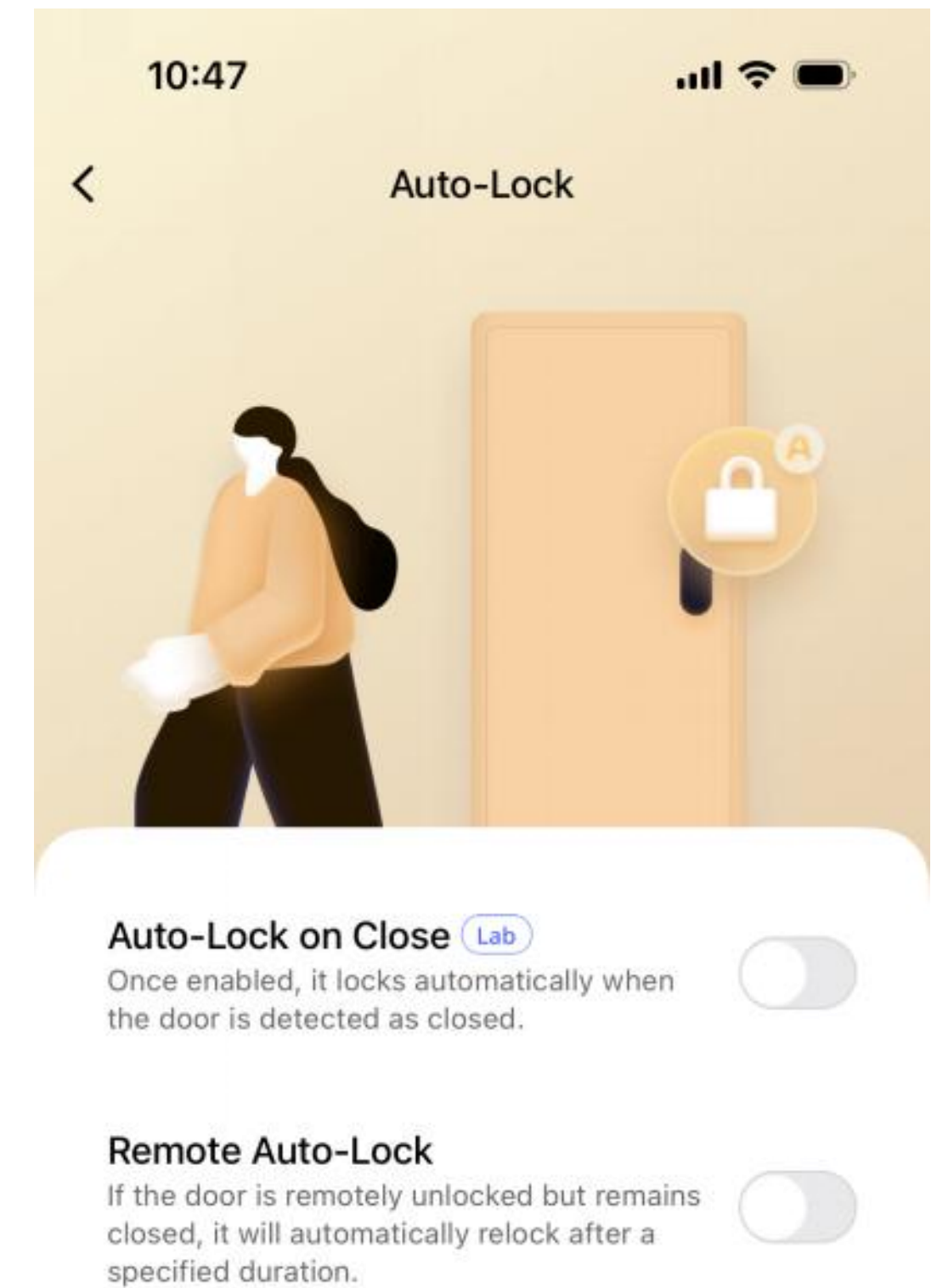
*** After binding a Thread-enabled Matter Controller (e.g. M3 Hub, Hub G410), it supports remote generation of periodic passwords**

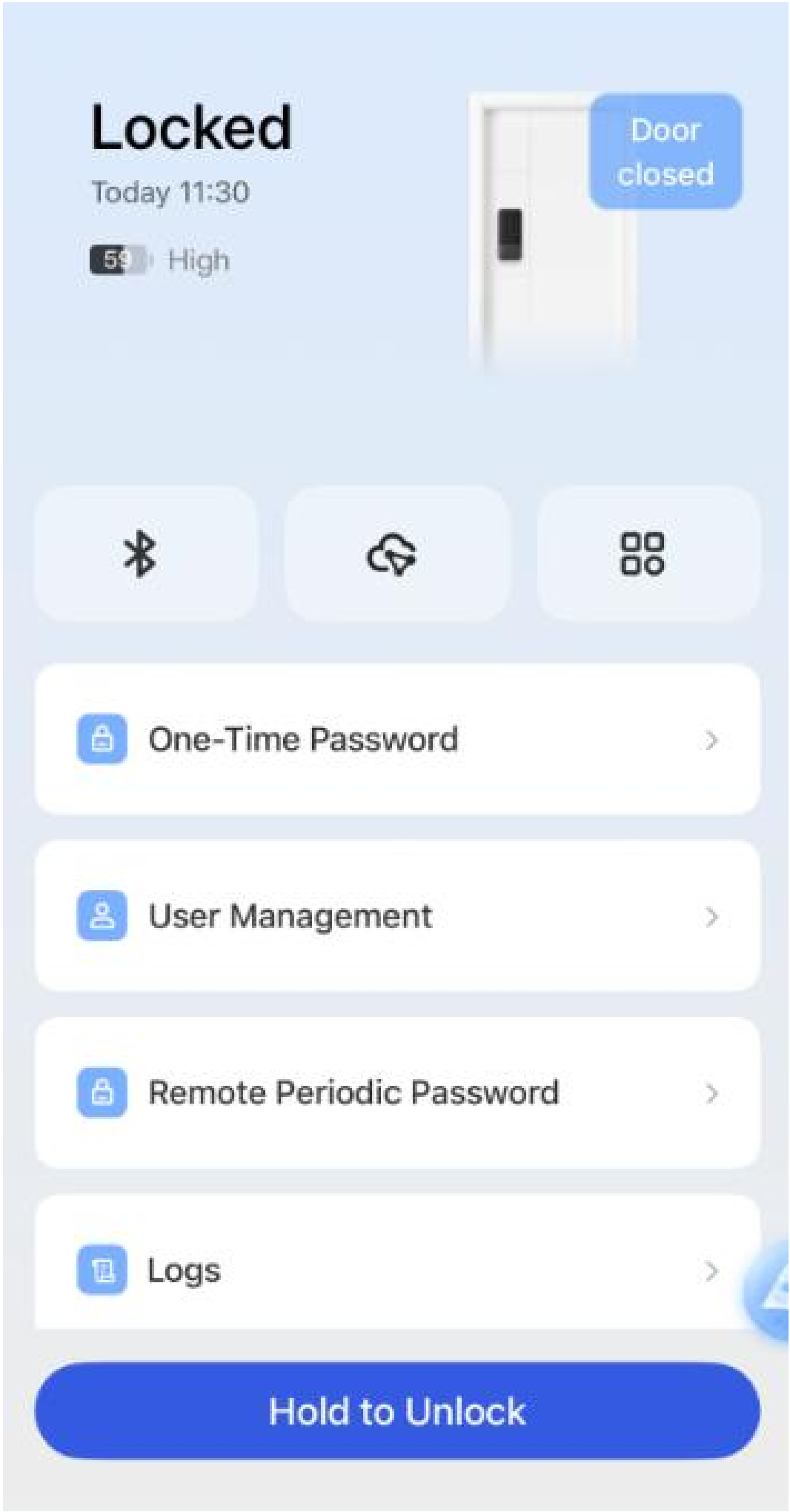
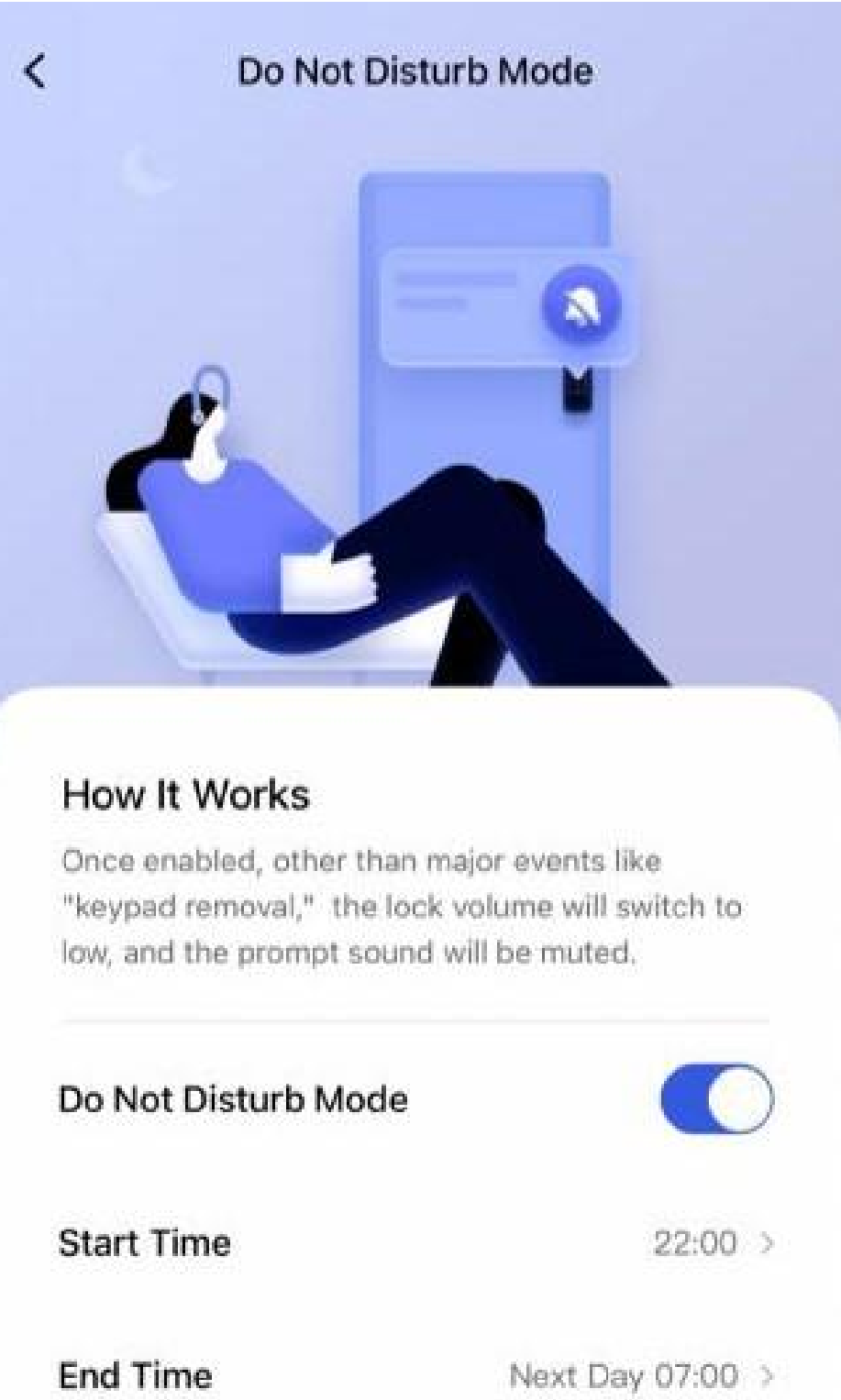
Aqara G410 Linkage

It can be linked with the G410 doorbell, providing a convenient experience of using the camera door lock in both Aqara and Apple Home. Additionally, it supports Matter networking, allowing for easy setup of door lock automation and generation of Matter pairing codes for binding to more third-party ecosystems.

Auto-Lock on Close

The U500 incorporates a gyroscope of smartphone-grade quality, capable of recording the angle at which you close the door. Once the feature is activated, the door lock will automatically lock the door when you close it. Thanks to the gyroscope's precise detection of the door's status, the accuracy of door closing and locking has been greatly enhanced. Additionally, the gyroscope-based door closing and locking solution is more convenient to use than traditional door sensors, as it eliminates the distance limitations and hassles associated with installing door sensors, while also ensuring a sleek and integrated appearance





Set periodic password remotely

After binding the Aqara gateway, the door lock can be set to generate remote periodic passwords

The landlord can set the door lock password for the tenant without visiting in person, which is convenient and quick. The cleaner cleans regularly every week and can easily set up the password no matter where they are.

Remote unlocking and locking

After binding the gateway, the door lock can be remotely unlocked and locked. Open the door for your visitors and friends at any time, and also facilitate the property owners in managing their rental properties

Do Not Disturb mode

After finally getting the baby to fall asleep, do you want him to be woken up by the special sound of the door opening?

The app features a Do Not Disturb mode, allowing users to specify a time period during which the door lock sound effects will be muted, thus avoiding any disturbances to sleep

Aqara Home Screen Card

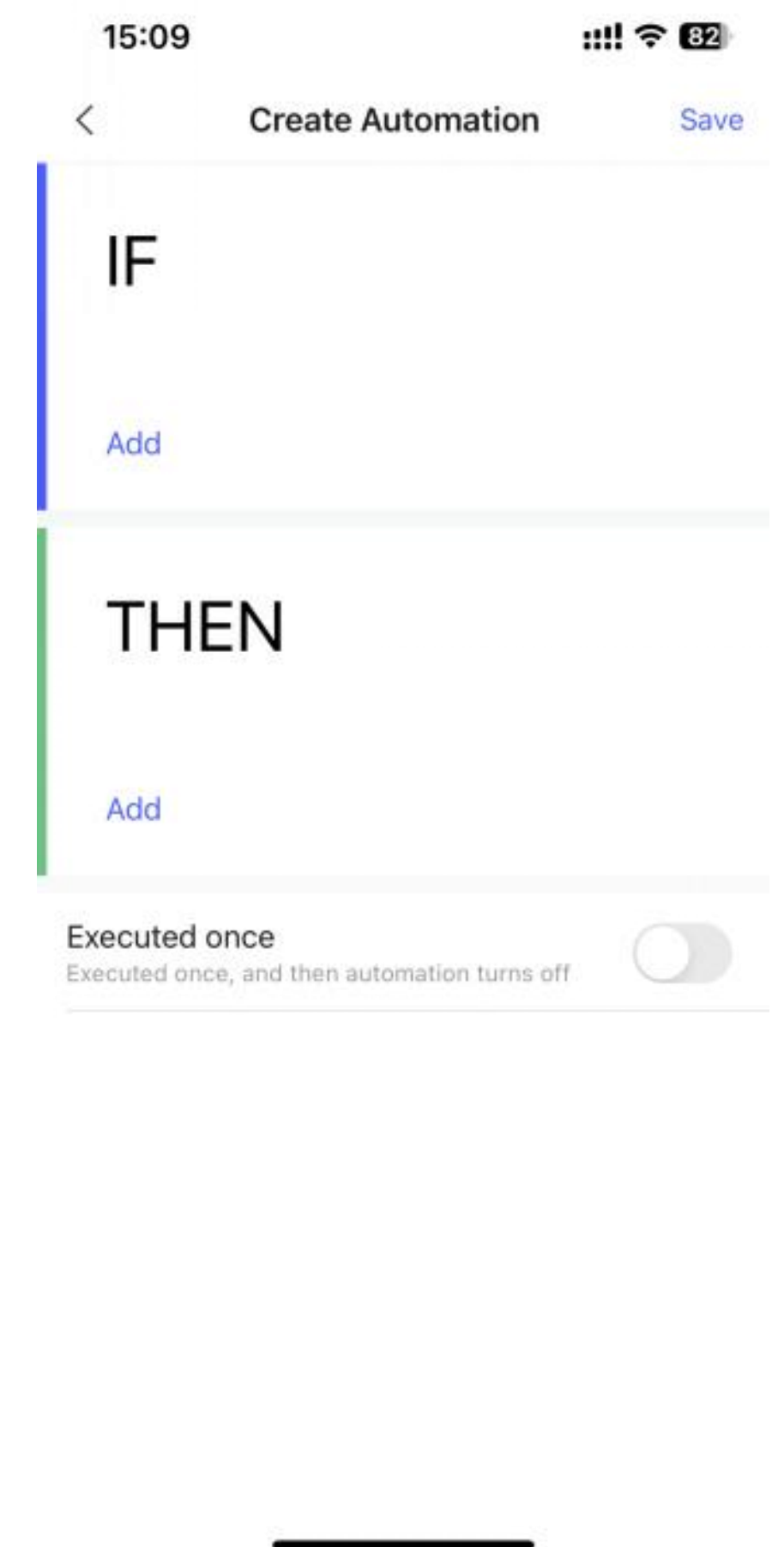
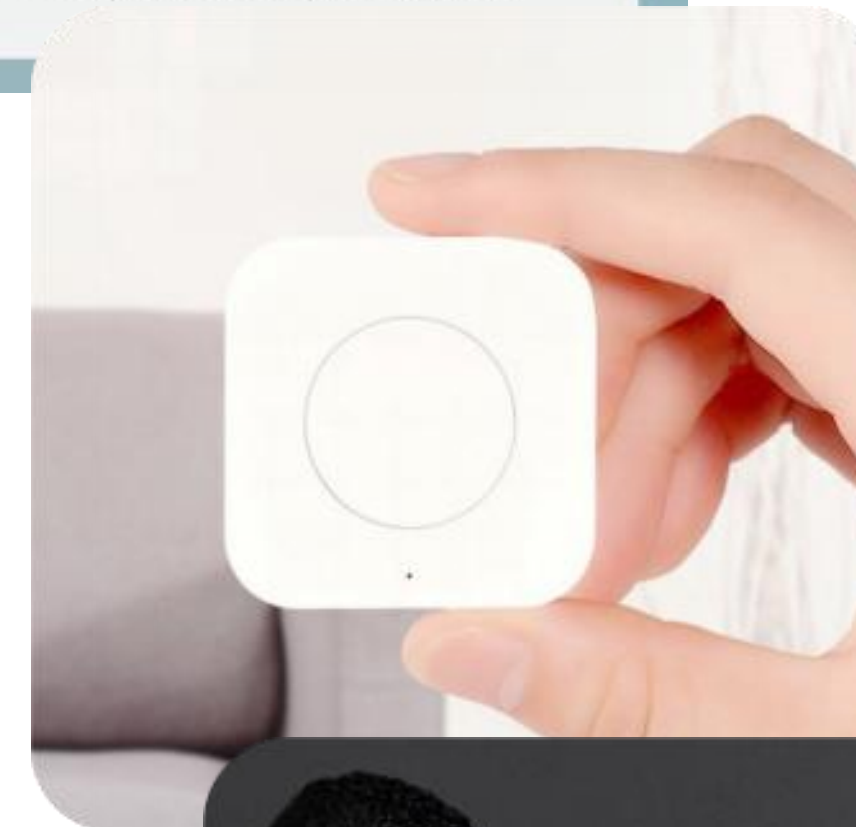
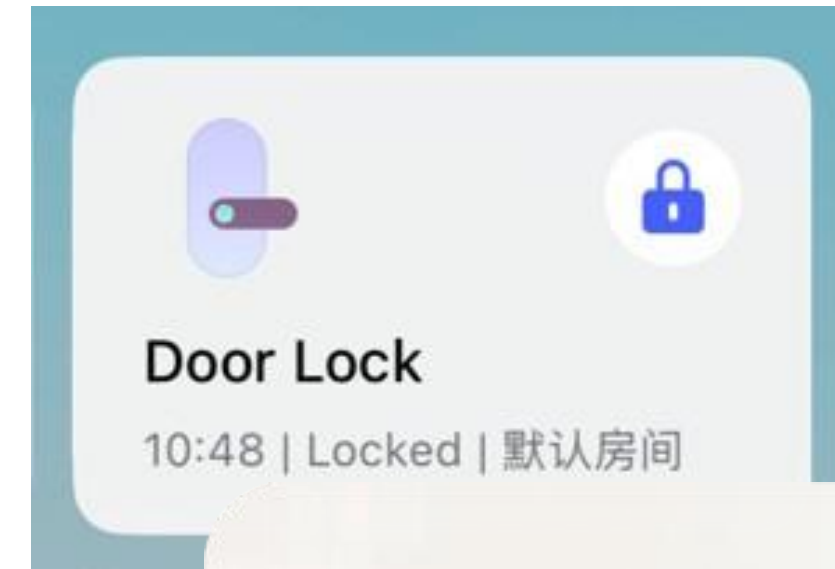
Once remote access is enabled, the home screen card in the app allows you to lock/unlock the door instantly.

View Logs

View unlock history in the app to track when your child arrives home.

Automation Setup

Want a cooler, smarter unlocking experience? Pair with the M3 Hub and Aqara wireless switches to automate locking and unlocking actions.





Digital User Manual & Installation Guide

Easily access the installation and user manual directly in the app.



OTA

Bluetooth & Matter OTA Updates

Update the lock via direct Bluetooth connection from your smart phone, ensuring seamless firmware upgrades.

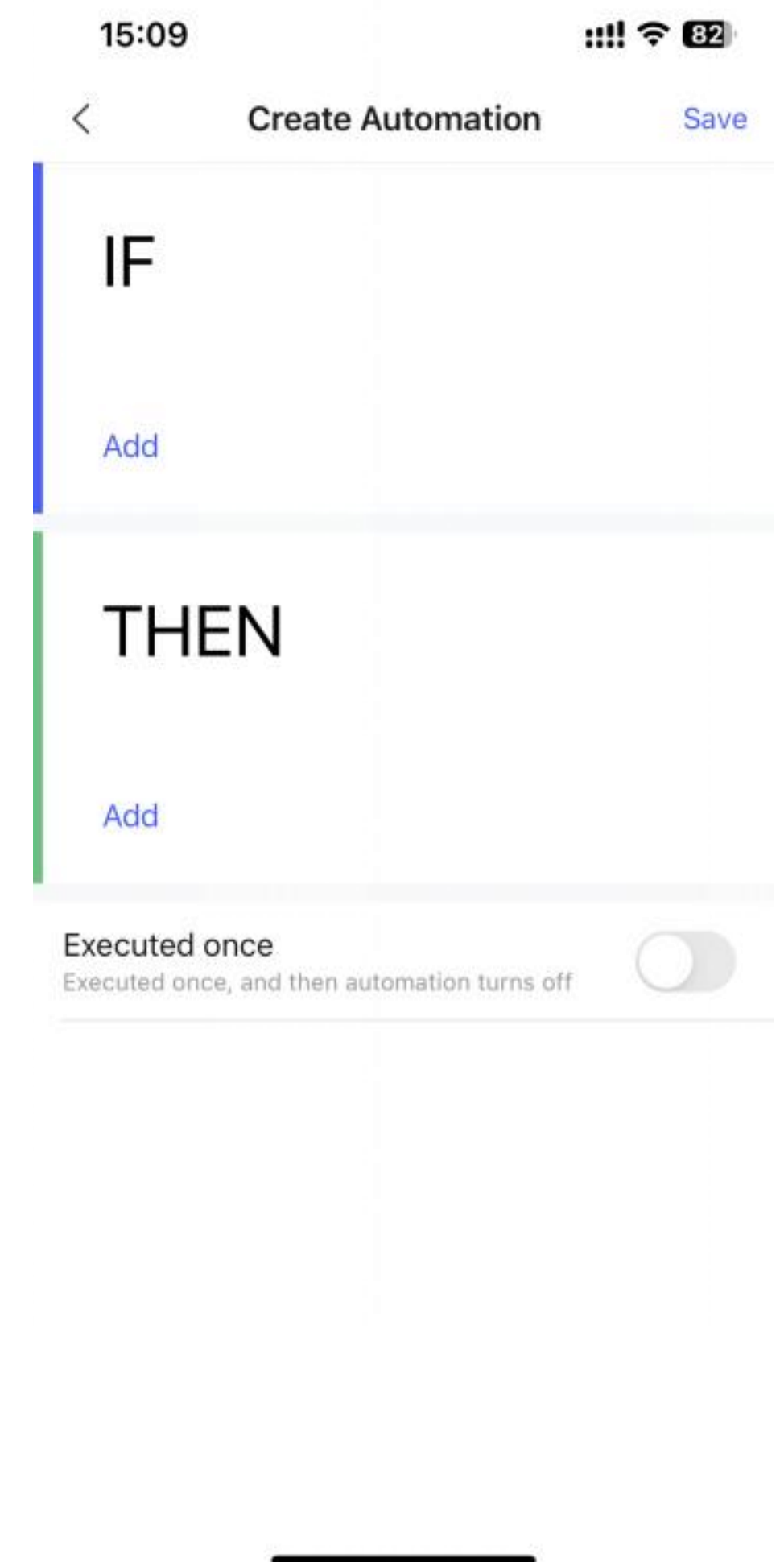


Aqara_U400_User_Manual_V0.8.0.pdf

Automation

The sense of ritual associated with returning home

In conjunction with a light sensor and a wall switch, when you return home and unlock the door during a designated time period, the lights will automatically turn on if the indoor environment is dim. Simultaneously, Homepod will begin playing soothing music to alleviate the fatigue of the day.



A stranger is trying to unlock the door

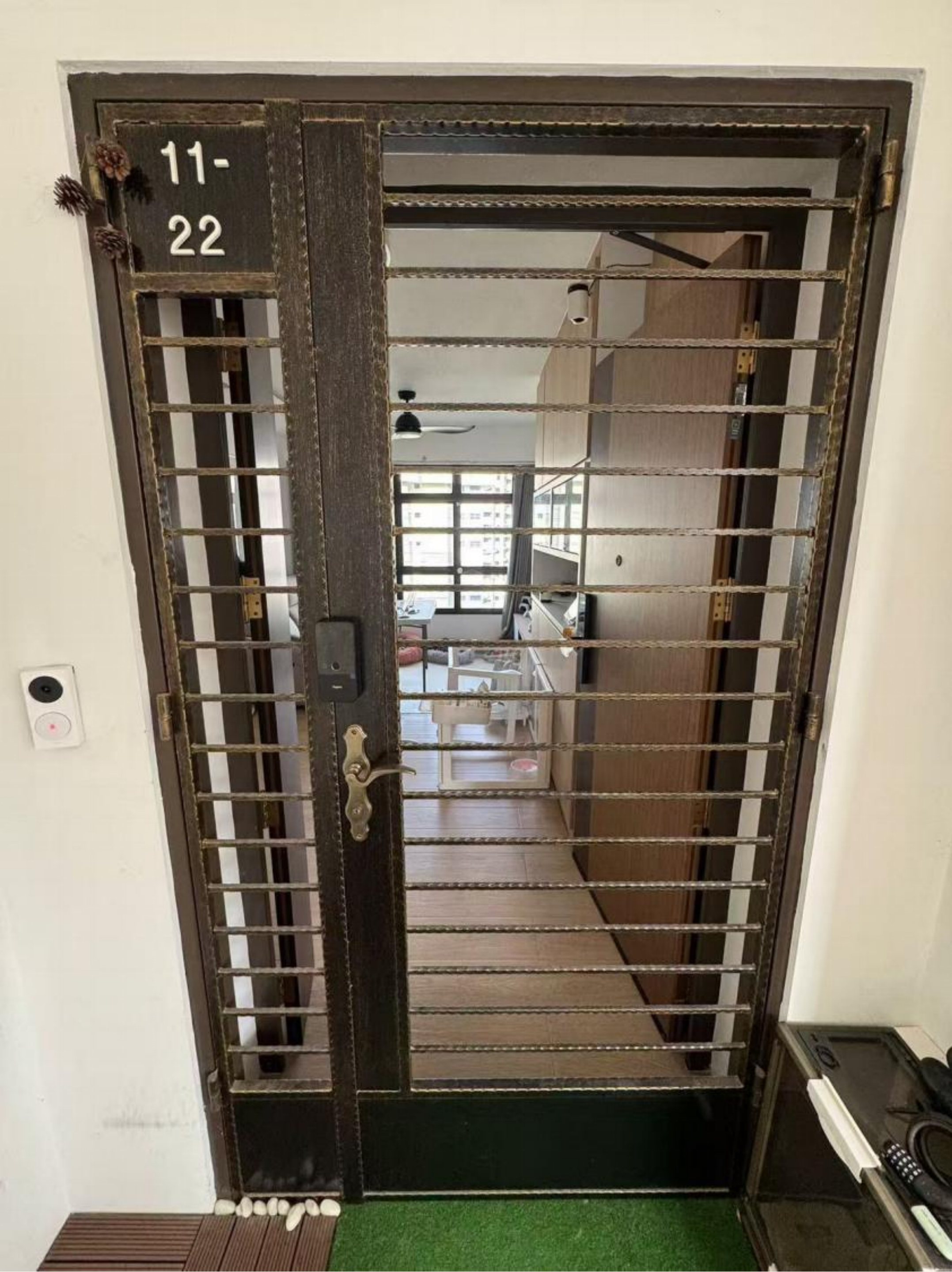
Someone has entered an incorrect code too many times on the U500, causing the door lock to lock and triggering the G410 camera to record and alert, safeguarding your home security.

* Aqara privatization function

Content

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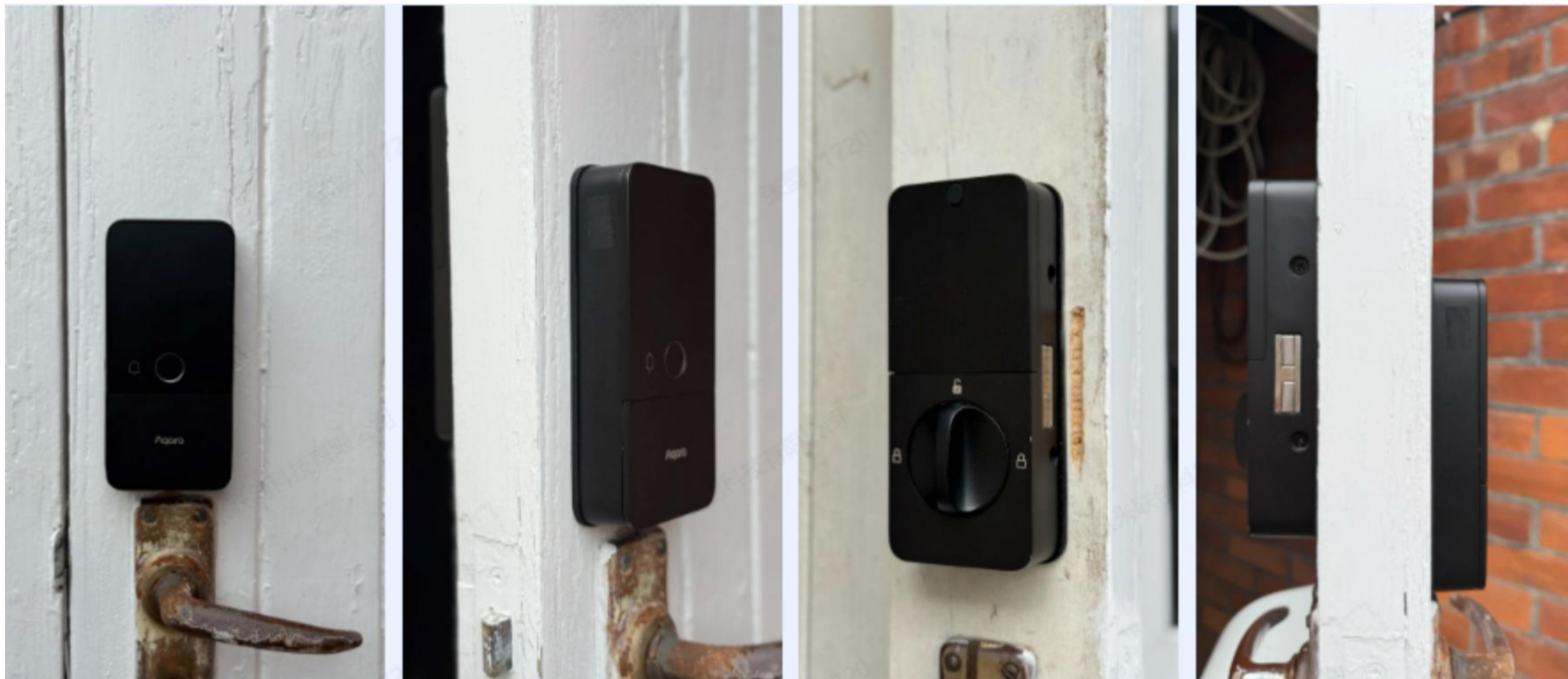






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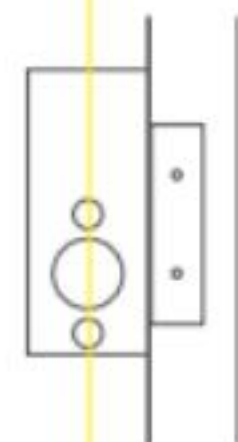
Smart Gate Lock U500



2

RH

1



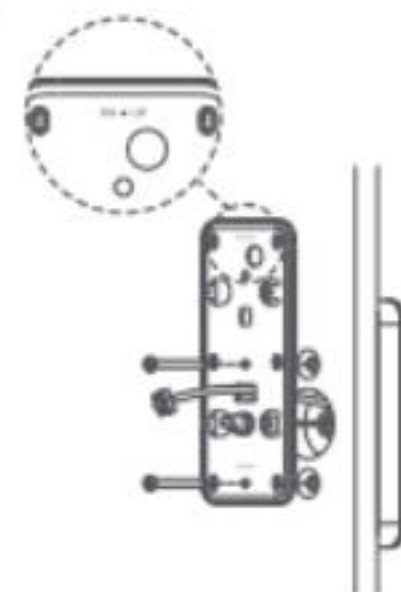
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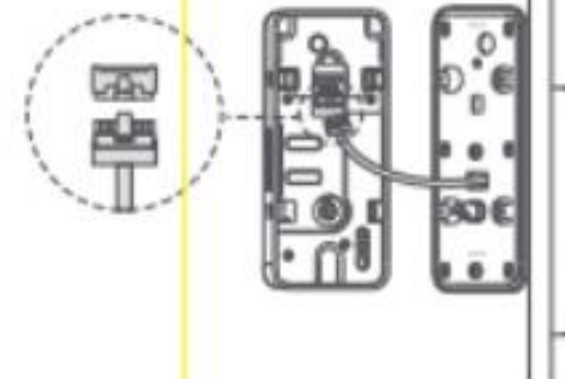
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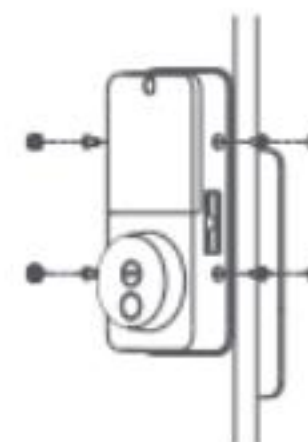
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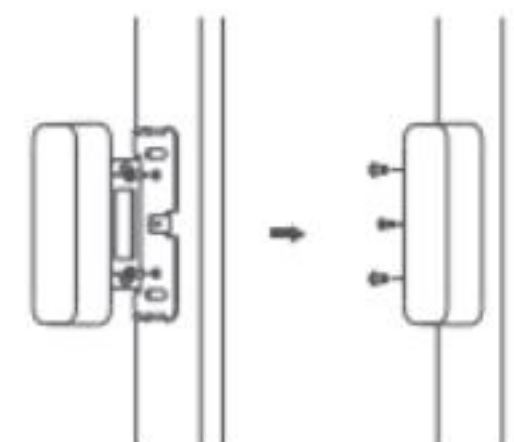
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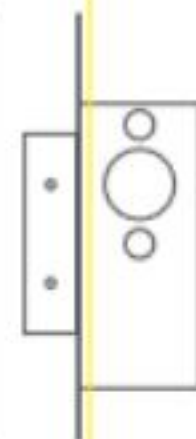
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OR

LH

1



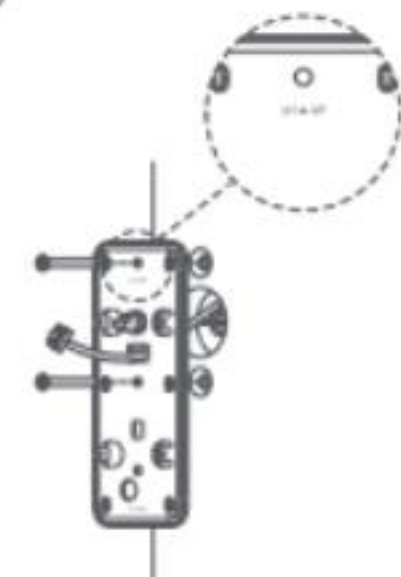
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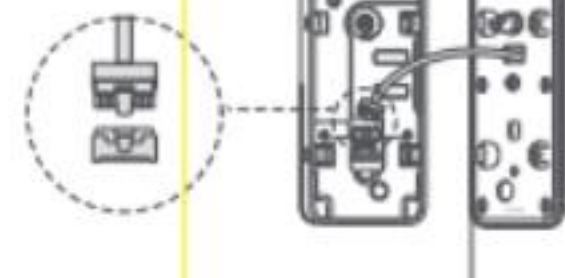
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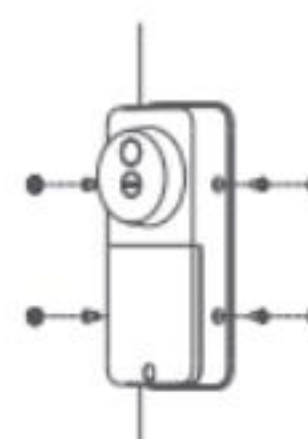
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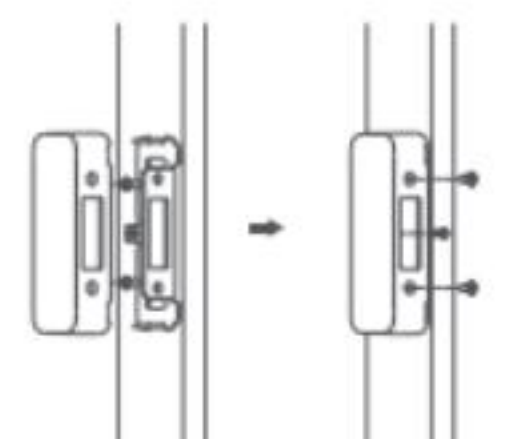
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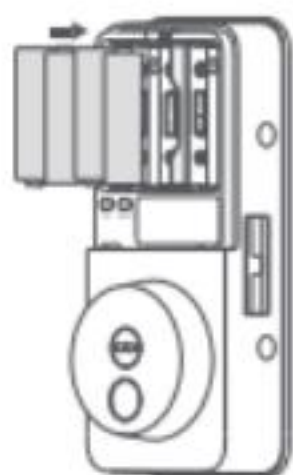
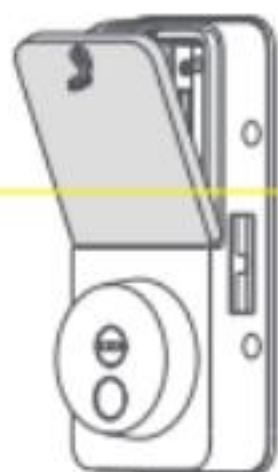
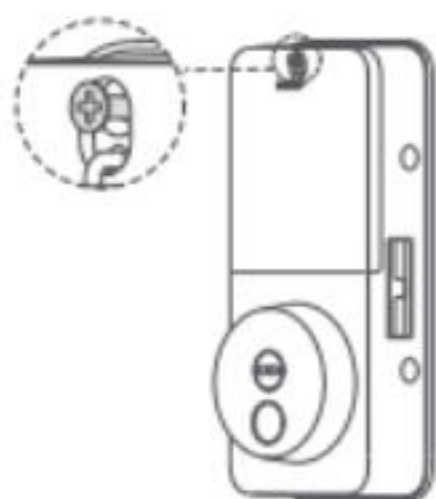


7



continuous connection

3



4

Aqara Home

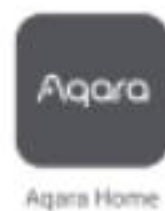
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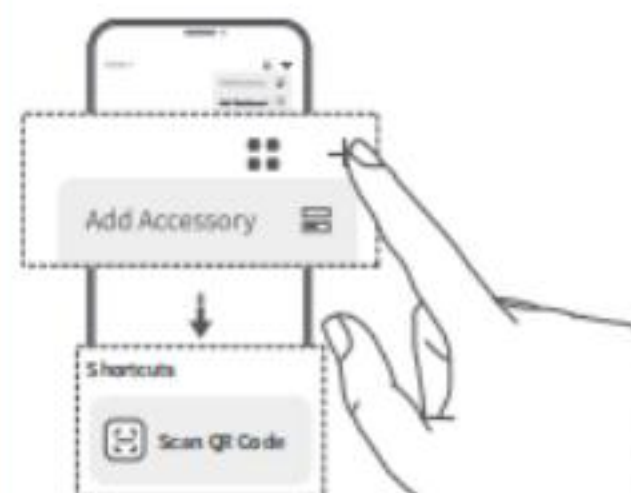
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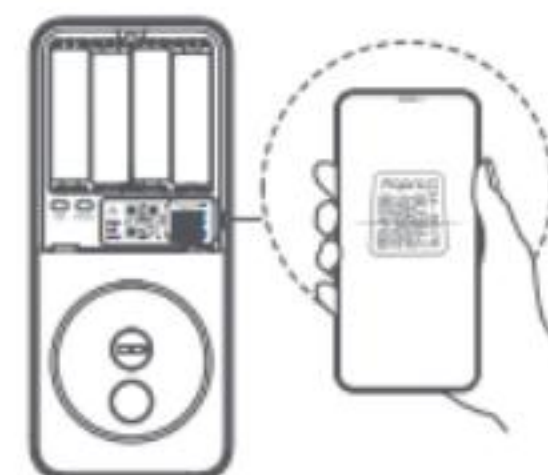
③



④



⑤



OR

Matter

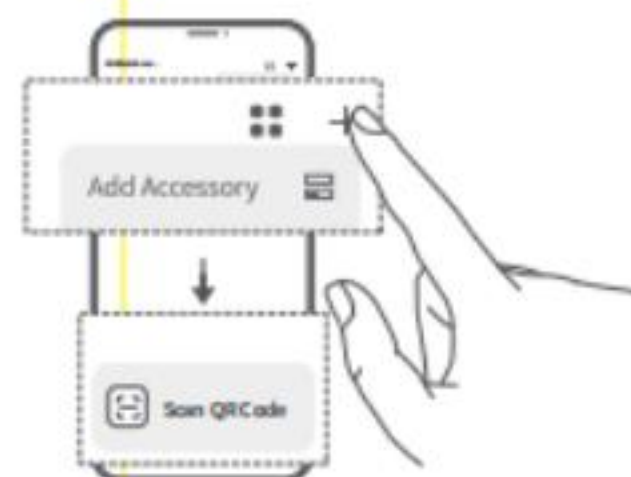
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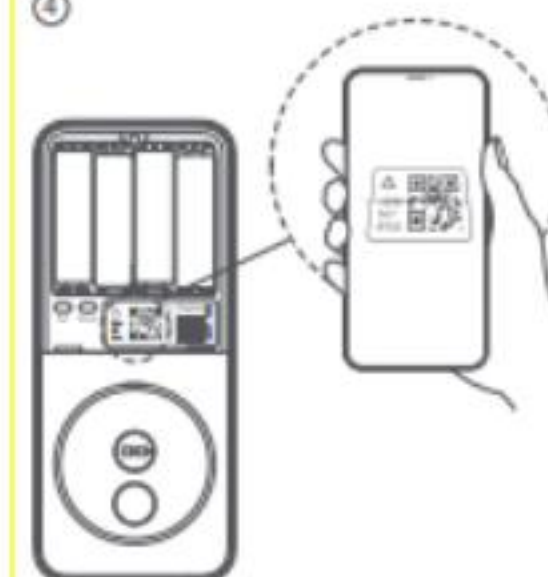
②



③

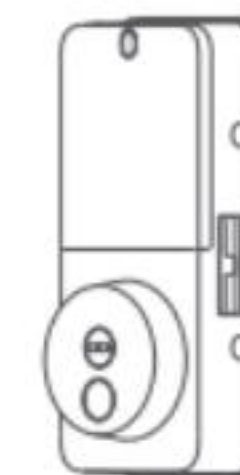
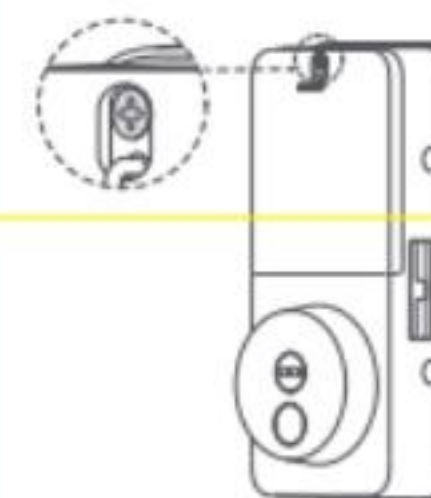
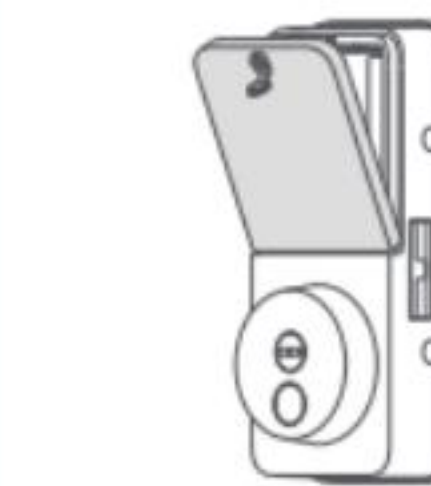


④



A compatible 2-in-1 Matter Controller and Thread Border Router is required for binding Matter ecosystems. For full access to a specific Matter ecosystem's features, connecting via its corresponding Thread Border Router is recommended.

5



continuous connection

Aqara



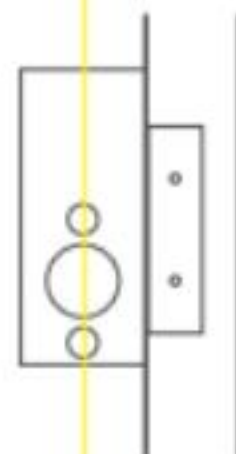
Smart Rim Lock U500



2

RH

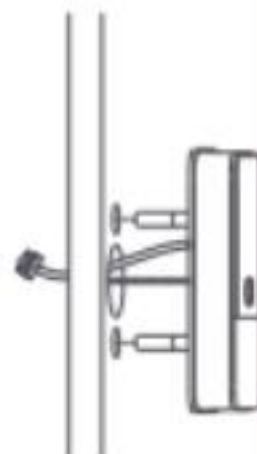
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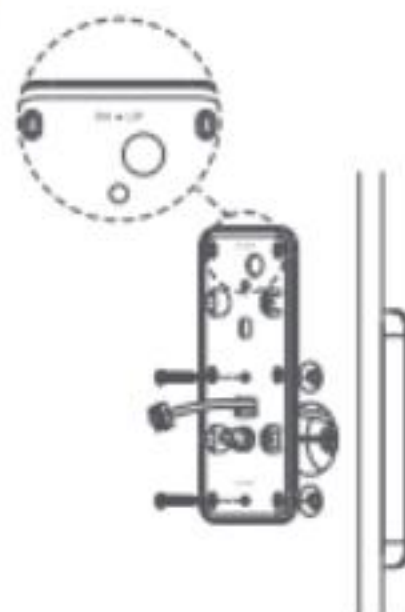
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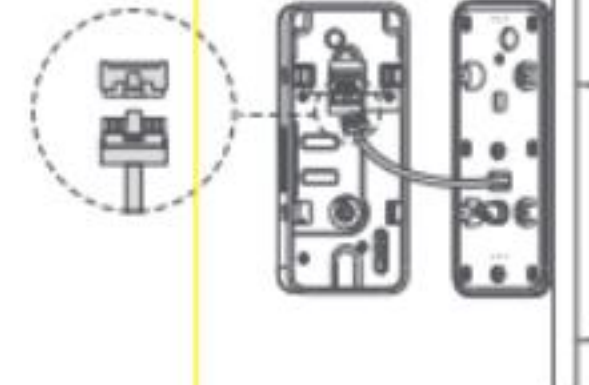
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4



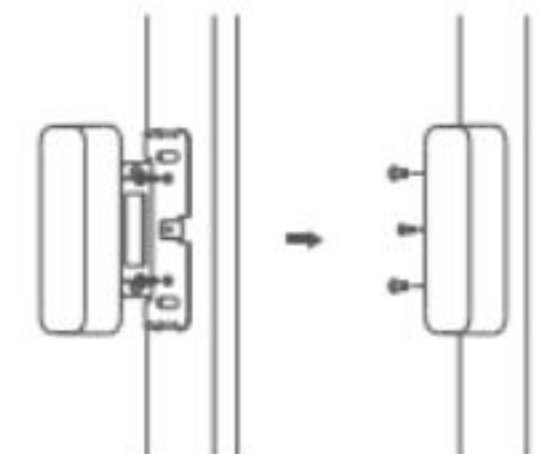
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6



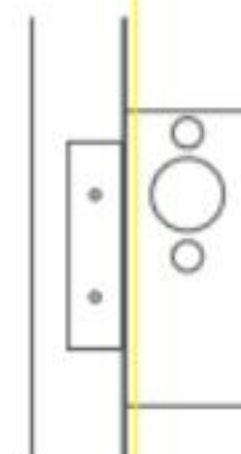
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OR

LH

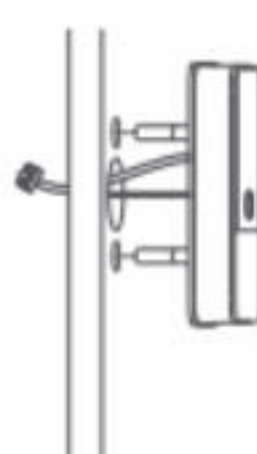
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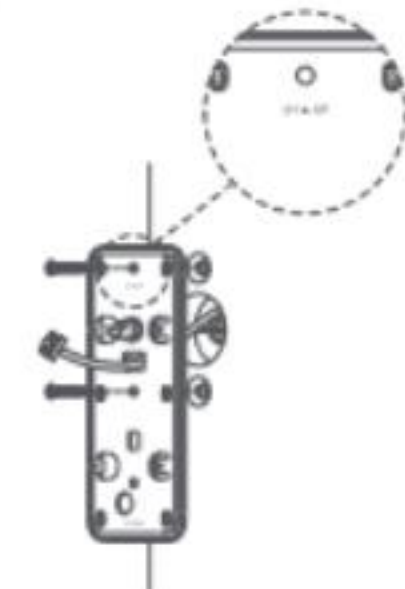
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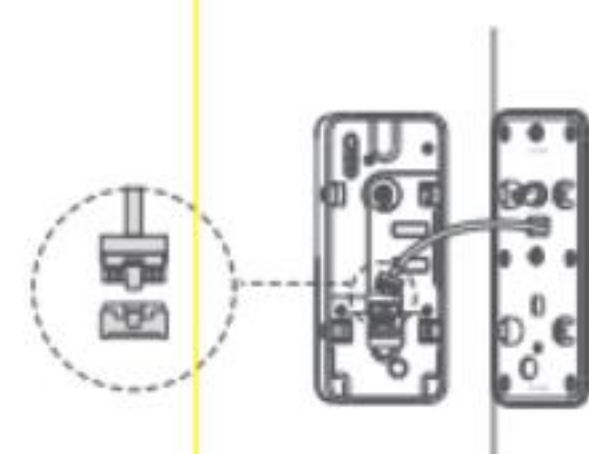
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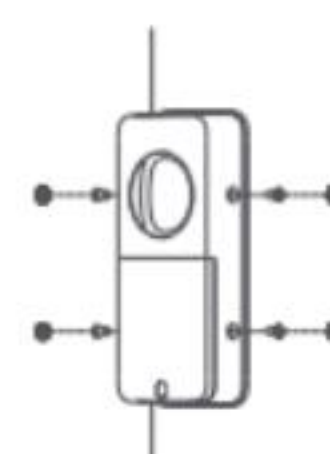
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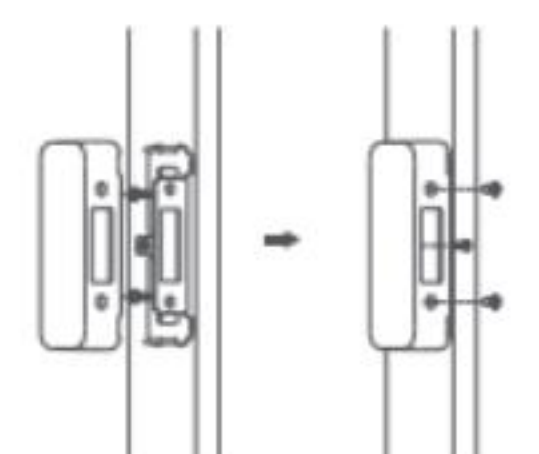
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6



7



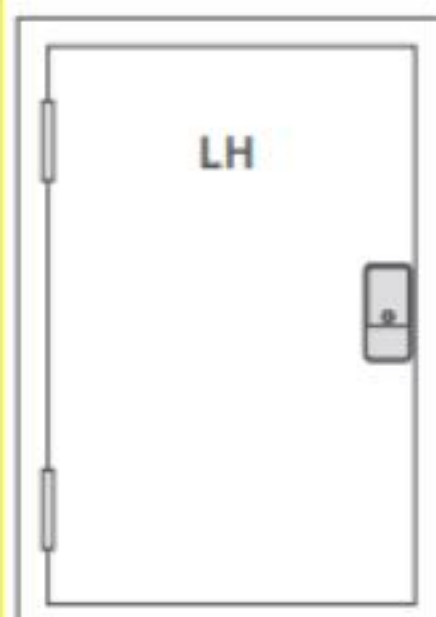
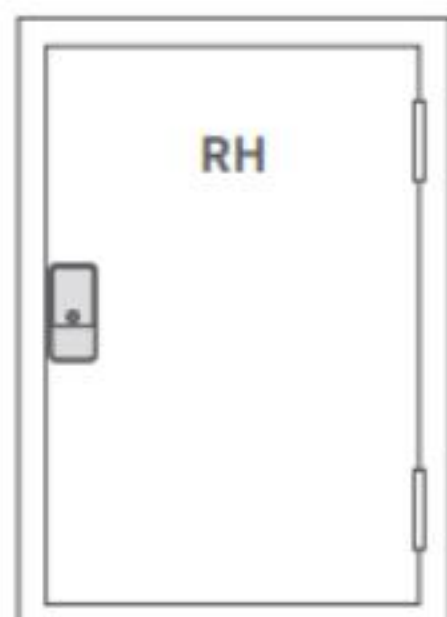
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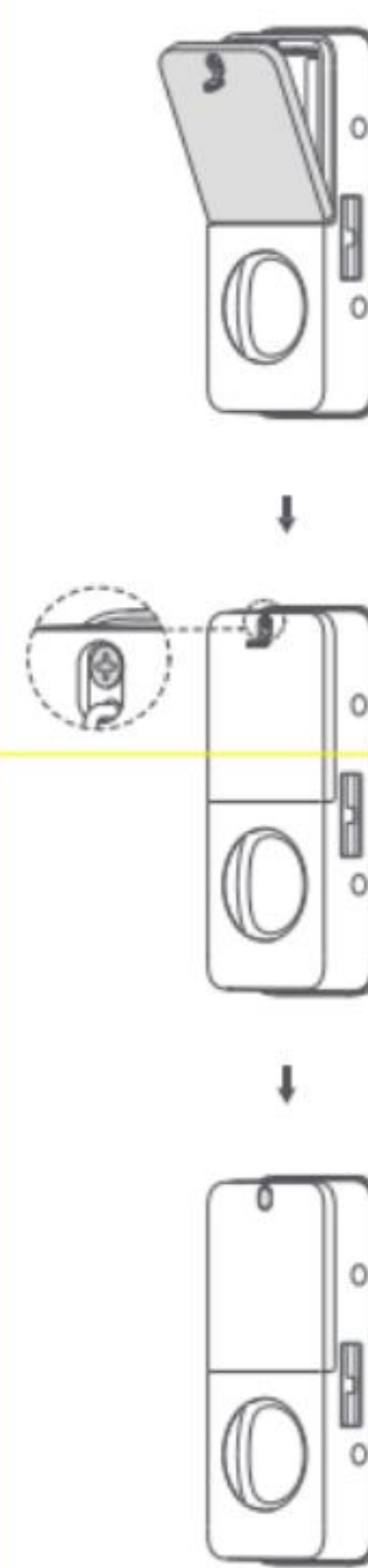
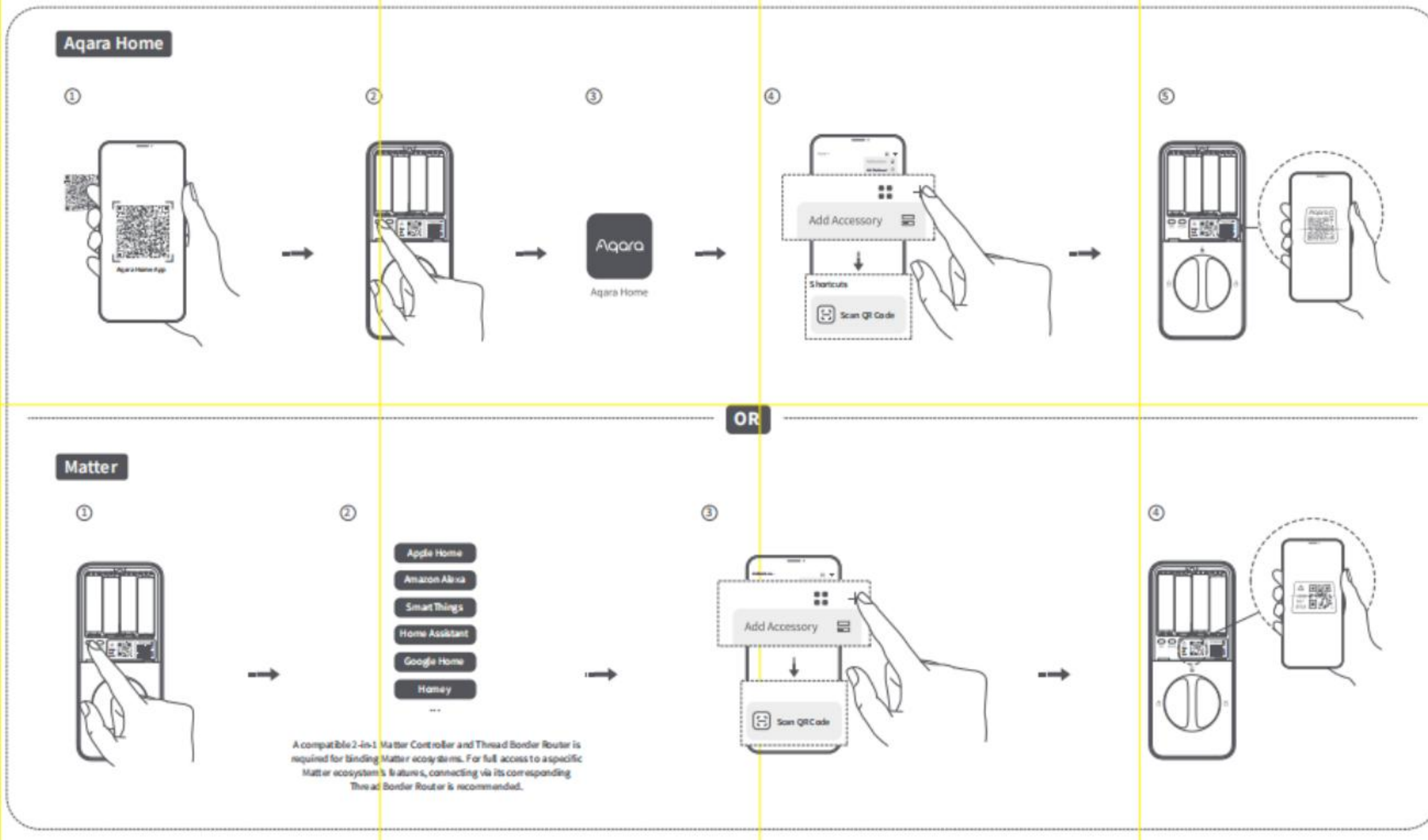
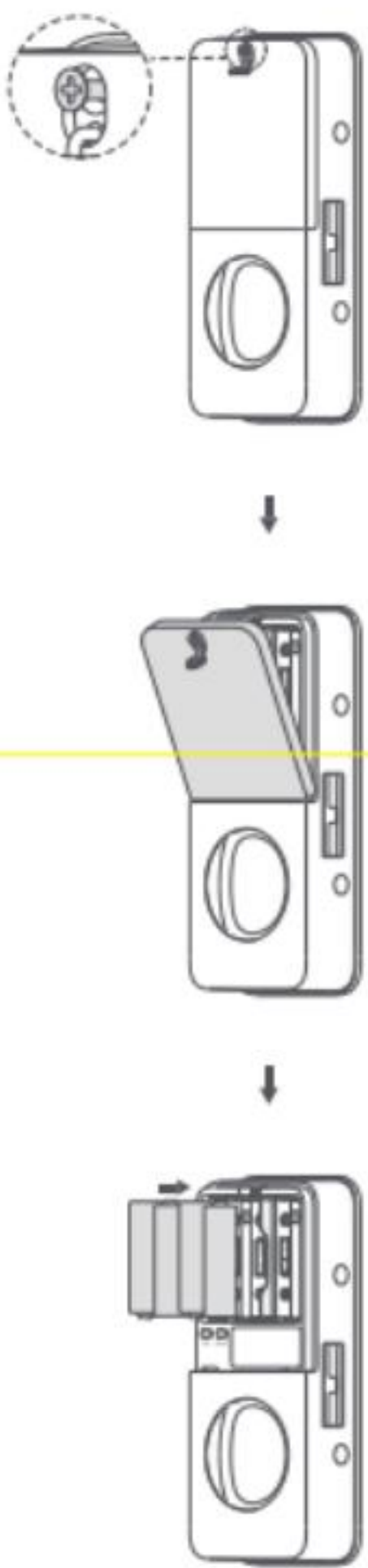


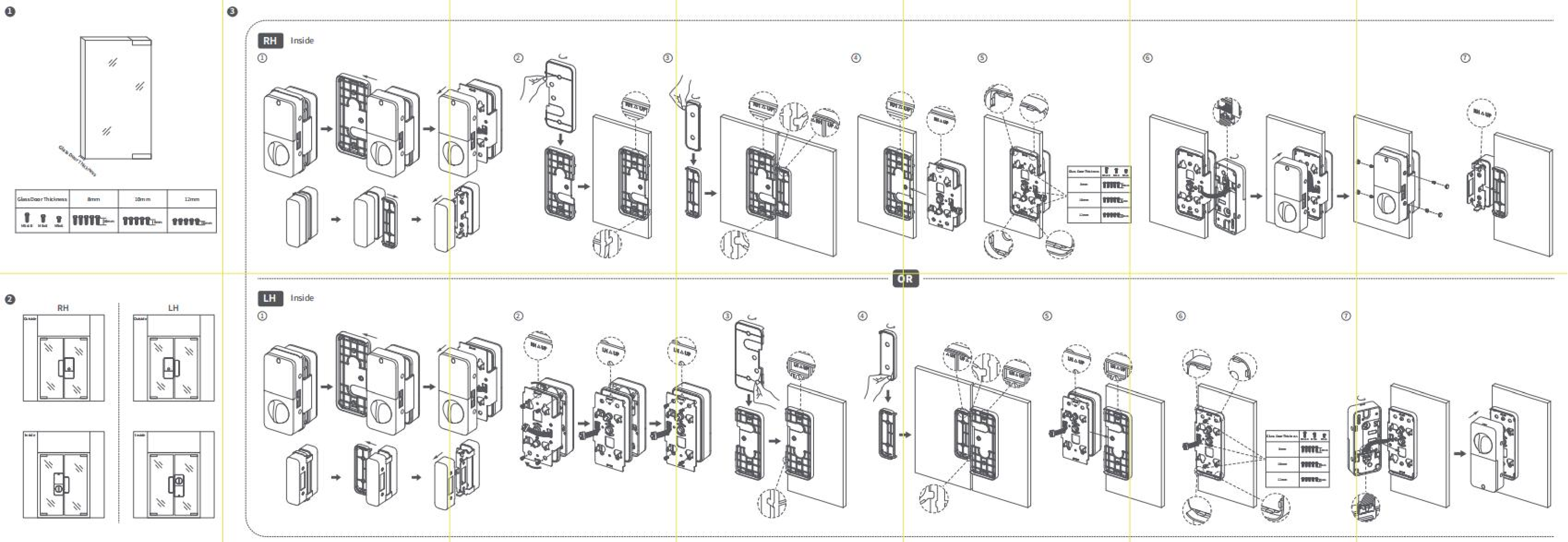
Only 20mm/25mm/30mm/35mm

Door Thickness	20-25mm	25-30mm	30-35mm	35-40mm	40-45mm
Lock Body	10mm	10mm	10mm	10mm	10mm
Lock Body	10mm	10mm	10mm	10mm	10mm
Lock Body	10mm	10mm	10mm	10mm	10mm
Lock Body	10mm	10mm	10mm	10mm	10mm

2







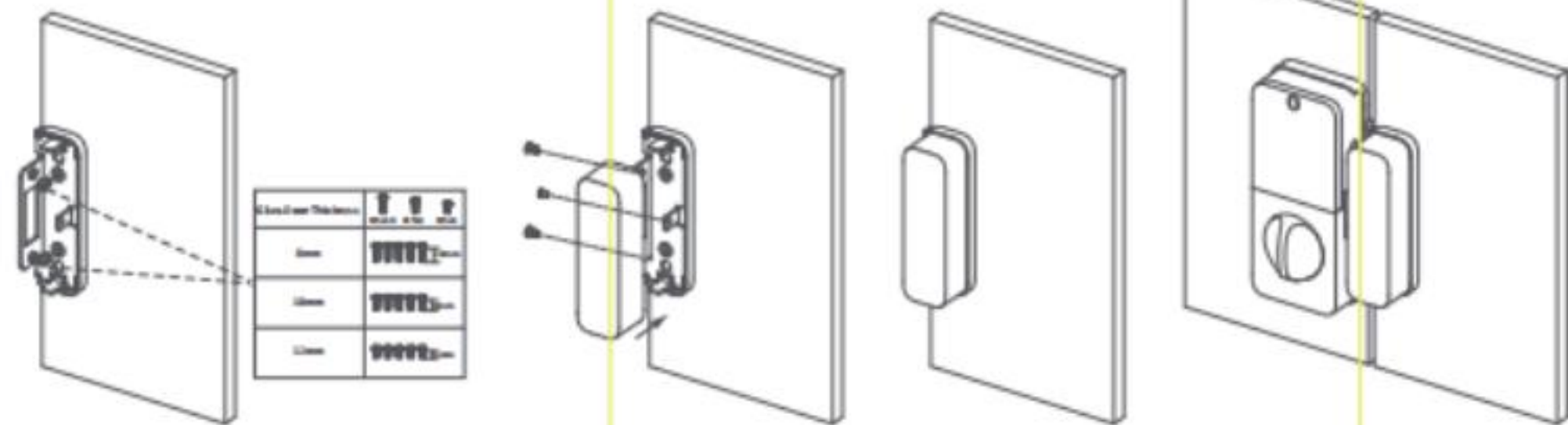
RH Inside

8

9

10

11



OR

LH Inside

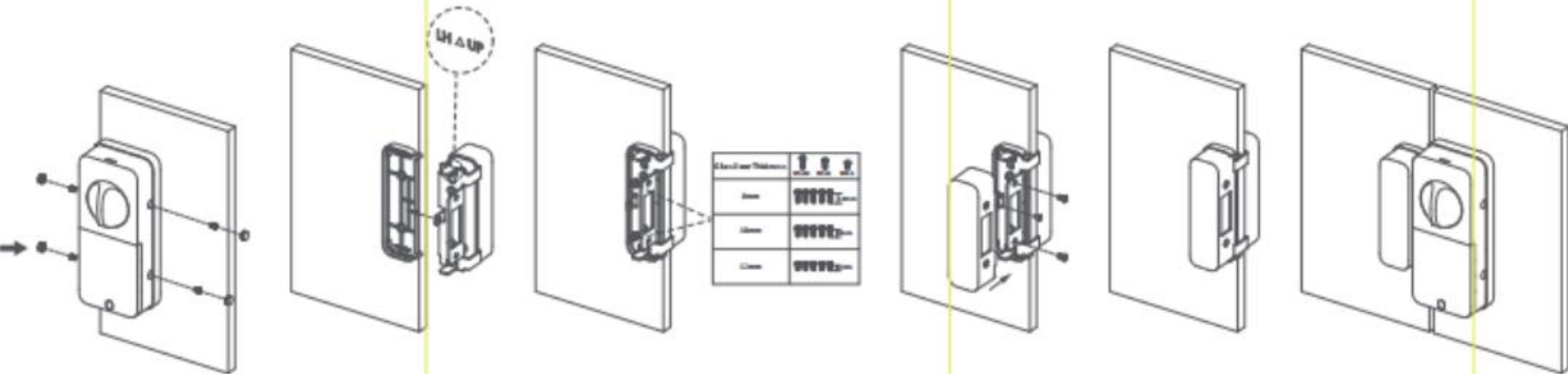
8

9

10

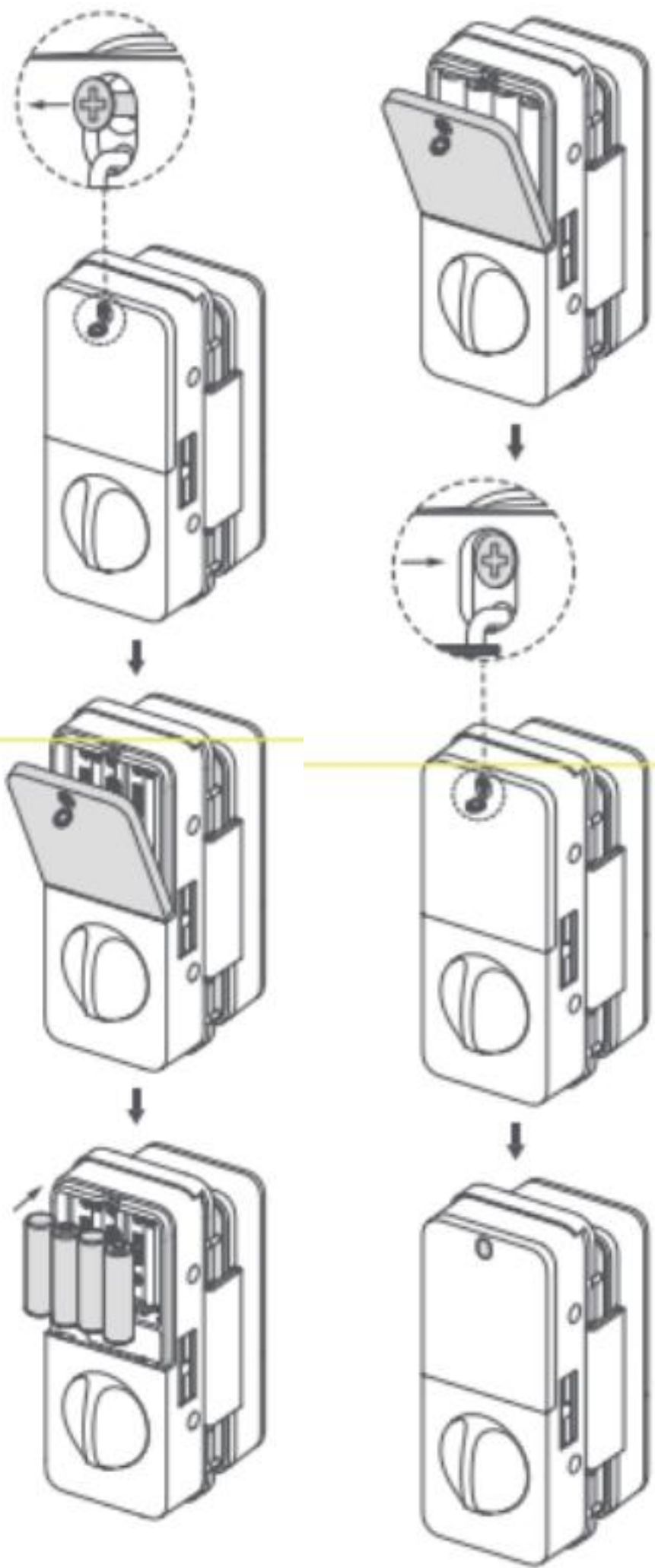
11

12



4

6



Content

- **Product Introduction**
- **Product Installation**
- **FAQ**



FAQ-U500
Glass Door Lock.xlsx



FAQ-U500
Rim Lock.xlsx



FAQ-U500
Gate Lock.xlsx

THANK YOU