
Frequently asked questions.

Q: Will Level Bolt work with my customer's door?

A: Very likely, it will. Level Bolt is designed to operate within ANSI standard exterior doors. To see if the door is compatible, see Level Bolt Compatibility sheet.

Q: Will Level Bolt work with my customer's lock?

A: Level Bolt will work with most American Standard deadbolts. In some cases, the lock doesn't fit within the existing housing, or the housing doesn't align with the bolt holes in the lock. If you're curious whether a specific lock will work with Level Bolt, explore our chart of Compatible Deadbolts.

Q: My customer's door is hard to close (or is hard to turn). What options are there before purchasing the product?

A: A door can sag or warp over time, causing it to sit unevenly in the door frame. One might have to lift/pull/push on the door in order to lock it. If that's the case, make sure the door has a single home before installing Level Bolt. For more information, view "How to check your door" on our Level Bolt Compatibility sheet.

Q: How secure is Level Bolt?

A: The Level Bolt meets the highest industry standards for residential security, and is protected by best-in-class data encryption.

Q: Can Level Bolt automatically lock?

A: Yes! See "How To Set Auto Lock" at www.level.co

Frequently asked questions continued.

Q: How can one invite other people to access the lock?

A: The user can give trusted people access to the lock by tapping the sharing icon. For more information, read “How To Add A Guest” at www.level.co.

Q: How long does the battery last, and how does one change it?

A: Level Bolt is designed to last one year, under typical usage, and changing the battery is easy; see “How to change the battery in your level lock” at www.level.co

Q: What if the user loses Internet access, can they still get into their house?

A: Yes, they can still unlock (or lock) it. Level Bolt works via Bluetooth, so one doesn't need internet access to control the lock. And one can always use the physical key to unlock it.

Q: Why does the user need to update the firmware?

A: Level is constantly developing new features, integrations, and patches to better the customer experience with Level Bolt. They build some of these changes into the app and others in the firmware. As they release these developments, one needs to update the lock (and app) to ensure it's synced with these changes.