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Smart lock supplier checklist: 12 questions

Product data

- [ ] Is the specification complete: dimensions, materials, capacity, battery, standards, packing?
- [ ] Which lock bodies are supported: 68, 5050, 85, deadbolt, rear-lock options?
- [ ] Which app platforms and languages per model: Tuya, TTLock, Matter?

Samples and approval

- [ ] Can I test a sample on a real door?
- [ ] Is the sample the same as production (firmware, colour, packaging)?
- [ ] What can change after approval: language, colour, packaging?

Documents

- [ ] Which certificates exist for my market (CE, RoHS, others)?
- [ ] Which standards does the spec sheet reference, and is there a test report?

Packing and logistics

- [ ] What is the carton data: sets per carton, size, weight?
- [ ] How are the sets packed: colour box, gift box, kraft box?

Support

- [ ] Who answers questions, and in which language?
- [ ] How are installation and fit questions handled?

Red flags

- Specifications without a model number
- No lock body information
- Photos only, no real-door installation guidance
- Unclear packing data

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