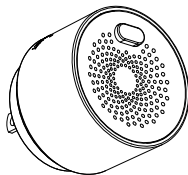




RANGE EXTENDER

ZAC38



www.getzooz.com



Scan to register your product for extended warranty and direct access to firmware files. [www.getzooz.com/register](http://www.getzooz.com/register)

FEATURES

- Boost your Z-Wave™ network with this signal repeater
- Back-up battery and power outage notifications to your hub
- NEW 800 series chip for faster communication and more range
- Extra small, doesn't block the other outlet
- The latest S2 security and SmartStart for secure set-up
- Supports OTA firmware updates
- ETL listed for safety standards

SPECIFICATIONS

- Model Number: ZAC38
- Power: 120 VAC 60 Hz
- Operating Temperature: 32° – 104° F
- Dimensions: 1" x 1" x 1.25"
- Range: Up to 400 feet line of sight
- Installation and Use: Indoor only

INSTALLATION

Plug the Range Extender into any standard grounded 110 V receptacle. Click the Z-Wave™ button to see if the LED indicator comes on and off. If the LED indicator doesn't light up at all, please try a different receptacle. If it's still off, please get in touch with our support team: [ask@getzooz.com](mailto:ask@getzooz.com)

**! WARNING**

- This product should be installed indoors upon completion of any building renovations.
- Prior to installation, the device should be stored in a dry, dust-and-mold-proof place.
- Do not install the Extender in a place with direct sun exposure, high temperature, or humidity.
- Keep away from chemicals, water, and dust.
- Ensure the device is never close to any heat source or open flame to prevent fire.
- Ensure the device is connected to an electric power source that does not exceed the maximum load power.
- No part of the device may be replaced or repaired by the user.

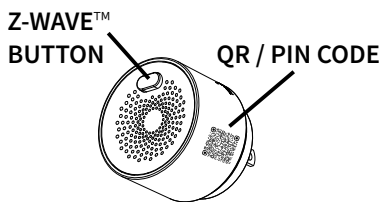
NEED SOME HELP?  
[ask@getzooz.com](mailto:ask@getzooz.com)  
[www.support.getzooz.com](http://www.support.getzooz.com)

1. ADD DEVICE to your hub

Initiate inclusion (pairing) in the app (or web interface). Not sure how? [ask@getzooz.com](mailto:ask@getzooz.com) If you're using an S2 hub, it will ask you to enter the DSK PIN or scan the QR code printed on the side of the extender to complete SmartStart inclusion.

2. ACTIVATE the extender

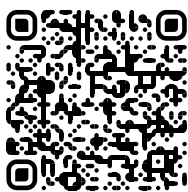
While the hub is looking for new devices, **click the Z-Wave™ button 3 times** as quickly as possible. The LED indicator will start flashing green to confirm inclusion mode and turn green for 2 seconds once inclusion is completed.



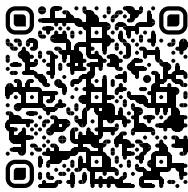
The extender may display as a binary sensor, plug, or a different device type in your hub. That's OK. As long as it's added, it will start repeating the signal and working as designed.

SmartStart enabled products can be added into a Z-Wave™ network by scanning the Z-Wave™ QR Code present on the product with a controller providing SmartStart inclusion.

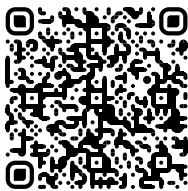
Choose your hub and scan the QR code with your phone's camera. Then click on the link to access the step-by-step pairing instructions.



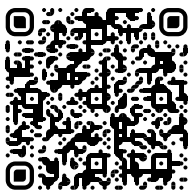
Z-Box Hub



SmartThings



Hubitat



Home Assistant

## TROUBLESHOOTING



### The extender won't add to your system? Try this:

1. Initiate **EXCLUSION** in your hub and click the Z-Wave™ button 3 times as quickly as possible. Then try adding it again after it successfully excludes (this works as a reset and can be tried even if the extender was never added to your hub in the past).
2. Click the Z-Wave™ button **quicker** when adding it.
3. Bring the extender **closer** to your hub, it may be out of range.
4. Double-check if the device is powered.
5. Get troubleshooting tips specific to your hub at [www.support.getzooz.com](http://www.support.getzooz.com)

### EXCLUSION (REMOVE DEVICE)

1. Bring the extender within **direct range** of your Z-Wave™ hub.
2. Put the Z-Wave™ hub into **exclusion** mode (not sure how to do that? [ask@getzooz.com](mailto:ask@getzooz.com)).
3. Click the **Z-Wave™ button 3 times** as quickly as possible.
4. Your hub will confirm exclusion and the extender will disappear from your controller's device list.

### FACTORY RESET

When your network's primary controller is missing or otherwise inoperable, you may need to reset the device to factory settings manually. In order to complete the process, make sure the extender is powered, then **click the Z-Wave™ button once and hold it the second time for 20 seconds**. The LED indicator will start flashing red and will turn solid red, then solid white to confirm a successful reset. **NOTE: All previously recorded activity and custom settings will be erased from the device's memory.**

### ASSOCIATION

The range extender supports Group 1 for Lifeline communication with the hub. Please note that not all Z-Wave™ systems give users access to direct association settings so if you're not sure where to find it, please get in touch with our support and we'll be happy to help.

### ADVANCED SETTINGS

Please refer to your hub's user guide for advanced programming instructions as they are different for every software.

**Not sure where to start? Go to [www.support.getzooz.com](http://www.support.getzooz.com) for detailed instructions how to change the settings on the Z-Box Hub, SmartThings, Hubitat, and more.** Or just email us: [ask@getzooz.com](mailto:ask@getzooz.com)

**Scan the QR code below and click on the link to access all of the advanced settings for this device:**

**ALL SETTINGS  
HERE ►►**



This product can be included and operated in any Z-Wave™ network with other Z-Wave™ certified devices from other manufacturers and/or other applications. All non-battery operated nodes within the network will act as repeaters regardless of vendor to increase reliability of the network. This product features the latest Security 2 (S2) framework to remove smart home network hacking risks. This device is equipped with a unique authentication code for trusted wireless communication.

Here is the list of command classes supported by this device:

COMMAND\_CLASS\_ZWAVEPLUS\_INFO\_V2  
COMMAND\_CLASS\_TRANSPORT\_SERVICE\_V2  
COMMAND\_CLASS\_SECURITY\_2\_V1  
COMMAND\_CLASS\_SUPERVISION\_V1  
COMMAND\_CLASS\_APPLICATION\_STATUS\_V1  
COMMAND\_CLASS\_NOTIFICATION\_V8  
COMMAND\_CLASS\_BATTERY\_V1  
COMMAND\_CLASS\_CONFIGURATION\_V4  
COMMAND\_CLASS\_ASSOCIATION\_V2  
COMMAND\_CLASS\_ASSOCIATION\_GRP\_INFO\_V3  
COMMAND\_CLASS\_VERSION\_V3  
COMMAND\_CLASS\_MANUFACTURER\_SPECIFIC\_V2  
COMMAND\_CLASS\_DEVICE\_RESET\_LOCALLY\_V1  
COMMAND\_CLASS\_POWERLEVEL\_V1  
COMMAND\_CLASS\_FIRMWARE\_UPDATE\_MD\_V5  
COMMAND\_CLASS\_MULTI\_CHANNEL\_ASSOCIATION\_V3  
COMMAND\_CLASS\_INDICATOR\_V3

### WARRANTY

This product is covered under a 1-year limited warranty with extended 5-year warranty once it's registered. To read the full warranty policy, register your product, or file a warranty claim, please go to [www.getzooz.com/warranty](http://www.getzooz.com/warranty)

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#### FCC NOTE

THE MANUFACTURER IS NOT RESPONSIBLE FOR ANY RADIO OR TV INTERFERENCE CAUSED BY UNAUTHORIZED MODIFICATIONS TO THIS EQUIPMENT. SUCH MODIFICATIONS COULD VOID THE USER'S AUTHORITY TO OPERATE THE EQUIPMENT. STORE INDOORS WHEN NOT IN USE. SUITABLE FOR DRY LOCATIONS ONLY. DO NOT IMMERSE IN WATER. NOT FOR USE WHERE DIRECTLY EXPOSED TO WATER.

This device complies with Part 15 of the FCC Rules.

Operation is subject to the following conditions:

1. This device may not cause harmful interference,
2. This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used according to instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in any given installation.

If this equipment causes harmful interference to radio or television reception, the user may try to correct the interference by taking one or more of the following measures:

- Reorient or relocate receiving antenna
- Increase the separation between equipment and receiver
- Connect equipment into a separate outlet or circuit from receiver
- Consult the dealer or an experienced radio/TV technician for additional assistance

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