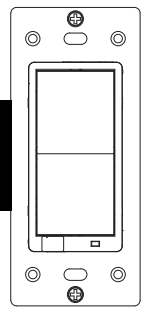
USER MANUAL

zooz bright ideas

S2 DIMMER SWITCH
ZEN27 VER. 3.0



www.getzooz.com
ask@getzooz.com

FIRMWARE VERSION 3.03

FEATURES

- Manual or Z-Wave on/off and brightness control
- **Simple Direct 3-Way:** connect with existing on/off switches in 3-way, 4-way, and 5-way set-ups, no add-on switch needed.
- **Scene control:** multi-tap triggers (supported by selected hubs)
- **Smart bulb mode:** disable relay and control the light via Z-Wave
- **Night light mode:** press down when off to turn lights on to 20%
- Double tap to full brightness + more advanced settings
- Built-in Z-Wave Plus signal repeater to extend network range
- S2 security protocol and the latest 500 Z-Wave chip

SPECIFICATIONS

- Model Number: ZEN27 VER. 3.0
- Z-Wave Signal Frequency: 908.42 MHz
- Power: 120 VAC, 60 Hz
- **Maximum Load:** 100 W LED, 300 W incandescent; **DON'T use with fans, receptacles, chandeliers, or tube lights**
- Range: Up to 100 feet line of sight
- Operating Temperature: 32-104° F (0-40° C)
- Installation and Use: Indoor only

⚠ CAUTION

This is an electrical device - please use caution when installing and operating the dimmer switch. Remote control of appliances may result in unintentional or automated activation of power.
Do not use this Z-Wave device to control electric heaters or other appliances which produce the risk of fire, burns, or electrical shock when unattended.
To reduce risk of overheating and possible damage to other equipment, do not install this unit to control a receptacle; a motor-operated appliance; a fluorescent lighting fixture; or a transformer-supplied fixture.

BEFORE YOU INSTALL

This switch is intended for installation in accordance with the National Electric Code and local regulations. It is recommended that a licensed electrician perform this installation.

WIRING: READ IT!

1. CHECK THE LOAD: lights only (100W for LED's, 300W for incandescent), DON'T CONNECT THIS SWITCH TO OUTLETS OR TUBE LIGHTS.
2. POWER OFF: turn the circuit power off in the breaker panel before you start. If installing in a multi-switch box with multiple circuits, turn power off at all of the circuits.
3. CHECK THE WIRES: mark load (most often black), line (most often black), neutral (most often white), and ground (most often bare). 14 AWG wires only! **Don't rely exclusively on your multimeter to identify the wires!**

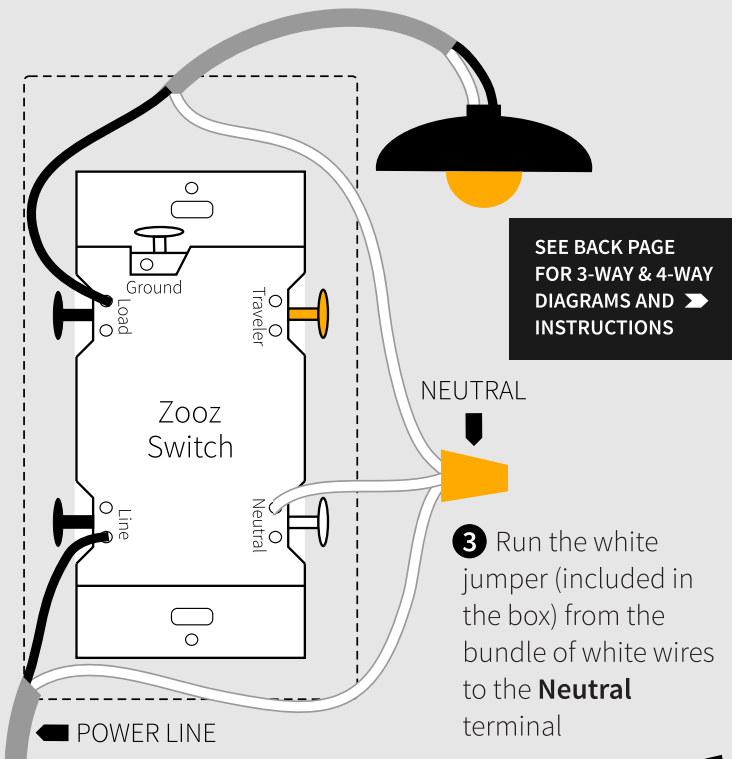
NOT SURE WHAT YOU'RE SEEING? WE'LL HELP! **SUPPORT.GETZOOZ.COM**
SEND US PICTURES OF YOUR SET-UP, BEFORE YOU DISCONNECT WIRES.

4. REMOVE THE OLD SWITCH: disconnect the wires and label them with the included label stickers.
5. CONNECT THE Z-WAVE SWITCH: follow all installation steps carefully. Wire the switch EXACTLY like in the diagram.

ZEN27 WIRING DIAGRAM FOR SINGLE POLE INSTALLATION

1. Insert the ground (bare) wire into the **Ground** terminal (not shown in the diagram)

2. Insert the power source wire to **Line** terminal and load wire to **Load** terminal. **Load and line CAN'T be swapped so make sure you identified them correctly!**

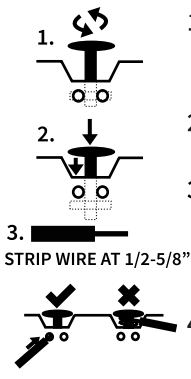


SEE BACK PAGE FOR 3-WAY & 4-WAY DIAGRAMS AND INSTRUCTIONS

3. Run the white jumper (included in the box) from the bundle of white wires to the **Neutral** terminal

DON'T FORCE THE SCREWS. Look up to see how to install the wires correctly.

HOW TO INSTALL THE WIRES



1. **UNSCREW:** carefully turn the screw counter clockwise to make space for the wire. DO NOT unscrew completely.
2. **PRESS DOWN:** once it's loose, press the screw down with your finger so it catches the thread.
3. **INSERT WIRE:** make sure the wire is perfectly straight, then insert it into the terminal while holding the screw down. DO NOT wrap wires around the terminal screws!
4. **TIGHTEN:** turn the screw clockwise to tighten the wire. DO NOT OVERTIGHTEN!

COMPLETE INSTALLATION

Secure your Z-Wave switch in the box with mounting screws, handling the wires with care.
Install the wall plate and restore power to the circuit.

TEST THE SWITCH

The LED indicator should light up as soon as you turn the power back on if the switch (light) is OFF. Tap the upper paddle for ON and lower paddle for OFF. **If the test fails, please check that:**

- power is fully restored to the circuit
- wiring matches the instructions **exactly**
- the load isn't too large and overheating the switch causing it to shut off

⚠ 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 switch 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.

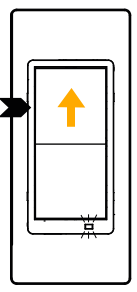
Z-WAVE CONTROL



1. ADD DEVICE to your hub

Initiate inclusion (pairing) in the app (or web interface).
Not sure how? Scan one of the QR codes below for step-by-step instructions or get in touch: www.support.getzooz.com

2. Finalize inclusion at the switch.
TAP UP 3 TIMES QUICKLY



The LED indicator will blink blue to signal communication and turn green for 3 seconds if inclusion is successful or turn red for 3 seconds if the pairing attempt fails.

NEED SOME HELP? ask@getzooz.com

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.

SmartThings | Hubitat | Wink | Vera

Get more tutorials and helpful tips at ww.support.getzooz.com

TROUBLESHOOTING

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

1. Initiate **EXCLUSION** and tap the lower paddle 3 times quickly.
2. Tap the upper paddle **4-5 times quickly** when adding it.
3. Bring the gateway controller (hub) **closer** to the switch, it may be out of range.
4. Get troubleshooting tips for your hub at **www.support.getzooz.com**

The switch won't control the lights manually anymore? Try this:

1. Turn the power off at the breaker and check if a wire didn't get loose.
2. Exclude the switch from the hub or **reset** it in case manual control was accidentally disabled.
3. The load may be incompatible so try it with a single incandescent bulb.

EXCLUSION (REMOVING / UNPAIRING DEVICE)

1. Bring your Z-Wave gateway (hub) close to the switch if possible
2. Put the Z-Wave hub into **exclusion mode** (not sure how to do that? ask@getzooz.com)
3. Tap the **lower paddle** on the switch **3 times quickly** (the LED indicator will start blinking blue)
4. Your hub will confirm exclusion, the LED indicator on the switch will turn green for 3 seconds, and the device will disappear from your controller's device list

FACTORY RESET

If your primary controller is missing or inoperable, you may need to reset the device to factory settings. To complete the reset process manually, **tap-tap-tap'n'hold the upper paddle** (so tap twice quickly and hold the third time) for at least 10 seconds. The LED indicator will flash to confirm successful reset.
NOTE: All previously recorded activity and custom settings will be erased from the device's memory.

ADVANCED SETTINGS

Please refer to your controller's user guide for advanced programming instructions as they are a little different for every software.
Not sure where to start? Go to www.support.getzooz.com for detailed instructions on how to change the settings on SmartThings, Vera, and more.
Or just email us: ask@getzooz.com

CUSTOMIZE YOUR SWITCH

Here is a selection of settings available to customize your dimmer. **Scan the QR code for a full list of parameters** and look below for how to access them on your hub.

- **LED Indicator** behavior:
6 x TAP UP to change the indicator mode
- **Smart Bulb Mode** (disable the relay):
3 x TAP UP'N'HOLD (hold at the 4th tap)
- **Double tap** behavior
- Adjustable dimming speed and **ramp rate**

SCAN SETTINGS

Choose your hub and scan the QR code with your phone's camera. Then click on the link to learn how to access and change the advanced settings for the switch on your hub.

SmartThings | Hubitat | Home Assistant | Vera

SCENE CONTROL

You can trigger scenes or control other connected devices in your network using this switch. Just enable the setting in Parameter 13 and verify that your hub supports scene control. Assign scenes or actions to 1-tap, 2-tap, 3-tap, 4-tap, and 5-tap as well as to held and released for any of the paddles.

Scan the QR code for scene control programming instructions on your hub.

QUESTIONS?

ask@getzooz.com

ASSOCIATION

This dimmer switch supports Group 1 with up to 1 devices for lifeline communication and Group 2 and 3 with up to 5 devices. This device will send BASIC REPORT to Group 1, BASIC SET to group 2, and MULTILEVEL to Group 3 (for remote dimming) when operated manually.
You can set direct association to have the switch control another Z-Wave device independently of the hub by using Group 2 and 3. Not every hub exposes direct association settings in the interface so please go to www.support.getzooz.com to see if your system allows for direct association.

S2

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.
This is an ETL certified device. ETL, just like UL, is a Nationally Recognized Testing Laboratory. The ETL mark is proof of product compliance with North American safety standards.

WARRANTY

This product is covered under a 12-month limited warranty. To read the full warranty policy or file a warranty claim, please go to www.getzooz.com/warranty

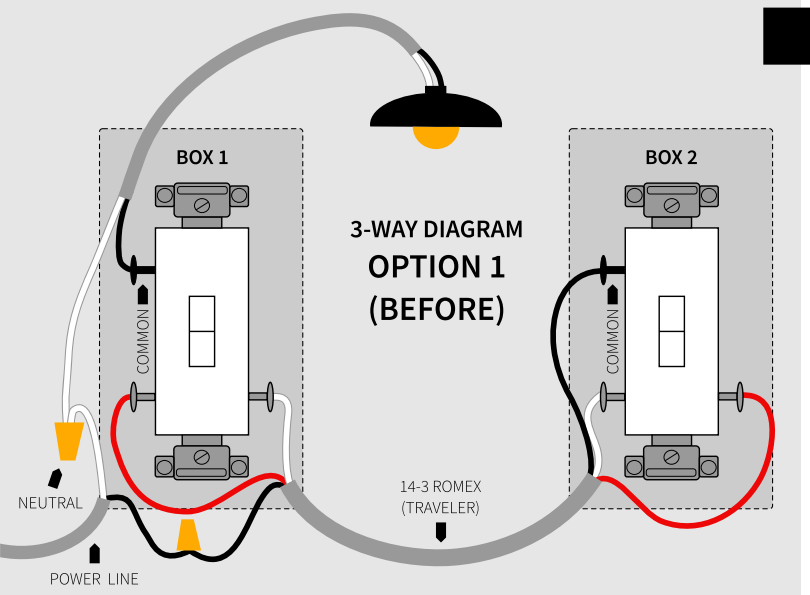
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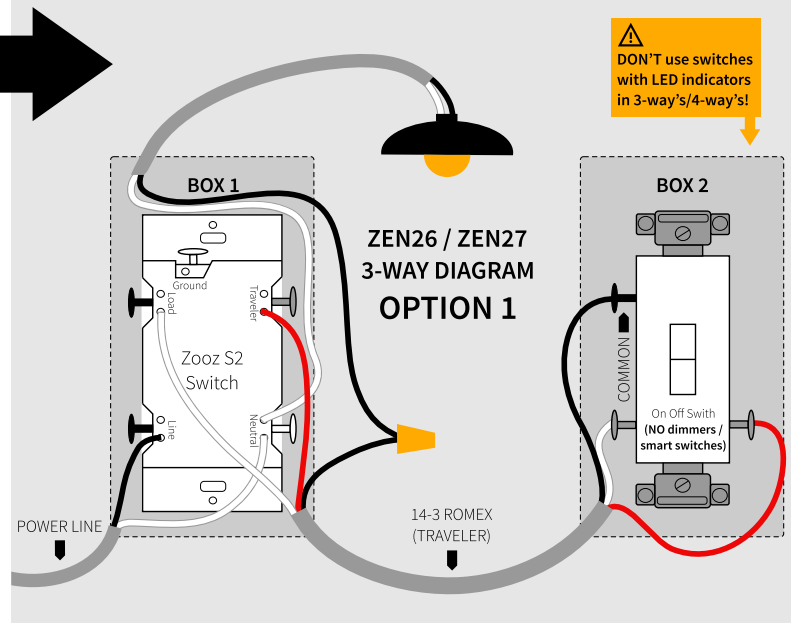
FCC NOTE
THE MANUFACTURER IS NOT RESPONSIBLE FOR ANY RADIO OR TV INTERFERENCE CAUSED BY UNAUTHORIZED MODIFICATIONS TO THIS EQUIPMENT. SUCH MODIFICATIONS COULD VOID THE USER'S AUTHORITY TO OPERATE THE EQUIPMENT. STORE INDOORS WHEN NOT IN USE. SUITABLE FOR DRY LOCATIONS ONLY. DO NOT IMMERSE IN WATER. NOT 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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ZEN27 WIRING DIAGRAMS FOR THE MOST COMMON 3-WAY INSTALLATIONS

For more diagrams or to request custom instructions go to **support.getzooz.com**



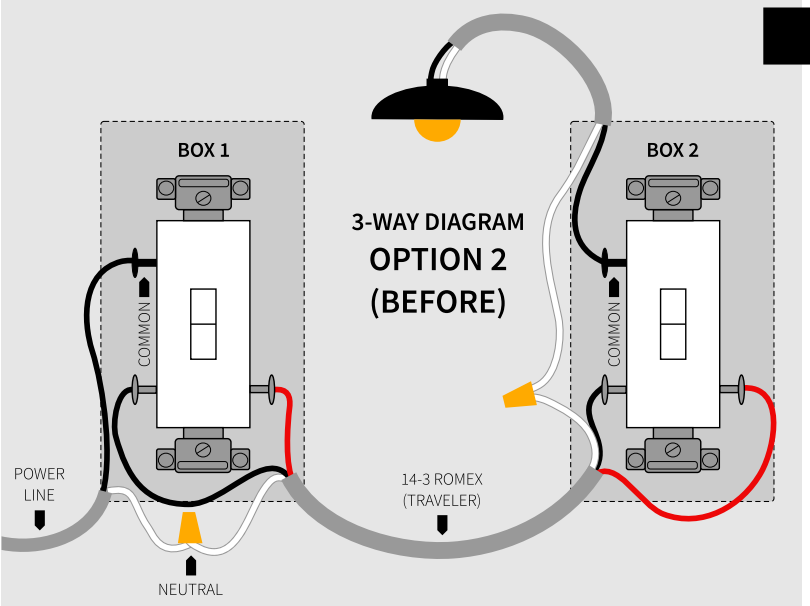


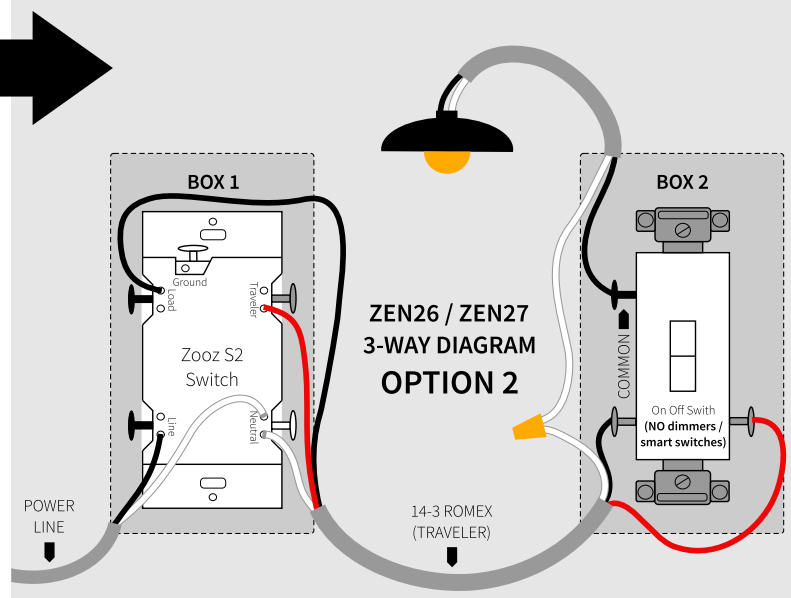
STOP!

Wire and screw position, as well as color codes are for illustration only. You should not follow the colors and positioning in the illustration blindly. Always identify all wires prior to installing Zooz switches and make sure you can match the diagrams to your set-up exactly. Don't experiment or attempt a "trial-and-error" installation for your own safety.

NOTE!

If you are not comfortable identifying the wiring and completing the installation, please consult a licensed electrician.
Make sure you have identified all wiring correctly before connecting the switch. If your wiring doesn't match any of the below diagrams, contact our support: ask@getzooz.com





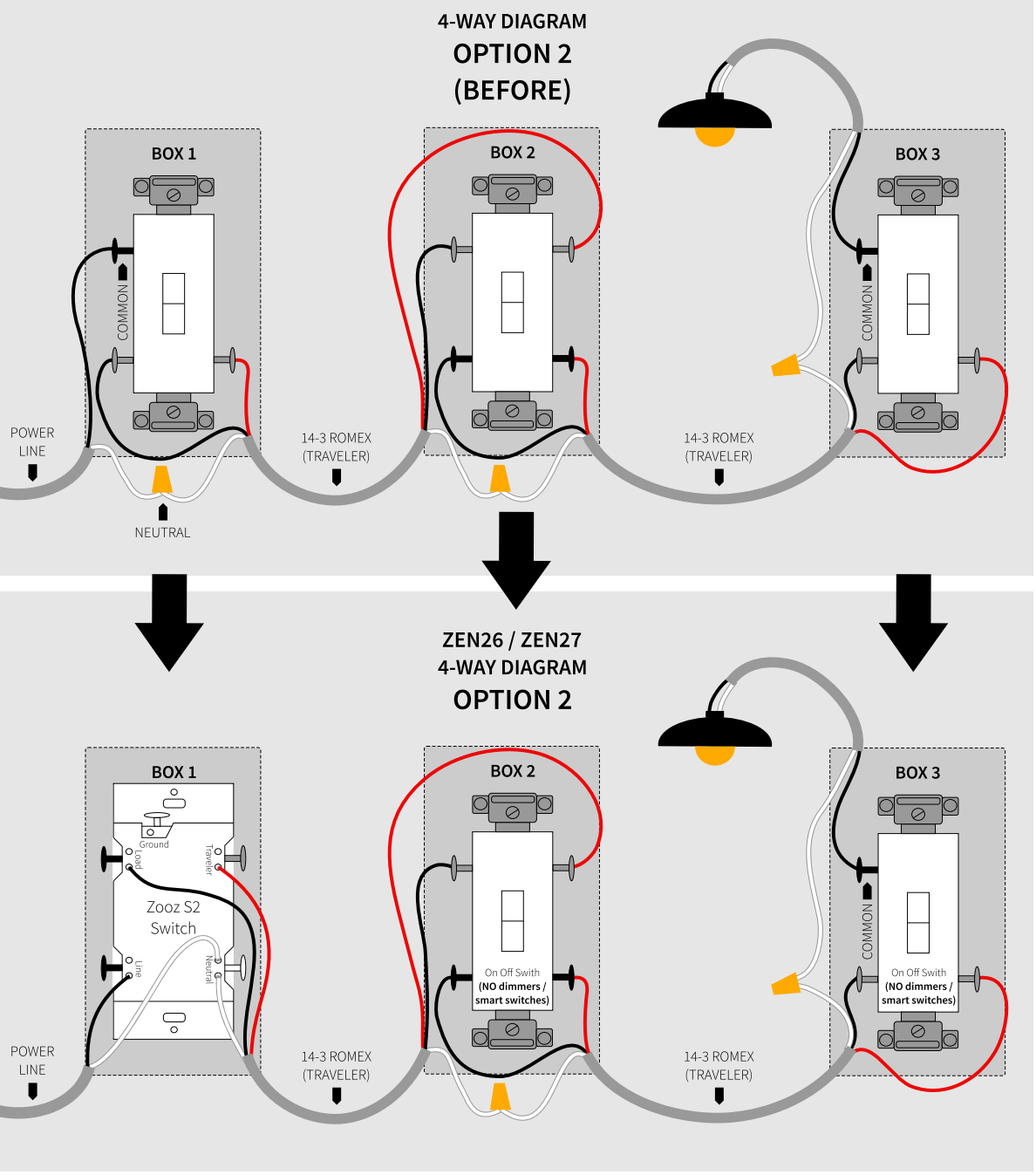
⚠ ON/OFF SWITCHES ONLY

Do not connect Zooz Z-Wave switches to an existing 3-way dimmer, illuminated switch, or an electronic add-on switch. Zooz switches can only be wired with mechanical on/off switches in a 3-way or 4-way setting!
To simplify the diagrams, we did not include connections for the ground wire. Remember that all Zooz switches need to be wired according to the electrical code, with ground wire connected to the ground terminal.

Always install your Zooz S2 switch in the box with direct connection to power line. Diagrams and instructions in this manual are for ZEN26 and ZEN27 models ONLY!

ZEN27 WIRING DIAGRAM FOR THE MOST COMMON 4-WAY INSTALLATION

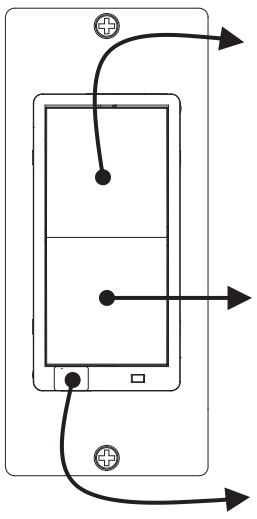
For more diagrams or to request custom instructions go to **support.getzooz.com**



CHECK 3-WAY / 4-WAY TYPE!

Your 3-way and 4-way switches may have a different terminal layout so identify the in and out terminals on the 4-way switch and the common terminal on the 3-way switch before the installation.

The Simple Direct 3-Way/4-Way implemented in this device is a unique Z-Wave multi-point control solution covered under U.S. Patent 10,219,353 B1.



MANUAL CONTROL

1 TAP: turn the light on to the last brightness level. It takes around a second for the dimmer to reach full brightness. See advanced settings to change the ramp rate and single/double tap behavior.
PRESS AND HOLD: add brightness.
2 x TAP: turn on to full brightness.
TAP TAP TAP'N'HOLD: factory reset.

1 TAP: turn the light off.
PRESS AND HOLD: reduce brightness or turn on to 20% (night light mode) when dimmer is off.

Pull the **AIR-GAP SWITCH** out when changing bulbs to cut off power to the switch for your safety and shock prevention.

GOT SMART BULBS?

DON'T CONNECT the dimmer directly to your smart bulb. Ask us for wiring and programming instructions for on/off and brightness control of your smart bulb!

NEED HELP?

If you're having trouble reading the diagrams or don't see your wiring set-up here, get in touch! We have **more 3-way, 4-way, and 5-way diagrams** and instructions. There are many ways to wire multi-point control set-ups so unless you can match your wiring to the diagrams here, please don't attempt the installation for your own safety.

www.support.getzooz.com
ask@getzooz.com