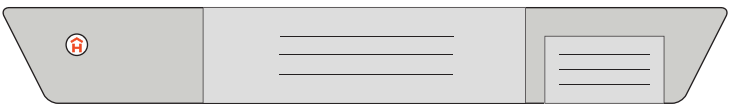
User Manual



HAVEN® *CONNECT Z*

High-strength, Z-WAVE enabled smart lock.

1 *Safety, Warnings, Regulations*
3 *Warranty*
4 *Getting Started*
5 *Preparing Your HAVEN*
6 *Installation*
9 *LED and Sounds*
10 *Z-WAVE Operation*
16 *Troubleshooting*
16 *Important Safeguards*

Important Safety Instructions

Explanation of Attention Words and Symbols used in this guide

This is the safety alert symbol. It is used to alert you to potential personal injury hazards. Obey all safety messages that follow this symbol to avoid possible injury or death.

⚠ WARNING WARNING indicates a hazardous situation which, if not avoided, could result in death or serious injury.

⚠ CAUTION CAUTION, used with the safety alert symbol, indicates a hazardous situation which, if not avoided, could result in minor or moderate injury.

CAUTION CAUTION, used without the safety alert symbol, indicates a hazardous situation which, if not avoided, could result in harm to yourself and others.

NOTICE NOTICE is used to address safe-use practices not related to personal injury.

⚠ WARNING HAVEN will not prevent someone from accessing your home via other means.
HAVEN will not prevent someone from getting through your door if they use special tools.

HAVEN is designed as barrier to prevent a closed door from being forced inward into a dwelling when blunt forced is used against the middle section of the door near the outside door handle. Any other entry attempt does not fall under the product definition or purpose of HAVEN Lock. For instance, a person who uses a special tool to remove the door or any elements of the door or attempts to cross the barrier of the door through an opening does not fall under the defined use of HAVEN Lock.

If you experienced a break in attempt with HAVEN installed we recommend that you replace your HAVEN.

Do not attempt to disassemble unit or remove components that are not explicitly stated in the installation manual.

Do not press down on the pedal and locking gate at the same time.

Owner is responsible for providing alternative access to the building in the event of fire, potential smoke inhalation, carbon dioxide event, or other home emergency not listed explicitly here.

Owner is responsible to ensure proper fit and correct installation.

Owner is responsible for safety of themselves and others. If you are unsure if this product is

⚠ CAUTION

Use caution when placing HAVEN in doorway during installation and use.

Owner is responsible for reading and following the operating and safety instructions as well as proper use of unit. Wear appropriate protective items during installation to avoid injury.

Do not install near live electrical cords. Ensure installation area is free of wires, cables, pipes, and other objects that may cause hazards.

Use only the tools referenced in the installation guide. Use of other tools or not following installation instructions may result in improper installation and decreased functionality.

Owner is responsible for proper use and avoidance of HAVEN as a trip hazard.
Do not place HAVEN on unapproved surfaces to avoid additional trip hazards.
Owner is responsible for ensuring the unit is clean for full functionality and capabilities.

CAUTION

Owner is responsible for providing access to your own home. Owner is responsible for ensuring alternate access into your home when needed.

Owners are responsible for whoever has access or use to engage or disengage the unit.

The unit is designed to act as a deterrent, but should still be used in conjunction with other safety measures. The unit is intended as supplementary security for use in conjunction with current lock hardware.

HavenLock Inc is not liable for any personal injuries, property damage, economic loss or any consequential damages sustained as a result of any individual in contact with the unit.

Do not consume any area of the unit.
Do not put the unit near sensitive bodily areas.

NOTICE

To avoid damage to the unit, do not use on wet surfaces or damp locations. The product is designed for indoor use only. Do not expose to weather elements as this may affect functionality.

To avoid potential damage to your unit, do not simulate a break in. Damage to the unit may affect later functionality.

Owner is responsible for ensuring unit is operating properly. HavenLock Inc expressly disclaims all guarantees, whether implied or expressed, to include but not limited to fitness or merchantability for a particular purpose.

REGULATORY INFORMATION

HAVEN Connect Z
HavenLock Inc
Model: HL1-CNT-001-Z
FCC ID: 2ARFQHL1CNT001Z
IC: 24389-HL1CNT001Z

FC IC

This device complies with part 15 of the FCC Rules.Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Note: 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 in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and receiver
- Connect the equipment into an outlet on a different circuit from the one the receiver is connected
- Consult the dealer or an experienced radio/TV technician for help

WARNING: Changes or modifications which are not expressly approved by HavenLock Inc could void the user's authority to operate the equipment.
AVERTISSEMENT: Les changements ou modifications qui ne sont pas approuvés par HavenLock Inc pourrait annuler l'autorité de l'utilisateur de faire fonctionner l'équipement

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:
1) This device may not cause interference.
2) This device must accept any interference, including interference that may cause undesired operation of the device.

Cet appareil contient des émetteurs / récepteurs exemptés de licence conformes aux RSS (RSS) d'Innovation, Sciences et Développement économique Canada. Le fonctionnement est soumis aux deux conditions suivantes:
1) Cet appareil ne doit pas causer d'interférences.
2) Cet appareil doit accepter toutes les interférences, y compris celles susceptibles de provoquer un fonctionnement indésirable de l'appareil.

This system has been evaluated for RF Exposure per RSS-102 and is in compliance with the limits specified by Health Canada Safety Code 6. The system must be installed at a minimum separation distance from the antenna to a general bystander of xx inches (xx cm) to maintain compliance with the General Population limits.

L'exposition aux radiofréquences de ce système a été évaluée selon la norme RSS-102 et est jugée conforme aux limites établies par le Code de sécurité 6 de Santé Canada. Le système doit être installé à une distance minimale de xx pouces (xx cm) séparant l'antenne d'une personne présente en conformité avec les limites permises d'exposition du grand public

WARRANTY INFORMATION

Any major malfunction of ***HAVEN Connect Z*** caused by a defective part or construction of the unit will be fixed by HavenLock Inc up to ***one year*** from the date of receiving the unit. This warranty only covers the original purchaser of HAVEN Connect Z. Only private use by the original purchaser is covered by this warranty. If ***HAVEN Connect Z*** is installed improperly, used in any way not in accordance with our guidelines, or altered in any way, this warranty is void. Damage caused by misuse, neglect, or battery malfunction are not covered by this warranty.

If a ***HAVEN Connect Z*** unit is claimed defective by the original purchaser under this warranty, HavenLock Inc may require the unit to be shipped back to their headquarters or fulfillment center for investigation. The costs associated with this shipment may or may not be incurred by the original purchaser.

This warranty only covers ***HAVEN Connect Z*** and no other equipment. Any other device used with ***HAVEN Connect Z*** in any way is not covered by this warranty.

Limited Warranty
Subject to terms and conditions of this warranty, HAVEN provides a one year warranty on the product caused by manufacturers defects in the mechanical and electronic components of the product. Normal wear and tear, daily use, and damage to the product not caused by workmanship defects are not covered by the warranty.

What HAVEN Will Do
Upon return of the defective product to HAVEN, HAVEN's sole obligation, at its option, is to either repair or replace the Product, or refund the original purchase price in exchange for the Product.

What is NOT Covered
The following costs, expenses and damages are not covered by the provisions of the warranty:
(1) labor costs including, but not limited to, such costs as the removal and reinstallation of product; (2) shipping and freight expenses required to return product(s) to HAVEN; (3) other incidental, consequential, indirect, special and/or punitive damages, whether based on contract, warranty, tort (including but not limited to, strict liability or negligence), patent infringement or otherwise, even if advised of the possibility of such damages.

The Provisions of this Warranty do not apply to Products:
(1) Used for purposes for which they are not designed or intended; (2) which have been subject to alteration, abuse, misuse, negligence or accident: (3) which have been improperly stored, installed, maintained or operated; (4) which have been used in violation of written instructions provided by HAVEN; or (5) based on HAVEN's examination, do not disclose to HAVEN's satisfaction non-conformance to the warranty. Additionally, this warranty DOES NOT COVER scratches, abrasions or deterioration due to use of paints, solvents or other chemicals.

Additional Terms:
HAVEN does not authorize any person to create for it any obligation or liability in connection with the Product. HAVEN's maximum liability hereunder is limited to the original purchase price of the Product. No action arising out of and claimed breach of this warranty by HAVEN may be brought by the purchaser more than one (1) year after the cause of action has risen.

Program and warranty claims:
If you encounter issues with HAVEN product or have a claim under this warranty, please contact HAVEN Customer Service for assistance, repair, replacement or refund of the original purchase price in exchange for the return of Product to HAVEN.

BATTERY INFORMATION & DISPOSAL

Correct disposal of this product: This symbol indicates that this product must not be disposed of with household waste, according to the WEEE Directive (2012/19/EU) and your national law. This product should be taken to a collection center licensed for the recycling of waste electrical and electrical equipment (EEE). The mishandling of this type of waste could have possible negative impact on the environment and human health due to potentially hazardous substances that are generally associated with EEE. At the same time, your cooperation in the correct disposal of this product will contribute to the efficient use of natural resources. For more information about where you can take your waste equipment for recycling, please contact your local city office, or your household waste collection service

CAUTION

RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE.
DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.

ATTENTION/IMPORTANT

RISQUE D'EXPLOSION DE LA PILE, SI CELLE-CI, EST REMPLACÉE PAR UN MODÈLE/MARQUE NON CORRESPONDANT.
DISPOSEZ DES PILES USAGÉES EN SUIVANT LES INSTRUCTIONS.

800596
UL Standard Tested by a NRTL

Need help? Contact us at support@havenlock.com

GETTING STARTED

Upon opening your HAVEN Connect Z, you should find the following items inside:

HAVEN *Connect Z*

Your lock which will be mounted at the base of your door.

Installation Riser

Optional riser used for thresholds that are higher than 0.8" and as a template marker for alignment and drilling of holes

Power Adapter

120v AC USB Adapter for use with included charging cable

Charging Cable

USB Charging cable used to charge your HAVEN Connect Z

Door Spacer

Plastic spacer used during installation to measure the proper distance from the base of door.

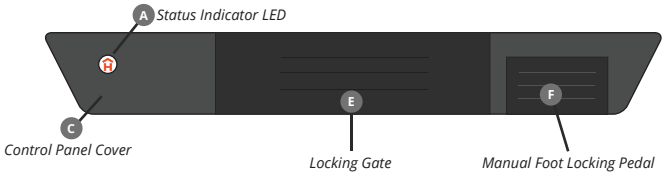
Installation Screws (6)

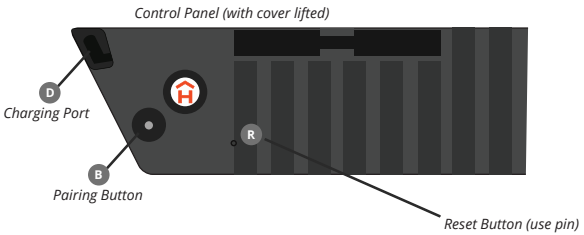
Six Phillips head screws used for attaching your HAVEN Connect Z to your wood floor*

*for tile or concrete installation, please see our advanced tutorials at **install.havenlock.com**

If you are missing any of the items above, please email us at support@havenlock.com and let us know!

PREPARING YOUR HAVEN CONNECT Z





1 Charging

Plug the included ***charging cable*** (USB end) into the included ***power adapter***. Open the HAVEN ***Control Panel cover*** **(C)** and plug the charging cable into the ***Charging Port (D)***. The status indicator LED will flash Yellow every 2.5 seconds when charging. **Allow HAVEN to fully charge 6-8 hours before use.** This is now a good time to set up your Haven account at myhavenlock.com or on the HavenLock mobile app.

2 Cycling the Lock

Cycling the lock a minimum of 10 times prior to installation ensures that the nylon straps inside the lock are properly stretched and calibrated. During shipment parts can settle and this cycling allows the parts to "stretch" and maximize their effectiveness. A "cycle" is simply locking and unlocking the lock via the foot pedal **(F)** and lock gate **(E)**. Cycling the lock via the app a minimum of 5 times helps ensure the servo motor is properly engaged and ready for use.

3 Include in Z-WAVE Network

Push the reset button through the pinhole and see "Network Inclusion/Exculsion" in the Z-WAVE section.

INSTALLING YOUR HAVEN *CONNECT Z*

Tools Required For Install

Power Drill

Pencil

Phillips Screwdriver

Measuring Tape

Installation Screws (6)

1/8" Drill Bit

Phillips Drill Bit

Installation Overview

Measure

A. Center lock on door
B. Confirm height

Drill

A. Drill pilot holes
B. Clean surface

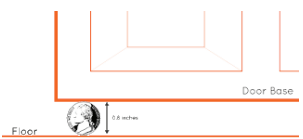
Secure

A. Place unit
B. Drill in screws

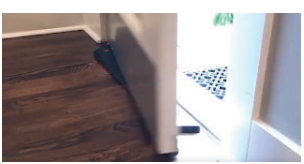
DISCLAIMER
Use of this guide at your own risk. HavenLock Inc and its parent or partner companies are not liable for any damages to property or bodily injuries that occur during or after installation. HavenLock Inc assumes no responsibility in providing the correct tools and accessories needed for installation unless otherwise noted. Use proper protective gear when completing the steps detailed in this guide. This guide is simply suggestive and not in any way authoritative. Always use your own best judgment. Incorrect installation or lack of safety precautions can lead to serious injury or death for you or anyone around the installation area. If you are not comfortable installing HAVEN Lock, we advise you to seek out a professional skilled worker with home construction experience to assist you.

1 Ensure Clearance Path

1.1 ***HAVEN is 0.8 inches high and should fit in the clearance path of most modern doors.*** A standard USD nickel can be used to gauge the gap perfectly. Take a nickel, stand it on its end and make sure that it can pass under your door. Medium resistance against the weather-stripping/door seal is acceptable.



If it fits, make sure the Haven device, when in the locked position and placed against the threshold, touches at least ***.25 inches of your door to be fully secure. If the lock is not touching that amount of the door, you may need to increase the height of the lock by using one or more risers.***



1.2 ***Ensure the door is shut and use a tape measure to find the center of the door and mark it.***

2 Spacing Distance From the Door

2.1 Using the included orange spacer you want to find the distance from the door that the lock needs to be placed so that the locking gate doesn't interfere with the bottom of the door when it is closed. ***To do so, press the orange spacer provided against the door to find the distance required.***

2.2 With the orange spacer pressed against the door, place the template down and align with the centering marks you have made.

2.3 Mark the 6 holes of the template on the floor with a pencil.

3 Drill Holes into Floor

3.1 Take a power drill with a 1/8" drill bit and drill pilot holes ***2 inches down in at least 4 of the 6 holes*** ensuring that there are more screws attachment points on the side closest to the doorknob for strength.

4 Remove Locking Gate Cover

4.1 ***When ready to mount and install the HAVEN Connect Z,*** remove the HAVEN locking gate cover by removing the 4 small screws (Phillips head screwdriver) on the back of the locking gate.

Line up Haven with your pilot holes. Make sure the locking gate is down. If you determined you needed a riser place that down first - then place the lock on top of the riser(s).

5 Secure Haven to Floor

5.1 Firmly secure Haven to the floor using the 4-6 install screws. ***DO NOT over tighten the screws. It may cause damage to the internal mechanisms in the unit.***

5.2 Replace the locking gate cover while locking gate is up.

Installation is complete!

Need to access the manual online?
If needed, the online installation manual will also walk you through the many different install scenarios you might encounter.

install.havenlock.com

LED and SOUNDS

3 Yellow, 1 Chirp	Gate closed successfully
3 Green, 2 Chirps	Gate opened successfully
Alternating Green/Red	Gate did not move to commanded position
Red flash every 4 seconds	Battery below 25%
Same as above with chirp every 30 seconds	Battery below 10%
Blue every second	Device has entered include/exclude mode
Solid Red	If Pairing button is held for 10 seconds, Red LED will light and the lock will return to default settings. Use caution, this also removes it from the network.
Yellow Every 2.5 Seconds	Battery is charging.

Z-WAVE OPERATION

Haven Lock Connect + Z-WAVE

This product can be operated in any Z-WAVE network with other Z-WAVE certified devices from other manufacturers. All mains operated nodes within network will act as repeaters regardless of vendor to increase reliability of the network.

Button Functions

There are two buttons on the Haven Lock device. A small button (hereinafter referred to as Reset button) that is accessed via a small hole and pressed with a paperclip or similar object, and a larger button (Hereinafter referred to as Pairing button) that may be operated with a finger press.

Pairing button is used for network inclusion, network exclusion, and defaulting and removing the Haven Lock from the network (Device Reset Locally Command Class). Reset button is used to perform a microprocessor reset.

1. Reset microprocessor: Tap Reset button (with paperclip).

2. Default settings and remove from network: Hold Pairing button until Red LED comes on and then release (about 10 seconds). Please use this procedure only when the network primary controller is missing or otherwise inoperable.

3. When controller is in Add or Remove mode, tapping the Pairing button will remove the node if it's included in the network or add the node if it's not. This assumes SmartStart is not being used to add the node. Details on inclusion/exclusion below.

Network Inclusion / Exclusion

The device can be included in the Z-WAVE network using S0 or S2 Access Control security. Inclusion can be via standard inclusion, NWI (Network Wide Inclusion) or SmartStart:

- If the Device Specific Key has been added to the controller's provisioning list, it will be added automatically added to the network within 5 minutes.

- Setting your controller to include mode (standard or NWI) and momentarily pressing the Pairing button will add the Haven Lock to the network. If the controller supports S2 security, you will be prompted to enter the first 5 digits of the DSK to complete the authentication, known as the Pin Code.

- The device can be removed from a network by setting the controller to exclude mode (standard or NWE) and momentarily pressing the Pairing button. The device can also be removed by pressing and holding the Pairing until the Red LED Illuminates and then releasing. This will initiate the Device Reset Locally Command Class. The device will be removed and all parameters will be reset to default. Please use this procedure only when the network primary controller is missing or othwerwise inoperable.

Network Inclusion / Exclusion continued

- 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. No further action is required and the StartStart product will be added automatically within 10 minutes of being switched on in the network vicinity.

- Locate the DSK via the QR code label under the Haven electronics hood adjacent to the buttons and LEDs. If the controller supports S2 security, you will be prompted to enter the first 5 digits of the DSK to complete the authentication, known as the Pin Code.

Z-WAVE Lock Operation

1. To Lock: Sending command class = COMMAND_CLASS_DOOR_LOCK, command = DOOR_LOCK_OPERATION_SET, mode = 0xFF (DOOR_SECURED) or BASIC_SET value 0xFF will raise the gate. Notification Type Access Control, Event 0x03 (RF lock operation) is sent to the Lifeline and then one second later, a Door Lock Operation Report is sent to the Lifeline.

2. To Unlock: Sending command class = COMMAND_CLASS_DOOR_LOCK, command = DOOR_LOCK_OPERATION_SET, mode = 0x00 (DOOR_UNSECURED) or BASIC_SET value 0x00 will lower the gate. Notification Type Access Control, Event 0x04 (RF unlock operation) is sent to the Lifeline and then one second later, a Door Lock Operation Report is sent to the Lifeline.

Manual Lock Operation Reports

1. If the gate is raised manually, Notification Type Access Control, Event 0x01 (Manual lock operation) is sent to the Lifeline then one second later, a Door Lock Operation Report is sent to the Lifeline.

2. If the gate is lowered manually, Notification Type Access Control, Event 0x02 (Manual unlock operation) is sent to the Lifeline and then one second later, a Door Lock Operation Report is sent to the Lifeline.

Battery State and Charging

Battery state is checked upon startup and Battery CC V2 report is sent to the Lifeline Group. Battery is then checked every 5 minutes. A battery report is also sent every 24 hours. Indications and operation are as follows:

1. If battery falls below 25%, Battery report is sent to the Lifeline. One second later, Notification CC sends Power Management (0x08) event "Charge battery soon" (0x0E). Red LED flashes every 5 seconds.

2. If battery falls below 10%, Battery report is sent to the Lifeline. One second later, Notification CC sends Power Management (0x08) event "Charge battery now" (0x0F). Red LED flashes every 5 seconds and beeper chirps every 30 seconds. At this point, the gate will no longer raise but can still be lowered.

3. When charger is plugged in, Battery report is sent to the Lifeline. One second later, Notification CC sends Power Management (0x08) event "Battery is charging" (0x0C). Yellow LED flashes every 2.5 seconds.

4. When charge is complete, Battery report is sent to the Lifeline. One second later, Notification CC sends Power Management (0x08) event "Battery is fully charged" (0x0D). LED return to flashing Magenta every (heartbeat interval) seconds.

Battery CC V2 support extended information in the Battery Report and can be queried at any time with the Battery Get command. Additional information about the battery can be retrieved with the Battery Health Get command.

Association Groups

Supports 1 group (#1, Lifeline) with up to 5 nodes. Command classes reported to the Lifeline:

1. NOTIFICATION_REPORT
2. BATTERY_REPORT
3. DEVICE_RESET_LOCALLY
4. INDICATOR_REPORT
5. DOOR_LOCK_OPERATION_REPORT

Command Class List (Security: None)

Name	Version
COMMAND_CLASS_ZWAVEPLUS_INFO	2
COMMAND_CLASS_TRANSPORT_SERVICE	2
COMMAND_CLASS_SECURITY	1
COMMAND_CLASS_SECURITY_2	2
COMMAND_CLASS_SUPERVISION	1

Command Class List (Security: S0 or Access Control)

Name	Version
COMMAND_CLASS_VERSION	3
COMMAND_CLASS_MANUFACTURER_SPECIFIC	2
COMMAND_CLASS_DEVICE_RESET_LOCALLY	1
COMMAND_CLASS_INDICATOR	3
COMMAND_CLASS_POWERLEVEL	1
COMMAND_CLASS_BATTERY	2
COMMAND_CLASS_NOTIFICATION	8
COMMAND_CLASS_DOOR_LOCK	4
COMMAND_CLASS_CONFIGURATION	4
COMMAND_CLASS_ASSOCIATION	2
COMMAND_CLASS_MULTI_CHANNEL_ASSOCIATION	3
COMMAND_CLASS_ASSOCIATION_GRP_INFO	3
COMMAND_CLASS_FIRMWARE_UPDATE_MD	5

Notification Command Class

All notifications are sent unsolicited.

Type (Value)	Notification Name	Value
Access Control (0x06)	Manual lock operation	0x01
	Manual unlock operation	0x02
	RF lock operation	0x03
	RF unlock operation	0x04
	Lock jammed	0x0B
Home Security (0x07)	Impact detected	0x0A
Power Management (0x08)	Power has been applied	0x01
	Battery is charging	0x0C
	Battery is full charged	0x0D
	Charge battery soon	0x0E
	Charge battery now	0x0F

Configuration Parameters

Parameter 1:

Name: Heartbeat LED interval
Description: Heartbeat (magenta) LED flash rate in seconds. Set to zero to disable.
Default: 0x1E (30 seconds)
Min: 0x00 (disabled)
Max: 0x3C (60 seconds)

Parameter 2:

Name: Gate Operation Minimum Battery Level%
Description: m battery level at which the gate will activate.
Default: 0x0A (10%)
Min: 0x00 (0%)
Max: 0x32 (50%)

Parameter 3:

Name: Transient Debounce
Description: Impact detect parameter. Do not adjust unless advised by Haven Lock.
Default: 0x02
Min: 0x01
Max: 0x0A

Parameter 4:

Name: Transient Threshold
Description: Impact detect parameter. Do not adjust unless advised by Haven Lock.
Default: 0x08
Min: 0x02
Max: 0x12

Impact Detection

The impact detection function uses an accelerometer that is tuned using parameters 3 and 4 set in the Configuration Command Class. When the gate is up and transient threshold (parameter 4) is exceeded, a Home Security (0x07) Notification, event type Impact Detected (0x0A) is sent to the Lifeline.

Glossary

NWI - Network Wide Inclusion
NWE - Network Wide Exclusion
S2 - Z-WAVE Security Version 2
S0 - Z-WAVE Security Version 1
DSK - Device Specific Key. This is unique to every Z-WAVE S2 device

TROUBLESHOOTING

If the unit fails to lock/unlock you will need to check the straps and screws nearest the servo motor. Make sure your nylon strap is not bunched up within the unit. Manually open the locking gate and pull/tug on the open gate to stretch or flex the nylon straps. They could be kinked up in the gate or one strap could be too tight and need to be loosened. You can also take off the gate cover and pull the straps with your fingers. This usually evens out the nylon and allows the servo motor to reach its locked position. Alternatively, also make sure that the screw closest to the servo motor is not too tight. Sometimes if the screw closest to the servo (the left side of the unit when it is facing the door) is overtightened, the servo can fail to lift when you attempt to lock it via the smartphone app or key fob. If the unit bows in the wingtips, it is a good indication you over tightened the lock.

Below are some common issues you might encounter while installing or operating your HAVEN Connect Z. If you do not see your issue below, contact us at **support@havenlock.com**.

HAVEN Connect Z Issues

HAVEN will not turn on or no indication of power.	Make sure you have fully charged the unit (Note: Backup batteries are no longer required for Haven Connect Z). Simply, toggle the gate manually. You should see an LED flash and a beep. Try resetting the device with the pin hole reset button. This action also generates an LED flash and beep. If none of this works, please contact us at support@havenlock.com.
HAVEN will not fit under my door or does not reach the base of my door.	Be sure to visit our detailed installation guide at **https://install.havenlock.com** that will walk you through various scenarios involving uncommon door and threshold sizes. In most cases this fixes the situation, but if you still need help, contact us!
How do I turn HAVEN off?	HAVEN is designed to be "always on" so that it is ready to receive commands from your Z-WAVE network. It automatically uses sleep and low-power modes to achieve long built-in battery life.
I can't get the foot pedal to work.	The foot pedal is designed to be pressed at a certain angle to prevent false locking by children or pets. Try pressing close to the top of the pedal, inward with your toes first. This can take some practice to get it right.
I need to reset my HAVEN. Can I perform a factory reset?	See Z-WAVE operation section for more details. Please use this procedure only when the network primary controller is missing or otherwise in-op.

IMPORTANT SAFEGUARDS

Charge low batteries immediately. HAVEN ***Connect***'s main battery lasts for 3-5 months on a single charge under normal use. Please charge your unit every two to three months.

Protect your password. You are responsible for your own security. ***HAVEN Connect Z*** is not a replacement for personal responsibility. Do not share your password with anyone you do not trust or know well. To be safe, do not share it with anyone.

Who is getting access? See the Z-WAVE provisioning steps.

Make sure to turn on notifications in your Zwave controller app as well as your smartphone settings. This will help you keep track of any changes that occur to your HAVEN Lock. You can receive alerts when someone is coming and going, but most importantly you will be notified of any admin actions that occur.

The Z-WAVE® word mark and logos are registered trademarks owned by Silicon Laboratories, Inc. and its subsidiaries and any use of such marks by HavenLock, Inc is under license. Other trademarks and trade names are those of their respective owners.

HavenLock Inc.

Patent Protected: European Patent Number: 3,194,692

Nashville, TN

www.havenlock.com