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ZOOZ ZEN16

Zooz Z-Wave Long Range MultiRelay ZEN16 800LR Instruction Manual

Model: ZEN16

1. Introduction

The Zooz ZEN16 MultiRelay is a Z-Wave Long Range enabled device designed to integrate various dry contact devices into your smart home system. It features three independent dry contact relays, allowing for versatile control of appliances and systems such as garage doors, sprinklers, gas fireplaces, and more. This manual provides essential information for the safe and effective installation, operation, and maintenance of your ZEN16 MultiRelay.

Image 1.1: The Zooz ZEN16 MultiRelay device, showing its compact form factor and terminal block connections.

2. Safety Information

Please read and follow all safety instructions carefully to prevent injury or damage to the device. Improper installation or use can be dangerous and void the warranty.

- **Electrical Safety:** This device operates with low voltage (12-24 V AC/DC or 5V USB C).**DO NOT power the device with 110 V AC.** Ensure all power sources are disconnected before wiring.
- **Dry Contact Only:** The relay terminals (R1, R2, R3) and switch input terminals (SW1, SW2, SW3) are for dry contact connections only. **DO NOT apply voltage to the input (switch) terminals.**
- **Qualified Personnel:** Installation should be performed by a qualified electrician or experienced individual familiar with electrical wiring and safety procedures.
- **Indoor Use:** This device is intended for indoor use only. Avoid exposure to moisture, extreme temperatures, or direct sunlight.
- **Load Limits:** Do not exceed the specified current ratings for each relay (15A for R1/R2, 20A for R3).

3. Product Overview

The ZEN16 MultiRelay offers advanced control for various applications. Key features include:

- **Three Independent Dry Contact Relays:** Control up to three separate devices. Relays R1 and R2 support up to 15A, while R3 supports up to 20A.
- **Z-Wave Long Range (ZWLR) Ready:** Provides extended wireless range and faster communication when paired with a ZWLR compatible hub.
- **Flexible Power Options:** Can be powered via a standard USB C cable (5V, power supply not included) or 12-24 V AC/DC.
- **S2 Security and SmartStart:** Enhanced security and simplified pairing process.
- **Status Memory:** Remembers and restores on/off status after a power failure.
- **External Switch Inputs:** Three dry contact inputs (SW1, SW2, SW3) for connecting momentary or toggle wall switches for local control.

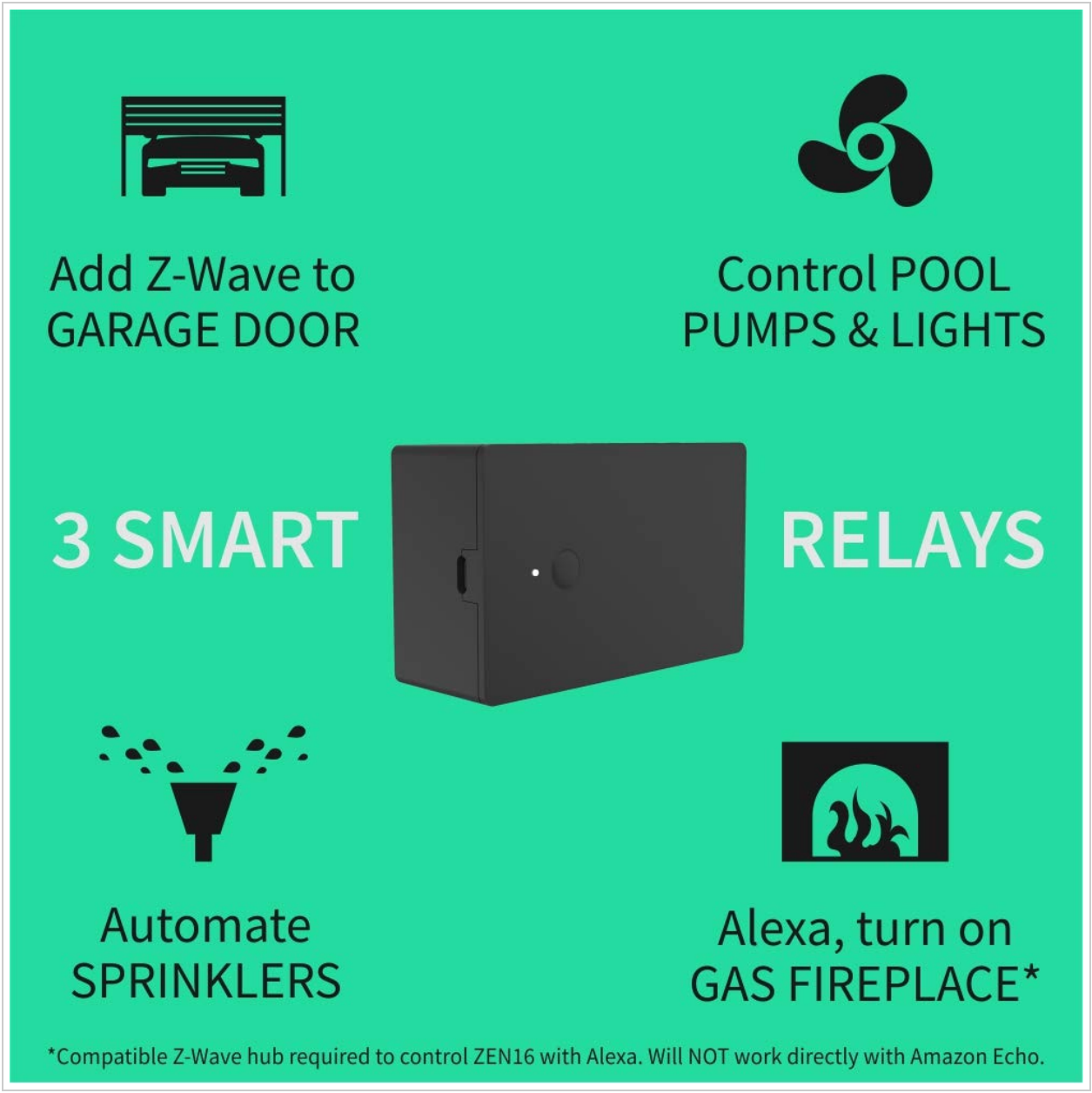

Image 3.1: Visual representation of common applications for the ZEN16 MultiRelay, such as garage door automation, pool pump and light control, sprinkler system automation, and gas fireplace integration.

4. Setup and Installation

4.1 Powering the Device

The ZEN16 MultiRelay can be powered in two ways:

- **USB C (5V DC):** Connect a standard USB C cable to the port on the side of the device and to a 5V power supply (not included). Ensure the power supply provides sufficient current.
- **12-24 V AC/DC:** Connect a 12-24 V AC or DC power source to the '+' and '-' terminals on the device. Observe polarity for DC power.

Important: Do not use 110 V AC to power the device. Only use 5V DC via USB C or 12-24 V AC/DC via the screw terminals.

4.2 Wiring Examples

The ZEN16 MultiRelay uses dry contact relays, meaning it acts as a switch to complete or break a circuit

without providing its own voltage to the controlled device. Always ensure power is disconnected before wiring.

4.2.1 Garage Door Opener Wiring

To automate a garage door, connect the ZEN16's relay terminals to the wall button terminals on your garage door opener. The ZEN16 will simulate a button press.

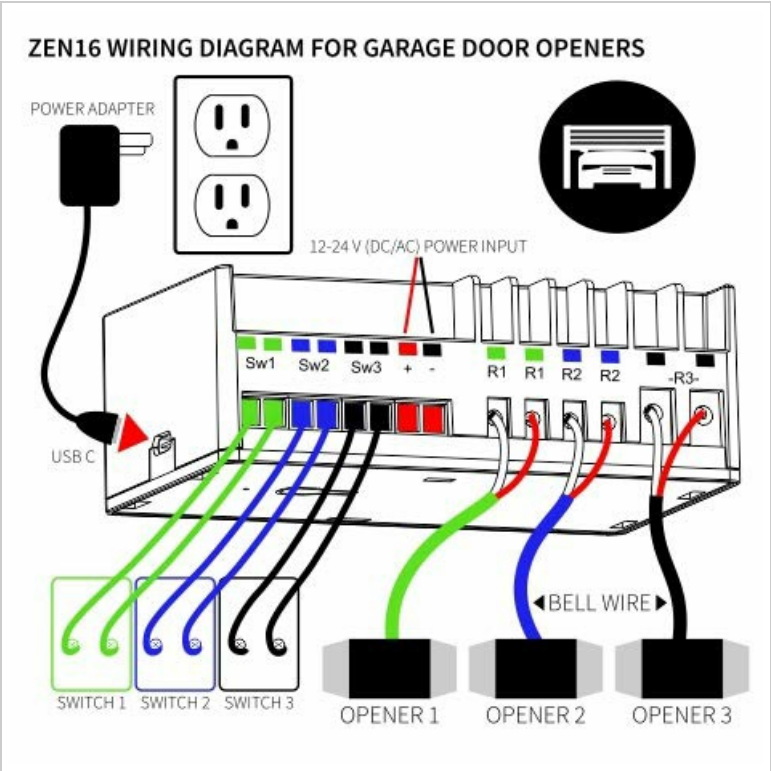

Image 4.1: Wiring diagram illustrating how to connect the ZEN16 MultiRelay to up to three garage door openers. Power is supplied via USB C or 12-24V AC/DC, and the relay outputs (R1, R2, R3) are connected to the opener's bell wire terminals. Optional external switches (SW1, SW2, SW3) are shown connected to the relay inputs.

4.2.2 Gas Fireplace Millivolt Valve Wiring

For gas fireplaces with a millivolt valve, connect the ZEN16's relay terminals in series with the existing wall switch or directly to the valve's thermostat terminals.

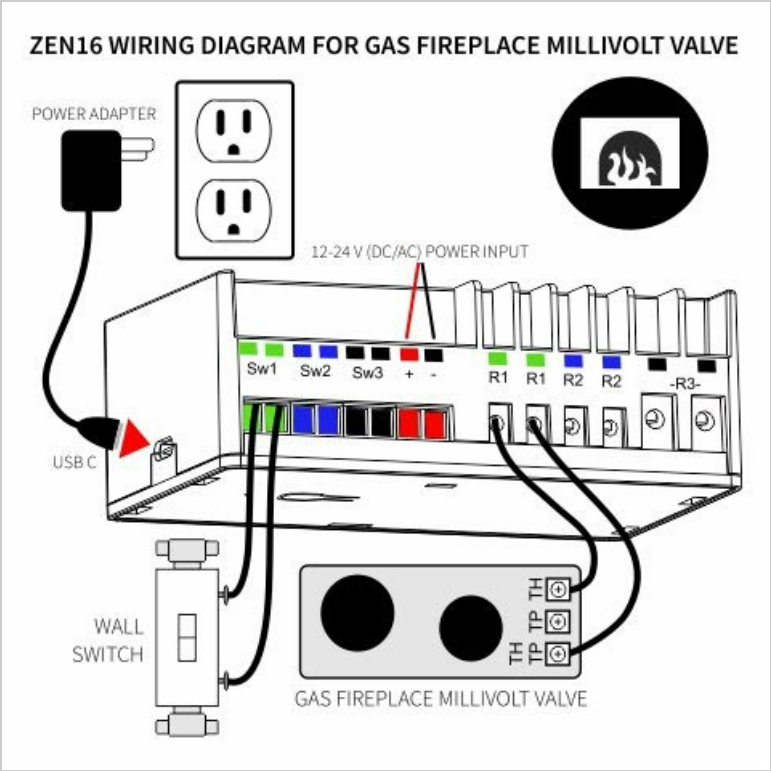

Image 4.2: Wiring diagram demonstrating the connection of the ZEN16 MultiRelay to a gas fireplace millivolt valve. The relay output (R1) is connected to the valve's terminals, and an optional wall switch is connected to the SW1 input for manual control.

4.2.3 Pool Light and Pump Wiring

The ZEN16 can control low-voltage pool lights and pumps by integrating its relays into their control circuits.

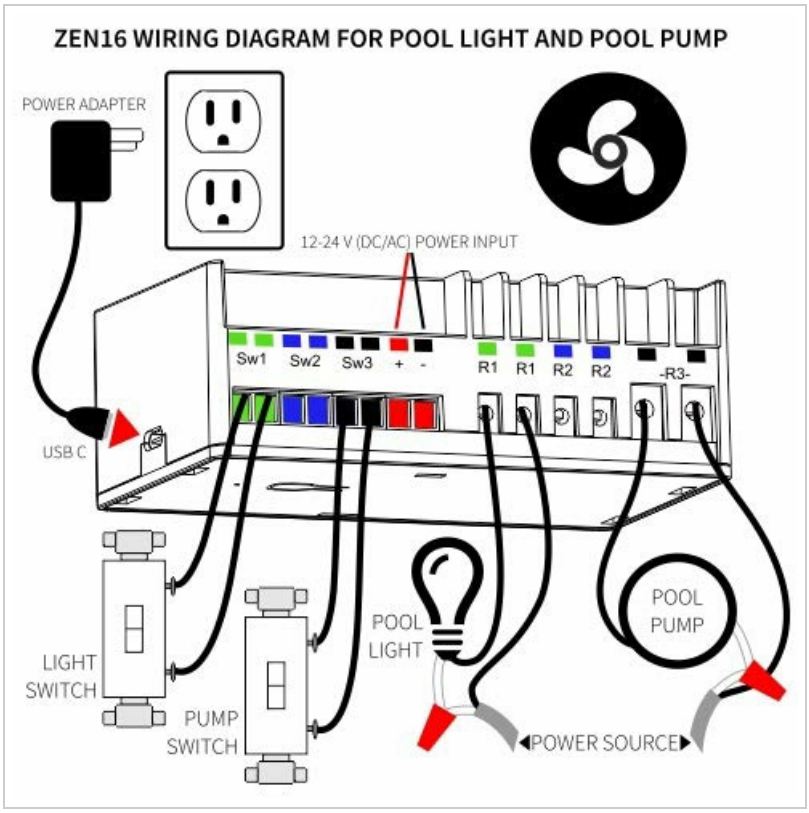

Image 4.3: Wiring diagram showing how to connect the ZEN16 MultiRelay to control a pool light and a pool pump. Relay outputs (R1, R2) are used to switch the power source for the light and pump, respectively. Corresponding external switches are connected to SW1 and SW2.

4.3 Z-Wave Inclusion (Pairing)

To integrate the ZEN16 into your Z-Wave network, a Z-Wave hub is required. Follow your hub's instructions for including a new Z-Wave device.

1. **Power the ZEN16:** Ensure the MultiRelay is powered using either USB C or 12-24 V AC/DC.
2. **Initiate Inclusion Mode:** Put your Z-Wave hub into inclusion (pairing) mode.
3. **Activate ZEN16 Pairing:** Press the Z-Wave button on the ZEN16 three times quickly. The LED indicator will flash to confirm inclusion mode.
4. **Confirmation:** Your hub should detect and add the device. The LED will turn solid green if successful.

For SmartStart inclusion, scan the QR code on the device or packaging with your hub's app if supported.
Note: Some hubs (e.g., Wink, Ring, Vivint, ADT Pulse) may offer partial control or require custom device handlers. Refer to the Zooz support page for specific hub compatibility and driver information.

5. Operating Instructions

Once successfully paired with your Z-Wave hub, the ZEN16 MultiRelay can be controlled wirelessly. Each of the three relays will appear as a separate switch in your Z-Wave interface.

- **Wireless Control:** Use your Z-Wave hub's interface or associated smart home app to turn each relay (R1, R2, R3) on or off independently.
- **Manual Control:** If external momentary or toggle switches are connected to SW1, SW2, or SW3, you can manually activate the corresponding relays.
- **Automation:** Configure scenes, schedules, and automations within your Z-Wave hub to control the relays based on time, sensor input, or other events.

6. Advanced Configuration

The ZEN16 MultiRelay supports various Z-Wave configuration parameters that allow customization of its behavior. Accessing and modifying these parameters typically requires an advanced Z-Wave hub (e.g., Hubitat, Home Assistant, SmartThings with custom drivers).
Common configurable parameters include:

- **Switch Type:** Configure SW1, SW2, SW3 inputs as momentary or toggle switches.
- **Auto On/Off Timer:** Set relays to automatically turn off after a specified duration or turn on for a set time.
- **Power State After Power Failure:** Define whether relays restore their last state, turn on, or turn off after power is restored.
- **Relay Behavior:** Adjust how the physical switch inputs control the relays (e.g., direct control, scene activation).

For a complete list of parameters and detailed instructions, please refer to the official Zooz support documentation for the ZEN16 MultiRelay on their website.

7. Maintenance

The ZEN16 MultiRelay is designed for reliable operation with minimal maintenance.

- **Cleaning:** Use a soft, dry cloth to clean the device. Do not use harsh chemicals or abrasive cleaners.

- **Firmware Updates:** Periodically check the Zooz website for firmware updates. Updates can improve performance, add features, or address issues. Follow the provided instructions for any update procedures.
- **Environmental Conditions:** Ensure the device remains within its specified operating temperature and humidity ranges.

8. Troubleshooting

If you encounter issues with your ZEN16 MultiRelay, consult the following common troubleshooting steps:

8.1 Device Not Pairing with Hub

- **Power Check:** Ensure the ZEN16 is properly powered. The LED should be solid green or blue.
- **Exclusion First:** Try excluding the device from your Z-Wave network first, even if it was never paired. Put your hub into exclusion mode and press the ZEN16's Z-Wave button three times quickly.
- **Distance:** Move the ZEN16 closer to your Z-Wave hub during the pairing process.
- **Hub Compatibility:** Verify your hub's compatibility and check if a custom device handler is required.

8.2 Relays Not Responding

- **Wiring Check:** Double-check all wiring connections, especially to the controlled device and the ZEN16's relay terminals. Ensure no voltage is applied to the switch input terminals.
- **Load Limits:** Confirm that the connected load does not exceed the relay's maximum current rating.
- **Z-Wave Connectivity:** Ensure the ZEN16 is still connected to your Z-Wave network. Try refreshing the device status in your hub's interface.
- **Manual Test:** If external switches are connected, test if the relays respond to manual input.

8.3 Intermittent Connectivity

- **Z-Wave Mesh:** Ensure you have a robust Z-Wave mesh network with sufficient Z-Wave repeaters, especially if using standard Z-Wave.
- **Obstructions:** Large metal objects or thick walls can interfere with Z-Wave signals.
- **Z-Wave Long Range:** If your hub supports Z-Wave Long Range, ensure the device is paired in ZWLR mode for optimal range and reliability.

For further assistance, please contact Zooz customer support.

9. Specifications

Parameter	Value
Model Number	ZEN16
Z-Wave Frequency	908.42 MHz (US/CA/MX)
Power	5V DC (USB C) or 12-24 V AC/DC
Max Load (R1, R2)	15 Amps
Max Load (R3)	20 Amps

Contact Type	Normally Open (Dry Contact)
Mounting Type	Wall Mount
Operating Temperature	32-104° F (0-40° C)
Dimensions	5.39 x 3.82 x 2.32 inches
Certifications	ETL Certified

10. Warranty and Support

Zooz products are backed by a manufacturer's warranty. For specific warranty terms and conditions, please refer to the official Zooz website or the documentation included with your purchase.
For technical support, troubleshooting assistance, or any questions regarding your ZEN16 MultiRelay, please visit the Zooz support page on their official website. You can find detailed guides, FAQs, and contact information for their support team.

Online Support: www.support.getzooz.com

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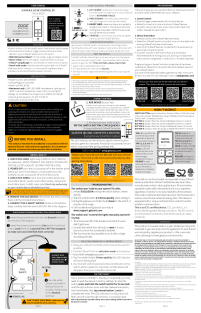
Related Documents - ZEN16

	Zooz ZEN77 800LR Z-Wave Plus S2 Dimmer Switch User Manual User manual for the Zooz ZEN77 800LR 800 Series Z-Wave Plus S2 Dimmer Switch, detailing installation, setup, features, advanced settings, and troubleshooting for smart home lighting control.
	Zooz ZEN35 800LR Z-Wave Dimmer & Scene Controller User Manual Comprehensive user manual for the Zooz ZEN35 800LR Z-Wave Dimmer & Scene Controller, covering installation, wiring, programming, advanced settings, and troubleshooting.

[Zooz ZEN05 800LR Outdoor Smart Plug User Manual & Setup Guide]

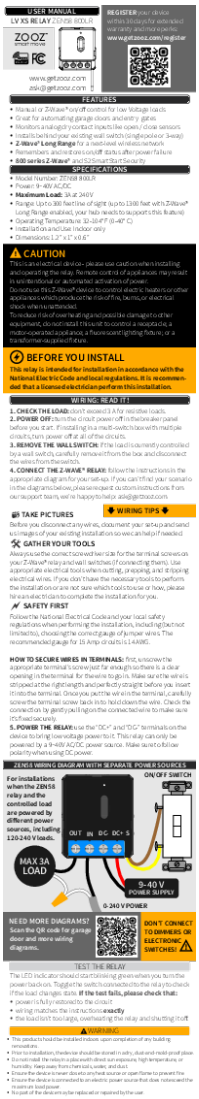
Comprehensive user manual for the Zooz ZEN05 800LR Z-Wave Plus Outdoor Smart Plug. Learn about features, installation, troubleshooting, and advanced settings for reliable smart home control.

[Zooz ZEN35 800LR: Z-Wave Dimmer and Scene Controller User Manual]

Comprehensive user manual for the Zooz ZEN35 800LR, an advanced 800 series Z-Wave dimmer and scene controller. This guide covers features, technical specifications, detailed installation and wiring instructions for single-pole, 3-way, and 4-way setups, Z-Wave inclusion, advanced configuration parameters, troubleshooting, and safety precautions. Optimize your smart home lighting with Zooz.

[ZOOZ ZEN15 800LR Z-Wave Plus Long Range Power Switch User Manual]

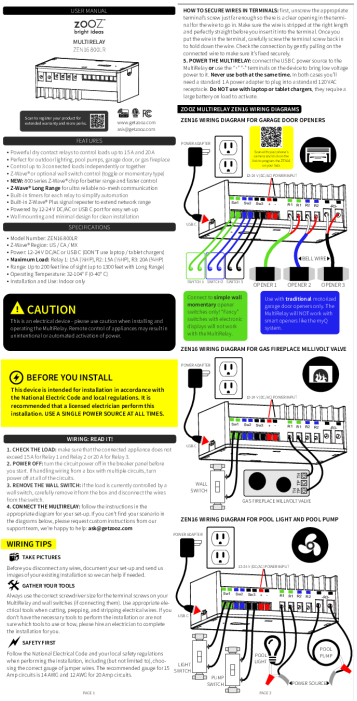
User manual for the ZOOZ ZEN15 800LR Z-Wave Plus Long Range Power Switch, detailing features, specifications, installation, advanced settings, troubleshooting, and warranty information for smart home automation.


USER MANUAL
LV XS RELAY ZEN58 800LR
ZOOZ
REGISTER your device within 30 days for extended warranty and more perks: www.getzooz.com/register
www.getzooz.com
ask@getzooz.com
FEATURES
• Manual or Z-Wave® on/off control for low Voltage loads
• Great for automating garage doors and entry gates
• Monitors a dry/dry contact inputs like open/close sensors
• Installs behind your existing wall switch (single pole or 3-way)
• Z-Wave® Long Range for a next-level wireless network
• Remembers and restores on/off status after power failure
• 800 series Z-Wave® and S2 Smart Start Security
SPECIFICATIONS
• Model Number: ZEN58 800LR
• Power: 9-40V AC/DC
• Maximum Load: 3A at 240V
• Range: Up to 300 feet line of sight (up to 1300 feet with Z-Wave® Long Range enabled, your hub needs to support this feature)
• Operating Temperature: 32-104°F (0-40° C)
• Installation and Use: Indoor only
• Dimensions: 1.2" x 1" x 0.6"
CAUTION
This is an electrical device - please use caution when installing and operating the relay. 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 relay 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: don't exceed 3 A for resistive loads.
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. REMOVE THE WALL SWITCH: if the load is currently controlled by a wall switch, carefully remove it from the box and disconnect the wires from the switch.
4. CONNECT THE Z-WAVE® RELAY: follow the instructions in the appropriate diagram for your set-up. If you can't find your scenario in the diagrams below, please request custom instructions from our support team, we're happy to help at ask@getzooz.com
TAKE PICTURES
WIRING TIPS
Before you disconnect any wires, document your set-up and send us images of your existing installation so we can help if needed
GATHER YOUR TOOLS
Always use the correct screwdriver size for the terminal screws on your Z-Wave® relay and wall switches (if connecting them). Use appropriate electrical tools when cutting, stripping, and stripping electrical wires. If you don't have the necessary tools to perform the installation or are not sure which tools to use or how, please hire a electrician to complete the installation for you.
SAFETY FIRST
Follow the National Electrical Code and your local safety regulations when performing the installation, including (but not limited to), choosing the correct gauge of jumper wires. The recommended gauge for 15 Amp circuits is 14AWG.
HOW TO SECURE WIRES IN TERMINALS: first, unscrew the appropriate terminal screw just far enough so there is a clear opening in the terminal for the wire to go in. Make sure the wire is stripped at the right length and perfectly straight before you insert it into the terminal. Once you put the wire in the terminal, carefully screw the terminal screw back into hold down the wire. Check the connection by gently pulling on the connected wire to make sure it's fixed securely.
5. POWER THE RELAY: use the "DC+" and "DC-" terminals on the device to bring low voltage power to it. The relay can only be powered by a 9-40V AC/DC power source. Make sure to follow polarity when using DC power.
ZEN58 WIRING DIAGRAM WITH SEPARATE POWER SOURCES
For installations when the ZEN58 relay and the controlled load are powered by different power sources, including 120-240 V loads.
ON/OFF SWITCH
OUT IN DC- DC+ S
MAX 3A LOAD
9-40 V POWER SUPPLY
0-240 V POWER
NEED MORE DIAGRAMS? Scan the QR code for garage door and more wiring diagrams.
DON'T CONNECT TO DIMMERS OR ELECTRONIC SWITCHES!
TEST THE RELAY
The LED indicator should start blinking green when you turn the power back on. Toggle the switch connected to the relay to check if the load changes state. 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, overheating the relay and shutting it off
WARNINGS
• This product is not to 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 relay 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 is to be replaced or repaired by the user.

[Zooz ZEN58 800LR Z-Wave Long Range LV XS Relay User Manual and Installation Guide]

Comprehensive user manual and installation guide for the Zooz ZEN58 800LR Z-Wave Long Range Low Voltage XS Relay. Learn about features, specifications, wiring, setup, advanced settings, and troubleshooting for automating garage doors and entry gates.

Documents - ZOOZ – ZEN16



[pdf] User Manual Warranty

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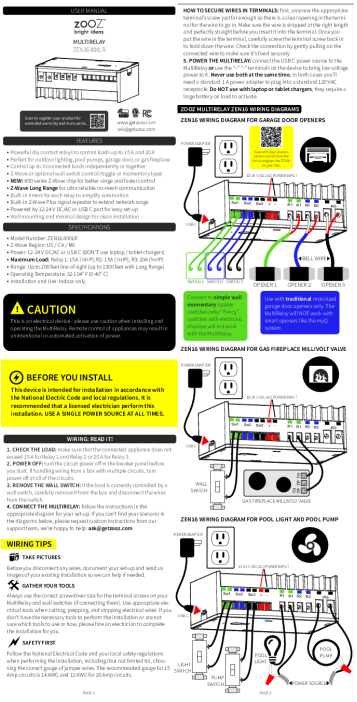

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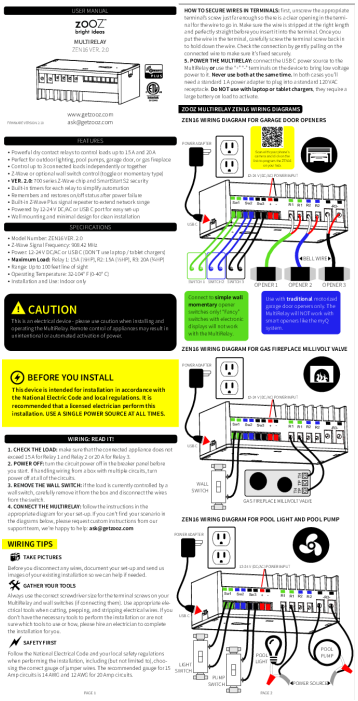

[pdf] User Manual Diagram

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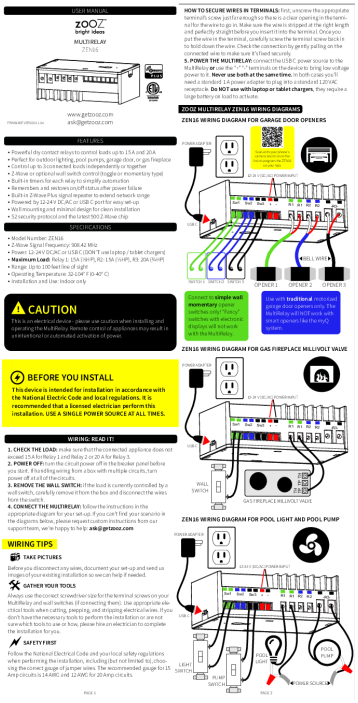
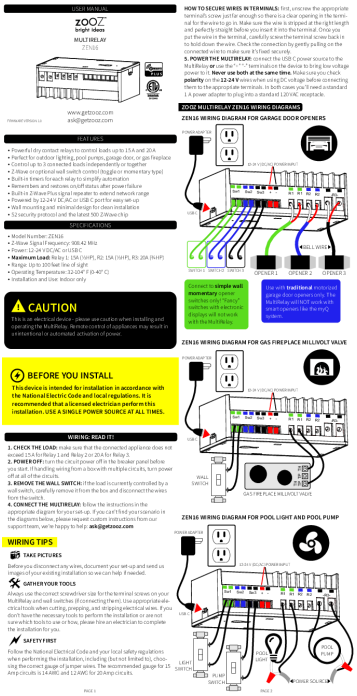


[pdf] User Manual Specifications Diagram

21 3 1 zen16 ver1 04 manual cdr A Lo CAUTION getzooz SPECIFICATIONS MULTIRELAY ZEN16 ask@getzooz USER MANUAL FEATURES ŸPowerful dry contact relays to control loads up 15 and 20 ŸPerfect for outdoor lighting pool pumps garage door or gas fireplace ŸControl connected independently together ŸZ Wave optional wall switch toggle momentary type ŸBuilt in timers each relay zooz s2 multirelay |||

USER MANUAL MULTIRELAY **ZEN16** FIRMWARE VERSION 1.04 www.getzooz.com ask getzooz.com HOW TO SECURE WIRES IN TERMINALS: first, unscrew the appropriate terminal s screw just far enough so there is a clear opening in the terminal for the wire to go in. Make sure the wire is stripped at the right lengt... lang:en score:41 filesize: 665.7 K page_count: 2 document date: 2022-03-02



[pdf] User Manual Specifications Catalog

19 12 16 zen16 ver1 0 manual corrected cdr A Lo Zooz S2 Multirelay ZEN16 Ver1 Manual Z Wave CAUTION Catalog of Certified Products USER MANUAL FEATURES ŸPowerful dry contact relays to control loads up 15 and 20 ŸPerfect for outdoor lighting pool pumps garage door or gas fireplace ŸControl 3 connected independently together ŸZ optional wall switch toggle momentary type ŸBuilt in timers each relay simplify automation Ÿ Powerful Perfect SPECIFICATIONS MULTIRELAY getzooz ask@getzooz Manufacturer zooz s2 multirelay online products z wavealliance org ProductManual File folder filename product documents 3788

USER MANUAL MULTIRELAY **ZEN16** FIRMWARE VERSION 1.0 www.getzooz.com ask getzooz.com FEATURES Y Powerful dry contact relays to control loads up to 15 A and 20 A Y Perfect for outdoor lighting, pool pumps, garage door, or gas fireplace Y Control up to 3 connected loads independently or together Y Z-W...

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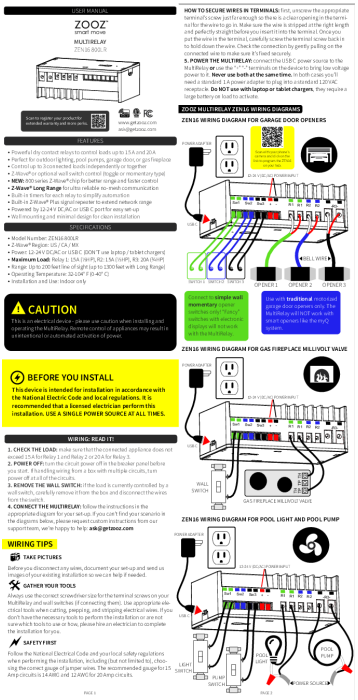

[pdf] User Manual Warranty

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USER MANUAL zooz smart move MULTIRELAY **ZEN16** 800LR HOW TO SECURE WIRES IN TERMINALS: first, unscrew the appropriate terminal s screw just far enough so there is a clear opening in the terminal for the wire to go in. Make sure the wire is stripped at the right length and perfectly straight before yo...

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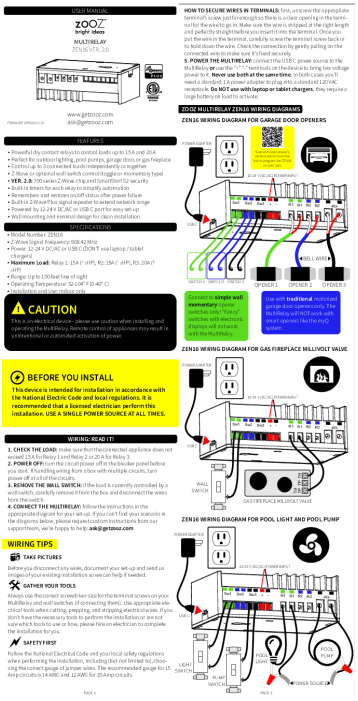
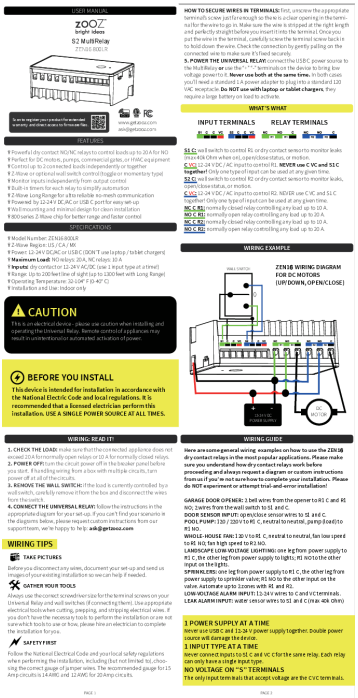


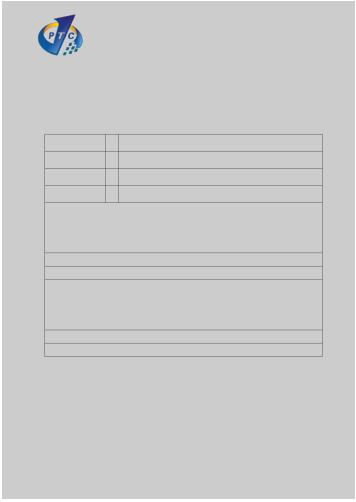
[pdf] User Manual Diagram

22 8 3 zen16 ver2 0 manual cdr A Lo User Lorenz High Definition LLC ZEN16 mutil relay 2AZ2VZEN16 USER MANUAL MULTIRELAY **ZEN16** VER. 2.0 FIRMWARE VERSION 2.10 www.getzooz.com ask getzooz.com HOW TO SECURE WIRES IN TERMINALS: first, unscrew the appropriate terminal s screw just far enough so there is a clear opening in the terminal for the wire to go in. Make sure the wire is stripped at the ri... lang:en score:39 filesize: 1.32 M page_count: 2 document date: 2022-08-26



[pdf] User Manual Specifications Warranty

2 A Lo User manual Lorenz High Definition LLC ZEN16 2AZ2V 2AZ2VZEN16 zen16 USER MANUAL S2 MultiRelay **ZEN16** 800LR Scan to register your product for extended warranty and direct access to firmware files. www.getzooz.com ask getzooz.com FEATURES Y Powerful dry contact NO/NC relays to control loads up to 20 A for NO Y Perfect for DC motors, pumps, commercial gates, or HVAC... lang:en score:38 filesize: 1.62 M page_count: 2 document date: 2024-03-27

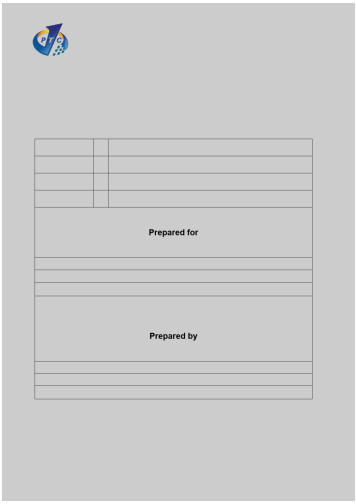


[pdf] Test Report SAR Rating

RF Exposure MPE Lorenz High Definition LLC ZEN16 2AZ2V 2AZ2VZEN16 zen16

Report No.: PTC24021902204E-FC03 Product Model Name Brand Report No. FCC TEST REPORT FCC ID: 2AZ2V-**ZEN16** : S2 MultiRelay :**ZEN16** 800LR : ZOOZ : PTC24021902204E-FC03 Prepared for Lorenz High Definition LLC 230 Rt 206, STE 401, Flanders, NJ 07836, United States Prepared by Precise Testing Certif...

lang:en score:33 filesize: 192.67 K page_count: 8 document date: 2024-03-28



[pdf] Test Report

Test reports Lorenz High Definition LLC ZEN16 mutil relay 2AZ2VZEN16 zen16

FCC TEST REPORT FCC ID: 2AZ2V**ZEN16** Product Name Model Name Brand Name Report No. : mutil-relay : **ZEN16** : ZOOZ : PTC22053007401E-FC01 Prepared for Lorenz High Definition LLC 230 Rt 206, STE 401, Flanders, NJ 07836, United States Prepared by Precise Testing Certification Co., Ltd. Building 1, N...

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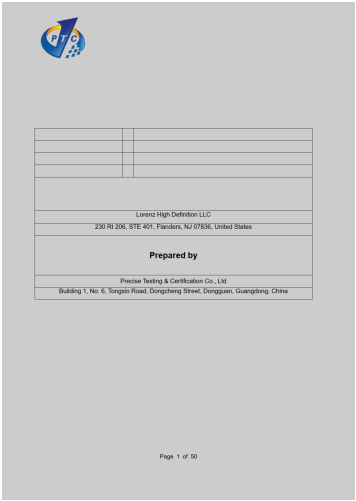

[pdf] Test Report

FCC part15 247 Test Report Lorenz High Definition LLC ZEN16 2AZ2V 2AZ2VZEN16 zen16

Product Model Name Brand Report No. FCC TEST REPORT FCC ID: 2AZ2V-**ZEN16** : S2 MultiRelay : **ZEN16** 800LR : ZOOZ : PTC24021902204E-FC02 Prepared for Lorenz High Definition LLC 230 Rt 206, STE 401, Flanders, NJ 07836, United States Prepared by Precise Testing Certification Co., Ltd Building 1, No. 6...

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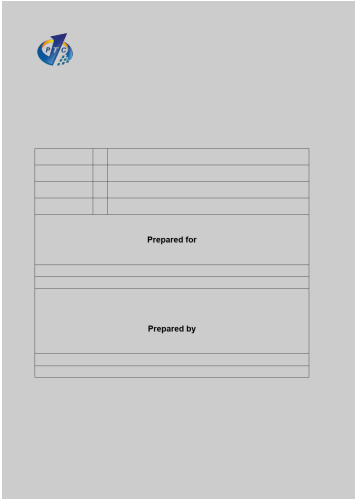

[pdf] Test Report

FCC part15 249 Test Report Lorenz High Definition LLC ZEN16 2AZ2V 2AZ2VZEN16 zen16

FCC TEST REPORT FCC ID: 2AZ2V-**ZEN16** Product Name Model Name Brand Name Report No. : S2 MultiRelay : **ZEN16** 800LR : ZOOZ : PTC24021902204E-FC01 Prepared for Lorenz High Definition LLC 230 Rt 206, STE 401, Flanders, NJ 07836, United States Prepared by Precise Testing Certification Co., Ltd. Buil...

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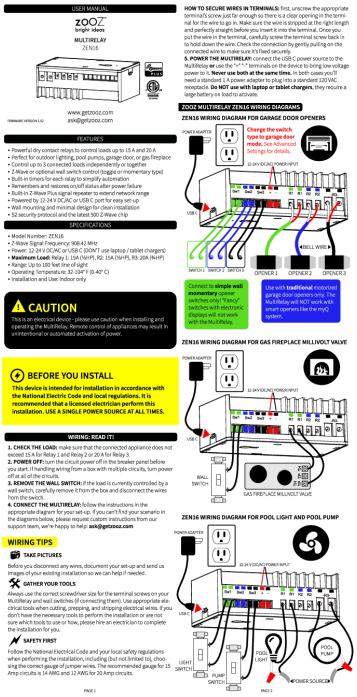

[pdf] User Manual

20 2 26 zen16 ver1 02 manual curves cdr A Lo Zooz Z Wave Plus S2 MultiRelay Manual Plus S2 MultiRelay ZEN16 with 3 Dry Contact Relays 20A 1 The Smartest House zooz s2 multirelay v 1591914903 cdn shopify s files 0218 7704 |||

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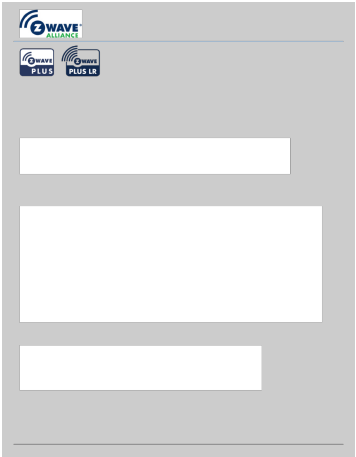

[pdf]

MultiRelay products z wavealliance org Z Wave Protocol Implementation Conformance Statement Continued Technical Information Frequency U S Canada Mexico US LR Jamaica ZC14 25020504 5176 pics |||

Z-Wave Protocol Implementation Conformance Statement MultiRelay General Information Product Identifier: Brand Name: Product Version: Z-Wave Certification #: **ZEN16** 800LR Zooz HW: 03 FW: 03.10 ZC14-25020504 Product Features Color Electric Load Type Firmware Updatable Loads Controlled Switch Load ...

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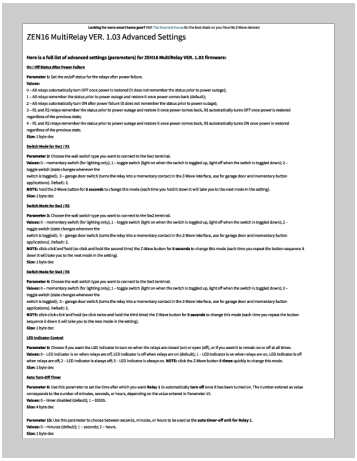

ZEN16 MultiRelay VER. 1.03 Advanced Settings

[pdf]

ZEN16 MultiRelay VER 1 03 Advanced Settings Zooz Support Center Primary User Parameter 5 Choose if you want the LED indicator to turn on when relays are closed or open off it remain at all zooz s2 multirelay zen16 ver1 advanced settings opensmarthouse org zwavedatabase 1400 reference

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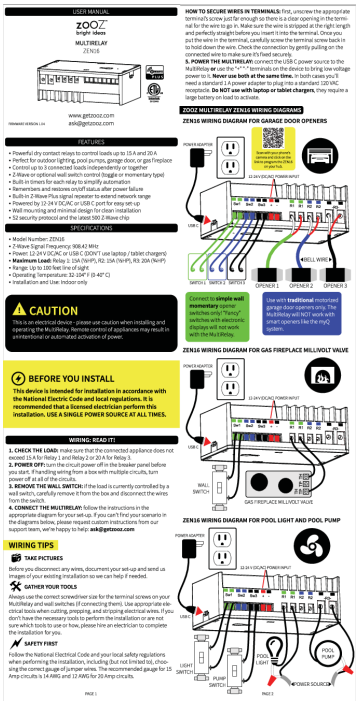

ZOOZ bright ideas MULTIRELAY ZEN16

[pdf] User Manual Catalog

20 9 4 zooz s2 multirelay zen16 ver1 03 manual A Lo Catalog of Zooz ZW11 USER MANUAL ZOOZ bright ideas MULTIRELAY ZEN16 HOW TO SECURE WIRES IN TERMINALS first unscrew the appropriate terminal s screw just far enough so Title Author Created Date 2 25 2021 11 53 43 AM nal for wire to go in Make sure is stripped at right length and perfectly straight before you insert it into Once Manufacturer Manual 21 04 products z wavealliance org ProductManual File folder filename product documents 3749 opensmarthouse zwavedatabase 1400 reference

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lang:en score:12 filesize: 4.53 M page_count: 2 document date: 2021-03-10