

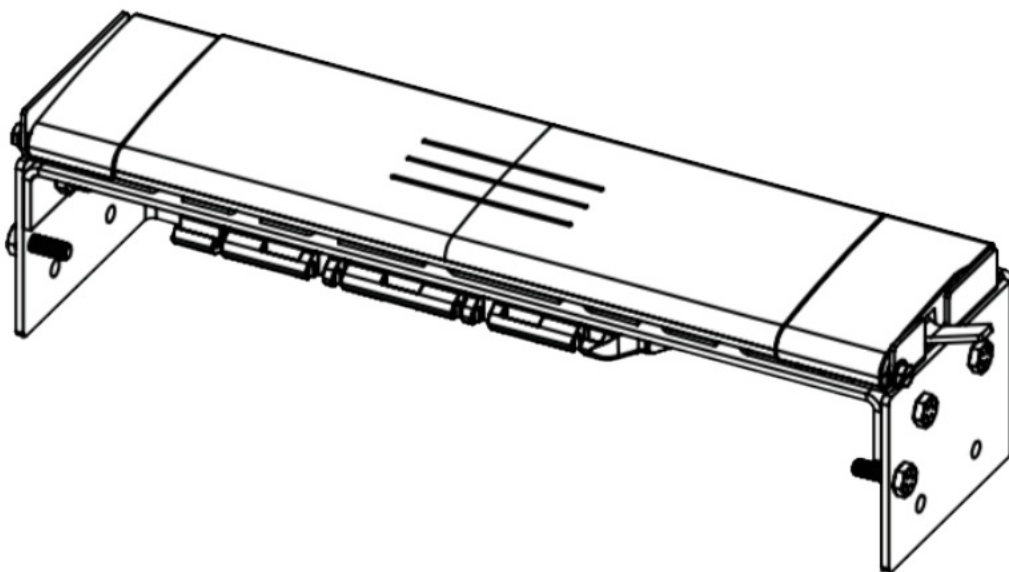


# HAVENLOCK HAVEN Active Shooter Lockdown Systems User Guide

[Home](#) » [HAVENLOCK](#) » HAVENLOCK HAVEN Active Shooter Lockdown Systems User Guide 



Quick Start Guide



**HAVEN ®LOCKDOWN™**



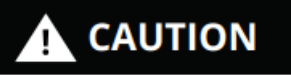


High-strength, Bluetooth® enabled smart lock for Commercial applications.


## Contents

- 1 Important Safety Instructions
- 2 REGULATORY INFORMATION
- 3 WARRANTY INFORMATION
- 4 BATTERY INFORMATION & DISPOSAL
- 5 PREPARING YOUR HAVEN LOCKDOWN
- 6 SETTING UP MOBILE APP
- 7 KEY FOB PAIRING
- 8 KEY FOB RESET
- 9 OUTWARD-SWINGING DOOR CONFIGURATION
- 10 GENERAL NOTES ON HAVEN Lockdown
- 11 IMPORTANT SAFEGUARDS
- 12 TROUBLESHOOTING
- 13 Documents / Resources

## 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.
	<b>WARNING</b> indicates a hazardous situation which, if not avoided, could result in death or serious injury.
	<b>CAUTION</b> , used with the safety alert symbol, indicates a hazardous situation which, if not avoided, could result in minor or moderate injury.
	<b>CAUTION</b> , used without the safety alert symbol, indicates a hazardous situation which, if not avoided, could result in harm to yourself and others.
	<b>NOTICE</b> is used to address safe-use practices not related to personal injury.

 **WARNING** HAVEN will not prevent someone from accessing your home, business, or commercial facility via other means.  
HAVEN will not prevent someone from getting through your door if they use special tools.  
HAVEN is designed as a lock to prevent a closed door from being forced open when blunt force 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 breach 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 hand 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 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 right for you, please consult our Help Team at [support@havenlock.com](mailto:support@havenlock.com) or other security professional.

 **CAUTION** Use caution when installing HAVEN on a doorway during installation and use.

Owner is responsible for reading and following the operating and safety instructions as well as proper use of the lock. 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 bump hazard.

Install HAVEN Lockdown on solid core, commercial doors only. Installation on hollow core doors will severely degrade the lock's capabilities and void the warranty.

Owner is responsible for ensuring the unit is clean for full functionality and capabilities.

### **CAUTION**

Owner is responsible for providing access to the building or commercial facility. Owner is responsible for ensuring alternate access into the building when needed.

Owner is responsible for maintaining control of permissions, access control, and accountability of any key fob or credentialed device that has been shared with the lock.

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.

Haven Lock Inc is not liable for any personal injuries, property damage, economic loss or any consequential damages sustained as a result of any individual that comes into contact with the lock or attempts to breach it.

Do not consume any area of the unit.

Do not put the unit near sensitive bodily areas.

Do not place fingers near the center locking gate or bracketing hardware while the lock is being used. Severe injury to fingers could result from getting caught between the locking gate and bracket.

### **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 breach. Damage to the unit may affect later functionality.

Owner is responsible for ensuring unit is operating properly. Haven Lock 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 Lockdown

HavenLock Inc

Model: HL1-CNT-001-LD

Contains FCC ID: 2ARFQHL1CNT001

Contains IC: 24389-HL1CNT001



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.

HAVEN Lock Fob

Haven Lock Inc

Model: HL2-FOB-001

FCC ID: 2ARFQHL2FOB001

IC: 24389-HL2FOB001



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.

**WARNING:** Changes or modifications which are not expressly approved by Haven Lock Inc could void the user's authority to operate the equipment.

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.

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.

## **WARRANTY INFORMATION**

Any major malfunction of HAVEN Lock down caused by a defective part or construction of the unit will be fixed by Haven Lock Inc up to one year from the date of receiving the unit. This warranty only covers the original purchaser of HAVEN Lockdown. Only commercial use by the original purchaser is covered by this warranty. If HAVEN Lockdown 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 Lockdown unit is claimed defective by the original purchaser under this warranty, Haven Lock 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 Lockdown. Any compatible accessories made by HAVEN come with their own warranty and terms. Any other device used with HAVEN Lockdown 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 arisen.

**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.



800596

UL Standard Tested by a NRTL

**PREPARING YOUR HAVEN LOCKDOWN****Included Items:**



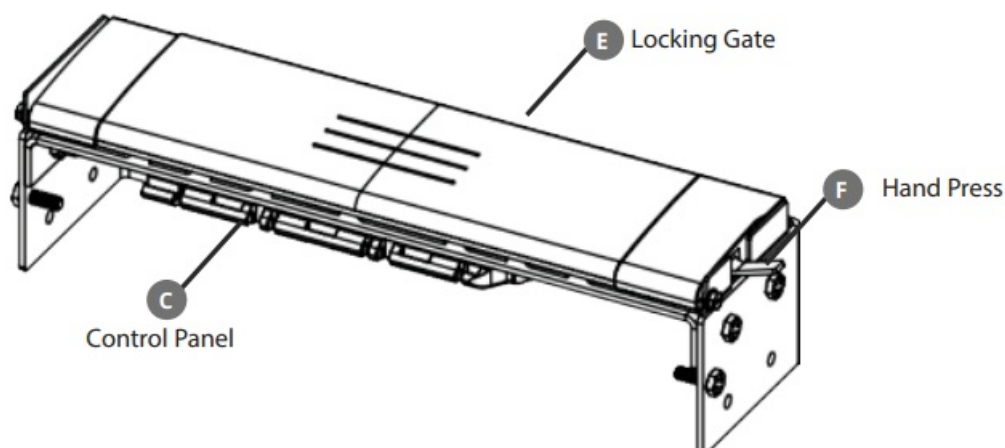
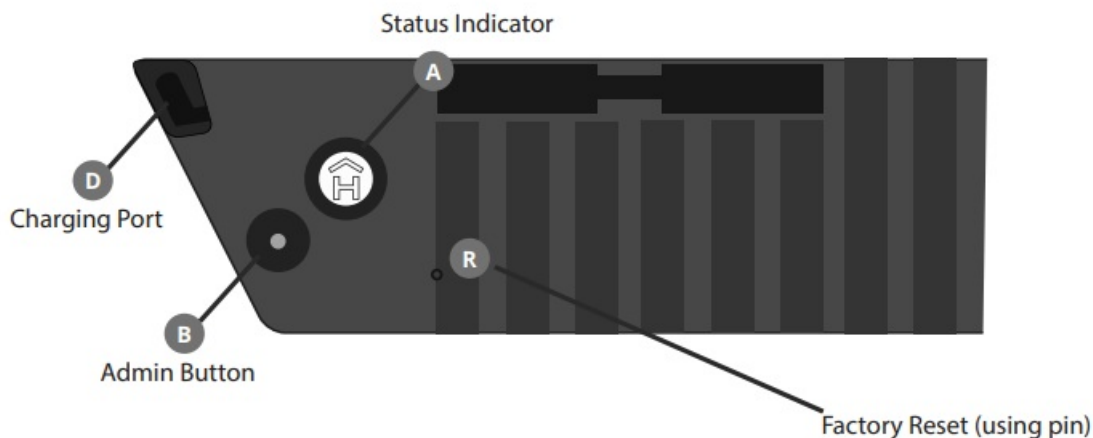
**Power Adapter**

120v AC USB Adapter for use with included charging cable



**Charging Cable**

USB Charging cable used to charge your HAVEN Lockdown



## 1. Charging

Plug the included charging cable (USB end) into the included power adapter. Plug the charging cable into the Charging Port (D). Allow HAVEN to fully charge 6-8 hours before use. This is a good time to set up your account at [www.myhavenlock.com](http://www.myhavenlock.com) or on the 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 hand press (F) and lock gate (E). Cycling the lock via the key fob or app a minimum of 5 times helps ensure the servo motor is properly engaged and ready for use.

## SETTING UP MOBILE APP

### 1. Get prepped

Download the HAVEN Lock App from the App Store or Google Play Store on your mobile device.

Go through the steps to setup an account within the HAVEN App. Make sure Bluetooth® is activated on your smart device.

Visit the link below to download the appropriate app, or scan the QR code to be directed automatically:



#### **Android Devices**

[www.havenlock.com/android](http://www.havenlock.com/android)




#### **Apple Devices**

[www.havenlock.com/apple](http://www.havenlock.com/apple)

#### **2. Launch app and setup account**

Launch the HAVEN app and follow the steps on screen to setup your HAVEN account. You will receive a confirmation email to complete the setup. Note: be sure to check your spam folder in your email if you do not receive the email within 5-10 minutes.

#### **3. Prepare to pair your device**

Once your account is set up, log in to the app and click the  icon to expand the menu. Select “Pair A Device” and follow the on-screen instructions.

#### **4. Make your HAVEN discoverable**

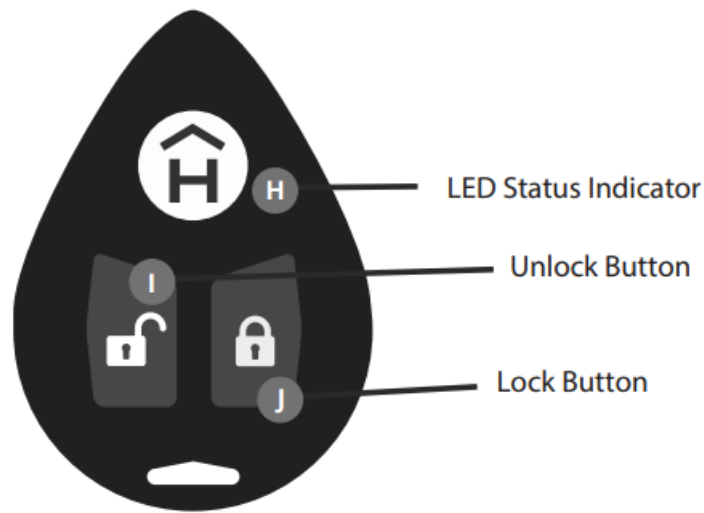
Press and release (do not hold) the admin button (B) (see diagram on page 7) . Once the LED begins to flash, touch your phone to the lock and the app should complete the pairing process.

#### **5. Name your lock**

Once your lock is finished communicating with your smart device, you will be prompted to name the lock you are setting up. After you named your lock (e.g. Lobby Entrance) click on the blue “Complete Setup” button on the bottom of your screen.

Having issues? See the troubleshooting section at the end of this manual or go to [www.havenlock.com/faq](http://www.havenlock.com/faq)

## **KEY FOB PAIRING**



1. Hold down the Lock button ( J ) on the fob for 15 seconds (previously 5 seconds).
2. If the fob LED ( H ) is flashing red/blue, the fob is already paired. Release the lock button ( J ) and do not proceed (see unpairing instructions if necessary).
3. If the fob LED ( H ) is flashing green:
  - a Press and release the Haven Lock Admin button ( B ), then quickly press and release the Lock button ( J ) on the fob.
  - b Lights on both the Haven Lock and fob should begin flashing white, and the Haven Lock will beep to show success in pairing.

## KEY FOB RESET

When a HAVEN Key Fob needs to be cleared of its paired connection to HAVEN Lockdown, it must go through a reset process.

1. Hold down the Lock button ( J ) for 15 seconds until the fob LED ( H )flashes red/blue
2. Within 5 seconds, press and hold the Unlock ( I ) button for 10 seconds until the LED light starts blinking white.
3. Within 5 seconds, while the fob light is blinking white, press and release the Lock ( J ) button one last time to unpair the fob.
4. Ready for New Enrollment – The key fob has been successfully reset and the preexisting enrollment has been cleared.

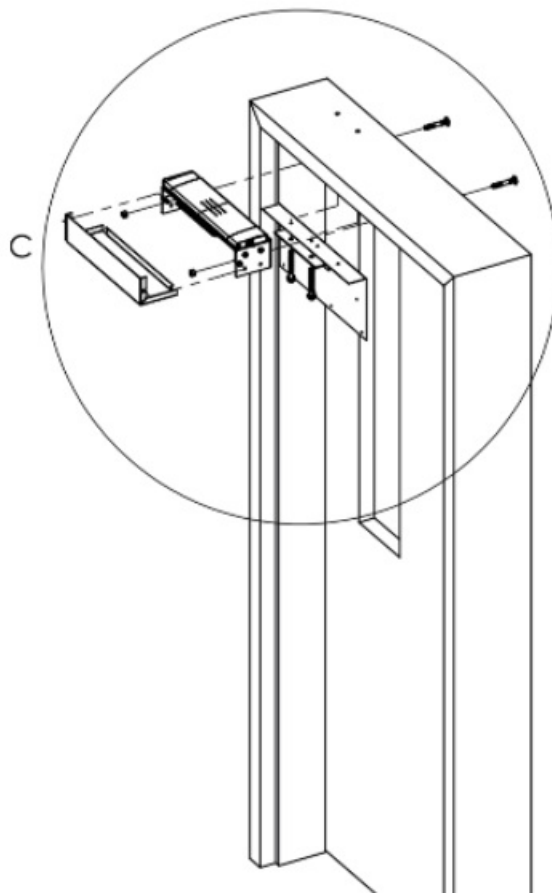
## OUTWARD-SWINGING DOOR CONFIGURATION

### HAVEN LOCKDOWN INSTALLATION

1. FROM PACKAGING. REMOVE UNIVERSAL MOUNTING BACKEIS X2/ AND SCREWS 0(4) FROM LOCKDOWN UNIT, ITEM `3. RIP BRACKETS 180 DEGREES FROM SHIPPING ORIENTATION AND REINSTALL. REFER TO DETAL VIEW D.
2. FOLD CREASE IN DRILL TEMPLATE, ITEM 5. ALONG INDICATED LIVE FOR TOP 0F FRAME STOP.
3. CORNER TEMPLATE ITEM 5 WITH FRAME STOP ON DOOR FRAME. ITEM 1. AND ALIGN WITH EDGE.
4. TAPE TEMPLATE. ITEM 0. TO DOOR FRAME.ITEM 1,
5. USING THE 3/8' DIA. WELL 81f. DRILL BLIND HOLES (STO A 3' DEPTH INTO BOTTOM OF FRAME SPY ON

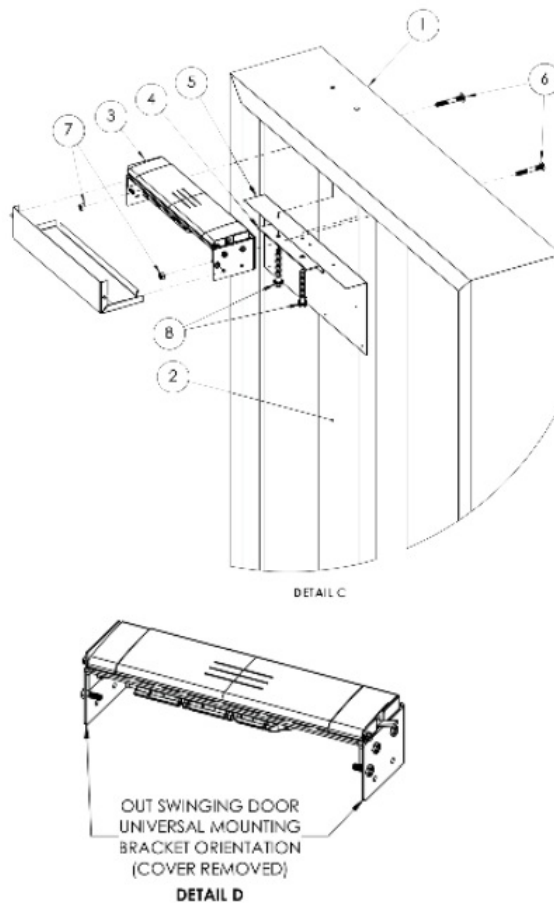


- DOOR FRAME. ITEM (1). FOR INSTALL/JON OF LATCH BRACKET, ITEM 4.
6. USING THE 3/8" DRILL BIT. DRILL CLEARANCE HOLES (x2) THROUGH DOOR. ITM 2. FOR INSTALLATION OF LOCKDOWN JNT. ITEM 13.
  7. REMOVE DR II TEMPLATE. ITEM 5. FROM DOORWAY.
  8. INSTALL LATCH BRACKET. ITEM 4, WITH SCREW ANCHORS (X2). ITEM 8. TO BOTTOM OF FRAME STOP ON DOOR FRAME, ITEM 2 DO NOT TIGHTEN ANCHORS TO FINAL TORQUE
  9. INSTAL. LOCKDOWN UNIT, ITEM 3, WITH CARRIAGE BOLTS (X2) AND HEX NUTS (X2), ITEMS 6. AND 7 TO DOOR. ITEM 3. DO NOT TIGHTEN NUTS TO FINAL TORQUE.
  10. PAIR —0.000 OWN UNIT, ITEM 3, AND THE FITMENT OF LOCKDOWN UNIT WITH LATCH BRACKET. ITEM 4
  11. TIGHTEN TR4 SCREW ANCHORS (X2) AND HEX NUT (X2). ITEMS 8 AND 7.
  12. FINAL TORQUE. 12. FIT COVER TO LOCKDOWN UNIT, ITEM 3 AND TIGHTEN SCREWS (X2).



#### TOOLS REQUIRED FOR INSTALLATION:

1. MASKING TAPE
2. BATTERY PACK DRILL & IMPACT
3. 3/8" DIA X 4" X 6" MULTI-PURPOSE DRILL BIT
4. 3/8" SQUARE DRIVE TO 1/4" HEX ADAPTER
5. 3/8" DRIVE RATCHET
6. 3/8" DRIVE 9/16" SOCKET 7. 3/8" DRIVE 7/16" SOCKET



**\*\*\*NOTICE\*\*\***

THE HAVEN LOCKDOWN SYSTEM AND SUPPLIED LATCH BRACKET HARDWARE, ITEM (8), IS DESIGNED TO BE INSTALLED ONTO A STANDARD 2' DOOR FRAME BACKED WITH POURED CONCRETE.

IF ATTEMPTING TO INSTALL ONTO HOLLOW DOOR FRAME, PLEASE USE THE HOLLOW DOOR FRAME HARDWARE KIT. SOLD SEPARATELY.

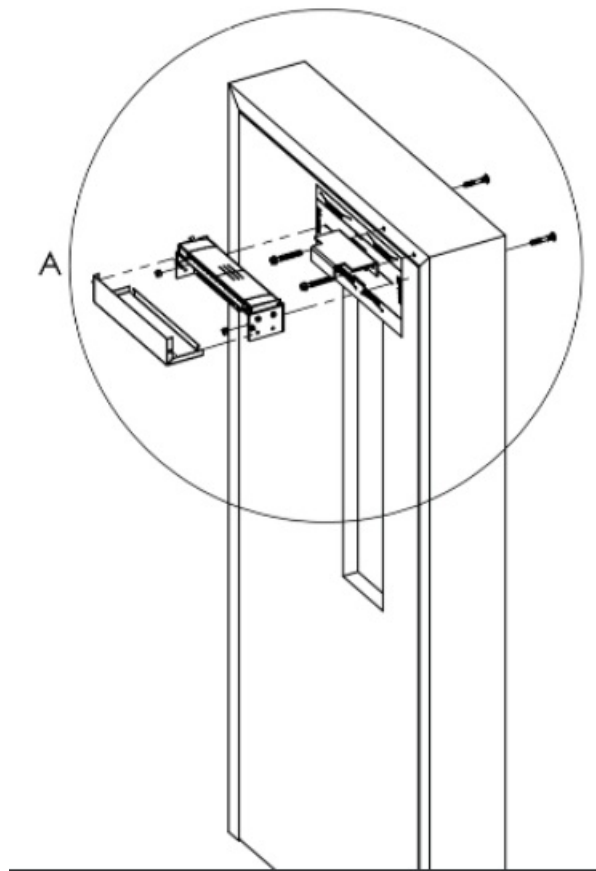
8 7	SCREW ANCHOR, 3/8 X 3'	2
	HEX NUT, 3/8- 16	2
6	CARRIAGE BOLT, 3/8%16 X 2.1/2'	2
S	TEMPLATE HAVEN LOCKDOWN	1
4	LATCH INSWING	1
3	HAVEN LOCKDOWN	1
2	DOOR	1
1	DOOR FRAME	1
ITEM NO.	DESCRIPTION	QTY.

**HAVEN LOCKDOWN INSTALLATION INSTRUCTIONS;**

1. ALIGN TEMPLATE, ITEM 5. WITH INNER EDGE OF DOOR FRAME. ITEM 1
2. TAPE TEMPLATE. ITEM 5 TO DOOR FRAME. ITEM 1
3. USING THE 3/8a DIA. DRILL BIT. DRILL HUN° HOLES IX2.1 TO A 3' DEPTH INTO DOOR FRAME. ITEM 1

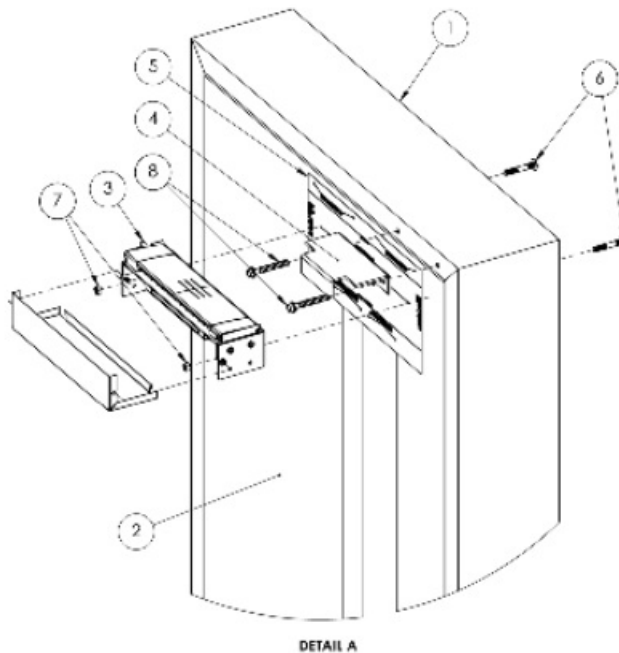
FOR INSTALLATION OF LATCH BRACKET, ITEM 1

4. USING THE 3/8" DRILL BIT, DRILL CLEARANCE HOLES (C) THROUGH DOOR. ITEM (2). FOR INSTALLATION OF LOCKDOWN UNIT, ITEM 3.
5. REMOVE DRIL TEMPLATE. ITEM 5. FROM DOORWAY.
6. INSTALL LATCH BRACKET. ITEM 3, WITH SCREW ANCHORS (X2), ITEM (8), TO DOOR FRAME, ITEM 1 D. DO NOT TIGHTEN ANCHORS TO FINAL TORQUE.
7. INSTAU. LOCKDOWN UNIT. ITEM 3. WITH CARRIAGE BOLTS (/X2) 6 AND 7 TO DOOR, REM 2. DO NOT TIGHTEN NUTS TO FINAL TORQUE.
8. PAIR TO LOCKDOWN UNIT. ITEM 3- . AND TEST FITMENT OF LOCKDOWN UNIT WITH LATCH BRACKET, ITEM 4.
9. TIGHTEN SCREW ANCHORS (X2) AND HEX NUT (X2), ITEMS 8 AND 7, TO FINAL TORQUE.
10. FIT COVER TO LOCKDOWN UNIT. ITEM 3. AND TIGHTEN SCREWS (X2).



#### TOOLS REQUIRED FOR INSTALLATION

1. MASKING TAPE
2. BATTERY PACK DRILL & IMPACT
3. 3/6 DIA X 4 MULTI-PURPOSE DRILL BIT
4. 3/13 SQUARE DRIVE TO 1/4"HD ADAPTER
5. 3/6 DRIVE RAG'S'
6. 3/8" DRIVE 9/16' SOCKET
7. 3/8" DRIVE 7/16 SOCKET



**\*\*\*NOTICE\*\*\***

THE HAVEN LOCKDOWN SYSTEM AND SUPPLIED LATCH BRACKET HARDWARE, ITEM (8), IS DESIGNED TO BE INSTALLED ONTO A STANDARD 2' DOOR FRAME BACKED WITH POURED CONCRETE.

IF ATTEMPTING TO INSTALL ONTO HOLLOW DOOR FRAME, PLEASE USE THE HOLLOW DOOR FRAME HARDWARE KIT. SOLD SEPARATELY.

8	SCREW ANCHOR, 3/6 X 3'	2
7	HEX NUT, 3/8- 16	2
6	CARRIAGE BOLT, 3/13n-16 X 2.1/2'	2
S	I TEMPLATE HAVEN LOCKDOWN	1
4	LATCH INSWING	1
3	HAVEN LOCKDOWN	1
2	DOOR	1
I	DOOR FRAME	1
ITEM NO.	DESCRIPTION	QTY.

**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.

## GENERAL NOTES ON HAVEN Lockdown

### Bluetooth® Range

HAVEN Lockdown uses Bluetooth® wireless technology to communicate to its control devices like the Key Fob, Smartphone App, and HAVEN Hub. Bluetooth has a theoretical range of 100m (328 ft), but that is all dependent on the environment. If any object is between the controller and the lock, the effective range of the Bluetooth signal will drop. When you use Bluetooth, you should assume the effective range is 50 meters (160 ft.)







### Layered Security

The HAVEN Lock is a layered security device. We advise customers to use HAVEN as a supplemental layer in their security. Relying on a single device or component will lessen the security of your school or business. HAVEN Lock should be part of a larger security system. It is not a total solution. We suggest using video cameras, motion sensors, alarm monitoring, and vibration sensors.

### Personal Security

HAVEN Lockdown only works as well as its user. Taking personal responsibility for your own safety is very important to make HAVEN Lockdown work for you. Our product can't prevent you from sending a guest pass (eKey) to the wrong person. HAVEN Lockdown can't prevent your phone from being stolen and cannot keep your password secure. Being proactive and responsible is the best way to protect you and your home.

## IMPORTANT SAFEGUARDS

	Charge low batteries immediately. HAVEN Lockdown'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 Lockdown 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? You can give access to your HAVEN Lockdown to other people using the eKey feature in the application. You are the admin and if you give access to the wrong person, they will be able to control your lock.
	Your smartphone is the key and the access control panel for your HAVEN Lockdown. If someone has access to your smartphone, they could control your HAVEN and gain access to your school or business. Your smartphone security should be regarded the same as your home security; make sure to password protect your phone.
	If your smartphone is stolen or lost, deactivate your phone at the HAVEN Lock Web Portal ( <a href="http://www.myhavenlock.com">www.myhavenlock.com</a> ). If your key fob is lost or stolen, reset your lock by pressing and holding the Admin Button (B) for 10 seconds (or until it flashes green) or send an email to <a href="mailto:support@havenlock.com">support@havenlock.com</a> .
	Make sure to turn on notifications in your HAVEN Lock 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 Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by HavenLock Inc is under license. Other trademarks and trade names are those of their respective owners.

## TROUBLESHOOTING

Below are some common issues you might encounter while installing or operating your HAVEN Lockdown. If you do not see your issue below, contact us at [support@havenlock.com](mailto:support@havenlock.com).

### HAVEN Lockdown Issues

HAVEN will not turn on or no indication of power.	Make sure you have fully charged the unit and inserted the backup batteries (backup batteries are not applicable to models produced after 2019). Press the Admin Button under the control panel hood and the LED should illuminate. If not, please contact us at <a href="mailto:support@havenlock.com">support@havenlock.com</a> and we will help you out.
Is HAVEN Lockdown mounted inside regardless of whether the door swings out or in?	The lock is always installed on the interior side of the room being protected. It comes with a bracket kit for inward and outward swinging doors. The lock itself is universal.
How do I turn HAVEN off?	HAVEN is designed to be “always on” so that it is ready to receive commands from bluetooth devices. After several minutes it will go into a power saving mode but will always be on.
I need to move the lock to another door.	The lock can be uninstalled from a door and moved to a new door by simply uninstalling and reinstalling on the new door. Ensure that the lock is fully charged and paired or re-paired to accessories that are associated with the lock.
I need to reset my HAVEN. Can I perform a factory reset?	To factory reset your HAVEN (restore original firmware and disconnect all devices) you have to hold down both the admin (B) and reset button (R) and release the reset button while still holding the admin button for 10 seconds. This process will take about a minute or so to complete.

### Key Fob / Mobile App

I can't pair my key fob or app / is not working	If the pairing process fails, you may need to reset everything to try again. On HAVEN, hold the Admin Button for 10 seconds until the LED flashes green. On the Key Fob, hold the Lock button for 10 seconds, and on the App edit the settings for your paired lock and delete it from your list. Try the pairing process again and repeat as necessary.
My Key Fob no longer works and the LED does not illuminate.	If the LED on your Fob is not lighting when you press either button, you could have a dead battery. Contact us at <a href="mailto:support@havenlock.com">support@havenlock.com</a> and we can help you out.



**HavenLock Inc.**


Patent Protected: European Patent Number: 3,194,692; Issued: China; Patent Pending: U.S.A.

Nashville, TN

[www.havenlock.com](http://www.havenlock.com)



## Documents / Resources

 <p><b>Quick Start Guide</b></p> <p><b>HAVEN LOCKDOWN</b>™ high strength, Bluetooth® enabled smart lock for Commercial applications</p> <ul style="list-style-type: none"><li>1. Safety Overview, Regulations</li><li>2. Warranty</li><li>3. Haven Lockdown Systems</li><li>4. Haven Lockdown System</li><li>5. Haven Lockdown System</li><li>6. Haven Lockdown System</li><li>7. Haven Lockdown System</li><li>8. Haven Lockdown System</li><li>9. Haven Lockdown System</li><li>10. Haven Lockdown System</li></ul> <p>© 2017 Haven Lockdown Systems, Inc.</p>	<p><a href="#">HAVENLOCK HAVEN Active Shooter Lockdown Systems</a> [pdf] User Guide</p> <p>HAVEN Active Shooter Lockdown Systems, HAVEN, Active Shooter Lockdown Systems, Shooter Lockdown Systems, Lockdown Systems, Systems</p>
---	---

**Manuals+.**