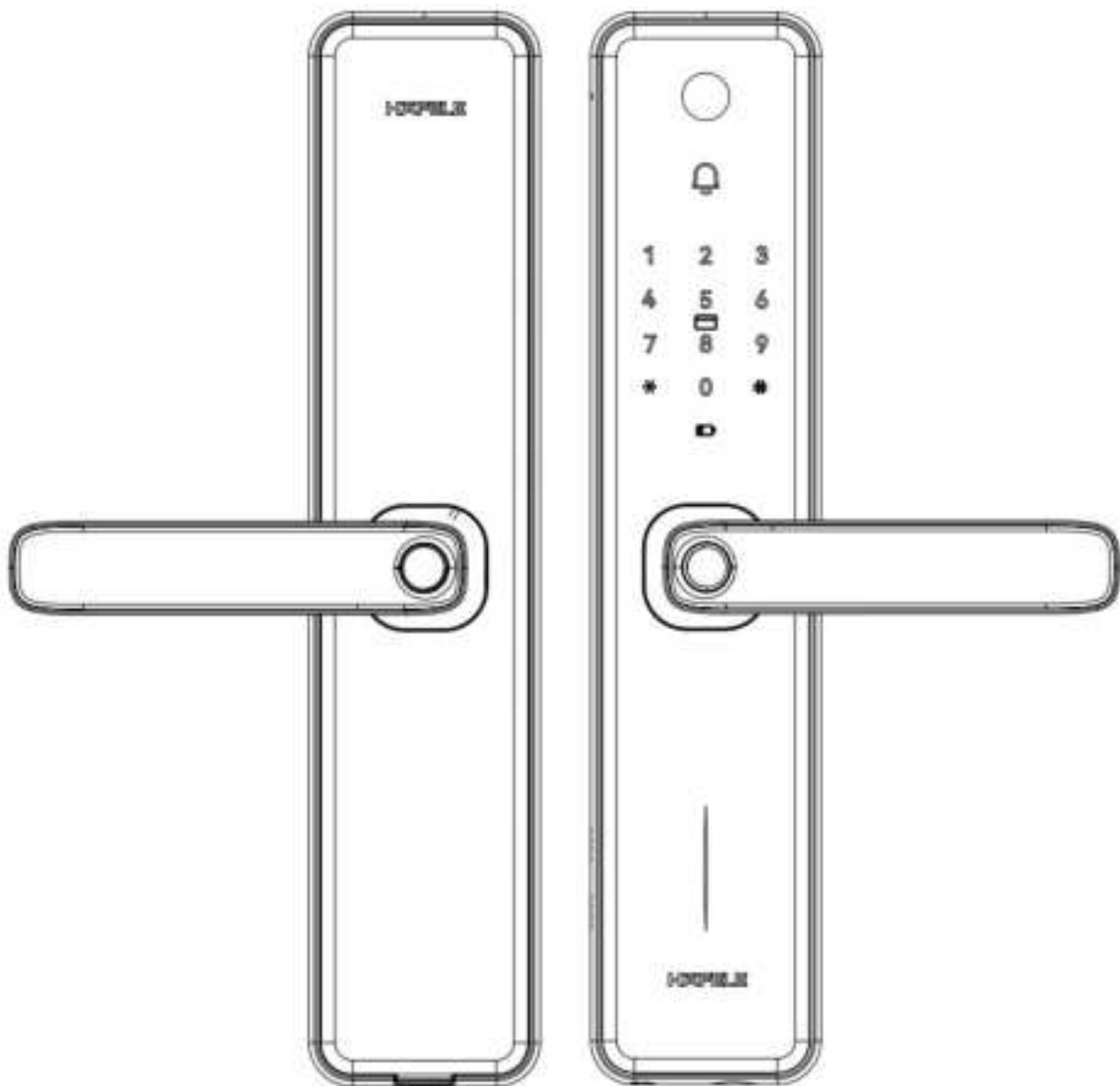# User Manual & Installation Guide

Model: Hafele ZENITH

Disclaimer: The contents of this user manual are subject to change without prior notice to the user in order to enhance performance of the product.

Table of Contents

Table of Contents

1. Read before use

1.1 Warnings

1. Read and understand all instructions before use.
2. Do not expose the product and accessories to rain or direct sunlight.
3. When cleaning the product, please wipe it with a soft cloth.
4. Do not scrape the fingerprint sensor with any sharp objects.
5. If damage is caused by failure to follow this instructions, the warranty does not apply.
6. Do not expose the product to corrosive substances to avoid damage.
7. Please make sure the battery is fully charged before use. If a low battery warning appears, please remove the battery and charge it immediately.
8. If the lock is not in use for a long time, please take out the battery to maintain its efficiency and extend its lifespan.

1.2 Product specifications
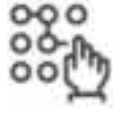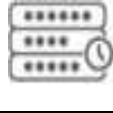
Features
Fingerprint
Key card
Password
Mechanical Key
Video Door Phone
Wi-Fi APP
Li-ion Battery System
English Voice Prompts
USB-C Emergency Power

Basic Specification		
User Capacity	• Administrator ID (with Fingerprint, Key card and Password) • 400 Users with combinations of Fingerprint, Key card or Password. • 30 APP Custom passcodes	
5 unlocking ways	Fingerprint, Password, Key card, Mechanical Key and Smartphone APP	
Door Thickness	33 - 90mm	
Voice guide language	English, male or female voice	
Power Supply	Li-ion Battery	Main 5000 mAh Li-ion
	Emergency Power	5V, Type-C USB interface
	Operating Voltage	> 4.8V
Material	Lock panels	Aluminium alloy, PCT+PET, Tempered glass
	Mortise lock	Stainless steel
Working environment	Temperature	-20 to +70 Degree Celsius
	Humidity	40%-80%
	Ingress protection	Outdoor unit: IP65 Indoor unit: IP53

1. Read before use

1.3 Additional features

Locking Modes	
	Auto Locking Mode When the door is closed the bolt will lock automatically.
	Passage Mode (Remain unlocked) After activation the door is unlocked for everybody.
	Privacy Locking Mode When activated from the inside, only local administrators and the mechanical key can open the door from outside.
	Double Authentication Mode In this high security mode, users need to enter a combination of 2 access credentials to open the door.

Security & Alarms	
	Random Passcode Random digits can be added before or after the passcode to hide your real code from other persons.
	Panic Exit It is always possible to unlock from the inside with a handle.
	System Lockout After 6 wrong attempts to unlock, the system enter a lockout mode for 90 seconds and sound an alarm.
	Burglar Alarm If the lock detects any mechanical manipulations it will sound an alarm for 120 seconds.
	Door Ajar Alarm If the door isn't completely closed and the bolts are unable to auto-lock, a reminder alarm will sound.
	Low Battery Alarm The lock will remind you to charge the battery with the light indicator and a voice prompt.

1. Read before use

1.4 Product Overview

Door viewer camera

Doorbell button

Touch screen keypad

Card reader area

Low battery status

Fingerprint sensor

Status indicator

Reset button

Privacy mode button

USB Type-C power port

Reboot button

Key cylinder

Square spindle hole

Mechanical key

Latch

Sensor latch

Locking bolts
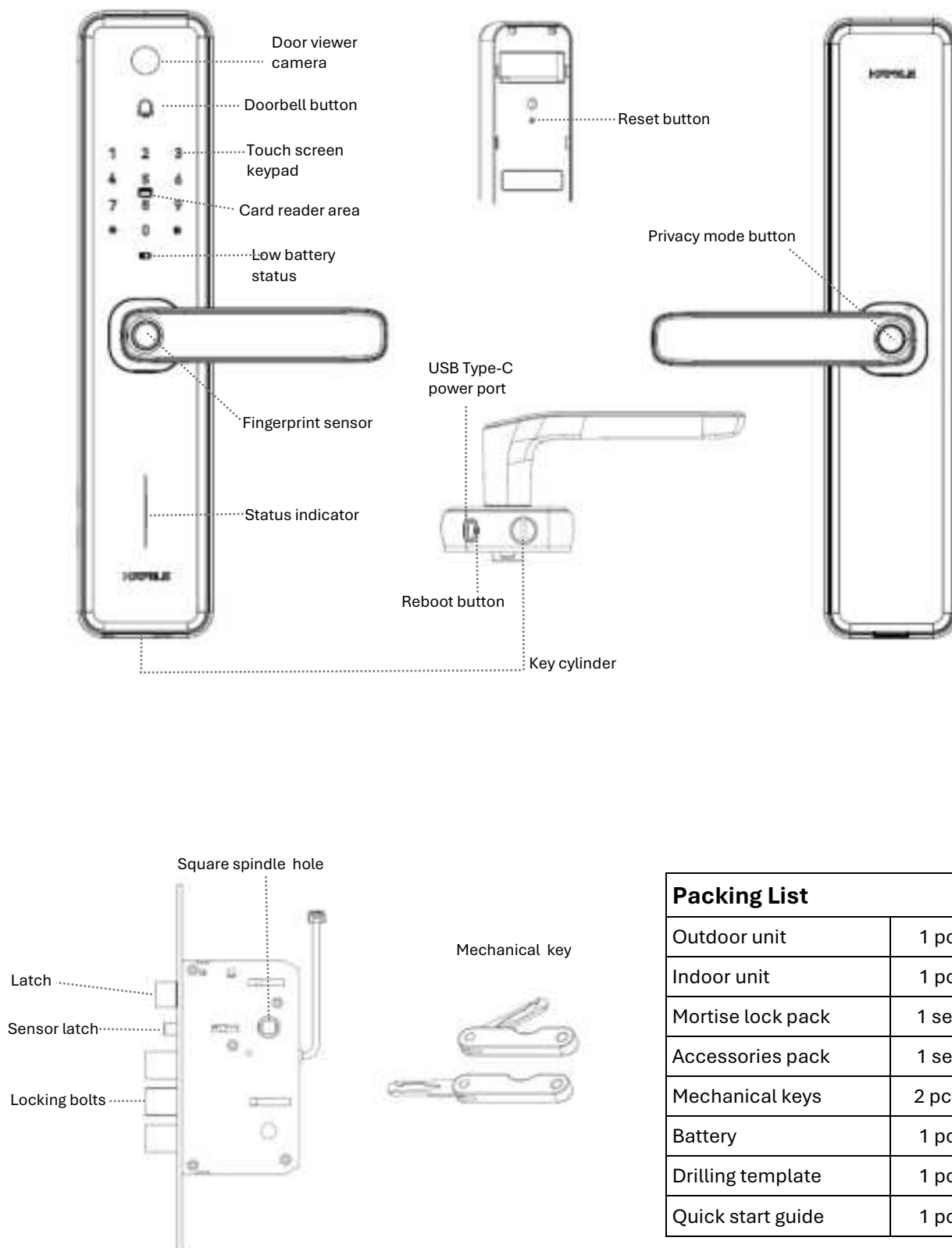
Packing List	
Outdoor unit	1 pc
Indoor unit	1 pc
Mortise lock pack	1 set
Accessories pack	1 set
Mechanical keys	2 pcs
Battery	1 pc
Drilling template	1 pc
Quick start guide	1 pc

2. Installation guide

2.1 Components
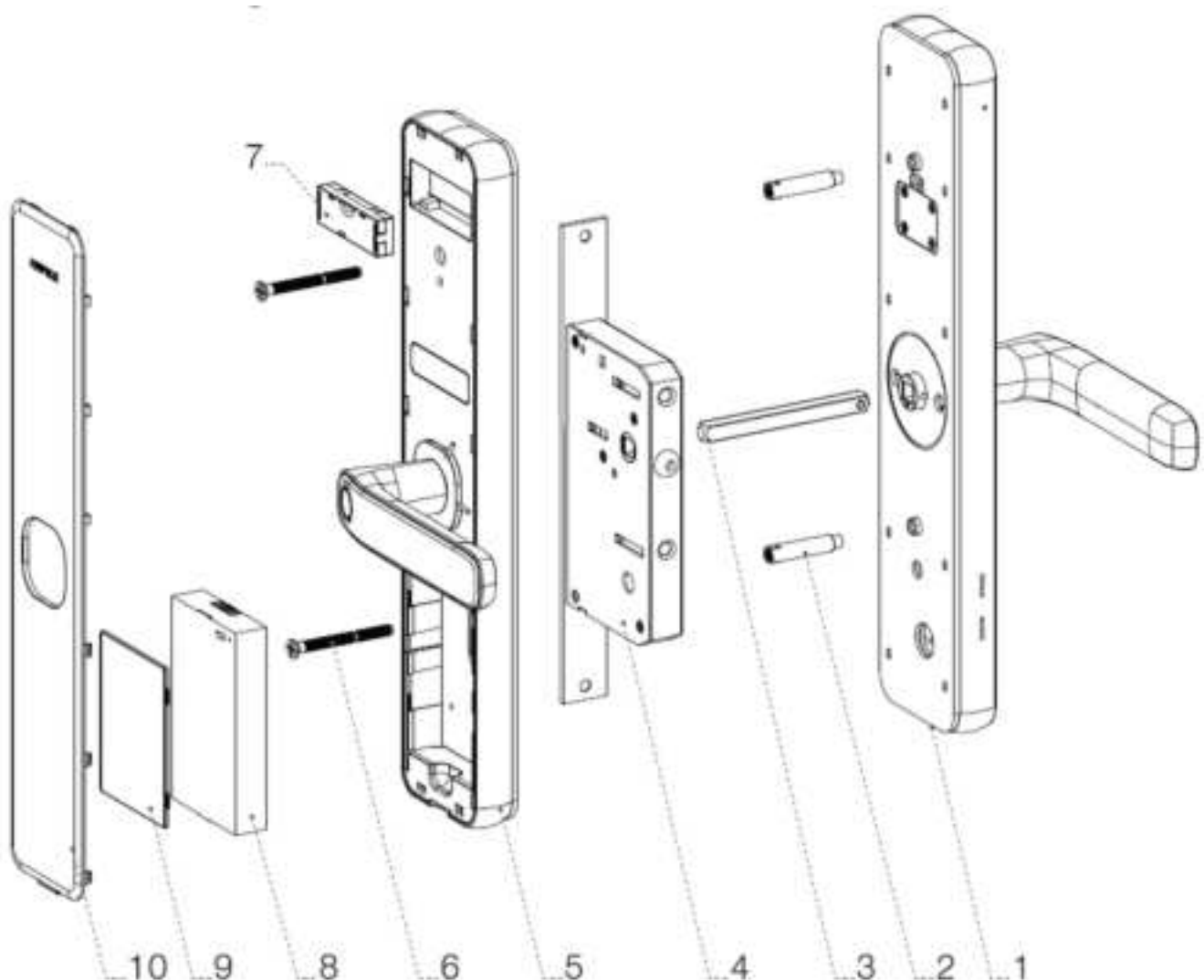
1. Outdoor unit	6. Screws
2. Stud	7. Plug-in module (option)
3. Square spindle	8. Battery Pack
4. Mortise lock	9. Battery cover
5. Indoor unit	10. Indoor unit cover

2. Installation guide

2.2 Screw size matrix

ZENITH Installation Accessories Instruction

Door Thickness	M5 Screw Top	M5 Screw Lower	Square Spindle	M5 Stud
≥33mm <40mm	M5x95mm 1pc - cut 5	M5x18mm 1pc	8x8x65mm	Ø7x31mm 2pcs
≥40mm <45mm	M5x95mm 1pc - cut 4	M5x95mm 1pc - cut 5	8x8x85mm	Ø7x31mm 2pcs
≥45mm <65mm	M5x95mm 1pc - cut 2-4	M5x95mm 1pc - cut 4-5	8x8x85mm	Ø7x31mm 2pcs
≥65mm <95mm	M5x95mm 1pc - cut 1-2	M5x95mm 1pc - cut 1-3	8x8x105mm	Ø7x31mm 2pcs
≥95mm <110mm	M5x95mm 1pc - cut 1	M5x95mm 1pc - no cut/cut 1	8x8x125mm	Ø7x31mm 3pcs

M5 Screw

M5x18mm

M5x95mm 2pcs

Square Spindle

8x8x65mm

8x8x85mm

8x8x105mm

8x8x125mm

Reversing Screw 2pcs

M5 Stud 3pcs

Ø7x31mm

Hex key 3mm

2. Installation guide

2.3 Installation steps

1 Draw lines on the door as marked on the drilling template, the suggested distance between the lock and the floor is 1m - 1.1m. Then drill the holes as required.

2 Adjust the latch direction by lift up the latch limiter to release latch bolt. Then rotate it 180 degree.

Latch Limiter

Latch Bolt
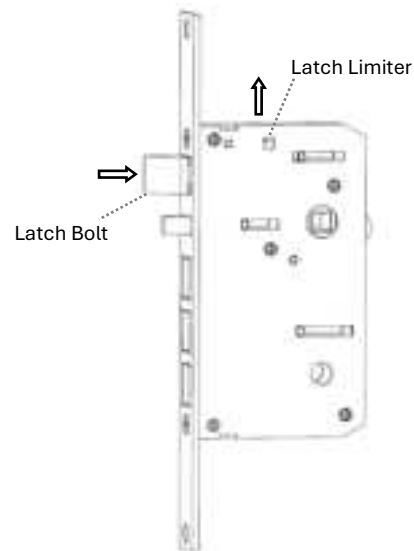
3 Insert the mortise lock into the door and use two pieces of self tapping screws (from mortise lock pack) to fix it in place.
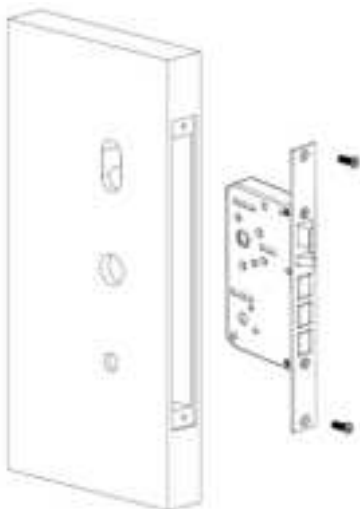
4 Install two studs into the outdoor unit. Align the square spindle pin to the handle base. Push the pin in and slide the spindle in place until it locks securely.

Spindle hole

Stud

Lock pin

Square spindle

Spindle length

Stud
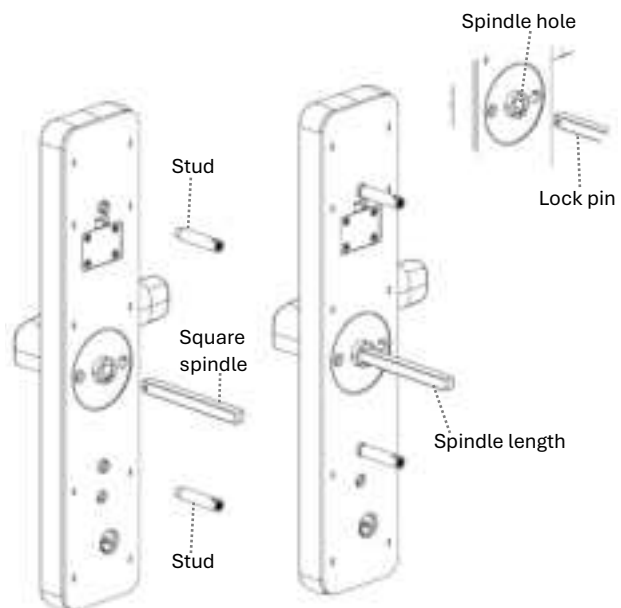
2. Installation guide

2.3 Installation steps

④ Adjust the spindle hole to make the **triangle arrow pointing downward.** If the handle direction doesn't match to the door opening, use the hex key to remove the screw. Then rotate the handle to the other side and reinstall the screw.
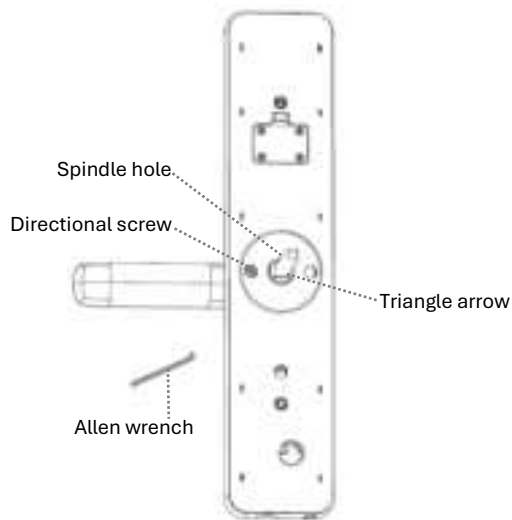
⑤ To install the outdoor unit, pass three cables through the large hole in the door. Align the square spindle into the mortise lock.

Spindle hole

Directional screw

Triangle arrow

Allen wrench

⑥ Connect the cables from the outdoor unit to the matching connectors. Then use the screws to fix the indoor unit to the outdoor unit. Make sure the handle operates smoothly.

Cable connectors

Electrical connectors

Screws
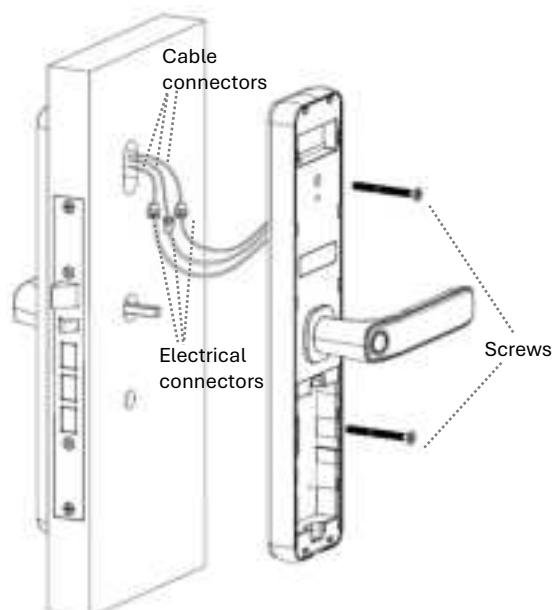
2. Installation guide

2.3 Installation steps

7 Insert the battery pack into battery compartment. Then install the battery cover and indoor unit cover.

Privacy mode button

Lithium Battery

Battery cover

Indoor unit cover
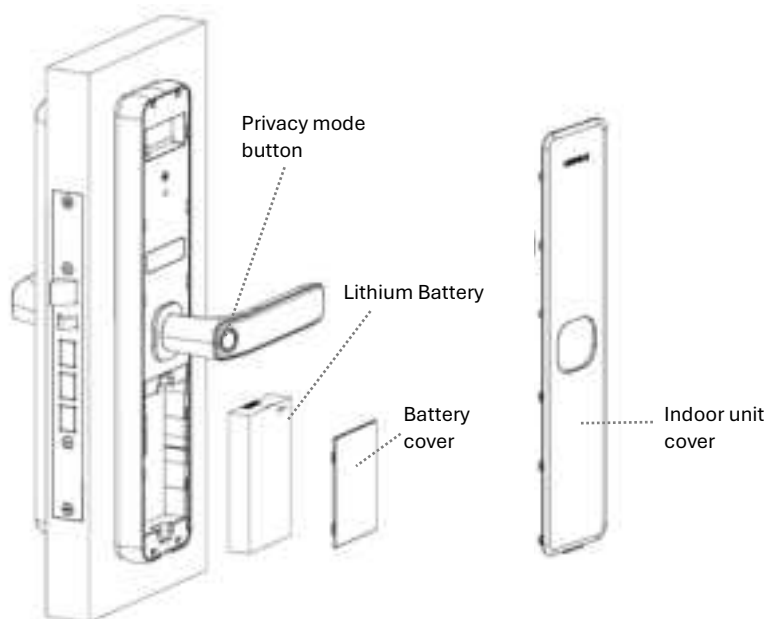
(i) Note: The installation is now finished. After inserting the battery, the lock should power on. Please proceed with lock settings.

⚠ Caution: After first start-up the lock is in **Demo Mode**. Any fingerprint, key card or password can open the door.

3. Settings

3.1 Local menu table

Note: Double click [*] to enter the settings mode. The factory default administrator password is 123456.

Press [1]

1. Add administrator
- Add admin password
- Add admin fingerprint
- Add admin key card

2. Add normal user
- Add user password
- Add user fingerprint
- Add user key card

Press [2]

1. Delete all normal users

2. More user settings

Main menu:

1. Add user

2. Delete user

3. Add-on settings

4. Network settings

5. Voice settings

Press [3]

1. Remote control pairing

2. Dual unlocking setup

3. VDP linkage setup

Press [4]

1. Built-in Wi-Fi module

2. Built-in RF module

3. Optional Plug-in module

Press [5]

1. Male

2. Female

3. Settings

3.2 Demo Mode

Demo mode (First use or after reset to factory settings)

Touch the screen	➡️	Choose a method to unlock: Fingerprint / Key card / Password	➡️	Green light: Success Red light: Failed
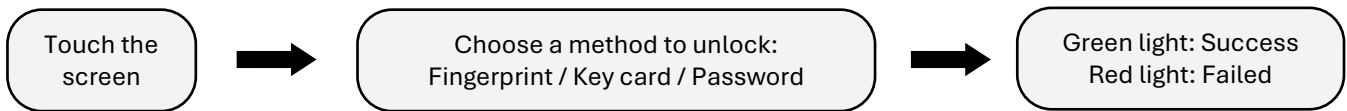
⚠️ Caution: Any fingerprint, key card or password can open the door.

3.3 First time setting

Add an administrator (Lock owner)

Touch the screen	➡️	Double click [*] to enter settings	➡️	Verify Admin password [123456] + [#]	➡️	Press [1] - Add users

➡️ Press [1] - Add administrator ➡️

Press [1] - Add admin password

Press [2] - Add admin fingerprint

Press [3] - Add admin key card
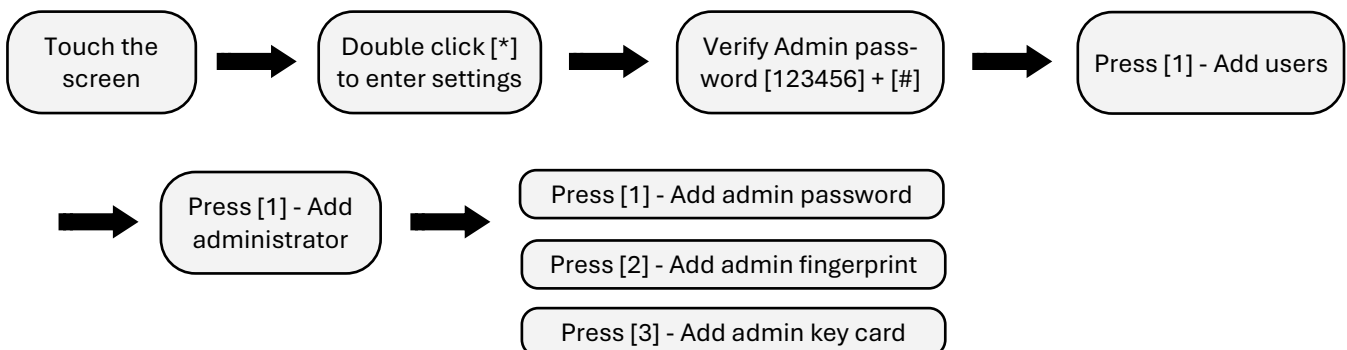
⚠️ Caution:
- You have to register an admin user first, then proceed with the other lock settings.
- When you do the first registration, the default admin password is 123456.
- Make sure your fingers are clean and dry before using the fingerprint reader. Dirt, oil and moisture can interfere with the recognition.

3. Settings

3.4 Add normal users (Register admin user before doing this step)

Note: Only add users locally if no Wi-Fi network is available to pair your lock with the Hafele Smart Living APP. It is recommended to use the smartphone APP to manage users and lock settings.

Note: Locally added users will appear in the smartphone APP, but need to be manually assigned to an APP user.

Touch the screen ➡ Double click [*] to enter settings ➡ Verify Admin user ➡ Press [1] - Add users

➡ Press [2] - Add normal user ➡ Press [1] - Add user password

Press [2] - Add user fingerprint

Press [3] - Add user key card
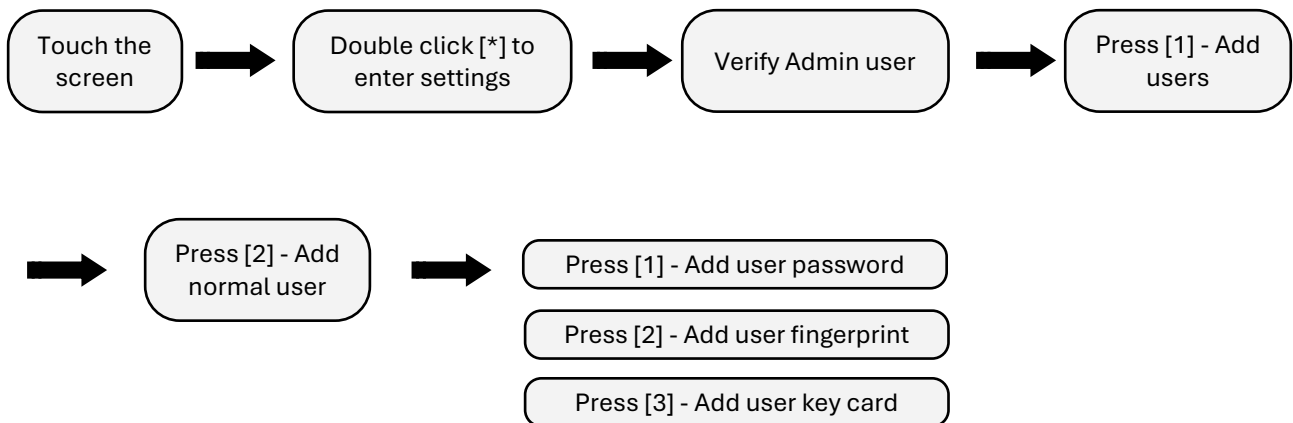
3. Settings

3.5 Delete all normal users

| Touch the screen | → | Double click [*] to enter settings | → | Verify Admin user | → | Press [2] - Delete users |

| → | Press [1] - Delete all normal users | → | Press [#] - to confirm |
| | | | Press [*] - to cancel |
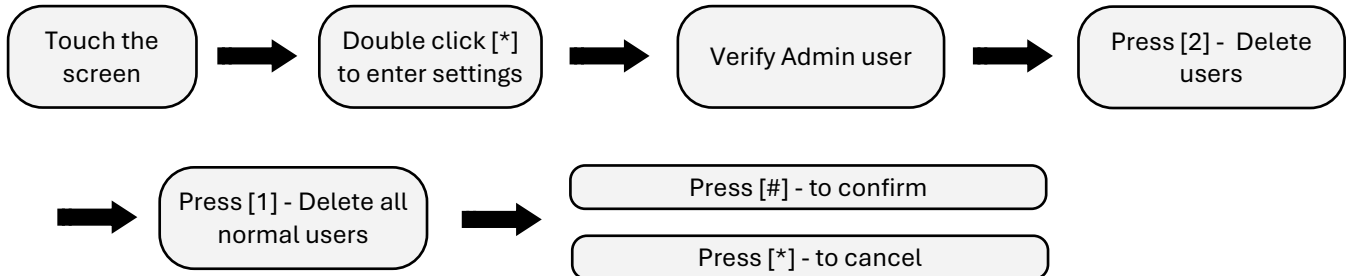
⚠️ Caution:
- This action will delete all users added locally or by the smartphone APP at once! For individual deletion of the user data, please use the smartphone APP.
- The Admin user will not be deleted, only a restore to the factory settings can delete the admin user.

3.6 Add-on settings

ⓘ Note: This function is designated for Hafele wireless communication accessories for additional lock options. Please contact your local Hafele customer service for more information.

| Touch the screen | → | Double click [*] to enter settings | → | Verify Admin user | → | Press [3] - Add-on settings |
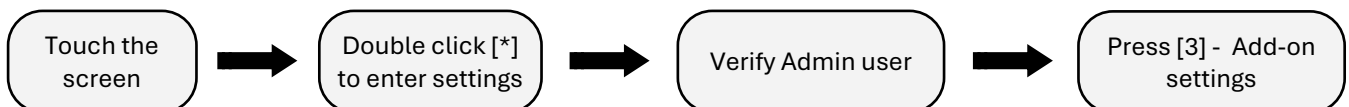
→ ⚠️ Caution: They might not be available in all countries and require specialist knowledge to be installed. For further information, please contact your local Hafele offices.

3. Settings

3.7 Network settings

ℹ️ Note: As the factory default setting, all wireless communication modules of the lock are disabled. In order to connect to the Hafele Smart Living APP or a RF remote control, they need to be enabled first.

A. Built-in Wi-Fi module setting / Smartphone APP Pairing

⚠️ Caution:
- The Hafele Smart Living APP pairing only supports the 2.4 GHz Wi-Fi band. Make sure it is enabled on your local Wi-Fi Access Point.

1. Download the "Hafele Smart Living" application from Apple Store or Google Play
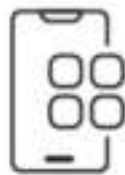
2. Sign up App's account by email or log in if you already have an account.
3. Enable your smartphone's Bluetooth and connect to the Wi-Fi network you want to connect your lock.
4. Enable lock pairing mode:

```
Touch the          →   Double click [*]   →   Verify Admin user   →   Press [4] - Network
screen                 to enter settings                               settings

→   Press [1] - Built-in   →   ( 1 )   OR   ( 2 )
    Wi-Fi module
```
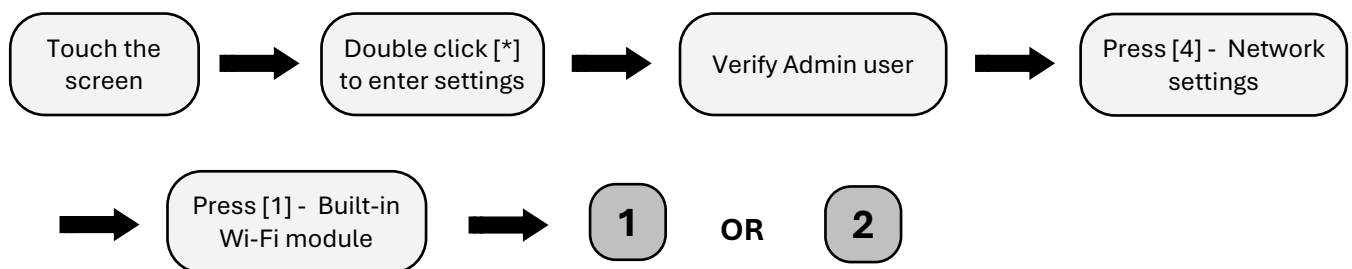
1   Enable Wi-Fi and start APP pairing process.

2   Disable Wi-Fi and delete APP pairing.

5. Click "Add device" in the top right corner of the APP, the next screen will show any available lock on the top with an "Add" icon.
6. Click "Add" to start the process, then click "Done" to finish the pairing process.
7. You can now manage users and lock settings with your smartphone APP.

3. Settings

3.7 Network settings

B. Built-in RF module setting

(i) Note: This function is designated for Hafele wireless communication accessories for additional lock options. Please contact your local Hafele customer service for more information.

Touch the screen ➡ Double click [*] to enter settings ➡ Verify Admin user ➡ Press [4] - Network settings

➡ Press [2] - Built-in RF module ➡ **1** OR **2**

1 Enable RF communication.

2 Disable RF communication
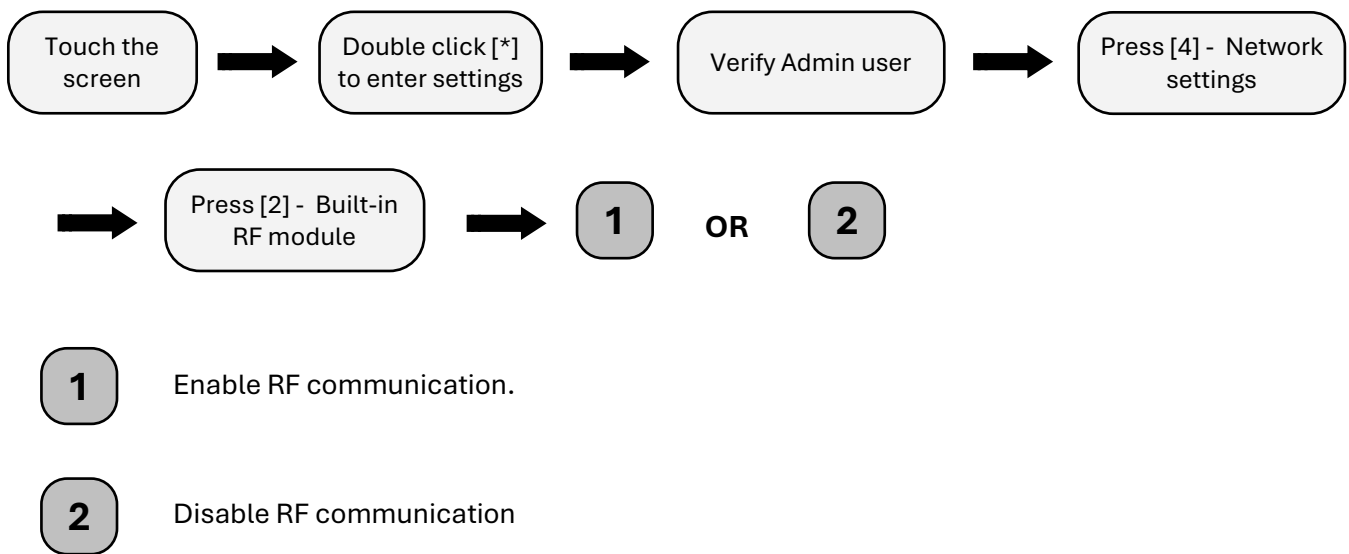
C. Optional plug-in module settings

(i) Note: This function is designated for an IO module expansion to 3rd party systems. It is not used for standard applications and only prepared for customized projects in the future.

3.8 Voice Settings

Touch the screen ➡ Double click [*] to enter settings ➡ Verify Admin user ➡ Press [5] - Voice settings

➡ **1** Male

OR **2** Female
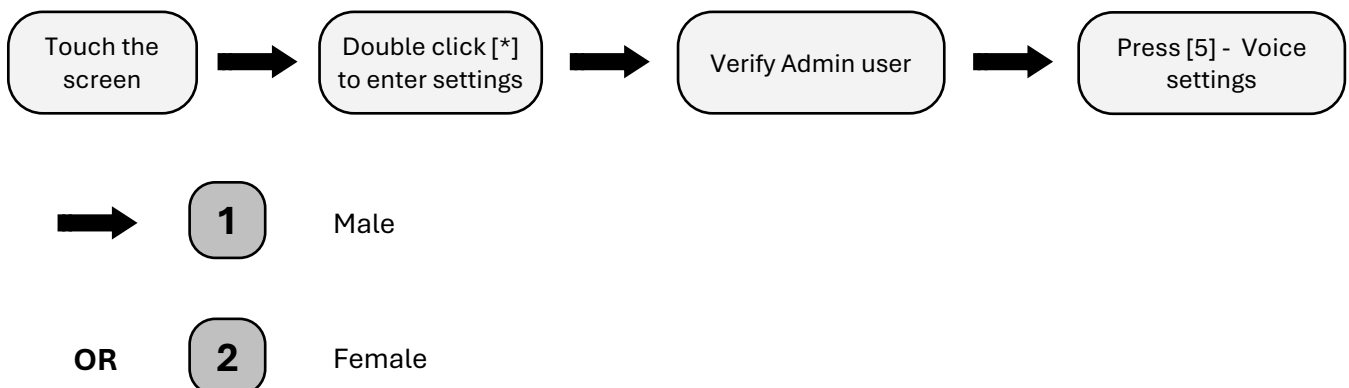
4. Lock operation

4.1 Outdoor unit description

Door viewer camera

Doorbell button

Touch screen keypad

Card reader area

Enter / Confirm

Exit / Cancel

Fingerprint sensor

Low battery indicator

Radar sensor (invisible)
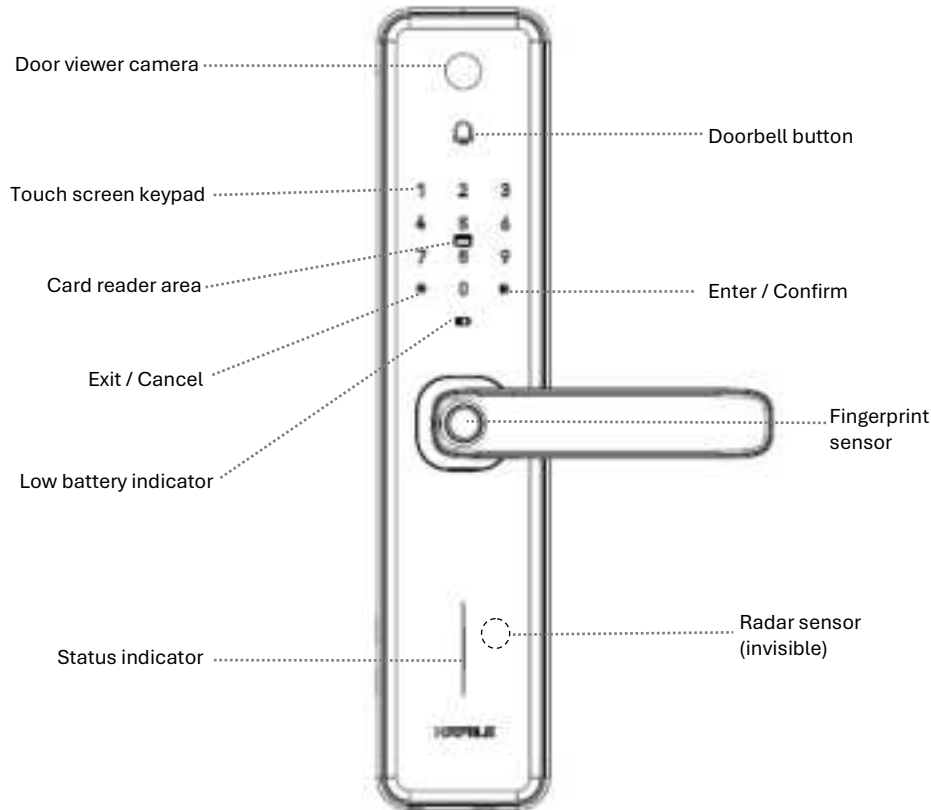
Status indicator

4.2 Indicator Lights

Status indicator
The indicator light will flash blue when the lock is activated, green if authentication is successful and red when authentication failed.

Low battery indicator
When battery is too low, the indicator light will flash red with voice prompts (Mute mode is excepted).

System locked indicator
If enter wrong user ID for 6 times, the lock will suspend for 90 seconds with an alarm and the status indicator light turns solid red.

Restore factory settings indicator
When system data is cleared, the indicator light will flash blue with voice prompts.

4. Lock operation

4.3 Indoor unit description

Plug-in module (optional)

Reset button

Privacy mode button

Main battery

Battery cover

Indoor unit cover
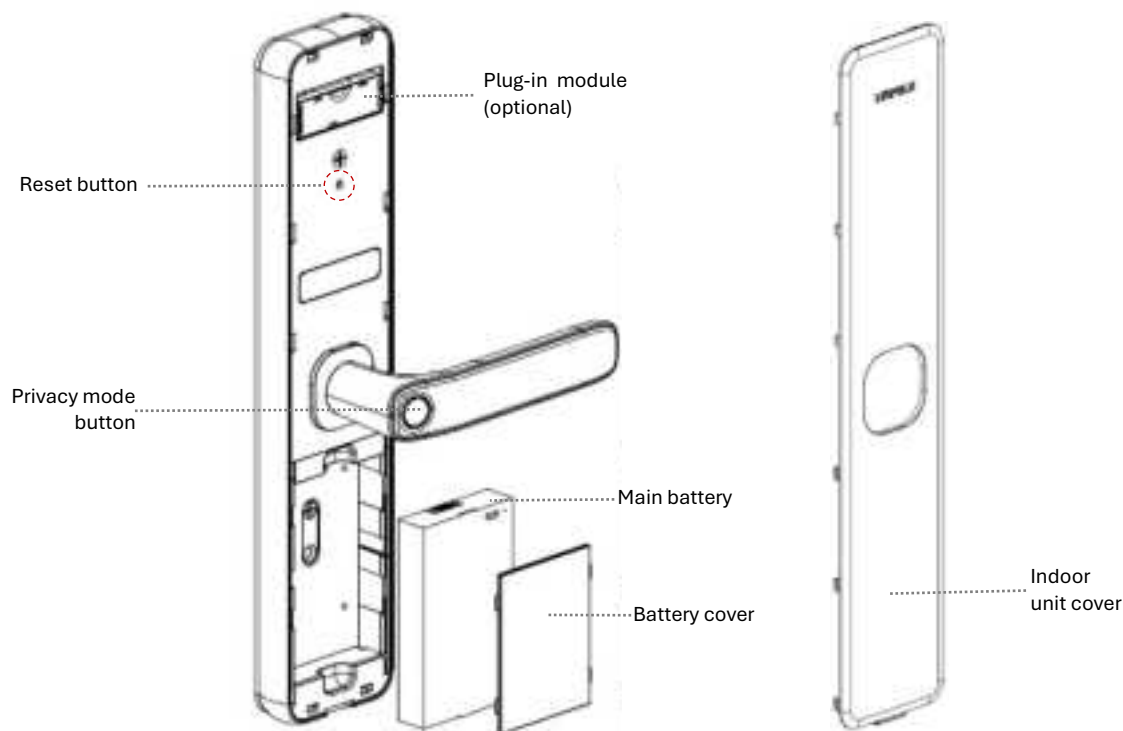
4.4 How to lock & unlock the door

1. Locking the door
a.) The door will lock automatically 6 seconds after closing (auto mode).

2. Unlock from outside
a.) Fingerprint: Place the registered finger on the fingerprint sensor area.
b.) Key card: Place the registered key card on the card reader area in front of the keypad.
c.) Password: Touch the keypad to wake-up the lock and input an 6-8 digits password, then press the [#] button to confirm.
d.) Mechanical Key: Insert the mechanical key and rotate to open the lock.

3. Unlock from inside
- Pull down the handle lon the indoor unit to unlock the door.

4. Lock operation

4.5 Privacy mode

⚠️ Caution: The privacy mode is designed to temporarily block all normal and APP users to open the door. If switched on, only the local administrator or a mechanical key can unlock from outside.

Enable:
After closed the door, long press the privacy mode button on the indoor unit handle for 5 seconds until you hear a voice prompt "Privacy Mode On".

Disable:
To cancel the privacy mode, just verify the administrator data to unlock or unlock the door by the indoor unit handle.

ℹ️ Note: When someone tries to unlock from outside, there is a voice prompt "Privacy mode ON".

4.6 Passage mode (Remain unlocked mode)

⚠️ Caution: When the lock is in passage mode, the deadbolts will engage after the door is closed, yet the door remains unlocked.

Enable:
Enable : Verify any registered user to unlock the door, all keypad lights are on for 6 seconds, then long press "6" on the keypad for 3 seconds to enable the passage mode.

Disable:
Unlock the door by any credentials, only number "6" will light on, then long press this number for 3 seconds to disable the passage mode.

ℹ️ Note: When someone tries to unlock, there is a voice prompt "Passage mode ON".
> In passage mode : To open the door, any unregistered verification data can unlock it.
> In auto locking mode: To open the door, only registered verification data can unlock it.

4. Lock operation

4.7 Important Information - Wi-Fi APP requirements

Thank you for purchasing a Hafele Digital Door Lock.

For full functionality, this lock is designed to use an INTERNET connection via your **local 2.4Ghz Wi-Fi** network. Many features are only available by using the smartphone APP "Hafele Smart Living".
> For pairing setup instructions please refer to page 16.

⚠ Caution: For the best user experience with video calling, it is very important to ensure that the lock receives a **strong 2.4Ghz Wi-Fi signal** from the nearest wireless access point (Wi-Fi Routers or Range Extenders) and an INTERNET connection speed of minimum 50Mbps up/down.

4.8 Hafele Smart Living APP

Hafele Smart Living APP features

Video Door Phone
With a good Wi-Fi and internet connection, you can see and communicate with persons in front of the door from anywhere. If a visitor presses the Doorbell button, you automatically receive an incoming call notification on your smartphone.

Person Detection
If the Radar Detection sensor is switched ON (enable in Settings), the lock will automatically send you pictures via the smartphone APP, when a person remains in front of your door for a while.

APP Remote unlock
The smartphone APP allows you to unlock your door from anywhere. You may also share this permission to other APP users in the family. Note: The lock needs to be in Wi-Fi Active mode, details on page 22.

Member Management
You can fully manage all Family and other Members access credentials. The smartphone APP allows you to add/delete users Face ID, Fingerprints, Key Cards and Passwords.

Temporary Passcodes
You can create Custom Passwords with limited time plans while the lock is active from anywhere. Additionally the APP offers also offer a password generator for offline use. This is useful if you allow someone temporary access to your door.
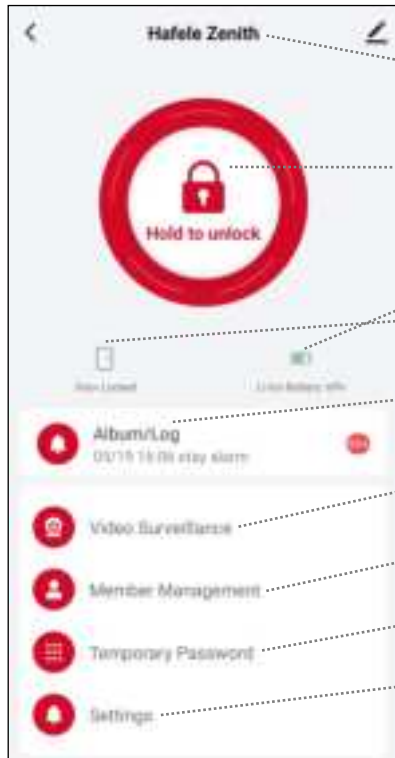
⚠ Caution: Extensive use of APP and Video features or leaving your lock in active mode for too long, will reduce the battery life.

4. Lock operation

4.9 How to use the Smartphone APP

1. Main Screen

1. **Lock name - click** [✎] **to change**

2. **APP Unlock Button**

3. **Li-ion Battery Status - click icon for details**

4. **Door Status**

5. **Picture album , Door opening and Alarm records**

6. **Video Door Phone**

7. **User management**

8. **Temporary Passcode management**

9. **Lock Settings**

2. Settings (part 1)

1. **Video Door Phone Settings**
   Select two- or one-way communication for video calls.

2. **Cloud Storage service**
   Optional paid subscription service to extend video and picture storage period. No subscription only allows pictures storage for 14 days.

3. **Activation Mode**
   By default the lock is in sleep mode and activates only during wake-up. If it is required to the lock always on-line, activate this switch. Additionally a night-time sleep period can be specified. These settings greatly affect the battery life time.

4. **Remote APP Unlock Permission**
   App unlock can be disabled or limited to administrators only.

4. Lock operation

4.9 How to use the Smartphone APP

2. Settings (part 2)
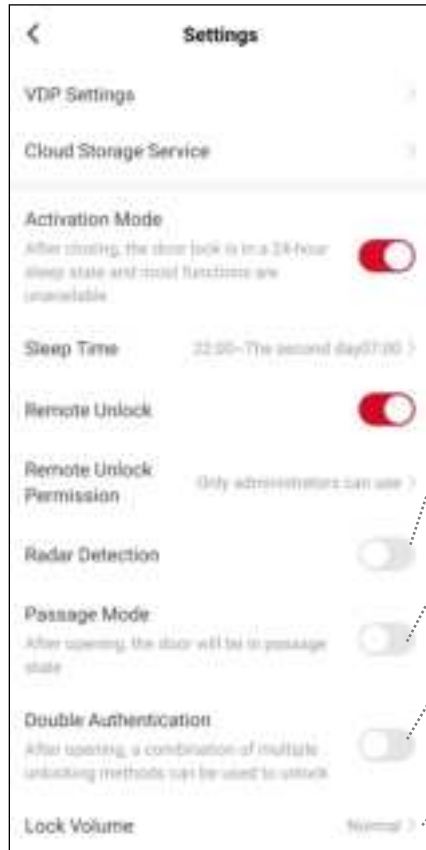
5. Radar Detection
By default it is disabled. If you prefer automatic person detection for face or palm recognition, enable this option. Note: The range of the sensor is 1.5m, accidental wake-up from passing persons will reduce the battery life.

6. Passage Mode
If enabled the lock will remain unlocked, any person can enter the door.

7. Double Authentication
Also called high security mode. To unlock a person needs to enter any 2 access credentials, for example fingerprint + password.
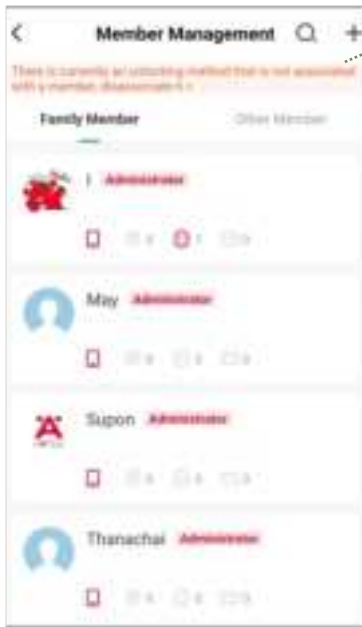
8. Lock Volume
Adjust the lock volume mute to high.

4. Lock operation

4.9 How to use the Smartphone APP

3. Locally added users

Local Users from the lock's memory
This message appears, for users added via the locks local menu (not the APP). Click this message to see the screen on the right to assign them to APP Users.
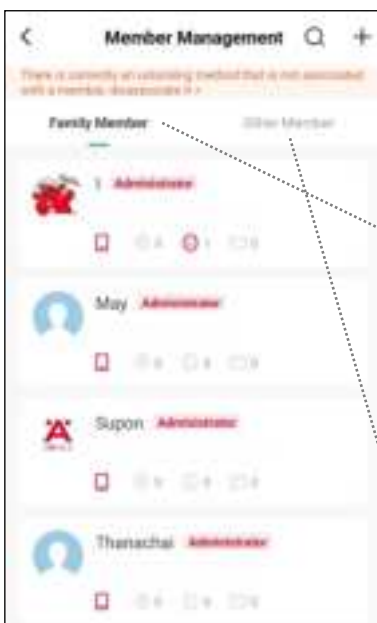
a.) Local administrators also show up here. They are always the first 3 users:
   - Password1
   - Finger2
   - Card3

b.) Locally added normal users will start from Nr. 4, for example: Face4, Finger5, etc.

Choose unlock method

Password1

Finger5

Finger2

Card3

4. Member management

Member Management
Here you can add/remove and manage all user access credentials for your lock. Select to see the screen on the right

a.) Family Member
These are the APP users you share your "Home" and all smart home devices, that includes this lock. Users need to sign-up with an APP account to be added. To set permissions or remove, use "Home Management" of the main APP.

b.) Other Users
Users without APP login can be added and removed here.

May Administrator

Fingerprint   Add

Password   Add

Door Card   Add

Effective Time   Permanent
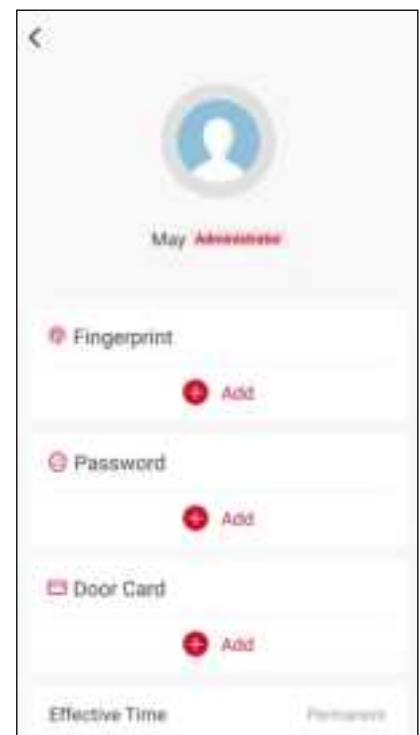
4. Lock operation

4.9 How to use the Smartphone APP

5. Temporary passcodes

1. Custom passcode (online)
- You can define the passcode digits and set a name for the code by yourself.
- The lock must be active and connected to the APP in order to transfer this code to the locks memory.
- You can check if the code has been successfully transferred by clicking "Record"

2. Time-Limited, One-Time, Dynamic passcodes (offline)
These codes can be created offline and the system automatically assign the digits. The lock will recognize their validity with and an algorithm.

3. Clearing code (offline)
Since the codes in Nr. 2 are not actually in the locks memory, they can only be de-activated by entering a clearing code on the lock itself.

Table comparison of passcodes

Type	Must connect to App	How to activate the Code	How to Delete the Code before it expires
Custom	Yes	Unnecessary	After the App connects to the door lock,delete it through the App
Time-Limited	No	The code Activated after use it at least once within 24 hours of the validity period	Use the Clearing Code to delete it
One-Time	No	It can be used only once within 6 hours after creation	Invalid after one use
Dynamic	No	Unnecessary	Expires automatically unavailable
Clearing	No	Use once within 24 hours after creation	Invalid after one use

4. Lock operation

4.10 Li-ion Battery System

Battery System
Your lock is equipped with a removable Li-ion battery.
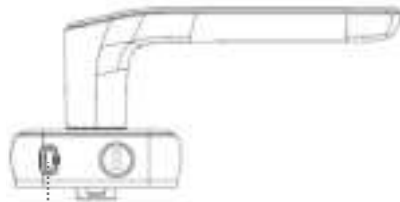
Li-ion Battery Pack
This is the removable and re-chargeable battery pack.

Low battery alarm is ON if:
The battery pack has less than 20% charge.

5. Service features

5.1 Emergency power supply

USB Type-C
power port

Emergency power

If the batteries are completely empty and the lock is without power, perform these steps to recover normal operation:

1. Connect a 5V power supply to the USB-C port at outdoor unit, wait 10s for the lock to startup and unlock the door.

2. Remove the Li-ion battery pack and charge it full (a full charge takes 5-6 hours).

5.2 Battery removal

Lithium
Battery

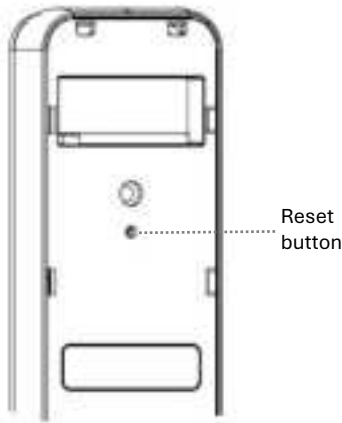Indoor unit
cover
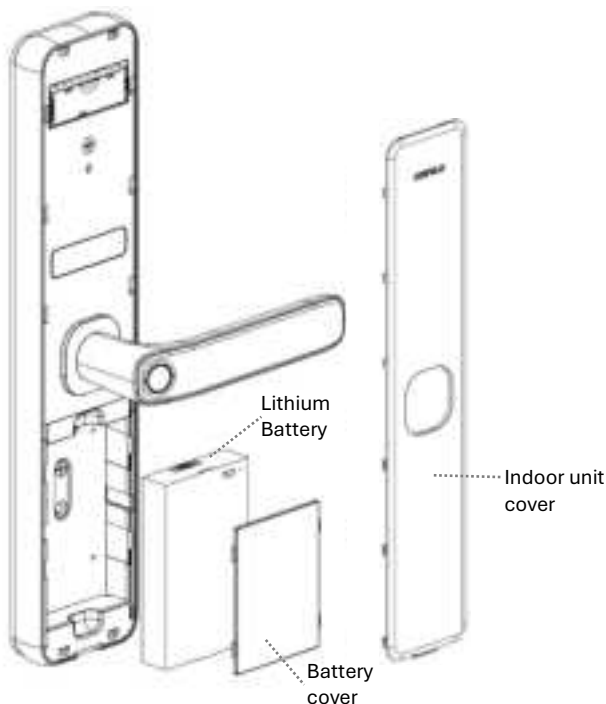
Battery
cover

Battery removal

1. Carefully remove indoor unit cover then open the battery cover.

2. Insert a charged battery pack and reinstall the battery cover and indoor unit cover into place.

5. Service features

5.3 Restore factory settings

⚠️ Caution: This action will delete all user data, APP and accessories pairing information, settings and all user data!

Reset button

Restore factory settings

1. Locate the "Reset" button under the Plug-in module of the indoor unit.

2. Gently press the reset button with a paper clip or similar until you hear 5 short beeps and a voice prompt "Please wait".

3. The lock will now reboot and confirm with a voice prompt "Initialization Successful".

5.4 Troubleshooting guide

Problem description	Possible solution	Reference page
Door lock has no power	1. Startup the lock by connecting a power bank via the USB-C port. Unlock the door and charge the main battery immediately. 2. Unlock the door by mechanical key. 3. To unlock from inside, please use mechanical lever latch to unlock the door.	Page 27 - 5.1
Door lock has power, but appears to be frozen	Locate the reboot button, use a paper clip or similar and carefully press the micro switch. You will feel a click and the lock will reboot.	Page 6 - 1.4
Forgot admin user access	Perform a reset to factory settings.	Page 28 - 5.3
After entering PIN code + '#' button, the door does not open	Clean the touchpad surface with a cloth and make sure that you input the correct PIN code.	Page 19 -4.4
Enter enrolled user data but the door does not open	1. Privacy mode may be activated. 2. Open by mechanical key. 3. If non of above solutions are not working, please contact Hafele service center	Page 20 - 4.5
Continued on next page...		

5. Service features

5.4 Troubleshooting guide

Problem description	Possible solution	Reference page
Auto lock does not work	1. Make sure the passage mode is disabled 2. Ensure the small sensor latch is engaged	Page 20 - 4.6
Cannot pair lock with the Hafele Smart Living application	1. Make sure the Bluetooth and Wi-Fi on the smartphone is enabled and only connect with 2.4 GHz Wi-Fi band. 2. Make sure the Hafele Smart Living APP has the location services permission enabled in your smartphone.	Page 16 - 3.7 A
Cannot connect lock with the Hafele Smart Living application	1. Make sure the Wi-Fi and internet connection on your smartphone and your home are working properly. 2. Restart the application to refresh the connection.	Page 21 - 4.7