

# Z-WAVE High Strength Enabled Smart Lock User Guide

## Contents

- [1 High Strength Enabled Smart Lock](#)
- [2 Product Information:](#)
- [3 Product Usage Instructions:](#)
  - [3.1 Documents / Resources](#)

## High Strength Enabled Smart Lock

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### Product Information:

- Product Name: HAVEN Lockdown
  - Product Type: High-strength, Z-WAVE enabled smart lock for Commercial applications
  - Manufacturer: HavenLock Inc
  - Version: 4.3
  - Patent Information: European Patent Number: 3,194,692; Issued: China; U.S.A. Patent: 10,669,758 / 10,851,568
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### Product Usage Instructions:

#### Important Safety Instructions:

- Obey all safety messages and symbols mentioned in this guide to avoid possible injury or death.

#### Attention Words and Symbols:

- **WARNING:** Indicates a hazardous situation which, if not avoided, could result in death or serious injury.
- **CAUTION:** Used with the safety alert symbol, indicates a hazardous situation which, if not avoided, could result in minor or moderate injury.
- **CAUTION:** Used without the safety alert symbol, indicates a hazardous situation which, if not avoided, could result in harm to yourself and others.
- **NOTICE:** Used to address safe-use practices not related

to personal injury.

### **Product Usage:**

- The HAVEN Lock is designed 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.
- It does not prevent access to your home, business, or commercial facility via other means or if special tools are used.
- Any other entry attempt that does not involve forcing the door open in the defined manner is not covered by the product's purpose.
- If a breach attempt occurs with the HAVEN Lock installed, it is recommended to replace the lock.
- Do not attempt to disassemble the unit or remove components not explicitly stated in the installation manual.
- Do not press down on the hand pedal and locking gate at the same time.
- The owner is responsible for providing alternative access to the building in case of fire, potential smoke inhalation, carbon dioxide event, or other emergencies not explicitly listed.
- The owner is responsible for ensuring proper fit and correct installation.
- The owner is responsible for the safety of themselves and others. If unsure about the suitability of this product, consult the Help Team at [support@havenlock.com](mailto:support@havenlock.com) or a security professional.
- Use caution during installation and use of the HAVEN Lock on a doorway.
- The owner should read and follow the operating and safety instructions as well as ensure proper use of the lock. Wear appropriate protective items during installation to avoid injury.
- Avoid installing near live electrical cords and ensure the installation area is free of wires, cables, pipes, and other objects that may cause hazards.

### **Contact Information:**

If you need further assistance, please contact the support team at [support@havenlock.com](mailto:support@havenlock.com).

[View Fullscreen](#)

## Quick Start Guide

### HAVEN® LOCKDOWN ZTM

High-strength, Z-WAVE enabled smart lock for Commercial applications.

1 Safety, Warnings, Regulations 3 Warranty 4 Installing Your HAVEN Lockdown 5 Z-WAVE Operation 9 LED and Sounds 10 Outward-swinging door configuration 11 In-swinging door configuration 12 Hardware Accessory Installation 14 Troubleshooting 15 Important Safeguards

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Patent Protected: European Patent Number: 3,194,692; Issued: China; U.S.A. Patent: 10,669,758 / 10,851,568  
HavenLock Inc – The Smarter, Stronger Way to STOP An Active Threat

V 4.3

1 HAVEN Lockdown

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, 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.

Need help? Contact us at [support@havenlock.com](mailto:support@havenlock.com)

### CAUTION CAUTION NOTICE

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

## QUICK START GUIDE 2

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.

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.

HavenLock 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.

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. 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

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.

20 Minute – 90 Minute Rating Test Standard: UL 10C, NFPA 252, CAN/ULC S104

SGS North America Inc.

Guardian Fire Testing Laboratories Inc. [www.firetesting.com](http://www.firetesting.com)

**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

### 3 HAVEN Lockdown

#### WARRANTY INFORMATION

Any major malfunction of HAVEN Lockdown 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 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, 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 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.

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](mailto:support@havenlock.com)

## INSTALLING YOUR HAVEN LOCKDOWN

Included Items:

Power Adapter

120v AC USB Adapter for use with included charging cable

4 HAVEN Lockdown

Control Panel (inside of shell enclosure under shelf )

Status Indicator A

Wire Harness G

Charging Cable

USB Charging cable used to charge your HAVEN Lockdown

D Charging Port

B Pairing Button

R

E Locking Gate

Reset Button (use pin)

C Control Panel

F Hand Press

### 1 Charging

Push the Reset button (R) through the pinhole to wake the unit from shipping mode. 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. Each lock comes with greater than a 30% charge. You may want to allow HAVEN to fully charge 6-8 hours before use.

### 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 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 Pairing button (B) to start the inclusion process. See “Network Inclusion/Exculsion” in the Z-WAVE section for more details. After inclusion, cycle the lock via the mobile app or customer site a minimum of 5 times to ensure proper operation and servo cycling.

### 4 Connect Hardwire Accessories and Power

Your lock may come with a wire harness (G) protruding from the control panel. This wiring harness is used for connecting an accessory to the lock. Before you proceed to hardwiring any accessory please follow the

instructions on the hardware accessory installation page.

Need help? Contact us at [support@havenlock.com](mailto:support@havenlock.com)

## QUICK START GUIDE 5

### Z-WAVE OPERATION

#### Haven Lockdown with Z-Wave Plus

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 otherwise inoperable. controller is missing or otherwise 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

#### 6 HAVEN Lockdown

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.

#### Sleep / Shipping Mode

You can put the Haven Connect Z completely to sleep for shipping or long term storage. This operation clears memory and resets all network inclusions. You will need to re-include the device once woken up.

Deep Sleep Mode: Press and hold the reset button (with paperclip). While holding the reset button press and hold the pairing button. Release the reset button first. Then release the pairing button. If successful, you can press the pairing button or toggle the gate and should not see or hear LED or chirp activity. Wakeup: Wake the unit from deep sleep by pressing the reset button (with paperclip).

#### 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).

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). 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).

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.

#### Quick Test Mode

Sometimes it's helpful to make sure your lock is functioning properly using our quick test mode. To enter quick test mode press the pairing button three times in steady succession. The LED will flash blue and green, the unit will chirp, and it will go into a state of constantly flashing blue. Once in this mode, you can press the pairing button to control the gate. Avoid toggling the gate any faster than once every 4 seconds. To get out of Quick Test Mode reset the unit using the reset button (with paperclip). Test mode times out after 1 minute.

#### 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

#### 7 HAVEN Lockdown

Command Class List (Security: None)

Name COMMAND\_CLASS\_ZWAVEPLUS\_INFO COMMAND\_CLASS\_TRANSPORT\_SERVICE

COMMAND\_CLASS\_SECURITY COMMAND\_CLASS\_SECURITY\_2 COMMAND\_CLASS\_SUPERVISION

Command Class List (Security: S0 or Access Control)

Name COMMAND\_CLASS\_VERSION COMMAND\_CLASS\_MANUFACTURER\_SPECIFIC

COMMAND\_CLASS\_DEVICE\_RESET\_LOCALLY COMMAND\_CLASS\_INDICATOR

COMMAND\_CLASS\_POWERLEVEL COMMAND\_CLASS\_BATTERY COMMAND\_CLASS\_NOTIFICATION

COMMAND\_CLASS\_DOOR\_LOCK COMMAND\_CLASS\_CONFIGURATION

COMMAND\_CLASS\_ASSOCIATION COMMAND\_CLASS\_MULTI\_CHANNEL\_ASSOCIATION

## COMMAND\_CLASS\_ASSOCIATION\_GRP\_INFO COMMAND\_CLASS\_FIRMWARE\_UPDATE\_MD

Version 2 2

1

2 1

Version 3 2

1

3 1 2 8 4 4 2 3 3 5

### 8 HAVEN Lockdown

Notification Command Class

All notifications are sent unsolicited.

TNyopteifi(cVaatluioen) Name

Access Control (0x06)

Home Security (0x07) Power Management (0x08)

Notification Name Manual lock operation Manual unlock operation RF lock operation RF unlock operation Lock jammed Impact detected Power has been applied Battery is charging Battery is full charged Charge battery soon Charge battery now

Value 0x01 0x02 0x03 0x04 0x0B 0x0A 0x01 0x0C 0x0D 0x0E 0x0F

### Configuration Parameters

Parameter 0x01: Name: Heartbeat LED interval Description: Heartbeat (magenta) LED flash rate in seconds. Set to zero to disable. Default: 0x00 (disabled) Min: 0x00 (disabled) Max: 0x3C (60 seconds)

Parameter 0x03: Name: Transient Debounce Description: Impact detect parameter. Do not adjust unless advised by Haven Lock. Default: 0x02 Min: 0x01 Max: 0x0A

Parameter 0x02: 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 0x04: Name: Transient Threshold Description: Impact detect parameter. Do not adjust unless advised by Haven Lock. Default: 0x06 Min: 0x02 Max: 0x12

Parameter 0xCD: Name: Lockdown Z vs. Connect Z Product Description: This parameter distinguishes the firmware between the Residential Haven Connect Z and the Commercial Lockdown Z. For Lockdown, this parameter should be set to 0x02. Residential is 0x01. This parameter drives the product ID reported to Z-wave controllers and enables/disables the capability of wired control inputs often used in commercial installations. Default: 0x02 Lockdown ID: 0x02 Residential ID: 0x01

### 9 HAVEN Lockdown

#### 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. In addition, the system sends a Door Lock Operation Report and Access Control Notification to communicate locked status.

#### 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

#### LED AND SOUNDS

3 Yellow, 1 Chirp 3 Green, 2 Chirps Alternating Green/Red Blue every second

Solid Red

Yellow Every 2.5 Seconds 3 Yellow, 2 Chirp (After Reset) 3 Yellow, 1 Chirp (Security notification)

Gate closed successfully  
Gate opened successfully  
Gate did not move to commanded position  
Device has entered include/exclude mode  
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.  
Battery is charging.  
Reset successful (after pressing reset button)  
Unit is locked and detects an impact

Need help? Contact us at [support@havenlock.com](mailto:support@havenlock.com)

10 HAVEN Lockdown  
OUTWARD-SWINGING DOOR CONFIGURATION

IN-SWINGING DOOR CONFIGURATION

QUICK START GUIDE 11

12 HAVEN Lockdown  
HARDWIRE ACCESSORY INSTALLATION

YZ

Wiring harness to accessory (Z)  
Y Cable through hole and grommet (Y) (exit ability on both sides of side bracket)

W  
Accessory attachment connector (W)

Y  
X Strain relief (X)

Haven Lockdown Z is equipped with optional wired control capability to support accessories, such as egress, emergency lock (panic), motion sense and others. The wiring harness contains five conductors:

Conductor Lock Unlock Gnd/common

Color (Brown) (White) (Blue)

Description  
Short this conductor to gnd/common to toggle the unit to the locked position  
Short this conductor to gnd/common to toggle the unit to the unlocked position  
Momentarily connect to Lock/Unlock for wired control

Gnd/common

(Black)

Momentarily connect to Lock/Unlock for wired control. Two conductors are provided for installation convenience of multiple accessories.

+3.3V

(Gray)

Power line connected to the 3.3V regulator in the lock. In battery operation, it is recommended to only use Haven-approved accessories. In hard-wired power applications, it is less important to ensure a tight power budget for accessories.

- Lock and Unlock control inputs are designed for passive normally-open momentary-closed switches. Switch the control input (either Lock or Unlock) to gnd/common to control the lock state, and the lock responds on the leading edge of the connection.
- NOTE: If Lock or Unlock is unused, it is recommended to connect the unused wire to ground to stabilize the unused floating input.
- WARNING: Be careful to ensure the +3.3V connection can never be shorted to gnd/common at any time. This will significantly affect battery life.
- Possible accessories for this application include a panic button, egress button, and motion sensor. Instructions for wiring each device will be further detailed in that accessory manual. It is possible to include your own wall switches and accessories, but contact support to ensure compatibility.

#### Setup

- Remove Lockdown cover to access the inside of the unit. · Ensure the female side of the wiring harness and connector (W) has proper strain relief (X). A cable tie, or equivalent, is adequate.
  - Install the grommet (Y) into one of the holes in the enclosure on the left or right side of the unit.
- NOTE: The backside of lockdown against the door is open-faced. So, it is possible to run wire into and through the door (if supported) for a clean installation.

#### QUICK START GUIDE 13

- Thread the wiring harness (Z) through your installed grommet before any accessory connection. · Use proper conduit and flex joints across the door hinges to securely route the wire to your accessory mounting location.
- If you need to lengthen the cable consider these options. · Cut the harness (Z) to a few inches past the male connector (W) and splice in your own wiring cables inside the lockdown unit. There is room for an approved electrical terminal block and/or small enclosure, if necessary. DO NOT cut the female side of the wiring harness before the connector (W). This ensures that you have the option to update the wiring harness in the future by replacing the male side of the harness (Z).
- Wire the harness (Z) out of the lockdown enclosure as normal. Splice your own cable inside your own electrical box or inside one of the accessories, which often have room enough for wire splicing.
- Strip the necessary wires of the harness according to the wiring diagram of the accessory. · Connect the accessory to the proper wires, ensuring a strong connection. · Install strain relief inside the accessory as needed.
- Double check your wiring harness from inside the unit to the accessory(ies). · After all other connections have been made, complete the connection at connector (W) by pushing together the keyed connector and screwing down the threaded lock-nut for a solid mechanical connection.
- Test all accessories · Replace the lockdown cover.

#### GENERAL NOTES ON HAVEN Lockdown

Z-WAVE Range HAVEN Lockdown uses Z-Wave wireless technology to communicate to its control devices like the Smartphone App, and Hub. Z-WAVE 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 Z-WAVE signal will drop. When you use Z-WAVE, 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 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 facility.

## 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 construction experience to assist you.

## QUICK START GUIDE 14

### 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).

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 Lockdown Z. If you do not see your issue below, contact us at [support@havenlock.com](mailto:support@havenlock.com).

#### HAVEN Lockdown Z Issues

HAVEN will not turn on or no indication of power.

Try resetting the device with the pin hole reset button. This action also generates an LED flash and beep. 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. If none of this works, please contact us at [support@havenlock.com](mailto:support@havenlock.com).

HAVEN will not fit under my door or does not reach the base of my door.

How do I turn HAVEN off?

I can't get the foot pedal to work.

I need to reset my HAVEN. Can I perform a factory reset?

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!

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.

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. See Z-WAVE operation section for more details. Please use this procedure only when the network primary controller is missing or otherwise in-op.

#### Pairing troubleshooting

1. The blue light should be flashing once per second when the device is in discovery mode. 2. If your controller supports "Smart Start" use that. 3. If your controller asks about security choose "S2" if it is supported. Otherwise it can use "S0" if needed. 4. Placing the unit in "Sleep/Shipping Mode" (see manual) wipes the pairing from the unit. However, only do this if your controller will not exclude your device through the normal means. 5. Not all Z-Wave

controllers are certified or their certification has lapsed. Please check our supported devices at [havenlock.com](https://havenlock.com). You can search a product's certification status here – <https://products.z-wavealliance.org/>

Can I use the Haven App in the iOS/Android stores?

No, Haven Connect Z requires a Z-Wave controller (not provided by Haven) to work properly. In many cases, those controller platforms have mobile apps and other integrations that can operate Haven Connect Z, once connected.

What if I lose my DSK (Digital Security Key)

This is your unique security key for your lock. Haven will never ask for your security key. Although haven makes no representation that we will be able to restore your security key, contact support and we will do our best effort to discover the key.

## USER MANUAL 15

### 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. 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](https://www.havenlock.com)

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## Documents / Resources

 <p><b>Quick Start Guide</b></p> <p><b>HAVEN LOCK Z-WAVE High Strength Enabled Smart Lock</b></p> <p>1. Safety: Read the User Manual 2. Battery: Insert the battery 3. Mounting: Mount the lock to the door 4. Programming: Program the lock 5. Operation: Operate the lock 6. Troubleshooting: Troubleshoot the lock 7. Warranty: Read the warranty 8. Important: Read the important information</p> <p><b>PLACE CHARGER</b></p>	<p><a href="#">Z-WAVE High Strength Enabled Smart Lock</a> [pdf] User Guide</p> <p>High Strength Enabled Smart Lock, High, Strength Enabled Smart Lock, Enabled Smart Lock, Smart Lock</p>
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