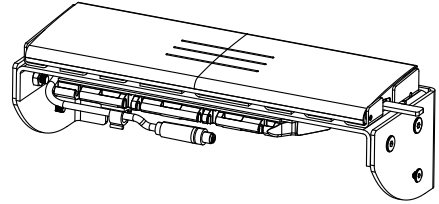
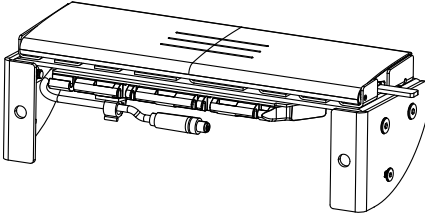


## HAVENLOCK QUICK START GUIDE



### HAVEN® LOCKDOWN Z™

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

- 1 Safety, Warnings, Regulations
- 4 Warranty
- 7 Installing Your HAVEN Lockdown
- 8 Z-WAVE Operation
- 13 LED and Sounds
- 14 Outward-swinging door configuration
- 15 In-swinging door configuration
- 16 Hardware Accessory Installation
- 18 Troubleshooting
- 19 Important Safeguards

**PLACE DSK HERE**

## IMPORTANT SAFETY INSTRUCTIONS

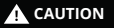
### Explanation of Attention Words and Symbols used in this guide



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



*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 thumb press 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, metal or metal frame 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 job 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.*

**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. 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: UL 60950-1, UL 294, UL-10C, CAN/ULC S104



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 UNDESIRE OPERATION.

**20 Minute - 45 Minute Rating**  
**Test Standard: UL 10C, NFPA 252, CAN/ULC S104**  
**Guardian Fire Testing Laboratories Inc.**  
**ISO 17020, 17025, 17065**  
**Firetesting.com**

**It is recommended that the product shall be installed in accordance with the applicable requirements in NFPA 101 (chapters 14, 15), NFPA 80, IBC/IFC, NFPA 72 and the Authority Having Jurisdiction (AHJ).**

**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 exempts 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

## BATTERY INFORMATION &amp; 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

**BATTERY SPECIFICATIONS:** This product uses a single cell Lithium-Ion or Lithium Polymer battery that is installed in the product at the time of manufacturing and cannot be removed or replaced. The battery is rated for 3.7V and has a 5200 mAh capacity.

**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.



800596

UL Standard Tested by a NRTL



## WARRANTY INFORMATION

### 1. HAVEN LOCKDOWN PRODUCT WARRANTY

#### Scope of Warranty:

Supplier, as represented by HavenLock Inc., warrants that the HAVEN Lockdown products will be free from defects in materials and workmanship for a period of one (1) year from the date of delivery.

#### Terms and Conditions:

- The warranty period starts from the date of delivery.
- This warranty only applies to the original purchaser and is non-transferable.
- Only defects arising from normal use are covered. Damages resulting from improper use, abuse, neglect, accident, alteration, or unauthorized repair are excluded.
- The warranty does not cover malfunctions caused by misuse, neglect, battery malfunction, or deterioration due to the use of paints, solvents, or other chemicals.
- Any modifications, alterations, or repairs made by parties other than the Supplier or HavenLock Inc. will void the warranty.
- Damages or defects caused by forces of nature, acts of God, fire, theft, vandalism, or similar events are excluded.
- Supplier's liability is limited to repairing, replacing, or refunding, at its discretion, any defective product within the warranty period.
- Active shooter incidents, acts of terrorism, or intentional misuse of the Product are not covered by this warranty.
- Tampering, modification, or unauthorized repairs void the warranty.
- Supplier reserves the right to determine the applicability and validity of warranty claims.
- Indirect, incidental, or consequential damages arising from the use or inability to use the product are not covered.
- Warranty claims require the product to be returned to the Supplier, with return expenses borne by the Customer.

#### What HAVEN Will Do:

Upon the return of a defective product to HAVEN within the warranty period, HAVEN's obligation is, at its discretion, to either:

1. Repair the Product.
2. Replace the Product.
3. Refund the original purchase price in exchange for the Product.

#### Exclusions:

This warranty only pertains to the HAVEN Lockdown. Accessories or other devices used in conjunction with the HAVEN Lockdown are covered by their respective warranties. The costs associated with the return of a product for a warranty claim may or may not be the responsibility of the original purchaser.

#### Additional Terms:

HAVEN does not authorize any third party to create additional obligations or liabilities related to this product. The maximum liability of HAVEN under this warranty is limited to the original purchase price of the product.

#### Claims:

Should you encounter issues with the HAVEN product or need to make a warranty claim, contact HAVEN Customer Service for assistance, repair, replacement, or a refund of the purchase price in return for the product.

### 2. CODES COMPLIANCE

Customer is responsible for all Code and AHJ compliance. The Customer must check and confirm the suitability of HavenLock for installation in their jurisdiction with their presiding AHJ or code official. HavenLock Inc. cannot be held responsible if the product does not comply with the AHJ's decision or authority after installation. Returns will not be accepted based on compliance or non-compliance with local codes.

### 3. HAVEN SERVICE AND TRAINING PROGRAM

The Haven Service and Training Program, if purchased or used by the customer, is designed to showcase the client's proficiency in utilizing HavenLock Inc.'s hardware security product and conducting active shooter drills. It's important to note that while this program aims to enhance security awareness, it does not provide a guarantee against active shooter incidents, nor does it assure insurance reductions or absolution from liability in the event of an active shooter incident lawsuit.

Furthermore, by participating in the Haven Service and Training Program, the customer agrees not to bring any lawsuit, claim, or legal action against HavenLock Inc. related to the program or its outcomes.

As part of the Haven Service and Training Program, HavenLock Inc. will record and securely retain video footage of the program's activities. This recording serves documentation and quality assurance purposes to ensure the effectiveness of the training.

## WARRANTY INFORMATION

### 4. DATA COLLECTION AND PRIVACY

**Compliance with Privacy Laws:** While we strive to align our data practices with privacy regulations, including the General Data Protection Regulation (GDPR) for Europe and the California Consumer Privacy Act (CCPA) for California, it is the user's responsibility to be aware of and understand the implications of these laws. Users are further advised that misuse or mishandling of their data on their end may lead to legal implications.

**Data Collection:** By accessing and utilizing our SaaS services, users grant us unequivocal consent to collect, process, and store data pertinent to their usage. This encompasses, but isn't restricted to, usage patterns, software interactions, and specific technical details of the user's device and network.

**Purpose of Data Collection:** Our primary objective in collecting data is to refine and elevate the quality of our service. The assimilated data provides us valuable insights to address any discrepancies, discern trends, and subsequently augment the user experience.

**Data Protection:** Our commitment to data security remains resolute. We take stringent measures, in line with industry norms, to thwart any unauthorized access or potential compromise of user data.

**Third-Party Service Providers:** Occasionally, we may collaborate with third-party entities for specialized services, which may involve sharing certain user data. These entities are contractually obligated to uphold the confidentiality of the shared data and are strictly prohibited from repurposing it.

**Anonymized and Aggregated Data:** For internal reviews, strategic planning, and reporting, we might employ data that's been anonymized and aggregated. It's ensured that such data will never reveal personal user identities.

**Data Access and Control:** Although users retain rights to their personal data, requests for data retrieval, correction, or deletion may be subject to internal review. For data-related concerns, users may refer to their account settings or approach our support team.

**Cookies and Tracking:** Our utilization of cookies and analogous tracking tools is geared towards enriching user interactions with our service. It's incumbent upon users to regulate their cookie preferences via their browser.

**Legal Compliance:** In the pursuit of upholding legal mandates or safeguarding our rights, we reserve the discretion to disclose user data to relevant authorities or law enforcement agencies.

### 5. INTELLECTUAL PROPERTY RIGHTS

**Product Components:** All intellectual property rights, including but not limited to patents, copyrights, trademarks, trade secrets, and any other proprietary rights, related to the hardware product ("Product") provided by [Your Company Name] ("Supplier") are and shall remain the exclusive property of Supplier.

**Data Collection and SaaS Components:** Any data collected through the use of the Product and any software provided by Supplier, including SaaS components, shall be owned exclusively by Supplier. The Customer acknowledges that Supplier may collect, process, and use data for the purposes of improving and enhancing the functionality of the Product and related services.

**License:** Supplier grants the Customer a nonexclusive, nontransferable license to use the software embedded in the Product and any associated SaaS components solely for the purpose of utilizing the Product in accordance with its intended use. This license is granted for the duration of the Customer's use of the Product and is subject to compliance with these terms and conditions.

**Restrictions:** The Customer shall not copy, modify, reverse engineer, decompile, disassemble, distribute, sublicense, or transfer any aspect of the Product, its software, or related documentation without the prior written consent of Supplier.

**Ownership Preservation:** The Customer agrees not to challenge or contest the ownership of Supplier's intellectual property rights or take any action that might infringe upon or diminish Supplier's proprietary rights in the Product, its software, or related components.

**Data Ownership and Use:** The Customer acknowledges that any data collected through the Product may be used by Supplier for analysis, reporting, and improvement of the Product's performance. Supplier shall have the right to use anonymized and aggregated data for these purposes, and such data shall not identify the Customer or its users.

**Feedback:** If the Customer provides feedback, suggestions, or ideas related to the Product or its software, the Customer acknowledges that Supplier may use such feedback without any obligation to compensate the Customer, and the Customer waives any claims to such feedback.

**Confidentiality:** Any proprietary information or trade secrets shared by Supplier with the Customer shall be treated as confidential and shall not be disclosed to third parties without the prior written consent of Supplier.

**Third-Party Components:** The Product or its software may include components developed by third parties. The intellectual property rights of such third-party components are owned by their respective owners, and the Customer's use of these components is subject to their terms.

**Enforcement:** The Customer agrees that any unauthorized use or infringement of Supplier's intellectual property rights may result in legal action and potential damages.

## WARRANTY INFORMATION

### **6. GOVERNING LAW**

These Terms and Conditions are governed by the laws of the State of Tennessee, USA.

### **7. DISPUTES**

Disputes shall be settled under the Rules of Arbitration of the International Chamber of Commerce by appointed arbitrators. The place of arbitration is Nashville, TN.

### **8. LIMITATION OF LIABILITY**

Supplier shall not be liable for any indirect, incidental, punitive, exemplary, or consequential damages of any kind. Excluding gross negligence or willful misconduct, Supplier's total aggregate liability shall not exceed the Price of the Product purchased by the Customer.

### **9. CYBER LIABILITY, PHYSICAL AND COMPREHENSIVE LIABILITY FOR INJURY**

The Customer acknowledges that while the HavenLock Inc. product is designed to enhance security and safety, it cannot guarantee the prevention of active shooter incidents or absolution from liability in case of an active shooter event lawsuit. The Customer agrees to undertake necessary measures, including cybersecurity protocols, physical security measures, and comprehensive liability coverage, to mitigate risks and enhance safety.

### **10. DHS SAFETY ACT LIABILITY PROTECTION**

Any liability protection under the DHS Safety Act is not guaranteed by HavenLock Inc. and will not prevent an active incident from happening.

## INSTALLING YOUR HAVEN LOCKDOWN

## Included Items:

**Power Adapter**

120v AC USB Adapter for use with included charging cable

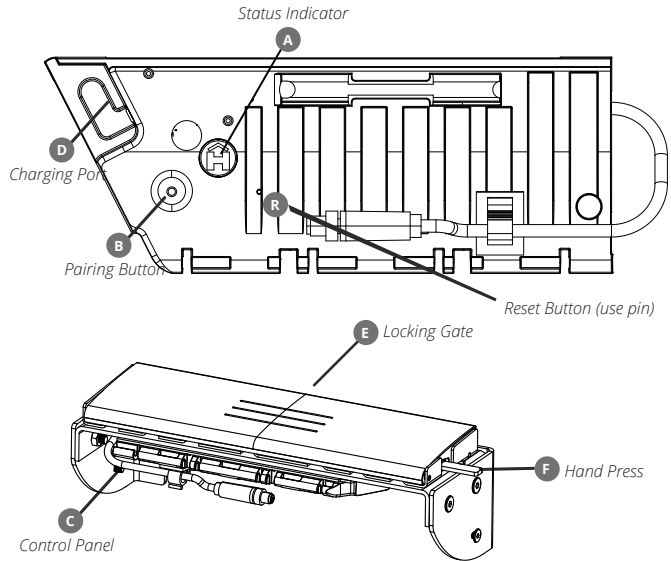
**Charging Cable**

USB Charging cable used to charge your HAVEN Lockdown

**NOTE****Mounting Hardware, Bracket, & Plate Cover**

Hardware is listed on the install diagram along with included assembly components, bolts, and tools required.

## Control Panel (inside of shell enclosure under shelf)



### 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/Exclusion" in the ZWAVE 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 hardwire accessory installation page.



## 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, denoted as **R**) 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, denoted as **B**) 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 **R** (with paperclip).
2. Default settings and remove from network: Hold Pairing button **B** 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 **B** 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 **B** 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 **B**. The device can also be removed by pressing and holding the Pairing button **B** 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

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 0xD3 (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 0xD4 (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 0xD1 (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 0xD2 (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 Lockdown 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

## 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 Lockdown 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 my door or work with my door frame.

Reachout to [support@havenlock.com](mailto:support@havenlock.com)

How do I turn HAVEN off?

HAVEN is designed to be "always on" so that it is ready to receive commands from your ZWAVE network. It automatically uses sleep and low-power modes to achieve long built-in battery life.

I can't get the thumb press to work.

Designed for adults, push the thumb press up to lock. Do not pull down; it may break. To unlock manually, pull the gate down.

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

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

## COMMAND CLASS LIST (SECURITY: NONE)

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

## COMMAND CLASS LIST (SECURITY: SO OR ACCESS CONTROL)

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

## Notification Command Class

All notifications are sent unsolicited.

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

## Configuration Parameters

### Parameter 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 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 0x03:

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

### 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 Lockdown 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

## Impact Detection

### 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

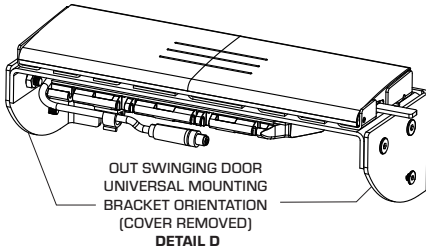
## LED AND SOUNDS

3 Yellow, 1 Chirp	Gate closed successfully
3 Green, 2 Chirps	Gate opened successfully
Alternating Green/Red	Gate did not move to commanded position
Blue every second	Device has entered include/exclude mode
Solid Red	If Pairing button is held for 10 seconds, Red LED will light and the lock will return to default settings. Use caution, this also removes it from the network.
Yellow Every 2.5 Seconds	Battery is charging.
3 Yellow, 2 Chirp (After Reset)	Reset successful (after pressing reset button)
3 Yellow, 1 Chirp (Security notification)	Unit is locked and detects an impact.

## OUTWARD-SWINGING DOOR CONFIGURATION

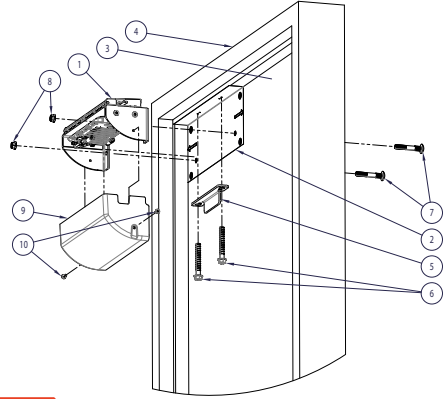
### HAVEN LOCKDOWN OUTSWINGING INSTALLATION INSTRUCTIONS:

- 1** Remove lockdown unit ① from packaging and confirm that mounting brackets orientation match orientation from detail view D.
- 2** Cut out and fold outswing drill template ② along indicated lines.
- 3** Place template ② against closed door ③, above handle. Align edges of template ② against side and upper frame ④ stops.
- 4** Tape template ② to door frame ④ and/or door ③.
- 5** Mark all holes, then, using a 3/8" metal bit and a 3/8" masonry bit, drill blind holes (x2) to a 3" depth into the bottom of frame 4 stop for installation of latch bracket B ⑤.
- 6** Using a 3/8" drill bit, drill clearance holes (x2) through door ③ for installation of lockdown unit ①.
- 7** Remove drill template ② from doorway.
- 8** Install latch bracket B ⑤ with screw anchors ⑥ (x2) to the bottom of frame ④ stop. Do not tighten anchors ⑥ to final torque.
- 9** Install lockdown unit with carriage bolts ⑦ (x2) and flange hex nuts ⑧ (x2) to door ③. Do not tighten nuts ⑧ to final torque.
- 10** Pair the lockdown unit and test fitment of the lockdown unit with latch bracket B ⑤.
- 11** Tighten screw anchors ⑥ (x2) and flange hex nuts ⑧ (x2) to final torque.
- 12** Fit lower cover ⑨ to lockdown unit ① and tighten screws ⑩ (x2).



### TOOLS REQUIRED FOR INSTALLATION:

1. MASKING TAPE
2. BATTERY PACK DRILL AND IMPACT DRIVER
3. 1/2" DIA X 6" MASONRY DRILL BIT
4. 1/2" DIA X 4" X 6" MULTI-PURPOSE DRILL BIT
5. 1/4" SQUARE DRIVE TO 1/4" HEX ADAPTER
6. 1/4" DRIVE RATCHET
7. 1/4" DRIVE 9/16" SOCKET
8. 1/4" DRIVE 7/16" SOCKET
9. #2 PHILIPS HEAD SCREWDRIVER
10. 5/32" HEX KEY
11. 3/32" HEX KEY



### NOTICE

The Haven Lockdown System and the supplied latch bracket hardware (Item 8) are designed for installation onto a standard 2" door frame backed with poured concrete.

If you are attempting to install it onto a hollow door frame, please use the Hollow Door Frame Hardware Kit (may be sold separately).

ITEM	DESCRIPTION	QTY
1	HAVEN LOCKDOWN	1
2	OUTSWING DRILL TEMPLATE	1
3	DOOR	1
4	DOOR FRAME	1
5	LATCH BRACKET B	1
6	CONCRETE ANCHOR, 3/8" X 3"	2
7	CARRIAGE BOLT, 3/8"-16 X 2-1/2"	2
8	FLANGE HEX NUT 3/8"-16	2
9	LOWER COVER	1
10	LOW HEAD SCREW, #10-32 X 1/2"	2

### Hollow Door Frame Hardware Kit Non-Concrete Filled Install Instructions

To install the bracket onto a non-concrete filled steel door frame, we suggest using 1/4"-20 rivet nuts.

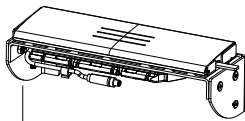
**KIT INCLUDES:**  
 1/4"-20 RIVET NUT (X2)  
 1/4"-20 X 1.5" FLAT HEAD SCREW (X2)  
 1/4" SCREW COUNTERSUNK WASHER (X2)

**TOOLS NEEDED:**  
 HAND DRILL  
 3/8" STEEL BIT  
 5/32" HEX KEY  
 1/4"-20 RIVET NUT INSTALLATION TOO

- 1** Use the template to mark and drill through the bottom of the frame. Stop at the appropriate hollow-door hole positions.
- 2** Use a rivet nut installation tool to install a rivet nut in each drilled hole.
- 3** Confirm that the latch bracket is lined up as described in the installation template instructions.
- 4** Install screws and washers, and tighten them to the final torque.

## IN SWING DOOR CONFIGURATION

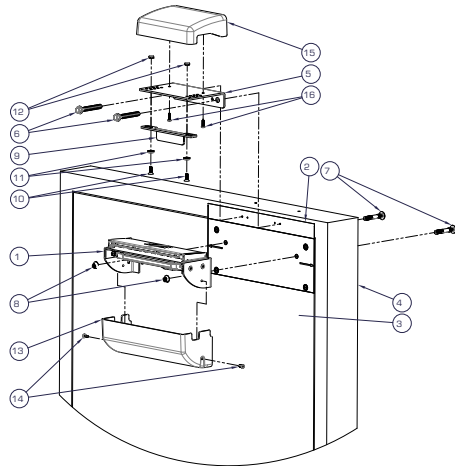
- 1** Remove lockdown unit ① from packaging and confirm that mounting brackets orientation match orientation from detail view B.
- 2** Cut out and fold outswing drill template ② along indicated lines.
- 3** Place template ② against closed door ③, above handle. Align edges of template ② against side and upper edges of door ③.
- 4** Tape template ② to door frame ④ and/or door ③.
- 5** Mark all holes, then, using a 3/8" metal bit and a 3/8" masonry bit, drill blind holes (x2) to a 3" depth into the face of frame 4 for installation of latch bracket A ⑤.
- 6** Using a 3/8" drill bit, drill clearance holes (x2) through door ③ for installation of lockdown unit ①.
- 7** Remove drill template ② from doorway.
- 8** Install latch bracket A ⑤ with screw anchors ⑥ (x2) to the face of frame ④. Do not tighten anchors ⑥ to final torque.
- 9** Install lockdown unit with carriage bolts ⑦ (x2) and flange hex nuts ⑧ (x2) to door ③. Do not tighten nuts ⑧ to final torque.
- 10** Assemble latch bracket B 9 to latch bracket A 5 using flat head screws 1 (x2), countersink washers (x2), and lock nuts 12 (x2). Choose a hole pair that places latch bracket B 9 as close to lockdown unit 1 as possible while also allowing lockdown unit gate to raise and lower.
- 11** Pair the lockdown unit and test fitment of the lockdown unit with latch bracket assembly.



IN SWING DOOR UNIVERSAL MOUNTING BRACKET ORIENTATION (COVER REMOVED) DETAIL B

### TOOLS REQUIRED FOR INSTALLATION:

1. MASKING TAPE
2. BATTERY PACK DRILL AND IMPACT DRIVER
3. 1/2" DIA X 6" MASONRY DRILL BIT
4. 1/2" DIA X 4" X 6" MULTI-PURPOSE DRILL BIT
5. 1/2" SQUARE DRIVE TO 1/2" HEX ADAPTER
6. 1/2" DRIVE RATCHET
7. 1/2" DRIVE 9/16" SOCKET
8. 1/2" DRIVE 7/16" SOCKET
9. #2 PHILIPS HEAD SCREWDRIVER
10. 5/32" HEX KEY
11. 3/32" HEX KEY

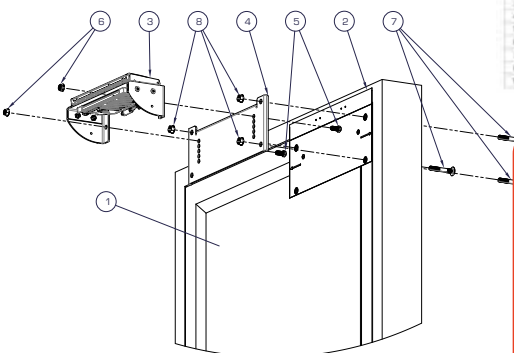


### NOTICE

The Haven Lockdown System and the supplied latch bracket hardware (Item 8) are designed for installation onto a standard 2" door frame backed with poured concrete.

If you are attempting to install it onto a hollow door frame, please use the Hollow Door Frame Hardware Kit (may be sold separately).

ITEM	DESCRIPTION	QTY	ITEM	DESCRIPTION	QTY
1	HAVEN LOCKDOWN	1	10	SOB HEAD SCREW #10 X 1 1/2"	2
2	OUTSWING DRILL TEMPLATE	1	11	COUNTERSINK WASHER 1/4"	2
3	DOOR	1	12	LOCKNUT, 1/4" X 3/8 X 13/16"	2
4	DOOR FRAME	1	13	COVER	1
5	LATCH BRACKET A	1	14	SOB HEAD SCREW #10 X 1 1/2"	2
6	CONCRETE ANCHOR, 1/2" X 6"	2	15	UPPER COVER	1
7	CARRIAGE BOLT, 1/2" X 3-1/2"	2	16	INWARD FORMING SCREW #10 X 1 1/2"	2
8	FLANGE HEX NUT 1/2" X 3/8"	2			
9	LATCH BRACKET B	1			



### Hollow Door Frame Hardware Kit Non-Concrete Filled Install Instructions:

To install the bracket onto a non-concrete filled steel door frame, we suggest using 1/4"-20 rivet nuts.

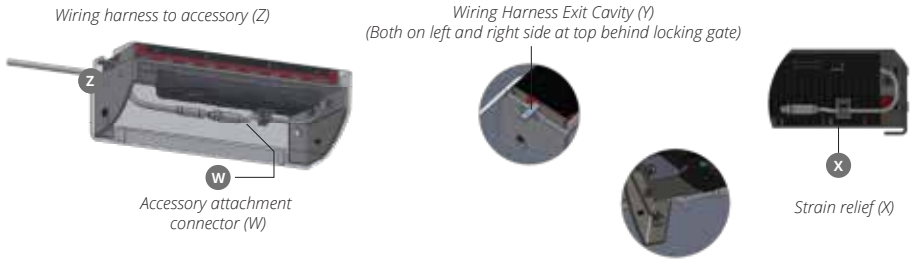
- KIT INCLUDES:**
- 1/4"-20 Rivet Nut (x2)
  - 1/4"-20 x 1.5" Flat-Head Screw (x2)
  - 1/4" Countersunk Washer (x2)

- TOOLS NEEDED:**
- Hand Drill
  - 3/8" Steel Bit
  - 5/32 Hex Key
  - 1/4"-20 Rivet Nut Installation Tool

- 1** Use the provided template to mark and drill through the face of the frame at the appropriate hollow-door-hole positions.
- 2** Utilize the rivet nut installation tool to install a 1/4"-20 rivet nut in each of the drilled holes.
- 3** Confirm that the latch bracket is aligned as described in the installation template instructions.
- 4** Proceed to install the screws and washers, and then tighten them to the final torque.



## HARDWARE ACCESSORY INSTALLATION



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	Color	Description
Lock	(Brown)	Short this conductor to gnd/common to toggle the unit to the locked position
Unlock	(White)	Short this conductor to gnd/common to toggle the unit to the unlocked position
Gnd/common	(Blue)	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.

- 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 ZWave wireless technology to communicate to its control devices like the Smartphone App, and Hub. ZWAVE 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.

## General Notes on Haven Lockdown

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 Lockdown 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 my door or work with my door frame.

Reachout to [support@havenlock.com](mailto:support@havenlock.com)

How do I turn HAVEN off?

HAVEN is designed to be "always on" so that it is ready to receive commands from your ZWAVE network. It automatically uses sleep and low-power modes to achieve long built-in battery life.

I can't get the thumb press to work.

Designed for adults, push the thumb press up to lock. Do not pull down; it may break. To unlock manually, pull the gate down.

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

See ZWAVE 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 you controller supports "Smart Start" use that.
3. If you controllers 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 ZWAVE 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 Lockdown Z requires a ZWave controller (not provided by Haven) to work properly. In many cases, those controller platforms have mobile apps and other integrations that can operate Haven Lockdown 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.

## Important Safeguards



Charge low batteries immediately. HAVEN Lockdown Z's main battery lasts for 2-5 years on a single charge under normal use. Please check the unit every quarter to ensure it has the correct charge and service accordingly.



Protect your password. You are responsible for your own security. HAVEN Lockdown 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 ZWAVE 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.

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U.S. Patent No. 10,851,568, 10,669,758 11,421,456, 8,078,736. One or more products protected by U.S. & Foreign patent(s). Other U.S. and foreign patent applications pending.

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