



# Lockdown Training and Maintenance Guide

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## **Training Guide**

**Description:** This document contains the methods to familiarize and train building occupants on the use of the Haven Lockdown product. This can be incorporated into your facilities comprehensive training plan.

**Objective:** Individuals should be able to understand how the lock works and be able to operate the lock, and its accessories, during training and emergency situations.

**Frequency:** Occupants should undergo semi-annual training based on the information contained in this document. Drills should be conducted monthly utilizing the lock and its accessories to ensure proper use and implementation. Facilities must conduct this training at the time of installation with supervisory staff that can train the remaining occupants.

**Maintenance:** The lock shall undergo regular maintenance in accordance with the Lockdown Maintenance Guide

**Resources:** The information in this guide, the Lockdown Maintenance Guide, and HavenLock's online resource portal are available as resources.

**Key Learning Objectives:** Occupants shall familiarize themselves with the lock and be able to demonstrate hands-on proficiency during training and real world emergency situations according to the two segments of training and plan implementation guide.

### **1. Familiarize**

- a. Installation- Administration, Faculty, Maintenance, and Security Officers must understand how the lock is installed in order to ensure it operates properly
  - i. Review of installation template and videos
  - ii. Understand differences between inswing and outswing doors
  - iii. Review how to install the lock and where to place peripheral egress compliant accessories
- b. Operation- understand how to operate the lock and accessories
  - i. Lock- review how to manually activate and deactivate the lock
  - ii. Keyfob- review how to lock and unlock via the hand held keyfob
  - iii. Mobile App- review pairing, permissions sharing, and lock activation/deactivation
  - iv. Panic button- review location and how to press the button to lock the device
  - v. Egress button- review location and how to press the button to unlock the device
  - vi. Motion sensor- review location and how to interact with the sensor to unlock the lock.

### **2. Hands-on Training**

- a. Point of lock operation is the recommended mode of use during a lockdown situation. It will be faster and safer to notify occupants to engage the system through a mass notification audible system to lockdown. This should be backed by safety and training procedures to operate the lock at the door in addition to utilizing wireless functionality.
- b. See FBI study on JASPER for lockdown trials and simulations for access control devices and how they increase the likelihood of safety and survival.  
<https://calhoun.nps.edu/handle/10945/65391>
- c. Hands on training to demonstrate operational proficiency
  - i. Lock
    - 1. Engage (push up) the red paddle lever on the side of the lock to engage the locking gate (lock).
    - 2. Depress (pull down) the locking gate directly to disengage the lock (unlock)
  - ii. Keyfob (if this accessory is purchased)
    - 1. Push the lock button on the key fob to engage the lock
    - 2. Push the unlock button on the key fob to disengage the lock
  - iii. Mobile App
    - 1. Open the selected mobile app on your mobile device
    - 2. App will show current state (locked or unlocked) of the lock
    - 3. Push lock button on the screen to engage the lock
    - 4. Push unlock button on the screen to disengage the lock
  - iv. Panic button
    - 1. Push the panic button (red) to lock the lock
      - a. The panic button ONLY locks the lock
  - v. Egress button
    - 1. Push the egress button (green) to unlock the lock
      - a. The egress button ONLY unlocks the lock
  - vi. Motion Sensor Operation of the Lock (if required)
    - 1. Move hand to vicinity of door lever and witness the motion sensor, if installed, deactivating the lock
- d. Verbal training
  - i. Review location of lock and accessories
  - ii. Review action steps to accomplish lock/unlock device in accordance with institution training plan
  - iii. Review fail safe mechanisms of lock
- e. Conduct full drill
  - i. Select 5 occupants to conduct the familiarization and hands on training of the device and its accessories.
  - ii. Have occupants run a mock lockdown drill that includes the following
    - 1. Closing of the door if opened.
    - 2. Activation of the locking system manually and/or by the red button.

3. Occupants must choose the safe corner of the room and move to it and gain accountability of all room occupants.
4. Notification to the school administrator that the room is locked down followed by a mock 911 call that details the room number, location of the room in the building, number of occupants, and the nature of the situation.
5. Have occupants properly egress the room by utilizing the following
  - a. Deactivation of the locking system manually and/or by the green button.
  - b. Deactivation of the locking system through the use of the one motion egress compliant motion sensor (if required by AHJ) through the use of one motion or operation. This is accomplished by simply reaching for the door lever/knob and rotating it like you would normally egressing the room. The motion sensor shall deactivate the lock in less than 1 second.

### **3. Review of Training and Operation**

- a. Once the Key learning objectives are complete and a drill has been performed the facility administrators should evaluate the locking system for proper operation and the results of the drill.
  - i. If there are issues with the operation of the device the installer or seller of the system should be notified immediately to remedy the deficiency if any.
  - ii. The results of the drill should be evaluated by the designated facility's security director for proper execution and modified or retrained on if deficiencies exist.

## **Maintenance Guide**



Use the following as a guide to check the unit during maintenance checks. The following acronym (MPFF) will help aid in keeping a standard to maintain each lock against.

- a. **Mechanical-** Does the unit operate manually?
- b. **Power-** does the unit, and it's accessories, hold a charge and/or do they need to be charged or have their batteries replaced? Battery replacement only applies to accessories.
- c. **Fit-** are the lock, bracket, and accessories installed properly on the door?
- d. **Function-** do the accessories provided with the selected package properly operate and interact with the lock
  - i. Keyfob
  - ii. Motion sensor
  - iii. Egress and Panic button
  - iv. Smartphone app
  - v. Hub
  - vi. Additional Accessories selected by the facility
- e. **Placards**
  - i. See appendix for Placard templates that must be placed near egress button.

**Checklist Inspection Chart**

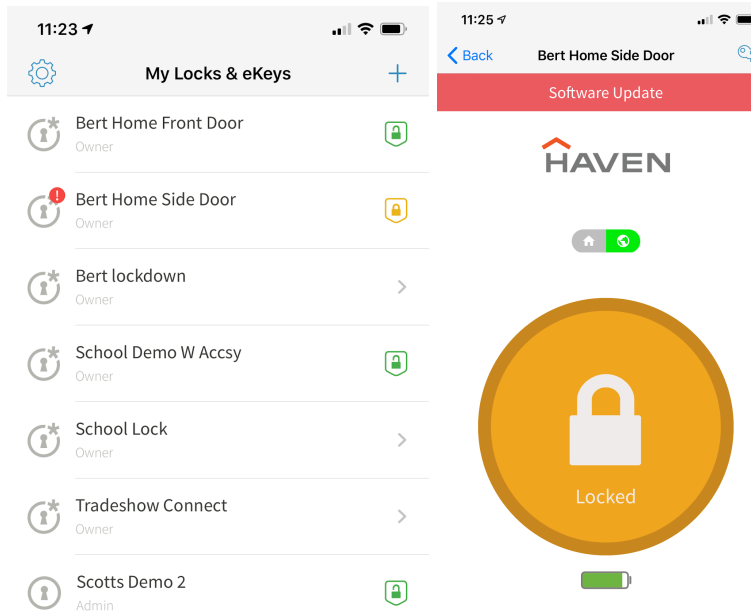
Quarter	Month	Mechanical	Power	Fit	Function	Notes
Quarter 1	January					
	February					
	March					
Quarter 2	April					
	May					
	June					
Quarter 3	July					
	August					
	September					
Quarter 4	October					
	November					
	December					

**\*Notes\***

**\*\*Print this chart and place it inside the lock cover as a record of inspection. Person performing the maintenance check should initial off each month or quarter, but semi-annually at a minimum, to ensure proper operation.\*\***

### **Quick Help Steps to Lockdown Maintenance**

- 1. Open the selected mobile app, find the Lockdown unit for which you are checking the battery life percentage left. Verify the battery life is at a minimum 60%, if you are doing checks twice annually, as indicated by the battery meter on the app screen. Touching the battery icon will give you an exact battery percentage. If the battery is below that level we recommend that you charge the lock (see charging instructions below).**
- 2. While the app is open, check for locking and unlocking functionality of the Lockdown unit using the app. Also check to see if it needs a firmware update. A firmware update will be indicated by a red exclamation balloon or notification next to the lock icon in the main app page. When that lock is selected it will prompt you to update the lock through a “Software Update” banner at the top of your screen. Follow the in-app instructions. The photos below are from an iOS device; they will be similar on an Android device. The below photo is an example of an app that controls the lock.**



3. Test locking and unlocking functionality using the selected key fob that is paired to the system (do this for all fobs paired to the unit if multiple fobs are paired).



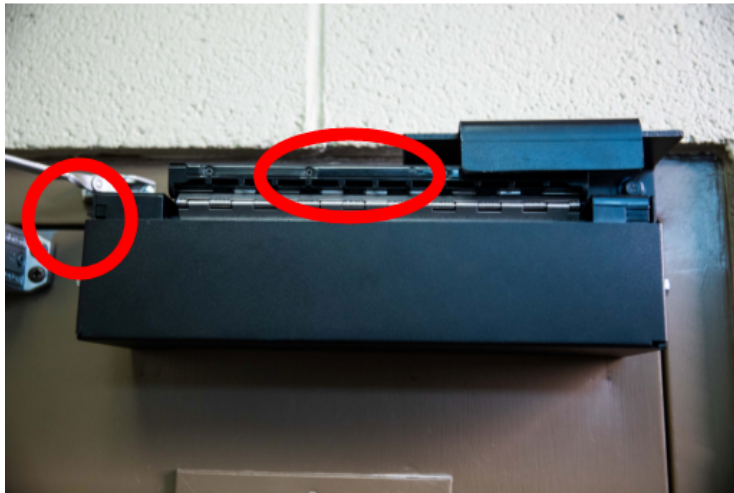
4. With the lock in the locked position, test unlocking functionality of the motion sensor (if installed) by placing your hand in front of the sensor on the door knob/lever while actuating the opener.



5. With the lock in the locked position, the egress button (green unlocking only button) can be tested by pressing the green button to see if the lock actuates to an unlocked position.



6. With the lock in the unlocked position, the panic button (if installed, red locking only button) can be tested by pressing the red button to see if the lock activates to a locked position.
7. If any accessory fails to perform its stated function, it may be necessary to check the power level of the lock battery, re-pair any wireless accessories to the lock, replace the accessory battery if it fails to operate, and check any hardwired cables that connect to the lock for operation and security.
8. Test manual locking and unlocking of the unit by using the finger lever to lock (the red circle on the left).



**\*Charging Haven Lockdown: Remove the cover by loosening the plate screws on each side of the cover, pull the cover back and down. Locate the charging port (D) close to the Admin button. Using the provided charging cable, plug the barrel connector end into the charging port (D) on the Lockdown unit. Plug the USB end into the power adapter. Using a power cord or portable charging battery, charge the Lockdown unit 6-8 hours or until full. Check the mobile App to ensure the battery is fully charged. If you opt to use a portable USB battery we recommend that you plug the lock in and reinstall the cover plate and allow the battery to rest inside the cover shelf. This will prevent the battery from falling while plugged in, and give you the option to allow it to charge and be removed when charging is complete or during the next maintenance event.**

**9. Disclaimer:**

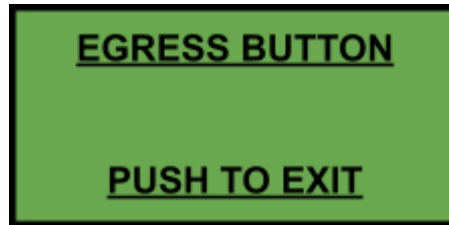
- a. This training guide exists to outline best practices for the use of the Lockdown System. The inclusion of this plan into the facility's overall safety plan is at the direction of the administrators approving the safety plan.
- b. The maintenance guide exists as a baseline to ensure proper operation of the device. It is upon the facility owner to ensure this is done in a timely manner in accordance with the guidelines by facility management or by a servicer/installer provider.



## **Appendix A**

1. Placards for egress and panic need to be placed visibly with in close proximity to the physical push buttons for easy identification. Print this page off, cut out, laminate, and affix with semi permanent VHB tape to within 24 inches of the buttons

### **Egress Button**



### **Panic Button**

