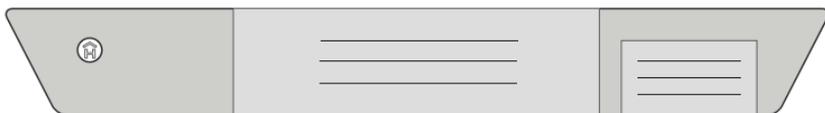


# Quick Start Guide



## HAVEN CONNECT

High-strength, Bluetooth enabled smart lock.

- 1 *Safety, Warnings, Regulations*
- 3 *Warranty*
- 4 *Getting Started*
- 5 *Preparing Your HAVEN*
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## 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 via other means.  
HAVEN will not prevent someone from getting through your door if they use special tools.*

*HAVEN is designed as barrier to prevent a closed door from being forced inward into a dwelling when blunt forced 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 break in 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 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 home 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 placing HAVEN in doorway during installation and use.

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

Do not place HAVEN on unapproved surfaces to avoid additional trip hazards.

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

**CAUTION**

*Owner is responsible for providing access to your own home. Owner is responsible for ensuring alternate access into your home when needed.*

*Owners are responsible for whoever has access or use to engage or disengage the unit.*

*The unit is designed to act as a deterrent, but should still be used in conjunction with other safety measures. The unit is intended as supplementary security for use in conjunction with current lock hardware.*

*HAVEN LOCK INC is not liable for any personal injuries, property damage, economic loss or any consequential damages sustained as a result of any individual in contact with the unit.*

*Do not consume any area of the unit.*

*Do not put the unit near sensitive bodily areas.*

**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 break in. Damage to the unit may affect later functionality.

Owner is responsible for ensuring unit is operating properly. HAVEN LOCK INC expressly disclaims all guarantees, whether implied or expressed, to include but not limited to fitness or merchantability for a particular purpose.

**FCC INFORMATION**

**Class B Equipment** - This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

*This equipment generates, uses, and can radiate radio frequency energy and if not installed and used in accordance with these instructions may cause harmful interference to radio communications.*

*However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures: **A)** Reorient or relocate the receiving antenna. **B)** Increase the separation between the equipment and receiver. **C)** Connect the equipment into an outlet on a circuit different from that to which the receiver is connected. **D)** Consult the dealer or an experienced radio/broadcast technician for help.*

## LIMITED WARRANTY

Any major malfunction of HAVEN *Connect* caused by a defective part or construction of the unit will be fixed by HAVEN LOCK INC up to *one year* from the date of receiving the unit. This warranty only covers the original purchaser of HAVEN *Connect* and does not cover any commercial or business use of HAVEN *Connect*. Only private use by the original purchaser is covered by this warranty. If HAVEN *Connect* 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 *Connect* unit is claimed defective by the original purchaser under this warranty, HAVEN LOCK INC may require the unit to be shipped back to their headquarters or fulfillment center for investigation. The costs associated with this shipment may or may not be incurred by the original purchaser.

This warranty only covers HAVEN *Connect* and no other equipment. Any other device used with HAVEN *Connect* in any way is not covered by this warranty.

## 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



## GETTING STARTED

Upon opening your HAVEN Connect, you should find the following items inside:

**HAVEN Connect**

Your lock which will be mounted at the base of your door.

**Installation Spacer**

Optional spacer used for thresholds that are higher than 0.8" and as a template marker for alignment and drilling of holes

**Power Adapter**

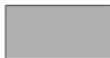
120v AC USB Adapter for use with included charging cable

**Charging Cable**

USB Charging cable used to charge your HAVEN Connect

**Backup Batteries (3)**

Three E90 Backup batteries.

**Door Spacer**

Plastic spacer used during installation to measure the proper distance from the base of door.

**Installation Screws (6)**

Six Phillips head screws used for attaching your HAVEN Connect to your floor.

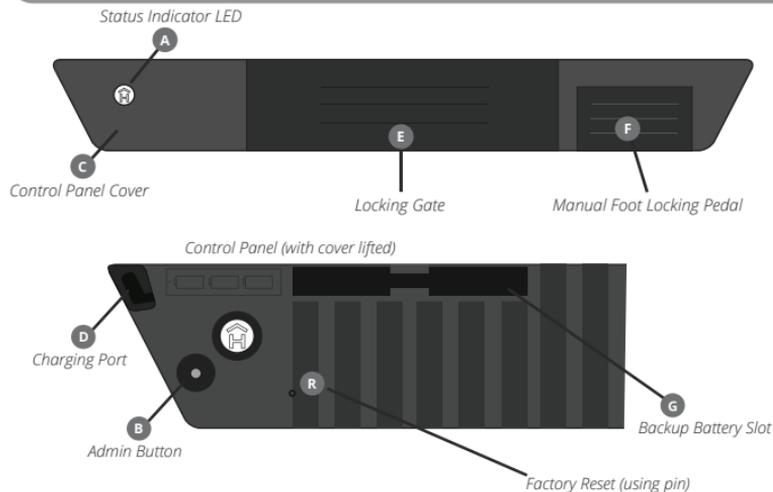
***If you are missing any of the items above, please email us at [support@havenlock.com](mailto:support@havenlock.com) and let us know!***

## OPTIONAL ACCESSORIES

**Key Fob**

If you purchased a HAVEN Connect Key Fob you should find it included in your box. May be ordered and shipped separately.

## PREPARING YOUR HAVEN CONNECT



### 1 Charging

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)**. **Allow HAVEN to fully charge 6-8 hours before use.** This is a good time to set up your account at [www.myhavenlock.com](http://www.myhavenlock.com) or on the mobile app.

### 2 Install Backup Batteries

Using the 3 include *E90 Batteries*, place them according to the battery placement indicator in the backup battery slot (G).

### 3 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 foot pedal (F) and lock gate (E). Cycling the lock via the key fob or app a minimum of 5 times helps ensure the servo motor is properly engaged and ready for use.

### 4 Remove Locking Gate Cover (E)

*If you are ready to mount and install the HAVEN Connect,* remove the HAVEN locking gate cover by removing the 4 small screws (Phillips head screwdriver) on the back of the locking gate, as seen below:



## SETTING UP MOBILE APP

### 1 Get prepped

Download the HAVEN Lock App from the App Store or Google Play Store on your mobile device. Go through the steps to setup an account within the HAVEN App. Make sure Bluetooth is activated on your smart device.

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



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



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

### 2 Launch app and setup account

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

### 3 Prepare to pair your device

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

### 4 Make your HAVEN discoverable

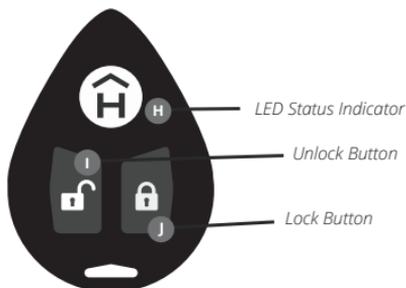
Open the **control panel (C)** of your HAVEN and press and release (do not hold) the **admin button (B)**. Once the LED begins to flash, touch your phone to the lock and the app should complete the pairing process.

### 5 Name your lock

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

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

## KEY FOB PAIRING (purchased separately)



**1** Touch the key fob against the HAVEN Connect Status Indicator LED (**A**) and press and **hold** the key fob **lock button (J)** for 5 seconds until the Key Fob LED Status Indicator (**H**) illuminates and blinks white. Continue holding button (**J**).

**2** While still holding the *key fob lock button*, press and **release** the HAVEN Admin Button (**B**) and when it starts *blinking* white, release the lock button (**J**) on the key fob.

**3** Both lights should blink together and you will hear a beep to signify that the pairing was successful.

**4** If you do not hear the beep and your key fob does not function or flashes red, you will need to **hold** the HAVEN Admin Button (**B**) for about 10 seconds to **reset** (LED will flash green) and then start the process over again. (**Note:** *resetting the HAVEN through manual reset also disconnects any synced phone applications that will need to be re-keyed via the mobile application.*)

## KEY FOB RESET

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

**1 Hold Lock Button for 4 Seconds** - On the enrolled key fob, hold down the lock button (**J**) for approximately 5 seconds.

**2 Wait for Flashes** - A short series of flashes will appear, momentarily stop and then reappear.

**3 Fob Restarts** - The fob will then automatically restart. Upon powering back up, an alternating series of green, red, blue and white flashes indicate that the fob is powered on.

**4 Ready for New Enrollment** - The key fob has been successfully reset and the preexisting enrollment has been cleared.

## INSTALLING YOUR HAVEN CONNECT

### Tools Required For Install



Power Drill



Pencil

Phillips  
Screwdriver

Measuring Tape



Installation Screws (6)



1/8" Drill Bit



Phillips Drill Bit

### Installation Overview

#### 1 Measure

- A. Center lock on door
- B. Confirm height

#### 2 Drill

- A. Drill pilot holes
- B. Clean surface

#### 3 Secure

- A. Place unit
- B. Drill in screws

#### Where is the rest of the guide?

We decided to save some trees and created a pretty cool install guide you can access online. It will walk you through the many different install scenarios you might encounter.



[install.havenlock.com](https://install.havenlock.com)

### DISCLAIMER

Use of this guide at your own risk. HAVEN LOCK INC and its parent or partner companies are not liable for any damages to property or bodily injuries that occur during or after installation. HAVEN LOCK INC assumes no responsibility in providing the correct tools and accessories needed for installation unless otherwise noted. Use proper protective gear when completing the steps detailed in this guide. This guide is simply suggestive and not in any way authoritative. Always use your own best judgment. Incorrect installation or lack of safety precautions can lead to serious injury or death for you or anyone around the installation area. If you are not comfortable installing HAVEN Lock, we advise you to seek out a professional skilled worker with home construction experience to assist you.

## GENERAL NOTES ON HAVEN CONNECT

### Bluetooth Range

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

### Layered Security

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

### Personal Security

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

## IMPORTANT SAFEGUARDS



**Replace low batteries immediately.** HAVEN *Connect's* main battery lasts for about 3 months on a single charge. The backup batteries serve as a power source to unlock your HAVEN in the event that the primary source is depleted. Do not rely on them for long periods of time. Please charge your unit and replace the backup batteries every three months.



**Protect your password.** You are responsible for your own security. HAVEN *Connect* is not a replacement for personal responsibility. Do not share your password with anyone you do not trust or know well. To be safe, do not share it with anyone.



**Who is getting access?** You can give access to your HAVEN *Connect* to other people using the eKey feature in the application. You are the admin and if you give access to the wrong person, they will be able to access your home.



**Your smartphone is the key** and the access control panel for your HAVEN *Connect*. If someone has access to your smartphone, they could control your HAVEN and gain access to your home. Your smartphone security should be regarded the same as your home security; make sure to password protect your phone.



**If your smartphone is stolen or lost,** deactivate your phone at the HAVEN Lock Web Portal ([www.myhavenlock.com](http://www.myhavenlock.com)). **If your key fob is lost or stolen,** reset your lock by pressing and holding the **Admin Button (B)** for 10 seconds (or until it flashes green) or send an email to [support@havenlock.com](mailto:support@havenlock.com).



**Make sure to turn on notifications** in your HAVEN Lock app as well as your smartphone settings. This will help you keep track of any changes that occur to your HAVEN Lock. You can receive alerts when someone is coming and going, but most importantly you will be notified of any admin actions that occur.

## TROUBLESHOOTING

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

**HAVEN Connect Issues**

<b>HAVEN will not turn on or no indication of power.</b>	Make sure you have fully charged the unit and inserted the backup batteries. Press the Admin Button under the control panel hood and the LED should illuminate. If not, please contact us at <a href="mailto:support@havenlock.com">support@havenlock.com</a> and we will help you out.
<b>HAVEN will not fit under my door or does not reach the base of my door.</b>	Be sure to visit our detailed installation guide at <a href="https://install.havenlock.com">https://install.havenlock.com</a> 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!
<b>How do I turn HAVEN off?</b>	HAVEN is designed to be "always on" so that it is ready to receive commands from bluetooth devices. After several minutes it will go into a power saving mode but will always be on.
<b>I can't get the foot pedal to work.</b>	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.
<b>I need to reset my HAVEN. Can I perform a factory reset?</b>	To factory reset your HAVEN (restore original firmware and disconnect all devices) you have to hold down both the admin (B) and reset button (R) and release the reset button while still holding the admin button for 10 seconds. This process will take about a minute or so to complete.

**Key Fob / Mobile App**

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



**HAVEN Lock, Inc.**

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