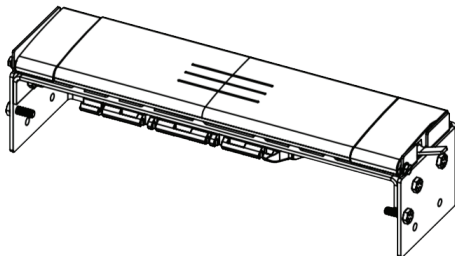


Quick Start Guide



HAVEN[®] LOCKDOWN[™]

High-strength, Bluetooth[®] enabled smart lock for commercial applications.

- 1 *Safety, Warnings, Regulations*
- 3 *Warranty*
- 4 *In-swinging door configuration*
- 5 *Outward-swinging door configuration*
- 6 *Mobile Application Setup*
- 7 *Key Fob Pairing*



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

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.



*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 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, 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.

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 fob or credential 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

HAVEN Lockdown
HavenLock Inc
Model: HL1-CNT-001-LD
FCC ID: 2ARFQHL1CNT001
IC: 24389-HL1CNT001



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.

HAVEN Lock Fob
HavenLock Inc
Model: HL2-FOB-001
FCC ID: 2ARFQHL2FOB001
IC: 24389-HL2FOB001



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.

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 pourraient 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.

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 private 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 and no other equipment. 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

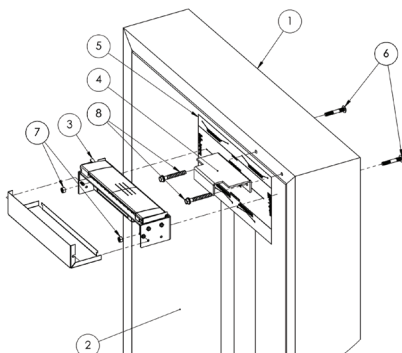
IN-SWINGING DOOR CONFIGURATION

HAVEN LOCKDOWN INSTALLATION INSTRUCTIONS:

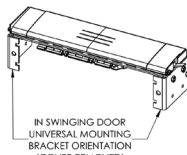
- FROM PACKAGING, REMOVE UNIVERSAL MOUNTING BRACKETS (X2) AND SCREWS (X4) FROM LOCKDOWN UNIT, ITEM (3). FLIP BRACKETS 180 DEGREES FROM SHIPPING ORIENTATION AND REINSTALL. REFER TO DETAIL VIEW D.
- FOLD CREASE IN DRILL TEMPLATE, ITEM (5), ALONG INDICATED LINE FOR TOP OF FRAME STOP.
- CORNER TEMPLATE, ITEM (5), WITH FRAME STOP ON DOOR FRAME, ITEM (1), AND ALIGN WITH EDGE.
- TAPE TEMPLATE, ITEM (5), TO DOOR FRAME, ITEM (1).
- USING THE 3/8" DIA. DRILL BIT, DRILL BLIND HOLES (X2) TO A 3" DEPTH INTO BOTTOM OF FRAME STOP ON DOOR FRAME, ITEM (1), FOR INSTALLATION OF LATCH BRACKET, ITEM (4).
- USING THE 3/8" DRILL BIT, DRILL CLEARANCE HOLES (X2) THROUGH DOOR, ITEM (2), FOR INSTALLATION OF LOCKDOWN UNIT, ITEM (3).
- REMOVE DRILL TEMPLATE, ITEM (5), FROM DOORWAY.
- INSTALL LATCH BRACKET, ITEM (4), WITH SCREW ANCHORS (X2), ITEM (8), TO BOTTOM OF FRAME STOP ON DOOR FRAME, ITEM (1). DO NOT TIGHTEN ANCHORS TO FINAL TORQUE.
- INSTALL LOCKDOWN UNIT, ITEM (3), WITH CARRIAGE BOLTS (X2) AND HEX NUTS (X2), ITEMS (7) AND (8), TO DOOR, ITEM (2). DO NOT TIGHTEN NUTS TO FINAL TORQUE.
- PAIR TO LOCKDOWN UNIT, ITEM (3), AND TEST FITMENT OF LOCKDOWN UNIT WITH LATCH BRACKET, ITEM (4).
- TIGHTEN SCREW ANCHORS (X2) AND HEX NUT (X2), ITEMS (7) AND (8), TO FINAL TORQUE.
- FIT COVER, ITEM (6), TO LOCKDOWN UNIT, ITEM (3), AND TIGHTEN SCREWS (X2).

TOOLS REQUIRED FOR INSTALLATION:

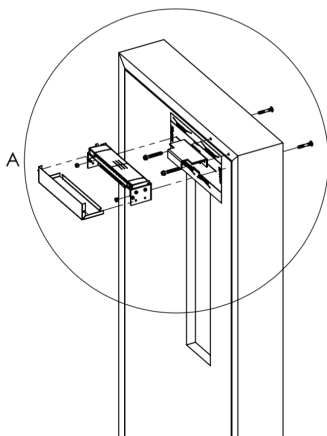
- MASKING TAPE
- BATTERY PACK DRILL & IMPACT
- 3/8" DIA X 4" X 5" MULTI-PURPOSE DRILL BIT
- 3/8" SQUARE DRIVE TO 1/4" HEX ADAPTER
- 3/8" DRIVE RATCHET
- 3/8" DRIVE 9/16" SOCKET
- 3/8" DRIVE 7/16" SOCKET



DETAIL A



DETAIL B



8	SCREW ANCHOR, 3/8" X 3"	2
7	HEX NUT, 3/8-16	2
6	CARRIAGE BOLT, 3/8"-16 X 2-1/2"	2
5	TEMPLATE HAVEN LOCKDOWN	1
4	LATCH INSWING	1
3	HAVEN LOCKDOWN	1
2	DOOR	1
1	DOOR FRAME	1
ITEM NO.	DESCRIPTION	QTY.

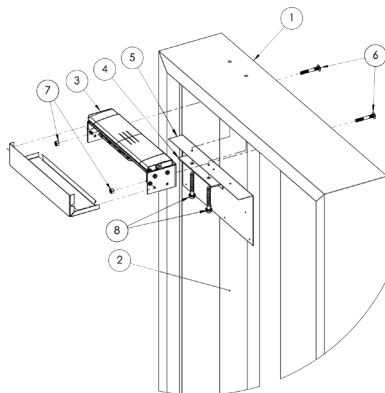
OUTWARD-SWINGING DOOR CONFIGURATION

HAVEN LOCKDOWN INSTALLATION INSTRUCTIONS:

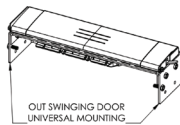
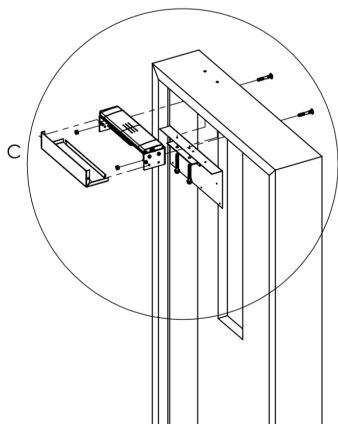
- FROM PACKAGING, REMOVE UNIVERSAL MOUNTING BRACKETS (X2) AND SCREWS (X4) FROM LOCKDOWN UNIT, ITEM (3). FLIP BRACKETS 180 DEGREES FROM SHIPPING ORIENTATION AND REINSTALL. REFER TO DETAIL VIEW D.
- FOLD CREASE IN DRILL TEMPLATE, ITEM (5), ALONG INDICATED LINE FOR TOP OF FRAME STOP.
- CORNER TEMPLATE, ITEM (5), WITH FRAME STOP ON DOOR FRAME, ITEM (1), AND ALIGN WITH EDGE.
- TAPE TEMPLATE, ITEM (5), TO DOOR FRAME, ITEM (1).
- USING THE 3/8" DIA. DRILL BIT, DRILL BLIND HOLES (X2) TO A 3" DEPTH INTO BOTTOM OF FRAME STOP ON DOOR FRAME, ITEM (1), FOR INSTALLATION OF LATCH BRACKET, ITEM (4).
- USING THE 3/8" DRILL BIT, DRILL CLEARANCE HOLES (X2) THROUGH DOOR, ITEM (2), FOR INSTALLATION OF LOCKDOWN UNIT, ITEM (3).
- REMOVE DRILL TEMPLATE, ITEM (5), FROM DOORWAY.
- INSTALL LATCH BRACKET, ITEM (4), WITH SCREW ANCHORS (X2), ITEM (8), TO BOTTOM OF FRAME STOP ON DOOR FRAME, ITEM (1). DO NOT TIGHTEN ANCHORS TO FINAL TORQUE.
- INSTALL LOCKDOWN UNIT, ITEM (3), WITH CARRIAGE BOLTS (X2) AND HEX NUTS (X2), ITEMS (6) AND (7), TO DOOR, ITEM (2). DO NOT TIGHTEN NUTS TO FINAL TORQUE.
- PAIR TO LOCKDOWN UNIT, ITEM (3), AND TEST FITMENT OF LOCKDOWN UNIT WITH LATCH BRACKET, ITEM (4).
- TIGHTEN SCREW ANCHORS (X2) AND HEX NUT (X2), ITEMS (8) AND (7), TO FINAL TORQUE.
- FIT COVER TO LOCKDOWN UNIT, ITEM (3), AND TIGHTEN SCREWS (X2).

TOOLS REQUIRED FOR INSTALLATION:

- MASKING TAPE
- BATTERY PACK DRILL & IMPACT
- 3/8" DIA X 4" X 6" MULTI-PURPOSE DRILL BIT
- 3/8" SQUARE DRIVE TO 1/4" HEX ADAPTER
- 3/8" DRIVE RATCHET
- 3/8" DRIVE 9/16" SOCKET
- 3/8" DRIVE 7/16" SOCKET



DETAIL C

OUT SWINGING DOOR
UNIVERSAL MOUNTING
BRACKET ORIENTATION
(COVER REMOVED)

DETAIL D

8	SCREW ANCHOR, 3/8" X 3"	2
7	HEX NUT, 3/8-16	2
6	CARRIAGE BOLT, 3/8"-16 X 2-1/2"	2
5	TEMPLATE HAVEN LOCKDOWN	1
4	LATCH OUTSWING	1
3	HAVEN LOCKDOWN	1
2	DOOR	1
1	DOOR FRAME	1
ITEM NO.	DESCRIPTION	QTY.

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



Apple Devices
www.havenlock.com/apple

2 Launch app and setup account

Launch the HAVEN app and follow the steps on screen to setup 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

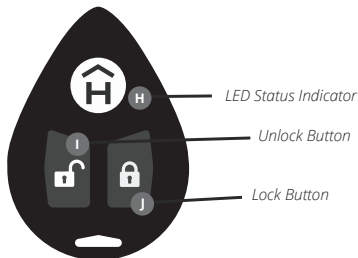
Open the **control panel (C)** of your HAVEN and press and release (do not hold) the **admin button (B)**. Once the LED begins to flash, touch your phone to the lock and the app should complete the pairing process.

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. Lobby Entrance) 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

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 unlock button (**I**) until the Key Fob LED Status Indicator (**H**) illuminates and blinks white. Continue holding button (**I**).
- 2 While still holding the key fob unlock button, press and **release** the HAVEN Admin Button (**B**) and when it starts *blinking* white, release the unlock button (**I**) 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 5 Seconds** - On the enrolled key fob, hold down the unlock button (**I**) 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.



HavenLock Inc.

Patent Protected: European Patent Number: 3,194,692; issued: China; Patent Pending: U.S.A

Nashville, TN

www.havenlock.com

