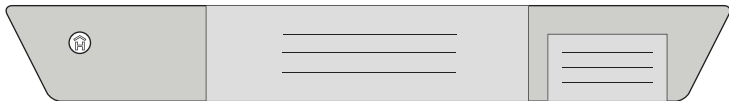


Quick Start Guide



HAVEN® CONNECT™

High-strength, Bluetooth® enabled smart lock.

- 1 *Safety, Warnings, Regulations*
- 3 *Warranty*
- 4 *Getting Started*
- 5 *Preparing Your HAVEN*
- 6 *Mobile Application Setup*
- 7 *Key Fob Pairing*
- 8 *Installation*
- 9 *Notes*
- 10 *Troubleshooting*



Important Safety Instructions

Explanation of Attention Words and Symbols used in this guide



This is the safety alert symbol. It is used to alert you to potential personal injury hazards. Obey all safety messages that follow this symbol to avoid possible injury or death.



WARNING

WARNING indicates a hazardous situation which, if not avoided, could result in death or serious injury.



CAUTION

CAUTION, used with the safety alert symbol, indicates a hazardous situation which, if not avoided, could result in minor or moderate injury.

CAUTION

CAUTION, used without the safety alert symbol, indicates a hazardous situation which, if not avoided, could result in harm to yourself and others.

NOTICE

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



WARNING

*HAVEN will not prevent someone from accessing your home 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 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 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 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.

HavenLock 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. 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 Lock Connect
HavenLock Inc
Model: HL1-CNT-001
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 exemptés de licence conformes aux RSS (RSS) d'Innovation, Sciences et Développement économique Canada. Le fonctionnement est soumis aux deux conditions suivantes:

- 1) Cet appareil ne doit pas causer d'interférences.
- 2) Cet appareil doit accepter toutes les interférences, y compris celles susceptibles de provoquer un fonctionnement indésirable de l'appareil.

This system has been evaluated for RF Exposure per RSS-102 and is in compliance with the limits specified by Health Canada Safety Code 6. The system must be installed at a minimum separation distance from the antenna to a general bystander of xx inches (xx cm) to maintain compliance with the General Population limits.

L'exposition aux radiofréquences de ce système a été évaluée selon la norme RSS-102 et est jugée conforme aux limites établies par le Code de sécurité 6 de Santé Canada. Le système doit être installé à une distance minimale de xx pouces (xx cm) séparant l'antenne d'une personne présente en conformité avec les limites permises d'exposition du grand public.

WARRANTY INFORMATION

Any major malfunction of *HAVEN Connect* 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 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, 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 Connect* and no other equipment. Any other device used with *HAVEN Connect* 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 Standards Tested by a NRTL



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 Riser**

Optional riser 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*

**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 wood floor*

*for tile or concrete installation, please see our advanced tutorials at install.havenlock.com

If you are missing any of the items above, please email us at support@havenlock.com and let us know!

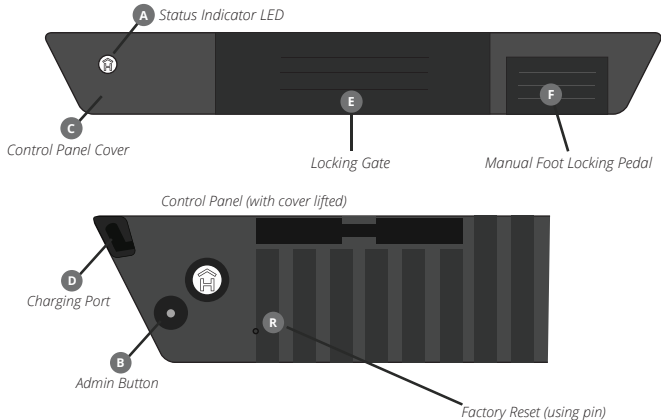
OPTIONAL ACCESSORIES

**Key Fob**

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

Need help? Contact us at support@havenlock.com

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 or on the mobile app.

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 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.

3 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




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.

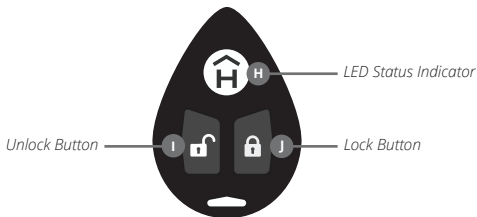
5 Name your lock

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. 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

SETTING UP THE GENERATION 2 KEY FOB (purchased separately)

Key Fob



Control Panel (with cover lifted)



Pairing:

- 1 Hold down the Lock button (**J**) on the fob for 15 seconds (previously 5 seconds).
- 2 If the fob LED (**H**) is flashing red/blue, the fob is already paired. Release the lock button (**J**) and **do not proceed** (see unpairing instructions if necessary).
- 3 If the fob LED (**H**) is flashing green:
 - a Press and release the HavenLock Admin button (**K**), then quickly press and release the Lock button (**J**) on the fob.
 - b Lights on both the HavenLock and fob should begin flashing white, and the HavenLock will beep to show success in pairing.

Unpairing:

- 1 Hold down the Lock button (**J**) for 15 seconds until the fob LED (**H**) flashes red/blue then release.
- 2 Within 5 seconds, press and hold the Unlock button (**I**) for 10 seconds until the LED (**H**) light starts blinking white.
- 3 Within 5 seconds, while the fob light is blinking white, press and release the Lock button (**J**) one last time to unpair the fob.

Any key fob made before October 1 2019 will have a different pair and unpair sequence.

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

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 home construction experience to assist you.

GENERAL NOTES ON HAVEN CONNECT

Bluetooth® Range

HAVEN Connect uses Bluetooth® wireless technology 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 the Bluetooth signal 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



Charge low batteries immediately. HAVEN Connect's main battery lasts for 3-5 months on a single charge under normal use. Please charge your unit every two to three months.



Protect your password. You are responsible for your own security. HAVEN Connect 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). **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.



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.

HAVEN Connect Issues

HAVEN will not turn on or no indication of power.	Make sure you have fully charged the unit and inserted the backup batteries (backup batteries are not applicable to models produced after 2019). Press the Admin Button under the control panel hood and the LED should illuminate. If not, please contact us at support@havenlock.com and we will help you out.
HAVEN will not fit under my door or does not reach the base of my door.	Be sure to visit our detailed installation guide at https://install.havenlock.com that will walk you through various scenarios involving uncommon door and threshold sizes. In most cases this fixes the situation, but if you still need help, contact us!
How do I turn HAVEN off?	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.
I can't get the foot pedal to work.	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.
I need to reset my HAVEN. Can I perform a factory reset?	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

I can't pair my key fob or app / is not working	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.
My Key Fob no longer works and the LED does not illuminate.	If the LED on your Fob is not lighting when you press either button, you could have a dead battery. Contact us at support@havenlock.com and we can help you out.

Need help? Contact us at support@havenlock.com



HavenLock Inc.

Patent Protected: European Patent Number: 3,194,692

Nashville, TN

www.havenlock.com

