

danalock V3-BTZBE

Technical Manual

Version 2.3, February 2019



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Release Notice

This document is release 2.3 of the V3-BTZBE, Technical Manual.

THIS MANUAL IS INTENDED FOR USE BY SYSTEM INTEGRATORS, SERVICE PROVIDERS AND APPLICATION DEVELOPERS (COLLECTIVELY, "RESELLERS"). IT IS NOT INTENDED FOR END-USERS OF THE V3-BTZBE. ANY END-USER DOCUMENTATION IS TO BE PREPARED AND FURNISHED BY THE RESELLERS.

The following Product Limited Warranty gives Resellers specific legal rights. You may have others, which vary from state/jurisdiction to state/jurisdiction.

Product Limited Warranty

Subject to the terms and conditions set forth herein, Poly-Control ApS ("Poly-control") makes the following warranty only to its Resellers who purchase the V3-BTZBE hardware product ("Product") directly from Poly-control: for a period of one (1) year from the date of shipment from Poly-control, the Product will substantially conform to Poly-control's standard published specifications for the Product and the Product hardware will be substantially free from defects in materials and workmanship. The foregoing warranty shall not apply to embedded software/firmware components.

This product is guaranteed against all material and manufacturing defects for one year from the date of purchase (stipulated on the receipt) by end customer. To benefit from the warranty, Customers should first seek help from the sources detailed in the documents supplied with the Product or online. If, after using these resources, the Product still does not work correctly, Customers should contact Poly-control who will determine whether the Product requires servicing under warranty or maintenance and inform the Customer how this service is to be carried out. Repairs under warranty do not extend the warranty period.

The sole obligation for Poly-control under the terms of this warranty is the free replacement or repair of the Product or the component, which its services agree is defective unless such action proves impossible or disproportionate. To benefit from the warranty all Products must first be presented to Poly-control after-sales service whose agreement is mandatory prior to any replacement. Any shipping costs are at the Customer's expense.

The warranty does not apply to visible defects. Also excluded are: defects and damage due to normal wear and tear or external accidents (error of assembly, wrong maintenance or use, etc.) or by any change to the Product not planned or specified by Poly-control. The present warranty applies only to Poly-control Products. Poly-control does not guarantee that the Product will work continuously or without error. Poly-control cannot be held liable for any damage or harm arising from failure to comply with the instructions for use of the Product.

Auto Unlock disclaimer: Due to variations in Bluetooth connectivity, it is recommended that the auto unlock function be disabled while you are in your home or office and enabled when you leave.

Product installation disclaimer: Depending on how your deadbolt is installed, to unlock your Danalock you will turn it the opposite direction that the deadbolt turned. The warranty does not apply to the following: (a) any damage due to accident, misuse, abuse, flood, fire, earthquake or other external causes; (b) any damage due to use of the Product other than within the uses prescribed and/or authorized by Poly-control; (c) any damage arising from the Product being opened; (d) any damage caused by repair or other action by any person who is not a representative of Poly-control; (e) to any Product or component which has been changed so as to significantly change its function or capacity without the prior written permission of Poly-control; (f) to consumables such as batteries except if the damage is due to a defect in Product materials or manufacture; or (g) where any Poly-control serial number or product ID has been removed or otherwise made illegible; or (h) to services and messaging.

WITHIN THE LIMITS OF APPLICABLE LEGISLATION, THE PRESENT WARRANTY AND THE CLAIM FACILITIES DETAILED HEREINAFTER ARE EXCLUSIVE AND TAKE PRECEDENCE OVER ANY OTHER CONTRACTUAL WARRANTIES, CLAIM FACILITIES AND CONDITIONS WHETHER WRITTEN, VERBAL, LEGAL, EXPLICIT OR TACIT. WITHIN THE LIMITS OF APPLICABLE LEGISLATION, POLY-CONTROL EXPRESSLY EXCLUDES ALL TACIT WARRANTIES INCLUDING MARKETING GUARANTEES, GUARANTEES OF SUITABILITY FOR A GIVEN USE AND GUARANTEES AGAINST LATENT OR HIDDEN DEFECTS. WHERE POLY-CONTROL IS NOT LEGALLY ENTITLED TO REFUSE A TACIT OR LEGAL WARRANTY, WITHIN THE LIMITS OF APPLICABLE LEGISLATION, SAID WARRANTIES SHALL BE LIMITED TO THE DURATION OF THE PRESENT EXPLICIT WARRANTY AND THE SUPPLY OF A SERVICE OF REPAIR OR REPLACEMENT AS DETERMINED AT THE SOLE DISCRETION OF POLY-CONTROL.

No Poly-control employee, agent or dealer is authorized to modify, extend or complete the present guarantee in any way. EXCEPT AS PROVIDED FOR IN THE PRESENT WARRANTY AND TO THE EXTENT PERMISSIBLE UNDER APPLICABLE LEGISLATION, POLY-CONTROL CANNOT BE HELD LIABLE FOR ANY DIRECT, SPECIFIC, ACCESSORY OR INDIRECT DAMAGE RESULTING FROM ANY VIOLATION OF ANY WARRANTY OR CONDITION OR THE TERMS OF ANY OTHER LEGAL CONCEPT INCLUDING BUT NOT LIMITED TO ANY LOSS OF USE, REVENUE, PRESENT OR FUTURE LOSS OF PROFIT (INCLUDING ANY LOSS OF PROFITS RELATED TO CONTRACTS), ANY LOSS OF FINANCIAL WHEREWITHAL, EXPECTED LOSS OF SAVINGS, LOSS OF BUSINESS, OPPORTUNITY, CLIENTELE, REPUTATION, OR ANY INDIRECT OR SUBSEQUENT LOSS OR DAMAGE. THE PRESENT LIMITATION DOES NOT APPLY TO CLAIMS RELATING TO DEATH OR INJURY. POLY-CONTROL MAKES NO UNDERTAKING IN RESPECT OF ITS ABILITY TO REPAIR ANY PRODUCT UNDER THE TERMS OF THE PRESENT WARRANTY OR OF THE ABSENCE OF RISK IN THE EVENT OF EXCHANGE FOR ANOTHER PRODUCT.

FOR CONSUMERS COVERED BY LAWS OR CONSUMER PROTECTION REGULATIONS IN VARIOUS COUNTRIES OF PURCHASE OR WHERE DIFFERENT, OF THEIR COUNTRY OF RESIDENCE, THE BENEFITS OF THE PRESENT WARRANTY ARE IN ADDITION TO ALL RIGHTS AND CLAIM FACILITIES PROVIDED BY THESE LAWS AND CONSUMER PROTECTION REGULATIONS. Some countries, States and regions do not allow exclusion from or limitation of indirect and/or subsequent damage for the duration of the warranty or tacit conditions, in which case the above exclusions and limitations do not apply to all such Customers. The present warranty provides the Customer with specific legal rights; Customers may benefit from additional rights depending on local legislation.

Embedded Software/Firmware

The Product and associated tools, if any, may contain embedded software/firmware, which is licensed, not sold, and is only for use within the Product as an integral part thereof. Such embedded software/firmware (which includes all updates thereto) contains valuable trade secrets and is proprietary to Poly-Control ApS and its suppliers. To the greatest extent permitted by law, such embedded software/firmware may not be modified, copied, disassembled, decompiled or reverse engineered. Poly-control reserves all other rights.

Limitation of Liability

POLY-CONTROL'S ENTIRE LIABILITY REGARDING THE PRODUCT SHALL BE LIMITED TO THE AMOUNT ACTUALLY PAID BY RESELLER FOR THE PRODUCT. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL POLY-CONTROL OR ITS SUPPLIERS BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES WHATSOEVER UNDER ANY CIRCUMSTANCE OR LEGAL THEORY RELATING IN ANY WAY TO THE PRODUCTS, ACCOMPANYING DOCUMENTATION AND MATERIALS, AND ANY EMBEDDED SOFTWARE/FIRMWARE AND UPDATES THERETO (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, LOSS OF DATA OR ANY OTHER PECUNIARY LOSS), REGARDLESS OF WHETHER POLY-

CONTROL HAS BEEN ADVISED OF THE POSSIBILITY OF ANY SUCH LOSS AND REGARDLESS OF THE COURSE OF DEALING BETWEEN POLY-CONTROL AND RESELLER. BECAUSE SOME STATES AND JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF LIABILITY FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, THE ABOVE LIMITATION MAY NOT APPLY TO EVERY RESELLER.

Notices

Class B Statement – Notice to Users. 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 the instructions, may cause harmful interference to radio communication. 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:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Consult the dealer or an experienced radio/TV technician for help.

Changes and modifications not expressly approved by the manufacturer or registrant of this equipment can void your authority to operate this equipment under Federal Communications Commission rules.

Regulatory Approvals

CE

The device complies with the essential requirements of the RED Directive 2014/53/EU as stated by the EC Declaration of Conformity (CE). The device complies with the European Radio Equipment Standards Institute Specifications EN 301 489-1 and EN 301 489-17 (EMC for Bluetooth and Zigbee 2400MHz and Radio Equipment and Systems) and EN 300 328 for preservation of the electromagnetic spectrum.

EC/ International

The device complies with the essential requirements of the 2011/65/EC directive on the restriction of the use of certain hazardous substances in electrical and electronic equipment.

FCC/IC

The device product complies with the FCC Part 15.247, part 2.1091 and the Industry Canada requirements RSS-GEN, RSS-102, RSS-247.

This device complies with Part 15 of the FCC rules it contains license-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's license-exempt RSS(s). 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 of the device.

For fixed mounted operations the device must be installed to provide a separation distance of at least 20 cm from all persons.

MIC (Japan)

The device complies with the Japanese Ordinance concerning Technical Regulations Conformity Certification etc. of Specified Radio Equipment

Article 2 clause (1) Item (19) for radio terminal equipment supporting Bluetooth Low Energy 2400-2483.5 MHz and Zigbee 2400-2483.5 MHz.

ACMA (AUS/NZ)

The device product complies with the Australian/New Zealand Radio communication Act for radio terminal equipment supporting Bluetooth and Zigbee in 2400-2483 MHz under radiocommunications (Low Interference Potential Devices) Class Licence 2015; Variation 2016 (No. 1)

V3-BTZBE:

FCC ID: 2ADSH-V3BTZBE

IC: 12588A-V3BTZBE

EC Declaration of Conformity: CE

MIC certification no.: [R] xxx-xxxxxx

Introduction

This document contains the installation guide for the Danalock product type series V3-BTZBE units. This manual is intended for use by system integrators, service providers and application developers (collectively, “Resellers”). It is not intended for end-users of the V3-BTZBE. Any end-user documentation is to be prepared and furnished by the Resellers.

This manual describes how to set up, configure, install, operate, and troubleshoot the product. Even if you have used similar products before, Poly-Control recommends that you spend some time reading this manual to learn about the special features of this product.

Poly-Control assumes that you are familiar with Microsoft Windows and general usage of cellular phones and mobile apps.

Related Information

The Poly-Control web site is found at **www.danalock.com**. This site links to the “My Danalock” site from Poly-Control ApS and it is found at **my.danalock.com**. V3-BTZBE devices can be integrated to the “My Danalock” site.

Safety first

Simple Guidelines

Please follow these guidelines when configuring, using or recycling the V3-BTZBE. Violating these guidelines may be dangerous, illegal or otherwise detrimental. Further detailed information is provided in this manual.

Do Not Operate Where Prohibited

Do not allow the V3-BTZBE unit to operate wherever wireless radio communication use is prohibited or when doing so may cause interference or danger as the V3-BTZBE cannot be turned off after installation.

Examples include but are not limited to operation in hospitals, buildings near blasting sites or wherever operation can cause interference.

Interference

Like all wireless devices, the V3-BTZBE may encounter electrical interference that may affect its performance.

Avoid Body Contact with Device during Operation

Do not operate the V3-BTZBE in direct contact with your body. Maintain at least 8 inches (20 cm) separation between the device and any parts of your body.

Qualified Service

Except for batteries, the V3-BTZBE contains no user serviceable or replaceable parts. Non-functioning units must be returned to an authorized service center for repair or replacement.

Accessories and Batteries

Use only approved accessories or batteries. Do not connect incompatible products. There is risk of explosion or fire if an incorrect type replacement battery contacts are shorted. Do not exceed the temperature ranges or other environmental conditions specified by the battery manufacturer. Dispose of used batteries according to the instructions provided with the batteries.

Electro mechanical lock classification

The following statements are related to the European norm EN 14846 for building hardware – electromechanically operated locks and striking plates. The V3-BTZBE is classified according to this standard with the below declarations and precautions.

Category of use

The V3-BTZBE can be used in areas with medium frequency of use by people with some incentive to exercise care but where there is some chance of misuse, e.g. internal office doors or internal residential doors. EN 14846 category of use classification grade=0.

Durability, door mass and closing force and security (Physical attack)

The type of door i.e. mass and closing force, durability for dead bolt or latch bolt operations and security for physical attacks are not applicable to V3-BTZBE. The V3-BTZBE lock is not in any case related to the door or striking plate already existing on the door where V3-BTZBE is mounted. It is however recommended to verify the operation of the V3-BTZBE after mounting the product. Poly-Control ApS is not liable for the classification of the door and striking plate in relation to the mounting of the V3-BTZBE. EN 14846 classifications N/A are used.

Fire doors

The V3-BTZBE series is not approved for use with fire doors. EN 14846 suitability for use on fire/smoke doors classification grade=0.

Safety

No requirements are defined in the EN 14846 classification scheme.

Water-Resistance

The V3-BTZBE series is not water-resistant. The lock must therefore be installed on the inside of the door where it is dry and not subjected to either water streams or submersion. EN 14846 corrosion resistance classification grade=0.

Security for electrical functions

The V3-BTZBE has no indications, sound alarms in case of a lock malfunction. EN 14846 security – electrical function classification grade=0.

Security for electrical manipulation

The V3-BTZBE is tested compliance to the EMC requirement laid out in the 1999/05/EC directive. The performance hereof ensures correct operation in the presence of electromagnetic interference and/or electrostatic discharge. EN 14846 security – electrical manipulation classification grade=3.

Children

The V3-BTZBE series and its accessories are not used to solicit data from or market to children.

Detailed Safety Information**Exposure to Radio Frequency Signals**

The V3-BTZBE unit is a low power radio transmitter and receiver. Periodically the V3-BTZBE wakes up either due to activity or by a timer. When it is ON, it receives and sends out radio frequency (RF) signals for a short period of time.

The V3-BTZBE unit cannot be turned off after installation; however, the unit is mostly asleep waiting for either the wake-up timer or activity on the lock.

The V3-BTZBE unit is not designed to be worn on a person's body.

Electronic Devices

Most modern electronic equipment is shielded from RF signals. However, certain electronic equipment may not be shielded against the RF signals generated by the V3-BTZBE unit.

Pacemakers

The Health Industry Manufacturers Association recommends that a minimum separation of six (6") inches be maintained between a handheld wireless phone and a pacemaker to avoid potential interference with the pacemaker. The following precautions apply:

- The V3-BTZBE unit is not intended for handheld use or to be worn on the body.
- It is recommended that a minimum separation of eight 8" inches (20 cm) is to be maintained between the V3-BTZBE unit and any persons' body at all times.
- Do not carry the V3-BTZBE on your person.

Other Medical Devices

If any other personal medical devices are used in the vicinity of a V3-BTZBE unit, consult the manufacturers of the medical devices to determine if they are adequately shielded from external RF energy. Physicians may be able to assist in obtaining this information.

The V3-BTZBE unit cannot be turned off after installation, so any doors installed with the V3-BTZBE etc. must not operate near health care facilities when any regulations posted in these areas prohibit the use of wireless phones or two-way radios. Hospitals and health care facilities may be using equipment that could be sensitive to external RF energy.

Potentially Explosive Atmospheres

The V3-BTZBE unit cannot be turned off after installation, so any building installed with V3-BTZBE etc. must not be located in an area with a potentially explosive atmosphere and obey all signs and instructions not to use V3-BTZBE in such areas. Sparks in such areas could cause an explosion or fire resulting in bodily injury or even death.

Areas with a potentially explosive atmosphere are often, but not always marked clearly. Potential areas may include: fueling areas (such as gasoline stations); below deck on boats; fuel or chemical transfer or storage facilities; areas using liquefied petroleum gas (such as propane or butane); areas where the air contains chemicals or particles (such as grain, dust, or metal powders); and any other area where it would normally be advisable **not to** install the V3-BTZBE.

Specific Human Absorption Rates (SAR)

THE V3-BTZBE UNIT IS NOT DESIGNED TO BE WORN ON A PERSON'S BODY. AS SUCH, BODY WORN TEST POSITIONS FOR THE V3-BTZBE UNIT ARE NOT REQUIRED BY EITHER THE IEC 62311 FOR BLUETOOTH LE OR FCC/IEEE/ICNIRP REQUIREMENTS FOR BLUETOOTH LE.

The V3-BTZBE unit is not intended for handheld use or to be worn on the body. A minimum separation of eight (8") inches (20 cm) is to be maintained between the V3-BTZBE and any persons' body. Additional information on Specific Absorption Rates (SAR).

Battery Safety Information

Adhere to the following guidelines to avoid the risk of fire or explosion:

1. Dispose of the used battery according to the instructions provided with the battery.
2. Do not drop, puncture, disassemble, mutilate, or incinerate the battery.
3. Touching both terminals of a battery with a metal object will short circuit the battery. Do not carry batteries loosely if the contacts may touch coins, keys, and other metal objects (such as in pockets or bags).
4. Do not stack batteries taken out of the carry case.
5. Do not heat the batteries to try to rejuvenate their charge.
6. Do not exceed the temperature ranges or other environmental conditions specified by the battery manufacturer.
7. Never use the V3-BTZBE without the battery cover installed.

Privacy policy

Danalock App privacy policy

This privacy policy governs your use of the software application "danalock App" for mobile devices that is created by Poly-Control ApS. The Application controls the use of the electronic door locking device Danalock, and only works with iPhone 4s / Android 4.4 or newer smartphones with Bluetooth LE or Zigbee technology.

User Provided Information

The Application obtains the information you provide when you download and register the Application. Registration with us is mandatory in order to be able to use the basic features of the Application. When you register with us and use the Application, you generally provide (a) your name, email address, age, user name, password and other registration information; (b) information you provide us when you contact us for help (c) information you enter into our system when using the Application, such as names, addresses and location of home. In addition, the Application may collect certain information automatically, including, but not limited to, the type of mobile device you use, your mobile device's unique device ID, the IP address of your mobile device, your mobile operating system, the type of mobile Internet browsers you use, and information about the way you use the Application.

Data retention policy managing your information

We will retain User Provided data for as long as you use the Application and associated domain. You have full control and right to delete all the provided data in App and on the domain whenever you want to do so.

Children

We do not use the Application to solicit data from or market to children.

Security

We are concerned about safeguarding the confidentiality of your information. We provide physical, electronic, and procedural safeguards to protect information we process and maintain. We limit access to this information to authorized employees who need to know that information in order to help and guide you, or to operate, develop or improve our Application. The Danalock uses highly secure encrypted data transfer, like that used in electronic banking etc. Every bit and byte is double encrypted to keep you safe. Your keys are also protected with a personal log in. This log in can be paired with one particular phone, making it possible only to log in from that phone.

Changes

This Privacy Policy may be updated from time to time for any reason. We will notify you of any changes to our Privacy Policy by posting the new Privacy Policy on our website: www.danalock.com/Privacy Policy. You are advised to consult this Privacy Policy regularly for any changes, as continued use is deemed approval of all changes.

Your Consent

By using the Application, you are consenting to our processing of your information as set forth in this Privacy Policy now and as amended by us. "Processing," means using cookies on a computer/hand held device or using or touching information in any way, including, but not limited to, collecting, storing, deleting, using, combining and disclosing information, all of which activities will take place in Scandinavia, Europe, Middle East, Asia and United States.

Contact us

If you have any questions regarding privacy while using the Application, or have questions about our practices, please contact us via email at mail@danalock.com

Delivered standard content

The delivered standard package content includes the following items:

US	Outside US
1 x Danalock (incl. 4 x 3,0V single cell batteries) 3 x Adapters (black, red, white) 3 x Metal plates (A, B, C)	1 x Danalock (incl. 4 x 3,0V single cell batteries) 1 x Adapters (green) 1 x Metal plates (U)

Installing the unit

Practical installation advice

- Please follow the installation guide carefully. It is available on the danalock site that is found at <https://guide.danalock.com/>:



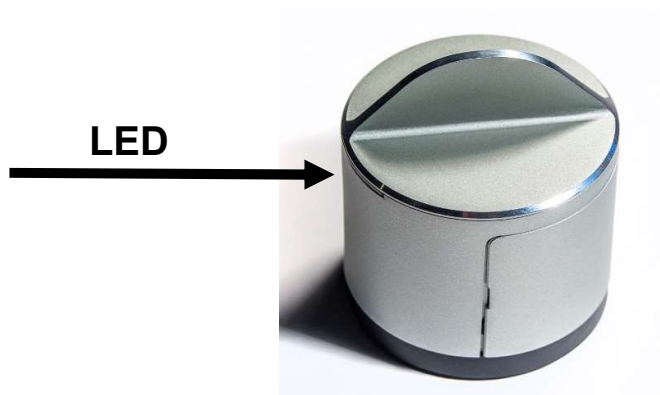
- Be aware that multiple installation guides exist. The installation guides are targeted for the specific models.

Functionality check

LED signals

The V3 series is fitted with a LED that has the following status indications:

Status	LED mode	LED color	Status indication
✓	Constant blue till finishes then one green blink		Lock calibration
!	Constant red light till finishes		Manually lock/unlock when not calibrated
✓	Constant yellow light till finishes		Lock has been latched successfully
!	Constant yellow till fails then one red blink		Lock failed during latch
✓	Constant green light till finishes		Lock has been unlatched successfully
!	Constant green till fails then one red blink		Lock failed during unlatch
✓	Constant white for 1 sec		Identification of the lock
!	Red light flashes every 5 minute		Critical battery level



Troubleshooting

Various error situations are listed below along with some possible solutions.

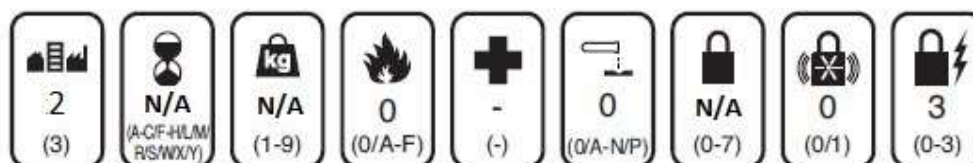
Error	Error description	Possible solutions
Grey key in keychain	The key in the keychain turns grey when the lock is unreachable	1. Remove the App from the background or close it entirely 2. Turn off Bluetooth on the phone 3. Turn on Bluetooth on the phone 4. Restart the App
Lock cannot be added to the gateway	The lock cannot be added to the gateway	1. Exclude the lock from the gateway 2. Re-include the lock to the gateway
Auto unlock stopped working	Auto unlock stopped working because other devices have been paired	1. Turn off Bluetooth on the phone 2. Turn on Bluetooth on the phone

Notice that you might experience interference from other Bluetooth devices. Apple products will typically be ranked higher than other Bluetooth devices.

Electro mechanical lock classification

The V3-BTZBE is categorized as an electro mechanical lock for operation on the inside of a door instead of a pure mechanical wring. The lock incorporates an electromechanically operated motor for opening and closing the door based on either a finger press (from the inside) or a secure locking/unlocking command transmitted over a radio communication interface.

The V3-BTZBE is designed for installation and use to the following electro mechanical lock classification standard EN 14846. (N/A is Not Applicable for V3-BTZBE as these classifications are dependent of the actual door and striking plate where V3-BTZBE is mounted):



Listed from left to right (Category of use, Durability, door mass and closing force, Suitability for use on fire/smoke doors, Safety, Corrosion Resistance, Security, Security – electrical function, Security – electrical manipulation).

Product family

The V3 series covers the following models that are classified within the respective region depending on the frequencies that are used for the models.

Model	Bluetooth	Zigbee	EU	Z-Wave		H	Apple Home Kit
				US			
V3-BT	X						X
V3-BTZBE	X	X					
V3-BTZ-E	X		X				
V3-BTZ-U	X			X			
V3-BTZ-H	X					X	

Accessories

The following accessories are available for the V3 series.

Description	Bluetooth	Wi-Fi
Danapad - Access control keypad	X	
KeyFob - one-click access without a smartphone	X	
Danabridge – remote operate the lock and internet access	X	X

Warranty

Poly-Control ApS products are covered by a limited manufacturer warranty. The Poly-Control ApS warranty is limited to the warranty rules and legislation present in each country. The warranty only covers manufacturing faults.

The warranty does not cover misuse, wrong installation or damage due to a faulty installation or wrong maintenance.

The invoice act as the proof of warranty, so please keep it as reference for any warranty complaints.

Technical Assistance

If you have a problem and cannot find the information you need in the product documentation, please contact Poly-Control ApS

Poly-Control ApS

Gammel Stillingvej 427 C
DK – 8462 Harlev J
Denmark
Tel: +45 42 42 81 22

E-mail: support@danalock.com

Web: www.danalock.com

When contacting technical support, please be prepared to provide the information listed below:

Minimum Information Required for Technical Assistance

If you or a user reports difficulty with a V3-BTZBE unit, it is helpful to retrieve directly from the unit all current configuration settings and the message log data etc., that is accessible by the technical support when they receive the following information about the unit.

1. Serial number (preferred), MAC address or alias of the lock
2. Username used when registering / installing the lock
3. Username used when getting the error (if different username)
4. Time of incident

Return Merchandise Authorization - RMA

1. If you experience defects in your product, please contact our customer support at: support@danalock.com or phone **+45 42 42 81 22**

Your inquiry will be processed by our support team and a support ticket number will be created in our system. You will receive your ticket number by email.

2. In case your hardware needs to be sent to us you will receive a RMA form by email from our support team that you must fill out.

Print out the RMA and pack it together with the faulty product and send both to the following address:

Poly-Control ApS

Gammel Stillingvej 427 C
DK – 8462 Harlev J
Denmark

Attention: Customer Care

Specifications

Product specifications

The V3-BTZBE unit is with integrated antennas and battery

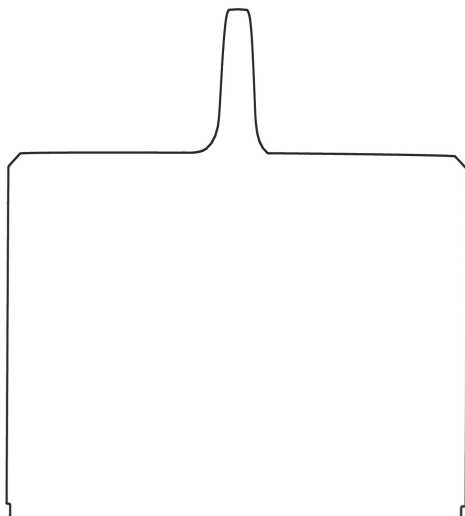
Connections

Operational voltage (supply voltage):	4 x 3V DC (12V DC)
Standby time on the battery	450 days for V3-BTZBE models

Temperature range

In active running mode	-20°C to +40°C
Storage	5°C to +50°C

Mechanical specifications

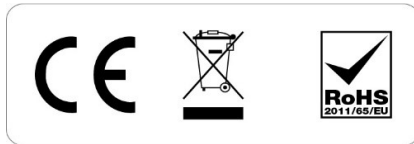


Dimensions:	
Width:	59 mm
Height:	59 mm

Weight:	
Excl. batteries	130 g
Incl. batteries	195 g

Approvals and certificates

The V3-BTZBE product is certified according to the following radio recommendations (EU, US/Canada and Japan respectively):



FCC ID: 2ADSH-V3BTZBE
IC: 12588A-V3BTZBE



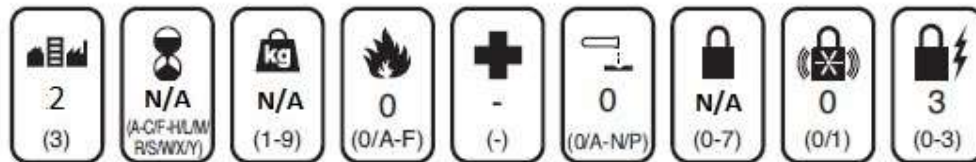
Battery: CR123A 3V
 2.4 GHz, Pout < 20 mW



R

XXX-XXXXXX

The V3-BTZBE is certified for electromechanically operated locks and striking plate's classification matrix (N/A is not applicable for V3-BTZBE):



FCC and IC Statements

The device contains radio transmitters that comply with CFR 47 Part 15.247 of the FCC rules and with RSS-GEN, RSS-102 and RSS-247 of Industry Canada requirements.

Notice statements according to CFR 47 Part 15.19 / RSS-GEN:

This device complies with Part 15 of the FCC rules and it contains license-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's license-exempt RSS(s). 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 of the device.

Déclarations selon le CFR 47 section 15.19 / RSS-GEN:

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

- (1) l'appareil ne doit pas produire de brouillage, et

- (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

NOTICE statements according to CFR 47 Part 15.21:

Changes or modifications made to this equipment not expressly approved by Poly-Control ApS may void the FCC authorization to operate this equipment.

Statements according to CFR 47 Part 2.1091 and RSS-102:

With respect to radiofrequency radiation exposure Information it is declared that this equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment.

This equipment should be installed and operated with minimum distance of 20 cm between the radiator and your body.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Déclarations selon le CFR 47 Sections 2.1091 and RSS-102 :

Respectant les informations relatives à l'exposition aux radiations de fréquences radio, on déclare que cet équipement respecte les limites d'exposition aux radiations de la FCC aux conditions prévues pour un environnement non contrôlé.

Cet équipement doit être installé et fonctionner à une distance minimale de 20 cm entre l'appareil irradiant et votre corps.

Cet émetteur ne doit pas être installé ou utilisé en conjonction avec d'autres antennes ou d'autres émetteurs.

AUS/NZ:

- The device complies with the AS/NZS 4268 requirements for Bluetooth LE transceiver under the Radiocommunications Act 1992; Radio communications (Low Interference Potential Devices) Class Licence 2015 compilation 2016 May 4

Japan:

- The device complies with the requirements of the ordinance regulating Radio Equipment (2005-08), Art2. item 19 for Bluetooth LE applications.

EC/ International

- The device complies with the essential requirements of the RED directive 2014/53/EU directive with respect to the EMC requirements, safety and radio spectrum matters.
- The device complies with the essential requirements of the 2011/65/EC directive on the restriction of the use of certain hazardous substances in electrical and electronic equipment (ROHS2).
- The device complies with the essential requirements of the EC 1907/2006 regulation concerning the Registration, Evaluation, Authorization and Restriction of Chemicals (REACH).

- The device complies with the requirements of the 2012/19/EU directive on waste electrical and electronic equipment (WEEE).

Including:

EN 14846:2008

Electromechanically operated locks and
striking plates (Declaration)

(EN/IEC 60950-1 + A11, A1,
AC, A12 and A2):2013

ITE Safety

CE

The V3-BTZBE product complies with the essential requirements of the RED Directive 2014/53/EU as stated by the EC Declaration of Conformity.

Certificates and Declaration of conformity (DOC) statements can be downloaded from the danalock website:

<https://doc.danalock.com/>