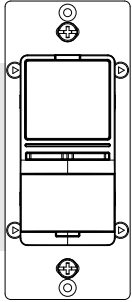


USER MANUAL

MOTION DIMMER
ZEN12



ZOOZ™
smart move
www.getzooz.com
ask@getzooz.com

Scan to register
your product for
extended warranty
and direct access to
firmware files.



FEATURES

- Smart dimmer with built-in motion and lux sensors
- Works with LED lights up to 150 W, incandescent up to 500 W
- **Adjustable sensor settings** for quick and reliable automation
- **800 series Z-Wave** chip for better range and faster control
- **Direct 3-Way:** works with regular on/off switches in a 3-way
- **Scene control:** trigger actions with multi-tap (select hubs only)
- **Smart bulb mode:** disable relay and control the light via Z-Wave
- **Z-Wave Long Range** for ultra reliable no-mesh communication
- Remembers and restores on/off status after power failure

SPECIFICATIONS

- Model Number: ZEN12
- Z-Wave Region: US / CA / MX
- Power: 125V AC, 60 Hz
- **Maximum Load:** 150W LED, 500W Incandescent lighting only (do NOT connect to motors, tube lights, receptacles, or fans)
- **Motion Sensor Detection:** Up to 25 feet
- Range: Up to 500 feet line of sight (or 1300 feet with ZWLR)
- Operating Temperature: 32-104° F (0-40° C)
- Installation and Use: Indoor only

 CAUTION

This is an electrical device - please use caution when installing and operating the dimmer. Remote control of appliances may result in unintentional or automated activation of power.

Do not use this Z-Wave device to control electric heaters or other appliances which produce the risk of fire, burns, or electrical shock when unattended. Use with lighting fixtures only.

To reduce risk of overheating and possible damage to other equipment, do not install this unit to control a receptacle; a motor-operated appliance; a fluorescent lighting fixture; or a transformer-supplied fixture.

 BEFORE YOU INSTALL

This switch is intended for installation in accordance with the National Electric Code and local regulations. It is recommended that a licensed electrician perform this installation.

WIRING: READ IT!

1. **CHECK THE LOAD:** make sure that the load you’re about to connect is within the electrical specs of this switch listed on the back of the device. Connect to light fixtures only.
2. **POWER OFF:** turn the circuit power off in the breaker panel before you start. If installing in a multi-switch box with multiple circuits, turn power off at all of the circuits.
3. **CHECK THE WIRES:** mark load (most often black), line (most often black), neutral (most often white), and ground (most often bare). **Don’t rely exclusively on your multimeter to identify the wires!**

 NOT SURE WHAT YOU'RE SEEING? WE'LL HELP! [SUPPORT.GETZOOZ.COM](mailto:support.getzooz.com)
SEND US PICTURES OF YOUR SET-UP, BEFORE YOU DISCONNECT WIRES.

4. **REMOVE THE OLD SWITCH:** disconnect the wires and label them with the included label stickers.
5. **CONNECT THE Z-WAVE SWITCH:** follow all installation steps carefully. Wire the switch EXACTLY like in the diagram.

ZEN12 WIRING DIAGRAM FOR SINGLE POLE INSTALLATION

1

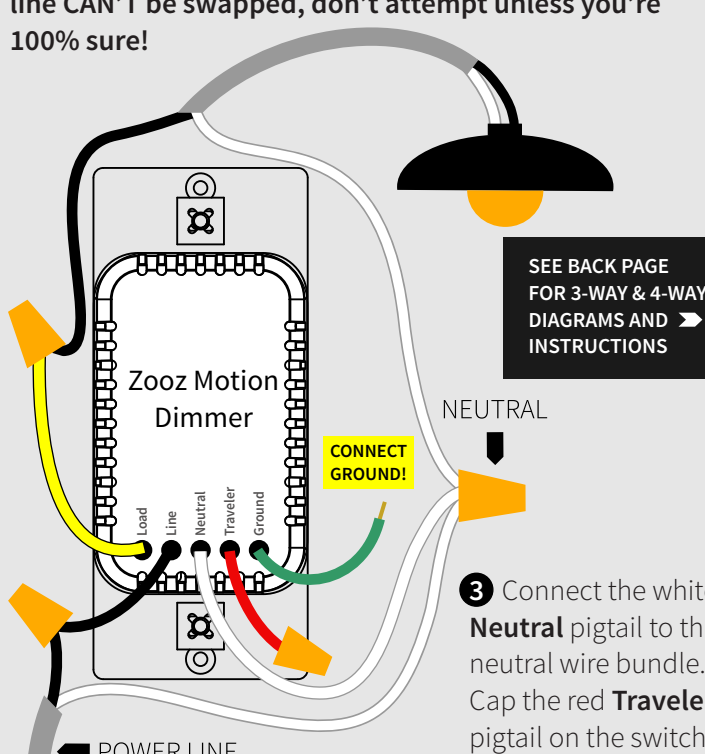
Connect the ground (bare) wire with the green **Ground** pigtail on the switch (ground wires aren’t shown in the diagram).

2

Connect the power source wire with the black **Line** pigtail and load wire to the yellow **Load** pigtail. **Load and line CAN’T be swapped, don’t attempt unless you’re 100% sure!**

3

Connect the white **Neutral** pigtail to the neutral wire bundle. Cap the red **Traveler** pigtail on the switch.



SEE BACK PAGE FOR 3-WAY & 4-WAY DIAGRAMS AND INSTRUCTIONS

CONNECT GROUND!

NEUTRAL

POWER LINE

 DON'T TURN THE POWER BACK ON UNTIL THE SWITCH IS FULLY INSTALLED AND ARRANGED BACK IN THE BOX.

PAGE 1

SAFETY FIRST!

Wire colors and romex layout are for illustration only. You should not follow the colors and positioning in the illustration blindly. Always identify all wires prior to installing Zooz switches and make sure you can match the diagrams to your set-up exactly. Don’t experiment or attempt a “trial-and-error” installation for your own safety. Always cap any exposed wires and isolate electrical elements with appropriate protection.

COMPLETE INSTALLATION

Secure your Z-Wave switch in the box with mounting screws, handling the wires with care. Isolate all bare wires with electrical tape. Install the wall plate and only now restore power to circuit.

TEST THE SWITCH

The LED indicator should light up as soon as you turn the power back on if the switch (light) is OFF. Tap the switch button for ON and OFF, hold the horizontal buttons below to dim or increase brightness. **If the test fails, please check that:**

- power is fully restored to the circuit
- wiring matches the instructions **exactly**
- the load isn’t too large and causing emergency shut off

 WARNING

- This product should be installed indoors upon completion of any building renovations.
- Prior to installation, the device should be stored in a dry, dust-and-mold-proof place.
- Do not install the switch in a place with direct sun exposure, high temperature, or humidity.
- Keep away from chemicals, water, and dust.
- Ensure the device is never close to any heat source or open flame to prevent fire.
- Ensure the device is connected to an electric power source that does not exceed the maximum load power.
- No part of the device may be replaced or repaired by the user.

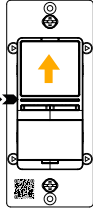
Z-WAVE CONTROL

There are 2 methods to ADD THE SWITCH TO YOUR HUB:

SmartStart: use the hub UI / app to scan the SmartStart QR code on the switch, located on the metal plate (below the motion sensor). Power the device on for SmartStart inclusion, it will add automatically. On SmartThings, you may need to tap the top button 3 times quickly to complete inclusion. See below for QR codes to hub-specific instructions.

Manual inclusion: initiate inclusion (pairing) in the app or hub UI. Make sure the switch is powered and finalize the inclusion at the switch: tap the top button 3 times quickly.

 LED



SCAN THE QR CODE / ENTER PIN FOR SMARTSTART

The LED indicator will blink blue to signal communication and turn green for 2 seconds if inclusion is successful or turn red for 2 seconds if the pairing attempt fails.

NEED SOME HELP? ask@getzooz.com

Choose your hub and scan the QR code with your phone’s camera. Then click on the link to access the step-by-step pairing instructions.



SmartThings



Hubitat



Home Assistant



Z-Box Hub

Get more tutorials and helpful tips at www.support.getzooz.com

TROUBLESHOOTING

The switch won’t add to your system? Try this:

1. Initiate **EXCLUSION** and tap the top button 3 times quickly.
2. Tap the top button **3 times as quickly as you can**.
3. Bring the gateway controller (hub) **closer** to the switch, it may be out of range.
4. Get troubleshooting tips for your hub at www.support.getzooz.com

The switch won’t control the lights manually anymore? Try this:

1. Turn the power off at the breaker and check if a wire didn’t get loose.
2. Exclude the switch from the hub or **reset** it in case manual control was accidentally disabled.
3. The load may be incompatible so try it with a single incandescent bulb.

EXCLUSION (REMOVING / UNPAIRING DEVICE)

1. Bring your Z-Wave gateway (hub) close to the switch if possible
2. Put the Z-Wave hub into **exclusion mode** (not sure how to do that? ask@getzooz.com)
3. Tap the **top button** on the switch **3 times quickly** (the LED indicator will start blinking magenta)
4. Your hub will confirm exclusion, the LED indicator on the switch will turn green for 2 seconds, and the device will disappear from your controller’s device list

FACTORY RESET

If your primary controller is missing or inoperable, you may need to reset the device to factory settings. To reset the switch, **hold the top button for 10 seconds** until the LED indicator starts blinking green. Release the button, and immediately after, **tap the left dimmer button 5 times** to complete the reset. The LED indicator will flash red 5 times to confirm successful reset.

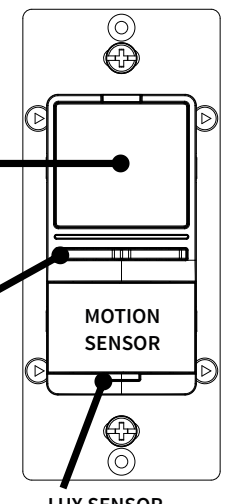
NOTE: All previously recorded activity and custom settings will be erased from the device’s memory.

HOW IT WORKS

PHYSICAL CONTROL

TAP THE TOP BUTTON for on/off control of the connected lights. The light will turn on to the last brightness level by default. You can change that behavior in the advanced settings (see below for details).

HOLD THE LEFT DIMMING BUTTON to decrease brightness of the controlled light and **HOLD THE RIGHT DIMMING BUTTON** to increase brightness. If installed upside down with motion sensor on top, the dimming buttons will work in reverse.



MOTION SENSOR

LUX SENSOR

DEFAULT BEHAVIOR

The motion dimmer will automatically turn on the light it controls when motion is detected. It will automatically turn the light off after 30 seconds from the last detected motion event. **Wait 1 minute after power-up for the motion sensor to warm up before it starts detecting activity.**

If you’d like to change this behavior, you can adjust it in the advanced settings of the switch. There, you’ll be able to decide if, when, and how the built-in motion sensor triggers your dimmer. This includes the time of inactivity, the brightness level for “night mode”, as well as lux level offset and motion sensitivity. See below how to access and change the advanced settings for this device on your Z-Wave hub.

ADVANCED SETTINGS

Please refer to your hub’s user guide for advanced programming instructions as they are a little different for every software.

Not sure where to start? Go to www.support.getzooz.com for detailed instructions on how to change the settings on Home Assistant, SmartThings, Hubitat, and more.

Or just email us: ask@getzooz.com

CUSTOMIZE YOUR SWITCH

Here is a selection of settings available to customize your switch. **Scan the QR code for a full list of parameters** and look below for how to access them on your hub.

- **LED Indicator** behavior, color, brightness
- **Smart Bulb Mode** (disable the relay)
- **Motion and lux sensor** reporting mode
- **Ramp rate** for the dimmer
- On/off status after **power failure**



SCAN SETTINGS

Choose your hub and scan the QR code with your phone’s camera. Then click on the link to learn how to access and change the advanced settings for the switch on your hub.



SmartThings



Hubitat



Home Assistant



Z-Box Hub

SCENE CONTROL

You can trigger scenes or control other connected devices in your network using this switch. Just enable the setting in Parameter 8 and verify that your hub supports scene control. Assign scenes or actions to 1-tap, 2-tap, 3-tap, 4-tap, and 5-tap as well as to held and released for any of the buttons.

Scan the QR code for scene control programming instructions on your hub.



QUESTIONS?
ask@getzooz.com

ASSOCIATION

This dimmer supports group 1 with up to 1 devices for Lifeline communication and groups 2-6 with up to 5 devices. This device will send BASIC REPORT to group 1 and BASIC SET command to group 2, MULTILEVEL SET to group 3, and MULTILEVEL CHANGE to group 4 when operated manually. It will send BASIC SET command to group 5 when motion is triggered and BASIC SET command to group 6 when the lux sensor is triggered. Not every hub exposes direct association settings in the interface so please go to www.support.getzooz.com to see if your system allows for direct association.



PLUS LR



S2



ETL
Intertek
5030071

This product can be included and operated in any Z-Wave network with other Z-Wave certified devices from other manufacturers and/or other applications. All non-battery operated nodes within the network will act as repeaters regardless of vendor to increase reliability of the network.

This product features the latest Security 2 (S2) framework to remove smart home network hacking risks. This device is equipped with a unique authentication code for trusted wireless communication.

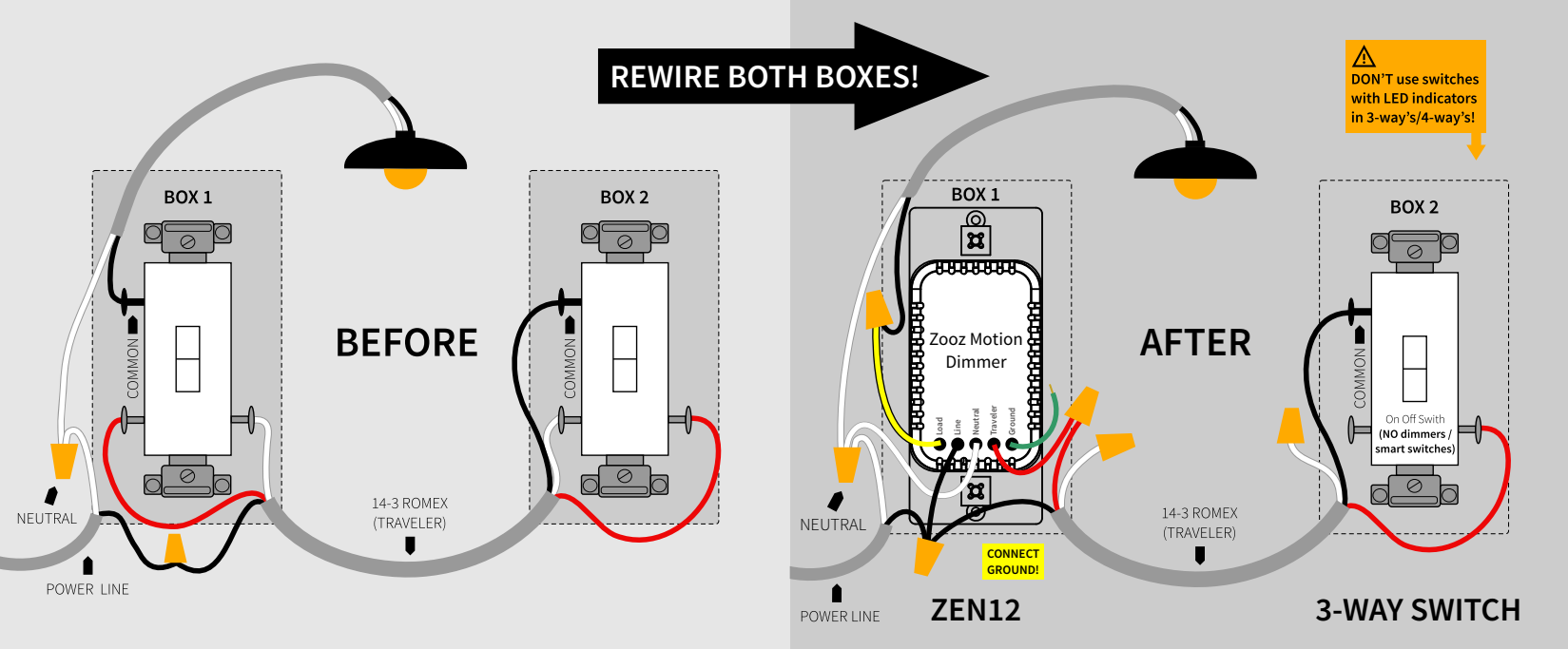
This is an ETL certified device. ETL, just like UL, is a Nationally Recognized Testing Laboratory. The ETL mark is proof of product compliance with North American safety standards.

PAGE 3

ZEN12 WIRING DIAGRAMS FOR THE MOST COMMON 3-WAY INSTALLATIONS

For more diagrams or to request custom instructions go to support.getzooz.com

3-WAY DIAGRAM FOR 2-POINT CONTROL WITH ZEN12 AND REGULAR 3-WAY SWITCH: OPTION 1



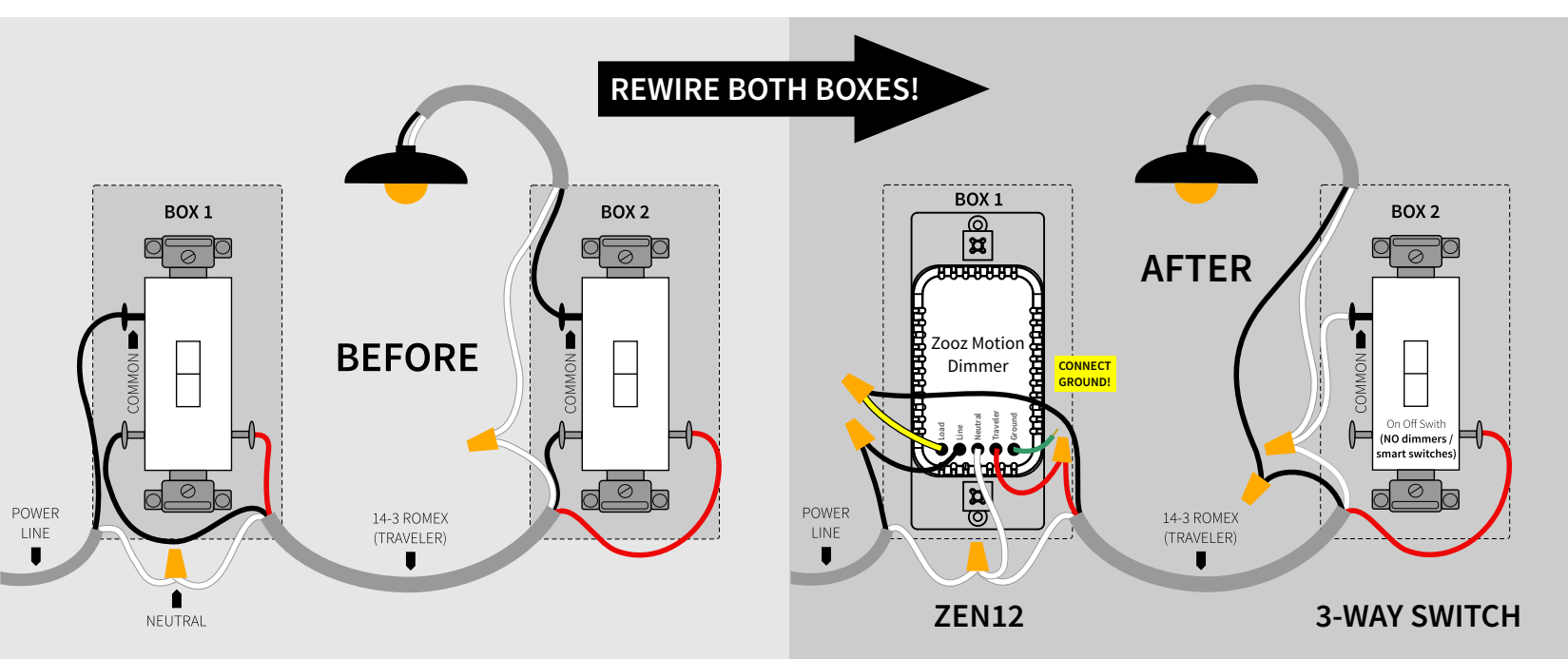
STOP!

Wire and screw position, as well as color codes are for illustration only. You should not follow the colors and positioning in the illustration blindly. Always identify all wires prior to installing Zooz switches and make sure you can match the diagrams to your set-up exactly. Don't experiment or attempt a "trial-and-error" installation for your own safety. Don't disconnect any wires before documenting your set-up in each box with detailed images!

NOTE!

If you are not comfortable identifying the wiring and completing the installation, please consult a licensed electrician. Make sure you have identified all wiring correctly before connecting the switch. If your wiring doesn't match any of the below diagrams, contact our support: ask@getzooz.com

3-WAY DIAGRAM FOR 2-POINT CONTROL WITH ZEN12 AND REGULAR 3-WAY SWITCH: OPTION 2



ON/OFF SWITCHES ONLY

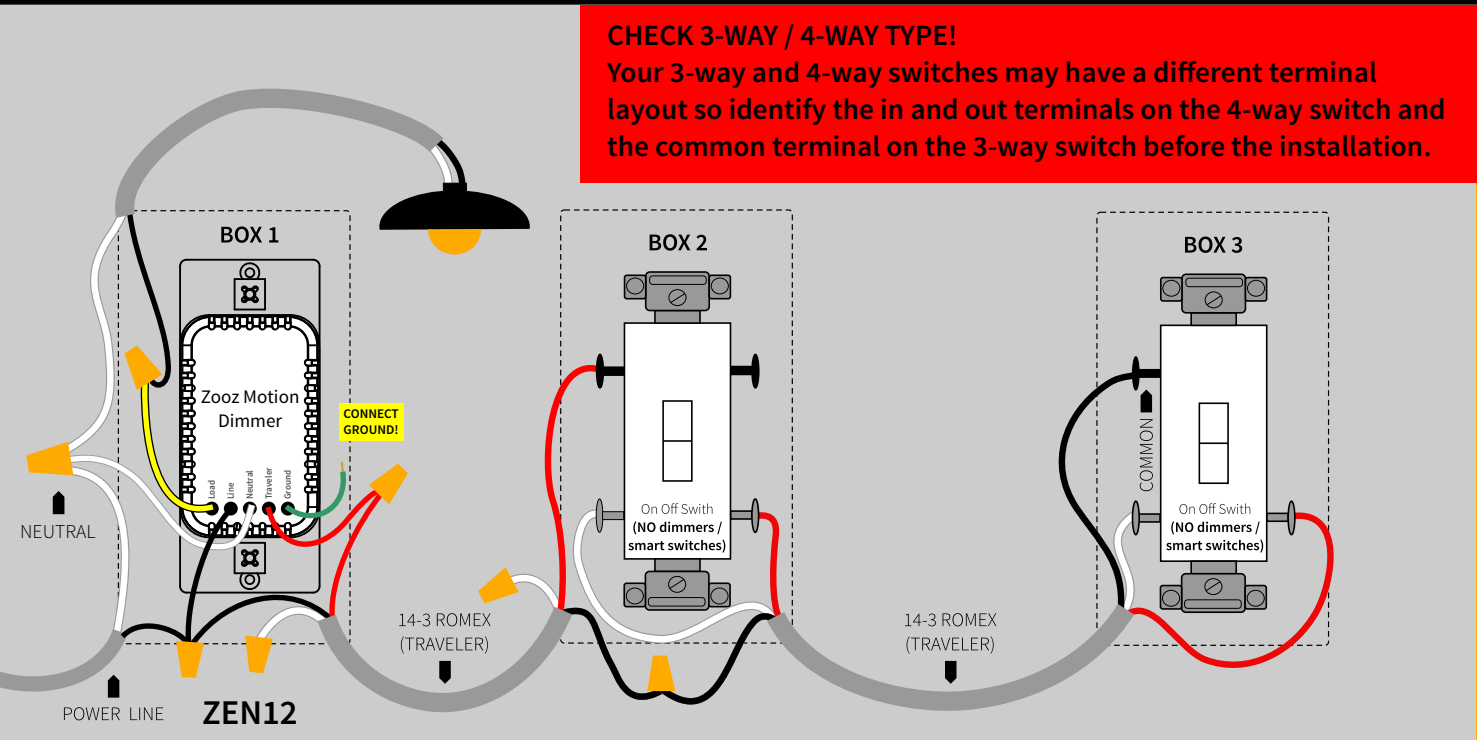
Do not connect Zooz Z-Wave switches to an existing 3-way dimmer, illuminated switch, or an electronic add-on switch. Zooz switches can only be wired with mechanical on/off or momentary switches in a 3-way or 4-way setting! To simplify the diagrams, we did not include connections for the ground wire. Remember that all Zooz switches need to be wired according to the electrical code, with ground wire connected to the ground terminal.

POWER OFF!

Cut power to the circuit before handling the wiring. Always install your Zooz switch in the box with direct connection to power line. Diagrams and instructions in this manual are for ZEN12 model ONLY!

ZEN12 4-WAY INSTALLATION WIRING DIAGRAM (LINE AND LOAD MUST BE IN THE SAME BOX)

NOTE: Use regular 3-way on/off switches ONLY in this set-up (replace any 4-way switches or 3-way dimmers if needed). To simplify the diagrams, we did not include connections for the ground wire. Remember that all Zooz switches need to be wired according to the electrical code, with ground wire connected to the ground terminal.



EACH BOX NEEDS TO BE REWIRED ACCORDING TO THE 4-WAY DIAGRAM.

Follow this diagram ONLY if you confirmed you have direct connection to power and light in the same box. If they're in separate boxes, ask us about using the ZEN12 switch with ZAC99 momentary switches in 4-way and 5-way installations.

If you have power or load coming into the box with the 4-way switch, contact us for custom instructions: ask@getzooz.com

WARRANTY

This product is covered under a 1-year limited warranty and extended 5-year warranty if registered within 30 days of purchase. To read the full warranty policy or file a warranty claim, please go to www.getzooz.com/warranty

IN NO EVENT SHALL ZOOZ OR ITS SUBSIDIARIES AND AFFILIATES BE LIABLE FOR ANY INDIRECT, INCIDENTAL, PUNITIVE, SPECIAL, OR CONSEQUENTIAL DAMAGES, OR DAMAGES FOR LOSS OF PROFITS, REVENUE, OR USE INCURRED BY CUSTOMER OR ANY THIRD PARTY, WHETHER IN AN ACTION IN CONTRACT, OR OTHERWISE EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. ZOOZ'S LIABILITY AND CUSTOMER'S EXCLUSIVE REMEDY FOR ANY CAUSE OF ACTION ARISING IN CONNECTION WITH THIS AGREEMENT OR THE SALE OR USE OF THE PRODUCTS, WHETHER BASED ON NEGLIGENCE, STRICT LIABILITY, BREACH OF WARRANTY, BREACH OF AGREEMENT, OR EQUITABLE PRINCIPLES, IS EXPRESSLY LIMITED TO, AT ZOOZ'S OPTION, REPLACEMENT OF, OR REPAYMENT OF THE PURCHASE PRICE FOR THAT PORTION OF PRODUCTS WITH RESPECT TO WHICH DAMAGES ARE CLAIMED. ALL CLAIMS OF ANY KIND ARISING IN CONNECTION WITH THIS AGREEMENT OR THE SALE OR USE OF PRODUCTS SHALL BE DEEMED WAIVED UNLESS MADE IN WRITING WITHIN THIRTY (30) DAYS FROM ZOOZ'S DELIVERY, OR THE DATE FIXED FOR DELIVERY IN THE EVENT OF NONDELIVERY.

FCC NOTE
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.
Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
Note: 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 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:
-Reorient or relocate the receiving antenna.
-Increase the separation between the equipment and receiver.
-Connect the equipment into an outlet on a circuit different from that to which the receiver is connected. Consult the dealer or an experienced radio/TV technician for help.
This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

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NEED HELP?

If you're having trouble reading the diagrams or don't see your wiring set-up here, get in touch! We have **more 3-way, 4-way, and 5-way diagrams** and will create custom instructions for your set-up if needed.

There are many ways to wire multi-point control set-ups so unless you can match your wiring to the diagrams here, please don't attempt the installation for your own safety.

www.support.getzooz.com
ask@getzooz.com