

Saffire EVO Lock

User Guide

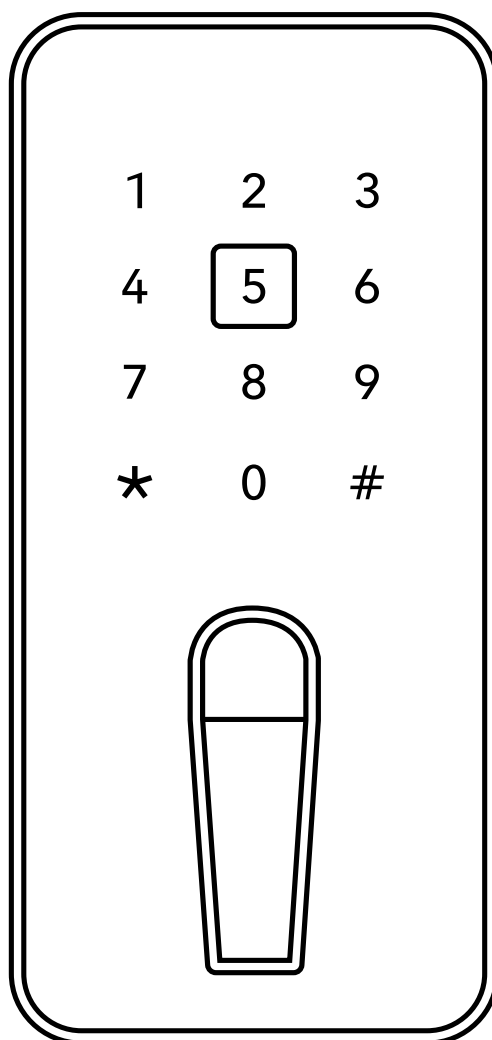


Table of contents

1	About this document	3
2	Using Saffire EVO locks	4
2.1	Unlocking doors	4
2.2	Locking doors	4
2.3	Issuing keypad sequence commands	5
2.4	LED indicators	6
2.5	Restoring battery power	7
2.6	Testing	7
4.7	Troubleshooting	7
3	Cleaning and maintenance	7
4	Testing and troubleshooting	8
4.1	Testing	8
4.2	Troubleshooting	8

1 About this document

1.1 Validity

Lock Model	Saffire EVO lock
Firmware	Please refer to the firmware release note document for firmware version.

1.2 Target audience

This document is for installation technicians and property representatives.

1.3 Purpose and objective

This document provides instructions for how to use and maintain the Saffire EVO lock.

1.4 Important information

Saffire EVO is intended to be managed with approved dormakaba Lyazon Cloud API partner systems. Implementation details, including the selected lock models and whether available features are enabled, determine the exact way locks function.

1.5 Additional documents

The following related documents are available on the [Saffire EVO LZ series website](https://www.dormakaba.com/us-en/offering/products/multifamily-housing-solutions/electronic-locks/saffire-evo-lz-series--dk_27100#downloads): (https://www.dormakaba.com/us-en/offering/products/multifamily-housing-solutions/electronic-locks/saffire-evo-lz-series--dk_27100#downloads)

- *Saffire LX / EVO LZ Battery Back-Up Device User Guide* PK3721
- *Saffire EVO locks: Wi-Fi requirements* PK3790
- *Lyazon NEW site setup: Overview* PK3789
- *Lyazon NEW site setup: Commissioning* PK3788
- *Lyazon NEW site setup: Partner Playbook* PK3800

2 Using Saffire EVO locks

This chapter provides instructions for using Saffire EVO Wi-Fi locks. Topics include:

- unlocking and locking doors where the locks are installed
- issuing keypad sequence commands to locks
- LED indicator reference
- Restoring battery power

NOTE: Locks that are installed but not yet commissioned operate in Construction Mode and are accessible using the standard COM-ID credentials. After locks are commissioned, Construction Mode is not available. To re-use the COM-ID credentials, the fob/card must be created as a credential with permissions for intended locks.

2.1 Unlocking doors

The method of unlocking a door depends on the type of credential and lock model. To unlock a door:

1. Perform the action that corresponds to the credential type:
 - For RFID keys or fobs, present the key or fob to the square target on the front of the lock.
 - For PIN codes, touch the keypad to awaken the lock then specify the PIN code.
 - For mobile keys, use the app on the mobile device.
2. When the LED at the top of the lock turns green:
 - For locks without a thumbturn, the door is now unlocked.
 - For locks with an exterior thumbturn, turn the thumbturn to retract the deadbolt.

2.2 Locking doors

The method of locking a door depends on whether One-touch Relock is enabled, and if not then on the type of credential and lock model.

2.2.1 One-touch Relock is enabled

1. Press anywhere on the keypad.
2. When the LED at the top of the lock turns green:
 - For locks without a thumbturn, the door is now locked.
 - For locks with an exterior thumbturn, turn the thumbturn to extend the deadbolt.




























2.2.2 One-touch Relock is disabled

1. Perform the action that corresponds to the credential type:
 - For RFID keys or fobs, present the key or fob to the square target on the front of lock.
 - For PIN codes, touch the keypad to awaken the lock then specify the PIN code.
 - For mobile keys, use the app on the mobile device.
2. When the LED at the top of the lock turns green:
 - For locks without a thumbturn, the door is now locked.
 - For locks with an exterior thumbturn, turn the thumbturn to extend the deadbolt.

2.3 Issuing keypad sequence commands

The following table identifies the keypad sequence commands to work with and check the status of locks.

Table 1 Keypad sequence commands

Command	Keypad sequence	LED confirmation
Initiate BLE pairing	**##	 Lock flashes blue while connected via BLE
Verify lock connection to Cloud server	**1#	 Pass  Fail
Verify lock connection to Wi-Fi access point	**2#	 Pass  Fail
Check battery Level	**4#	 100% - 90%  90% - 80%  80% - 70%  70% - 60%  60% - 50%  50% - 40%  40% - 30%  30% - 20%  20% - 10%  10% - 0%  0% (long red; 2 seconds, voltage buffer)
Verify time is synchronized with Cloud	**3#	 Pass  Fail
Wi-Fi module communication	**5#	 Pass  Fail
Verify signal strength	**8#	 Good  Low  Insufficient
Reboot lock	*#9#	This command reboots the lock.  (flashing white while waiting for Wi-Fi module to sleep) After Wi-Fi sleep test (Mortise only):  Sleep test pass, high-pitch audible tone  Sleep test fail, low-pitch audible tone
Certification renewal validation and connectivity check	*#8#	 Pass

NOTE: Locks report battery level status to the Cloud daily. When battery percentage is 0%, the lock is not operational. Use the ELPS to jump start a lock with a dead battery.











2.4 LED indicators

Saffire EVO Wi-Fi locks use an LED to indicate status and to communicate a response to commands and operations.

2.4.1 Standard indicators

The following table identifies LED patterns for messages associated with common operations.



Table 2 Standard commands

Message	LED pattern
Cloud connection - Connected	 or  (if lock clock not synchronized with Cloud)
Cloud connection - Disconnected	 or  (if lock clock not synchronized with Cloud)
Low battery	 20% - 10%  10% - 0%
Dead battery	 0% (long red; 2 seconds, voltage buffer)  0% - below (constant red; Lock will not respond. Use ELPS to jump start lock.)
Credential accepted (Mobile, PIN, or RFID)	 then battery level indicator
Credential failed (Mobile, PIN, or RFID)	 then battery level indicator

2.4.2 Advanced indicators

The following table identifies LED patterns for messages associated with advanced operations.

Table 3 Advanced commands

Message	LED pattern
Main board firmware update in process	 (solid yellow then flashing yellow until lock restarts after successful firmware update)
Wi-Fi board firmware update in process	 (flashing blue)

2.5 Restoring battery power

Any delay to replace lock batteries when battery power is low risks operational interruptions and resident security.

When a lock battery dies, the action to take depends on the type of lock:

- For locks that include a mechanical key option (Saffire EVO LZ-M [Mortise], Saffire EVO LZ-L [Cylindrical], and Saffire EVO LZ-P [Exit]), use the mechanical key override to unlock the lock and change the batteries (3x AA).

NOTE: Do not use lithium batteries.

- For Saffire EVO LZ-D (Deadbolt), Saffire EVO LZ-I (Interconnect) and any other Saffire EVO lock model that does not include a mechanical key option, use the ELPS (Emergency Lock Power Supply) device. For details, see *Saffire LX / EVO LZ Battery Back-Up Device User Guide*.

3 Cleaning and maintenance

Regular cleaning and maintenance of your dormakaba locks are essential to ensure long life and trouble-free operation. Please review the following information and guidance for proper cleaning and disinfecting.

Important Information - Before using any cleaning or disinfecting product, please take the following steps:

- Only use products that are recommended for the intended surfaces - particularly on plastic surfaces, especially when using alcohol-based cleaning agents.
- Always visit the website of the cleaning product manufacturer for a list of specific properties or instruction guidelines.
- Pay special attention to plastic surfaces with a gloss finish as these may be more susceptible to scratching or tarnishing.
- dormakaba strongly recommends first testing any new cleaning product on a small surface then waiting for a period of 4 hours to ensure there is no detrimental effect

Extreme Conditions

For locks with Ocean Front finish, dormakaba recommends regular cleaning and waxing.

- Remove salt from the lock weekly using a damp cloth. This is for areas subject to salt mist.
- dormakaba recommends cleaning, polishing, and waxing locks using a suitable polisher agent every 6 months and this should be adjusted according to the severity of the environment.

4 Testing and troubleshooting

4.1 Testing

Before troubleshooting, first ensure that the lock is communicating with Lyazon Cloud.

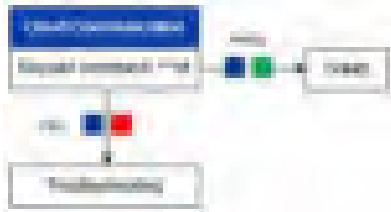
For each lock, issue the keypad command:

****1#**

Pass: 1 blue flash and 1 green flash

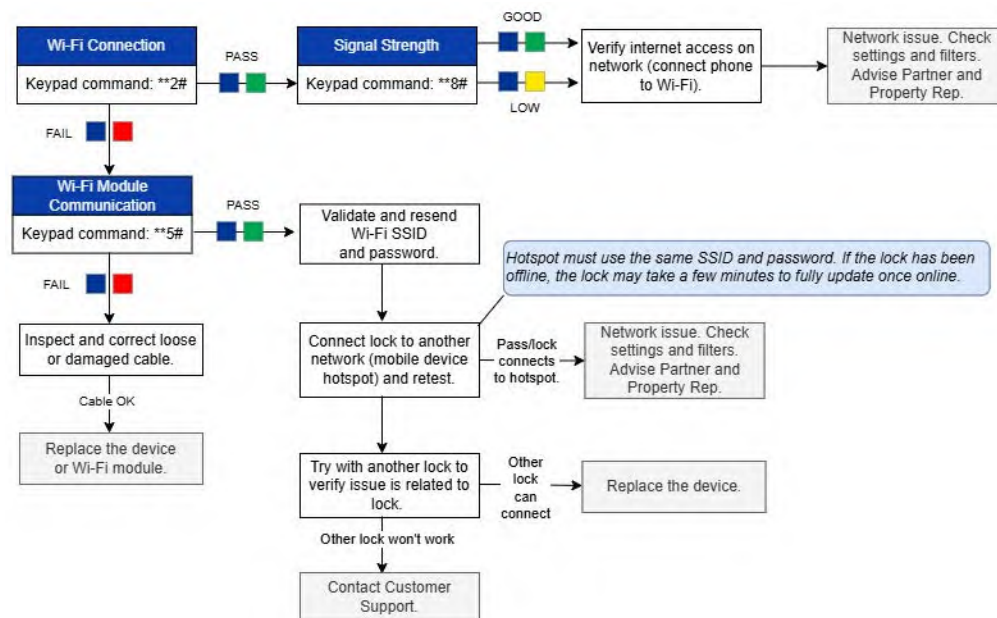
Fail: 1 blue flash and 1 red flash

If the test fails, proceed to troubleshooting.



4.2 Troubleshooting

Use the following troubleshooting flow to discover and correct the issue. The color blocks in the flow represent the LED flash sequence on the lock upon receiving a command.



English



Scan for product details and downloads.
Call 1-800-849-8324 (option 3) or email
mhtechnicalsupport.us@dormakaba.com
for assistance.

dormakaba USA Inc.
6161 E. 75th St.
Indianapolis, IN 46250