

TZOA



Haven Installation

Managed by professionals.

Thank you for welcoming Haven into your home. This guide will take you through what to expect during installation and how to interact with your air quality data.

Have any questions or concerns regarding your Haven or air quality? Get in touch at support@tzoa.com

What's included



Haven Operational Description

PRODUCT DESCRIPTION

Haven is an indoor air quality monitoring device designed to be used as a stand-alone device in residential and commercial HVAC systems. It measures the physical properties and composition of the airstream using particulate and gas phase sensors including an optical particle counter, temperature, humidity, pressure and VOC sensors. The device contains a certified third party serial to WiFi module which uses an 802.11 transceiver module to transmit data to an access point such as a consumer router. The device uses an external antenna to maximize the distance to the duct material in case the duct is metal. The antenna is connected to the WiFi module using the antenna's coaxial cable which is terminated with a U.FL connector.

Haven uses its sensors to monitor the air in order to detect different types of air pollution. It connects to WiFi network to allow this data to be pushed to the cloud and report results. It sends telemetry at regular intervals, but the effective data rate is low.

For information on how to install and operate Haven as a component in HVAC system please contact TZOA Inc.

WIRELESS DESCRIPTION

This device contains a SPWF01SC.11 802.11 b/g/n WiFi module operating in the 2.4GHz frequency spectrum with throughput of up to 54Mbps OFDM. The device contains a 2 dBi whip antenna with a U.FL connector terminated coaxial cable which is used to connect to the module.

Haven FCC ID : 2ANU9HAVEN Haven IC: 23325-HAVEN



REGULATORY COMPLIANCE

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.

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 further assistance.

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions:

- (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

This device has been tested and found to comply with FCC and ICSEED requirements for RF Exposure when operated with at least 20cm separation from the antenna.

TZOA is not responsible for any changes or modifications not expressly approved by the party responsible for compliance. Such modifications could void the user's authority to operate the equipment.

Haven is meant to be installed by a trusted HVAC service technician. Please do not attempt to install Haven without a professional to lead the installation.

Your installer will refer to the TZOA Installer App during installation to provision the WiFi and connect Haven to the Cloud.

3 step professional installation

STEP 1
First, your installer will need access to your HVAC system to install Haven in your return air duct.

STEP 2
Provide your preferred WiFi network credentials to your installer so that they can provision Haven.

NOTE: Your WiFi information is only used for installation purposes and will not be stored anywhere on the installer's mobile device or in the TZOA cloud.

STEP 3
Help the installer fine-tune your Haven by contributing environmental factors that exist in your home.

This will customize the recommendations you receive for improving your air quality. These will also be editable in the Haven Home app after installation.

Example: I have a cat!



Troubleshooting

GREEN: Functioning & transmitting telemetry to the Cloud. LED will flash aqua when it sends data to the Cloud (minimum every 60 seconds).

NOTE: If LED persists in any other colour than green with aqua flash, record issues and contact TZOA customer service team: support@tzoa.com

GREEN FLASHING: Connected to WiFi network but cannot connect to the Cloud. Check if home's WiFi network firewall is blocking Haven's access to Cloud.

GREEN/PURPLE FLASHING:
Haven is not positioned correctly. Make sure Haven is clicked into the mounting plate.

BLUE: Waiting for configuration in AP mode (hard reset state).

BLUE FLASHING: Attempting to connect to WiFi (SSID).

ORANGE: Haven has re-entered AP mode after a connection failure.

ORANGE FLASHING: WiFi credentials are incorrect, have changed or WiFi is unavailable.

RED FLASHING: Hardware failure.

TZOA



Haven

Designed for humans.

Now that Haven has been installed in your central air system, you'll be able to manage it through the Haven Home app.

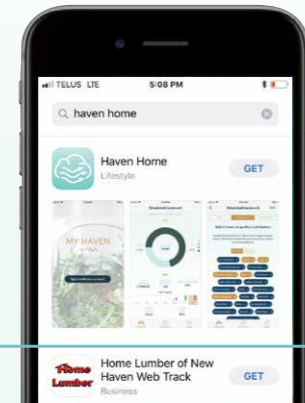
Have any questions or concerns regarding your Haven or air quality? Get in touch at support@tzoa.com

Download app

For iOS

STEP 1
Go to the App Store.

STEP 2
Search for and download the Haven Home app.



For Android

STEP 1
Go to the Google Play Store.

STEP 2
Search for and download the Haven Home app.



First time signing into the app

STEP 1
After the installation is complete you will receive an email to the email address you provided. It contains your **login ID** and **temporary password** for logging into the Haven Home app.

STEP 2
Log into Haven Home app with your login ID and temporary password. You will be prompted to choose a custom password for future logins.

Haven app Dashboard

Air Now
Understand how your air is doing from a quick glance. Every hour of your day is summarized into "Good", "OK" or "Poor", so that you can see when air events are happening.

Last Reading
Know when your data was last collected by Haven, which is usually also the last time your HVAC system was on. The icon will tell you if it has been too long since your system was on and able to accomplish the appropriate air changes per hour (ACPH).



Legend
Understand what the colours in your Air Now chart mean.

Particles Detected
Total number of particles detected in the current day

VOCs Detected
Total VOCs detected in the current day

Past Week
Go back over the past week to compare days and identify trends.

Filter Status + Life
Maintain an overview of the percentage of filter life remaining. This value will be updated as your filter traps more particulates over time.

Haven app Devices > Filter

Filter Stats
Your current filter's profile includes efficiency rating, install date, time until your next filter change and total particles collected to date.

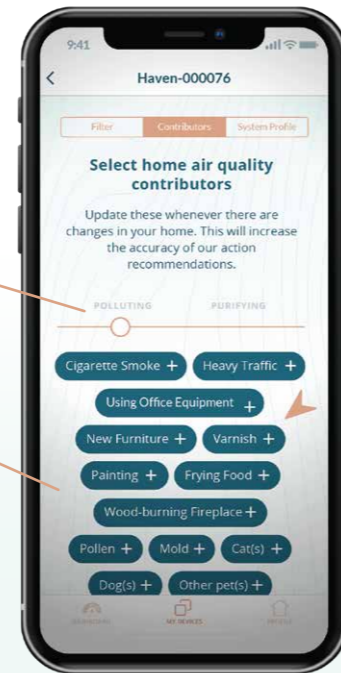
I've Changed My Filter
Is your filter due for a change? Update the profile by letting Haven know if you've put in a new filter with other specs than exist currently.



Haven app Devices > Contributors

Polluting + Purifying Contributors
Update the environmental factors that exist in your home to help fine-tune the recommendations Haven can provide to improve your air quality.

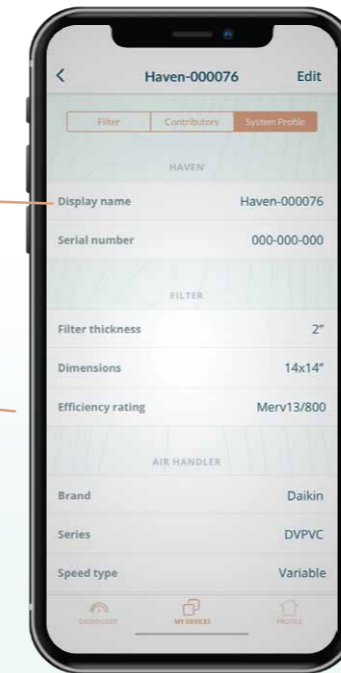
Selections
Select existing options or if you see something in the list, add a custom field.



Haven app Devices > System

Haven
Change the **Display Name** to something meaningful. This can help when having multiple Haven's installed. For example, "Haven Attic" and "Haven Basement".

Filter, Air Handler, Device Location
This is an overview of where Haven is installed. If you are buying a new furnace or are moving, contact your contractor through **Profile > My Contractor** to schedule an uninstallation and reinstallation.



Haven app Profile

My Info
Manage the email address that you receive Haven emails to.

My Contractor
Your contractor's information will be stored here. Questions or issues? They are just a click away.

