



TECHNOLOGY IN MOTION

INSTINCT by MACO

OPERATING AND MAINTENANCE INSTRUCTIONS

instinct^o
by MACO



maco.eu/instinct

1. General Notes

This document contains important information on the design, assembly, commissioning, operation and maintenance of the INSTINCT system by MACO. Please carefully read this information before starting any relevant work tasks. Since this document also contains important information for the end user, it is mandatory to hand it over to the end user during delivery of the door element and to point out the importance of this information. The manufacturer of the door element is responsible for ensuring the requirements listed here.

The current version of our General Terms & Conditions can be found in the downloads area of the MACO website (<https://www.maco.eu/de-AT/AGB-EKB>).

2. Product Liability

In accordance with the manufacturer's liability for their products as defined in the Product Liability Act, the following information must be observed and handed over to the client and the end user. Failure to comply with this requirement relieves MACO of any liability.

Improper assembly, misuse or unusual use, the use of system accessories not expressly approved by MACO, modifications or repair work not expressly approved by MACO may lead to malfunctions and must be avoided. Any measures, which are not expressly approved by MACO result in the loss of all liability, warranty and, if necessary, separately agreed warranty claims.

3. Product description and definition

The INSTINCT system by MACO is a mechatronic locking system for installation in private houses, apartments and side entrance doors. The locking system is unlocked exclusively electronically. An electronic access control system is recommended for triggering the release signal from the outside. With the INSTINCT App, it is possible to unlock the door comfortably via smartphone or alternatively with other technologies such as biometric or code-based access solutions. From the inside, an intuitive, easily understandable, opening option by push-button is recommended.

4. Intended use

When planning projects with doors equipped with the INSTINCT by MACO system, please pay attention to MACO's design specifications as well as the relevant international and country-specific requirements in the respective laws, regulations, standards and guidelines.

During the project planning, please pay particular attention to the following specifications or restrictions:

- › the locking system is designed for installation in vertically installed front doors, apartment and side entrance doors. These can be made of PVC, timber, aluminium or steel as well as combinations thereof.

- › For installation situations where there is a potential risk to life and limb in case of a possible malfunction, a regular (at least 1x monthly) functional check of the INSTINCT system is recommended. In addition, it is recommended to provide an alternative access to the residential property (e.g. via a side or basement entrance).
- › The locking system is not intended or approved for use in escape routes, emergency exits, smoke or fire doors or potentially explosive environments.
- › The locking system is not suitable for use in rooms with high dust formation, corrosive atmosphere, high electrostatic charge or wet rooms.
- › The locking system is not suitable for use in doors made of acidic wood (e.g. Accoya).
- › The locking system is not suitable for absorbing of, or compensating for deformations, beyond the industry standard of a maximum level of 4 mm, of the door leaf, or changes in the weather seal closure due to improper assembly of the door leaf, temperature fluctuations or direct sunlight. Such deformations may impair or prevent proper locking or unlocking of the locking system and may result in the door not being able to be locked or opened.
- › Please note that the operation of the INSTINCT system by MACO requires a permanent, reliable electrical power supply. Without a power supply, there is no possibility to unlock the locking system manually or without power (e.g. by means of a locking cylinder). The INSTINCT system by MACO may only be operated with the power supplies provided for, tested and approved for this purpose. These are designed for an input voltage of 220-240V / 50-60Hz and are available from MACO.
- › In order to further reduce the risk of malfunctions, it is recommended to supply the door via your own circuit or to secure it with your own automatic safety system.
- › Should there still be a short-term power failure, an additional, optionally available, uninterruptible power supply can be provided for the INSTINCT system by MACO. This ensures trouble-free operation for a bridging period of at least 12 hours by means of an energy storage, provided that no other third-party systems (e.g. finger scan, keypad, etc.) are supplied. MACO strongly recommends that you use this optionally available component for each door to be equipped with the INSTINCT system by MACO.

Please note the following instructions during assembly:

- › The assembly and installation of the INSTINCT system by MACO requires special care and may therefore only be carried out by expert, trained personnel in accordance with the specifications of the assembly instructions. MACO assumes no liability or guarantee for damages caused by incorrect assembly.
- › Obviously damaged components, in particular damaged or worn cables or damaged or dirty connectors, can interfere with the reliable operation of the INSTINCT system by MACO or cause the system to fail. Therefore, only components that are in perfect condition may be installed.
- › Locking components and striker plates must, in principle, be mounted in the correct position in accordance with the specifications of the assembly instructions. To a limited extent, the striker plate

allows for a three-dimensional adjustment of the locking function to compensate for manufacturing tolerances and ensure reliable, friction-free function.

- › After installation, the proper functioning of the INSTINCT system by MACO must be checked using the assembly instructions provided by MACO.

Please note the following instructions during assembly:

- › In normal operation, the locking components of the INSTINCT system by MACO automatically lock when the door is closed. Therefore, ensure that end users carry a physical access medium assigned to them permanently or that access via biometric or code-based access solutions is always guaranteed.
- › The door is always to be controlled by hand, door closer or motorised turning door drive to the absolute closing position.
- › Regular operation of the door (at least once a month) must be ensured in order to prevent wear while at rest.
- › The INSTINCT system by MACO has a standard integrated mode, which can be activated optionally via a button or the INSTINCT App, for simplified daily operation (day release). When this mode is activated, the system temporarily no longer locks when the door is closed, but merely holds the door leaf. In this operating mode, the requirements for joint tightness, sound insulation, rain tightness, thermal insulation and burglary inhibition are not met. Please note that in this operating mode the door can also be opened at any time and without prior electronic operation by any person and thus potentially by unauthorised persons. After deactivating this operating mode, the door must be opened once and then closed again to ensure that the door is properly locked.
- › The INSTINCT system by MACO has a standard integrated parental control mode that can only be activated via the App. When this mode is activated, the door can no longer be activated from the inside by simply pressing the button or with other electronic controls or put into day release operation. For normal opening, but also in the event of an emergency, the door can be unlocked from the inside by means of an extended button press of 5 seconds. During this mode, the unlocking via access control or intercom systems continues to be unaffected, provided that these are connected via the interfaces or connections specially provided for this purpose.
- › In order to ensure the proper functioning and thus the operational safety of the INSTINCT system by MACO, the instructions in Chapter 7 (Maintenance, Cleaning & Care) must be adhered to.

5. Improper use

The consequences of improper use or misuse can be permanent damage as well as destruction, which may impair or prevent the reliable functioning of the INSTINCT system by MACO or the door. MACO assumes no liability, warranty or any separately agreed warranty for damages and destruction caused by misuse.

Please note the following instructions during assembly:

- › Deliberate or uncontrolled slamming or pressing of the door leaf can cause damage to hardware, sash and frame materials as well as other individual parts of the door.
- › Inserting obstacles or foreign objects into the opening space between the sash and frame may cause damage to hardware, sash and frame materials as well as other individual parts of the door.
- › The actuation of the door via tools or lever-effective aids is an improper manipulation. This manipulation can cause damage to hardware, sash and frame materials as well as other individual parts of the door.
- › Any additional weight loading on the door element that go beyond normal manual operation can result in damage to hardware, sash and frame materials as well as other individual parts of the door.
- › Uncontrolled slamming or swinging due to gusts of wind or draught can cause damage to hardware, sash and frame materials as well as other individual parts of the door. In the case of draughts, pre-announced or oncoming winds or storms, the door must therefore be closed again immediately after operation has taken place.
- › Adjusting the door hinges affects the gap between the door frame and the door leaf (rebate gap). Incorrect adjustment of the door hinges causes the gap to become too small or too large or can lower the door. This can impair or prevent the correct functioning of the locking system. In addition, this can cause damage to hardware, sash and frame materials as well as other individual parts of the door.
- › Any manipulation of the system components that goes beyond the adjustment possibilities described in the context of the assembly instructions and thus expressly permitted is strictly prohibited. This applies in particular to the manual actuation of the locking hook in the open state or the change in the setting of the striker plate by non-skilled personnel.
- › Objects and larger dirt particles in the opening area of the door can impair the proper closing function of the door. If these are clamped between the door leaf and the floor, damage to floor coverings, hardware, sash and frame materials as well as other parts of the door can occur.

6. Safety Information

In order to ensure the safety of persons during the assembly, commissioning, operation and maintenance of the INSTINCT system by MACO, it is important to observe the following instructions. When reading this document and the safety instructions, please note the following signs and colours:



This indicates a situation that can lead to fatal injuries if the instructions are not adhered to.



This indicates a situation that can lead to heavy injuries if the instructions are not adhered to.



This indicates a situation that can lead to light injuries if the instructions are not adhered to.



All work on the INSTINCT system by MACO must be carried out exclusively in a powered-down state. The power supply must therefore be completely interrupted before the start of the work (e.g. by actuating the automatic fuse). If you are using the recommended UPS module, you must also disconnect the gateway from the UPS module. Keep in mind that a locked door cannot be opened when it is without power.

The INSTINCT system by MACO may only be operated with the power supplies provided for, tested and approved for this purpose. These are designed for an input voltage of 220-240V / 50-60Hz and are available from MACO. The professional connection of these power supplies may only be carried out by an electrician.

All other system components are indirectly supplied with power via these power supplies. Never attempt to connect individual components to other power sources.



WARNING

Uncontrolled hitting or swinging through gusts of wind or draught can cause injury. In the case of draughts, pre-announced or oncoming winds or storms, the door must therefore be closed again immediately after operation has taken place.

Additional weights and loads on the door element can cause it to fall out and cause serious injuries. The application of additional weights and loads on the door element must therefore be avoided.

If handled improperly during the closing process, there is a risk of injury – especially if persons or body parts are in the opening gap between the door leaf and the frame when closing the door.

Draw users' attention to the dangers of improper handling. This applies to children and individuals with reduced physical, sensory or mental abilities or lack of experience and knowledge.



ATTENTION

If handled improperly during the opening process, there is a risk of injury – especially if persons or body parts are in the opening gap between the door leaf and walls, furniture etc when opening the door.

7. Maintenance, cleaning and care

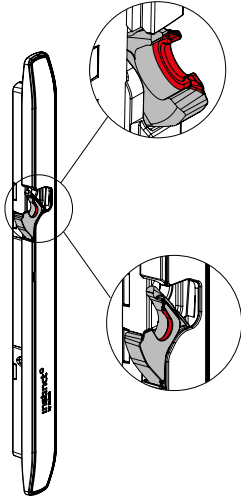
Your door is equipped with a high-quality and durable MACO product. To ensure that it remains functional and safe for years to come, the following maintenance instructions and mandatory intervals must be adhered to.

Check the INSTINCT system by MACO regularly (at least once a year, at least once a month in installation situations where there is a potential risk to life and limb in the event of a possible malfunction) for its proper functionality. In particular, be aware of unusual noises, signs of wear or abrasion that may indicate a possible malfunction of the system.

Any cases in which the door can no longer be properly locked or unlocked are a malfunction and may only be analysed and rectified by specialist personnel.

In addition, the following requirements apply:

Activity	End Users	Certified specialists
Check the free run-in of the door leaf and smoothness of the door element and, if necessary, have it adjusted by a specialist company	✓	✓
Check all hardware and locking parts for unusual noises, obvious damage, traces of wear and abrasion and, if necessary, have them repaired by a specialist company	✓	✓
Check all movable hardware for functionality		✓
Grease locking hooks (see diagram p. 9)		✓
Check fastening screws, re-tighten or replace them if necessary		✓
Check the setting of the striker plates and, if necessary, adjust them		✓
Connection of third-party systems		✓
Any change to the electronic system configuration		✓



The locking hook must always be greased along the locking contour with grease or technical Vaseline using a brush or similar.

Do not use contact sprays, rust removers or liquid lubricants as they do not achieve the desired lubrication function, can penetrate the locking component, impair function and thus cause damage.

The greasing must be performed after 25,000 actuation cycles or 1x per year (depending on what occurs before).

In order to permanently maintain the surface quality of the hardware for the appropriate use and to avoid impairments, the hardware or rebate spaces must be ventilated in such a way that they are not exposed to direct wetness or condensation formation. This is especially true during the construction phase. Hinging the sash in and out, as well as the maintenance of safety relevant components (door hinges) must only be carried out by a certified specialist!

To clean the visible surfaces of the INSTINCT locking components, you can use a soft, lint-free cloth with a mild, pH-neutral cleaning agent in diluted form. Never use aggressive, acid- or solvent-containing products or sprays that attack metallic surfaces, plastics, or sealing materials, causing damage to the hardware and thus impairing safety-relevant properties. Also, avoid the use of abrasives such as sponges, abrasive wool, etc. and avoid permanent wetness on the surfaces.

With regard to the cleaning possibilities of the door leaf, the weather seals and other door components, the specifications of the door manufacturer must be observed.

8. Notes on use of the INSTINCT-App

The INSTINCT-App is designed to conveniently connect a door equipped with an INSTINCT system using a device (e.g. smartphone and tablets). The core functions of the App include opening the door and, if you have the appropriate permissions to do so, managing the access. The INSTINCT App is available for download free of charge in the Google Play-Store (for Android) and the Apple App Store (for iOS).

Please observe the relevant terms of use or the data protection declaration, which you can find in the INSTINCT-App, before or when using the INSTINCT-App, or also point out this supplementary information to other users.

Each INSTINCT Bluetooth module can always be operated by any smartphone on which the INSTINCT-App is installed. Therefore, make sure that the INSTINCT Bluetooth module is initialised immediately as soon as the door is used to secure a building after the installation is complete.

For initialisation, each INSTINCT Bluetooth module is delivered by MACO with an INSTINCT Admin Card, which is to be handed over to the end-user during the delivery of the door element. The INSTINCT Bluetooth module can only be initialised with the INSTINCT Admin Card and, if necessary, reset to the original factory settings. Therefore, be sure to keep the INSTINCT Admin Card in a safe place as there is no way to replace or reproduce the card afterwards.

Please also note that the door can only be unlocked via the INSTINCT-App if the smartphone is turned on. Therefore, make sure that your phone's battery is always sufficiently charged. In particular, point out this to other users of the INSTINCT-App.

Please note the associated interactions or limitations when using the additional functions of day release or parental control (see chapter 4 for details).

9. Spare parts, customer service and disposal

Spare parts and customer service can be obtained from door suppliers, door manufacturers or authorised service partners. A list of fabricators, dealers and service partners can be found at www.maco.eu.



The adjacent symbol states that this electrical or electronic device may not be disposed of in household waste at the end of its life cycle according to the Regulations for Waste Electrical Equipment.

Free collection points for old electrical equipment are available in your area for return. The addresses are provided by your city or local council.

Mayer & Co Beschläge GmbH

Alpenstraße 173 · 5020 Salzburg · Austria

T: +43 662 6196-0 · F: +43 662 6196-1449

maco@maco.eu · maco.eu

MACO near you:
www.maco.eu/contact



We regularly revise this document. The latest version is available on <https://www.maco.eu/assets/759214> or by scanning the QR code.

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