

Lock is in malfunction

GoSafer Security Knowledge Base

This operational reference is organized for GoSafer Security customers and staff. Alarm.com product names are retained where required for technical accuracy.

Overview

The Malfunction trouble condition indicates a device is unable to properly communicate.

Platform	General / Device
Content type	Troubleshooting
Source last updated	2023-12-08

Procedure

If a Z-Wave lock is in malfunction or offline

1. Verify the device is powered on.
2. Verify the device is within range of the Z-Wave network.
3. Power off the device, if possible. Wait a couple of minutes, and then power the device back on.

Trigger the lock by manually locking and unlocking it.

If the device is still in malfunction or offline, contact your service provider.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original Alarm.com reference:
https://answers.alarm.com/Customer/Website_and_App/Home_Automation/Locks/Lock_is_in_malfunction

Always verify safety, installation, compatibility, and current UI details against the original manufacturer documentation before operational use.

Revision #1

Created 2026-09-01 00:29:58 UTC by Jerdenn Calag

Updated 2026-09-01 00:29:58 UTC by Jerdenn Calag