SentrySafe EF4738E

SentrySafe EF4738E Fireproof and Waterproof Safe User Manual

Model: EF4738E

1. INTRODUCTION

This manual provides essential information for the safe and effective use of your SentrySafe EF4738E Fireproof and Waterproof Safe. This XX-Large Steel Floor Safe features a digital keypad lock, is DOJ-Certified, and offers robust protection for your valuables against fire and water.
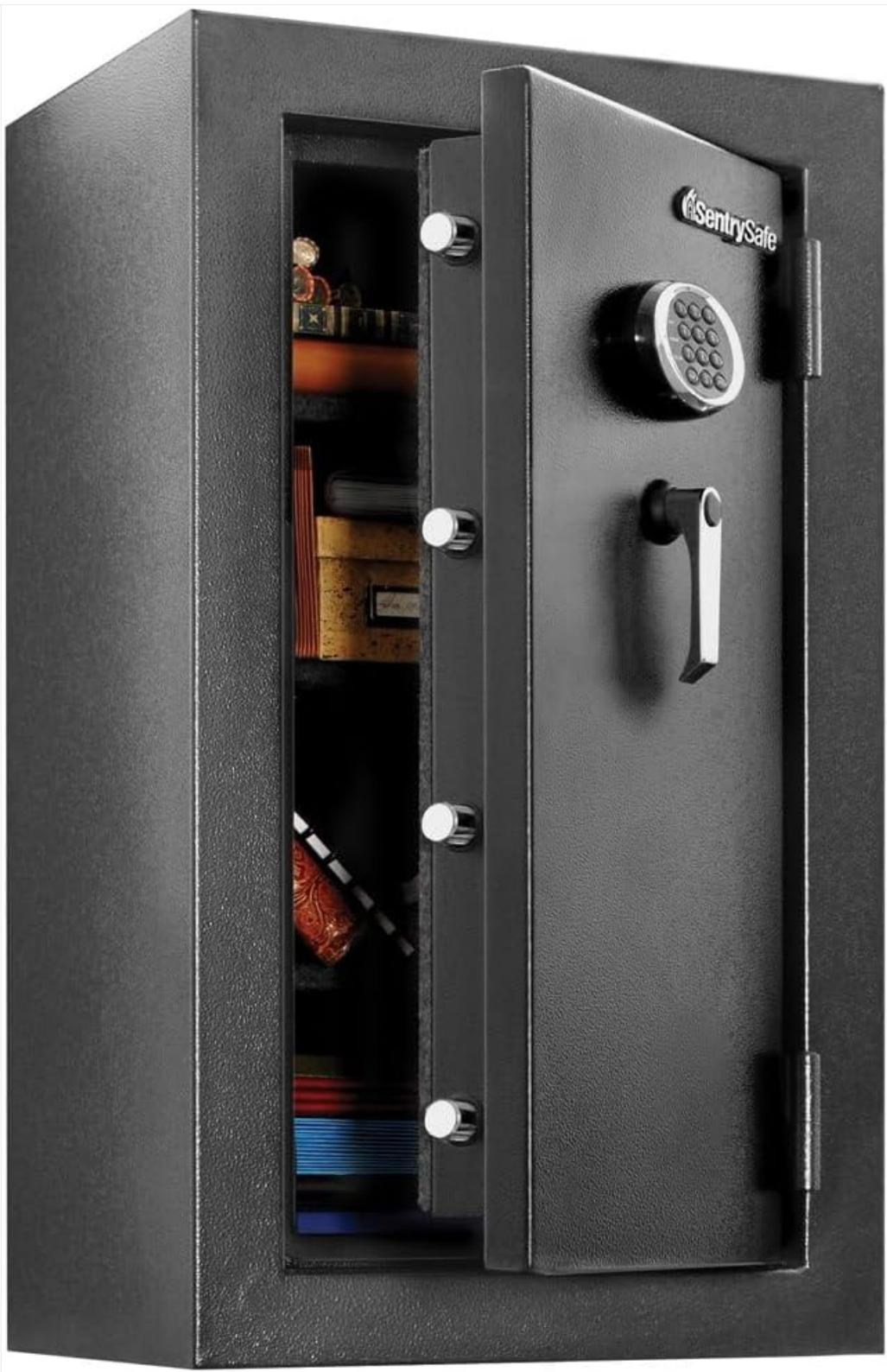
Image: The SentrySafe EF4738E with its door open, revealing the spacious interior and the digital keypad on the door.

Your SentrySafe EF4738E is designed to provide peace of mind by safeguarding important documents, firearms, and other valuables. It is ETL Verified for fire endurance and water protection, ensuring your items are protected in unexpected events.

- **Fire Protection:** ETL Verified to endure 1/2 hour at 1400°F (760°C).
- **Water Protection:** ETL Verified for 72 hours of protection in water up to 12 inches deep.
- **Security:** Features a programmable digital keypad, five live-locking bolts, four deadbolts, and solid steel construction.
- **Capacity:** 4.71 cubic feet, suitable for various items including firearms (DOJ-Certified).

2. IMPORTANT SAFETY INFORMATION

Please read and understand all safety instructions before operating your safe. Failure to follow these instructions may result in injury or damage to the product or contents.

- Always keep the safe locked when not in use to prevent unauthorized access.
- Do not store flammable liquids or pressurized containers inside the safe.
- Keep backup keys in a secure location away from the safe and out of reach of children.
- Ensure the safe is placed on a level, stable surface. For maximum security, bolt the safe to the floor.
- Do not attempt to force the safe open if the digital keypad malfunctions. Refer to the troubleshooting section.

3. PACKAGE CONTENTS

Carefully unpack your SentrySafe EF4738E and verify that all components are present:

- SentrySafe EF4738E Safe Unit
- Operating Instructions and User Manual (this document)
- Emergency Override Keys (2)
- Bolt-down Hardware Kit
- AA Alkaline Batteries (4)
- Adjustable Shelves (3)

If any items are missing or damaged, please contact SentrySafe customer service immediately.

4. SETUP

4.1. Battery Installation

1. Locate the battery compartment on the inside of the safe door.
2. Remove the battery cover.
3. Insert four (4) new AA alkaline batteries, ensuring correct polarity (+/-).
4. Replace the battery cover securely.

Note: Some users have reported that the battery cover may not hold batteries firmly, potentially causing disconnections. Ensure the batteries are snug. If issues arise, a small piece of foam or cardboard can be placed inside the cover to secure them.

4.2. Initial Combination Setup

Your safe comes with a factory-set combination. It is highly recommended to change this to a personal combination immediately.

1. Open the safe using the factory code (refer to the sticker inside the safe or the quick start guide).
2. With the door open, locate the red 'Program' button on the inside of the door, near the hinge.
3. Press the 'Program' button. The keypad will beep, and the 'Program' light will illuminate.
4. Enter your new 5-digit combination on the keypad.
5. Press the 'Program' button again to confirm. The keypad will beep twice, indicating successful programming.
6. Test the new combination with the door open before closing it.

MAXIMUM SECURITY

Set Your Own Combination

Image: A detailed view of the digital keypad, used for setting and entering combinations.

4.3. Mounting the Safe (Optional, Recommended)

For enhanced security, the safe can be bolted to the floor using the provided hardware kit.

1. Choose a suitable location, preferably on a solid surface.
2. Open the safe door and remove any contents.
3. Locate the pre-drilled bolt-down holes on the bottom of the safe.
4. Mark the drilling locations on the floor through these holes.
5. Move the safe and drill pilot holes into the floor using an appropriate drill bit for your flooring material.
6. Reposition the safe over the drilled holes.
7. Insert the bolt-down hardware through the safe's holes and into the floor, tightening them securely.

5. OPERATING YOUR SAFE

5.1. Opening the Safe with Your Combination

1. Enter your 5-digit combination on the digital keypad.

2. The keypad will beep, and the 'Proceed' light will illuminate.

3. Within 4 seconds, turn the handle clockwise to open the safe door.

5.2. Changing Your Combination

You can change your personal combination at any time:

1. Open the safe door using your current combination.

2. Press the red 'Program' button on the inside of the door.

3. Enter your new 5-digit combination.

4. Press the 'Program' button again to confirm.

5. Test the new combination with the door open before closing it.

5.3. Using the Emergency Override Key

In case of battery failure, forgotten combination, or electronic malfunction, the safe can be opened using the emergency override key.

1. Locate the hidden keyhole behind the digital keypad. The keypad can be carefully removed or slid to reveal the keyhole.

2. Insert one of the emergency override keys into the keyhole.

3. Turn the key clockwise while simultaneously turning the safe handle clockwise to open the door.

Important: Store your emergency override keys in a secure, separate location away from the safe and out of reach of unauthorized individuals.

5.4. Lockout Mode

If an incorrect combination is entered three consecutive times, the safe will enter a lockout mode for 2 minutes. During this time, the keypad will be unresponsive. Wait for the lockout period to expire before attempting to enter the combination again.

6. MAINTENANCE

6.1. Battery Replacement

When the 'Low Bat' indicator light illuminates on the keypad, it is time to replace the batteries. Replace all four (4) AA alkaline batteries simultaneously to ensure optimal performance.

1. Open the safe door.

2. Locate the battery compartment on the inside of the door.

3. Remove the old batteries and dispose of them responsibly.

4. Insert four (4) new, high-quality AA alkaline batteries, observing correct polarity.

5. Replace the battery cover.

Note: Always use high-quality alkaline batteries. Do not mix old and new batteries or different battery types.

6.2. Cleaning

Clean the exterior of your safe with a soft, damp cloth. Do not use abrasive cleaners or solvents, as these can damage the finish. The interior can be vacuumed or wiped with a dry cloth.

6.3. Regular Checks

Periodically check the safe door and locking mechanism for any signs of wear or damage. Ensure the bolts extend and retract smoothly. If you notice any issues, contact SentrySafe customer service.

7. TROUBLESHOOTING

Problem	Possible Cause	Solution
Safe does not open with combination.	Incorrect combination entered. Dead or low batteries. Safe is in lockout mode. Battery connection issue.	Re-enter combination carefully. Replace all batteries (refer to Section 6.1). Wait 2 minutes for lockout mode to clear. Open safe with override key, check battery compartment for snug fit.
Keypad is unresponsive.	Dead batteries. Safe is in lockout mode.	Replace batteries. Wait 2 minutes for lockout mode to clear.
Handle turns but door does not open.	Locking bolts are stuck or misaligned.	Ensure the safe is on a level surface. Gently push on the door while turning the handle. If issue persists, contact customer service.
'Low Bat' light is on.	Batteries are low.	Replace all four (4) AA alkaline batteries immediately.

If you continue to experience issues after attempting these troubleshooting steps, please contact SentrySafe customer support.

8. SPECIFICATIONS
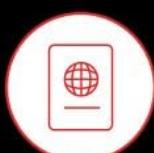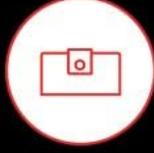
Image: Visual representation of the safe's dimensions and capacity.

Feature	Detail
Model Number	EF4738E
Brand	SentrySafe
Exterior Dimensions (H x W x D)	37.7" x 21.7" x 19"
Interior Dimensions (H x W x D)	35.7" x 19.4" x 11.7"
Capacity	4.71 Cubic Feet
Weight	171.6 pounds
Lock Type	Electronic Digital Keypad
Material	Alloy Steel
Fire Protection	ETL Verified 1/2 hour at 1400°F

Feature	Detail
Water Protection	ETL Verified 72 hours in 12 inches of water
Special Features	DOJ-Certified, Freestanding, Anti-theft Alarm
Batteries Required	4 AA Alkaline (included)

9. WARRANTY INFORMATION

Your SentrySafe EF4738E comes with a **Limited Lifetime Warranty**. This warranty covers defects in materials and workmanship under normal use and service. For specific terms, conditions, and limitations of the warranty, please refer to the warranty card included with your product or visit the official SentrySafe website.
Keep your proof of purchase for warranty claims.

10. CUSTOMER SUPPORT
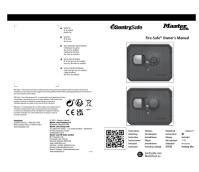
For further assistance, technical support, or to order replacement parts, please contact SentrySafe customer service:

- **Official Website:** www.sentrysafe.com
- **Online User Manual (PDF):** Download PDF Manual

When contacting support, please have your safe's model number (EF4738E) and serial number ready. The serial number is typically located on a label on the safe door or body.

Related Documents - EF4738E

	SentrySafe User Manual: Operating and Securing Your Safe Comprehensive guide for SentrySafe safes, covering operation of mechanical and electronic locks, light features, bolting down instructions, and troubleshooting. Learn how to secure your valuables with SentrySafe.
	SentrySafe Fire-Safe® Owner's Manual - Operation, Warranty, and Support Comprehensive owner's manual for the SentrySafe Fire-Safe® safe, covering operation of mechanical and electronic locks, bolting down, troubleshooting, warranty information, and customer service. Learn how to set up, use, and maintain your SentrySafe safe.
	SentrySafe Alarm Safe Owner's Manual: Setup, Operation, and Troubleshooting Comprehensive owner's manual for SentrySafe Alarm Safes. Learn how to set up, use, program codes, and troubleshoot your water and fire-resistant safe. Includes features, safety warnings, and customer care information.

Frequently asked questions and support information for SentrySafe products, covering battery replacement, product testing, key and combination recovery, lock operation, warranties, and fire/water protection.

Comprehensive owner's manual for SentrySafe security safes, detailing bolt-down installation, electronic and key lock operation, programming user codes, emergency access, replacement keys, and warranty terms. Includes instructions for various models.

Comprehensive owner's manual for SentrySafe Gun and Executive Safes, covering setup, unbolting, bolt-down instructions, lock operation (combination and electronic), access codes, programming, signals, fire ratings, and customer support.