



SentrySafe Fire-Safe Electronic Lock User Manual

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SentrySafe Fire-Safe Electronic Lock User Manual



WARNING

- Do not store delicate items directly in your safe.
- SentrySafe products which offer fire protection have a proprietary insulation that has a highmoisture content.
- In addition, the SentrySafe water resistant products close airtight to offer water resistance, which may also cause moisture to accumulate inside your safe.
- The desiccant packet, included in your safe during shipment, should be left in your safe.
- It is intended to help absorb moisture which may accumulate inside your safe.
- Please open your unit once every two weeks to avoid moisture accumulation.
- If you choose to store delicate items such as jewelry with working parts, watches, stamps, or photos in your safe, we recommend putting them in an air-tight container, prior to placing them in the safe for storage.

NOTE

Sentry Group will not be responsible for any damage or loss of items placed in the unit due to moisture.

WARNING

- DO NOT store pearls in this safe unit. In the event of a fire, potential damage to delicate pearls occurs at temperatures much lower than the 350°F interior performance measure which the UL classification performance standard indicated guarantees.
- Therefore, DO NOT store pearls in your SentrySafe product.
- No computer disks, audio-visual media or photo negatives. This product is not intended to protect computer floppy or diskettes, cartridges and tapes, audio or video cassettes, or photo negatives.

IMPORTANT

If you experience problems or challenges with your safe, DO NOT RETURN! For questions or concerns, call SentrySafe at 1-800-828-1438.

Registration

www.sentrysafe.com/customercare/register_your_product

Warranty Coverage Registration: To aid with warranty coverage please visit

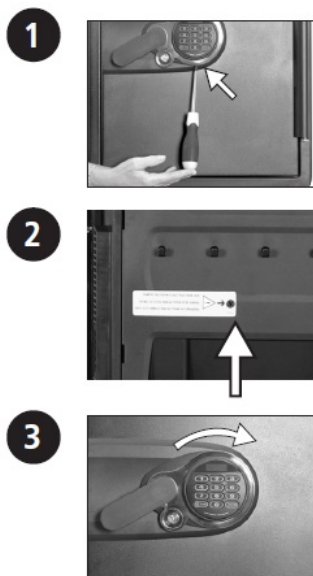
www.sentrysafe.com/customercare/register your product to register your safe, or complete the enclosed registration card and mail to SentrySafe.

Locking/Unlocking Your Safe

NOTE:

Store combination and keys in a secure location (other than in the safe). SentrySafe offers a secure online location for the entry and retrieval of your code. Go to www.sentrysafe.com and register your safe. DO NOT RETURN to store! Questions or concerns, call us at 1-800-828-1438.

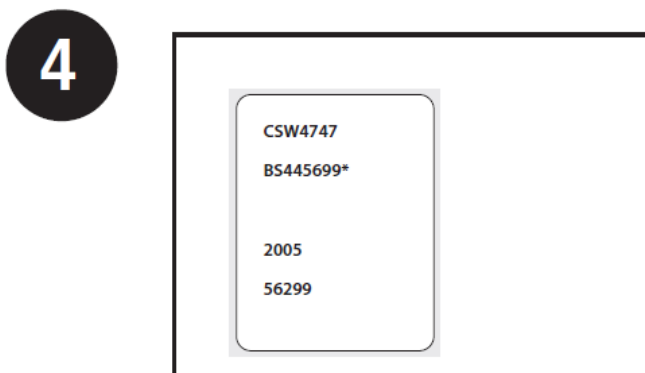
Opening your safe for the first time



- Remove the screw from under the lock case to activate your lock.
- To be removed by consumer after purchase.
- REMOVE THE SCREW located on the inside of the door TO ACTIVATE YOUR LOCK
- Turn the electronic lock case to the right (clockwise), from 12 o'clock to 2 o'clock, and remove.
- Insert 4 new AA alkaline batteries (not included).

NOTE: Do not use rechargeable batteries or any other type of non-alkaline battery. Do not mix old and new batteries.


- Do not mix alkaline and standard batteries.



- Replace the lock case and turn to the left to reassemble.
- See page 8 for detailed instructions.
- Find your code on the back of this owner's manual.

- Warning: Test your code several times before putting valuables inside.

Unlocking your safe

1. FOR DUAL KEY/ELECTRONIC LOCKS ONLY, insert key into the lock, turn to the unlocked position, then remove the key. This is a secondary locking feature, not an override key. Without the key you will not be able to open your safe.
2. Enter the 5 digit factory code on the back of this owner's manual. Then press the "Prog/Enter>>" key. The unlocked padlock icon () appears. You will have 4 seconds to turn the handle to unlock your safe.

1



3. Rotate the handle downward to open the door. This may take a limited amount of force if you have a water-resistant safe.

NOTE: If you exert excessive force on the handle, the handle will break. This feature is designed to protect the bolts from being over powered by force.

2



3



4. Green LED light comes on after you enter valid code, and remains lit during the 4-second period in which the safe can be opened.

Locking your safe

1. Close the door, and pull the handle upwards until the handle is horizontal. For water-resistant units, additional pressure to the front, left side of the door may need to be applied prior to rotating the handle.
2. FOR DUAL KEY LOCK, insert key, push in lock cylinder, and turn key to left to the locked position, then remove the key.



NOTE: The 5 digit factory code cannot be deleted. However, you may add and delete additional codes (see next page). If your safe does not appear to be working properly, please check to make sure you are using **NEW** alkaline batteries before contacting SentrySafe Customer Care.

Programming information

Three code options

Factory code: The safe will **ALWAYS** unlock using this 5 digit code (found on the back of this owner's manual). This code cannot be deleted. Manager code: a 4-8 digit programmable code of your choosing that can be changed or deleted. Secondary code: If you wish to give someone else temporary access to the safe, you can program a 4-8 digit secondary code that can be changed or deleted.



Note: Remember, once you have decided on your access codes, open the unit first then test it with the door open. All zeros is an invalid code. To turn the beeper on or off, press the "0" key and then the "Prog/Enter>>" key.

Programming the manager code



Only 1 code can be programmed at a time

2



To ADD a manager code:

- Press the “Prog/Enter>>” key
- Enter the 5 digit factory code and press “Prog/Enter>>” key.
- An empty box icon (☐) means no manager code is currently programmed. A box with a star (☒) means a manager code is currently programmed.
- Enter a 4-8 digit code and press “Prog/Enter>>” key to finish programming the code into the unit.
- To DELETE a manager code:
- Press the “Prog/Enter>>” key, then enter the 5-digit factory code and then press the “Prog/Enter>>” key.
- A box with a star (☒) indicates there is a code programmed and can be deleted.
- Enter 0, 0, 0, 0, 0 then the “Prog/Enter>>” key to delete the manager code.


NOTE: Up to 6 secondary codes can be programmed. Only 1 code can be programmed at a time. PRG” (PRG) lights up after pressing the “Prog/Enter>>” key and stays lit while programming a manager or user code. To return to the beginning when programming your code, wait 5 seconds and the lock will time out. You may then start over.

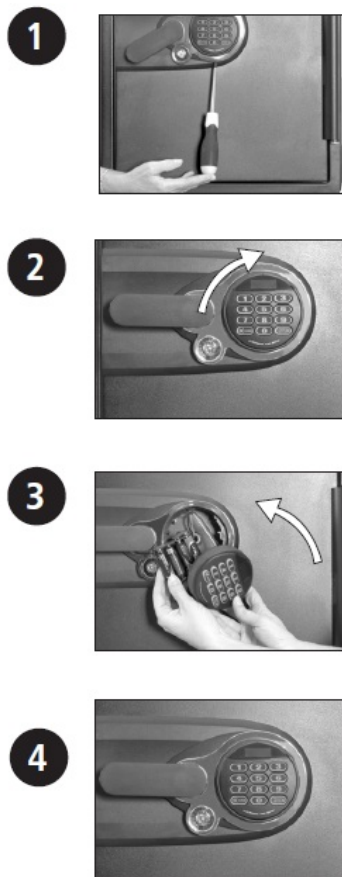
To ADD a secondary code



- Press the “Prog/Enter>>” key 2 times, enter the manager code, and then press “Prog/Enter>>” key.
- Use the <<or>> to scroll between the lighted boxes.
- An empty box icon (☐) means it is available for a code entry.
- A box with a star (☒) means code has already been programmed.
- Enter a 4-8 digit code in the selected position and press the “Prog/Enter>>” key to finish.
- To DELETE a user code:
- Press the “Prog/Enter>>” key 2 times, enter the manager code, and then press the “Prog/Enter>>” key.
- Use the <<or>> to scroll to the A box with a star icon (☒) to be removed.
- Press 0, 0, 0, 0, then the “Prog/Enter>>” key to delete the selected user.

Battery Replacement







The battery icon () will light when the batteries need to be replaced. No code is erased when the old batteries are removed for replacement.



1. Insert 4 new alkaline batteries (not included)
2. Remove screw located under lock
3. Turn the electronic lock case to the right (clockwise), from 12 o'clock to 2 o'clock, and remove.
4. Insert 4 new AA alkaline batteries.
5. Replace the lock case, and turn to the left to reassemble.

NOTE: Do not use rechargeable batteries or any other type of non-alkaline battery. Do not mix old and new batteries. Do not mix alkaline and standard batteries.

Troubleshooting

The problem:	Why it is happening:	The solution:
The door will not lock	Shipping screw is in place	Remove the screw on the back of the door
Electronic code does not open safe	The key lock cylinder is pushed in	You must use both the key and electronic code to open the safe; key lock cylinder must be out
Electronics are not functioning	Battery power is low ()	Replace batteries and enter code again
Electronics working but cannot get in to safe	1. Safe doors equipped with a water-resistant gasket may initially be tight -OR- 2. Battery power is too weak to open safe	1. Hold the handle up while inputting the code; and then pull down when the unlocked padlock icons appears () 2. Replace batteries and enter code again
Lock display shows 	1. You have pressed "Prog/Enter>>" key out of sequence 2. You have entered an invalid code 3. You have let 5 seconds or more elapse between key presses 4. You have pressed a key while in delay mode	Wait 5 seconds and start over
Lock display shows 	You are in delay mode; the icon () comes on after three consecutive invalid codes are entered, and stays lit during the 2-minute delay mode	Wait 2 minutes and start over
Lock display shows battery icon 	Battery power is low. Lock may light up but battery power might be too low to operate the bolts	Replace batteries

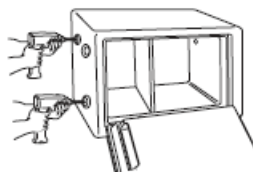
Bolting Down Your Safe

Warning: The product is not water resistant once it is bolted down. The ETL verified water resistance claim applies to product before the application of a bolt-down kit.

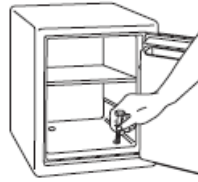


Bolt down kit contents (in select models only)

- 2 Lag screws.

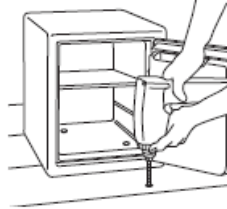


- 2 Washers. 2 Masonry anchors.

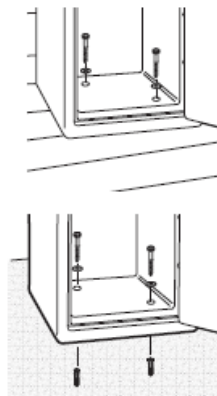


Tools needed to bolt the safe to the floor

- Drill.



- Wrench.
- 7/16" (11 mm) drill bit – for drilling into the safe.



- 9/32" (7.2 mm) drill bit – for drilling into a wood floor.
- 3/8" (9.5 mm) drill bit – for drilling into a masonry floor.
- Warning: DO NOT drill through bolt cups.
- DO NOT bolt through the walls.
- DO NOT drill from any location inside the safe.

Tip the safe onto its left side (door hinges horizontal with the floor). Unlock the safe, and open the door. Look to the bottom of the safe for two indentations on the feet in opposite corners. Using the 7/16" (11 mm) bit, drill a hole through each indentation perpendicular to the bottom of the safe. Do NOT drill from any location inside the safe. Tip the safe upright, place the safe in the desired location, and open the door. Use a screw or pencil to mark the floor through both holes. Move the safe aside to clear both marked spots for drilling.

Drill into the floor

A For wood: Using the 9/32" drill bit, drill a hole 2 1/2" (64 mm) deep in each marked spot. For masonry: Using the 3/8" drill bit, drill a hole 2 1/2" (64 mm) deep in each marked spot. Install a masonry anchor in each hole. Replace the safe in the desired position, with the holes in the safe aligned with those in the floor.

Securing the safe

A For wood: Pass each lag screw through a washer, then through the safe and into a hole. Tighten with the wrench. For masonry: Pass each lag screw through a washer, then through the safe and into a masonry anchor. Tighten with the wrench. Place masonry anchors into the holes in the floor.

NOTE: The safe should not be bolted to a wall, this will compromise the fire rating. Drill holes through the feet only. Do not drill through the back or sides. Bolting/unbolting the unit is at the consumer's expense and discretion. Sentry Group is not responsible for any costs incurred if the unit is to be replaced. For products that do not come

with bolt-down kits: Go to www.sentrysafe.com to find recommended hardware and instructions.

Customer Service

www.sentrysafe.com

Phone Number: 1-800-828-1438

Fax: 1-585-381-2940

882 Linden Avenue / Dept. 200 / Rochester, New York / 14625-2784 USA

How to get replacement keys

1. Please go to our website www.sentrysafe.com to find the necessary replacement form. If you are unable to use a computer, please call the number above, or fax us for a copy of the replacement form.
2. Find your safe's serial number and model number. The serial number and model number are printed on the small label, on the right side, on the door, by the hinge.
3. Please fill out the form in its entirety. Send the following to Sentry Group: check or money order and replacement form.
4. For current pricing, please go to www.sentrysafe.com/customercare. If you are unable to use a computer, then please call the number above or fax us.
5. Mail to: Sentry Group; 882 Linden Avenue, Dept. 200; Rochester, NY 14625-2784; USA -OR- fax statement (notary seal must be legible) to 1-585-381-2940. Paying by credit card
Payment may also be made using your credit card, by phone only. Call 1-800-828-1438 to make a credit card payment. Do not fax credit card information.
NOTE: Prices are subject to change without prior notification.
6. Key orders may be placed on a Saturday or Sunday. However, those orders will not be processed until the following business day. Our Customer Care center is open Monday through Friday, 8:00 a.m. until 6:00 p.m. E.S.T.

How to order accessories

To optimize your safe organization, consider purchasing SentrySafe accessories for your safe. Accessories include a locking drawer, tray, shelf, and file rack. For more items, please go to our website www.sentrysafe.com/CustomerCare/Buy_Safe_Accessories or call our Customer Care center at 1-800-828-1438.

Guarantees And Fire Specifications

Lifetime after-fire replacement guarantee

If this SentrySafe product is damaged by fire at any time while still owned by you (the original owner), SentrySafe will ship a replacement free of charge. Include your name; address; model number; photo of the burned unit; and description of the fire; and a copy of the fire department, insurance or police report. Please send the following information to: Sentry Group 882 Linden Avenue Dept. 200 Rochester, New York 14625-2784 USA

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References

- [User Manual](#)

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