TROUBLESHOOTING GUIDE

PROBLEM

CAUSE

SOLUTION

SAFE IS BEEPING

Safe won't Stop Beeping.
Can't Press Any Buttons on Electronic
Keypad or Use Biometric Scanner.

LOCKOUT MODE

This is a built in Safety Feature called Lockout Mode that's caused by 4 wrong entry attempts in a row to prevent burglars from guessing your code.

WAIT 5 MINUTES

(with power added to safe)
Wait 5 minutes for beeping to stop.
Retry code/registered fingerprint or reset your safe back to default settings.

(see instructions for resetting safe)

SAFE WON'T OPEN

Buttons can be pressed, scans fingerprint and clicks to unlock but the safe door doesnt open. Short red flash after entry attempt on keypad or scanner.

LOW BATTERY

This means the battery you have intalled in the safe is low and doesn't have enough power to open the door.

REPLACE BATTERY

You will need to open the safe with the override key or plug in the power cable and enter your code. Then replace the battery with a brand new Duracell Coppertop 9V Battery.

OPENS ON ANY FINGERPRINT

The safe opens on ANY fingerprint placed on the biometric scanner.

NO REGISTERED FINGERPRINTS

This is a Default Factory Setting that will allow you to enter the safe for the first time using the biometric scanner.

REGISTER FIRST FINGERPRINT

You need to successfully register your first fingerprint by pressing (NOT holding) the registration button on the inside of the safe & placing your finger on scanner.