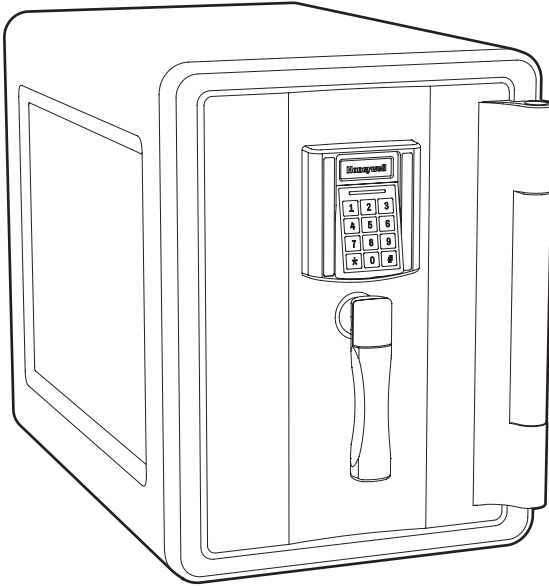


User Guide

## Fire & Water Security Safe



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Model 2911

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### IMPORTANT

- Fill out the *Safe Identification Record* on page 10. You may need this information in the future to order replacement keys or request consumer assistance.
- Do not remove the serial number tag from the safe.
- Store Override Access Keys in a secure location. Never store them near or inside the safe.
- Read this user guide carefully and save it for future reference. Never store it inside the safe.

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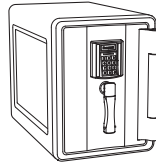
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# INTRODUCTION

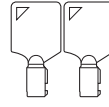
Your new Honeywell Fire & Water Security Safe keeps important documents and personal items safe and secure from theft, fire and water damage. All Honeywell safes are designed and built using the highest manufacturing standards to ensure maximum user satisfaction under a variety of conditions. With proper care, your Honeywell safe will provide peace of mind for many years to come.

## PACKAGE CONTENTS:

- Fire & Water Security Safe
- Override Access Keys (x2)
- Removeable Shelf
- Adjustable Shelf Clips (x4)
- Mounting Hardware Kit
- User Guide



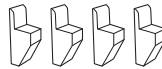
Fire & Water Security Safe



Override Access Keys (x2)



Removeable Shelf



Adjustable Shelf Clips



Mounting Kit



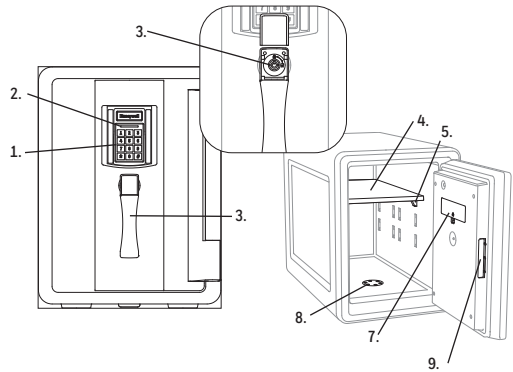
User Guide

Please carefully check the above list to confirm all items have been included. If any items are missing, please contact our Consumer Services team so we can help.

**IMPORTANT:** Do not return safe to store. Stores will not accept returned products without prior authorization. You must first contact our Consumer Services team.

## FEATURES:

1. Digital Lock with Backlit Keypad
2. LED Indicator Light
3. Handle with Hidden Key Access
4. Removable, Adjustable Shelf
5. Adjustable Shelf Supports (x4)
6. Interior Light (not shown)
7. Battery Compartment
8. Predrilled Mounting Holes & Hardware Kit (not shown)
9. Pry-Resistant Live Locking Bolt
10. Fire-Insulated Double-Wall Construction
11. Waterproof Seal
12. 0.91 cu. ft capacity



This Honeywell Fire & Water Safe was designed to protect documents and personal items from heat, smoke and moisture damage due to exposure to fire and water.

### Fire Protection

ETL verified to maintain an interior temperature below 350° F (177°C) for thirty minutes, if outside temperature reaches up to 1550°F (843°C).

### Water Protection

ETL verified to maintain a dry interior if safe is completely submerged in up to 50mm (1.97 inches) of water, for up to 8 hours.

# IMPORTANT CARE AND MAINTENANCE

To ensure optimal performance of your safe, please follow these simple guidelines:

**After opening your safe for the first time, leave the door open for 24 hours to let it acclimate to your home's air conditions.**

## CLEAN HANDS

Clean hands before operating your safe, particularly the keypad.

## CLEAN SAFE

Regularly wipe down the surface of your safe. To remove excess dirt or stains, use a mild cleaner (e.g., window cleaner) to avoid scratching or discoloring the surface. Always wipe dry and NEVER use abrasive cleansers on the safe or digital keypad.

## MOISTURE WARNING

The natural presence of water in the air and the level of humidity in your home will impact the moisture level inside your safe. Waterproof safes are designed with airtight seals to keep water out, so once moisture gets inside the safe it cannot evaporate. To keep low moisture levels inside the safe and prevent damage to valuables, we recommend the following:

- Open and air out your safe for at least 30 minutes every two weeks to prevent moisture build-up. This will balance the interior and exterior humidity levels and allow any excess moisture trapped inside to escape. It is recommended to occasionally air out the safe for longer periods of time. Look for signs of moisture to determine if you need to air it out more often.
- Avoid placing your safe in areas of high humidity, such as basements.
- Consider adding moisture-absorbing products to your safe, such as desiccant packs.
- Place delicate items such as pictures or important paper documents in airtight bags or containers for added protection.

**Note:** If you do not open waterproof safes on a regular basis to let them air out, you may begin to notice damp surfaces and/or musty smells, especially on paperwork. The manufacturer will not be responsible for any damage or loss of items placed in waterproof safes due to moisture. Proper care and preventative maintenance are the owner's responsibility and is required to assure continued levels protection and trouble-free performance during the lifetime of the safe.

## WARNING:

This safe is not intended for the storage of medications, pearls, firearms, ammunition, or combustible items of any kind.

# GETTING STARTED

## UNLOCKING THE SAFE FOR THE FIRST TIME

To open the safe for the first time, you will need one of the two Override Access Keys.

1. The key lock is hidden inside the safe handle. Locate the key cover at the top of the handle and slide up to reveal the lock. (Figure 1)
2. Insert the override access key into the lock and turn to the right. (Figure 2)
3. Rotate handle to the right and pull safe door open. (Figure 3)
4. With the door open, turn the key to the left and remove. (Figure 4)
5. Snap on the lock cover and slide down to secure. Put the key in a safe place, away from the safe.

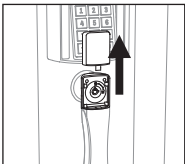


Figure 1

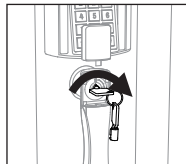


Figure 2

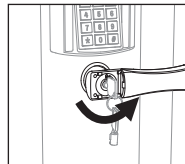


Figure 3



Figure 4

# GETTING STARTED (CONTINUED)

## INSTALLING / REPLACING THE BATTERIES

To use the digital keypad, first install the batteries. The battery compartment is located on the interior side of the safe door. (Figure 1)

1. Remove the battery compartment cover. (Figure 1)
2. Insert 4 "AA" batteries (not included). Make sure batteries are installed correctly, with respect to polarity (+ and -). (Figure 2)
3. Replace the battery cover. (Figure 3)
4. Leave the door open and proceed to the *Testing the Digital Lock* section below.

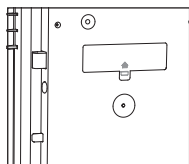


Figure 1

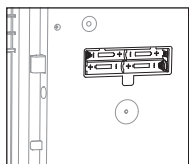


Figure 2

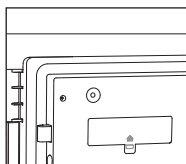


Figure 3

**IMPORTANT:** Replace batteries regularly to avoid losing keypad access to your safe. If the batteries drain completely, you will not be able to access the safe using your passcode. However, you will still be able to open the safe using the Override Access Keys. To open the safe with the keys, follow the instructions in the *Using the Override Access Keys* section. Then, replace the batteries and reset your passcode.

## TESTING THE DIGITAL LOCK

Once the batteries are installed, test the digital lock using the preset factory code.

1. With the safe door open, press and hold the lock release button on the inside edge of the safe door. (Figure 1)
2. While holding the lock release button, turn the handle to the left to place the bolts in the locked position. (Figure 2)
3. Enter the preset factory code 1-5-9 followed by the # key. (Figure 3) If the code is entered correctly, the LED will turn green. (Figure 4)
4. You will have 5 seconds to turn handle to the right, to retract the bolt into the unlock position. (Figure 5)
5. Press and hold lock release button and turn handle to the left to return the bolt to the locked position.
6. Leave the door open and proceed to the *Programming Your Safe* section.

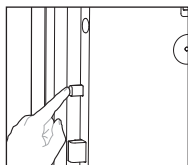


Figure 1

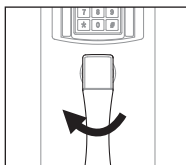


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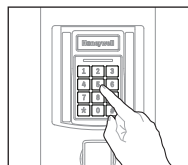


Figure 3

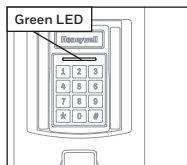


Figure 4

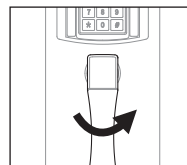


Figure 5

# PROGRAMMING YOUR SAFE

## PROGRAMMING A NEW PASSCODE

You can program your safe to open with a personal passcode containing 3 to 8 digits.

1. Locate and press the red reset button on the inside of the safe door. (Figure 1)
2. The LED indicator bar, above the keypad, will flash orange, indicating that it is ready for programming. (Figure 2)
3. Enter your new personal passcode (3-8 digits) followed by the # key.
4. Immediately reenter the new passcode and press the # key to confirm.
  - If the passcodes match, the LED indicator bar will turn green; your new passcode is now set. (Figure 3) Continue to the next section.
  - If the passcodes do not match, the LED indicator bar will flash red and revert to the previous code. (Figure 4) Return to step 1 to begin the programming process again.

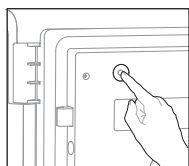


Figure 1

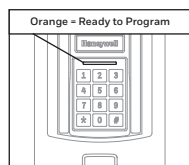


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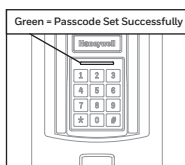


Figure 3

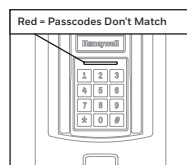


Figure 4

## TESTING A NEW PASSCODE

After programming your new passcode, you can test it before closing the safe.

1. Begin with the door open and in the locked position. The handle will be in the vertical position and the door bolt will be sticking out from the side of the door. (Figure 1)
2. Enter the new passcode followed by the # key.
  - If the passcode is entered correctly, the indicator bar will turn green. (Figure 2) Proceed to step 3.
  - If the passcode is entered incorrectly, the indicator bar will turn red. (Figure 3) Return to the *Programming a New Passcode* section to reset your passcode.
3. After entering the correct passcode, lift the handle to the right to retract the bolt and unlock the door. (Figure 4)

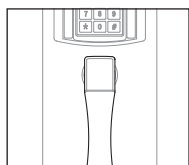


Figure 1

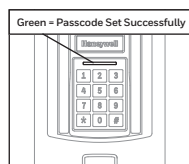


Figure 2

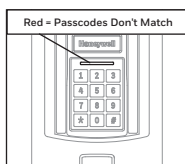


Figure 3

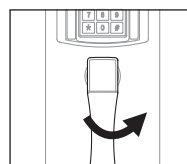


Figure 4

### Time Out Feature

After entering the passcode, you will have 5 seconds to turn the handle and unlock the door before the safe will lock again and you will need to reenter the passcode.

## RESETTING THE PASSCODE

You can change the passcode for your safe at any time. To reset the passcode, follow the instructions in the *Programming a New Passcode* section.

If you have lost or forgotten your passcode, you can use the Override Access Keys to unlock your safe. Once unlocked, follow the instructions in the *Programming a New Passcode* section.

# LOCKING AND UNLOCKING THE SAFE

## LOCKING THE SAFE

1. With the handle in the unlocked position, tightly close the safe door. (Figure 1)
2. Push the handle down into the locked (vertical) position to activate the door bolt. (Figure 2)

**IMPORTANT:** This safe is equipped with an air-tight seal which allows it to meet the fire and water protection claims outlined at the beginning of this user guide. Due to the tight fit of the seal and door, you may need to push down the handle with some force to lock it into place. You will feel the handle click into place when locked.

3. Check that the safe is locked by attempting to move the handle. It should remain in the locked (vertical) position.

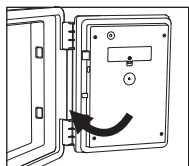


Figure 1

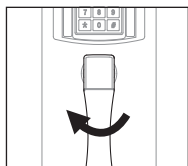


Figure 2

## UNLOCKING THE SAFE WITH YOUR PASSCODE

1. Enter your passcode followed by the # key. (Figure 1)
  - If the passcode is entered correctly, the indicator bar will turn green. (Figure 2)
  - If the passcode is entered incorrectly, the indicator bar will turn red. (Figure 3)
2. After entering the correct passcode, lift the handle to the right to retract the bolt and unlock the door. (Figure 4)

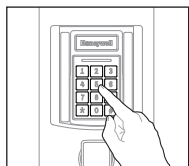


Figure 1

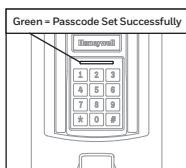


Figure 2

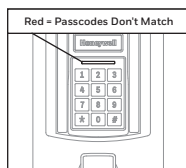


Figure 3

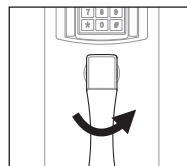


Figure 4

### Time Out Feature

After entering the passcode, you will have 5 seconds to turn the handle and unlock the door before the safe will lock again and you will need to reenter the passcode.

### Lockout Feature

For added security, the safe is programmed to lock out users if an incorrect passcode is entered three times in a row. The safe will remain in lockout mode for 15 minutes. During this time, the safe can be opened using the Override Access Keys.

# LOCKING AND UNLOCKING THE SAFE (CONTINUED)

## USING THE OVERRIDE ACCESS KEYS

Your safe includes 2 Override Access Keys that allow you to access your safe without the passcode. In the event that you have forgotten your passcode or the batteries have drained and the keypad is not operational, you can use these keys to unlock the safe.

1. The keylock is hidden inside the safe handle. Locate the lock cover at the top of the handle and slide up to remove. (Figure 1)
2. Insert the access key into the lock and turn to the right. (Figure 2)
3. Rotate handle to the right and pull the safe door open. (Figure 3)
  - If you need to reset the passcode, follow the instructions in *Programming a New Passcode* section.
  - If the batteries need to be replaced, follow the instructions in *Installing the Batteries* section.
4. To relock safe with key, close the door and rotate the handle to the closed (vertical) position. Due to the air-tight seal around the door, you may need to use some force to turn the handle and lock into place.
5. With the key in the lock, turn it to the left to lock the safe. **Do not forget this step or the safe will remain unlocked.**
6. Remove the key and store in a secure location, away from the safe. Snap on the lock cover and slide down to secure. Put the key in a safe place, away from the safe.

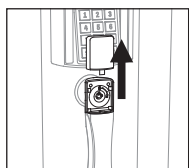


Figure 1

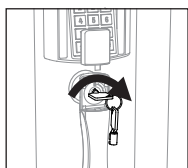


Figure 2

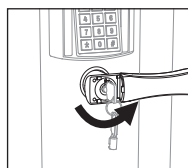


Figure 3

## ADDITIONAL SAFE FEATURES

### INTERIOR SAFE LIGHT

This safe features an interior light that automatically turns on when the safe is unlocked with the correct passcode. After 30 seconds, the light will automatically turn off to save battery power. To turn the light on again, press the # button on the keypad and the light will turn on for 30 more seconds before automatically shutting off again. Press the \* button to turn the light off manually.

### ADJUSTABLE SHELF

This safe includes an adjustable shelf and 4 shelf clips. The shelf clips snap into the recesses along the inside wall of the safe and the shelf rests on top.

1. To install the shelf, insert the clips into the recesses along the inside wall, positioning them at the same level. (Figure 1)
2. Place the shelf on top of the clips and press down gently to secure. (Figure 2)

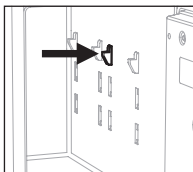


Figure 1

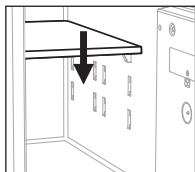


Figure 2

Adjust the shelf to suit the contents of your safe or remove it completely for added storage space. There is room inside the safe for two shelves. Contact our Consumer Services team to order an additional shelf.

### MOUNTING KIT

Your safe includes a mounting hardware kit, giving you the option to secure your safe to the floor for added protection. Refer to the *Anchoring the Safe to a Floor* section for more information.



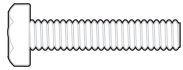
# ANCHORING THE SAFE TO A FLOOR

For added security, you have the option of anchoring your safe to the floor. The included hardware kit and pre-drilled anchoring hole allow you to secure your safe to concrete or wood surfaces.

For metal surfaces, additional hardware is needed. Contact your local home center for assistance.

**NOTE:** Mounting this safe is at the consumer's expense and discretion. LH LicensedProducts, Inc. is not responsible for any costs incurred if the unit has to be replaced. If you have any questions about mounting the safe, please check with your local home center/hardware retailer or independent contractor.

## INCLUDED HARDWARE:



3/8" (9.5mm) x 1-3/4" (45mm)  
Hex Head Bolt – 1 ea.



Hex Head Wood Lag Bolt  
3/8" (9.5mm) x 2-1/2" (64mm)



3/8" (9.5mm) x 1-9/16" (40mm)  
Drop-in Anchor – 1 ea.

## Tools Required for Anchoring to Concrete:

- Phillips Screwdriver
- Pen or Pencil
- Drill
- Hammer
- 1/2" Concrete Drill Bit
- 9/16" Socket Wrench

## Tools Required for Anchoring to Wood:

- Phillips Screwdriver
- Pen or Pencil
- Drill
- 1/4" Wood Drill Bit
- 9/16" Socket Wrench

# PREPARATION

1. Find a suitable and convenient location for your safe. Empty all safe contents.
2. Locate the mounting hole cover plate on the inside floor of the safe. Remove the (6) screws securing the plate and set aside. (Figure 1)
3. Remove the cover plate, gasket and cap, to reveal the mounting hole, and set aside for later use. (Figure 2)
4. Tilt the safe backward and using a pencil or screwdriver, insert it into the mounting hole and punch out the hole plug at the bottom of the safe. (Figure 3)
5. Place the safe in the desired location. Use a pencil or pen to mark the floor through the mounting hole so you know where to drill. Move the safe aside. (Figure 4)

**NOTE:** If the floor is carpeted, cut a hole in the carpet (at least 1" diameter) to expose the wood or concrete before drilling.

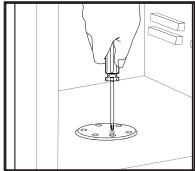


Figure 1

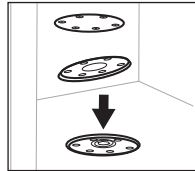


Figure 2

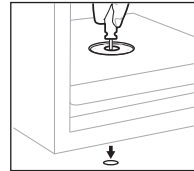


Figure 3

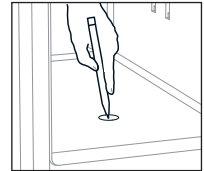


Figure 4

## ANCHORING SAFE TO A CONCRETE FLOOR

1. Using a 1/2" concrete drill bit, drill a hole in the floor with a depth of 1-5/8". (Figures 1 & 2)

**IMPORTANT:** Hole must be 1-5/8" deep (minimum) to properly insert the Drop-in Anchor, and no deeper than 1-3/4" to keep the anchor in position for the Hex Head Bolt.

2. Remove any excess dust from the hole. Insert the Drop-in Anchor (slotted side down) and tap into place using a hammer, until it is flush with the floor surface. (Figure 3)
3. Insert an anchor punch or Phillips head screwdriver into the Drop-in Anchor and hammer to lock into place. This will prevent it from turning when mounting the safe. (Figure 4)
4. Place the safe back into position, lining up the mounting hole. (Figure 5)
5. Insert the Hex Head Bolt, through the safe floor and into the Drop-in Anchor. (Figure 6)
6. Secure the Hex Head Bolt tightly using a socket wrench. (Figure 7)
7. Replace the gasket and mounting plate cover. (Figure 8)

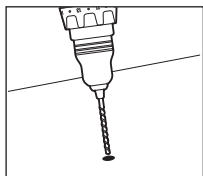


Figure 1

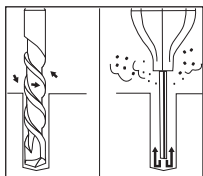


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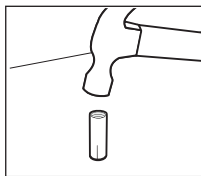


Figure 3

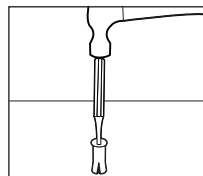


Figure 4

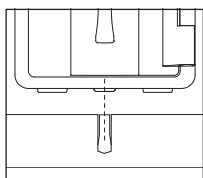


Figure 5

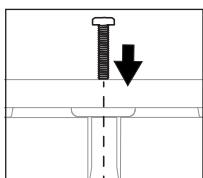


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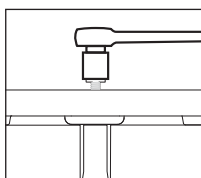


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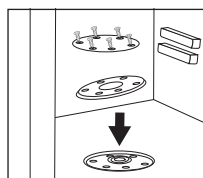


Figure 8

## ANCHORING SAFE TO A WOOD FLOOR

1. Use a 1/4" Wood Drill Bit to drill a hole in the floor with a depth of 1-1/2". (Figure 1)
2. Remove any excess dust from the hole.
3. Place the safe back into position, lining up the mounting hole. (Figure 2)
4. Insert a Wood Lag Bolt through the safe bottom and into the floor hole. (Figure 3)
5. Secure the Wood Lag Bolt tightly using a 9/16" socket wrench. (Figure 4)
6. Replace the gasket and mounting plate cover. (Figure 5)

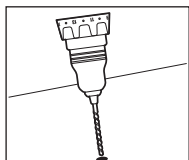


Figure 1

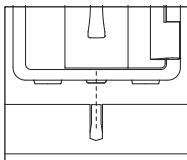


Figure 2

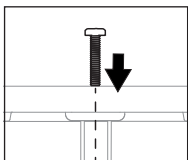


Figure 3

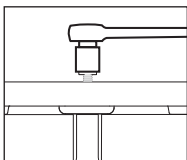


Figure 4

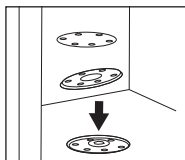


Figure 5

# CONSUMER ASSISTANCE

If you are missing parts, need assistance operating your safe, or have questions, we are available to help.

**NOTE: Do not contact stores if you have a problem with your safe. Stores will not accept returned product. Please contact us so we can help.**

## CONTACT US

**Email:** LHLPCustomerService@LHLPinc.com

**Address:** Consumer Assistance Dept.  
LH Licensed Products, Inc.  
860 East Sandhill Avenue  
Carson, CA 90746 USA

**Telephone:** US/Canada: 1-877-354-5457 (Toll Free)  
Mexico: 01-800-288-2872 (Toll Free) - After English voice recording stops, enter 800-860-1677 to complete your call.  
Australia: 0011-800-5325-7000 (Toll Free)  
Germany/New Zealand: 00-800-5325-7000 (Toll Free)  
Other Countries: 2-digit country code-310-323-5722 (Toll Charges Apply)

### Call Center Hours

7am-5pm PST, Mon-Fri

### Call Back Hours

US/Canada: 7am-5pm PST, Mon-Fri

Other Countries: 7am-8pm PST, Mon-Fri

**PST** = Pacific Standard Time (local time in Los Angeles, CA, USA)

### International Consumers:

If you need to speak with a consumer assistant and cannot contact us during the call center hours above, please send an email or leave a telephone message, including your Name, Telephone Number and the best time for us to contact you during the Call Back hours noted above and we will make every effort to reach you and answer any concerns.

## ORDERING ADDITIONAL OVERRIDE ACCESS KEYS

If you lose your Override Access Keys or need to order additional keys, please gather the following information and contact our Consumer Assistance Department.

### 1. PROOF OF OWNERSHIP (1 of 2 Options Below)

#### Sales Receipt & Personal Identification - International Orders Only

- Copy of sales receipt showing Store, Date and Product Description
- Copy of your picture I.D. (Driver's license, passport, other I.D.)

#### Product Ownership Verification Form

- If sales receipt is not available, contact us by email or telephone to request a Product Ownership Verification Form

### 2. CONTACT & PRODUCT INFORMATION

#### Contact Information

- Name and mailing address
- Email address (if available)
- Telephone number
- Best time to contact you

#### Product Information

- Safe Model #
- Safe Serial #

### 3. METHOD OF PAYMENT

- Telephone: Visa or Mastercard
- Mail: Check or Money Order

**NOTE:** Please contact us for pricing. Terms subject to change without prior notification.

## SAFE IDENTIFICATION RECORD

Safe Model # \_\_\_\_\_

Safe Serial # \_\_\_\_\_

Override Access Key # \_\_\_\_\_

Passcode \_\_\_\_\_

## LOCATING SAFE IDENTIFICATION NUMBERS

### Safe Serial #

Located on the bottom right corner of the safe door frame. (Figure 1)

### Override Access Key #

Engraved on the head of the key. (Figure 2)

### Cylinder #

Engraved on the lock cylinder inside the handle cover. (Figure 3)

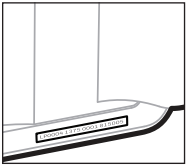


Figure 1

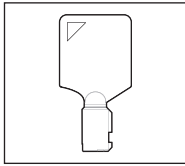


Figure 2

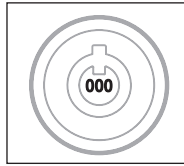


Figure 3

## PRODUCT REGISTRATION

Please go to the following website to register your product:

[www.hymaninc.com/product-registration/](http://www.hymaninc.com/product-registration/)

# WARRANTY

LH Licensed Products, Inc., ("LHLP, Inc.") warrants that for a period of five (5) years from the date of purchase, this product will be free from structural or mechanical defects resulting from materials or workmanship. LHLP, Inc., at its sole option and as the purchaser's sole remedy under this warranty, will repair or replace this product or any component of the product found to be defective during the warranty period. Replacement or repair will be made with a new or remanufactured product or component. If the product is no longer available, replacement may be made with a similar product of equal or greater value.

## **THIS IS YOUR EXCLUSIVE WARRANTY.**

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

This warranty is only valid for the original retail purchaser from the date of initial retail purchase and is not transferable. You must keep the original sales receipt. Proof of purchase is required to obtain warranty service.

LHLP, Inc. dealers, service centers, or retail stores selling this product do not have the right to alter modify or in anyway change the terms and conditions of this warranty.

This warranty does not apply to the finish on the product. This warranty does not cover normal wear and tear of parts or damage resulting from any of the following: negligent use or misuse of the product, use contrary to the operating instructions, disassembly, repair or alteration by anyone other than LHLP, Inc. Or an authorized service center, improper installation, or exposure to extremes of heat or humidity. Further, the warranty does not cover Acts of God, such as fire, flood, earthquakes, hurricanes and tornadoes.

LHLP, Inc. shall not be liable for any incidental or consequential damages caused by the breach of any express or implied warranty or otherwise relating to the sale of this product. LHLP, Inc. is also not responsible for : costs associated with removing or installing the product; damage or loss of the contents of the product; nor for the unauthorized removal of the contents; or damages incurred during shipment.

THE ABOVE WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTIES OF MERCHANTABILITY OF FITNESS FOR A PARTICULAR PURPOSE, AND LHLP, INC. DISCLAIMS ANY AND ALL OTHER COVENANTS AND WARRANTIES.

Except to the extent prohibited by applicable law, and implied warranty of merchantability or fitness for a particular purpose is limited in duration to the duration of the above warranty period. Some states, provinces or jurisdictions do not allow the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty, lasts, so the above limitations or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state, or province to province, or jurisdiction to jurisdiction.

## **LIFETIME AFTER-FIRE REPLACEMENT GUARANTEE**

If this Honeywell fire resistant product was purchased from LH Licensed Products, Inc. ("LHLP") and is damaged by fire at any time while still owned by you (the original owner), LHLP will ship a free replacement if you send the following to Customer Service, LH Licensed Products, Inc., 860 E. Sandhill Ave., Carson, CA 90746 USA:

1. Your name, mailing address, email address, and phone number with area code;
2. A description of the fire, the model number and a photo of the burned unit, and a copy of the report from the fire department, insurance or police.

Freight on the replacement unit is not included in the guarantee and must be paid by the consumer. If an identical product is no longer available, LHLP will provide a similar unit from its current product line. LHLP is not responsible for any loss or damage to the contents of the safe.



Manufactured by:  
LH Licensed Products, Inc.  
860 East Sandhill Avenue  
Carson, CA 90746

The Honeywell Trademark is used under license from Honeywell International Inc. Honeywell International Inc. makes no representations or warranties with respect to this product.