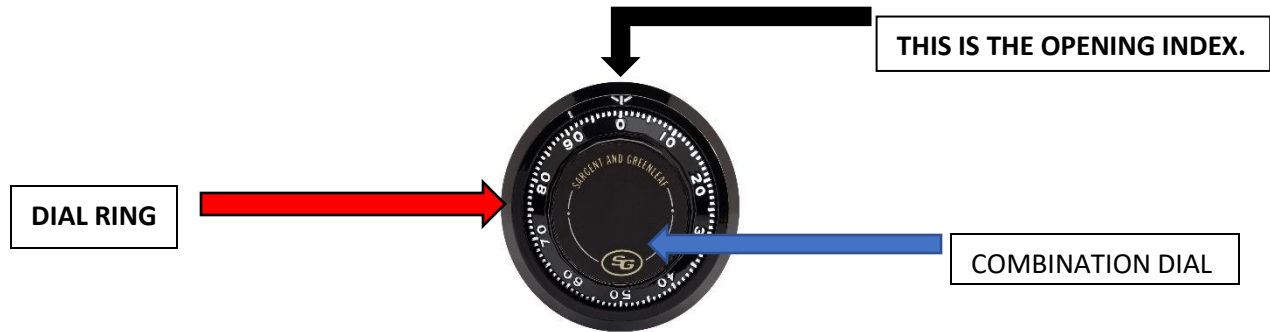


S&G MECHANICAL COMBINATION TROUBLESHOOTING



If you are experiencing trouble opening your safe, please attempt the following steps.

STEP # 1 – Verify Your Combination. Please locate the card with your combination and instructions. Carefully review the **OPENING DIRECTIONS** and confirm the instructions are being followed properly.

STEP # 2 – Please attempt a few variations of the combination. You will want to verify that the dial ring is not shifting causing the opening index to get off center. Here are the following examples:

EXAMPLE COMBINATION 40-20-60-87

• 1st #	• 2nd #	• 3rd #	• 4th #
• 39	• 19	• 59	• 87
• 41	• 21	• 61	• 87
• 38	• 18	• 58	• 87
• 42	• 22	• 62	• 87
• 37	• 17	• 57	• 87
• 43	• 23	• 63	• 87

STEP # 3 – If you were unable to open your safe following STEP 1 or 2 please attempt the following:

EXAMPLE COMBINATION 40-20-60-87

• 1st #	• 2nd #	• 3rd #	• 4th #
• 40	• 19	• 60	• 87
• 40	• 21	• 60	• 87
• 41	• 20	• 60	• 87
• 39	• 20	• 60	• 87
• 40	• 20	• 59	• 87
• 40	• 20	• 61	• 87

*** If you can open the safe using one of these options, please test the combination multiple times with the safe door locked open. If the combination is opening consistently, please note the change and report this change to ProSteel. For additional support please contact customer service at the email or phone number below.

CONTACT INFO: Email: Support@prosteel.us Fax: 801-373-2399 Mail: 1400 South State Street Provo, UT 84606