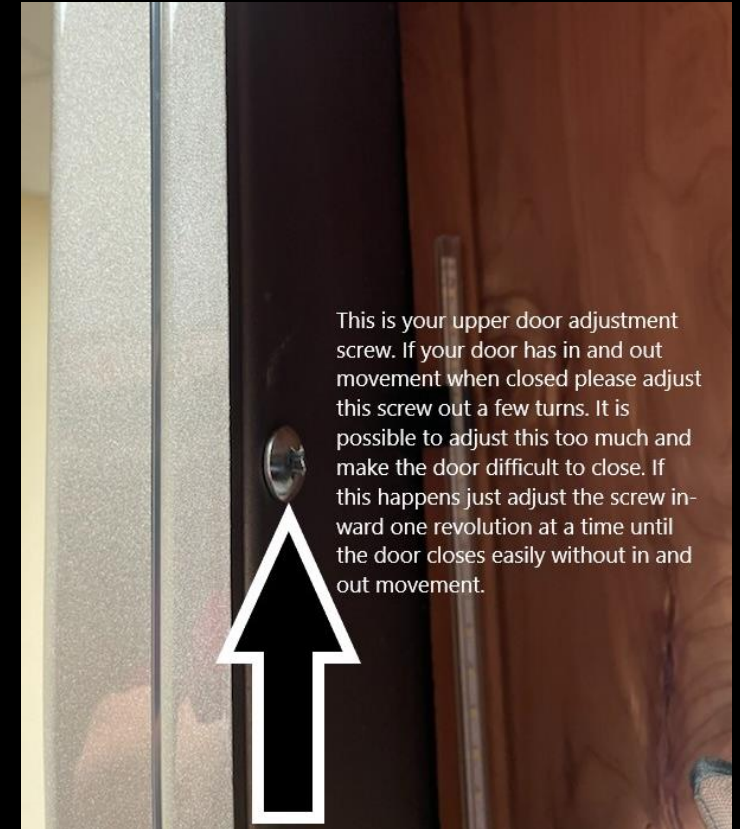
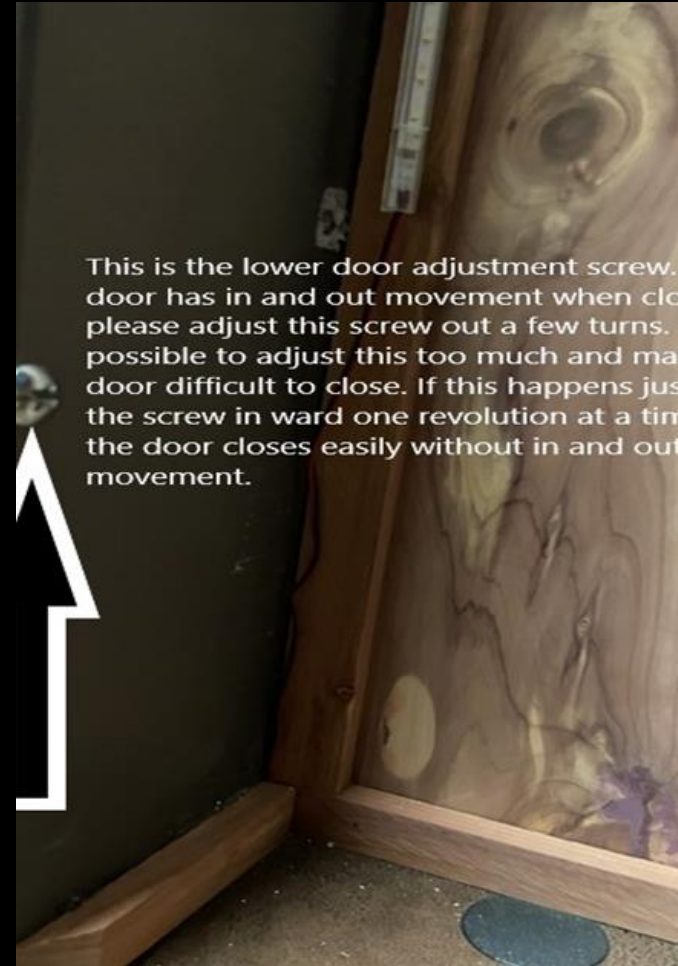


Door Adjustment

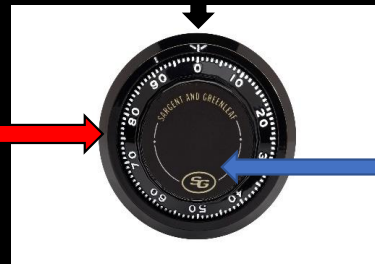
- If you are experiencing in and out movement or play when your Safe or Vault door is closed follow these steps.
- Locate the door adjustment screws located on the inner left side door frame (See P. Use a #3 Phillips screwdriver and adjust the screw counterclockwise a few turns. The actual screw size is 5/16-18 x ¾).
- If you follow this procedure and are unable to close your safe door adjust the door adjustment screw clockwise one revolution and see if this resolves the issue.
- The Clamshell Inswing Vault Doors will have the screw located inside the locking pin hole.

For additional support please contact customer service at the email or phone number below.

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DIAL RING



THIS IS THE OPENING INDEX.

COMBINATION DIAL

Mechanical Lock 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.

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Electronic Lock Support

If you are having trouble locking or unlocking your safe, please follow these steps:

- Change the 9V battery to a New Duracell Alkaline battery
- Make sure the battery is making good contact. On S&G electronic locks remove the battery tray and pull down on the thin metal contact tabs located inside the battery compartment area at the top.
- Verify that you are using the correct code
- Please make sure the handle is in the fully closed position and not putting pressure on the lock.
- Enter your code and attempt to turn the handle.
- If your handle will not turn after entering the code, please enter the code and rock the handle back and forth multiple times. Repeat this step at least 10 times.
- If the safe opens lock the door open and attempt locking and unlocking the safe multiple times prior to shutting the door.
- After replacing the battery, you may need to cycle the lock 5 to 10 times.
- If your keypad emits 2 long beeps after entering the code or is beeping constantly you are in a timeout mode. Please leave the battery installed and wait 15 minutes to attempt your code.

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Keylock Support

- To use the keylock feature on your safe first make sure the dial is aligned at 0.
- Insert the key with the teeth pointing down. Make sure the key is fully inserted.
- Turn the keylock 180 degrees to lock the dial then remove the key.

Day lock instructions

- If you are using the day lock feature, you will first dial in your combination.
- To day lock the dial turn the dial from 87 to 0 *** do not let the dial pass 0 or you will have to redo the combination.
- Insert the key and turn it 180 degrees and remove the key.
- To unlock the dial, insert the key then turn 180 degrees. Turn the dial from 0 to 87 then turn your handle to open the safe.



KEYLOCK

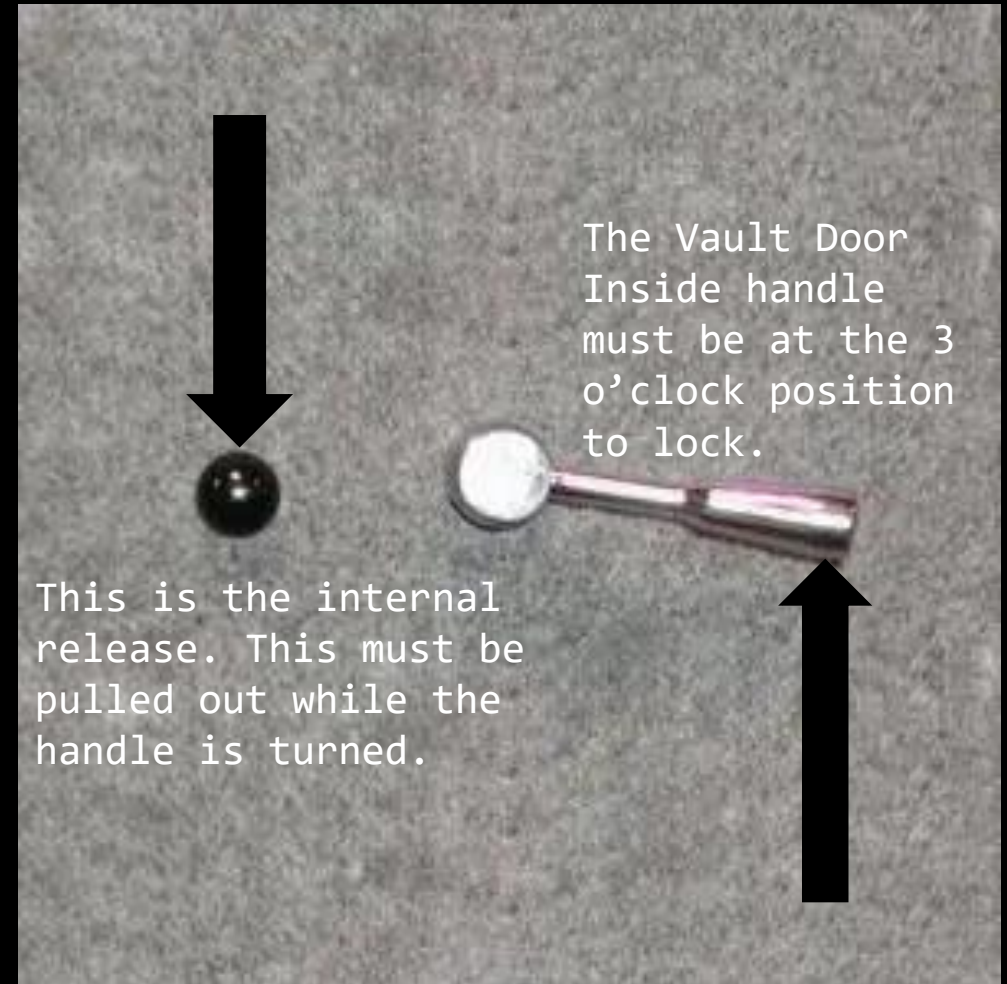
VAULT DOOR will not lock:

If you are unable to get your vault door to lock, please attempt the following options:

- Open the door to 90 degrees.
- Look at the back of the door and determine the position of the inside handle.
- If the handle on the back of the door is at the 5 o'clock position pull out on the internal release knob and move the handle to the 3 o'clock position. Release the black knob.
- Check the front handle. It should now be in the locked position.
- Enter your code into the keypad or dial your combination to release the lock.
- Turn the handle clockwise to retract the locking system.
- Close the door and turn the handle counterclockwise. The door will now be locked and ready for use.

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Hinge Adjustment

- To adjust the hinge please use a 5/32 Allen wrench.
- Turn the Allen wrench clockwise to raise or counterclockwise to lower the hinges.
- It is recommended to apply grease to the hinges. This can be done by removing the 5/32 located at the bottom and inserting the grease into the set screw hole. Make sure the area below is protected and remove any excess. Also apply grease between the hinges.



My Handle is Loose

- First locate the set screw for tightening the handle. Depending on the handle this will be located underneath or directly center of the handle hub.
- Using a 3/16 Allen wrench you will insert this into the set screw hole and turn it clockwise until the screw feels tight.
 - *** it will be easier if you have a socket style 3/16 Allen wrench.

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