Troubleshooting

<table>
<thead>
<tr>
<th>THE PROBLEM:</th>
<th>WHY IT IS HAPPENING:</th>
<th>THE SOLUTION:</th>
</tr>
</thead>
<tbody>
<tr>
<td>The door will not lock.</td>
<td>1. Shipping screw is in place.</td>
<td>1. Remove the lock-out screw in the middle of the door jamb.</td>
</tr>
<tr>
<td></td>
<td>2. Card is thin or no obstruction in the door.</td>
<td>2. Remove all items and accessories from inside the safe.</td>
</tr>
<tr>
<td></td>
<td>3. Battery power is low.</td>
<td>3. Complete battery check by entering “#” “#” “#” “#.”</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- One beep indicates a low battery. Change batteries if low battery is indicated.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Two beeps indicates a good battery. If you still cannot open the door please visit our website SentrySafe.com/CustomerCare or call our Customer Care team.</td>
</tr>
<tr>
<td>Red indicator light blinks twice and there is no beep.</td>
<td>Program battery is pressed out of sequence.</td>
<td>Start over.</td>
</tr>
<tr>
<td>Red indicator light blinks twice and there is a beep.</td>
<td>Safe has entered penalty mode. Wait three minutes before entering your code again.</td>
<td></td>
</tr>
<tr>
<td>Long beep and safe does not open.</td>
<td>The wrong code has been entered into the safe. Reattempt</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>and there are two beeps.</td>
</tr>
</tbody>
</table>

Got a question? We’re happy to help!

If you ever have any questions regarding your SentrySafe product, please give us a call at 1-800-828-1438 or visit our website SentrySafe.com/CustomerCare or call our Customer Care team.

If your SentrySafe product is in a fire it will be sealed shut making it necessary for it to be punctured to open. To help your family begin again, SentrySafe will ship a replacement free of charge. To be eligible for the After-Fire Replacement Guarantee you (the original owner) must register your product using the included registration form or visiting SentrySafe.com/AfterFireReplacement.

Customer Care

Our US-based customer care teams are happy to help.

 Shakopee, MN 612-448-1300
 800-828-1438
 612-448-1740 Fax
 Monday – Friday 8:00 AM until 6:00 PM EST
 Hours subject to change
 823 Linden Avenue, Dept. 200 Rochester, NY 14625-2794 USA

If this resolves the issue, reset the accessories and organize items to properly fit.

SentrySafe is a registered trademark of MMF Industries, Inc.

www.SentrySafe.com

Customer Care

Rochester, New York 14625-2784 USA
(hours subject to change)

Important Information

Fire Warnings and Important Information

- SentrySafe recommends that you do not store loaded guns in this unit.
- If children live in or visit your home, do not leave your Executive Gun Safe open and unattended. Children or a play crazed accidentally locked inside the safe. Keep your safe closed and locked at all times.
- Your safe is part of your total security protection. SentrySafe recommends that you store your safe in a closet, office, basement, bedroom or any other location that is convenient for you but out of direct line of sight from prying eyes.
- DO NOT store pearls in this safe unit. This product is not intended to protect computer floppy disks or diskettes, film cassettes, tapes, audio/visual cartridges or plates negatives.
- DO NOT store any flammable technology or media in this safe. This product is not intended to protect computer floppy disks or diskettes, film cassettes, tapes, audio/visual cartridges or plates negatives.

Unbolting Your SentrySafe Executive Gun Safe from the Shipping Pallet

WARNING: This is a human operation and should not be attempted without help. Before attempting to unbolts your new safe, be certain someone is with you to help steady the safe while you work.

- Ensure the safe is standing upright on a flat, level surface.
- Required Tools & Equipment:
  - 17 mm wrench
  - Hammer

Instructions

1. Remove the handle spoke from the plastic bag attached to the front of your safe. Screw the spoke into the handle hub before the lock.
2. Turn the handle clockwise to the open position and then counter-clockwise back to the locked position.
3. The safe will beep two times.
4. Remove the black caps from the bottom of the safe.
5. Turn the handle clockwise to the open position and then counter-clockwise back to the locked position.
6. Once the nuts are removed, use a hammer to tap the bolts between the slats of the pallet and hold the bolts, by hand and/or with pliers, as you turn the nuts.
7. After the screws are removed, use a wrench or a pin to push the lock back through the bolt holes.
8. After the screws are removed, discard and cover the hole with the black cap also located in the accessories box.
9. With the door in the open position, turn the handle counterclockwise until it stops, and insert FACTORY CODE “1” “2” “3” “4” “5” “6” “7” into the digit keypad.
10. The safe will beep two times. Turn the handle clockwise to the open position and then counter-clockwise back into the locked position.
11. Locate the additional spokes inside the accessories box and screw them into the handle hub.

SentrySafe guarantees your satisfaction. If, within 14 days of purchase, you are not completely satisfied with the performance of your SentrySafe Executive Gun Safe, you may return it for a full purchase price refund, less shipping charges. For more information about the Lifetime After-Fire Replacement Guarantee, visit SentrySafe.com/AfterFireReplacement.

Opening Your Safe for the First Time

ALWAYS LEAVE THE DOOR OPEN WHEN CHANGING AND CHECKING CODES:

1. Pull the yellow tab on your lock to remove the battery tray.
2. Remove the yellow tab from your battery tray and insert a 9 volt alkaline battery into the battery tray.
3. Ensure battery is properly installed before reinserting battery tray. Reinsert the battery tray into your lock and fit it securely in place.
4. Do not use rechargeable batteries, or any other type of non-alkaline battery. Do not remove and use new batteries or other types of non-alkaline batteries.

Lifetime After-Fire Replacement Guarantee

For more information about your safe, visit SentrySafe.com

For more information about your safe, visit SentrySafe.com

Model No. 3

Serial No. 3

Thank you for choosing SentrySafe to help keep your firearms secure and protected.

Please thoroughly read the following instructions to ensure the best experience with your new safe.

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If you ever have any questions regarding your SentrySafe product, please give us a call at 1-800-828-1438 or visit our website SentrySafe.com/CustomerCare. Many questions can be resolved quickly over the phone.

Never forget your combination again!

Registering your SentrySafe with a MyProfile page allows you to securely store your combination online, access your owner’s manual, and more. So you can always have reliable access to the things that matter most to you. Visit SentrySafe.com/MyProfile to learn more.

Fire-Resistant Executive Gun Safe Owner’s Manual

Thank you for choosing SentrySafe to help keep your firearms secure and protected.

Please thoroughly read the following instructions to ensure the best experience with your new safe.

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Safe Warnings and Important Information

- SentrySafe recommends that you do not store loaded guns in this unit.
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- DO NOT store pearls in this safe unit. This product is not intended to protect computer floppy disks or diskettes, film cassettes, tapes, audio/visual cartridges or plates negatives.
- DO NOT store any flammable technology or media in this safe. This product is not intended to protect computer floppy disks or diskettes, film cassettes, tapes, audio/visual cartridges or plates negatives.
Programming a User Code

**NOTE:** Programming a new combination that is unique to your safe is highly recommended for the security of your firearms.

**ALWAYS TEST YOUR NEW CODE SEVERAL TIMES BEFORE PUTTING ANY FIREARMS OR ACCESSORIES INSIDE YOUR SAFE.**

**NOTE:** If you make a mistake during code entry, press “*” or simply wait 10 seconds for the lock to clear, then begin again.

If you pause more than 10 seconds between button presses, the lock will reset and you will have to start again.

**NOTE:** If you make a mistake during code entry, press “#” or simply wait 10 seconds for the lock to clear, then begin again.

If five or more incorrect codes are entered in a row the FACTORY CODE IS NO LONGER VALID.

ONCE PROGRAMMED TO A NEW USER CODE THE FACTORY CODE. Enter a new six digit \textit{USER CODE} then “#”.

The safe will beep five times.

Enter “1” – “3” – “4” – “5” – “6” – “*”.

The safe will beep three times.

To Turn Keypad Sound On
Enter “1” – “3” – “4” – “5” – “6” – “*”.

The safe will beep three times.

To Turn Keypad Sound Off
Enter “1” – “3” – “4” – “5” – “6” – “*”.

The safe will beep three times.

To change your combination, make sure your safe is in the open position with the bolts extended into the locked position.


The safe will beep three times.

Enter a new six digit \textit{USER CODE} of your choosing and then “#”.

The safe will beep three times to confirm the code was entered.

Enter your new six digit codes again then “#”.

The safe will beep three times to confirm the new \textit{USER CODE} has been archived.

To unlock the safe enter your six digit code and turn the handle counterclockwise.

**NOTE:** To CHANGE your code in the future repeat steps 2-8 using your current \textit{USER CODE} of the “1” – “2” – “3” – “4” – “5” – “6” – “*” \textit{FACTORY CODE}.

ONCE PROGRAMMED TO A NEW USER CODE THE \textit{FACTORY CODE} IS NO LONGER VALID.

**NOTE:** If five or more incorrect codes are entered “1” – “2” – “3” – “4” – “5” – “6” – “*” \textit{FACTORY CODE}.

**IMPORTANT:** If you press any buttons and hear two long beeps, the lock is indicating that it is in penalty time. DO NOT press any buttons for at least 3 minutes, then try your code again.

**IMPORTANT:** Keep your \textit{USER CODE} somewhere safe. Register with us, SentrySafe.com/MyProfile. It allows you to securely store your combination online, access your owner’s manual, and more.

**NOTE:** To keep your safe to a wood floor.

• 19 mm wrench
• Hammer
• Hammer drill
• 4 concrete anchor bolts (included)
• 5/8 inch concrete drill bit

If you are drilling into a carpet or wood floor, please take the necessary steps to cut a small hole in the carpet to prevent any damages that may occur while bolting down the safe.

The instructions above are for anchoring the safe to a concrete floor ONLY. If the safe is to be anchored to the wood floor, it will not accept screws. Pressing a key during the penalty time extends the period for a few seconds.

**IMPORTANT:** If you press any buttons and hear two long beeps, the lock is indicating that it is in penalty time. DO NOT press any buttons for at least 3 minutes, then try your code again.

**IMPORTANT:** Keep your \textit{USER CODE} somewhere safe. Register with us, SentrySafe.com/MyProfile. It allows you to securely store your combination online, access your owner’s manual, and more.

### Setting Keypad Sound On or Off

**To Turn Keypad Sound ON**

- Enter “1” – “3” – “4” – “5” – “6” – “*” your current six digit \textit{USER CODE} then “#”.

- The safe will beep five times.

- Enter “1” – “3” – “4” – “5” – “6” – “*”.

- The safe will beep three times.

- Enter “1” – “3” – “4” – “5” – “6” – “*”.

**To Turn Keypad Sound Off**

- Enter “1” – “3” – “4” – “5” – “6” – “*”.

- The safe will beep three times.

Keypad Illumination

Press the light button on the keypad to have a well-lighted faceplate on the keypad. It will remain lit for 10 seconds before turning off.

**Press**

- **9**

### Bolting Down Your Safe

**Required Tools & Equipment**

- 1/8 inch concrete drill bit
- 4 concrete anchor bolts (included)
- Hammer drill
- Hammer
- 19 mm wrench

**NOTE:** The Fire-Resistant Gun Safe cannot be bolted to the wall.

**Instructions**

1. Place the safe in the desired location. Make sure the safe is resting on a flat, level surface.
2. Remove black caps from the floor of the safe to reveal the pre-drilled holes.
3. Using your hammer drill and 5/8 inch concrete drill bit, drill holes into the concrete floor.
4. Insert the concrete anchor bolts (included) into the drilled holes through the inside floor of the safe.
5. Drive concrete anchor bolts into the floor with your hammer and tighten the nut on the actuator with a 19 mm wrench. Doing this will prevent the frame of the concrete anchor bolt and secure the safe into the concrete floor.
6. Replace the black caps to cover the pre-drilled holes.

**IMPORTANT:** The instructions above are for anchoring the safe into a concrete floor ONLY. If the safe is to be anchored to the floor with carpet or wood, SentrySafe assumes no liability for any damages that may occur while bolting down the safe.

If you are drilling into a carpet or wood floor, please take the necessary steps to cut a small hole in the carpet to prevent any damage to the floor. You will need to purchase appropriate lag screws from a hardware or home improvement store to secure your safe to a wood floor.

### Organizing Your Safe

Your safe comes with multiple options for organizing your firearms and accessories. To remove and position the adjustable shelves, simply slip the metal tabs flat-side up into the metal railing of the interior of the safe.

Possible Configurations for Your

26 or 36 Gun Safe

Possible Configurations for Your

51 Gun Safe