

# Sanctuary

D I A M O N D

**SECURITY SAFE | INSTRUCTION MANUAL  
FOR SA-DIA1-COM, SA-DIA2-COM,  
SA-DIA3-COM AND SA-DIA3-COM-S**

**IMPORTANT:**

Please read this information and follow all safety rules carefully before operating your security safe. Failure to do so will void your warranty.

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## DISCLAIMER - READ BEFORE SAFE SETUP

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**PLEASE READ THIS INFORMATION CAREFULLY BEFORE OPERATING YOUR SANCTUARY SAFE.**

**DO NOT LOCK THIS MANUAL OR THE BACKUP KEYS IN YOUR SAFE.**

- Thank you for choosing a Sanctuary safe to protect your valuables. We are committed to securing, organizing and protecting your most important documents, valuables and keepsakes.
- If you experience problems or challenges with your safe, please contact us. Many issues can be quickly resolved without the product being returned.

**Contact Customer Service at [cs@saproducts.com](mailto:cs@saproducts.com) or (888) 792-4264**

## SAFETY

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- Be sure to keep backup keys stored in a safe place away from unauthorized users

## WEAPON STORAGE

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- If you choose to utilize this safe to store a firearm always follow proper firearm and local laws when storing a firearm.
- SA Consumer Products strongly recommends that you do not store loaded firearms.
- Always follow the firearm safety rules set out by the firearm's manufacturer.
- A Sanctuary safe or any other firearm storage device cannot take the place of other safety procedures including advising children of the dangers of firearms.
- SA Consumer Products and its distributors of the Sanctuary safes do not recommend, suggest, advise, promote, or otherwise condone the ownership or use of firearms. We believe the decision to own or use a firearm is a serious decision that should only be made by an adult who has carefully considered the risks and benefits of such a decision.

# 1. REGISTRATION

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Please ensure you register your safe by visiting our website. Locate the “contact” button on the top header on the home page. Select registration from the drop down menu.

**www.saproducts.com**

By registering your Sanctuary safe we will be able to expedite and address any problems or challenges you may have which would otherwise require a notary letter and proof of payment.

## REGISTRATION INFORMATION

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The information you record onto this page will be required in the event you cannot access the contents of your Sanctuary safe. Please fill out all the required information below and retain for your records and safe keeping.

PLEASE HAVE THIS INFORMATION READY PRIOR TO CALLING FOR TECHNICAL ASSISTANCE AT:

**Contact Customer Service at [cs@saproducts.com](mailto:cs@saproducts.com) or (888) 792-4264**

PURCHASE DATE:

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PURCHASE PRICE (BEFORE TAX):

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MODEL NUMBER:

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SERIAL NUMBER:

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RETAILER NAME:

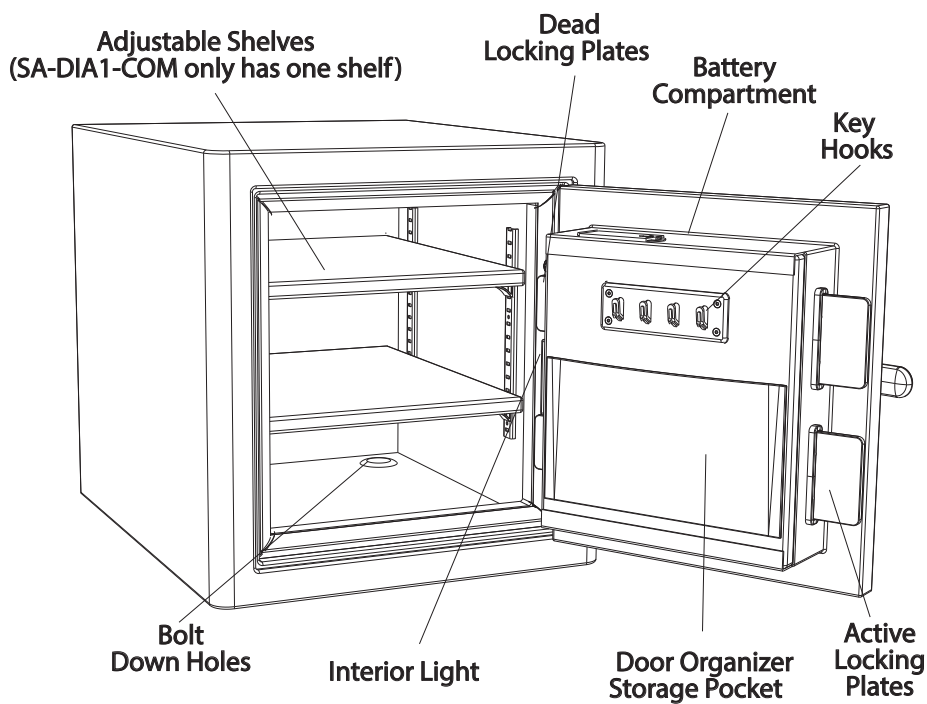
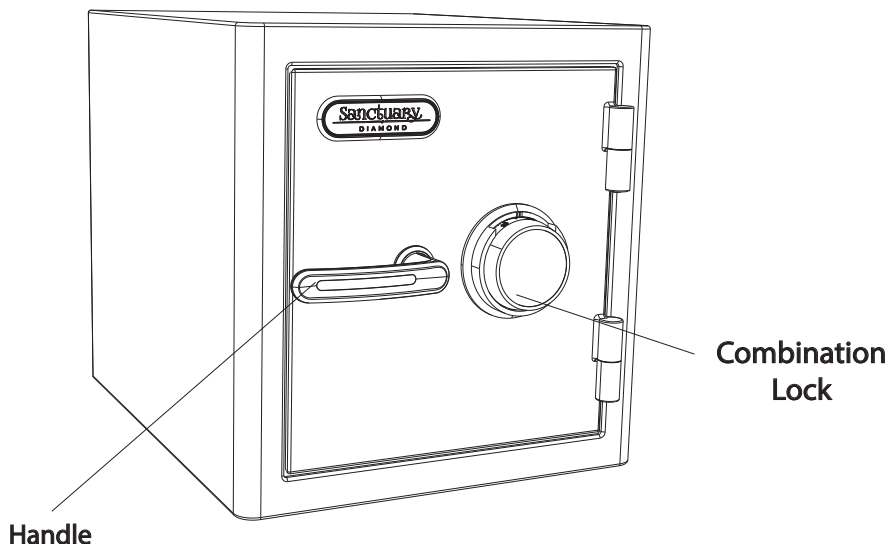
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KEY NUMBER (IF APPLICABLE):

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## 2. UNDERSTANDING YOUR SAFE

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### 3. SAFE OPERATION

**Important: ALL NUMBERS MUST BE DIALED EXACTLY.**  
If you pass a number, you can not back up. You must start over by spinning the dial 3 times clockwise. All numbers are to be dialed to the top notch located on top of the dial ring at the 12 o'clock position.

Find your preset safe combination on the last page of this manual. Transfer that 3 digit code here for easy reference for the next steps.

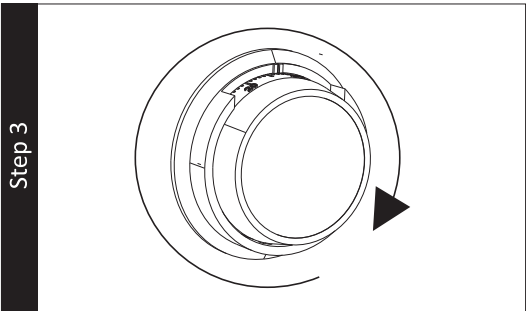
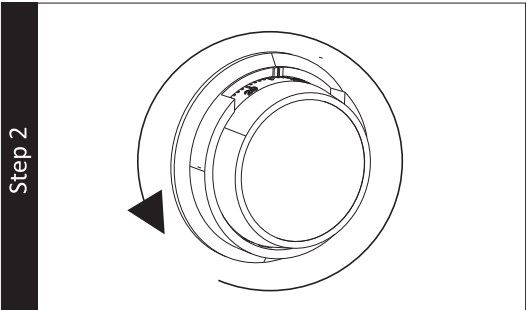
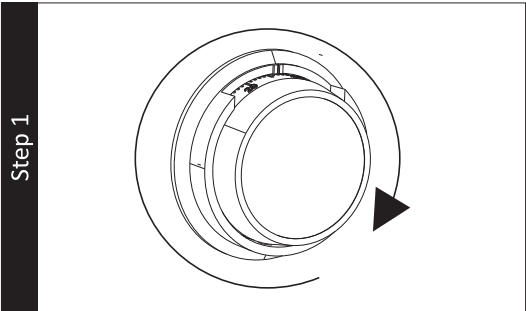
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**Note: This entry code cannot be changed. Be sure to store this manual in a secure location so other's cannot gain access to your safe combination.**

1. Turn the dial clockwise in 3 full rotations before landing on the first number of your combination code.
2. Next, turn the dial counter-clockwise, passing the second combination number once, landing on the number on the next dial turn.
3. Turn the dial clockwise landing on your third combination number.

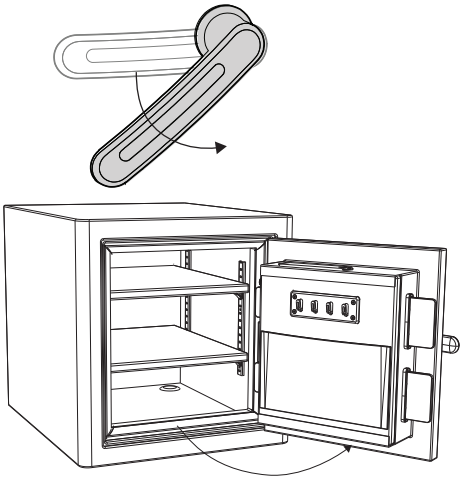


### 3. SAFE OPERATION (Continued)

4. If you have successfully dialed your combination, the safe should now be unlocked. Rotate the handle counter-clockwise to unlock the safe door and you can now pull the door open giving access to your safe.

**Note:** If the handle will not rotate, the safe is still locked. Return to step 1 of this section to accurately re-enter your code.

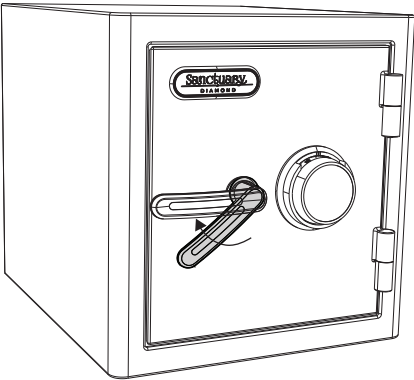
Step 4



5. To close your safe, turn the handle clockwise, returning it to the original locked position.

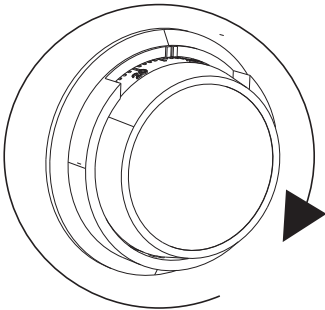
**IMPORTANT:** You must follow the next step to fully lock your safe.

Step 5



6. Turn the dial at least 3 times in either direction to securely lock the safe.

Step 6



## 4. LOCKED OUT OF YOUR SAFE

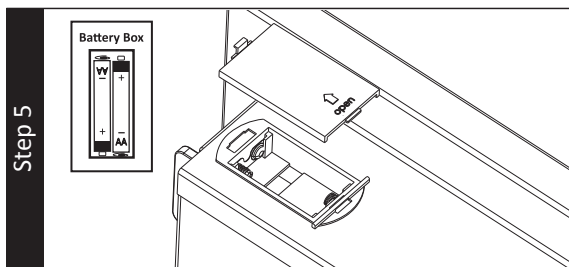
In the event you have forgotten the safe's combination, your primary action is to reference your owners manual which has a copy of your combination.

If you have lost your owner's manual, or are still having any difficulties, contact customer service at the number below. Proof of purchase is required to obtain your combination.

**Contact Customer Service at [cs@saproducts.com](mailto:cs@saproducts.com) or (888) 792-4264**

## 5. INTERNAL LIGHTING

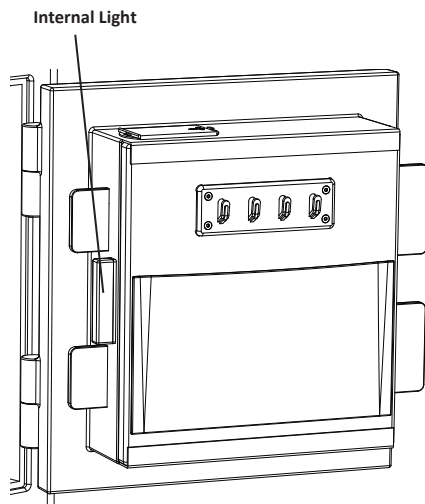
1. Locate the 2xAA batteries. Install them into the battery compartment on top of the door panel in the proper orientation. The unit will beep when batteries are successfully installed. Replace battery cover.



**WARNING:** The batteries must be inserted with the correct polarity. Exhausted batteries must be removed from the product and discarded safely. Do not mix old and new batteries. Do not mix alkaline or standard (carbon – zinc) batteries. Do not use rechargeable (nickel – cadmium) batteries.

When the safe's handle is in the open and unlocked position, the internal lighting is automatically activated. The lighting will be automatically turned off when the handle is returned to its original locked position.

If you wish to have your lighting activated while accessing the contents of your safe, be sure to keep the handle in this open and unlocked position.





## **6. PROPER PLACEMENT AND MOVING OF SAFE**

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1. To maximize burglary protection and stability, securing the safe to the floor or wall is recommended.
2. SA Consumer Products 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.
3. Always ensure the safe is in an isolated and dry area. Never place the safe in direct contact with a wet floor. When installing your safe on a concrete floor, use of a moisture/protective barrier is highly recommended. Failure to do so, or exposing the safe to chemicals or other adverse environments, may void the warranty.

## **7. KEEPING YOUR SAFE DRY**

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We recommend placing a moisture/protective barrier between your safe and concrete floor to prevent any moisture, mildew and rust damage the safe. Installing your safe in a place with climate control (heat in the winter and cooling in the summer) is highly recommended. In areas of high humidity or frequent temperature fluctuations (garages) it is recommended to take appropriate precautions to ward against moisture damage. We strongly encourage the use of an internal dehumidifier and/or desiccants to protect your contents from rust or mildew. Internal dehumidifiers should not be in direct contact with the side or back walls.

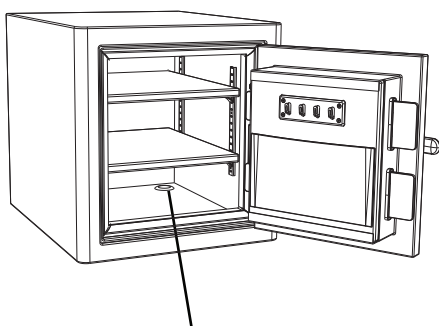
## 8. SECURING YOUR SAFE

**WARNING: YOUR SAFE IS DESIGNED TO SUPPORT ITSELF WHEN THE DOOR IS OPENED. HOWEVER, CAUTION SHOULD BE USED TO AVOID TIPPING. WHILE SECURING YOUR SAFE BE SURE TO HAVE A SECOND PERSON HOLD AND STABILIZE THE SAFE TO KEEP IT FROM TIPPING, CAUSING INJURY, AND/OR DAMAGE TO THE SAFE AND SURROUNDING STRUCTURES. FAILURE TO DO SO WILL COMPROMISE THE SAFETY, SECURITY, AND WARRANTY OF THE SAFE.**

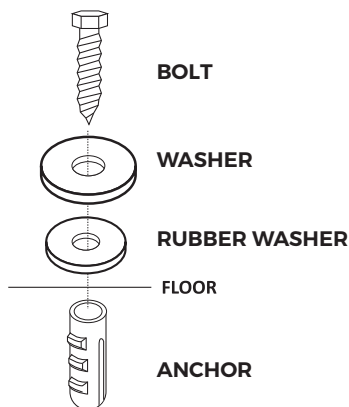
### TOOLS NEEDED TO BOLT SAFE TO A CONCRETE SURFACE

- DRILL / HAMMER DRILL
- DRILL BIT – 3/8" ( for installing into concrete with provided hardware)
- WRENCH – 7/16" (10MM) SOCKET
- HAMMER

- SAFETY GLASSES
- GLOVES
- OTHER SAFETY EQUIPMENT AS NEEDED



**FLOOR BOLT DOWN HOLES**



1. Use the hardware provided or consult your hardware retailer for fastening hardware for your particular mounting surface.
2. Open your safe door and locate and remove the four black caps on the safe floor or back wall. This will provide access to the factory drilled bolt down holes.
3. To secure your safe to the floor it will first be necessary to drill pilot holes in the floor surface.
4. For the hardware provided (concrete floor installation) we recommend using a hammer drill and 3/8" concrete drill bit to drill the four corresponding holes in the concrete floor.
5. Insert and drive the plastic anchoring plugs into the pilot holes. You may need to use a hammer to fully insert the plugs into the pilot holes.
6. Secure the safe, by threading all anchor bolts through the factory drilled bolt down holes in the bottom of the safe and ratcheting down tight.
  - Make sure the metal washer sits on top of the rubber washer. Tighten the bolt to compress the rubber washer between the safe and metal washer. Failure to do so will allow water to enter the safe in the event of a flood.
7. Replace the four black caps onto the floor or back wall of the safe.

## **9. LOADING YOUR SAFE**

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1. Store documents or heat sensitive items in the bottom of the safe for greatest protection against fire damage.
2. Store ammunition separately from valuables.
3. Do not put anything in your safe that will put pressure against the door when it is closed.
4. As a good safety precaution store heavier items either on the floor of the safe, or away from the middle of the shelves.

## **10. HINGES AND INTERNAL MECHANISMS**

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The hinges and internal locking mechanism are permanently lubricated, thus needing no maintenance. Opening the door panel of your safe may void your warranty. Always consult our customer service experts prior to doing so.

# LIFETIME WARRANTY

SA Consumer Products, Inc. will repair or replace, at their sole discretion, any Sanctuary Safe damaged by fire, forced entry, forced attack or natural flood for the lifetime of the original owner.

SA Consumer Products, Inc. will repair or replace, at their sole discretion, any Sanctuary Safe with defective parts, paint or lock for the lifetime or the original owner.

If SA Consumer Products, Inc. deems a replacement safe is to be sent, they will pay the freight costs to ship the replacement safe to the original owner.

This lifetime warranty is limited to the safe and expressly excludes any loss associated with the contents of the safe.

SA Consumer Products, Inc. reserves the right to receive full evidence of your misfortune, such as a police report and/or homeowners statement of coverage. This warranty is not valid outside of the United States and Canada.

Proof of registration and copy of sales receipt must be on file at the time of claim. Visit our website at [www.saproducts.com](http://www.saproducts.com) to register your safe.

Lifetime warranty only applies to the original owner of the safe.

SA Consumer Products, Inc. shall only be responsible and liable when the safe is used in compliance with the directions specified in your new Sanctuary Safe Owner's Manual.

SA Consumer Products, Inc. requires that specific guidelines be followed for repair. The safe will be repaired in-home if possible (to include parts and labor); however, if factory replacement is necessary (at SA Consumer Products, Inc.'s sole discretion), the replacement will be shipped freight prepaid, curbside delivery.

This warranty is inclusive and is in lieu of any and all other warranties, express or implied. Specifically excluded are the warranties of merchantability and fitness for a particular purpose. This warranty is limited to the safe itself and/or its value and does not include consequential damages of any kind including, but not limited to, the contents in and of the safe.

## FACTORY PRESET COMBINATION

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**Important: ALL NUMBERS MUST BE DIALED EXACTLY.**

If you pass a number, you can not back up. You must start over by spinning the dial 3 times. All numbers are to be dialed to the top notch located on top of the dial ring at the 12 o'clock position.



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