

# Sanctuary

D I A M O N D

**SECURITY SAFE | INSTRUCTION MANUAL  
FOR SA-DIA1, SA-DIA2, SA-DIA3 and SA-DIA3-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 OVERRIDE 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 override keys stored in a secure 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 storage and local laws.
- 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:  

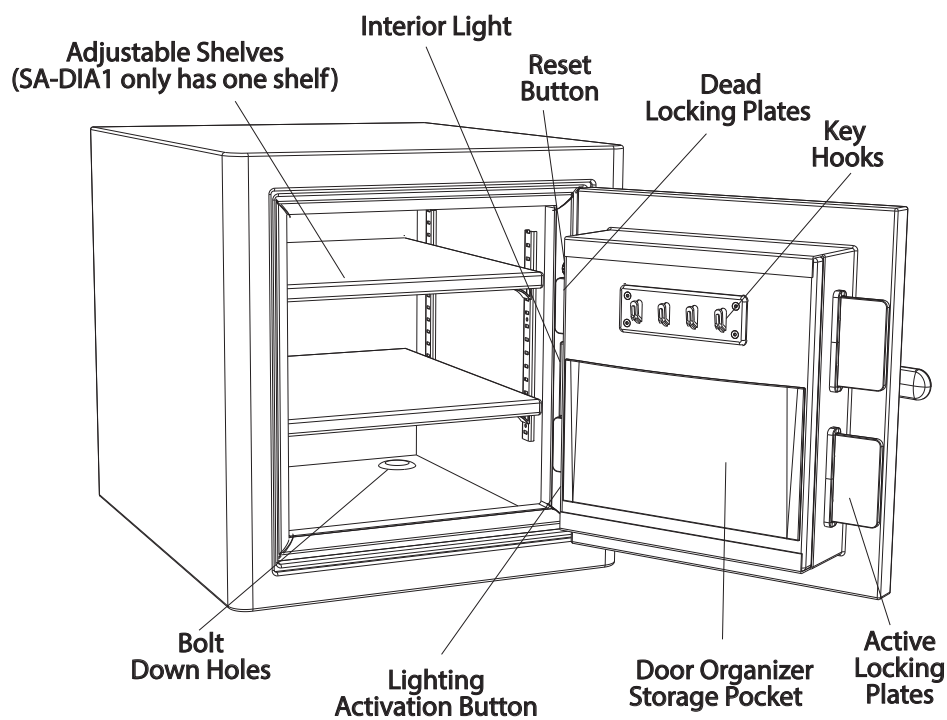
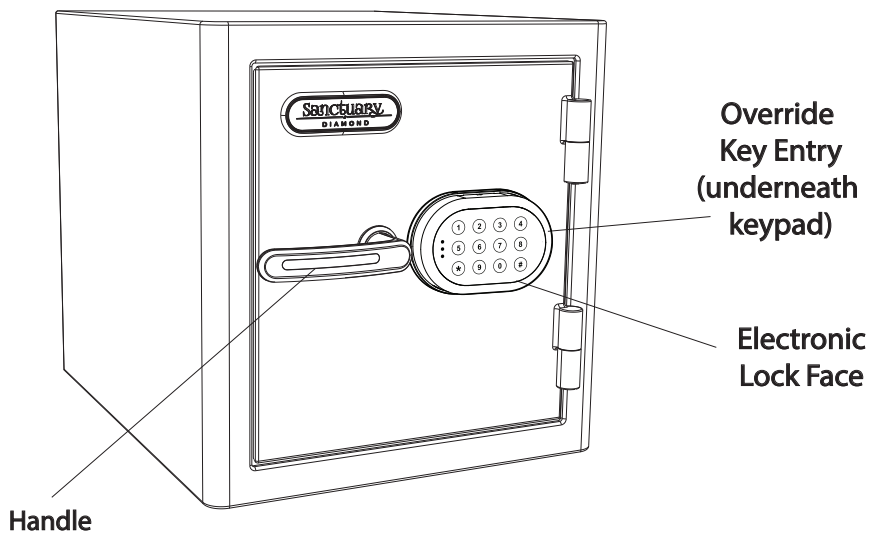
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KEY NUMBER (IF APPLICABLE):  

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## 2. UNDERSTANDING YOUR SAFE

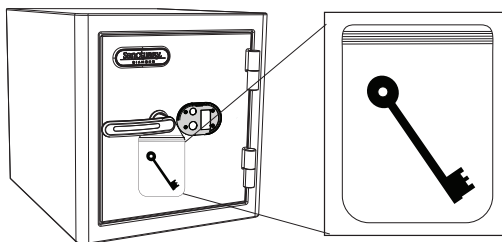
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### 3. INITIAL ENTRY

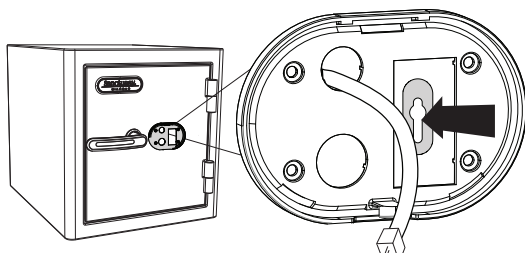
1. Locate the override keys inside the plastic bag hanging on the front of the safe.

Step 1



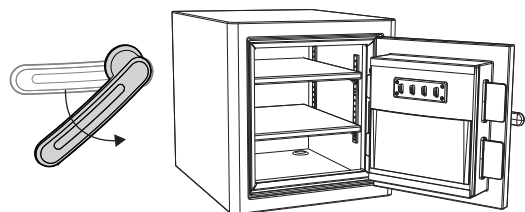
2. Locate the override key entry on the door of the safe. Insert the key and turn clockwise from the 12 to 3 o'clock position.

Step 2



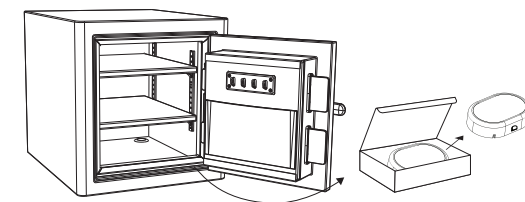
3. Turn the handle counter-clockwise to unlock the safe door. Open the safe door, then turn the handle back to its starting position so the locking plates are extended. Remove the override key and set aside.

Step 3



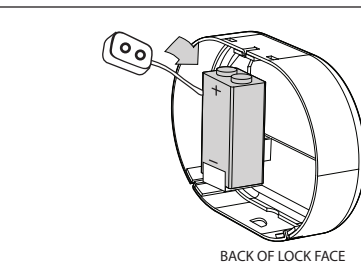
4. Remove the lock face from the box located inside the safe.

Step 4



5. Locate the 1x9V battery. Install into the battery compartment on the back of the lock face in the proper orientation. The keypad will beep when batteries are successfully installed.

Step 5

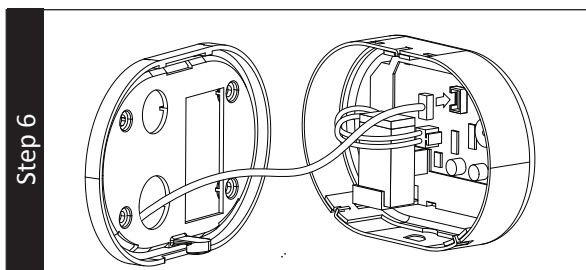


BACK OF LOCK FACE

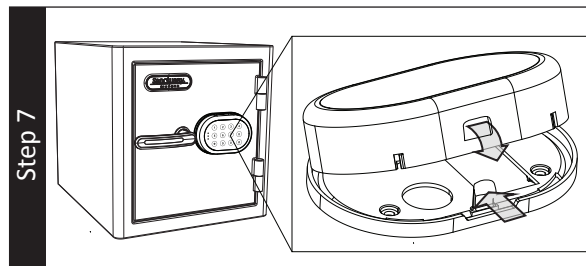
**WARNING:** The batteries must be inserted with the correct polarity. Exhausted batteries must be removed from the product and discarded safely. Do not mix old and new batteries. Do not mix alkaline or standard (carbon – zinc) batteries. Do not use rechargeable (nickel – cadmium) batteries.

### 3. INITIAL ENTRY (Continued)

6. Plug the electronic lock cable into the back of the lock face. The connector on the cable will only fit into the connector in the lock face in one way.



7. Finally, we will install the keypad onto the safe. First, align the lock face to the backer plate and slide the top of the lock face up into the two locking pins. Next, lightly push up on the release tab located on the bottom of the backer plate, allowing you to push the lock face and secure to the backer plate.

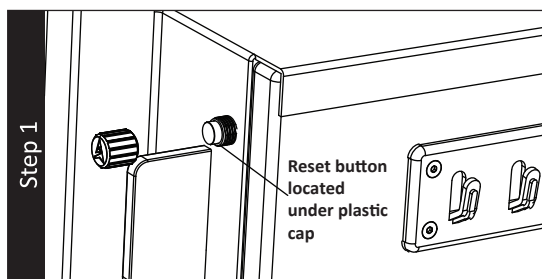


### 4. ELECTRONIC LOCK SECURITY CODE SETUP

**Important:** Your safe comes programmed with a factory code of [ 1 5 9 # ]. It is necessary to re-program your safe with a new security code you have personally selected to provide maximum household security. Be careful, in choosing your new security code, you'll want to be sure that you can operate the unit quickly without making an error.

1. To begin programming, open door and extend locking plates to ensure access to the safe.

On the inside of the safe door, locate the red plastic cap. Unscrew and remove the cap, giving you access to the reset button. Press the reset button. You will hear 2 beeps and the keypad will illuminate indicating that you are now in programming mode.



## 4. ELECTRONIC LOCK SECURITY CODE SETUP (Continued)

2. Enter your new 3 to 8 digit security code followed by the [ \* ] symbol.

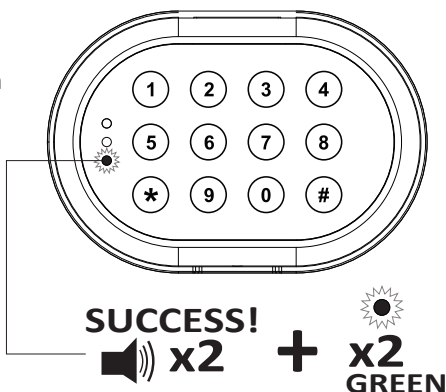
Step 2

### NEW 3-8 DIGIT SECURITY CODE



**If programming is successful:** Keypad will beep 2 times and green LED will flash 2 times.

**If your code was not accepted:** the keypad will beep three times and the yellow LED will flash 3 times. Press the reset button and start again.



**SUCCESS!**



**x2**



**x2  
GREEN**

**Inactivity Timeout:** If this programming sequence is not completed within 10 seconds the red LED will flash 3 times and the keypad will shut down. Return to step 1 to restart this process.

3. While the safe door is still open, confirm your newly entered security code by entering the 3-8 digit code followed by the (#) symbol.

Step 3

### CONFIRM SECURITY CODE



If successful you will hear two beeps and you will be able to retract the bolts.

If unsuccessful, press the reset button and start again.



## 5. OPENING SAFE WITH PROGRAMMED SECURITY CODE

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With keys in hand, close and lock the door.  
Enter your security code followed  
by the (#) button.

**If the security code is accepted,**  
the yellow LED will flash 2 times  
followed by the green LED illuminating.  
You now have access to your safe.

**If the security code is rejected,**  
the yellow LED will flash 3 times  
and beep 3 times.



\*Now that your security code is successfully programmed, store your override keys in a secure secondary location. If you are not able to open your safe with your new programmed code, repeat section 4 to program a new security code.

## 6. LOCKED OUT OF YOUR SAFE

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In the event you are locked out of your safe, use your override keys to gain access and follow the steps in Section 4: Electronic Lock Security Code Setup Instructions.

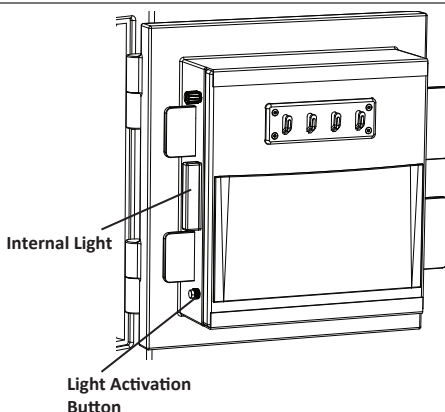
If you have lost your override keys, or are still having difficulties, contact customer service at the number below. Proof of purchase is required to obtain keys.

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

## 7. INTERNAL LIGHTING

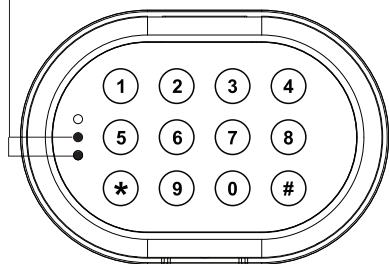
When the safe door is opened, internal lighting activates for 30 seconds.

If you need to activate your light longer, you can press the green light activation button on the inner door panel. This will activate the internal lighting for an additional 30 seconds each time it is pressed.



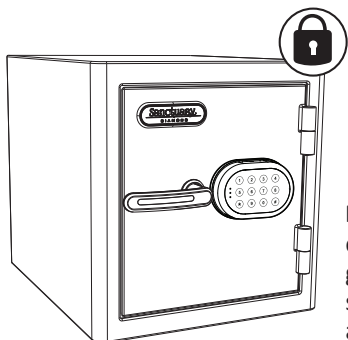
## 8. LOW BATTERY WARNING

Red & Green = Low Battery



This safe is equipped to alert you of Low Battery Mode. This Low Battery Warning is initiated immediately after a successful code entry. The keypad will illuminate both the red and green LED lights for 3 seconds. It is highly advised to immediately replace the safe's batteries to avoid being locked out of your safe.

## 9. LOCKOUT MODE / TAMPER PROTECTION



1. Three consecutive rejected security code entries puts the safe in "Basic Lockout" mode. The keypad is deactivated for 30 seconds.
2. Six consecutive rejected security code entries results in "Severe Lockout" mode. The keypad is deactivated for 5 minutes.

**Note:** During lockout mode, the yellow LED will light up once every 10 seconds. When lockout mode has ended, the green LED will flash 1 time and you will hear 1 beep to signify the lockout mode has ended. You will now have access to your keypad.

3. After the safe enters basic or severe lockout mode, the tamper indicator will trigger to warn you that someone has unsuccessfully attempted to gain access to your safe. This tamper indicator will signal immediately after the next successful code is entered. The yellow LED will flash 3 times and in addition to a 3 second long beep.

## 10. SILENT ENTRY MODE

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By activating the silent entry mode, the safe will no longer make audible sounds.

Swipe keypad to activate and illuminate keypad.

To turn on silent entry mode, press and hold the (\*) for 3 seconds. The yellow LED will flash 2 times indicating the safe is now in silent entry mode.

You will not hear any sounds for any functions while the safe is in silent entry mode.

To turn the sound back on, press and hold the (\*) for 3 seconds and the yellow LED flashes 2 times and will beep indicating you are no longer in silent entry mode.

## 11. 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.

## 12. KEEPING YOUR SAFE DRY

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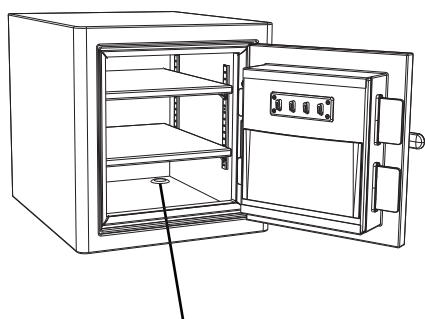
We recommend placing a moisture/protective barrier between your safe and concrete floor to prevent any moisture, mildew and rust damage the safe. Installing your safe in a place with climate control (heat in the winter and cooling in the summer) is highly recommended. In areas of high humidity or frequent temperature fluctuations (garages) it is recommend 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.

## 13. SECURING YOUR SAFE

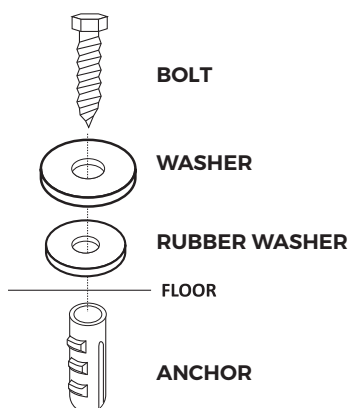
**WARNING: YOUR SAFE IS DESIGNED TO SUPPORT ITSELF WHEN THE DOOR IS OPENED. HOWEVER, CAUTION SHOULD BE USED TO AVOID TIPPING. WHILE SECURING YOUR SAFE BE SURE TO HAVE A SECOND PERSON HOLD AND STABILIZE THE SAFE TO KEEP IT FROM TIPPING, CAUSING INJURY, AND/OR DAMAGE TO THE SAFE AND SURROUNDING STRUCTURES.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

## **14. 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.

## **15. 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 of 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.