

Troubleshooting

The safe won't open, when I enter my code.

- Make sure you entered the correct code.
- Press the Unlock Button after entering the code.
- Replace the batteries.

The safe won't open, when I put the right fingerprint.

- Don't remove any fingerprint registered at finger collector screen until the red light off. After hearing a long "Bleep", the green light shining, motor drives.
- Press the finger properly at finger collector screen.
- Try to press with even power. It's not good to press with too heavy or light power. Suggest to press gently.
- The finger cannot be too dry or too wet. If encountered with very dry weather, suggest to breathe toward fingers till a little wet.

The door won't shut.

1. Make sure there are no obstructions.
2. If the door bolts are extended, re-enter the user code and turn the knob clockwise to retract them.

Safety and Compliance

1. Read the user manual carefully before you use this safe.

2. To reduce the risk of theft, the safe must be affixed to the wall or floor, mounting process refer to page 7, securing the safe.

3. Please take care of the emergency key and keep them in one secret place out of safe, please do not put the emergency keys inside the safe, otherwise, you cannot open the safe with emergency key if battery used up.

4. For security of your property, you will need to change the preset code.

5. Do not place the product in an insecure and elevated place, lest it may fall over and damage the product or hurt people. Never spill liquid over the control panel, or it may cause electrical shock to the electronic parts inside and disable their proper functions.

6. Never try to dismantle the product by yourself. Unguided dismantling and incorrect reassembly of the inside of back cover may damage the electrical circuit and affects its performance. Where maintenance is required, please contact the local service center or local distributor.