SentrySafe - Electronic Fire Safes		Troubleshooting Tips
What is the problem?	**Why is it happening?**	**The solution**
The door will not lock.	1. Shipping screw is in place. 2. Confirm that there is no obstruction in the door. 3. Bolted down incorrectly	1. Remove the screw on the back inside of the door. 2. Remove all items and accessories from inside the safe. If this resolves the issue, re-set the accessories and organize items to properly fit. 3. See pages 11 for proper bolt-down instructions.
The handle is not in the horizontal position when the safe is locked.	The clutch mechanism has been engaged.	Rotate the handle up or down until it clicks into the horizontal position.
Cannot open door after inputting the combination or electronic code	1. Safe doors equipped with a water-resistant gasket may initially be tight. 2. Key lock is in the locked position. (select models only)	1. Hold the handle up while inputting the code or dialing the combination and then pull down on the handle.. 2. If your safe is equipped with a key lock ensure that the key is in the unlocked position. (select models only)
The dial does not turn.	1. Shipping screw is still in place. 2. Locking bolts are not fully extended.	1. Remove the screw from the back of the door. 2. Ensure the handle is in the horizontal position.
Red indicator light blinks three times and there are three beeps.	An incorrect code has been entered.	Verify code and re-enter. If the programmable code you are using doesn't work then use the factory code. If successful re-program your programmable code.
Red indicator light blinks five times and there are five beeps	Keypad communication error.	Please call our Customer Service center
Red indicator light blinks once and there is one beep.	Program button is pressed out of sequence. -or5 seconds has lapsed between button entries	Start over.
Red indicator light is blinking.	An incorrect code has been entered three times and system has entered delay mode.	Wait two minutes and start over.
Yellow indicator light is on.	Battery power is low. -or- Battery may be the wrong type.	Replace with new alkaline batteries.
I get an error code with 5 beeps and cannot open the safe.	The safe is getting an error message that is indicative of a communication issue between the keypad and the solenoid.	1. Change the batteries and use ones that are alkaline with an expiration date 9-10 years out from the current year 2. Make sure the battery holder doesn't have any oxidation or corrosion - if it does clean it off with a mix of baking soda and water 3. Use a 9 volt battery to bypass the battery holder in case it is faulty. The connector from the battery holder and the key pad is a 9 volt connector 4. Remove and reconnect the keypad wires

For Additional Support: Please contact SentrySafe Customer Service at 1-800-828-1438