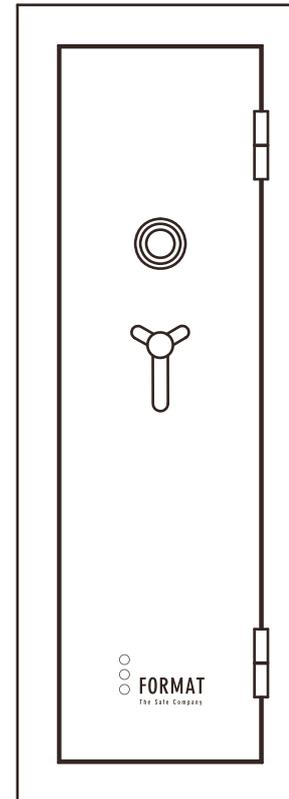




We secure everything that is valuable to you.

THANK YOU
We secure everything that is valuable to you.



Owner's Manual

FORMAT USA INC.

1410 Pioneer Street, Brea, CA 92821

Tel: 562-691-7444

Fax: 562-691-6476

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INSPECT YOUR SAFE

Congratulations on your purchase of new security safe! To insure proper set up and installation, **please read through this manual** before opening your safe.

SAFETY PRECAUTION

If you have or have occasion to have small children in your home, please make sure you never leave your safe unsecured. It is possible for small children to climb inside your safe and become locked in.

PACKAGE CONTENTS



Manual



Allen Wrench



Concrete Bolts
(inside safe)



Metal Shelving Clips

▼ If your safe has been installed with an S&G Mechanical Lock, please use the Mechanical Lock Opening Instructions on page 4.

▼ If your safe has been installed with an S&G Electronic Lock, you will also find a



9V Alkaline Battery

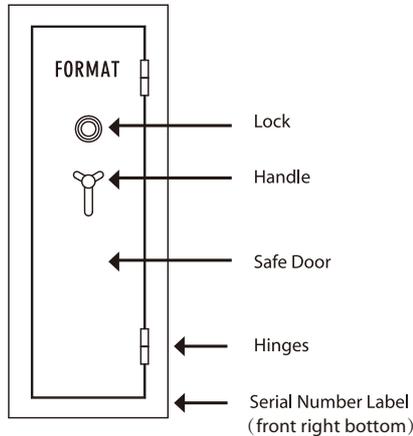
please use the Electronic Lock Opening Instructions on page 6.

SERIAL NUMBER

Your safe's **serial number** is located in two (2) locations on the safe. One is located on the front right bottom of the safe. The other is located inside the opening edge of the door. Compare the serial number in this manual with that on the safe. All serial numbers should match. If they do not, contact your local dealer immediately. **You will need your safe serial number when contacting customer service about your safe.**

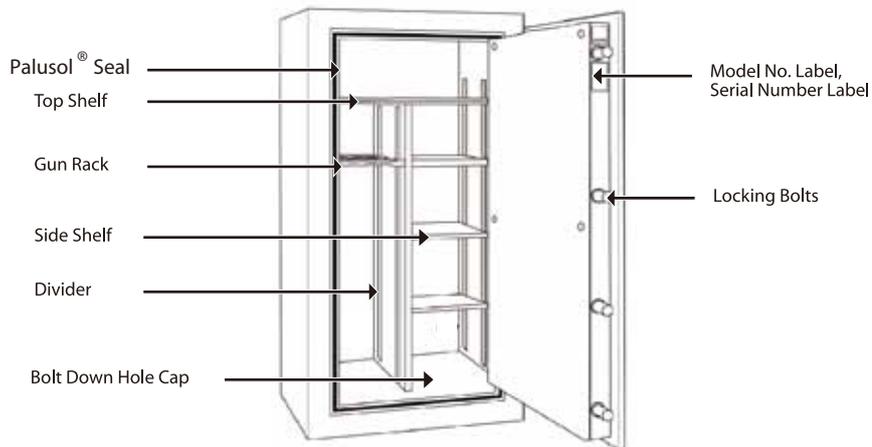
▼ Record your safe's serial number and combination and store in a secure location **OTHER THAN YOUR SAFE.**

DIAGRAM EXTERIOR



SIZE OF SAFE, GRAPHICS AND COLOR MAY VARY ON SOME MODELS

DIAGRAM INTERIOR



INTERIOR CONFIGURATION, LOCKING BOLTS AND BOLT WORK MAY VARY ON SOME MODELS

MECHANICAL LOCK OPENING INSTRUCTION

▽ OPENING SAFE FOR THE FIRST TIME

EXTENDING BOLTS BEFORE VERIFYING COMBINATION

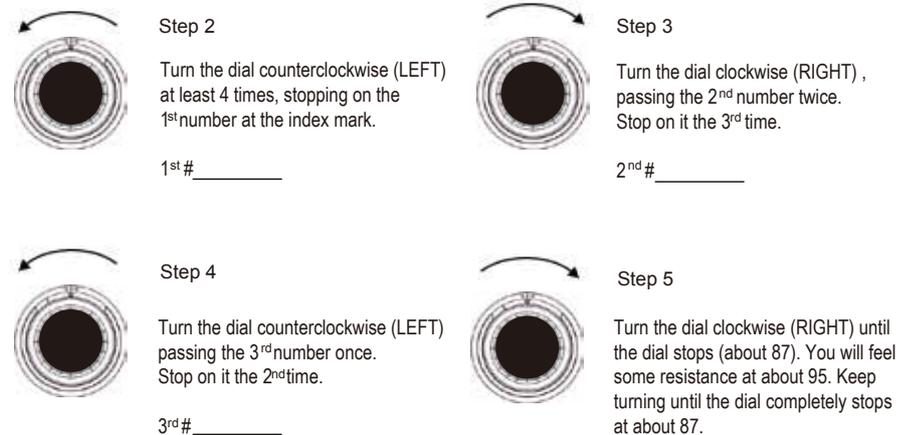
It is preferred to verify your safe combination with the door open. If there are problems, it is easier to service the lock or mechanism with the door open. Before verifying your combination, you will need to extend the door bolts while the door is open. Keep the door open. You can now verify your combination.

VERIFYING THE COMBINATION

The combination lock on your safe has been set randomly at the factory. After completely dialing the combination provided with your safe, turn the safe handle clockwise and open the door. With the door open it is recommended that you verify the combination opens a few times before using the safe. It is also strongly recommended to do this after moving the safe.

The lock requires accurate alignment with the index mark (located at twelve o'clock on the dial ring, where S&G logo point). Always turn the dial slowly and steadily when entering your combination to avoid dialing past your numbers. **Never spin the dial rapidly back and forth** as this may cause damage to the lock. If you go past any number - even if by only a half a number - the entire combination must be re-dialed. To verify your combination,

Step 1 - Locate the combination printed on page 5 of Safes Identification Record.



Step 6— If combination is entered correctly, you will be able to turn the handle clockwise and pull the door open.

IF THE COMBINATION DOES NOT WORK, DO NOT CLOSE THE DOOR! TRY AGAIN. Refer to the TROUBLE SHOOTING GUIDE on page 16 for more help.

CHANGING COMBINATIONS ON MANUAL LOCKS

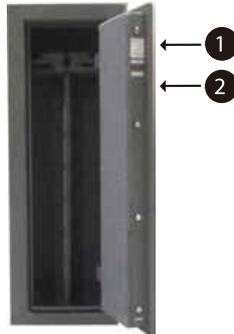
It is inadvisable for anyone other than a CERTIFIED LOCKSMITH to change the combination on a manual lock. Changing the combination by anyone other than a certified technician will void the lock portion of your warranty.

▼ Please Note: Any cost generated by changing combination is not included in the warranty terms.

SAFE IDENTIFICATION RECORD

Safe Identification Record	
Model Number _____	← 1
Serial Number _____	← 2
Combination _____	

DO NOT REMOVE TAGS



ELECTRONIC LOCK OPENING INSTRUCTION

BATTERY INSTALLATION AND REPLACEMENT

S&G only recommends using Duracell® 9V Alkaline Batteries for best performance. Always clean the battery contacts before installing new batteries.

The memory chip in the lock itself retains the lock codes (both master and user codes) during battery changes and even if the battery goes dead for an extended period of time.

Step 1 — Remove the battery tray from underneath the bottom of the keypad. Catch the small notch and pull the housing slightly toward the front of the keypad. Slide tray down.

Step 2 — Pull out and remove the old battery. For the first time battery installation, please skip this.

Step 3 — S&G recommends installing or replacing a Duracell® 9V Alkaline battery. Notice the notches in top of battery compartment. Positive side of battery goes in square narrow slot and negative in wide rounded slot.

Step 4 — Slide and click battery tray back into place.

Battery life is based on how much the electronic lock is used. The lock will emit several short chirps when battery power is getting low.

A weak battery may cause the lock to not open, even though beeps occur. Replace with fresh batteries at regular intervals to insure best performance.

Always promptly remove and properly discard of all used batteries. If your safe will not be used for an extended period of time, it is recommended that you remove the batteries.

OPEN YOUR SAFE

All S&G Electronic locks have a factory preset master code of 123456#. For security purposes, you should change it to your own new number per section "change an existing code"(on Page.8)after you open your safe successfully.

Before entering your electronic lock code, remove any static charge you may have by touching your finger to the body of the safe. **Discharging static electricity into the lock can damage it and prevent proper operation.**

Step 1— Turn handle counter-clockwise until it stops. If the handle or locking mechanism is putting pressure on the lock, it may not open.

Step 2— Enter your existing 6 digit code **followed by the pound (#) sign**. When each number is pressed, the lock will chirp and the red LED on the keypad will momentarily light up.

If you open the safe for the first time, please use the factory preset master code 1 2 3 4 5 6 #.

If you pause more than 10 seconds between each number the lock will assume you do not wish to continue and will reset itself.

If you press an incorrect button when entering the code, press the star (*) button and start again with the first number in the code.

Step 3— After pressing the # sign in step 2, you should hear the lock retract inside the door, indicating the lock has opened and it is okay to turn the handle and open the safe door,turn the handle clockwise.You have **6 seconds** to turn the handle. If you wait longer than 6 seconds, the lock will re-lock and you will need to go back to step 1 again.

Step 4 — Pull the door open, turn handle counter-clockwise and extend out the door bolts. This step is very important, the door bolts should not be retracted for a long time, otherwise it would degrade the electrical lock's life.

If you open the safe for the first time with the factory preset master code 1 2 3 4 5 6 #, it is preferred to verify your safe combination several times with the door open. If there are problems, it is easier to service the lock or mechanism with the door open. Before verifying your combination, you will need to extend the door bolts while the door is open. Keep door open.

▼ As a security feature, if four (4) incorrect codes are entered in a row, your lock will stop accepting combinations for a period up to ten (10) minutes. After 10 minutes ,when the safe will accept the code entries again, try the valid code again.

PROGRAM YOUR ELECTRONIC LOCK

▼ Always keep safe door open with the bolts in the locked position when programming your lock, so you can verify that your new combination works before closing the safe door.

Please write down your new six (6) digit code before you go through the changing an existing code . When selecting a new code, do not use a birthday or other predicable data that could give correlation between the user and code.

After you have changed or added the code, verify the new code several times before locking door or other operations. **If you have any issue with new code, do not close the door, leave the door open and contact the safe dealer.**

After successfully programming your lock, please keep the new code in a safe place other than inside the safe.

CHANGE AN EXISTING CODE

Press 2 2 * (_____#) ♪♪♪♪ (_____#) ♪♪ (_____#) ♪♪♪
existing code new code new code

If you are changing your master code for the first time, your original master combination is (1 2 3 4 5 6 #) . For security purposes, you should change the original code to your own new number.

After each time the pound (#) key is pressed, the lock chirps to acknowledge the entry. Wait for the chirps before proceeding. When entered existing code properly, the lock immediately chirps (♪♪♪♪) five times. If the lock emits a series of closely spaced chirps (almost a continuous tone), you may have made a mistake, the new code will not be accepted and the old code will remain. You will need to restart over.

For example, if you want to set a new code to 7 7 8 8 9 0 and the existing code is 1 2 3 4 5 6, you will use the following procedure:

press 2 2 * (1 2 3 4 5 6 #) ♪♪♪♪ (7 7 8 8 9 0 #) ♪♪ (7 7 8 8 9 0 #) ♪♪♪
existing code new code new code

This procedure will change or set the existing code to: 7 7 8 8 9 0.

CREATING A SECOND CODE(USER CODE)

Press 7 4 * (_ _ _ _ _ #) (1#) (_ _ _ _ _ #) (_ _ _ _ _ #)

Master code new code new code

DELETE THE USER CODE

Press 7 4 * (_ _ _ _ _ #) (1#) # # # # #

existing master code

ADJUST THE KEYPAD BEEPER VOLUME (OPTIONAL)

Press 7 8 * (_ _ _ _ _ #) (#) (#) (#)

existing master code volume value volume value

Volume value: 0, OFF. 1, ON.

BATTERY CHECK

press 89 *. One beep indicates a weak battery ,and two beeps indicate a good battery.

LOCK YOUR SAFE

If you open the safe for the first time, please test the code several times. Make sure the lock works fine before locking your safe.

If you program the lock by changing the existing code or add a new code, please test the new code several times. Make sure the new code works fine before locking your safe.

If you find some issue during the operations above, do not close the door, leave the door open and refer to the safe dealer.

Step 1 – Make sure the door bolts are retracted, then close the door.

Step 2 – Turn the handle counter-clockwise until it stops. You should hear the lock ‘click’, indicating the lock bolt has dropped into place.

Step 3 – Check by trying to turn the handle.

PLACEMENT OF YOUR SAFE

Before moving your safe, verify the load bearing weight of the floors and stairs, and types of flooring the safe will be moved over (tile, wood, and other flooring can be damaged by the weight of the safe). We recommend placing a protective barrier (such as a piece of carpet, treated wood or rubber mat) between the safe and floor to prevent scratching of the safe surface, which could lead to rust. To determine whether or not your safe will make it through doorways, stairs or corners take the empty safe box and see if it will fit all the way through to its final location.

Proper installation and anchoring are critical to the security and fire performance of your safe. Make sure you consider the following:

1. Install near a load-bearing wall as a precaution to supporting the weight of the safe.
2. To help protect the exterior finish of your safe, install inside your home in a dry location where there is climate control (heat in the winter and cooling in the summer).
3. Depending upon the fireproof safe you've purchased, it has been designed to withstand a certain amount of heat during a fire. The safe's fire rating depends upon the number of layers of fireboard. Generally speaking, fireproof safes perform better in lower levels of a home (like the basement) where fire temperatures are lower. Additionally, placement of your safe away from potential hot spots (areas where flammable materials are stored) will improve your chances that your safe and its contents will perform better in a home fire. No safe is completely fireproof. If the fire reaches a high enough temperature for long periods, fire damage may occur.
4. To store photographs, negatives, CD's or other electronic media, a Media Cooler Storage unit inside your safe is recommended for heat sensitive items.

MOVE YOUR SAFE

Before moving your safe, make sure you have completely tested the combination and lock to assure it will open properly prior to removing the safe from the pallet and to its final location.

Safe doors are NOT designed to be removed due to possible serious injury. Never move the safe with the door open. Do not open the door with safe lying down. The safe's door should never be removed. Safes are very heavy and awkward to handle. Only use of proper moving equipment by a trained professional is recommended. Using a standard refrigerator dolly is very dangerous and can cause injury.

REMOVE THE SAFE FROM PALLET

Step 1 – With the safe upright and open, pry up the black plastic caps on the floor to expose the mounting bolts.

NOTE: some models require you to lift the access panels or carpet on the floor to expose the black plastic caps.

Step 2 – Use a 9/16" socket and ratchet to remove the bolts.

Step 3 – Close and lock the door to prevent accidental opening while removing the safe from the pallet to the final location.

Step 4 – Make sure you have adequate help to move the safe off its pallet.

Step 5 – Carefully slide the safe off the pallet until one edge is resting on the floor. While the safe is tilted on its edge, remove the pallet out from under the safe. Carefully lower the safe back to its upright position.

ANCHOR YOUR SAFE

To achieve the highest level of security and safety possible, anchor your safe securely to the floor. While most safes are UL Listed as Residential Security Containers (RSC), given enough time it is possible for a thief to break into a safe. Securing it to the floor helps secure and prevent removal of the safe by thieves.

We recommend placing a protective barrier (such as a piece of carpet, treated wood or rubber mat) between the safe and floor to prevent scratching of the safe surface, which could lead to rust.

Before anchoring safe, make sure the safe is level. Use redwood door shims to adjust safe level so the door has the desired swing.

Step 1 – Drill holes using appropriate hardware for the wood or cement surface you are anchoring to. The holes should be in alignment with those of your safe.

Step 2 – Security your safe to the floor with anchoring kits provided.

Step 3 – Replace the black plastic caps and interior shelving.

REMOVE PACKAGING MATERIALS

After your first opening the safe, remove the plastic protectors or foam in the corners of the door.

▼ **DO NOT** remove any part of the black rigid fire seal, otherwise it would degrade the safe's fire resistance rating.

DOOR ADJUSTMENT

Most safe models have one or two door adjusters for tightening or loosening the door. These adjusters are located just inside the safe on the left door jamb.

All the safe doors are well adjusted at the factory. If there is any door play occurred during the delivery, please go through the following procedure to refit it.

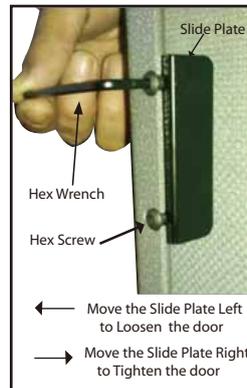
Step 1 – After removing all packaging material, close the door and extend the bolts. Pull out on the door handle to check the tightness. If there is play in the door, you will need to adjust the slide plate.

Step 2 – Use the supplied hex wrench, loosen the two (2) hex adjuster screws.

Step 3 – Slide the adjuster left to loosen and right to tighten the door.

Step 4 – Re-tighten screws and check adjustment. When properly adjusted, you should feel slight resistance when turning the handle to extend the door bolts. Only slight movement should be felt with the door shut.

⚠ Do not adjust door too tight. This may cause wear on both the door pins and locking mechanism. If your door has a tendency to self-open (the bolts retract by themselves) or the handle is hard to turn when extending the bolts, the door adjusters may be too tight.



SHELF INSTALLATION

Determine desired height and layout of shelves before you begin installation.

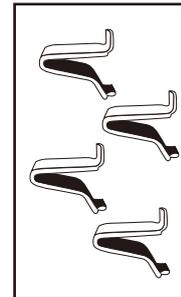
Step 1 – Locate Metal Shelf clips inside the safe.

Step 2 – Insert the clip's top into desired notch of the side wall bar.

Step 3 – Push the clip's bottom into the lower notch. Four (4) clips are required for each shelf. Make sure all four (4) clips are in alignment before next step.

Step 4 – Carefully place shelf on top of the clips.

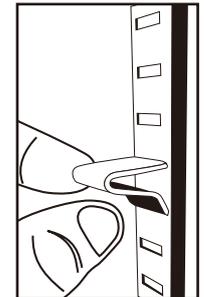
Step 5 – To remove clips, squeeze the clip with your hand or pliers, and lift it up.



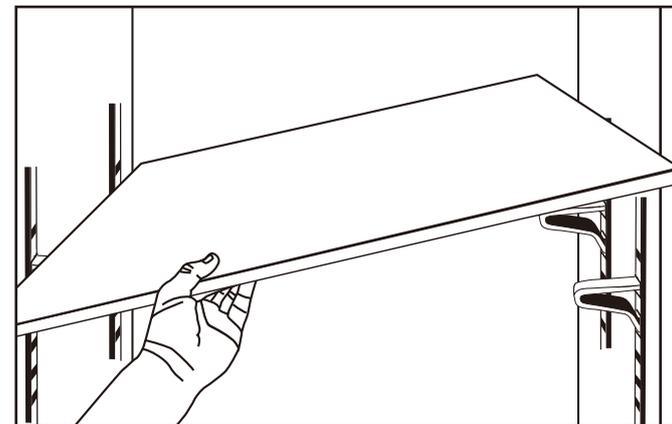
Step 1



Step 2



Step 3



Step 4

USE & MAINTAIN YOUR SAFE

LOAD YOUR SAFE

1. When putting things into your safe, make sure they rest securely to prevent accidental tipping when the door is closed.
2. Store Documents in the bottom of the safe for greatest protection against fire damage.
3. Store ammunition separately from valuables.
4. If you are storing electronic media, use a Media Cooler to provide additional protection.
5. Do not put anything in your safe that will put pressure against the door when it is closed.
6. If you live in a humid environment, it is recommended that you use a **dehumidifier** or **desiccant** to protect the contents from rust or mildew. Dehumidifiers should be kept at least 1" away from side and back walls.
7. Store heavy contents away from the middle of the shelf. Overloading shelves (46+lbs.) can cause them to sag or break.

USE, CARE AND MAINTENANCE

When properly maintained, your safe will continue to operate and accurately read the authorized combination for many years. In order to ensure optimal performance of your safe, please follow these simple precautions:

Clean Hand – Never attempt to operate the mechanical dial if your hands have excess dirt, debris or liquids on them.

Clean Safe – To clean the surface of your safe, it is recommended that you use a mild cleaner (e.g., window cleaner) to avoid scratching or discoloring the surface. Always wipe dry and NEVER use abrasive cleansers on the safe.

Moisture – We recommend that you place delicate items such as pictures or intricate jewelry into an air-tight container before storing them in your safe. Avoid placing your safe in areas of high humidity. For optimum performance, the safe should be opened and aired out for at least 20 minutes every two weeks.

For future reference, store this Operation and Installation Guide in a secure area away from the safe. DO NOT DISCARD!

TROUBLESHOOTING GUIDE

PROBLEM	POSSIBLE SOLUTION
I lost the combination to my safe. What do I do?	For your protection, the most important aspect of this process is for us to verify the true ownership of the safe. Please fill in the User Registration Card (on Page. 18) then scan or take a picture of it and send to warranty@formatusa.com. We will contact you within 48 hours. If anything urgent, please call the service line: 562-691-7444
Combination Will Not Open the Safe (S&G Mechanical Lock)	Check lock-bolt pressure. Some free play should exist in the handle, left to right. Redial the complete combination stopping at "0" (before reaching "87"). Hold dial on "0" while rattling the handle left and right. Then turn the dial right until it stops at about "87". PLEASE NOTE: If your lock still does not open, it is possible that one or more of your numbers may be off slightly from those shown in this manual. The combination number may have shifted slightly during shipping. Try dialing 1 up or 1 down from each number in the combination. If it opens with a new number update your combination in this book and call our service line as above.
Combination Works But Handle Will Not Turn (S&G Mechanical Lock)	Verify that the dial has completely stopped (turning to the right) on or about "87" before turning the handle. Corner protectors (packaging material) may cause undue pressure on the locking bolts. To alleviate the pressure push in on the door while pulling out and turning the handle to open the safe. If the handle turns partially the bolts may be jammed or caught up. Try rotating the handle back and forth (left to right) until the bolts free up. Use a cotton cloth and light oil to rub each chrome locking bolt on the open and hinge side of the door.
Door will not shut. (S&G Electronic Lock)	Verify that the lock is unlocked and the chrome locking bolts are fully retracted. Make sure the interior shelves are pushed back as far as possible, and that all boards are pressed to the safe. The handle should travel the same distance with the door closed as it does with the door open.
Electronic lock will not lock. (S&G Electronic Lock)	<ol style="list-style-type: none"> 1. If the lock "chirps" when keys are pressed, but it will not work, the battery may be drained to the point that it will not operate enough to drive the lock. Follow the battery replacement procedure in this manual. 2. The battery may not be making good contact with the keypad terminals. Try improving battery contact, removing the battery tray and bending down the two thin metal contact tabs located inside the battery tray compartment at the top. Then, relock your safe.

LIMITED WARRANTY

Format USA Inc., ("Format USA") warranty is only valid for the original retail owner from the date of initial retail purchase and is not transferable. The original sales receipt, as proof of purchase, is required to obtain warranty performance.

This warranty does not apply to the finish on the product. This warranty does not cover normal wear and tear of parts or damage resulting from: negligent use or misuse of the product, use contrary to the operating instructions, disassembly, repair or alteration by anyone other than Format USA or an authorized service center, improper installation, or exposure to extremes of heat or humidity. The safe must be properly installed and cared for as instructed in the Owner's Manual. Changing or modifying the safe will void this warranty.

Format USA, at its sole option, will repair or replace this product or any component of the product found to be defective during the warranty period. Replacement or repair will be made with a new or refurbished product or component of like size and type

In the event Format USA determines the safe should be returned, Format USA will pay for curb-side pickup and return freight costs. The owner is responsible for accommodating curb-side pickup. Format USA is also not responsible for costs associated with removing or installing the product; opening of safe, damage or loss of the contents of the product; nor for unauthorized removal of the contents; or damages incurred during transportation. Personal property damaged or left in the safe are not covered by this Warranty.

No employee of Format USA or any other party is authorized to make any warranty in addition to those made in this agreement.

LIMITED ONE-YEAR WARRANTY

Format USA warrants parts that for a period of one (1) year from the date of purchase, this product will be free from defects in material and workmanship.

LIFETIME WARRANTY

Format USA's Lifetime Warranty is limited to any product that proves to be defective or damaged during a fire, break-in, or break-in attempt. Further, the warranty does not cover Acts of God, including natural disasters. Any warranty claims must be accompanied by a police or fire department report with photographs or video of the damaged safe. Warranty claims must be made within four months of the damaging incident.

Claims shall be made under this warranty by calling 844-848-7939 or writing to Format USA, 1410 Pioneer Street, Brea, CA 92821.

If you have any additional questions, please contact Customer Service at 562-691-7444 or email to sales@formatusa.com.



USER REGISTRATION CARD

SERIAL NUMBER	_____		
MODEL NUMBER	_____		
Date of Purchase	_____	Purchase Price \$	_____
First Name	_____	Last Name	_____
<input type="checkbox"/> Male	<input type="checkbox"/> Female		
Address	_____		
City	_____		
State	_____	Zip Code	_____
Home Phone	_____	Cell Phone	_____
Email	_____		

If you lost your safe combination or need other helps, please fill in this card and scan or take a picture of it then send to service@formatusa.com. We will contact with you within 48 hours.

Format USA Inc.
1410 Pioneer Street, Brea, CA 92821

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