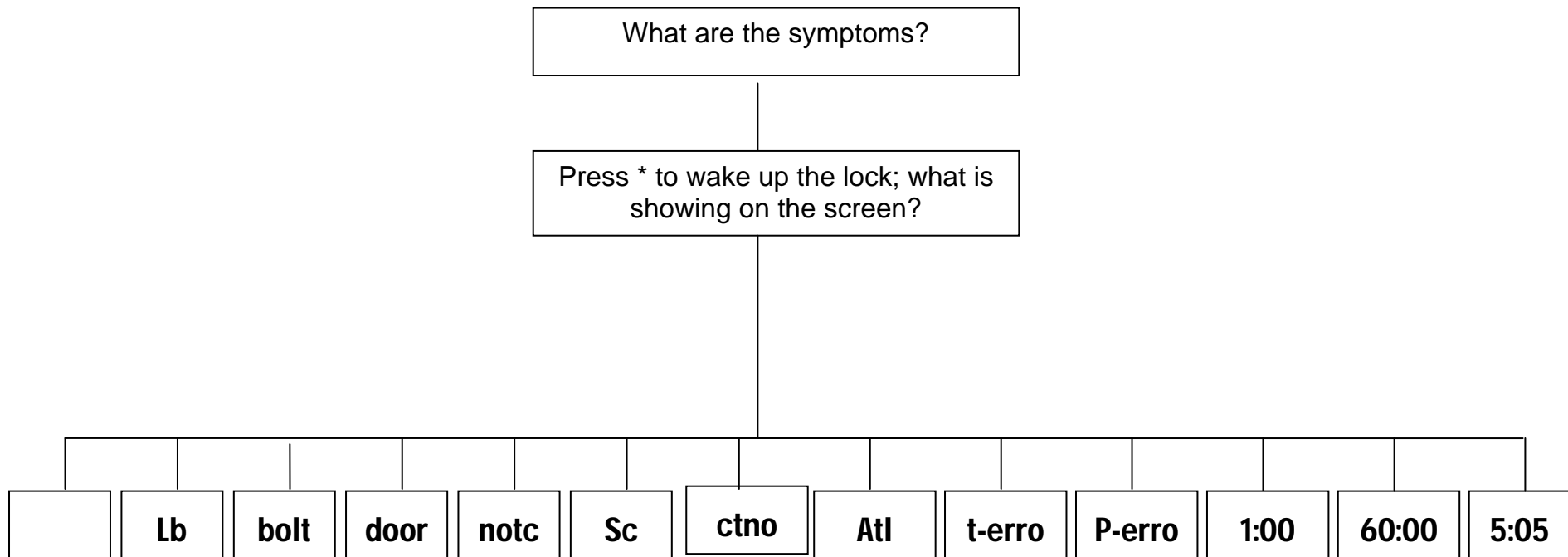


Do you have a copy of the instructions?
 If not you can call and request a set or you can download a set [here](#).

90 % of problems are caused by batteries being either, power too low, incorrect type or badly fitted. It is important to use only Duracell as some other batteries are as much as 2mm different in length. This can result in poor or intermittent contact, which can cause power “glitches” resulting in some of the following problems.


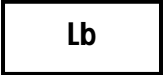


Of the remaining faults many are due to user errors, training is therefore very important.

Before calling for an engineer, look through the following information sheets to see if they can help you clear the problem.



What's the problem?

You have pressed the * and the following is on the screen:

Screen	Description	Why	What to Do
	Blank – Nothing	Batteries or power connection problems. Only use Duracell, as other batteries can be up to 2mm different in size, causing intermittent power problems.	Get a new set of 4 AA Duracell batteries. Undo the top screw <u>only</u> . Pull up on finger grips on top of the battery compartment and replace the batteries observing the +/- indications imprinted on the tray. Make sure that both copper terminals at the top of the tray have the left end touching the positive side of the battery and there is a small gap between the right end and the negative side of the battery. Replace tray and do up the screw. Press * to wake up the lock.
	Low batteries	Batteries are getting weak! Lb = Low batteries.	Although you may be able to temporarily open the safe, the batteries will soon be too weak for the lock to work. Same as above.
	Bolt open	Door may be closed, but the safe bolt work has not been thrown.	Make sure door is closed; turn the safe handle to throw the bolt work.
	Door open **	Door is open. ** Door sensor is an optional extra.	Close the safe door and turn the safe handle to throw the bolt work. If the lock is not open, press * , wait for red light to go out (approx. 4 seconds) and enter your code as normal to open the lock.

Screen	Description	Why	What to Do
notc	No time chip detected	Time chip has been dislodged from its casing, usually due to the safe door being closed with great force. It may re-seat itself.	An engineer may need to be called out to correct the fault. The time delay will still work and no codes will be lost.
Sc	Short close	Function activated by pressing the small padlock on keypad, safe time locked for a pre-programmed period.	It can only be activated with a valid opening code. The lock cannot be opened until the period has passed. Pressing the * displays how many minutes are left in the short close period.
ctno	Closed until next open	Function activated by pressing the large padlock on the keypad, usually used in case of an early closing.	It can only be activated with a valid opening code. The safe will not open until next pre-programmed opening time.
Atl	Automatic time lock	Safe in pre-programmed time locked period, inaccessible until next opening time.	The lock cannot be opened until the next pre-programmed opening time.
t-erro	Timing error	Lock and keypad are not communicating. Power has been interrupted at a program execution stage, most commonly due to flat or incorrect batteries.	<ol style="list-style-type: none"> 1 – Press down on battery tray while undoing top screw. Take out battery tray and press * for 10 seconds. Re-place battery tray and hold it down whilst doing up the top screw. 2 – If the above does not work, wake up the lock and wait for the red light to go out (approx. 4 seconds). Press # # # 6130 # # # . The screen will display the time and clear the fault.

Screen	Description	Why	What to Do
P-erro	Program error	Lock and keypad are not communicating. Power has been interrupted due to either, low power batteries, low voltage batteries or bent battery contacts.	Follow the same instructions given for clearing t-erro. If this does not work upload a new program via the program module, using the master or sub-master code.
1:00	Time delay	The time delay could be 3:00 minutes or another chosen value.	Enter a valid opening code and the countdown will begin.
60:00	60 minutes time delay	TAMPER WARNING Intermittent battery contact occurring. Tamper mode is activated when the battery power is being applied on and off during countdown, during the solenoid opening or when the lock being tampered with.	The lock must be reprogrammed via a program module, using a master or sub-master code.
5:05	5 minutes 5 seconds time delay	TAMPER WARNING Intermittent battery contact occurring. Lock has gone into tamper mode due to battery power being applied on and off.	Wake up the lock and wait for the red light to go out (approx. 4 seconds). Press # # # 6130 # # #. The screen will display the time and clear the fault.