

CANNON



NOTHING PROTECTS LIKE A CANNON™

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The Lifetime Safe Company™

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Since 1965

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# Limited Lifetime Warranty

This Cannon Safe carries a Lifetime Warranty in residential Use. This Warranty covers defects in workmanship and materials as well as damage by attempted break-in/actual break-in, natural flood, and fire. Commercial or industrial applications carry a one-year warranty against defects in workmanship and material.

In order to obtain service under this Warranty, purchaser must provide Cannon Safe Inc. with following items:

- |                                     |  |
|-------------------------------------|--|
| 1. Proof of purchase                | 3. Photographs / Video of damaged safe |
| 2. Police or fire department report | 4. Written testimonial                 |

Cannon Safe Inc. may, at its discretion, repair or replace any defective or damaged part or replace the defective or damaged safe. Whenever possible the safe will be repaired locally. If Cannon Safe Inc. is replacing a safe, we will require the old safe to be returned to the factory. In the event Cannon Safe Inc. determines the safe should be returned, Cannon Safe Inc will pay return freight costs. The purchaser must have the safe emptied, packaged, palletized, and available for a curb-side pickup at their expense. This Warranty does not cover labor costs for opening, removal or installation of the safe and contents. Personal property in the safe is not covered by this Warranty.

The obligation Cannon Safe Inc. has under this Warranty is contingent upon proper installation and use of the safe, and shall not apply to parts or safes which have been misused, neglected, or put in unusual or extreme environment.

Modifying or tampering with the safe, which might affect the product's performance, voids the Warranty. Without limit, this Warranty specifically excludes any liability for defects or damage caused by, or aggravated by, the use of unauthorized parts. Upon delivery, purchaser must promptly notify Cannon Safe Inc. of any defect. Purchaser's remedies are limited solely to repair or replacing parts and are at the discretion of Cannon Safe Inc.

Electronic and mechanical locks carry a one-year Warranty for labor and a lifetime Warranty for parts. If at any point Cannon Safe Inc. changes components, the current component being used will be sent as replacement. The Warranty does not cover lost or forgotten combinations, improper opening procedures, or weak/dead batteries. Paint is warranted for one year based on proper care and environment. This Warranty only applies to safes located in the continental United States, for residential use, and purchased at an authorized Cannon Safe dealer. Commercial or business use carries only a one-year warranty.

This Warranty is given in place of all other warranties and assurances, whether expressed or implied, including but not limited to matters of quality, fitness for purpose, or merchantability and Cannon Safe Inc. accepts no liability, under any incidental or consequential damage or loss suffered by anyone as a result of using or being unable to use the safe.

# Warranty Registration and Customer Support

## Register Your Safe

**Online:** [CannonSafe.com/service-center/register-your-safe](https://CannonSafe.com/service-center/register-your-safe)

**Customer Service:** (847)-665-1635

Should you ever need help with your safe, registration helps verify your identity and allows us to provide faster service. Please fill out the section below and store with your original receipt in a safe location OUTSIDE of your Cannon Safe.

### MODEL NUMBER:

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### SERIAL NUMBER

(This can be found on the right side of the safe on the top left corner)

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### PURCHASED AT:

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### DATE OF PURCHASE:

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### Customer Support Hours\*

**Monday - Friday** 6:00 am - 4:00 pm (Pacific Standard Time)

Excluding Holidays

\*Hours subject to change. Please visit [www.cannonsafe.com/contact-us](https://www.cannonsafe.com/contact-us)



## Getting Started

**Step 1:** Open your safe using the preset code 1-2-3-4-5-6; turn the handle counter-clockwise. Inside your safe you will find:



(3-5) spokes



(6-7) shelf clips



One lifetime warranty certificate



(2-4) black floor plugs  
for the pre-drilled holes

**Step 2:** Install the spokes into the hub found on the door of the safe.

**Step 3:** Choose a location to mount the safe. Keep in mind that if you have the Power Supply option, you will want to be close to an outlet. Keep the back of the safe 1-2 inches away from the wall when mounting to accommodate the power supply plug.

### Cannon Tips

Before determining where to place your safe, check the loadbearing capacity of the floors and stairs of your home. Measure doorways ahead of time so you can be sure that your safe will pass through easily. Select a location that will allow you to bolt your safe down for added theft protection.

## Removing Safes from Pallet/Bolting Down Safe



Cannon recommends seeking the services of a professional to install your safe; local safe dealers and locksmiths usually offer this service. By choosing to install your safe on your own, you agree to take any responsibility for damages (physical or to your property) that may occur.



**Step 1:** Open the safe

**Step 2:** Take out any removable interior parts.

**Step 3:** Remove the 2-4 lag screws using a 15mm socket and ratchet, then close and lock safe door.

**NOTE:** Be safe! Use caution as the safe is top heavy and, due to the mass of the door, can tip easily when moving. Moving your safe will require two or more people. It is highly recommended that you seek the services of a trained professional.

**Step 4:** Acquire the correct mounting bolts and tools (not included).

## Identify Your Lock

Use the information below to ID the lock on your safe. If you don't see your keypad below go to [www.CannonSafe.com](http://www.CannonSafe.com) and utilize our live chat feature to speak directly with one of our agents or call us at (847)-665-1635 for further assistance.



## NL Lock & Lexam Lock: Programming

**Step 1:** Open the safe door (factory code is 1-2-3-4-5-6). Leave safe door open and rotate the handle to the locked position so that the bolts are visible.

**Step 2:** Press and hold (0) until you hear a double beep. The LED illuminates. Steps 3-5 must be completed within 20 seconds.

**Step 3:** Enter existing six (6) digit code; you will hear a double beep

**Step 4:** Enter new six (6) digit code; you will hear a double beep.

**Step 5:** Re-enter new six (6) digit code; you will hear a double beep.

**Step 6:** Test the combination with the safe door open to ensure proper programming. *If you hear a single long beep, the old code is still valid. Re-start the programming process from Step 1.*

## NL Lock & Lexam Lock: Battery Replacement

Low Battery Warning: The lock will repeatedly beep during unlocking.

*\*The lock Manufacturer highly recommends the use of either Duracell or Energizer 9V alkaline battery with an expiration date 5 years out.*

### Battery Replacement NL Keypad

**Step 1:** Unlock safe and leave door open through the next steps.

**Step 2:** Locate the battery tray on the bottom of the keypad.

**Step 3:** Slide the battery door open and pull out battery plug-in.

**Step 4:** Connect the battery and slide the battery into the tray

**Step 5:** Close the latch and test combination before shutting door

### Battery Replacement Lexam Keypad

**Step 1:** Unlock safe and leave door open through the next steps.

**Step 2:** Twist the keypad ring counter clockwise and pull off, then pull out the battery plugin.

**Step 3:** Connect the battery and slide the battery into the tray.

**Step 4:** Put the ring back into the keypad and twist clockwise.

**Step 5:** Test combination before shutting door.

## EMP Lock: Using the Electronic Lock



The factory preset code is 1-2-3-4-5-6 and should be changed before using the safe. It is the owner's responsibility to maintain the code.

**Lockout Mode:** After 4 invalid codes are entered, the safe will enter lockout mode for 5 minutes. If invalid codes are entered 2 more times, the safe will again enter lockout mode.

**Step 1:** Enter the six (6) digit code slowly; you will hear two beeps if the code is accepted.

**Step 2:** Turn the mechanical dial clockwise until the dial comes to a complete stop (usually around 9)

**Step 3:** Turn handle counterclockwise immediately to unlock safe.

**Step 4:** If there is a long beep after entering the code, the code was not recognized and will need to be reentered.

## EMP Lock: Programing Electronic Code

The EMP lock is not available for retrofit on other safe models. EMP lock is not sold separately.

**Step 1:** Open the safe door (factory code is 1-2-3-4-5-6). Leave the safe door open and turn the handle clockwise. The safe is now in the locked position and the bolts are visible.

**Step 2:** Press and hold 0 until there is a double beep. The LED on the keypad will remain activated during the next steps.

**Step 3:** Enter the existing code; the keypad will beep twice.

**Step 4:** Enter your new 6-digit code; the keypad will again beep twice.

**Step 5:** Re-enter your new 6-digit code; the keypad will beep twice. t

**Step 6:** Test your new combination with the safe door open to ensure that it's working properly.

⚠ If lock gives a long beep, the old code is still valid, restart from step 1.

## EMP Lock: Changing the Keypad Battery

**Low Battery Warning:** The lock will continuously beep when unlocking the safe.

The lock manufacturer highly recommends the use of either Duracell or Energizer 9V alkaline battery with expiration date 5 years in the future.

**Step 1:** Unlock safe and leave door open through the next steps.

**Step 2:** Locate the battery tray on the bottom of the keypad.

**Step 3:** Slide the door open and pull out battery plug-in.

**Step 4:** Remove the battery while being sure to avoid pulling on wires.

**Step 5:** Connect the battery and slide the battery into the tray.

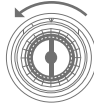
**Step 6:** Close the latch and test combination before shutting door.

## EMP Lock: Using the Mechanical Lock

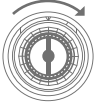
Turn the dial slowly and do not turn back if you rotate past a number. If an error is made, reset the lock and re-enter the entire combination. To clear a combination, reset to the right four (4) times then start the process with step 1.



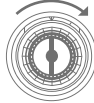
**Step 1:** Turn dial left 4 times landing on the first number on the fourth time.



**Step 3:** Turn dial left 2 times landing on the third number on the second time.



**Step 2:** Turn dial right 3 times landing on the second number on the third time.



**Step 4:** Turn dial right until it stops. If done correctly, it will not take more than one full turn

## Protecting Your Code



The factory preset code is 1-2-3-4-5-6 and should be changed before using the safe. It is the owners responsibility for safekeeping of the new code.

## Lock Out Mode

After 4 invalid codes are entered, the safe will go into lockout mode for 5 minutes. If the 2 more invalid codes are entered after that time, the safe will again go into lockout mode.

**Step 1:** Enter the six (6) digit code slowly; you will hear two beeps if the code is accepted.

**Step 2:** Turn handle counter clockwise immediately after.

## Recomendations

- Use only Duracell or Energizer alkaline batteries that expire at least 5 years from the current date.
- Change the battery every 6 months
- Be sure to record the serial number, purchase date, and model number of your safe.
- Make sure to bolt the safe for added security. To bolt the safe, use red head anchors 3-3/4 x 3/8.
- Do not place the safe in a damp area.
- Keep this manual somewhere secure (not inside the safe).
- Do not overload the safe.
- Be sure that items inside the safe do not block or place weight on the door.
- Avoid applying excessive force to the handle. If your safe does not open, please call our team at (847)-665-1635

## FAQ

### Serial Number

#### • *Where can I find the serial number for my safe?*

Your safe's serial number is located on the right, outside body wall in the upper left corner. The serial number will be on a small, silver sticker.

### Model Number

#### • *Where can I find the model number for my safe?*

The model number is located on the door of the safe. It is advisable to record this information and store it in an easily accessible location. You may not be able to provide this number if locked out.

### Opening / Closing My Safe

#### • *I get two beeps but the safe door is not opening?*

Please check the battery. We recommend using a new Energizer or Duracell alkaline battery with an expiration date of 5 years in the future.

Also, we recommend turning the handle to the right and, without letting go of the pressure, enter the code. Immediately after entering the code, turn the handle to the left. Once you hear 2 beeps from the keypad, your safe should open.

**NOTE:** If these steps do not work, please contact our customer service team at **(847)-665-1635**

### What do I do if my safe won't lock?

If your safe is not locking, it's important to check for any immediate causes. Look for any items that are preventing the safe's door from closing completely. Also be sure that you are not applying any pressure to the lock when turning the handle. If you are still unable to lock your safe, contact our customer service team at **(847)-665-1635** for assistance.

### Combinations

#### • *Can I change my digital lock to a EMP lock?*

Unfortunately, it's not possible to retrofit an EMP lock on a digital keypad since each model of safe comes with a specific lock.

Cannon Safe is not responsible for lost codes, however we know that combinations can sometimes become lost. If you purchased the safe from us directly, please call our customer service team so that we can assist you. If we are unable to help you with a new code, a locksmith will be requested. We will need the serial number and other information regarding your safe.

If you purchased your safe through an authorized dealer, please contact the dealer for assistance. Provide them with your serial number located on the safe's right side in the upper corner. For your security, the dealer will contact us directly regarding your combination. If you are unable to contact your dealer, please visit [www.cannonsafe.com](http://www.cannonsafe.com) for lost combination assistance.

### Warranty

#### • *Does my Warranty cover me if I lost the combination to my safe?*

The Warranty does not cover lost/forgotten combinations, improper opening procedures, or weak/dead batteries. Electronic and EMP locks carry a one-year warranty for labor and a lifetime warranty for parts.

Please contact us at **(847)-665-1635** regarding warranty issues and questions.

For more FAQ check our website **[www.CannonSafe.com/faqs](http://www.CannonSafe.com/faqs)**



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