

# TRACKER

— SAFE —

## OWNER USE AND CARE MANUAL

### E SERIES

PART #:

T592320E

### HS SERIES

PART #:

T202020S

T302020S

T402020S

### M SERIES

PART #:

T592320M

T593024M

T593625M

T724227M

### TS SERIES

PART #:

TS08

TS14

TS24

TS30

TS45

TS64

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[WWW.TRACKERSAFE.COM](http://WWW.TRACKERSAFE.COM)

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**ATTENTION:**  
**DO NOT STORE THIS MANUAL**  
**IN YOUR SAFE**

Serial Number:

---

Combination:

---

Original Receipt: (*Attach Here*)

**Tracker Safe LLC**  
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## OPENING YOUR SAFE FOR THE FIRST TIME

### Mechanical Dial Lock:

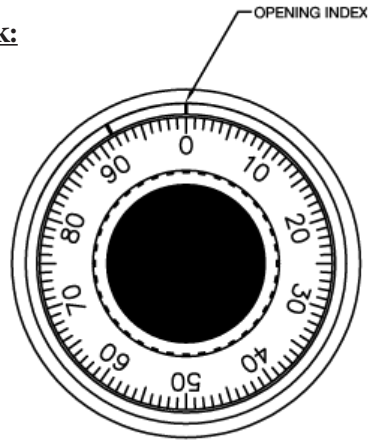
If the safe is in the unlocked position the door will open by turning the handle clockwise until it stops. Then pull door open.

If safe is in the locked position then please follow the directions below:

### Operating your Mechanical Dial Lock:

#### ***Important Notes:***

- Turn the dial slowly and evenly.
- Do not over rotate past a number. If an error is made, start from the beginning.
- Always view the dial straight on, not at an angle.



***Use the Opening Index located at the twelve o'clock position.***

- 1) Turn the dial **LEFT**(counterclockwise), passing the first number in your combination three times. Then stop exactly on the number the **FOURTH** time around.
- 2) Turn the dial **RIGHT**(clockwise), passing your second number in the combination two times. Then stop exactly on the number the **THIRD** time around.
- 3) Turn the dial **LEFT**(counterclockwise), passing the last number in the combination one time. Then stop exactly on the number the **SECOND** time around. ***ONE MORE STEP! SEE STEP #4***
- 4) Turn the dial **RIGHT**(clockwise) **until the dial stops completely.** Then turn the safe handle clockwise to open the door.

**To lock the safe:** Close the door. Turn the handle counterclockwise until it stops. Spin the dial FOUR complete turns either direction. Turn the safe handle to be sure the safe is locked.

### **Electronic Lock:**

- 1) Turn the handle counter-clockwise until it stops.
- 2) Enter the factory code 1-2-3-4-5-6.
- 3) The lock will confirm a valid combination with two (2) beeps at the same time as two (2) LED flashes.
- 4) Within four (4) seconds, turn the handle clockwise until the handle stops.
- 5) Pull the door open.

*Invalid Combination Entry will be confirmed by three (3) beeps at the same time as three (3) LED flashes.*

### **Programming your Electronic Lock:**

#### **WARNING:**

***Always perform code change with the door OPEN and the bolts extended in the locked position.***

- 1) With the door in the open position, enter “zero”(0) six(6) times.
- 2) Within four (4) seconds, enter the existing six (6) digit code ONE (1) time.
- 3) Within four (4) seconds, enter the NEW six (6) digit code TWO(2) times.
- 4) Test your new code several times before closing and locking the door.

**Valid Code Entry:** Two (2) Beeps at the same time as two (2) LED flashes after valid six(6) digit code is entered.

**Invalid Code Entry:** Three (3) Beeps at the same time as three (3) LED flashes and the old code is still valid.

If a mistake is made while programming the new code, wait thirty (30) seconds and repeat steps 1-3.

## OPERATING THE ELECTRONIC LOCK

### Wrong Try Lock Out Period:

Four (4) consecutive invalid combinations starts a five (5) minute lock out period. The LED light will flash red at ten (10) second intervals. At the end of the lock out period, two (2) more invalid combinations will restart the five (5) minute lock out period.

### Low Battery Warning:

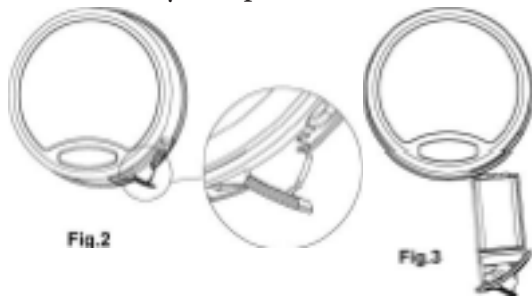
Repeated LED flashing and beeping during an opening indicates that the battery is low and needs immediate replacement.

### Battery Replacement:

#### **THERE ARE TWO TYPES OF BATTERY LOCATIONS**

#### **TYPE 1: DROP DOWN BATTERY COMPARTMENT:**

- 1) Feel around the bottom right side of the keypad for a black plastic latch and compartment. *If you don't feel or see this latch or compartment then use the instructions for Type 2 on next page.*
- 2) Release the latch by pulling the lever downward.
- 3) Pull down and remove the battery compartment from the bottom of the keypad.



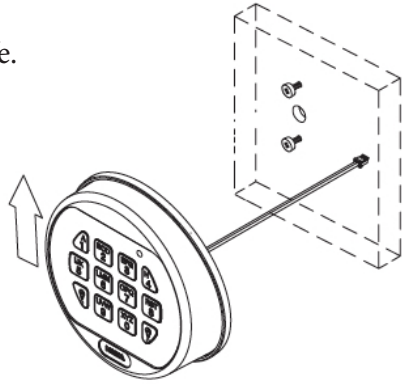
- 4) Remove the old battery and then **press and hold each number on the keypad for 5 seconds each.**
- 5) Replace the battery with a new 9-volt **alkaline** battery with a “use date” of at least 5 years in the future.
- 6) Put the battery compartment back into the keypad. Push it up until it is in line or level with the cover. Press the latch/lever into the keypad to lock the compartment in place.

### Replacing the Battery:

#### **TYPE 2: SLIDE UP BATTERY COMPARTMENT:**

1) Slide the entire keypad up;  
parallel with the door of the safe.  
You will feel it “pop” loose.

2) Carefully pull the keypad away  
from the safe and take care of  
the wires.



3) Carefully disconnect the 9-volt battery from the terminals by  
unsnaping the terminal connector located on top of the battery.  
**CAUTION: DO NOT PULL BATTERY LEADS/WIRES OUT  
OF THE HOUSING!**

**4) Press and hold each number on the keypad for 5 seconds each.**

5) Connect a new 9-volt **alkaline** battery with a “use date” of at  
least 5 years in the future.

6) Push the battery and the wire leads completely into the  
compartment.

**CAUTION: BE VERY CAREFULL NOT TO PINCH THE  
BATTERY LEADS.**

7) Carefully position the keypad over the two mounting screws and  
slide the keypad down until you feel a “pop”.

**CAUTION: BE CAREFUL NOT TO PINCH THE WIRES.**

## REMOVING YOUR SAFE FROM THE PALLET

### **WARNING:**

***Do not attempt this by yourself.  
This process requires two or more adults.***

Please see our website, [TrackerSafe.com](http://TrackerSafe.com), for more details on how to remove the safe from the pallet.

- 1) Cut the banding straps and remove the packaging.
- 2) Slide the safe sideways until about half of the safe is hanging over the edge of the pallet. *We recommend to have at least one adult on each side of the safe.*
- 3) Gently and slowly tilt the safe until the bottom of the safe touches the ground.
- 4) Continue to tilt the safe in the same direction lifting the safe off of the pallet. While the safe is tilted off of the pallet, remove the pallet from under the safe.
- 5) Gently and slowly lower the safe to the ground.

## ANCHORING YOUR SAFE TO THE FLOOR

### **WARNING:**

***Safe must be bolted to the floor.  
The safe presents a safety hazard (tipping) unless bolted down.***

It is highly recommend to anchor your safe to the floor. This both maximizes your protection from burglary/theft but also prevents the safe from tipping over.

Please see our website [TrackerSafe.com](http://TrackerSafe.com) for instructions on how to anchor your safe. Due to various types of flooring materials and methods, you may need to purchase different anchors.

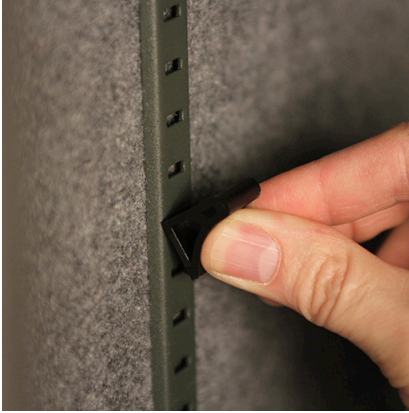
Tracker Safe assumes no liability for any damages that may occur during this anchoring process.



## SHELF INSTALLATION

Step 1: Determine the desired height of the shelf.

Step 2: Insert the top of the clip into the desired notch then push the bottom into the notch below the top notch.



Step 3: Repeat Step 2 for all 4 clips required for each shelf. Make sure they are all aligned with one another.

**Attention:** Remove clips by pulling up on the bottom part of the clip.



Step 4: Move the shelf into the safe angled diagonally (left side lower than the right side) and move it above the clips before leveling the shelf. Bring the shelf down onto the clips slowly.

**Caution:** Do not exceed 25 pounds on a single shelf. Overloading shelves can cause shelves or clips to break.

### **PLACEMENT OF YOUR SAFE:**

Before moving the safe into the desired location, be sure to plan your route from the beginning to the end location. Make sure you measure each doorway, stair, corner, or other obstacle before moving the safe to be sure that it will fit. Also, protect the various types of flooring or stair materials that the safe will be traveling across. The weight of the safe may damage some flooring.

It is recommended that you place a barrier between the safe and the floor once the safe is in its final position. A rubber mat, treated wood, and carpet are good examples of barriers.

Make sure that you level your safe using shims. This will help the safe door open smoothly. Shims are not included with your safe but may be purchased from your local hardware store.

### **MOVING YOUR SAFE:**

Caution: Never move a safe with any contents inside. This can cause severe damage to the contents being stored and can possibly cause the safe to be locked in the closed position due to shifting of contents.

In the event that you have to move the safe, it is best to have a certified safe technician maintain the safe before moving.

### **EXTERIOR CLEANING:**

Use a soft cloth like a microfiber cloth with a mild cleaner (i.e., window cleaner) to clean the exterior of the safe. Make sure to wipe dry and never use harsh cleaners. Wipe around logos and graphics gently.

### **MOISTURE/HUMIDITY:**

We recommend that you use some form of a dehumidifier to control the level of moisture inside the safe.

**CHROME LOCKING BOLTS:**

We recommend lubricating the chrome locking bolts once a year with a little grease, Vaseline, or other petroleum based lubricant. Use the lubricant directly on the bolts and then lock and unlock the door multiple times to work the lubricant into the door.

**MANUAL DIAL LOCKS:**

Once per year, have a certified lock technician service your lock.

**ELECTRONIC LOCKS:**

At least once a year, replace the battery with a 9-volt alkaline battery that has a “use date” of at least 5 years on it. When replacing the battery make sure to inspect the wires for signs of abuse like exposed wires or pinched wires. Also, make sure to keep the battery contacts clean of debris. (Recommend: Duracell™, Energizer™, Eveready™)

**INTERNAL LOCKING MECHANISM:**

The internal locking mechanism does not require maintenance. However, if there is a sudden change in feel or operation of the safe or lock, please contact a certified lock or safe technician for immediate service.

**HINGES:**

Once per year, lubricate the ball bearing hinges with a silicone spray.

# WARRANTY

## LIMITED LIFETIME WARRANTY

Tracker Safe hereby warrants to the original purchaser that each new safe will be covered for damage caused by a fire, break-in, or an attempted break-in during the lifetime of the original purchaser if the homeowner's insurance policy will not cover the damage. Tracker Safe hereby warrants to the original purchaser that each new safe will be free from defects in materials and craftsmanship for one (1) year. This warranty applies only to safes located in the United States and that have been used for Residential use only. Commercial applications carry a one (1) year warranty against defects in materials and craftsmanship.

Lock and Paint: The safe's lock and paint are warranted to be free from defects in materials and craftsmanship for a period of one (1) year from the date of purchase.

Safe Contents: This warranty only applies to the Tracker Safe itself; the warranty does not extend to the personal property stored in the safe.

Tracker Safe's obligation under this Limited Lifetime Warranty is contingent upon proper use, installation, and maintenance of the safe and does not apply to the safe or parts that have been misused, neglected, or exposed to unreasonable wear and tear, or exposed to unusual or extreme environments. Modifying or changing the safe in ways that alter or effect the safe's intended operation or use will void this warranty. Failure to bolt the safe to the floor using the factory pre-drilled holes voids this warranty. The decision to repair a safe in purchaser's home, at the factory, or to replace the safe, is solely that of Tracker Safe. If the safe is to be repaired at the factory or replaced, Tracker Safe will pay for the freight back to the factory. The purchaser is responsible for packaging and palletizing the safe for curbside freight pickup at their own expense. Tracker Safe does not cover any costs to package, remove or install the safe.

To receive support under Tracker Safe's Limited Lifetime Warranty the purchaser must provide the following:

- 1) Proof of Purchase
- 2) Warranty Registration Form
- 3) Written Testimonial
- 4) Pictures of the damaged safe
- 5) A police or fire department report
- 6) Insurance Documents

Warranty Registration Form: The warranty registration form is located in the Tracker Safe Owner Use and Care Manual that came with the safe. To validate this warranty, the original purchaser must fill out the warranty registration form and mail it to Tracker Safe within sixty (60) days of purchase.

The above warranty is given in place of all other warranties and assurances, whether expressed or implied, including warranties to fitness for purpose, quality, or merchantability. Tracker Safe accepts no liability, under any circumstances, for any incidental or consequential damage or loss suffered by anyone, or to any property, as a result of using or being unable to use the safe.

Any claims arising from this limited warranty shall be resolved in the State of Washington and Washington law will apply to any dispute.

**TRACKER SAFE**  
**WARRANTY REGISTRATION**

Please register your warranty within sixty (60) days from original purchase date. Warranty registration can be done online at:

<https://trackersafe.com/pages/warranty-registration>

or

Scan the QR Code with your phone.



or

Visit our website: [Trackersafe.com](http://Trackersafe.com) and navigate to the “Important Info” tab and then to “Warranty Registration.”

1) Fill out the entire form and click the send button at the bottom of the screen.

2) Proof of Purchase: Send a copy of your receipt via email to [warranty@trackersafe.com](mailto:warranty@trackersafe.com).

After that your warranty registration is complete. Thank you choosing Tracker Safe!