

# Sanctuary

P L A T I N U M

**SECURITY SAFE | INSTRUCTION MANUAL  
FOR SA-PLAT1-BIO, SA-PLAT2-BIO, SA-PLAT3-BIO,  
SA-PLAT4-BIO, SA-PLAT1-BIO-DP, SA-PLAT2-BIO-DP,  
SA-PLAT3-BIO-DP AND SA-PLAT4-BIO-DP**

**B I O M E T R I C**



**IMPORTANT:**

Please read this information and follow all safety rules carefully before operating your security safe. Failure to do so will void your warranty.

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# DISCLAIMER - READ BEFORE SAFE SETUP

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**PLEASE READ THIS INFORMATION CAREFULLY BEFORE OPERATING YOUR SANCTUARY SAFE.**

**DO NOT LOCK THIS MANUAL OR THE BACKUP KEYS IN YOUR SAFE.**

- Thank you for choosing a Sanctuary safe to protect your valuables. We are committed to securing, organizing and protecting your most important documents, valuables and keepsakes.
- If you experience problems or challenges with your safe, please contact us. Many issues can be quickly resolved without the product being returned.

**Contact Customer Service at [cs@saproducts.com](mailto:cs@saproducts.com) or (888) 792-4264**

## SAFETY

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- Be sure to keep backup keys stored in a safe place away from unauthorized users

## WEAPON STORAGE

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- If you choose to utilize this safe to store a firearm always follow proper firearm and local laws when storing a firearm.
- SA Consumer Products strongly recommends that you do not store loaded firearms.
- Always follow the firearm safety rules set out by the firearm's manufacturer.
- A Sanctuary safe or any other firearm storage device cannot take the place of other safety procedures including advising children of the dangers of firearms.
- SA Consumer Products and its distributors of the Sanctuary safes do not recommend, suggest, advise, promote, or otherwise condone the ownership or use of firearms. We believe the decision to own or use a firearm is a serious decision that should only be made by an adult who has carefully considered the risks and benefits of such a decision.

# 1. REGISTRATION

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Please ensure you register your safe by visiting our website. Locate the “contact” button on the top header on the home page. Select registration from the drop down menu.

**[www.saproducts.com](http://www.saproducts.com)**

By registering your Sanctuary safe we will be able to expedite and address any problems or challenges you may have which would otherwise require a notary letter and proof of payment.

## REGISTRATION INFORMATION

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The information you record onto this page will be required in the event you cannot access the contents of your Sanctuary safe. Please fill out all the required information below and retain for your records and safe keeping.

PLEASE HAVE THIS INFORMATION READY PRIOR TO CALLING FOR TECHNICAL ASSISTANCE AT:

**Contact Customer Service at [cs@saproducts.com](mailto:cs@saproducts.com) or (888) 792-4264**

**PURCHASE DATE:**

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**PURCHASE PRICE (BEFORE TAX):**

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**MODEL NUMBER:**

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**SERIAL NUMBER:**

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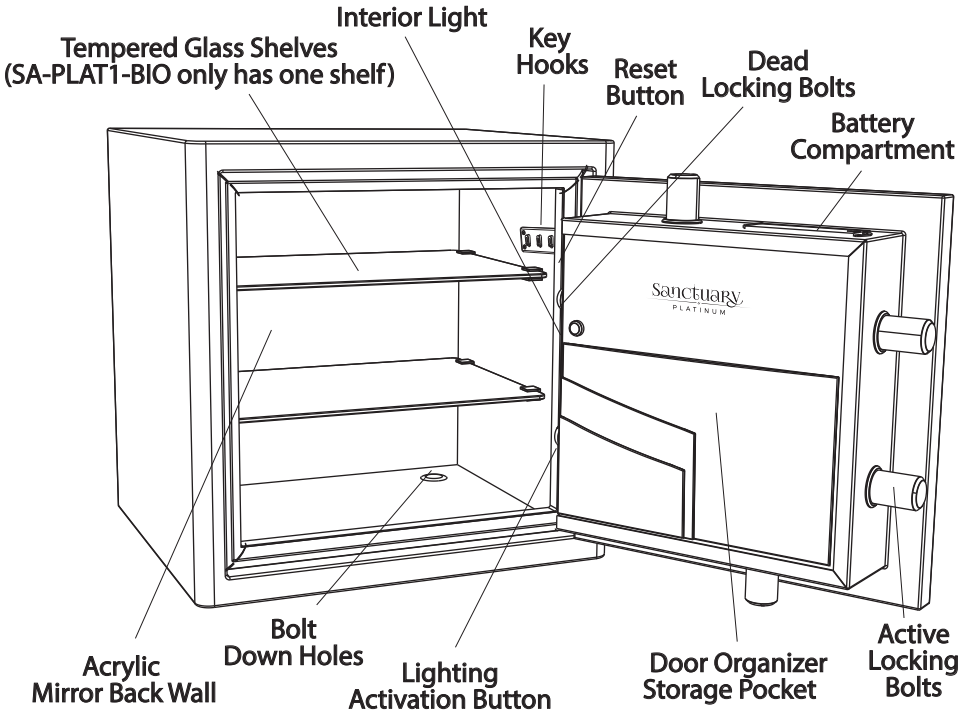
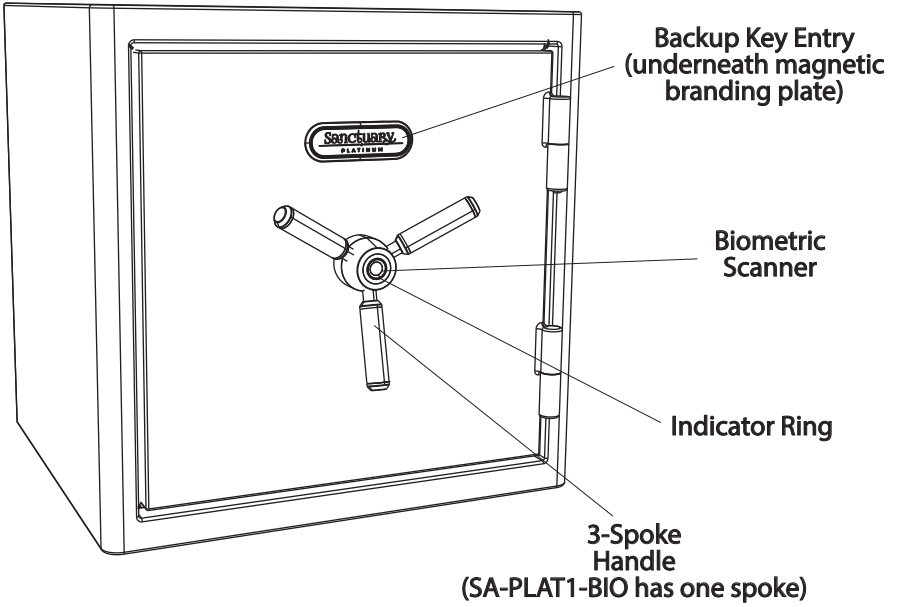
**RETAILER NAME:**

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**KEY NUMBER (IF APPLICABLE):**

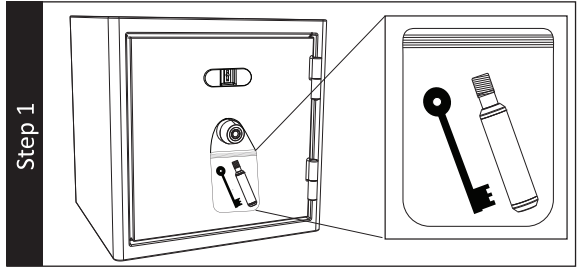
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## 2. UNDERSTANDING YOUR SAFE

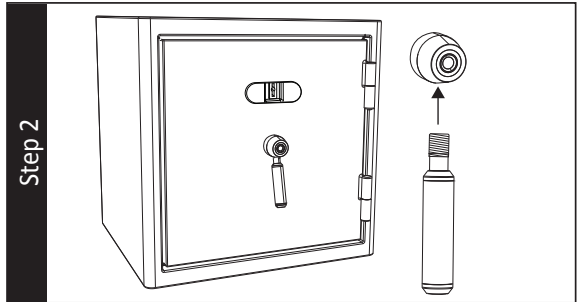


### 3. INITIAL ENTRY

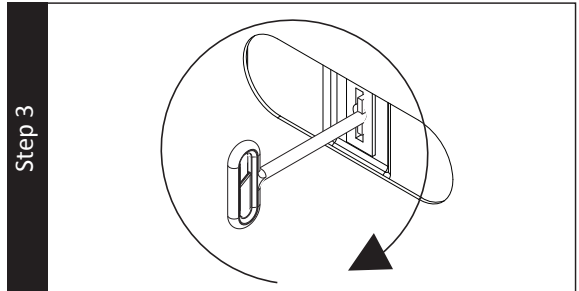
1. Locate the backup keys and single spoke inside the plastic bag hanging on the front of the safe.



2. Install the single spoke by inserting into one of the threaded openings and twisting clockwise until you feel the spoke fully lock into place.

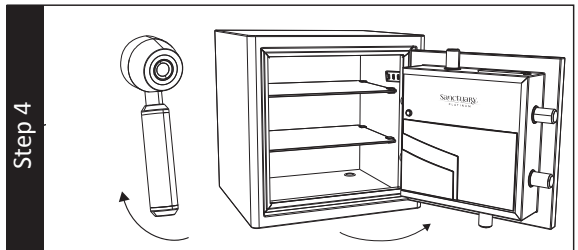


3. Insert the key and turn clockwise from the 12 to 3 o'clock position.



4. Turn the handle clockwise to unlock the safe door. Open the safe door, then turn the handle back to its starting position so the locking bolts are extended.

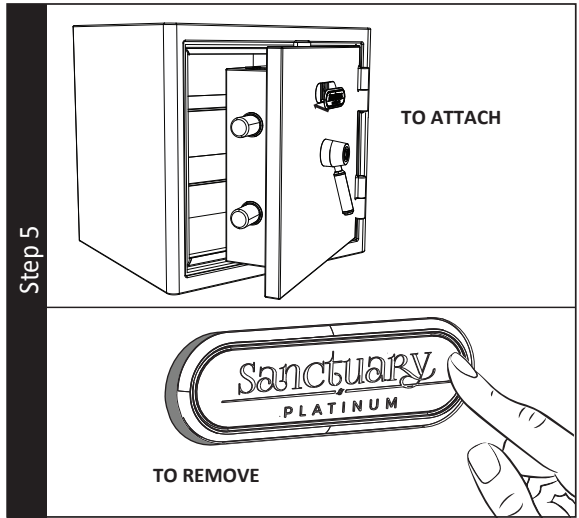
**\*SA-PLAT1 handle will rotate counter-clockwise.**



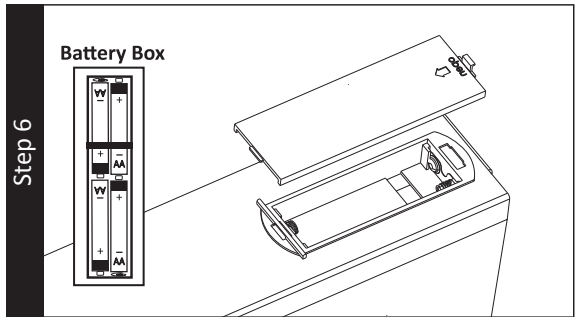
### 3. INITIAL ENTRY (Continued)

5. Locate the magnetic key cover inside of your safe. On the front of the safe, remove the backup key and install the magnetic key cover in this same location as shown.

If the backup key is required in the future, the magnetic key cover can then be removed by pressing down on the left or right side of the branded plate. The cover will then pop up on the opposite side, so it can be removed.



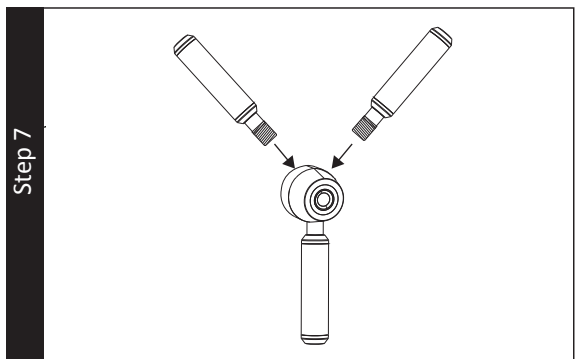
6. Locate the 4xAA batteries. Install them into the battery compartment on top of the door panel in the proper orientation. The unit will beep when batteries are successfully installed. Replace battery cover.



**WARNING:** The batteries must be inserted with the correct polarity. Exhausted batteries must be removed from the product and discarded safely. Do not mix old and new batteries. Do not mix alkaline or standard (carbon – zinc) batteries. Do not use rechargeable (nickel – cadmium) batteries.

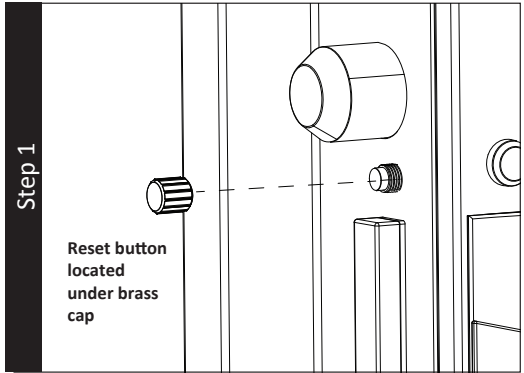
7. Locate the remaining spokes inside of the safe. Insert each individual spoke into a threaded opening and turn clockwise to install.

**Note:** The SA-PLAT1-BIO model only requires a single spoke. No additional spokes will need installed for that specific model.

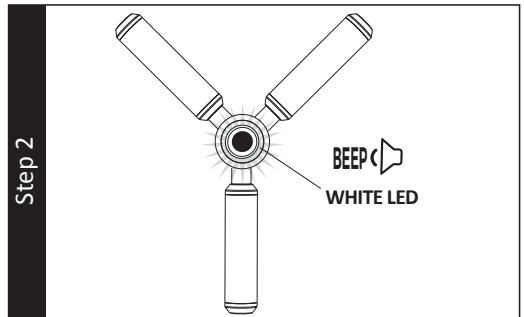


## 4. PROGRAMMING YOUR FINGERPRINT

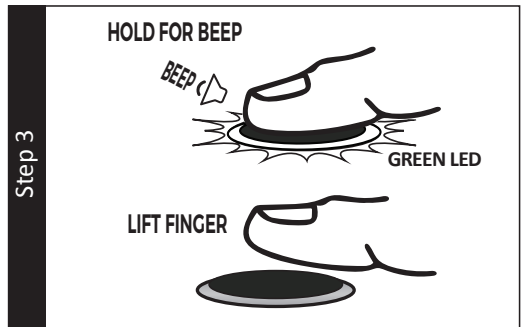
1. On the inside of the safe door, locate the brass cap. Unscrew and remove the cap, giving you access to the reset button.



2. Press the reset button. You will hear 1 beep and the indicator ring will illuminate white on the front of the door indicating that you are now in programming mode.

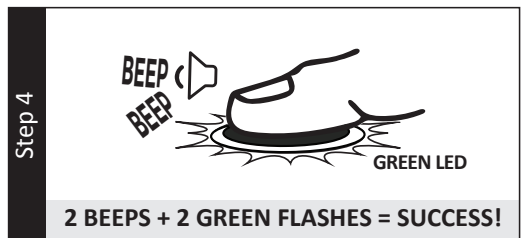


3. **PLACE AND HOLD** the pad of your finger on the scanner until indicator ring flashes green once and beeps once.



4. **REPEAT** at least 3 more times until there are 2 consecutive beeps and 2 green flashes.

If unsuccessful, the indicator Ring will flash red 5 times and beep 5 times. Repeat this section again.



**Inactivity Timeout:** If this programming sequence is not completed within 10 seconds the indicator ring will flash red 5 times and beep 5 times. Return to step 2 to restart this process.



## 5. OPENING SAFE WITH PROGRAMMED FINGERPRINT

With keys in hand, close and lock the door. **PLACE AND HOLD** the **PROGRAMMED** fingerprint pad on scanner, indicator ring will flash white 1 time and beep 1 time to alert scanner is activated.



**If fingerprint is accepted**, indicator ring will illuminate green. You now have access to your safe.

**GREEN LED = SUCCESS!**

**If fingerprint is rejected**, the indicator ring will flash red 5 times and beep 5 times.

\*Now that your fingerprint is successfully programmed, re-install the magnetic branding badge and store your backup keys in a secure secondary location.

## 6. PROGRAMMING ADDITIONAL FINGERPRINTS

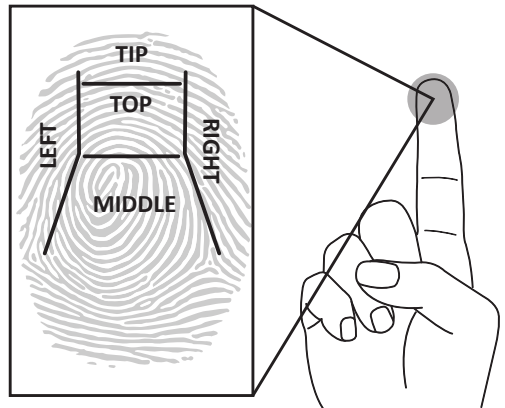
**When accessing your safe quickly, there is a chance you might press the scanner with a part of your finger that you have not registered before. For this reason, we recommend programming additional areas of your fingerprint to ensure fast and reliable entry to your safe.**

**INDIVIDUALLY MAPPING ALL ZONES OF YOUR FINGERPRINT WILL ENSURE A RELIABLE READING BY THE SCANNER.**

To ensure each programming sequence is properly captured, the scanner needs to read the exact same place on your finger four times in a row.

This counts as one programmed fingerprint of the 100 fingerprints this unit can keep in memory.

Once programming sequence has been successfully completed you can move onto the next zone of your fingerprint.



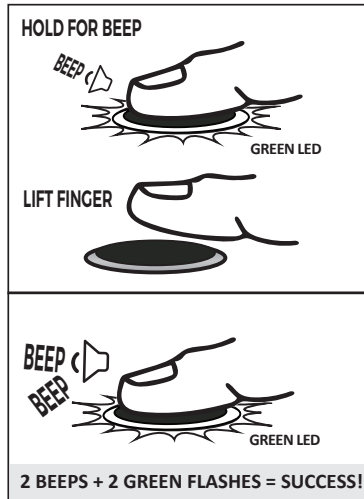
## 6. PROGRAMMING ADDITIONAL FINGERPRINTS (Continued)

Complete section 4 again for each fingerprint zone you would like to program.

### NOTE:

If you experience any problems reading your print, including inconsistent readings, note the area of your print that doesn't work properly, and specifically reprogram that area.

**This scanner will hold up to 100 different fingerprints.**



## 7. TROUBLESHOOTING

**In the event that you run into issues with programming and accessing your safe, please read through this section for answers to your questions.**

PROBLEM	SOLUTION
THE SCANNER IS NOT READING YOUR FINGERPRINT	Make sure to hold down your finger on the scanner instead of tapping. Scanner needs time to complete the scanning process.
	Fingerprints may lack definition due to excessive skin dryness. We recommend applying moisturizer or slide your fingerprint against your forehead before scanning process.
YOUR PROGRAMMED FINGERPRINT IS NOT READING AT ALL TIMES	Placing a portion of a fingerprint on the scanner that has not been programmed can result in an error. We recommend programming multiple areas of each fingerprint.

### Locked Out Of Your Safe

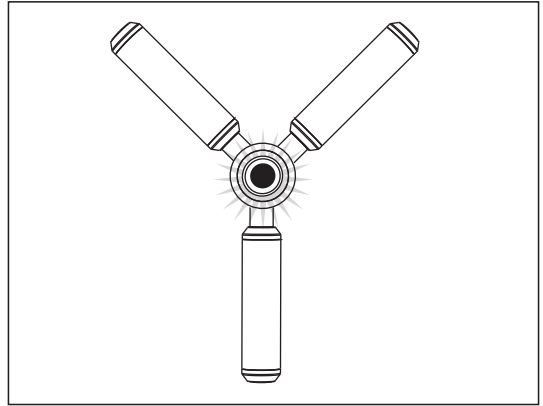
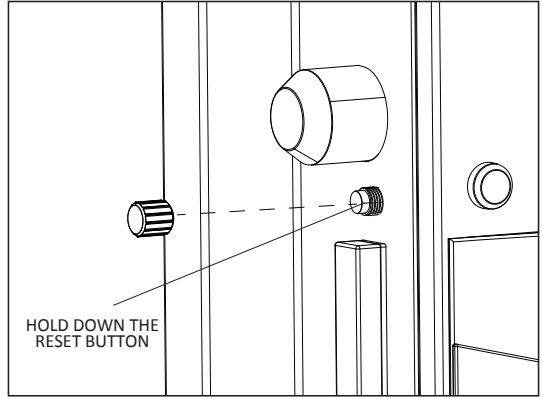
In the event you are locked out of your safe, use your backup keys to gain access and follow the steps in Section 4: Electronic Lock Security Code Setup Instructions.

If you have lost your backup keys, or are still having difficulties, contact customer service at the number below. Proof of purchase is required to obtain keys.

**Contact Customer Service at [cs@sportsfieldsafes.com](mailto:cs@sportsfieldsafes.com) or (888) 792-4264**

## 8. CLEARING ALL PROGRAMMED FINGERPRINTS

Hold the reset button for 5 seconds. After 5 seconds, the indicator ring will flash green two times and beep two times to signal that all fingerprints have now been cleared. The safe will not open to any fingerprints until a new fingerprint has been programmed.



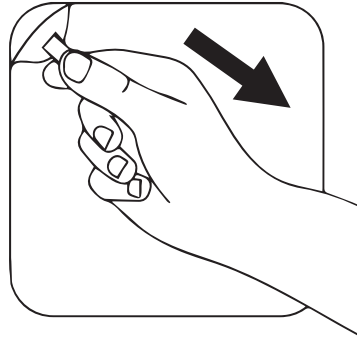
### NOTE:

If 100 max fingerprints have already been programmed the indicator ring will flash 5 times and beep 5 times. We recommend clearing all programmed fingerprints and starting the programming process over.

## 9. GLASS SHELF INSTALLATION

1. First, remove the protective film from the acrylic mirror back wall.  
Then, remove the tempered glass shelving from the protective packaging located at the bottom of the safe and gather all provided hardware.

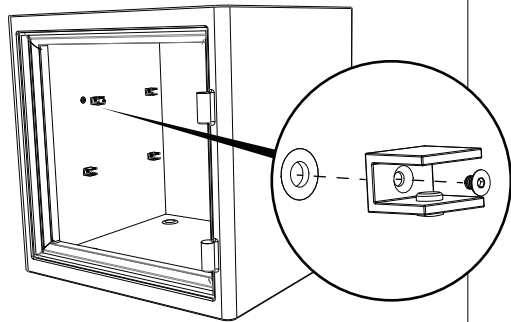
Step 1



2. Screw all provided shelving brackets into place on both the left and the right walls of the safe using a Phillips head screwdriver.

**Note:** Do not overtighten.

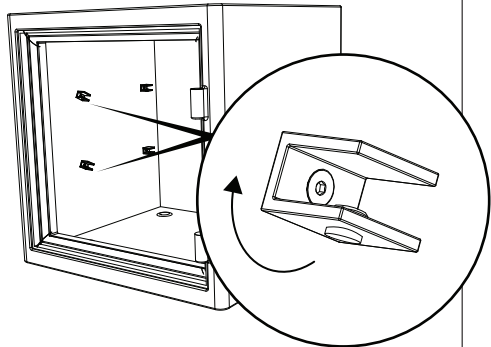
Step 2



3. Rotate the front shelving brackets 45 degrees on both sides of the safe.

**Note:** The back brackets remain straight.

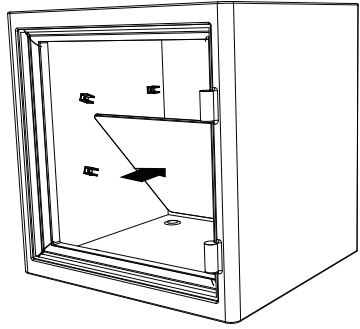
Step 3



## 9. GLASS SHELF INSTALLATION (Continued)

4. Maneuver the top shelf into the safe, positioned just below the top brackets.

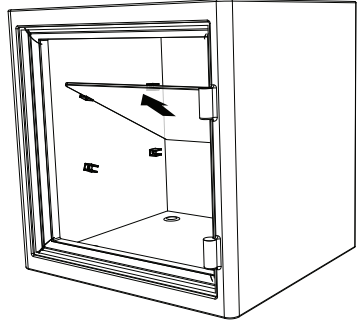
Step 4



5. Pull the shelf towards you, passing the shelf through both of the front top brackets.

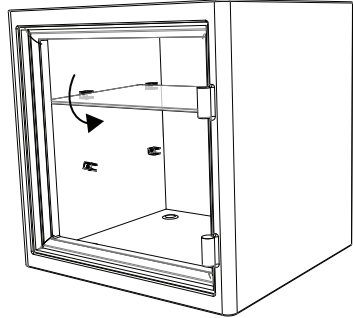
**Note:** During this step, be sure the shelf slides below and does not make contact with the key hooks located on right wall of the safe. This could damage or break key hooks.

Step 5



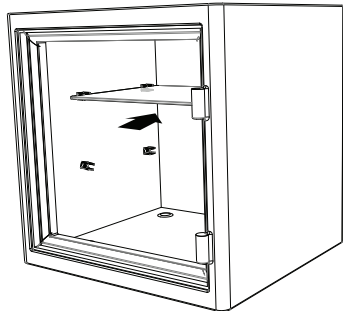
6. Once the top shelf has passed through the front bracket, rotate the shelf down to a horizontal position.

Step 6



7. Push the top shelf away from you, passing the back end of the shelf through the back shelving brackets.

Step 7



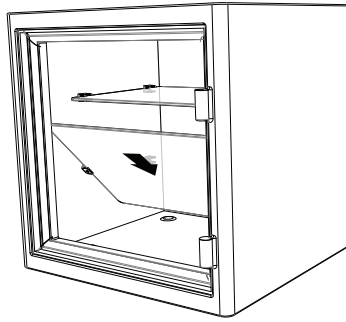
## 9. GLASS SHELF INSTALLATION (Continued)

8. Insert the bottom shelf into your safe, in between the top and bottom brackets

Move this shelf towards the top of your safe, then slide the shelf down into the front brackets.

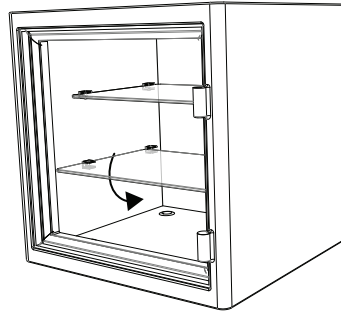
**Note:** The PLAT1-BIO model only has one shelf

Step 8



9. Once the bottom shelf has passed through the front brackets, rotate the shelf down to a horizontal position.

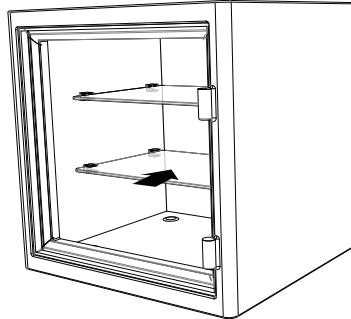
Step 9



10. Push the bottom shelf away from you, passing the back end of the shelf through the back shelving brackets.

**Note:** The PLAT4-BIO model will contain a third shelf. Repeat steps 8-10 for installation instruction of this final shelf.

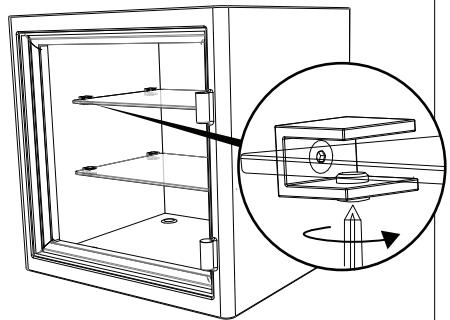
Step 10



11. Secure shelves by tightening the set screw under each shelf bracket.

**Note:** Do not overtighten, this can cause damage to shelving.

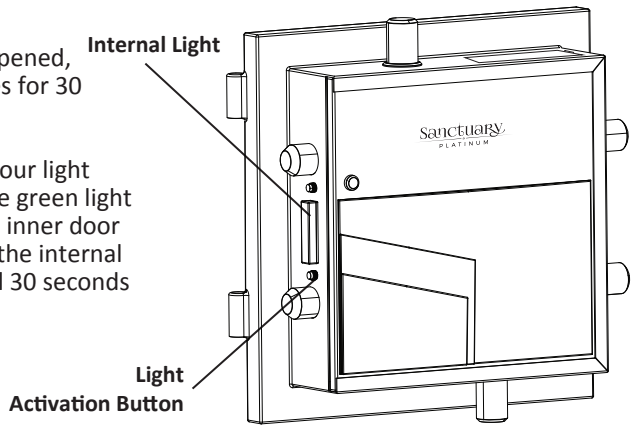
Step 11



## 10. INTERNAL LIGHTING

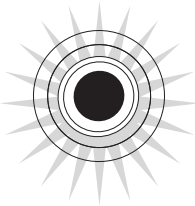
When the safe door is opened, internal lighting activates for 30 seconds.

If you need to activate your light longer, you can press the green light activation button on the inner door panel. This will activate the internal lighting for an additional 30 seconds each time it is pressed.



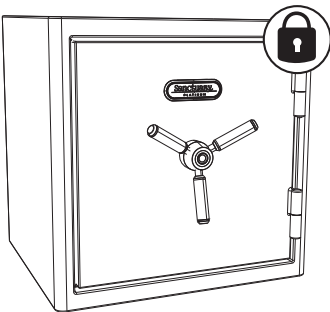
## 11. LOW BATTERY WARNING

BATTERIES ARE LOW  
IF THE INDICATOR RING  
FLASHES PURPLE



This safe is equipped to alert you of Low Battery Mode. This Low Battery Warning is initiated immediately after an accepted fingerprint scan. The indicator ring will first illuminate green followed by a 3 second long beep and the indicator ring flashing purple for 3 seconds. It is highly advised to immediately replace the safe's batteries to avoid being locked out of your safe.

## 12. LOCKOUT MODE / TAMPER PROTECTION



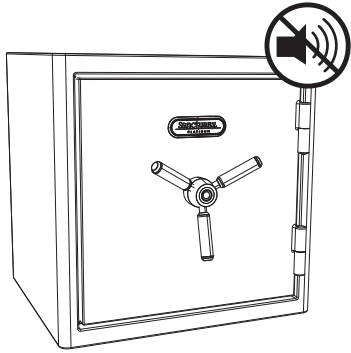
1. Three consecutive rejected scans put the safe in "Basic Lockout" mode. The Bio Scanner is deactivated for 30 seconds.
2. Six consecutive rejected scans result in "Severe Lockout" mode. The Bio Scanner is deactivated for 5 minutes.

Note: During lockout mode, the indicator ring will light up red once every 10 seconds. When lockout mode has ended, the indicator ring will flash green 1 time and you will hear 1 beep . You now have access to your bio scanner.

3. After the safe enters basic or severe lockout mode, the tamper indicator will trigger to warn you that someone has unsuccessfully attempted to gain access to your safe. This tamper indicator will signal immediately after the next successful fingerprint is accepted. The indicator ring will flash red 3 times in addition to a 3 second long beep.

## 13. SILENT ENTRY MODE

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By activating the silent entry mode, the safe will no longer make audible sounds.

To turn on silent entry mode, hold a programmed finger on the scanner for 5 seconds beyond your fingerprint being accepted. The green indicator ring will turn off and back on, but will not beep, indicating you are now in silent entry mode.

You will not hear any sounds for any functions while the safe is in silent entry mode.

To turn the sound back on, hold a programmed finger on the scanner for 5 seconds beyond your fingerprint being accepted. The green indicator ring will turn off and back on and will beep once indicating you are no longer in silent entry mode.

## 14. PROPER PLACEMENT AND MOVING OF SAFE

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1. To maximize burglary protection and stability, securing the safe to the floor or wall is recommended.
2. SA Consumer Products recommends that you store your safe in a closet, office, basement, bedroom or any other location that is convenient for you but out of direct line of sight from prying eyes.
3. Always ensure the safe is in an isolated and dry area. Never place the safe in direct contact with a wet floor. When installing your safe on a concrete floor, use of a moisture/protective barrier is highly recommended. Failure to do so, or exposing the safe to chemicals or other adverse environments, may void the warranty.

## 15. KEEPING YOUR SAFE DRY

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We recommend placing a moisture/protective barrier between your safe and concrete floor to prevent any moisture, mildew and rust damage the safe. Installing your safe in a place with climate control (heat in the winter and cooling in the summer) is highly recommended. In areas of high humidity or frequent temperature fluctuations (garages) it is recommend to take appropriate precautions to ward against moisture damage. We strongly encourage the use of an internal dehumidifier and/or desiccants to protect your contents from rust or mildew. Internal dehumidifiers should not be in direct contact with the side or back walls.

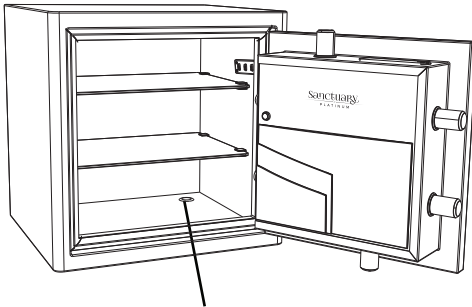


## 16. SECURING YOUR SAFE

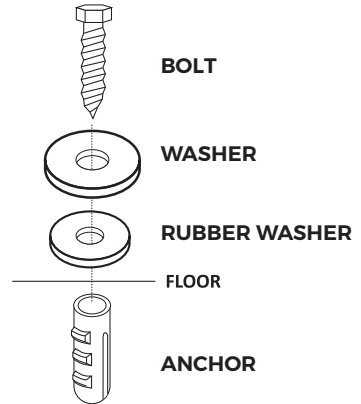
**WARNING: YOUR SAFE IS DESIGNED TO SUPPORT ITSELF WHEN THE DOOR IS OPENED. HOWEVER, CAUTION SHOULD BE USED TO AVOID TIPPING. WHILE SECURING YOUR SAFE BE SURE TO HAVE A SECOND PERSON HOLD AND STABILIZE THE SAFE TO KEEP IT FROM TIPPING, CAUSING INJURY, AND/OR DAMAGE TO THE SAFE AND SURROUNDING STRUCTURES. FAILURE TO DO SO WILL COMPROMISE THE SAFETY, SECURITY, AND WARRANTY OF THE SAFE.**

### TOOLS NEEDED TO BOLT SAFE TO A CONCRETE SURFACE

- DRILL / HAMMER DRILL
- DRILL BIT – 7/16" ( for installing into concrete with provided hardware)
- WRENCH – 11/16" (17MM) SOCKET
- HAMMER
- SAFETY GLASSES
- GLOVES
- OTHER SAFETY EQUIPMENT AS NEEDED



**FLOOR BOLT DOWN HOLES**



1. Use the hardware provided or consult your hardware retailer for fastening hardware for your particular mounting surface.
2. Open your safe door and locate and remove the four black caps on the safe floor. This will provide access to the factory drilled bolt down holes.
3. To secure your safe to the floor it will first be necessary to drill pilot holes in the floor surface.
4. For the hardware provided (concrete floor installation) we recommend using a hammer drill and 7/16" concrete drill bit to drill the four corresponding holes in the concrete floor.
5. Insert and drive the plastic anchoring plugs into the pilot holes. You may need to use a hammer to fully insert the plugs into the pilot holes.
6. Secure the safe, by threading all 4 anchor bolts through the factory drilled bolt down holes in the bottom of the safe and ratcheting down tight.
  - Make sure the metal washer sits on top of the rubber washer. Tighten the bolt to compress the rubber washer between the safe and metal washer. Failure to do so will allow water to enter the safe in the event of a flood.
7. Replace the four black caps onto the floor of the safe.

## **17. LOADING YOUR SAFE**

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1. Store documents or heat sensitive items in the bottom of the safe for greatest protection against fire damage.
2. Store ammunition separately from valuables.
3. Do not put anything in your safe that will put pressure against the door when it is closed.
4. As a good safety precaution store heavier items either on the floor of the safe, or away from the middle of the shelves.

## **18. HINGES AND INTERNAL MECHANISMS**

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The hinges and internal locking mechanism are permanently lubricated, thus needing no maintenance. Opening the door panel of your safe may void your warranty. Always consult our customer service experts prior to doing so.

# LIFETIME WARRANTY

SA Consumer Products, Inc. will repair or replace, at their sole discretion, any Sanctuary Safe damaged by fire, forced entry, forced attack or natural flood for the lifetime of the original owner.

SA Consumer Products, Inc. will repair or replace, at their sole discretion, any Sanctuary Safe with defective parts, paint or lock for the lifetime or the original owner.

If SA Consumer Products, Inc. deems a replacement safe is to be sent, they will pay the freight costs to ship the replacement safe to the original owner.

This lifetime warranty is limited to the safe and expressly excludes any loss associated with the contents of the safe.

SA Consumer Products, Inc. reserves the right to receive full evidence of your misfortune, such as a police report and/or homeowners statement of coverage. This warranty is not valid outside of the United States and Canada.

Proof of registration and copy of sales receipt must be on file at the time of claim. Visit our website at [www.saproducts.com](http://www.saproducts.com) to register your safe.

Lifetime warranty only applies to the original owner of the safe.

SA Consumer Products, Inc. shall only be responsible and liable when the safe is used in compliance with the directions specified in your new Sanctuary Safe Owner's Manual.

SA Consumer Products, Inc. requires that specific guidelines be followed for repair. The safe will be repaired in-home if possible (to include parts and labor); however, if factory replacement is necessary (at SA Consumer Products, Inc.'s sole discretion), the replacement will be shipped freight prepaid, curbside delivery.

This warranty is inclusive and is in lieu of any and all other warranties, express or implied. Specifically excluded are the warranties of merchantability and fitness for a particular purpose. This warranty is limited to the safe itself and/or its value and does not include consequential damages of any kind including, but not limited to, the contents in and of the safe.