



1. I've lost my combination. How do I obtain my combination from Sentry Group?

In order for Sentry Group to release a combination for any safe, we require a notarized letter, stating that you are the owner of the safe (the last name of the notary public must be different than that of the safe owner). Please include the model number, serial number, and an \$8* dollar check or money order. To pay by MasterCard or Visa please contact our Customer Service Department at 1-800-828-1438 (please do not mail or fax your credit card number).

Your request may be mailed to us at:
Sentry Group
Attn: Dept. 200, 882 Linden Avenue
Rochester, NY 14625-2784

Please allow 7-10 business days, upon receipt of your request, to receive your combination. This request may be faxed to us at: 585-381-2940. The combination will be faxed back to you only if requested to do so on your correspondence and you have included a copy of an \$8* money order on your fax (please allow 24 hours for processing your faxed request).

**Prices subject to change*

2. How do I change my combination?

Please contact our Customer Service Department at **1-800-828-1438** Monday-Friday 8am-9pm EST

3. I lost my keys. How do I obtain a replacement set from Sentry Group?

Please send a check or money order for:

\$8* (US) for Standard Delivery, or
\$20 (US) for Express Delivery. *

For Sentry® Fire-Safe® Chests or Files: A lock reference number is required. It will be a letter, a number, a letter and number, or "blank" (none), engraved/located on the silver cylinder of the lock.

For Sentry® Fire-Safe® Personal, Home and Home/Office Safes (*model numbers will begin with: S0, S3, S4, S5; I0, I3, I4, I5; A3, A4, A5; J3, J4, J5; L0, L3*): Indicate your model number and the safe serial number found on the outside right-hand side of the safe, behind the exterior hinge.

For all Sentry® Steal-Safe® Security Safes (models beginning with "V" or "D"): Indicate your model number, and safe serial number. Please include a written statement of ownership witnessed and signed by a notary public or bank official. The notary must have a different last name than the owner.

For all Sentry Gun Safes (models beginning with "P", "G", or "R"): Indicate your model number, and safe serial number. Please include a written statement of ownership witnessed and signed by a notary public or bank official. The notary must have a different last name than the owner.

To pay with a MasterCard or Visa, please contact our Customer Service Department at 1-800-828-1438 (Monday-Friday, 8am-9pm EST.).



To submit your request via mail:

Sentry Group
Attn: Dept. 200,
882 Linden Avenue
Rochester, NY 14625

Please include your RETURN mailing address- Express Orders must include a street address; *a PO box is not acceptable*. Please allow 21 days for delivery when ordering by mail.

To order your replacement keys on-line using a credit card, please contact www.safesmith.com. Please note, keys for safes requiring a signed, notarized statement of ownership are not available for purchase on-line. Standard delivery for Internet purchases for replacement keys is 21 days.

NOTE: Express Delivery means guaranteed 48-hours (two business days) delivery to anywhere in the continental United States. Express delivery orders received after 2:30 p.m. will be processed as if received the next day. For a mail order, 48-hour delivery is from the date your check or money order is received. To ensure prompt service, Express Key Orders MUST BE marked "Special Express Key Order" on the outside of your mailing envelope. For a credit card order at Safesmith.com, 48-hour delivery is from the date the order is processed.

** Prices subject to change*

4. What should NOT be stored in my Sentry product?

Sentry® Fire-Safe® products are not for weapons storage, not for computer disks, audio-visual media or photo negatives, delicate items which need special protection such as stamps and collectibles, and pearls. Please consult your owner's manual for additional details.

5. Where do I find the serial number on my safe?

The serial number on your safe may be found in a number of places. The first place we recommend you look is on the front cover of your owner's manual. If it cannot be found there, check the outside of your safe in the following locations:

- Right hand, front corner behind the hinge
- On the under edge of the front lock plate
- On the back of the unit or
- Behind the handle.

6. How do I protect my CDs, disks, audio and video cassettes and other magnetic/photographic and data storage media?

CDs, diskettes, audio and video cassettes, photo negatives, X-ray films and microfiche need more fire and humidity protection than provided by Sentry's standard Fire-Safe® product line. Damage to these types of media may begin at temperatures above 125°F as compared to paper products that may withstand heat up to 350°F.

Sentry® offers two Fire-Safe® media products that provide laboratory-tested protection from heat, fire and humidity - Sentry Fire-Safe 1710 media chest, and Sentry Fire-Safe 6720 media file.



7. How do I operate the key lock on my Sentry product?

In most cases, insert the key into the lock cylinder, and turn the key clockwise to open. To close the unit, insert the key and turn the key counterclockwise. Sentry has many types of keys, depending on the model number of the unit you own. Whether you have a tubular key, 4-bitted key, a flat key - be sure to store your keys in a safe place, away from the unit for increased security.

8. Why is there moisture in my fire resistant safe?

Sentry Fire-Safe products which offer fire protection have a patented insulation. Any fire resistant safe contains insulation, which in turn, contains water crystals; thus the high content of moisture. In addition, the Sentry advanced safes close airtight to offer water resistance, which may also cause moisture to accumulate inside your safe.

We suggest that you open the safe at least once every two weeks for approximately 20 minutes. To alleviate any musty odor, we suggest that you remove the items from the safe and wipe the interior with a paste of baking soda and water.

Sentry Group is happy to send you a desiccant pack that should help to absorb excess humidity in the safe. To request this, please forward your mailing information with name, address, city, state and zip code to:

**Sentry Group
Consumer Affairs, Dept. 200
"Desiccant Pack Request"
882 Linden Avenue
Rochester, New York 14625**

9. How do I bolt down my fire-safe? Please note: These instructions pertain to model numbers beginning with the letter A or S only!

Required Tools:

Drill, Wrench, 7/16" (11.0mm) bit, for wood anchoring: 9/32" (7.20mm) bit, for masonry anchoring: 3/8" (9.50mm) masonry drill bit.

The steps are as follows:

1. Tip the safe on its right side. (Door hinges horizontal with the floor)
2. Unlock the safe and open the door.
3. Look on the bottom (outside) of the safe for two indentations in opposite corners. Using a 7/16" (11.0mm) bit, drill a hole through each indentation perpendicular to the bottom of the safe.
4. Close the door and tip the safe upright. Place it where desired and reopen the door.
5. Use a screw or drill bit to mark the floor through both holes.
6. Move the safe aside to clear both marked spots for drilling.
7. Drill into the floor:
 - a. For wood:
 - i. Using a 9/32" (7.2mm) bit drill a hole 2 Y2" (64mm) deep in each marked spot.
 - b. For masonry:
 - i. Using a 3/8" (9.50 mm) bit drill a hole 2 Y2" (64mm) deep in each marked spot.
 - ii. Install a masonry anchor in each hole.
8. Replace the safe in the desired position, with the holes in the safe aligned with those in the floor.
9. Securing the safe:
 - a. For wood:



- i. Pass each lag screw through a washer, then through the safe and into a hole. .
 - ii. Tighten with a wrench. ,
 - b. For masonry:
 - i. Pass each lag screw through a washer, then through the safe and into a masonry anchor.
 - ii. Tighten with a wrench.
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10. Is my safe water resistant?

Advanced safe models beginning with A or J, and models S0491 and S0891 protect contents from water damage. The water-resistant gasket protects the safe contents from fire-hose spray and flooding to a level, which is BELOW the locking mechanism. (Do not allow water to rise above the locking mechanism, as water can enter through the lock).

The Sentry Group Quality Department has subjected these water resistant safe to the following conditions:

- Tested for 15 minutes with up to 1,000 gallons of water spray.
 - Tested in 6 inches of water for one hour.
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11. Can I store firearms in my Sentry product?

Sentry® Steal-Safe® security safes and Sentry® gun safes are designed and built to offer protection for those that wish to store a firearm or ammunition in these products. Sentry Fire-Safe® products are not intended or recommended for the storage of firearms, ammunition, explosives, explosive devices or weapons. Sentry Group disclaims any responsibility or liability for any damage or injury resulting from the storage of firearms, ammunition, explosives or weapons in any Sentry products

12. What is the powder in my safe (chest, file or safe), and is it harmful?

Sentry Group is proud to be a leader in its community and industry as it relates to environmentally safe products. Sentry products contain no toxic or harmful substances and are constructed with the greatest regard for health and safety. Sentry's new state-of-the-art manufacturing facility is environmentally sound and the finest, most efficient plant in the safe industry. Sentry's patented insulations, which make Sentry Fire-Safe(R) products UL classified, are concrete-based. It is not unusual for dried concrete dust to be evident in your safe's interior, as a result of jostling during shipping. Again, any such dust can be easily wiped from the chest, file or safe interior with a damp cloth and poses no health hazard to our customers.

Please contact Sentry's Customer Service line at 1-800-828-1438 Monday through Friday, between the hours of 8 a.m. and 9 p.m., EST - or 24 hours a day at www.sentrysafe.com if you have any additional questions.

13. Do all Sentry products offer UL protection?

In reference to Sentry® products, UL classifications apply to our Fire-Safe branded products, and their fire-protective classifications. Also we use a UL reference to the lock-types on our Sentry Steal-Safe brand and some Sentry gun safe/executive safe brand products.

14. Where can I buy Sentry products?

Locate a retailer near you by using the [Retail Locator](#), found at our Sentry website



15. What is your Limited Warranty?

Sentry Group provides a limited warranty for all the products we make. The terms of the warranty varies depending on the model you own, and range from 1 to 3, to 5 year limited warranties. Your Sentry product was designed, built and thoroughly inspected at the factory to assure you of trouble-free service, given normal use and care. Sentry Group warrants the quality and workmanship of your product according to the terms and conditions as stated in the owners' manuals. This warranty primarily covers structural and mechanical defects due to faulty materials or workmanship. Please consult your owner's manual and warranty sheet for additional details for the model you own.

16. Can I install a dry rod in my Gun Safe?

If you have a Sentry fire rated gun safe there is no access for a dry rod. The hole necessary to install a dry rod would cause the safe to fail during a fire. We recommend using desiccant bags or Eva-Dry.

If your Sentry Gun Safe is a non-fire rated model, then yes our safes are equipped to allow a dry rod. On the left panel (bottom left corner) you will see a rubber grommet. The electrical cord must pass through the grommet, once inside; it needs to be reconnected to the dehumidifier rod.

17. What is your Lifetime After-Fire Replacement Guarantee?

If a Sentry® Fire-Safe® product is damaged by fire at any time while still owned by you (the original owner), Sentry Group will ship a replacement free of charge, if you send the following information to:

**Sentry Group
882 Linden Avenue
Rochester, New York 14625-2784
USA**

- Your name and address
 - The model number and a photo of the burned unit
 - A description of the fire, along with a copy of the fire department, insurance or police report.
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18. How can I purchase additional accessories for my safe?

To order additional accessories with a credit card, by phone, please contact our Customer Service Department at 1-800-828-1438.

To order by mail please send a check or money order in the amount stated below:

For Sentry models S0XXX, S3XXX, A3XXX:

Shelf - \$10 USD

Tray - \$12 USD

Drawer - \$17.50 USD

For Sentry models S4XXXX, S5XXXX, A4XXXX, A5XXXX:

Shelf - \$11 USD

Tray - \$12.99 USD

Drawer - \$19.99 USD

File Rack - \$24.99 USD



19. If my electronic lock batteries go dead, is the combination lost?

The factory code combination to your electronic lock will remain in the memory of the unit - even if the batteries go dead. Any use programmed codes will be lost if the batteries lose power. The Sentry programmed factory code is always your default code.

20. Do I need to do anything special for storage and maintenance?

Yes. Due to the protective insulation in our Sentry® Fire-Safe® products - during normal use, moisture may be released into the interior of your product. To protect your items against this moisture, we suggest that you open your unit for a half hour, twice a month to let the air circulate on the inside. If this is not possible, we suggest that you place delicate articles, such as stamps, coins and jewelry, in an airtight, molded plastic container inside your Sentry Fire-Safe unit. (We do not have airtight containers available for purchase; check for these products in your area.)

Pearls or jewelry with pearls should not be stored in any Fire-Safe product. This is because pearls are more sensitive to damage than the 350° F interior temperature maintained during a typical fire.