SLIDER

SL20i|SL20 INSTRUCTION MANUAL

Thank You For Your Recent Purchase

At Vaultek® we stand behind our product and you our customer. On behalf of the entire team thank you for your purchase. We believe personal defense should be handled seriously and we're excited for you to experience the ultimate performance in smart-security.

STAY SAFE. VAULTEK® SAFE.

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Get to know your Vaultek® SL20i.
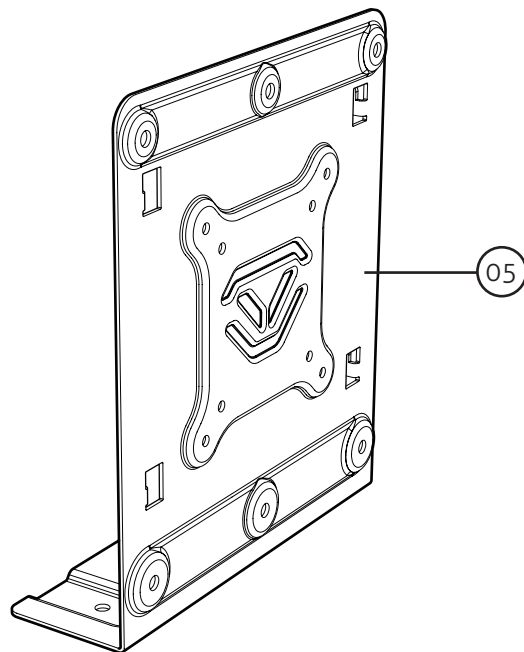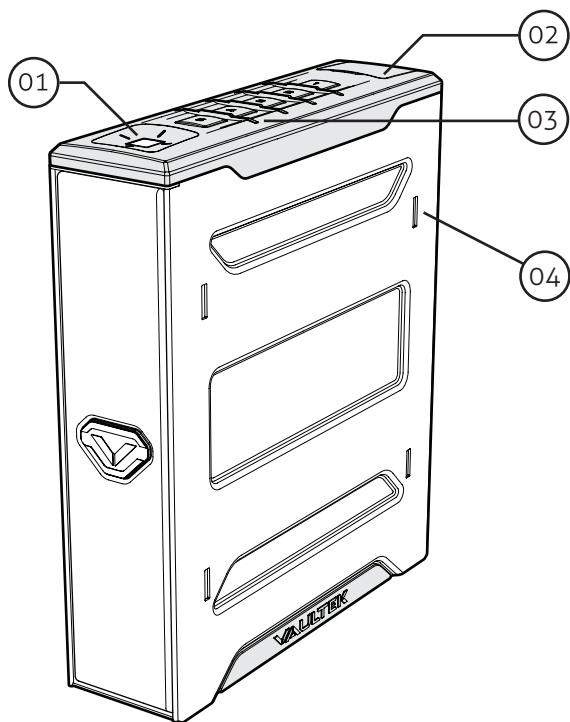
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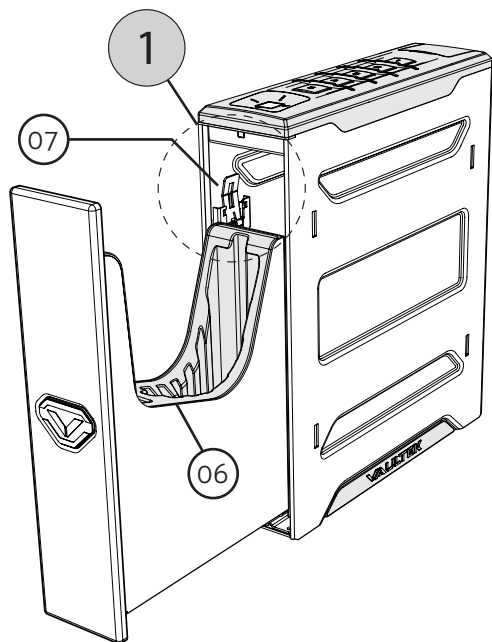
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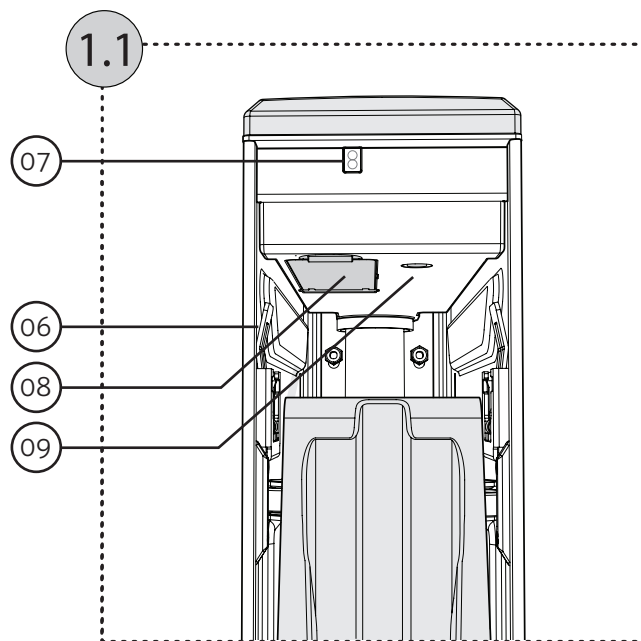
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Introduction

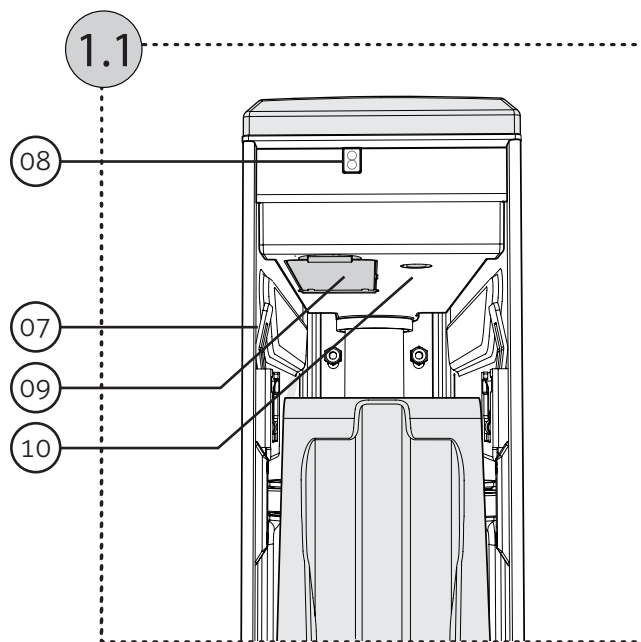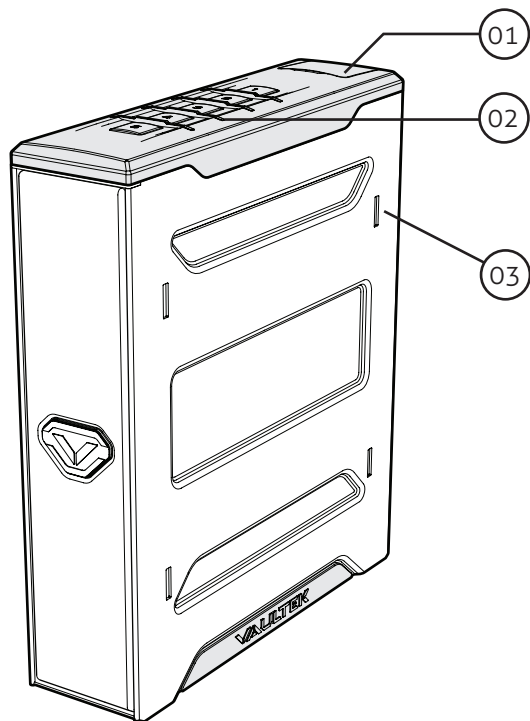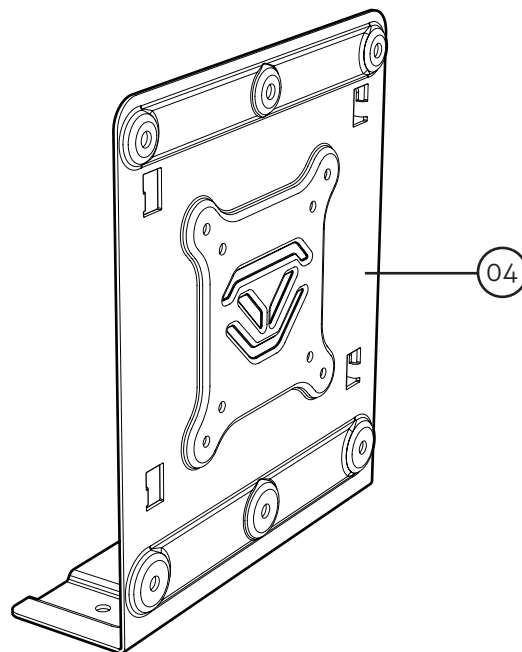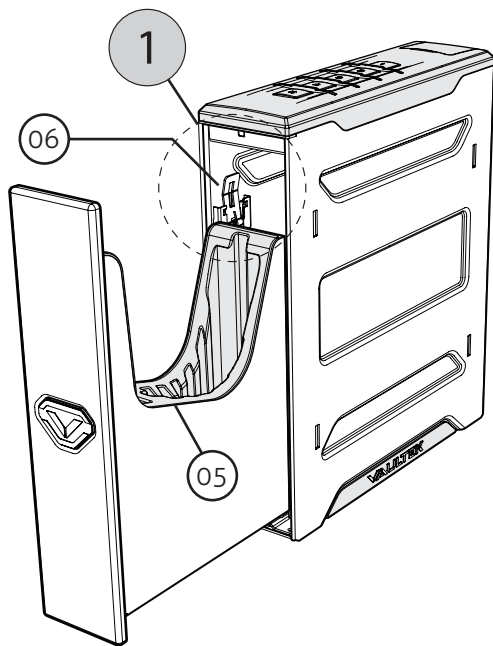The Vaultek® SL20i/SL20 is a tough and rugged Bluetooth® access safe. Its solid structure and penetration resistant design makes it ideal for quick firearm access. Powered by a rechargeable lithium-ion battery, the safe combines high security with complete access control.

Secure Access How to open your Vaultek® safe.

Smart Align Biometric Scanner (SL20i Only) Personalized access for up to 20 unique fingerprints. See pages 11 to 14 for more information.

Keypad The numeric keypad responds quickly for rapid access and has a built-in proximity sensor that lights up when your hand brushes against the safe. See page 10 for more information.

Vaultek® App Manage the safe with the Bluetooth® app. See pages 19 and 20 for more information.

Key Two keys are provided for manual access to the safe in the event the battery dies.

Secure Defense How your Vaultek® safe keeps people out.

Anti-Impact Latch Built to withstand forceful impacts and heavy slams.

Rugged Construction Reinforced steel construction helps prevent unwanted tools from attempting to break the safe open.

Security Sleep Mode Activates when six (6) consecutive incorrect keypad entries are entered or (6) incorrect fingerprint scans are made. The safe will not accept any entries for four minutes. If any additional attempts are made the alarm will beep. The security sleep mode can be cleared upon unlock of the safe by any authorized access method including the backup keys.

Warnings

To prevent damage to your Vaultek® unit or injury to yourself or to others, read the following safety precautions before using this unit.

DO NOT PLACE OR STORE THE BACKUP KEYS INSIDE THE SAFE AT ANY TIME. IF THE BATTERY FAILS, YOU WILL BE UNABLE TO OPEN THE SAFE.

DO NOT expose to extreme heat or cold. Battery power may be affected.

DO NOT store loaded guns in this unit. Firearms are serious in nature and must be handled with respect. Store responsibly.

DO NOT get fingerprint sensor wet.

ALWAYS check to make sure door has latched when closing; door requires a firm press and locks automatically.

Be sure and follow all local and state firearm laws.

DO NOT operate a firearm without proper training and experience.

Check page 16 for Smart Key warnings.

DISCLAIMERS:

NEITHER SELLER NOR MANUFACTURER SHALL BE LIABLE FOR UNAUTHORIZED ACCESS, ANY INJURY, LOSS OR DAMAGE TO PERSONAL PROPERTY DIRECT OR CONSEQUENTIAL, ARISING OUT OF THE USE OF, OR THE INABILITY TO USE THE VAULTEK® SAFE.

THE USER SHALL DETERMINE THE SUITABILITY OF THE VAULTEK® SAFE BEFORE THE INTENDED USE AND USER ASSUMES ALL RISK AND LIABILITY WHATSOEVER IN CONNECTION THEREWITH. VAULTEK® SAFES ARE NOT INTENDED TO PROTECT AGAINST ENVIRONMENTAL HAZARDS INCLUDING FIRE AND WATER.

The Bluetooth® word mark and logos are registered trademarks owned by the Bluetooth SIG, Inc. and any use of such marks by Vaultek Safe, Inc. is under license.

Battery Operation

Your safe uses a 3.7V 18650 rechargeable lithium-ion with a flat top. A minimum 2000 mAh capacity is required, however 2200 mAh or higher can be used to increase operation time. A high capacity battery upgrade is available as an accessory through our website.

Battery Installation

1 To get started open the safe using one of your backup keys via the keyhole at the back of the safe. Open keyhole cover, push key in and rotate key clockwise to open the safe.

2 Locate the battery door and open by depressing the tab near the front of the cover, allowing the door to fold down (FIGURE A/B).

3 Snap the battery (included in accessory box) into the battery door (FIGURE B/C). The battery door has molded snaps for the battery to clip into. Note that your Vaultek® safe automatically detects the polarity of the battery and can be snapped in either direction.

TIP! Make sure to push battery to back of the battery door allowing the door to close properly.

4 Close the battery door. When the battery door is closed you will hear a short welcome tone and the keypad will light up.

IMPORTANT: First time users should change the default code immediately after installing the battery to prevent unauthorized access to your safe.
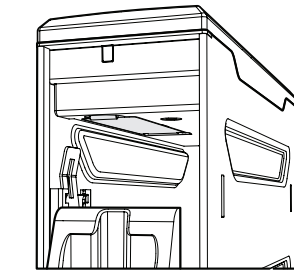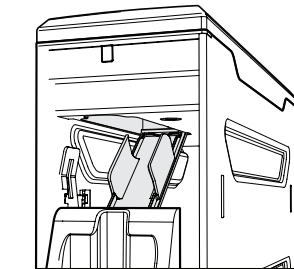
FIGURE A

FIGURE B
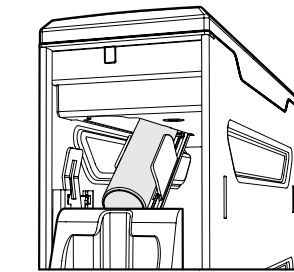
FIGURE C

Charging the Battery

Your Vaultek® safe is powered by a rechargeable lithium-ion battery and comes with a charging kit which includes an AC power adapter and a micro-USB cable. Safe and micro-USB cable can be used with all international power adapters. Under normal usage, a fully charged battery can last at least 3 months.

1 **To recharge the safe**, plug the micro-USB cable into the micro-USB receiving jack located on the back side of the safe (FIGURE D) and connect to a standard USB port or wall outlet using the AC power adapter. Approximate recharge time is 2.5 hours.

2 The LED next to the receiving jack on the back of the safe (FIGURE D) will glow RED indicating charging and GREEN indicating charged.

Charging TIPS

A After installing the battery, use the charging kit provided to charge the unit 100%.

B The charging kit can also function as an external power supply, which means you can open your safe even when the battery is depleted.

C Leaving your safe plugged in continually will **not** harm the safe or battery. However, to preserve battery life we suggest that you unplug occasionally to allow the battery to cycle down.

FIGURE D

D A specially designed Vaultek powerpack is available as a separate accessory to extend operation time.

E The adapter used to charge the battery should output 5V/2000mA or above when using micro-USB cable.

See the FAQ section for additional information about the battery.
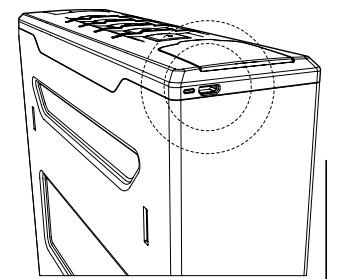
Battery Maintenance

Testing the Battery Power

To check the battery level, press and hold the '5' key on the keypad for 3 seconds. The keys will glow GREEN or RED to indicate the battery level:

Remaining Battery Capacity Level
If 4 keys glow green: 80%-100%
If 3 keys glow green: 60%-80%
If 2 keys glow green: 40%-60%
If 1 key glows green: 20%-40%
If 1 key glows red: 10%-20%
If 1 key blinks red: less than 10%

Low Battery

If the first key blinks RED several times and you hear several rapid beeps when opening the safe, your battery level is critically low and your safe needs to be charged immediately.

Master Code Programming

First time users should change the default code as soon as possible to prevent unauthorized access to your safe. You will also use this master code to pair the Vaultek® app on your smartphone, so it should be kept confidential.

TIP: Code Requirements

- Your code can be a minimum of 4 and a maximum of 8 digits. We recommend a code 6 to 8 digits in length using at least one of each key to make it more difficult for someone to guess your code. For your security, the safe will time out and sleep for 4 minutes if 6 incorrect entries are made.

- Two keys cannot be pressed simultaneously.

- Programming a new code will overwrite your previous code.

- **TIP!** The Vaultek® app will ask for your safe's master code during pairing and anytime you change the code the app will ask you to re-pair.

1 Open the safe. (The default master code is 1-2-3-4-5 on the keypad)

2 With the safe open, press and hold the "PROGRAM" button (3 seconds)(FIGURE E) until all keys turn RED and let go.

3 Enter your NEW master code.

4 **IMMEDIATELY** Press and hold the "PROGRAM" button a second time (3 seconds) until all keys turn RED and let go.

5 Enter your NEW master code a second time.

6 **IMMEDIATELY** Press and hold the "PROGRAM" button together a third time (3 seconds) until the safe beeps and all keys turn GREEN and let go. This tone confirms that the code has been reset.

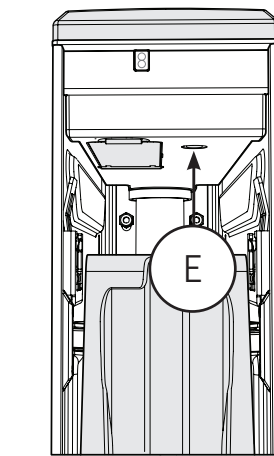If you make a mistake and the new code will not work, simply start over with step 2.
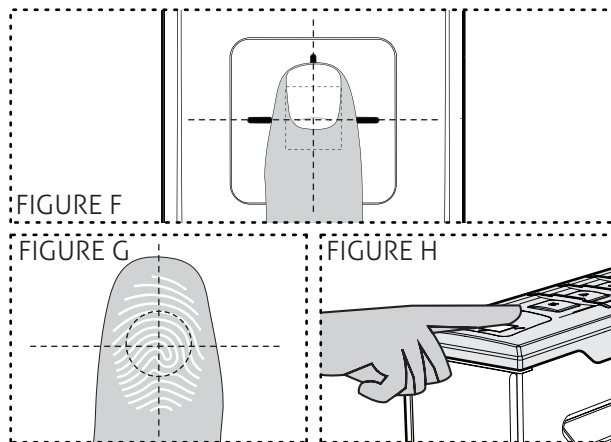

FIGURE E

Smart Align Biometric Programming (SL20i Only)

Biometrics are methods of authenticating the identity of a person based on physical or behavioral characteristics. Biometric fingerprint authentication refers to technology that measures and analyzes human physical characteristics for identification and authentication purposes. The smart align biometric system guides your finger placement for consistent and accurate results.

Everyone has their own unique fingerprints, and what makes them unique is the pattern of ridges, valleys, and minutiae points that comprise an individual print. Vaultek® and their leading engineering group has developed proprietary technology to read and match fingerprints with unmatched speed and accuracy. That means that only authorized users have access to your valuables. The safe is capable of storing fingerprint data for up to 20 unique authorized users. A user consists of 5 scans of the same finger during registration. Once a user's fingerprint data is stored in the safe and encrypted, it cannot be copied or stolen.

Helpful Programming TIPS

- **Place the core of the fingerprint flat** (FIGURE F+G) over the center of the scanner in line with the side LEDs (this allows the scanner to read where most of the fingerprint detail is located) see (FIGURE F).

- Adjust your finger slightly between scans for increased accuracy.

- Excessive moisture, lotions, or dirt will affect your fingerprint and may cause inaccurate sensor reading.

- If you are experiencing difficulty try different fingers. Each finger is unique and some fingers, such as your thumb, contain more readable information than others.

- To increase your success rate register the same fingerprint multiple times.

FIGURE F

FIGURE G

FIGURE H

ATTENTION! (FIGURE H)

Position your finger flat against the scanner to increase the amount of readable information.

Programming the 1st and 2nd Fingerprints

The 1st and 2nd fingerprints will be recognized as administrative fingerprints and will be used to authorize additional users. To program additional users please refer to the next page.

1 Open the safe. Program 1st fingerprint by quickly pressing "PROGRAM" (FIGURE I). The fingerprint crosshairs (FIGURE J) will turn solid RED and the '1' key on the keypad will start blinking RED.

TIP: If **all** keys are blinking RED and the fingerprint crosshairs turn solid RED then refer to programming fingerprints 3-20 on next page.

2 Using the helpful programming tips provided on page 11 place your finger on the fingerprint scanner for the 1st of five scans. When the safe beeps and the '1' key lights up GREEN remove your finger.

3 Place finger again over the scanner until the safe beeps and the '2' key lights up GREEN and lift. You will repeat this process until all keys (1-5) are solid GREEN.

4 Close door and test to see if the safe will open using your fingerprint. If you experience issues refer to the helpful programming tips listed on page 11 or view our tutorials online at vaulteksafe.com under Support/Tutorials.

5 Repeat steps 1 through 4 to add the 2nd administrative fingerprint.

Continue on next page to program fingerprints 3-20 and deleting prints.
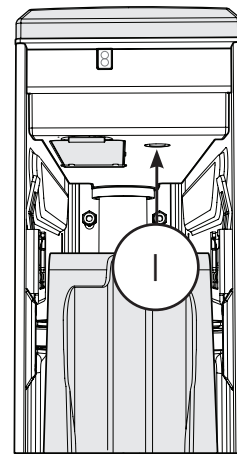
FIGURE I
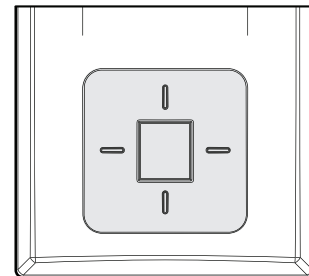
FIGURE J

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Programming Additional Fingerprints

The first two fingerprints programmed into the safe are the administrative fingerprints. Any additional users programmed require authorization from one of these fingerprints.

1 Open the safe. Program additional fingerprints by quickly pressing "PROGRAM" (3 seconds)(FIGURE I on page 12). When all keys (1-5) are blinking RED scan one of the administrative fingerprints.

2 Place one of the first two programmed administrative fingerprints on the scanner and remove when the safe beeps and the fingerprint crosshairs blink GREEN. When the '1' key starts blinking RED you can enroll a NEW fingerprint.

TIP: If the administrative print is left on the scanner too long the safe will begin to program that fingerprint into the safe again and not the NEW fingerprint. If this happens start over with step one.

3 Using the helpful programming tips provided on page 11 place the NEW finger on the scanner. When the safe beeps and the '1' key lights up GREEN remove your finger.

4 Place finger again over the scanner until the safe beeps and the '2' key lights up GREEN and lift. You will repeat this process until all keys (1-5) are solid GREEN.

Deleting Fingerprints

Individual fingerprints can not be deleted from the keypad on the safe. Following this procedure will erase all of the fingerprints including both administrative fingerprints. If you wish to delete individual fingerprints, refer to the Vaultek® app. This procedure will not affect the keypad master code.

1 Press and hold keys '3' and '5' together until **all** the keys light up RED and let go.

2 Enter your master code on the keypad. If the code is correct, all the keys will blink GREEN and safe will beep indicating deletion of **all** the fingerprints.

Smart Key Pairing

Your Vaultek® safe supports quick access with Smart Key technology. Smart Key not included but can be purchased separately. **Take caution when using this feature and be responsible. Security can be compromised in the event the Smart Key is lost or stolen. Only pair Smart Key after thoroughly understanding the inherent risks.**

IMPORTANT Be sure to follow ALL steps for proper function.

A Pair Smart Key to your safe.

B Assign an entry mode.

1 of 2: Pair Smart Key to your Safe

IMPORTANT One Smart Key per safe but multiple safes can pair with the same Smart Key.

1 Press and hold the '3' key then "PROGRAM" button together (3 seconds) until all keys blink RED.

2 Follow the pairing instructions for your Smart Key accessory to pair with your safe.

2 of 2: Assign an Entry Mode

1 After pairing you can toggle entry modes from the keypad or Bluetooth app. To toggle from the keypad press and hold the '4' key then "PROGRAM" button together. The keys will communicate as directed on next page.

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Smart Key Entry Modes

OFF - Keys Turn Solid RED

Progressive Entry Mode - Keys Blink GREEN
Safe goes into sleep mode and will require you to wake up the safe before using Smart Key. You can wake up the safe by pressing any key or brushing your hand across the keypad of the safe (backlit keys will turn RED).

On Demand Entry Mode - Keys Solid GREEN
This mode grants immediate access to your safe without having to wake it up.

⚠️ Warning: On Demand Entry Mode can open a safe in another room and/or out of sight. To reduce risk of an unattended open safe we recommend using Progressive Entry Mode.

On Demand Entry Mode requires significant power usage and can greatly reduce operation time. We suggest setting the Smart Key to Progressive Entry Mode to conserve battery.

To Unpair Smart Key

NOTE: Disabling the Smart Key function from the app or keypad will NOT delete a paired Smart Key from the safe's memory. In the event a Smart Key is lost or stolen, you can delete the lost Smart Key from the safe's memory by using a couple different methods:

A Press and hold '3' key then "PROGRAM" button together (3 seconds) until all keys blink RED. This is the same sequence used when initially pairing. After the keys blink RED for 6 seconds the safe will delete a paired Smart Key from memory.

B Anytime a new Smart Key is paired with the safe, the previous Smart Key will be erased from the safe's memory.

Hot Keys

Tamper Detection
Press and hold '2' and '4'

`1` `2` `3` `4` `5`

To check for tampering press and hold keys '2' and '4' together for 3 seconds. The '3' key will glow RED to indicate tampering or GREEN to indicate no tampering. You can reset the tamper detection by opening the safe through one of the authorized entry points.

Toggle Stealth Mode
Press and hold '1' and '3'

`1` `2` `3` `4` `5`

To toggle the sound ON/OFF press and hold keys '1' and '3' together for 3 seconds. If the '2' key glows GREEN and beeps, the sound is ON; if the '2' key glows RED, the sound is OFF.

Toggle Travel Mode
Press and hold '1'
'3' and '5'

`1` `2` `3` `4` `5`

Save battery life by disabling the proximity sensor, fingerprint sensor, keypad, and Bluetooth features. To toggle travel mode ON/OFF press and hold keys '1' '3' and '5' together until the safe beeps and the keys light up. If the keys glow RED and beeps, the safe is disabled; if the keys glow GREEN and beeps, the safe is operational.

View Battery Status
Press and hold '5'

`1` `2` `3` `4` `5`

To check the battery level press and hold the '5' key on the keypad (3 seconds). Keys from '1' to '4' will glow GREEN or RED to indicate the battery level. See pages 04 to 05 for more information.

If 4 keys glow green: 80%-100%
If 3 keys glow green: 60%-80%
If 2 keys glow green: 40%-60%

If 1 key glows green: 20%-40%
If 1 key glows red: 10%-20%
If 1 key blinks red: less than 10%

Delete Fingerprints
Press and hold '3' and '5'
then enter master code

`1` `2` `3` `4` `5`

To delete fingerprints press and hold keys '3' and '5' together (3 seconds) until all keys turn RED then enter your master code. This will remove all the fingerprints. You can delete individual fingerprints in the Vaultek® app.

Toggle Interior Light
Press and hold '1'

`1` `2` `3` `4` `5`

To toggle interior light press and hold '1' key for 3 seconds. With the light toggled ON it will illuminate when the safe opens and you can also adjust the brightness in the app.

Interior Light Time Extension
Press and hold '2'

`1` `2` `3` `4` `5`

To add additional time to the interior light press and hold the '2' key for 3 seconds. The light will turn on for an additional 10 seconds.

Toggle Bluetooth
Press and hold '2' and '5' *then enter the master code*

`1` `2` `3` `4` `5`

To toggle the Bluetooth ON/OFF press and hold keys '2' and '5' together. If the '3' and '4' glow RED Bluetooth is OFF. Re-enable by pressing and holding '2' and '5' together until **all keys** light up RED then enter your master code. When Bluetooth is toggled OFF all app functions will be disabled and your safe is undiscoverable.

Toggle App Unlock
Press and hold '1' and '4' then "PROGRAM" button

`1` `2` `3` `4` `5`

By default, the unlock feature on the Vaultek® app will be disabled. To toggle this feature press and hold keys '1' and '4' followed by the "PROGRAM" button together for 3 seconds. If keys '2' and '3' turn GREEN the unlock feature is enabled. If keys '2' and '3' turn RED the unlock feature is disabled.

Toggle Smart Key Modes
Press and hold '4' then "PROGRAM" button

`1` `2` `3` `4` `5`

To toggle Smart Key entry modes press and hold the '4' key then "PROGRAM" button together for 3 seconds. The keypad will indicate each mode as listed on page 16. You may also alternate modes in the Vaultek® app.

Vaultek® App Features

The Vaultek® app lets you get the most out of your safe. Using the app gives you access and control over features that are not possible using the keypad interface alone. To get started, download and install the Vaultek® app for free from the Google Play store or Apple store, and pair your phone with your safe.

App Features

Unlock Safe Within Range (Optional) | Check Battery Levels

Toggle Sound On/Off | Adjust Interior Light

Manage Fingerprint IDs (SL20i Only) | View History Log

Toggle Smart Key Modes

Helpful TIPS

History Log Timestamp Any actions recorded in the history log before your phone is paired with the safe will show a timestamp from the safe's default clock - this may not match your phone's time or date. To sync your phone's time with the safe's history log, simply open and close the battery door and immediately re-pair your phone before performing any other actions.

Remote Unlock By default, the unlock feature on the Vaultek® app will be disabled. If you wish to enable this feature, press and hold keys '1' and '4' followed by the "PROGRAM" button together for 3 seconds. If keys '2' and '3' turn GREEN the unlock feature is enabled. If keys '2' and '3' turn RED the unlock feature is disabled.

Privacy Notice

Vaultek Safe, Inc. does not access your personal information. The app may require some permissions to store personal preferences such as your safe's settings, fingerprint ID names, and Bluetooth settings to communicate with your safe. In no way do we gain or collect any personal information from you.

Vaultek® App Pairing

1 **Get the App** Download the Vaultek® app from the Google Play store or Apple store.

2 Make sure your phone's Bluetooth settings are set to ON, and **open the Vaultek® app to begin.**

IMPORTANT You must be within Bluetooth range to pair your phone with your safe. The approximate range is 25 feet.

3 **Create a Pattern Lock** This is an added layer of protection to safeguard your safe and prevent unauthorized access in the event your phone is misplaced. To create your pattern lock, simply drag your finger along the screen to connect at least four dots. This unique pattern will be required each time you open the app.

4 **Select Your Safe** After a few seconds your safe will appear in the search. You can drag the screen downwards to refresh if you are not seeing your safe listed. Select your safe, and enter your safe's master code when prompted. This is the same code used to open the safe using the numeric keypad.

IMPORTANT If you change your safe's master code after pairing, the safe will no longer connect to your app, and you will be prompted to enter the new code when needed.

IMPORTANT As a security measure, if too many incorrect master code entries are entered, your safe's Bluetooth will disable and must be toggled ON again using the hot key sequence.

5 **Sync Your Phone** - **A.** Press and hold keys '4' and '5' on your safe followed by the PROGRAM button together for 3 seconds to start the syncing protocol. **B.** When the keypad starts blinking RED you can finalize the pairing sequence from your app screen by pressing 'OK'. The safe's keypad will flash GREEN and beep when complete, if the keypad flashes RED with two beeps you will need start over with step 4.

TIP This pairing sequence offers enhanced security protection and can only be used to pair one phone to your safe. If the process is repeated with a different phone, the previous phone will be overridden and disconnected from the safe.

Remote Unlock

Product Registration

Vaultek® strongly encourages you to register your safe as soon as you receive it. Registration provides many benefits including technical support and ordering replacement keys should you misplace them. Your Vaultek® safe has a unique product number on the inside of the battery door and a 4-digit ID number engraved on the keys. You will need these numbers to register your safe.

1 Locate your product number. It is printed on the first page of this user manual and on the inside of the battery door (FIGURE K/L).

2 Find your 4-digit ID number engraved on the keys (FIGURE M).

3 Please visit the Vaultek® website at vaulteksafe.com and click Support/Product Registration.

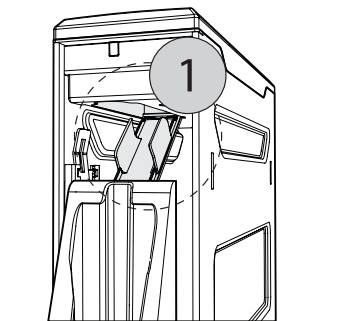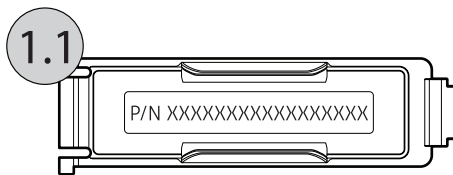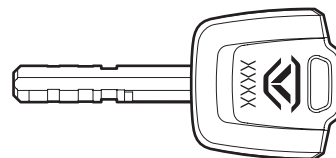**4** Enter the required information in the form and click submit.

P/N XXXXXXXXXXXXXXXXX

FIGURE K

FIGURE L

FIGURE M

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Mounting Plate Configurations

Your Vaultek® safe includes a mounting plate with multiple configurations for mounting. A four point configuration can be used for standard vertical surface mounting (1.1), two point mounting for installing in a vertical wall stud (1.2), and base mounts for horizontal applications (1.3).

The mounting plate also features standard VESA 75mm and 100mm fitment for use with other adapter plates (1.4). Hardware for VESA fitment not included.

Front View

Perspective View
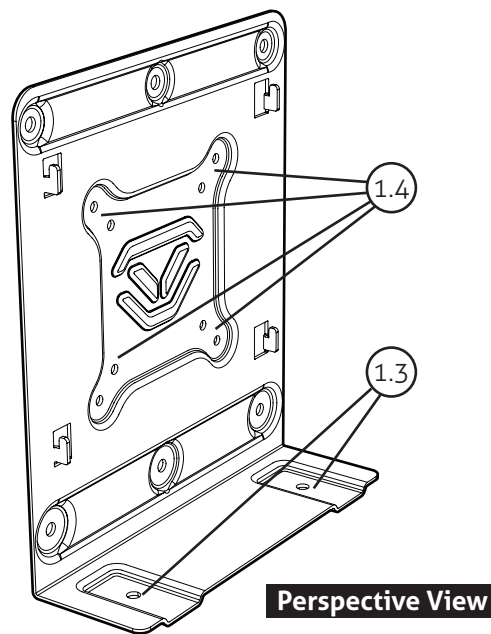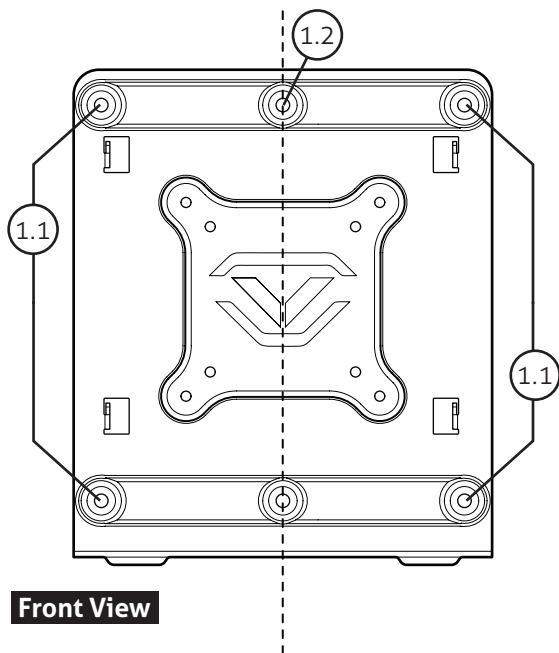
Securing Your Safe Continued

Installing Mounting Bracket

1 Locate mounting surface, making sure the safe will have enough clearance to open properly prior to installing.

2 Hold mounting plate in place and use a pencil to mark desired hole locations. Drill 7/32" inch pilot holes.

3 Using hardware provided fasten mounting plate in place and tighten firmly.

Mounting Safe

TIP: Your safe can install on the mounting plate from the left or right side.

1 Locate the 4 receiving slots located on the safe sides, and the 4 tabs located on the mounting plate.

2 Fully insert the tabs on the mounting plate into the receiving slots on the safe (FIGURE N/O), and press the safe downwards to lock in place (FIGURE P).
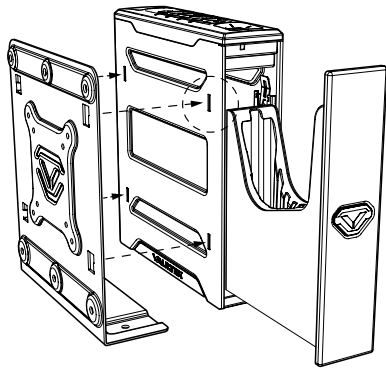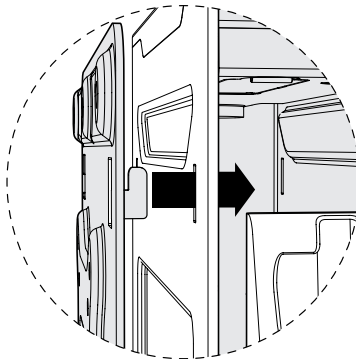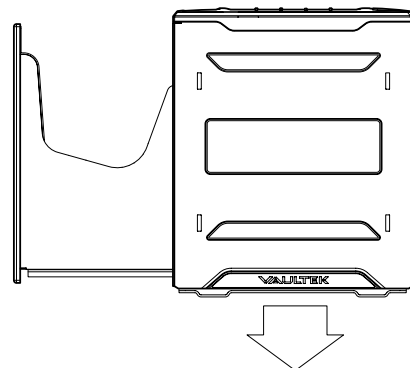
FIGURE N   FIGURE O   FIGURE P

To Remove Safe from Mounting Plate

1 Open the safe. Locate the release clip on the same side as the attached mounting plate.

2 Use your thumb or finger to pull the release clip back, and lift the safe off the mount at the same time (see FIGURE Q/R). The safe will not remove without pulling the release clip back.

FIGURE Q

FIGURE R

Aftermarket Configuration

Your mounting plate features additional pre-drilled holes for the addition of aftermarket brackets or modifications (see FIGURE 1.4 on page 22) using VESA standard fitment. This is great if the environment requires the safe to be configured in a certain manner beyond the standard mounting options available.

App

Q: How do I secure the app?
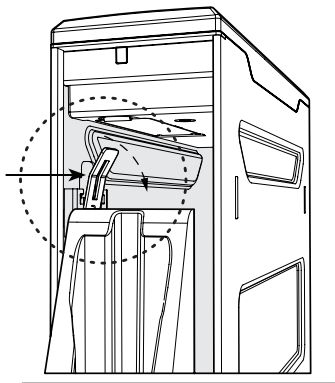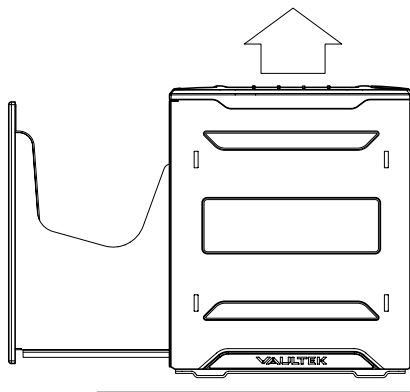A: The app has a built in security pattern lock feature to prevent someone from opening your phone and accessing the safe. Refer to page 19 for more information.

Battery

Q: Can I keep the safe plugged in at all times?
A: Leaving your safe plugged in continually will **not** harm the safe or battery. However, to preserve the battery life we suggest that you unplug occasionally to allow the battery to cycle down.

Q: What happens to the fingerprints that are stored in my Vaultek® safe when the battery dies?
A: The safe retains all fingerprints in the event of battery failure. Once the power is restored by inserting the AC adapter cable, the unit will function as it did before the power loss.

Q: What type of battery does my Vaultek® safe use?
A: Use a 3.7V 18650 rechargeable lithium-ion battery with a flat top. A minimum 2000 mAh capacity is required, however 2200 mAh or higher can be used to increase operation time. This type battery is commonly available and higher capacity batteries are available at vaulteksafe.com.

Q: Can I use a battery of more than 2000 mAh?
A: Yes, a minimum 2000 mAh capacity is required, however 2200 mAh or higher can be used to increase operation time.

Fingerprint Scanner (SL20i Only)

Q: How do I improve fingerprint success rate?
A: Refer to page 11 for tips.

TUTORIALS ONLINE AT VAULTEKSAFE.COM

Q: If I cut my finger, does the fingerprint heal the same as before and will it open my safe?
A: Usually yes, although if the cut is significant or requires stitches scar tissue may form as a result causing a change in your fingerprint. That is why we recommend enrolling additional user fingerprints and also fingerprints from your other hand.

Q: Will my Vaultek® safe scan my finger correctly when my finger/fingerprint is wrinkled after bathing or swimming?
A: The Vaultek® safe has been designed to be very sensitive when authenticating and matching fingerprints. The until will open when your fingerprint has increased moisture from an average shower or swim. However, extreme water retention due to extended time in the water will cause aspects of your fingerprint to change for a short period. If this happens, fingerprint access to your safe may be denied until your fingerprint returns to its normal condition. The keypad and app will not be affected and will still function normally to open the safe.

Keys

Q: What happens if I lose the keys?
A: First, make sure you register your safe in the event you do lose your keys. Contact our support team at vaulteksafe.com/support for assistance. Be prepared to provide your order details and Product Number.

Misc.

Q: Can I travel with my Vaultek® safe through US Customs or TSA Security at the airport?
A: Yes, there are no restrictions on carrying this type of item. Please be aware that you may be asked to open your safe. Rather than passing it through x-ray, and we recommend that an enrolled user be present during the transport of this item in case such a request is made by a government authority. If transporting a firearm, be sure the safe is checked or included with checked luggage and that you notify your airline agent at check in.

Don't see your question answered.
Send us your question to support@vaulteksafe.com.

If you experience any issues with your safe, try the following solutions.

The app history clock data does not match up with my phone's clock.
A: To sync your phone's time with the safe's history log, simply open and close the battery door and immediately re-pair your phone before performing any other actions. Refer to page 19.

The unlock feature on the app is grayed out.
A. By default, the unlock feature on your app will be disabled. If you wish to enable this feature, press and hold keys '1' and '4' followed by the PROGRAM button together for 3 seconds. Repeat the sequence to disable the unlock feature.

Smart Key is not working.
A: After pairing you need to assign an entry mode. Refer to page 15. After Smart Key is paired you need to assign to either On Demand or Progressive entry mode, otherwise Smart Key will disable after pairing.

Fingerprint scanner works sometimes and not others. (SL20i Only)
A: We have a few suggestions to help improve the success rate on page 11.

The keypad is not responding
A. Open and close the battery door. This is a soft reset for the safe. See if you are able to open the safe using the keypad or reprogram the safe's master code. If you are still experiencing issues please contact our support at vaulteksafe.com/support for assistance.

Sound is not working.
A: To toggle the sound ON/OFF press and hold keys '1' and '3' together for 3 seconds. If the '2' key glows GREEN, the sound is ON; if the '2' key glows RED, the sound is OFF. If the sound is toggled on and you still can't hear it, have someone in your house listen. The tones are high pitch.

Unable to change master code.
A: Refer to page 10 of the user manual or check our tutorials online at vaulteksafe.com under Support/Tutorials.

Soft Reset: Open and close the battery door. This is a soft reset to the safe.

STOP! Do not return to retailer. If you have any questions about your Vaultek®
safe or need help configuring the system, please visit Support at vaulteksafe.com.

Customer Support / Warranty

Customer Support

If you have a problem with your Vaultek® safe that is not answered in the FAQ section of this manual, we encourage you to email us: SUPPORT@VAULTEKSAFE.COM.

Limited Warranty (Terms and Conditions)

Vaultek® is committed to building high quality products and will make every effort to ensure our products are free from any defects. We guarantee your safe will be free of defects in materials or workmanship for a period of three years from the date of original purchase from an authorized dealer. This warranty does not cover abuse, misuse, use in any manner for which is not designed, neglect, modification, damage inadvertently caused by the owner, accidents, and/or tampering.

If you encounter a problem with your Vaultek® safe, contact our support team online at vaulteksafe.com/support for assistance. If your safe is determined to be defective and we are responsible for the cause we will have it repaired at our expense, or we will send a new replacement at no cost to you. You will be required to return your existing unit as well as all included accessories to Vaultek® prior to replacement of the defective unit along with your verification of purchase.

If it is determined your safe needs to be returned our customer support team will provide you with a Return Merchandise Authorization (RMA) number. Please have the following information available when contacting us:

• Purchaser's name and mailing address, email address, and phone number.
• Copy of receipt or online order number (if purchased directly from us or Amazon)
• Authorized dealer name (if applicable)
• Detailed description of problem

NEITHER SELLER NOR MANUFACTURER SHALL BE LIABLE FOR ANY INJURY, LOSS OR DAMAGE, DIRECT OR CONSEQUENTIAL, ARISING OUT OF THE USE OF, OR THE INABILITY TO USE THE VAULTEK® SAFE.

FCC

This device has been evaluated to meet general RF exposure requirement, and this device can be used in portable exposure condition without restriction.

FCC statements:
This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.
NOTE: The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications or changes to this equipment. Such modifications or changes could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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