



Instruction Manual

**VE10 \ VE20**

**SETUP!**

**SCAN CODE**

\*USE PHONE CAMERA



or visit [www.vaulteksafe.com/support/](http://www.vaulteksafe.com/support/)

## Quick Start Guide

### Battery Installation

#### Quick Start Guide Step 1

- 1 To get started, insert one of your backup keys into the keyhole at the front of the safe (see Figure A). Push key in and rotate the key 90 degrees clockwise to open the safe.
- 2 Remove the interior padding. Locate the battery compartment door on the inside of the safe directly behind the '4' key on the keypad (see Figure B).
- 3 Remove the battery cover by pressing down on the tab near the top of the cover.
- 4 Insert the battery (included in accessory box) into the battery compartment. Note that your Vaultek® safe automatically detects the polarity of the battery and can be installed in either direction.

**TIP!** For easy removal make sure to place the pull string over the battery before closing the door.

- 5 When the battery is inserted you will hear a short welcome tone and the keypad will light up.
- 6 Once you hear the tone and see the keypad light up, replace the battery cover. You are now ready to program your safe.

**IMPORTANT** Your Vaultek® safe will automatically lock when you fully close the lid.

See page 06 on how to charge the battery.

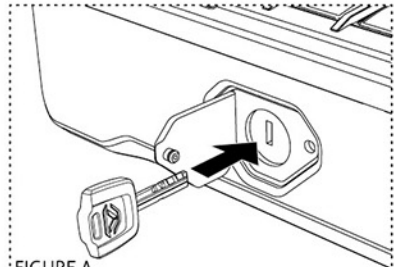


FIGURE A

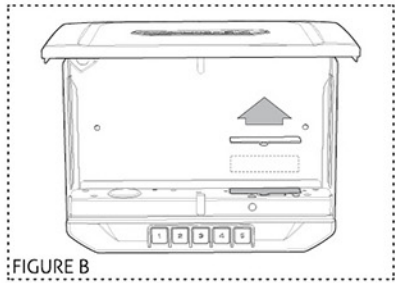


FIGURE B

## Master Code Programming

### Quick Start Guide Step 2

**First time users should change the default code as soon as possible** to prevent unauthorized access to your safe, 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.

- 1 Open the safe. Note, keys are included. With the safe open, press and hold the "PROGRAM" button (3 seconds) (Figure C) until all keys (1-5) light up RED and let go.
- 2 Enter your NEW master code.
- 3 **IMMEDIATELY** Press and hold the "PROGRAM" button a second time (3 seconds) until all keys (1-5) light up RED and let go.
- 4 Enter your NEW master code a second time.
- 5 **IMMEDIATELY** Press and hold the "PROGRAM" button a third time (3 seconds) until the safe beeps and let go. This tone confirms that the password has been reset. Now test the code.

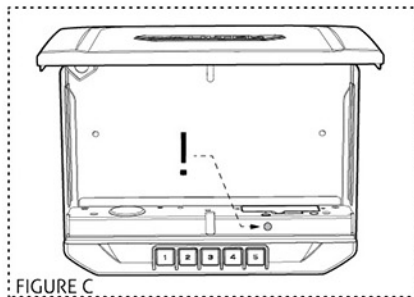


FIGURE C

If you make a mistake and the new code will not work, simply start over with step 1.

For tutorials, setup help, and FAQs visit <https://vaulteksafe.com/support/> and select your safe.

## Product Registration

### Quick Start Guide Step 3

Vaultek® strongly encourages you to register your safe as soon as you receive it. **Registration provides many benefits including three year warranty, 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 D/E).
- 2 Find your 4-digit ID number engraved on the keys (Figure F).
- 3 Please visit the Vaultek® website at [vaulteksafe.com](https://vaulteksafe.com) and click Support/Product Registration.
- 4 Enter the required information in the form and click submit.

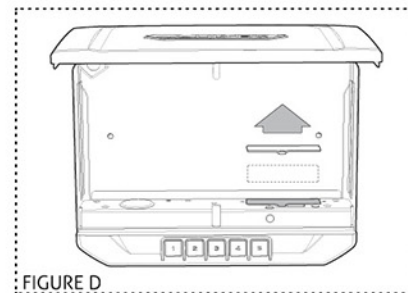


FIGURE D

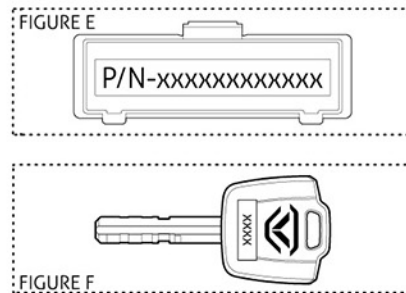


FIGURE E

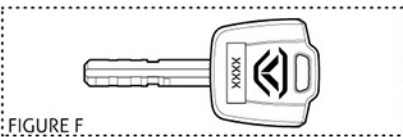


FIGURE F

For tutorials, setup help, and FAQs visit <https://vaulteksafe.com/support/> and select your safe.

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For tutorials, setup help, and FAQs visit <https://vaulteksafe.com/support/> and select your safe.

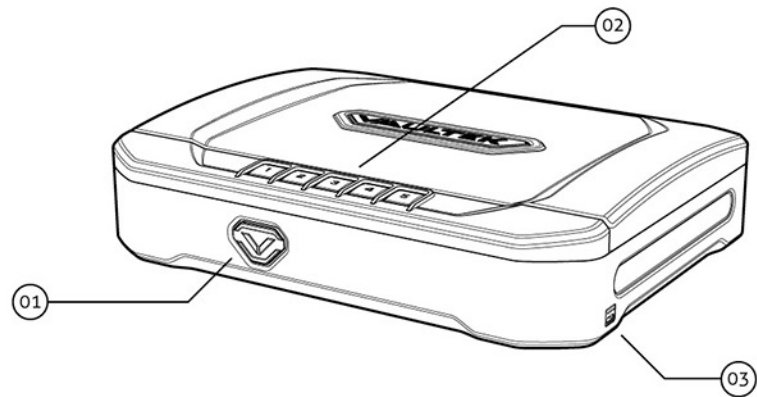
## Box Contents

Vaultek® Safe  
18650 Rechargeable Lithium-ion Battery  
Micro-USB Charging Cable  
High Strength Steel Security Cable  
Hardware Mounting Kit  
Owner's Manual / Quick Start Guide  
Backup Keys (2)

For tutorials, setup help, and FAQs visit <https://vaulteksafe.com/support/> and select your safe.

## Product Overview

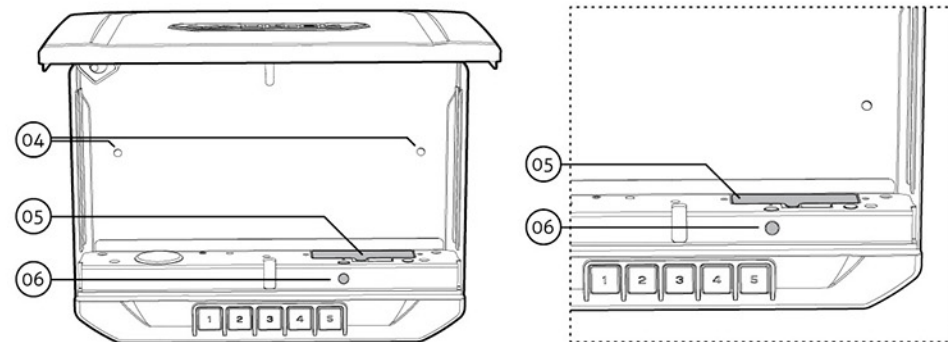
Get to know your Vaultek® safe.



01. Silicone Keyhole Cover

02. Backlit Numeric Keypad

03. Micro-USB Charging Port



04. Pre-Drilled Mounting Holes

05. Battery Compartment

06. PROGRAM Button

## Introduction

The Vaultek® VE10/VE20 is a PIN access / manual key access safe. Its solid structure and penetration resistant design makes it ideal for storing valuables such as firearms, jewelry, cash, and other personal items. Powered by a rechargeable lithium-ion battery, the safe combines high security with complete access control.

**Secure Access** How to open your Vaultek® safe.

**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 08 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 System** Built to withstand forceful impacts and heavy slams.

**Unibody Construction** Our unibody design is extremely strong without welds or weak points.

**No External Access Points** A combination of an interior mounted hinge system and extended anti-pry reinforcement bars help prevent unwanted tools from attempting to break the safe open.

**Mounting Feature** Secure your safe to a stationary object via the included high strength steel security cable or via the two pre-drilled mounting holes using the included mounting hardware.

**Security Sleep Mode** Activates when six (6) consecutive incorrect keypad entries are entered and does not accept any entries for four minutes. If a button is pressed during this mode, all of the numbers will flash RED and the alarm beeps. A backup key may be used to open the safe.

**Alert of Manual Unlock** Activates when someone opens the safe with either the key or by picking the lock, the keypad will start flashing. By default this is toggled OFF. To enable reference the hot key section on page 10.

For tutorials, setup help, and FAQs visit <https://vaulteksafe.com/support/> and select your safe.

## 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.

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

### **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.

Be sure and follow all local and state firearm laws.

**DO NOT** operate a firearm without proper training and experience.

For tutorials, setup help, and FAQs visit <https://vaulteksafe.com/support/> and select your safe.

## 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.

### Battery Installation

- 1 To get started, insert one of your backup keys into the keyhole at the front of the safe (see Figure A). Push key in and rotate the key 90 degrees clockwise to open the safe.
- 2 Locate the battery compartment door on the inside of the safe directly behind the '4' key on the keypad (see Figure B).
- 3 Remove the battery cover by pressing down on the tab near the top of the cover.
- 4 Insert the battery (included in accessory box) into the battery compartment. Note that your Vaultek® safe automatically detects the polarity of the battery and can be installed in either direction.  
**TIP!** For easy removal make sure to place the pull string over the battery before replacing the cover.
- 5 When the battery is inserted you will hear a short welcome tone and the keypad will light up.
- 6 Once you hear the tone and see the keypad light up, replace the battery cover. You are now ready to program your safe.

**IMPORTANT** Your Vaultek® safe will automatically lock when you fully close the lid.

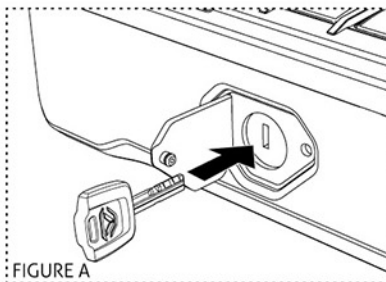


FIGURE A

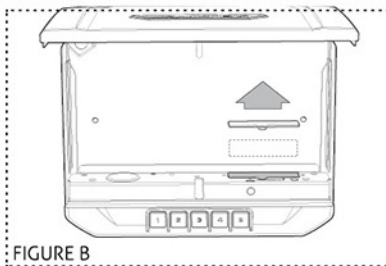


FIGURE B

Continue on next page for more information about the battery.

### Charging the Battery

Your Vaultek® safe is powered by a rechargeable lithium-ion battery and comes with a micro-USB charging cable. The 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 side of the safe (Figure C) and connect to a standard USB port or wall outlet using an AC power adapter. Approximate recharge time is 2.5 hours.
- 2 The LED next to the receiving jack on the side of the safe (Figure C) will glow RED indicating charging and GREEN indicating charged.

### Charging TIPS

- A After installing the battery, use the micro-USB charging cable and connect to a standard USB port or wall outlet using an AC power adapter to charge the unit 100%.
- B The micro-USB cable and an adapter can also function as an external power supply, which means you can open your safe even when the battery is depleted.
- C A specially designed Vaultek powerpack is available as a separate accessory to extend operation time.
- D 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.
- 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.

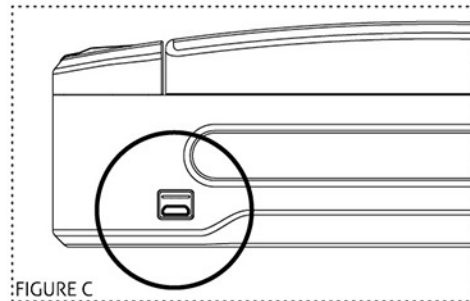


FIGURE C

## 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 '1' to '4' will glow GREEN or RED indicating 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 '1' key on the keypad 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 recharged immediately.

### Soft Reset TIP

In the event the battery dies or a soft reset is performed (battery removal and installation) the safe will restore the Alert of Manual Unlock feature. This setting will need to be readjusted, however the master code will not be affected.

### IMPORTANT

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.

A high capacity battery upgrade is available as an accessory through our website.

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

For tutorials, setup help, and FAQs visit <https://vaulteksafe.com/support/> and select your safe.

## Master Code Programming

First time users should change the default code as soon as possible to prevent unauthorized access to your safe, 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.

- 1 Open the safe. With the safe open, press and hold the "PROGRAM" button (3 seconds) (Figure D) until all keys (1-5) light up RED and let go.
- 2 Enter your NEW master code.
- 3 **IMMEDIATELY** Press and hold the "PROGRAM" button a second time (3 seconds) until all keys (1-5) light up RED and let go.
- 4 Enter your NEW master code a second time.
- 5 **IMMEDIATELY** Press and hold the "PROGRAM" button a third time (3 seconds) until the safe beeps and let go. This tone confirms that the password has been reset. Now test the code.

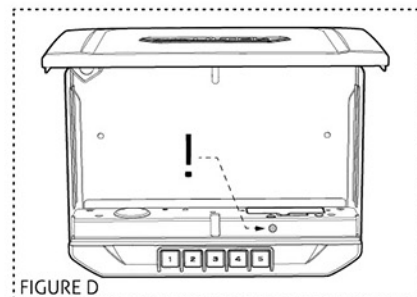


FIGURE D

If you make a mistake and the new code will not work, simply start over with step 1.

For tutorials, setup help, and FAQs visit <https://vaulteksafe.com/support/> and select your safe.

## Product Registration

Vaultek® strongly encourages you to register your safe as soon as you receive it. **Registration provides many benefits including three year warranty, 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 E/F).
- 2 Find your 4-digit ID number engraved on the keys (Figure G).
- 3 Please visit the Vaultek® website at [vaulteksafe.com](https://vaulteksafe.com) and click Support/Product Registration.
- 4 Enter the required information in the form and click submit.

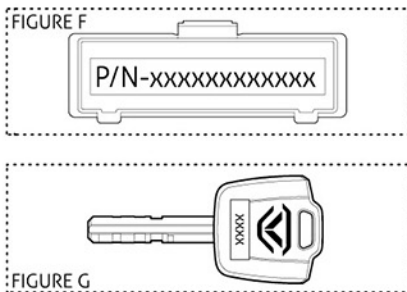
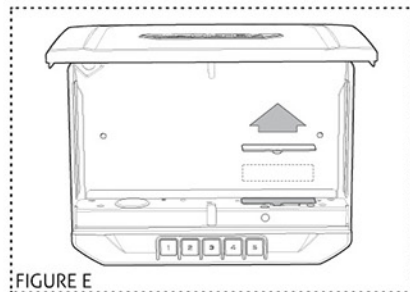


FIGURE F

FIGURE G

For tutorials, setup help, and FAQs visit <https://vaulteksafe.com/support/> and select your safe.

## Hot Keys



Press and hold '2' and '4'

### Tamper Detection

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.



Press and hold '1' and '3'

### Toggle Stealth Mode

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.



Press and hold '1', '3' and '5'

### Toggle Travel Mode

Save battery life by disabling the proximity sensor, and keypad. To toggle travel mode ON/OFF press and hold keys '1', '3', and '5' together until safe beeps.



Press and hold '5'

### View Battery Status

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.



Press and hold '1'

### Toggle Interior Light

To toggle the interior light ON/OFF press and hold the '1' key for 3 seconds. With the light toggled to ON you can press the "LIGHT" button inside the safe to illuminate the light. If the light is toggled OFF the light will be disabled.



Press and hold '3' and "PROGRAM"

### Toggle Alert of Manual Unlock

If the Alert of Manual Unlock is on, and someone opens the safe with either the key or by picking the lock, the keypad will start flashing. To toggle Alert of Manual Unlock press and hold the '3' key then "PROGRAM" button together for 3 seconds. The keypad will flash GREEN indicating enabled or RED indicating disabled. If ON and activated it can only be cleared by entering master code. Default is OFF.

## Securing Your Safe

Your Vaultek® safe can be secured a few different ways. Included is a security cable to attach your safe to larger stationary objects. There are also mounting screws included to mount the safe to a flat surface using the pre-drilled holes on the bottom.

### Using the Security Cable

- 1 Loop the security cable around a secured object.
- 2 Run the end of the cable through the eye of the other end and pull tight around the object.
- 3 Place the end of the security cable inside the fully enclosed quick release cable mount inside your Vaultek® safe as shown in (Figure H).
- 4 Make sure the safe closes with the cable secured inside the quick release cable mount.

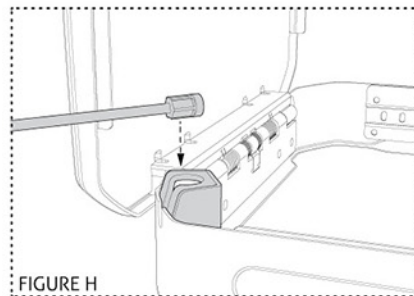


FIGURE H

### Using the Mounting Screws

TIP: Make sure you have enough clearance for the lid to open properly before mounting the safe.

- 1 Position the safe on a flat surface where you want to mount it.
- 2 Use a pencil to mark the holes for drilling.
- 3 Drill pilot holes.
- 4 Position safe in place and install screws through safe into pilot holes. Tighten screws.

#### **IMPORTANT**

Mounting the safe vertically so that the door flips upward will result in incomplete opening of the safe due to weight. The door will open if the safe is mounted so that the door opens down or to the side.

## 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 visit [www.vaulteksafe.com/support/](http://www.vaulteksafe.com/support/).

### Limited Warranty (Terms and Conditions)

VAULTEK® IS COMMITTED TO PROVIDING PRODUCTS OF HIGH QUALITY AND VALUE AND MAKES EVERY EFFORT TO ENSURE ITS PRODUCTS ARE FREE OF DEFECTS.

Vaultek® guarantees your safe will be free of defects in materials or workmanship for a period of two years from the date of original purchase from an authorized dealer and three years with verified product registration.

The warranty is only valid for the original purchaser and not transferable. This warranty is only valid for products purchased and operated in the U.S. This warranty does not cover abuse, misuse, use in any manner for which is not designed, neglected, modification, damage inadvertently caused by the user, accidents and/or tampering.

If service is needed Vaultek will, at its option, exchange or repair without charge for parts or labor. Upon authorization of warranty service, customers are responsible for securely packaging product. Additionally, customers are responsible for costs of shipping to and from Vaultek service center.

If the claimed defect cannot be identified or reproduced, customers will be held responsible for the costs incurred. Please have the following information available before you begin a claim with Vaultek:

- Purchaser's name, mailing address, email address, and a phone number.
- Copy of receipt or online order number (if purchased directly from us or Amazon)
- Authorized Dealer Name (if applicable)
- Detailed description of the 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.

## **FAQ** More online at [vaulteksafe.com/support/](https://vaulteksafe.com/support/)

### **Q: Can I keep the safe plugged in at all times?**

A: Leaving the safe plugged continually will **not** harm the safe or battery. However, to preserve the battery life span for portability we suggest that you unplug occasionally to allow the battery to cycle down.

### **Q: What happens to the master code that is stored in my Vaultek® when the battery dies?**

A: The safe retains the master code in the event of battery failure. Once the safe has been recharged, 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. A battery upgrade is available through our website at [www.vaulteksafe.com](https://www.vaulteksafe.com).

### **Q: Can I use a battery of more than 2000mAh?**

A: Yes, a minimum 2000mAh capacity is required, however 2200 mAh or higher can be used to increase operation time. A battery upgrade is available through our website at [www.vaulteksafe.com](https://www.vaulteksafe.com).

### **Q: Is my Vaultek® safe fireproof or waterproof?**

A: No, the safe is not fireproof nor waterproof. This safe has been specifically designed for portability, secure access, and convenience.

### **Q: What happens if I lose the keys?**

A: First, make sure you registered your safe in the event you do lose your keys. Visit support at [vaulteksafe.com](https://vaulteksafe.com) for assistance in replacing a set of keys. Be prepared to provide your order details and product number.

**STOP!** Do not return to retailer. If you have any questions about your Vaultek® safe or need help configuring the system, please contact us at [support@vaulteksafe.com](mailto:support@vaulteksafe.com).

For tutorials, setup help, and FAQs visit <https://vaulteksafe.com/support/> and select your safe.

### **Q: Can I travel with my Vaultek® safe through US Customs or TSA 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 we recommend that an authorized 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.

## **Troubleshooting** More online at [vaulteksafe.com/support/](https://vaulteksafe.com/support/)

### **Lid is not engaging.**

A: The lid requires a firm press. You will feel the latches engage if you press slowly. Feel/listen for the click.

### **The keypad is not responding.**

A: First, your battery might be dead. Connect to power and your safe should recharge the battery and function normally. Second, remove the battery and reinstall. 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 visit support at [www.vaulteksafe.com](https://www.vaulteksafe.com) for assistance.

### **Unable to change master code.**

A: Refer to page 06 of the user manual or check tutorials online at [vaulteksafe.com](https://vaulteksafe.com) under Support/Tutorials.

### **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 else in your house listen as the sound is high pitched.

**Soft Reset:** Remove the battery and reinstall. The Alert of Manual Unlock feature will reset. This setting will need to be readjusted, however the master code will not be affected. Refer to page 07 for more details.

For tutorials, setup help, and FAQs visit <https://vaulteksafe.com/support/> and select your safe.

## FCC

NOTE: 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.

## CE

Due to the used enclosure material, the product shall only be connected to a USB

Do not use the product in the environment at too high or too low temperature,  
never expose the product under strong sunshine or too wet environment.  
The suitable temperature for the product and accessories is 0°~40°.

CAUTION RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.

### EU Regulatory Conformance

Hereby, Vaultek Corporation declares that this device is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.  
For the declaration of conformity, visit the Web site <https://vaulteksafe.com>.



For tutorials, setup help, and FAQs visit <https://vaulteksafe.com/support/> and select your safe.



**VAULTEK®**

37 North Orange Ave. Suite 800B Orlando, FL 32801

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