

# Safes - FAQ (Frequently Asked Questions)

## Questions concerning HomeSafe, Cityline

### **I want to fix my safe. Are plugs and screws included? If so, where are they to be found?**

No, the safe does not include fixing material, BURG WÄCHTER recommends to use 8 or 10 mm wood screws with corresponding 10 or 12 mm plugs

### **I want to fix my safe at the back to the wall. Is the safe prepared with holes?**

In the back there are 2 anchoring possibilities. The rear back wall of the safe body is not drilled, so with free installation the safe has no visible hole in the back wall. In case wall anchoring is requested, the hole has to be drilled from the inside outwards with a steel drill bit.

### **My safe door rattles. How can I adjust the door slackness?**

An opening on the left in the safe frame (where the bolts enter) holds a bendable metal plate. Bend this plate with a thick screwdriver so that the door closes well.

### **Can I get a spare shelf for my safe?**

Please contact a dealer in your area (dealer locator on our homepage).



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## Questions concerning HomeSafe, Cityline (version E electronic)

**I bought a new safe with an electronic combination lock. Are the batteries included and where can I find these?**

Yes. 3 batteries are inside the battery compartment with dividing strips.

**Does the electronic have an emergency lock with keys? If so, where are the emergency keys?**

Safes with certified electronic locks generally do not have a mechanical emergency lock.

**What can I do if the code is no longer known but the door is open?**

The PCB must be replaced. Please contact a dealer in your area (dealer locator on our homepage) or the BURG-WÄCHTER service line (+49 (0)2335 965 413)

**What can I do if the code is no longer known but the door is locked?**

Please contact a dealer in your area (dealer locator on our homepage) or the BURG-WÄCHTER service line (+49 (0)2335 965 413)

**What happens to the programmed code when you change the batteries?**

The code remains the same.

**What is the code of my safe upon delivery?**

On the BURG-WÄCHTER website you can find all manuals. The factory code is 123456.

**After entering the sixth digit the safe does not open. (1)**

The display shows the the OK icon (green check mark lights up). Code input correct . The rotary knob turns only a 1/4 turn (from horizontal to vertical position).  
One of the 3 batteries is defective. All 3 batteries must be replaced. Please use quality rechargeable brand batteries only. No accumulators!

**After entering the sixth digit the safe does not open. (2)**

The display shows the the OK icon (green check mark lights up). The E-lock does not unlock (no clicking noise), ask your dealer or the BW Service Line (+49 (0)2335 965 413)

**After entering the sixth digit the safe does not open. (3)**

The display shows the red „X“ icon. Code is incorrect. Please try again with the correct code.  
Attention: Manipulation block after 3 failed attempts.

**After entering the sixth digit the safe does not open. (4)**

None of the icons in the display light up:

1. Change batteries
2. If necessary, clean the battery contacts, or use either pole grease or contact spray
3. If it still does not work, then first remove batteries then (at least 3 x) push the ON / Enter button, insert new batteries and try again with the known code



# Safes - FAQ (Frequently Asked Questions)

## Questions concerning HomeSafe, Cityline (version S key)

### **I have purchased and unpacked a new safe. Where can I find the keys?**

One key is inside the safe, the other outside in a bag or case at the back of the body.

### **My key has been broken. What can I do?**

Check the key bit. Take the spare key to a security dealer (locksmith), who will create a duplicate.