



Safes - FAQ (Frequently Asked Questions)

Questions concerning CombiLine (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 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.

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Questions concerning Karat-safes

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

Yes. The bag of screws is to be found inside the safe.

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

In the back there is 1 anchoring possibility. 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?

Bend the lateral, upper sheet metal of the bolt hole from down or top diagonal inwards by means of a screwdriver for slotted screws.

Can I get a spare shelf for my safe?

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



Safes - FAQ (Frequently Asked Questions)

Questions concerning Karat (version E electronic)

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

Yes. 2 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.



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

My key has been broken. What can I do?

If you have a spare key, you can order a new set of keys from a specialist dealer (locksmith). This allows the change of closure both safe and affordable.