



Safes - FAQ (Frequently Asked Questions)

Questions concerning Fire protective safe FP 4 E (incl. special edition OF 1000)

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

Yes. emergency keys and batteries are located in polystyrene in front of the door..

Has the electronic an emergency lock with keys? If so, where are the emergency keys to be found?

Yes. emergency keys and batteries are located in polystyrene in front of the door.

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 inside the safe. A special illustrated instructions for floor fixing can be requested from „export@burg.biz“

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

The safe is only prepared for floor fixing.

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

Press the inner knob and reprogram the code.

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

Open by using the emergency key. Reprogram the code.

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 codes are the following:
user 1234 - administrator code 123456.

Can I get a spare shelf for my safe?

Unfortunately not.