



Safes - FAQ (Frequently Asked Questions)

Questions concerning Ranger

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?

The holes are already there and can be used directly for the wall fixing without further preparation.

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

In the door fold there are 3 screws located (top, middle and bottom).

Can I get a spare shelf for my safe?

No, unfortunately not!



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Questions concerning Ranger (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 or 3 batteries are in the battery compartment with dividing strips (depending on the electronic version)

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.

My gun cabinet is not opening. The electronic opens the lock, but the door cannot be pulled open with or without a hinged lever (depending on model).

The transport safety locking of the door is still active. Move the gun cabinet in a vertical position. Underneath the door is a sheet or strip of cardboard, which must be removed in order to be able to move the bolt work and to pull the door.



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Questions concerning Ranger (version S key)

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

The keys are packed in a bag which is attached to the door.

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.

My gun cabinet is not opening. The key cannot be inserted and turned.

Have you transported the closet in a lying position or was it badly shaken during transport? Move the gun cabinet in a vertical position. Please shine with a flashlight into the keyway and slide the levers that block the channel to the left or right so that the path for the key is released. Afterwards insert and turn the key.

My gun cabinet is not opening. The key opens the lock, but the door cannot be pulled open.

The transport safety locking of the door is still active. Move the gun cabinet in a vertical position. Underneath the door is a sheet or strip of cardboard, which must be removed in order to be able to move the bolt work and to pull the door.