

# USER INSTRUCTIONS - PRIMO HOTEL

## ABOUT THE LOCK

This lock requires a 4 digit code to open the lock. The safe also comes with an emergency override key. The key hole is located next to the keypad. The lock should also have a master code programmed in case the emergency key is missing. The master code can only open the lock.



### How to open the safe

- Enter a valid 4 digit user code (the factory default user code is '1234')
- The screen will display 'OPEN'
- Open the safe door

### How to close the safe/change the code

Everytime the safe is opened the code can be changed. The safe should be left with the door open before new guests use it, so they can set their own code.

- Ensure that nothing is in the way of the bolts
- Close the door fully and enter a 4 digit code i.e. [1][2][3][4]
- Press the [LOCK] key
- The screen will display [CLOSED]

### Incorrect Entry

- If an incorrect code has been entered the screen will display 'ERROR'
- After 4 incorrect entries, a penalty time of 15 minutes (factory default) or 30 minutes (if you have chosen this setup) will begin.
- The screen will display 'HOLD15' or 'HOLD30'. Pressing any key will show how long is remaining
- When the penalty time is over, try again

## Changing the master code

- Open the safe door with a valid user or master code
- Press the [CLEAR] key twice, the screen will display 'PROG'
- Enter the current master code (the factory default is '000000')
- The screen will display 'NEU'
- Enter a new 6-digit code for your master code; the screen will display 'AGAIN'
- Re-enter the new 6-digit code followed by the [LOCK] key to confirm
- The screen will display 'DONE'

NOTE: Do not change your master code to 751019

## Opening the safe with the override key

- Remove the plastic cover on the safe by the bottom of the keypad
- Insert the key into the lock. The key will only fit the lock one way - do not force the key
- Turn the key clockwise to open the safe. If there is battery power the screen will display 'OPEN'
- After you have finished and closed the safe door, turn the key anti-clockwise to close
- Ensure you replace the plastic cover

## Current supply / Battery change

- With the safe closed press the [LOCK] key
- If screen shows 'bA-HI' the batteries are fine
- If screen shows 'bA-LO' the batteries are low and need changing
- Open the safe and the battery compartment to change the batteries. Banham recommend the Duracell brand.

## Error codes

Every time an error code is shown, the keypad will beep twice.

ERROR = wrong code has been entered

HOLD15/30 = 4 wrong codes have been entered, you are in a 15 minute or 30 minute penalty lockout time.

ERROR 1 = Indicates that the bolts have failed to retract fully. Press lightly on the door to relieve the pressure and ensure they are not catching on anything and try again. If you continually get this error code, contact Banham

ERROR 2 = Indicates that the bolts have failed to close fully. Open the safe door and make sure that nothing is in the way of the bolts. Do not overfill your safe. Make sure you can close the safe door fully before trying again. If you continually get this error code, contact Banham