



## TS-15-11 OWNER'S MANUAL



**Attention! Please Read First!**

The information in the following manual is important  
and must be read in full and followed completely for your safety.

## NOTES:

**VISIT WINCHESTERSAFES.COM FOR 24/7 CUSTOMER SUPPORT  
AND TUTORIAL VIDEOS.**

**CUSTOMER SERVICE DEPARTMENT**

HOURS: 7:00am - 5:00pm CST

Monday - Friday

PHONE: 877-948-6723 (877-9GUNSAFE)

**WINCHESTER SAFES**

4801 Esco Drive

Fort Worth, Texas 76140

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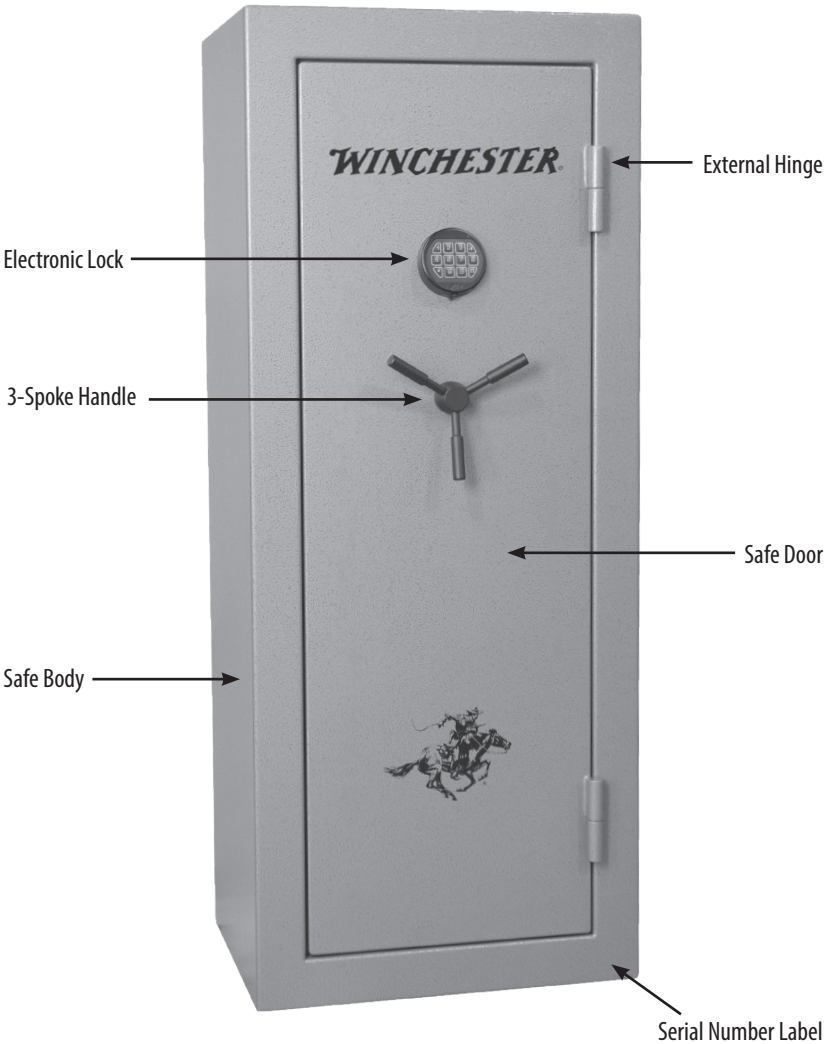
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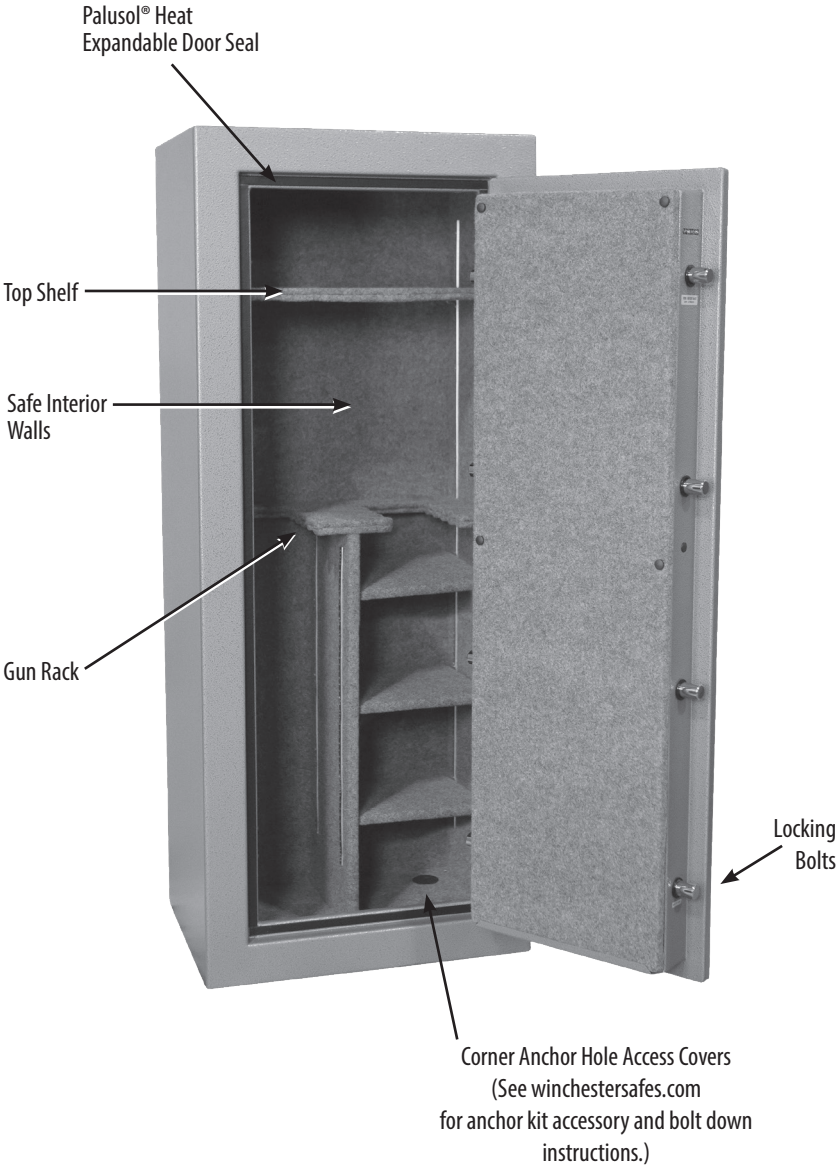
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SAFE EXTERIOR



Actual safe model, size, color and specifications may vary.

SAFE INTERIOR



Actual safe model, size, color and specifications may vary.

## DELIVERY AND INSTALLATION

**A. If you purchased your safe from a retailer and are having it delivered and installed,** the delivery company personnel will provide you with the proper instruction for the correct operation of your safe. Pay very close attention to the operation of the lock. Make sure you can comfortably operate the lock before they leave your home or office. After they have shown you how to operate the lock, you should lock and unlock the safe several times without any assistance from them. Once you are comfortable with this procedure, and can do it consistently, you are now ready to operate your safe.

Your new safe left the factory in new condition and without damage. Inspect your new safe for any damage prior to the delivery personnel leaving. Any damage claims at time of delivery must be resolved with the delivery company and/or your retailer. Please do not contact the factory.

**B. If you purchased your safe and are doing your own delivery and installation,** you must read and follow these instructions. Safes are heavy and cumbersome and there are risks associated with the untrained consumer doing their own delivery and installation. We recommend that you use a professional safe installer, who is insured, and will have the necessary equipment and training to safely and properly install your safe.

**1.** Packaging should have been removed and safe inspected for damage prior to accepting the safe from your retailer. If your safe is damaged at this point, please contact your retailer. Do not contact the factory.

**2.** Verify that the Serial Numbers on the safe are the same as the one in this manual. Serial Numbers are located on the bottom right side of the safe's front and also on the upper part of the inside door, near the locking bolts. In the unlikely event that all three serial numbers do not match exactly, please contact the Winchester Safes Customer Service Department.

## **DELIVERY AND INSTALLATION** (CONTINUED)

**3.** Your safe was shipped with the door closed and locked. Open the safe by following the *INSTALLING THE LOCK BATTERY* instructions on page 9 and the *ELECTRONIC LOCK OPERATING INSTRUCTIONS* found on page 10 of this manual.

**4.** Remove the safe from the pallet by first opening safe the door. Find and remove the (4) four decorative plugs in the safe bottom. Using a 17mm socket and ratchet, remove the four lag bolts that secure the safe to the pallet. Reinstall the four decorative plugs. Next, close the safe door and extend the locking bolts by rotating the handle counterclockwise. With the assistance of one or more adults, slide the safe to one side of the pallet to prevent it from tipping over. Tilt the safe over until the bottom side of the safe touches the floor, and then tilt the safe over enough to allow the pallet to be removed from under the safe. Tilt the safe back up and set flat on the floor.

**5.** With a dolly substantial enough to support the size and weight of your safe, move the safe to your desired location. Consideration should be given to the weight of the safe and the type of flooring that the safe will be moved across. Wood, tile, carpet and other types of flooring can be easily damaged and it is your responsibility to take whatever measures necessary to prevent any damage. If your home is pier and beam construction, you should place the safe in an area of the floor that you are sure will support the safe's weight. To maximize the fire protection of your safe, we recommend you place it in the lowest elevation in your home. In a home fire, the coolest part of the fire is in the basement area and the hottest in the upstairs.

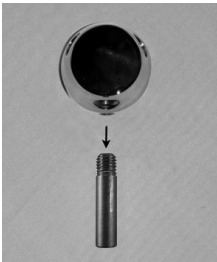
**6.** To maximize the burglary protection, and prevent the safe from tipping over, you should anchor your safe to the floor. See [winchestersafes.com](http://winchestersafes.com) for accessory anchor kit and bolt down instructions.

**7.** Your new Winchester Safe is now ready to operate.

# HANDLE INSTALLATION

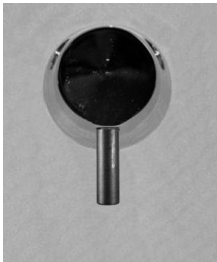
## INSTALLING THE TEMPORARY SPOKE

The temporary spoke provided is used to assist in opening the safe for the first time only.  
(SEE NEXT TWO PAGES FOR BATTERY INSTALL AND OPENING INSTRUCTIONS.)



**Step 1** - Locate the temporary spoke.  
**WARNING:** Do not apply Spoke Handle Thread Lock on temporary spoke.

**Step 2** - Screw in the temporary spoke at the bottom of the handle hub.



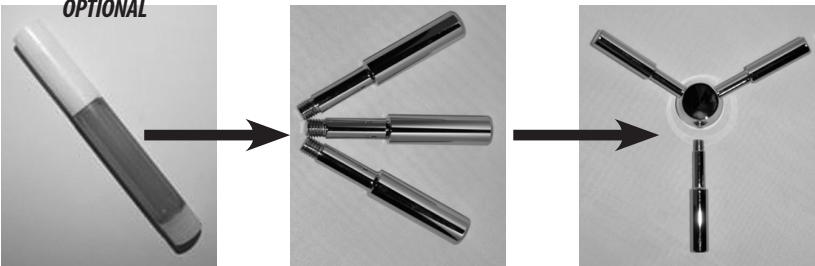
## INSTALLING THE HANDLE SPOKES

**Step 1** - Remove and discard the temporary spoke.

**Step 2** - Remove the box of spokes from inside the safe. Unpack each spoke from packaging.

**OPTIONAL STEP:** Apply one drop of spoke handle thread lock on the threads before screwing in the handles. (This will result in permanent installation.)

**Step 3** -Screw handles into the spoke hub.



Images are for instruction only and may not look identical to the handle on your particular safe.

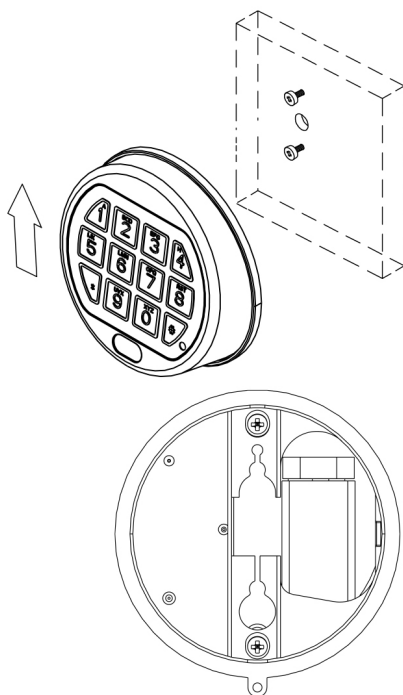


## INSTALLING YOUR LOCK BATTERY

1. Slide the keypad housing up and carefully pull away from mounting surface to expose battery compartment.
2. Remove the connector by unsnapping it from the two terminals on the top of the battery.

**CAUTION:** Hold onto battery terminal connector to avoid pulling the wires out of housing.

3. Press and hold zero (0) key for ten (10) seconds before installing a battery.
4. Carefully position the keypad over the mounting screws and slide the keypad housing down. Ensure there are no wires or cables trapped between the input pad and the safe door. Pinched cables can result in a short circuit.



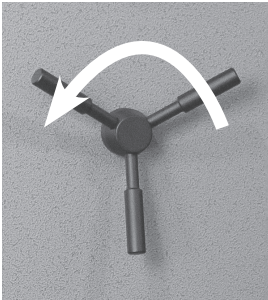
## CHANGING YOUR LOCK BATTERY

### BATTERY LOW WARNING

- Repeated LED flashing and beeping during an opening indicates that the battery is low and needs immediate replacement.
- Uses one (1) 9-Volt alkaline battery only. (Example: Duracell™ or Energizer™ alkaline batteries.) The replacement of batteries at least once annually is recommended.

**NOTE:** If battery is depleted and will not allow lock to open, follow instructions above, removing old battery before installing a new one.. Lock contains a non-volatile memory, even with batteries removed the lock will retain all programming.

# OPENING YOUR SAFE FOR THE FIRST TIME



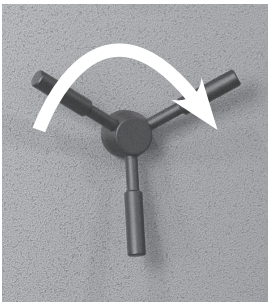
**Step 1** - Gently, turn handle counter-clockwise until it stops. (About ½ inch, in some instances handle may not need to be turned)



**Step 2** - Enter Factory Code: 1 - 2 - 3 - 4 - 5 - 6

**NOTE :** A beep will be heard after each number is pressed.

A double beep will confirm the correct code entry.



**Step 3** - Grasp the handle and gently rotate clockwise within 4 seconds.

Handle should move to this position to open door.

## ELECTRONIC LOCK OPERATING INSTRUCTIONS



### OPENING THE SAFE

1. Enter valid six (6) digit combination (factory set to 1-2-3-4-5-6).
2. The lock will confirm a valid combination entry with a double signal.
3. Within four (4) seconds, turn the handle to the open position.
4. Pull door open.

**Invalid Combination Entry** - Lock will signal three (3) times.

### WRONG TRY PENALTY

- Entry of four (4) consecutive invalid combinations starts a five (5) minute delay period.
- LED flashed red at ten (10) second intervals.
- At the end of the delay period, two (2) more consecutive invalid combinations will restart the additional five (5) minute delay period.

**NOTE:** Entry will not respond to keystrokes during delay period.

### SETTING YOUR PERSONAL COMBINATION

**NOTE:** ALWAYS PERFORM THIS OPERATION WITH THE DOOR OPEN & BOLTS EXTENDED

1. Enter "zero" six times.
2. Enter your existing six (6) digit combination one time.
3. Enter your NEW six (6) digit combination two times.
4. If a mistake is made wait thirty (30) seconds and repeat steps 1 - 3.
5. Test lock operation several times before closing the door.

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**CAUTION:** When selecting a combination do not use birthday or other predictable data that could give correlation between the user and combination.

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**Valid Combination Entry** - Double signal after valid six (6) digit combination is entered.

**Invalid Combination Entry** - Triple signal indicates the old combination is still valid.

## CARE AND USE OF YOUR SAFE

When putting guns inside your safe, ensure the barrel rests solidly in the gun placement to prevent accidental shifting when the door is closed.

If you are storing data media in the safe, you should purchase a data media storage container separately from an office products retailer, and place it inside your safe. Data media can be damaged in temperatures as low as 125°F and will not be protected in the safe alone.

You should install a dehumidifier, available from our website, if your safe is in a high humidity environment.

Do not place your safe in a pool house, garage or storage area where caustic chemicals are kept or are in the air. This will cause damage to the sensitive lock mechanism and could cause the lock to fail.

Your safe warranty may be voided if you use any tools whatsoever or attempt to repair your safe. Contact Customer Service or your retailer if your safe does not function properly.

Do not remove the back cover of the door. Removal of this component by anyone other than a certified safe technician may void your warranty.

**The lock does not require any service. Avoid using any spray lubricants.  
The lock will surely fail if you do.**

The locking mechanism or bolt work does not require any service other than occasionally wiping a very thin film of light grease on the locking bolts to facilitate easy travel.

The safe has a baked on, durable, powder coat finish that resists scratching and chipping. To clean the surface, wipe with a cotton cloth, dampened with warm sudsy water. Do not use any spray cleaners.

The Palusol® door seal does not require any maintenance. Do not allow the seal to be removed, as its removal will significantly reduce the fire protection of your safe.

## LIMITED LIFETIME WARRANTY

This safe made by Granite Security Products, Inc. (GSP) comes with a limited lifetime warranty, beginning on the purchase date against defects in materials and workmanship as well as damage from a burglary attack or fire. The electronic lock is warranted against defects in materials and workmanship for a period of two (2) year from the purchase date. **Proof of purchase is required to obtain service.** An extended nine (9) year warranty for the lock may be purchased for a fee of \$75.00.

This warranty also provides a free replacement safe if the safe is damaged in a burglary attack or fire. Free replacement claims must be made in writing along with a timely police or fire department report. Photos of the damaged safe must accompany the replacement claim.

GSP may, at its discretion, open or repair the damaged safe on location, provided it is located within 100 miles of a skilled safe technician. If the safe is damaged to the extent that it cannot be opened by normal means, then GSP will have the safe opened by a skilled safe technician to retrieve the owner's belongings. The maximum expense to repair or open a safe is limited to \$300.00 USD. If the safe is to be replaced, a comparable, current production model will be shipped freight prepaid curb side delivery to the owner. Replacement safes that are outside of the contiguous United States, not including Canada, will be shipped prepaid to the nearest seaport of debarkation in the Continental United States. Any freight cost(s) incurred from port to the consumer's location will be the responsibility of the consumer. This warranty does not cover any cost to remove or install the replacement safe.

This warranty does not cover neglect, misuse, or abuse. It also does not cover damage caused by tampering with or altering of any part of the product. It also does not cover consumables such as batteries for the electronic lock. The safe must not be housed in an enclosed swimming pool area. The safe is to be located in an area which is climate controlled and is to be installed as instructed in the Owner's Manual.

The Limited Lifetime Warranty can be transferred, for a nominal fee, to subsequent purchasers or owners with the prior written consent from GSP.

*(continued)*

**LIMITED LIFETIME WARRANTY** (CONTINUED)

Certain exclusions to this warranty are: safes used in a commercial or industrial environment, water damage of any kind, paint finish, and loss or damage of personal property inside the safe. This warranty also does not apply to safes located outside the contiguous United States.

GSP provides this warranty in place of all other warranties and assurances whether expressed or implied. GSP accepts no liability for incidental or consequential damage or loss by anyone as a result of using this safe.

To activate this warranty, please fill out the registration card below or go online to complete the registration at [www.winchestersafes.com](http://www.winchestersafes.com) within ONE (1) YEAR of date of safe purchase.

MAIL TO:

Granite Security Products, Inc.  
Attn: Warranty Registration  
4801 Esco Drive  
Fort Worth, Texas 76140

Name \_\_\_\_\_

Address \_\_\_\_\_

City State Zip \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

Safe Serial Number \_\_\_\_\_

Date Purchased \_\_\_\_\_

\_\_\_\_ I wish to purchase the Extended Warranty for the lock for \$75.00\*.

*\*Please enclose a check or money order payable to Granite Security Products, Inc. if purchasing Extended Warranty.*

## EXTENDED WARRANTY COVERAGE

Your new safe comes with a limited lifetime warranty against defects in materials and workmanship. The electronic lock is covered by a two (2) year warranty against defect in materials and workmanship.

**EXTENDED LOCK COVERAGE:** Nine (9) extra years of coverage (11 years total) on the mechanical or electronic lock installed on your safe.

**FREE COMBINATION SEARCH:** If your combination is lost or misplaced you will receive FREE combination searches for 10 years after purchase date.

**To purchase Extended Warranty coverage, visit [www.winchestersafes.com](http://www.winchestersafes.com)**

**or call Customer Service at 469-735-4901  
7:00 am to 5:00 pm Monday – Friday CST.**

You will need your safe serial number when inquiring about your Extended Warranty Coverage or to request a combination search. The serial number is located on the lower right hand corner of the safe (hinge side) also inside the door jamb.

**Find warranty information, transfer warranty and purchase extended warranty coverage at any time by visiting [www.winchestersafes.com/support/warranty](http://www.winchestersafes.com/support/warranty).**

## TROUBLE SHOOTING GUIDE

### **I lost the combination to my safe. What do I do?**

The loss of your combination can create a high amount of frustration when trying to retrieve it from the manufacturer. We understand this and try to make the process as easy as possible. However, due to liability issues, we must be assured that we are giving the combination to the true owner and as such, our Customer Service Representatives are required to follow the procedure exactly. We request your patience when you are requesting a copy of the combination.

The electronic lock has an override code programmed at the time of manufacturing. The only record of the override code and serial number is kept on file at our company and can be accessed by authorized company personnel only. If you lose or forget your combination, you can request a copy for a nominal fee. You can visit our website at [winchestersafes.com](http://winchestersafes.com) and print a copy of the Combination Request Form or call our Customer Service Department at 877-948-6723 and they will mail or fax a copy of the form to you. **PLEASE NOTE: There is no guarantee that we will be able to recover a combination. Please keep your combination in a safe place.**

### **What kind of battery do I use in my electronic lock?**

High security electronic safe locks are very sensitive to battery power. All of our safe locks require 9v Alkaline Energizer or Duracell batteries. Most likely, your lock will not operate properly if a battery other than this is used.

### **What do I do if my electronic lock drains my battery quickly?**

If the correct battery is installed (9v Alkaline Energizer or Duracell), the battery should last about six months with normal operation. If your battery fails within a week, contact our Technical Service at (469)-735-4901 (Monday-Friday 7:00 am to 5:00 pm CST.)

### **How do I replace the battery in my electronic lock?**

Please see PAGE 9 of this manual, or go to the BATTERY INSTALLATION page at [www.winchester-safes.com](http://www.winchester-safes.com) and select your electronic lock. Select the lock that is installed on your safe and follow the instructions. Make sure you use only a 9v ALKALINE ENERGIZER or DURACELL battery.



## **TROUBLE SHOOTING GUIDE** *(CONTINUED)*

### **How do I change the combination in my electronic lock?**

Please see PAGE 11 of this manual, or go to the LOCK INSTRUCTIONS page at [www.winchestersafes.com](http://www.winchestersafes.com) and select your electronic lock. Select the lock that is installed on your safe and follow the instructions to change your combination.

### **I enter my code in the electronic lock and I get five “beeps,” and the lock will not open.**

The five “beeps” indicate that the lock does not recognize the code you entered as being valid. Verify your code and enter it again. If the lock still does not open, please go to [www.winchestersafes.com](http://www.winchestersafes.com) and go to the COMBINATION / KEY REQUEST page and follow the instructions. Once completed, fax or mail the forms to us for processing.

### **I enter my code in the electronic lock and I get two “beeps” and safe will not open. I enter it again, and get two “beeps” and safe is locked out.**

Two “beeps” in succession is consistent with the lock not recognizing your code and the safe is locked out. Please contact our Technical Service for assistance at (469)-735-4901 (Monday - Friday 7:00 am to 5:00 pm CST)

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### **WINCHESTER SAFES**

4801 Esco Drive

Fort Worth, Texas 76140

## ACCESSORIES

See more and purchase at  
[www.winchestersafes.com](http://www.winchestersafes.com).



**DOOR PANEL  
 ORGANIZER**



**ESSENTIALS KIT  
 INCLUDES:**

**Anchor Kit • Hygrometer  
 Dehumidifier • Automatic Cordless Vault Light**



**LED LIGHT KIT**



**ANCHOR KIT**



**SILICA GEL CAN**



**MAGNETIC BARREL REST**



**PISTOL RACK**



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Scan with QR reader app  
 to visit our website.



**DEHUMIDIFIER**

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