

# REDHEAD®



*(Actual safe model, size, color and specifications may vary.)*

## OWNER'S MANUAL

## NOTES:

**CUSTOMER SERVICE DEPARTMENT**  
HOURS: 7:00am - 5:00pm Central Time  
PHONE: 877-948-6723 (877-9GUNSAFE)

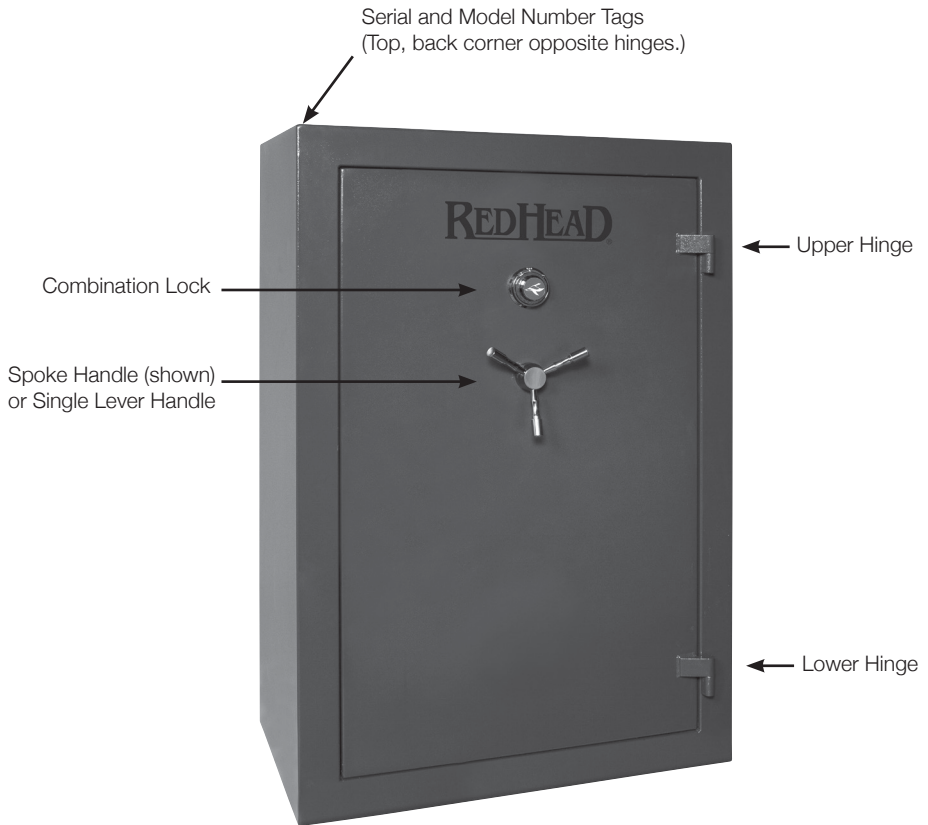
**GRANITE SECURITY PRODUCTS, INC.**  
4801 Esco Drive  
Fort Worth, Texas 76140

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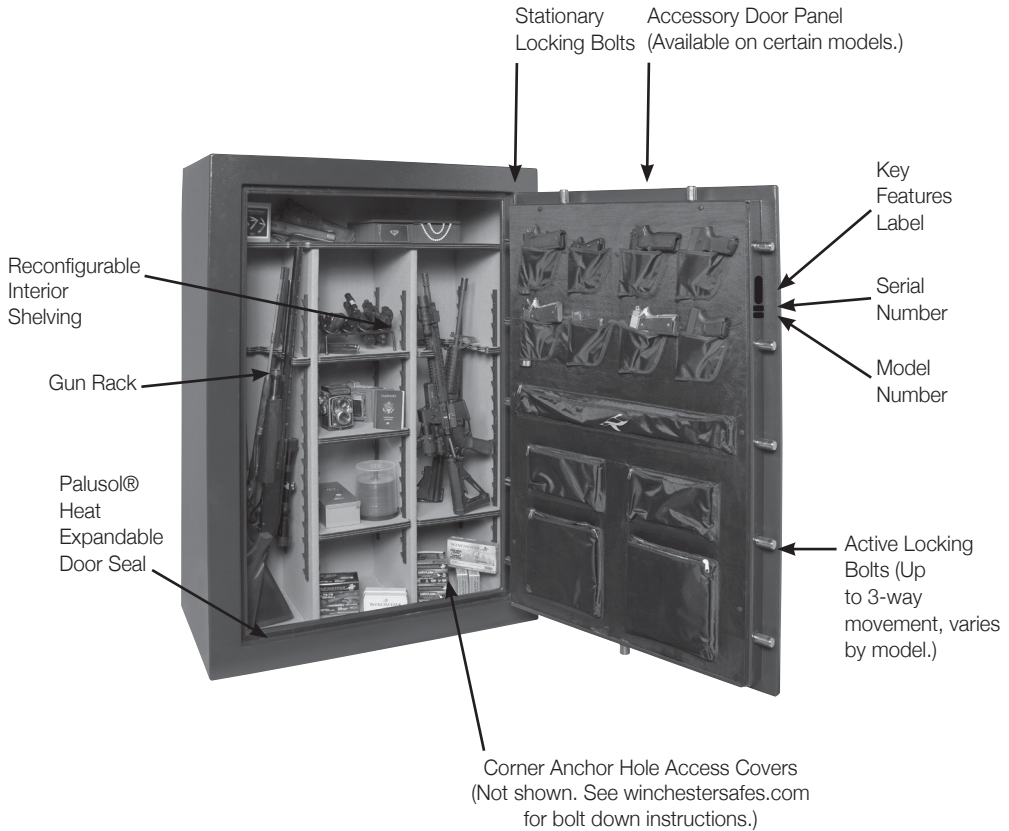
You are now the proud owner of a US-made RedHead personal security safe built in Fort Worth, Texas by GRANITE SECURITY PRODUCTS, INC.. Your new safe will provide you with many years of trouble-free protection of your valuables with very little service on your part.

## 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 people 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 here 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 top of the safe, in the back right corner 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 GRANITE SECURITY PRODUCTS, INC. Customer Service Department.

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

**3.** Your safe was shipped with the door closed and locked. Open the safe by following the **MECHANICAL LOCK OPERATING INSTRUCTIONS** found on page 9 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 9/16 inch 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 place 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 toppling over, you should anchor your safe to the floor. See [winchestersafes.com](http://winchestersafes.com) for bolt down instructions.

**7.** Your new RedHead safe is now ready to use. (Models with vault handles require installation, see PG 8.)

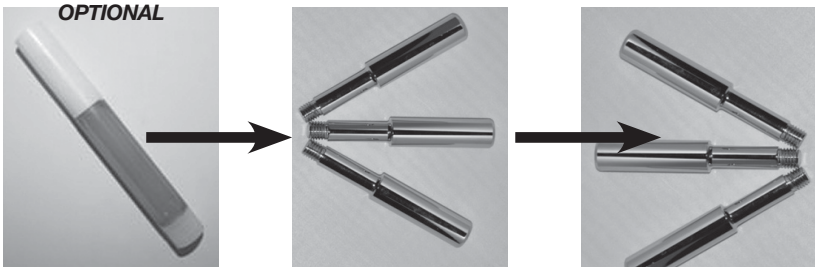
## HANDLE INSTALLATION

**Step 1** - Grasp the handle hub with your hand and turn it clockwise to release the locking bolts and open the safe door.

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

**OPTIONAL STEP:** Apply one drop of spoke handle thread lock on the threads before screwing in the handles.

**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.

**FOR SINGLE LEVER HANDLES:** Your handle is installed from the factory and requires no action on your part for assembly.



## MECHANICAL LOCK OPERATING INSTRUCTIONS

The lock on your safe is a Sargent and Greenleaf (S&G), Mechanical Combination Lock, with either a front or top reading dial and dial ring. The S&G mechanical lock is the finest, most trusted and reliable lock being used in the industry today. They are precisely made, and the brass construction of the lock tumblers, which does not require lubrication of any kind, will provide you with many years of reliable functionality with little or no service. However, the dialing instructions must be performed exactly or the lock will not open. A deviation of as little as a half number off the combination will be enough to not allow the lock to open. Practice the dialing of your combination several times when you first get your safe and you will avoid a lot of unnecessary frustration.

### **Make note of the following Do's and Don'ts:**

#### **DO:**

1. Always dial the combination on the index mark at 12 o'clock on the dial ring. The index mark at 11 o'clock is for service only and is never used by the user of the safe.
2. Turn your dial slowly and use finger-tip pressure only.
3. Do not pass your number in the dialing sequence, even by the slightest amount. If you do, the lock will not open, you must start over and redial your combination.
4. Have ample light on your dial for good visibility, and stand directly in front of your dial when running the combination. Do not stand to the side of the dial. The parallax view could be enough for you to go over or under your number and the lock will not open.
5. Store this manual with your combination in a secure place other than inside your safe.

#### **DON'T:**

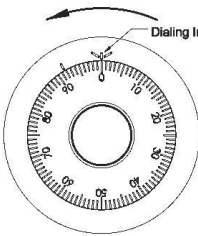
1. Do not spin the dial in a rapid motion or turn it back and forth. It could damage the lock to the point that it will not open and you will be locked out of your safe.
2. Never use lubricant of any kind.
3. Do not go past any of the numbers in your combination and continue dialing.  
The lock will not unlock. Start from the beginning and redial the entire combination
4. **Do not store this manual and your combination inside your safe.**

## MECHANICAL LOCK DIALING INSTRUCTIONS

**SERIAL NUMBER:** \_\_\_\_\_

**COMBINATION:** \_\_\_\_\_

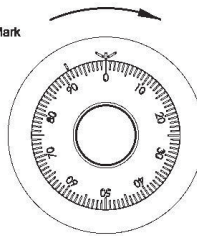
**Record your combination from above, in the spaces below for each step.**



### STEP 1:

Turn the dial counterclockwise (left) at least 3 revolutions and stop when the first number comes to the index mark.

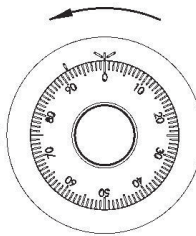
**1st#** \_\_\_\_\_



### STEP 2:

Turn the dial clockwise (right) passing the second number twice and stop when it comes to the index mark the third time.

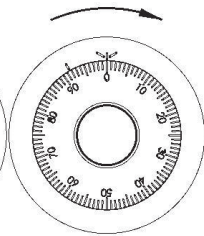
**2nd#** \_\_\_\_\_



### STEP 3:

Turn the dial counterclockwise (left) passing the third number once and stop when it comes to the index mark the second time.

**3rd#** \_\_\_\_\_



### STEP 4:

Turn the dial clockwise (right) until you feel the dial tighten slightly. Using fingertip pressure only, continue turning the dial until it stops. The lock is now open.

Rotate the safe handle clockwise and retract the bolt work before opening the door.

## MECHANICAL SAFE LOCKING INSTRUCTIONS

**STEP 1-** Make sure there is not any obstruction inside the safe that will block the door from closing or the movement of the locking bolts; close the door and rotate the handle counterclockwise until it comes to a solid stop.

**STEP 2 -** Turn the dial counterclockwise at least three revolutions. Your safe is now locked.

## 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 separately from an office products retailer, a data media storage container 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.**

## CARE AND USE (CONTINUED)

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.

## LOST COMBINATION

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 and the fact that we sell security products meant to keep your valuables safe from unauthorized access, 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 mechanical lock combination of your safe was determined by a random number generator and set at its time of manufacturing. The only record of the combination and the serial number is kept on file at our company and can be accessed by authorized company personnel only. 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.**

## FREQUENTLY ASKED QUESTIONS

Q. Can I change the mechanical lock combination to my safe?

A. No. Only a Certified Safe Technician can change the mechanical lock combination. The mechanical lock combination can be changed and requires special tools and knowledge. You must contact a Certified Safe Technician in your local area for this service.

Q. I bought the safe and it did not come with a mechanical lock combination.

A. Every mechanical lock safe is shipped from the factory with a mechanical lock combination and an Owner's Manual. You now have two choices; go back to the retailer where you purchased it and see if they have it, or refer to the *LOST COMBINATION* section of this manual and follow the instructions on page 12, or on our website at [winchestersafes.com](http://winchestersafes.com).

Q. Do I have to have the Lost Combination Request Form notarized?

A. Yes. It is the only practical method for us to insure that you are the owner of the safe.

Q. Can you give me the combination to my safe over the phone?

A. No. We have no foolproof method to verify that you are the owner of the safe over the telephone. See Page 12 under *LOST COMBINATION*.

Q. Is my safe watertight?

A. No. Consideration should be given to the risk of water exposure when choosing the location your safe will be placed.

Q. Is the door removable?

A. Yes, but not recommended to be removed by the consumer due to the very high likelihood that you will damage the safe and/or could cause serious injury or death in the event the door falls on someone. Removing the door will void your warranty.

## WARRANTY CLAIMS

Please read the entire WARRANTY located on page 14 of this manual. It will provide you with the length and specifics of Warranty for the safe. It will also cover what we will do and what we will not do. If you do have an issue and it falls under the Warranty Coverage, you will be required to provide the serial number and proof of ownership. For Warranty service, please contact the Customer Service Department at 877-948-6723.

## WARRANTY CLAIMS *(CONTINUED)*

Please note that the Warranty specifically does not cover the loss or damage to the contents of the safe, under any circumstance. We highly recommend that you purchase insurance coverage for the contents of your safe.

## WARRANTY REPAIRS

Any Warranty repairs to your safe must be made with the authorization of one of our Customer Service Representatives. You may reach them Monday through Friday from 7:00am to 5:00pm, Central Time at 877-948-6723. Without exception, if you have work performed on your safe without prior authorization, the payment for the work performed will be the sole responsibility of the safe Owner.

## LIMITED LIFETIME WARRANTY

**REGISTER YOUR SAFE FOR WARRANTY AT [WINCHESTERSAFES.COM](http://WINCHESTERSAFES.COM)**

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 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.

## **WARRANTY**(CONTINUED)

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.

**TO TRANSFER YOUR WARRANTY, PLEASE VISIT [WWW.WINCHESTERSAFES.COM](http://WWW.WINCHESTERSAFES.COM).**

This Warranty is transferable to subsequent Owners by contacting Customer Service.

**The Warranty of the safe will be voided if the Owner makes any unauthorized repairs, removes components, or alters the safe or its components in any way.**

Loss of contents of the safe is not covered, nor is water damage by any means covered by this warranty. Safes used in a Commercial or Industrial environment carry a one (1) year warranty and the extended lock warranty is not available.

Within one (1) year of purchasing the safe, the Owner must register the Warranty with GRANITE SECURITY PRODUCTS, INC. by either calling Customer Service at 877-948-6723 or registering it online at [www.winchestersafes.com](http://www.winchestersafes.com).

This is your complete Warranty. No other written or verbal statements by any GSP employee or Retailer is authorized to make any modification beyond what is included in this Warranty.

# REDHEAD®



**SEE PRODUCT DESCRIPTIONS, OWNER MANUALS AND  
MORE AT [BASSPRO.COM](http://BASSPRO.COM)**

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Made & Printed in the USA

16-REDHEAD-UNION-USA

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