WINCHESTER®
SAFES

OWNER'S MANUAL

IMPORTANT - PLEASE READ

Please read this manual thoroughly before attempting to set up your new Winchester Safe.

Thank you for choosing Winchester Safes to protect what's important to you. Your trust in us is not something we take lightly. If you have any questions or need help setting up your safe for the first time, we're here to help.

Safes shown for reference. Actual model and design may vary slightly.

For additional help you can find tutorial videos online or contact us directly at 817-561-9095 (see hours inside) to talk to one of our skilled customer service team members.

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INSPECT YOUR SAFE FOR DAMAGE

Inspect your safe for any damage as soon as you receive it. If you find any damage, please alert either the delivery company or the store from which the safe was purchased immediately. Granite Security Products, Inc. (GSP), the manufacturer of Winchester Safes, is not liable for any damage found after signing delivery receipt or bill of landing, as indicated on safe carton packaging.

For additional information pertaining to your safe or any other Winchester Safes products please visit our website or call our customer support line.

WINCHESTERSAFES.COM

WINCHESTER SAFES CUSTOMER SERVICE

PHONE

817-561-9095

HOURS

Monday-Thursday 7am-5pm CST (subject to change)

WINCHESTER SAFES / GRANITE SECURITY PRODUCT, INC.
2151 Heritage Pkwy., Bldg. 200
Mansfield, TX 76063

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REGISTER YOUR SAFE NOW

Register your new Winchester Safe now to receive our legendary
LIFETIME WARRANTY AND FREE REPLACEMENT GUARANTEE
In the unfortunate event of a FIRE or BURGLARY ATTACK!

EASY ONLINE WARRANTY REGISTRATION

https://winchestersafes.com/support/warranty/product-registration/

Check out our social media platforms for future discounts and free giveaways.
Pride in the past, with a focused vision towards the future.
Marrying the tried and true, with the new and innovative.
Stand and deliver, above the rest, over and over and over again.

WE HERE AT GRANITE SECURITY PRODUCTS, INC. DO NOT SHARE PERSONAL INFORMATION.

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GUNSTIXX™ OVERVIEW

AVAILABLE ON SELECT MODELS

• GunStiXX™ Plate – The black rack/plate with holes, size will vary by safe.
• GunStiXX™ Cap - The silver aluminum pieces.
• GunStiXX™ Rod – The red 18” plastic rod.
• GunStiXX™ Clip & Screw - The black metal clip with hole and the black screw.

For additional information and videos pertaining to the GunStiXX™ follow the QR code below:

BASIC INSTRUCTIONS

Step 1: Determine and set the height of the GunStiXX™ plate.

Step 1B: Secure the GunStiXX™ plate using the provided Clips and Screws. Insert a screw through the clip and into the bottom of the plate (two on each side) to prevent the plate from sliding during use.

Step 2: Outside the safe, arrange your firearms into clusters.

Step 3: Add firearms into your safe.

Step 3B: Arrange the layout/location of your firearms & secure the GunStiXX™ into place.

Step 4: Continue adding firearms till the space available is full.

GUNSTIXX™ GUARANTEE

We guarantee the GunStiXX™ will increase capacity, declutter, and allow fast access to your firearms.

GSP IS NOT LIABLE OR RESPONSIBLE FOR ANY DAMAGE CAUSED BY USING THE GUNSTIXX™. IN THE EVENT A GUNSTIXX™ IS LEFT DOWN/IN A RIFLE BARREL THAT IS FIRED/SHOT WE ARE NOT LIABLE FOR ANY DAMAGES OR PERSONAL INJURIES.

WINCHESTER®
SAFES

TABLE OF CONTENTS

Frequently Asked Questions

Safe Exterior

Safe Interior

Delivery & Installation

Handle Information

Lock Information

Lost Combination

Accessories

General Care & Use

Warranty

FREQUENTLY ASKED QUESTIONS

Please follow the QR link below for an in-depth running list of frequently asked questions applicable to your Winchester Safe.

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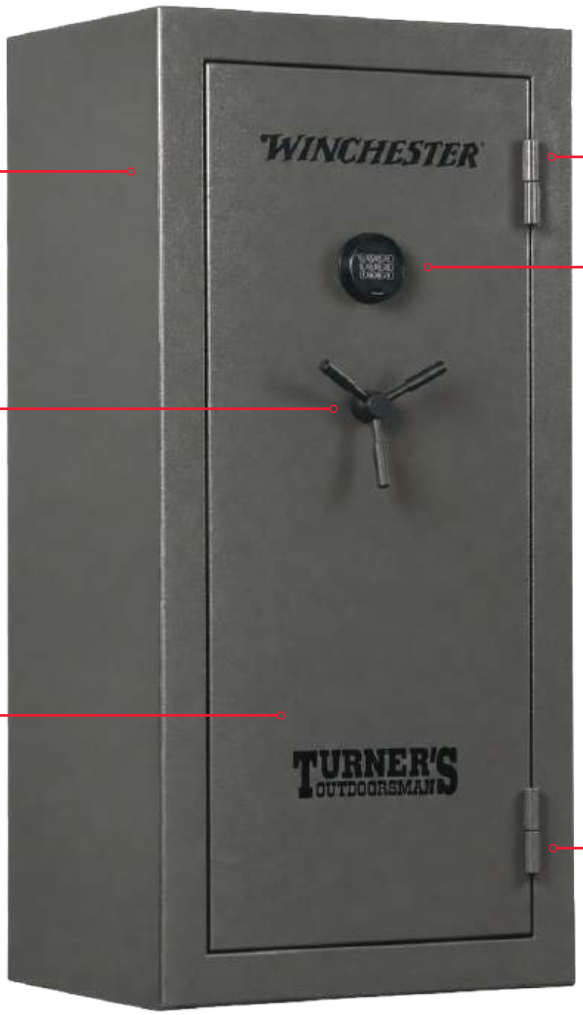
SAFE EXTERIOR

You are now the proud owner of a Winchester Safe!
This manual may refer to specific parts or features that your safe may not include.

EXTERIOR DESCRIPTION



SAFE BODY

UPPER HINGE

Model dependent
SINGLE LEVER,
3-SPOKE, or
5-SPOKE HANDLE

SECURAM Electronic Lock
with Backup Key

SAFE DOOR
Do Not Remove

LOWER HINGE

SAFE SHOWN FOR REFERENCE. ACTUAL MODEL AND DESIGN MAY VARY.

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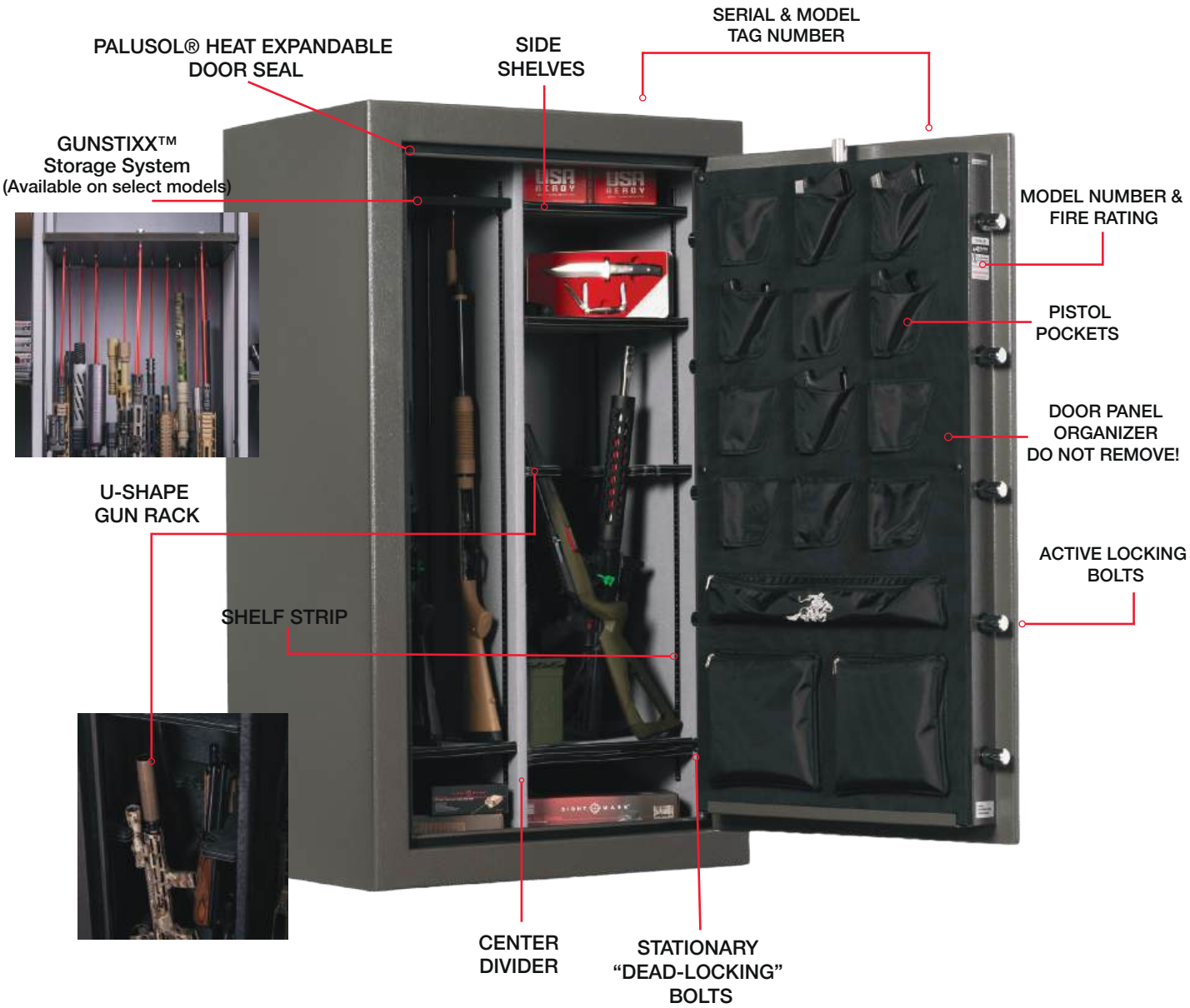
SAFE INTERIOR

You are now the proud owner of a Winchester Safe!
This manual may refer to specific parts or features that your safe may not include.

INTERIOR DESCRIPTION



SAFE SHOWN FOR REFERENCE. ACTUAL MODEL AND DESIGN MAY VARY.

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DELIVERY & 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 remarkably 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 a new condition and without damage. Inspect your new safe for any damage prior to the delivery people leaving. Any damage to the safe at the time of delivery should either be rejected or must be resolved by the delivery company and/or your retailer. Please do not contact the factory, as GSP is not liable for damage accrued during shipping and installation.

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. Remove all the packaging and completely inspect the safe 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. GSP is not liable for shipping damages after you have signed the delivery receipt of bill of lading.

2. Verify that the Serial Numbers on the safe are the same as in this manual. On the safe, Serial Numbers are located on the upper interior of the door near the locking bolts, and on the exterior top of the safe. In the unlikely event that all three serial numbers do not match exactly, please contact the Winchester Safes Customer Service Department.

3. Your safe will be shipped with the door closed and locked. Open the safe by following the LOCK OPERATING INSTRUCTIONS within this manual.

4. Remove the safe from the metal pallet feet by first opening safe the door. Find and remove the (4) four decorative plugs in the safe bottom. Using a 17 mm socket and ratchet, remove the four lag bolts that secure the Safe to the pallet feet. 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, carefully lift or tilt the safe onto one side of the pallet feet and remove the opposite side pallet feet. Next carefully lower the safe over until the bottom side of the safe touches the floor. Again, tilt the safe over enough to allow the second pallet feet to be removed from under the safe. Finally, carefully lower the safe back down and set it flat on the floor. Please be careful when removing pallet feet and always follow appropriate safety steps to ensure no one is injured. GSP is not responsible or liable for any injury or damage sustained during the removal or installation of any safe.

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 parts are 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 for bolt down instructions.

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

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HANDLE INFORMATION

DESCRIPTION

Handle Hub – The center most part of the handle assembly, size/finish will vary by safe.
Spoke – Threaded handles that screw into the hub, size/finish will vary by safe.
Straight Handle – A single straight handle, size/finish will vary by safe.
Round Wheel Handle – A round handle, size/finish will vary by safe.

ASSEMBLING 3 OR 5 SPOKE HANDLES

Step 1 - Grasp the handle hub and turn it clockwise to release the locking bolts and open the safe door. If unable to turn handle hub by hand, install/screw in the small spoke that is include in the clear bag and try again.

Step 2 - Remove the box/packaging of spokes from inside the safe. Unpack and inspect each spoke. OPTIONAL: Apply a liberal amount of provided adhesive onto the threads of the spokes before screwing them into the handles.

Step 3 -Screw the spokes into the handle hub.

FOR SINGLE LEVER & ROUND WHEEL HANDLES: Your handle is installed in the factory and requires no action on your part for assembly.

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LOCK INFORMATION

ELECTRONIC LOCK INFORMATION

The Combination for this safe was preset at the factory to 1-2-3-4-5-6. The combination can be changed to any six (6) digit combination of your choice, except 0-0-0-0-0-0.

CHANGING E-LOCK COMBINATION INSTRUCTIONS

Step 1 - INSTALLING THE BATTERY

The battery is located inside the SECURAM Non-UL Listed keypad body. To install/change the battery, twist the whole keypad body counterclockwise, separating it from the back plate on the front of the safe. Next, detach and remove the old battery from the ribbon cable/9-volt connector (if applicable) and install a new 9-volt ALKALINE battery (ENERGIZER® or DURACELL® only). Gently push the battery onto the cable following the proper positive and negative alignment. With the battery properly plugged in, place all the components into the keypad's body, and reattach it to the safe; By aligning the keypad body with the back plate on the front of the safe, and gently twist the keypad clockwise to secure it in place. The lock is now powered and ready for use. CHANGE THE SAFES BATTERY EVERY YEAR FOR THE MORE OPTIMAL PERFORMANCE.

Step 2 - OPENING THE DOOR FOR THE FIRST TIME

- Enter the factory set combination 1-2-3-4-5-6
- Turn handle clockwise to open the safe

You will hear one (1) beep after each entry and two (2) beeps after entering the last number. The two (2) beep sounds indicate that you have entered the correct combination. If you hear three (3) beeps, you have incorrectly entered the combination of 1-2-3-4-5-6. Within five (5) seconds after entering your combination and getting the two (2) beep sound, turn the safe handle clockwise to retract the locking bolts and open the door. If the safe handle is not turned during the five (5) second window, the lock will automatically go back into the locked mode, and you will have to reenter the combination.

Step 3 - CHOOSING YOUR PERSONAL COMBINATION

Choose a six 6-digit combination that only you know and can EASILY REMEMBER. Please take your time in choosing your combination, giving it the appropriate attention it deserves. Once you have chosen your personal combination, please write it in the spaces provided in the SETTING YOUR PERSONAL COMBINATION in Step 4 of these instructions.

Step 4 - SETTING YOUR PERSONAL COMBINATION

Follow the instructions in Step 2 to open the door. The door is to remain open until the SETTING YOUR PERSONAL COMBINATION process is finished. This will prevent a lockout condition if a mistake is made in the combination changing procedure. Test your new combination at least three times before closing your safe door to prevent accidental lockout. The lock will beep two (2) times after each 6-digit entry, if entered correctly. Please note that you have only ten (10) seconds between each step, or the lock will reject the combination change process and revert to the original combination of 1-2-3-4-5-6 (if you are setting your combination for the first time).

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THE DOOR MUST BE OPEN AND THE LOCKING BOLTS EXTENDED

Please note you have roughly 10 seconds in between each step below, please be prepared and move swiftly and efficiently.

Enter six (6) zeros: 0-0-0-0-0-0
Enter the existing 6-digit combination: 1-2-3-4-5-6
Enter your new 6-digit combination: _____
Enter your new 6-digit combination AGAIN: _____

Keeping the door open, enter your new combination. If it was programmed correctly, you will get two (2) beeps after entry and the handle will turn clockwise and retract the locking bolts. If at any time in the combination changing procedure you hear three (3) beeps, you must start over at the beginning of Step 3 and repeat the entire procedure.

CHANGING YOUR PERSONAL COMBINATION IN THE FUTURE

You can reset your 6-digit combination at any time you choose. Please follow the SETTING YOUR PERSONAL COMBINATION instructions. You will have to use your personal combination (rather than 1-2-3-4-5-6) as the existing combination. All other steps are the same.

LOW BATTERY POWER

Repeated beeping after the entry of your 6-digit combination indicates that the battery power is low. The safe may continue to open, but a new 9-volt ALKALINE battery that has a expiration date 5 years out (ENERGIZER® or DURACELL® only) should be installed immediately. Refer to INSTALLING THE BATTERY for installation instructions.

BATTERY IS DEAD AND YOU CAN NOT OPEN THE SAFE

First of all, do not worry. Your combination is retained in the lock even if all power is lost. Simply install a new 9-volt ALKALINE battery that has a expiration date 5 years out (ENERGIZER® or DURACELL® only) refer to the INSTALLING THE BATTERY instructions for more help. Once the battery is installed, the lock will open normally.

LOCKING YOUR SAFE

Ensure 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. Your safe is now locked!

WE HERE AT GRANITE SECURITY PRODUCTS, INC. DO NOT SHARE PERSONAL INFORMATION.

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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 understand you no longer have access to important valuables locked inside the safe. However, we follow all the necessary steps and procedures to ensure that we are only providing registered owners with information. As such, our Customer Service Representatives are required to follow the GSP procedure exactly. We request your patience when you request an override combination.

The mechanical lock combination of your safe was determined by a random number generator and set at its time of manufacturing. The record of that combination is kept by GSP in a highly secure file and can only be accessed by authorized personnel. For electronic locks, an override code is programmed at the time of manufacturing. The record of that override is kept by GSP in a highly secure file and can be accessed by authorized personnel. We do offer customers the right to request their codes be deleted from our records (for a slight fee). But GSP highly recommends not doing that, because if your combination is lost and the backup has been deleted, the only remaining way into the safe is by being drilled open by a locksmith.

If you lose or forget your combination, you can request assistance for a nominal fee. By contacting our customer service team and following all the necessary steps of owner verification. **PLEASE NOTE:** GSP has the right to reject override code requests. If proof of ownership is not properly followed. Please keep your combination in a safe place.

ACCESSORIES

To see all our additional products and accessories to combine with your safe follow the QR code below.

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GENERAL CARE & USE

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

Using the GunStiXX™ inside your safe, ensure the GunStiXX™ Rod is securely inserted into the GunStiXX™ Cap to prevent accidental shifting/dropping 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.

If not included with your safe, 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 safe door or back cover of the door. Removal of either of these components by anyone other than a certified safe technician may void your warranty. Unless instructed by a Winchester Safes Customer Service Representative.

The lock, bolt work, and other internal components should not require any service. Avoid using any spray lubricants. Doing so will void your warranty and may cause the lock or other components to fail.

The active bolts do not require any service other than occasionally application of a very thin film of light grease for easy travel.

The safe has a baked on, durable, powder coat finish that resist scratching and chipping. Some safe models have a small hole on the back side of the safe for adding power to the safe. It comes with a cover and has no effect on the fire rating/security of the safe. To clean the surface, wipe with a cotton cloth dampened with warm sudsy water. We do not recommend the use of 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.

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WARRANTY

Please read the entire **WARRANTY INFORMATION** covered in this manual. It will provide you with the necessary Warranty information pertaining to the safe. It will also cover what GSP 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.

Please note that the warranty 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. As Granite Security Products, Inc. (GSP) is not liable or responsible for the loss or damage to content in or around the safe, under any circumstance.

DESCRIPTION

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 Thursday from 7:00am to 5:00pm, Central Time at 817-561-9095 (Hours Subject to Change). 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

Safe must be registered within one (1) year from the date of purchase, otherwise the Warranty becomes VOID.

Safes made by Granite Security Products, Inc. (GSP) come with a limited lifetime warranty, beginning on the purchase date, protecting against defects in materials, workmanship, fire related damage, and theft. Safes must be registered to activate any warranty claims.

Defective Materials and Workmanship warranty is valid for five (5) years from the date of purchase. An Extended Warranty is available for purchase. Either a ten (10) year extension for $75.00 or a Lifetime Extension for $175.00.

Interior Shelving is warranted for two (2) years from the date of purchase.

Accessories (if applicable) are warranted for one (1) year from the date of purchase. **Non-UL-Listed Locks**, both mechanical and electronic, are warranted against defects in materials and workmanship for a period of two (2) years from the purchase date. **(Excludes battery replacements, or other disposable parts)**. A Lock Extended Warranty of one (1) year can be purchased for $75.00.

For more details pertaining to what's covered by the warranty, Contact our Customer Service Department.

GSP may, at its discretion, revoke any warranty claim if any neglect, misuse, or tampering/altering of any part of the product is suspected.

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PROOF OF PURCHASE IS REQUIRED TO OBTAIN SERVICE

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 (within 6 months of the event) in writing along with a timely police or fire department report. Photos of the damaged safe must accompany the replacement claim. There are specific steps to follow when submitting a claim for replacement. Please contact our Customer Service or visit the website for specific instructions.

GSP may, at its discretion, open or repair the damaged safe on location. 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 any part of the product. Removing the safe door, even for the purpose of moving the safe, may void your warranty. Removing the bolt work cover or door panel organizer without prior permission from a Customer Service member may void your warranty. 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 kept in an area which is climate controlled and is to be installed as instructed in the Owner's Manual. The Warranty of the safe will be voided if the Owner makes any unauthorized repairs, removes components including door or bolt work covering/door panel organizer, or alters the safe or its components in any way, without prior permission from a Customer Service member. Do not remove Palusol® Heat Shield strips.

LOSS OF OR DAMAGE TO CONTENTS STORED WITHIN OR NEAR SAFE ARE NOT COVERED IN ANY WAY, nor is water damage by any means covered by this warranty.

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SAFE MUST BE REGISTERED WITHIN ONE (1) YEAR FROM THE DATE OF PURCHASE, OTHERWISE THE WARRANTY BECOMES VOID.

REGISTER YOUR SAFE FOR WARRANTY AT
WINCHESTERSAFES.COM

Our website is continuously updated and is a user-friendly resource that allows you to make an informed decision on the safe that fits your specific needs. The site is packed with informative features and exceptional customer support, complete with tutorial videos, product information, and more.