



# CANNON SAFE OWNER'S MANUAL

THE LIFETIME SAFE COMPANY™

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### Cannon's Brand Promise:

- Lifetime Lock and Parts Replacement
- 1 Year Labor For Parts



### Lifetime Replacement Promise

We will REPAIR or REPLACE your safe at ZERO COST!

In case of:



BURGLARY



NATURAL FLOOD



FIRE



Every person has the need to protect a diversity of possessions that represent value for them. Our product will meet their needs with quality and affordability.

**A Safe in Every Home®**

## CONGRATULATIONS ON YOUR PURCHASE OF A CANNON SAFE! YOU'VE MADE A GREAT DECISION.

Imagine coming home to find out your home—your sanctuary from the outside world—violated by a burglar, consumed by fire, or destroyed by natural disaster. There are few things that have such a traumatic impact on one's peace of mind. Which is why we at Cannon dwell on the very possibility with every safe we design, build, and ultimately, stand behind. We want to make sure that should the unthinkable ever happen to you, that your most precious valuables will always be as you left them—safe and secure.

And while we build our safes with worst-case scenarios in mind, they are designed to be part of your everyday life. Each safe offers protection from fire and theft and affords easy access to your valuables day-in and day-out.

Cannon is committed to making sure every household has a way of protecting its valuables while enjoying more peace of mind.

Aaron Baker, CEO  
Cannon Safe, Inc.

## LIMITED LIFETIME WARRANTY

This Cannon Safe carries a lifetime warranty in Residential Use. It is warranted against defects in workmanship and materials, also against damage by attempted break-in or actual break-in, natural flood and fire. Commercial or Industrial applications carry a 1 year warranty against defects in workmanship and materials.

In order to obtain service under this Warranty, Purchaser must provide Cannon Safe Inc. with following items 1) proof of purchase 2) police or fire department report 3) photographs of damaged safe 4) written testimonial. Cannon Safe Inc. may, at its discretion, repair or replace any defective or damaged safe. Whenever possible the safe will be repaired locally. If Cannon Safe Inc. is replacing a safe, we will require the old safe to be returned to the factory. This being the case Cannon Safe Inc. will at its expense have the safe opened and will pay for the return freight to the factory. The purchaser must have the safe packaged and palletized and available for a curb side pickup at their expense. The Warranty does not cover labor costs for removal or installation of the safe and contents. Personal property in the safe is not covered.

The obligation Cannon Safe Inc. has under this Warranty is contingent upon proper installation and use of the safe, and shall not apply to parts or safes which have been misused, neglected, or put in unusual or extreme environments. Modifying or

tampering with the safe, which might affect the product's use, voids the Warranty.

Without limit, this Warranty specifically excludes any liability for defects or damage caused by, or aggravated by, the use of unauthorized parts. Upon delivery, Purchaser must promptly notify Cannon Safe Inc. of any defect. Purchaser's remedies are limited solely to repair or replacing parts and are at the discretion of Cannon Safe Inc.

Electronic and mechanical locks carry a one year warranty for labor; a lifetime warranty for parts. If at any point Cannon Safe Inc. changes components, the current component being used will be sent as replacement. The warranty does not cover lost or forgotten combinations, improper opening procedure, weak or dead batteries. Paint is warranted for one year based on proper care and environment. This Warranty only applies to safes located in the continental United States, for residential use, and purchased at an authorized Cannon Safe Dealer. Commercial or business use carries only a 1 year warranty.

This Warranty is given in place of all other warranties and assurances, whether expressed or implied, including but not limited to matters of quality, fitness for purpose, or merchantability and Cannon Safe Inc. accepts no liability, under any circumstances whatsoever, for any incidental or consequential damage or loss suffered by anyone as a result of using or being unable to use the safe.



### Cannon's Brand Promise:

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### Lifetime Replacement Promise

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# WARRANTY REGISTRATION AND CUSTOMER SUPPORT

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Go to [CannonSafe.com/service-center/register-your-safe/](http://CannonSafe.com/service-center/register-your-safe/) to fill out the warranty registration or call our Customer Service Department at (800)242-1055. Should you ever need help with your safe, your registration helps verify your identity and allows us to provide faster service.

Please fill out the section below and store in a safe location OUTSIDE of your Cannon Safe. Be sure to retain your original receipt of purchase.

MODEL SAFE NAME:

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PURCHASED AT:

---

DATE OF PURCHASE:

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SERIAL NUMBER:

(This can be found on the right side of the safe on the top left corner.)

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**CUSTOMER SUPPORT HOURS\*:**

**Monday-Friday 5:00AM-6:00PM Pacific Standard Time**

Excluding holidays

(800)242-1055

\*Hours subject to change. Please visit <http://www.cannonsafe.com/contact-us/>



## GETTING STARTED

Now that you have your safe registered it's time to set it up. Follow the steps below to get started.

**Step 1:** Open your safe using the preset code 1-2-3-4-5-6; turn the handle counter-clockwise.

Inside your safe you will find:

- One white box containing:



(3-5) spokes



(6-7) shelf clips



One lifetime warranty certificate



(4) black floor plugs for the pre-drilled holes.

- One power supply plug (not all models)

**Step 2:**

Install the spokes into the hub found on the door of the safe.

**Step 3:**

Choose location to set up safe.

Keep in mind that if you have the Power Supply option you want to be close to an outlet and have the back of the safe 1-2 inches away from the wall as the power supply plug sticks out.

### CANNON TIPS

- Before determining where to place your safe, verify the load bearing weight capacity of the floor where the safe will reside or stairs the safe will be moved over.
- Measure doorways ahead of time to be sure your safe will safely pass through the necessary doorway.
- Consider a location that is suitable for bolting down your safe for extra theft protection.

## REMOVING SAFE FROM PALLET/BOLTING DOWN SAFE



*\*Cannon recommends contacting professionals to install your safe. By choosing to install the safe on your own you agree to take any responsibility for damages (physical or to your property) that may occur\**

### Tools Needed:

- 1 Socket head (15mm)
- 1 Ratchet



**Step 1:**

Open safe (preset combination is 1-2-3-4-5-6) use same as **step 1** above.

**Step 2:** Take out any removable interior

**Step 3:**

Remove the 4 lag screws using a 15mm socket and ratchet, then close and lock safe door.

**Note:** Be safe! Use caution as the safe is top heavy; this will take two or more people. It is recommended that you hire a piano mover or safe dealer to help in this process.

**Step 4:** Acquire the correct bolts and tool(not included).

**Step 5:** Bolting down a safe is dangerous, please make sure that you are fully trained or hire a professional to do this (local safe dealers and locksmiths usually offer this service).

## IDENTIFY YOUR LOCK

Use the information below to ID the lock on your safe. If you do not find your keypad below go to [www.CannonSafe.com](http://www.CannonSafe.com) and utilize our live chat feature to speak directly with one of our agents or call us at

1(800) 242-1055.



EMP™



LEXAM



NL



## NL LOCK & LEXAM LOCK

### Programing the Lock

**Step 1:** Open the safe door (factory code is 1-2-3-4-5-6). Leave safe door open and put the safe in the locked position so that the bolts are visible

**Step 2:** Press and hold '0' until double beep. The LED remains on during the following steps

**Step 3:** Enter existing six (6) digit code- You will hear a double beep

**Step 4:** Enter new six (6) digit code - You will hear a double beep

**Step 5:** Re-enter new six (6) digit code - You will hear a double beep

**Step 6:** **Test** the combination with the safe door **open** to ensure proper programing  
**\*\*If lock gives a long beep, the old code is still valid, re-start from step 1.**

## CHANGING THE BATTERY

Low Battery Warning: The lock will repeatedly beep during unlocking.

*\*\*The lock manufacturer highly recommends the use of either Duracell or Energizer 9V alkaline battery with an expiration date 5 years out.*

### Changing the Battery on NL Keypad

**Step 1:** Unlock safe and leave door open throughout the next steps

**Step 2:** Locate the battery tray on the bottom of the keypad

**Step 3:** Slide the battery door open and pull out battery plug-in

**Step 4:** Connect the battery and slide the battery into the tray

**Step 5:** Close the latch and test combination before shutting door

### Changing the Battery on a Lexam Keypad

**Step 1:** Unlock safe and leave door open throughout the next steps

**Step 2:** Twist the keypad ring clockwise and pull off then pull out the battery plug-in

**Step 3:** Connect the battery and slide the battery into the tray

**Step 4:** Put the ring back onto the keypad and twist clockwise

**Step 5:** Test combination before shutting door



## PROTECTING YOUR CODE • LOCK OUT MODE



The factory preset code is 1-2-3-4-5-6 and should be changed before using the safe. It is the owners' responsibility for safekeeping of the code.

**Lockout Mode:** After 4 invalid codes are

entered safe will go into lock out for 5 minutes, from there, if another 2 invalid codes are entered, the safe will again go into lockout mode.

**Step 1:** Enter the six (6) digit code slowly; you will hear two beeps if the code is accepted.

**Step 2:** Turn handle counter-clockwise immediately after.

## EMP LOCK • HOW TO USE

The factory preset code is 1-2-3-4-5-6 and should be changed before using the safe. It is the owners' responsibility to maintain the code.

**Lockout Mode:** After 4 invalid codes are entered safe will go into lock out for 5 minutes, from there, if another 2 invalid codes are entered, the safe will again go into lockout mode.

**Step 1:** Enter the (6) digit code slowly; you will hear two beeps if the code is accepted

**Step 2:** Turn the mechanical dial clockwise until the dial comes to a complete stop (usually around 90)

- The lock is ultimately a mechanical lock and requires the turning of the dial to lift the tongue of the lock

**Step 3:** Turn handle counter-clockwise immediately after to unlock safe

**Step 4:** If there is (1) long beep after entering the code, the codes not recognized. Slow down and retry

## EMP LOCK • PROGRAMING ELECTRONIC CODE

The EMP lock is not available for retrofit on other safe models. EMP lock is not sold separately.

### **Programming Electronic Code**

**Step 1:** Open the safe door (factory code is 1-2-3-4-5-6). Leave safe door open and put the safe in the locked position so that the bolts are visible.

**Step 2:** Press and hold '0' until double beep. The LED remains on during the following actions.

**Step 3:** Enter existing (6) digit code- You will hear a double beep.

**Step 4:** Enter new (6) digit code - You will hear a double beep

**Step 5:** Re-enter new (6) digit code - You will hear a double beep

**Step 6:** Test the combination with the safe door open to ensure proper programming.



**\*\*If lock gives a long beep, the old code is still valid, re-start from step 1.**

## EMP LOCK • CHANGING THE KEYPAD BATTERY

Low Battery Warning: The lock will repeatedly beep during unlocking.

**\*\*The lock manufacturer highly recommends the use of either Duracell or Energizer 9V alkaline battery with expiration date 5 years out.**

**Step 1:** Unlock safe and leave door open throughout the next steps.

**Step 2:** Locate the battery tray on the bottom of the keypad.

**Step 3:** Slide the door open and pull out battery plug-in.

**Step 4:** Connect the battery and slide the battery into the tray.

**Step 5:** Close the latch and test combination before shutting door.

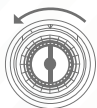
## EMP LOCK • USING THE MECHANICAL LOCK

Turn dial slowly and evenly. Do not turn back to regain alignment if you rotate past a number. If an error is made, clear and re-dial entire combination.

Reset to the right 4 times to clear any combo then start the process with step 1.



**Step 1:** Turn dial left 4 times landing on the first number on the fourth time.



**Step 3:** Turn dial left 2 times landing on the third number on the second time.



**Step 2:** Turn dial right 3 times landing on the second number on the third time.



**Step 4:** Turn dial right until it stops. (If done correctly, it will not take more than one full turn.)

## ACCESSORIES

Safe Accessories Available for Purchase at [CannonSafe.com](http://CannonSafe.com)

### SECURITY SAFE LIGHT

- Push-Button Operation
- Red LED Light Source
- Two-Minute Lighting Cycle
- Simple Magnetic Attachment
- 3v Lithium Battery (Included)

### ELECTRIC DEHUMIDIFIER

- 12" in length
- Dries approx. 100 cubic feet
- Eliminates Dampness, Mildew, Condensation and Humidity
- UL-listed
- Screw on cord for convenience

### SILICA GEL DEHUMIDIFIER

- Dries approx. 57 cubic feet
- Non-toxic, safe to use with sensitive material
- Blue-to-Pink Indicator Cap to signify when gel is saturated
- Reactivates Easily in Oven

### SERIAL NUMBER

#### **Where can I find the serial number for my safe?**

Your safes serial number can be found on the right, outside body wall of the safe, in the upper front corner. The serial number will be on a small silver sticker.

### MODEL NUMBER

#### **Where can I find the Model number for my safe?**

It's located on the safe door. You may not be able to provide this number if locked out.

### OPENING/CLOSING MY SAFE

#### **I get two beeps but the safe door is not opening?**

Please check the battery. We recommend using an Energizer or Duracell battery that is 100% Alkaline, no lithium, non-rechargeable battery, and has an expiration date of 5 years in the future.

Also, please turn the handle to the right, without letting go of the pressure put in the code, then turn it to the left. Once you hear the 2 beeps your safe should open.

Note: if this steps do not work please give a call to customer service (800-292-1055)

#### **What do I do if my safe won't lock?**

It is important to make sure there is no pressure on the lock. Please ensure that the items in the safe are not putting any pressure on the door of the safe when it is closing. If you have anything that could add pressure on the door please remove it and attempt to lock your safe again. If you are still not able to lock your safe please call Cannon's Customer Service for immediate help at **800-242-1055**

### COMBINATIONS

#### **Can I change my digital lock to a EMP lock?**

Unfortunately, it's not possible to retrofit an EMP lock on a digital keypad since each model of safe comes with a specific lock.

#### **What do I do if I lost my combination?**

Please make sure to call the dealer where the safe was purchased. Provide them with your serial number located on the safe (typically on the right side of the safe in the upper corner). They will contact us directly in regards to your combination. This is required for your safety. NOTE: Combinations are only saved for a maximum of 1 year.

#### **What happens if lost my combination and I bought the safe from our website?**

Cannon is not responsible for lost codes. If you purchased the safe from our website please give us a call so we can try to troubleshoot the safe. Otherwise, a locksmith will be requested for you. This falls under your warranty for the first year. We will need the serial number and potentially other purchase information before opening the safe.

### WARRANTY

#### **Does my warranty cover me if I lost the combination to my safe?**

The warranty does not cover lost or forgotten combinations, improper opening procedures, weak or dead batteries. Electronic and EMP locks carry a one-year warranty for labor; a lifetime warranty for parts.

#### **What can I do if my safe was involved in a Fire, Flood or Burglary?**

Please give us a call at (800-242-1055) and we will ask for you full information so we will assist you through the warranty process the best we can.



For FAQ's and How-to Videos visit us at:

 **CannonSafe.com**



For Customer Support  
**800.242.1055**

THE LIFETIME SAFE COMPANY™