Instruction Manual

10/20 Series

VE10 / VE20

QUICK SETUP!

SCAN CODE ▶
*USE PHONE CAMERA

or visit www.vaulteksafe.com/support/

Warnings

To prevent damage to your Vaultek® unit or injury to yourself or to others, read the following safety precautions before using this unit.

ALWAYS CHECK TO MAKE SURE THE LID HAS LATCHED WHEN CLOSING

This safe uses a rugged latch system. When closing press firmly near the center of the front edge. **Lid requires a firm press and will lock automatically when closed properly.**

Change the default code as soon as possible to prevent unauthorized access to your safe.

DO NOT place or store the backup keys inside the safe at any time. If the battery fails, you will be unable to open the safe.

DO NOT expose to extreme heat or cold. Battery power may be affected.

DO NOT use a battery which has physical damage such as scratches and dents on the housing. Replace the battery every 3 years.

DO NOT store loaded guns in this unit. Firearms are serious in nature and must be handled with respect. Store responsibly.

No safe or lock is impenetrable given the right skills and tools. Alert of Manual Unlock can be enabled to inform you if the safe has been opened with the key or if the lock is manually picked open. See page 08 for information.

Keep this product away from small children as the package contains small items that could become a choking hazard.

Further warnings and disclaimers on next page.

DO NOT operate a firearm without proper training and experience.

Be sure and follow all local and state firearm laws.

Disclaimers:

NEITHER SELLER NOR MANUFACTURER SHALL BE LIABLE FOR UNAUTHORIZED ACCESS, ANY INJURY, LOSS OR DAMAGE TO PERSONAL PROPERTY DIRECT OR CONSEQUENTIAL, ARISING OUT OF THE USE OF, OR THE INABILITY TO USE THE VAULTEK® SAFE.

THE USER SHALL DETERMINE THE SUITABILITY OF THE VAULTEK® SAFE BEFORE THE INTENDED USE AND USER ASSUMES ALL RISK AND LIABILITY WHATSOEVER IN CONNECTION THEREWITH. VAULTEK® SAFES ARE NOT INTENDED TO PROTECT AGAINST ENVIRONMENTAL HAZARDS INCLUDING FIRE AND WATER.

Access Quick Setup, Tutorials, and Troubleshooting online using the code on the right. Simply scan the code with your phone's camera or visit www.vaulteksafe.com/support/ and select your model.

Stop! Do not return to retailer. If you have any questions about your Vaultek® safe or need help configuring the system, please email our support team at support@vaulteksafe.com.

Register your product online using the code on the right. Simply scan the code with your phone's camera or visit www.vaulteksafe.com, click Support, then Product Registration. Enter the required information in the form and click submit.

Registration provides many benefits including three year warranty, technical support, and ordering replacement keys should you misplace them.

For setup, tutorials, and FAQs visit www.vaulteksafe.com/support and select your model.

Table of Contents

At Vaultek® we stand behind our products and you our customer. On behalf of the entire team thank you for your purchase. We believe personal defense should be handled seriously and we're excited for you to experience the ultimate performance in smart security.

This safe has been granted two United States Patents. An exterior design patent as well as a patent for Vaultek's signature two point latch system. U.S. Patent No. US D817,589 S | U.S. Patent No. US 10,253,529
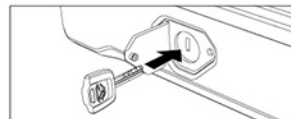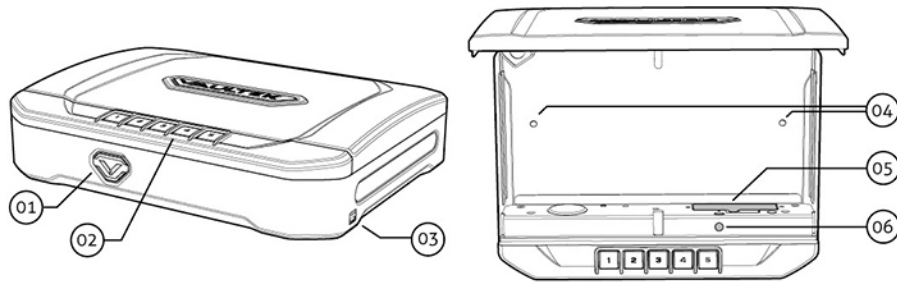
For setup, tutorials, and FAQs visit www.vaulteksafe.com/support and select your model.
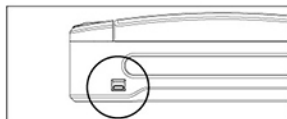
Get to Know Your Vaultek® Safe

The Vaultek® VE10/VE20 is a tough and rugged quick access safe. Its solid structure and penetration resistant design makes it ideal for storing valuables such as firearms, jewelry, cash, and other personal items. Powered by a rechargeable lithium-ion battery, the safe combines high security with complete access control.

01. Silicone Keyhole Cover
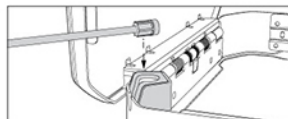02. Backlit Numeric Keypad
03. Micro-USB Charging Port
04. Pre-Drilled Mounting Holes
05. Battery Compartment
06. PROGRAM Button

MANUAL KEY COVER

MICRO-USB CHARGING PORT

STEEL SECURITY CABLE MOUNT

Basic Operation

With the rechargeable battery installed, you can unlock your safe using any of the authorized access points.

Keypad: The numeric keypad responds quickly for rapid access and has a built-in proximity sensor that lights up when your hand brushes against the safe. See page 06 for more information.

Key: Two keys are provided for manual access to the safe in the event the battery dies.

Before using this safe, inspect the safe to make sure the lid latches properly. You can perform a quick test by using the included mechanical key. Open and close the safe 5 times. Do not use the product if you notice any problem or defect. Please email Vaultek customer support at support@vaulteksafe.com.

Secure Defense: How your Vaultek® Safe keeps people out.

Anti-Impact Latches: Built to withstand forceful impacts and heavy slams.

Unibody Construction: Our unibody design is extremely strong without welds or weak points.

No External Access Points: A combination of interior mounted hinges and extended anti-pry reinforcement bars help prevent unwanted tools from attempting to break the safe open.

Mounting Feature: Secure your safe to a stationary object via the included high strength steel security cable or via the two pre-drilled mounting holes using the included mounting hardware.

Security Sleep Mode: Activates when six (6) consecutive incorrect keypad entries are entered and does not accept any entries for four minutes. If a button is pressed during this mode, all of the numbers will flash RED and the alarm beeps. A backup key may be used to open the safe.

Alert of Manual Unlock Activates when someone opens the safe with either the key or by picking the lock, the keypad will start flashing and the safe will beep for 10 seconds. To clear the alarm you must enter the authorized master code. By default this is toggled OFF. To enable reference the hot key section on page 08.

Battery: Installation

Your safe uses a 3.7V 18650 rechargeable lithium-ion with a flat top. A minimum 2000 mAh capacity is required, however 2200 mAh or higher can be used to increase operation time.

1 To get started, insert one of your backup keys into the keyhole at the front of the safe (see Figure A). Push key in and rotate the key clockwise to open the safe.

2 Locate the battery compartment door on the inside of the safe directly behind the '4' key on the keypad (see Figure B).

3 Remove the battery cover by pressing down on the tab near the top of the cover.

4 Insert the battery (included in accessory box) into the battery compartment. Note that your Vaultek® safe automatically detects the polarity of the battery and can be installed in either direction.
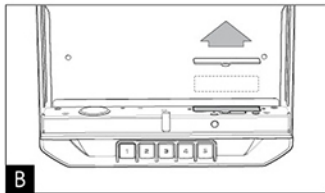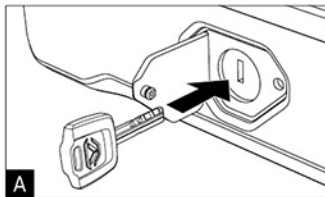
   Tip! Before inserting the battery make sure to place the pull string over the battery before closing the door for easy removal.

5 When the battery is inserted you will hear a short welcome tone and the keypad will light up.

6 Once you hear the tone and see the keypad light up, replace the battery cover. You are now ready to program your safe.

   Tip! After installing the battery, use the charging kit provided to charge the unit 100%.

   IMPORTANT! Your Vaultek® safe will automatically lock when you fully close the lid.

   Tip! Register your safe online. This is important in the event you lose your keys. See page 07.

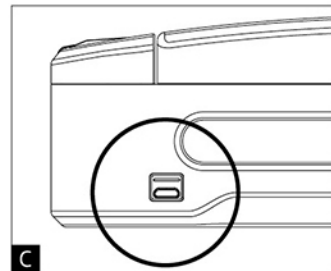## Battery: Charging the Battery

Your Vaultek® safe is powered by a rechargeable lithium-ion battery and comes with a micro-USB charging cable. The safe and micro-USB cable can be used with all international power adapters. Under normal usage, a fully charged battery can last at least 3 months.

1 **To recharge the safe,** plug the micro-USB cable into the micro-USB receiving jack located on the side of the safe (Figure C) and connect to a standard USB port or wall outlet using an AC power adapter. Approximate recharge time is 2.5 hours.

2 The LED next to the receiving jack on the side of the safe (Figure C) will glow RED indicating charging and GREEN indicating charged.

Battery Maintenance: Charging Tips!

- After installing the battery, use the micro-USB charging cable and connect to a standard USB port or wall outlet using an AC power adapter to charge the unit 100%.

- The micro-USB cable and an adapter can also function as an external power supply, which means you can open your safe even when the battery is depleted.

- A specially designed Vaultek powerpack is available as a separate accessory to extend operation time. Leaving your safe plugged in continually will **not** harm the safe or battery. However, to preserve battery life we suggest that you unplug occasionally to allow the battery to cycle down.

- The adapter used to charge the battery should output 5V/2000mA or above when using micro-USB cable.

   See the FAQ section for additional information about the battery.

Battery: Maintenance

Battery Maintenance: Testing the Battery Power

To check the battery level, press and hold the '5' key on the keypad for 3 seconds. The keys '1' to '4' will glow GREEN or RED indicating the battery level:

Remaining Battery Capacity Level
If 4 keys glow green: 80%-100%
If 3 keys glow green: 60%-80%
If 2 keys glow green: 40%-60%
If 1 key glows green: 20%-40%
If 1 key glows red: 10%-20%
If 1 key blinks red: less than 10%

Battery Maintenance: Low Battery Warning

If the '1' key on the keypad blinks RED several times and you hear several rapid beeps when opening the safe, your battery level is critically low and your safe needs to be recharged immediately.

Battery Maintenance: Soft Reset Tip

In the event the battery dies or a soft reset is performed (battery removal and installation) the safe will restore the Alert of Manual Unlock feature. This setting will need to be readjusted, however the master code will not be affected.

IMPORTANT! Do not use a battery which has physical damage such as scratches and dents on the housing. Replace the battery every 3 years.

IMPORTANT! Use a 3.7V 18650 rechargeable lithium-ion battery with a flat top. A minimum 2000 mAh capacity is required, however 2200 mAh or higher can be used to increase operation time.
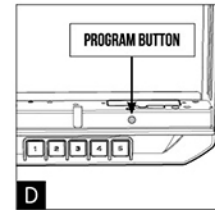
IMPORTANT! The adapter used to charge the battery should output 5V/2000mA or above when using the micro-USB charging cable.

Master Code Programming

WARNING! First time users should change the default code as soon as possible to prevent unauthorized access to your safe.

Programming Tips!

- Your code can be a minimum of 4 and a maximum of 8 digits. We recommend a code 6 to 8 digits in length using at least one of each key to make it more difficult for someone to guess your code.

- Avoid easy-to-guess digits such as 1234, 1111, 2222, etc.

- Two keys cannot be pressed simultaneously.

- Programming a new code will overwrite your previous code.

- Default master code is 1-2-3-4-5 on the keypad.

PROGRAM BUTTON

D

1 Open the safe. With the safe open, press and hold the "PROGRAM" button (3 seconds) (Figure D) until all keys (1-5) turn RED and let go.

2 Enter your NEW master code.

3 **IMMEDIATELY** Press and hold the "PROGRAM" button a second time (3 seconds) until all keys turn RED and let go.

4 Enter your NEW master code a second time.

5 **IMMEDIATELY** Press and hold the "PROGRAM" button a third time (3 seconds) until the safe beeps and all keys turn GREEN and let go. This tone confirms that the code has been reset.

Troubleshooting! If you make a mistake and the new code will not work, simply start over with step 1.
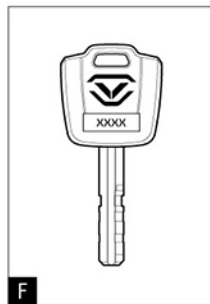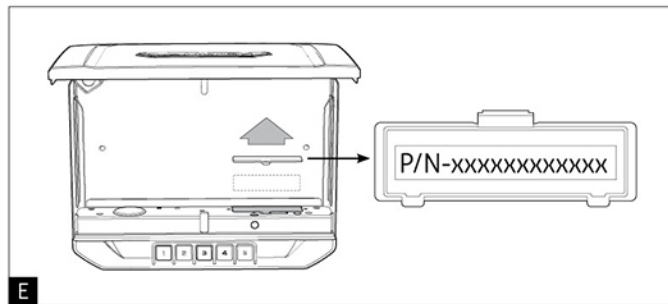
Security Sleep Mode: For security, the safe will time out and sleep for 4 minutes if 6 incorrect entries are made. Learn more about Security Sleep Mode on page 02.

Product Registration

Vaultek® strongly encourages you to register your safe as soon as you receive it. **Registration provides many benefits including three year warranty, technical support, and ordering replacement keys should you misplace them.** Your Vaultek® safe has a unique product number on the inside of the battery door and a 4-digit ID number engraved on the keys. You will need these numbers to register your safe.

1 Locate your product number. It is printed on the first page of this user manual and on the inside of the battery door (Figure E).

2 Find your 4-digit ID number engraved on the keys (Figure F).

3 Please visit the Vaultek® website at vaulteksafe.com and click Support/Product Registration.

4 Enter the required information in the form and click submit.

P/N-xxxxxxxxxxxxx

For setup, tutorials, and FAQs visit www.vaulteksafe.com/support and select your model.

Hot Keys

Sound
Press and hold '1' and '3'

To toggle the sound ON/OFF press and hold keys '1' and '3' together for 3 seconds. If the '2' key glows GREEN, the sound is ON; if the '2' key glows RED, the sound is OFF.

Interior Light
Press and hold '1'

To toggle the interior light ON/OFF press and hold the '1' key for 3 seconds. With the light toggled to ON you can press the "LIGHT" button inside the safe to illuminate the light. If the light is toggled OFF the light will be disabled.

Battery Status
Press and hold '5'

To check the battery level press and hold the '5' key on the keypad (3 seconds). Keys from '1' to '4' will glow GREEN or RED to indicate the battery level.

Tamper Detection
Press and hold '2' and '4'

To check for tampering press and hold keys '2' and '4' together for 3 seconds. The '3' key will glow RED to indicate tampering or GREEN to indicate no tampering. You can reset the tamper detection by opening the safe through one of the authorized entry points.

Alert of Manual Unlock
Press and hold '3' and "PROGRAM"

If the Alert of Manual Unlock is on, and someone opens the safe with either the key or by picking the lock, the keypad will start flashing and beep for 10 seconds. To toggle Alert of Manual Unlock press and hold the '3' key then "PROGRAM" button together for 3 seconds. The keypad will flash GREEN indicating enabled or RED indicating disabled. If ON and activated it can only be cleared by entering master code. Default is OFF.

Travel Mode
Press and hold '1' '3' and '5'

Save battery life by disabling the proximity sensor, and keypad. To toggle travel mode ON/OFF press and hold keys '1', '3', and '5' together until safe beeps.

For setup, tutorials, and FAQs visit www.vaulteksafe.com/support and select your model.

Securing Your Safe

Your Vaultek® safe can be secured a few different ways. Included is a security cable to attach your safe to larger stationary objects. There are also mounting screws included to mount the safe to a flat surface using the pre-drilled holes on the bottom.

Securing Your Safe: Using the Steel Security Cable

1 Loop the security cable around a secured object.

2 Run the end of the cable through the eye of the other end and pull tight around the object.

3 Place the end of the security cable inside the fully enclosed quick release cable mount inside your Vaultek® safe as shown in (Figure G).
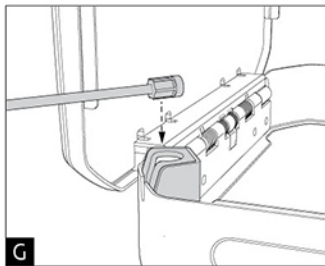
Tip! Make sure the safe closes with the cable secured inside the quick release cable mount.

Securing Your Safe: Using the Mounting Screws

Tip! Make sure you have enough clearance for the lid to open properly before mounting the safe.

1 Position the safe on a flat surface where you want to mount it. Use a pencil to mark the holes for drilling and drill pilot holes. Position safe in place and install the screws through the safe into pillot holes. Tighten screws.

IMPORTANT! Mounting the safe vertically so that the door flips upward will result in incomplete opening of the safe due to weight. The door will open if the safe is mounted vertically so that door opens down or to the side.

G

Frequent Asked Questions

If you have any questions about your Vaultek® safe or need help configuring the system, we encourage you to visit www.vaulteksafe.com/support. You can also email us at support@vaulteksafe.com.

Can I keep the safe plugged in at all times? Leaving the safe plugged continually will **not** harm the safe or battery. However, to preserve the battery life span for portability we suggest that you unplug occasionally to allow the battery to cycle down.

What happens to the master code that is stored in my Vaultek® when the battery dies? The safe retains the master code in the event of battery failure. Once the safe has been recharged, the unit will function as it did before the power loss.

What type of battery does my Vaultek® safe use? Use a 3.7V 18650 rechargeable lithium-ion battery with a flat top. A minimum 2000 mAh capacity is required, however 2200 mAh or higher can be used to increase operation time.

Can I use a battery of more than 2000mAh? Yes, a minimum 2000mAh capacity is required, however 2200 mAh or higher can be used to increase operation time.

Is my Vaultek® safe fireproof or waterproof? No, the safe is not fireproof nor waterproof. This safe has been specifically designed for portability, secure access, and convenience.

What happens if I lose the keys? First, make sure you registered your safe in the event you do lose your keys. Visit support at vaulteksafe.com for assistance in replacing a set of keys. Be prepared to provide your order details and product number.

STOP! Do not return to retailer. If you have any questions about your Vaultek® safe or need help configuring the system, please contact us at support@vaulteksafe.com.

For setup, tutorials, and FAQs visit www.vaulteksafe.com/support and select your model.

For setup, tutorials, and FAQs visit www.vaulteksafe.com/support and select your model.

Troubleshooting

If you have any questions about your Vaultek® safe or need help configuring the system, we encourage you to visit www.vaulteksafe.com/support. You can also email us at support@vaulteksafe.com.

Lid is not engaging. The lid requires a firm press. You will feel the latches engage if you press slowly. Feel/listen for the click.

The keypad is not responding. First, your battery might be dead. Connect to power and your safe should recharge the battery and function normally. Second, remove the battery and reinstall. This is a soft reset for the safe. See if you are able to open the safe using the keypad or reprogram the safe's master code. If you are still experiencing issues please contact our support team via email at support@vaulteksafe.com or visit vaulteksafe.com and select Support for helpful tutorials.

Unable to change master code. Refer to page 06 of the user manual or check tutorials online at vaulteksafe.com and select Support.

Sound is not working. To toggle the sound ON/OFF press and hold keys '1' and '3' together for 3 seconds. If the '2' key glows GREEN, the sound is ON; if the '2' key glows RED, the sound is OFF. If the sound is toggled on and you still can't hear it, have someone else in your house listen as the sound is high pitched.

Soft Reset Tip! Remove the battery and reinstall. The Alert of Manual Unlock feature will reset. This setting will need to be readjusted, however the master code will not be affected.

STOP! Do not return to retailer. If you have any questions about your Vaultek® safe or need help configuring the system, please contact us at support@vaulteksafe.com.

For setup, tutorials, and FAQs visit www.vaulteksafe.com/support and select your model.

Customer Support

If you have a problem with your Vaultek® safe that is not answered in the Frequently Asked Questions and Troubleshooting section of this manual, we encourage you to visit www.vaulteksafe.com/support.

Limited Warranty (Terms and Conditions)

VAULTEK® IS COMMITTED TO PROVIDING PRODUCTS OF HIGH QUALITY AND VALUE AND MAKES EVERY EFFORT TO ENSURE ITS PRODUCTS ARE FREE OF DEFECTS.

Vaultek® guarantees your safe will be free of defects in materials or workmanship for a period of two years from the date of original purchase from an authorized dealer and three years with verified product registration.

The warranty is only valid for the original purchaser and not transferable. This warranty is only valid for products purchased and operated in the U.S. This warranty does not cover abuse, misuse, use in any manner for which is not designed, neglected, modification, damage inadvertently caused by the user, accidents and/or tampering.

If service is needed Vaultek will, at its option, exchange or repair without charge for parts or labor. Upon authorization of warranty service, customers are responsible for securely packaging product. Additionally, customers are responsible for costs of shipping to and from Vaultek service center.

If the claimed defect cannot be identified or reproduced, customers will be held responsible for the costs incurred. Please have the following information available before you begin a claim with Vaultek:

-Purchaser's name, mailing address, email address, and a phone number.
-Copy of receipt or online order number (if purchased directly from us or Amazon)
-Authorized Dealer Name (if applicable)
-Detailed description of the problem

NEITHER SELLER NOR MANUFACTURER SHALL BE LIABLE FOR ANY INJURY, LOSS OR DAMAGE, DIRECT OR CONSEQUENTIAL, ARISING OUT OF THE USE OF, OR THE INABILITY TO USE THE VAULTEK® SAFE.

FCC

NOTE: This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

NOTE: The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications or changes to this equipment. Such modifications or changes could void the user's authority to operate the equipment.

For setup, tutorials, and FAQs visit www.vaulteksafe.com/support and select your model.

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