



SAFE OWNER'S MANUAL

MODEL NO. _____

SERIAL NO. _____

ATTACH COPY OF ORIGINAL SALES RECEIPT HERE



At Rhino Metals, Inc., our job goes beyond just making safes. We believe our ultimate responsibility is to provide a quality product that creates peace of mind and unmatched value for our customers.

We are thankful you chose Rhino Metals, Inc. to help protect your valuables and are confident you will be satisfied with your safe for years to come.

The Rhino Metals, Inc. Team

**DO NOT STORE YOUR COMBINATION
INSIDE YOUR SAFE**

PLEASE KEEP INFORMATION AVAILABLE AS WE WILL ASK FOR IT IF
WARRANTY WORK IS NECESSARY.

Serial Number:

Combination:

Purchased At:

Date:

Rhino Metals, Inc.
Makers of Bighorn and Rhino Safes
607 Garber Street
Caldwell, ID 83605
208-454-5545
208-459-0819 (FAX)
www.rhinosafe.com

Toll Free: 800-701-9128

For Technical Support issues, it is helpful to be near your safe when you call.

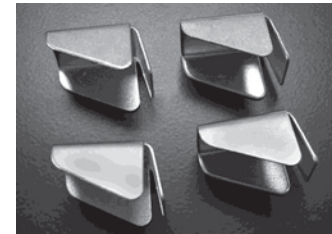
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What's Included with your safe



1. Handles, 3 or 5 handles will come inside your safe depending on model.
(Excludes models with drop handles)



3. Extra Shelf Clips



5. Owner's Manual

Accessories are available. Please visit us at
www.rhinosafe.com

STEP 1

Battery Installation



1. 9 volt Duracell™ or Energizer™ required.
(Battery not included)



2. Place palm under keypad and push UP.



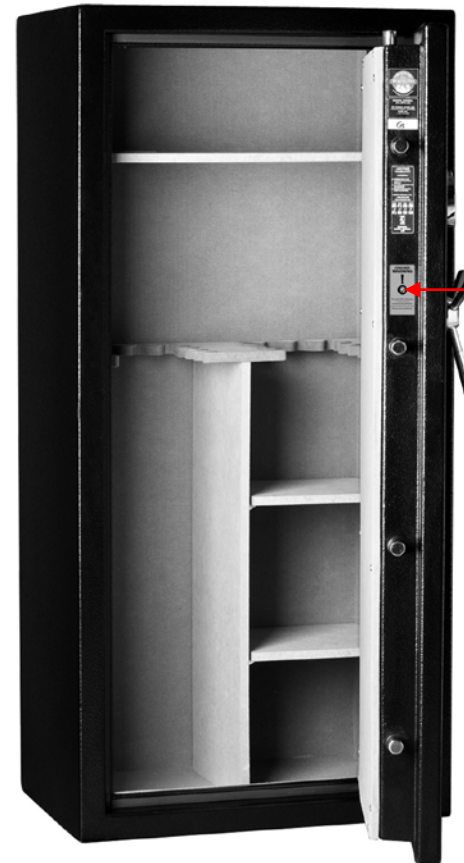
3. Gently pull keypad away from safe.
Install battery.

STEP 2

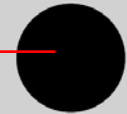
Removing Interlock Screw

ATTENTION !

Certain model safes come with an interlock screw. Simply open the door by pulling on hub. Once the door is open you need to remove the screw with a screwdriver. Discard screw.



CONSUMER WARNING



The screw in the circle above is a safety interlock. It must be removed for the locking mechanism to operate. Remove screw and discard.

Opening Your Safe For The First Time

Certain model safes come with an interlock screw; the door will open by pulling on hub. Once the door is open, you will need to remove the screw with a screwdriver. Discard screw.



1. Enter factory default combination of 1-2-3-4-5-6, after installing battery.



2. After entering 1-2-3-4-5-6, grasp the hub and turn clock wise to unlock safe. Handles will be inside the safe.

Test the operation of the lock several times with the door open before attempting to change the code. Instructions for changing the code are on page 12 .



3. Install handles by screwing into hub.

Attention:

Some owners may notice a strong odor coming from the safe. This is due to the adhesive that is used in the manufacturing process and the "new safe" smell will dissipate over time.

Removing shipping feet



Attention

When removing shipping feet, start from side to side of the safe and not front to back of the safe. Remove shipping feet one side at a time.

If your safe is under 500 lbs., use a minimum of 2 people. If your safe is over 500 lbs., the manufacturer recommends a professional installation.



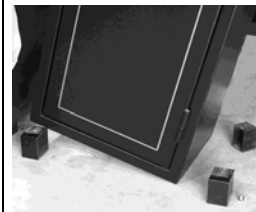
1. You will need either a 17mm or a 19mm socket wrench to remove the shipping feet. (wrench not included)



2. Place wrench on head of bolt. Begin turning bolt counter-clockwise to remove. Unbolt one side and do the same to the other.



3. Push the top of the safe back and carefully pull shipping feet away from bottom of safe.



4. Once shipping feet have been removed from one side of the safe, carefully lower safe to the floor.

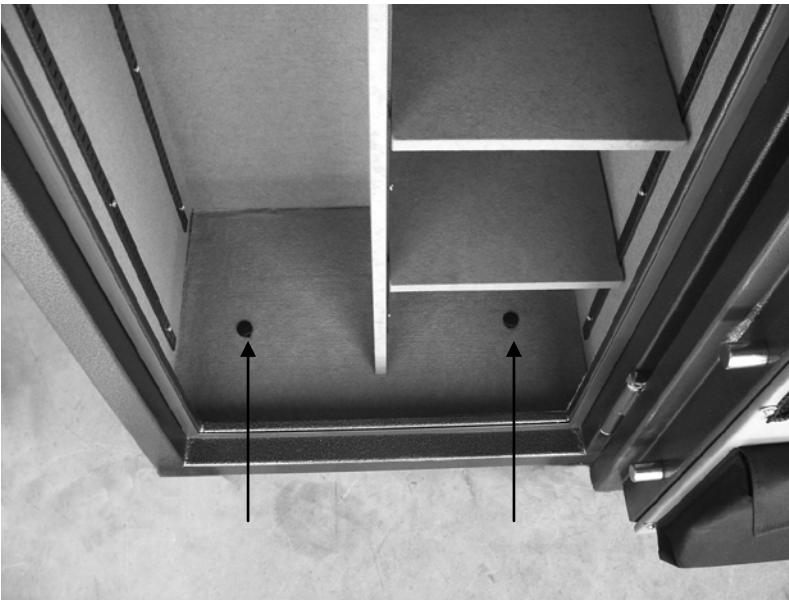
Proceed removing bolts from other side of the safe and follow steps 3 and 4.

Bolting your safe down

Safe must be bolted directly to floor. Shipping feet must be removed.
To remove shipping feet please refer to page 9.

Your safe comes predrilled from the factory for anchoring to the floor.

1. Place safe in exact location desired.



2. Purchase anchor bolts correctly suited for your floor type. We recommend using wedge anchor bolts 3" or longer for concrete floors and 3/8" in diameter. Follow bolt manufacturers installation instructions. Anchoring hardware is not included.

**WARNING: Your safe is heavy and presents a safety hazard unless bolted down.
You must bolt down your safe to make your break-in warranty valid.**



LaGard Lock



SecuRam Lock

Electronic Lock Instructions

OPENING THE LOCK

Enter the existing six digit code. The lock comes from the factory set to 1-2-3-4-5-6 and/or 1-1-1-1-1-1. Each key press is confirmed with an audio and light signal.

The lock will indicate a valid code entry with a double signal.

Within 3 or 4 seconds, turn handle clockwise; pull door open.

To lock the safe, turn the safe handle counterclockwise.

WRONG TRY PENALTY

Entry of 4 consecutive invalid codes starts a 5 minute delay period. (LED will flash at 5 or 10 second intervals.) This lock will indicate an invalid code entry with a triple signal.

At the end of the lock-out period, two more incorrect codes will restart an additional 5-minute delay period.

LOW BATTERY INDICATIONS

Repeated beeping during opening indicates that the battery is low and needs immediate replacement.

Uses (1) 9-Volt Alkaline battery. We recommend the use of Duracell™ or Energizer™ Alkaline batteries. **The lock manufacturer recommends replacement of the battery at least annually.**

CHANGING YOUR BATTERY

Slide the keypad housing up and carefully pull away from mounting surface to expose battery compartment.

Remove 9-Volt Alkaline battery and replace with new one with "use date" at least 5 years in the future.

The connector is easily removed by unsnapping it from the two terminals on the top of the battery.

CAUTION: HOLD ONTO BATTERY TERMINAL TO AVOID PULLING WIRES OUT OF HOUSING.

Carefully position the keypad over the mounting screws and slide the keypad housing down. Ensure that there are no wires or cables trapped between the input pad and the safe door. Pinched cables can result in a short circuit.

WARNING: NEVER ATTEMPT TO CHANGE YOUR COMBINATION WITH YOUR SAFE DOOR SHUT. OPEN THE DOOR AND EXTEND THE DOORBOLTS BEFORE PROCEEDING !

CHANGING YOUR CODE

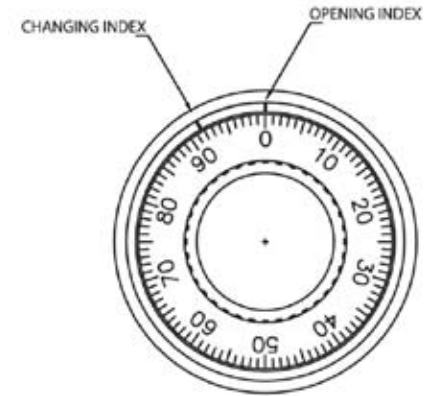
1. Press the "0" (zero) button six times.
2. Enter your existing six digit code one time.
3. Enter NEW six digit code two times.

If a mistake is made, wait thirty seconds and repeat steps 1 -3.

Test operation of the lock several times before putting any items in the safe or before shutting the door.

IF YOU DO NOT KNOW THE EXISTING COMBINATION, DO NOT ATTEMPT TO FOLLOW THE CHANGING INSTRUCTIONS.

USER IS RESPONSIBLE FOR MAINTAINING THE COMBINATION.



OPENING YOUR MANUAL LOCK

NEVER SPIN THE DIAL, TURN SLOWLY

USE THE OPENING INDEX HASHMARK LOCATED AT THE 12 O'CLOCK POSITION ON THE OUTER RING OF LOCK

Turn dial left (counter-clockwise) at least four full revolutions stopping exactly on the first number of your combination.

Turn dial right (clockwise) passing the second number of your combination twice, stopping on it exactly the third time around.

Turn dial left (counter-clockwise) passing the third number of your combination once, stopping on it exactly the second time around.

Turn dial slowly to the right until it stops, usually between 0 and 90. Make sure it has turned as far as possible, then turn handle clockwise; pull door open.

FREQUENTLY ASKED QUESTIONS

1. Where is my serial number located?
Your serial number is located on the back or side of the safe on one of the upper corners. It usually starts with the model number, followed by a series of numbers.
2. How do I clean my safe?
Any non-abrasive cleaner such as Windex™ works well. Use a dusting cloth with no lint residue.
3. Is my safe pre-drilled for a dehumidifier?
Yes, it is. When looking at the back of the safe from the outside you will see a small hole drilled in the steel in one of the bottom corners. You'll need to back-drill through the fire lining and upholstery and will be able to feed the wire for your dehumidifier into the hole.
4. My safe has external hinges. Are they more vulnerable to an attack than internal hinges?
No. In fact, external hinges are just as, if not more, secure. Your safe has door bolts on both sides of the door to prevent the door from opening if the hinges are sawed off. Also, in a fire, internal hinged safes are vulnerable to heat transfer as there is a large unprotected area where the hinges are welded to the inside of the body. External hinges help provide you the best fire and theft protection possible.
5. Should I bolt my safe down?
Definitely! If you had the ability to get your safe into your house, a burglar will be able to get it out. Bolting your safe down ensures the best possible protection for your valuables. Also, safes are very top heavy and when unsecured can be a safety hazard.
6. How do I bolt my safe down?
Your safe has pre-drilled anchoring holes in the floor. Remove the plastic floor caps, drill through those holes into the floor and insert anchoring bolts.
7. Can my electronic lock be hot-wired by a burglar to gain entry?
Electronic locks are designed to block any attempts at hot-wiring or shorting. The only way to open your lock is with the existing combination.

TROUBLESHOOTING GUIDE

1. I can't get the combination to work on my manual lock.
Turn the dial counter-clockwise (left) at least six full revolutions.
Continue turning the dial counter-clockwise until you reach the first number of your combination. Stop on it exactly without passing it.
Turn the dial clockwise and pass the second number of your combination twice and stop exactly on it the third time.
Turn the dial counter-clockwise again and pass the third number of your combination once and stop on it exactly the second time around.
Slowly turn the dial clockwise. You will begin to feel resistance, but continue to turn it until it will not turn any further. Sometimes it will feel as though it has stopped but can be turned

a number or two further. Then, turn the handle clockwise to open the safe.

If that doesn't work:

- Make sure you are using the opening index, located at the 12 o'clock position on the lock.
 - Try adding or subtracting a number to each digit in your combination one at a time and follow the opening procedure. For example, if your combination is 10-20-30, try 11-20-30 or 9-20-30, etc.
2. I am getting no response from my electronic lock.
Replace your battery with a new 9V Duracell™ or Energizer™ battery with a "use date" of at least 5 years in the future.
Make sure all your wires are properly and tightly connected to the keypad with no pinched wires or bent connectors.
 3. My electronic lock is randomly flashing and not allowing me to enter my combination. You may be in lock-out mode. Do not touch anything on the keypad for a period of 10-15 minutes.
(If you attempt to enter your combination while in lock-out mode, the lock-out period will be extended. Changing the battery on your keypad while in lock-out mode will also extend the lock-out period.)
After you have waited the 10-15 minutes and the light stops flashing, you may then enter your combination. If it is still flashing randomly, wait up to 2 hours before trying again.
 4. My electronic lock beeps and flashes after every digit is pressed but it will not unlock my safe.
If your lock is accepting your combination (indicated by two beeps and flashes after the combination has been pressed) you may have a battery with too little current. Try connecting a new 9V battery with a "use date" at least five years in the future and use Duracell™ or Energizer™. Then, try your combination again.
If your lock gives you three beeps and flashes after the combination has been pressed, an incorrect code has been entered.
 5. What do I do if I have forgotten the combination to my safe?
If you have an electronic lock and have forgotten your code, you will have to have your safe drilled open by a locksmith, which could cost you over \$500. To prevent this, please keep your combination in a secure location— NOT inside your safe. WE DO NOT STORE YOUR COMBINATION AT THE FACTORY.
If you have a manual lock, we may have your combination on file, however, we neither guarantee it is available nor are we responsible for keeping the information. If available, we can give the factory set combination to you with proof of purchase and identification. If you have since changed your combination, a locksmith must be called.
 6. My door is dragging, how can I fix this?
Make sure you have removed the shipping feet from underneath your safe as it is a safety hazard and could cause your safe to be unlevel. Failure to bolt your safe may void your warranty. Once the feet have been removed, check to be sure the safe is on level ground. If it is not, use shims to level it.
 7. My door seems loose when closed. Is there a way to tighten this?
Adjust the doorbolt strike pad or pads located on the left side of the door frame. You can bend these out using a screwdriver to put tension on your doorbolts and pull the door into the frame. Be sure not to pull them out too far as they can damage your doorbolts and make the safe hard to open.



Bighorn and Rhino Limited Lifetime Warranty

Rhino Metals, Inc. offers to the original purchaser, a limited lifetime warranty, covering defects in workmanship, material, damage by unlawful attempted or actual break-in, and fire. This Warranty applies only to safes located in the United States, purchased at an authorized Bighorn Safe or Rhino Safe dealer, and that have been used solely in Residential applications. Commercial or industrial use applications carry a one year warranty against defects in workmanship and materials.

In order to receive warranty support under this Warranty, Purchaser must provide Rhino Metals, Inc. with (1) proof of purchase, (2) a written statement, (3) photographs of the damaged safe and (4) a police or fire department report. Rhino Metals, Inc. will make the decision to repair the safe in -home, at the factory, or replace the safe altogether. If possible, the safe will be repaired locally. If the safe is to be repaired at the factory or replaced, Rhino Metals, Inc. will, at its expense, have the safe opened, if required, and will pay for the freight back to the factory. Purchaser must package and palletize the safe and make the safe available for a curb side pickup at their expense. The Warranty does not cover any costs for removal or installation of the safe, or its contents. Personal property in the safe is not covered by the Warranty.

The obligation of Rhino Metals, Inc. under this Warranty is contingent upon proper use, installation, and maintenance of the safe and shall not apply to safes or safe parts which have been neglected, misused, or exposed to extreme or unusual environments. Failure to bolt down the safe using factory pre -drilled holes voids this warranty. Any modifying or tampering with the safe which alters or affects the safe's use or operation voids the warranty.

Without limit, this Warranty specifically excludes any liability for defects or damage caused or increased by the use of unauthorized parts. Upon purchase, the Purchaser must promptly notify Rhino Metals, Inc. of any defects. The Purchaser's remedies are solely limited to replacing parts, or repair, and are at the discretion of Rhino Metals, Inc. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Locks and electronic keypads carry a one year warranty for labor and parts. The warranty does not cover forgotten or lost combinations, dead or weak batteries, or improper opening procedures. Paint or powder coat finish is warranted for one year based on proper care and environment.

This Warranty is given in place of all other warranties and assurances, whether expressed or implied, including but not limited to matters of merchantability, quality, or fitness for purpose. Rhino Metals, 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.

This Warranty does not apply to Bighorn Model 12ECC.