

## Securing Your Safe

Your Vaultek® safe can be secured via the included mounting screws to a flat surface, such as a closet wall, using the pre-drilled holes on the backside of the safe or the floor using the pre-drilled holes on the bottom. The backside holes are in line vertically, allowing the safe to be anchored to a single wall stud.

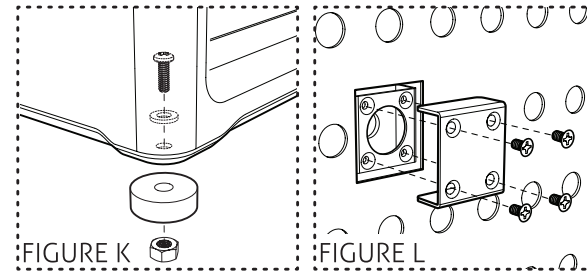
### Floor Mounting (Figure K)

With two people, carefully tilt the safe on its side and open the safe door. Lift the interior pad to locate the foot hardware and remove all (4) feet to use the pre-drilled holes for mounting.

### Wall Mounting (Figure L)

Remove the (3) pre-drilled hole covers using a phillips screwdriver or drill.

TIP: You can use your own hardware specific to your application.

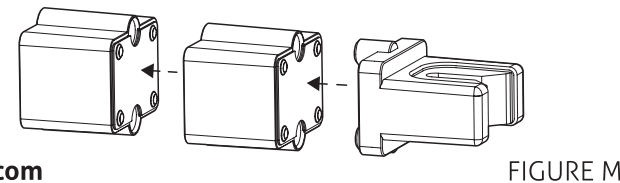


- 1 Locate all pre-drilled holes inside safe for mounting.
- 2 Position safe in place and mark holes for drilling.
- 3 Remove safe and drill pilot holes for hardware.
- 4 Reposition safe and install/tighten hardware.

## Modular Interior

The RS500i is equipped with an interior perforated mounting board. The perforated pattern allows you the freedom to position barrel mounts and other accessories anywhere you choose for a customized setup. Each accessory uses magnets to snap into the holes, and accessories can be easily repositioned by firmly pulling off and repositioning as needed.

TIP: Custom rifles/scopes can use the included extension adapters to extend the length of the barrel mounts and prevent your rifle from rubbing the safe. (Figure M)

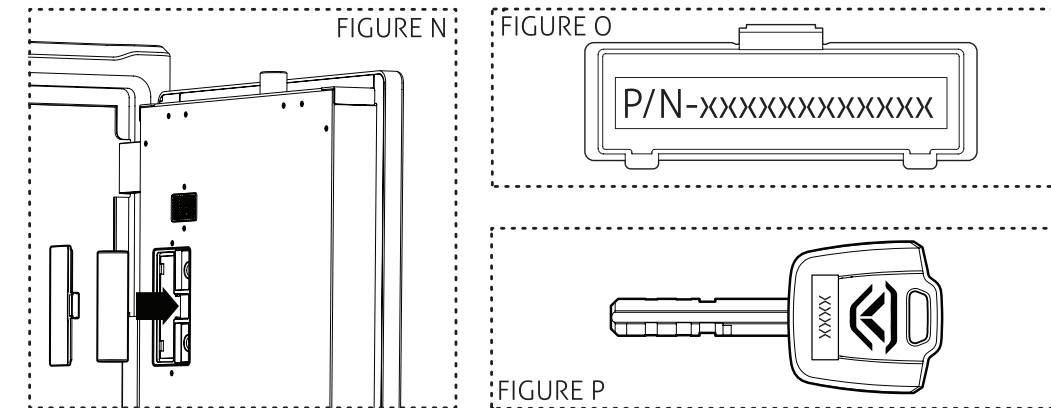


View the full range of available accessories at [vaulteksafe.com](http://vaulteksafe.com)

## Product Registration

Vaultek® strongly encourages you to register your safe as soon as you receive it. Registration provides many benefits including 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 back of the battery door (Figure N/O).
- 2 Find your 4-digit ID number engraved on the keys (Figure P).
- 3 Please visit the Vaultek® website at [vaulteksafe.com](http://vaulteksafe.com) and click Support/Product Registration.
- 4 Enter the required information in the form and click submit.



TUTORIALS ONLINE AT [VAULTEKSAFE.COM/RSWIFISERIES-SUPPORT](http://VAULTEKSAFE.COM/RSWIFISERIES-SUPPORT)

## Battery

**Q: Can I keep the safe plugged in at all times?**

A: Leaving your safe plugged in continually will **not** harm the safe or battery.

**Q: What happens to the fingerprints that are stored in my Vaultek® safe when the battery dies?**

A: The safe retains all fingerprints in the even of battery failure. Once the power is restored by inserting the AC adapter cable, the unit will function as it did before the power loss.

**Q: What type of battery does my Vaultek® safe use?**

A: 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. This type battery is commonly available and in the event you do not seek Vaultek® for a replacement we recommend a brand name like Panasonic.

**Q: Can I use a battery of more than 2000 mAh?**

A: Yes, a minimum 2000mAh capacity is required, however 2200 mAh or higher can be used to increase operation time. An upgrade battery is available through Vaultek® at [vaulteksafe.com](http://vaulteksafe.com).

## Fingerprint Scanner

**Q: How do I improve fingerprint success rate?**

A: Refer to page 09 for tips.

**Q: If I cut my finger, does the fingerprint heal the same as before and will it open my safe?**

A: Usually yes, although if the cut is significant or requires stitches scar tissue may form as a result causing a change in your fingerprint. That is why we recommend enrolling additional user fingerprints and also fingerprints from your other hand.

**Q: Will my Vaultek® safe scan my finger correctly when my finger/fingerprint is wrinkled after bathing or swimming?**

A: The Vaultek® safe has been designed to be very sensitive when authenticating and matching fingerprints. The unit will open when your fingerprint has increased moisture from an average shower or swim. However, extreme water retention due to extended time in the water will cause aspects of your fingerprint to change for a short period. If this happens, fingerprint access to your safe may be denied until your fingerprint returns to its normal condition. The keypad and app will not be affected and will still function normally to open the safe.

## Keys

**Q: What happens if I lose the keys?**

A: First, make sure you registered your safe in the event you do lose your keys. Visit Support at [vaulteksafe.com](http://vaulteksafe.com) for assistance in replacing a set of keys. Be prepared to provide your order details and product number.

## Models

**Q: What other models are available?**

A: Refer to our website to see all the available models. Also, feel free to sign up for our newsletter to receive the latest news on all things Vaultek®.

## Troubleshooting More online at [vaulteksafe.com](http://vaulteksafe.com) under Support

If you experience any issues with your safe, try the following solutions.

### **Smart Key is not working.**

A: After pairing you need to assign an entry mode. Refer to Step 3 on page 13. After Smart Key is paired you need to assign to either On Demand or Progressive entry mode, otherwise Smart Key will disable after pairing.

### **Fingerprint scanner works sometimes and not others.**

A: We have a few suggestions to help improve the success rate on page 09.

### **The keypad is not responding**

A. 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 visit Support at [vaulteksafe.com](http://vaulteksafe.com) for assistance.

### **Door is not engaging.**

A: The door requires a firm press. Press the door closed all the way, allowing the door bolts to fully engage.

### **Sound is not working.**

A: To toggle the sound ON/OFF press and hold keys '1' and '3' together for 3 seconds. The LCD screen will indicate the sound is ON and beep or the screen will indicate OFF and not beep. 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.

### **Unable to change master code.**

A: Refer to page 08 of the user manual or check our tutorials online at [vaulteksafe.com/rswifiseries-support](http://vaulteksafe.com/rswifiseries-support).

**Soft Reset:** Remove the battery and reinstall. This is a soft reset to the safe. Refer to page 07 for more details.

**STOP!** Do not return to retailer. If you have any questions about your Vaultek® safe or need help configuring the system, please visit Support at [vaulteksafe.com](http://vaulteksafe.com).

## Customer Support / Warranty

### Customer Support

If you have a problem with your Vaultek® safe that is not answered in the FAQ section of this manual, we encourage you to visit [www.vaulteksafe.com/rswifiseries-support](http://www.vaulteksafe.com/rswifiseries-support).

### Limited Warranty (Terms and Conditions)

Vaultek® is committed to building high quality products and will make every effort to ensure our products are free from any defects. We guarantee your safe will be free of defects in materials or workmanship for a period of three years from the date of original purchase from an authorized dealer. This warranty does not cover abuse, misuse, use in any manner for which is not designed, neglect, modification, damage inadvertently caused by the owner, accidents, and/or tampering.

If you encounter a problem with your Vaultek® safe, contact our support team online at [vaulteksafe.com/support](http://vaulteksafe.com/support) for assistance. If your safe is determined to be defective and we are responsible for the cause we will have it repaired at our expense, or we will send a new replacement at no cost to you. You will be required to return your existing unit as well as all included accessories to Vaultek® prior to replacement of the defective unit along with your verification of purchase.

If it is determined your safe needs to be returned our customer support team will provide you with a Return Merchandise Authorization (RMA) number. Please have the following information available when contacting us:

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

This device has been evaluated to meet general RF exposure requirement, and this device can be used in portable exposure condition without restriction.

FCC statements:

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.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

The distance between user and products should be no less than 20cm

**TUTORIALS ONLINE AT [VAULTEKSAFE.COM/RSWIFISERIES-SUPPORT](https://www.vaulteksafe.com/rswifi-series-support)**



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