

Home Locker FAQ's

1. How do I replace batteries?

Ans: Remove the battery cover on the back panel of the locker by unscrewing the Philips screw and replace the batteries.

2. What do GREEN and RED LED Indications Mean?

Ans: The green LED (2 beeps) indicates successful authorization while the red LED (3 beeps) indicates failed authorization.

34. How do I check battery status?

Ans. If the red LED flashes 3 times with a sound, this means that the batteries need to be replaced.

3. What to do if sensor does not read my fingerprint?

Ans: Godrej's fingerprint products are designed to scan fingerprint smoothly regardless of the conditions of a finger skin. However, in case a fingerprint is not read well on the sensor, please refer to the following tips:

1. If a finger is stained with sweat or water, scan after wiping moisture off.
2. If a finger is covered with dust or impurities, scan after wiping them off.
3. If a finger is way too dry, place after blowing warm breath on the fingertip.

4. Can I delete a selected fingerprint?

Ans: No, you cannot delete a selected fingerprint in a biometric locker. All the fingerprints will be deleted if you delete a selected fingerprint.

5. How to delete a fingerprint?

Ans: To delete a fingerprint:-

1. Open the safe.
2. Open battery cover.
3. Remove any one battery.
4. Long press initialization button behind the door.

5. Insert the battery; keep pressed initialization key until shooting bolts come out.

6. How do I register a fingerprint?

Ans: To register a fingerprint, follow these steps:-

- Open the locker.
- Press & release initialization button behind the door.
- Place 1st finger on sensor till you hear 3 beeps.
- Repeat process 2 & 3 for remaining finger enrollment.
- Close the locker.

7. How do I close a biometric Locker?

Ans: Close the door and press the button next to the fingerprint sensor. A beep will be heard and the green LED will flash once. The bolts extend fully followed by a short beep; this indicates that the locker is closed.

8. How to open Biometric Locker?

Ans: Biometric lockers ensure the safety of your valuables at your fingertips. To open the locker, press the button next to fingerprint sensor, a beep is heard. Place the registered finger on the sensor when the green LED fingerprint reader lights up.

Please note: In Factory default condition, any fingerprint can open the safe.

9. What do you mean by secure good?

Ans: Secure good indicates low battery. Replace the batteries before they are drained completely.

10. What is the use of USB Port?

Ans: USB port is used to provide external power supply for the locker in case the batteries are drained completely, and the key is lost.

11. What can I do if the batteries are weak or dead?

Ans: If the batteries are weak or dead, the locker can be opened either by connecting the external battery adapter to the locker which is supplied as an additional accessory with the locker or by using the emergency override keys. Once you have opened the locker, the internal batteries can be changed.

12. Which batteries should I use for my locker?

Ans: Replace the batteries with 1.5V AA size alkaline batteries.

13. How do I replace batteries?

Ans: Open the locker using your personal code. If the batteries are dead, use the emergency override key. Remove the battery cover on the back panel by unscrewing the Philips screw and replace the batteries.

14. How do I know my locker needs battery replacement?

Ans: Your safe always works on battery therefore it has an advanced battery monitoring system which continuously monitors the battery voltage. Simply press #: display will show **BA-HI** indicating Battery High or **BA-LO** – indicating Battery Low. In some safes instead of “#” - **Lock** key is available.

15. Can the override keys be duplicated manually?

Ans: No, the override keys cannot be duplicated manually. Every locker is equipped with a unique key design which only works in the locker with which it is supplied.

16. Why do I need a home locker?

Ans: In a perfect place, there would be no place for lockers. In this magical world, no thief would break into our homes or workplace, fires would never break out and we would never simply misplace a family heirloom or a birth certificate, may be. In the real world, home lockers are a necessity for any home or business that cares about protecting your cash, jewellery, paper documents and other valuables against theft, loss or damage.

17. Why should I choose a digital home locker over a conventional wooden wardrobe safe?

Ans: Home Lockers offer two important advantages- high security and user convenience.

High Security- Once the user sets a code; nobody can open the lockers as they have an in-built tamper guard and alarm.

User convenience- With digital home lockers, you don't have to worry about where you kept your keys. These lockers offer keyless convenience providing advanced safety to your belongings. The high security override keys are meant for emergency openings only.

Apart from these, there are many other useful features like motorised shooting bolts, interior lighting, auto-freeze option, etc. which are not present in a conventional wooden wardrobe safe.

18. Are all lockers burglary and fire resistant?

Ans: When it comes to securing your belongings, we have got you covered. Godrej has a locker for every need. Our lockers are classified as burglary resistant, fire resistant and burglary and fire resistant. You can select a locker depending on your need and type of security.

19. Which lockers are fire resistant?

Ans: Godrej has fire resistant home lockers that can guard your important documents against fire from 60-120 minutes (the lockers are meant for paper documents only and are not burglary resistant).

[Centiguard](#), [Safire](#) and [Element](#) are our fire resistant home lockers.

20. What if someone takes away the entire locker? / How do the bolts make the locker burglary resistant?

Ans: Most Godrej home lockers come with a provision at the back and base of the locker in the form of holes. These holes are provided to anchor or grout the

locker inside the wardrobes or cabinets. Once the locker is anchored, no one can take the locker away. The fixing bolts are provided for additional security and comfort of the user.

21. Will the locker come with anchoring bolts?

Ans: Most Godrej lockers come with anchoring bolts, an Allen key (3mm), override keys, user manual, and warranty card.

22. What do I do to ensure safety before I start using the locker?

Ans: It is advisable to change the factory preset master code and check it by opening the locker once using your code is ensure that it is working. Refer the user manual for more details

23. What if my locker doesn't lock?

Ans: Check if the shooting bolts in the locker are protruding out. If yes, enter your user password. The bolts will slide back in. You can now close the locker.

Verify if your batteries are working. If the batteries have been in the locker for more than six months, replace the batteries and try opening and closing the locker again.

If your locker still doesn't close, call us at our toll free number - 1800 209 9955.

24. How Long does the warranty Last?

Ans: You can call up the customer care number 1800-2099-955 and provide the invoice for claiming warranty.

The warranty lasts for a year from the date of purchase. Godrej shall only repair or replace manufacturing defects.

Things not covered in warranty: Any damage resulting from mishandling or improper usage or lack of maintenance or gas leakage, fire, burglary, accident, dropping, excessive shocks, acts of Nature, loss of components or accessories, replacement/ repair by anyone other than authorized personnel, consumable

parts like batteries, plastic parts, accessories. Warranty is applicable only on purchase from sellers Authorized by Godrej.

25.How do I log a complaint?

Ans: For any issues or product related queries, you can always connect with our customer care at 1800 209 9955 or write to us at secare@godrej.com.

26.Can I get a demo of a home locker?

Ans: Godrej technicians provide a free demonstration for the locker. To book a slot, please contact our customer care at 1800 209 9955 or write to us at secare@godrej.com.

27.How do I change the master code?

Ans: To change the master code, open the safe and press * key twice. The display will show “PROG”, then enter the original master code (factory set master code is 800000). The display will show “NEU.” Enter your desired 6-digit code, the display shows “AGAIN”, then enter the code again and press # key to confirm. The display will show “DONE” to indicate new master code has been set up successfully.

28.How to change user code in Home Mode?

Ans: To change the user code in Home Mode, open the locker and press * key twice. The display will show “PROG”, then press 68# and the display will show “NEU.” Enter your desired code and press

key to confirm. The locker will close.

29.How to change the user code in Hotel Mode?

Ans: In Hotel Mode, every time a user closes the safe, he can enter new personal code and press #. Safe will open with the last entered user code only.

30. Do you provide locker installation?

Ans: Yes, we do provide locker installation at a fee. To book an installation slot, please connect with our customer care at 1800 209 9955 or write to us at secare@godrej.com

31. I have forgotten my password, how do I open the locker?

Ans: If you have forgotten the user password, you can open the locker using the override keys provided with the locker.

After opening the locker, user can change his/her user password.

32. What do error codes indicate?

Ans: ERROR: The entered user/master password is incorrect. The safe is in perfect working condition. Enter correct user/master password to open the safe.

ERROR1: This data means the door fails to open as the bolts get stuck, in this case, give a push to the door to set free the bolts before you perform the opening operation.

ERROR2: This data indicates the bolts stud is being held (the door may be left unlatched) and locking bolts fail to extend. In this case, give a push to the door until it firmly fit into place before you proceed with closing operation.

HOLD15: This data appears on the display after you have entered the incorrect code for four times in a succession. It means the electronic code system is now locked out for 15 minutes. In this condition the safe cannot be open by both user and master password. Solution for this is to wait for 15 minutes or open by mechanical override keys.

33. Where do I keep my keys after I have installed the locker?

Ans: The keys of the locker should be kept hidden at some other secure place in your home. The keys are meant for emergency use in case the user code is forgotten or the batteries of the safe are completely drained out.

34. I have forgotten my password and I lost the mechanical key. How do I open the Locker?

Ans: Open the locker with the master password. If the user forgets the user and master password and the key is lost, you can connect with us on our toll-free number **1800 209 9955** or email on secare@godrej.com with all product and contact details or directly book a call through our website www.godrejsecure.com