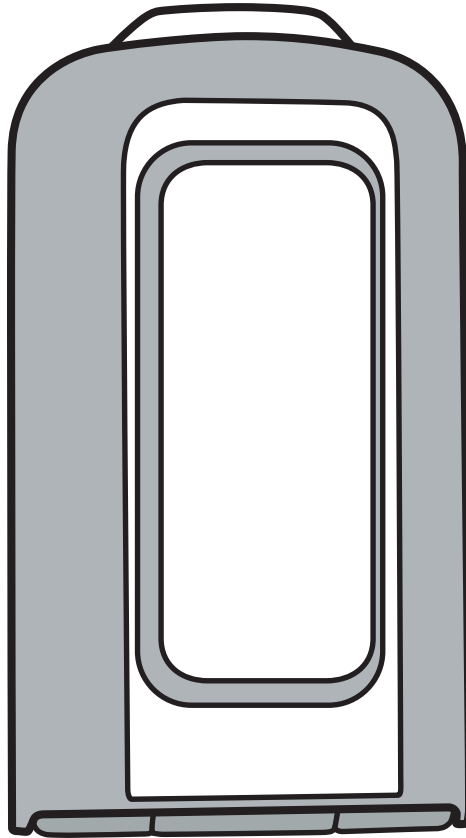# How to install a C500 keysafe

Welcome to Careium

This step by step guide tells you everything you need to know to install your keysafe. It has been written by our expert technicians and has easy to follow instructions and pictures.

Before installation

- It may be easier to set or change your key safe code before you install it. For guidance on how to set a code in your C500 KeySafe see below.
- If possible, we recommend you install your keysafe out of line of easy sight for passers-by and in a position of good light to make it easier for the user.
- You must use the included screws (6 x 60mm masonry) provided and install the keysafe into brick or concrete to maintain the LPS 1175 security certification and police accreditation.
- When mounting on a rendered wall, the maximum thickness of the render cannot exceed 10mm.
- Do not mount keysafe closer than 15cm to the corner of a masonry surface.
- Make sure keysafe is mounted flush with the masonry surface and the masonry screws are only installed directly into brick. Never install masonry screws into mortar and minimize all gaps between the back of keysafe and the masonry surface.
- There is no need to use wall plugs as each screw cuts its own thread.
- If you are relocating your keysafe you will need to purchase new masonry screws in order to maintain the police accreditation.

If you have any questions or concerns please see our comprehensive FAQs online at www.careium.co.uk/contact/help.

Note: All illustrations are for illustrative purposes only and may not accurately depict the actual device. The items supplied with your unit might vary depending on the software and accessories available in your region.
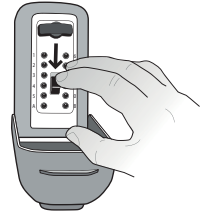
About your combination

- There is no pre-set combination code in your C500 keysafe
- You will need to select your own combination, ideally featuring between 5 and 7 digits (you can use a combination of both numbers and letters).
- Each number/letter can only be used once.
- Do not use a combination that can be easily guessed, for example '1234'.
- **There is no override or reset code. Make a note of your code and store it somewhere safe.**

How to set combination

1. Hold the clear plastic tab and pull open the black weather cover. This plastic tab should be discarded once the keysafe is mounted.
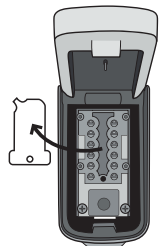
2. Press down on the **CLEAR** button (located in the centre of the keysafe) and then release.

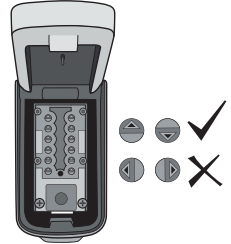**3.** Turn the **OPEN** dial clockwise 180° to open the lid. The word **OPEN** will now be upside-down.

4. Slide the white plastic instruction card on the lid towards the hinge of the keysafe and remove. This will reveal a **red** warning sticker. Please read before removing.

5. Without closing the lid, leaving the keysafe open, turn the open dial on the front of the keysafe counter clockwise 180°, back to the locked position. The word **OPEN** will now be the correct way up. Confirm that the **GREEN** triangle is visible on the locking bolt.
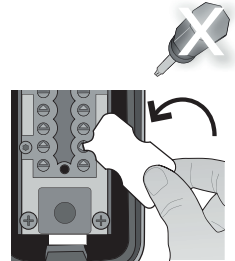

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6. There are twelve grey buttons on the back of the lid. Each of these grey buttons corresponds to the black buttons on the front of the keysafe. These buttons each have small arrows in the shape of a triangle. Arrows pointing away from the hinge are **OFF** and are not part of the combination. Arrows pointing towards the hinge are **ON** and are part of the combination.

Important! The locking pin must be in LOCKED position before the code can be changed.

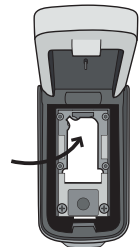**Forcing the setting buttons when in the DOWN position may damage the keysafe and void the warranty.**

7. Use the white plastic card (code change tool) provided to set your combination. If you encounter resistance, stop and check to make sure the locking bolt is **LOCKED** and the word **OPEN** is the correct way up on the **OPEN** dial.

Note*: Do not use a screwdriver.*

To add a number or letter to the code, use the code change tool to push in the grooved button by the number/letter you wish to set. Turn 180° until the button pops back up completely and the arrow points in the ON direction (towards the hinge). To remove a number or letter from the code, use the code change tool to push in the grooved button by the number/letter you wish to unset. Turn 180° until the button pops back up completely and the arrow points in the OFF direction (away from the hinge).

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8. Return the **red** sticker and the white plastic card over the back of the lid.

Testing your combination

1. With the keysafe still open, making sure the word **OPEN** is the correct way up on the **OPEN** dial. If it is not, turn the **OPEN** dial counter-clockwise until it is the correct way up. On the front of the keysafe, pressing only the buttons in your combination, press each button in until it clicks. If you press the wrong button, push down on the clear button and enter your code again.
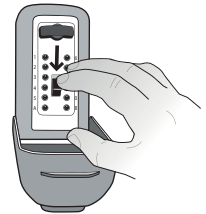
2. Turn the **OPEN** dial clockwise 180° to open. If the combination is set correctly, the **OPEN** handle will turn fully and the locking bolt will retract. If not, push down the **CLEAR** button and check to ensure you have entered the correct code. Refer to section "'How to set combination'" if you continue to experience difficulty.
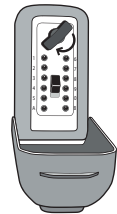
Installing your keysafe

To correctly install your keysafe and maintain police accreditation you will need the following items: a) power drill, b) 5mm drill bit suitable for masonry, c) T30 Torx drive screwdriver, d) pencil and e) tape.
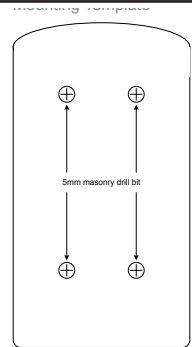

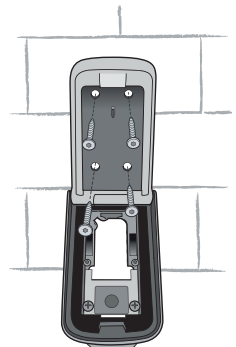**1.** Press down on the **CLEAR** button and enter your combination.

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2. Turn the **OPEN** dial clockwise 180° to open the lid.

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3. Use the mounting template (see chapter "Mounting template" on page 8) to mark the drill holes so they are as close to the centre of the brick as possible. Do not install screws into mortar since this will weaken the mounting.

4. Use the mounting template to drill four mounting holes using a 5mm masonry drill bit to a depth of at least 7mm deeper than the length of the screw. To help guide your drill depth, use a piece of masking tape to mark the correct length on your drill bit.

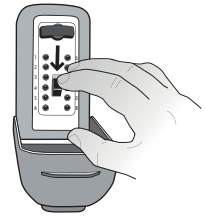**5.** Clean out any dust and debris from all holes.

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6. Position the keysafe over the 4 drilled holes and drive all 4 screws directly into the brick. There is no need to use wall plugs as each screw cuts its own thread.

7. Tighten each screw a little at a time rather than one screw fully to ensure a secure fixing. Tighten until the screw heads are snug against the back of the keysafe. Be careful not to over tighten.
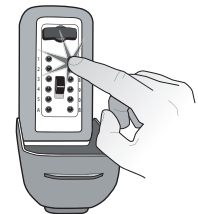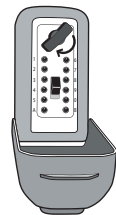
Opening and Closing your C500 keysafe

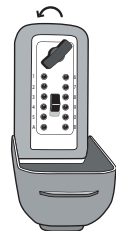
1. Press down on the **CLEAR** button.

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2. Enter the combination. If you enter an incorrect combination, press down on the **CLEAR** button and re-enter the combination.
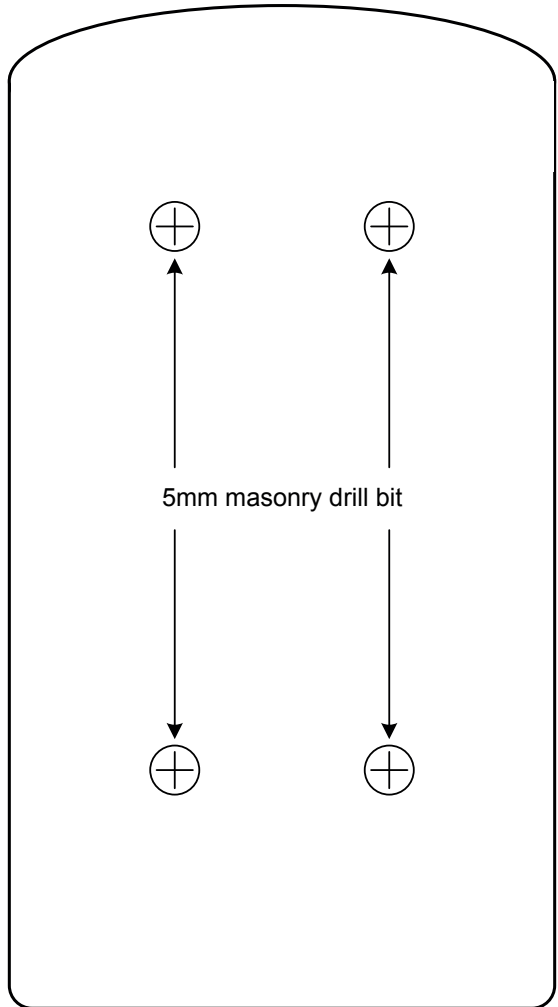
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3. Turn the **OPEN** dial clockwise 180° to open. When you turn the handle, the combination will clear.
Note: The open dial is designed so it cannot be forced open. If an incorrect code is entered and the handle is forced, the handle will unlatch from the locking mechanism and turn freely without opening. To reset the handle, turn it all the way back to the locked position (**OPEN** is the correct way up) where it will snap back into place.

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4. To relock, close the lid and turn the **OPEN** dial counter-clockwise 180° back to the locked position

Mounting template

5mm masonry drill bit