



I close my safe door it will not lock back

Problem:

I close my safe door it will not lock back.

Cause:

The battery(s) in your keypad could be low. This could be an indication that the lock has an electronic short. There could have been damage to the lock's ribbon cable during installation. This may be a problem with the keypad. The safe boltwork may be blocking the lock bolt from extending.

Solution:

1. Replace your battery(s) with Fresh 9 volt alkaline (Duracell batteries are recommended).
 2. Lock the door open.
 3. Enter a valid code 25-30 times.
- The lock bolt should eventually extend.

-or-

Inspect the ribbon cable. If there are any hard bends or crimping, please straighten them out. Unplug the cable from the keypad then plug it back in. Run your code.

-or-

If a malfunction is suspected in the keypad, replace the keypad and re-try.

-or-

If a boltwork issue is suspected, the boltwork may need to be adjusted.

NOTE: If the ribbon cable has been damaged beyond repair, the lock will have to be replaced. Please contact your safe manufacturer for all information relating to warranty and repair. If you are unable to get the lock bolt to extend the lock will need to be replaced.

Applicable to:

Sargent & Greenleaf 6120, 6123, Z02 Locks

The code is entered, a clicking noise is heard from the lock and the lock does not open.

Problem:

The code is entered, a clicking noise is heard from the lock and the lock does not open.

Cause:

This may be an indication of side bolt pressure being exerted on the lock bolt by the safe boltwork. Or this may be an indication of a mechanical malfunction of the drive train within the lock itself.

Solution:

If side bolt pressure is suspected, move the safe handle to the extreme right, then move the handle to the extreme left, now shift handle to the middle (or neutral) position. While handle is in the neutral position, re-enter PIN code lock should open. Run your combination and rock your handle back and forth for 6 seconds. Retry procedures 5 – 10 times.

If a mechanical malfunction is suspected, please contact your safe manufacturer for all information relating to warranty and repair.

Applicable to:

Sargent & Greenleaf 6120, 6123, Z02 Locks

How do I reset my s&g 6120 safe lock?

Use the Management Reset Code to Reset my S&G 6120 Lock?

The Sargent and Greenleaf Management Reset code (MRC) is a 7 digit code. The 2 numbers in the MRC that are separated by a “/” or are in “[]” have to be entered simultaneously – press both numbers at the same time.

Execute the MRC sequence using the following steps:

1. Press * 6 #
2. Now enter the MRC
3. After entering the MRC, press #

You will hear 1 beep for each time the MRC has been executed. (If this is the first time that the MRC has been executed, you will hear only 1 beep.)

EX: *6# 135 0/1 87 #

The Master Code has now been reset to the Factory Default of 123456#
Enter the Master Code 123456#, and the lock will open.

This reset code is applicable to the following locks:

S&G 6120, 6123, Z02 Locks

The code is entered, lock does not open, lock emits 2 braps (long beeps).

Problem:

The code is entered but Lock does not open and the Keypad emits 2 braps.

Cause:

The 2 braps indicate that the lock is in "Penalty Time". Penalty time occurs when 4 or more incorrect codes have been entered. Penalty time can also occur if an error was made while performing a combination change. This feature safeguards against unauthorized entry into the safe.

Solution:

Leave the battery(s) in the keypad. Do not touch the keypad for 5 -15 minutes. Earlier model 6120 had a penalty time phase of 15 minutes. After 15 minutes (max) the lock will reset itself and the correct code can now be entered to open the lock.

Applicable to:

Sargent & Greenleaf 6120, 6123, Z02 Locks

The led light on my lock keypad stays on constantly.

Problem:

The led light on my lock keypad stays on constantly.

Cause:

This could be an indication that the lock's ribbon cable is plugged into the keypad backwards. There could be damage to the lock's ribbon cable. There could be a problem with the keypad.

Solution:

Unplug ribbon cable and plug it back in. The ribbon cable connection is keyed. Please ensure it goes into the connector the proper way.

Inspect the ribbon cable. If there are any hard bends or crimping, please straighten them out. Please contact your safe company/lock smith/distributor for warranty. **NOTE:** If the ribbon cable has been damaged beyond repair, the lock will have to be replaced.

Applicable to:

Sargent and Greenleaf 6120, 6123, Z02 Locks