

# ↗ DOMETIC

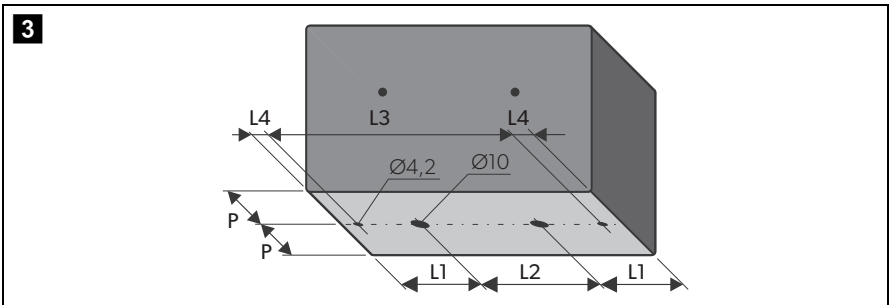
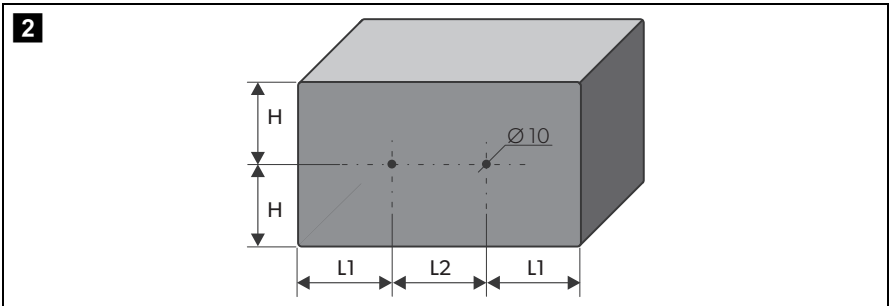
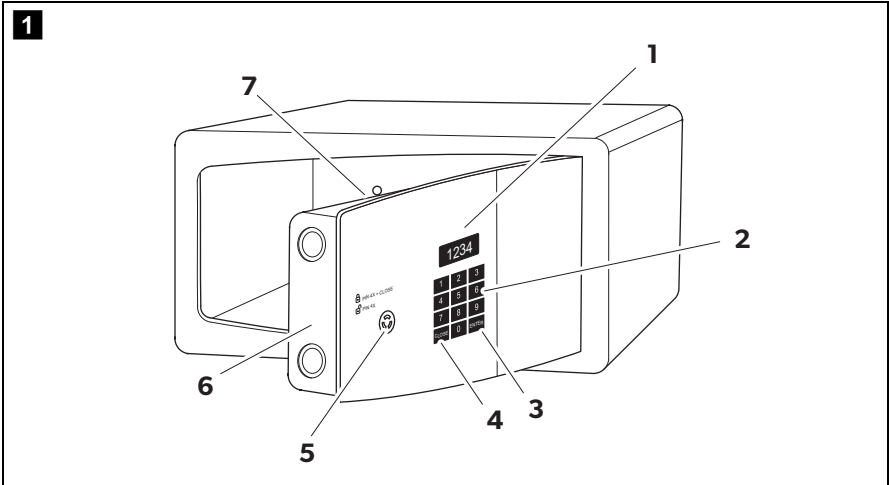
## SAFETY SOLUTIONS

### PROSAFE

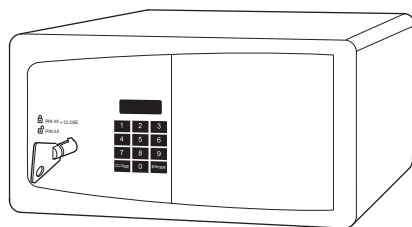


MD283, MD363, MD383,  
MD408, MD493

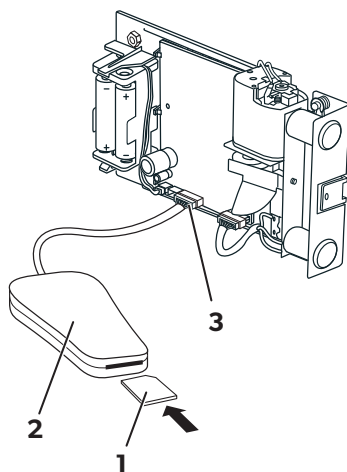
- |           |   |
|-----------|---|
| <b>EN</b> | <b>Electronic safe for hotels</b><br>Installation and Operating Manual . . . . . 5                    |
| <b>DE</b> | <b>Elektronischer Hotelsafe</b><br>Montage- und Bedienungsanleitung . . . . . 33                      |
| <b>FR</b> | <b>Coffre-fort électronique pour hôtels</b><br>Instructions de montage<br>et de service . . . . . 61  |
| <b>ES</b> | <b>Caja fuerte electrónica para hoteles</b><br>Instrucciones de montaje y de uso . . . . . 89         |
| <b>PT</b> | <b>Cofre eletrônico para hotéis</b><br>Instruções de montagem e manual de<br>instruções . . . . . 117 |
| <b>IT</b> | <b>Cassaforte elettronica per hotel</b><br>Istruzioni di montaggio e d'uso . . . . . 145              |
| <b>NL</b> | <b>Elektronische kluis voor hotels</b><br>Montagehandleiding en<br>gebruiksaanwijzing . . . . . 173   |
| <b>DA</b> | <b>Elektronisk safe til hoteller</b><br>Monterings- og betjeningsvejledning . . . 201                 |
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| <b>NO</b> | <b>Elektronisk safe for hoteller</b><br>Monterings- og bruksanvisning . . . . . 257                   |
| <b>FI</b> | <b>Elektroninen tallelokero<br/>hotellikäyttöön</b><br>Asennus- ja käyttöohje . . . . . 285           |
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| <b>PL</b> | <b>Elektroniczny sejf dla hoteli</b><br>Instrukcja montażu i obsługi . . . . . 341                    |
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| <b>HU</b> | <b>Elektronikus hotelszéfek</b><br>Szerelési és használati útmutató . . . . . 425                     |



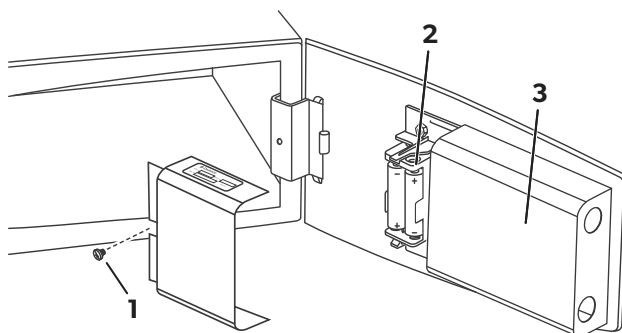
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6



**Please read this instruction manual carefully before installation and first use, and store it in a safe place. If you pass on the product to another person, hand over this instruction manual along with it.**

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# 1 Explanation of symbols

**WARNING!**

**Safety instruction:** Failure to observe this instruction can cause fatal or serious injury.

**CAUTION!**

**Safety instruction:** Failure to observe this instruction can lead to injury.

**NOTICE!**

Failure to observe this instruction can cause material damage and impair the function of the product.

**NOTE**

Supplementary information for operating the product.

# 2 Safety instructions

The manufacturer accepts no liability for damage in the following cases:

- Damage to the product resulting from mechanical influences
- Alterations to the product without express permission from the manufacturer
- Use for purposes other than those described in the operating manual

**WARNING!**

- This device can be used by children aged 8 years or over, as well as by persons with diminished physical, sensory or mental capacities or a lack of experience and knowledge, providing they are supervised, or have been taught how to use the device safely and are aware of the resulting risks.
- Only use the product as intended.
- Do not make any modifications or alterations to the product.

**NOTICE!**

- No unauthorised persons should have access to the master key and the master code. Store the master key very carefully in a safe location.

### 3 Scope of delivery

- Safe
- Knob key (delivered separately)
- Master key (delivered separately)
- Installation and operating manual (on request)

**NOTE**

Knob key and master key will be delivered separately.

### 4 Accessories

Available as accessories (not included in the scope of delivery):

Description	Ref. no.
Fixing kit	9106601492

### 5 Intended use

Dometic proSafe is a hotel safe in which guests can securely lock away their valuables.

## 6 Technical description

The control panel has a display and a key pad for entering the code. A master key and a master code are available for opening in an emergency.

The model can be identified from the type plate.

The optional remote emergency opening system (R.E.O.S.) allows functions to be used such as transmission of the entry code via a website.

As an option the safe can be delivered with a socket fitted on the inside.

### 6.1 Control elements

No. in fig. 1, page 3	Description	
1	Display	
2	Number keys	
3	<b>ENTER</b> button	Confirms the code entered
4	<b>CLOSE</b> button	<ul style="list-style-type: none"> <li>• Closes the safe after code is entered</li> <li>• Cancels the code entered</li> </ul>
5	Lock for master key (behind cover)	
6	Locking mechanism cover	
7	Socket (optional) (hidden)	

# 7 Installing safe

## 7.1 Notes on installation

**NOTICE!**

The safe must only be installed by qualified specialists.

Follow the instructions when installing.

- Carefully check the safe for damage once you have removed it from the packaging. If there is visible damage, contact the manufacturer (see back for addresses).
- Install the safe on a flat and even surface.
- Select a location for installation which is a sufficient distance from heat sources (e.g. radiators). Avoid installing in locations with temperatures of under 0 °C and over 45 °C.
- Avoid damp ambient conditions (e.g. in the bathroom and swimming pool) in order to avoid condensation forming in the device.
- Select a fastening material (screws with plugs, if necessary) which is appropriate for the base.
- For safes with sockets (optional), ensure that they are located close to a socket to which the safe can be attached.
- For safes with sockets (optional) there must be a clearance of 20 mm at the back for the connection cable.



## 7.2 Attaching the safe

- Select a suitable installation location.
- Select an appropriate method for installation (attachment on the rear or on the underside).
- Mark the drill holes according to the table below:

### Drilling on the rear (fig. 2, page 3)

Model	MD283	MD363	MD383	MD408	MD493
H	82.5 mm	95 mm	95 mm	95 mm	94 mm
L1	35 mm	75 mm	85 mm	97.5 mm	140 mm
L2	210 mm	210 mm	210 mm	210 mm	210 mm

### Drilling on the underside (fig. 3, page 3)

Model	MD283	MD363	MD383	MD408	MD493
L1	35 mm	75 mm	85 mm	97.5 mm	140 mm
L2	210 mm	210 mm	210 mm	210 mm	210 mm
L3	–	–	–	378 mm	463 mm
L4	–	–	–	13.5 mm	13.5 mm
P	117.5 mm	205 mm	225 mm	175 mm	185 mm

- Pre-drill the hole in the mounting location (e.g. in the wall or cupboard).
- Attach the safe with a suitable fastening material.
- Only for safes with an optional interior socket: Plug the connection cable into the socket.

## 8 Using the safe

### 8.1 Operating functions for guests

#### Closing the safe



- Enter a four digit code.
- Press the **CLOSE** button.
- ✓ **CLOSED** appears on the display.

#### Opening the safe



- Enter the correct four digit code.
- ✓ The code entered is shown in the display.
- ✓ The safe will open.
- ✓ **OPEN** appears on the display.



#### NOTE

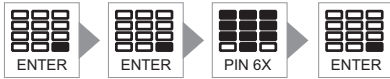
If an incorrect code is entered, the message **ERROR** appears on the display.

After five incorrect attempts, the safe will remain blocked for six minutes and no further entries are possible. As soon as a button is pressed, the message **ERROR5** appears on the display.

## 8.2 Emergency opening using master code

The master code is necessary if guests have left the safe locked or have forgotten their code.

### Opening safe with the master code



- Press the **ENTER** button **twice**.
- Enter the correct six digit master code.
- Press the **ENTER** button.
- ✓ The display shows the message **DELAY**. The door opens automatically after ten seconds.

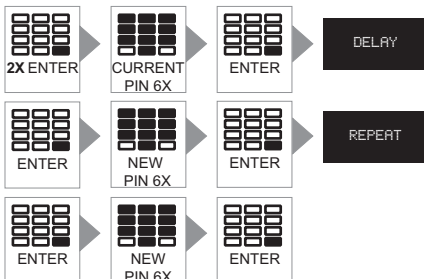
### Changing the master code



#### NOTICE!

- If you forget your master code, nobody can access the safe any more (not even the manufacturer). **No** resetting, or similar action, is possible.
- Therefore note down the master code and store it very carefully in a safe location.
- The safe has a factory-set master code. Change this code for security reasons.

You can change the factory-set master code (210104). The safe must be locked for this.



- Press the **ENTER** button **twice**.
- Enter the correct six digit master code.
- Press the **ENTER** button.
- ✓ The display shows the message **DELAY**.
  
- Press the **ENTER** button.
- Enter a new six digit master code within ten seconds.
- Press the **ENTER** button.
- ✓ The display shows the message **REPEAT**.
  
- Press the **ENTER** button.
- Repeat the entry of the new six digit master code within ten seconds.
- Press the **ENTER** button again.
- ✓ The safe confirms the change of the master code with an audio tone.

### 8.3 Emergency opening using R.E.O.S. (optional)



#### NOTE

- You need access to the Internet to use R.E.O.S.
- You must be registered on the internet at **www.sam.dometic.com** to be able to use the functions available there.
- The safe must be preconfigured accordingly to be able to use the R.E.O.S. function. Please contact the manufacturer if you have any questions (see back for addresses).

The remote emergency opening system (R.E.O.S.) gives a new four digit code in case that the guest has forgotten the code used to close the safe.

#### Open the safe with R.E.O.S. code



- Press the **ENTER** button **twice**.
- Enter the six digit R.E.O.S. code.



#### NOTE

You can change the factory-set R.E.O.S. code (210104) (see chapter "Changing R.E.O.S. code" on page 16).

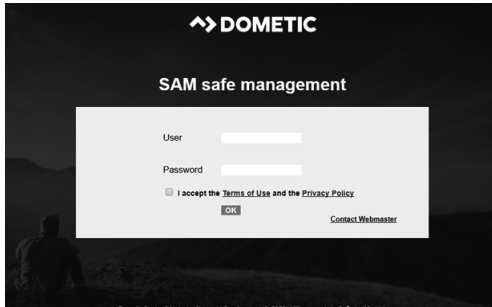
- Press the **ENTER** button.
- ✓ After five seconds, a ten digit alphanumeric code will be shown on the display.



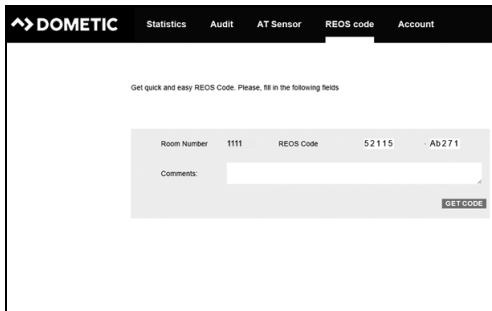
#### NOTE

The alphanumeric code will be shown in two parts.  
Example: **52115 – Ab271**.

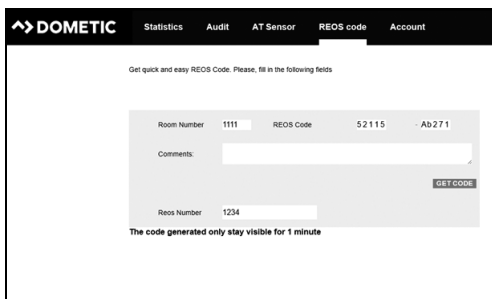
- Go to the **www.sam.dometic.com** page on the internet.



- Enter your login data.
- Select **R.E.O.S. code** from the menu.



- Enter the number of the safe (e.g. room number) and the ten digit alphanumeric code.
- Click **Get code**.
- ✓ A new code will be displayed for one minute.



- Enter the generated four digit code to open the safe.

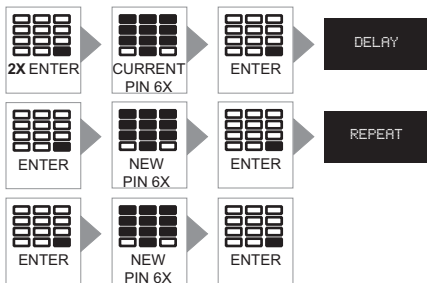
## Changing R.E.O.S. code



### NOTICE!

- If you forget your R.E.O.S. code, nobody can access the safe any more (not even the manufacturer). **No** resetting, or similar action, is possible.
- Therefore note down the R.E.O.S. code and store it very carefully in a safe location.
- The safe has a factory-set R.E.O.S. code. Change this code for security reasons.

You can change the factory-set R.E.O.S. code (210104). The safe must be locked for this.



- Press the **ENTER** button **twice**.
- Enter the six digit R.E.O.S. code.
- Press the **ENTER** button.
- ✓ The display shows the message **DELAY**.
  
- Press the **ENTER** button.
- Enter a new six digit R.E.O.S. code within ten seconds.
- Press the **ENTER** button.
- ✓ The display shows the message **REPEAT**.

- Press the **ENTER** button.
- Repeat the entry of the new six digit R.E.O.S. code within ten seconds.
- Press the **ENTER** button again.
- ✓ The safe confirms the change of the R.E.O.S. code with an audio tone.

## 8.4 Emergency opening with the master key



### **NOTICE!**

No unauthorised persons should have access to the master key. Store the master key very carefully in a safe location.

### **Opening the safe with the master key**

The safe can be opened in all eventualities with the master key, even in the event of an electronic fault.

- Remove the plastic cover which covers the key hole with the knob key.
- Put the master key into the key hole (fig. **4**, page 4).
- Open the safe by turning the master key 180° to the right.
- ✓ The bolts extend mechanically.

### **Change guest code with the master key**

The safe can be opened with the master key in case that the guest forgot his code.

- Open the safe with the master key.
- Keep the master key in this position and open the door.
- Enter a new four digit code.
- Turn the master key 180° to the left and remove the master key.
- ✓ The safe can be opened with the new code.



## 8.5 Reading the memory (Audit)



### NOTE

- You require access to the Internet to use the audit function.
- You must be registered on the internet at **[www.sam.dometic.com](http://www.sam.dometic.com)**.

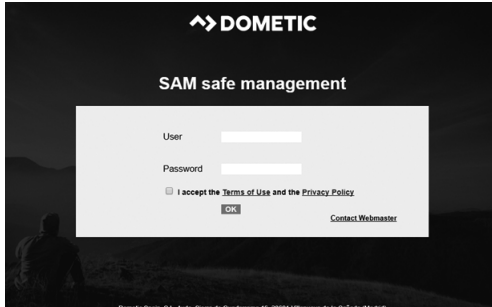
The safe has a permanent memory which records the last 1000 events.

### Transferring data to an SD card

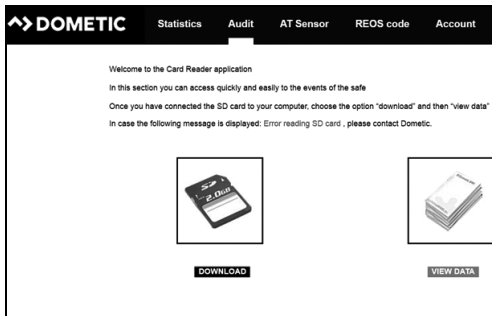
- Insert an SD card (fig. **5** 1, page 4) into the SD card reader (fig. **5** 2, page 4) (not included in scope of delivery).
- Remove the screw on the cover (fig. **6** 1, page 4).
- Take off the two covers.
- Connect the SD card reader device to the slot on the circuit board (fig. **5** 3, page 4).
- Press the **ENTER** button **twice**.
- Enter the code: 0141497167
- Press the **ENTER** button.
- ✓ The display shows the message **DATE**.
- Enter the date in the format dd/mm/yy.
- ✓ The display shows the message **HOOR**.
- Enter the time in the format hh/mm.
- ✓ The display shows the message **ROOM**.
- Enter the lock number (e.g room number).
- Press the **ENTER** button.
- ✓ The transfer of data to the SD card begins.
- ✓ The data transfer is complete when the display goes out and three acoustic signals sound.

## Reading data on the computer

- Go to the **www.sam.dometic.com** page on the internet.



- Enter your login data.
- Select **AUDIT** from the menu.
- Click **DOWNLOAD**.



- Follow the program instructions.



### NOTE

The installation wizard starts automatically. The executable file "iAudit.exe" is saved on your computer. After the installation is completed, a link is generated on your desktop.

- Run the "iAudit.exe" file by double-clicking on the icon



- Enter your login data and click on **CONTINUE**.



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Enter your username and password to read the SD card

User:

Password:

Continue

- Insert the SD card into the SD card reader slot on your computer and click on **CONTINUE**.



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Insert the SD card into your card reader.

Continue

- ✓ The transfer of data to the internet begins.



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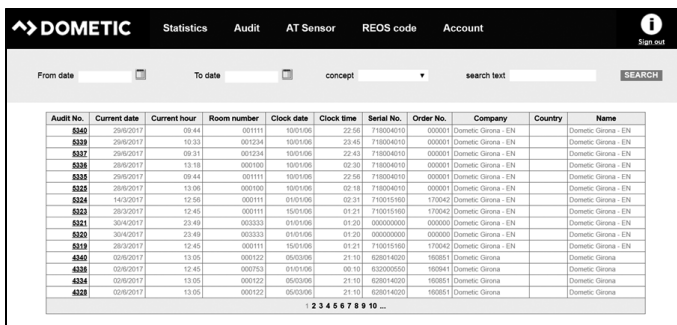
Downloading in process...

Progress bar with 5 small squares on the left side.

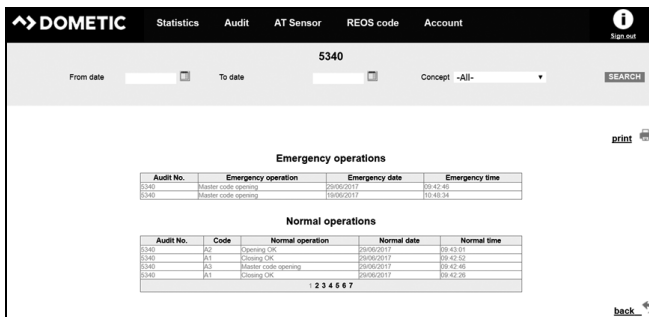
➤ Click the link.



✓ The stored reports are displayed.



➤ Click the requested line to generate a print view for each audit report.



## 8.6 Emergency opening using the anti-tamper system (security against manipulation) (optional)

If an anti-tamper system (security against manipulation) is activated on the safe this blocks the safe as soon as the master key (optional) is used or the cover of the lock mechanism is removed (optional) (e.g. also when the battery is replaced).

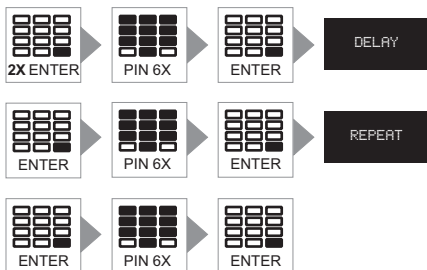
### Changing the anti-tamper code



#### NOTICE!

- If you forget your anti-tamper code, nobody can access the safe any more (not even the manufacturer). **No** resetting, or similar action, is possible.
- Therefore note down the anti-tamper code and store it very carefully in a safe location.
- The safe has a factory-set anti-tamper code. Change this code for security reasons.

You can change the factory-set anti-tamper code (355408). The safe must be locked for this.



- Press the **ENTER** button **twice**.
- Enter the six digit anti-tamper code.
- Press the **ENTER** button.
- ✓ The display shows the message **DELAY**.
  
- Press the **ENTER** button.
- Enter a new six digit anti-tamper code within ten seconds.

- Press the **ENTER** button.
- ✓ The display shows the message **REPEAT**.
- Press the **ENTER** button.
- Repeat the entry of the new six digit anti-tamper code within ten seconds
- Press the **ENTER** button again.
- ✓ The safe confirms the change of the anti-tamper code with an audio tone.

### Using the master key with the anti-tamper system

You can open the safe in any situation using the master key, even, for example, in the event of an electronic fault.



#### NOTICE!

No unauthorised persons should have access to the master key.  
Store the master key very carefully in a safe location.

- Remove the plastic cover concealing the key hole (fig. **1** 5, page 3).
- Insert the master key into the lock.
- Open the safe by turning the master key 180° to the right (fig. **4**, page 4).
- ✓ The display shows the message **A-002**.
- ✓ Turn the master key 180° to the left and remove the master key.
- ✓ The safe is blocked by the anti-tamper system.



#### NOTE

When you press the **ENTER** button on the blocked safe three short beeps will sound. When you press **ENTER** again the display shows the message **CODE**.

- Reattach the plastic cover.

## Using the anti-tamper system for the cover (optional)

As an option, the cover concealing the locking mechanism and internal components can also be blocked.

- Remove the cover concealing the lock mechanism (fig. **6** 3, page 4).
- ✓ The display shows the message **A-001**.
- ✓ The safe is blocked by the anti-tamper system.



### NOTE

When you press the **ENTER** button on the blocked safe three short beeps will sound. When you press **ENTER** again the display shows the message **CODE**.

- Reattach the cover.

## Deactivating the anti-tamper system (optional)



### NOTICE!

- If you forget your anti-tamper code, nobody can access the safe any more (not even the manufacturer). **No** resetting, or similar action, is possible.
- Therefore note down the anti-tamper code and store it very carefully in a safe location.
- The safe has a factory-set anti-tamper code. Change this code for security reasons.

In order to deactivate the anti-tamper system following removal of the cover for the locking mechanism, the anti-tamper code (factory-set code: 355408) must be entered:



- Press the **ENTER** button **twice**.
- Enter the six digit anti-tamper code.
- Press the **ENTER** button.
- ✓ The display shows the message **DELAY**.

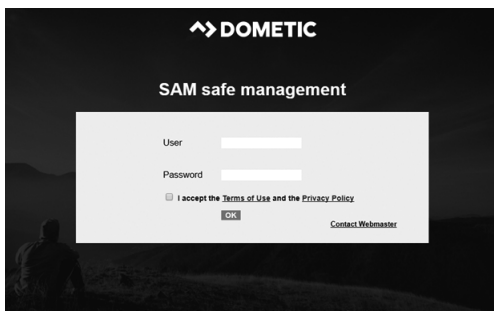
- ✓ After 10 seconds the safe opens and the display shows the message **OPEN**.
- ✓ Three short beeps sound.

## Deactivating the anti-tamper system using SAM

In order to deactivate the anti-tamper system after opening the safe with the master key, or following removal of the cover for the locking mechanism, the anti-tamper code must be entered:



- Press the **ENTER** button **twice**.
- Enter the six digit anti-tamper code.
- Press the **ENTER** button.
- ✓ The display shows an alphanumeric code in two parts (e.g. 52115 – Ab271).
- Note down the code.
- Reattach the cover.
- Go to the **www.sam.dometic.com** page on the internet.



- Enter your login data.
- Select **AT Sensor** from the menu.



- Enter the room number and the alphanumeric code (e.g. 52115Ab271) and click **Get code**.

- ✓ A new anti-tamper code (e.g. 056058) is displayed for one minute.
- Note down the code.

To deactivate the anti-tamper code, a new anti-tamper code must be entered:



- Press the **ENTER** button **twice**.
- Enter the new six digit anti-tamper code (e.g. 056058).
- Press the **ENTER** button.
- ✓ The display shows the message **DELAY**.
- ✓ After 10 seconds the safe opens and the display shows the message **OPEN**.
- ✓ Three short beeps sound.

## 9 Replacing the batteries

### 9.1 Check the state of the battery

It is possible to check the charging status of the battery.



- Press the **ENTER** button **twice**.
- Press the **8** button **twice**.
- Press the **ENTER** button.
- ✓ The display shows the charging status:

Level	Charging status
6.0 – 4.9	OK
4.8 – 4.5	Batteries should be replaced as soon as possible.
0.0 – 4.4	Batteries must be replaced.

### 9.2 Replacing the batteries

The batteries must be replaced after no later than one year. The batteries must also be replaced immediately if **BAT-LO** is shown on the display.



#### NOTE

- Use four high-quality alkaline AA/LR6 batteries (1.5 V).
- Pay attention to the polarity.
- Always change all batteries at the same time.

- Loosen the screw for the cover (fig. **6** 1, page 4).
- Take off the cover.
- Remove the four used batteries from the battery compartment (fig. **6** 2, page 4).
- Insert four new AA batteries into the battery compartment.
- Replace the cover over the interior section and secure the cover with the screw.

## 10 Display messages

	Display	Sound
Press CLOSE	CODE	2 short beeps
Press ENTER		3 short beeps
Press 0 – 9	0-9	1 short beep
Key in guest code	OPEN	
Error in locking mechanism	ERROR 2	4 long beeps
Incorrect sequence	ERROR	1 long beep
System check	888888	
Wait when opening with master code	DELAY	
Repeat master code	REPEAT	
Low battery detected	BAT-LO	2 long beeps. After changing: 2 short beeps
Error entering code	ERROR	1 long beep
5 x error entering code	ERROR 5	3 long beeps
Programming error	ERROR	1 long beep
Enter date	DATE	
Enter time	HOUR	
Enter room number	ROOM	
Blocked owing to 20 events in 10 minutes	ERROR B	3 long beeps
SD card transfer in progress	CSD25	
End of SD card transfer	DSDXX	3 short beeps
Wait when opening with R.E.O.S. code	DELAY	
Repeat R.E.O.S. code	REPEAT	
Safe blocked due to back cover secured with anti-tamper code	A-001	3 short beeps

	Display	Sound
Safe blocked due to use of mechanical key with anti-tamper code	A-002	3 short beeps
Safe blocked		3 short beeps
Wait when opening with anti-tamper code	DELAY	
Repeat anti-tamper code	DELAY	1 short beep
Code requested	CODE	

## 11 Troubleshooting

If you are unable to rectify the fault, get in touch with a specialist workshop.

Display	Fault	Possible cause	Suggested remedy
<b>BAT-LO</b>	The safe does not close.	The battery is low.	➤ Replace the batteries.
<b>ERROR</b>	A continuous audible signal sounds.	False code	➤ Enter the correct code.
		Time for entering code has elapsed.	➤ Enter the code within 8 seconds.
	The safe will not accept the master code.	Wrong master code	➤ Enter the correct master code.
<b>ERROR 2</b>	The bolts do not extend completely.	The locking mechanism is not functioning correctly.	<ul style="list-style-type: none"> <li>➤ Make sure the bolts are not jammed in the cupboard.</li> <li>➤ Check the connections on the circuit board.</li> <li>➤ Replace the motor.</li> </ul>
<b>ERROR 5</b>	Short audible signals sound whenever any button is pressed.	The safe is blocked once an incorrect code has been entered five times.	<ul style="list-style-type: none"> <li>➤ Wait for 6 minutes without pressing any buttons. The lock is no longer disabled following this 6 minute waiting period.</li> <li>➤ Following this, enter the correct code.</li> <li>➤ Open the door mechanically with the master key.</li> </ul>

Display	Fault	Possible cause	Suggested remedy
<b>ERROR B</b>	A code cannot be entered.	The safe is blocked if it has been closed and opened again 20 times within 10 minutes.	<ul style="list-style-type: none"> <li>➤ Wait for 6 minutes without pressing any buttons. The lock is no longer disabled following this 6 minute waiting period.</li> <li>➤ Following this, enter the correct code.</li> <li>➤ Open the door mechanically with the master key.</li> </ul>
–	The master key will not turn.	Wrong key	<ul style="list-style-type: none"> <li>➤ Check that the key number is the correct one.</li> </ul>
		Wrong direction	<ul style="list-style-type: none"> <li>➤ Turn the key 180° in a clockwise direction.</li> </ul>
–	The safe does not function (no audible signal, no display message).	The battery is low.	<ul style="list-style-type: none"> <li>➤ Replace the batteries.</li> </ul>
		The batteries are not inserted correctly.	<ul style="list-style-type: none"> <li>➤ Check whether the batteries are correctly inserted.</li> </ul>

## 12 Maintaining and cleaning the safe



### **NOTICE!**

Do not use sharp or hard objects or cleaning agents for cleaning as these may damage the product.

- Occasionally clean the product with a damp cloth.

## 13 Warranty

The statutory warranty period applies. If the product is defective, please contact the service partner in your country (addresses on the back on the instruction manual).

Our experts will be happy to help you and will discuss the warranty process with you in more detail.

## 14 Disposal

- Place the packaging material in the appropriate recycling waste bins wherever possible.



If you wish to finally dispose of the product, ask your local recycling centre or specialist dealer for details about how to do this in accordance with the applicable disposal regulations.



### **Protect the environment!**

Do not dispose of any batteries with general household waste. Return defective or used batteries to your retailer or dispose of them at collection points.

# 15 Technical data

	<b>Dometic proSafe</b>	
	<b>MD283</b>	<b>MD363</b>
Capacity:	8.2 l	24 l
Dimensions H x W x D:	165 x 280 x 235 mm	190 x 360 x 410 mm
Gross weight:	6.4 kg	10.8 kg
Net weight:	6.1 kg	10.2 kg

	<b>Dometic proSafe</b>	
	<b>MD383</b>	<b>MD408</b>
Capacity:	28 l	22.5 l
Dimensions H x W x D:	190 x 380 x 450 mm	190 x 405 x 350 mm
Gross weight:	11.9 kg	10.9 kg
Net weight:	11 kg	10.4 kg

	<b>Dometic proSafe</b>
	<b>MD493</b>
Capacity:	29 l
Dimensions H x W x D:	190 x 490 x 370 mm
Gross weight:	13 kg
Net weight:	12.4 kg

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