WAIT! BEFORE YOU ACCEPT YOUR SHIPMENT, INSPECT FOR DAMAGE

**INSPECT** your shipment as soon as you receive it for any damage that may have occurred during shipping. Should you find any damage, please report the damage to the delivery company (or carrier). Manufacturer is not liable for any damage that is not reported after the delivery receipt is signed.

**QUESTIONS** about your new purchase, this owner’s manual or other RHINO METALS™ products, please contact:
Rhino Metals, Inc.
607 Garber Street
Caldwell, ID 83605
Phone: (208) 454-5545
Fax: (208) 459-0819

**NOTE:** FOR TECHNICAL SUPPORT ISSUES, IT IS HELPFUL TO BE NEAR YOUR PRODUCT WHEN YOU CALL.

★★★ PROTECTING & SECURING AMERICA ★★★

**VETERAN OWNED AND OPERATED SINCE 1995**

@rhinometals  Rhino Metals, Inc.  Rhino Metals
MANUFACTURED BY RHINO METALS, INC.  WWW.RHINOSAFE.COM  (208) 454-5545
ATTACH YOUR ORIGINAL RECEIPT HERE

PLEASE READ THIS MANUAL AND THE INSTALLATION INSTRUCTIONS THOROUGHLY BEFORE SETTING UP YOUR NEW VAULT DOOR. FAILURE TO COMPLY WITH THE DIRECTIONS AND PRECAUTIONS COULD RESULT IN SERIOUS INJURY OR DEATH.

Please fill out the information below about your new vault door:

Purchased From: ________________________________

Purchased Date: ________________________________

Model No: ___________________________________

Serial No: ___________________________________

Combination (manual locks only): ________________
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*What’s Inside:*
- Installation Instructions
- Owner’s Manual
- Accessory Sheet
- Keys for Day-Lock (excludes models with Electronic Locks)
To register your vault door and validate ownership for warranty and/or repair purposes, submit the form on www.rhinosafe.com/warranty. Or, cut this registration form along dotted line, complete and return by mail, along with a copy of the original purchase receipt, to:

Registration Department
Rhino Metals, Inc.
607 Garber Street
Caldwell, Idaho 83605

Name
Address
City                   Country
State/Prov             Zip/Postal
Phone
Email

☐ Check box if you prefer not to receive our newsletter.

Date of Purchase

Where did you purchase product from? (Check one)

☐ rhinosafe.com    ☐ In-store*    ☐ Online*

*Store/Website name: ___________________________

Please take a moment to fill out the survey on the back of this sheet.
How is the quality and function of your new vault door?

❑ Excellent    ❑ Very Good    ❑ Good    ❑ Fair    ❑ Poor

How was the retail store where you purchased your new vault door? (if applicable)

❑ Excellent    ❑ Acceptable    ❑ Needs Improvement

A. Vault door display

❑ Excellent    ❑ Acceptable    ❑ Needs Improvement

B. Sales staff

❑ Excellent    ❑ Acceptable    ❑ Needs Improvement

C. Selection available

❑ Excellent    ❑ Acceptable    ❑ Needs Improvement

How did you first hear about Rhino Metals? (Check all that apply)

❑ Facebook    ❑ YouTube    ❑ Instagram    ❑ Online    ❑ In-store
❑ Trade Show/Gun Show    ❑ Other: _________________________

How influential were the following factors in your purchase?

A. Protecting against crime / burglaries

❑ Very Influential    ❑ Somewhat Influential    ❑ Little to No Impact

B. Concern over the economy / financial instability

❑ Very Influential    ❑ Somewhat Influential    ❑ Little to No Impact

C. Securing firearms

❑ Very Influential    ❑ Somewhat Influential    ❑ Little to No Impact

D. Fire protection

❑ Very Influential    ❑ Somewhat Influential    ❑ Little to No Impact

What did you like about our vault doors that led you to choose us?

________________________________________________________________________

How influential were the following features when buying one of our vault doors?

A. Lifetime warranty?

❑ Very Influential    ❑ Somewhat Influential    ❑ Little to No Impact

B. Functionality?

❑ Very Influential    ❑ Somewhat Influential    ❑ Little to No Impact

C. Price / promotion?

❑ Very Influential    ❑ Somewhat Influential    ❑ Little to No Impact

D. Any other reason? _________________________

What is your age group?

❑ 18-24    ❑ 25-34    ❑ 35-44    ❑ 45-54    ❑ 55+
Please note that the vault door shown is for reference only.

Actual model and design may vary.

- **Model and Serial No. Label**
  Not Shown; attached to inside of door

- **Frame**

- **Door**

- **Lock**
  Combination Dial shown

- **Handle**
  Hand Wheel Shown

- **The Clutch**
  Located within the Handle Mechanism

- **External Hinges**

Rhino Metals Technical Support (208) 454-5545
Exterior: Glossary of Terms

Model and Serial No. Label
Contains the model and serial number.

Handle
Allows the door to be opened after the correct combination is entered into the lock. Depending on the model, handle may be a spoke handle, drop handle or a hand wheel.

Lock
Mechanism with a combination that allows the vault door to be securely locked. Depending on the model, the vault door lock may be a manual dial or electronic lock. Rhino Metals vault doors come with UL® listed locks for maximum theft protection and are designed to block attempts of hot-wiring, shorting and manipulation. All locks come with a five-year manufacturer’s warranty.

Locks available:
♦ Sargent and Greenleaf® (S&G) electronic Titan lock, see pages 10-11.
♦ Sargent and Greenleaf® (S&G) manual locks, see pages 12-13.

Hinges
Movable mechanism allowing the vault door to swing open and closed.

The Clutch
Factory installed, the clutch automatically disengages the safe handle assembly from the locking mechanism when too much torque is applied either clockwise or counterclockwise. The clutch is designed to help prevent break-ins and potential damage from excessive torque.

Call for assistance if the clutch is not functioning properly. Do not attempt to adjust the clutch yourself.
Please note the door shown is for reference only. Actual model and design may vary.
**ELECTRONIC LOCK OPERATING INSTRUCTIONS**

**Opening Your Vault Door for the First Time**

RHINO METALS vault doors equipped with:

- S&G electronic Titan lock will open by entering 1-2-3-4-5-6-#

Open the door by rotating the hub/wheel on the front of the vault door clockwise and pull the vault door open. If your hub/wheel seems stiff, insert a solid round wooden stick into one of the handle holes and turn the hub/wheel clockwise to open.

**Sargent and Greenleaf® (S&G) Electronic Lock**

**Installing the Battery**

We highly recommend using a Duracell® or Energizer® alkaline battery with a “Use Date” of at least 4 years in the future.

**Titan Lock**

1. With the vault door open, slide the battery holder out of the under side of keypad face to reveal battery.
2. With the battery cavity accessible, install a new 9-volt battery and push the battery holder back into the keypad.
3. With the door open, test the operation of the lock several times before closing and locking the vault door.

**Operating Your Electronic Titan Lock**

1. **To unlock the vault door**, enter the existing six-digit code. Each key press is confirmed with an audio and visual (LED flash) signal.
2. Turn the handle or hand wheel clockwise.
3. **To lock the vault door**, turn the handle or hand wheel counter-clockwise until it stops (and the locking bolts are extended). It will be confirmed by a double signal. Always test to see if the lock has re-engaged by turning the handle or hand wheel in either rotational directions.

**Wrong Try Penalty**

Every invalid code entry is indicated by an audio and visual signal. Entering 5 consecutive invalid codes result in a 3-minute delay period. The LED will flash at 10-second intervals.

During the delay period, pressing any key or removing the battery will extend the delay period for up to 15 minutes.
Additional Electronic Lock Information

LOW BATTERY IS THE MOST COMMON CAUSE OF ELECTRONIC LOCK ISSUES. Repeated beeping during opening or any other unfamiliar occurrences indicates that the battery is low and needs to be replaced immediately.

Changing Your Code

All electronic lock codes are set at the factory as 1-2-3-4-5-6. For security purposes, you should immediately change it to your own unique code.

You can reset your six-digit code at any time. When creating a new code, avoid using personal data such as birth dates, street numbers or phone numbers to keep your valuables as secure as possible. Choose a six-digit code that only you know and can easily remember.

1. Press 2-2-*
2. Enter your existing six-digit code (including the ending # key)
3. Enter your NEW six-digit code twice (including the ending # key each time)
4. Enter the NEW code once more to unlock the lock (including the ending # key)
5. Test the lock several times before closing and locking the vault door.

If a mistake is made, wait 30 seconds and then repeat steps 1-4.

Lost Codes for Electronic Locks

Most vault doors with electronic locks have their override code on file at Rhino Metals. The override codes are tracked by model and serial number. If you have lost your code, a $25.00 research fee will be assessed for restoring the code to you. The request requires completing and providing proper documentation of ownership of the vault door. **We cannot guarantee that Rhino Metals can recover a code nor are we responsible for keeping the information. Please keep your code in a secure place outside your vault door.**

**IMPORTANT FOR ELECTRONIC LOCKS**

- **DO NOT CLOSE THE VAULT DOOR IF THE CODE DOES NOT WORK.** Refer to the Troubleshooting Guide or call Rhino Metals Tech Support for further assistance. Do not wait until your vault door is locked out.
- **Store your vault door’s model, serial number, Owner’s Manual and combination in a secure location outside your vault door.**
- **When a code is changed, always check to make sure the previous code will no longer open the lock.**
- **Replace the battery annually to ensure reliable access through your vault door.**
- **Always center the handle or hand wheel with the vault door to ensure that there is no pressure on the lock as it could cause a lockout.**
- **Consider purchasing an Extended Lock Warranty for extended services.**

Rhino Metals Technical Support (208) 454-5545
MANUAL LOCK OPERATING INSTRUCTIONS

_Sargent and Greenleaf\(^{\circledR}\) (S&G) Manual Lock_

Opening Your Vault Door for the First Time

All S&G manual locks have their combination set and leave the factory with the dial locked in place by the Day-Lock. The vault door will open by simply rotating the hub or hand wheel and pulling the vault door open. If your hub seems stiff, try inserting a solid round wooden stick into one of the handle holes and turning the hub to open.

1. There is an envelope packaged with your vault door with a set of keys. Unlock the Day-Lock by inserting the key into the Day-Lock keyhole and turning the key clockwise until it stops.
2. Remove the key. Now your dial is operational.

Verifying Your Combination

The unique combination to your manual lock can be found on page three of this owner’s manual. With the vault door open, extend the locking bolts by turning the handle or hand wheel counterclockwise. Verify the combination multiple times (by following the directions below) before using the vault door.

Operating the Dial on Your Manual Lock

The manual lock requires accurate alignment of each 2-digit number with the Index Mark. (Each 2-digit number of the combination is separated by dashes.) Avoid rotating past any number, even slightly, as the entire combination must be re-dialed if there are any errors.

1. Rotate the dial counterclockwise at least 4 full revolutions. Stop exactly on the first number of your combination.
2. Turn the dial clockwise, passing the second number of your combination twice. Stop at exactly on the second number of third revolution.
3. Turn the dial counterclockwise passing the third number of your combination. Stop at exactly the third number of the second revolution.
4. Turn the dial slowly clockwise until it stops, at about 87. You may notice some resistance at around 95 (which is normal).
5. Turn the handle of the vault door and pull the door open.

Rhino Metals Technical Support (208) 454-5545
Day-Lock Instructions
For maximum security, we recommend using the Day-Lock in addition to the combination to your manual lock. This feature is also helpful to prevent the dial from rotating and accidentally locking when moving items into or out of your vault door room.

Suggested Day-Lock Operation
1. Shut the vault door and turn the handle or hand wheel counter-clockwise to extend the locking bolts into the locked position.
2. Rotate the dial counter-clockwise at least 4 times to clear the combination completely.
3. Stop at about “87” on the Index Mark.
4. Insert the Day-Lock key into the keyway and turn counterclockwise until it stops.
5. Remove the key.

To Open After the Day-Lock is Locked
1. Insert the Day-Lock key into the keyway and turn clockwise until it stops. Remove the key.
2. Follow the “Operating the Dial on Your Manual Lock” instructions on the page 12.

The Day-Lock does not lock your vault door. It is intended to prevent the dial from rotating.

Changing Combinations on Manual Locks
The lock portion of the warranty will be void if anyone other than a certified locksmith changes the combination on a manual lock. Contact Rhino Metals Tech Support to locate a certified locksmith.

Lost Combinations and Keys for Manual Locks
Most vault doors have their original combination stored by serial number at Rhino Metals. If you have lost your combination, a $25.00 research fee will be assessed for restoring the combination to you. If you have lost your keys, contact Rhino Metals technical support (208-454-5545) to details on getting new keys. Both requests requires completing and providing proper documentation of ownership of the vault door. We cannot guarantee that Rhino Metals can recover a combination nor are we responsible for keeping the information. Please keep your code in a secure place outside your vault door.

**IMPORTANT FOR MANUAL LOCKS**

- **DO NOT CLOSE THE VAULT DOOR IF THE COMBINATION DOES NOT WORK.** Refer to the Troubleshooting Guide or call Rhino Metals Tech Support for further assistance. Do not wait until your vault door is locked out.
- Store your vault door’s model, serial number, Owner’s Manual and combination in a secure location outside your vault door.
- Rotate dial slowly as rapidly spinning the dial in alternate directions will damage the lock and cause a lockout.
- Be sure to have good visibility and stand directly in front of the dial when operating the lock.
- Consider purchasing an Extended Lock Warranty for extended services.

Rhino Metals Technical Support (208) 454-5545
Panic Room Operations

To Lock
1. Bend thin aluminum sheet downward and to the right to reveal blue lever (A)
2. Rotate blue lever to the right and release to deadbolt door (B)

To Exit
1. Raise blue lever to original position
2. Rotate blue lever to the left and align notch (not shown) with slot on lever holder
3. Bend aluminum sheet back to original position
Internal Release

To Open
1. Pull red lever to the right and rotate upward to align notch (not shown) with slot on lever holder (C)
2. Rotate hand wheel counterclockwise to unlock vault door (D)

To Reset
1. With the door opened, rotate hand wheel clockwise to set vault door to locked position
2. Rotate red lever downward (lever will automatically spring into place)
3. Rotate hand wheel counterclockwise to check that vault door will lock

Red Lever position during internal release/mechanism override
DO NOT MOVE RED LEVER TO POSITION SHOWN DURING PANIC ROOM LOCK-IN
CARE AND MAINTENANCE

Basic Cleaning
Use a clean and soft cloth (such as a microfiber cleaning cloth) that is slightly damp with water to clean the exterior of the vault door.

Cleaning Locks and Handles
Locks and handles are coated to protect from rust or tarnish. Do not use any kind of metal polish or harsh cleaning products. Simply wipe off with a soft, damp cloth. Minor scratches may be touched up with a paint touch up kit available from Rhino Metals.

Electronic Lock Maintenance
While electronic locks do not need annual maintenance, changing out the battery once a year is highly recommended to ensure reliable access into the vault door. We recommend using a 9-volt Duracell® or Energizer® alkaline battery with a “Use Date” at least 4 years in the future.

Manual Lock Maintenance
To keep a manual lock as reliable as possible, we recommend having a certified lock technician service annually. Avoid applying any lubricants to the lock as it could result in lock failure and may void the lock portion of the warranty.

Heat Expandable Door Seal
Seal does not require any maintenance, nor should it be removed.

Internal Locking Mechanism
The internal locking mechanism requires no maintenance. Opening the door panel of the vault door by anyone other than a certified lock or vault door technician may void the warranty.

Lubricating the Locking Bolts
To keep the locking bolt action smooth and to relieve any stresses from the mechanism, add a small amount of lubricant to the locking bolts once a year. With the door open and the handle rotated to extend the locking bolts, wipe a very small amount of lubricating grease onto the moving locking bolts around the door. We recommend using Super Lube™ or a multi-purpose silicone grease with Teflon®.
## TROUBLESHOOTING

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<td><strong>Manual lock is not working properly</strong></td>
<td>If dialing the combination according to the instructions listed on page 12, it could be that the numbers in the combination are slightly off by a number to the left or right. Try the combination again, but try dialing up or down 1 number of each number of the combination. If successful, be sure to update your combination records and contact Rhino Metals, Inc. to update the master combination on file.</td>
</tr>
</tbody>
</table>
| **Electronic lock is not working properly** | Replace the battery with a new Duracell® or Energizer® 9-volt alkaline battery with a “Use Date” at least 4 years in the future.  

Any pressure on the side of the lock tang may prevent the lock from operating properly. If you are attempting to unlock the vault door, rotate the handle counterclockwise and keep a slight pressure on the handle while you enter your combination. Once you hear the two beeps, wait for 2 seconds, and then rotate hub or hand wheel clockwise to open. If you are attempting to lock the vault door, turn the handle counterclockwise until it stops, then press and hold the handle for 7 seconds before checking if it is locked.  

Make sure the wiring harness is properly and tightly connected to the keypad with no pinched wires or bent connectors.  

If randomly flashing, you may be in a delay period. Do not attempt to enter any combination for a period of 15 minutes. If you attempt to enter a combination while in a delay period, the delay will be extended. Changing or removing the battery on the keypad while in a delay period will also extend the delay. After waiting the duration of the delay period and the light stops flashing, you may then enter the combination. If it is still flashing randomly, you may have to wait up to 2 hours before trying again. |
| **Lost Combination** | See **LOST COMBINATION** instructions on page 11 or 13, depending on lock type. Rhino Metals, Inc. can not give combinations over the phone as there is no method to verify ownership of the vault door. |
WARRANTY CLAIMS AND REPAIRS

Please carefully read the Limited Lifetime Warranty on page 19. It details the length of coverages and limitations for services and repairs. All warranty services must be pre-authorized by Rhino Metals and require completing and providing proper documentation of ownership of the vault door. If you have any warranty questions, contact your dealer or Rhino Metals Tech Support. It is the sole responsibility of the vault door owner for payment on any services or repairs done without pre-authorization from Rhino Metals.

INSURANCE COVERAGE

We highly recommended that you purchase an additional insurance coverage to the total value of the contents of your vault. The Limited Lifetime Warranty does not insure any of the contents inside your vault. Most homeowner insurers require purchasing endorsements or riders for valuables exceeding the standard coverage policy for personal items. Be sure to check with your residential insurance provider for more details.
Rhino Metals offers to the original purchaser, a limited lifetime warranty, covering defects in workmanship, material, damage by unlawful attempted or actual break-in, and fire. This Warranty applies only to vault doors located in the United States and Canada, purchased at an authorized RHINO METALS™ dealer, and that have been used solely in residential applications. Commercial or industrial use applications carry a one year warranty against defects in workmanship and materials.

In order to receive warranty support under this Warranty, Purchaser must provide Rhino Metals with (1) proof of purchase, (2) a written statement, (3) photographs of the damaged door and (4) a police or fire department report. Rhino Metals will make the decision to repair the door in-home, at the factory, or replace the door altogether. If possible, the door will be repaired locally. If the door is to be repaired at the factory or replaced, Rhino Metals will, at its expense, have the door opened, if required, and will pay for the freight back to the factory. Purchaser must package and palletize the vault door and make the door available for a curb side pickup at their expense. The Warranty does not cover any costs for removal or installation of the door or the vaults contents. Personal property in the vault is not covered by the Warranty.

The obligation of Rhino Metals under this Warranty is contingent upon proper use, installation, and maintenance of the door and shall not apply to doors or door parts which have been neglected, misused, or exposed to extreme or unusual environments. Any modifying or tampering with the door which alters or affects the door’s use or operation voids the warranty.

Without limit, this Warranty specifically excludes any liability for defects or damage caused or increased by the use of unauthorized parts. Upon purchase, the Purchaser must promptly notify Rhino Metals of any defects. The Purchaser’s remedies are solely limited to replacing parts or repair and are at the discretion of Rhino Metals. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Locks and electronic keypads carry a five year warranty for labor and parts. The warranty does not cover forgotten or lost combinations, lost keys, dead or weak batteries, or improper opening procedures. Lights and electrical components carry a one year warranty. Paint or powder coat finish and interior are warranted for one year based on proper care and environment.

This Warranty is given in place of all other warranties and assurances, whether expressed or implied, including but not limited to matters of merchantability, quality, or fitness for purpose. Rhino Metals accepts no liability under any circumstances whatsoever, for any incidental or consequential damage or loss suffered by anyone as a result of using or being unable to use the door.
Rhino Metals offers to the original purchaser an Extended Lock Warranty, covering defects in workmanship and material on either electric or manual locks. Locks and electronic keypads carry a five year warranty for labor and parts. The Warranty does not cover forgotten or lost combinations, dead or weak batteries, or improper opening procedures. This Warranty applies only to doors located in the United States, purchased at an authorized Rhino Metals dealer, and that have been used solely in residential applications. Commercial or industrial use applications carry a one year warranty against defects in workmanship and materials.

Extended Lock Warranty coverage is offered from original date purchased, either 2 years at $29.99 or 4 years at $59.99. In order to receive warranty support under this Warranty, Purchaser must provide Rhino Metals, Inc. with (1) proof of purchase, (2) Serial Number on the door, and (3) payment. For payment, we accept Visa, Discover, Mastercard, Amex and money orders. Money orders can be made payable to: Rhino Metals, Inc.

Rhino Metals, Inc. will make the decision to repair the door and/or lock in-home, at the factory, or replace the door and/or lock altogether. If possible, the door and/or lock will be repaired locally. If the door and/or lock is to be repaired at the factory or replaced, Rhino Metals, Inc. will, at its expense, have the door opened, if required, and will pay for the freight back to the factory. Purchaser must package the door and make the door available for a curbside pickup at their expense. The Warranty does not cover any costs for removal or installation of the door or its contents. Personal property in the vault is not covered by the Warranty.

The obligation of Rhino Metals, Inc. under this Warranty is contingent upon proper use, installation, and maintenance of the door and lock. This Warranty shall not apply to doors, locks or door parts which have been neglected, misused, or exposed to extreme or unusual environments. Any modifying or tampering with the door or lock which alters or affects the door or lock’s use or operation voids this Warranty.

Without limit, this Warranty specifically excludes any liability for defects or damage caused or increased by the use of unauthorized parts. Upon purchase, the Purchaser must promptly notify Rhino Metals, Inc. of any defects. The Purchaser’s remedies are solely limited to replacing parts or repair and are at the discretion of Rhino Metals, Inc.. This Warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

This Warranty is given in place of all other warranties and assurances, whether expressed or implied, including but not limited to matters of merchantability, quality, or fitness for purpose. Rhino Metals, Inc. accepts no liability under any circumstances whatsoever, for any incidental or consequential damage or loss suffered by anyone as a result of using or being unable to use the door or lock.

To purchase the Extended Lock Warranty, go to www.rhinosafe.com (or complete and return the purchase form located on page 21) within 30 days to Rhino Metals, Inc.
EXTENDED LOCK WARRANTY PURCHASE FORM

To purchase the Extended Lock Warranty, visit www.rhinosafe.com or cut this purchase form along dotted line, complete and return by mail, along with a copy of the original purchase receipt, to:

Orders Department
Rhino Metals, Inc.
607 Garber Street
Caldwell, Idaho 83605

Model Number

Serial Number

Name ________________________________

Address ________________________________

City __________________ Country __________________

State/Prov __________________ Zip/Postal __________________

Phone __________________

Email __________________

☐ Check box if you prefer not to receive our newsletter.

Date of Purchase __________________

Type of Lock: ☐ S&G Manual Lock

☐ S&G Electronic (Titan) Lock

Please choose one option: ☐ 2 years—$29.99 ☐ 4 years—$59.99

Card Information: ☐ VISA ☐ Mastercard ☐ Discover ☐ AMEX

Cardholder Name: ________________________________

Card Number: ________________________________

Exp. Date: ___________ 3-digit Security Code: __________________

Signature: ________________________________
THANK YOU FOR YOUR LOYALTY AND CONTINUED SUPPORT AS WE STRIVE TO PROTECT AND SECURE AMERICA.

VISIT OUR YOUTUBE PAGE AT: RHINO METALS - TO WATCH OUR STORY