

## **Frequently asked questions**

Guide to choosing your Kaso product

### **Burglary or fire protection classified safe**

In most homes, medicines are in a medicine cabinet, clothes in a wardrobe and cleaning utensils in a cleaning closet. However, valuables are often neglected, kept unattended, not organized and especially not stored in a secure way in multiple locations. The value-assets can be perceived differently and in multiple forms. For some it is a family jewelry, which passes from one generation to another and for others - some old photos. How to replace a precious grandfather's pocket watch? What troubles can cause a replacement of stolen passports or other documents? Loss of such property often bring a lot of grief and effort.

Unfortunately, stealing is growing, and for that reasons many people get a safe to protect their belongings. Thefts, however, are not the only threat to property. Only in Finland, there are about 6,000 building fires annually and cause property damage for tens of millions of euros. And burglaries in a low crime rate Finland, are about 6,500 each year.

It is also noticeable that possible alarm systems only work when something has already happened. A burglary safe protects 24/7 from fire and thieves.

### **Selecting a burglary classified safe or a fire classified security cabinet**

Burglary classified safes are offering protection against unauthorized break-in attempts. Fire classified security cabinets however are designed for fire protection. The selection of the right type of security storage is depending on the security requirements. Available are also safes with both fire and burglary classification.

### **What is the difference between tested safe and non-tested security cabinet**

Tested safes are marked with ECB-S security labels placed on the inside of the door. The label indicates the burglary classification level of the safe according to EN 1143-1 standard. Non-tested safes are not supplied with ECB-S labels and the break-in security classification is not known. According to ECB-S security classification, also the locks used have to be classified according to EN 1300 standard.

### **Kaso safes are light weighted, do they provide enough protection**

Modern safes are constructed using several security layers against multiple break-in tools. Therefore, the modern safes are lighter than traditional safes where the security barriers were mainly based on concrete filled walls. In modern safes the comparable security classifications are achieved with less weight. According to EN 1143-1 the safes weighting less than 1000 kg are recommended to be bolted to the floor or to the surrounding walls preventing the removal of the safe.

### **Can I get a discount on insurance if I get a security cabinet or safe**

It is advisable to inquire about this, as well as insurance terms, from your own insurance company. Rules and recommendations may vary in different countries.

### **How do I get the door open if the batteries are empty**

On some models, the batteries are located under the keypad, allowing batteries to be replaced without opening the door. On other models, the keypad has a battery connector and by pressing a new battery against the battery connector the lock will be recovering for opening. Then the batteries can be changed to a battery compartment inside the safe.

### **Is the user code from the electronic lock going to be lost if the batteries are empty**

The user codes and other memory records in the memory of the lock do not disappear even if the batteries will become empty.

### **If I forget the personal code, can I open the safe with an emergency key**

Officially tested safes with standard electronic code locks cannot be opened with a key if the user code is forgotten. Hotel security cabinets and their locks are not tested and certified, so they usually have an emergency key for opening.

### **Installation of the product**

Kaso offers chargeable additional services such as product delivery, placement and installation services through Kaso service network internationally. Request a quote for additional services separately from [sales@kasosafes.com](mailto:sales@kasosafes.com)

### **Are batteries supplied with electronic locks supplied with the safes**

Yes, the batteries are supplied with the safes. The locks are initially programmed to factory settings with initial factory user codes. The factory codes are recommended to be changed to new unique user codes immediately before taking the safe into use.