

Lockbox Best Practices

Introduction

There are a few best practices that can be followed in order to keep your lockboxes working and looking like new. Misuse of your lockbox or failure to follow any of the operating and maintenance procedures may void the warranty. This handout will discuss some of the lockbox and lockbox battery best practices.

Preserving Battery Life

The REALTOR® lockbox has internal, lithium batteries. The batteries in GENI lockboxes last between 2 to 3 years, depending upon climate, storage and use. The batteries in GENII/NXT/NXT Wireless lockboxes last up to 6 years, depending upon climate, storage and use.

The following tips can help to preserve the life of the lockbox batteries:

- **Lock the Lockbox Keypad:** You should lock the keypad to prevent activating it and possibly running down the battery. If you are transporting lockboxes to and from a listing, it is a good idea to lock the lockbox keypad. If the keypad is locked and something heavy lands on the lockbox during transport, you will not activate the keypad and wear down the battery if the keypad has been pressed. You can lock the keypad in one of two ways:
 - To manually lock the keypad, insert your SentiCard® and press your **PIN + ENT**. When the lockbox displays the **READY** light, press **FUNC + 6 + 7 + ENT**.
 - You can check the **Auto Lock Keypad on Shackle Release** checkbox on the **Agent Default Lockbox Settings** or **Custom Lockbox Settings** window in the **REALTOR® Lockbox Web Site** or **SentiCard® Utility**.
- **Remove your SentiCard® from the Lockbox Card Slot:** Leaving your SentiCard® in the lockbox's card slot will shorten the battery's life. We recommend using your SentiCard® to access and program your lockboxes. Do not store your SentiCard® in the card slot on the lockbox.
- **Avoid Excessive Heat:** Store your lockboxes away from any heat sources. We recommend storing them in a cool, dry location.
- **Rotate the Use of Your Lockboxes:** If you own multiple lockboxes, rotate the use of lockboxes. As one is returned from having been out in the field for a while, replace it with one that has not been used recently.
- **Avoid Storing Unpackaged Lockbox Batteries Together:** Do not store unwrapped batteries together. If the metal ends of the battery are touching one another, it can cause a short circuit or cause bodily harm or property damage.

Lockbox Do's and Don'ts

Follow these operating and maintenance procedure tips in order to ensure optimal use of your lockboxes:

Do's

- **Do** hold onto the lockbox when releasing the shackle. If you do not hold onto the lockbox and it falls to the ground, it can damage your SentiCard® and/or the lockbox, or the surface onto which it falls. Your warranty does not cover damage caused by dropping the lockbox.
- **Do** mount the lockbox in a vertical orientation with the card slot facing down. Sentrilock designed



the lockbox to drain water from the card slot at the bottom of the lockbox, so the lockbox should be hanging vertically with the card slot being the lowest point.

- **Do** use the protective cover if you have one. In situations where the lockbox will be exposed to freezing rain, ice or snow, the protective cover will help prevent ice buildup that could hinder access to the listing. You can also use the protective cover to reduce the cosmetic aging effects of strong, direct sunlight, thereby keeping your lockbox looking new and fresh for a longer period of time.

Don'ts

- **Don't** leave your lockbox lying flat or almost flat unless it is in a location protected from the elements.
- **Don't** immerse your lockbox in liquid. If you need to clean your lockbox, use a damp, soft cloth to gently wipe it clean.
- **Don't** attempt to disassemble your lockbox. The only part of your lockbox that you should ever attempt to disassemble is the battery compartment cover. The metal screws holding the battery cover in place are the only screws you should ever remove from the lockbox.
- **Don't** use lubricants on your lockbox unless directed to do so by Sentrilock. Sentrilock has tested and approved a specific type of lubricant for use on the lockbox. Some types of lubricants are not compatible with electronic components, and use of them on your lockbox may void your warranty.
- **Don't** store more than 5 "Kwikset" style house keys in the GENI and GENII (silver) lockbox. Do not attach key rings, tags or strings to any keys that you place in the key compartment of a GENI/GENII (silver) lockbox. Items other than keys can get caught in the latching mechanism and possibly prevent the key compartment door from opening on this series of lockbox.
- **Don't** remove the gray key tray from an NXT/NXT Wireless (blue) lockbox. The key tray inside the NXT and NXT Wireless (blue) lockbox is designed to hold standard "Kwikset" style keys, gate cards, key fobs, smartcard keys and keys with tags. When placing anything into the key compartment of one of these lockboxes, make sure the object fully fits into the gray, key compartment tray. Anything sticking out past the confines of this tray may prevent the key compartment door from closing properly. When closing the key compartment door, press until you hear or feel a positive "click," indicating the latch mechanism is fully engaged with the door. If the key compartment door will not close properly, remove or re-adjust some of the items in the key tray.

Summary

If you need more information about lockbox best practices and lockbox battery preservation, contact Sentrilock Support for further assistance.

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