

Tamo Pro

Key safe with illuminated multi-push buttons

Installation guide and instruction manual

EN – Original instructions

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Welcome

Installation guide and instruction manual for your new Tamo Pro.

Thank you for purchasing the Tamo Pro key safe.

This booklet contains everything you need to familiarise yourself with the product. Read this manual carefully before you install and start using the product, as it covers setting the code, installing the device as well as how to use it.

All images included in the manual are for reference only and may not fully represent the actual product. There may be variations in design or details.

It's a good idea to keep this manual safe for future reference.

We hope you enjoy using this product.

Contact information

If you have any queries, and would like to contact us, please use the details below:

The Key Safe Company

Unit 4 - 5, Nunnery Park

Hornhill Road

Worcester

Worcestershire

WR4 0SX

Authorised EU representative: 24 hr AR Van Nelleweg 1,
3044BC, Rotterdam, The Netherlands

*Tamo Pro is designed and manufactured by Supra UK;
includes Technology licensed from WKPE*

Website: www.keysafe.co.uk

Email: hello@keysafe.co.uk

Tel: +44 (0) 330 363 0303

Image 1

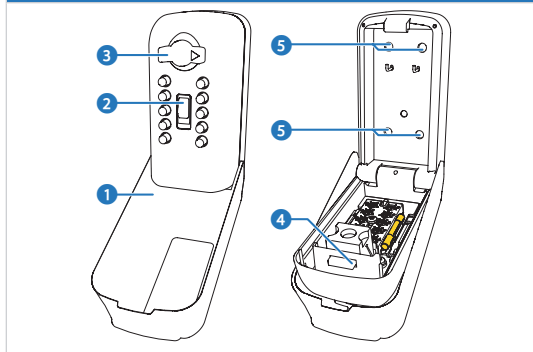
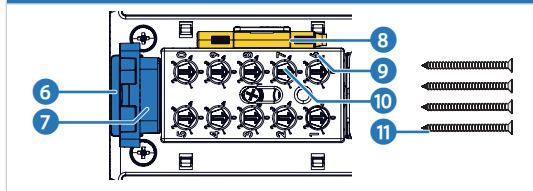


Image 2



1. Weather cover
2. Clear button
3. Open dial
4. Latch
5. Mounting holes
6. Battery cap
7. Light module

8. Code change tool
9. Code cover
10. Code dials
11. Standard security screws (×4), XL security screws & wall plugs (×4)

1 Introduction

1.1 Intended use

This key safe is built to police preferred specification by 'Secured by Design', the official UK Police security initiative, which certifies products proven to reduce crime. In other words this is a secure storage solution for keys, access cards and key fobs. The key safe prevents unauthorised individuals from accessing your belongings.

The code buttons are illuminated for use at night. They light up when the clear button is pressed. When the key safe is open there is an internal light in the vault.

Each button can be pressed up to 4 times giving 9.7 million possible codes. There is enough space for several keys and access cards.

The device must be installed as specified in this manual with the screws supplied otherwise the security accreditation may be invalid.

1.2 Used symbols

The following symbols are used throughout the manual, on the product or the packaging:

	This symbol indicates the clear button. Pressing this, resets the code from the mechanism and turns the illumination module on.
	This symbol indicates the 'directional arrow' which points to the lock and unlock position.
	This symbol indicates the key safe 'unlock icon'.
	This symbol indicates the key safe 'lock icon'.
	This symbol on the battery compartment indicates that if the product contains a button/coin battery. Keep it out of reach of children. If swallowed, seek immediate medical attention. Lithium button/coin cell battery can cause severe or fatal injuries within 2 hours.
	This symbol indicates to keep the batteries out of reach from children.

	These symbols indicate that this product should not be thrown away with other household waste throughout the UK & EU. To prevent harm to the environment or human health by uncontrolled waste disposal, you are responsible for recycling for sustainable reuse of raw materials. To return your product, please use regular return and collection systems or contact the seller.
	This symbol indicates that the packaging is to be recycled as recommended locally.
	This symbol indicates that the packaging is to be recycled as recommended locally.
	
This symbol indicates recycling system in France for battery-operated products and batteries. The product should be recycled as recommended on the label.	

2 Safety instructions

General

- Only use the Tamo Pro as described in this manual.
- Do not use if visibly damaged.
- The battery can be easily changed by anyone, with no special skills required.
- Any modification to the key safe will void the warranty.

Installation

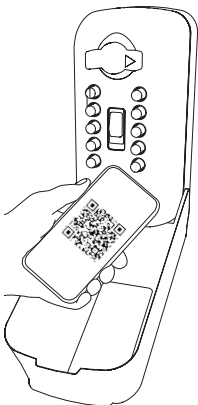
- Do not mount the Tamo Pro within 150mm (6 inches) of the corner of a masonry surface.
- Make sure the Tamo Pro is mounted flat to the surface and does not move.
- Installation on wood is possible, but please keep in mind that the key safe's security depends on the strength of the surface it's mounted to.
- If installing on any kind of render or cladding please check the substrate behind to ensure you choose the right installation method.
- If installing on brick, try to ensure the holes line up with the horizontal centre of the surface of each brick, and not in the mortar line.
- Do not reuse the screws or holes when reinstalling. Replacements are available at **www.keysafe.co.uk**
- The key safe should be fitted at a recommended height of 1.4 m.
- For rendered surfaces the security approval covers render up to 20mm thick.

3 Specifications

Product	Tamo Pro
Part number	960019
Inner dimensions (W × H × D)	55 × 90.5 × 19.5mm
Dimensions (W × H × D)	85 × 160 × 75mm
Weight	2.2 kg
Operating temperature	-30 °C to +50 °C
Lock type	Combination key pad lock
Possible combinations	9.7 million codes
Vault material	Zamak3 – zinc aluminium alloy
Screw type	4 × 60mm Standard Security Screws or 4 × 100mm XL Security Screws and Wall Plugs
Battery illumination module	CR2032, 3V
Expected lifespan of the illuminated module battery	2 years, based on 4 uses per day. Recommended battery "Renata" CR2032 coin cell.

4 Setting a code

Scan QR code on the front of your key safe for handy resources.



4.1 Choosing a secure code

This key safe allows each button to be pressed **up to four times**, significantly increasing security when used correctly.

To maximise security we do not recommend a code that **only** includes **simple single-press codes** (for example, 2678) - this greatly reduces the effectiveness of the key safe and therefore should not be used.

Use a code that includes repeated presses on the same buttons.

e.g. Do not choose “1980” – Which is a single-press code, no repeat of digits

Instead consider a full date “11 04 1980” – Buttons “1” and “0” are repeated.

For best results:

- Choose a memorable number sequence (such as a date)
- Avoid obvious patterns or sequences
- A Single-press code should not be used
- **As a minimum you must use a 6 digit code with at least 2 digits repeated**

In short: A code that uses repeated button presses is far more secure than one made up of single presses only.

4.2 Setting a code

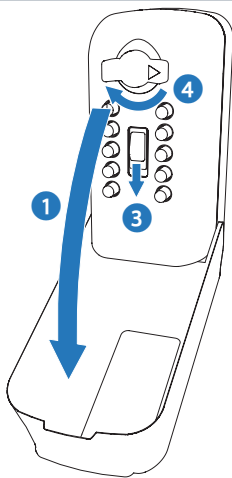
The code is based on the amount of times a digit is used. The order of the digits is not important.

- ❗ The key safe is a secure item and does not have a master or reset code function.

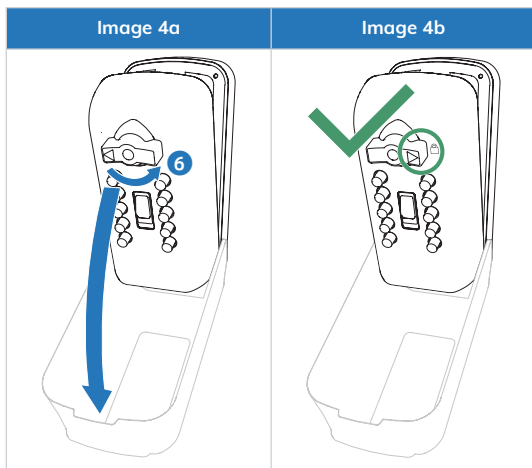
To set a code please follow the instructions below:

1. Open the weather cover (see **Image 3**).
2. If setting the code before installation on a wall you can remove the weather cover.
3. Pull down the clear button and release.
4. Rotate the open dial 180° clockwise to unlock the device.
5. Open the device.

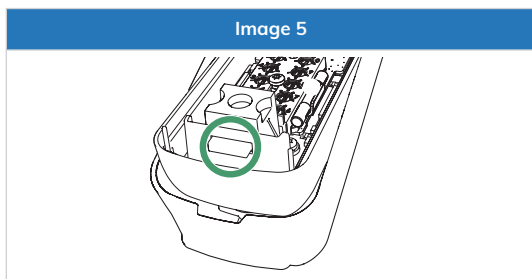
Image 3



6. Rotate the open dial 180° anti-clockwise with the lid open to push the latch out (see **Image 4a**). The arrow on the front of the key safe should point at the locked padlock symbol (see **Image 4b**).

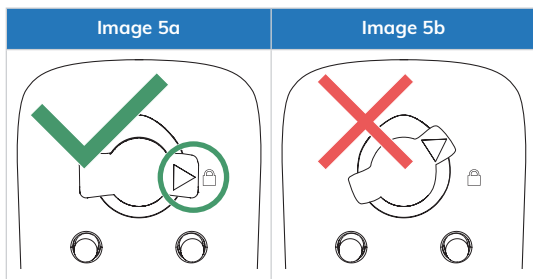


7. Make sure that the dial is turned fully 180° anti-clockwise towards the locked padlock symbol to see the latch fully exposed (see **Image 5**).



8. Slide the code cover towards the latch using your hands to see the code dials fully exposed.

- i** If the open dial is not rotated fully 180° anti-clockwise towards lock symbol, **DO NOT** slide the cover as it will cause damage to your key safe (see **Image 5a** and **Image 5b**).



9. Take out the code change tool (see **Image 6**).
10. Use the code change tool to turn the code dials of each digit to the number of times this digit is used in your code (see **Image 6a** and **Image 6b**).

Image 6

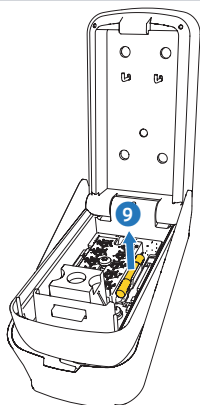


Image 6a

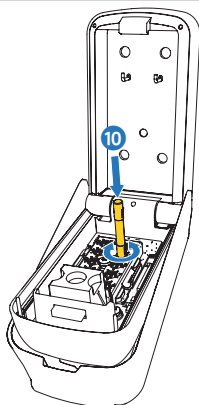
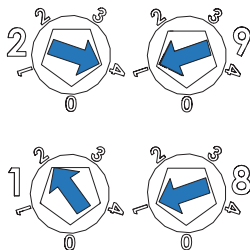


Image 6b



Example of an 8 digit code where the number 2 is used 4 times.

Example code: 2212 1982

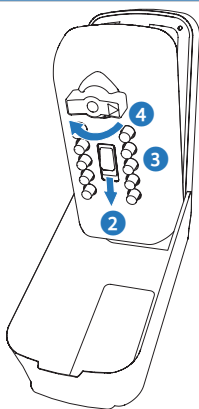
- | | |
|-------------------|-------------------------------|
| 1 is used twice | ➔ set code dial 1 to 2 |
| 2 is used 4 times | ➔ set code dial 2 to 4 |
| 8 is used once | ➔ set code dial 8 to 1 |
| 9 is used once | ➔ set code dial 9 to 1 |

⚠ Please make sure any digits NOT used in the code are set to '0'.

4.3 Checking the code

1. Place the code change tool back.
2. Pull the clear button down and release (see **Image 7**).
3. Enter your code. Make sure the buttons click.
4. Rotate the open dial 180° clockwise to the unlock symbol.

Image 7



If the latch retracts, the code has been set correctly.

5. Hold the lid closed.
6. Rotate the dial 180° anti-clockwise to the locked symbol to lock the key safe.

If the device has been locked correctly, you will hear a click.

5 Installing on a wall

Scan QR code on the front of your key safe for handy resources.



The Tambo Pro can be installed in one of two ways.

1. XL Security Screws & Wall Plugs – these are the strongest fixing we provide and we recommended these are used where possible.

- Install directly into brick, concrete, flat stone or rendered* walls to maintain the security certification.
 - The screws and wall plugs may cause damage to a **single skin wall.
 - Care should be taken if using XL Screws & Wall Plugs- please ensure you have adequate depth for the longer holes. If you have cavity wall construction, please check there aren't any pipes, insulation or cables.
2. Standard Security Screws - these can be used on brick, concrete or flat stone where XL screws may be too long. Do not use on rendered* surfaces.

* Rendered walls- the walls are covered by sand and cement, a lime based, or a synthetic resin based coloured render. For rendered surfaces the security approval covers render up to 20mm thick when over brick, concrete or stone.

** Single skin walls- the walls are made up of only one layer of brick. These will typically be garden or garage walls.

WPS001FK - XL Security Screws & Wall Plugs

MPK311 - Standard Security Screws

5.1 XL Security Screws & Wall Plugs

To mount the Tamo Pro into brick, concrete, flat stone or *rendered walls, the following tools are needed:

- Marking template (included)
- 8mm masonry drill bit (capable of drilling 110mm deep)
- 4mm masonry drill bit (for pilot holes, capable of drilling 110mm deep)
- Drill
- Marker pen or pencil
- T30 Torx screwdriver
- Spirit level
- Safety goggles (recommendation)
- Dustpan
- Brush
- Hammer

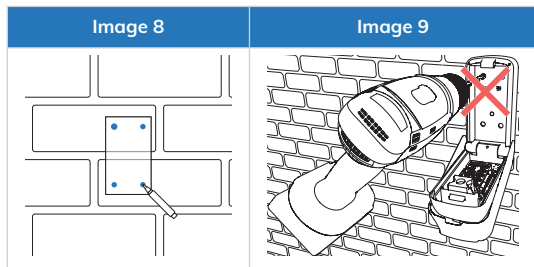
Hold the key safe up to the brick where you would like to install the key safe, ensure that the key safe doesn't move or rock and is at least 150mm (6 inches) from an external corner. The key safe must sit flat to the wall as this avoids the key safe from warping.

Hold the marking template at the desired location on the wall and mark the holes on the surface (see **Image 8**).

⚠ Do not use the key safe to mark/drill the holes as the unit will fill with brick dust and may fail to work (see Image 9).

* Rendered walls - the walls are covered by sand and cement, a lime based, or a synthetic resin based coloured render. For rendered surfaces the security approval covers render up to 20mm thick when over brick, concrete or stone.

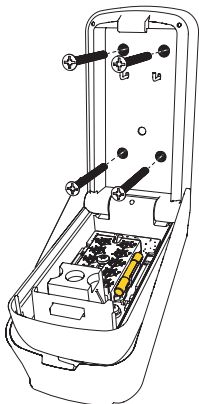
If installing on brick, try to ensure the holes line up with the horizontal centre of the surface of each brick, and not in the mortar line.



- Set the marking template aside.
- Mark up both of the drills to 110mm in length.
- Put on eye protection.
- Using the 4mm masonry drill bit, drill 4 pilot holes to 110mm depth into the brick. Using the 8mm masonry drill bit, drill the newly made pilot holes.
- Clean out dust and debris by blowing gently into the holes.
- Partially insert the screws into the wall plugs. The wall plugs should then be pressed firmly into the wall, the use of a hammer may be needed. The wall plugs should be flush with the wall.

- Remove screws using a T30 Torx screwdriver
- Place the Tamo Pro over the holes.
- Use the four indicated screws (see **Image 10**).

Image 10



- Drive the Screws directly in to the wall using a T30 Screwdriver, a Ratchet or power tool can be used, however care must be taken not to overtighten the screws. Final tightening should be done by hand.
- Tighten the screws until the heads are snug against the back of the key safe.

⚠ Do not over-tighten the screws.

- Pull down the clear button.
- Enter the code.
- Rotate the dial 180° anti-clockwise.
- Close the Tamo Pro.
- Close the weather cover.

5.2 Standard Security Screws

To mount the Tamo Pro into a brick, concrete or flat stone walls, the following tools are needed:

- Marking template (included)
- 5mm masonry drill bit (capable of drilling 70mm deep)
- Drill
- Marker pen or pencil
- T30 Torx screwdriver
- Spirit level
- Safety goggles (recommendation)
- Dustpan
- Brush

Hold the key safe up to the brick where you would like to install the key safe, ensure that the key safe doesn't move or rock and is at least 150mm (6 inches) from an external corner. The key safe must sit flat to the wall as this avoids the key safe from warping.

Hold the marking template at the desired location on the wall and mark the holes on the surface (see **Image 11**).

⚠ Do not use the key safe to mark/drill the holes as the unit will fill with brick dust and may fail to work (see Image 12).

If installing on brick, try to ensure the holes line up with the horizontal centre of the surface of each brick, and not in the mortar line.

Image 11

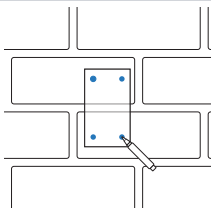
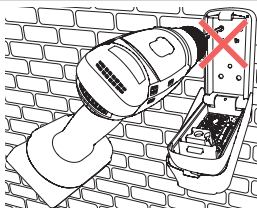
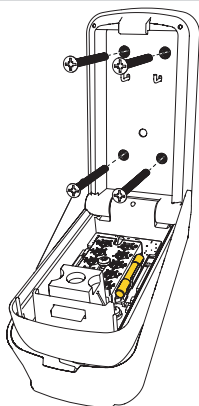


Image 12



- Set the marking template aside.
- Mark up the drill to 70mm in length.
- Put on eye protection.
- Drill four holes to a depth of at least 70mm.
Failure to drill deep enough can result in a snapped screw.
- Clean out the dust and debris from the holes by blowing gently into the holes.
- Place the Tammo Pro over the holes.
- Use the four Standard Security screws, included (see **Image 13**).



- Drive the screws directly into the brick using a T30 Torx screwdriver. **Do not use power tools.**
- Tighten the screws until the heads are snug against the back of the key safe.
- ⚠ **Do not over-tighten the screws.**
- Close the Tampro.
- Close the weather cover.
- When reinstalling do not use the same screws or holes.

5.3 Installing on wooden structures and substrates

Installation on a solid wooden structure is possible using the Standard Security Screws provided and guidance below, it should be noted the security certification of the key safe does not currently include installation onto wood.

To mount the Tamo Pro to a wooden surface or substrate, the following tools are needed:

- Marking template (included)
- 4mm drill bit (capable of drilling 70mm deep)
- Drill
- Marker pen or pencil
- T30 Torx screwdriver
- Spirit level
- Safety goggles (recommendation)
- Dustpan
- Brush

⚠ Ensure that the installation substrate is at least 25mm thick, ideally 60mm or more.

- ❗ If installing on thin walls be aware the screws may protrude through the back side.
- ❗ Install the key safe where possible into a stud.

Hold the key safe against the surface where you plan to install it. Make sure it sits flat to the wall and is at least 25mm away from the edge of the surface.

Hold the marking template at the desired location on the wooden wall and mark the holes on the surface (see **Image 14**).

Do not use the key safe to mark/drill the holes as the unit will fill with brick dust and may fail to work (see **Image 15**).

Image 14

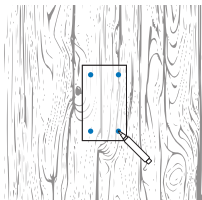
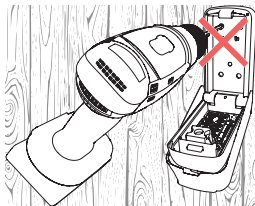
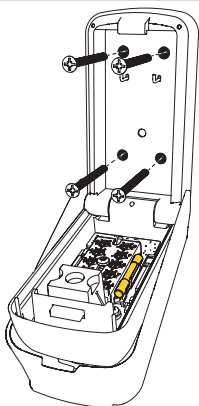


Image 15



- Set the marking template aside.
- Mark up the drill to 70mm in length.
- Put on eye protection.
- Drill four holes to a depth of at least 70mm.
Failure to drill deep enough can result in a snapped screw.
- Clean out the dust and debris from the holes by blowing gently into the holes.
- Place the key safe over the holes.
- Use the four Standard Security Screws, included (see **Image 16**).

Image 16



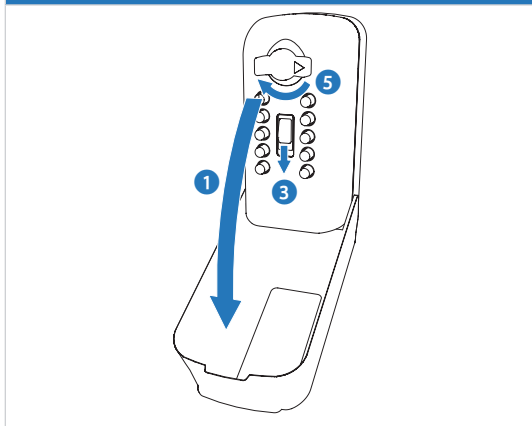
- Drive the screws directly into the wood using a T30 Torx screwdriver. **Do not use power tools.**
- Tighten the screws until the heads are snug against the back of the key safe.
- ⚠ **Do not over-tighten the screws.**
- Close the key safe.
- Close the weather cover.

6 Using your Tamo Pro

6.1 Opening / unlocking

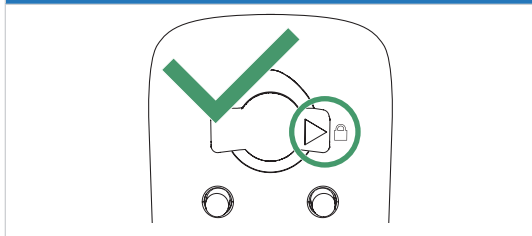
1. Open the weather cover (see **Image 17**).

Image 17

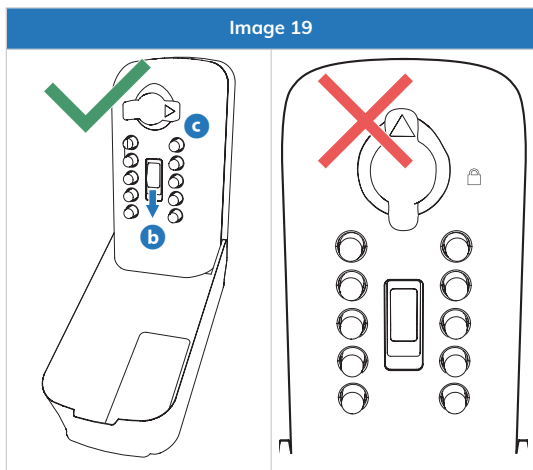


2. Ensure the arrow is pointing at the locked symbol (see **Image 18**).

Image 18

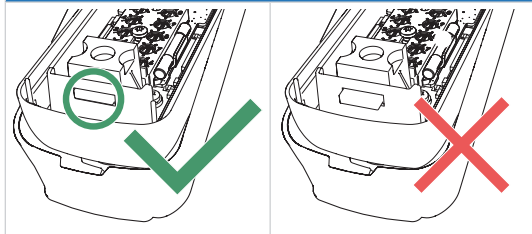


3. Pull down the clear button.
4. Enter your code.
5. Rotate the open dial 180° clockwise towards the unlock symbol to open.
6. Open the key safe.
7. If the key safe doesn't open:
 - a. Check you have the correct code.
 - b. Clear any previous attempts by pressing down the clear button.
 - c. Ensure the arrow is pointing at the locked symbol.
 - d. Try again (see **Image 19**).



6.2 Closing / locking

1. Make sure that the latch is not out (see **Image 20**).



2. Close the lid.
3. Rotate the open dial 180° anti-clockwise to lock.

If the device has been locked correctly, you will hear a click.

7 Maintenance

7.1 Cleaning

Clean the exterior with a damp cloth and mild detergent.

Clean the interior with a dry cloth only.

7.2 Spare parts

Spare parts are available, such as weather covers and fixings, if your product needs to be moved. See the table below for an overview of common spare parts.

Name	Part number
Weather cover	910004
Fixings - Tamo Pro	Standard Security Screws - MPK311 XL Security Screws & Wall Plugs - WPS001FK
Replaceable battery illumination module	910006
Marking template	MPK303
5mm/ 3/16" masonry drill bit + T30 screwdriver for fixing Standard Security Screws	AP001
8mm/ 5/16" masonry drill bit + 4mm/ 5/32" masonry drill + T30 torx screwdriver bit for fixing XL Security Screws & Wall plugs	AP003

For customer service and support please contact the manufacturer using the contact details at the front of this booklet.

7.3 Replacing the battery

- i** Ensure the battery is installed correctly according to polarity (+ and -).
- i** Do not mix old and new batteries, different brands or types of batteries, such as alkaline, carbon-zinc, or rechargeable batteries.

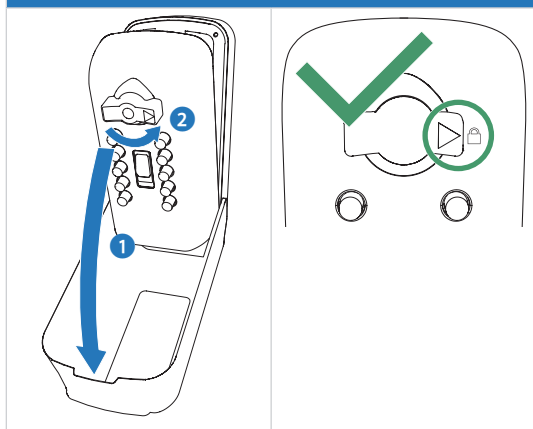
- i** Remove and immediately recycle or dispose of batteries from equipment not used for an extended period of time according to local regulations.
- i** Always completely secure the battery compartment. If the battery compartment does not close securely, stop using the product, remove the batteries, and keep them away from children.
- i** Unfortunately, it is not obvious when a button or coin battery is stuck in a child's oesophagus (food pipe). There are no specific symptoms associated with this. The child might:
 - cough, gag or drool a lot;
 - appear to have a stomach upset or a virus;
 - be sick;
 - point to their throat or stomach;
 - have a pain in their abdomen, chest or throat;
 - be tired or lethargic;
 - be quieter or more clingy than usual or otherwise "not themselves";
 - lose their appetite or have a reduced appetite; and
 - not want to eat solid food / be unable to eat solid food.

These sorts of symptoms vary or fluctuate, with the pain increasing and then subsiding. A specific symptom to button and coin battery ingestion is vomiting fresh (bright red) blood. If the child does this seek immediate medical help.

The lack of clear symptoms is why it is important to be vigilant with “flat” or spare button or coin batteries in the home and the products that contain them.

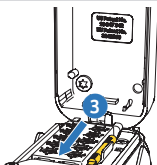
1. Open the key safe.
2. Rotate the dial 180° anti-clockwise so the dial is pointing at the locked icon (see **Image 21**).

Image 21



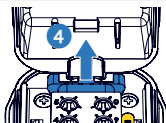
3. Slide the code box towards the latch (see **Image 22**).

Image 22



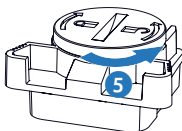
4. Gently pull the light module out (see **Image 23**).

Image 23



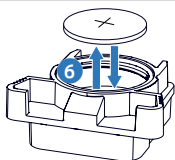
5. Use a coin to rotate the battery cap 180° anti-clockwise (see **Image 24**).

Image 24



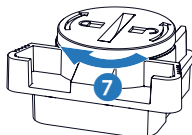
6. Replace the battery. The + symbol should face outwards (see **Image 25**).

Image 25



7. Insert the battery cap and rotate the battery cap 180° clockwise. Close tightly to ensure waterproof seal (see **Image 26**).

Image 26

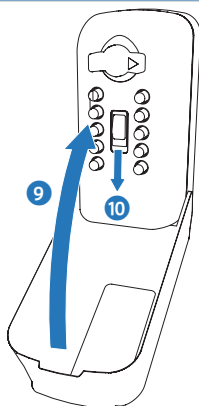


8. Push the light module back into place (see **Image 27**).

Image 27



9. Close the key safe.
10. Press the clear button down to test the light module (see **Image 28**).

**⚠ BATTERY WARNING****KEEP OUT OF REACH OF CHILDREN**

Swallowing can lead to chemical burns, perforation of soft tissue, and death. Severe burns can occur within 2 hours of ingestion. Seek medical attention immediately. If the battery compartment does not close securely, stop using the product and keep it away from children.



8 Disposal

Please follow the locally applicable guidelines when disposing of the packaging materials, key safe and illumination module. The key safe illumination module contains a battery and should be disposed of separately from household waste and recycled through a recycling centre.

9 Warranty

We offer a 2-year warranty on the Tamo Pro including the illumination module. However if you register the product on our website, this can be extended to 5 years for mechanism only. Please ensure product is installed and used as described in this manual to preserve the warranty.

Scan the QR code to register your product for extended warranty.



Granted patents

Territories	Patent number
United Arab Emirates	5567
Europe (AT BE CH DE DK ES FR GB IE IT LU LI NL NO SE)	3 241 960
Europe (AT BE CH DE DK ES FR GB IE IT LU LI NL NO SE)	3 404 173
Australia	2017260052
New Zealand	748525
China	ZL201780038224.3

Hong Kong	HK1240992
India	456239
USA	10 047 542
USA	10 718 136

Pending applications

Territories	Patent number
Canada	3 022 692
South Africa	2018/07209
Australia	2022369450
Canada	3 235 881
Europe (AL, AT, BE, BG, CH, CY, CZ, De, DK, EE, ES, FI, FR, GB, GR, HR, HU, IE, IS, IT, LI, LT, LU, LV, MC, ME, MK, MT, NL, NO, PL, PT, RO, RS, SE, SI, SK, SM, TR)	22793455.1
United Kingdom	2115283.0
USA	Patent pending



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