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paying a fee on Sentry Safes lost combo page.1Check your safes owners manual. Most Sentry Safes provide the factory code, which is the code you enter to start the combination reset process, inside the owners manual. This code is usually printed on the back of the manual or listed in the instructions about programming your user code.[1]Some Sentry Safes have default codes that open the safe and reset the combination. All Security Safes come with the factory code 1-7-5-0-0-# while all Pistol Safes have the default code 1-2-3-4-1-1.If you have a safe with a default factory code, reset it as soon as possible. If you keep the combination as the factory code, anyone can look up the code and open your safe. Other safes, like the Fire Safe, come with factory codes that are unique to each safe. This code can't be changed or deleted and always opens your safe. 2 Advertisement 3Get a replacement factory code from Sentry Safe if you can't find your old one. If you lose your safes unique factory code or don't remember your combination, go to Sentry Safes lost key or combo page to request a recovery code. To get your code, enter your safes model and serial number, fill out and notarize the verification form, and pay a small fee.Or, call Sentry Safes Customer Care line at 1-800-828-1438.A replacement code costs \$29.95 in the US, \$40 in Canada, 19 in the UK, and 21 in most countries in the EU.It usually takes 7 to 10 days to receive your replacement code.Sentry Safe also offers key replacements if youve lost your safes keys.4Scan the barcode inside the door of your safe if it has one. Open your safe and look for 3 vertical notches along the left side of the back of the door. Then, insert and pry a flat-head screwdriver into each notch to peel the plastic panel from the back of the door. Towards the top, right-hand corner of the door, look for a white barcode sticker. Simply scan it with your phone using a QR or barcode scanning app to receive the factory code.[3]Depending on your safe model, the panel covering the back of the door might be secured by screws.If you can't scan the barcode because its covered by gears or other locking mechanisms, simply peel off the sticker. Advertisement 1Enter the factory code to open the door. Whenever you change your Sentry Safes combination, or user code, open up the door. This prevents you from getting locked out of your safe before you reset the code. So, enter the 5-digit factory code listed on the back of your user manual and open the safe.[4]2Press P on the keypad and enter the factory code. With the safe door open, push the P button on the safes keypad. On some safes, the P key might be labeled PROG. Then, enter in the safes 5-digit factory code again.[5]On Fire Safes, creating a user code doesnt delete the factory code. The factory code stays the same and you can use it to open your safe if you forget your user code.3Put in your user code when the Proceed light flashes green. After you punch in the factory code, you have 5 seconds to enter a new, 5-digit user code. While the Proceed light is green, put in your combination. The Proceed light will flash again to indicate your user code is set.[6]If you dont enter your new user code in 5 seconds, simply start the process again.Test your user code to make sure it unlocks your safe while the door is still open. Advertisement 1Open the safe and press the key button inside the battery compartment. Enter in the safes factory code 1-7-5-0-0-# to open the door, or use your set of keys. Then, look for the black, rectangular battery compartment on the back of the door and towards the bottom. Slide back the cover and then press the button with the key symbol on it.[7]If youve already reset your Sentry Safes factory code, enter your combination to open the safe.2Enter a 2 to 8-digit code followed by # when the yellow light turns on. After you press the key button, you have 20 seconds to punch in a new, 2 to 8-digit user code. Just enter your combination and then press the # button. When your new code is accepted and set, the yellow keypad light will turn off.[8]Programming a new user code deletes the factory code, meaning you cant use it to open your safe.3Test your new combination with the safe door open. Before you close your safe, make sure your code is set and unlocks the door. Just punch in your new combination followed by the # key and turn the door knob.[9] Advertisement 1Open the safe by entering in the master code. Most Depository Safes come with a unique master code printed in the owners manual that works like a factory code. 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