

A GUIDE TO THE SUPRA C500 KEYSAFE™



Supra UK Ltd trading as
THE Key Safe
COMPANY

Trust. Quality. Passion.



Welcome to the Supra C500 KeySafe™

You may have been recommended a Supra C500 KeySafe™. **This is a secure metal box which stores a spare set of house keys.** Authorised friends, carers and relatives can then use these keys to visit you.

The Supra KeySafe™ has been trusted in the UK since 1995, and the C500 is **accredited by Secured By Design** and independent experts.

This brochure will explain how a key safe works, outline the benefits of the **Supra C500 KeySafe™**, and answer your questions.

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THE KEY SAFE COMPANY



The home of key safes.

The Key Safe Company was founded in 1995, and was the first to introduce key safes to the UK. We have longstanding links with Supra in the USA, who invented the key safe over 60 years ago. To this day, we remain the largest supplier in the UK, with millions of units fitted.

Our Supra C500 KeySafe™ meets Police Preferred Specification, and has been tested to the same standard as an external door. Across Europe, it has become a critical part of care packages and revolutionised how care is delivered.

We don't just supply the product either. The Key Safe Company works with local health and social care providers to deliver training. We help staff understand when a key safe is needed as part of a care package. We also instruct installers on how to fit our key safes correctly.

Our product quality, expertise, and close working partnerships have made us the market leader. We are the preferred supplier to over 86% of Local Authorities.





Securely store a spare set of house keys so you don't have to risk hiding them under a doormat or in a plant pot. It also removes the dangers of having to leave the door unlocked or handing out your spare keys.

The Supra C500 KeySafe™ is kept locked with a combination code. **Only someone entrusted with the code is able to retrieve the keys.**

Instead of handing out several keys to different people, you can keep just one set in a key safe. If it takes more than one key to open your door, there is space in the Supra C500 KeySafe™ to **store up to six keys.**



The Supra C500 KeySafe™ is a secure, metal box that goes on an outside wall of your home.



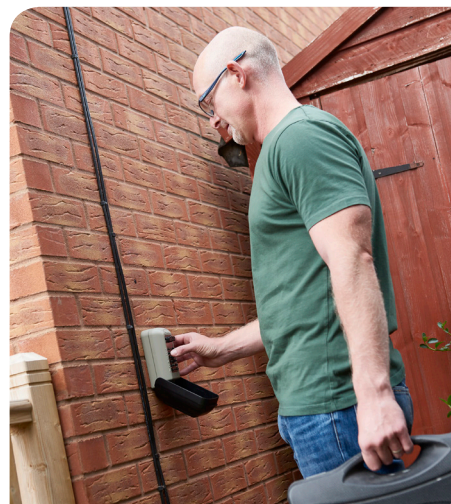
Ideal for anyone who can't easily get to their own front door.



WHO USES THE KEYSAFE™?



A Supra C500 KeySafe™ is for anyone who needs to let someone else into their property, safely and securely.



Your Supra C500 KeySafe™ may have been recommended to you after an assessment, or by your care and support provider. It will aid them in caring for you, because it is ideal for carers who visit regularly.

If you have or are going to have a **telecare package**, you can confidently share the code with them and they will **securely store** this on their system.



You might also give the combination lock code to a friend or neighbour. For your well-being, **only the people agreed in your care plan** should have access to the key safe.

In an emergency, if you have **care and support**, they would **be allowed to share your code with the emergency services**. That way, a paramedic, for example, could get in quickly to help you.



The Supra C500 has passed physical attack tests endorsed by the Police, through their flagship 'Secured by Design' initiative.

HOW SECURE IS IT?



Secured by Design



Official Police Security Initiative



LPS 1175: Issue 6
Cert/LPCB ref. 1062a



The Supra C500 KeySafe™ has been rigorously tested.

The Supra C500 KeySafe™ is accredited to LPS 1175 : Issue 6, Security Rating 1.

It is this rigorous testing that allows us to boast that the Supra C500 is 'as secure as your front door'.



OPERATING THE KEYSAFE™



1



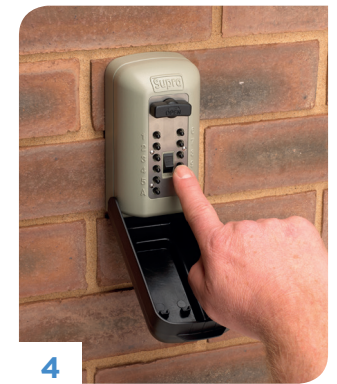
1. Pull down the weather protection cover
2. Reveal the keypad
3. Press down the 'clear' button and let go
4. Enter your unique code
5. Turn the 'open' dial 180° clockwise & open lid
6. House keys are inside
7. Open door
8. Replace keys and close KeySafe™
9. Turn the 'open' dial 180° anti-clockwise
10. Shut the weather protection cover



2



3



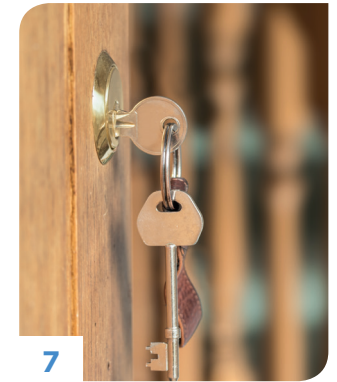
4



5



6



7



8



9



10



Day to day, you don't have to do anything with the KeySafe™. It is fixed to your wall, ready for whenever it is needed.



You can manage your own code as part of your care plan.

If someone has recommended you have a Supra C500 KeySafe™, they may be willing to help you set up a code, and save the number somewhere memorable.

This will be a **five, six or seven digit code**. It won't be something easy to guess, like your date of birth. There is no pre-set combination.

There is no 'master' code that can override yours.

You can change the code whenever you like. For example, if a new carer started visiting. That way you can make sure **only the right people are ever granted access.**

If you are ever concerned about your code, just speak to your care or support provider.



If you do change your code, you need to tell anyone who had the old one: like your care and support provider.



WHAT ABOUT INSURANCE?



If you must leave a key outside, use a police accredited key safe and only give the code to people you trust.
Managing Director of LV



The security tests passed by the Supra C500 were devised in association with independent security experts, including the Association of British Insurers and Association of Insurance Surveyors.

Installing a Supra C500 KeySafe™ will not invalidate your home contents insurance. The following insurance providers all agree:



direct line



churchill™



LIVERPOOL VICTORIA



You do not need to inform us if you have or are having a KeySafe™ fitted. Churchill & Direct Line



If you are unsure if your KeySafe™ is covered in your insurance policy please check with your provider.

Best placed somewhere out of sight from passers-by, and must go onto brick or concrete.

The Supra C500 KeySafe™ is mechanical, so it doesn't require power to work. That means no batteries, no beeping, and no messy cabling.



The Supra C500 KeySafe™ doesn't need a specialist to install it. A family member, care organisation or handy person can do it for you. It must be fitted to the manufacturer's instructions to comply with LPS standard.

FAQS



Why do the buttons click on the KeySafe™?

The KeySafe™ is a mechanical device. When you press a button, the click shows it has been entered. After pressing the button once it will not click again until the mechanism has been reset. This can be done by pulling down the 'CLEAR' button.

Why don't the buttons click on my KeySafe™?

If you cannot hear a click after pressing, you may need to press harder.



If that doesn't work, try pulling down the 'CLEAR' button and starting again.

If a button still does not click, please contact your service provider.

Why can't I use the same number twice?

Because the KeySafe™ is mechanical, once a button is pressed it will remain active until you pull down on the 'CLEAR' button. Pressing it again cannot enter it a second time.

This also means that the code can be entered in any order. For example, 1234A can be input as A4321. This does not affect the security of the product as you would still need to know the amount of digits in the code. There are over 4000 possible combinations.

Why can't I use a screwdriver to change the code?

The Supra C500 KeySafe™ is a mechanical device and has anti-tamper measures in place. By using a screwdriver, you

risk applying too much pressure to the mechanism and breaking it.

Is the KeySafe™ waterproof?

Our KeySafe™ weather cover is designed to shield your KeySafe™ from the environment. They are not watertight, but they should keep most moisture away from your keys.

What if my KeySafe™ freezes shut?

Should moisture enter your KeySafe™, and we experience extreme weather conditions, that moisture may freeze, this will not damage your key safe. The mechanism cannot be damaged by de-icer, WD40 or hot water. You might like to try these, although the warmth of your hand against the unit might be enough to defrost any water trapped inside.

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CertLPCB ref. 1004

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