

Frequently Asked Questions

We've gathered answers to the most popular questions about Phoenix products and policies. If you don't find what you're looking for, please search our website or feel free to call us at 800-636-0778.

What do 'Class 350,' 'Class 125' or 'MTC Grade B' mean in regard to fire protection?

The "Class 350" designation applies to Phoenix products providing fire protection for paper records. The "Class 125" designation applies to Phoenix products providing fire protection for all types of computer media.

The "MTC Grade B" rating applies to Phoenix products certified to protect certain types of computer media — CDs, DVDs, USBs and memory sticks — less sensitive to heat and humidity than tapes, cartridges or hard drives.

How do I get into my Phoenix file or safe after a fire?

In the event of a fire, do not try to retrieve possessions from your Phoenix product until the fire department has deemed the area safe to enter. Do remember to take pictures for your Free After-A-Fire Replacement warranty! Do not try to open the product if it is still warm to your touch. Please let files and safes cool completely before attempting to remove contents. Do not worry if the outer lock or handles have melted; that is expected to happen, further sealing the exterior from fire and heat. Once the unit has properly cooled, the file drawers can be pried open using appropriate tools. You may wish to have a professional locksmith open the product if it is a safe.

How do I get additional keys to my Phoenix file or safe?

Additional keys may be purchased from the dealer who sold you your safe or file. If you do not remember from whom you purchased the product, please contact us at 800-636-0778 Monday through Friday between 8:00 AM and 5:00 PM Eastern Time. We will be able to tell you the dealer and telephone number. Please have your product's serial number ready when you call.

Where can I find the serial number for my Phoenix product?

Serial numbers for safes are usually located at the top, front right-hand corner of the safe. Serial numbers for files are usually located on the bottom, front left-hand corner of the file. The serial number should be visible without having to open the product.

I've lost the combination to my Phoenix safe. How do I find it?

Depending on the product and the type of lock, Phoenix's Technical Service Department may be able to help. Please contact us at 800-636-0778 Monday through Friday between 8:00 AM and 5:00 PM Eastern Time. Please have your product's serial number and be near the product when you call.

Can I order replacement handles, locks or other parts for my Phoenix file or safe?

Phoenix's Technical Service Department may be able to help. Please contact us at 800-636-0778. Technical service is available Monday through Friday between 8:00 AM and 5:00 PM Eastern Time. Please have your product's serial number and be near the product when you call.

How does the Free After-A-Fire Replacement work?

To get your Free After-A-Fire Replacement product, you will need to contact the dealer from whom you purchased the original product. The dealer will need to know which product needs replaced. Phoenix requires a photo showing the product after the fire and a testimonial letter that relates the details of the fire and how the product performed at protecting its contents. The dealer will then place the order for your replacement product.

What is the warranty on Phoenix files and safes?

All Phoenix products carry a three-year parts and labor warranty against manufacturer defects. This warranty will not cover malfunctions caused by product misuse or abuse. Warranty service must be preauthorized by Phoenix's Technical Service Department, and the warranty registration information should be on file with Phoenix. Warranty is provided only to the original purchaser and is not transferrable. All Phoenix insulated files and safes also carry a lifetime Free After-A-Fire Replacement warranty to the original purchaser of the product. Phoenix will replace the product with a like model free of charge in exchange for photos and a testimonial letter detailing the circumstance of the fire and how the product performed.

Are there any hazardous materials in Phoenix products?

No hazardous materials are used in Phoenix products.

What material is used to make the insulation in Phoenix fire-resistant products?

A proprietary insulation material is used in all Phoenix fire-resistant products. While we don't reveal the specifics of the ingredients, please be assured that Phoenix does not use any hazardous or harmful components like asbestos to achieve our superb fire protection.

How do I change the combination to my Phoenix safe?

Depending on the product and the type of lock, Phoenix's Technical Service Department may be able to help. Please contact us at 800-636-0778 Monday through Friday between 8:00 AM and 5:00 PM Eastern Time. Please have your product's serial number and be near the product when you call.

Where is Phoenix Safe International located?

Phoenix Safe International's corporate offices are located Lebanon, IN

How can I prevent dampness / moisture in my Phoenix safe?

Do not store your Phoenix safe in areas where the humidity level is high. Phoenix recommends opening your safe for 20 minutes at least once every two weeks. Moisture-absorbing packets are included with your product and should not be removed or discarded.

If my Phoenix file or safe gets dirty, what do I do?

Windex and Formula 409 both work well to clean your Phoenix product.

Is special storage or maintenance required for my Phoenix product?

If your product uses an electronic lock, you will need to change the batteries periodically. Instructions for this procedure are included with your safe. Even if the batteries go completely dead, the lock will remember your combination. Phoenix insulated files and safes should be opened regularly and should not be stored in a damp location.

What extra steps should I take to deter theft?

To complement superior on-site records protection available from Phoenix products, consider the following:

- Always keep the product closed and securely locked when not in use.
- Do not share the code, combination or key to a product with anyone or keep them near (or in) the product.
- Do not leave an empty product carton in your trash. Cut it into pieces and discard.
- Depending on the Phoenix safe you've selected, you may bolt it to the floor or to the wall.

What items should not be stored in my Phoenix file or safe?

The answer varies by product. For example, you should not store magnetic media in a safe or file designed specifically to protect paper records. Items that require extra security (like cash or jewelry) should be stored in a product with a security design, not necessarily in a fire file. Please contact us if you would like to discuss your project, and we will be happy to offer guidance.

What do Phoenix model numbers mean?

Model numbers for Phoenix safes are randomly assigned to help us communicate with our manufacturers. However, Phoenix file model numbers indicate specifications about each product.

Examples are below:

- World Class Files
 - LTR2W25: Letter-sized (LTR), two drawers (2), 25 inches deep (W25)
 - LGL4W31: Legal-sized (LGL), four drawers (4), 31 inches deep (W31)
 - LAT2W38: Lateral-sized (LAT), two drawers (2), 38 inches wide (W38)
- Business Class Files
 - 1-25: One drawer (1), 25 inches deep (25)
 - 4-31: Four drawers (4), 31 inches deep (31)
- Custom Class
 - 2LTR-25: Two drawers (2), letter-sized (LTR), 25 inches deep (25)
 - 4LGL-31: Four drawers (4), legal-sized (LGL), 31 inches deep (31)
 - 3-44: Custom Class model numbers without letters indicate lateral-sized files. This means the file has three drawers (3) and is 44 inches wide (44).

How do I bolt down my Phoenix safe?

Not all Phoenix products can be bolted down. Those that can are predrilled and are shipped with the bolt-down kit. If you have lost your kit or instructions, please contact Phoenix's Technical Service Department, which can provide bolt-down kit instructions, at 800-636-0778. Technical service is

available Monday through Friday between 8:00 AM and 5:00 PM Eastern Time. Please have your product's serial number when you call.

What fire tests does Phoenix use?

Tests for products designed to protect paper and/or computer media range from 60 to 120 minutes in furnace-burn time, at temperatures ranging from 1700°F to 1859°F.

Each Phoenix fire-resistant model is independently tested to European or American standards for fire protection and carries certification labels from the testing agency that identify the product's fire protection level. The designation tag also indicates the length of the fire test as "1 HR, 1 1/2 HR, or 2 HR" and is located next to each model number.

Is a fingerprint lock available for my Phoenix safe?

Yes, on the FSB line. Phoenix offers the convenience, security and innovation of a biometric fingerprint lock personalized to the user's fingerprint. It doesn't require metal keys or combinations to open. The Phoenix biometric fingerprint lock uses a simple optical sensor system to accept up to 100 unique fingerprints. A digital combination is included in the lock, which can be used in place of the fingerprint system if desired, and a dust cover protects the lock while it's not in use.