Replace the Lockbox Battery

SentriGuard® Lockbox | Tool needed: T15 Torx screwdriver

1 Release the shackle

Use the SentriKey app to release the shackle.
If the battery is dead, press the recessed button between the LEDs to activate the backup battery.



2 Remove the top cap plug

Remove the small plug to expose the screw.



3 Remove the top screw

Use a T15 Torx screwdriver to remove the screw.



Remove and Install the Battery

Follow the connector alignment instructions carefully.

4 Remove the top cap

Lift off the top cap to access the battery compartment.



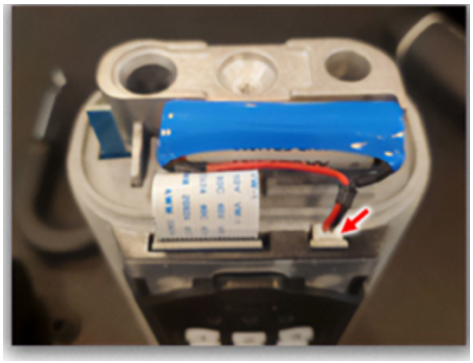
5 Disconnect the old battery

Unplug and remove the main battery.



6 Connect the new battery

Align the pins on the battery connector with the pins on the PCB connector before plugging in.

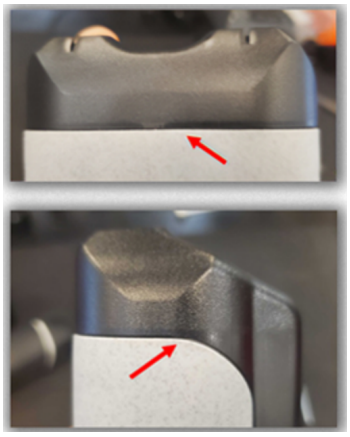


Reassemble and Test

Complete these checks before updating the date online.

7 Replace the top cap

Ensure the cap sits flush against the outer sleeve. The transition to the front keypad cover should be even.



8 Tighten the T15 screw

Secure the top cap with the T15 Torx screw.



9 Replace the top cap plug

Reinsert the small plug covering the screw.



TEST THE REPLACEMENT

Insert and release the shackle or key bin to verify the new battery works.

Updating Your Lockbox Battery Replacement Date

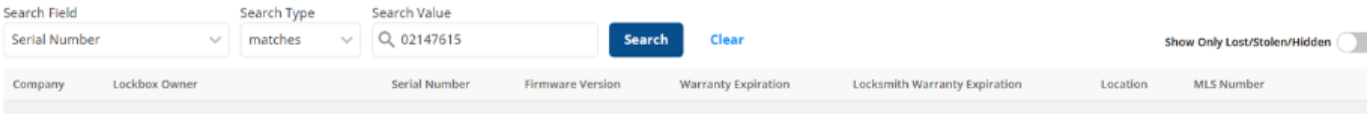
After replacing a lockbox battery, record the change in SentriLock.

1 Log in to SentriLock

Open SentriLock on the web and sign in to your account.

2 Find your lockbox

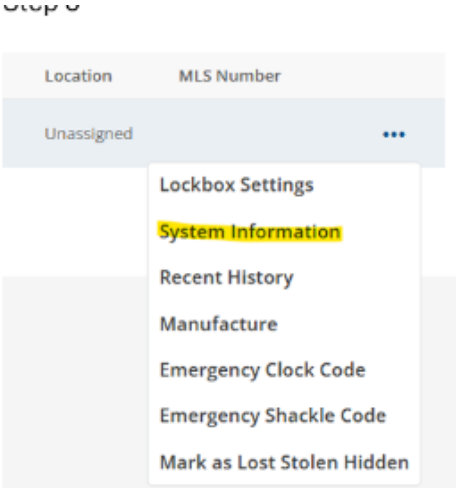
Search for the lockbox by serial number.



Locate the three dots (...) at the far right of the lockbox row.

3 Open the Drop Down Menu

Click the three dots, then select System Information.

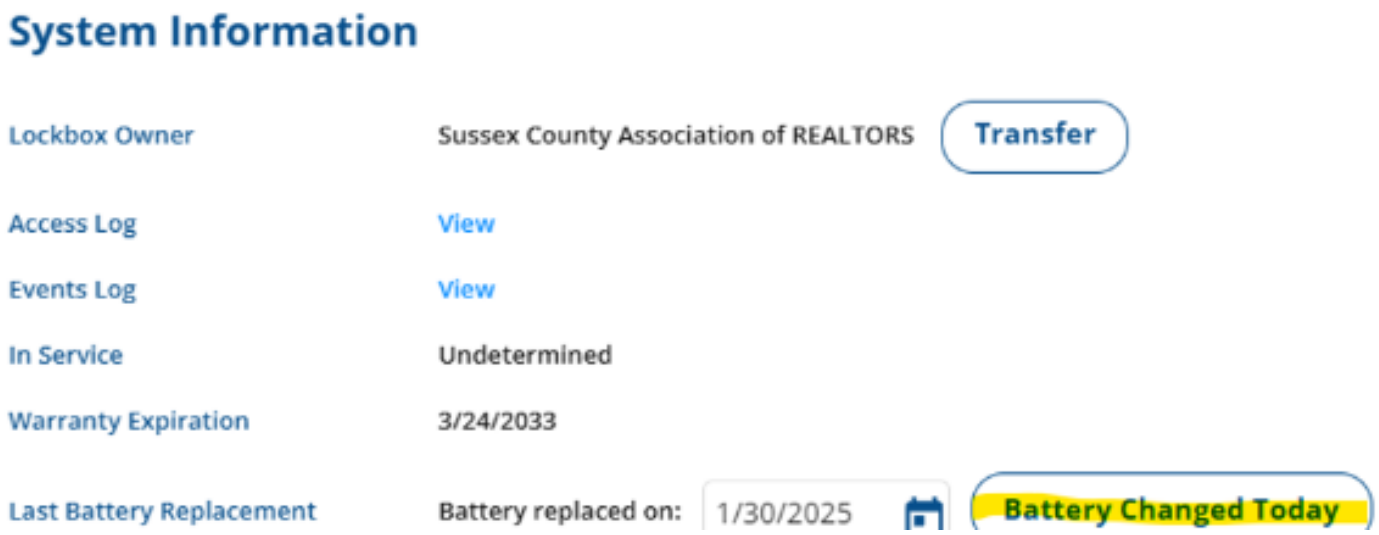


Record the Battery Change

Complete this final step after replacing the physical battery.

4 Update the replacement date

In System Information, locate Last Battery Replacement.



Click Battery Changed Today.

The date field will display today's date.

Then click Save to complete the process.

Save

That's it! Your battery replacement date has been recorded.