

Lockbox Maintenance: 101

We at Rently know that dealing with a malfunctioning lockbox can be frustrating. Here is a list of troubleshooting tips that can assist you in maintaining your lockbox:

Lockbox showing “Error+Code” reading

- If your lockbox generates an “Error+Code” reading when attempting to unlock/unshackle it then you may need a Clock Reset Code. You can generate your own reset code from your Rently mobile app (select lockbox, then click Clock Sync button). Once your code is input, try using a regular unlock/unshackle code to access your lockbox.
- The codes are time sensitive and will only work on the date issued
- If are still getting an “Error+Code” try entering the code again. If the error persists, please contact your Client Success Manager or our Customer Support team

Lockbox showing “Error”

- If your lockbox is showing “error” this could mean many things such as:
 - The incorrect code entered (if the code is entered incorrectly 3 times the lockbox will lockout for 3-5 minutes)
 - Motor Stall
 - unknown reason
- Please contact your Client Success Manager or our Customer Support Team for additional troubleshooting or a replacement

Lockbox with no power

- If your lockbox has no power, please be sure that you are pressing down firmly on the buttons
- If this does not resolve the issue, Rently can provide you with a Power Paddle pack. This paddle should generate enough of a charge to unlock/unshackle box.
 - If the lockbox is not on a property, we suggest that you contact us for a replacement.
- If you need your lockbox removed immediately you do have the option of having it cut off by a maintenance vendor. Rently is happy to reimburse our customers for any maintenance, up to \$150, with vendor issued invoice.

Lockbox flashing “message”

- If your lockbox is flashing “message” when entering an unlock/unshackle code it could mean that the battery is running low.
- In this situation, please contact your Client Success Manager or our Customer Support Team for a replacement

Lockbox stuck with unshackle code

- If your lockbox gets stuck when entering in an unshackle code, try opening the vault and re-enter the code. You can also try closing the vault door and re-entering the code
***Quick tip** - any lockbox left open for more than an hour will go into a “hard lock” status and will require an emergency shackle code to reset.*

Lockbox will not unlock/unshackle

- If your lockbox will not unlock/unshackle it could be that you will need an Emergency Unshackle Code. This master code can be generated by your Client Success Manager or our Customer Support Team.
***Quick Tip:** Before entering this code, press up on the base of your lockbox and down on the u-shackle two or three times, making the two pieces meet in the middle.*

Lockbox vault will not close

- If your lockbox vault will not close it could mean that it was not shut properly or that it was left open longer than an hour
- You may need an additional unlock code to reset the lockbox.

If you are still having an issue with your lockbox, please contact us immediately. You can also reach out our Customer Support Team for property managers.

Reached out to us via email at: pm@rently.com or by phone 323-417-5666

“Thank you for being a valued partner. We appreciate your business!” -Team Rently