

SAFEMARK™

Selecting the Right In-Room Safe



Does Installing Premium Safes Really Matter?

Definitely. Here's Why...

Safety and security are a top priority for travelers. The competitive advantage of having in-room safes demonstrates reasonable care to guests, minimizes in-room theft and removes suspicion from hotel staff. But, not just any safe will do the job. Here are a few important features to consider when evaluating in-room safes for your property:

☑ **Durable Construction Backed by Warranty**

Poorly constructed safes that lack advanced security features can cost management time and money while tarnishing the hotel's reputation. To eliminate issues with quality and durability, partner with a company that owns and operates their manufacturing facility. A manufacturer's warranty of five-years should be available to protect your investment and speak to the supplier's integrity.

📍 **Location, Location, Location**

Although the number of devices per guest is dynamic, one thing is certain – travelers have come to expect the convenience of in-room safes to easily secure their electronics. The last thing a guest wants to do is wait at the front desk to secure their laptop in a safety deposit box. Within the guest room, the safes should be easy to find, located at a comfortable height and simple to use. Increase your options by selecting a safe partner with a large product portfolio that includes front opening safes, top opening safes, wall safes and drawer safes. For new construction properties, connect your interior designer with the safe provider for the most creative options.

👜 **Size Matters**

While not every guest travels with a 17" laptop, installing a safe that accommodates larger electronics ensures there is adequate room to secure multiple devices, jewelry, travel documents and other personal valuables. Evaluate both 15" and 17" laptop options for your hotel.

Mechanical Key Override

A mechanical key override allows hotel management to quickly open a locked safe. Beware though, many override systems are generic. Ensure the override system is unique to your property, has a high security lock where keys cannot be duplicated without proper authority and incorporates locks that cannot be picked or bumped.

Emergency Handheld Override (EHO)

Hotels need reliable, emergency access to safes – a feature not often available on low-end models or those from big-box stores. While many industry safe providers offer EHOs, several lack detailed reporting capabilities to determine who, when and how a safe was accessed. To be impactful, the audit trail should record the full identity, time, date and method used to open and close the safe. Also, consider how the EHO connects to the safe. Is this easily done or expensive to replace? Does it record at least 200 entries? Finally, make sure the EHO is password protected, durable and covered under warranty.

Master Codes

Many suppliers deliver in-room safes without adequate training on how to remove/reprogram the factory default code (master code). As a result, amateur thieves can easily open the safe by entering a common four or six-digit code. Avoid this major security risk by partnering with a safe manufacturer that employs multi-level procedures to remove master codes. Inherent technology backed by firewalls and extensive reporting to prevent abuse should also be in place.

Maintenance

In the interest of your maintenance department, identify a safe manufacturer that offers modular components and guarantees spare parts for the life of the safe. Also, select a safe that uses AA batteries which are inexpensive to replace and widely available. Look for a simple method to measure battery level. Is the battery panel easy to access with minimal screws? For many safes, changing the batteries is difficult and time-consuming.

For more tips on what to look for when purchasing in-room safes, visit www.safemark.com.



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