

BenjiLock TSA Travel Lock FAQ's

Q: If I have a question or problem programming who can I call?

A: BenjiLock Care Agents are available 7:00 am to 4:00 PT Mon-Fri toll-free at 1-833-25-BENJI (1-833-252-3654)

Q: How many fingerprints can I put on this lock?

A: Up to 5 fingerprints. You can have one each for 5 different people or you could program several for yourself and the remainder for others if you wish.

Q: Why does it time out as I am trying to program it?

A: The lock times out during programming as a security precaution in case the user is interrupted or distracted during the programming process.

Q: I am having problems programming it, are there directions with pictures?

A: There is a diagram included in the instructions. If you are still having difficulty, we encourage you to call BenjiLock Care at 1-833-25-BENJI (1-833-252-3654) and speak to one of our trained specialists, available 7:00 am to 4:00 PT Mon-Fri. There are also detailed pictures below.

Q: Why is there a keyhole on the bottom and I didn't get a key?

A: This is the keyhole for the TSA. You use a combination for programming and backup.