

## GoldKey FAQ's

**Q.** What is the GoldKey made out of?

**A.** The GoldKey is made from a Copper Alloy (62% Copper / 38% Zinc)

**Q.** How do I get the Case on/off the GoldKey?

**A.** The GoldKey slides into the Case and snaps into place. The snap lock is designed to keep the case on the GoldKey while on-the-go or stored in a purse or pocket. Additional force may be required on the first time adding or removing the case from the GoldKey until the snap lock adjusts to fit the mold of the GoldKey.

**Q.** How much does the GoldKey weigh and how big is it?

**A.** The GoldKey weighs 3oz. and measures 3.00in long x 1.25in wide x .200in thick.

**Q.** Will the color of the GoldKey change over time?

**A.** Yes, a color change, known as patina, is a natural tarnish that forms on copper surfaces creating an aged, antique look that is appealing to many.

**Q.** What is the best way to clean the GoldKey?

**A.** You can clean the GoldKey with disinfectant wipes, or soap and water. If looking to restore the bright and shiny finish, you can find other ways to clean copper [here](#).

**Q.** Why isn't the GoldKey working on my touchscreen?

**A.** When using the Stylus feature of the GoldKey, you must use one of the two largest surface areas directly on the screen (Highlighted in green on Image 1). The corner or edge of the GoldKey will not register on a touch screen. Please see Image 2 below and watch this video for additional demonstration on using the Stylus: [https://www.youtube.com/watch?v=gDk\\_v\\_zY4qc](https://www.youtube.com/watch?v=gDk_v_zY4qc)



Image 1



Image 2

**Q.** Does the GoldKey work on all types of doors?

**A.** The GoldKey is designed to work in a majority of doors found in public places that tend to feature push or pull functions.

**Q.** Is the GoldKey TSA friendly?

**A.** Yes, you can travel with the GoldKey in your luggage or carryon.

- Q.** Is there a warranty?  
**A.** Every GoldKey comes with a 1-Year Limited Warranty by Limitless Innovations.
- Q.** Who do I contact if I have a question or issue with the GoldKey?  
**A.** For any inquiries regarding the GoldKey, please contact our support team at [LimitlessInnovations.com/Support](https://LimitlessInnovations.com/Support) , email us at [Support@LimitlessInnovations.com](mailto:Support@LimitlessInnovations.com), or call us at (855) 843-4828.
- Q.** Does the GoldKey only work on doors?  
**A.** No, the GoldKey is designed to avoid other possible contaminated surfaces such as keypads, elevator buttons, faucet handles, toilet flushers, vending machine buttons, etc.
- Q.** Does the GoldKey keep you from coming in to contact with germs?  
**A.** The GoldKey is designed to limit the exposure with public surfaces, not always cleaned or sanitized on a regular basis. The GoldKey does not inhibit the spread of disease or illness and standard hygienic habits should always be practiced.
- Q.** How do you attach the GoldKey to a keychain?  
**A.** A keyring or hook can be attached to the Pivoting Keyring Slot located directly above the "GoldKey" engraving.

#### Accessories

- Q.** How do you separate the Quick Release Keychain?  
**A.** To separate the two pieces of the Quick Release Keychain, simply press in on the Quick Release Trigger to unlock the two pieces, and pull each away from each other at the same time.

To reattach the two pieces, push in the Quick Release Trigger and insert it into the opposite piece. Let go of the Trigger to lock the two pieces together.

Please watch this video for additional demonstration on using the Quick Release Keychain:  
<https://youtu.be/HidXJJvpKS8>

Information provided by Limitless Innovations, Inc..