If you're authorized to administer the controller, the Q3 manual gives this factory-reset procedure:

1. Switch off power to the controller.
2. Press and hold `*`, then restore power.
3. When the LED turns orange, wait for the two beeps, then release `*`.
4. After the longer beep and the LED turns red, the reset is complete. The master PIN returns to the factory default `888888`.

Important: This reset does **not** erase user information. Change the default PIN promptly after regaining access.

To delete all stored PINs and cards, use the controller's **Delete All Users** command:

1. Enter programming mode: enter the master PIN, then press `#`.
2. Select **Delete All Users** (the manual's programming table lists this as function `2`).
3. Enter `0000`, then press `#` to confirm.

This is destructive and removes all enrolled user credentials; it isn't the same as resetting the master PIN. The manual labels the option dangerous, so make sure you're working on the correct controller.

For the **Sebury K2**, the two procedures differ from the Q3:

Reset the master code: If you know the current master code, enter programming mode with `* [current master code] #`, then change it using the K2's master-code command. If you've forgotten it, the manual's recovery method is the hardware factory reset: switch off power, place the jumper across PCB pins 1 and 2, power it back on, then remove the jumper after the beep. The K2 returns to factory settings, including the default programming code `9999`. This resets more than just the master code...

pins 1/2 = switch K2 on old revisions

Delete all user cards and PINs: Enter programming mode with `*` `[master code]` `#`, then press `2`, `0000`, `#`. This deletes all stored user cards and codes.

Power down before opening the unit or moving its jumper, and make sure you're authorized to administer it.