

Cores & Keys

Issue – Core Change

- Confirm the store has a control key (the only key that will remove a core from a lock) or will be able to get the control key by the time the new cores and keys will arrive. If the store does have a control key, they can change the cores themselves. If a control key can not be found or sent to the store, a service technician will need to be dispatched.



Issue – Fell Out

- Confirm what key was used when the core fell out. If it was the key marked control – use that key to re-insert the core. If the key was not the control key, a service technician will need to be dispatched.

Control Key

Issue – Loose or Spinning Core

- A service technician will need to be dispatched to replace the tailpiece. The control key will need to be on site so that the core can be re-used.



Tailpiece