



Door Locks and Handles

Issue – Key is broken in the lock

Have the store try and remove the broken key from the core. If the key can not be removed, it will need to be serviced.

Issue - Key is sticking

• Have another key holder try their key. If the other holder's key works, then a new key should be issued as the old key has become worn. If the 2nd key does not work well, a new core will need to be ordered.

Issue - Unable to unlock the door

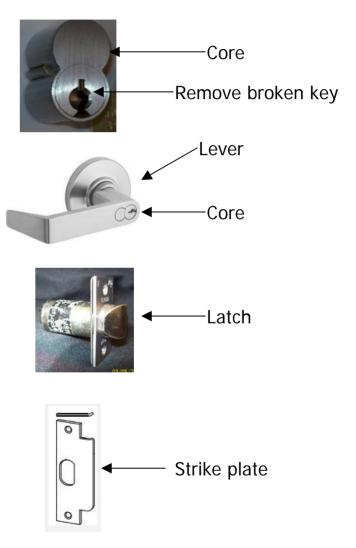
- The wrong key is possibly being used. Have another key holder try their key. If a different key also does not work, the lock will need to be serviced by a technician.
- Is the lever hard to turn? If so, there is excessive pressure on the latch and a service technician will be needed to adjust the strike on the door frame. This is a door issue and not a lock issue.

Issue – Unable to lock the door

• Will the lever lock when the door is open? If it does not, it is a lock issue and a service technician will be needed to service the lock. If the lever will lock when the door is open, the issue is with the door or the strike plate and a service technician will be needed to repair the door and frame.

Issue – Replace the lock

A service technician will need a new lock - the core can be reused.



System-Service-Satisfaction