

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 re-used.

