

# Key-Pad Locks

## Issue – Change Code

- Confirm if the store has a Unicam. Walk the store through the instructions on how to change the code (if store does not have the instructions send the store a copy). If, after following the instructions, the code still can not be changed dispatch a service technician.

## Issue – Non-Functional

- Verify the proper code is being used. Have another code holder try the lock. If the correct code is being used the lock still does not function – a service technician will need to be dispatched.

## Issue – Won't Lock

- 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 – Won't Unlock

- Does the door unlock when using the key override? 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.
- If the door does unlock with a key, verify the proper code is being used– have another code holder try the lock. If the correct code is being used and the lock still does not function – a service technician will need to be dispatched.

Simplex lock has  
5 buttons



Key  
Override