



**500 series**

The **500** series mechanical lock should be specified for doors requiring full-size lever handles, passage set operation during normal working hours, and code lock-out by deadbolt (525 model only). The key can be used by security and cleaning staff to retract the latch as well as the deadbolt without using a code. The inside lever handle will always retract the deadbolt of the 525 model, thus avoiding accidental lock-ins and meeting safety regulations.

**For full information on all mechanical and electronic locks in our range visit**

**CA Technology Inc.**

[www.ca-tec.com](http://www.ca-tec.com)

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**PUSHbutton**

**CODE CHANGE INSTRUCTIONS & TROUBLE SHOOTING GUIDE**

**trouble shooting guide**

**PROBLEM AND PROBABLE CAUSE**

On latch locks only. The outside knob and inside handle retract the latch when turned TOWARDS the door frame.

*The spindle is positioned at the wrong angle*

The knob will not turn after entering the original code.

*The code does not match the card*

The knob will not turn after entering a newly changed code.

*One or more of the code tumblers are the wrong way around.*

The latch bolt does not move smoothly in and out.

*The lock is installed incorrectly.*

The inside and outside knobs do not return easily to the centre position after use.

*The spindle is too long for the door thickness.*

The inside handle does not retract the latch.

*The spindle is too short for the door thickness.*

The inside lever handle does not return to the upright position after operating.

*The lever return spring is broken*

The latch does not engage and so the door remains unlocked after use.

*The latch is not entering the strike.*

**ACTION**

Refer to the code change instructions overleaf. Remove the lock from the door and reposition the spindle as shown in the instructions. On hold-open locks ensure that the blue handing screw on the lever handle plate is in the correct hole.

Remove the lock from the door, turn the lock case upside down and check that the red tumblers correspond with the code on the card.

NB: the C tumbler is not coloured - but MUST start every code.

Re-read the code change instruction and check that the square notches on the tumblers face to the outside edge of the lock with the coloured tips on top.

Check that the lock is square on the door and positioned accurately over the latch. Check that the latch is positioned horizontally and parallel to the door surfaces.

The spindle must not project more than 30mm into the inside handle. If it does then it will be trapped between the front and back handles and prevent them moving easily. The spindle must be shortened.

The spindle must project from the inside face of the door by at least 8mm so as to engage the handle. The spindle may have been cut too short during installation. Call the **Helpline** to obtain a longer spindle.

Call the **Helpline** for a replacement spring, **free of charge**.

Your door or frame may have warped since the lock was installed. Check that the latchbolt is lined up with the strike aperture and adjust the position of the strike as necessary. Make sure the deadlocking plunger cannot enter the strike aperture alongside the latch bolt when the door is closed.