If satisfied that all is ok with door and Is there a problem with the cylinder? lock, no further action is required Yes Try a different key to ascertain if key Yes is faulty. Order replacement key(s) from supplier Does cylinder operate correctly? No Refit cylinder, taking care to ensure Remove cylinder from door and it's correct alignment. Yes operate in hand. Lubricate if Please refer to Troubleshoot necessary, using GT85 type lubricant. Guidance for Cylinder Locks if there is Does the cylinder operate correctly? a problem with any associated lock. No Refer to original MK chart to ensure Yes the correct cylinder is in the correct Is the cylinder part of a master keyed door and try the keys relevant. suite? Does cylinder operate correctly? No Yes Seek assistance from supplier Refit cylinder taking care to ensure No it's correct alignment. Please refer to Troubleshooting Guidance for Cylinders Locks if there is a Important notice: problem with any associated lock. If during the checks, remedial works were required, there is the potential that the integrity of the cylinder and/or components may have been compromised

Cylinder Troubleshooting Guidance