## **Troubleshooting Guidance** Locks and Latches If satisfied that all is ok with door and Is there a problem with the door locking or unlocking? lock, no further action is required Yes No Fit a new lock, ensuring that it is fitted centrally into the mortice No With the door in open position, using different keys - operate the lock from Remove lock from door and try in both sides. Does the lock operate hand. Does it operate correctly? No correctly? Yes Yes Refit lock, ensuring that it is fitted Check alignment of strike and frame centrally into mortice stops. Adjust as neccessary Yes Lubricate latch if necessary, using Is the latch resistance strong? GT85 type lubricant No Remove the levers or escutcheons and measure from lockcase to Check the lock/latch forend is aligned face of door on each side. This centrally into the door? measurement should be the same. If not, remedial work required. If there are still issues with the lock/ Put spindle through the follower, latch, seek assistance from supplier this should be horizontal, not Ensure levers or escutcheons are angled. Ensure the levers and/or correctly aligned - refit if required escutcheons are refitted to correct vertical and horizontal alignment. Important notice: If during the checks, remedial If satisfied that all is ok with door and works were required, there is the lock, no further action is required potential that the integrity of the lock and/or components may have been compromised