

When operated, if the the levers do not return back to the horizontal position, it is potentially one of the reasons listed below

The fixings have been over tightened and causing either the lever spring to bind against the door face, or the pressure is leading to the door to press onto the latch mechanism in the mortice and prevent it from operating correctly.

Loosen the fixing screws and/or bolt through fixings slightly. Operate the levers, they should now return to the horizontal position

The lever return spring is not properly lubricated and is grinding or seizing against the inner rose or backplate of the lever

Remove the levers from the door. Holding the rose/backplate in one hand, operate the lever with the other. If the spring is grinding, seizing, or squeaking, smear a little grease on the spring and operate the lever a few times to allow the grease to work into the spring mechanism

Refit the levers as per the relevant installation instructions, ensuring that there is equal amount of spindle at either side of the door and secure with all fixings

The levers are misaligned with one another, resulting in either the spindle going through the latch follower at an angle or the spring mechanism is binding on the door face

Remove the levers from the door and check that the lock/latch is fitted centrally into door. If there is rubbing around the spindle hole, this is due to the spring mechanism binding against the door face, enlarge the spindle hole accordingly. If holes are present for bolt through fixings, ensure these are at the correct horizontal alignment for the lock/latch on either side of the door

Refit the levers as per the relevant installation instructions, ensuring that there is equal amount of spindle at either side of the door and secure with all fixings

The lock or latch morticed into the door is not operating correctly or damaged

Remove the levers and the lock/latch. Holding the lock/latch in your hand, push the latch bolt in. If should spring back out as soon as you remove your finger. If it does spring back out immediately, check the latch bolt for wear. If there are rubbing marks on the face or underside of the latch bolt, the strike or keeper on the door frame will have to be repositioned - most common due to door dropping. If the latch bolt is slow to spring back or fails to come back out, replace the lock/latch, ensuring that it is fitted correctly, as per the installation instructions.

Refit the lock/latch and levers as per the relevant installation instructions, ensuring that there is equal amount of spindle at either side of the door and secure with all the fixings

The levers have been abused

If the resting angle of one lever is different from the other, either the spring mechanism has deformed or there is damage to the lever and/or spindle, or the spindle is not central in the door and only housed in one lever only. Remove the levers from the door and check for visual signs of distortion or damage to the spindle, the spring mechanism, the spindle housing within the lever or to the lever shaft itself. If any of these areas are distorted or damaged, the levers will require to be replaced. The most common cause of twisting to the spindle is when one lever is being held firm whilst the other is operated. It is advisable to ensure the lock/latch spindle follower has not been damaged.

Replace levers and or lock/latch if required as per relevant installation instructions, ensuring that there is equal amount of spindle at either side of the door and secure with all fixings

Important Notice:
during the checks, remedial works were required, potentially the integrity of the levers and/or lock/latch may have been compromised and may require to be replaced