CHECK LATCH FUNCTION

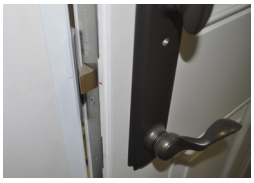
OPERATION CHECK	EXAMPLE	?	SOLUTION GUIDE DIRECTIONS
1.With the door open, rotate the Interior lever to withdraw the latches.			
a. Do all three latches withdraw into the edge of the door?		no?	i. Remove the handle set and ensure that the spindle is properly inserted in the lock actuator hub. Insert lock actuator wrench into lock actuator hub and rotate it. ii. Remove the lock from the door and reinsert lock actuator wrench into lock actuator hub and rotate it If the lock operates correctly out of the door there typically is a fabrication issue. If the latches do not retract, there is an issue with the lock.
b. Do they return to their latched position? (approximately ½" projection).		no?	A little silicon spray (not WD-40) around the latches is good routine maintenance. Depress them to the faceplate several times and be sure the return to the latched position (approximately ½" projection).
2. Rotate the Exterior lever to withdraw the latches.			
a. Do all three latches withdraw into the edge of the door?		no?	**Lever Set:** i. Remove the handle set and ensure that the spindle is properly inserted in the lock actuator hub. ii. If Spindle is not broken, and properly seated remove it from the actuator hub and insert lock actuator wrench to test lock function. If there is still no results, remove the lock from the door and retest lever function with Lever actuator wrench. iii. Check drive-arms to ensure they are properly positioned and not broken. (See page 34)
			Grip Lever: i. Remove the grip set and ensure that the spindle is properly inserted in the lock actuator hub. ii. If Spindle is not broken, and properly seated remove it from the actuator hub and insert lock actuator wrench to test lock function. If there is still no results, remove the lock from the door and retest lever function with Lever actuator wrench. iii. Check drive-arms to ensure they are properly positioned and not broken. (See page 34)
b. Do they return to their latched position? (approximately ½" projection)		no?	A little silicon spray (not WD-40) around the latches is good routine maintenance. Depress them to the faceplate several times and be sure the return to the latched position (approximately ½" projection).

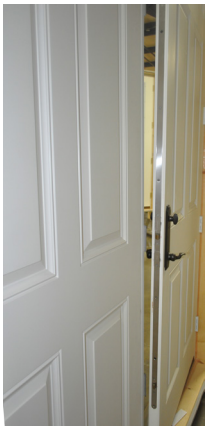
CHECK DEADBOLT FUNCTION

OPERATION CHECK	EXAMPLE	?	SOLUTION GUIDE DIRECTIONS
1. Rotate the thumb turn 90° to deadbolt the door.			
a. The three horizontal deadbolts will extend to be about 1" long. Do they?		no?	i. Check to make sure the key-cylinder tail piece and the thumb turn line up correctly. ii. Insert Deadbolt actuator wrench into Deadbolt hub and rotate 90°. The deadbolts should extend 1". If not, iii. Remove the lock from the door and activated the deadbolt with the lock actuator wrench. If the deadbolts extend to be about 1" long there is a fabrication issue.
5-pt lock only a(2). In addition, the top and bottom shoot bolts will extend vertically to about 1" long. Do they?		no?	i. Check to make sure the key-cylinder tail piece and the thumb turn line up completely. ii. Insert Deadbolt actuator wrench into Deadbolt hub and rotate 90°. The deadbolts and shoot bolts should extend 1". If not, iii. Remove the lock from the door and activated the deadbolt with the lock actuator wrench. If the deadbolts extend to be about 1" long, there is a fabrication issue.
2. Check that the door is locked by pressing on the edge of the deadbolts one at a time.			
a. Do any of the deadbolts depress?		Yes?	Repeat steps from Check Latch Function and Check Deadbolt Function with the lock out of the door. If it still does not lock and any of the deadbolt can be depressed, the lock will need to be replaced. If it locks properly outside the door, but not when installed, the cause is typically a fabrication issue.
3. Check the exterior lever or grip is locked by pushing down on the lever or using the grip.			
a. Does the exterior lever still operate when the deadbolt is in the locked position?		Yes?	i. The door was not locked completely. ii. The panic release feature is on the exterior by mistake. Was an Inswing lock used on an Outswing door? See panic release rehanding instructions. (See page 34) iii. There are two Interior panic arms in error: order a new Exterior panic arm kit, Item# TC-EXTARMKIT

CHECK PANIC RELEASE FUNCTION

OPERATION CHECK	EXAMPLE	?	SOLUTION GUIDE DIRECTIONS
With the door open and still locked , rotate the interior lever to operate the panic release.			
a. Does the panic release function operate smoothly?		No?	i. The alignment of the handle set with the lock may be incorrect. The key cylinder must travel from the exterior through the mortise lock body and into the thumb turn. If this is not lined up correctly the tail piece is being bent every time the door is operated causing binding and stiff operation. ii. Loosen the handle set mounting screws slightly so the escutcheon plate can move on the door. Then cycle the dead bolt and panic release several times until handle finds the point where every thing is aligned correctly. ii. Tighten screws a couple turns and retest panic function. iii. Continue to tighten and retest until the handle set is secure on the door
Rotate the interior lever to operate the panic release.			
b. Does the panic release still not function smoothly?		No?	i. Remove the handle sets and check the mounting screw hole locations on the door. Be sure they were drilled straight through the door and that they are not pulling the escutcheon plate out of the proper location. ii. Reinstall handle set and check the function again.

CHECK THE ALIGNMENT OF THE LATCHES			
OPERATION CHECK	EXAMPLE	?	SOLUTION GUIDE DIRECTIONS
Now, check the alignment of the three latches to the strikes on the jamb (single door) or astragal (double door).			
a. Is it difficult to activate the deadbolt latches?		Yes?	Check the alignment of the three latches to the strikes on the jamb (single door) or astragal (double door). Place a piece of masking tape vertically on each strike, slightly longer than the strike opening i. Close the door to the point where the latches contact the strike, but do not close it completely. Mark a line on the tape above and below each latch. Make sure they line up with the opening in the strikes ii. More then likely, the door will sag over time. There is allowed room for this in the strike. iii. If the markings are still not lined up with the strike opening Adjust strike plate position.
CHECK THE STRIKE PLATE FUNCTIONALITY			
With the door open examine the strikes			
a. Do the rollers on the strike assemblies roll smoothly?		No?	i. Spray a little of silicon (not WD-40) on the roller shaft should help
b. Do the deadbolt laches retract smoothly?		No?	i. A light film of white grease or Vaseline on the bolt tips where they contact the strikes ensure that the latches retract smoothly.
Close the door to the point where the latches contact the strike, but do not close it completely			
c. Does the door crash against the strike plates?		Yes?	i. Check that the beveled face of the latch is contacting the strike plate. If the flat side is hitting the strike, the wrong hand of lock was used for the application. ii. A light film of Vaseline or white grease applied to the beveled face of the bolt tip occasionally will keep it closing smoothly. Note: do not leave a excess amount on the beveled face of the bolt tip, apply some on and wipe it off; only a thin film is needed.

CHECK THE DOOR IN THE CLOSED POSITION			
OPERATION CHECK	EXAMPLE	?	SOLUTION GUIDE DIRECTIONS
a. Does door function properly in the open position, but will not lock in the closed position?		Yes?	i, Is the door installed square and plumb? Look at the reveal around the door. Is it even? If not, the door installation needs to be adjusted. ii. Is there is adequate clearance for all three deadbolts (and the top and bottom shoot-bolts in a 5-pt lock). There must be room for all of these to throw the full one inch. Any obstruction in this throw will prevent the system from locking properly.
b. Is the door slab in the plane of the wall?		No?	Close the door slowly and check that the top and bottom auxiliary latches contact the strike at the same time. If they do not, the door installation needs to be adjusted.
c. Check that the three strike rollers rotate smoothly.		No?	i. Check for proper installation. Remove the strike and reinstall reinforcing plate, dustbox, and strike if necessary. ii. Lubricate the roller assembly with silicone spray (not WD-40).

OPERATION CHECK	EXAMPLE	?	SOLUTION GUIDE DIRECTIONS
d. Has the proper weatherstrip been used?		No?	If there is excessive weatherstrip compression and this is causing a problem, you can push on the door panel (Inswing door) to compress it and see if it then operates, or remove the weatherstrip and test that the lock works better without it.
e. Do both levers return to horizontal when operated?		No?	i. Loosen the handle set's mounting screws slightly so the escutcheon plates can move on the door. Cycle the deadbolt and panic release function several times until the handle finds the point where everything lines up correctly. Tighten the mounting screws a couple turns and retest the panic function. Continue to tighten and retest until the handle set is secure on the door. ii. Remove the handle set and check the lever function. Lubricate the bushing/spring mechanism with silicone spray. iii. Replace the bushing/spring mechanism if worn or broken. Order part# TC-BUSHINGREPLKIT