Problem	Inspection	Cause	Solution
Panic Release on Exterior of House	Is it an outswing door?	YES. If an inswing lock is used on an outswing door it can be opened from the exterior.	See panic release rehanding instructions.
	NO. Does it open from both sides when the thumb turn is in the locked position?	YES. Faulty panic arm.	Send new exterior panic arm.
Panic release tight or doesn't function	Is the inside handle hard to operate when the thumb turn is in the locked position?	YES. Misaligned interior & exterior handle set parts.	See step #3 on System Check
Sagging Active Lever	Does the active handle sag below horizontal line?	YES (1). Misaligned interior & exterior handle set parts.	See step #3 on System Check
		YES (2). Spring friction is too high	Lubricate bushing/ spring mechanism with silicone spray
		YES (3). Replace the spring	See spring replacement instructions and Order spring from a local distributor or Endura
Can't engage the lock/ lock the door	Is the door installed square and plumb w/ proper margins? Do latches line up with the strike plates?	NO. Door installed (and/or assembled) incorrectly.	Door installation needs to be re-adjusted.
	YES. Lock the sytem with the door open. Can you compress the bolts?	YES. Fabrication issue.	Contact prehanger for inspection and repair
	NO. Does the lock operate properly when out of the door? (lock needs to be taken out of the door)	NO. If the offset connectors are not equidistant from the lock modules, the lock is not timed properly.	Replace the lock.
	YES. Can the thumb turn be operated at all when door open?	YES. Can the thumb turn be operated at all when door open?	Check strike prep: must be 1" deep in all locations for 3-pt and 5-pt & 3020. Is there anything blocking movement (debris or a nail through the dust box)? If so, clean out.
		NO. If the three latches do not project 1/2", use silicone spray about bolts and compress several times. Do they pop out? NO. The conical latch spring may be broken	Repair or replace the lock.
Door locks, but functions tight	Is the door/ lock out of position ?	YES (1). Too much WS Compression.	Replace weatherstrip with the appropriate profile; inspect rollers for flat spots and lubricate roller assembly with Silicone spray.
		YES (2). Door Bowed.	Replace door or adjust strike location slightly; inspect rollers for flat spots and lubricate roller assembly with Silicone spray.
		YES (3). Strikes not positioned carefully.	Adjust strike location slightly; inspect rollers for flat spots and lubricate roller assembly with Silicone spray.
		NO. Rollers may have flat spots or need lubrication.	Inspect rollers for flat spots and lubricate the roller assembly with silicone spray

Problem	Inspection	Cause	Solution
Play in door panel	Is the door/ lock properly aligned with strikes? Are the (2) strike mounting screws in the same plane as the c/l of the Trilennium lock?	No. Strikes not positioned properly	Adjust strike location.
Entry grip won't with-draw latches fully.	Check if Interior functions fine, exterior won't allow door to open.	Yes. Damaged torque body.	Request a torque converter field service kit from the distributor
Door "crashes" when latches hit the strike plates	Does pushing the lever down allow for proper operation?	Yes (1). Beveled face of bolt needs lubrication.	Apply a film of Vaseline or white grease to the beveled face of the bolt tips; Apply a dab and wipe off, do not leave a glob, only a film is needed.
		Yes (2). Check if proper lock installed in the door (inswing vs. reverse)	If incorrect lock installed, request a new lock from the distributor
Cannot open the door.	Does the other side operate the lock?	Is the spindle broken? Yes.	Replace with a new spindle; remove trim and replace the spindle
		Is the spindle broken? No. Inspect the link arm for damages (Remove lock from door, remove rehanding covers)	If link arm broken, replace with a new lock