



## Problem Solving Guide

### BL 2000 & 5000

#### Installation problems

| Problems   | Cause  | Solution  |
|--|--|---|
| The latch cannot be withdrawn when entering the code   | The lock has been fitted to a LH hung door.      | All locks were set to suit R.H hung doors. So the lock needs to be removed from the door and reversed. Refer to instructions.   |
| Both inside and outside handle devices retract when turned towards the door frame            | The spindle is in position at the wrong angle.   | Remove the lock from the door, and re-position the spindle as shown in the instructions.  |
| The latch bolt doesn't move smoothly in and out.   | The lock is not installed correctly.             | Check that the lock is square on the door and positioned horizontally and parallel to the door surfaces. Check the spindle length it may be trapped between the front and back plate if the spindle is too long.        |
| The outside handle device turns after entering a correct code but does not retract the latch | The spindle is too short for the door thickness. | If the spindle is too short then it will not engage with both the and inside handle devices at the same time, or it may slip out of one side after some use. If necessary, please call the help line for a replacement. |

#### After Installation Problems

| Problems  | Cause                                       | Solution  |
|---|---|---|
| The outside handle device turns freely without retracting the bolt.             | The handle device has been forcibly turned. | Return the lock to Borglocks. Someone may have tried to force the handle device to gain entry   |
| The inside lever handle dose not return to the upright position after operating | The handle return spring is broken.         | Call the help line for a replacement.   |
| The latch does not engage and so the door remains unlocked after use.           | The latch is not entering the strike        | Your door frame may have warped since the lock was installed. Check that the latch bolt is lined up with the strike aperture. Re-align position of the strike as necessary. Make sure the deadlocking plunger dose not entre the aperture alongside the latch bolt. |

Please call our helpline for spares, repairs and technical advice – 01708 225700