



## Problem Solving Guide

### BL7000

#### 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The latch cannot be withdrawn When entering the code	The lock has been fitted to a LH hung door.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 RH hung doors. The lock needs to be removed from the door and reversed. Refer to instructions.
Both inside and outside Handles retract when turned towards the door frame.	The spindle is in position at the wrong angle.	Remove the lock from the door and repositions the spindles as shown in the instructions.
The latch bolt doesn't move smoothly in an and out	The lock is not installed correctly	Check that the lock is square on the door and positioned horizontally and parallel

#### After Installation Problems

Problems	Cause	Solution
The door opens without entering a code	No Code has been set to the lock	When the code was changed no code was entered in its place please refer to BL7000 code changing Instructions
The new code and the old code needs to be entered together	The old code has not been cleared when the new code was set	With the code change cam at the 12 O'clock position turn the handle on the keypad side one full rotation a click will be heard indicating the old code has been cleared and a new one can now be set.
Unable to change code	Code change spindle has been forced	To protect the device the code change spindle will break if forced and a new one will need to be ordered. Please contact Borglocks to have a new one sent or use the spares section on the website.
After the code is entered the handle turns but the latch dose not retract.	The spindle dose not reach both handles	The door maybe too thick please contact Borg to purchase an extra-long Fixing Kit.
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