



## Problem Solving Guide

### BL3000 Gatelock

#### Installation problems

<b>Problems</b>	<b>Cause</b>	<b>Solution</b>
The latch will not retract after entering a new code.	One or more of the tumblers maybe installed wrong.	Re-read the code change instructions and check the red and blue tumblers are installed in the correct positions. Always remember to hold the C button when installing and removing tumblers from the lock.
The latch dose not move smoothly in and out of the gate.	The lock is not installed correctly.	Check that the lock is square on the gate and positioned accurately. Check the latch can enter the gate without any obstructions in the way.

#### After Installation Problems

<b>Problems</b>	<b>Cause</b>	<b>Solution</b>
The latch is not long enough to secure the gate.	The latch doses not sufficiently reach from the lock to the gate post.	The latch is not long enough and a extension will be needed. Please contact Borglocks to order a XL Gate Lock Extension Latch.
Damaged gate lock tail piece.	Accidental damage or vandalism	Contact Borg locks for a replacement and request a Gate Lock Latch Tail Piece. To replace this part unscrew the two screws on the end of the latch remove the old tail piece and replace with new Tail piece and replace screws.
Buttons sticking on gate lock	Grease or dirt restricting movement of button spring.	Remove gate lock coding chamber from the housing. On the back of the key pad side spray some WD40 or similar lubricant into the back. Try the code or the sticking button a number of times. If problem persists contact Borglocks.

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