



Problem Solving Guide

Easicode Locks

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The latch cannot be withdrawn when entering the code	The lock has been fitted to a LH hung door.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 doors. The handle or knob will need to be reversed please refer to instructions supplied with the lock.
Both inside and outside handle or knobs retract when turned towards the door frame	The spindle is in the wrong position at the wrong angle	Remove the lock from the door and reposition the spindle as shown in the instructions supplied with the lock.
The bolt doesn't move smoothly in and out.	The lock may not be 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 knob or handle 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 outside knob or handle at the same time, or it may slip out of one side after same use. If necessary, please call the help line for a replacement

After Installation Problems

Problems	Cause	Solution
The handle or knob dose not return to the correct position after retracting the Bolt	The handle return spring is broken	Contact Borglocks for a replacement or order from the 2000 series spares section on our website.
The outside knob turns freely without retracting the bolt. (This does not affect 2400 series locks)	The knob has been forcibly turned.	Return the lock to Borglocks. Someone may have tried to force the knob to gain entry.
The latch dose 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 the 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