

Installation Problems

Problem	Cause	Solution
The latch cannot be withdrawn when entering and turning the knob.	The unit has been fitted to a left hand hung door.	All units are set to suit a right hand hung door. The unit needs to be removed and reversed. See 'determining the hand of the door'.
Both inside and outside knobs retract when turned towards the door frame.	The spindle has been set for the wrong hand of door.	Remove the unit from the door and reposition the spindle. See 'fitting & positioning the spindle' (page no.4).
The knob will not turn after the code has been changed.	One or more of the buttons in the code have been programmed incorrectly.	Re-read 'how to change your code number' on (page no.7) and ensure that all of the dials in the code are facing towards the number down the centre.
The latchbolt does not move smoothly in and out.	The lock has not been installed correctly.	Check the the hole for the spindle in the back of the keypad and inside handle are in alignment with the hole in the latch. Check that the latch is positioned horizontally and the forend of the latch is parallel to the door edge. Also check the spindle length, it may be too long and binding against the inside handle or keypad spindle holes.
The keypad knob turns after entering a correct code but does not retract the latch.	The spindle has been cut too short or has been positioned incorrectly.	If the spindle is too short it will not engage with the keypad knob or inside handle. If the spindle has been placed incorrectly please refer to 'fitting & positioning the spindle' (page no.4).

After Installation Problems

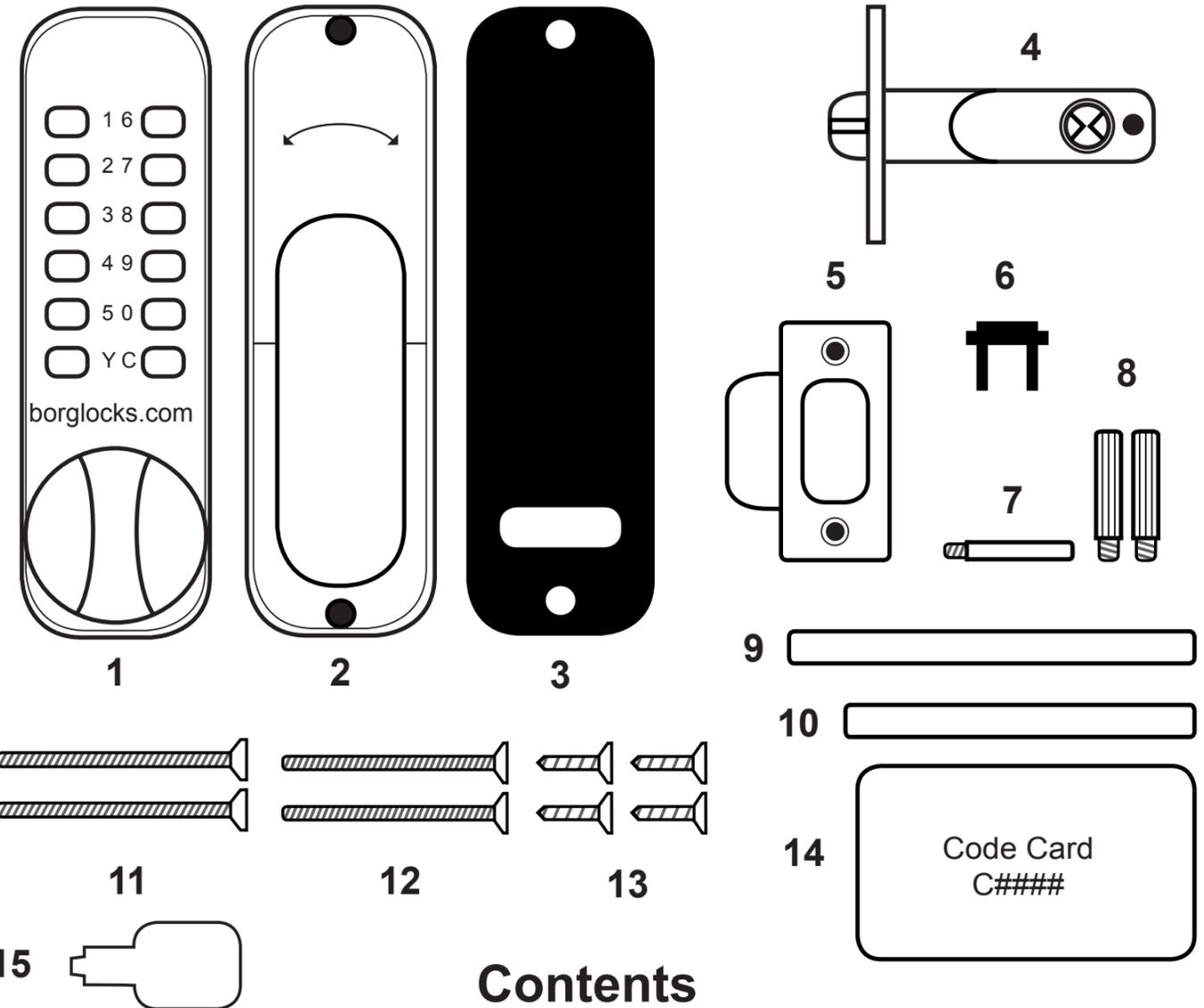
Problem	Cause	Solution
The keypad knob turns freely without having to enter any code.	The knob has been forcibly turned without the correct code being entered.	Please call the Borg Locks helpline or return the unit to Borg Locks or your distributor.
The inside handle lever does not return to the upright position after turning.	The handle return spring has broken.	Please call the Borg Locks helpline or visit our website for a replacment.
The latch does not engage with the strike and the door remains in the open position.	The latch is to entering the hole in the strike plate.	Your door or frame may have warped since the lock was installed. Check that the latchbolt is inline with the hole in the strike plate. Re-align position of the stike if necessary. Make sure the anti-thrust pin on the latch does not enter the hole in the strike plate.

Guarantee: If your lock should develop a fault within 1 year from date of purchase, due to inferior materials or workmanship the goods will be repaired or replaced free of charge.

Please call our helpline for spares, repairs and technical advice - **UK: 0800 44 88 377**

- **International: +44 (0) 1708 225700**

Disclaimer: Under no circumstances should the lock be dismantled, this will invalidate our warranty.



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| 3. Gaskets (x2) | 9. Spindle (100mm) | 14. Code Card |
| 4. Tubular Latch | 10. Spindle (85mm) | 15. Code Change Tool |
| 5. Strike Plate & Box Keep | 11. Machine Screws (50mm) | |
| 6. Holdback Snib Blank (Holdback Models Only) | | |



Preparation

Please check that all parts are working correctly. Enter the factory preset code as on the code card (**part no.14**), rotate the turn on the keypad one turn clockwise, re-enter the code and turn the knob anti-clockwise ensuring that the follower on the back of the keypad rotates each time. The knob should return easily under its spring pressure. If you intend to change the code please refer to 'how to change your code number' instructions (**page no.7**) prior to fitting.

Make sure that the Inside handle device rotates freely and returns under its spring pressure.

Check that the latch bolt on the tubular latch (**part no. 4**) moves freely by pressing the bolt head at the end, and also turning the spindle (**part no. 9 or 10**) in the hour glass shaped follower on the locking device.

Determining the hand of the door

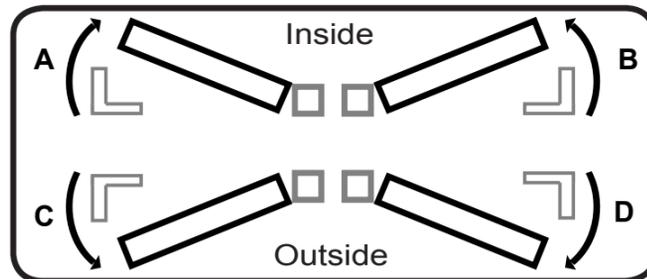
Many of the installation instructions refer to the handing of the door. The hand of the door is determined with the door in its closed position from the exterior or keypad side of the door.

A) Right hand door – door opens inward (push), hinged on the right side.

B) Left hand door – door opens inward (push), hinged on the left side.

C) Right hand inward opening – door opens outward (pull), hinged on the right side.

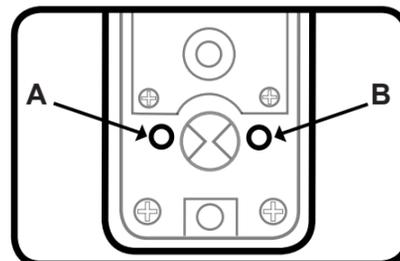
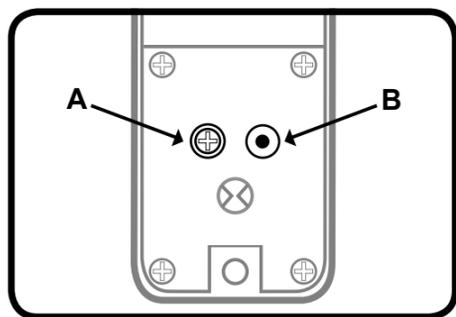
D) Left hand inward opening – door opens outward (pull), hinged on the left side



Changing the Handing of the Unit

If the unit is being fitted to a right hand hung door as per the 'determining the hand of the door' nothing will need to be changed on the unit.

If the unit is being fitted to a left hand hung door the only part that will need to be changed would be the blue handing screw on the back of the inside handle from point **A** to point **B** as per the diagram.



Fitting the Latch Support Post

Fit the latch support post (**part no.7**) in hole **A** for a right hand hung door or **B** for a left hand hung door. Please refer to the 'determining the hand of the door' if you are unsure what hand of door you have.

How To Change Your Code Number

1. Remove the lock from the door, which is done by removing the two screws at the very top and bottom of the inside handle.
2. Turn the keypad over so that you are able to see the code change dials on the reverse (**as shown in the diagram below**).
3. Press the 'C' button to ensure that no digits have been pressed.
4. Using the code change tool (**part no.15**) press and turn all of the code change dials outwards so that all of the red markers on all of the code change dials are facing outwards.

Under no circumstances should any tool other than the code change tool (part no.15) to be used to turn the code change dials.

5. To ensure that no digits have been entered, press the 'C' button and turn the knob on the keypad.

If the knob does not turn freely without having to enter any code, turn the keypad over and check that all of the red markers on the code change dials are facing outwards.

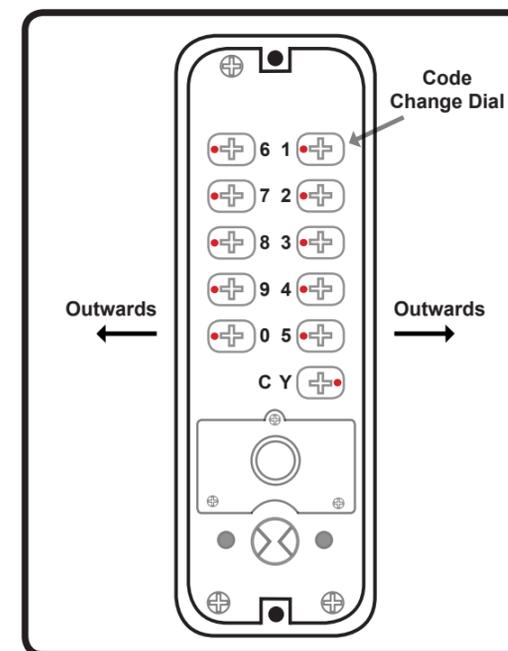
6. To set a button as a coded digit the code change dial will need to be pressed and rotated using the code change tool (**part no.15**) so that the red marker is facing towards the number or letter down the centre of the lock.

As you will see in the diagram below it has been coded to 1, 2, 3, 4, 5 as all of the red markers on the code change dials are facing towards the numbers down the centre of the keypad and the remaining non coded digits are facing outwards.

7. Ensure that all the remaining digits that are not in the code are facing outwards. As you will see from the diagram below the digits that are not in the code 6, 7, 8, 9, 0 and Y have the red marker facing outwards and all of the coded digits red markers are facing inwards towards the number down the centre of the keypad.

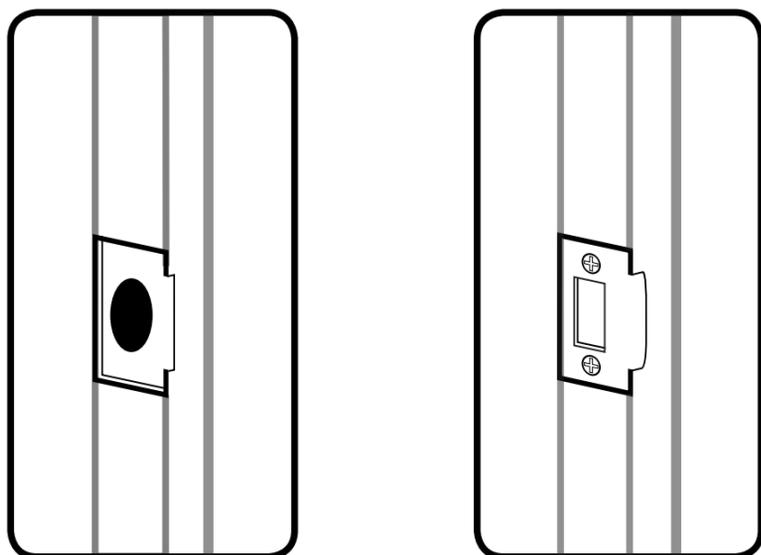
Please note that the code is not sequential and if for instance the unit was coded to 1, 2, 3, 4, 5 the code can be entered 5, 4, 3, 2, 1 or any sequence as long as all of the digits in the code have been pressed. It is recommended that the 'C' button is pressed before each use to clear the coding chamber of any buttons that may have been pressed.

8. With the lock coded and a note made of the new code; enter the code and rotate the knob 3 - 4 times to check that the unit has been recoded successfully before refitting it to the door. Once fitted to the door check the code once more before closing.



Installation

Fitting the Strike Plate & Box Keep



Push the door to the closed position and mark the area on the frame of the door where the strike plate would need to be fitted.

Open the door and now mark the inner and outer edges of the strike plate. Using a sharp chisel remove 1mm of material from the frame of the door until the strike plate can sit flush.

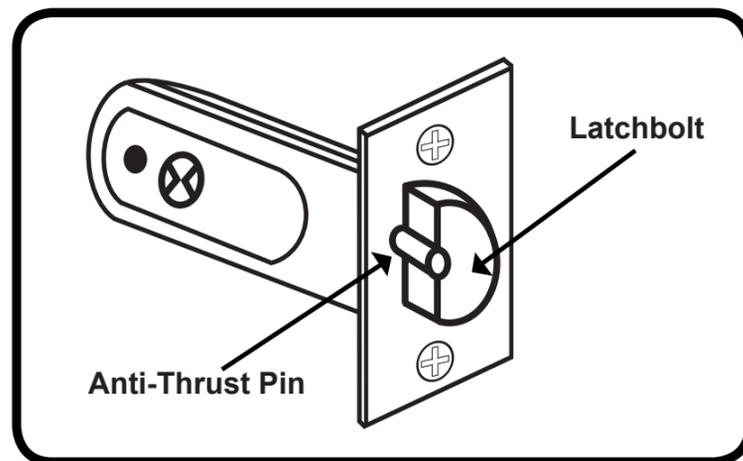
With the material for the strike plate removed from the frame of the door, the material for the box keep will need to be removed. Place the box keep in the cut-out made for the strike plate and draw around the box keep. You will need to remove 36mm high, 23mm wide and 13mm deep of material to accommodate the box keep, alternatively a 20mm diameter by 15mm deep hole can be drilled in the frame to allow the latchbolt to fully protrude when the door is in its closed position.

To secure the strike plate and box keep in place use two of the wood screws (part no. 13). Now that the strike and the box keep have been secured in place the door can be closed. Ensure that the keypad and inside handle withdraw the latch when the door is in its closed position.

If the operation of the lock is excessively stiff when turning the keypad or inside handle, the strike plate and box keep position will need to be adjusted.

Please note the anti-thrust beside the latchbolt (as per the diagram), this deadlocks the latchbolt and protects it against manipulation. **It must not** enter the hole made for the latchbolt when the door is closed.

If the anti-thrust pin does go into hole for the latchbolt, adjust the position of the strike plate until the anti-thrust pin sits on the face of the strike plate.

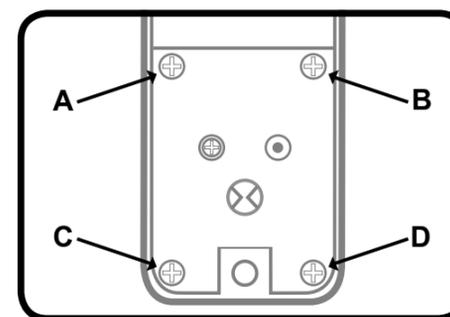
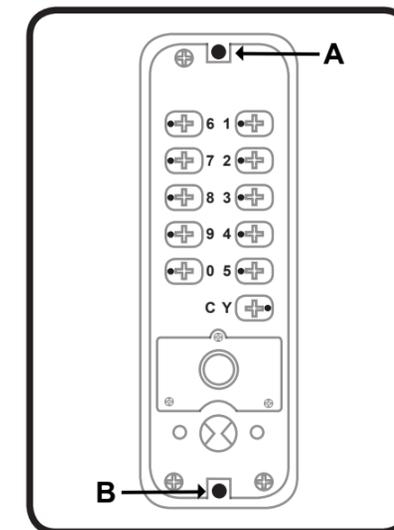


Preparation

Fitting the Hexagonal Support Posts

Fit both of the hexagonal support posts (part no.8) into the top and bottom threaded holes of the keypad, as shown in the diagram.

Do not over tighten the hexagonal support posts as this may strip the thread on either the post itself or the thread in the back of the keypad.



Removing the Holdback Function

If you do not require the holdback function on the inside handle (holback models model only) this feature can be removed.

On the back of the inside handle (part no. 2), unscrew all of the screws as shown on points A, B, C and D on the diagram.

With the 4 screws removed the plate can now be lifted out of position, this will reveal the holdback snib, which has a spring and ball bearing attached. Remove the holdback snib, spring and ball bearing and place the hold back snib blank (part no. 6) in the hole.

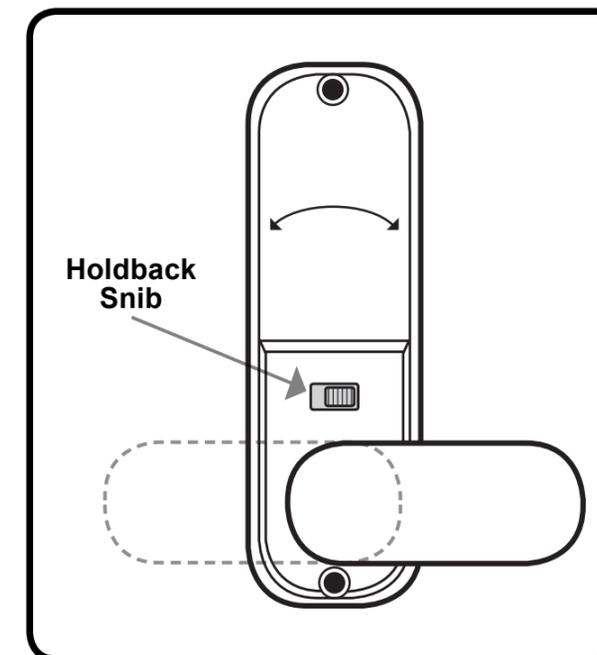
Operating the Holdback Function

To operate the holdback function the handle will need be turned a full 90° to the left or right (depending on the handing of the door).

If the unit is fitted to a left hand hung door the handle will need to be turned to the right (clockwise) and the snib will need to be pushed to the left. When the snib has been pushed across the handle will stay in the rotated position and the latchbolt in the door will be withdrawn.

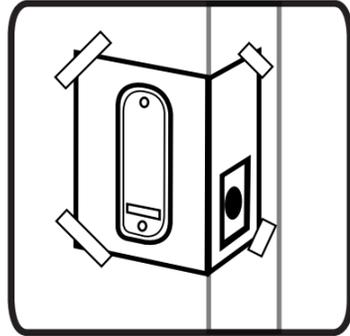
If the unit is fitted to a right hand hung door the handle will need to be turned to the left (anticlockwise) and the snib will need to be pushed to the right. When the snib has been pushed across the handle will stay in the rotated position and the latchbolt in the door will be withdrawn.

To release the holdback function a small amount of pressure will need to be applied to the handle to allow you to push the snib across. With the snib pushed across the handle will spring back to its vertical position and the latchbolt in the door will now be visible.



Installation

Apply the Drilling Template



Tape the template to the door and ensure that the dotted line on the template is aligned to the edge of the door.

Mark all six of the 8mm holes as shown on the drilling template.

Mark on the door 'centre line of latch' ensuring that the centre line for the latch is in the centre on the edge of the door.

Drilling the Door & Fixing the Latch

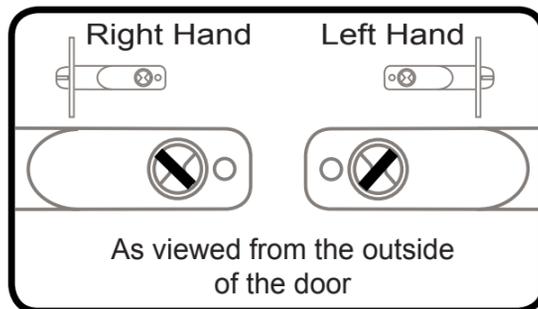
With all the drilling points marked out on the door, the holes can be drilled.

All of the 6 x 8mm holes will need to be drilled through the door. The remaining material which will be around the 4 x 8mm horizontal holes will need to be removed with a sharp chisel.

Where the 'centre line of latch' is marked on the template, drill a 25mm wide and 85mm deep hole in the edge of the door to accommodate the barrel of the latch.

Insert the barrel of the latch into the hole in the edge of the door and draw around the rectangular face plate latch.

With the face plate marked, remove the latch from the hole in the door. Now remove 3mm of material from the door so that the face plate of the latch sits flush with the door edge. With the latch positioned in the door it can now be secured using two of the woods screws (part no. 13) via the two screw holes in the face plate of the latch.



Fitting & Positioning the Spindle

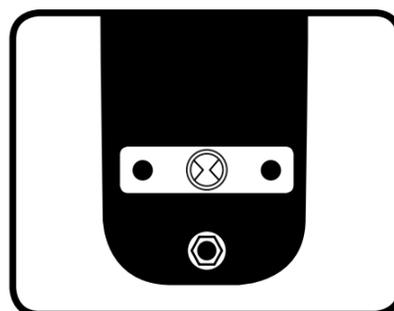
Select one of the two spindles (part no.9 - 100mm spindle) or (part no. 10 - 85mm spindle) supplied in the accessory pack. Use the longest spindle possible. Cutting the spindle down may be required, but this would depend entirely on the thickness of the door.

Please note if the spindle is cut too short this may cause the spindle to slip out of position if the door is slammed and result in users being locked out.

Fitting the Keypad & Inside Handle

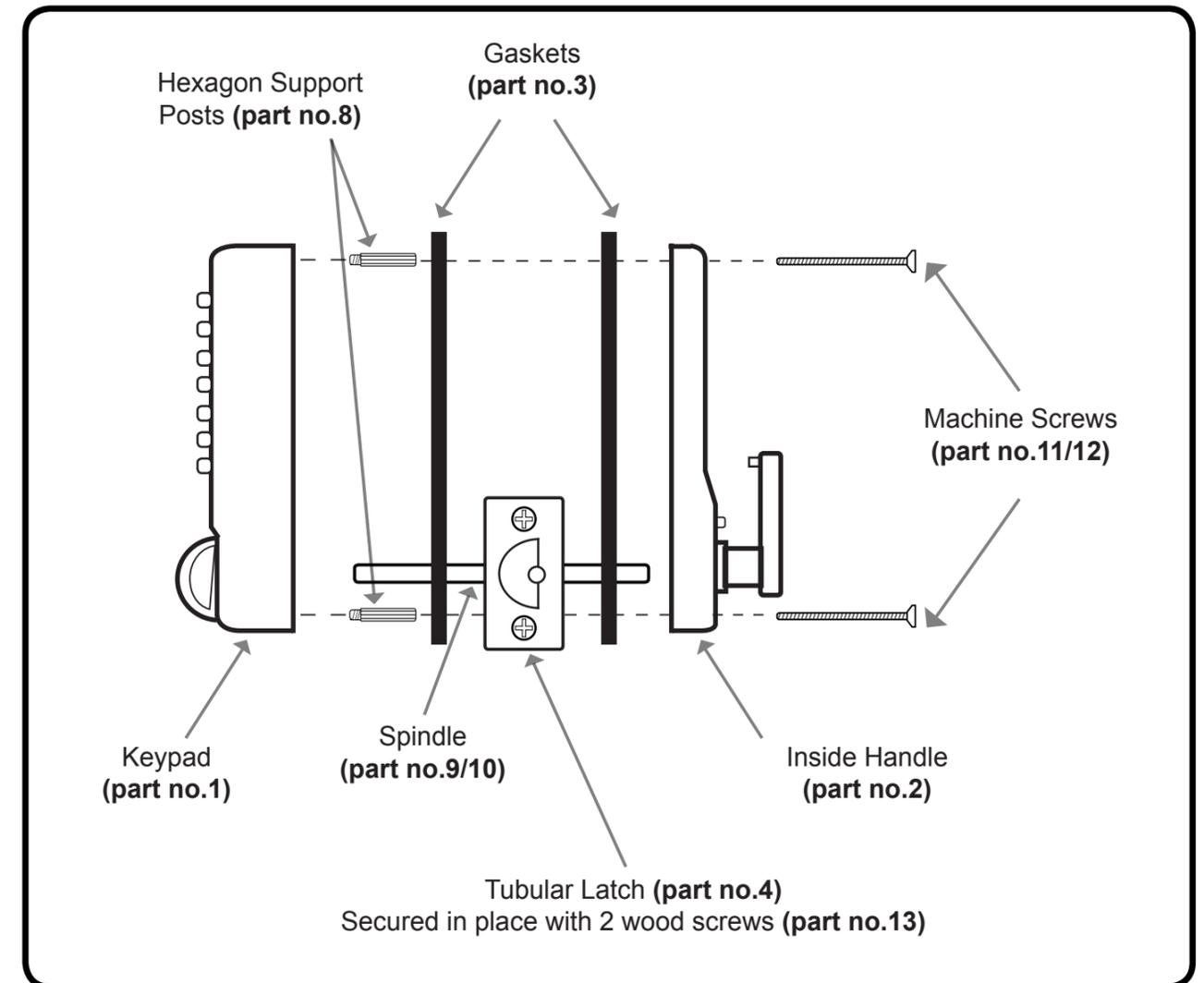
Place the larger of the two rubber gaskets (part no.3) around the back of the keypad, ensuring that the gasket is the correct way up and that the spindle follower is still visible. As per the image.

The fixing posts at the top and bottom on the reverse of the keypad will sit in the very top and bottom 8mm holes drilled in the face of the door. When in place ensure that the spindle is located into the spindle follower on back of the keypad. **Continued of page no.5.**



Installation

Fitting Illustration



Place the smaller remaining rubber gasket (part no. 3) around the back of the inside handle and as with the keypad side the spindle follower on the back of the inside handle will need to be visible.

With the keypad in place on the door and the inside handle having the rubber gasket in place the inside handle can be offered up to the door and secured in place using one pair of the machine screws (part no. 11 or 12). The length of machine screw used would depend entirely on the thickness of the door.

Once the unit has been secured onto the door the unit can be tested on the set code. Check that both the keypad and inside handle retract the latch fully.

Please note if the latch does not retract, the spindle has been put in the incorrect way. Please refer to 'fitting and positioning the spindle' on page no.4 as how to insert the spindle into the latch.

If the spindle is too short for the thickness of door, you will find that you will only be able to retract the latch from one side of the door and therefore you will need to remove and replace with a longer spindle.

If you find the operation of the unit is very stiff when you are testing, either the unit has been over tightened on the door and would need to be loosened or not enough material has been removed when drilling out the hole for the barrel of the latch and therefore the unit will need to be taken off of the door and more material removed.