



## Installation Problems

Problems	Cause	Solution
The latch cannot be withdrawn when entering the code.	The lock has been fitted to L.H hung door.	All locks were set to suit R.H. hung doors. So the lock needs to be removed from the door and reverse. Refer to instructions.
Both inside and outside knobs 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 knob will not turn after entering a new code.	One or more of the code tumblers are the wrong way around.	Re-read the code change instructions and check that the red tumblers are all facing with these square notches outwards.
The latch bolt does not move smoothly in and out.	The lock is not installed correctly.	Check that the lock is square on the door and positioned accurately over the latch. Check the latch is positioned horizontally and parallel to door surfaces. Check the spindle length, it may be trapped between the front and backplate if the spindle is too long.
The outside knob turns after entering a correct code but does not retract 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 and the handle at the same time, or it may slip out of one side after same use. If necessary, please call the helpline for a free replacement.

## After Installation Problems

Problems	Cause	Solution
The outside knob turns freely without retracting the bolt.	The knob has been forcibly turned.	Return the lock to Borg Locks. Someone may have tried to force the knob to gain entry.
The inside lever handle does not return to the upright position after operating	The lever return spring is broken.	Call the helpline 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 or frame may have warped since the lock was installed. Check that the latchbolt is lined up with the strike aperture. Re-align position of the strike as necessary. Make sure the deadlocking plunger does not enter the aperture alongside the latchbolt.

**The Borg guarantee** - If a Borg lock should develop a fault within 2 years from date of purchase we will repair it free of charge.

Please call our helpline for spares, repairs and technical advice - **01277 210644**

**DISCLAIMER.** Under no circumstances should the lock be dismantled, this will invalidate our warranty.