



15 INSTALLATION TROUBLE SHOOTING	
Issue	Solution
Latch works backwards - lock unlocks when lock button is pushed or locks when unlock button is pushed	Direction switch is set to incorrect setting. Remove the Interior Assembly and move the switch to the opposite direction. • Check that your switch is set in the correct position Left or Right Handed door. If Correct • Rotate Interior Knob and reinstall Interior Assembly. Retest again while holding Assembly in place.
Interior Knob will not turn	Knob or vertical tail- piece is installed in incorrect position. Remove Interior Assembly and reposition the Interior Knob. With the Deadbolt Latch retracted is vertical.
Lock will not function electronically	 Check that all batteries are fresh high quality Alkaline Batteries. Check for proper polarity (+ -) of all batteries. Check that the Control Wire is attached to the Interior Assembly.
Lock gives error signal when opening or locking dead bolt latch will not extend or refract completely when door is closed	Unlock door using Key or Interior Knob. While door is open, check that the Deadbolt Latch operates smoothly. Check for proper alignment of the strike plate, adjust as needed to assure there is no binding against the Deadbolt Latch.
Deadbolt Latch is Sticking	 Installation screws of the lock may be too tight and have to be loosened. Remove Interior Assembly. Slightly loosen the Mounting Plate screws. Lock and unlock using the Key. Reattach Control Wire and Interior Assembly.