

GFD/Comp Door Lock and Cylinder Process

If contact is made regarding a Comp Door which has been fitted and the customer is unable to lock/unlock, please follow the questions below to gather as much information as possible.

Scenarios the customer may mention:

- **Unable to turn the key to fully lock.**
- **Key spinning when turning and not locking/unlocking the door.**
- **Only 3 out of the 4 latches have engaged when the door is shut into the Outerframe.**
- **Door needs to be pushed further at the top/bottom for the top/bottom latch to be engaged.**
- **Latches not retracting all the way.**

When customers flag that they are having difficulty with operation with either the lock or the cylinder. It is always important to separate the issues and look at them case by case. The first question to ask when talking potential lock and cylinder faults.

1. Open the door and does the door want to lock and unlock in the open position?

By opening the door and testing the lock and cylinder in the open position. It takes any potential stress away from the key and the latches on the lock.

This can be caused by keeps being too tight to the gasket and causing tension on the key when unlocking. Especially when you have a key only operated door without a lever/lever handle. All the pressure is on the key/thumb turn when unlocking the door.

If Question 1 does prove the lock and cylinder want to work together with the door in the open position. The response to this would be:

**Adjust the keeps to ensure the right balance is found between compression and operation.
Once adjusted, operate the door a couple of times to double check.**

If Question 1 does not change the issue and is the same in the open position, then follow up with Question 2.

2. Remove the ABS master cylinder out of the door and test the key completely out of the door.

By removing the cylinder away from the door completely, you will know straight away if the key/cylinder is faulty. Or if the Key/Cylinder turn freely away from the locking mechanism then you know it is not a faulty cylinder.

To remove the cylinder away from the door, simply open the door and release the cylinder retainer screw which holds the barrel in place. Turn the key so that the centre CAM is aligned correctly and slide the cylinder out away from the door.

As per the above now that we have identified whether the cylinder is faulty or not. If the cylinder is working as, it should. The next question to ask is the following:

3. With the door still in the open position. Remove the auto fire locking system away from the door and test the lock away from the Comp Door.

Now that both the auto fire lock and cylinder have been removed from the door. Test the lock and cylinder together out of the door. Does the lock and cylinder want to work together away from the door?

If the issue is still happening when completely out of the door, then it will need a replacement lock.

To remove the locking mechanism away from the door. Simply release the 11 Phillips head screws located top to bottom on the locking strip. Once all the Phillips head screws have been released the lock will be able to be pulled out. Please note if door has a lever handle fitted, please ensure this is removed before removing the Phillips head screws on the lock.

By asking the 3 questions above, this will provide enough information to enable us to decide whether a new auto fire lock or cylinder is required. What would also be helpful to us is a quick video showing the operation of the door when shut into the Outerframe as well with the door in the open position.

So, to confirm a video showing:

- The door shut into the Outerframe, using the lock and cylinder.
- The door in the open position, using the lock and cylinder.

If customers ring and mention that not all latches are firing into the frame when shutting the door, and the door needs to be pushed further in at the top or at the bottom. This indicates that the lock side frame has not been lined up with the leading edge of the door slab.

Indicating that there is some twist in the lock side frame. This is a fundamental step when installing a Comp Door. As it can prevent a latch from engaging into the frame.

To identify if the lock side frame is in twist, please follow the twist guide PDF.