

Installation Problems

Problem	Causes	Solution
The keypad handle freely turns and opens the door. All buttons are solid with exception of 'C' button.	The unit is in a free passage mode.	Rotate and hold the keypad lever handle down, whilst holding the keypad handle down press the 'C' button - a small click will be heard and the keypad will return to locked mode.
The keypad handle freely turns and opens the door without a code.	The code has been changed incorrectly and the keypad has no code set.	See 'code change instructions' and follow from step 2.
Both the keypad handle with the correct code input and inside handles are stiff to turn.	The spindle may be too long for the thickness of door or alignment of the unit on the door.	Remove the unit from the door and cut spindle to the correct length - See 'cutting spindle bar' on page 6.
The keypad lever rotates after entering the correct code, clearing the code but is not opening the door.	The spindle may have been cut too short for the thickness of door, positioned incorrectly, too short or damaged in some way.	Remove the unit from the door and check the spindle to check length

After Installation Problems

Problem	Causes	Solution
The keypad lever does not return to its reset position after turning.	The lever handle return spring may be broken or damaged. The spindle is too long for the thickness of door.	Call the Borg Locks helpline for support on how to proceed. Remove the unit from the door and cut spindle to the correct length. It is recommended the spindle is door thickness plus 30mm (15mm each side).
The keypad handle freely turns and opens the door. All buttons are solid with exception of 'C' button.	The unit is in a free passage mode.	Rotate and hold the keypad lever handle down, whilst holding the keypad handle down press the 'C' button - a small click will be heard and the keypad will return to locked mode.
The keypad is intermittently opening after entering the correct code and turning the handle.	If the unit has been fitted for a while and/or is not being used regularly, the keypad may require lubrication.	See 'Annual Maintenance' below.
The keypad or inside handle is being rotated, but is not fully retracting or partially retracting the latchbolt in the door.	The spindle bar which connects both halves of the unit is bent or damaged. This may be caused by the spindle too long or the locking mechanism its working with is too heavy sprung .	Remove the unit from the door and remove the damaged spindle. Replace the damaged spindle which can be obtained from borglocks.com.
The code has been changed and the new or old code does not work.	The code has been changed and most likely a combination of the old and new code together.	Press the 'C' button on the keypad and input the old combination, without pressing the 'C' button press the new combination. Turn the keypad handle and this may retract the latch. If the latch retracts - follow 'code change instructions'.

Annual Maintenance

1. Remove the lock from the door.
2. Spray the inside of the lock with GT85 or other silicone based lubricant through the tumbler holes on the reverse of the keypad.
Remove any excess with soft cloth.
3. Spray all of the fixings and accessories with GT85 or other silicone based lubricant.
4. Push each of the buttons and rotate the lever several times to ensure that the lock is working smoothly and that all buttons return to their outward position.

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: 01708 225700 or International: +44 (0) 1708 225700**

Disclaimer: Under no circumstances should the lock be dismantled as this will invalidate our warranty. Each keypad is fitted with a tamper evident holographic warranty seal, if this seal is broken the warranty is void. The unit can still be repaired, but there may be associated costs.