

Flexlock Troubleshooting

Basic Troubleshooting. Check the following:



1. Are you standing by the correct storage? (Error signal = most likely wrong storage)



2. Are you using the correct user card? Are you handling it correctly? See heading 3!



3. Don't "Stress" the lock, wait for 7 seconds before trying again, then present the card centered on the lock!



4. If you hear a buzzing sound from the motor or there is a confirmation signal when presenting the user card, but the storage still won't open, try the following:

- Something could be stuck between lock and lock plate! Push the door forcibly inwards as you present the user card!
- The lock plate could be dislocated! Lift the front or drawer upwards or push downwards, while simultaneously pulling outwards!



5. If you hear a buzzing sound from the motor or there is a confirmation signal when presenting the user card, but the storage still won't lock, try the following:



- The contents in the storage (drawer) might be too heavy!
- Try reducing the load!

Advanced troubleshooting – Service staff/Other responsible personnel



6. If you hear a buzzing sound from the motor or there is a confirmation signal when presenting the user card, but the storage still won't lock, try the following:

- The lock plate might not reach the lock! Adjust the lock plate! (Gap when locked should be ca 2 mm!)
- The storage might be assembled incorrectly! Adjust!
- The lock plate might not be straight! Adjust the lock plate!



7. If there is no confirmation – The lock is quiet. (Only at startup). Try the following:

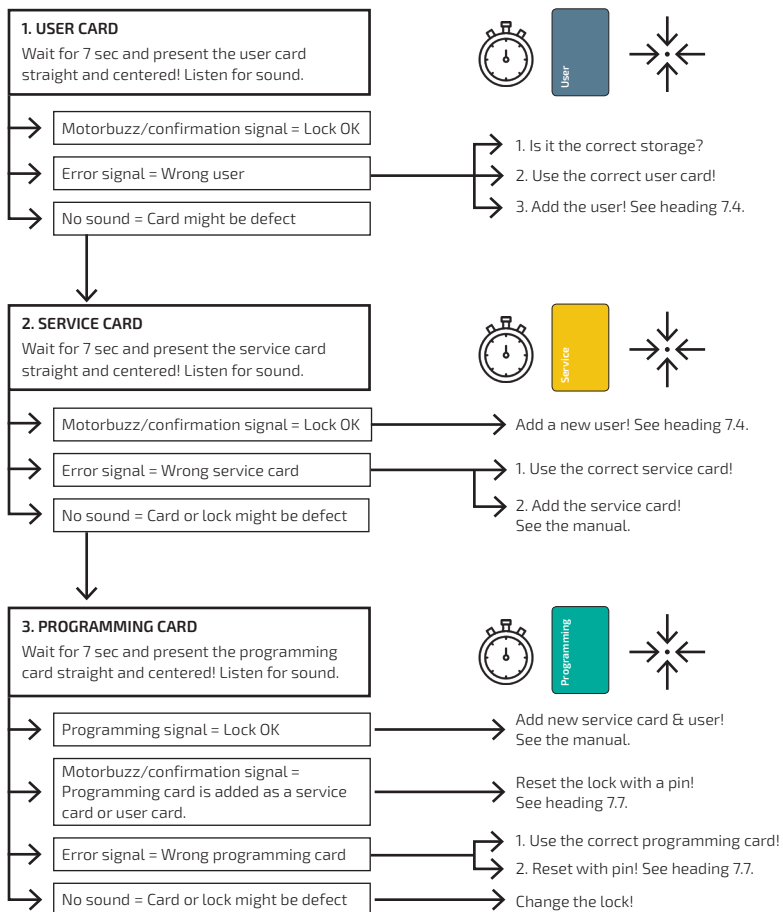
- Check that the battery is installed.
- Make sure the battery poles are the right way around.
- Check for a battery insulator tab and remove it.
- Check that the thickness of the door is max 25 mm and that the material is non conductive. (Try with the card directly on the lock!? Reaction?)



8. If nothing of the above works, check the following and then go on to:

- If the storage is for unique users, Mode 1 or 2: **11.3 Troubleshooting mode 1 & 2**
- If the storage is for any user, Mode 3, 4 or 5: **11.4 Troubleshooting mode 3, 4 & 5**

Troubleshooting mode 1 & 2 lock in mode 1 & 2 (unique users)



If nothing of the above works, contact your retailer!

Troubleshooting mode 3, 4 & 5 lock in mode 3, 4 & 5 (any user)

