

**GEN 4 – REV C
LOCKER INSTALLATION MANUAL**

Locker Type	Model	Locker Type	Model
Main	A4B.E	4 Door	A4G.E
Add On	A4D.E	44 door	A4X.E
All Medium	A4E.E	All Small (w/4 med. doors)	A4M.E
Oversized	A4F.E	Custom Configuration	A4K.E

STEP 10: ADJUSTING AND TROUBLESHOOTING DOORS/LOCKS

24-26

Technical Support: **415-390-0123 x992**

Step 10: Adjusting and Troubleshooting Doors/Locks

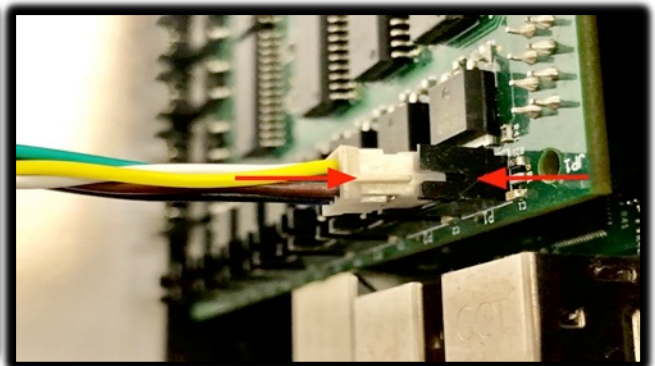
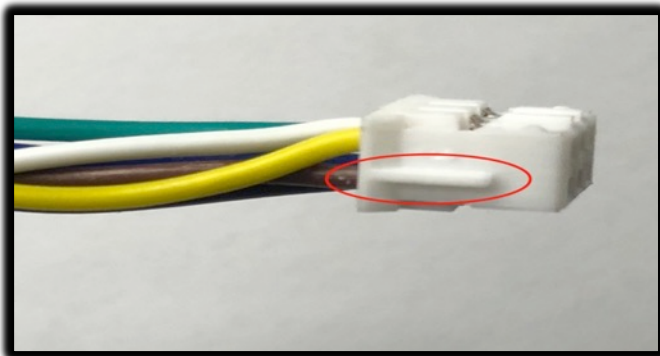
- **Adjusting doors is part of every installation**
- **Doors having issues opening or closing most often need to be adjusted on the door side. The latch is usually catching.**
 - Using a ratchet or wrench loosen the 3/8" latch nuts and slide the latch up or down depending on where it is hitting the lock hook.
 - The key is to have the door next to the one that is not closing opened so you can shine a flashlight into the lock hook area to see where the door latch is hitting and binding up as shown below.
 - You will be looking at the door latch and lock hook from the side with your head almost inside the locker cavity next to it.
 - If the door latch is not sitting within the 3/16" lock hook cavity it will bind. A 3/16" Allen key is an equivalent gauge.

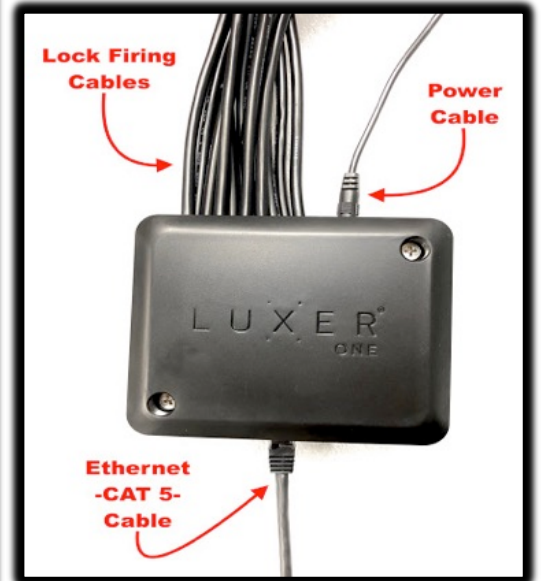
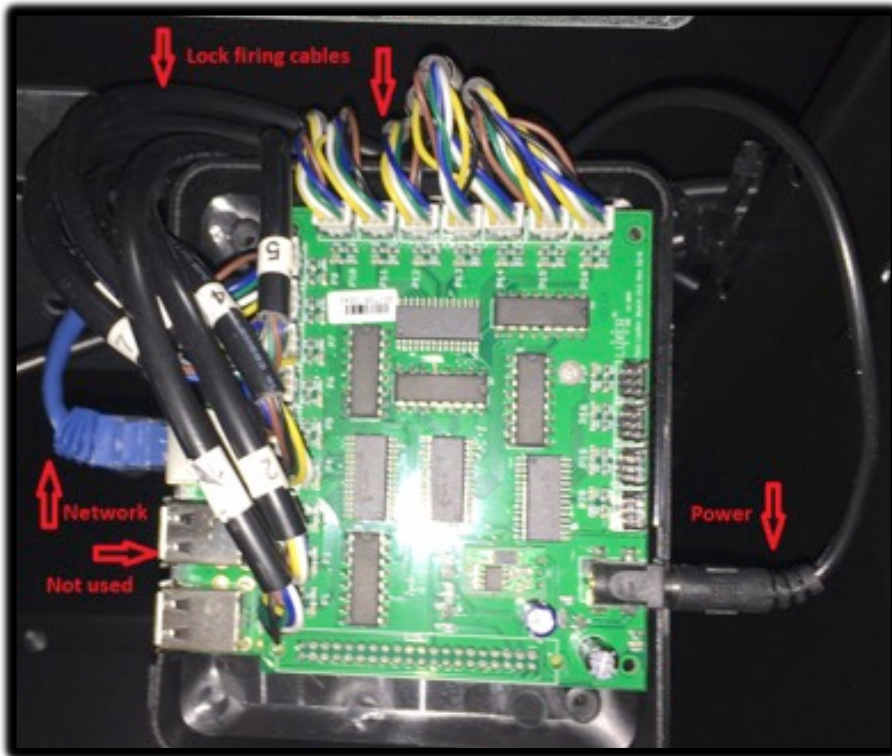


- When a bank can't be leveled to earth level you may have to level visually to have an aesthetic look. The result of this is a major increase in doors that will not close and doors that look out of alignment.
- **A few other door opening/closing issues that are less common:**
 - Locker shelf lip and door are rubbing. This can happen on the top or bottom.
- **Left picture:**
 - Inner door hinge rubbing in the area circled in the right picture below.
 - Always look for signs of rubbing in these areas if the door latch is completely aligned and the door still has closing or opening issues.



- **Troubleshooting lock firing issues:**
 - If firing a lock from the touchscreen produces no lock release sound you will likely need to check the locks connection at the control board.
 - Access the control board in the top left glove box of the affected locker.
 - The lock firing cables will be pre numbered from the manufacturer and should be plugged into the control board sequentially.
 - Find the door wire for the door number affected. Re-insert the plug once found. If no issue is found here advanced troubleshooting will need to be completed with support.
 - The lock cables have a small raised guide that will line up with the control board ports as pictured below. You must double check this as this can cause unnecessary troubleshooting delays later.





- Work the cables so that they are coming out of the opening on the power side of the control board cover. Be sure that they are not pulled too tight as they will come unplugged (Best practice is to strain relief with zip ties)
- You will need to remove the housing cover screws before placing the top back on. This will allow the alignment of the screw holes instead of the screws getting in the way while trying to line up the top.
- Always tighten these screws with a hand screwdriver otherwise the holes will be stripped out if a drill is used. Once each lock is fully tested the control box can be slid back onto the ceiling pegs if it was removed.