

Problem	Inspection Suggestions	Potential Causes	Solutions
The handle latch is stuck in the open position.	<ul style="list-style-type: none"> - Operate the lockset from the interior side of the door repeatedly to see if the latch will extend. - Ensure the correct adapter is being used. - Ensure the PanoLock+ is centered in the boreholes. - Emtek lockset should have 2-piece adapter. 	<ul style="list-style-type: none"> - Improper PanoLock+ route of the door not allowing mortise box to operate freely. - Over tightening of screws of the lockset. - Incorrect handleset adapter used. - Adapter(s) is not installed correctly. 	<ul style="list-style-type: none"> - Remove the interior side of the lockset, operate from the exterior side to see if latch will release and operate smoothly. - Reattach interior side of lockset without over tightening.
Electronic deadbolt lock does not function properly with PanoLock.	<ul style="list-style-type: none"> - Make sure lock system is PanoLock+ and not the original PanoLock. Look for a "+" after PanoLock on the faceplate. - Verify that the electric deadbolt is on the compatibility list. 	<ul style="list-style-type: none"> - PanoLock 1.0 will not operate electronic deadbolts - Incorrect deadbolt adapter used. - PanoLock+ is not centered in the bore hole (bad route). - Over tightening of the mounting screws. 	<ul style="list-style-type: none"> - Follow the manufacturers' instructions on properly programming the electronic deadbolt. - Adjust screws if they are over-tightened
PanoLock+ not working on Therma-Tru door panel.	<ul style="list-style-type: none"> - The PanoLock+ on Therma-Tru panel should be the model 1375 to accommodate their proud edge panel. The PanoLock+ faceplate will measure 1-3/8" across. 	<ul style="list-style-type: none"> - Lockset screws are overtightened. - Improper routing of the door panel edge. - Door panel thickness is less than 1-11/16". 	<ul style="list-style-type: none"> - Back out lockset screws, at the same time, checking for correct functionality of PanoLock+. - Completely remove the lockset and operate PanoLock+ with the construction handle to ensure proper operation.
Deadbolt tapered bolts engages when the door panel is bumped.	<ul style="list-style-type: none"> - Check that the correct deadbolt adapters are used and are inserted correctly. - Check that the deadbolt is installed correctly. 	<ul style="list-style-type: none"> - Incorrect deadbolt adapter installed or inserted incorrectly. - Deadbolt lock spindle is not oriented to the manufacturer's specifications. - Malfunction in the drive rod of the PanoLock+ mortise box. 	<ul style="list-style-type: none"> - Review the latest compatibility list and make sure the correct adapter has been used. - Orient the deadbolt spindle correctly into the neutral position, then insert into the adapter in the deadbolt drive.
PanoLock+ Multi-point Locking System adapter ports are not centered in the preexisting deadbolt & handleset bore in door panel.	<ul style="list-style-type: none"> - Measure from the edge of the door to the center of boreholes to ensure it is 2-3/8". - Boreholes should measure 5-1/2" center to center. 	<ul style="list-style-type: none"> - PanoLock+ centering tool and rod were not used to route the door panel. - PanoLock+ only accommodates for a 2-3/8" backset. 	<p>A new door panel will need to be routed to the correct specifications using centering tool and rod if PanoLock+, with lockset, is not able to secure the opening.</p>
PanoLock+ bolts are not going into the roller strikes evenly.	<ul style="list-style-type: none"> - Check slab for warpage (string test or level). - Check rough opening for level and plumb. - Inspect to see if adjustments to the rollers strikes can be made. - Inspect the strike mortises to ensure they are within specification per the mortising instructions. 	<ul style="list-style-type: none"> - The slab is warped and will not align with strike plates. - The framed opening is not plumb so the bolts will not align. - Roller strike plates are out of adjustment. - Frame mortise dimensions are not correct causing the strike plate to not be in alignment. 	<ul style="list-style-type: none"> - Slab replacement. - Have frame corrected by a professional contractor to plumb and/or correct machining. - Adjust the roller strike plates until proper tolerances are obtained. - Replace entire jamb or the entire jamb leg to correct frame machining specs.
Emtek deadbolt lock is not operating the upper and lower tapered bolts properly.	<ul style="list-style-type: none"> - Ensure that the Emtek deadbolt spacer ring has been installed. - Emtek deadbolt has an exterior keyhole cover. - Review that the correct deadbolt adapter used. 	<ul style="list-style-type: none"> - Emtek deadbolt does not have a spacer ring. - Keyhole cover will not allow cylinder take a spacer ring. - Deadbolt is not removable from the faceplate to allow spacer ring. - Back of deadbolt cylinder is bottoming out internally, causing a grinding effect while turning. 	<ul style="list-style-type: none"> - Deadbolt cylinder needs to be removed and the finished spacer ring applied to provide more space between cylinder and PanoLock. - Keyhole hole cover must be removed or the deadbolt lock has to be replaced.
Emtek thumbpress is not inserting into the split-square adapter properly.	<ul style="list-style-type: none"> - While viewing the inner side of thumbpress lock (right-side up), the spindle should appear square. - Ensure that the two-piece adapters for Emtek were correctly inserted and snapped fully into place. 	<ul style="list-style-type: none"> - The spindle has been mis-assembled. The gear alignment will be visibly misaligned This is an Emtek defect. 	<ul style="list-style-type: none"> - Customer must contact the Emtek lock supplier to submit a warranty claim. Emtek will send a half-lock replacement with corrected spindle orientation.