

Problem	Inspection	Cause	Solution
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. - Overtightening 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 of the lockset, operate from the exterior side to see if latch will release and operate smoothly. - Reattach interior side of lockset without overtightening.
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 MPLS. - Is the electric deadbolt 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). - Overtightening of the mounting screws. 	<ul style="list-style-type: none"> - Follow the manufacturers' instructions on properly programming the electronic deadbolt.
PanoLock+ not working on Therma-Tru door panel.	<ul style="list-style-type: none"> - The PanoLock+ mpls on ThermaTru 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 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. - Measure faceplate and mortise pocket to determine correct dimensions. Refer to PanoLock+ Door Panel Machining Instructions. 	<ul style="list-style-type: none"> - Incorrect deadbolt adapter installed or inserted incorrectly. - Deadbolt lock spindle is not orientated to the manufacturer's specifications. - Malfunction in the drive rod of the Panolock+ mortise box. - Faceplate route is too tight. - Mortise box routed is too deep (+1/16" for 6/8; +3/32" for 8/0), causing bow in lock at center. - Malfunction in the drive rod of the Panolock+ mortise box. Too much deflection in mortise box will not allow rods to fully retract. 	<ul style="list-style-type: none"> - Review the latest compatability list and make sure the correct adapter has been used. - Orientate the deadbolt spindle correctly into the neutral position, then insert into the adapter in the deadbolt drive. - Re-routing of the door edge may be required. Refer to PanoLock+ Door Panel Machining Instructions.
Panlock+ multipoint 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. 	<ul style="list-style-type: none"> - 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.
Panlock+ latches are not going into the rolling 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 that frame strike mortises 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 to the degree that the panel latches will not match up. - Roller strike plates are out of adjustment. - Frame mortise dimensions are incorrect causing the stike latches to not be in alignment. 	<ul style="list-style-type: none"> - Slab replacement. - Have frame corrected by a professional contractor to plumb and or the 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"> - Emtek deadbolt spacer ring applied. - Emtek deadbolt has a 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. - The two-piece adapters (for Emtek) were correctly inserted and snapped fully into place. 	<ul style="list-style-type: none"> - The gear alignment if the spindle has been mis-assembled, 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.