

Honeywell Lock

TB # 1201.1

DATE: October 9th,2020

PRODUCT: Residential Elevators with Honeywell Locks

UNITS AFFECTED: Those that shipped between January 2020 and Sept 17th 2020

SUBJECT: The locks may not unlock automatically or manually

DESCRIPTION: The locking post within the assembly may loosen and will not withdraw sufficiently when being unlocked.

Tools required:

- #2 Philips screwdriver

IMPORTANT SAFETY NOTE: ENSURE THAT THE EQUIPMENT IS DISCONNECTED FROM THE AC POWER AND THAT THE BATTERIES ARE COMPLETELY DISCONNECTED FOR THIS OPERATION!

There have been a few issues recently with Honeywell locks and we are working with Honeywell to resolve and isolate the problem.

The post that moves up and down inside the lock which when up allows the door to be opened is in some cases not moving up far enough for this to happen. We have determined the reason is that the post which is threaded on the far end is loose

and can rotate during transport and install which results in the door not being able to open automatically or manually and the customer not being able to open the door.

As of Sept 18th, we are checking all locks for this issue when we are assembling your systems, the oldest lock we have found with this issue was delivered in June 2020.

- **Please report all issue with Honeywell locks not unlocking to Tech Support.**
- **We advise you to carry extra locks in your vehicles.**
- **Replace any locks that have this issue**
- **If one lock on a project has this issue, open and test all the other locks on the project and record the results and date codes (found on the bottom of the lock)**
- **Return the affected locks and the test results to Technical Support as soon as possible**

We ask that installers check every lock when they are installing them as per the procedure below.

How to test a Honeywell lock for this issue

1. **Remove the cover**
2. **If possible, use a sharpie marker to place a vertical line on the post above the cam**
3. **Attempt to rotate the post with your finger tip or a screwdriver**
4. **If the post rotates easily (this is where the mark helps) the lock fails and should be replaced.**

Note: On good locks the post will not move without significant force.

Call CE technical support if you require any assistance with this procedure: Toll-free 1-866-209-3421