



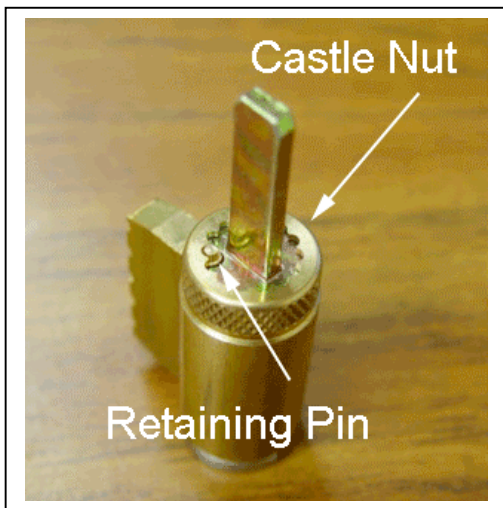
FactoryLocks.com - A Division of Factory Brands LTD - 400 Schroyer Avenue SW Canton, OH 44702  
Phone: 877-345-6257 FAX: 330-493-7845 Email: sales@factorybrands.bz

## ***Service Memo – Deadbolt Cylinder Adjustment***

**Problem Description:** When using a key to open a deadbolt, the key is either very hard to turn, or when trying to remove the key, the key will not come out of the key cylinder easily or at all.

**Problem Cause:** The key cylinder is capped with a castle nut and that is retained in position by a small spring-loaded pin. The castle nut is either too tight or too loose. Either extreme will cause the key cylinder to not rotate or not release the key.

**Problem Solution:** In the case of the cylinder begin hard to rotate; the castle nut needs to be loosened. The best way is to remove the key cylinder from the deadbolt housing and use a paper clip to depress the retaining pin. Rotate the castle nut counter-clockwise  $\frac{1}{4}$  turn and try the rotating the cylinder with the key. If it moves freely and the key can be removed easily, then stop. If the key cannot be removed easily, then tighten the nut by rotating the castle nut clockwise. Repeat these steps until the desired function is achieved.



In the case of the key being trapped in the key cylinder, tighten the castle nut by depressing the retaining pin and rotating the castle nut clockwise until the key can be removed easily.

Do not over tighten or you will have the problem addressed in the previous paragraph.

Do not remove the castle nut. It keeps the key cylinder from coming out of its housing.