



Service Memo – Handle Set Shaft Adjustment

Problem Description: After installation, to open the door requires the interior lever to be lifted up. Also when using the exterior thumb latch, it is hard to push down and the interior lever moves up

Problem Cause: The exterior handle set shaft needs be rotated 180 degrees from its current position and/or the interior cams on the interior lever are out of position.

Problem Solution: The shaft that extends from the exterior thumb latch in to the door has a flat plate on it. When depressing the thumb latch the orientation of the plate to the thumb latch will determine if the shaft rotates clockwise (see figure one) or counter clockwise (see figure two).



Figure 1

instructions. If either of these items are not in the correct position the handle and/or interior lever will not work as designed.

To change this, just remove the exterior handle and rotate the shaft 180 degrees. Figure 3 is a snippet from the Schlage instructions covering this part of the installation.

In additional to the handle set shaft orientation, the cams for the interior levers need to be set in the correct position. See Figure 4 for these

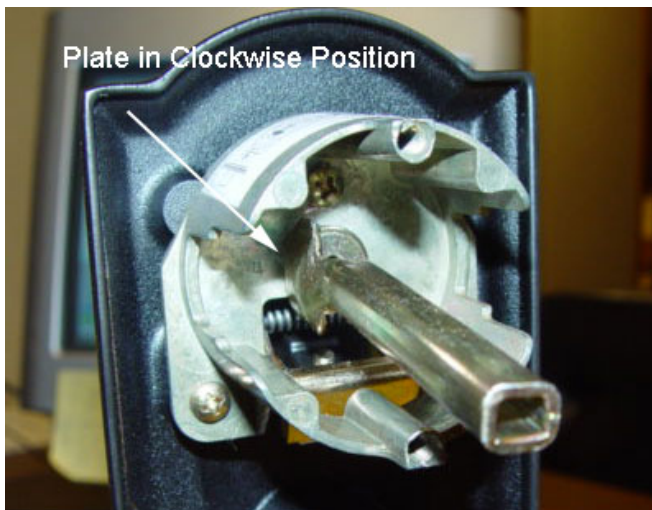


Figure 2

