

# TROUBLE SHOOTING GUIDE

<b>If there is no audible feedback when  button is pressed:</b>	
<b>Poor Pin Connection:</b>	Poor pin connection can occur if the lock you received is designed for a door thickness that differs from your door(s). It can also occur from a poor lock installation. If this happens on a new installation, there may be an installation error where the pins from the front and rear unit are not making good contact. Simply remove the lock from door and reinstall. If the issue persists, remove the lock from the door and assemble the lock in your hand and test. If the lock functions in your hand, but not on the door, contact LockUp Customer Support.
<b>Dead Batteries:</b>	To determine if the batteries are expired you must use the Manager Flex Key that has an external power source to power the lock. Simply touch a registered Manager Flex Key to the key slot for 30 seconds, remove and immediately retouch the same Key to unlock the lock. If the lock functions with this key, the batteries need to be replaced (please see the section in this manual on replacing batteries).
<b>Over-Tightened:</b>	To determine if the lock is over-tightened on the door, try loosening the mounting screws. Afterward, press the  Button. If there is audible feedback, this is an indicator that the mounting screws are too tight. When installing LockUp, we strongly recommend using a hand driven 3/8" deep socket. In the event that a cordless power drill is required, turn the torque adjustment to #4 setting or below. This will prevent the lock from being over-tightened and prevent damage to the ten-pin connection. If the ten-pin connection is damaged and the lock fails to function on the door, please contact LockUp Customer Support for assistance.
<b>Sleep State:</b>	When an incorrect User Code has been entered three consecutive times, to protect the locker from tampering, the lock will go to sleep. In this sleep state, the lock cannot operate with a code. Wait one minute and try again or touch a registered Manager Flex Key to gain immediate access.

<b>If the lock does not unlock with a User Code or ADA User Key:</b>
When trying to open a lock with a User Code or ADA User Key, the lock will emit audible signals that provide feedback as to what may be happening. For the next steps, refer to the Lock Usage Indicator list for directions on gaining access.
Use a registered Manager Flex Key to operate the lock.
If you are unsuccessful, please contact LockUp Customer Support.

<b>Lock Usage Indicators</b>	
LockUp locks are designed to emit audible and visual feedback during regular use as well as when the lock might be encountering difficulties. The following are the most common lock usage indicators and their meanings.	
<b>1 beep and 1 flash of the LED light during operation. The lock is indicating that an invalid code or invalid key is being presented to the lock.</b>	<ul style="list-style-type: none"> <li>a) If this occurs while entering a User Code, it means that the lock does not recognize this code. A registered Manager Flex Key will allow immediate access to the lock. If this is an assigned use lock, the Manager Flex Key can be used to change the User Code.</li> <li>b) If this occurs while using either a ADA User Key or a Manager Flex Key, it means this key is not properly registered to the lock. See instructions on how to register the key to the lock.</li> </ul>
<b>10 rapid beeps during operation. The lock is indicating that it is binding during use.</b>	<ul style="list-style-type: none"> <li>a) If locked, the lock is binding with the strike plate or the items in the locker. To address this issue, press firmly on the door while operating.</li> <li>b) If binding is a frequent occurrence, the door hinges will need to be aligned with the strike plate to provide proper lock engagement.</li> <li>c) If unlocked, the screws/locking nuts may be over-tightened. Loosen the screws/locking nuts and try to operate. If the binding indicator continues, remove the lock from door. Assemble the lock in your hand away from the door and test operation. If the lock works, reinstall on door. If the lock still gives the binding indicator, contact LockUp Customer Support.</li> </ul>
<b>2 sets of three beeps during operation. The lock is indicating that the batteries are low.</b>	<ul style="list-style-type: none"> <li>a) Replace the batteries located in the rear unit using high alkaline batteries. Contact your LockUp Customer Support representative for a quote on replacement batteries.</li> <li>b) If batteries fail while in the locked position, the Manager Flex Key will supply external power to the lock. Use one of these keys to unlock the lock and replace the lock batteries immediately.</li> </ul>