

Sentry Doors & Winkhaus AV2 Autolock

Troubleshooting Guide



Door Set Installation

Door set should be fitted in accordance with Sentry Doors fitting instructions

- Gaps should be within tolerance and consistent
- Frames should be adequately packed and fixed to avoid movement post install
- Door closer should be adjusted to ensure smooth controlled closing without slamming
- Locking mechanism should be lubricated using silicone based lubricant spray
- Paying attention to three locking point

Care should be taken when adjusting keeps on frame

- Use correct tool if adjusting
- Compression must only be achieved on centre latch
- Top and bottom hooks are a SECURITY feature only and should sit loosely in the keeps
- Side load pressure on hooks can potentially cause locks to jam or long term damage
- Handles should operate smoothly with low resistance

Post Installation Checklist

	Are the gaps consistent?
	Is the lock functioning correctly?
	Does the door close smoothly and latch correctly?
	Do both hooks fire and engage into the keeps when door closes into frame?
	In the CLOSED position does the key and thumbturn throw and withdraw the deadbolt smoothly?
	In the CLOSED position is the handle operation smooth with limited resistance from both sides of door?

Answering 'no' to any of the above could indicate a problem. Whilst the door may and lock may operate this may cause a future problem. Please refer to the troubleshooting guide

Post Installation

- Demonstrate functionality to tenant
- No need to lift lever
- Turn key or thumbturn to throw deadbolt and lock the door
- Turn key or thumbturn once to retract centre deadbolt
- A second turn will also retract hooks without need to press handle

Key Advice to tenants: If the door becomes harder to operate it should be reported immediately

Troubleshooting

Handle operation is not smooth with minimal resistance

1. With door open manually fire the hooks and check the operation. If smooth then see below otherwise lubricate well and if problem persists refer to Sentry
2. If handle operates correctly when door is open then the problem is almost certainly caused by incorrect adjustment / positioning of the keeps or Door set fitted out of SQUARE
3. Ensure NO side load pressure on the hooks
4. Compression is achieved on the centre latch ONLY.

Deadbolt not smooth to operate

1. With door open manually fire the hooks and check the operation. If smooth then see below otherwise lubricate well and if problem persists refer to Sentry
2. Check centre keep alignment
3. Check correct hook engagement

One or both hooks not firing when door closes

1. With door open depress the triggers adjacent to each hook. Each hook should fire fully. If not lubricate well with silicone spray. Refer to Sentry if issue persists
2. Check keep adjustment to ensure hooks drop freely into keeps without side load
3. Are door / frame gaps correct? Gaps that are too big will prevent correct hook engagement

Door not latching into frame

1. Check door closer adjustment
2. Door should close smoothly with enough force to overcome latch and seals but not slam
3. New seals can cause resistance and silicone spray will help until seals wear in a little
4. Check centre latch keep
5. Slight adjustment to reduce compression may help
6. Following adjustment ensure that hook keeps are still correctly adjusted and hooks sit loosely in keeps

We highly recommend that a light application of PTFE spray be used into the apertures of the hooks, dead-bolt and latch and into both sides of the cylinder. In normal usage Bi-annual application would be more than sufficient. To prevent any damaging effect to the corrosion protection of Winkhaus fittings, only PER neutral cleaning and care agents should be used, which do not contain any abrasives

Non Destructive Opening Technique

- Firstly try turning key or thumbturn (both if possible) through two full turns – this may retract hooks even if handle follower has broken.
- PUSHING the door from the inside or PULLING the door from the outside may release side load pressure from hooks – see video
- MLA Qualified Locksmith
- If in working hours contact Sentry / Winkhaus technical