<table>
<thead>
<tr>
<th>Problem</th>
<th>Inspection</th>
<th>Cause</th>
<th>Solution</th>
<th>Covered?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Panic Release on Exterior of House</td>
<td>Is it an outswing door?</td>
<td><strong>YES.</strong> If an inswing lock is used on an outswing door it can be opened from the exterior.</td>
<td>See panic release rehanding instructions.</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td><strong>NO.</strong> Does it open from both sides when the thumb turn is in the locked position?</td>
<td><strong>YES.</strong> Faulty panic arm.</td>
<td>Send new exterior panic arm.</td>
<td>Yes</td>
</tr>
<tr>
<td>Panic release tight or doesn’t function</td>
<td>Is the inside handle hard to operate when the thumb turn is in the locked position?</td>
<td><strong>YES.</strong> Misaligned interior &amp; exterior handle set parts.</td>
<td>See step #3 on System Check</td>
<td>No</td>
</tr>
<tr>
<td>Sagging Active Lever</td>
<td>Does the active handle sag below horizontal line?</td>
<td><strong>YES (1).</strong> Misaligned interior &amp; exterior handle set parts.</td>
<td>See step #3 on System Check</td>
<td>No</td>
</tr>
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<td></td>
<td></td>
<td><strong>YES (2).</strong> Spring friction is too high.</td>
<td>Lubricate bushing/ spring mechanism with silicone spray</td>
<td>No</td>
</tr>
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<td></td>
<td></td>
<td><strong>YES (3).</strong> Replace the spring.</td>
<td>See spring replacement instructions and Order spring from a local distributor or Endura</td>
<td>Yes</td>
</tr>
<tr>
<td>Can’t engage the lock/ lock the door</td>
<td>Is the door installed square and plumb w/ proper margins? Do latches line up with the strike plates?</td>
<td><strong>NO.</strong> Door installed (and/or assembled) incorrectly.</td>
<td>Door installation needs to be re-adjusted.</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td><strong>YES.</strong> Lock the system with the door open. Can you compress the bolts?</td>
<td><strong>YES.</strong> Fabrication issue.</td>
<td>Contact prehanger for inspection and repair</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td><strong>NO.</strong> Does the lock operate properly when out of the door? (lock needs to be taken out of the door)</td>
<td><strong>NO.</strong> If the offset connectors are not equidistant from the lock modules, the lock is not timed properly.</td>
<td>Replace the lock.</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td><strong>YES.</strong> Can the thumb turn be operated at all when door open?</td>
<td><strong>YES.</strong> Can the thumb turn be operated at all when door open?</td>
<td>Check strike prep: must be 1” deep in all locations for 3-pt and 5-pt &amp; 3020. Is there anything blocking movement (debris or a nail through the dust box)? If so, clean out.</td>
<td>No</td>
</tr>
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<td></td>
<td><strong>NO.</strong> If the three latches do not project 1/2”, use silicone spray about bolts and compress several times. Do they pop out? <strong>NO.</strong> The conical latch spring may be broken</td>
<td>Repair or replace the lock.</td>
<td>Yes</td>
</tr>
<tr>
<td>Door locks, but functions tight</td>
<td>Is the door/ lock out of position?</td>
<td><strong>YES (1).</strong> Too much WS Compression.</td>
<td>Replace weatherstrip with the appropriate profile; inspect rollers for flat spots and lubricate roller assembly with Silicone spray.</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>YES (2).</strong> Door Bowed.</td>
<td>Replace door or adjust strike location slightly; inspect rollers for flat spots and lubricate roller assembly with Silicone spray.</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>YES (3).</strong> Strikes not positioned carefully.</td>
<td>Adjust strike location slightly; inspect rollers for flat spots and lubricate roller assembly with Silicone spray.</td>
<td>No</td>
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<td></td>
<td></td>
<td><strong>NO.</strong> Rollers may have flat spots or need lubrication.</td>
<td>Inspect rollers for flat spots and lubricate the roller assembly with silicone spray</td>
<td>No</td>
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<tr>
<td>Play in door panel</td>
<td>Is the door/lock properly aligned with strikes? Are the (2) strike mounting</td>
<td>No. Strikes not positioned properly</td>
<td>Adjust strike location.</td>
<td>No.</td>
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<td></td>
<td>screws in the same plane as the c/l of the Trilennium lock?</td>
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<tr>
<td>Entry grip won’t withdraw latches fully</td>
<td>Check if Interior functions fine, exterior won’t allow door to open.</td>
<td>Yes. Damaged torque body.</td>
<td>Request a torque converter field service kit from the distributor</td>
<td>Yes.</td>
</tr>
<tr>
<td>Door “crashes” when latches hit the strike</td>
<td>Does pushing the lever down allow for proper operation?</td>
<td>Yes (1). Beveled face of bolt needs</td>
<td>Apply a film of Vaseline or white grease to the beveled face of the bolt</td>
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<tr>
<td>plates</td>
<td></td>
<td>lubrication.</td>
<td>tips; Apply a dab and wipe off, do not leave a glob, only a film is</td>
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<td>needed.</td>
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<td>Yes (2). Check if proper lock installed</td>
<td>If incorrect lock installed, request a new lock from the distributor</td>
<td>No.</td>
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<td>in the door (inswing vs. reverse)</td>
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<tr>
<td>Cannot open the door</td>
<td>Does the other side operate the lock?</td>
<td>Is the spindle broken? Yes.</td>
<td>Replace with a new spindle; remove trim and replace the spindle</td>
<td>Yes for the original owner for the first 10 yrs</td>
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<td>Is the spindle broken? No. Inspect the</td>
<td>If link arm broken, replace with a new lock</td>
<td>Yes for the original owner for the first 10 yrs</td>
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<td></td>
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<td>link arm for damages (Remove lock from</td>
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<td>door, remove rehanding covers)</td>
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