



Training Manual
Engineering / Maintenance

Saflok Communication Information

Phone number – (800) 999-6213
Option 1 – Parts Ordering / Lock Repair
Option 3 – Technical Support
Option 5 – Accounting
Option 6 – Keycard Orders

Technical Support Website – <http://support.saflok.com>

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Lock Troubleshooting & Maintenance

1. Lock Light Indicators

GREEN LIGHT

- Indicates a correct keycard was used and will allow entry.

YELLOW LIGHT

1. Flashing Yellow (12 times)
 - Indicates a correct keycard was used, but the dead bolt is thrown or privacy button / switch is set.
2. Fast Flashing Yellow (8 times)
 - Indicates a correct keycard was used but is not allowed entry because of one of the following conditions:
 - A) The door is electronically double locked.
 - B) The keycard (guest) is inhibited.
 - C) The keycard (any level) is expired.
 - D) The keycard (master levels) is not being used during the proper shift or on the proper day of the week.
3. Two Yellow Flashes
 - Indicates an incorrect keycard was used and will not allow entry.
 - Indicates key may be out of sequence. Use resequence key.
4. One Yellow before Green or Yellow
 - Indicates a master keycard is going to expire within 7 days.

RED LIGHT

1. **Alternately** Flashing Red Light when a keycard is used.
 - Indicates the batteries in the lock are low. Change batteries immediately.
2. **Simultaneously** Flashing Red Light when a keycard is used.
 - Indicates the clock in the lock needs to be reset.
3. Red Flash (1 or 2 times, delayed)
 - When a keycard is inserted and removed:
Indicates a keycard was used improperly (upside down, backwards, or not removed) or that the keycard does not have a code on the magnetic strip.
 - When no keycard is being inserted and removed:
Indicates the key switch is stuck.
4. Red Flash (8 times, slow) when a master keycard is used.
 - Indicates master key card was hassled, use key again to gain entry. After red light stops flashing, insert keycard again to gain entry. The lights will flash as indicated in items 1 and 2.

YELLOW AND RED SIMULTANEOUS LIGHTS

Yellow and red simultaneous flashes (2 times)

- Indicates a keycard was properly inserted and removed but the lock was unable to read the lock code on the magnetic strip (i.e. card was demagnetized, magnetic strip is damaged, etc.).

NO LIGHTS

Indicates:

- Invalid key shutdown is in effect. Use a valid keycard in the lock to remove shutdown.
- Key switch is broken; the card reader must be replaced.
- Lock batteries are dead. Use ELPS to open door and replace batteries.

2. Special Function Keycard Light Indicators

RESEQUENCE KEYCARD

- **Flashing Green and Yellow (6 times)**
Indicates the resequence key worked properly.
- **Flashing Yellow (6 times)**
Indicates that the lock was not out of sequence.

NOTE: If the red light flashes one time before either one of the light sequences above, a new keycard must be made.

INHIBIT KEYCARD

- **One red flash followed by flashing yellow (12 times)**
Indicates the lock was successfully inhibited. The current guest level (room, connector and failsafe) lock codes in the memory of the circuit board will no longer be allowed entry.
- **Flashing yellow (12 times)**
Indicates the lock has already been inhibited.

ELECTRONIC LOCK OUT KEYCARD

- Setting
One red flash followed by flashing yellow (12 times)
- Removing
One green flash followed by flashing yellow (12 times)

PRIMARY OR SECONDARY PROGRAM KEYCARD

Slow flashing yellow for 20 seconds

E2 ERASE KEYCARD

Yellow and Green Flashes (2 times)
Note: The PPK key must be used first.

Saflok Troubleshooting Guide

Problem	Possible Cause(s)	Likely Solution
1. Lock will not open for guest key: Two yellow lights.	<ul style="list-style-type: none"> - Key is for a different room. - Newer key used in lock, key is an old key. 	<ul style="list-style-type: none"> - Use LED diagnostics on handheld. - Make a new key.
2. Lock will not open for guest key: Eight yellow lights.	<ul style="list-style-type: none"> - Key expired. - Lock is inhibited. - Electronic Lockout key has been used. 	<ul style="list-style-type: none"> - Use LED diagnostics/make new key. - Correct improper use of inhibit key, make a new key. - Use ELO key again to remove electronic lockout.
3. Lock will not open for guest key: Twelve yellow lights.	<ul style="list-style-type: none"> - Door is dead bolted, or privacy switch/button is turned on. 	<ul style="list-style-type: none"> - Use emergency key to open door. Deadbolt/privacy will automatically be removed.
4. Lock will not open for master key: Red lights, and then: Green and red flash simultaneously OR Green and red flash alternately	<ul style="list-style-type: none"> - Lock is in hassle mode; - Lock's clock needs updating. - Battery in lock is low. 	<ul style="list-style-type: none"> - Update lock's clock. - Change battery in lock.
5. Lock will not open for any key: No lights.	<ul style="list-style-type: none"> - Lock's battery is dead OR - Card reader failure OR - Circuit board failure. 	<ul style="list-style-type: none"> - Use ELPS probe to open, replace battery - Drill lock. Replace front assembly. - Drill lock. Replace entire lock.
6. Lock will not open for any key: Red and Yellow lights flash together.	<ul style="list-style-type: none"> - Poor mag stripe read - Card partially erased (demagnetized). - Card reader / circuit board failure. 	<ul style="list-style-type: none"> - Try key again - Use smart or memory key to temporarily gain access - Remake key - Change card reader and/or circuit board
7. Lock will not open for any key: Two red flashes after attempt.	<ul style="list-style-type: none"> - Poor mag stripe read (upside down, backwards) - Poor connection between card reader and circuit board. - No data encoded on key. 	<ul style="list-style-type: none"> - Try key again - Use smart or memory key to temporarily gain access - Reseat ribbon connector between card reader and circuit board - Remake key, try again
8. Lock will not open for any key: One Green, one Yellow, one Red flash, then all three lights flash together.	<ul style="list-style-type: none"> - Lock is in Fatal Test Mode. Circuit board has failed. 	<ul style="list-style-type: none"> - Drill lock. Replace entire lock. Return drilled lock using RMA procedure.
9. Lock will not open for any key: Green and Yellow lights flash, then all three lights flash simultaneously.	<ul style="list-style-type: none"> - Mode three failure recognized by circuit board. A memory storage problem has occurred. 	<ul style="list-style-type: none"> - Use PPK key followed by valid master key. Replace lock or lock's circuit board. Return lock using RMA procedure.
10. Lock will not program or interrogate.	<ul style="list-style-type: none"> - Lock not functioning. - Probe not functioning. 	<ul style="list-style-type: none"> - Try to interrogate or program another lock. - Try a different LPI probe.

CLEANING & PREVENTIVE MAINTENANCE

CLEAN LOCKS*

The locks should be cleaned twice a year. If locks are exposed to exterior weather conditions or property is located on the ocean, the locks should be cleaned three times a year. **Note: Only applies to magnetic card locks. RFID locks and encoders do not require any cleaning.**

RESET LOCK CLOCKS

We recommend that you update the locks' clocks once a year. After one year since the last clock update, the locks will begin displaying simultaneous Red and Green lights. **Note: Properties with Messenger LENS do not need to manually update their lock clocks. This is done automatically over the air.**

CLEAN ENCODERS*

The encoders should be cleaned once a week or any time an encoder begins rejecting an excessive amount of keycards. **Note: Only applies to magnetic card locks. RFID locks and encoders do not require any cleaning.**

***NOTE:** The locks and encoders should only be cleaned with the cleaning fluid and keycards provided by SAFLOK.