one step forward

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Electrical lock troubleshooting

When the Guest Card doesn´t unlock

Try open with the Master Card

The Master Card can unlock

Try opening with the Guest Card

1	If the LED flashes red and blue, the death blot is closed or if it is a latch system malfunction.	Check the death bolt or its system
2	The card is not updated if you hear 2 short "tick" and the LED flashes red 2 times	Reconfigure the Guest and Clock Card to set the lock time and date.
3	When the Guest Card is swiped and you hear 3 short "tick" and the LED flashes 3 times red it means that the password are incorrect.	Reconfigure the Guest Card or change the room password. (Make sure that your computer clock is correct. Pass the room password room to adjust the lock.)
4	When the Guest Card is swiped and the card number doesn´t match with the lock, you hear 4 short "tick" and the LED flashes 4 times red.	Reconfigure the Guest Card or change the room password. (Make sure that your computer clock is correct. Pass the room password room to adjust the lock.)
5	When the Guest Card is swiped and you hear 6 short "tick" and the LED flashes 5 times red, the card is now in black list.	Re-issuethe Guest Card.
6	When the Guest Card is swiped and you hear 6 short "tick" and the LED flashes 6 times red, the card was stopped by the black list card.	Cancel the card from black list.
7	When the Guest Card is swiped and you hear 7 short "tick" and the LED flashes 7 times red, the clock of the lock contains errors.	Swip the Clock Card to update de lock.
8	When the Guest Card is swiped and you hear 8 short "tick" and the LED flashes 8 times red, the lock contains errors.	Issue Clear Card to reset the lock and make a new initialization card to install the information again.

The Master Card cannot unlock

When the card is swiped and no sound or light signal appears.

2 long "tick" when card is swiped	Low battery or inserted incorrectly	Check the position or replace the battery.
When card is swiped, the LED flashes 1 time red and no sound comes up.	The lock is not set up	Issue the initialization card to install the information in the lock
When card is swiped, the LED flashes 4 times red and sounds 4 short "tick"	The lock have an error.	Issue Clear Card to reset the lock a issue the initialization card to install the information in the lock
When the Master Card is swiped and no sound or light signal appears.	Electrical circuit problem.	Change the electrical circuit plate and then issue itinitialization card to install the information in the lock
The LED flashes blue and 1 short "tick" appear and the lock continues locked.	Cable are not correctly connected.	Check and connect the cables.
Check or replace the batteries.	Batteries are empty.	The Master Card continues not to open the lock.
Master Card continues not to open the lock.	Electrical circuit problem	Change the electrical circuit and then itinitialization card to install the information in the lock
Check the motor and the pin.	The motor is locked.	The Master Card continues not to open the lock.