

HLS9000 MULTIPOINT SWING DOOR: DEAD BOLT LOCKED

Generally the issue is there is back pressure on the dead bolt. The house has shifted the insulation has expanded or been packed in, the trim staples, or a shim has slid down. The dead bolt is strong enough to push into the lock position but the back pressure is not allowing the cam to now pull it back.

Does the cylinder operate or is this also stuck?

Probable Cause: 90° cylinder stuck just past stop (forced)

Solution: Reset cylinder. See 90° installation.

When the handle was lifted up did the panel shift up? (Only applies to doors with shoot bolts.

Probable Cause: Shoot bolt bottoming out and lifting the panel so the hardware travels enough to lock.

Solution: Release the pressure. Shim the lock side up or pry up the door and try to operate the cylinder to pull the dead bolt back. (Be careful not to cause damage to the door or sill with the tools being used)

Dead bolt will not retract and above issues is not the cause.

Probable Cause: Back pressure on the dead bolt.

Solution: Release the pressure in one of the following ways.

After each step try turning the thumb turn to retract the dead bolt.

- A. Push on panel towards weather stripping to relieve possible binding from the side. (Strike edge, staples, folded dust cap, or debris)
- B. Use a putty knife between door and strike, try to move deadbolt out towards the frame and then turn cylinder knob quickly to see if it retracts back in.
- C. Using a small pry bar put the heel of the bar on the strike and the toe on the faceplate of the gear. Try to move the door to move the hardware away from the

backpressure. (Always be mindful of the leverage you are applying not to crack the sash or frame. Keep the bar on the door hardware)

D. Remove hinge pins (Inswing), if possible, and remove door or use pry bar to move door to hinge side to release the pressure.

E. If you have a double door with the inactive panel having multipoint and the active panel does not have shoot bolts you can unlock the inactive panel and slowly pull the doors in. When the dead bolt catches on the strike push back in slightly and operate the dead bolt.



- Last option: drill out. [Separate document available]