



Cardlock by BeLine

Application Note: Mortise Starting Position

Issue:

The electronic lock reacts to a valid card presented to the lock by flashing a green light. A noise from the mortise can be heard but when the handle is turned the door does not engage with the mortise to unlock the door.

Signs:

1. Green light but when the handle is turned the door does not unlock.
2. The handle feels no resistance from the mortise and it's too easy to turn.

Solution:

- The mortise is not in the correct starting position (“Home Position”) with the handle. To correct this, perform the following steps:
 1. Remove the outside (reader side) of the door lock body while keeping all wire connections in tact.
 2. Insert by hand the square shaft connecting the handle to the mortise into the mortise only. Remember you are working on the card reader side of the mortise.



3. Turn by hand the square shaft a quarter turn in the clockwise direction.
4. Assemble the lock.
5. Insert a card and make sure a green light is displayed.
6. Confirm that the handle engages with the mortise. If the handles still does not engage with the mortise to unlock the door, go back to step 1 and perform the sequence again.

Note:

- When inserting the square shaft into the mortise the grooved side goes into the mortise and the smooth side into the lock handle.
- The spring inside the handle should be in good condition to consistently apply a force to keep the shaft inside the mortise.
- The square shaft should be able to slide in and out freely when inside the handle.