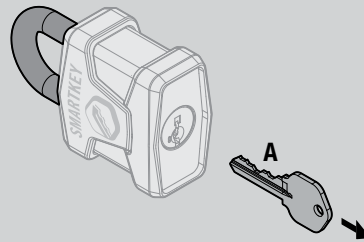


Problem

1

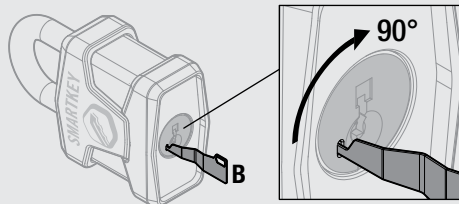
The shackle was closed during the re-keying procedure after the old key was removed from the padlock.



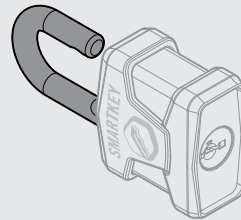
Solution

1a

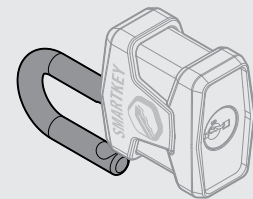
DO NOT insert a key! Insert "B" into the SmartKey hole and turn the cylinder 90°.



The shackle will open.
DO NOT insert a key.

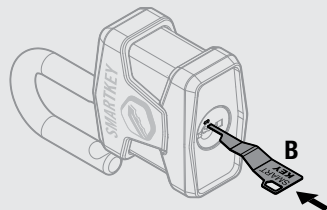


Rotate shackle.

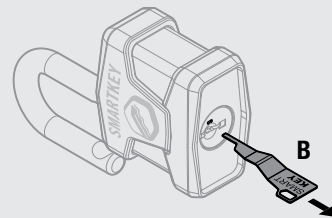


1b

Insert "B" **fully and firmly** into the SmartKey hole. You may feel the tool click inside the lock.

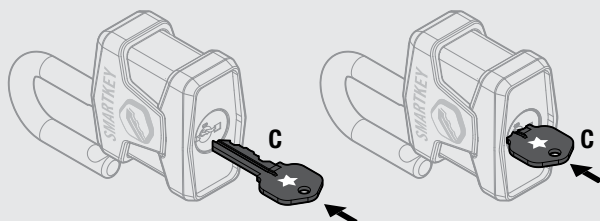


Remove "B".

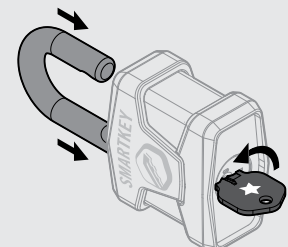


1c

FULLY insert new key.



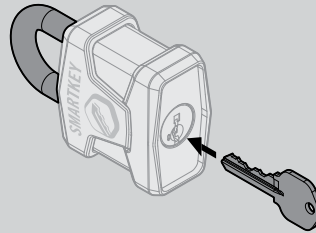
Close shackle. The key will automatically rotate back to the home position. The lock has been successfully re-keyed.



Problem

2

The shackle was closed during the re-keying procedure after the old key was removed from the padlock, and a key was inserted into the cylinder.



Solution

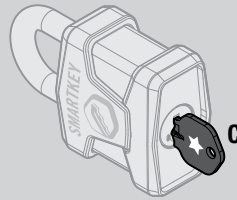
2a

The padlock is unusable and you will need to use a new padlock.

Problem

3

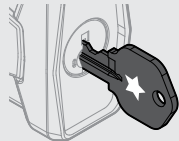
The new key will not turn in the cylinder even after the lock was successfully rekeyed.



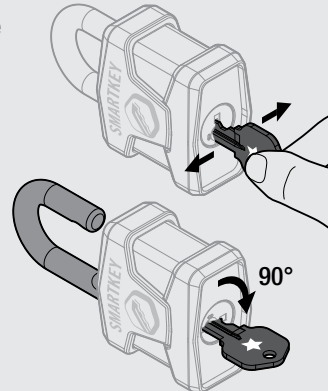
Solution

3a

If the new key was not **FULLY** inserted during the re-keying procedure, then the cylinder has been misprogrammed to operate with the key only partially inserted.



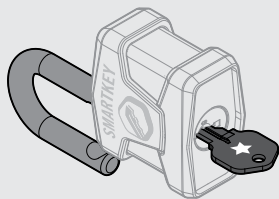
Slowly pull the key out of the cylinder while gently jiggling it to find the depth at which it was programmed. If successful, turn key 90°, and shackle will open.



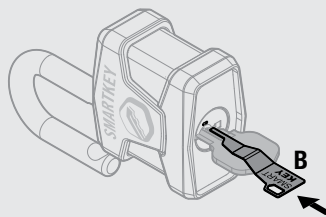
Note: If you cannot find the depth at which the key was programmed, the padlock will remain unusable and you will need to use a new padlock.

3b

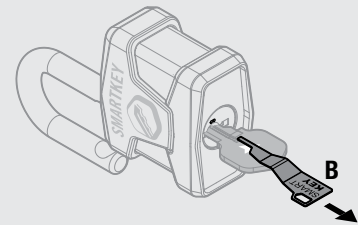
Rotate shackle.



Insert "B" **fully and firmly** into the Smartkey hole. You may feel the tool click inside the lock.

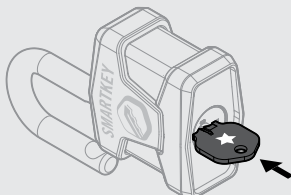


Remove "B".



3c

Push the key all the way into the cylinder.



Close shackle. The key will automatically rotate back to the home position. The lock has been successfully re-keyed to the proper key depth.

