



## FAQs - COMBI-CAM DIAL CAM LOCKS

### 1. I just bought my Combi-Cam and the lock will not turn at all zeros.

The lock will always come from the factory set to all zeros. A common mistake when people go to test the lock is that they grab the combination head with one hand and the cam (arm in back) with the other. Since these two turn together when unlocked, of course the lock will not turn when holding on to both. Instead, grab the flat sides of the threaded cylinder between finger and thumb. Now turn the head.

### 2. Why can I not see the reset button to recombine my lock?

During installation or when taking it apart, you rotated the inside cylinder. Remove the screw, lock washer, cam and stop cam. Rotate the cylinder 180 degrees until you see the reset button and then reassemble.

### 3. I set my combination and am now locked out.

See below the two most common mistakes that happen and how to resolve.

- (1) When setting the combination you briefly let up on the reset button while rolling the dials. Everything afterward will be 0 when you release the button. Example: setting code to 1-5-4 and you let go of button after the first dial and you roll the second dial at all prior to pushing the button again, you will end up with 100. Try 1-5-0 as well. Less common is letting up on the reset button in the middle of rolling up one dial. Try 150,140,130,120,110 and 153,152,151.
- (2) As you set the dials you accidentally roll one up to the left that you already set. Instead of 1-2-3 you end up with a combination of 223. Test each dial up one and down one for 6 possible combinations. Two dials off, etc. becomes too many combinations to try.

### 4. What if I don't want Combi-Cam users to be able to change the combination?

In some cases, installers of the Combi-Cam may not want the users to be able to easily change their own combination. To make the Combi-Cam less likely to be changed, you can hide the reset button from the user, follow the below instructions:

- (1) Go ahead and set Combi-Cam to the desired combination.
- (2) Remove the cam assembly (Screw & Washer, the Cam, and the Stop Cam).
- (3) With the reset button in view, rotate the cylinder 180 degrees.
- (4) Replace the cam assembly (Screw & Washer, the Cam, and the Stop Cam).
- (5) Now when the cam rotates 90 degrees, the reset button is no longer visible or accessible.

**4. How do I change the combination?**

The Combi-Cam combination is very easy to change and requires no special tools. Just follow the directions below:

- (1) Have the combination set on the current opening combination (factory default is all zeroes).
- (2) Use a paper clip to push the reset button in and leave it pushed in while resetting the dial numbers. (Do not let go of the reset button while you are setting your combination or it will be set to the combination on the dial when you let go of the button).
- (3) After you have changed the numbers to your desired combination, let go of the button. Your new combination is now set.

**5. I push in the reset button, but it does not change the combination.**

One of two things are happening:

- (1) You did not keep the reset button pushed in the entire time you were setting the combination.
- (2) You did not start with the correct number that unlocks the Combi-Cam. Before you can reset the combination, the number dials must be on the correct opening combination before resetting it. If you do not have the correct opening combination set on your Combi-Cam, you may still be able to push the reset button in but it will not change the combination.

**6. What can I do if I forget my combination?**

If the lock is installed and the cabinet door or drawer is closed, you will need a locksmith (just as you would if you lost the key). If the lock is not installed, you are better off buying a new one to replace it. There are no special opening codes for the combination if you have forgotten or lost your code.

**7. What is the warranty on the Combi-Cam?**

The Combi-Cam has a one year warranty against manufacturing defects. This does not cover user error while resetting the combination or lost/forgotten combinations.