

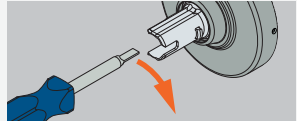

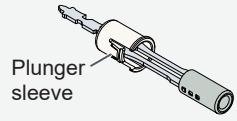
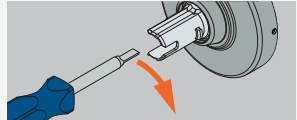




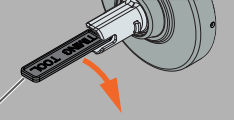

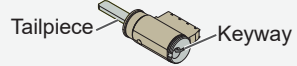
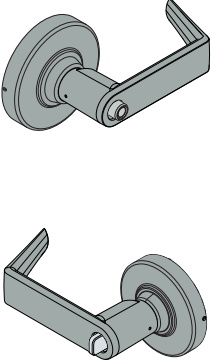
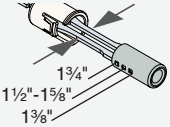
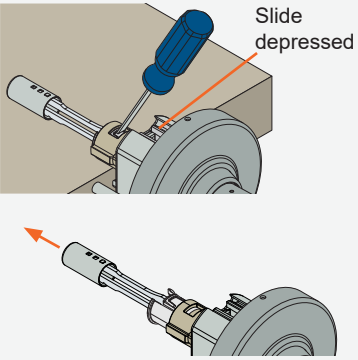

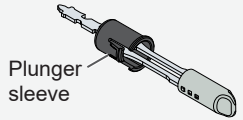
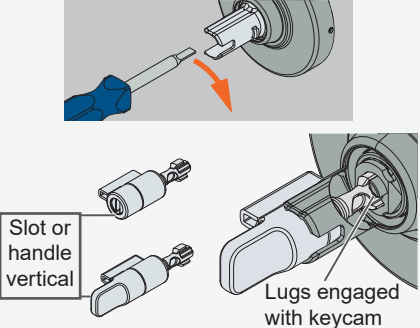
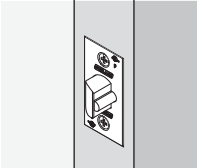

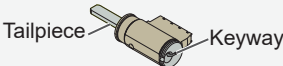
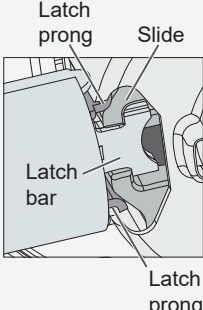
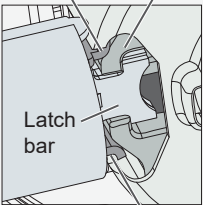
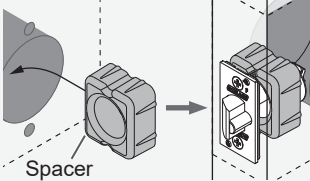


ALX Series Troubleshooting Guide

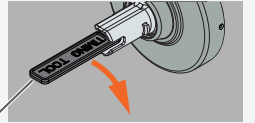
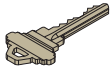


Category	Functions	Problem	Possible Cause(s)	Solutions		
Locked or unlocked  	ALX10	Door is locked and should be unlocked.	<ul style="list-style-type: none"> • Keycam plug is in locked position • Locking lug is held in locked position 	Remove the outside lever. Use a screwdriver to rotate the keycam plug clockwise until it stops. Then, reinstall the lever. Remove the inside lever. Check for and remove any obstruction. Make sure the 80 function plunger (shown) is not installed by mistake.	 	
	ALX40, ALXV40 ALX44, ALXV44	Outside lever does not unlock with outside emergency turn or inside lever.	<ul style="list-style-type: none"> • Incorrect plunger sleeve is installed. 	Check the plunger sleeve. The correct plunger sleeve is white.		
	ALX50, ALXV50	Outside lever does not unlock with key or inside lever.				
	ALX50, ALXV50 ALX53, ALXV53		Outside lever is locked when inside button is in unlocked position.	<ul style="list-style-type: none"> • Keycam plug is in locked position. 	Remove the outside lever. Use a screwdriver to rotate the keycam plug clockwise until it stops. Then, reinstall the lever.	
	ALX40, ALXV40 ALX44, ALXV44	ALX50, ALXV50 ALX53, ALXV53	Outside lever does not lock.	<ul style="list-style-type: none"> • Plunger assembly is not properly seated. 	Check that the plunger assembly is seated properly and snapped into place.	
	ALX80, ALXV80		Outside lever is unlocked and should be locked.	<ul style="list-style-type: none"> • Plunger is not installed. • Plunger is not properly seated. 	Check that the 80 function plunger (shown) is installed. Check that the plunger assembly is seated properly and snapped into place.	 
	ALX70, ALXV70		Key only retracts latch and does not lock.	<ul style="list-style-type: none"> • Incorrect tailpiece is installed. • Incorrect cylinder timing. 	Check that the correct tailpiece (70 function, shown) is installed. Remove the cylinder. Follow instructions to time the cylinder with 70 function timing tool (ALX Instructions , page 8). Then, install lever and cylinder.	 
	ALXV50		Lock unlocks when outside lever is rotated clockwise.	<ul style="list-style-type: none"> • Incorrect tailpiece is installed. 	Check that the correct tailpiece is installed.	
	ALXV53		Lock unlocks when outside lever is rotated clockwise with button pushed but not turned.	<ul style="list-style-type: none"> • Tailpiece is installed incorrectly. 	Remove the tailpiece. Then, reassemble the tailpiece parallel to the keyway.	

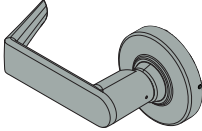


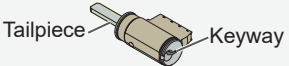
Category	Functions		Problem	Possible Cause(s)	Solutions
Inside button or outside emergency turn 	ALX40, ALXV40 ALX44, ALXV44	ALX50, ALXV50 ALX53, ALXV53	Push button or push-turn button is too short or too long.	<ul style="list-style-type: none"> The button is not correctly adjusted for door thickness. 	Check that the button is properly adjusted for door thickness. Refer to instructions for details. 
	ALX40, ALXV40 ALX44, ALXV44 ALX50, ALXV50 ALX53, ALXV53	Difficult to remove inside button/plunger assembly.	<ul style="list-style-type: none"> Plunger bar may prevent the plastic tab from being depressed. 	Push the button to locked position. Place the chassis assembly on a table as shown. Push in and hold the slide to release the plunger. Then, push in the plastic tab with a flat screwdriver. Holding slide and tab down, remove the button/plunger assembly. 	
	ALX50, ALXV50 ALX53, ALXV53	Push button does not push in to locked position.	<ul style="list-style-type: none"> Incorrect tailpiece is installed. 	Check that the correct tailpiece is installed. 	
	ALX53, ALXV53	Push-turn button does not push in and turn to engage always locked position.	<ul style="list-style-type: none"> Incorrect plunger sleeve is installed. 	Check the plunger sleeve. The correct sleeve is black for ALX53 and ALXV53 functions. 	
	ALX40, ALXV40 ALX44, ALXV44	Difficult to install outside emergency turn assembly.	<ul style="list-style-type: none"> Keycam driver is not rotated fully clockwise. Lugs on turn assembly are not aligned with the keycam driver. 	Rotate the keycam driver fully clockwise before installing the turn assembly. Check that the slot or turn handle is vertical and that lugs are correctly engaged with the keycam driver. 	

Category	Functions	Problem	Possible Cause(s)	Solutions	
Latch retraction 	ALXV80	Latch retracts with the door locked when the outside lever is rotated clockwise.	<ul style="list-style-type: none"> • Incorrect tailpiece is installed. • Tailpiece is installed incorrectly. 	Check that the correct tailpiece is installed. Remove the tailpiece. Reassemble the tailpiece parallel to keyway.	 
	ALX50, ALXV50 ALX53, ALXV53 ALX70, ALXV70 ALX80, ALXV80	Dead latch does not work or works intermittently.	<ul style="list-style-type: none"> • Door preparation is incorrect. • The latch is not properly engaged with the chassis. 	Check door preparation with the template. (Follow the link for door templates if needed.) Check that the latch is properly engaged with the chassis (shown).	Door preparation templates index 
	ALX40, ALXV40 ALX44, ALXV44 ALX50, ALXV50 ALX53, ALXV53 ALX70, ALXV70 ALX80, ALXV80	Latch does not extend completely. OR Latch does not retract completely.	<ul style="list-style-type: none"> • The latch backset is incorrect. • The latch is not properly engaged with the chassis. 	Check that the latch backset matches the backset on the door. Check that the latch is properly engaged with the chassis.	
	Latch does not retract at all.	Latch does not retract at all.	<ul style="list-style-type: none"> • In hollow metal door applications, the latch is likely fishtailing. 	Use hollow metal door spacer (part number 24483760).	

Category	Functions	Problem	Possible Cause(s)	Solutions
Latch installation	ALX10 ALX40, ALXV40 ALX44, ALXV44 ALX50, ALXV50 ALX53, ALXV53 ALX70, ALXV70 ALX80, ALXV80	The latch is difficult to install due to screw retainers.	<ul style="list-style-type: none"> The latch is not pushed flush to the door before driving screws. 	Align screws with holes, then push the latch flush with the door and drive the screws.
Key operation	ALX50, ALXV50 ALX53, ALXV53 ALX80, ALXV80	Key cannot be removed from the cylinder after lever installation.	<ul style="list-style-type: none"> Key was rotated incorrectly (counterclockwise) during lever installation. 	Remove the lever and reinstall with the key rotated 90° clockwise.
		ALX70, ALXV70	<p>Key cannot be rotated clockwise after lever installation.</p> <p>Key does not rotate 360° to lock or unlock.</p>	<ul style="list-style-type: none"> Cylinder timed incorrectly. Normal operation is 180° rotation to lock or unlock.



70 function timing tool

Category	Functions	Problem	Possible Cause(s)	Solutions
Lever operation or installation 	ALX40, ALX44, ALX50 ALX53, ALX70, ALX80	Outside lever clutches when locked, is not rigid.	<ul style="list-style-type: none"> The lock is configured for Vandlgard® mode. 	<p>Follow instructions to reconfigure the lock to non-Vandlgard mode. (Follow the links for instructions.)</p> <p>ALX Vandlgard conversion instructions (PDF) ALX Vandlgard conversion (video)</p>
	ALXV40, ALXV44, ALXV50 ALXV53, ALXV70, ALXV80	Outside lever is rigid when locked, does not clutch.	<ul style="list-style-type: none"> The lock is configured for non-Vandlgard mode. 	<p>Follow instructions to reconfigure the lock to Vandlgard mode. (Follow the links for instructions.)</p>
	ALX70, ALXV70	Lever and cylinder cannot be installed (classroom (70) function).	<ul style="list-style-type: none"> Keycam plug is in locked position. 	<p>Remove the inside lever. Check for and remove any obstruction. Make sure the 80 function plunger is not installed by mistake.</p> 
	ALX80, ALXV80	Lever and cylinder cannot be installed (storeroom (80) function).	<ul style="list-style-type: none"> Incorrect tailpiece is installed. (Classroom (70) function tailpiece will interfere with outside lever installation.) 	<p>Check that the correct tailpiece is installed.</p> 
		Outside lever can be removed without rotating the key 90°.	<ul style="list-style-type: none"> Incorrect tailpiece is installed. Tailpiece is installed incorrectly. 	<p>Check that the correct tailpiece is installed.</p> <p>Remove the tailpiece. Reassemble the tailpiece parallel to keyway.</p> 
	ALX10 ALX40, ALXV40 ALX44, ALXV44 ALX50, ALXV50	ALX53, ALXV53 ALX70, ALXV70 ALX80, ALXV80	Lever is difficult to install or cannot be installed.	<ul style="list-style-type: none"> Incorrect tailpiece is installed. (Classroom (70) function tailpiece will interfere with outside lever installation.)
Strike installation		The strike is difficult to install due to screw retainers.	<ul style="list-style-type: none"> The strike is not pushed flush to the door before driving screws. 	<p>Align screws with holes, then push the strike flush with the door and drive the screws.</p>