

## Troubleshooting G-U multi-point door lock systems

When troubleshooting a G-U multi-point locking system, first perform a function check to verify the proper function of the mechanism follow the steps on the next page, in the order shown, for the appropriate system. If a problem is encountered at any point, then check the chart below to identify the cause of the problem. If the door has already been installed perform the function check while the door is open, if possible. If the hardware functions properly while the door is open but not when it is closed then the door may have been installed incorrectly. In this case, please contact the door manufacturer or installer. If any of the following steps do not resolve the problem, please contact G-U Hardware, Inc.

Problem	Corrective action
Lever can't be pressed down.	<ul style="list-style-type: none"> <li>• Check to make sure the mechanism isn't locked.</li> <li>• If extensions are used, ensure that the shipping tab has been sheared.</li> <li>• Look for visible obstructions.</li> </ul>
Locking point(s) don't retract when the lever is pressed down.	<ul style="list-style-type: none"> <li>• If a non-standard backset is used, the driving rods may be incorrectly attached.</li> <li>• If extensions are used, ensure that the shipping tab has been sheared.</li> </ul>
Locking point(s) do not activate when lever is raised (for all systems except Eagle).	<ul style="list-style-type: none"> <li>• If a non-standard backset is used, the driving rods may be incorrectly attached.</li> <li>• Look for visible obstructions/proper strike alignment.</li> </ul>
Lever can't be raised.	<ul style="list-style-type: none"> <li>• If extensions are used, ensure that the shipping tab has been sheared.</li> <li>• Look for visible obstructions.</li> </ul>
Thumb-turn does not turn.	<ul style="list-style-type: none"> <li>• Ensure that all locking points have been extended fully</li> <li>• Check to see if the thumb-turn tailpiece has been properly installed.</li> </ul>
Handle can still be pressed down after thumb-turn is turned.	<ul style="list-style-type: none"> <li>• Ensure that all locking points have been extended fully</li> <li>• Thumb-turn tailpiece may be bent. Replace.</li> </ul>
Deadbolt does not throw full amount.	<ul style="list-style-type: none"> <li>• Look for visible obstructions.</li> <li>• If a non-standard backset is used, the driving rods may be incorrectly attached.</li> </ul>
Latches do not engage fully when trigger is activated (Eagle only).	<ul style="list-style-type: none"> <li>• Latch or trigger may require lubrication.</li> <li>• Check proper alignment of strikes.</li> <li>• Driving rods may be incorrectly attached.</li> <li>• Check for visible obstructions.</li> </ul>

## Function check for G-U multi-point door lock systems

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### **For Eagle systems:**

1. Press the lever down.
  2. Check to see that all locking points have been fully retracted.
  3. Tap the trigger on the top and bottom latches.
  4. Check to see that top and bottom latches are fully extended.
  5. Turn the thumb-turn 90 degrees.
  6. Check to see that the deadbolt is fully extended.
  7. Try to press the lever down. The lever should not move nor should the locking points.
  8. Turn the thumb-turn back 90 degrees.
  9. Press the lever down.
  10. Check to see that all locking points have been fully retracted.
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### **For Hawk systems:**

1. Press the lever down.
  2. Check to see that all locking points have been fully retracted.
  3. Raise the lever.
  4. Check to see that top and bottom latches are fully extended.
  5. Press the lever down.
  6. Check to see that all locking points have been fully retracted.
  7. Turn the thumb-turn 90 degrees.
  8. Check to see that all locking points are fully extended.
  9. Try to press the lever down. The lever should not move nor should the locking points.
  10. Turn the thumb-turn back 90 degrees.
  11. Press the lever down.
  12. Check to see that all locking points have been fully retracted.
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### **For all other systems:**

1. Press the lever down.
2. Check to see that all locking points have been fully retracted.
3. Raise the lever.
4. Check to see that all locking points are fully extended.
5. Turn the thumb-turn 90 degrees.
6. Try to press the lever down. The lever should not move nor should the locking points.
7. Turn the thumb-turn back 90 degrees.
8. Press the lever down.
9. Check to see that all locking points have been fully retracted.