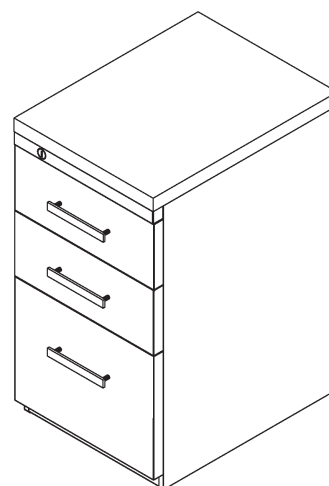
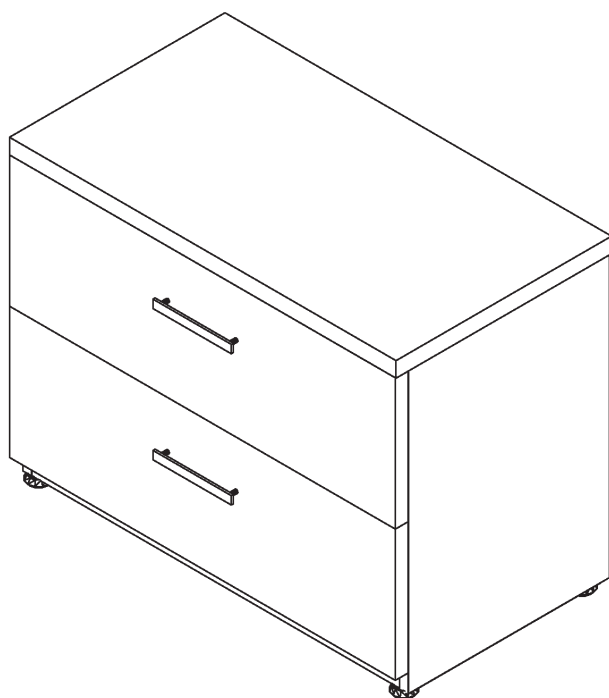




**TROUBLESHOOTING  
MANUAL**

# METAL LOCKING MECHANISM TROUBLESHOOTING GUIDE



**FRÍANT**

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# GENERAL




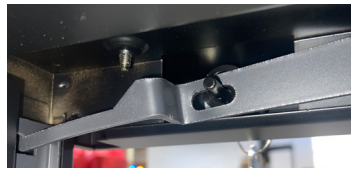
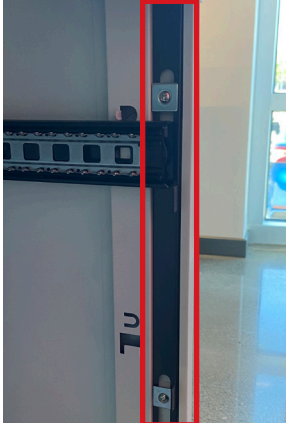

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Before proceeding with any of the troubleshooting steps in this guide, please make sure of the following:

- Do not force drawers shut or open, as this can cause damage to the internal mechanisms of the storage unit
- If the drawer does not close properly, slide the drawer out and make sure it's aligned and unobstructed.
- Remove all contents from the drawers before removing or installing.
- For lateral files, make sure the cabinet is properly leveled; the front glides must be 1/8th" of an inch higher than the back glides.
- When using a change key, note that the key itself does not turn. Push the key all the way in the lock, then pull it back out. The lock core will stay attached to the change key; it will slide out of the housing with the change key when it is removed.
- If the change key slides out without the lock core, verify that the correct change key is being used.

# GLOSSARY

Refer to this diagram if definitions and examples are needed for locking mechanism parts

Image	Part Name	Part Description
	Lock bar pin	<ul style="list-style-type: none"> <li>Aligns the drawer slide to the lock bar on a lateral storage unit</li> <li>Is not present on a pedestal</li> </ul>
	Inner rail	<ul style="list-style-type: none"> <li>Attached to the drawer</li> <li>Allows the drawer to slide along the suspension rails</li> </ul>
	Outer rail	<ul style="list-style-type: none"> <li>Attached to the storage unit</li> </ul>
	Actuator	<ul style="list-style-type: none"> <li>Lifts the lock bar when the key is turned.</li> </ul>
	Lock bar	<ul style="list-style-type: none"> <li>Allows the lock to turn</li> <li>Interacts with the actuator to lock the storage unit</li> </ul>
	Lock Bar Retainer	<ul style="list-style-type: none"> <li>Secures the lock bar to the storage unit</li> <li>If tightened too tightly, the lock bar will not move</li> </ul>

# CHANGE KEY TUTORIAL

The change key is not a key in the traditional sense. It functions as a hook to remove the lock core.

1. Insert the change key into the lock core. The change key will click when its fully engaged.



*Lock core not engaged*



*Lock core engaged*

2. Pull the change key out. If the change key is fitted properly, the lock core will come out with it.



3. Remove the change key and insert it into the new lock core. The key will click in place when it's inserted correctly.



4. Insert the change key and new lock core into the housing. Remove the change key while keeping the lock core still.



# HOW TO REMOVE AND REPLACE A DRAWER

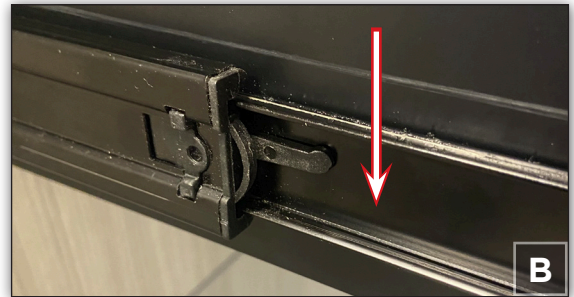
It's recommended to remove all contents of the drawer and lock any casters before proceeding.

## METHOD #1: REMOVING THE DRAWER AND SLIDE FROM THE SUSPENSION RAILS

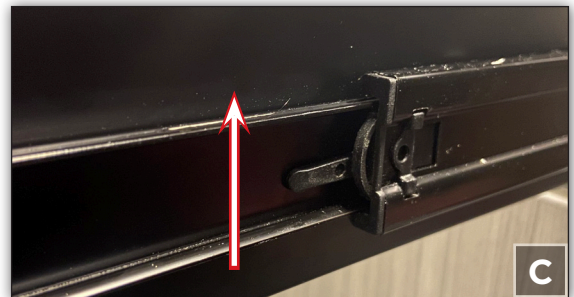
1. Slide the drawer all the way out. **IMAGE A**



2. Lift the levers on both sides of the drawer and carefully pull the drawer out until it's free from the rails.
  - a. The left-hand lever goes down, and the right-hand lever goes up. **IMAGE B & C**



*Left-hand Lever*



*Right-hand Lever*

# HOW TO REMOVE AND REPLACE A DRAWER

## RE-INSTALLATION

1. To reinstall, pull the suspension rails all the way out so the ball bearings are fully extended. **IMAGE A**
2. Carefully mount the drawer on both rails evenly. **IMAGE B**
3. Push the drawer back in the unit and listen for a click. This indicates the levers are locked back in place.
  - a. Test the drawer's operation by opening and closing it several times.





# HOW TO REMOVE AND REPLACE A DRAWER

It's recommended to remove all contents of the drawer and lock any casters before proceeding.

## METHOD #2: REMOVING THE DRAWER FROM THE SLIDE

1. Slide the drawer all the way out. **IMAGE A**

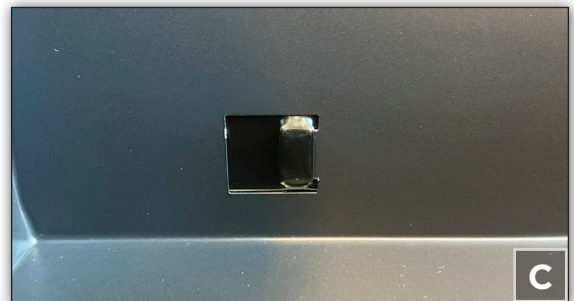


2. Remove the two screws securing the drawer to the slide. **IMAGE B**



*Remove the screw and pull drawer up*

3. Lift the drawer from the holding tabs on both sides. **IMAGE B, C**
  - a. The drawer must be pulled up to release the front tab, and pulled forward to release the back tab.



*Pull drawer forward*

## RE-INSTALLATION

1. To reinstall, the drawer must be placed back on the tabs simultaneously.
2. Re-secure the drawer with the screws.



# LATERAL FILE TROUBLESHOOTING

## THE DRAWER WILL NOT CLOSE

**Reason:** The lock bar pin is not aligned with the cabinets rail channel.

**Cause:** This happens when the drawers are taken out, usually for ganging purposes or counterweight attachment. The lock bar pin will drop when the drawer is removed, and will block the suspension rail from closing the drawer properly.



**Solution:** Slide the drawer out all the way. Lift the lock bar pin and slide the drawer back until the pin rests inside the channel.



**NOTE:** If the drawer is repeatedly closed or slammed shut, the locking pin channel will bend out of place. This can be corrected by bending the channel back in place with a pair of pliers

# PEDESTAL TROUBLESHOOTING

## THE DRAWERS ARE JAMMED

**Reason #1:** There's an obstruction in the space behind the pedestal drawer.

**Cause:** This can happen if the drawers are overloaded, or if something solid falls in the gap behind the drawers.

**Solution:** Pull the drawer out and remove the obstruction.



**Reason #2:** The drawer rails are misaligned.

**Cause:** The suspension rails were not pulled forward when re-installing the drawers.

**Solution:** Remove the drawer and roll both slides out all the way. Secure the drawer slides onto the rails, then push the drawer all the way back in place.



**NOTE:** If the drawer is slammed shut, the ball bearings will pop out of place. This is addressed on page 12.



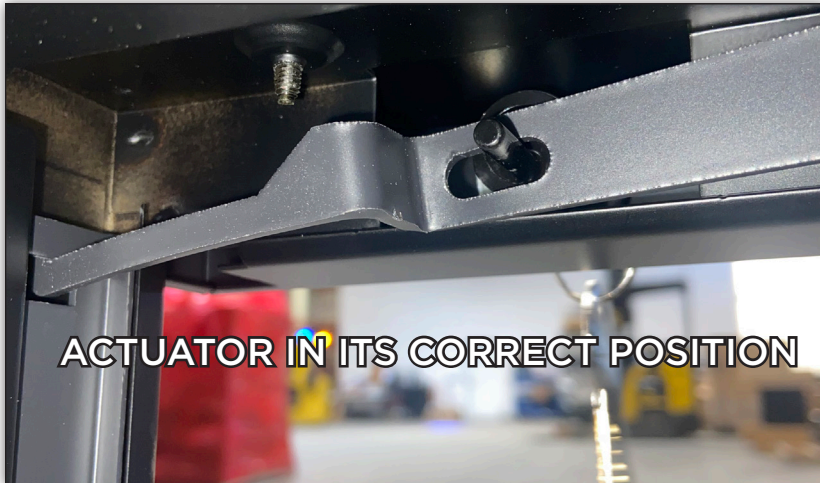
# PEDESTAL TROUBLESHOOTING

## THE LOCK WILL NOT TURN

**Reason #1:** The actuator is bent.

**Cause:** The actuator can bend over time due to obstructions of the rails.

**Solution:** Remove the top drawer and bend the actuator back in place with a set of pliers.




**Reason #2:** The lock bar retainer screw is too tight.

**Cause:** If the lock bar is replaced, the retainer screw holding it in place can be tightened down too far.

**Solution:** Remove the drawers and loosen the screw so that the lock bar can move up and down freely.



 **NOTE:** The lock bar should be loose enough to gently lift with your finger.

# PEDESTAL TROUBLESHOOTING

## THE BALL BEARINGS HAVE FALLEN OUT

**Reason:** The drawer was forced closed with the outer rail in the incorrect position.

**Cause:** This happens when a drawer is taken out during install or moving. The ball bearings must be pulled forward on the rails.



**Solution:** It's possible to bend the ball bearing rings back in place, since they're made of thin sheet metal, but we recommend replacing the outer rail instead, out of convenience.

