

A grey shield-shaped logo with a white border. Inside the shield, the word "SHIELD" is written in large, bold, white capital letters, and the words "SECURITY DOORS" are written in smaller, white capital letters below it.

SHIELD
SECURITY DOORS

Maintenance Catalogue

Defenders

The most common problem with defenders is dirt and dust accumulating inside the defender, making it almost impossible to turn the key. A simple way of checking this is locking and unlocking the door from the inside using the thumb turn. If the door operates normally from the inside but you are unable to lock or unlock using the key, then the defender should be removed and lubricated (see defender installation instructions for Mottura and FIAM locks).



Alignment

It's common for doors to sag after a few years of use. Shield recommends that doors be raised slightly above center line during installation so as to mitigate any sagging over time. However, should sagging occur and effect the alignment of the bolts into the frame, the door should be raised using the adjustable hinges to correct this issue. You can add lubricant freely around the tip of a bolt if locking is rough.

Clean bolt holes regularly, especially in the door step. Debris can cause damage.

control (fob, keypad, biometrics, etc.). If the lock works normally with the electronic access control, then the problem is likely with the cylinder or defender, not the lock.

If the electronics aren't working, it may be necessary to remove the lock from the door and check the electrical connections at the back of the lock. Also ensure that there is adequate voltage reaching the door.

For issues related to programming the lock, please see the programming guide.

Wiring condition in the transfer hinge should be examined annually. If any wear is present, apply electrical tape.

Keys and Cylinders

Mul-T-Lock keys must be kept clean and retain a straight blade. Do not use keys for anything other than their intended purpose. Transponders, electronic keys, and other electronic components must be kept free of dirt, moisture, and debris. If keys come in contact with liquid, allow them to dry before inserting in the lock.



In a master key system, keys must be properly marked for their intended locks and only used on those locks.

Cylinders must be installed correctly to avoid unnecessary friction. Do not paint cylinders or allow them to come in contact with other chemicals. Consult the cylinder and defender installation instructions for more information.

Cylinders must be kept free of dirt and dust. If installing in a new construction site, painters tape should be used to cover them.

