



Problem	Inspection	Cause	Solution	Covered?
Panic Release on Exterior of House	Is it an outswinging door?	<b>YES.</b> If an inswing lock is used on an outswinging door it can be opened from the exterior.	See panic release rehanding instructions.	No
	<b>NO.</b> Does it open from both sides when the thumb turn is in the locked position?	<b>YES.</b> Faulty panic arm.	Send new exterior panic arm.	Yes
Panic release tight or doesn't function	Is the inside handle hard to operate when the thumb turn is in the locked position?	<b>YES.</b> Misaligned interior & exterior handle set parts.	See step #3 on System Check	No
	Does the active handle sag below horizontal line?	<b>YES (1).</b> Misaligned interior & exterior handle set parts.	See step #3 on System Check	No
		<b>YES (2).</b> Spring friction is too high <b>YES (3).</b> Replace the spring	Lubricate bushing/ spring mechanism with silicone spray See spring replacement instructions and Order spring from a local distributor or Endura	No Yes
Can't engage the lock/lock the door	Is the door installed square and plumb w/ proper margins? Do latches line up with the strike plates?	<b>NO.</b> Door installed (and/or assembled) incorrectly.	Door installation needs to be re-adjusted.	No
	<b>YES.</b> Lock the system with the door open. Can you compress the bolts?	<b>YES.</b> Fabrication issue.	Contact prehanger for inspection and repair	No
Door locks, but functions tight	<b>NO.</b> Does the lock operate properly when out of the door? (lock needs to be taken out of the door)	<b>NO.</b> If the offset connectors are not equidistant from the lock modules, the lock is not timed properly.	Replace the lock.	Yes
	<b>YES.</b> Can the thumb turn be operated at all when door open?	<b>YES.</b> Can the thumb turn be operated at all when door open?	Check strike prep: must be 1" deep in all locations for 3-pt and 5-pt & 3020. Is there anything blocking movement (debris or a nail through the dust box)? If so, clean out.	No
		<b>NO.</b> If the three latches do not project 1/2", use silicone spray about bolts and compress several times. Do they pop out? <b>NO.</b> The conical latch spring may be broken	Repair or replace the lock.	Yes
Door locks, but functions tight	Is the door/ lock out of position ?	<b>YES (1).</b> Too much WS Compression.	Replace weatherstrip with the appropriate profile; inspect rollers for flat spots and lubricate roller assembly with Silicone spray.	No
		<b>YES (2).</b> Door Bowed.	Replace door or adjust strike location slightly; inspect rollers for flat spots and lubricate roller assembly with Silicone spray.	No
		<b>YES (3).</b> Strikes not positioned carefully.	Adjust strike location slightly; inspect rollers for flat spots and lubricate roller assembly with Silicone spray.	No
		<b>NO.</b> Rollers may have flat spots or need lubrication.	Inspect rollers for flat spots and lubricate the roller assembly with silicone spray	No



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Play in door panel	Is the door/ lock properly aligned with strikes? Are the (2) strike mounting screws in the same plane as the c/l of the Trilennium lock?	<b>No.</b> Strikes not positioned properly	Adjust strike location.	No.
Entry grip won't withdraw latches fully.	Check if interior functions fine, exterior won't allow door to open.	<b>Yes.</b> Damaged torque body.	Request a torque converter field service kit from the distributor	Yes.
Door "crashes" when latches hit the strike plates	Does pushing the lever down allow for proper operation?	Yes (1). Beveled face of bolt needs lubrication.	Apply a film of Vaseline or white grease to the beveled face of the bolt tips; Apply a dab and wipe off, do not leave a glob, only a film is needed.	
		Yes (2). Check if proper lock installed in the door (inswing vs. reverse)	If incorrect lock installed, request a new lock from the distributor	No.
Cannot open the door.	Does the other side operate the lock?	Is the spindle broken? Yes.	Replace with a new spindle; remove trim and replace the spindle	Yes for the original owner for the first 10 yrs
		Is the spindle broken? No. Inspect the link arm for damages (Remove lock from door, remove rehanging covers)	If link arm broken, replace with a new lock	Yes for the original owner for the first 10 yrs



PERFORMANCE STANDARD

8817 W. Market St., Colfax, NC 27235  
**1.800.334.2006** www.enduraproducts.com