

PanoLock latch "spring-back" Issue

Lately we've encountered an issue with the PanoLock latch. When retracted, it is not springing back to latch the door. This issue happens mostly when paired with a grip handle. The problem lies with a weak spring inside the PanoLock and excessive drag within the PanoLock.

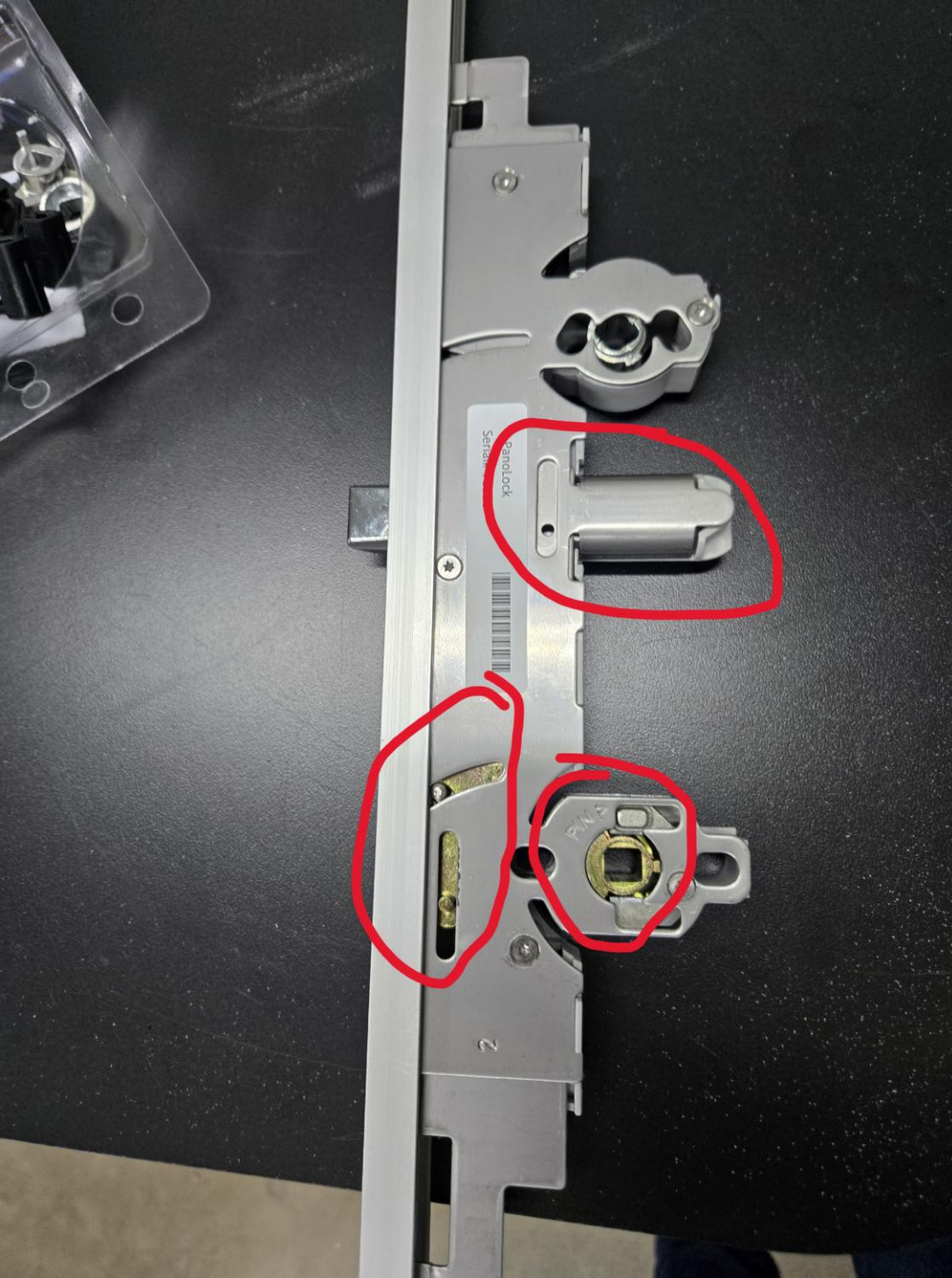
Endura has fixed the issue, so all future PanoLock lock bodies sent out will have this issue resolved.

ProVia has found a solution to help installers fix these issues in the field to get their current PanoLock functioning. Installers can use these steps to hopefully get the hardware working. Alternatively, we can re-order a new mechanical assembly as all new mechanical assemblies will be correct.

The following slides can be sent to installers. These steps usually get the hardware operating correctly, but if an installer is having a hard time, feel free to put them in contact with Installation Support.



Remove the mechanical assembly from the edge of the door. Locate the small adjuster screw below the latch and turn it counter-clockwise as far as it will go.

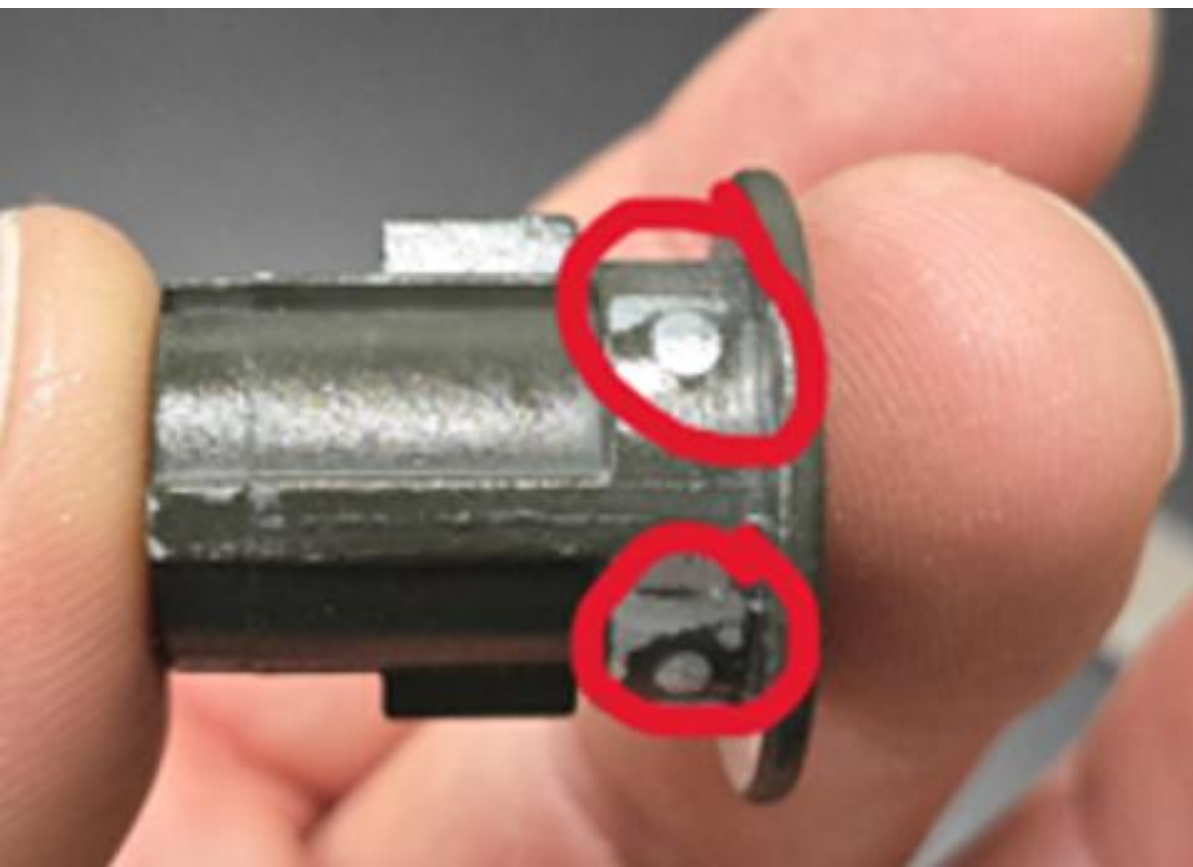


Using a dry lube or silicon lube, thoroughly lubricate the area in and around the latch and the latch insert as shown in the attached photo.

If you are using Emtek hardware, take the latch insert and file it down as shown in the photo. The Emtek insert just has one spot that needs filed.



If you are using Schlage hardware, take the latch insert and file it down as shown in the photos. The Schlage insert needs filed down in multiple areas.





A customer can also file the plastic hole in the lock body itself where the insert snaps in to further reduce drag and help get the hardware working. It is recommend to use a rounded or rat-tail file to do this in the field.