

Keynotes

January 2007

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- Provides liability coverage for those vehicles you rent, hire or borrow for business use.
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presidential viewpoint



Dear Members,

Happy New Year !

How many of us have wished that we had a fresh start, a do-over? Yet, in a manner of speaking, every New Year gives us the perfect opportunity to do just that. We make resolutions in the hope of improving our lives and, if we seriously pursue those promises to ourselves, our situations do improve.

I have resolved, for many years now, that communication in our industry must improve. I have reiterated through my presidential messages and addresses to many associations and chapters, the significance of our communications. It is the key to our success as local associations, chapters and ALOA. Communication is the thread that runs through and binds our professional lives and our industry. To that end, I am suggesting a New Year's resolution that you may want to make your own.

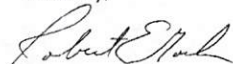
It only takes one person to start the process. Is your local, state, or regional association an affiliate of ALOA? The Affiliate Program is a "sharing communication program" to allow ALOA to help keep all locksmiths apprised of every local, state, national and international event. It is information that you and all of your professional peers need to have. So, if your other associations are not members of the program, why not inquire about becoming an Affiliate and get the necessary information? If you have questions, contact your regional director. It only takes your resolve to bring a world of information to your doorstep. There is strength in numbers. If we all work together, we can create a more secure locksmithing future for tomorrow through communication.

Speaking of communication, my trip to Seoul, Korea to visit with our chapter there, was a great success. Thanks to Mr. Shin and the very active membership, they had a great banquet, along with several meetings and educational events. During the general membership meeting, I addressed the chapter and answered questions from the members. This was made possible because I was accompanied by Joe Lee, a former ALOA International Director. He not only helped me with translating, but on the proper protocol both at meetings and social events. I am hoping to write a more detailed article for Keynotes about the chapter and locksmithing in the Far East this year. Thank you, Mr. Shin and all the chapter members for a wonderful experience!

May the New Year bring all our members much health, wealth and happiness.

Take 'er easy!

Sincerely,


Robert E. Mock



Wear the

RING of a KING



Member Name	Sponsorships	Member Name	Sponsorships
Kwok-kei Leung	222	William J. McElheney CML	18
Toshihiro Asano	123	James E. Fowler Sr, CML	18
Henry W. Raymond	92	Ronald E. Heidzig	18
Yuriko Yanai	82	Joe J. Lee CRL	18
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William Lee CRL	66	Eugene R. Altobella Jr	17
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Clifford D. Lipscomb CML, CPS	62	Joseph W. Whitaker CPL	16
David M. Troiano	61	John A. Ilk CRL, CPS	16
Michael B. Groves	55	Evelyn V. Wersonick CML, CPS	15
Jack Hobin CPL	51	Joseph P. Ferrero CML	15
William B. Neff CML CPP PSP	48	John W. Soderland CML, CMST	15
Ken Dale	44	Michael E. Jordan Jr, CML	15
Jim Williams CRL	43	John J. Greenan CML, CPS	15
C. Allan Halverson	40	Brian J. Reetz	15
Myeong-Rae Cho	38	Steve L. Cothron	15
David M. Lowell CML, CMST	37	Leonard J. Passarello CPL	14
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Dana L. Barnum CML	35	John D. Cannon CML	14
Barry K. Leas CRL	35	Timothy J. Moore CRL	14
Hans Mejlshede CML	34	Gregory L. Perry CML, CPS	14
Peter Sarailian CRL	33	Paul M. Souber	14
Scott L. Henke CPL, CPS	33	James T. Brickler CML	14
William L. Young CML, CPS	33	John F. Engel CRL	14
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Marian M. Swann CRL	27	J. Casey Camper CML, CPS	11
James M. Watt CML, CPS	27	Gordon R. Racine CML	11
Jeffrey S. Nunberg CML, CMST	26	Bruce P. Eagan CML	11
Philip A. Ravenolt CPL	26	Todd K. Ladwig CML, CPS	11
J. Thomas Hood CML	26	Kevin R. Wilson CML, CPS	11
John L. Shandy CML	25	Carroll T. Mann	11
Elvis D. Hammerschmidt CPL	25	Andrew A. Edmunds CML, CPS	11
Anthony J. Ramunno CML, CPS	24	Maurice R. Horne CML	11
Man-Soo Seo RL	23	Daniel S. Enriquez CRL	11
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*Any ALOA member may participate.

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10 New Schlage King Cobra

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14 Member Spotlight: Joe Brown

Find out more about Joe and his Gulf Shores, Alabama lockshop, Aaron's Lock Service.

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Read on to find out what one of the major areas of discussion in the locksmith community has been during the last ten years.

by Gale Johnson - (reprinted with permission of Locksmith Ledger)

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Greg Perry tells you why taking extra parts and being prepared is always wise.

by Greg Perry, CML, CPS

28 How to Take Action Against "Phony Locksmiths"

Tim McMullen exposes how many consumers have been over-sold, under serviced, or just plain lied to by those posing as professional locksmiths. Read on to see how you can take action against them!

30 The 7 Elements of Executive Presence

Learn how you can develop your "WOW" Factor.

42 Dorma & OSU's Massive Athletics Complex Project

Find out what happened when OSU facility managers set out to build a new state-of-the-art Recreation and Physical Activity Center (RPAC), one of the largest, most complex college facility projects in the country.

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Additional contact information for the ALOA Board is available on the ALOA website—www.aloa.org or by contacting the ALOA office at 3500 Easy Street; Dallas, TX 75247; (800)532-2562; FAX (214)819-9736; e-mail aloe@aloe.org.

Editor & Director of Creative Services

Betty Southerlandbetty@aloe.org

Advertising Sales

Kim Hammondvoice: 817-645-6778
Fax: 817-645-7599
e-mail: adsales@aloe.org

Executive Director

Charles W. Gibson, Jr., CAEcharlie@aloe.org

Associate Executive Director

David Lowell, CML, CMSTdavid@aloe.org

Convention & Meetings Manager

Jo Anne Mimsjoanne@aloe.org

Operations/Membership Manager

Mary Maymary@aloe.org

Director of IT Operations

Greg K. Jacksongreg@aloe.org

Comptroller

Kathy Romokathy@aloe.org

Membership Development Manager

Ellen R. McEwenellen@aloe.org

Membership Coordinator

Shelly Jett

Convention & Meetings Assistant

Karen Lyons

PRP/Education Coordinator

Shelley Melton

Mail Room Coordinator

Kevin Wesley

Graphic Designer

Margarita Garza

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Legislation Manager

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Contributors

Jerome Andrews, CML

Paul Chandler, CRL

Claire Cohen, CML

Brian Costley, CML, CMST

Eric Costley, CRL

Ray D'Adamo, CML

Billy Edwards, CML

Dan Graffeo, CRL, CMST

Jim Hancock, CPL

Jeff Nunberg, CML, CMST

Randy Simpson, CML, CPP

Robert Stafford, CML

Dave Thielen, CML

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Tom Seroogy

Charles Stephenson, CPS

Dennis Watanabe, CML, CMST

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President

Robert Mock
(856) 863-0710
president@aloe.org

Secretary

John Soderland, CML, CMST
(414) 327-5625
secretary@aloe.org

Directors, Northeast

Tom Foxwell
(410) 206-5772
nedirector@aloe.org

Robert D. DeWeese, CML, CPS
(410) 285-0101
nedirector@aloe.org

Directors, Southeast

Tom Gillingham, Jr., CML, CPS
(615) 264-0747
sedirector@aloe.org

Ken Kupferman, CML, CPS
(813) 232-7600
sedirector@aloe.org

Director, North Central

William Smith, RL
(920) 893-5282

Guy Spinello, RL
(815) 394-1000
ncdirector@aloe.org

Director, South Central

CD Lipscomb, CML, CPS
(903) 874-3522
scdirector@aloe.org

Directors, Southwest

Greg Parks, CRL
(858) 271-1155
swdirector@aloe.org

Julie McCluney, CRL
(714) 636-5652
swdirector@aloe.org

Director, Northwest

Keith E. Whiting, CML, CFL
(360) 601-5656
nwdirector@aloe.org

Director, European

Hans Mejlshede, CML
(453) 539-3939
eurdirector@aloe.org

Director, Associate

Dan Floeck
(800) 231-4105
asdirector@aloe.org

Trustees

trustees@aloe.org
Randy Simpson, CML, CPP
(281) 240-5959

John J. Greenan, CML, CPS
(773) 486-2030

William Young, CML, CPS
(610) 647-5042

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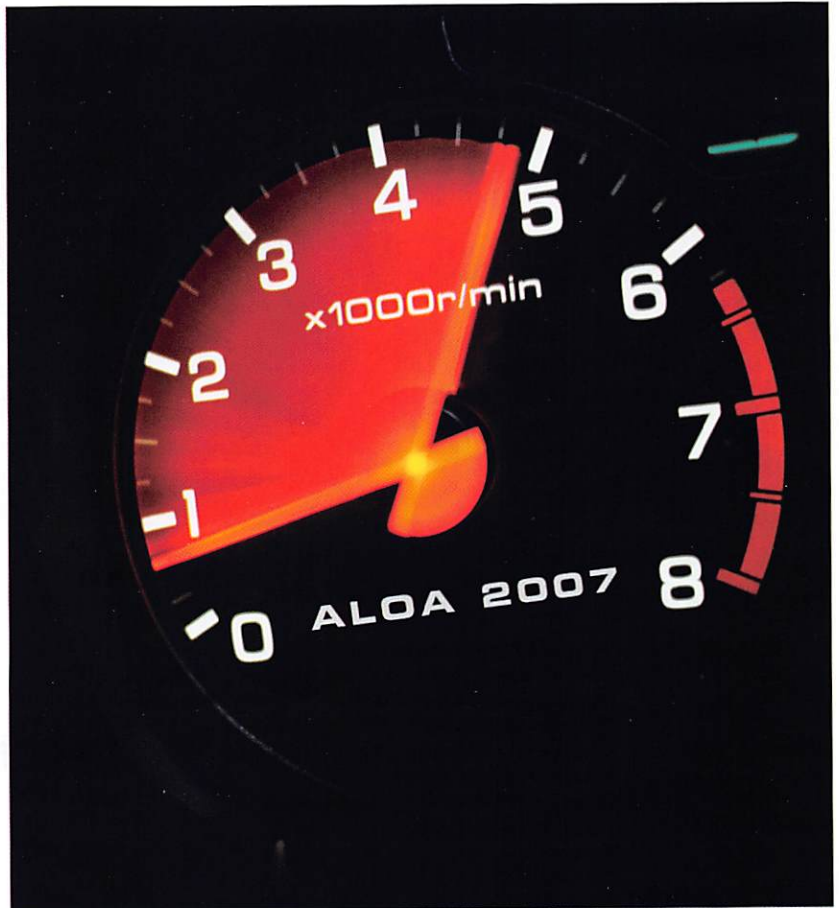
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charlotte, north carolina

Start Your Engines!

This year, with a great location and a schedule chock-full of exciting classes and events, we are pulling out all the stops to celebrate the ALOA Convention and Security Expo in **Charlotte, North Carolina**.

Having built an international reputation among locksmiths as a powerful resource to explore industry innovation and form industry alliances, **ALOA 2007** is the ideal place to learn, network or to showcase your security-related business on the show floor.

This year weve thought of everything from an exciting location to a comfortable hotel and a convention center that is equipped to handle your every need. The exhibit hall promises to be overflowing with the latest technology and new merchandise.



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JAN	1/3	Hometown Buffet • Franklin, Ohio Ohio Valley Chapter Annual Meeting Contact: Chairman Terry McClain, CRL 513-464-8806		
FEB	2/3	Holiday Inn Select • Tulsa, Oklahoma 2007 Annual Distributor's Show, 9am-4pm Oklahoma Master Locksmith Association Contact: Harry Sher, CML 479-471-8890 • hsher@starband.net	2/7	TBA • Franklin, Ohio Ohio Valley Chapter Meeting Renaissance Charlotte Suites Hotel Charlotte, NC • NC Locksmith's Assc. Regional Trade Show • www.ncla.us
			2/10	
MAR	3/7	TBA • Franklin, Ohio Ohio Valley Chapter Meeting	3/5-10	Safetech 2007 • Lexington, KY Safe & Vault Technicians Association www.savta.org
APR	4/4	Hometown Buffet • Franklin, Ohio Ohio Valley Chapter Meeting Contact: Chairman Terry McClain, CRL 513-464-8806	SOON	5/18-20
				ELF Convention 2007 • Riga, Latvia European Locksmith Federation Exhibition - Social events - Education www.elf2007.com • ruta.reinika@prplus.lv

UPCOMING ACE CLASSES

January 13, 2007	Detroit, MI • Locksmiths Security Association Robert C. Noble, CML • Intrchgble. Core Fundamentals http://home.earthlink.net/~lockwriter/id1.html 810-385-9329 • noblelock25@sbcglobal.net
January 13, 2007	Casper, WY • Wyoming Locksmiths Association Automotive Update with Transponders Contact: Gene Ficek, CPL • 605-642-4542
February 9-10, 2007	Welch, MN • Minnesota Chapter of ALOA For specific course schedule please contact: Dana Lee, CML • 612-722-9181
February 10, 2007	Detroit, MI • Locksmiths Security Association Life Safety Codes w/L-07 PRP Contact: Robert C. Noble, CML • 810-385-9329
March 8-9, 2007	Lexington, KY • SAFETECH 2007 For specific course schedule please contact: ALOA Education • education@aloea.org 800-532-2562x104
March 15-16, 2007	Northbrook, IL • Clark Security Products For specific course schedule please contact: Joan Emrick • 858-974-6737
March 28 - 30, 2007	Vancouver, British Columbia • British Columbia Association of Security Professionals Bill Beazley • 14 ALOA Certified Classes lockpicker@helmz.com • 604-291-0444
April 14-15, 2007	Kansas City, MO • Missouri-Kansas Locksmith Assc. For specific course schedule please contact: Bob Turner • 816-525-5522
April 21, 2007	Kearney, NE • Nebraska Chapter of ALOA Push Button Mechanical Lock Manipulation Elmer Howard • safeman@cox.net • 402-676-8973
April 26 - 28, 2007	Denver, Colorado • Central & Southern Colorado Locksmiths Association • 9 ALOA Certified Classes Contact: Barry Meyers, CPL • 303-688-1404
May 7 - 12, 2007	Dallas, Texas • ALOA Training Center Six-Day Basic Locksmithing Course ALOA Education • education@aloea.org 800-532-2562x104

May 17-19, 2007

Dallas, Texas • ALOA Training Center
3-Day Automotive Locksmith Course
ALOA Education • education@aloea.org
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UPCOMING PRP Sitings

1/21/2007	Sunday 9:00 am • Hebron, KY • Terry McClain, CRL Ohio Valley Chapter of ALOA • 513-464-8806
1/21/2007	Sunday 1:00pm • Muskego, WI • prolock@aol.com John Soderland, CML, CMST • 414-327-5625
2/11/07	Sunday 8:00am • Welch, MN • Dana Lee, CML Minnesota Chapter of ALOA • 952-887-1199
2/17/07	Saturday 8:00am • Houston, TX • ALOA Certification Texas Locksmiths Association • 800-532-2562x104
3/10/07	Saturday 8:00am • Lexington, KY • ALOA Certification SAFETECH2007 • education@aloea.org • 800-532-2562x104
3/18/07	Sunday 8:00am • Northbrook, IL • Joan Emrick Clark Security Products • 858-974-6737
3/25/07	Sunday 8:00am • Novi, MI • Bonnie Weston IDN Hardware Sales • 313-591-1150
3/31/07	Saturday 8:00am • Vancouver, BC • ALOA Certification British Columbia Association of Security Professionals education@aloea.org • 800-532-2562x104
4/28/07	Saturday 8:00am • Roseville, MI • Robert C. Noble, CML Locksmith Security Association • 810-385-9329
4/28/07	Saturday 6:00pm • Denver, CO • Barry Meyer, CPL Central & Southern Colorado Locksmiths Association 303-688-4104 • acoma1@gwest.net
5/12/07	Saturday 1:00pm • Dallas, TX • ALOA Certification ALOA Training Center • education@aloea.org • 800-532-2562x104

**Contact the ALOA Education Department for a list
of classes and training offered in-house.**



Bump Key Video & Phony Locksmiths Getting Major Press

Geraldo At Large recently ran a story about a Bump Key How-To-Video posted on YouTube. You can view the segment on www.geraldoatlarge.com. (Go to the bottom right-hand corner listed under "Knowledge is Power") The actual Bump Key video can be found at:
<http://youtube.com/watch?v=ya9CsMioPxA>

The Ft. Worth Star Telegram also ran an article about phony locksmiths called **Unlicensed Locksmiths Can Open Door to Woe** with direct quotes from ALOA's very own Executive Director, Charles W. Gibson, Jr. You can find the article on the Ft. Worth Star Telegram's website, www.star-telegram.com. Just do a search in archives for the article title mentioned above.

DeWALT BREAKS INTO NEW MARKET, LAUNCHES PAVEMENT BREAKER

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- New Breaker is First in Class to Offer Two Years of Free Service -

December 2006 - DeWALT®, a leading manufacturer of industrial power tools, today announced the launch of its first heavy-duty pavement breaker (D25980K). This new breaker is designed with innovative features and patented technology to provide end users with increased durability, performance, and low vibration. It is also the first breaker in its class to include a two-year free service warranty. Available in early 2007, the D25980K is ideal for plumbers, waterproofers, demolition crews, and public utilities workers to break up concrete and asphalt on the job-site.

For a visual demonstration of the breaker's performance, please visit:
http://www.dewalt.com/us/products/tool_detail.asp?productID=15695 and click on the virtual product tour button.



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FOR IMMEDIATE RELEASE

Kaba University is Bringing the Classes to You!

Winston-Salem, NC (Dec. 15, 2006)
 Kaba Access Control is pleased to announce that Kaba University is now available for regional convention and local seminars. Kaba University will bring classes to you!

Each class offered by Kaba U. provides attendees with complete hands-on training and an in-depth understanding of the products - complete with product tips and shortcuts to assist in everyday lock servicing. After successful completion, attendees will receive a Certificate of Product Training and will be promoted on the Kaba website as a Factory Trained Dealer - promoting you as a retail provider for specific products.

All classes have been approved by ALOA, as well as several states, to provide points towards ALOA PRP re-certification.

For more information or to set up a training class, please email to KabaU@kaa.kaba.com or call 1-336-725-1331.

In Memory of..

- John L. Hughes - member since 1976
- Kenneth W. Card - member since 2004
- ALOA member Madeline Shandy passed away December 6, 2006. She had been a member of ALOA since 1976. She lived in Boulder, Colorado. Her husband John Shandy served on the ALOA Board for more than 20 years.

New King COBRA

The Schlage logo is a blue rectangular button with a black border and a slight 3D effect. The word "SCHLAGE" is written in white, bold, sans-serif capital letters across the center of the button.

New Schlage King Cobra Series 2 Locks and SNAP
Programmer Fill Important Voidstems

New Locks, New Programmer and New PC Application Create Simple, More Durable Solution for Smaller Businesses & Facility Access Control Management

FORESTVILLE, CONN. - December 14, 2006 - Ingersoll Rand Security Technologies has filled an important void between mechanical keys and electronic locking systems with its new, improved Schlage King Cobra Series 2 Locks, SNAP™ programmer and SNAP! PC. Created for small to medium sized business and facility managers, this next generation in the Schlage King Cobra lock family, the King Cobra Series 2 locks are smarter, more durable and very affordable, providing an easy to manage and intuitive offline lock solution. ___An upgrade from mechanical keys, King Cobra Series 2 and SNAP! let end users secure doors, manage lists of authorized users and access an audit trail from the lock to see who went where and when. The SNAP! programmer is USB compatible and the SNAP! PC application is very simple to use. The new King Cobra 2 and SNAP! will also help locksmiths and security dealers create new and recurring revenue streams to grow their business. By upgrading their customers to

electronic access control and, then, managing those openings for the customer, revenues will grow. ___"Most access control solutions are designed either for the most basic user, where all programming is done at the keypad, or for high security applications, where complex software, training and experience are key," explains Chris Nieshalla, marketing manager with Schlage electronic security. "The King Cobra Series 2 (KC2) lock and SNAP! programmer create a nexus between the simplicity of a USB Thumb Drive and access control lock management. The system is specifically designed for the end user with multiple locks and employees, who finds it impractical to program each lock manually through the keypad, yet does not require the fully featured functions of higher price lock and software solutions. Examples include retail operations, small to medium sized businesses, property management firms, commercial office buildings, schools and many larger institutional facilities." ___Several improvements and features have been developed for this series of KC locks. New features include the ability to be programmed using the SNAP programmer and a new lock memory capable of storing up to 1000 individual users and 1000 audit trail events. Other features include a keypad and an iButton credential reader, providing increased security over mechanical locks. The KC2 may also be used with more fully featured software programs, such as Schlage Security Management System Express, offering the ability to program time zones. It is a lock that can grow with a customer's needs. Weather-resistance has been improved on



"The new King Cobra 2 locks and SNAP! do not require certification or special training. More importantly, the customer will not forget how they work, even when there are weeks between uploading or downloading."

the KC2 locks by providing an elevated level of water-proofing on key electronic parts. —Several models are available. The KC5000 Series 2 is designed for cylindrical and mortise door preps. The KC2 Office Function lock provides a convenient lock/unlock button on the inside of the door, making it quick and easy to allow credential-free passage during the day and credential-only access at night. The narrow stile KC9000 Series 2 locks are designed for use with aluminum doors that rely on various latches and exit devices to secure the opening. The KCR 2 retrofit model supplies easy upgrading from a mechanical pushbut-

ton lock by matching the existing door prep and covering the lock footprint for a clean finish. —"The SNAP Programmer and SNAP PC Application takes off-line access control management to a whole new level, a much simpler one," emphasizes Nieshalla. "Our customers have asked us to make software that manages people and doors and the handheld programmer that delivers data to the lock more intuitive. The new King Cobra 2 locks and SNAP! do not require certification or special training. More importantly, the customer will not forget how they work, even when there are weeks between uploading or

downloading." __With the King Cobra 2, programming ports allow the locks to be managed using the SNAP!™ handheld programmer, a unique, USB-based device that moves information from the computer to the lock. Partnered with the new, complimentary SNAP! PC application, which is available for download on the Schlage website, it is a valuable tool that is used to add and delete users, as well as download audit trails from the lock. __The SNAP! PC application is used to create a list of users and door names, which are then merged together, determining who can go where and when and is extremely simple to use. The intuitive layout, drag and drop control and functional design let administrators manage a database of users, PIN codes, iButton credentials and audit trails effortlessly. Files can be shared, emailed or transferred between PCs. __When finished working in the application, the SNAP! programmer is connected to the USB port on the PC. An "export" button is used to send all relevant information to the programmer. Once locks are installed, the SNAP! pro-

grammer is then taken to the lock and plugged in to download its instructions to the lock. At the same time, an audit trail can be retrieved.__"As needs grow and change for a facility, this new King Cobra Series 2 provides a pathway," adds Nieshalla. "For the end-user just getting into electronics as a means of key control, programming the lock using the keypad may be all that is needed. When the number of doors and employees increase, the user can begin using the SNAP! programmer, which makes programming locks easier and provides an audit trail of who went where and when. Later, the user may want the locks to automatically lock and re-lock at certain times of the day. Without buying new locks, the user can simply invest in the Schlage Security Management System Express software to increase their functionality." __For more information, interested dealers and integrators should contact their local Ingersoll Rand Security Technologies Consultant office or wholesaler. They can also visit www.schlage.com. ■



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MEMBER* potlight

Welcome to our new monthly feature! Each month we will highlight a current ALOA member & their lockshop with a short bio and in-depth questions. To be considered or to recommend a fellow ALOA member please read the information provided at the end of this article.



Joe Brown, owner of Aaron's Lock Service, provides complete lock service to the Alabama Gulf Coast. They provide mobile locksmithing services, safe work, and are the AAA provider for the County.

1545 Gulf Shores Pkwy #203
Gulf Shores, AL 36542
www.aaronslockservice.com

1. Tell us about your background in security and your experience in locksmithing.

Joe: I started my own shop 25 years ago in St. Louis, Missouri. I went out on my own after spending some time working with established locksmiths and studying professional literature and practicing on my own. This gave me "hands-on" experience from the very start. I have always been mechanically inclined and my interest in locksmithing and security grew until I branched into security systems for autos, homes and businesses. During my early years, I served as a reserve police officer in the City of St. Louis which gave me a unique insight into the need for good security.

2. How long have you had your lock shop open?

Joe: I have been in the locksmithing business for 25 years. This is Aaron's Lock Service's 10th year serving the Gulf Coast.

3. How many employees do you have?

Joe: Aaron's Lock Service currently employs 11.

4. Name one thing in your lockshop that says the most about you.

Joe: Our goal of doing the best job possible every time. I'm a perfectionist, which can drive some people crazy. However, my employees know that our businesses' success stands or falls on that pursuit of perfection, so we will continue down this path.

5. How did you get involved in the business? i.e. starting point?

Joe: After trying a number of different jobs after high school, I found myself interested in locksmithing first as a hobby, then I realized I could do it professionally. Once I learned how much I enjoyed the work, I was able to start my own business in St. Louis. Although I lacked experience, I discovered that if I treated my customers fairly and courteously, and didn't leave until the job was done right, they were willing to endure my rookie errors.

6. What are the changes that you've noticed in the security technology recently?

Joe: The increased use of transponders for vehicles. The manufacturers have made it more difficult for locksmiths to work on automobiles, as it becoming a very specialized segment.

7. What do you see as the future of security? Where are we headed in today's age of technology?

Joe: I see the increasing use of electronics. Like most technology items, as electronic locks become mainstream, prices will drop. Once electronic locks surpass mechanical locks, the need for combination changes and key makes will be reduced. Those services will be replaced by the servicing of these new electronic locks.

8. How do you stay informed about new products and security techniques? i.e. magazines, conventions, classes, etc.

Joe: I read the ALOA magazine monthly and attend classes and seminars throughout the year. As our industry continues to evolve, we as professionals must stay current.

9. How has having a website contributed to your lock shop business? Would you recommend it?

Joe: We recently have added our website and believe it will offer another avenue for our customers to communicate with us and find information about our company and the services we provide. I recommend setting up a website, as in business this is becoming standard, like fax machines were several years ago.

10. Do you find that other locksmiths in the Gulf Shores area work together on referrals and workflow?

Joe: Yes, we do work well together. I would like to personally thank Don Epp, Jim Lockey, Roy Weeks, and Cliff Dukes. I would not be where I am today without their referrals early on while starting my business.

11. What advice can you give to an aspiring security professional?

Joe: With dedication to the customer and providing professional service, locksmithing can be a great and rewarding career choice. Providing professional service to customers requires treating them fairly, ethically and honestly. Becoming a true professional requires the proper training and licensing, meeting all the necessary requirements and the need to continue learning throughout their career in order to stay current with the industry. Becoming a member of ALOA helps you to stay informed, and network with other professionals at seminars and classes.

12. Can you remember your first big security job? What can you tell us about it?

Joe: Actually, I remember best the first job I did when I started out as a locksmith. It was for Kurtis Schmidt at Sureway Carpet Cleaning. It was a combination change on some Kwikset 880's, and it took all afternoon. Not only did I serve a customer that day, but I made a friendship that still remains today.

13. How has life changed for you as a locksmith in the past few years?

Joe: In many ways it has remained the same, but as electronics have entered into the industry, it has become more complicated. For example, now that more automobile manufacturers are integrating transponders into their keys, you can no longer just make a key for any vehicle.

14. Give us your biggest locksmithing horror story, toughest job, or the job that taught you the biggest lesson.

Joe: When I had been in the business for about four years, I accepted a large job from a major corporation that involved the installation of a great deal of new hardware and lots of master keying. I was really happy to get the contract and readily used my available cash and credit to do the job. After finishing the work and presenting the bill, I was complimented on the quality of the job and told I would be paid at the next

billing cycle, which was at the end of the quarter – which had just started. So for almost 90 days, I was stretched to the max to keep things flowing. I was really, really happy when I got that big check, but the bigger thing I learned was to make sure I understood EVERYTHING about a contract before getting into one.

15. What do you like most about your job?

Joe: Dealing with my customers. They are why I enjoy being a locksmith.

16. Do you feel that locksmiths have gotten a bad rap recently in the news?

Joe: Like almost any industry, there are a few businesses which create a bad reputation for everyone. It is important for all of us, with the leadership of ALOA, to educate the public. Whenever customers request service, they need to ensure the business they are dealing with has the proper licenses and insurance. Displaying your business as an ALOA member signifies your dedication to ALOA's Code of Ethics.

“Whenever customers request service, they need to ensure the business they are dealing with has the proper licenses and insurance. Displaying your business as an ALOA member signifies your dedication to ALOA's Code of Ethics.”

17. Name a few things that you think locksmith business owners should do to help their businesses prosper and grow.

Joe: Locksmiths like any other business these days must stay current with new technologies in order to compete, but they must not forget where they came from. Treat your customers right, and they will be loyal customers forever.

18. The business of locksmiths has been around for a very long time. How do you feel about being a part of that in today's technologically advanced world?

Joe: Locks have been used for thousands of years, basically using mechanical technology. Now as technology evolves, we must evolve also, or otherwise we will be left behind. Also, the pace of business today, like most things has become faster. You no longer deal in days, but in hours and minutes now.

19. What is your favorite place in Gulf Shores?

Joe: Desoto's Restaurant, run by my good friends Chris & Rosemary Steele. If any ALOA member ever visits Gulf Shores, stop by Desoto's and enjoy some great seafood.

20. What do you think is the biggest obstacle facing security professionals, if any?

Joe: The toughest challenge is the increasing availability of information about security systems. Criminals access this information to devise ways of beating our best efforts. The industry will have to accelerate its research and development and marketing of new systems in order to keep an edge on criminals.

***You must be a current member of The Associated Locksmiths of America in order to be recommended for our Member Spotlight feature. If you would like to be recommended or would like to recommend someone else please email our Keynotes Editor, Betty Southerland at betty@aloe.org**

The collage features several professional business products for locksmiths. At the top left is a 'REPAIR TAG' with a red header and a white body, containing fields for customer name, address, phone, and date. To its right is a 'CLAIM CHECK' with a red header and a white body, containing fields for your firm name, address, and phone. Below these is a 'WORK ORDER INVOICE' with a blue header and a white body, containing fields for your company name, address, phone, and a table for items. At the bottom right are two yellow key fobs with blue and red text, one labeled 'KEY & LOCK SERVICE' and the other 'ALL SECURITY LOCK & ALARM 24 HOUR SERVICE'.

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Locksmith Ledger Editorial

By Gale Johnson, Editor-In-Chief (reprinted with permission of Locksmith Ledger)

One of the major areas of discussion in the locksmith community during the last ten years has been licensing.

Just as the country is almost evenly divided between Democrats and Republicans, the issue of licensing has divided locksmiths into two camps...

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Licensing has not been a rousing early success in the states where it has been adopted. California locksmiths had to learn some rules of carpentry. Texas locksmiths had severe restrictions on what electronic security they could install. Many locksmiths in Illinois thought that licensing was just another form of taxation without representation.

Any sweeping change such as licensing is never seen as necessary until there is a crisis. We now have a crisis in the locksmith industry and it is caused by the battery drill brigades. A few companies with centrally located phone banks are at the root of the problem. With hundreds of phone numbers in yellow pages across the country, these guys are sending people out on emergency lockouts,

reportedly drilling out cylinders, and charging much higher than average pricing.

Any sweeping change such as licensing is never seen as necessary until there is a crisis. We now have a crisis in the locksmith industry and it is caused by the battery drill brigades.

These phone bank giants have had success in some parts of the country. A former New York locksmith informed me recently that his business disappeared once his yellow pages were flooded by the phone bank crews. Yellow pages in

the Chicago area also have over 200 new suspected phone bank listings at last count.

Phone bank giants made a mistake in Chicago by listing phoney addresses to make it seem as though people were calling a local locksmith. Mike Bronzell is a Chicago area locksmith who got mad about that situation and single-handedly took action in several ways.

Mike first alerted locksmiths about the issue by giving talks at association meetings. The original idea was to hire a lawyer and take the matter to court. That proved costly and time-consuming. Mike next approached the Illinois Department of Professional Regulation. This agency is the watchdog for locksmith licensing, but is overworked and understaffed.

Finally Mike Bronzell took his case to the media. He kept calling TV stations until they staged several sting operations which got coverage on TV and newspapers. Mike

found one job done by the phone bank locksmiths where an elderly man had been charged over \$1,000 for a lockout. This case went to court and ultimately caused the city and state governments to sit up and take notice. As a consequence, one locksmith phone bank has been suspended from doing business in Illinois. Another phone bank operation is under investigation at this time.

Mike Bronzell used the Illinois locksmith licensing law to prod the government into action. In this case licensing was a positive help.

One person can make a difference. Mike Bronzell proved that beyond any doubt. ■

Editors Note:

Mike Bronzell is a member of ALOA. Working with the Legislative Department to combat this problem. (See adjoining article)

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How to Take Action Against “Phony Locksmiths”

By: Tim McMullen



The story is familiar in many states: an out-of-state company hires a number of unscrupulous individuals in the area to subcontract its work using assumed business names, fake addresses and phone numbers. Many times consumers have been over-sold, under serviced, or just plain lied to!

The Illinois Attorney General filed criminal charges against a New York locksmith operation for setting up phony storefronts with unlicensed individuals practicing locksmithing that lead consumers to believe they were dealing with local companies. The action was successful, and the company was ordered to pay thousands in restitution, to cease operations and to no longer do business in the state under a new name or any of the 25 different names the company had been using in local telephone directories!

ALOA encourages locksmiths who are facing this same situation to go to their state's Attorney General who can take the appropriate legal action against these fraudulent companies. ALOA recently sent a letter to all Attorneys General urging them to pursue this matter in their state. To contact your state's Attorney General, go to www.NAAG.org.

ALOA is also empowering you to take immediate action when these fraudulent operations show up in your city. Go to <http://www.aloa.org/pressroom/consumerguide.html> for a Press Release that you may send to your local print and broadcast news media outlets. Make sure you put in the date and the name of your city in the highlighted areas.

Finally, ALOA has enlisted the help of ALOA member Mike Bronzell (see accompanying article) to help identify these phony locksmith scams. Please send any website links to legislative@aloea.org or fax yellow page ads to 214-9736 and we will follow up.

For further assistance, contact ALOA Legislative Manager, Tim McMullen at 214-819-9733 x300 or tim@aloea.org ■

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The POSTMAN

Just Might HAVE A Screw Loose

By: Greg Perry, CML, CPS

My friend Bob Haner called to see if I had any thoughts about a loose dial on a Post Office safe seen in photo 1 locked and photo 2 unlocked, the lock also did not always open the first time dialing the combination. Guessing it might be an S&G 8400 series Group 1 lock with an old style Centispline dial I asked if the dial had the turn knob in the center. After explaining a little bit about S&G Centispline dials he went to work but was stopped by a pin that didn't move in the back of the door. Centispline dials have a potential problem and may fall off if not properly maintained. Bob's a good locksmith but doesn't do much safe work so he referred the job to me. Doctors refer patients to specialists all the time. Locksmiths should do the same with safe work, or any job you don't have either the knowledge or right inventory of parts to handle the job professionally.



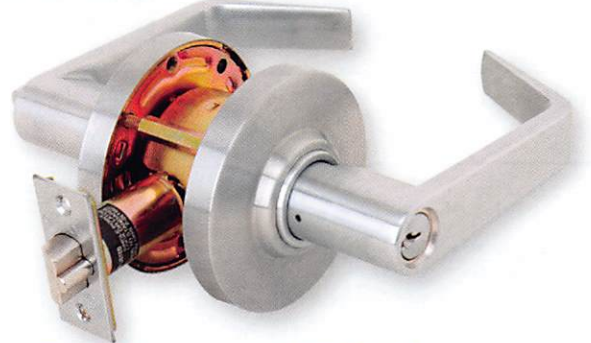
Sure enough look at the pin in photo 3 on the back of the door, the pin didn't move up, down or sideways but it did turn with a pair of pliers. The pin turned out to be a bolt with a round head. I'm not sure if this is a factory item or if someone took the time and effort to make this round head bolt but why? I've asked a couple of other safe technicians who feel it's probably factory but are also not sure. The chances are it's a factory made pin. Once the bolt was removed we could now access the lock to service it and fix the loose dial. Removing the dial revealed a little surprise; the dial was not a Centispline. Instead it was a standard dial, just loose on the spindle.

**Doctors refer patients
to specialists all the time.
Locksmiths should do
the same.**

The safe has a few unique features after the pin head bolt. The first thing you'll find after removing the back panel is that the lock is still concealed from view. It's covered by the bolt retraction bar or channel that runs top to bottom seen in photo 4. Removing this bar requires a few steps. First to the left of the bolt channel is a two pivot assembly that keeps the bolt bar from racking as it moves. Next there are eight large "C" clips seen in photos 5 and 6, one each side of the four bolts that attach the bolts to the bolt bar. Finally once the clips are removed the door locking bolts that go through holes in the bar can be removed. If you only want access to the lock you can remove the top six clips on the upper three bolts, leaving the lower bolt in place and using it as a pivot to drop the bolt bar as shown in photo 7. Once this is out of the way the six screws that hold the lock cover can be removed along with the



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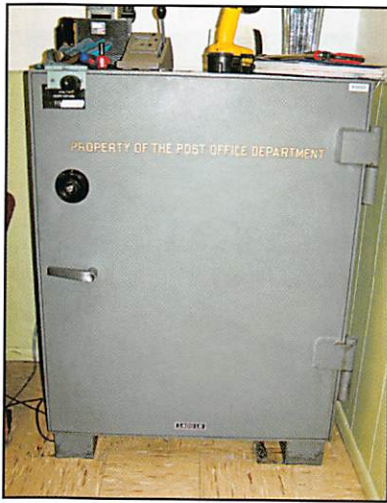


Photo 1 - Locked



Photo 2 - Unlocked



Photo 3

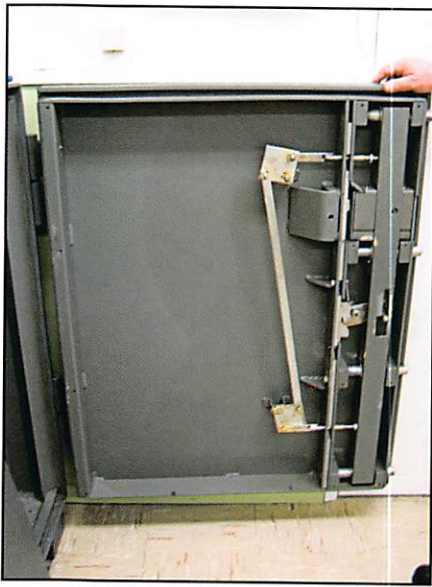


Photo 4



Photo 5



Photo 6



Photo 7

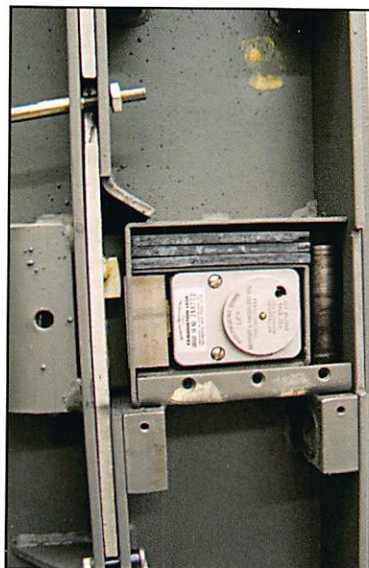


Photo 8

cover. Underneath this cover in photo 8 we see three hardplates stacked on top of the left hand mounted lock and a one-inch diameter rod to the right of the lock. Side or top drilling this safe is probably more difficult than front drilling. Another thing to note is the bolt extension block on the end of the lock bolt. If you should decide to replace the lock, either drill and tap the new bolt or reuse the existing lock bolt with the extension.



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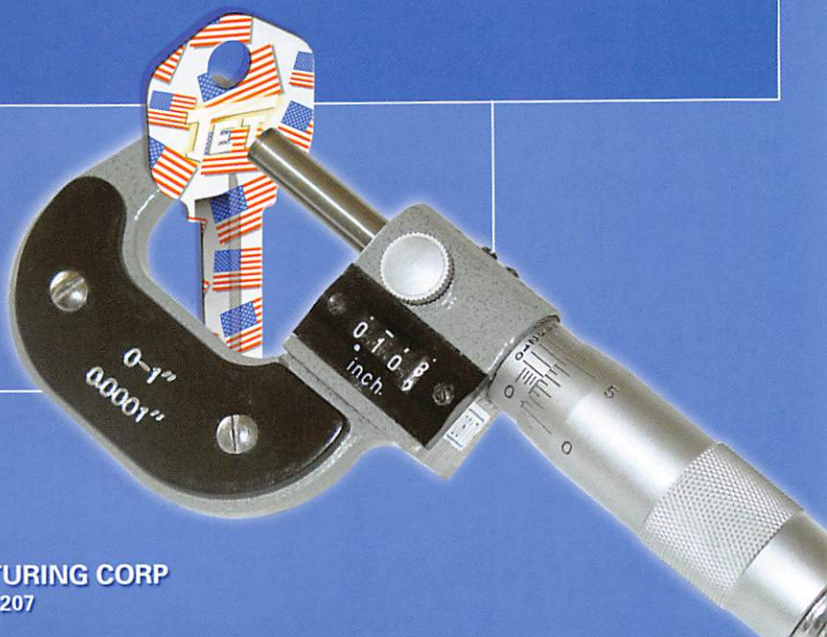
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The dialing sequence for this lock is four times left to the first number; three times right to the second number; two times left to the third number; then differently from most other locks. The ending sequence begins with turning the dial right to Zero then turn the turn knob in the center of the dial and then continue turning the dial right to the stop. This is how this lock adds manipulation resistance to give it the Group 1 rating. How does this affect the dial? First let's look at the S&G 6730 lock and drive cam.

Currently the dials for this lock are manufactured with the spline groove aligned with the 50 mark on the dial. The drive cam has four spline grooves allowing for the lock to be mounted in any of four directions. The four directions are labeled RH or right hand, LH or left hand, VU or vertical up, and lastly VD or vertical down. The handing is viewed from the backside of the lock. This means with the door locked that a lock mounted RH will have the lock bolt pointing to the left as you are looking at it from the outside. The standard dial is manufactured with the spline groove in one location. Changing the hand is accomplished by using the different spine grooves on the drive cam. The 8400 series lock uses a unique drive cam that only allows for one spline groove. Both drive cams can be seen in photo 10. Using a standard dial with this lock requires stocking four different dials. A Centispline dial can be changed in the field to the appropriate hand.

What is the difference between a standard and Centispline dial? Look at photo 10 the standard dial is on the left. The spindle is press fit into the dial and is not changeable. The Centispline shown disassembled in photo 11 has the addition of the hub on the underside of the dial. This hub has outside threads like a nut. The spindle is pressed into a smaller hub with gear teeth on the outside



Photo 9

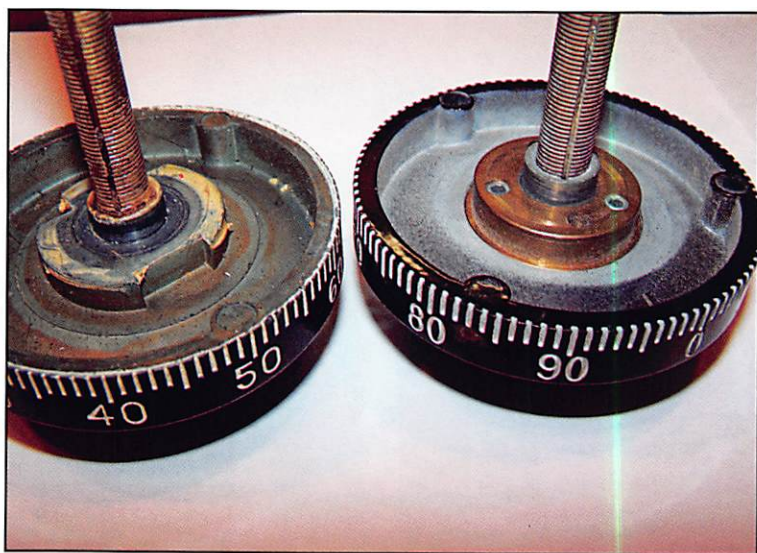


Photo 10

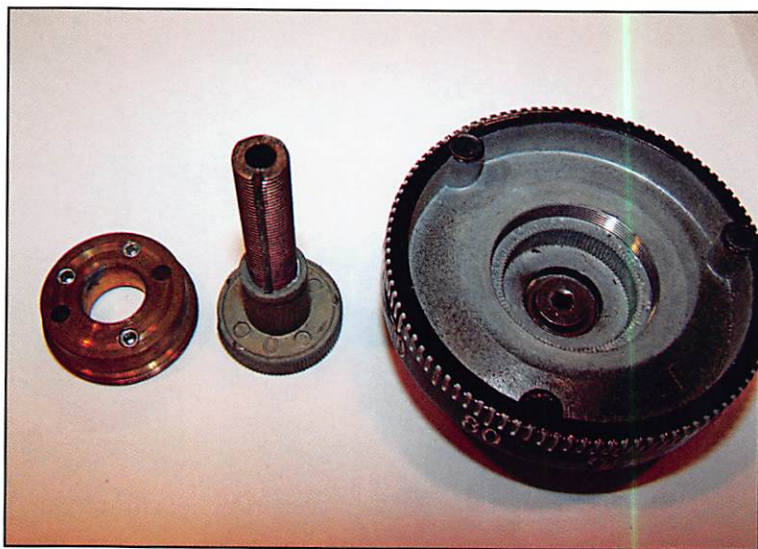


Photo 11

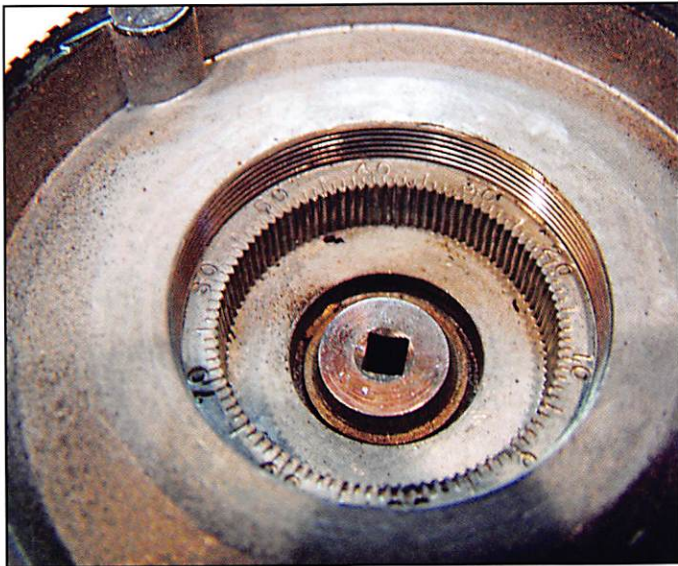


Photo 12

circumference that mate with the underside of the dial. The spindle hub has a mark in line with the spline groove. It is inserted into the underside of the dial that has a matching set of dial numbers seen in photo 12 at the appropriate location for the mounting direction of the lock. The unique thing about this design is the lock could be mounted any direction including on a diagonal with the same ending sequence. The common locations for the four hands are RH at 38, LH at 88, VU at 63 and VD at 13. Any location can be selected though if the lock is mounted on a diagonal making this style of dial very versatile. Photo 13 shows the difference between the old and new style dial hub. The old style



Photo 13

uses only one set screw to keep it from unscrewing. The new style uses three set screws. I expected to find the old style hub with a loose set screw on the underside of the dial.

Sometimes your best guess to the problem will not be the reason for the call. Although this dial was not a Centispline it still was loose on the spindle and needed to be replaced in addition the lock was replaced to correct the problem with the combination not dialing correctly ever time. Taking extra parts and being prepared is always wise. ■

The 7 Elements of Executive Presence:

How to Develop the “Wow” Factor that Makes Great Leaders Stand Out

By: Suzanne Bates

We’ve all witnessed that moment when someone walks into a room at a business or social event and attracts intense, positive attention. The air shifts. Heads turn. People gravitate toward them in the conversation circle. In short, they have a “wow” factor.

The wow factor is often called “executive presence.” It is easy to see and yet hard to define. But it’s important to develop because when you have it, people want to promote you, do business with you, give you better assignments, and recommend you to others.

Is executive presence in your DNA or can you learn it? It turns out you’re not born with this skill. And it’s not as much of a mystery as you might think. It is a blending of competencies and skills that when combined, send all the right signals.

Executive presence creates a strong personal brand. The brand is the message or impression that comes to mind when people see you, hear of you or think about you. In business, you need to build your brand with everyone – your colleagues, boss, direct reports, clients or customers; because it’s impossible to meet and know everyone well. Brand gives you word of mouth that is a tremendous advantage.

Executive presence isn’t just fluff, and it isn’t about first impressions; it is a thought or feeling about you that develops over time based on other people’s experiences with you. When you do it right, you build trust, which creates word of mouth or buzz that opens up business opportunities and creates professional and financial success.

So how do you start developing a powerful executive presence and create your own personal brand? There are seven elements of executive presence:

- 1) Substance
- 2) Personal Style
- 3) Physical Presence
- 4) Vocal Skill
- 5) Manners/Etiquette
- 6) Receptivity/Listening
- 7) Work Space

#1. Substance

The most important aspect of executive presence is the ability to communicate substance. You are an expert in your field, and you need to share that expertise in a powerful way. In order to do this you need to develop a high level of skill in speaking, presenting, writing and communicating your ideas. You may be one of the most knowledgeable people in your industry, however, if you cannot convey your business and technical skill, you won’t get the recognition you deserve.

#2. Personal Style

We can hope that it doesn’t matter, but the way we dress speaks volumes about us as professionals. Your business attire should make you feel confident and powerful every single day. Think about how you feel when you put on your best suit. You should walk in the door feeling like that every day. Polished personal style isn’t just about the clothing you wear; it’s about how you feel in those clothes.

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#3. Physical Presence

Your physical presence is more than your body language. It's your confidence, spirit, and energy. People are reading your body language 24/7. Learn to sit, stand, walk, move and gesture purposefully. It says so much about your professionalism.

#4. Vocal Skill

Many people know us only by the sound of our voice. Yet the voice is one of the most overlooked aspects of executive presence. Knowing how to use your voice effectively is one of the secrets to standing out in the crowd. Your voice should be conversational and clear. It should demonstrate your confidence, enthusiasm, passion and intelligence. Add interest to your voice by using inflection, varying the pace, emphasizing important words or phrases and pausing when you make an important point.

#5. Manners/Etiquette

It sounds like a no-brainer, but business etiquette is essential to professional presence. Etiquette is easy if you remember a few things; treat others as you want to be treated, put their comfort ahead of your own, and be gracious and grateful to everyone you meet. People may not comment on your manners but they do notice and assume you fit in perfectly.

#6. Receptivity/Listening

Listening is a leadership skill. Those who listen stand out and are remembered. Listening includes being accessible, encouraging people to express themselves, listening with mindfulness, not speaking too much, and using verbal and non verbal language to convey genuine interest in the other person. If you don't know whether you're a good listener, ask someone who will tell you the truth.

#7. Work Space

Your work space is an extension of you and can be a tip off to others about how you really conduct business. Many people with a messy office believe it shouldn't matter. As much as we wish no one will see or notice, that's not true. A CEO once said he decides whether to promote his people based on "clutter." Clear it out, find a home for everything, keep electronic files of most documents, and then make it an attractive space for you and others. This is not only important to your image; it will also help you feel better about your hours at work.

Now, where do you start? Choose one of the elements and get started. Ask a trusted advisor to help. Soon, people will be gravitating to your circle when you walk into the room.

About the Author:

Suzanne is a prominent executive coach and communications consultant who has perfected the art of corporate communication. She is the President and CEO of Bates Communications, which helps executives and professionals develop a unique and authentic communication style to become stars in their industries. Suzanne is the author of "Speak Like a CEO: Secrets to Commanding Attention and Getting Results." For more information, please visit www.bates-communications or call 800-903-8239.

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Fax: 909-923-0024
www.keybak.com

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Fax: 516-576-0100
www.kenstan.com

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www.kerisys.com

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Webster Safe & Lock Co., Inc.

Phone: 901-332-2911
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legislative update

YOUR'S FOR THE ASKING

Many of you already know that ALOA tracks legislation, and notifies you of pending bills that could affect your business. But many of you may not know that the resources that we use to keep you abreast of what's going on, is also AVAILABLE TO YOU TOO. The following are the legislative resources provided by ALOA:

CONTACT YOUR LEGISLATOR - we have an effective tool for bringing locksmiths and their state legislators closer together – right through the ALOA web site. **TAKE ACTION!** connects locksmiths to every member of the 50 state legislatures and the US Congress, and provides up-to-date information about key issues. It creates personalized correspondence that can be sent via e-mail or printed out as a letter for faxing or mailing purposes. Grassroots lobbying at its finest! If you have an issue that needs to go out to ALOA members in your state, just email tim@aloe.org with the text and he can send it out – usually within 24 hours!

TRENDTRACK - This is ALOA's legislative monitoring service. We can sign on to this everyday via the computer, and type in a few keywords like "alarm," "locksmith," "electrician," "electronic security," and immediately bring up any bills or regulations that were introduced that effect our industry. Heard a rumor that a bill was introduced? Call us and find out for sure!

INTERNET SITES OF STATE LEGISLATORS- We've "bookmarked" on our website every state site, including every legislature's homepage. This allows us to look up text of bills, committee agendas, and even contact legislators via e-mail. A link to all bills is just a click away!

MODEL LAWS- Need a copy of any state law? We've got 'em! We've also written up summaries of many of the laws that effect locksmiths or the access control industry. Even ALOA has a model law you can use.

INDUSTRY MEMBERSHIPS- To help keep the "pulse" of the security industry, ALOA is involved in many other organizations and coalitions including the National Conference of State Legislators, The International Association of Security Industry Regulators, the National Automotive Service Task Force, the NBFSA Government Relations Committee and ASIS. If you are interested in being copied on any minutes, just let us know!



legislative update

JOIN ALOA'S LEGISLATIVE ACTION NETWORK TODAY!

As a Legislative Action Network member, you will be "in the know" about the latest legislative happenings in your state. Each member will receive a quarterly newsletter giving them the latest insight to security legislation at the state and federal levels.

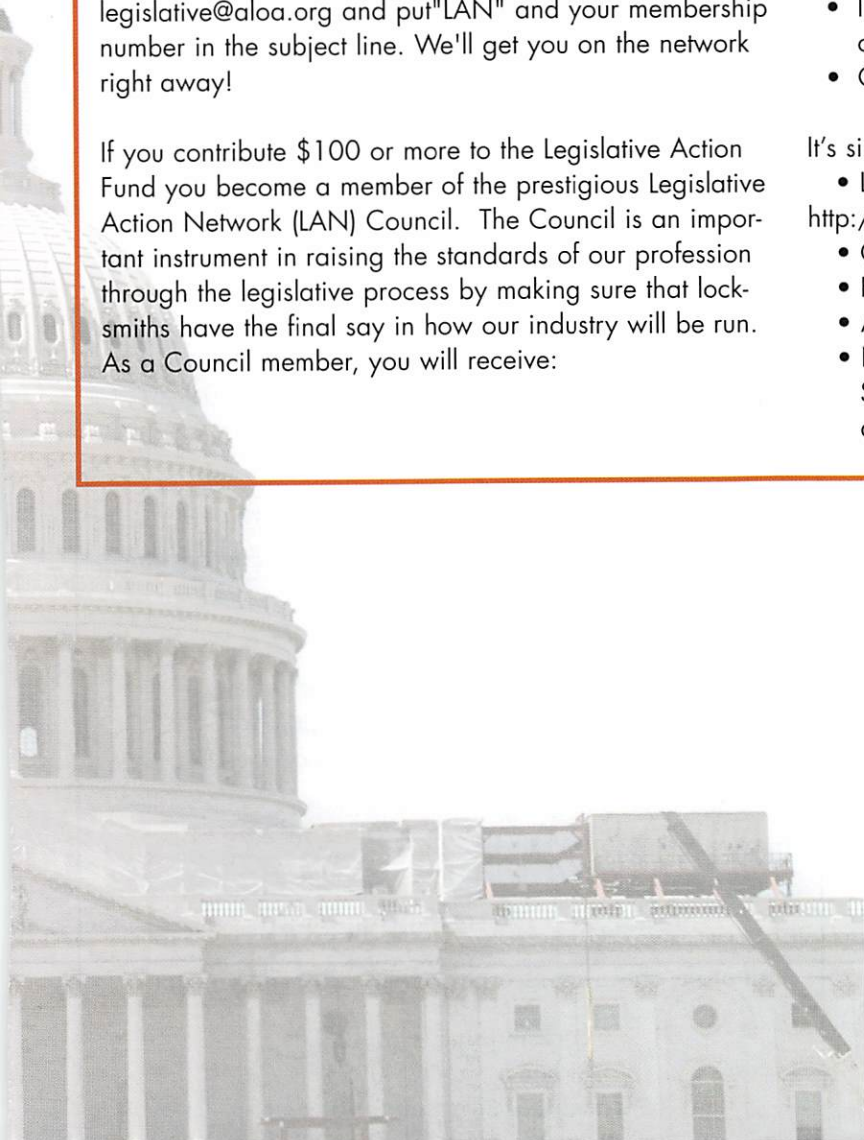
It's easy to join! Just send an email to legislative@aloea.org and put "LAN" and your membership number in the subject line. We'll get you on the network right away!

If you contribute \$100 or more to the Legislative Action Fund you become a member of the prestigious Legislative Action Network (LAN) Council. The Council is an important instrument in raising the standards of our profession through the legislative process by making sure that locksmiths have the final say in how our industry will be run. As a Council member, you will receive:

- The quarterly Legislative Action Network Update alerting you to important legislation in your state and around the country (same as LAN members)
- A comprehensive guide to lobbying in your state capital, so you can be the "voice of ALOA" to legislators.
- A lapel pin designating you as a special ALOA LAN Council member
- Recognition in Keynotes magazine.
- Invitation to exclusive functions at the annual ALOA convention for LAN Council members.
- Complimentary Legislative Convention merchandise.

It's simple to join the LAN Council:

- Log into the ALOA Store at <http://www.aloea.org/store>
- Click on Search and type in "Council"
- From there you can join at four different donor levels
- Add this to your basket and checkout!
- Note: if this is the first time you have used the ALOA Store since December 2004, you will need to set up a username and password.





keynotes

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Facts on Sargent punches.

These new hand operated punches have a few unique features, plus specifications that are worthy enough to mention.

Two models are available, BP201-SGT-L and BP201-SGT-R.

Depending on milling (profile), the blanks are inserted one side or the other. Example; The L series is inserted from the left side and cuts bow to tip. The R series is inserted from the right side and cuts tip to bow, similar to IC products.

If your need is greater for R series, then the BP201-SGT-R will generate them from bow to tip, and the L series tip to bow. Models L or R, each does both. The choice is yours.

SPACES:

.215" to first cut center .156" between cut centers up to seven spaces. Factory space tolerance is $\pm .001$ ".

DEPTHS:

Are in increments of .020", from .330" to .150" for a total of 10 depths 1 - 0 (10). Factory tolerance is $\pm .002$ ".

ANGLE:

Sharpest of most commercial specifications is 78 to 79 degrees. Tolerance if any is not specified by Sargent.

FLAT:

Small .051". No tolerance specified.

All of the above are incorporated in each hand punch by;

Locksmithing, Unl. LLC

Phone: 302-575-0993

E-mail: ted@sargentpunch.com

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Door Hardware at Massive Athletics Complex Needs to Stand Up to Years of Use and Abuse



COLUMBUS - When facility managers at The Ohio State University (OSU), one of the nation's largest campuses, set out to build a new state-of-the-art Recreation and Physical Activity Center (RPAC), they undertook one of the largest, most complex college facility projects in the country.

"We're trying to create a new image of what a recreation center on a college campus can be," said Diane Jensen, associate director of recreational sports at Ohio State, in a news release announcing the project.

A facility this big has a lot of pedestrian traffic to manage. Ohio State's campus houses roughly 50,000 students. And the facility isn't exclusively for students: it's open to the public and faculty as well. This results in over 5,500 people using the facility everyday or nearly 300 per hour. When Ott, Inc. helped the project team develop a hardware schedule for the complex, it looked for components that balanced outstanding durability, accessibility and high aesthetic value. The university selected a variety of products from DORMA Architectural Hardware to meet the rigorous demands of the RPAC.

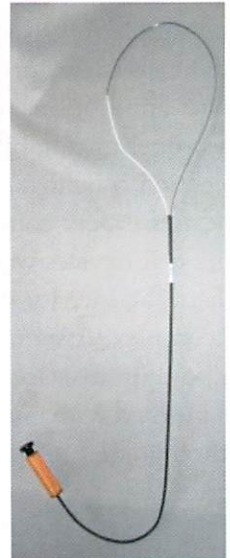


Knoblock Tool

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AS SEEN AT THE 2006 A.L.O.A CONVENTION

- All commercial buildings have two things in common:
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 - The American Disability Act requires free access through doorways, which leaves a gap between the door and the floor.



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Both tools are designed to work with very little effort, excessive force is not needed.

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For example, DORMA's 9000 Series Exit Devices were a perfect fit for the building. Designed for high impact applications, the heavy-duty cast chassis provides superior durability, while the smooth, reduced projection touchbar assembly minimizes catch hazards to address safety concerns. Over 225 DORMA 9000 Series exit devices were used on exterior doors and high-traffic interior doors throughout the four-building complex. A standard finish was selected because it can hold up over long periods of time. DORMA is one of the few manufacturers that offer a true architectural grade finish standard rather than plating over inferior materials.

Considering the various environments and air flow patterns within the buildings, specifiers sought a durable door closer that offered spring power adjustment, which would allow opening and closing power to be customized at each entryway. For instance, doors separating the warm, moist air of the pool environments from cooler, drier areas require higher spring power levels to account for added air flow. DORMA's 8900 Series Surface Door Closers were an ideal solution. Featuring a full range spring power adjustment and backcheck, along with a narrow projection, full cover and flatform style arm, the 8900 Series closers delivered the perfect combination of durability, reliability and appearance. Over 600 DORMA 8900 Series closers were used on both exterior and interior doors at RPAC. The 8900 Series was selected with a heavy-duty parallel arm as well as a dead stop feature to stand up to the abuse of everyday use.

To meet barrier-free requirements, DORMA's ED800 Low-energy Power Operators were a cost-effective, natural fit. These operators are easy to maintain, an important factor for doors that are used by hundreds of people every day. DORMA's ED800 operators incorporate sophisticated microprocessor technology with field-proven door closers to provide accessibility for the physically challenged. The ED800 functions as a typical door closer until activated as a low-energy power operator. Eighteen ED800 Low-energy Power Operators were installed.

When completed, the massive complex will have four separate buildings: the main recreation area, two aquatics buildings and an academic building for the School of Physical Activity and Education Services.

RPAC, part of the main recreation area, features a large glass-enclosed atrium, overhead and underground walkways and a student wellness center. Other features of the main recreation area include a 25,000 square foot fitness conditioning space; two, four-court gyms; a four-lane jogging track; and 10 racquetball courts. Adventure Recreation Center, also part of the main recreation area, includes a climbing wall, a fitness/conditioning room, outdoor adventure center and a multi-activity court for indoor turf sports. The aquatic centers feature five swimming pools. The four-phase project is slated for a 2007 completion date. ■

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The backbone of the system, the Jamb Shield is a 48" long sleeve that wraps around the lock side of the doorjamb, making it extremely difficult to kick in. Jamb Shield comes in sizes to fit standard (5.5") and Universal (5" to 12") door spacing. Jamb and hinge shields

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The new SearchAlert Security window changes color from **Green** to **Red** when the TSA secured access device is used to open the lock, or when an unauthorized person has opened the lock using a counterfeit opening device. Travelers will now know when their SearchAlert Classic locks have been opened, and whether their bags have been **searched** by a TSA agent, or **violated** by an unknown person. Protected by U.S. Patents 6,877,345 and 7,007,521. The Design of the Lock is a Registered Trademark® of The Eastern Company.

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