The official publication of ALOA SPAI, an international association of security professionals April 2017

KEYNOTES

SECURING YOUR SUCCESS

The Safe & Vault Issue

- Five Ways To Open a Mystery Safe
- Electronic Lock Replacement On a Gun Safe
- A Nightmare Post Office Safe Opening

PLUS

A Retrofit Job Provides Some Useful Tips

Creating Marketing Brochures | Supporting Veteran Scholarships | SAFETECH and SLBC 2017

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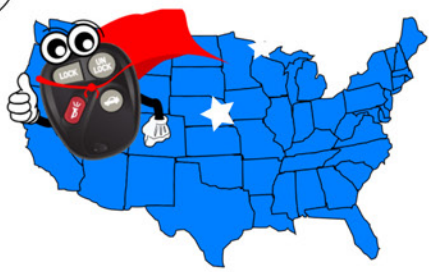

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KEYNOTES

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Mission Statement: The mission of the ALOA Security Professionals Association, Inc., as dedicated members of the security industry, is to ensure professional excellence and ethics; create a public demand for professional locksmith services; represent and speak for the locksmith industry; and expand the exchange of trade information and knowledge with other security-related organizations to preserve and enhance the security industry.

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Help Us Help *You*

The ALOA board is looking for a few good men or women who care about the security industry and would like to sit on the board for the largest worldwide association for locksmiths. We need your help to help guide us into the next millennium. Remember, this is your association, and it can only grow and be productive if you want it to.

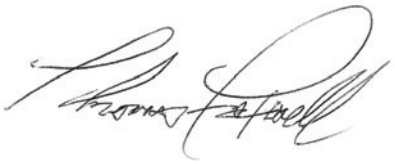
If you don't want to step up and be on the board, there are other ways to help your association: 1.) Attend SAFETECH and partake in classes to make your business better. 2.) Attend the Security Leaders Business Conference to learn how to take your business to the next level with employees and more trucks. 3.) Attend the ALOA Convention & Security Expo to get the best education in the industry and see the latest technology at the largest locksmith trade show.

When you're at SAFETECH, be sure to take part in the ever-popular Friends of SAVTA Live Auction. Not only can you get some great products, but you'll be doing good for the community as well: A portion of the auction proceeds will benefit a charity in Albuquerque.

It makes me feel proud to see all of the many things that our association is doing to help each and every one of our members — including those who specialize in newer fields such as access control, CCTV and one of the hottest areas, electronic automotive technology. If you're in this field or want to be, you need to attend the 2017 ALOA Convention to take all the newest hands-on classes just for electronic automotive servicing. And for you women locksmiths, don't forget that the fastest-growing division of ALOA SPAI is the Women in Locksmithing (WIL) group. This is the group to watch for as it grows stronger and stronger each year.

If you didn't see anything above that got your attention, then step up and let me know what you need or want to make your association the best that it can be. If you just sit back and think of ideas and concerns but don't tell the ALOA staff or board, how are we to improve the association to suit your needs as members? Just a thought, not a sermon.

Best regards,



Tom Foxwell, RL, CAI, CFDI
President
ALOA Security Professionals Association, Inc.
president@aloa.org

Gearing Up for Albuquerque

May will be here before you know it, which means it's time to finalize your plans for attending SAFETECH 2017 and the Security Leaders Business Forum. This year, SAFETECH is returning to Albuquerque, N.M, a location we haven't been to since 2006. We're excited to go back there May 1-6 to our new venue, the Crowne Plaza Albuquerque, where you'll have a full week of the best safe and vault education available, plus unbeatable networking.

Branching out into new specialties is a great way to expand your business reach. When you offer additional services, you can not only sell additional services to existing customers, but you can reach a whole new set of clients. What better place to dive into the exciting world of safe and vault technology than SAFETECH? If you have always wanted to learn about this field, now's the time.

In this issue, we've published several safe and vault features that are sure to provide you with great information. Come attend SAFETECH and learn even more! This year, we're offering several new classes, including the new two-day Forensics for the Safe Technician class, where you can learn about the exciting field of forensics. For those who want to dive into electronic safe lock technology, the beginner-friendly Basic Mechanical Safe Service 101 is a great one to take.

And no attendance at SAFETECH is complete without going to the Friends of SAVTA Live Auction, where you can get some great bargains while benefitting SAVTA. This year, some of the proceeds will also benefit a charity in Albuquerque. Buy well and do good at the same time.

The cutoff date for discount hotel reservations for SAFETECH is April 3, so hurry and make yours! But don't stop there with your Albuquerque plans. The Security Leaders Business Conference follows immediately after SAFETECH at the same venue, taking place May 6-9.

"While we try to bring our members the most individual benefits we can, it's the relationships you build with each other that we can't place a value on."

Past attendees of this conference will tell you how beneficial it is for the one-on-one networking with manufacturers and distributors as well as for the business acumen they gained in the seminars. Not just for business owners, this conference is sure to push you forward in whatever career trajectory you're on.

More than just for education, these conferences are for connecting - with your peers, your educators and your industry leaders. By attending, you gain so many valued personal and professional relationships in an experience you can't find anywhere else. That's the beauty of ALOA and SAVTA. While we try to bring our members the most individual benefits we can, it's the relationships you build with each other that we can't place a value on. Come be a part of it at this year's events.

Mary A. May

Mary A. May
Executive Director
mary@aloa.org

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JOIN US IN ROSEMONT!

The Scammer Fight Continues

Recently, a group of thirteen locksmith businesses have joined Mark Baldino and Baldino's Lock & Key of Newington, VA in an antitrust lawsuit against three major search engines in U.S. District Court in Washington, D.C., The plaintiffs — from eleven states and the District of Columbia — claim in their filing that the search engines flood their search results with false listings and fictitious map business addresses. This lawsuit against Google, Bing and Yahoo is the latest in Baldino's fight against the scammer issue that has plagued the industry in recent years.

To read more about the case, visit http://nationallocksmithissues.com or contact the plaintiffs' attorney, Jeffrey Roberts, at (561) 360-2737.

ALOA SPAI has worked with its members and industry leaders for years to address the scammer problem and fight back. To learn more about the association's efforts, contact membership@aloa.org.

C.D. Lipscomb Recognized by TLA

In honor of his years of service, C.D. Lipscomb, CML, CPS, CAL, has recently been recognized by the Texas Locksmith Association (TLA) as a Life Member. He received the honor at the February meeting of the Association.

Lipscomb is a Life Member of ALOA and a past board member, having served as South Central Director and Director of ALOA SPAI Chapters. As a member of the ALOA President's Club, he has sponsored 112 people for membership, more than any other member.

Tom Demont Opens Antique Key Machine Museum

Past ALOA SPAI President Tom Resciniti Demont, CML, CMIL, CMST, recently found himself perplexed about the future of his more than 300 antique key machines. After contacting various places to see if he could donate them, no one had room for the extensive collection. What to do? Well, open a museum of course!

The Antique Key Machine Museum of America, which operates as a nonprofit, allows visitors to touch the machines — they're bolted down — as well as play with the key duplication area. The Finleyville, PA-based museum gladly accepts donations of old key machines, manuals, catalogs, signs and posters.

To learn more about the operation, please contact Tom Demont at tresciniti@comcast.net or (724) 969-2595.

Tom Demont has recently opened an antique key machine museum.

NEWS BRIEFS

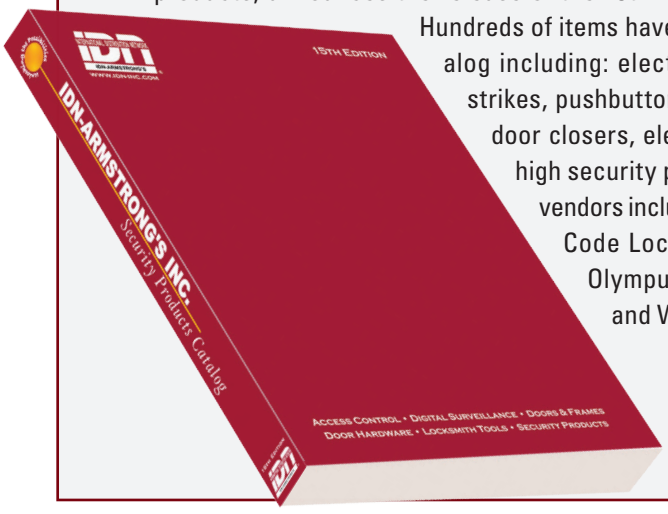
ASSA ABLOY's HES 1006 Series and 9600 Series Electric Strikes are now declared as part of the Living Building Challenge, a building certification program with requirements that are more stringent than the LEED green building certification. The product declarations aim to promote transparency in the building materials industry and healthier built environments.

ASSA ABLOY has also updated labels on all product packaging for non-residential hardware brands in North America to use one consistent format. All brands are implementing this new standardized label as a rolling change. This standardization will make it easier to identify important information on packages and on shelves.

Lebanon, IN-based **Phoenix Safe International** has unveiled a new website at www.phoenixsafeusa.com. The company has also released a new product brochure. To receive a copy, please visit www.phoenixsafeusa.com/catalog-request-form.

Security Door Controls (SDC) has redesigned its website, www.sdcsecurity.com, to allow users to easily search and find detailed product information, videos, photos, installation instructions, price lists, certifications, white papers and more from any desktop, laptop, tablet or smartphone. The site also includes the 300-page 2017/2018 product catalog, a free downloadable SDC smartphone app for product reference and specifications and an expanded SDC blog for the latest news and trends.

IDN-Armstrong's, a distributor of door hardware and security related products, announces the release of the 15th Edition Product Catalog. Hundreds of items have been added to the catalog including: electrified deadlatches and strikes, pushbutton locks, locksmith tools, door closers, electronic access control, high security products and more. New vendors include ABH, Alarm Controls, Code Locks, Ditec, Keyline USA, Olympus Lock, Solid Keys USA and Westinghouse.



Association News

The Fox Valley Chapter of ALOA will hold a meeting in April, hosting Bill Prokup of Allegion, who will give a presentation on ENGAGE technology. In June, the chapter will have Scott Hoffman of Morse Watchmans at the meeting to discuss Safe Latch, Key Watcher and more. In February, the chapter held a silent auction, raising funds for chapter programs and operations.

IN MEMORIAM

Stan P. Piotrkowski, CPL, of Belair Road Locksmith in Baltimore, MD, has passed away. He had been a member of ALOA for 30 years.

Louis Thomas Schwarzkopf, 81, of Catonsville, MD, has passed away from complications of Alzheimer's. Memorial contributions may be made to Mt. St. Joseph High School, 4403 Frederick Rd., Baltimore, MD 21229, www.msjnet.edu/giving or the Alzheimer's Association, 1850 York Rd., Suite D, Timonium, MD 21093, www.alz.org/Maryland. He was a member of ALOA for more than 30 years.

Tom Steven Moyes passed late last year in his Valencia, CA home. He had been a member of since 2011.

Austin J. Walling, ARL of The Locksmith Express in Dubuque, IA, passed away February 18. He had been an ALOA member since 2013.

PRODUCT BRIEFS

Ilco has released the 35th annual edition of the Ilco Auto Truck Key Blank Reference, available free to assist in key cutting. The document can be found at www.ilco.us under Literature & Support, Key Directory & References. Printed copies will be available in April from Ilco distributors. The company also recently announced six new automotive emergency keys and two new Kioti Tractor keys. Auto makes for the emergency keys include Cadillac, GM, Ford/Lincoln, Hyundai/Kia and Toyota. More information is available on www.ilco.us under Literature & Support, Key Directory & References.

ICLS, the global and oldest distributor for Ultra Security, has announced a new type of key retainer device (KRD), the KRD-2-KR with key reset. The unit is intended for applications where stricter guidance and notification is required. It functions the same as the standard KRD-2, but allows the employee to insert their release, or change, key as usual, which permits the retained — or top master — key to be accessed. When employees' duties are more restricted, their retained key cannot be returned back to the KRD until the designated person puts their special reset key into the retainer, allowing the retained key to again be captured. The employee's release key is then released back to the employee. For more information, visit www.ICLSglobal.com.

Rocky Mount, NC-based **Advanced Diagnostics** has announced two new software updates. ADS229 has been expanded to cover a wider range of PSA vehicles manufactured from 2006 to 2016, including vehicles fitted with a Johnson Controls BSI. ADS229 software has been improved to cover bladed and proximity keys and also supports PIN code reading for bladed vehicles in lost key situations.

Also, ADS233 will now program bladed and proximity keys for various models of Suzuki cars. A PIN code is required to program keys and the software will bypass the PIN code during the procedure when the Smart Dongle is used. Additionally, ADS192 now supports various older-model Suzuki vehicles for PIN code reading.

Toshiba Surveillance & IP Video Products has introduced its first panoramic fixed IP dome cameras featuring IR LEDs and five-megapixel sensors. Designed for use in large areas, the IK-WF51R and the indoor IK-WF51A can be mounted on ceilings for circular overviews of an entire room or on walls for 180° views. To eliminate the "fisheye" effect, video is de-warped inside the camera by digitally flattening it. Both cameras let users monitor in original surround view and in regional view. Features include day/night imaging, clear viewing up to 33 feet and real-time H.264, MPEG-4, and MJPEG compression that reduces bandwidth requirements. PoE and PoE+ eliminate the need for running additional electrical cables to power the cameras.

As of February 20, 2017

NEW APPLICANTS

CALIFORNIA

Chula Vista
Richard Watkins
Sponsor: Harry L. Sher, CML, CPS
Sunnyvale
Thai Nguyen
Sponsor: Brett McMenimon, RL

DELAWARE

Newark
Brian F. Alpers
Sponsor: Stephen R. Miller, CPL, CPS

FLORIDA

Fort Lauderdale
Curtis Soles
Sponsor: Avon Aiken, RL
Weeki Wachee
Tony R. Davidson

ILLINOIS

Deerfield
Scott Schneider
Apprentice Member
La Salle
David Moore
Sponsor: James L. Doll, CRL
Jayme Doll
Sponsor: James L. Doll, CRL
Macomb
J. Scott Adair
Apprentice Member

KANSAS

Wichita
Patrick R. Stephens
Sponsor: Don Loehr, RL

LOUISIANA

Denham Springs
Tommy F. Hollomon Jr.
Sponsor: Randall R. Jones, CRL
Lake Charles
Gregory L. Breaux II

MARYLAND

Gaithersburg
Douglass H. Wagner
Sponsor: Larry A. Poteat Sr., CRL

MISSOURI

Independence
Rick Campbell
Sponsor: Gregory P. Fasse, CRL

NEW YORK

New York
Joshua Milstein
Gabreil Bonano

NORTH CAROLINA

Lexington
Joseph Talley
Apprentice Member

PENNSYLVANIA

State College
Jay L. Krause
Sponsor: Robert J. Auman, RL

PUERTO RICO

Ponce
Roberto Garcia, RL

We Need Your Help

Attention, ALOA members: Help us eliminate the ongoing industry problem of scammers by screening the new applicants listed on these pages. If you have questions or concerns about any of the applicants, please contact Kevin Wesley, membership coordinator, at (214) 819-9733, ext. 219, or email kevin@aloa.org.

TEXAS

Stafford
Danny Flores
Institutional Locksmith

VERMONT

S. Wheelock
TIm Hooker
Sponsor: Leon R. McAllister, RL

WISCONSIN

Merrill
Lynette L. Burby
Sponsor: Kenneth W. Briggs, CRL
Stoughton
Matthew Butler
Sponsor: Jacob B. Matteson, CPL

KOREA

Soosunggu Daegu
Youg Jin Lee
Sponsor: Chel Ho Shin, RL

These applicants are scheduled for clearance as members of ALOA. The names are published for member review and for comment within 30 days of this Keynotes issue date, respectively, to ensure applicants meet the standards of ALOA's Code of Ethics. Protests, if any, must be addressed to the ALOA membership department, signed and submitted via e-mail to membership@aloa.org or via fax to 214-819-9736.

For a complete calendar of events, visit www.aloa.org.

CALENDAR

MAY

May 1-6
SAFETECH
Crowne Plaza Albuquerque
Albuquerque, NM
www.savta.org or
(800) 532-2562, ext. 218

May 6-9
Security Leaders Business Conference
Crowne Plaza Albuquerque
Albuquerque, NM
ALOA.org or (800) 532-2562, ext. 218

May 15-20
Six-Day Basic Locksmithing
ALOA Training Center
Dallas, TX
education@aloa.org or
(800) 532-2562, ext. 101

JULY

July 16-22
ALOA Convention & Security Expo
Donald E. Stephens Convention Center
Rosemont, IL (Chicago area)
ALOA.org or (800) 532-2562, ext. 218

OCTOBER

October 2-7
Six-Day Basic Locksmithing
ALOA Training Center
Dallas, TX
education@aloa.org or
(800) 532-2562, ext. 101

October 18-22
Yankee Security Conference & Tradeshow
Sturbridge, Massachusetts
www.yankeesecurity.org
Contact Seth Derderian at
(508) 757-1434

DECEMBER

December 4-9
Six-Day Basic Locksmithing
ALOA Training Center
Dallas, TX
education@aloa.org or
(800) 532-2562, ext. 101

Hurry to Register for SAFETECH and SLBC!

SAFETECH and the Security Leaders Business Conference will soon be here — and don't forget to plan for the ALOA Convention.

SAFETECH and the Security Leaders Business Conference are almost upon us! Finalize your plans now to attend these two can't-miss events.

SAFETECH

Endless possibilities await you at SAFETECH in Albuquerque, NM, May 1-6. We've enhanced our already world-class technical education offerings this year to include new classes on forensics, basic mechanical safe service, vault lock servicing and boltwork and hinge servicing and drilling.

From your home base at the host hotel, the Crowne Plaza Albuquerque, explore all that Albuquerque has to offer. Albuquerque has so many activities for the whole family, such as hiking, desert sight-seeing, hot air balloon rides and so many museums and Native American attractions. For "Breaking Bad" fans, there are several tour options to take a look at some of the show's filming locations.

The cut-off date for hotel reservations at Crowne Plaza Albuquerque is April 3, so hurry to book your room if you haven't done so already! Call the hotel directly at (505) 884-2500.

Security Leaders Business Conference

While you're making your SAFETECH plans, be sure to consider staying on in Albuquerque for the Security Leaders Business Conference! The conference will be taking place May 6-9 immediately after SAFETECH and at the same venue, giving you a bang for your travel budget. Not just for business owners, SLBC gives you one-on-one access to manufacturers and unparalleled networking. Take advantage of the seminars on topics such as the economy and the state of the industry, the changing world of competition, business exit and succession planning, managing business growth, in-house training, and recruiting and retaining employees.

In the afternoons, you'll have the chance to participate in one-on-one meetings with manufacturers and distributors to forge stronger relationships that will benefit your business operations. The evenings will provide you with ample opportunity for additional networking while you socialize. For additional details or to register, visit ALOA.org.

ALOA Convention & Security Expo

Don't forget to plan ahead for the ALOA Convention as well! Look for the brochure bundled with this issue to register and learn more about the exciting new electronic access and automotive certifications and classes, events, networking opportunities and all of the exhibitors on tap for you. Master your skills and connect with your peers in Rosemont.

The Magic Of Credentials

IAIL President Tom Demont explains how credentials can boost your career and income.

Can you believe we're finishing one quarter of the year already? Where has the time gone? I spent the winter getting ready for this year's educational classes. Updating books and manuals is very time consuming, and if it wasn't for a crackling fire and a glass of "Mark Millers" Special Reserve bourbon or a single-malt scotch, I don't think I could have made it through this crazy winter. Well, here spring is upon us, and I am raring to go out and mold some young and old minds.

Whether I'm teaching building and fire codes, forensic locksmithing or shop management for the small- to medium-size business, I am always on my phone helping a locksmith with a question about any of the above. There are so many ways we can help out our industry. Jim Hancock wrote a great article in this issue of *Keynotes* about giving back via our veterans scholarship program. What a great subject we should all get involved in as a way of saying thank you to the locksmith profession!

Some locksmiths make fun of all of the credentials I have, and the basic ones (AHC, CAI, CML, CMIL and CFL) were all achieved before I retired. Since I retired, I picked up CFDI, CMST, ICML, IFDI and LSFDI. Why would I bother testing for credentials after I retired? Well, I'm part of that new breed of retired locksmiths who use the term "working retired!" After retirement, I decided to roll up my sleeves and get more involved with ALOA and teaching. This led to a lot of studying and credential achievement in order to teach. Did I need them to teach? No, but the students like to know the person teaching them can show accomplishments and accreditation.

Another interesting thing happened as I was achieving more credentials: My expert witness business started picking up through the referral agencies. With each credential, I would update my CV (curriculum vitae, an enhanced resume) and potential clients would read it and contact me about cases. It boosted my retirement income by $10K average each year. So, for expert witnessing, the more credentials the better!

I didn't go to college as a full-time student until I was 42 and had already sold four companies. I felt that because I didn't complete high school that a college diploma would be a cool thing to have, so off I went. After I figured out the system, I graduated in three years with honors and two diplomas — a Bachelor of Science in Labor Negotiations and one in Women's Studies — and then started my factory representative agency, Technical Sales, Inc. I took my AHC and CML exams while I was in college. So, any time is a good time to take your exams!

Forensic locksmithing as an expert witness is a great retirement profession. It draws on all those years of knowledge you have locked up in your mind that will go to waste unless you put it to work doing less physical work (just exercising your brain). Contact me for more information on this exciting new career.

Tom Resciniti Demont, AHC, CAI, CFDI, CFL, CMIL, CML, CMST, ICML, IFDI, LSFDI, ARL, President, International Association of Investigative Locksmiths.
IAILPresident@aloa.org

Get Published!

IAIL members: Submit your articles for the Investigative Spotlight department. Send your information to Ross Squire at ross@abcforensic.com.

"Old School" Still Works

Tom Gillespie, CML, CIL, CCL, explains how to professionally promote your services via an old-fashioned paper handout.

How can you expect to get new customers, have repeat business from past customers or even get additional work from current regular customers? In the prevailing atmosphere of social media, it's likely that many of you are already spreading the word with tools such as Google, Facebook, YouTube, LinkedIn, Twitter, Instagram, YP, email or a company website.

After all, you can't do much more to promote your company, can you? Yes, you can, and it's simple, inexpensive and powerful.

Don't overlook an old-school handout flyer as a valuable advertising tool. A single-folded sheet of paper can provide the opportunity to explain to your customers the various products you sell and services you offer. If marketing is a pie chart, the slices include; advertising, competition research, product pricing, distribution, customer support, sales strategy, community involvement and more.

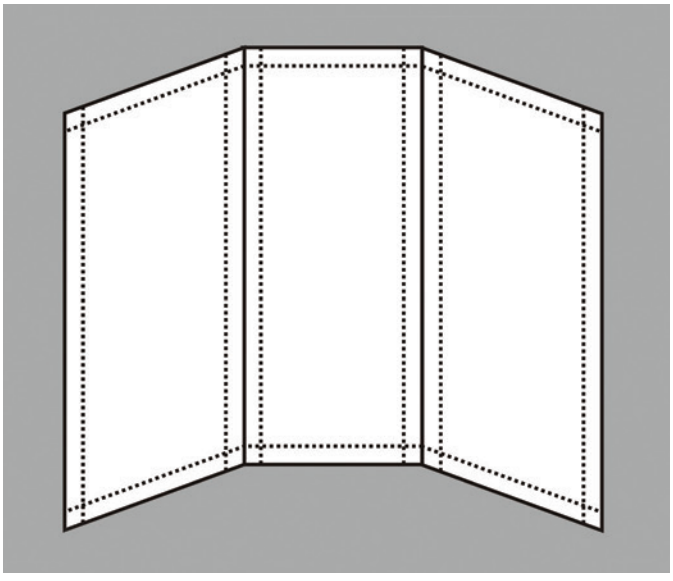
Remember that many customers don't know what you do. People walk into the shop, see 13,279 keys hanging on your wall and ask, "Do you cut keys?" Despite the temptation to answer, "No sir, this is a bowling alley!" you smile politely and answer yes. Or do you still have friends who say, "So you just drive around all day cutting keys?" Yes, that's precisely what I do.

Because people don't know exactly what you do, it's up to you to educate them. Years ago, I acquired a very large commercial property management account in Orange County, CA, by handing out a simple flyer on a night-time auto lockout. She had called her regular locksmith, but they hadn't called back …as usual. As I made out the invoice, the customer read through our flyer and mentioned that she'd seen our trucks around but didn't know we did master key systems. She said she needed some locks master keyed at the company where she worked.

We talked briefly and set up a meeting later in the week. I found out what kind of hardware the company had on their properties by driving by the next day. I went to our meeting prepared with detailed information and was surprised to discover that she was the owner. We were able to land that account because it was being under-served by a competitor and because she was better informed about us.

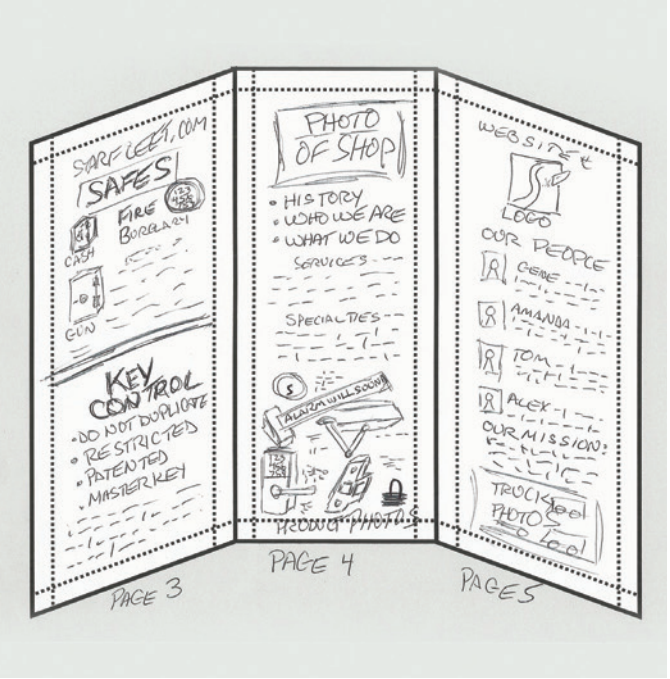
Here Is the Tool

Figure 1. It's referred to as a tri-fold because it results in three distinct "pages" — or segments — each with a front and back area. As examples, I'll show two different flyers I made for our company. The first one focuses on the various locksmith services we offer and the second one focuses on safe sales and service. Your flyers should inform customers of what you do and why they should employ your company to meet their security needs.



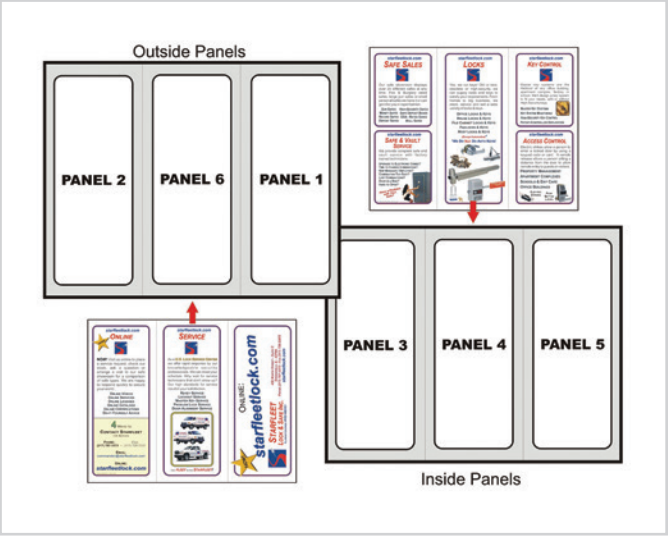
The Basic Design

Figure 2. By folding a standard 8½" x 11" piece of paper at the right places as shown, you can create three equal-sized panels. When printed on both sides of a sheet of paper, the tri-fold gives you a total of six separate areas ready to tell your story. The dotted lines show the approximate area blocked off for the message, leaving about ¼ inch border on each side of a panel.



Idea Scribbles

Figure 3. After laying out the basic panels, get out your pencil and scribble down some ideas for what you have in mind. Don't be afraid to do this on various pages, taking the best ideas from each for the final version. Rough sketches help you visualize what you like and don't like. If you end up having someone else do the final product, this will help them understand what you have in mind.



How to Lay It Out

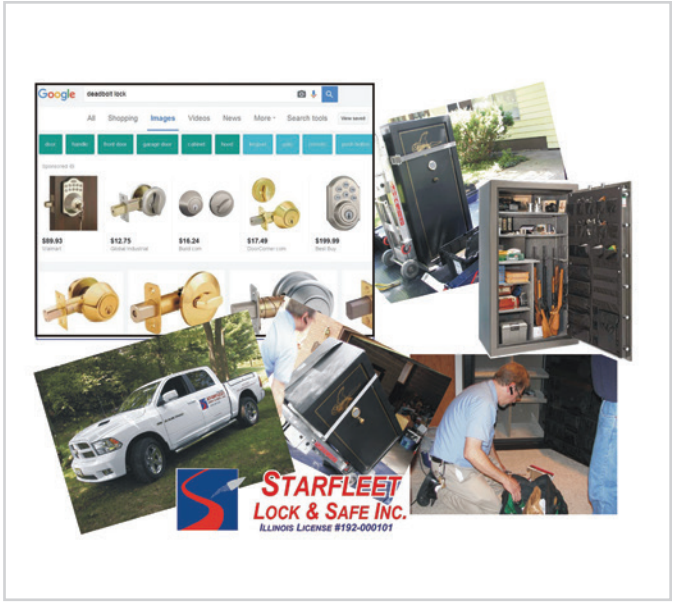
Figure 4. As indicated earlier, there are six panels, but they don't all fall in order. On one side of the paper are the outside panels; the order as shown is 2-6-1. Panel 1 is the outside or cover flap that the customer sees first. Panel 2 — the inner flap — is seen next as the flyer is being opened. Once opened, the inside panels 3, 4, and 5 fall in order. After the document is closed again, panel 6 on the back panel is visible.

General Locksmith Services Flyer — Outside

Figure 5. Panel 1 on the far right and shows all of the basic information. This was made right after we launched our website. It is positioned as landscape because it was used as a mailer to go in the envelope with invoices. The website, company logo, name, license number, address and phone number also appear. Panel 2 on the left highlights our then-new website. Panel 6 in the middle shows a little information about our company, with some of our basic services and vehicle photos. All panels on this side of the page are full length.

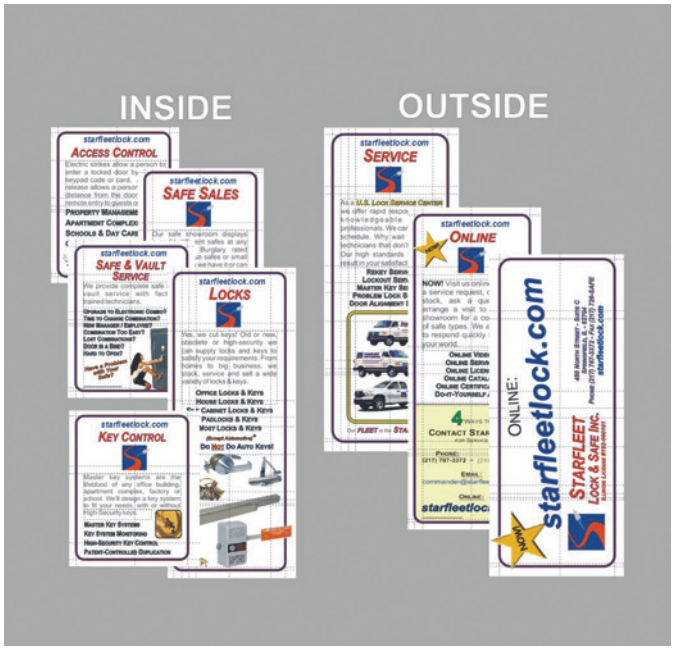
General Locksmith Services Flyer Inside

Figure 6. The inside is laid out differently. Panel 3 on the left shows two distinct areas related to safe sales and safe service. Full-length panel 4 in the center highlights some basic locksmith services and notes that we do not do any automotive work. Panel 5 on the right briefly addresses key control and access control each in its own specific area.



Photos and Images

Figure 7. Depending on the message you want to promote, you have a number of options for graphic content. Using photos of your company, yourself or your employees is best. Show your people in action or tasks being performed. Generic product photos are fine. I usually crop or modify photos or images to fit my needs.



What to Say

Figure 8. The small dotted lines in this photo are used for proper alignment of images and text as the flyer is laid out. To the left are the five boxes from the inside page. Each one uses simple language to convey your message. The position, content, layout and look of each panel is done, redone, changed, modified or replaced until I like what I see. The right panels show the cover page, inside flap and back page.

How to Say It

Figure 9. Each area should have a designated message highlighting a product type or service. Try to send a message with a question or an attention-getting line. The safe and vault service area mentions factory-trained technicians and asks "Have a Problem with Your Safe?" with a lighthearted photo sending a message. The key control message denotes master key systems and high-security keys.

Review and Edit

Figure 10. After trial and error, you will come up with something that you're satisfied with and presents the message you want to send to your customers. When you have the text and graphics the way you like, review it for errors and mistakes. Most articles I write and flyers I design go through numerous changes and revisions before going to a draft print. This Trilogy image got reversed at some point and would be embarrassing if it made it to the final product.

Review It Again

Figure 11. With the Trilogy image reversed, it's ready... or is it? Have someone else proofread and take a look at the flyer. Many times, a writer becomes blind to his own mistakes. In the same area, the text of the message has the word "the" twice in a row. A simple error. Yes, it's in the previous photo too; did you catch it? (Made you look, didn't I?)

Safe-Specific Flyer Outside

Figure 12. Another flyer shows a specific focus on safes. The Panel 1 cover shows Gene Gyure, owner, moving a large double-door Mosler and shows basic company information. Panel 2 on the left is similar to the other flyer but mentions safe deposit box service. Panel 6 on the back shows all contact information, and the text is focused on safes.

Safe-Specific Flyer Inside

Figure 13. Panel 3 on the left shows the types of safes we sell and uses a large AMSEC safe to draw attention. Panel 4 uses safe-moving photos to demonstrate our attention to detail, capabilities and use of special equipment. Panel 5 is split between various safe services offered and alerting commercial customers to the fact that Gyure is a GSA Certified Safe & Vault Technician and a GSA Approved Container & Vault Door Inspector.

Print Some

Figure 14. As I develop content and change my mind about it and the layout, I'll print a copy to review and have someone else look it over. I want to fix errors and get their opinion. I'll print draft copies at first, then print higher-quality ones until I get what I like. The best way to get what you want is to make it yourself. I use a graphics program to create mine. Printing large quantities on your own this way won't work. I use a local printer and take them a USB thumb drive with the electronic data file. They print and fold them. Note: The program I use is an old version of Corel Draw 12. I use it because I'm comfortable with it and I know how to create what I want. There are dozens of graphics programs and apps that are newer, better, faster and probably require less effort to create a flyer.

Getting Help

Figure 15. If you don't have a graphics program or have one and don't know how to use it, you can still create your business flyers with a little help. Put down your thoughts and ideas, gather the photos you want to use and get help from an online source, an office supply store or printer. Companies such as Professional Business Products offer assistance and have a line of promotional and business products devoted to the locksmith industry. Visit them online at www.pbp2000.com.

Handouts in Use

Figure 16. These tri-fold flyers are meant to be handed out. Every job, survey or interaction with a customer is the chance to increase business. On a simple lockout, give a handout to a customer to alert them to the products and services you offer. Keep a stack in your service truck and personal car. Whenever you hand out a business card, add this to it. Set up a rack on your counter for inside distribution.

"Specific-Focus" Flyers

Figure 17. Not all flyers are tri-fold or handout style. This is one of a series of single-sided pieces that focus on a specific service or subject matter. This details our safe-moving expertise. The photos and accompanying text explain what is happening in each photo. From the header to the contact information, a complete picture is painted to tell a story.

Focus on Your Specialties

Figure 18. Most locksmiths offer various services. A flyer that offers details helps sell that service. The left and center example show virtually the same message about safe deposit work in different layouts. These can be mailed or left with a potential customer during a site survey or visit.

Showroom Displays

Figure 19. Another way to use a specifically focused flyer is to display them on your showroom wall or in a stand on your counter or shelf. The list of subject matter is limited only by your expertise. Our wall has flyers devoted to panic bars, door closers, ADA hardware, "do not duplicate" keys, safe fire and burglary ratings, etc. We also display covers of Keynotes and Safe & Vault Technology magazines where one of our articles has been the cover story about jobs at our shop. I got Gene and our trucks on a few covers and local landmarks that people recognize on others. It makes for fun conversation as people look at safes or wait for keys or service.

"We were able to land that account because it was being under-served by a competitor and because she was better informed about us."

Other Promotional Material

Figure 20. One of the simplest and most effective items for the locksmith is the simple key tag. For years, we've used a simple white vinyl tag with red printing. Nothing fancy, but very affordable, these tags are used to identify the hundreds of keys we cut for our commercial accounts by using a black Sharpie to add the identifying information they request. There are dozens of promotional items available to advertise your business. Pens, cups, calendars, USB devices and many more.

Conclusion

The point is that "old school' methods such as a simple paper handout can have a positive impact on your customer base and profit. The only way to see how successful this can be for you is to try it. Use a flyer to advertise what you do and explain how it can meet the customers' needs. Tell a short story with graphics and photos. Use color and design to make your company sell itself. Like some of the electronic tools, this is a way to promote yourself — and unlike some of the electronic tools, it's very inexpensive and simple.

Is there anybody out there who needs a nice little extra paycheck in his or her pocket? Tell us your story by submitting photos and text explaining a job you did and why you did it that way. By sharing your unique solution to a problem job you can help others while helping yourself. Email wendya@madisonmilesmedia.com to submit an article to Keynotes.

Tom Gillespie, CML, CIL, CCL, is a 48-year veteran of the security industry. Since 1969, he has worked in the retail, manufacturing and distribution segments of the industry. Tom has taught educational seminars for ALOA and dozens of locksmith associations throughout the U.S. and Canada and has authored numerous books, newsletters, articles and columns for a variety of security industry publications.

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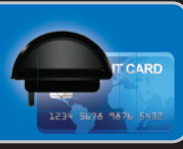

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GOING "POSTAL"

A nightmare post office safe takes many approaches and the help of a network of experienced experts.

By Bob DeWeese, CML, CPS, CJS, CAI

A while back, I opened a Schwab post office safe *(see Figure 1)*, and the thing really gave me a run for my money. I spent close to four and a half hours on it on the first day. Then I spent another three and a half hours (on just the opening part) the following day before finally swinging the door.

Figure 1. This tricky Schwab post office safe required eight hours of work over two days to finally swing the door.

Sleep On It

After going home with my tail between my legs on day one to "regroup" and gather more information if possible (and just "settle down"), I called (among others) my friend Dave Fullarton, whom I consider my local mentor — even though he's younger than me. He gave me a pep talk and told me that if I did need him to bail me out (not his words, mine) to just give him a call. (It's extremely RARE that I have to call him to bail me out. But it's really nice to know he's there if I need him.) Then he told me to sleep on it. But laughed and said, "But you won't! You're gonna lay awake all night thinking about it."

I actually slept pretty well at first. But I woke up a 5 a.m. and couldn't get back to sleep, thinking about what was ahead of me. What contributed to the anxiety was that this was a GSA container, so my drilling options were far more limited.

Hardplate Headache

I had gotten the lock open on day one, but still could not get the handle to turn (after dealing with some of the worst carbide matrix hardplate that I have ever experienced). The hardplate was such that, at times, even diamonds weren't making any progress. (I talked to Jeff afterwards and he knew what exactly I was talking about.) So a lot of the drilling was old school drill/pound/drill/pound *(Figures 2 and 3)*. (Fortunately,

I had the foresight to quote this job "... plus bits"!)

I've always been partial to the holesaw method of removing the dial on an S&G 8400 type lock (see my article in *S&VT* March/April 2012). But because of the hardplate I was expecting (and, turns out, WAY underestimated), I wanted to use my minirig instead of just freehanding it with a lever rig. So I had to get the whole dial and dial ring completely out of the way to mount the template.

I resorted to the old rocking the dial up and down with a pair of large Vise-Grips to snap the spindle. It worked, but left me VERY little spindle sticking out of the door with which to work *(Figures 4 and 5)*. It was a pain in the butt to work with, but doable.

Other than the hardplate from beyond hell, it was a fairly textbook S&G 8400 opening.

Signs of Trouble

The original problem was a malfunction, with symptoms as follows: You couldn't get the lever to "drop" at all most of the time. Occasionally, it would feel like it dropped, with some finagling, but then the dial would stop at 96. However, continuing to increase turning pressure on the dial would just cause the lever to pop back out. The dial would then stop at its normal place with the cam expanded. I tried a bunch of times with the same combination of results, then decided just to drill.

I started out with a 4" x ¼" StrongArm, right off the bat *(Figure 6)*. After going through the ½" mild steel of the door, I hit what reminded me of run of the mill Black Label hardplate, and thought to myself, "This is gonna be a breeze!" (That elation was shortlived.)

After sailing through the first piece of hardplate, I hit what at first felt like normal Red Label hardplate. Yeah, this was a Black Label container. But I've seen some


Figure 2

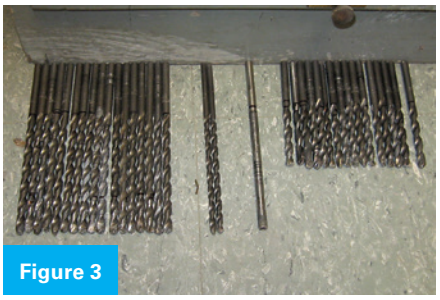


Figure 3

Figures 2 and 3. The hardplate was so tough that, at times, even diamonds weren't making any progress, making old school drill/pound/drill/pound drilling necessary.

pretty tough stuff on the occasional Black Label. And this being a post office safe, I went in expecting "bad."

Tough Stuff

One of the worst openings, as far as hardplates go, that I've ever experienced was a post office safe in Joe Cortie's GSA Defeat and Repair class I took at a SAFETECH Convention many years ago. So I wasn't exactly expecting a cakewalk when I walked up to this thing. (And the first piece of Black Label-like stuff on THIS container really caught me pleasantly off guard.)

Anyway, expecting your run-of-the-mill Red Label hardplate for the second piece, I broke out a diamond core *(Figure 7)* as soon as I heard the "click, click, click, crunch, crunch, crunch" of my carbide bit saying goodbye.

Just as a side note, I like to mark my bits — especially diamonds — with a Sharpie, just so I can easily see what kind of (if any) progress I'm making.


Figure 4

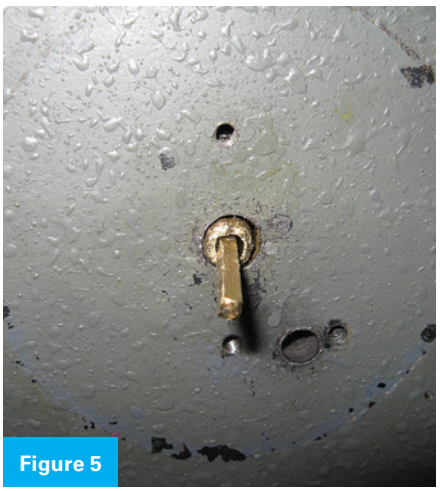


Figure 5

Figures 4 and 5. Rocking the dial up and down with a pair of large Vise-Grips to snap the spindle worked, but left very little spindle sticking out of the door with which to work.

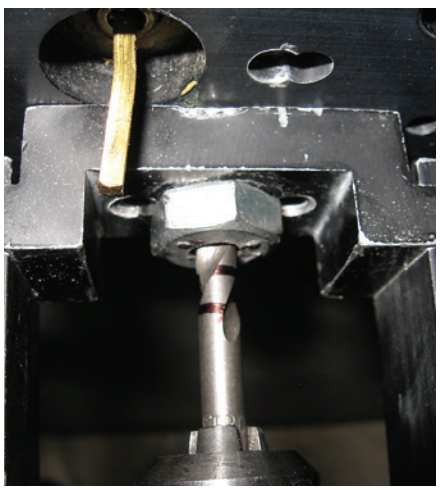


Figure 6. Drilling started out with a 4" x ¼" StrongArm and seemed deceptively easy.

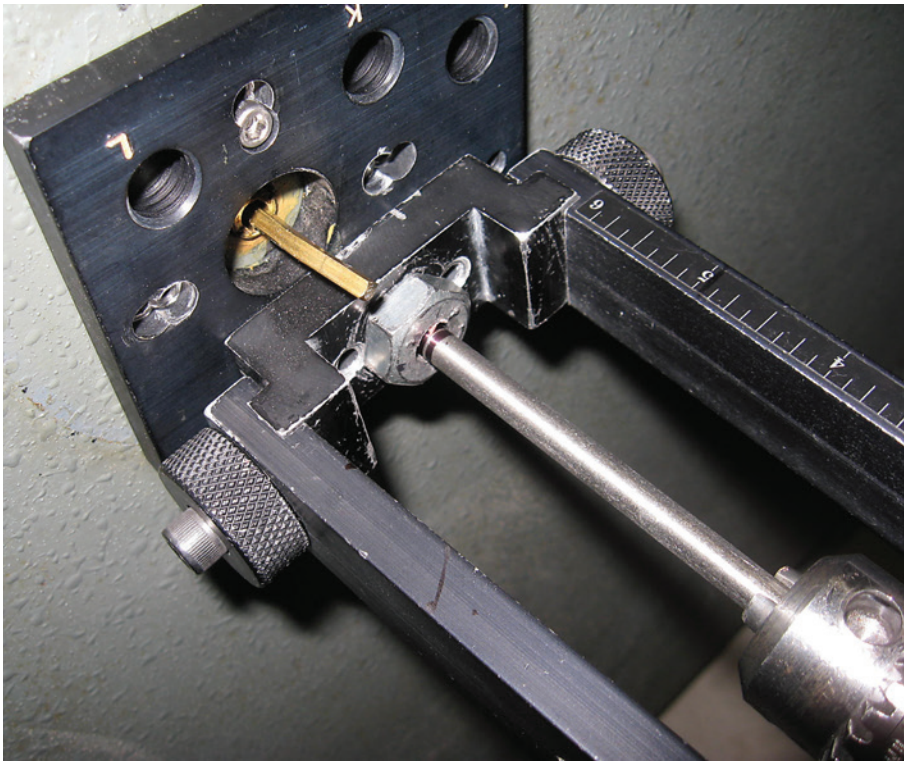


Figure 7. Once the carbide bit was destroyed, the diamond core came out.

Figure 8. A Bob Stabley carbide punch was used to beat the hardplate, breaking up chips of carbide a little at a time.

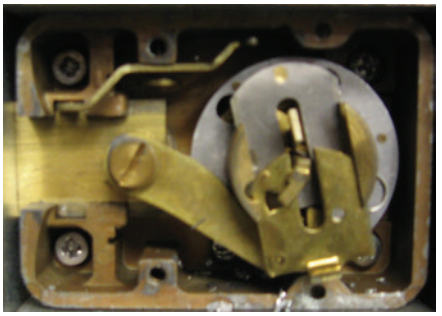


Figure 9. The lever was forced into the wheelpack with a probe and then over to the left to retract the bolt.

My diamond was making progress for a little while. Then, all of the sudden, it just stopped cutting. At one point, I got so frustrated that I trashed a $30 diamond core by being a little too heavyhanded at too high of a speed. (Yeah. It happens.)

The Dead Bit Club

Not wanting to trash another one, I grabbed one of my Bob Stabley carbide punches and began to beat the crap out of the hardplate in what would be an on-going effort to break up little chips of carbide a little at a time *(Figure 8)*. After beating on it, I would change back to a carbide bit, which would make just the slightest progress before joining the dead bit club on the floor.

Every now and then, I would switch back to a diamond. But again, it would only cut for a little while, then stop making any progress (according the my Sharpie line). Finally, after about a little over an hour and a half of drilling and hammering, I penetrated the lock case.

Second Guessing Game

I scoped the gates under the fence, turned the spindle (or what remained of it) back to what I had marked as approximately "0", and turned the inner spindle. The lever would partially drop. But as I would continue to turn the spindle to retract the bolt, it would just pop back out of the wheelpack. No idea why. But it was

Figure 10

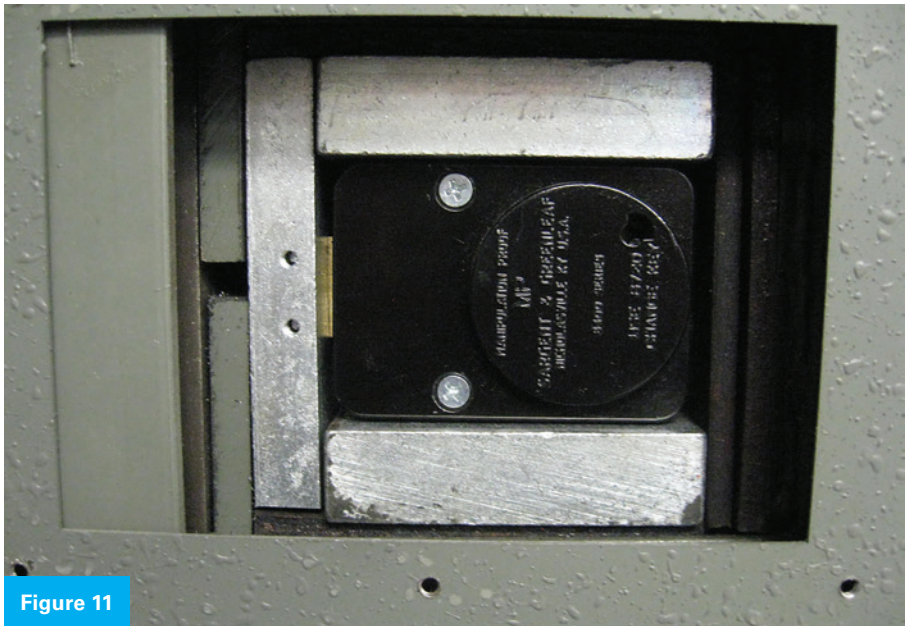


Figure 11

Figures 10 and 11. There was a bolt block attached to the extended bolt on the lock blocking two vertical parts of the boltwork from moving closer together once the bolt block was out of the way.

doing exactly what I experienced during diagnostics earlier.

I was able to force the lever into the wheelpack with a probe and then over to the left to retract the bolt *(Figure 9)*. I reached over to turn the handle, and NOTHING! (This seems to be becoming a theme in my life.) What the hell?!

Now, from all the (limited) information I had gathered up to this point on this thing, it wasn't supposed to have any kind of external relocker. At least nothing that I was aware of. But SOMETHING was still blocking the boltwork from retracting. At this point, I began second guessing myself. "Was the lock bolt fully retracted?" Are you SURE the lock bolt is fully retracted?" "Are you positive the lock bolt is fully retracted?!"

There is a bolt block attached to the extended bolt on the lock which blocks two vertical parts of the boltwork from moving closer together once the bolt block is out of the way *(Figures 10 and 11)*. Something I've observed over the years is that the clearance can be extremely tight on these. So if the lock bolt wasn't COMPLETELY retracted, the edge of one (or both) of the vertical bars could be catching just enough on the edge(s) of the bolt block, preventing them from moving toward each other when the handle was turned.

Just a Bit More

So, going wth that theory, I wasted a bunch of time relocking and unlocking the lock over and over to see if I could get bolt to come back juuuuuust a little bit more. But the more I looked inside the lock case, the more convinced I became that the lock bolt was, in fact, retracted as far as it could possibly go.

At this point, every "under the dial" option was gone! (GSA, remember?) I was now thinking that maybe the screws attaching the bolt block to the lock bolt had come loose, broken, whatever, and the bolt block was still blocking the vertical bars. But HOW was I going to deal with that, since my hole would be outside the dial ring?

It's my understanding that you CAN drill outside the dial ring on a vault door. But this was not a vault door. I did try bouncing things around with a dead blow hammer. But nada.

A New Game Plan

I decided to call it a day, explain the situation to my customer, pack up my tools, and go home to do some more "research." (And after dealing with the hardplate, then having this monkey wrench thrown into the works, frankly, I'd just had enough. I needed to destress.) I figured I'd just develop a new game plan and start fresh in the morning.

After getting home and searching everywhere I could for more information, I began making phone calls. (This is why it's imperative to have a good network of friends — many, preferably, more knowledgeable than yourself!) I called Joe Cortie. He tended to agree that the most likely culprit was the loose bolt block. But "HOW," I asked, "am I supposed to drill for it if it's outside the dial ring?" He then informed me that it would be okay to do that since it's a door, not a drawer.

Now, I didn't remember this from the

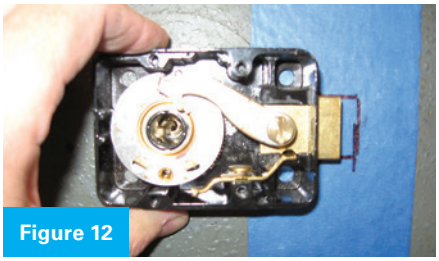


Figure 12

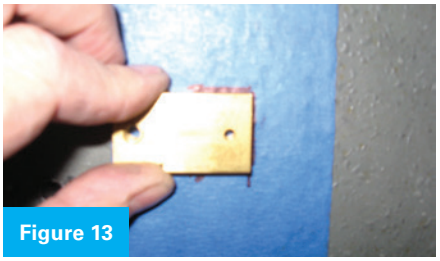


Figure 13

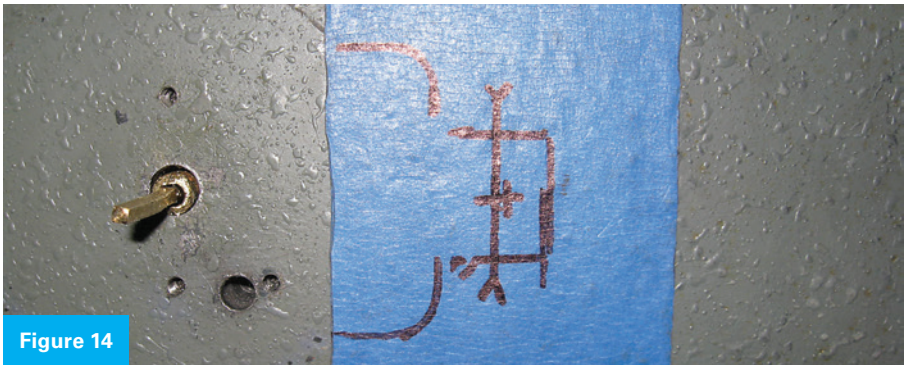


Figure 14

Figures 12-14. Using a couple of the pictures posted on ClearStar, the replacement lock and an extended lock9 bolt, a "map" was laid out on the door.

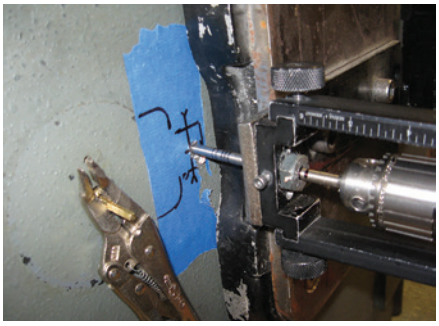


Figure 15. A drill point was chosen where the edge of the retracted lock bolt was most likely to be, and drilling was done just at the edge of it.

Figure 16. Looking at the lock with the bolt (and bolt block) retracted, the slight angle at which the bolt block is sitting can be seen.

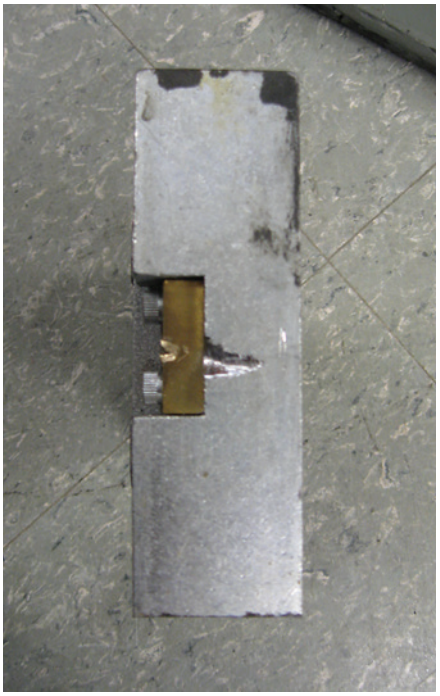


Figure 17. There was so much wear in the channel of the lock case where the lock bolt travels back and forth that it allowed the whole bolt/bolt block assembly to cock to the side, and the top vertical bar was catching on the edge of the bolt block. Judging by the marks on the side of the bolt block, this had been happening for quite some time.

GSA class. I figured, Joe's getting old. Maybe he's getting a little senile. But what the heck? "JOE CORTIE said so! So, I'm covered!" What a relief!

Gathering More Intel

Then I called Jeff Gater, because he had recently posted something on ClearStar on the same container. Maybe he could shine a little more light on the problem. He mentioned that it had come up on a test he'd taken at MBA about that container having a couple of common problems. But he didn't know what they were, and suggested I call Andy Dennison. But while we were talking, the subject of drilling outside the dial ring came up. And according to Jeff (a Certified GSA Inspector), you can drill up to two holes on a door type container and still be OK. (But ONLY two!)

Great! Now if the bolt block idea is wrong, I've already used my two-hole allowance. (No pressure there!)

Starting Fresh

The next day, I arrived bright and early. And, after a short while of some more futile handle jiggling and dead blow beating, I prepared for my second battle with that miserable hardplate. Using a couple of the pictures Jeff had posted on ClearStar about three weeks earlier, and using my replacement lock and an extended lock bolt that I had on hand, I laid out my "map" on the door *(Figures 12-14).*

I chose a drill point where the edge of the retracted lock bolt was most likely to be, and drilled just at the edged of it *(Figure 15).* (A pair of Vise-Grips, incidentally, was placed on the spindle to keep it from turning back and the lever from bouncing out of the wheelpack while pounding on the hardplate.)

It took even longer to get the second hole in the door than it did for the first one. But, to my disappointment, upon examination, the bolt block didn't appear


Figure 18


Figure 19

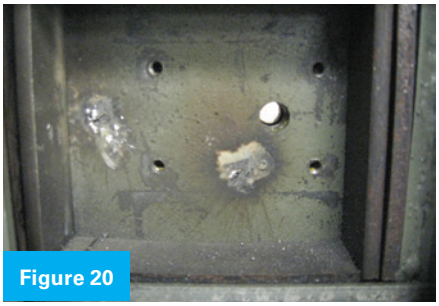


Figure 20

Figures 18-20. According to GSA certification guidelines, after drilling, the hole must be plugged with a special carbide pin, which is welded in place — inside and out.


Figure 21


Figure 22

Figures 21 and 22. The repair was finally complete.

to be loose. And no amount of trying to pry it back further, resulted in any success in getting the handle to turn.

I was about to call Dave. (Sigh.)

Last Ditch Effort

As a last ditch effort, I ran a 3/16" bit down the hole on an angle. What I wanted to do was to be able to fit a scope in the hole, past the bolt block (which was halfway into the hole and blocking my scope) to see with my own eyes if the vertical bars were clearing the bolt block.

As I was drilling, I heard a "CLANG!" and, out of the corner of my eye, I saw the handle jump! I stopped drilling (but left the drill bit in the hole!), grabbed the handle, and it turned!

After enough "thanksgiving" prayers to probably annoy even God, I got my tools out of the way and allowed my customer to get the stuff out of the safe. Then it was time to figure out the mystery!

Mystery Solved

Take a look at the lock with the bolt (and bolt block) retracted *(Figure 16)*. See the slight angle at which the bolt block is sitting? There was so much wear in the channel of the lock case where the lock bolt travels back and forth that it allowed the whole bolt/bolt block assembly to cock to the side, and the top vertical bar was catching on the edge of the bolt block. And, judging by the marks on the side of the bolt block, this had been happening for quite some time *(Figure 17)*.

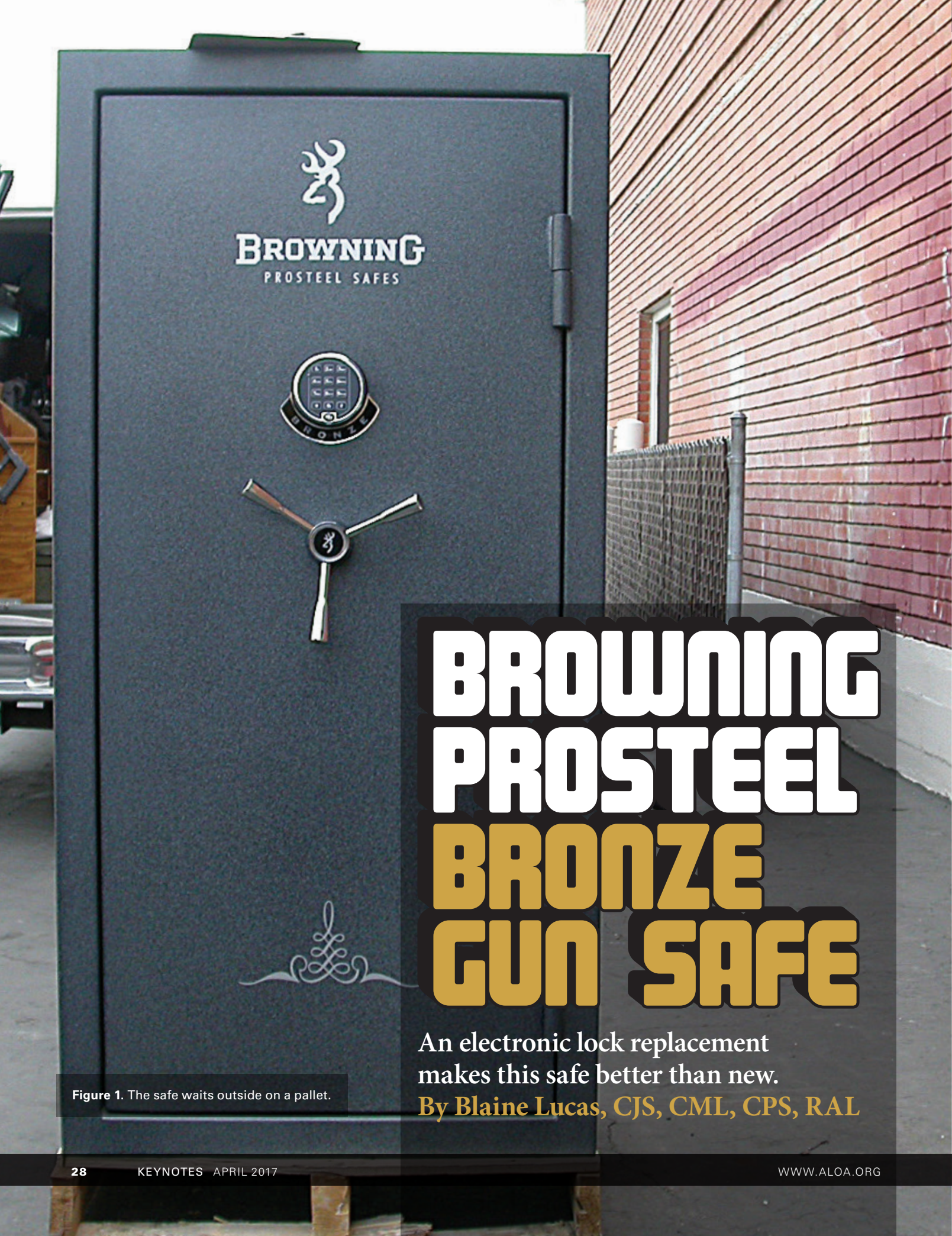
When using enough torque, available with the dial being in place, this apparently wasn't too much of an issue during daily use. I guess they just "got used to it." But with nothing but the spindle to retract the bolt, it wasn't able to clear the vertical bar.

With that nightmare behind me, it was on to the repairs.

To retain its GSA certification, there are specific guidelines for repairs after drilling. The digest version is this: You plug the hole(s) with a special carbide pin. Then you weld it in place – inside and out *(Figures 18-20)*. The you grind, fill, sand, paint, and texture the outside so that there are no visible signs (even with the dial and dial ring removed) that the container was ever drilled and repaired.

Not a bad repair, if I may say so myself *(Figures 21 and 22)*.

Bob DeWeese, CML, CPS, CJS, CAI, has been in the locksmith industry since 1980. He began specializing in safe opening and servicing in the late '90s. "Bobby" lives in Baltimore, MD, where he and his wife, Theresa, own and operate Bear Lock & Safe Service, which they started in 1988.



BROWNING PROSTEEL BRONZE GUN SAFE

An electronic lock replacement makes this safe better than new.

By Blaine Lucas, CJS, CML, CPS, RAL

Figure 1. The safe waits outside on a pallet.

A call came in about a brand new Browning Pro-steel Bronze series gun safe that had an electronic lock failure and would not open. The customer had tried new batteries, vibrating the handle and standing on one foot, but it still would not open. (I might be kidding about standing on one foot.)

The manufacturer sent out a new lock and requested an opening and lock replacement. When I arrived at the job site, I found the customer had moved the safe outside. It was a beautiful California day, and it was a pleasure working in the sunshine. I also got to drive right up to the safe. I was thankful I didn't have to carry all my safe tools way back to the south side of some cold dark warehouse.

The safe was on a pallet ready to be worked on *(see Figure 1)*. There was no doubt as to the brand and series *(Figure 2)*. Bronze is clearly seen under the keypad. Some of the features of the Bronze series safes include 1,200-degree, 45-minute fire protection, pry-stop end bolts for better pry resistance (more on this later), 12-gauge steel body, one-inch chrome locking bolts and DPX storage system. The battery compartment was in the bottom of the keypad *(Figure 3)*: the battery holder *(Figure 4)* was already removed.

A big plus here was that there were no wires to pull out or snap on terminal connectors to break off the circuit board when changing batteries. This is a big improvement in this model. The holder is made so the battery can only be installed one way. To remove the battery you push the holder up and then pull it slightly toward you as you release the upward pressure. I did not take pictures as I removed the keypad, so I set it up on a bench to go through the steps. There is a screw hidden under the S&G logo sticker *(Figure 5)*.

Figure 2. There was no question about the series.

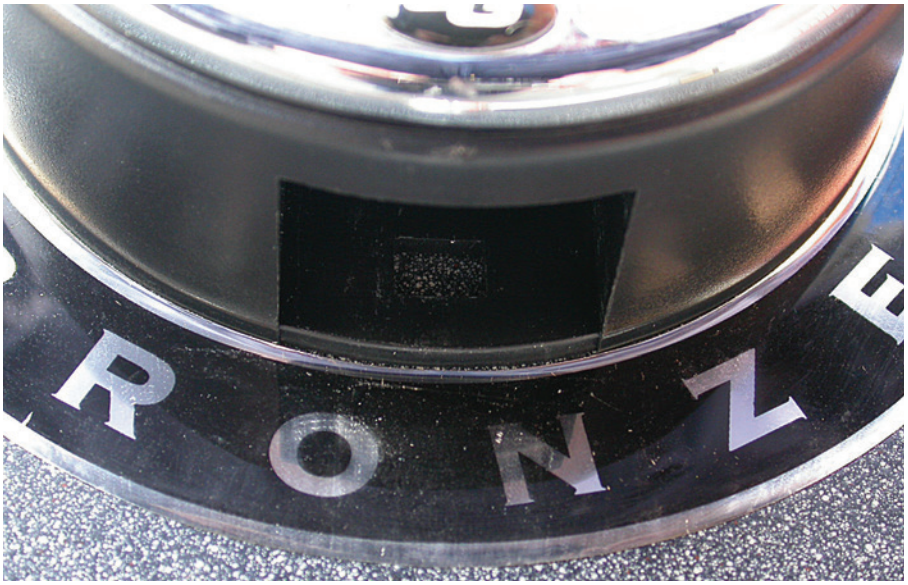


Figure 3. The battery can be changed without removing the keypad.

Figure 4. The battery fits in the holder with no wires to pull out.

Figure 5. The S&G sticker hides the mounting screw.

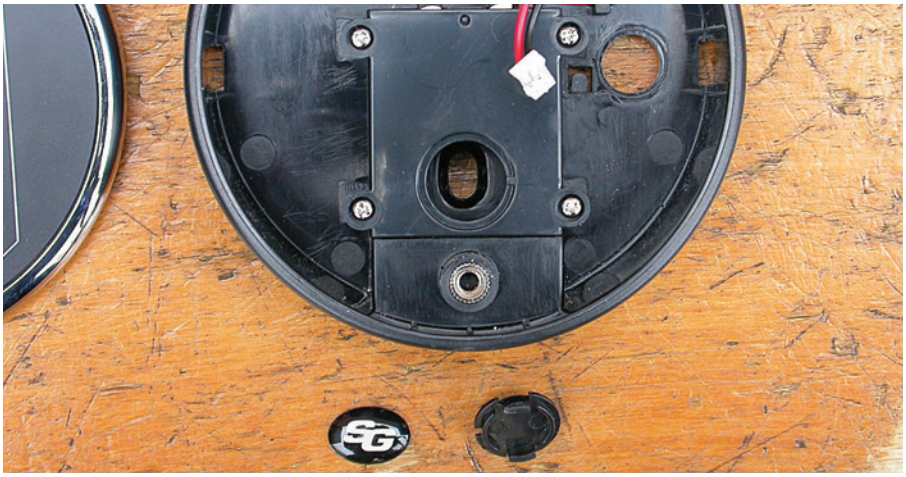


Figure 6. The removal of the keypad and battery holder reveals mounting screws.

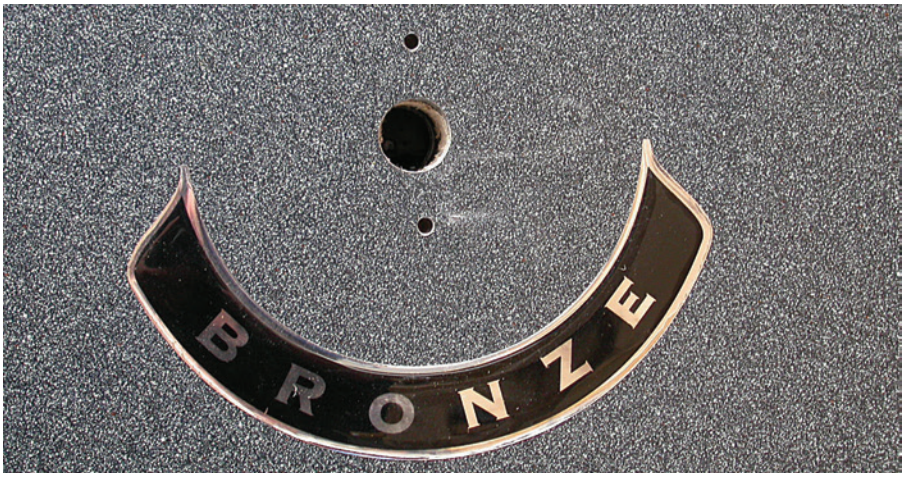


Figure 7. We are ready to drill.

Removing the Keypad

The average consumer should never need to remove the keypad. You remove this screw to remove the keypad from its mounting base. There are two wire connectors on the keypad. The two wires (black and red) are for power, and the four-wire ribbon cable is to communicate with the lock body. Both of these connectors simply unplug to remove, which exposes the top mounting base screw. The bottom screw is hidden under a small plug that is easily removed.

You are not able to see the second mounting screw unless the battery holder is also removed *(Figure 6)*. An important point to remember is to check the color of the band on the S&G ribbon cable. This one was green, meaning it is a rotary bolt lock.

In the May 2009 and October 2010 issues of *Safe and Vault Technology,* there are good articles explaining how to determine which S&G lock is on the safe. Some are identified by color of the band and some can be interrogated through the keypad. Basically, the first S&G electronic locks had four separate wires and then plain four-wire ribbon cable [meaning 6210/6123 with spring bolt (non deadlocking)]. Red is a newer style with deadlocking bolt, yellow is the updated red and I believe the latest color ribbon is a purple stripe.

Now back to the safe: After removing the safe keypad and mounting plate *(Figure 7)*, the safe was ready for drilling. There is an opening attack for this lock that goes through the spindle hole to push back the solenoid pin, and I had a tool to do this that I purchased at a SAVTA convention some time ago. Lockmasters sells this tool as part of the Spike Master II Kit. If you already have the original Spike Master Kit you can just buy the upgrade.

A good reason to go to conventions is to see what is new in the safe and vault tech world. I forgot that this kit comes with an instructional video until I was doing some more research and writing this article. The video clearly shows how to use these tools. For those of you who are on ClearStar (clearstar.com), you can do a search to see how to make a homemade bypass tool. For those of you who are not on ClearStar, it is a great source of information, not only on safes, but also on just about all locksmith topics.

All the S&G rotary bolt locks that I had opened so far were by drilling for the solenoid pin and pushing it back. I remembered having this bypass tool in my kit. This was the first time I was going to open the S&G rotary bolt lock this way, and I was anxious to try out this new tool. I drilled the largest hole I could through the spindle hole into the lock body without enlarging the original hole through the door. I tried to use the tool for some time but was not clear on how to use it (I recommend watching the instructional video first).

More Difficult Than Expected

I didn't think this safe would be too difficult to drill and lost my patience, so I decided to drill through the door to bypass the lock. I like using the Helix drill guide. The Helix tool has a drill point location

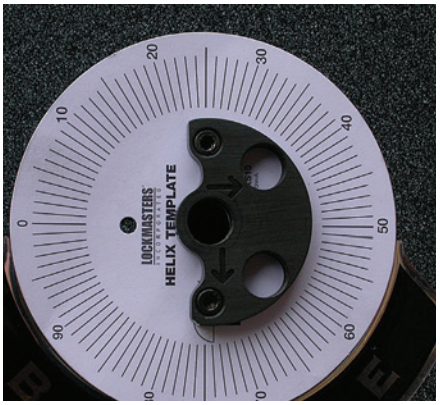


Figure 8. The Helix is mounted.

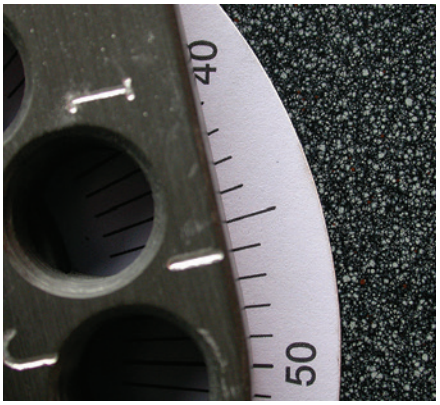


Figure 9. The dial is set at 46.

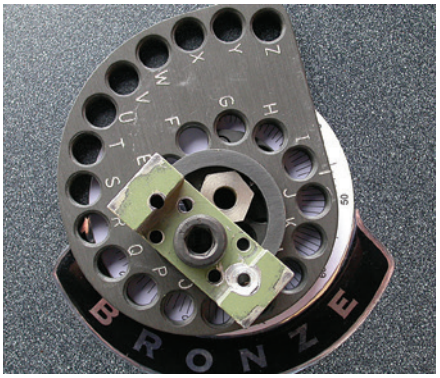


Figure 10. The StrongArm base is ready for the rig.

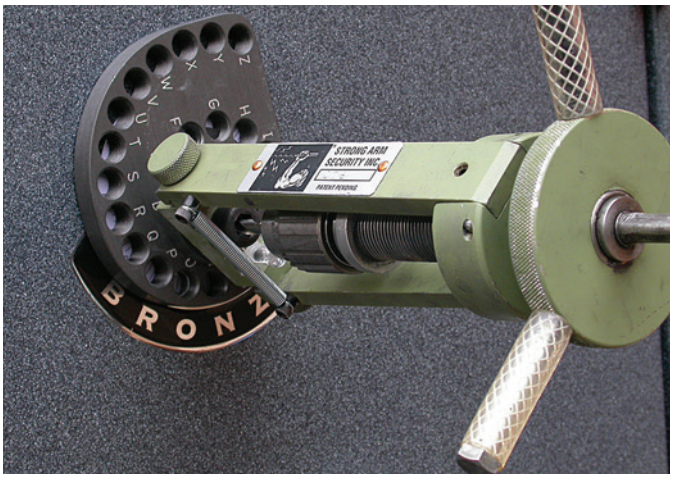


Figure 11. The StrongArm mini rig is set to drill.

Figure 12. A little Dynamite gum will amuse customers.

to move the solenoid blocking bar and get the lock bolt to release. The Helix is a universal drill plate sold at Lockmasters. The alphabet drill guide holes are located in an expanding spiral. This, with the numbered paper mounting plate, gives you an unlimited amount of drill locations using the index mark aligned with a lettered hole. Instead of a drill location of 11⁄16" toward bolt (TB) and ¼" CW, it gives you a coded location of C42.5 to drill for the solenoid pin.

To set up the Helix, you first need to know the lock handling. I knew this safe's lock was mounted vertical down. I installed the numbered paper template with the bolt arrow pointing toward the lock bolt, then screwed the half moon mounting bracket to the safe using the keypad mounting screw holes *(Figure 8)*. Then the alphabet plate said to use 42.5 as the index mark. I had not used this setup on an S&G rotary bolt lock before, so I took the measurements of 11⁄16" TB and ¼" CW from Mark Swetland's electronic lock guide, and marked the paper mounting plate with a X.

I used the large bolt to mount the lettered ring to the half moon plate, leaving it slightly loose so I could rotate it to the index mark of 42.5. This position did not line up perfectly with my X spot. If I moved the index to 46, it seemed to line up better *(Figure 9)*. The solenoid pin is quite large in this lock giving you a big target area. It seems anywhere from 42.5 to 46 would have gotten this safe open. As the lettered holes get closer to the center-mounting bolt, it was not possible to mount my drill rig base because of clearance issues. They have a spacer ring to allow you to use these holes closer to the center. I got the Strong Arm mini rig base ready for the drill rig using the spacer ring because of the closeness of the large mounting bolt *(Figure 10)*. The rig base plate actually overlapped the center bolt. *Figure 11* shows the mini rig ready to drill.

Using Dynamite

I keep a pack of Dynamite gum in my safe toolbox to occasionally get a reaction from the customer *(Figure 12)*. A few customers actually have had to have the joke explained to them. I even had one customer offer to lend me his lighter. I

Figure 13. This image shows the top bolt on the opening side.

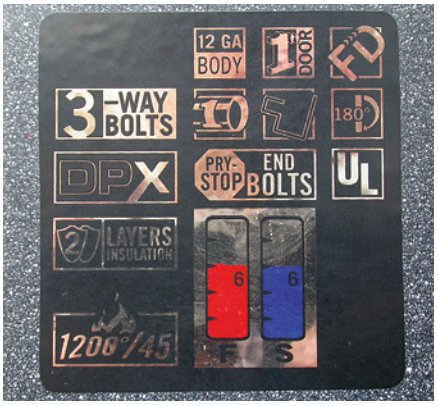


Figure 14. The safe had a busy label.

Figure 15. The gun safe's 45-minute fire label.

Figure 16. This is the UL label.

Figure 17. This photo depicts the safety label.

Figure 18. This image shows the bottom bolt on opening side.

have to tell them, "No, I am not going to blow the safe open." The door was drilled as expected and a small probe pushed the blocking bar of the solenoid to the right and the handle turned to open the safe.

The safe had a lot of information on the opening door edge. The top bolt was labeled "Pry Stop" *(Figure 13)*. They add an L bracket on these bolts to resist someone from trying to pry the door open by collapsing the door bolts. The safe had a busy label *(Figure 14)* showing three-way boltwork (active on top and opening side and dead bars on the hinge side), 180-degree door opening and much more. Four-way boltwork is an impressive locking system for a safe door, but I've had problems with doors that have a bolt that goes behind the bottom edge of the doorframe.

Since these bottom bolts are actually locking behind the doorframe, they need to have the floor near the front edge of the door clear area to fully lock the bottom bolt. I have had a pistol magazine directly under the bottom door bolt causing it to jam the electronic lock and another had a bag blocking the bottom bolt from completely locking. The bottom bolt moved enough for the boltwork to engage and lock the door to secure the safe, but ended up putting bolt-end pressure on the lock bolt, jamming it locked. Browning uses an easy-to-read fire and safety rating thermometer: this safe had both ratings at six.

Figure 19. This image is a side view of door ajar.

Figure 20. The safe door is open 180 degrees.

The fire-rating label *(Figure 15)* showed the safe was good for 45 minutes at 1,200 degrees. The UL residential security Container rating was indicated on another label *(Figure 16)*. This gun safe, as all gun safes should, included a caution label advising of proper use *(Figure 17)*. And the last thing the opening side told me was that the bottom bolt was also a pry stop bolt *(Figure 18)*. The opening edge had a book full of labels *(Figure 19)*. In *Figure 20*, the door is open 180 degrees and we can see the adjustable shelves and the DPX door storage system.

With this system, Browning says you can get 40 percent more long guns in this safe than a competitor's safe of the same size. It seems that almost all gun safes now use some type of a door storage system. I removed the back panel *(Figure 21)*. You can see the pry stop L-bracket bolted on the top bolt on the opening edge. In *Figure 22* you see a close-up of the lock area. The relocker is hidden under the top bolt carry bar. Once I removed the top bolt carry bar and the relocker hold back plate, you could see the relocker clearly *(Figure 23)*. The relocker is 2½ inches toward the hinge from the lock center line *(Figure 24)*.

Figure 21. The back panel is removed.

Figure 22. This photo is a close-up of lock area.

Figure 23. Note the short spring on the relocker.

Figure 24. This photo shows the external relocker.

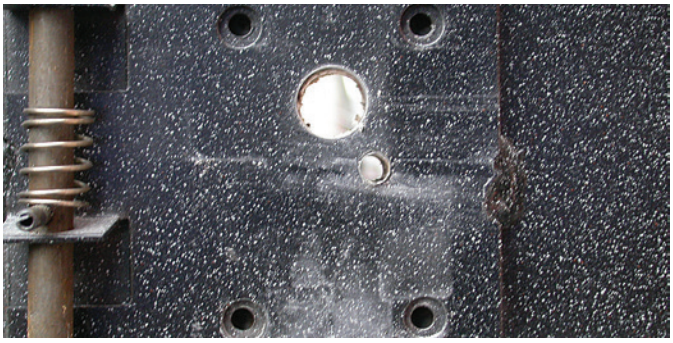


Figure 25. This is an inside view of the drilled hole at 5 o'clock with the lock removed.

Figure 26. This photo gives a view of the drilled hole from the outside.

Figure 27. The hole is plugged with ball bearing and steel stick.

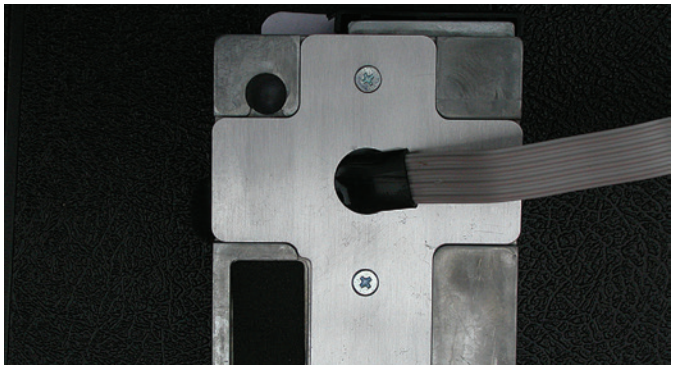


Figure 28. The new lock is ready to be installed.

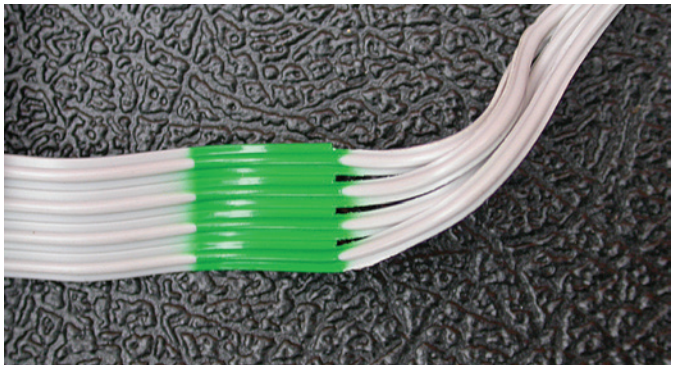


Figure 29. The ribbon cable has a green stripe.

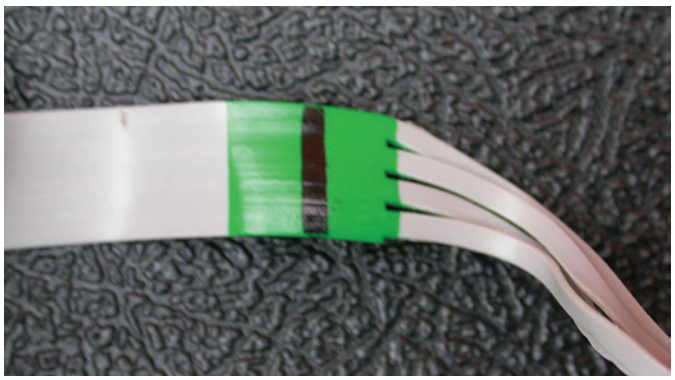


Figure 30. The backside of the cable has a green stripe and black line.

Fighting Gravity

This is a standard relocker pin that can be simply pried up if it is fired. The spring is small and you only need to fight gravity to move the pin up enough to bypass this relocker. If the safe was empty and not bolted down, I think the relocker would release itself if you turned the safe upside down. But that would probably be more work than drilling

With the lock removed, you can see my lock defeat hole from the inside at about the 5 o'clock position *(Figure 25)*. *Figure 26* is the same view from the outside of the safe. The hole is plugged with ball bearings and steel stick *(Figure 27)*. I had the new lock ready to be installed *(Figure 28)*. S&G ribbon cables tell us a lot of information. This safe had a ribbon cable with a green stripe and green stripe with a black line on the reverse smooth side *(Figures 29 and 30)*. The bolt design of this lock was non-traditional *(Figure 31 — note that this picture was taken from the bottom of the door looking up)*. The boltwork carry bar would move toward the left (looking from the inside) toward the hinges, to open the door. This lock bolt collapses into itself to release the safe door bolt work. I installed the new key-

Figure 31. The locking bolt interacts with the bolt carry bar.

Figure 34. The keypad screws are installed and ready for S&G.

Figure 37. Notice the lip at the bottom of the door.

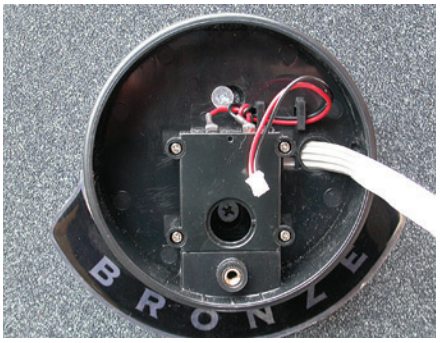


Figure 32. The new mounting ring is installed.

Figure 35. The new lock and fired relocker are shown.

Figure 38. The S&G sticker is installed.

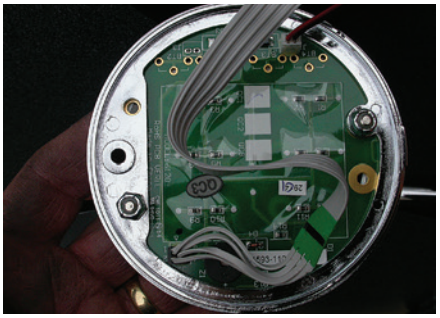


Figure 33. The backside of the new keypad shows ribbon and power cable connections.

Figure 36. The relocker plate is installed.

Figure 39. The back panel is reinstalled.

pad mounting plate *(Figure 32)*.

The lock's ribbon cable is fed through the hole in the right-hand side of the keypad mounting plate. You will see the new keypad with the power and lock cables plugged in *(Figure 33)* and the keypad mounting screw *(Figure 34)*. The new lock body was installed — note that it used only three mounting screws and the relocker was in the fired position *(Figure 35)*. I installed the relocker trigger plate *(Figure 36)* and *Figure 37* shows the bottom of the door with the patented gun rack hooked on the back cover plate-holding bracket.

This bottom doorplate makes reinstalling the back panel very easy. All you need to do is lift the back panel into the track and put the screws in. No more trying to hold the panel in place with your foot, as you try to put the screws in. You can also see the pry stop markings on the bottom bolt. This bolt has an L bracket like the top one. With the keypad completely installed, the S&G sticker hides the mounting screw *(Figure 38)*. Now this safe was better than new *(Figure 39)*, ready for someone's home: It was working.

Back at the Shop

After I got back to the shop I decided that this bypass tool should have another chance to work. I wanted to take a look

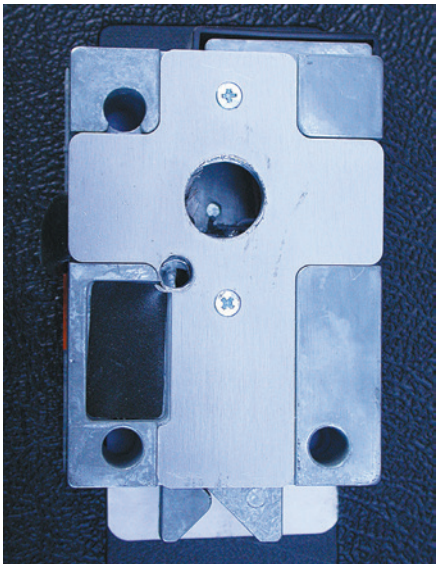


Figure 40. This image gives a look at the drilled lock as with X-ray vision through the door.

Figure 41. This photo is a close-up of the hole at 7 o'clock.

Figure 42. The bypass tool is at work in the wrong position.

"FOR THOSE OF YOU WHO ARE NOT ON CLEARSTAR, IT IS A GREAT SOURCE OF INFORMATION, NOT ONLY ON SAFES, BUT ON JUST ABOUT ALL LOCKSMITH TOPICS."

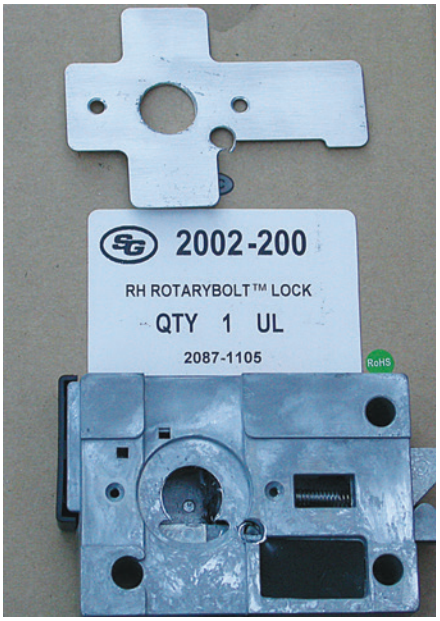


Figure 43. The trim plate is removed.

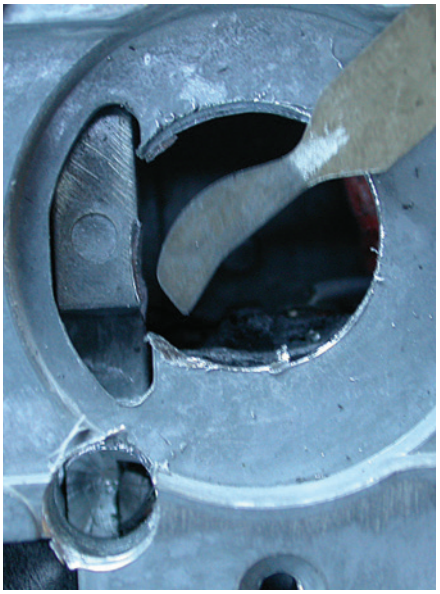


Figure 44. This image shows the proper tool angle.

at the lock now that it was off the safe. I thought I could get this bypass tool to open this lock. *Figure 40* shows the lock, as it would be on the safe if we had X-ray vision. You can see the large hole drilled through the spindle hole (wire run hole). This would be for the bypass tool. The smaller hole at 7 o'clock is the drilled opening hole; *Figure 41* is a close-up of this. Through the smaller hole you can see two parts of the boltwork. The larger piece to the left moves up when the bolt moves to the open position but the smaller part (end of the solenoid) at 3 o'clock must first move the right before this can happen. You can see the tool at work as I tried to use it *(Figure 42)*. It is close to the right position but it should not be on top of the bolt.

I removed the trim plate *(Figure 43)*, which allowed me to see the replacement lock model number. Taking this plate off did not help much with a better view of the inside of the lock. I zoomed in on this *(Figure 44)* to see the proper angle for the tool. This tool is made of spring steel and is easy to move around in tight quarters.

Figure 45. The tool is going under the locking bolt.

Figure 46. The lock in unlocked position ready to turn handle.

The tip of the tool is bent slightly. I think this tool would work better in a thinner door safe than a thicker door safe. You can see through the drilled small hole that the lock is locked, the small and large pieces touching. You can see the tool being inserted under the bolt *(Figure 45)*, the part that moves up to open the boltwork.

Once the tool is here you slightly rotate the tool CCW to push the solenoid pin back. In *Figure 46* the tool has released the blocking bar (solenoid pin). You can see a gap through the drilled hole. The solenoid pin has moved to the right just as if you had used a probe through the small, drilled hole. The lock is now ready to be opened.

This sure is easy to do on the bench. The tool is actually pushing the solenoid pin to the retracted position. Once this is done, you can simply turn the door handle to have the door boltwork push back the lock bolt. With this knowledge and experience, I think I will be able to open the next lock through the spindle hole, as long as too much time does not pass. If I had this information at the beginning of this job it's possible I wouldn't have had to drill through the door. This would have made a faster opening and repair. Now all I need to do is get another call to open an S&G rotary bolt lock while this information is still fresh.

A great source of information for electronic safe lock opening techniques is the chart from Mark Swetland. If you don't have this yet you are missing out on a ton of knowledge in a double-sided, three-page foldout booklet that is laminated and durable. It's loaded with lots of pictures and drill points. In fact, in the center section it clearly shows an inside view of the S&G rotary bolt locks solenoid blocking the lock bolt. I hope this information helps the next safe tech. When opening a new or different lock I usually try and save the old locks for practice. Remember, practice makes perfect, or at least better.

Blaine Lucas, CJS, CML, CPS, RAL, is a third-generation locksmith and president of Foothill Locksmiths, Inc., which offers security solutions to residential, commercial and automotive customers throughout the East Bay in Hayward, California. Blaine's grandfather founded the company in 1956. Blaine was 12 years old when he started working with his grandfather on Saturdays.

Interactive Video Article

5 WAYS TO OPEN A MYSTERY SAFE

An interactive video article gives options for dealing with a Stack-On safe or imitation.

By Wayne Winton

I was called out to a location with a safe not working and the owner needing the contents inside. I asked for any descriptive information — there was none to be had. Not one letter, one name or number was anywhere to be found. So, I asked for a picture and, after looking the safe over, it became clear that it was a very small, cheaply made import safe that I could identify only as a Stack-On or imitation.

I had a little background knowledge of how these inexpensive metal boxes are constructed. They usually are built using only a single solenoid with a weak spring to keep the boltwork from operating.

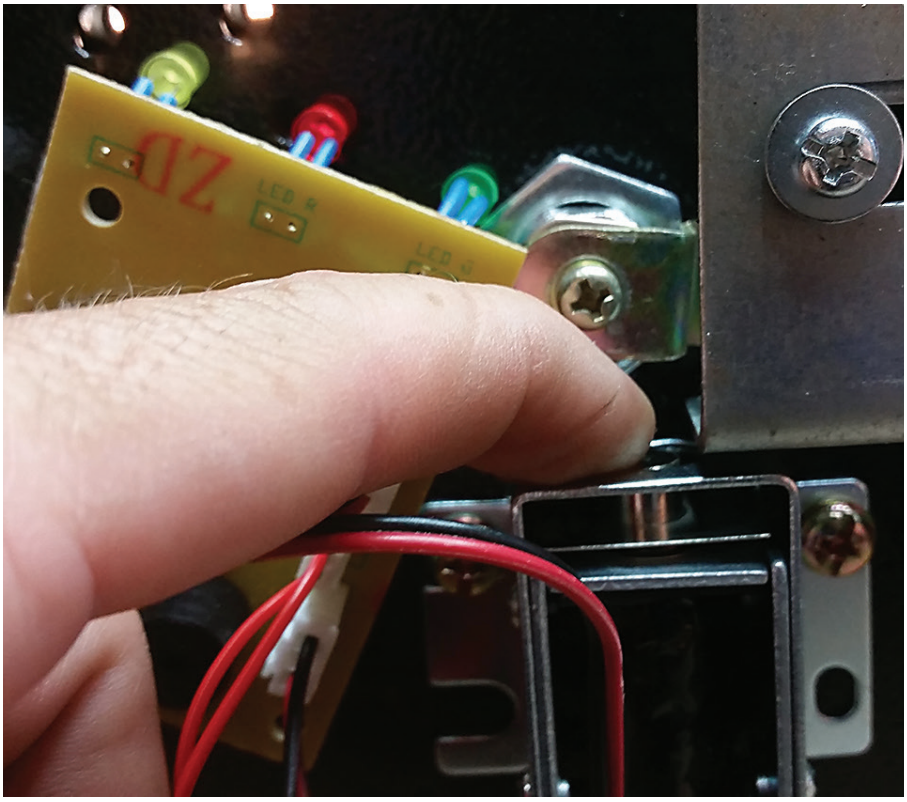
Here are five methods that can be attempted to open a safe like this one.

Option 1: Safe Bounce

This is a method in which the entire safe is picked up and then bounced on the ground or a hard surface (preferably not carpet).

The idea behind this is that the very weak spring used to hold the bolt of the solenoid in the upright position becomes overpowered for a split second, allowing the boltwork to slide past. There can be absolutely no tension from the boltwork engaging the solenoid to allow this to occur. It feels and acts very similar to key bumping a conventional pin tumbler lock.

This method of entry worked for me on the very first try, luckily. Now my customer is happy and I could have been done, however I also managed to sell the customer a new, quality safe and was able to bring this safe home to help me write this article and put on this demonstration.

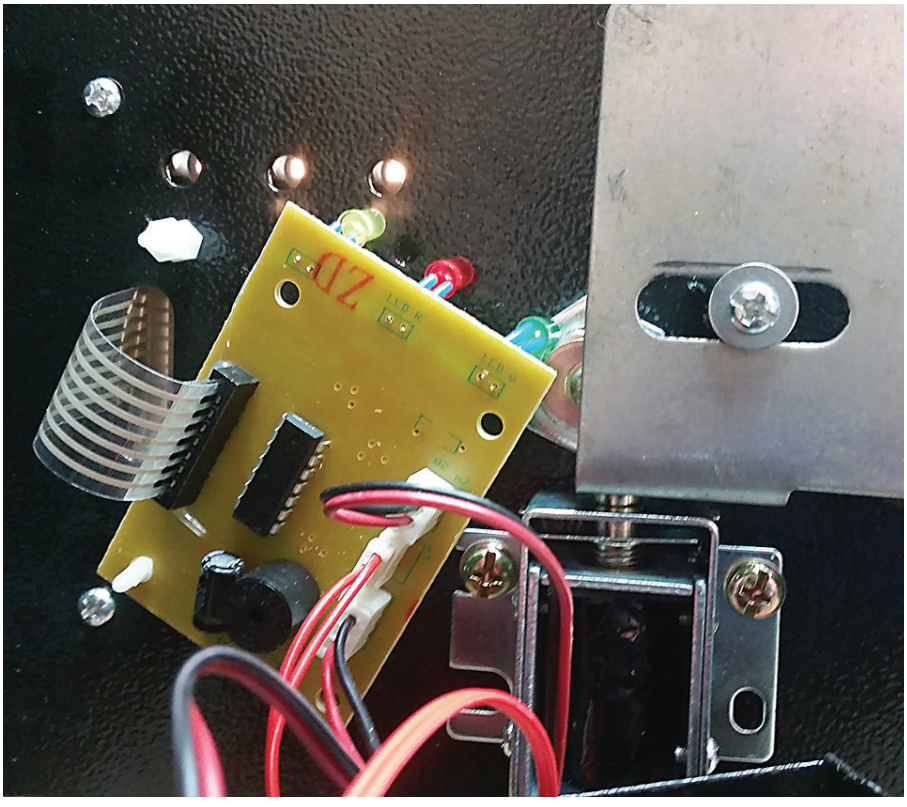


The solenoid is being pushed down to allow the boltwork to slide past and open the safe.

Option 2: Blow Hammer

If the safe has been bolted to an object that does not allow the safe bounce method to work, the solenoid can be jostled from the top or bottom of the safe by smacking it with a dead blow hammer.

The concept is still the same as shock is applied to disrupt the bolt of the solenoid, allowing the boltwork to slide past. This has been demonstrated in the video.



Here, the boltwork is in the open position with the solenoid depressed.

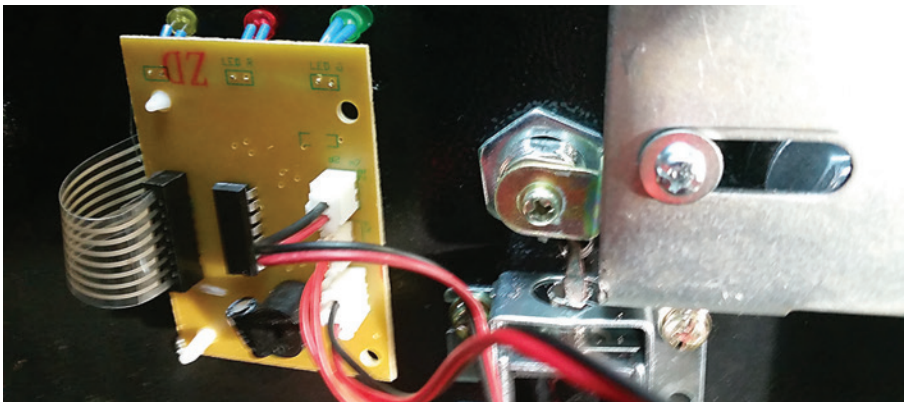
The HPC tubular lock pick is being used to override the solenoid.

Option 3: Manual Key Override

On this particular safe, there is a tubular lock installed as a manual key override should the batteries die or the safe malfunction electronically. Of course, in this case, the customer did not have the key. Using a tubular style lock pick, this offers yet a third nondestructive point of access.

After a few attempts this did not prove to be a successful option for me on this particular safe. But, again, this attempt is only for educational purposes.

The author shows an outside look at the hole's location, and how the screwdriver is used to depress the solenoid.



This photo gives an inside view of the screwdriver manually depressing the solenoid.

Option 4: Drill for the Solenoid

If none of the first three nondestructive options have worked out, it's time to move on to the destructive drilling techniques.

One would be to try and drill the tubular lock, however if this is done the lock will need to be replaced, as it would not be a repair option. That would probably cost more than the entire safe is worth.

The second option is to drill for the solenoid itself — not to destroy the solenoid, but simply to access it by pushing down manually using a probe. This way the safe could be easily repaired.

Option 4: Drill for the Solenoid (continued)

The drillpoint from the left side of the side is 5⅜".

The drillpoint from the bottom of the safe is 3⁷⁄₁₆".

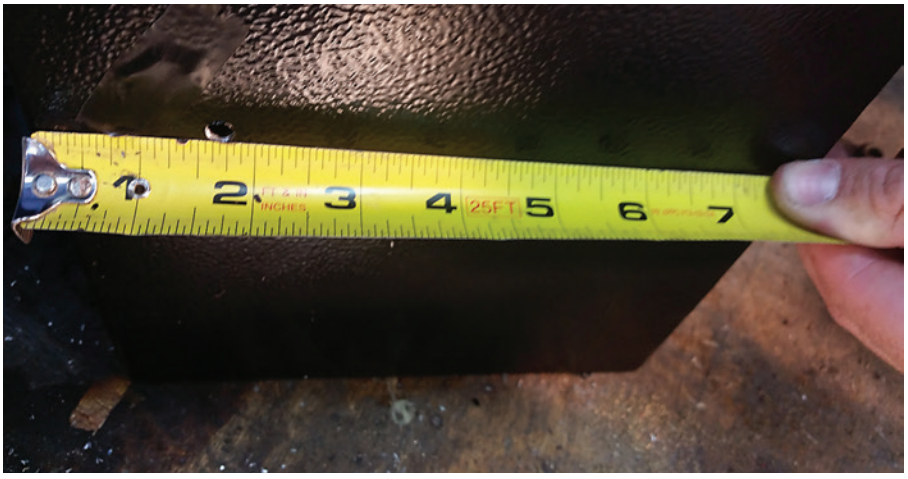
The drillpoint from the safe's right side is 6⅞".

The drillpoint from the top of the safe is 4½".

Find More on the Web

This is an "interactive video article" from *Keynotes* and Wayne Winton's Lock Shop. You can find a video of the same events described in this article posted securely to the ALOA Tech Link app under the Videos category. You'll get a front-row seat to several different methods availble to defeat this safe.

The drillpoint for the reset button is 6 5/16".



The reset button drillpoint from the front of the safe is 1 11/16".

Option 5: Drill for the Reset Button

Side drilling the safe does allow access to probe the reset button. I leave this as one of the last options because this would not help in most situations.

The original reason for the call was that the electronics had quit operating properly, so resetting to factory default would not have solved the problem. This is, however, an option to use for a simple lost or forgotten combination, or when drilling will not be done through any of the plastic keypad area, making repair a breeze.

I hope that this article is educational and the corresponding video enhances the learning experience and understanding of how to successfully defeat this safe.

Wayne Winton is a 30-year-old locksmith with Tri County Locksmith Service in Glenwood Springs, CO. He specializes in commercial door and panic hardware along with safes and vaults. He is dedicated to learning every day and putting his skills to the test.

The drillpoint for the reset button from the bottom is 5 9/16".

The drillpoint for the reset button from the top is 2 5/8".

Figure 1. Someone had previously cross threaded the screw and left it that way, and the author had to cut the head off to get everything apart.

Figures 2-3. Shown in *Figure 2* is the hole on the outside of the door that the stud fit through. In *Figure 3,* the hole is only big enough for the screw — and not the stud — to pass through it.

Another Retrofit

Tony Wiersielis, CPL, CFDI, explains some fixes he made that will save you trouble on future jobs.

This month, I'm going to show you another retrofit project I did recently. This one presented a number of problems that I needed to overcome to get it to work. Hopefully, I'm passing along a few tricks that may get you out of a jam someday.

I'm going to focus on the "fixes" I had to do rather than the installation of the panic bar or closer. That part of it is fairly simple; it's getting a clean place to install the hardware that's the issue. I don't have as many pictures as I'd like, but there are enough for you to get the idea.

Before I start, I'd like to introduce you to two people, both of whom are no longer with us. The first is my father, who passed away when I was in high school. He was a carpenter/cabinet maker who could fix anything. Though I lost him before I learned the intricacies of carpentry, I like to think I inherited his mechanical aptitude, for which I will be forever grateful.

The second is Vito Monaco, owner of Monaco Lock in Jersey City, who passed away some years ago. In 1985, when I was fresh out of the Marine Corps, he hired me knowing my only experience was a correspondence course. He taught me how to think on my feet. When he looked at a job, you knew he'd find a way out of the most difficult problem.

If you have a mentor who taught you everything you know, you might want to tell him that today. I don't have that option anymore; don't lose yours.

A Quick Flashback

One more thing before I start: In the March issue, I mentioned something about studs and a lesson to be learned from them. It so happens that the very thing I wrote about happened to me since then.

I needed to check a battery-operated panic bar trim. To do so, I needed to remove the screws holding the panic bar to the studs on the trim. When I took the cover off the head of the bar, I found that one of the screws wasn't screwed in completely.

It turned out that somebody before me had cross threaded the screw and left it

Figure 4

Figure 5

Figures 4-5. These photos show a Unican trim on a panic bar with many different plates and holes on the door.

Figure 6

Figure 7

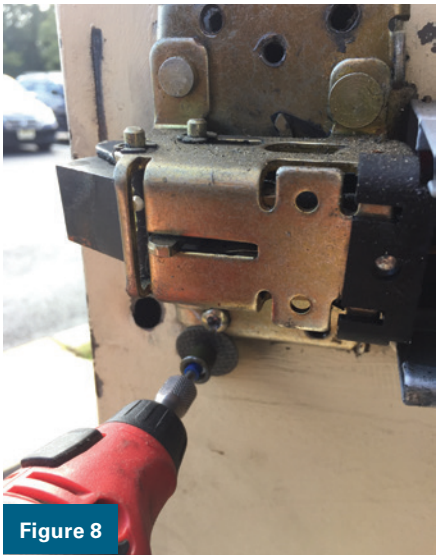


Figure 8

Figures 6-8. *Figure 6* is what's under the panic bar on the outside, and *Figure 7* is the inside. To get this far I needed to cut off one of the screws, *Figure 8.*

that way. Figure 1 shows me holding the stud with the remains of the screw. Note that there's no head on the screw; that's because I had to cut the head off to get everything apart. Why?

Look at *Figure 2*. What you see is the hole on the outside of the door that the stud fit through. Now look at *Figure 3*. The hole is only big enough for the screw — and not the stud — to pass through it.

With the screw cross threaded as it was, when I tried to unscrew it, it unscrewed the stud as well, making it impossible to take the bar off the door easily. Knowing I was either retapping or replacing the stud, I opted to cut the head off the screw with a Dremel. I might have been able to hold the stud with pliers as tried to unscrew the screw, but think of how awkward that would have been.

The Door

Figures 4 and 5 show a Unican trim on a panic bar. Look at the different plates and holes on the door. There was something else before this setup was installed, leaving a mess to deal with. *Figure 6* is what's under it on the outside and *Figure 7* is the inside. To get this far I needed to cut off one of the screws, *Figure 8*.

Figure 9. The pencil is pointing to a raised, ragged hole caused by a sheet metal screw.

Figure 10. The author is using a grinder to remove the ragged edges.

Figure 11

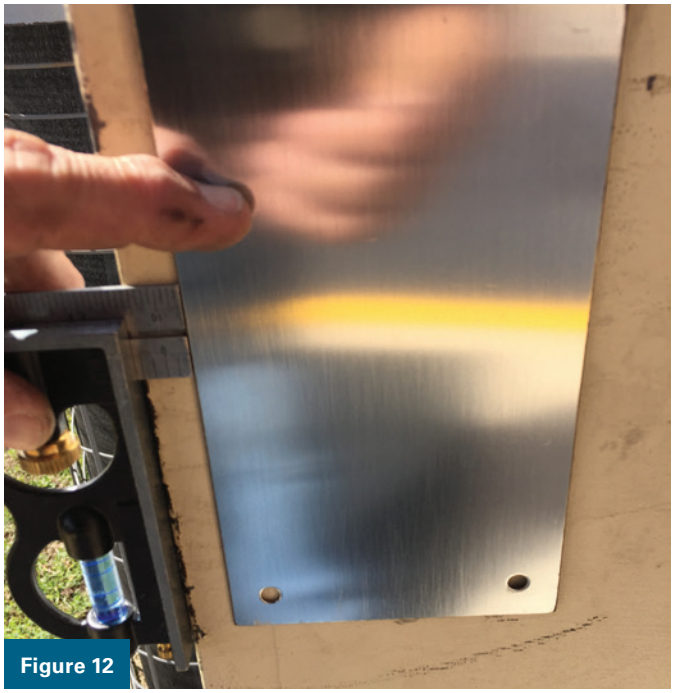


Figure 12

Figures 11-12. These photos show how the author makes sure the plate is plumb on the door.

In *Figure 9*, the pencil is pointing to a raised, ragged hole caused by a sheet metal screw. I already know I need to use push plates on both sides of the door and that they need to lay flat. In *Figure 10*, I'm using my grinder to remove the ragged edges to allow this.

A few words about push plates for the new guys. It's a good idea to keep a minimum of one pair of each size plate in your truck for the unexpected. Two pairs will cover you for a set of double doors. 4" x 16" and 3½" x 15" are good choices (in whatever finishes you use the most).

Do yourself a favor and avoid using stainless steel (630) push plates for this type of work unless you have to. Stainless steel is difficult to drill and tends to blunt hole saws easily. You can use cobalt drills for small holes.

It's easier to use a 626 finish, which is

chrome-plated brass and looks like stainless, or aluminum plates. It's much easier to drill and tap either if you have to. If you're relying on the push plate to bridge large holes and some of your new holes will be tapped through the plate only, use the brass instead of the aluminum; there is less chance of screws pulling out.

I like to center new hardware on a push plate, but be aware that you can't always do it with stock-size plates. If you have a lot of holes above or below the centerline of the lock, for example, you need to cover the holes and install the lock at the correct height.

Most commercial and industrial customers will understand this if you tell them ahead of time. On this job, the door and frame were so shot that the head of maintenance was thrilled that I was able to clean it up as much as I did.

Figures 11 and 12 show how I make sure the plate is plumb on the door. I install one screw or rivet and adjust the square against the opposite side of the plate and tighten it. If I then slide the square down the door while holding the plate against it, the plate will be the same distance from the door edge at top and bottom. Holding the plate in place, I then mark the holes and punch and drill all of them.

Figure 13 is one of the plates installed on the door ready to be marked and center-punched. I used rivets instead of screws because most hardware will rest flat on top of a rivet, but not on a screw.

If I do use screws on plates on metal doors, I tend to use self-drilling screws instead of the screws that come with it. I've found that some plate screws tend to be made of plated brass that isn't going to cut its own thread in steel, which

Figure 13. One of the plates is installed on the door ready to be marked and center-punched.


Figure 14


Figure 15


Figure 16

Figures 14-16. These images show the outside of the door, the old closer being removed and the holes left behind.

is harder than the screw. You'll see what I use later.

The Closer

Figures 14-16 show the outside of the door, the old closer being removed and the holes left behind. That's a lot of holes over a wide area. The head guy specifically asked me if I could do something about the outside of the door.

Figure 17 is a shot of the top of the frame. This is a big problem because some of my new screws would have lined up over nothing. Again, I needed a clean surface to mount the hardware.

The last thing you ever want with a door closer is missing mounting screws, especially on parallel arm installations. This is because the closer is subjected to a heavy force, pulling it away from the door when it's closing. The same goes for the arm and the frame.

To counteract these forces, I always use through-bolts (sex bolts) on out-swinging (push side mounted) door closers on wood or metal doors. If parallel arm, they are on the closer or drop plate; on over-door mounted, they are on the foot piece of the arm. My only exception would be if I knew for certain that I was screwing into solid wood and not particle board, and maybe not even then.

I'm not as concerned with pull side mounted closers because the closer is always being pulled against the door and not away from it. In that case, I'm more concerned about the arm being secure.

Figure 18 shows the plate I used on the outside before I drilled for and installed the sex bolts. Unfortunately, I don't have a picture of the bolts installed.

In *Figure 19,* you see the way I had to

Figure 17. Pictured here is the top of the frame, showing why a clean surface is needed to mount the hardware.

Figure 18. This image shows the plate the author used on the outside before he drilled for and installed the sex bolts.

Figure 19. In this image, you can see the way the author had to mount the push plate to cover all the holes.

Figure 20. Shown are two pieces of ⅛" thick steel.

mount the push plate to cover all the holes you saw before. These plates were aluminum, unlike the plates used on the panic bar, which were brushed chrome. Aesthetics were not an issue here; the door needed to work.

I chose to use a drop plate because I knew the top two holes on the plate were likely to go through the channel at the top of the door, giving me a double layer of metal inside and out. I wouldn't have that advantage drilling the holes lower.

Back to the Frame

I want to cover the holes on the header and I need something to screw all the screws into. *Figure 20* shows two pieces of ⅛" thick steel I picked up at Home Depot. I wound up using the larger 2" wide piece.

It's a good idea to keep this flat steel in your truck for situations like this. The narrower piece in the picture can be cut and used to remount panic bar strikes where "maintenance" has made Swiss cheese out of the frame. It's also handy for strike shims for rim devices.

I cut off a 12" piece and primed it. I


Figure 21


Figure 22

Figures 21-22. *Figure 21* shows the screw, the hole and the screw in the countersunk hole, and *Figure 22* depicts the ragged edges on the underside of the plate.

made it this size to span all the holes you see in *Figure 17.* This piece is usually at least twice as thick as the doorjamb. When I tap the holes for the closer arm foot piece, I'll also be tapping into the doorjamb in at least a few spots, which makes for a very secure installation.

I used four 12-24 strike screws mainly because I needed them to be undercut and I didn't have ¼-20 screws that were. *Figure 21* shows the screw, the hole and the screw in the countersunk hole. I prepped two holes at either end. *Figure 22* is the ragged edges on the underside of the plate. To make sure it lays flat, I touched up the holes with a countersink as in *Figure 23.* I gave everything another shot of fast-drying primer.

For the plate to fit, I needed to cut off a piece of the weatherstrip. In *Figure 24,* you can see my line for the cut as well as one of the holes I needed to avoid. You can cut weatherstrip without removing the whole piece by shimming it away from the jamb with cardboard. Just be careful to keep the hacksaw straight.

Figure 25 shows the plate installed on the header and ready to be marked, drilled and tapped. You can see my centerline for the foot piece penciled on the header. *Figure 26* is the foot piece being installed on the plate, pretty much finishing the installation.

Here's something that I learned a long time ago that you might consider trying: I usually use the uninstalled arm as a template to mark the holes on the header and then prep the holes. I then install the arm on the closer, as in *Figure 27.* If you close the main and latch speed regulators all the way down, you can pull the arm open, as in *Figure 28,*

"The last thing you ever want with a door closer is missing mounting screws, specially on parallel arm installations."

Figure 23. To make sure it lays flat, the author touched up the holes with a countersink.

Figure 24. In this photo, the author's line for the cut as well as one of the holes he needed to avoid are visible.

Figure 25. This image shows the plate installed on the header and ready to be marked, drilled and tapped

Figure 26. The author is installing the foot piece on the plate, essentially finishing the installation.

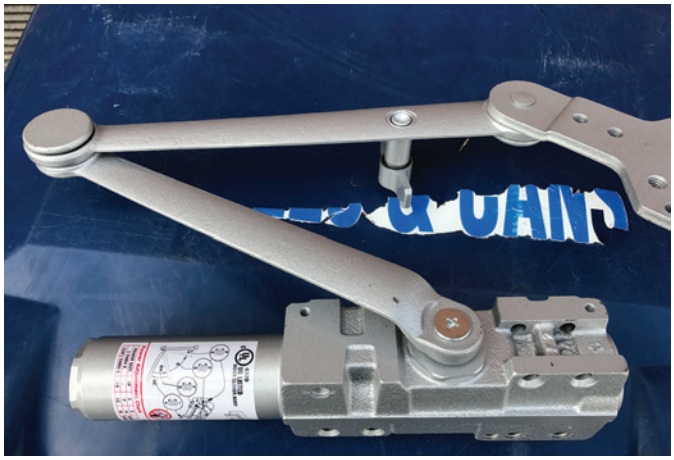


Figure 27. A tip: Use the uninstalled arm as a template to mark the holes on the header and then prep the holes. Then, install the arm on the closer, as shown here.

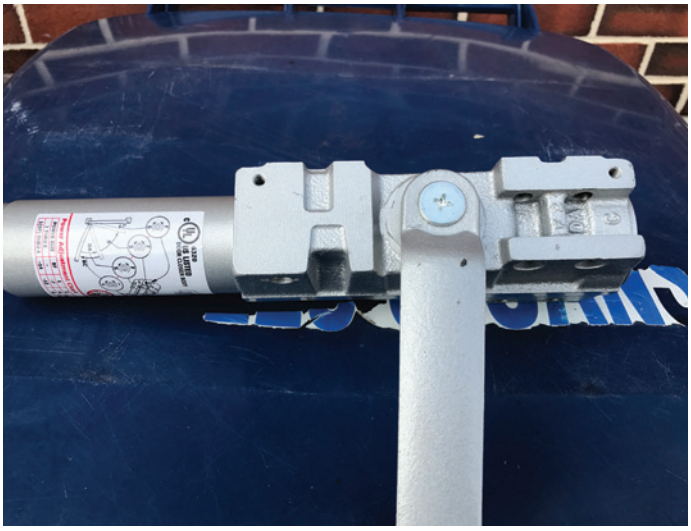


Figure 28. If you close the main and latch speed regulators all the way down, you can pull the arm open, as shown here, and it will stay there.

Figure 29. Most of the time, while the arm is still in the position shown here, you can maneuver the foot piece over the holes and screw it in too.

and it will stay there.

Actually, it's moving ultra-slow toward the closed position, and you have enough time to screw the closer onto the door. Most of the time, while the arm is still in the position you see in *Figure 29,* you can maneuver the foot piece over the holes and screw it in too. You can always pull the arm open if it closes too early.

A tip: This arm was a dedicated PA arm, which is a little heavy to hold while marking the header. If you use multi-use closers such as LCN 4040s, save the unused PA brackets that come with them when you can. You can use them as templates to mark holes, doorstops and shims, among other things.

Another tip: If you'd rather install a PA arm after you install the closer body and use a wrench to turn the shaft, try the following. Once the arm is on the shaft, stick the handle of a Craftsman #2 screwdriver between the door and the knuckle of the closer arm and release the tension on your wrench. The driver will stay there until you finish whatever else you're doing and open the door. It puts the arm very close to where it needs to be.

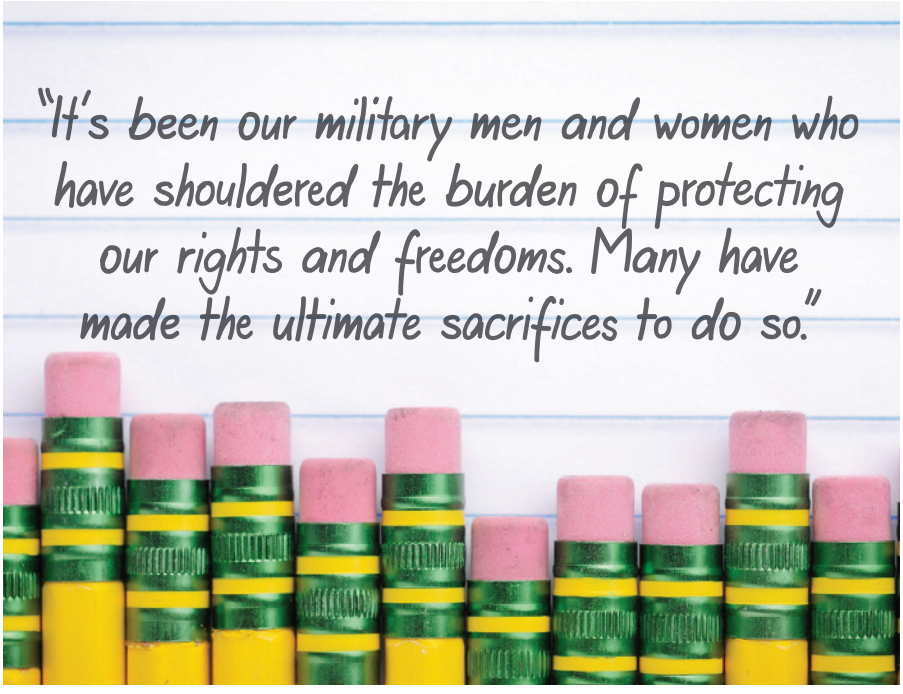
Tony Wiersielis, CPL, CFDI, has more than a quarter century of experience and has worked in most phases of the trade throughout the New York metropolitan area. He was named *Keynotes* Author of the Year for 2016.

What Matters Most

Jim Hancock, CML, CMST, explains how ALOA and its partners are giving back to veterans.

So, did you vote for the businessman who is now president or for the ex-president's wife? Are you protesting in the streets, or are you shaking your head at the protestors? Do you think America is doomed, or do you think America will be great again? You can't look at social media, watch the news or pick up a paper without seeing something political and realizing just how polarizing this past election was to this nation and the large chasm between the political right and left that exists in America today.

But I'm not going to discuss or debate or write about politics and who won or lost. What I hope we all can agree on is that regardless of your affiliation or your thoughts on these matters, we're all in the position to debate and argue and express our opinions and enjoy our freedoms because we have a large group of men and women who have selflessly given their time and their lives to protect our rights to protest and express our opinions — and to simply go to the polling places and vote. Irrespective of your opinions on the wars and our participation in Vietnam, Korea, the Middle East, the European theatre and so on, at these and many other times in history, it's been our military men and women who have shouldered the burden of protecting our rights and freedoms. Many have made the ultimate sacrifices to do so.



And, at some point, those men and women who made it through the tough times during war — or through the history of uneasy peace in this world — have left the military and searched for their piece of the American dream: a good job to provide for their families the many things we enjoyed while they served us.

We've all heard and most have used the buzzwords such as "pay it forward" and "give back" in our lifetimes. While some do indeed try, to many, these and others are just statements made in conversation, much like "how are you" and "have a nice day." But to me, ALOA and a few of our partners, "give back" is a very meaningful phrase and something we accomplished last year and are doing again this year.

Last year, Allegion helped to put together the ALOA Veterans Sponsorship program, which gave one veteran the opportunity to offset costs for training that the GI Bill doesn't cover. These costs include travel and lodging while also offering a wage supplement/employer reimbursement component to help any employer willing to give these newly trained locksmiths a chance at permanent employment. The first recipient was awarded in January 2017 and is the absolute model of what this sponsorship is about. He is a veteran who was hired by a small/mid-sized city locksmith, and his aspiration is to eventually buy the owners out when they retire. He is the "new, younger blood" we all want in this industry.

ASSA ABLOY also provided a sponsorship, but the candidate pool was not large enough to award the second sponsorship. However, in the upcoming year, there will be at least two recipients awarded thanks

to ASSA ABLOY and Allegion, and these will be awarded by July before the ALOA 2017 convention.

This is how we give back. This is how we truly help the veterans (while also helping our industry), and that is using their GI Bill training fund to get them trained and using these two GREAT manufacturer partners to help fund some of the expenses and see if we can get these folks employed.

It's a pretty easy process, actually. The veterans contact their local GI Bill benefits office and get a letter of eligibility, which shows the amount they have available for training, and they then send ALOA Education a copy of the letter. We'll take care of the government paperwork from there and get them registered for the training class. If they only want the training, they are done. They will show up for classes and start learning. If the vet needs the sponsorship assistance, he or she will fill out an application, and that application will go to a selection committee that will choose the recipients based on several factors, including but not limited to financial need.

"This is how we give back. This is how we truly help the veterans."

Who you voted for, whether or not you feel the need to protest or what your feelings are on the direction of the nation really don't matter when it comes to giving back and thanking those who have done so much to give to you the ability and the right to express yourself in these and many other manners. What matters most is that we thank, honor and admire them and, more importantly, support them by finding a way to give them a chance to succeed beyond their military service.

Jim Hancock, CML, CMST, ALOA's education manager, began his locksmithing career at the age of 8 in his grandfather's lock shop in Gulfport, MS. He has worked in every aspect of the business, from shop tech to mobile tech to operations management. In 2003 and 2009, he was presented with the ALOA ACE Award as Instructor of the Year. You can reach him at jim@aloa.org or (214) 819-9733.

ALOA

ALOA Security Professionals Association, Inc.

Membership Application

CANDIDATE PLEASE TYPE OR PRINT

Name: ❑ Mr. ❑ Mrs. ❑ Ms. First_____ Last_____ MI____ Designation_____

Business Name _____

Mailing Address _____

City_____ State_____ Zip Code_____ Country _____

Work Phone_____ Home Phone_____ Fax _____

Email Address_____ Website _____

Date of Birth (required)_____ Place of Birth_____ Social Security # (required)_____

US Citizen? ❑ Yes ❑ No If No, citizen of what country?_____

ALOA occasionally makes its members' addresses (excluding phone numbers and email addresses) available to vendors who provide products and services to the industry. If you prefer not to be included in these lists, please check here: ❑

PROFESSIONAL INFORMATION

Please check the description that best describes you (check all that apply)

❑ Locksmith Owner
❑ Automotive
❑ Employee Technician
❑ Electronic Security
❑ Security Professional
❑ Mechanical Door Locks & Hardware
❑ Institutional
❑ Safes
❑ Investigative
❑ Other _____

Are you licensed to perform Locksmith/Access Control work in your state? ❑ Yes ❑ No If Yes, License # _____

Business License #_____ EIN # _____

Any other license held by applicant (Contractors Lic., Low Voltage) _____

Any other states you do business in and licenses held in those states _____

List all phone numbers used by your company/companies:_____

_____

Number of Employees_____ ❑ Store Front Business ❑ Mobile Only

How did you learn locksmithing/access control? _____

How long have you worked in the locksmithing/security industry?_____

ALOA member Sponsor Name/Who introduced you to ALOA?
Sponsor Name (Required)_____ ALOA Number_____ Years known _____

Have you ever been a member of ALOA before? ❑ Yes ❑ No If Yes, when?_____ ID #, if known_____

Are you a member of any local locksmith association? ❑ Yes ❑ No If Yes, name of association: _____

Give the names and phone numbers of two industry-related references:

Name_____ Company_____ Phone Number _____

Name_____ Company_____ Phone Number _____

IMPORTANT: Have you ever been convicted of a felony? ❑ Yes ❑ No If yes, please give details on a separate sheet.
All convictions are reported to the Advisory Committee for review.
A routine background check is performed on all new applicants, unless you live in a State in which passing a background check is a part of the licensing requirements. Non-US citizen background checks are required. If you live in a country that does not allow third party background checks, you will be required to submit an authentic report upon request (no copies/duplicates allowed) before final membership approval can be granted. A copy of your business permit/license, license number, business card, company letterhead or suitable proof of employment in the locksmith/access control business must accompany application.

TYPES OF MEMBERSHIP AND REQUIREMENTS

Check only one box from the categories listed below:

Active Membership

Persons actively engaged in the locksmith/access control industry for a minimum of two years and have achieved one of ALOA's recognized program designations.

❑ US and US Territories	$235	❑ I elect to Go Green	$215
❑ International	$255	❑ I elect to Go Green	$185

International Association of Investigative Locksmiths Membership

Must be an ALOA Member in order to join the IAIL.

❑ US and US Territories	$50

Probationary Membership

Persons undergoing training to qualify as an Active member, who have not received one of ALOA's recognized program designations.No person shall be a probationary member for more than three years.

❑ US and US Territories	$235	❑ I elect to Go Green	$215
❑ International	$255	❑ I elect to Go Green	$185

Probationary Membership – No Sponsorship Required

Persons undergoing training that are new to the industry and do not know any Active member for sponsorship. Probationary period extended from 90 days to one (1) year. Probationary status lifted if sponsor acquired within year. Must obtain license if residing in State requiring licensure. A second background check will be performed by ALOA after 2 years of the 3 year maximum term. Any violation of ALOA Code of Ethics during probationary period will result in immediate termination of membership.

❑ US and US Territories	$235	❑ I elect to Go Green	$215
❑ International	$255	❑ I elect to Go Green	$185

Allied Membership

Persons whose position in the locksmith/access control industry relates to locksmiths, and cannot qualify for any other class of membership.

❑ US and US Territories	$235	❑ I elect to Go Green	$215
❑ International	$255	❑ I elect to Go Green	$185

Note: Your application will be processed with a 90 day waiting period.
Any institutional locksmith not using his/her work address must submit a letter from employer stating that you are an institutional locksmith.

DUES AND FEES

An application fee and the appropriate dues must accompany the application in order for processing to begin. The dues amount for residents of the US and US Territories include a $30 Legislative Assessment Fee ($205 Dues and $30 Legislative Assessment Fee=$235). Application Fees Schedule:

US and US Territories $70
Canada, Denmark, Ecuador, New Zealand $160
Australia, Bahamas, Barbados, Belgium, Belize, Bermuda, China, France, Haiti, Philippines, UK $210
Israel, Korea, Papua New Guinea, Saudi Arabia, United Arab Emirates $360
Applicants from countries not listed must submit background check and report from local Law Enforcement with application.

FINAL CHECKLIST

❑ Required Proof of Employment in Industry
❑ Annual Dues Amount _____
❑ Application Fee _____
Total Amount Due _____

METHOD OF PAYMENT

❑ Check ❑ MasterCard ❑ Visa ❑ American Express ❑ Discover

Card Number_____ Expiration Date_____ SEC _____

Print Name on Card_____

Signature_____ Date_____

I understand and consent that in the course of reviewing this application ALOA may review publically available information for the purpose of verifying the information submitted and do a background check.

I certify that all statements are true and, if accepted as a member, I agree to abide by the rules, regulations, and Bylaws of ALOA, and further agree to adopt the Code of Ethics of ALOA as my own, and adhere to it to the best of my ability. Should my membership be discontinued, I agree to return my membership card and cease use of all ALOA insignia.

_____

Signature Date Signed

Dues, Contributions, Gifts are not deductible as charitable contributions for Federal income tax purposes. Dues payments are deductible as an ordinary and necessary business expense. However, please note that the Legislative Assessment Fee and donations made to the Legislative Action Network ARE NOT deductible as a charitable gift or business expense.

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Classified advertising space is provided free of charge to ALOA members and for a fee of $2 per word, with a $40 minimum for nonmembers. Classified ads may be used to advertise used merchandise and overstocked items for sale, "wanted to buy" items, business opportunities, employment opportunities/positions wanted and the like. Members or nonmembers wishing to advertise services or new merchandise for sale may purchase a "Commercial Classified Ad" for a fee of $4 per word with a minimum of $100

Each ad will run for three consecutive issues. For blind boxes, there is a $10 charge for members and nonmembers. All ads must be submitted in a word document format and emailed to adsales@aloa.org by the 15th of the month two months prior to issue date. ALOA reserves the right to refuse any classified advertisement that it deems inappropriate according to the stated purpose of the classified advertising section.

AD INDEX

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ASSA-Ruko/Technical Services	page 43	www.assatechnicalservicesinc.com	(724) 969-2595
Big Red	page 43	www.bigredsafelocks.com	(877) 423-8073
Brockhage (Logic America)	page 43	www.lockpicks.com	(800) KEY-BLANK
Bullseye S.D. Locks	page 43	www.bullseyesdlocks.com	(800) 364-4899
Capitol Industries	page 43	www.capitolindustriesinc.com	(800) 567-0451 Ext. 392
Cards and Keyfobs	page 43	www.cardsandkeyfobs.com	(855) 431-KEYS
ClearStar Security Network	page 60	www.clearstar.com	(360) 379-2494
Hayman Safe Company	pages 17, 43	www.haymansafe.com	(800) 444-5434
HL Flake	inside back cover	www.hlflake.com	(800) 231-4105
Jet Hardware Mfg. Co.	back cover	www.jetkeys.com	(718) 257-9600
John Koons Locksmiths	page 59	www.koonslocksmiths.com	(800) 282-8458
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Security Lock Distributors	inside front cover, page 43	www.seclock.com	(800) 847-5625
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