

# KEYNOTES

SECURING YOUR SUCCESS



# ALA Elections 2018



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## Simplex L1000

Changing and resetting combinations

**PLUS**

## Working With NSPs

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# EXPLORE WHAT'S INSIDE



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Booth #318

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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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# Step Up and Get Involved

**S**PRING IS FINALLY IN THE AIR, AND hopefully there are no more signs of snow. It has been a long time coming, but it's finally here. This is by far my favorite season of the year, and I always feel like I am more productive this time of year. After all the winter storms, cold temperatures, leafless trees and dead lawns, it feels like all of God's creations are being reborn and blooming to life. It is a season of renewal.

In the spirit of spring and its feeling of renewal, I would like to challenge our members to renew their commitment to our industry! Many of us are content to sit on the sidelines and watch others work to make our industry and association better. There is absolutely no shame in that, and nobody should feel obligated to do anything more than simply pay his or her dues. However, if you would like to see the industry and association grow into something more and feel like you played a part in it, please get involved! Nothing frustrates me more than people who constantly complain and go out of their way to find fault with everything they can, but refuse to do anything about it. I have one very simple rule: If you come to me with a complaint, you better come with at least one suggested solution to go with it.

For those who would like to step up and work to make some positive changes, this is your lucky day! There are plenty of things we could use your help with,

and I am open to input from anyone. You will notice that in this month's *Keynotes* there is election information for those running for board positions. In this regard, I would like to ask two things from you. First, I would like you to take just a few moments out of the day to simply vote for the future leaders of your association. Second, if you are someone who feels like you could make a positive difference and are willing to put in the time and effort required to do so, then please consider running for a position on the board. I can't promise you that everyone will go out of their way to shower you with appreciation and that you will get the opportunity to travel to far-away exotic places. I can't tell you that all you have to do is attend a meeting every once in awhile, sit on your butt and give some input every now and again. However, if you have a desire to really contribute, work to make positive changes and put forth some genuine effort because you truly care about this industry and this association... then ALOA needs you!

When it comes to association work, I am always reminded of the little plaque that President Reagan kept on his desk that read, "There is no limit to what a man can do or where he can go if he does not mind who gets the credit." We always need folks with that mindset to serve in leadership roles. It is very important to



find folks willing to serve, but even more important to find folks willing to serve for the right reasons.

In closing for this month, I would like to ask all of our members to think of some changes that they would like to see for ALOA in the future and submit them to me (JimWiedmanCML@gmail.com) for consideration. At the fall board meeting, I appointed a special committee tasked with the specific duty of finding ways to grow our membership, develop new benefits and generally find ways of increasing the value of membership for our members. Please help them out by offering us your thoughts and ideas.

Respectfully,

A stylized, handwritten signature in black ink, appearing to read 'Jim Wiedman'.

Jim Wiedman, CML  
President  
ALOA Security Professionals  
Association, Inc.  
president@aloea.org

# The Community of ALOA

**A** SENSE OF COMMUNITY IS CRUCIAL in the security industry. The nature of the industry is such that mentorship is so often incredibly important to individuals' success — not just in acquiring technical knowledge, but how to apply it, navigate the business side and new opportunities. And, let's face it: Having fellow locksmith friends helps in not feeling so alone in a profession that few fully understand.

These interactions may take place at conventions, local meetings, in online forums and social media or any other number of places security professionals congregate. The connections cross all boundaries of age, location, experience level or any other artificial separation. We all have something to learn from each other and ways to benefit.

And these connections and sense of community are what help you in recruiting new members to ALOA SPAI. As you get to know others in the industry, let your sense of community help you in informing others about the value of ALOA membership. Tell them about the even greater community we offer, from conventions to local chapters and educational opportunities.

Each year, we honor members who have recruited five or more new members to the association, and they become a part of the ALOA President's Club. These members have shown such passion and dedication in getting others to be a part of the ALOA family. They have seen first-hand

what ALOA can do and the camaraderie that comes with membership. Although President's Club members aren't motivated by recognition, we do honor them each year in the July convention issue of *Keynotes*, as we are so thankful for their commitment to ALOA. Take a look at the list in a few months, and thank some of those members for their dedication to their association. And perhaps you can join their ranks next year! A printable membership application is available on ALOA.org, and there is also one on page 55 of this issue.

We're also thankful for all of the local and state chapter affiliates. We know that so much of our new member recruitment happens at the local grassroots level, and I'd like to thank each chapter for hosting

**"I'd like to thank each chapter for hosting engaging programs and forging greater local connections to draw in new members."**



engaging programs and forging greater local connections to draw in new members. We couldn't do it without you.

And beyond recruiting, let your sense of industry community be your guide in personally getting more involved with ALOA. Talk to your fellow professionals. Ask what they want to see and what benefits they want. What kind of education do they want access to? Connect and learn, and share these thoughts with ALOA leadership... And then consider becoming a leader yourself to enact those plans and changes. In this issue of *Keynotes*, we have published ALOA elections information. Take a look at those running for the ALOA board, and perhaps picture yourself on those pages. Why not you? Think about running next year. We'd love to have you on board.

Thanks to all our members for all that you do to connect, lead and recruit. We have such a great community, and it's growing all the time.

*Mary A. May*

Mary A. May  
Executive Director  
mary@aloa.org





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## ALOA at IDN 2018

**A**LOA HAD A STRONG PRESENCE AT THE IDN-HARDWARE Sales Annual Trade Show and Security Conference March 15-17 in Independence, OH. ALOA Northeast Director Bill Mandlebaum, CML, manned ALOA's booth and educated attendees on the benefit of ALOA membership. The show had a Rock 'N' Roll theme.



ALOA Northeast Director Bill Mandlebaum, CML, spread the word about ALOA at the recent IDN-Hardware Sales Trade Show.



## S&G Announces New Digital Time Lock

**S**ARGENT AND GREENLEAF HAS RELEASED THE NEW DIGITAL Time Lock, a high-security solution for small businesses and retail outlets. This is the addition to its Digital Platform portfolio, which includes the Audit Lock 2.0 and A-Series with Display.

The lock allows employers to assign four independent schedules for up to 100 users, with four opening windows per day for each schedule, allowing for management of access control between multiple employees on various shifts. The Digital Time Lock can record up to 1,000 time- and date-stamped audit events with a quick USB download feature. Users can store audit trails from multiple locks on one flash drive.

Programming can be done through a web interface without any needing additional programming software. When programming at the lock itself, the Programmer Code Access allows review of settings via a large digital display. The product also offers dual control, automatic daylight savings, a management reset code, time delay up to 99 minutes and a penalty lockout.

It's available in two bolt types: Model 3006 PIVOTBOLT, which automatically relocks to secure the safe whenever the container's bolt work moves to the fully closed position, and the Model 3007 DIRECT DRIVE, with lock bolt retraction and extension that is controlled by turning the keypad, offering dependable manual control of the locking bolt. This lock has been awarded the UL Type 1 certification, with the following certifications pending: EN 1300, Vds Class 2, A2P B/E, ECB-S and CNPP.



## PRODUCT BRIEFS

» **Ilco** has released the Compound 2 Manual Key Stamper addition to their line of marking and engraving equipment. This manual key stamper operates by striking with the hand or a mallet and accommodates large head keys and standard cylinder keys as well as key tags in a variety of finishes. The rotating dial features alphanumeric characters measuring .08" x .12" (2mm x 3mm). Built-in detents assure proper registration for accurate spacing between letters and numbers.



» **Access Tools** has developed a tool set specifically designed for heavy-duty trucks and commercial vehicles. The Truck Master Set has been updated to include most heavy-duty truck, big-rig, and commercial vehicles, including Freightliner, Ford, Chevrolet, Kenworth, Peterbilt, International, Hino, Mack and more. The included manual provides detailed instructions, diagrams and pictures to aid in the opening of the vehicle.



» **Codelocks Inc.** has announced the release of the KL1050, the latest addition to its KitLock range. Building on the capabilities of the KL1000, the new keyless cam lock can be retrofitted to a wide range of lockers, cabinets, cupboards and enclosures. It uses smart card technology to provide codeless access to almost any locker and offers functions for single users (private function) and short-term use by multiple users (public function). The lock can perform up to 15,000 openings on two AAA batteries. A Master User Card can be used to open any lock and delete the card currently in use, while a Technician Card can be used to open the lock, retaining the User Card currently in use.



» Access control manufacturer **ISONAS Inc.** has unveiled its new IP-Bridge 2.0, designed to help migrate legacy access control systems into IP integration. With more processing power and additional functionality local to the device, it expands on the core benefits of its predecessor, allowing users to avoid a rip and replace scenario. Paired with the ISONAS R-1 Wiegand readers, the IP-Bridge 2.0 provides access to Bluetooth Low Energy capabilities.

## NEWS BRIEF

» **IDN-Wilco**, a distributor of door hardware and security-related products, has released their 2018/2019 product catalog. New items include access control solutions, lockdown hardware, detailed function information and new manufacturers such as BEST Access Solutions, LSDA and Trimco. An online catalog can also be found at [www.idn-inc.com](http://www.idn-inc.com).



## IN MEMORIAM

» **David D. Pettis, CRL**, of Chippewa Valley Lock & Key in Chippewa Falls, WI, has passed away. He has been a member of ALOA since 1995.

## Remember to Vote!

See page 42 for the ALOA SPAI board elections materials and the official ballot you can mail or fax. All proxy ballots must be received by June 6.

## CALIFORNIA

La Verne  
Southwest Lock & Security  
**Joshua R. Ramos**

## COLORADO

Colorado Springs  
A Mobile Locksmith  
**James W. Wright**  
Sponsor: Randy J. Harrell, RL

## DISTRICT OF COLUMBIA

Washington  
Department of State  
**Sarah J. Duellman**  
Sponsor: Christopher S. Looney, ARL, CRL

## FLORIDA

Ft. Walton  
**Ronald Copeland**  
  
Stuart  
Superior Hardware, Inc. d/b/a  
Advanced Safe  
**Bruce Gaul**  
Sponsor: Mike Stephan, RL

## ILLINOIS

Oak Park  
Chicago Building Services  
**Akikva Jamesse**  
Sponsor: Andrew K. Meshenberg, CRL

## KENTUCKY

Louisville  
Our Lady of Peace  
**Edward C. Thompson**  
Sponsor: James W. Frazier, RL

Mt. Washington  
Our Lady of Peace  
(KentuckyOne Health)

**Timothy R. Capps**  
Sponsor: James W. Frazier, RL

Nicholasville  
Lockmasters Technologies, Inc.  
**Kaila A. Siquig**  
Sponsor: Matthew Myers, ARL, CML  
Lockmasters Technologies, Inc.  
**Ryan Anderson**  
Sponsor: Matthew Myers, ARL, CML

## MARYLAND

Bel Air  
The Flying Locksmiths  
**Matthew Ford**  
Sponsor: Barry L. McMenimon, CPL

## NEW YORK

Bloomington  
**Mark J. Marino**  
Sponsor: Ira Glatt, ARL

Brooklyn  
Locksmith Andy  
**Andy Campos**

New Albany  
Fire King Security Group  
**Michael Lynch**

## PENNSYLVANIA

Bechtelsville  
**Randy L. Mathias**

Erie  
**Ross Sheriff**  
Sponsor: Joseph T. Carneval, RL

## SOUTH CAROLINA

Spartanburg  
Pop-A-Lock  
**James A Bledsoe**  
Sponsor: Trent Henderson, RL

## TENNESSEE

Nashville  
Bellevue Lock and Key  
**Gene D. Davidson, II**

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Dallas  
Extra Locksmith  
**Eliav S. Cohen**  
Sponsor: Brad D. Collins

Marshall  
**Matthew J. Hatch**  
Apprentice Member

## UTAH

Salt Lake City  
Glens Keys  
**Kirk S. Harker**  
Sponsor: Todd Ongley

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**Trevor A. Ortiz**  
Sponsor: Eric B. Smith, CPL

## WASHINGTON

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Bonafide Lock and Safe, Inc.  
**Hector C. Giosa**

## WYOMING

Riverton  
C+C Lock and Key, LLC  
**Raymond E. Clark**  
Sponsor: Wesley D. Sugden, CRL

## CANADA

Toronto, ON  
Lockup Services Inc.  
**Ronald Churly**  
Sponsor: Christopher Wright  
Lockup Services Inc.  
**Scott Churly**  
Sponsor: Christopher Wright

Fort McMurray, AB  
Charlie's Security  
**Charles C. Olsen**

## ALOA CERTIFICATIONS

CPS  
**Elaad Israeli**  
Floral Park, NY  
CRL  
**Nicholas P. Preston**  
Melbourne, FL  
**Michael P. Sims**  
Arlington, VA

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@aloea.org or via fax to 214-819-9736.

## 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 manager, at (214) 819-9733, ext. 219, or email kevin@aloea.org.

## CALENDAR

For a complete calendar of events, visit [www.aloea.org](http://www.aloea.org).

## MAY 2018

May 14-19  
**Six-Day Basic Locksmithing**  
ALOA Training Center  
Dallas, TX  
education@aloea.org or  
(800) 532-2562, ext. 101  
This class is also being offered at the ALOA 2018 convention in July, October 1-6 and December 3-8.

## JUNE

June 21-23  
**2018 Southern Lock Trade Show & Learning Expo**  
**Learning Expo: June 21-22 at Hilton St. Pete Carillon Park, Trade Show: June 23 at the St. Petersburg Coliseum**  
St. Petersburg, FL  
[www.southernlock.com](http://www.southernlock.com)

## JULY

July 8-14  
**2018 ALOA Convention & Security Expo**  
Gaylord National Harbor  
201 Waterfront Street  
National Harbor, MD 20745  
conventions@aloea.org or (800) 532-2562, ext. 240

## SEPTEMBER

September 14-15  
**Doyle Security Product's 32nd Annual Trade Show and Educational Weekend**  
Minneapolis Marriot Northwest  
7025 Northland Drive North,  
Minneapolis, MN 55428  
[www.doylesecurity.com](http://www.doylesecurity.com)  
(612) 521-6226

## OCTOBER

October 18-22  
**IAIL Conference**  
ALOA Training Center  
Dallas, TX  
See ALOA Calendar

## MARCH 2019

March 28-30  
**HL Flake Trade Show**  
Education March 28-29; Trade Show March 30  
[www.HLFlake.com](http://www.HLFlake.com)

## APRIL 2019

April 1-6  
**SAFETECH 2019**  
Griffin Gate Marriott Resort & Spa  
Lexington, KY  
[www.SAVTA.org](http://www.SAVTA.org)



# An ADA Violation Reminder

**Tom Demont** urges locksmiths to ensure they thoroughly complete each job to prevent liability.

**S**INCE WE STARTED RUNNING AN IAIL PAGE IN *SAFE & VAULT TECHNOLOGY*, there has been a flurry of activity for locksmiths to take advantage of our new CFL-Safes and Vaults certification. I will be in Milwaukee the first of May instructing this exciting introductory class for safe technicians who want to be certified in forensics. With our unique CFL specialty certificates, you can enhance your curriculum vitae (CV) by mastering related fields within our chosen profession to help you stand out among your peers!

With SAFETECH underway in Milwaukee with our Forensics for the Safe Tech class and ALOA gearing up for the ALOA Convention in National Harbor just minutes South of D.C. this July, IAIL is excited to be offering you an array of forensic courses. I encourage everyone who would like to take this course to sign up now and lock in your seat. Space is limited.

I just had a case referred to our office this past week from a Maryland attorney that involves a door and door closer injuring an elderly woman. It seems that an elderly woman was coming in the doorway behind a young man who had opened the door. As the woman was coming up behind him, he pushed the door all the way open to allow her time to enter behind him. Unbeknownst to him, the door closer was not in proper adjustment, had no latching speed set and the closing speed was out of proper adjustment. This caused the door to close so fast that it hit her, knocking her into the frame and breaking her hip and arm as she crumbled to the ground.

This is a serious situation. So many businesses do not keep their door closers in proper adjustment that incidents like this happen, causing the business thousands in medical and legal expenses when for \$18 the closer could have been adjusted the last time the locksmith changed the locks. Well, think about this: If the locks had just been rekeyed or even had some new ASSA Max+ Restricted cylinders installed, would the locksmith that just worked on that door be liable in the above case? YES! It is the responsibility of the locksmith to make sure that the door is in complete working condition before leaving the job.

Did you know that it is an ADA violation to not have your door closers in proper settings? That is one of the citations with the above case. So, the next time you are in a hurry to complete the job and move onto the next one, stop and make sure everything is in proper adjustment before leaving. If your customer doesn't want to pay for any additional work, note it on your invoice so you are protected.

More exciting news: the IAIL Forensic Conference brochure is finished, and you can download a copy from the ALOA website. I will be e-mailing IAIL members a PDF copy so they can mark their calendars and schedule the conference. The conference will be held October 18-22, 2018, at our training center in Dallas, TX — the home of Dickey's BBQ!

If you have any questions or would like information on IAIL programs, courses and/or CFL certificates, please contact my office. ☎



**Tom Resciniti Demont,**  
AHC, CAI, CFDI, CFL, CMIL,  
CML, CMST, ICML, IFDI,  
LSFDI, ARL, President, In-  
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## Get Published!

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





Attend the Security Expo at this year's convention, and be sure to stop by the new ALOA Tech Pavilion for technology demonstrations and information.

# ALOA 2018: Your Access to Learning and Family Fun!

Make your plans now to attend ALOA 2018  
in family-friendly National Harbor, MD.

**T**HE 2018 ALOA CONVENTION & SECURITY EXPO IS FAST APPROACHING. If you haven't registered yet, make your plans now — classes are filling up fast! Note that the pre-registration deadline is June 16, after which prices go up. Lock in your spot now to have your first pick of classes.

This year's convention location offers the convenience of a big city with the

quaint and quieter feel of a much smaller town. With three international airports in the area to choose from and so many local transportation options, arriving at the Host Hotel has never been easier.

During your stay, enjoy the picturesque waterfront area filled with shops, restaurants and activities you can walk to. Take a harbor tour by boat, do some shopping at the local stores or take a free shuttle to the nearby Tanger Outlets for some deals. For dining, this will be one of the best convention locations yet, as there are more than 40 local restaurants and pubs in the highly walkable National Harbor area, and there's even a dueling piano bar for a night-time outing.

If you're bringing your family, the area offers so many activities. Right in National Harbor, there's a giant ferris wheel for viewing the local landscape, and for water fun there are paddleboats



In addition to the educational classes for you to enjoy at the convention, the National Harbor and Washington, D.C. areas have so many opportunities for family fun.

and kayaks available for rental. If you want to see the family-friendly sites and abundant history of Washington, D.C., it's a super-short train ride or water taxi ride away. Visit some of the Smithsonian museums such as the Natural History Museum or the Air and Space Museum, or go to the National Zoo and take a tour of Congress. The sky is the limit for family fun in this area.

## Education

But, of course, education is what it's all about for the week! Come take one of the 10 new classes such as GSA Certification prep, where past SAVTA President Joe Cortie, CML, CPS, CAI, CMS, GSAI, GSAT, will get you prepared for taking the GSA Safe & Vault Techni-

cian and GSA Inspector certifications. Learn about door hardware in class 409, or learn a new skill with Intro to Basic Access. If the business side is where you need to focus your learning, we have several classes for you, from dealing with inventory to learning about increasing productivity in our From Tech to Total Opening Pro class.

For institutional locksmiths — or those who have schools as clients — school safety is a hot topic right now. Come learn how to better protect your schools as well as get informed on the latest code changes at our Active Shooter Seminars for locksmiths and school administrators. We'll have two sessions: Thursday, July 12 from 4 to 6 p.m. and Friday, July 13 from 10 a.m. to noon.

## ALOA Tech Pavilion Friday, July 13 and Saturday, July 14 11 a.m. to 4 p.m.

New for 2018 is the complimentary ALOA Tech Pavilion on the Security Expo show floor! Come learn about the ever-changing technology in the industry to keep ahead of the curve and get a leg up on your competition. On Friday, learn about security technology trends from the experts and watch demonstrations to get a hands-on feel for what's new. On Saturday, come watch automotive locksmithing technology demos, and learn from automotive guru Mannie Natal during the educational seminars.

You won't want to miss your access to this valuable tech knowledge! ☞





# Time to Program the Brains

**Greg Perry, CML, CPS,** gives an overview on programming electronic access control systems.

**I**N THE LAST INSTALLMENT, WE DISCUSSED THE WIRING REQUIREMENTS FOR most controls. This month, we will look at programming. Every brand of control — and, in many cases, different models from the same manufacturer — will have different needs or requirements for programming. It may be the difference between generations of controls, or it may be because of options available. But, they all have some things in common. Brands may describe things differently: One calls the amount of time the door will stay unlocked “door time of relay,” but another calls the same thing “door open time.”

All brains or controls start with a basic program or operating system that allows the user to add all the data such as PIN codes or cards to make it operate according

to the user’s requirements. The control may require quite a bit more information to know how to operate, and the order or information needed will vary among makes and models. Let’s start with the most basic information and then look at what might be required for more complex systems. Keep in mind that not all brands or models will offer or require every option. The order of entry or the name for a feature for some of these may change between brands, and some may require a specific order to enter them.

The first thing many panels need is an operator or administrator to control the system. Administrator and operator may be used interchangeably, or the administrator could have overall control with operators having limited control. Simply change the default name to you or the customer’s administrator, and maybe add a few operators, depending on your needs. Your system might require only



one administrator with full rights to perform any changes. Or, perhaps the system needs several administrators and many more operators who can only add or make changes to all users or some groups of users. An example of where you might need this is if you have an overall system administrator and a group of buildings or facilities with their own “local” person who needs to add, delete or change users, but only for their location.

The controller may need an address or panel number, or perhaps an IP address if the controller will be placed on a network. This may be required before the administrator assignment. Some panels may require dipswitch settings to tell the panel how it will be connected.

The next thing they all need to know is the time and date. If this is a system that is connected across time zones, it may need to know the specific time zone or difference from Greenwich Mean Time (commonly referred to as GMT offset). The system may need time zones or schedules that will allow or deny users at specified times or days. Systems I’ve seen usually start or have a 24/7 time zone. Your system may need to limit a group to only working hours. Or, for example, if you are working on a hotel system, they might only allow the gym or pool to be used between 6:00 a.m. and 10:00 p.m. It would be very simple to program this as a time zone and only grant guests access during these hours while at the same time allowing the maintenance staff, security and managers 24/7 access.

Don’t forget holidays may need to be programmed for some systems. If you are programming holidays, remember that some of them change dates every year, meaning someone must manually program them at the beginning of every year or a door might open or grant access by schedule on the wrong day.

**“The order of entry or the name for a feature for some of these may change between brands, and some may require a specific order to enter them.”**

The next part to program is usually doors, or groups of doors. Many systems will have multiple doors, requiring different access needs for each door or group. Doors or door groups may be controlled or assigned a time schedule to allow them to unlock and relock on a schedule.

The system will need user groups. Depending on the system, user groups may be assigned to doors, door groups, time schedules or perhaps just as administrators only.

The last piece of programming is the individual credentials. The credentials can be any one of the various types or cards such as proximity or mag stripe. Some might just use PIN or code numbers, and biometrics are also considered a form of a credential. Higher security might require two forms of credentials; an example is a card and biometric or card and PIN code.

Once all of this is programmed, the system should operate smoothly with minimal input unless your system has a high turnover of employees or visitors. Users should be able to present their credentials, and the controller will grant or deny access based on how it

is programmed. It should also log the access and provide an easy way to back up the data.

It’s best to learn a brand or two at first. Discuss with other locksmiths and your suppliers which brands offer the features you or your customers might desire as well as the best support. Once you find a brand that seems to be a good fit for you, take the factory class. Then see if you can assist a technician out of your area with an installation to get a little experience. Some brands may require minimum purchase requirements or only sell to companies that are willing to “partner” with them. This often leaves out the companies just starting out in the electronic access control market. Other companies are willing to work with businesses that are new to electronic access control. The important thing is to find a company that offers fair pricing, good technical support and a range of products that meets your needs. Remember what will be required and the order of required differs among the brands. The names for the options or program locations may be different, but once you have the basics down, it will become easy to add other brands into your service capabilities. ☺



**Greg Perry, CML, CPS,** is a certified master locksmith and certified professional safe technician, working in all phases of locksmithing. He has taught various

locksmith topics for 10 years. He currently works in the public sector as a locksmith. He has worked in the hardware industry since 1975 in wholesale, retail and institutional settings. He has written extensively for locksmith magazines and is a five-time *Keynotes* Author of the Year. *Any opinions expressed by Greg in his articles are his alone and do not reflect any official government position.*

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# Working With National Service Providers

**Kevin Meehan** provides an introductory guide for security professionals considering entering into this service area.

**A** COMMON THING THAT I HEAR FROM SOME LOCKSMITHS WHO'VE WORKED for national service providers (NSPs) is that they hate working for them because they always seem to run into issues — whether it's slow (or no) payment, problems dealing with the person on the other end of the phone or some other deal-breaker.

Most of us get regular training on the technical functions of our job — whether as an apprentice learning from a master locksmith, or taking classes from a national organization like ALOA or at conventions. So why is it that we rarely seek out training on the “soft” skills that are just as needed?

As most can agree, it can be extremely difficult to fix something mechanical when we don't have a clear picture in our head about how all the moving parts fit together. We wouldn't attempt to fix an unfamiliar piece of equipment that we had never seen

before by trial and error — unless there was absolutely no alternative! We would seek out manufacturers' instructions, call a tech support line or even ask a friend. Wouldn't it be nice if there were some way to get help like that when dealing with an NSP?

Hopefully, this article will address that problem in as straightforward a way as possible. At very least, you can see how the process works and decide whether it's something you want to avoid altogether or if the risk is worth the reward.

My background is probably different from some other more traditionally trained locksmiths, and I came into this industry from the facility maintenance side. Right after I graduated from college, I worked in the printing and web design industry as a content editor and prepress designer. In the facilities and service industry, my first job was working for an NSP in a customer service and project management capacity. I did everything from making phone calls to writing up estimates for our customers' facility managers based on the field reports our technicians turned in. Naturally, I received a lot of phone calls and emails with questions from corporate facility managers about what I was quoting and why. And, to be honest, at first I didn't have a lot of answers for them because I only had a rudimentary knowledge about locks and door hardware.

I soon found that to get my estimates approved quickly and with the least amount of follow-up questions, it made sense for me to ask technical questions of my vendors to gain a clear understanding of the lock and door hardware that I was quoting. I've always been fairly mechanically inclined, so the most interesting part of my job quickly became the field work that our lock and door vendors were doing and not the project management work I was doing for the

NSP. After making a list of pros and cons and with the support of a locksmith friend of mine, I decided to go back to school and become a locksmith myself. After having worked for both an NSP and an experienced locksmith as his apprentice/estimator/chief cook and bottle washer, I've been able to apply my knowledge of working for (and with) NSPs and use it to grow my own commercial lock and door repair business.

### **Overview of Commercial NSP Work**

Many locksmiths don't even do commercial work because it's more convenient to get paid immediately upon completion of repairs. This is definitely a good thing, but it also means that many of your customers are first-time customers, and you have to do a lot of relationship building for repeat business. That's great, and you should, but at the same time, it also pays to work with NSPs. Not only will you be able to build a relationship with the account rep who sent you the P.O., but if you do a good job, then word of mouth within the NSP or some kind of internal rating system will help you get additional work from other account reps there.

Some of you might already be familiar with the process, but the basic anatomy of a repair starts with the service request at the location/store level — either to their corporate office's facilities department, or by phone directly to the NSP. Once the NSP receives the request for service, their account reps or dispatchers use an internal list of vendors to contact a technician to go to the customer's location for service. This list may be as simple as a spreadsheet of names and phone numbers organized by ZIP code, or a computerized list tied to mapping software with markers for vendors' locations.

Exactly how automated that process is, is where things get tricky. You may never

**“The basic anatomy of a repair starts with the service request at the location/store level — either to their corporate office's facilities department, or by phone directly to the NSP.”**

know whether the person calling you has picked you at random, remembers you from a previous repair and liked your work, or if they are more or less forced to call you first. Some customers (the actual corporate office is generally your customer, not the store manager) may have hourly pricing requirements, ask the NSP to send the closest person or have some other requirement they consider vital.

You may be able to negotiate somewhat with the NSP about the cost of the service or how quickly you need to be on site, but generally the things you can't control are so simple they aren't worth arguing about — such as getting before/after pictures and using either an app or an IVR (interactive voice response) phone line to check in and out. Requests such as these are getting increasingly more common, and neglecting to do them can often mean that you won't be paid for your hard work because they're the corporate office's requirements, not the NSP's. If you don't like wasting a return trip to get a

piece of paper signed or use a store phone to check in and out, make sure you and your employees know to always follow the instructions on a customer's paperwork carefully, and if there's a problem, call the NSP while still on site.

The rest of the process is much like any other commercial or residential job. Once you have been on site for repairs (and followed the check in/out instructions), then either the job's done or it needs to be quoted. After submitting your quote, the NSP approves it and you head back out, or they don't (and you don't). At that point, send your invoice for any incurred costs — you did remember to get the paperwork signed off on the first trip, right? Then all that's left is to send your invoice and sign-off paperwork to the NSP, and they send you a check. I will discuss all of this in more detail later.

### **Who to Work For and Becoming a Vendor**

There is no one easy way to get started working with a NSP, but a good way to start is by doing something you're probably already doing: When you visit a retail location, ask the manager who they call when they need service on their locks and doors. If they use an NSP, get the name and search for their website to submit an application. The questions they'll ask are usually the same: proof of insurance, your service area, rates, contact info and so on. If they have any questions or if the application is incomplete, most NSPs will have a vendor relations department contact you to go over their specific questions or requirements to get you set up in the system to work for them.

Occasionally, you may be contacted out of the blue by an NSP who found you by referral, through online advertising or social media. If possible, find out a little about these companies before taking on any jobs that could be a financial burden

if you were to run into payment problems. You can often find out if others have had issues with a specific NSP by searching for their name and “problem” or “complaint” or “review.” There are at least half a dozen sites off the top of my head where I regularly go to find out whether an NSP is going to be an asset or a liability. If you aren’t in the position to search before accepting or denying a request, or if it’s an emergency, ask the person calling you to pay by credit card. Most reputable NSPs can pay you by card for emergencies, as they’re focused on taking care of their customer’s problem. The ones who can’t (or won’t) pay may end up being a problem and may not be worth your taking on the risk of non-payment.

Once you are set up to work for an NSP, they’ll usually pay you in some pre-assigned NET terms — meaning once you send your invoice to their accounting department, they agree to pay within 30 days of receipt of paperwork (or 45 or 60 days, etc.). I would highly recommend finding out their terms *before* agreeing to do work and setting your rates. You may find that some NSPs are willing to pay you faster if you agree to a discount off your invoice, and in some cases that may be worthwhile if you don’t have a lot of working capital to pay your employees or purchase materials. You’ll get paid less, but faster, and will always have some money coming in. Ultimately, NSPs that take a long time to pay may have to get used to paying by card or paying a whole lot more since they’re putting you in the position of financing the repairs yourself.

Conversely, if you can bear the expense and are willing to accept a longer payment schedule, the benefit is that you can probably charge a little more and will receive the full amount every time. If you have no other customers except for NSPs, it can admittedly be a little difficult to wait because you need to keep parts

**“There are at least half a dozen sites off the top of my head where I regularly go to find out whether an NSP is going to be an asset or a liability.”**

in stock and pay other expenses such as employee wages out of your own pocket until you’re reimbursed. Flexibility of payment or punctuality of checks may end up being the most important factor in accepting work for certain NSPs or not.

### **The Anatomy of a Service Request**

Now that you’re set up as a vendor/service provider/partner, you’ll inevitably get emailed or called to go out for service. I personally specify that they *always* must call for emergencies to avoid any misunderstandings. Once they contact you, take control of the conversation as best as possible to ensure you’re fully prepared. Find out where the job is, what the problem is in as much detail as they can provide (including photos whenever possible), when the job needs to be completed and how much they can pay.

This is where your previous legwork will pay off. They should already know your service area, what kinds of repairs you can make, trades you are skilled in, whether you have 24-hour or emergency service available, and what your hourly rates, trip charges or other fees are. If they don’t, you can always make a small index

card for each customer with that information and keep it handy. You may also prefer to keep it in some other more portable electronic form (whether a customer entry in Quickbooks or just a note in the customer’s contact entry in your phone).

Once you and the NSP representative agree to terms, they’ll send you a work order with any instructions stipulated by the NSP or customer. Double check that the scope of work, the ETA you gave them and the dollar amount are correct. If not, call and ask them to resend it with the updated information.

You will find that many NSPs will use either IVR phone systems or have a downloadable app to check in and out from a customer’s job site. This not only keeps people honest and ensures they were actually on site when they were supposed to be, but it also helps maintain a time record on your end for invoicing. Many customers now also require before and after photos to get paid — which works to your benefit as well. If you install a shiny new high-end alarmed panic bar with a high security cylinder and dual vertical rods that suddenly goes “missing” after you leave, that after photo you submit will be your proof that you actually installed it and your justification for billing for it. Better safe than sorry!

Once the job is done (or you need to quote it), you can check out, get a sign-off from a manager or customer representative on the customer’s paperwork and update the NSP about the job status. If you need to quote the job, refer to your previous notes regarding customer-specific pricing and markups, send an estimate to the NSP in writing and wait for a reply. I find that most of my estimates are responded to within a day or two. You may have to wait longer for a response if something is a higher dollar amount, as the NSP will need to send an estimate to the customer to get their Not to Exceed





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amount for the job increased. Higher-dollar jobs often end up being put under the capital expense column rather than the repair column, and the budget for that may be administrated on a corporate level by someone other than who the NSP normally deals with. If you're asking for a substantial increase from an NSP to get a job done, give them at least five business days before following up, as there will be some back and forth on the other end you aren't privy to. Definitely follow up, though, because the manager at the store level called you out once and is probably very anxious to get the work complete!

Some NSPs may reply that they want to either provide materials for a job or restock the materials that you're using because they have volume pricing and can get a lower price than what you're quoting. Personally, I have no problem with this because it means one less thing I need to spend money on in advance — with the stipulations that I *do not* warranty someone else's parts, and if my parts are going to be restocked, they need to send me the *exact* part that I

used, not an aftermarket or similar part. I wouldn't necessarily include this level of detail on the initial quote. But if you end up not supplying the materials, providing the model numbers and/or part numbers will help ensure you receive what you need or that your expensive materials aren't replaced with shoddy aftermarket copies that you cannot sell. If you don't want to allow someone else to provide the materials, and the customer insists, be aware that it may mean that your estimate is declined.

Assuming that the estimate is approved and you've made arrangements regarding the materials, you should receive either a revised work order with a new NTE that includes the cost of your initial trip or a second work order that includes just the work that needs to be done on the second trip. Your second trip will play out much like the initial one; just remember to stick to the labor and materials outlined in your quote. Once the work is completed, follow all your customer's checkout procedures and get a signed-off work order showing the job is complete. That final

sign-off may be the most important thing of all, as otherwise you may need to make a return trip. You may then run into difficulty getting a signature if the manager there that day is not the same one who was on site when you completed the work.

Getting a final completion photo is usually required even if the customer did not ask for a "before" photo, and if you're installing something complicated such as a complete door and you can take a short video of all the moving parts (door closer, hinges, leverset or panic hardware) in motion, that's even better. If something goes wrong later due to accident or abuse, the more evidence you can present to the NSP that the hardware was correctly installed, the better off you'll be.

Speaking of which, most NSPs require some kind of warranty on your repairs (except when not providing parts). If you don't honor your warranty, you may find yourself either unpaid or back charged for labor and whatever materials another vendor installs or removed as a vendor by the NSP. I am a firm believer in doing



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- Drill/Ballistic Resistant Hard Plate and Relocker
- (14) 1 1/2" Solid Steel Bolts
- Foam Backed Cushioned Deluxe Liner with Corded Trim
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227 44th Street, Corpus Christi, Texas, 78405

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it right the first time, but when I do get a warranty request, I go back to have a look, then check my notes and photos to see if the information aligns with the current issue. If you can fix the problem and present compelling evidence to the NSP that it's not a warranty issue, nine times out of 10 they'll be happy to give you money on your warranty P.O. to correct the issue. That tenth time, you get to decide whether to handle something as a customer service issue or be viewed as someone who doesn't stand by his work. I can't tell you what to do, but I have personally just apologized to customers and repaired small problems that I didn't cause for the sake of getting their future repair work. 'Nuff said.

You may decide to work with several NSPs if you don't get enough work (or the type of work you want) from the first one you dealt with. After all, customers use a wide variety of NSPs for a wide variety of reasons. Some customers stick to using one NSP for every repair for their

locations, while other customers spread types of work (locks, alarms, doors, safes HVAC, plumbing and so on) throughout several different NSPs. When you sign up with NSPs, most will make you sign a non-compete agreement designed to protect them from unscrupulous vendors "stealing" their customers. However, I can tell you that I have gone to the same store several times in a week for different trades just because of how a customer distributes their jobs by scope of work to two different NSPs. In my case, it wasn't a non-compete issue, as neither NSP was contracted to do the scope of work the "other guy" sent me to do; apples and oranges. I would avoid taking "apples and apples" work from two different NSPs for the same store — besides going against the noncompete agreement (which is dishonest and possibly illegal), you could forget who you did what work for and embarrass yourself. Stay honest in your dealings with NSPs, and you will fare better in the long run.

### Getting Paid on Time

The most aggravating problem I've had is not getting paid on time. I'm sure that most of you who have dealt with NSPs can say exactly the same thing. However, there are ways to head off many problems in advance. One, don't just email or fax your invoice and forget about it. Honestly, don't fax your invoice at all, ever. When you use email, you can re-send that email, showing when it was originally sent. That alone is the best argument to do all of your dealings by email *only*.

Of course, you scanned your payments terms agreement and saved it for later referral, right? It will show you when your invoices become due, whom to send the invoices to and so on. I recommend calling the NSP to find out who's in charge of accounts payable and speak to them *before* there is a problem with a late invoice, so that your first interaction is not one of barely contained rage on your part and defensiveness or confusion on their part. Best of all, if you have that person's email address or

direct phone extension, when you do have a problem, you can just reach out to your new friend and ask for help. Easy, right?

It also helps to invoice jobs from NSPs as soon as possible because many have stipulations that they *will not pay* any invoices after X number of days. When I took over the invoicing for my previous employer and mentor, I used to joke with him that the sign-off sheets he had piled up in the living room for unbilled jobs made me mad because it was like leaving money all over the floor. I don't know anyone in their right mind who would leave stacks of bills just anywhere instead of putting them in the bank, so bill those jobs out ASAP. We've already established that we might have to wait a little while to get paid, so why extend that time any longer than necessary?

Organize your invoices so that you can easily find them if there's a question about what was done, who signed off and so on. I use Quickbooks, so the file names of my invoices end up looking a lot like this: DATE BILLED - INVOICE NUMBER - CUSTOMER PO - CUSTOMER NAME. Having four ways of looking up something on the computer (which takes seconds) makes a lot more sense than digging through hundreds of dusty folders to find copies of something from four years ago (which makes my skin crawl just thinking about doing it). Find an efficient common-sense system that works for you or whoever is doing your billing, and make it happen. Your time is money; go use your time to *make* more money instead of trying to get paid for time you already spent.

Despite your efforts, you may have problem NSPs who continually pay slowly or not at all. For all new NSPs, set a dollar amount in advance of how much work you're willing to do for them before you pump the brakes. Don't be shy about having a conversation with that billing contact you made about getting paid. If they

**“You may find that some NSPs are willing to pay you faster if you agree to a discount off your invoice.”**

aren't the decision maker or person who signs the check, ask them who is and for their contact information. If all else fails, you have the option of putting the NSP on credit hold. Get paid by credit card if you still want to do the work.

By all means, do what you must, but don't do anything dishonest in an attempt to get paid. There's not much more that can be said of the locksmith industry than the mark of our true professionals who hold themselves to a higher standard of honesty, integrity and trustworthiness by sheer virtue of the nature of the work that they do. Don't do anything out of anger or spite that may reflect poorly on you in the future because of your frustrations with someone who is acting dishonestly. Legal means are always available for you to get paid, and personally I would rather just walk away having learned a lesson than to bring myself down to someone else's level.

A bad NSP should be something to make the world aware of, and as I mentioned before, there are numerous methods online to leave reviews. Praise the NSPs who do good work, and leave cautionary tales about those who don't pay. Word gets out easily enough, and I have seen several NSPs go under from bad word of mouth.

So, is it worth that risk? As I was going through my year-end review, I came up with a grand total of five unpaid invoices. I followed up with the contacts I

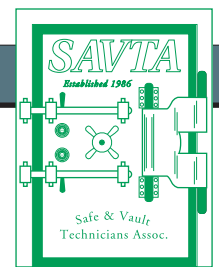
had for those companies (by phone, email or both), and a month later all of those invoices had been paid. So yes, I would say that it's worth at least putting one or two NSPs into your customer rotation. They may offer you the opportunity to do a type of work you don't normally do, be a learning opportunity for you or your apprentices, or just be something to do when the phone isn't otherwise ringing. Some of you may be able to make a lot more doing commercial work directly for companies or local businesses, or may prefer to do residential work only — in which case I say go with what lets you keep the lights on.

Some of you may come away thinking that working with NSPs is not for you, while others who've been on the fence might decide to give them a shot. Partnering with an NSP can definitely take some patience and requires a certain willingness to abide by rules and requirements that are out of your hands, but if you're open to that, they can be a valuable additional source of revenue for your business. ☺



**Kevin Meehan** is the owner of Oceanic Lock and Door in Lynnwood, WA. Originally from Northeast Pennsylvania, he graduated from Carnegie Mellon

University in Pittsburgh, PA, and later attended Penn Foster Career School to start down the path of becoming a locksmith. His hobbies include taking a variety of mechanical things apart and putting them back together again in the correct order (cars, computers, guns, bikes), spending time outdoors in the beautiful Pacific Northwest with his even more beautiful wife Jeannie, and spending time indoors on the computer — mainly online with members of Locksmith Friends or with the residents of Locksmith Nation.



**Figure 1.** The locked-up Cannon gun safe had a failed LA GARD lock.

# Making a Connection

An emergency dial comes in handy for a Cannon with an unreliable LA GARD Basic keypad. **By Blaine Lucas, CML, CPS, RST, RAL**

**H**AVE BEEN READING ABOUT SOME keypad failures on the LA GARD Basic keypads on ClearStar. Most of the posts state that the membrane seems to be failing at a high rate. They are recommending upgrading to the older keypad with the rubber buttons for a more durable lock system.

## We Have a Problem

I was thinking that if this really is some kind of manufacturing issue, I would have had some keypad failures, also. Well, guess what? I got a call for a locked-up Cannon gun safe with a failed lock. The owner had the combination, but it would not open the safe. When I arrived at the jobsite, I asked for the numbers and the owner showed me a paper with them written on it. This was a good sign, as numbers kept in memory can sometimes change.

I tried his numbers with no success. I replaced the battery and tried again; still no success. After a few more tries, I thought it time to try another approach. The owner had purchased a new lock from Cannon and needed the safe opened and the lock replaced. The locked-up safe is shown in *Figure 1*. It was in a smaller room and I could not get a good angle for a front shot. *Figure 2* is a close-up of the keypad (taken after it was removed from the safe).

## Taking It Step By Step

This LA GARD keypad has a battery compartment on the bottom, meaning the mounting screws are hidden under the keypad membrane. If you can change the battery without removing the keypad from the door, you will need to remove the keypad membrane to remove the keypad mounting base from the door. You

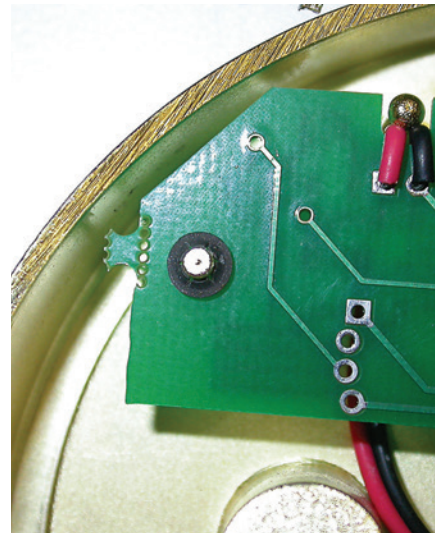




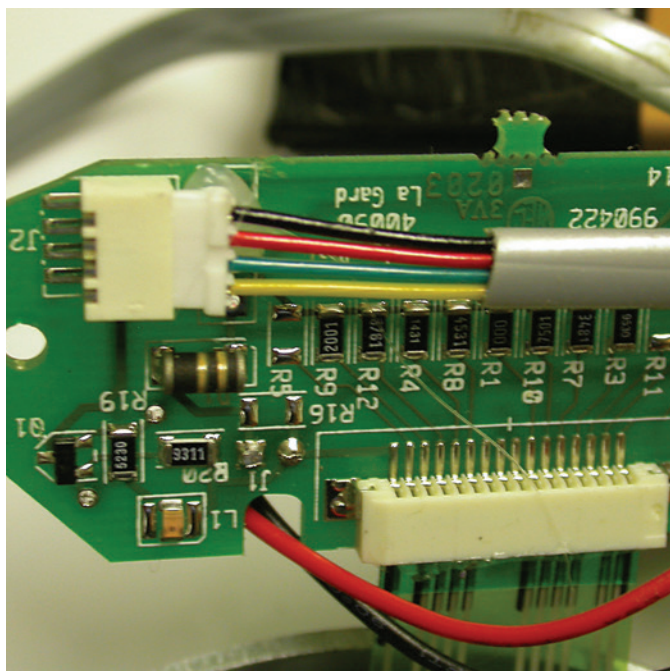
**Figure 2.** This close-up shows the keypad of the lock after it was removed from the safe.



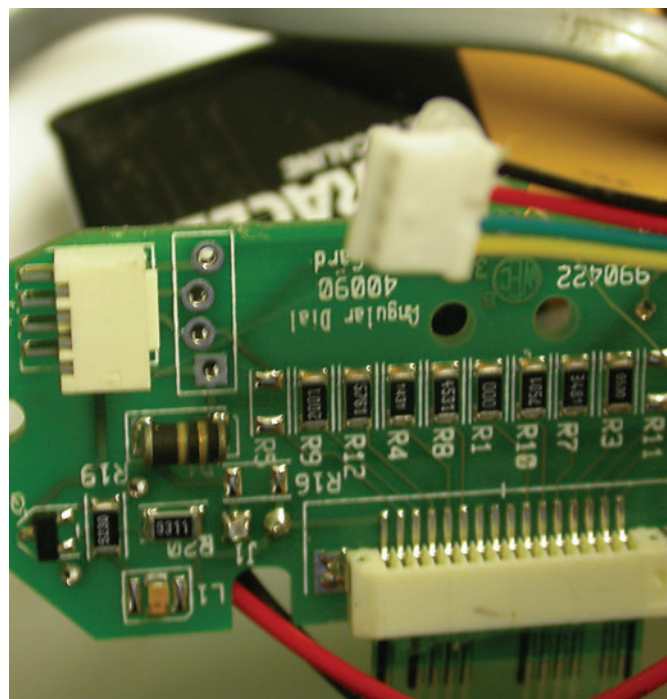
**Figure 3.** The membrane can be removed by gently peeling the bottom of the keypad up from the mounting base to expose the two mounting screws.



**Figure 4.** On the back of the keypad, the circuit board is held on by two push nuts over two studs, one of which is shown here.



**Figure 5.** Once the circuit board is removed, it can be flipped over to show four colored wires with their other ends going into the safe door to the lock body.



**Figure 6.** The black and red wires are for power. If the four-conductor wire is unplugged, the keypad is free from the door.

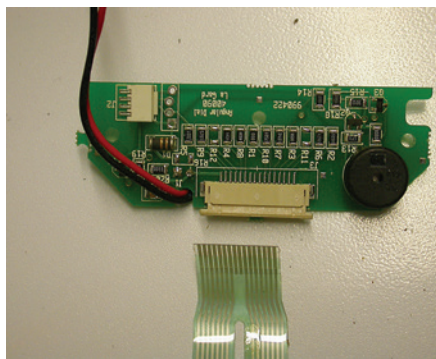
can remove the membrane by gently peeling the bottom of the keypad up from the mounting base to expose the two mounting screws (Figure 3).

On the back of the keypad, the circuit board is held on by two push nuts over

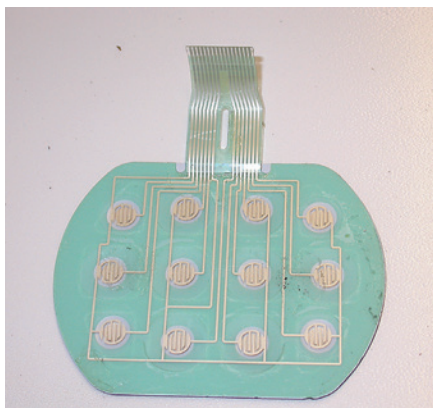
two studs (Figure 4 shows one of them). The push nuts are easily removed, letting you remove the circuit board from the housing. Once the circuit board is removed, you can flip it over and see the four colored wires plugged into the

circuit board with the other ends going into the safe door to the lock body (Figure 5). The black and red wires are for power. If you unplug the four-conductor wire, the keypad is free from the door (Figure 6).

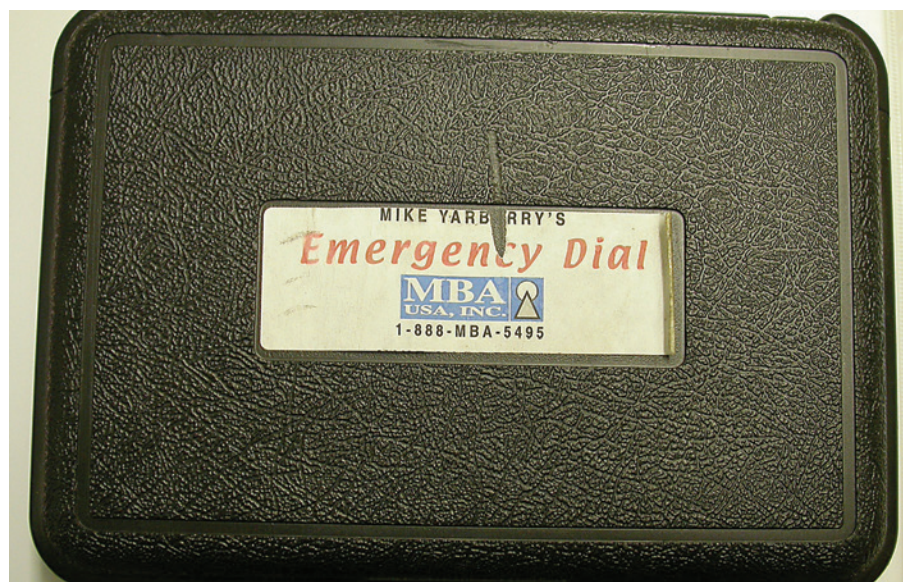




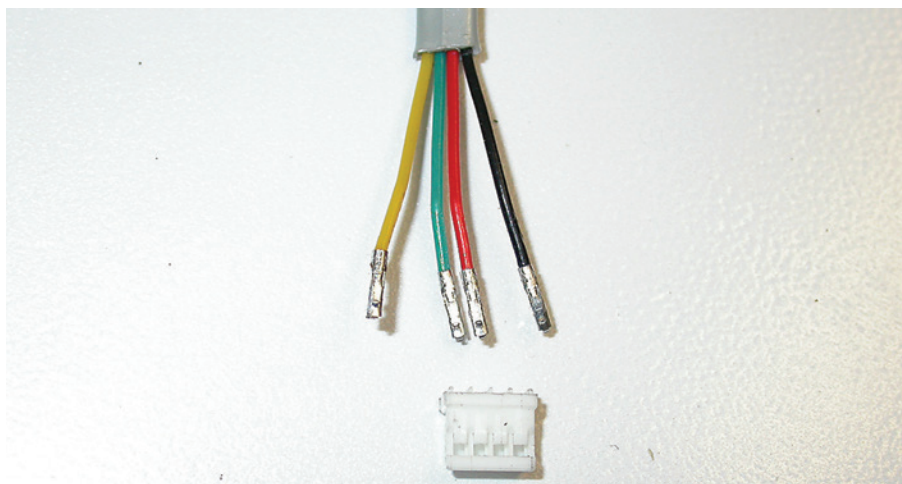
**Figure 7.** The keypad membrane with the flat ribbon multi-connector cable can be removed from the circuit board if the large white connector is opened.



**Figure 8.** This image shows the membrane keypad by itself.



**Figure 9.** The Mike Yarberry's Emergency Dial kit comes in a nice travel case.



**Figure 10.** To use the kit, the white connector needs to be removed to expose the four colored wires.

## Failed Connection

The keypad membrane with the flat ribbon multi-connector cable can be removed from the circuit board if you open the large white connector (*Figure 7*). *Figure 8* shows the membrane keypad by itself. The small circles are the backside of the number buttons. This seems to be the issue: Some numbers are failing to make a connection.

If the only problem is a bad keypad, you have several options to overcome this. You can plug the four-conductor cable into a new keypad, you can use a new keypad membrane and plug it into the old circuit board, or you can use the Mike Yarberry's Emergency Dial from MBA.

## To the Rescue

The kit comes in a nice travel case (*Figure 9*). To use this tool, you need to remove the white connector to expose the four colored wires. It simply pulls off (*Figure 10*). The kit comes with an emergency dial with a magnet on its back to hold it to the door while using it. The emergency dial can be used on a number of different LA GARD locks. It has a slot for a Dallas chip key that is needed on some locks.

The four wires from the emergency keypad have nice wire clips to connect to the wires from the lock body. The kit also has a connector for the 9-volt battery to plug into and roll pins to plug it into the dial's emergency power post (*Figure 11*). The roll pins provide good steady power to the lock. You could just hold a 9-volt battery to the post but, if the lock is programmed with time delay, one little disconnect will mean you'll need to start over.

I have used this setup on burglarized safes that have had the original keypad destroyed with only wires hanging out of the spindle hole with success. I chose



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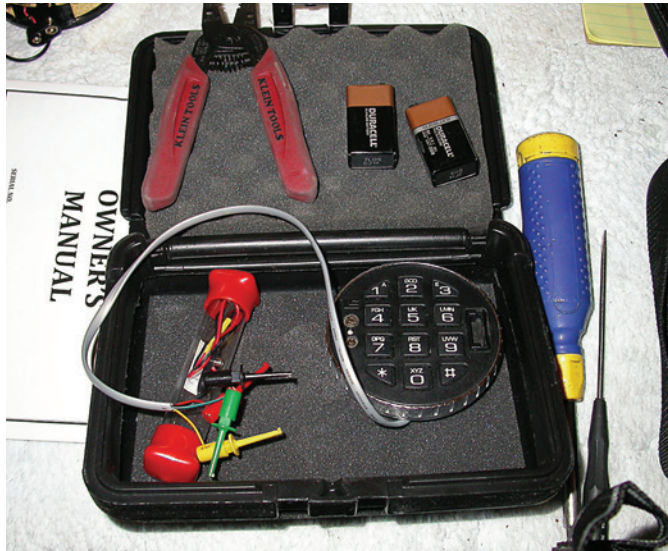


GE-1844

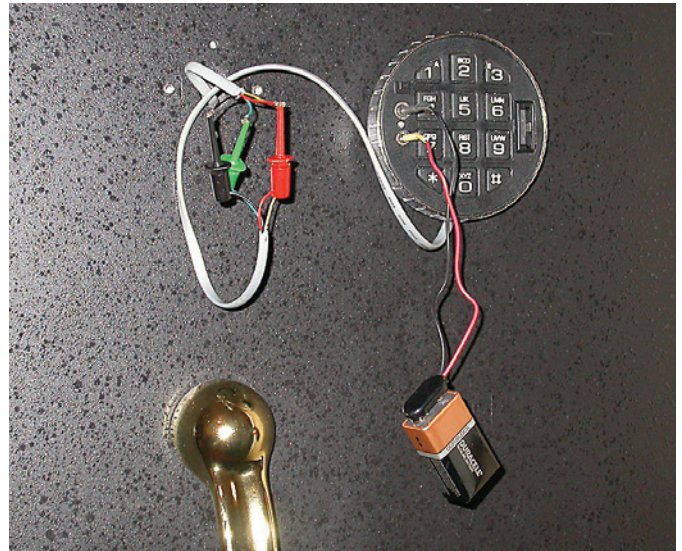


GE-1371

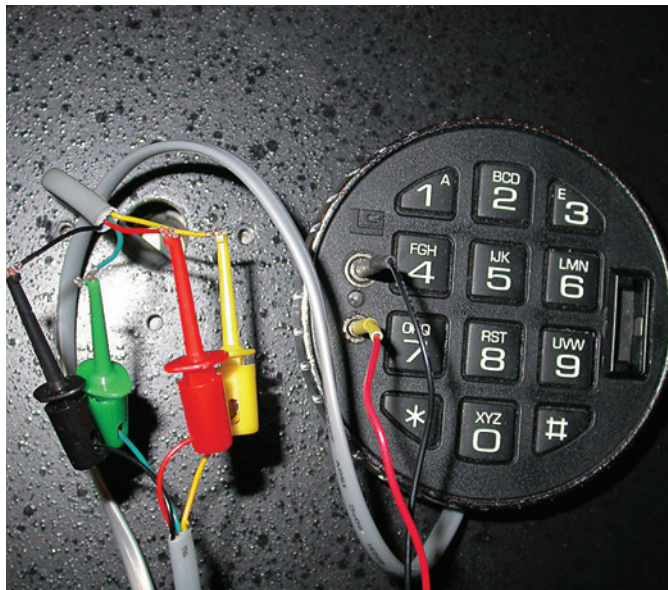




**Figure 11.** The kit also has a connector for the 9-volt battery to plug into and roll pins to plug it into the dial's emergency power post.



**Figure 12.** The emergency dial is held onto the safe with the magnet, ready for an opening attempt.



**Figure 13.** This close-up shows fours connected with the pincher connectors; black is hooked to black, red to red and so on.



**Figure 14.** The back panel seemed to be held on with some sort of plastic push nut. A door panel removal tool worked perfectly.

to use the emergency dial to open this safe. *Figure 12* shows the emergency dial held onto the safe with the magnet, ready for an opening attempt. The close-up (*Figure 13*) shows fours connected with the pincher connectors; simply hook black to black, red to red and so on.

The battery polarity is important; note which connector goes to red and black. If you are unsure which connector is

positive or negative you can hold up a 9-volt battery to the dial and see which way it fits; the two power connectors are different sizes.

### Out With the Old, In With the New

Once I had this set up, I asked the customer to enter his 6-digit code, and the safe was open. The back panel had no

screws holding it on. It looked like some sort of plastic push nut. It reminded me of how some car door panels are held on. I went to my truck and got my door panel removal tool (*Figure 14*), and it worked perfectly. I think the customer could have just purchased a new keypad and had a working lock, but he had already had a complete new lock, so I installed it for him.



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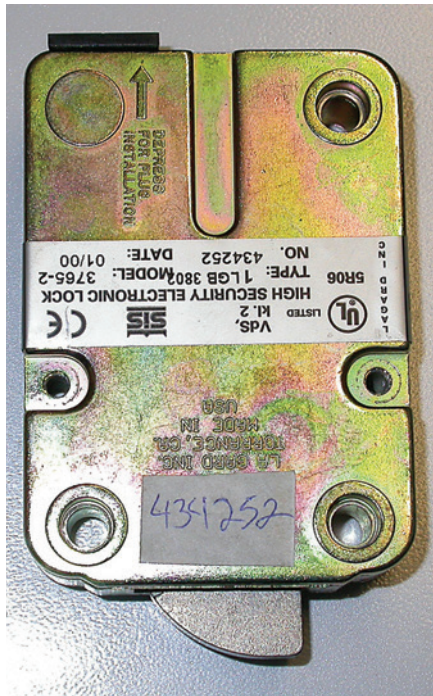


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**Figure 15.** There was a paper sticker near the swing bolt on the old lock.



**Figure 16.** The number must be the factory override code for this safe to be used if the combination is lost.

Figure 15 shows the old lock. Notice the paper sticker near the swing bolt. Figure 16 is a close-up. This must be the factory override code for this safe if its owner loses the combination.

I suppose I will be getting more use out of this emergency keypad tool until the factory finds a fix for these undependable keypads. Even when they do find a fix, there is no doubt that there are already a lot of them out there waiting to fail. This is a professional way to open LA GARD safe locks with keypad problems and, in this case, the customer was very happy.

### A Useful Tool

I once used this tool on a safe at a restaurant after a burglary attempt. The police were there when I got to the restaurant, and everyone was anxious to see if the safe had been successfully burglarized.

The safe had its keypad broken off and wires cut. I hooked up the bypass

**“This seems to be the issue: Some numbers are failing to make a connection. If the only problem is a bad keypad, you have several options to overcome this.”**

keypad, they entered their code and we had an open, empty safe. At first, they thought that the bad guys had been successful at breaking into the safe, but after I explained that even with the keypad

bypass tool, I still needed to know the correct code, their suspicions about a fired ex-employee rose.

The most likely scenario was the ex-employee opened the safe, took out the cash, locked it back up, then hit the keypad with a hammer to make it look like a burglary. It’s always a good idea to change the locks and reset the combination for the safe when a manager is let go. This protects both the company and the employee. ☞



**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.



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Support / Service	Local Safe Dealer	Distant Web Site Safe Offer
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Service	Fast and responsive	No local service tech
Training	Hands-on	No local training
Delivery	Discreet and professional	Damage risks, expensive returns, strangers delivering
Safe Cost	SAVE on extra value service if the safe is also purchased from you.	Low safe price — expensive inside delivery via strangers who know you have a safe. Can you trust third-party strangers at your home?
Data Fraud	No sharing	Data sharing risk of a recent safe purchase
Credit Card	Private	Possible data breach of card information
Trust	Private and confidential	Internet purchases can be shady. You add unneeded risk in buying a safe online.
Attitude	We take care of you with start to finish help	Great when ordering. Normally a freight or factory issue and advised to call the manufacturer.

The below table will help show consumers how local is a better total value. It also exposes the web offer as having potential “risk” for internet and data fraud. Tell your story on how you can better serve them from start to finish on a present safe need.

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- Have your local price plan: Know the factory map and explain to customers the added perks of buying local. Many dealers find it very helpful to keep a printed copy of MAP in their showroom to show potential safe buyers and encourage them to support local selling. In cases where internet is below MAP, is this low-priced safe possibly a used, factory second or damaged safe? Review your advantage of local vs. web comparisons to gain trust.
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**Andy Miller** is the operations manager for Turn 10 Wholesale, which stocks Amsec, Gardall and Hayman. You can reach the Turn 10 ladies at (800) 848-9790.

# SIMPLEX L1000 *Part 2:* CHANGING AND RESETTING COMBINATIONS

Tyler J. Thomas, CJIL, CMKA, CRL,  
walks you through step by step.



**Figure 1.** Prior to changing a combination, ensure you have a Kaba DF59 key and Kaba spanner wrench on hand.

**I**N THE LAST INSTALLMENT, WE presented an overview of the Simplex L1000 series. This month, we're going to cover arguably the most common servicing job related to the L1000 series: changing and resetting combinations. Changing a combination occurs when you or the customer know the current code and wish to change it. Resetting a combination occurs when the code is unknown and a new working code is desired.

## Combinations

L1000 series locks all ship with a factory-set combination of 2 + 4, 3. This means 2 and 4 are pressed simultaneously followed by 3. The lever trim is rotated after the correct combination is entered and retracts the latch one time before automatically relocking. Combinations for the L1000 are sequential; they must be set and entered in the same specific order each time. Multiple buttons may be pressed during one step of the combination, such as with



the factory set combination, but once a button has been used, it cannot be used again.

As mentioned in the previous article, unless half-press codes are used, there are 1,081 possible combinations for the L1000. Half-press codes aren't very user friendly, so I would advise against their use. I would strongly suggest that you inform your customers 1) not to use the factory-set combination and 2) use at least four of the five numbers in a combination, preferably with two numbers used in one step. Using four or five buttons strongly reduces — if not outright prevents — the possibility of visually decoding the combination based on the wear of the buttons.

### Changing Combinations

The process of changing a new combination is easy and straightforward and,

**“Four or five single-digit combinations can be very difficult to decode.”**

with time, will become as second nature to you as rekeying a cylinder. Until that time comes, however, there are multiple tools available to you in the field — aside from this article of course — should you ever forget. First, all new Simplex L1000s come with instructions on how to change and reset the code. New combination chambers come with instructions on resetting combinations.

Keep these instructions on hand. If this is not a new installation and you are called to change the combination on an existing code, download an app called PadPal. PadPal is a free app that contains concise instructions on changing combinations for popular mechanical and electronic combination locks, including safe locks. If you are a visual learner, Kaba has a video of the process available on YouTube.

Prior to changing a combination, you will need to locate or procure a Kaba DF59 key and Kaba spanner wrench (part no. 201278-000-01) (see *Figure 1*). Both come with a new Simplex L1000. Save them each time you install one and keep a few on your truck and/or in your shop. They can be purchased separately if you don't already have them on hand.

Below is the process for changing a Simplex L1000 combination.



**Figure 2.** Insert the DF59 key into the combination change plug and turn counter-clockwise multiple times to remove.



**Figure 3.** Turn the outside lever fully and release. The latch should not retract.



**Figure 4.** Enter the existing combination.





**Figure 5.** Insert the spanner wrench fully into the combination sleeve and carefully turn the spanner wrench clockwise to the stop position (you should hear and feel it click into position). After the click, turn the spanner wrench counter clockwise until it stops, and remove.



**Figure 6.** Turn the outside lever fully. The latch should not retract.



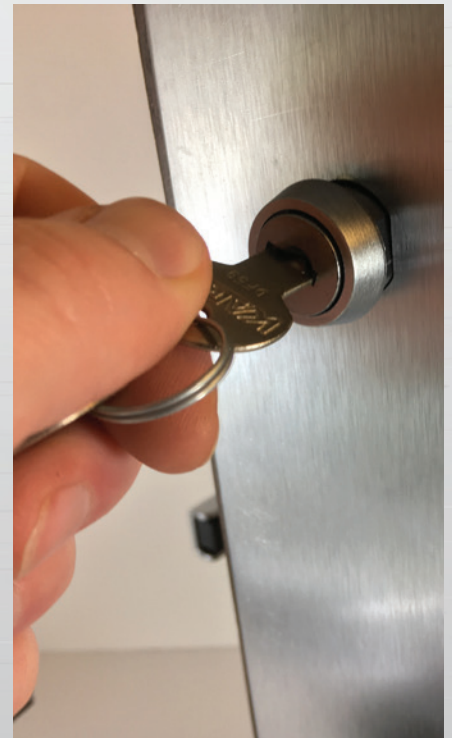
**Figure 7.** Enter the new combination.



**Figure 8.** Turn the outside lever fully. The latch should retract. After ensuring the latch retracts, release the outside lever.



**Figure 9.** Turn the outside lever fully once more. The latch should not retract. If the latch retracts, however, a step was either missed or not followed properly, and the lock is in zero combination. Follow the entire procedure again except for the step in Figure 4.

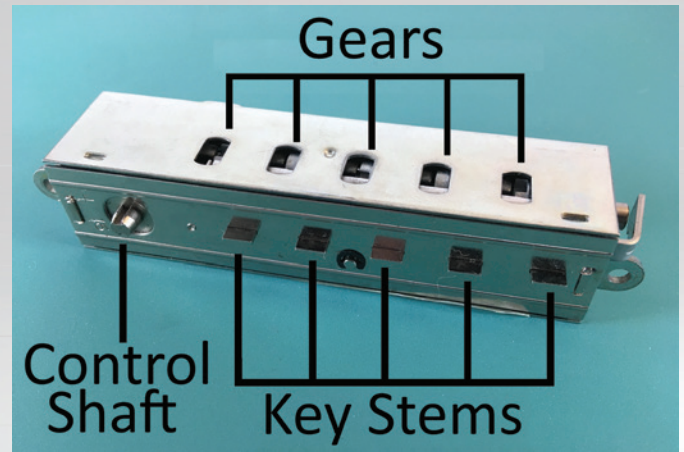


**Figure 10.** Reinstall the combination change plug. The plug should be tightened no more than snug.

## The Simplex Combination Chamber

Before we go over the process of resetting a Simplex L1000 lock, let's go over the combination chamber. Each lock in the Simplex series uses a combination chamber. The combination chamber is the "brains" of the Simplex lock, so to speak. It stores the code and validates or denies an entered code. Kaba has multiple combination chambers that are used by different Simplex models. The L1000 series uses the same combination chamber (part no. 74366-000-01) as the 1000, 3000 and 8100 series. It would be advisable to keep at least one of these combination chambers on your truck as well as in your shop in the event one needs to be replaced (I'll cover this in the final article of this series).

The combination chamber itself contains dozens of unique parts. When decoding and resetting a combination chamber, we're only concerned with a few. Each combination chamber contains five gears that correspond to and interface with the five buttons, via key stems, on the lock (*Figure 11*). Each gear contains a gate. When all five gates are aligned at the correct position, the unlocking slide can move upward and mesh with the gates, thus allowing the control shaft to rotate and the lock



**Figure 11.** Each combination chamber contains five gears that correspond to and interface with the five buttons, via key stems, on the lock.

to unlock. Because the unlocking slide is spring loaded, once the control shaft lifts it, it snaps back down into its normal resting position while simultaneously resetting all gears — and by extension all buttons — via cams attached to the control shaft. The control shaft is connected to the lever trim via linkages.



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# Staked Ends

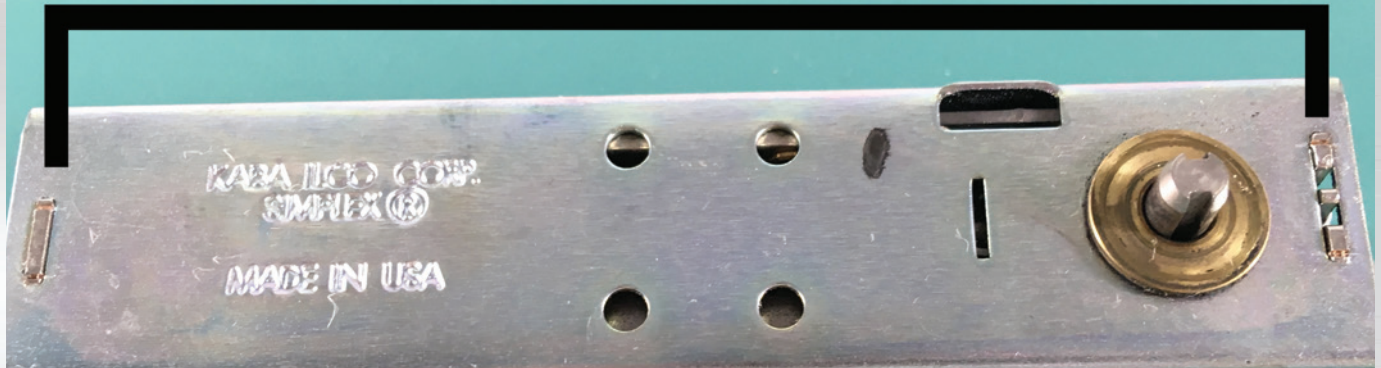


Figure 12. The cover is staked at two ends of the combination chamber.

# At Shearline



Figure 13. The goal of the decoding process is to align all gates with the unlocking slide; KABA refers to this as a “shearline.”

Whether an incorrect or correct code is entered, rotating the lock’s trim will scramble all gears.

## Resetting Combinations

To reset a combination, it’s necessary to first

visually decode the combination chamber’s existing combination. Combination chambers have a sticker on them that lists their manufacturing date. Combination chambers manufactured after 12/15/2010 have five holes in the cover allowing a

view of each gear, and the cover of the combination chamber will not need to be removed to visually decode. Combination chambers manufactured prior to this date have solid covers.

If you’re decoding a combination

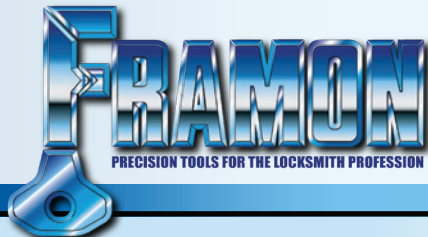
chamber with a solid cover, you will need to remove the cover to view the gears. This is a straightforward process, but care must be given so that you don't damage the cover to the point that it cannot be re-staked to the rest of the combination chamber. The cover is staked at two ends of the combination chamber (Figure 12). I've found that the easiest way to remove it to place a small tipped screwdriver between the cover and the rest of the combination chamber at one end and lightly tap it between the two using a ball peen hammer. Once between, lightly rock and lift the cover away. Once one end of the cover has been removed, the other side can be removed by hand. The cover can be re-staked by snapping the cover back onto the combination chamber and lightly tapping each post with a ball peen hammer.



**Figure 14.** The gears almost at the shearline, but not directly under it, are the last used in the combination.

The goal of the decoding process is to align all gates with the unlocking slide; KABA refers to this as a "shearline" (Figure 13). Gates already at the shearline are not used in the combination, so you can disregard them during the decoding

process. Each gear used in a combination will rotate toward the shearline, or away from the key stems, whenever any button(s) in the combination is pressed. This means that the gear or gears almost at the shearline, but not directly under it,



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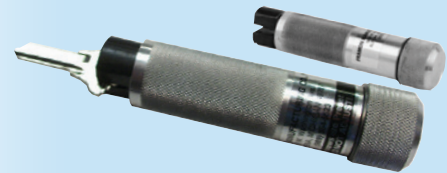
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Figure 15

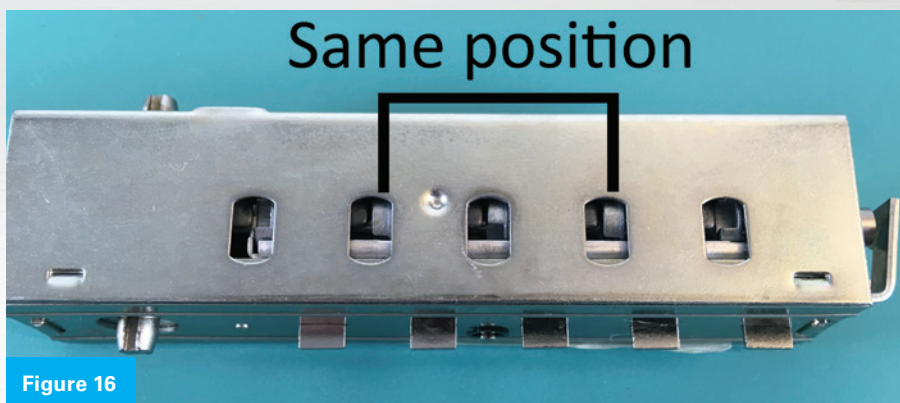


Figure 16

**Figures 15 and 16.** Each gear has a slight amount of play in it, which allows you to lightly press its corresponding key stem to see what would happen to it if you were to press it — without actually fully pressing it (Figure 15). If you find that two or more gears are in the same position during this process, you can safely assume they are pressed simultaneously (Figure 16).

is/are the last used in the combination (Figure 14). Also, each gear has a slight amount of play in it, which allows you to lightly press its corresponding key stem to see what would happen to it if you were to press it — without actually fully pressing it (Figure 15). If you find that two or more gears are in the same position during this process, you can safely assume they are pressed simultaneously (Figure 16). Using this information, the process of decoding is quite easy, and you should be able to figure out a working combination without any experience very quickly.

Four or five single-digit combinations

can be very difficult to decode. This is because certain gears will be so far from the shearline that even slight depression of the key stem won't allow you to see the gate. A flashlight aimed inside the combination chamber greatly assists with these combinations.

If you mess up during the decoding process at any point, simply rotate the control shaft counter-clockwise (when viewing from the key stem side). This will scramble the combination chamber and allow you to start over. Rotating the control shaft will take some force, so you'll more than likely need to do it with a pair of pliers.

**“The process of changing a new combination is easy and straightforward and, with time, will become as second nature to you as rekeying a cylinder.”**

Once you have the correct combination, you can reassemble the L1000 and change the combination like we discussed previously, or you can change the combination in hand. Changing the combination in hand is straightforward:

- 1) Enter the existing code.
- 2) Depress the lockout slide and then pull it back out.
- 3) While viewing the combination chamber from the side with key stems, rotate the control shaft counterclockwise.
- 4) Enter the new code.
- 5) While viewing the combination chamber from the side with key stems, rotate the control shaft counterclockwise.
- 6) If correctly done, the gears should be scrambled according to their sequence. Re-enter the new combination to ensure that all gears and their gates line up at the shearline. ☞



**Tyler J. Thomas, CJIL, CMKA, CRL**, is a locksmith in Atlanta, GA. He helps maintain the website [www.lockreference.com](http://www.lockreference.com).





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# ALOA ELECTIONS 2018

## A LETTER FROM THE PRESIDENT

Dear ALOA SPAI Member,

The bylaws of ALOA Security Professionals Association, Inc., designate that the Secretary of the Association and Director of the International, Northwest, South Central and Northeast regions shall be elected in even-numbered years. The bylaws allow voting by proxy, a procedure that allows all members to participate in the election of their respective directors and/or officers. A proxy allows you to authorize someone to vote for you at a meeting.

As president, I've called a special meeting at 10 a.m. CDT on June 8, 2018, at ALOA SPAI Headquarters, 3500 Easy Street, Dallas, TX. The purpose of the meeting is to elect the officers and directors of the association. The ballot is in the form of a proxy, prepared for you to give specific instructions to the holder of the proxy. This will ensure that your vote is counted exactly as you desire. You must provide your name, member number and date, and must sign the form (Failure to properly complete the proxy may result in your ballot being invalid).

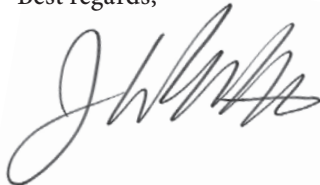
Please vote for secretary and your representative director. Write-in candidates are not allowed, and no one is "running from the floor" at this special meeting of the membership.

After the elections materials in the following pages, we have also included proposed new Bylaws, which your ALOA SPAI board of directors have approved and need ratification from you, the members. Each bylaw must be voted on separately in the ballot. If you have any questions, you can direct them to Mary May, our executive director, and/or me.

Please vote online at [www.aloa.org](http://www.aloa.org), or mail or fax the proxy as soon as possible. In order for your vote to count, the holder of your proxy, as designated, must be present at the meeting and have the properly completed proxy with him. This means that your ballot must be received no later than 11:59 p.m. CDT on June 6, 2018. You do not have to designate Barry Roberts, Esq., as your proxy. You may give your proxy to anyone else, but they must attend the special membership meeting on June 8, 2018, with your signed and dated proxy in hand.

Please participate in the future of your association!

Best regards,



Jim Wiedman, CML  
President  
ALOA Security Professionals  
Association, Inc.  
[president@aloea.org](mailto:president@aloea.org)

## FOR THE OFFICE OF SECRETARY

Vote for one (1) only. Eligible to vote: All Active, Probationary, Retired, Life, Company and Associate Members



### **Clyde T. Roberson, CML, CMST**

Clyde Roberson is the Director of Technical Service and Director of International Sales for Medeco Security Locks.

## FOR THE OFFICE OF SOUTH CENTRAL REGION DIRECTOR

Vote for one (1) only. Eligible to vote: All Active, Probationary, Retired, Life, Company and Associate members whose business address is in AR, KS, LA, MO, OK or TX



### **Mark E. Dawson, RL**

Mark is the current South Central Director for ALOA. He is working with other board members and the ALOA membership on three active committees. The Security Leaders Business Conference, the Audit Committee and the Membership Committee. If you have attended an ALOA event or any of the major distributor shows in the South Central Region you have most likely already met Mark.

Mark has been in the physical security industry for over 30 years. He has a passion about gaining knowledge to do the job right and sharing that knowledge with his team. He is the owner of Dawson Safe & Lock Services in The Woodlands, TX. They are in their 20th year of service.

## FOR THE OFFICE OF INTERNATIONAL – ASIA REGION DIRECTOR

Vote for one (1) only. Eligible to vote: All Active, Probationary, Retired, Life, Company and Associate members whose business address is in any location in Asia



### **Beta TAM BA (Hons), FCSFS, RL**

Beta TAM is a leading forensic expert in Firearms and Tool Marks. He worked as an Inspector to Chief Inspector in the Royal Hong Kong Police (1976 to 1996), a Senior Forensic Scientist (Firearms/Tool Marks) with the Wisconsin State Department of Justice in the USA (1997–2001), a Firearms Examiner with the Los Angeles Police Department (2001–2008), an Independent Forensic Firearms and Tool Marks Consultant (2008 to now), the Director of Forensic, for the Independent Commission of Investigations in Jamaica between 2016 and 2017.

Beta is a Fellow of the Chartered Society for Forensic Sciences, a Distinguished Member of the Association of Firearm and Tool Mark Examiners, an ALOA member and the Chairman of the Associated Locksmiths of Hong Kong SAR (2018 to 2020).

The languages spoken fluently by Beta are: English, Chinese, Cantonese and Japanese.



## FOR THE OFFICE OF INTERNATIONAL – EUROPE REGION DIRECTOR

Vote for one (1) only. Eligible to vote: All Active, Probationary, Retired, Life, Company and Associate members whose business address is in any location in Europe



### **Hans Mejlshede, CML**

I am the past president of ALOA as well as past president of ELF and the Danish Association. I have also been an instructor in forensic locksmithing for more than 25 years.

While ALOA is very well known in the USA and Canada, it is not as well known in Europe. If I am elected, my mission is to change this, with a high priority on recruiting new European members.

One very attractive thing about ALOA is our *Keynotes* magazine, as there is nothing like that in Europe. Our annual convention is a great selling point as well. If I can convince some Europeans to go to the annual ALOA convention, it will add to class attendance, and the exhibitors would be pleased with more people as the Security Expo as well.

## FOR THE OFFICE OF NORTHEAST REGION DIRECTOR

Vote for one (1) only. Eligible to vote: All Active, Probationary, Retired, Life, Company and Associate members whose business address is in CT, DE, DC, MA, MD, ME, NH, NJ, NY, OH, PA, RI, VT, VA, WV, APONY, Quebec, Labrador, Newfoundland, Nova Scotia, New Brunswick or Prince Edward Island



### **William L. Mandlebaum, CML**

I am a small town locksmith with a shop and one employee. I have been an ALOA member since 1978. In 2016 I was extremely honored to be presented with the ALOA Lifetime Achievement Award from ALOA and the Lee Rognan Award from GPLA for promoting associations. I ran for the Board four years ago on the platform of being at GPLA and Yankee every year and have been able to do exactly that. If re-elected, I will continue to promote the local associations and ALOA to the best of my ability.



### **Anthony E. Wiersielis, CPL, CFDI**

I have been a locksmith since 1985, an ALOA member 20 plus years, and hold licenses in NY, NJ, CT, MA, Yonkers and New York City. I am an IAIL member working towards my CFL and a member of the Keys Square Masonic Club. I am a CFDI and a CPL working towards my CML.

Currently I am working as a Locksmith/Access Control technician for a large multi-national company. I have worked in all phases of the craft, in the NYC metropolitan area. I've written the "Back to Basics" column for *Keynotes* since 2010.

I'd appreciate your vote for Northeast Director. If elected, I will try to speak to as many of you as I can. An organization is nothing without its members, and I'd like your input on what we can do to make ALOA even better and more responsive to your needs.

## FOR THE OFFICE OF NORTHWEST REGION DIRECTOR

Vote for one (1) only. Eligible to vote: Active, Probationary, Retired, Life, Company members whose business address is in AK, HI, ID, MT, NV, OR, WA, WY, APOSF, Alberta, British Columbia, Northwest Territories, Saskatchewan, Yukon Territory, Manitoba or Ontario

### **No Candidates**

# ALOA'S PROPOSED BYLAWS CHANGES

## CURRENT BYLAWS

### 1.) Article 7, Section 2, Composition

If a new Region is to be created, it must maintain a minimum of five hundred (500) Active members for a period of two (2) consecutive years and petition the board. The board will then rule on the new Region. If any Region drops below five hundred (500) Active members, that Region will have two (2) years to regain the required five hundred (500) Active members. If a region fails to meet the minimum membership requirement after two consecutive years, no director shall be elected from that region until the required membership level is again sustained for two (2) consecutive years. In the event that a corporate owned association's membership falls below 500 members for two (2) consecutive years, the director representing such corporate owned association shall be a non-voting member of the Board of Directors until such time as the membership in the corporate owned association is sustained at the required level for two (2) consecutive years.

### 2.) Section 14, Removal

Any Director (other than the Non-Voting Directors) may be removed for cause by the members electing such Director. Directors shall be automatically removed upon missing two (2) unexcused meetings during any two (2) year term. A Director elected by voting members in a Region shall be automatically removed upon changing his address of record to outside of the Region.

### 3.) Article 14

The corporation shall recognize the Presidents of Corporate-owned Associations pursuant to the policies of Article VI section 2. Any such President shall operate in accordance with the rules and guidelines adopted by the Board of Directors. Each eligible President will have a seat on the ALOA Board of Directors and full voting rights to protect the interests of their members, as long as its representative Active membership does not drop below five hundred (500). If it does, it will have two (2) years to regain the needed members before losing its seat on the Board. All costs to maintain that representative on the Board are to be borne by the corporate owned association.

## PROPOSED BYLAWS

### 1.) Article 7, Section 2, Composition

If a new region is to be created, it must maintain a minimum of **three hundred (300)** Active members for a period of two (2) consecutive years and petition the board. The board will then rule on the new Region. If any Region drops below **three hundred (300)** Active members, that Region will have two (2) years to regain the required **three hundred (300)** Active members. If a region fails to meet the minimum membership requirement after two (2) consecutive years, no director shall be elected from that region until the required membership level is again sustained for two (2) consecutive years. In the event that a corporate owned association's membership falls below **three hundred (300)** members for two (2) consecutive years, the director representing such corporate-owned association shall be a non-voting member of the Board of Directors until such time as the membership in the corporate-owned association is sustained at the required level for two (2) consecutive years.

### 2.) Section 14, Removal

Any Director (other than the Non-Voting Directors) may be removed for cause by the members electing such Director. Directors shall be automatically removed upon missing two (2) unexcused meetings during any two (2) year term. A Director elected by voting members in a Region shall be automatically removed upon changing his address of record to outside of the Region.

**Any Director shall be removed from office immediately upon having his/her membership in the Association terminated.**

### 3.) Article 14

The corporation shall recognize the presidents of corporate-owned associations pursuant to the policies of Article VI section 2. Any such president shall operate in accordance with the rules and guidelines adopted by the Board of Directors. Each eligible president will have a seat on the ALOA Board of Directors and full voting rights to protect the interests of their members, as long as its representative Active membership does not drop below **three hundred (300)**. If it does, it will have two (2) years to regain the needed members before losing its seat on the Board. All costs to maintain that representative on the Board are to be borne by the corporate-owned association.



# ALOA ELECTIONS 2018 BALLOT

The undersigned, being an ALOA Security Professionals Association, Inc. (ALOA SPAI) member, hereby appoints Barry Roberts, Esq., my proxy and true and lawful attorney of the undersigned to attend the Special Meeting of the Membership of ALOA to be held at 3500 Easy Street, Dallas, TX on June 8, 2018, at 10 a.m. CDT, or any adjournment thereof, and to vote on behalf of said ALOA member as designated below:

## **For the Office of Secretary**

Vote for One (1) Only. Eligible to vote: Active, Probationary, Retired, Life, Company and Associate Members

☐ **Clyde T. Roberson CML, CMST**

## **For the Office of South Central Region Director**

Vote for One (1) Only. Eligible to vote: Active, Probationary, Retired, Life, Company and Associate members whose business address is in AR, KS, LA, MO, OK, TX

☐ **Mark E. Dawson, RL**

## **For the Office of International Region – Asia Director**

Vote for one (1) only. Eligible to vote: All Active, Probationary, Retired, Life, Company and Associate members whose business address is in any location in Asia

☐ **Beta TAM BA (Hons), FCSFS, RL**

## **For the Office of International Region – Europe Director**

Vote for one (1) only. Eligible to vote: All Active, Probationary, Retired, Life, Company and Associate members whose business address is in any location in Europe

☐ **Hans Mejlshede, CML**

## **For the Office of Northeast Region Director**

Vote for One (1) Only. Eligible to vote: Eligible to Vote: Active, Probationary, Retired, Life, Company and Associate members whose business address is in CT, DE, DC, MA, MD, ME, NH, NJ, NY, OH, PA, RI, VT, VA, WV, APONY, Quebec, Labrador, Newfoundland, Nova Scotia, New Brunswick, Prince Edward Island

☐ **William L. Mandlebaum, CML**

☐ **Anthony E. Wiersielis, CPL, CFDI**

## **ALOA's Proposed Bylaws Changes**

Please choose to approve, disapprove or abstain from voting for each the following proposed bylaws changes referenced above.

### **1.) Article 7, Section 2, Composition**

- ☐ Approve  
☐ Disapprove  
☐ Abstain

### **2.) Section 14, Removal**

- ☐ Approve  
☐ Disapprove  
☐ Abstain

### **3.) Article 14**

- ☐ Approve  
☐ Disapprove  
☐ Abstain

---

Print/type name of ALOA member

---

Member number

---

Signature

Date

This proxy must be signed and dated with member number to be considered valid. It must be received no later than 11:59 p.m. CDT, June 6, 2018, and be mailed/faxed only to:

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**Figure 1.** Shown is a Detex EAX-500 exit alarm.



**Figure 2.** The large nut holding the cylinder in is extremely loose.

# The Friday Coat and Other Tales

**Tony Wiersielis, CPL, CFDI,** explains the meaning of a “Friday coat” and how it manifests on the job.

**L**ET ME BEGIN WITH THE STORY BEHIND THE TITLE OF THIS MONTH’S COLUMN. You’ll see how this relates to the rest of the article in a moment.

When I was in the Marine Corps years ago, I was checking my uniforms for an upcoming Inspector General inspection. For the non-veterans, this was an important inspection of every piece of uniform in your “issued” clothing.

When you left boot camp, you had in your seabag all the uniforms and accessories you were issued and required to have. The Corps gave you about ten bucks a month to maintain or replace what was needed.

For the inspection, what you did was hang everything that could be hung in a certain order in your wall locker along with some items that were neatly folded on a top

shelf. The rest of the stuff was laid neatly in a prescribed order on your bunk, or “rack.” We called it “junk on the bunk” or “things on the springs.” All this was so the inspecting officer could see that you had everything and that it was in serviceable condition.

The inspector usually just took a look at your display and might possibly pick something for closer inspection. This is why I was looking at my wool overcoat and found that the moths had attacked it. Had to get a new one.

I tried one on at “cash sales” and brought it to a civilian tailor off base to get the sleeves tailored. When he was measuring them, the right sleeve was two inches longer than the left, something I hadn’t noticed when I bought it. I made a comment asking why that was, and he answered thusly: “This must have been a ‘Friday coat.’”

He went on to explain how people

often got careless on Friday afternoons because they were too busy looking forward to quitting time and the weekend ahead. Note the word “careless,” as in “I don’t really care if it’s right or not.” I never forgot that.

Fast forward to today. If one of us opens a box with a brand-new lock and there’s a part missing, my partners know I’ll mutter something about it being “packed on a Friday afternoon.” Or they might say it themselves, as I’ve said it so often.

The other way this term applies to the trade is best explained by what you might have seen yourself. Have you ever looked at a job that was done by someone else and wondered how he could have left it that way? For example, I wrote an article some time ago about an installer who couldn’t figure out how to change

**“Maybe it’s me,  
but shouldn’t  
you put all the  
screws in when  
you install  
something?”**

the hand on something and installed it with every screw left loose.

If it’s a layman’s work, we know they don’t know what we know and are likely give up in frustration. We also know that another tradesman with a little knowledge is often a dangerous thing. In either case, they aren’t well versed in how the lock is supposed to work to begin with.

Obviously, it doesn’t matter what day

something like this happens. It’s about ignorance. However, when it’s done by people who are supposed to know what they’re doing, it becomes carelessness or indifference. The following is an example.

### **The Detex on the Roof**

Aside from pointing out the “Friday Coat” (or “FC” for short), aspects of this example, of which there are several, I’m also going to go through what I did to repair the issues.

*Figure 1* is a Detex EAX-500 exit alarm sitting on my bench. I work two days a week as an embedded locksmith at a university in New York City, and we’ve got these on most of the roof doors.

*Figure 2* is why I brought it down to the shop. Notice how far the cylinder sticks out now that I’ve turned it over. Compare it with *Figure 1* to see the



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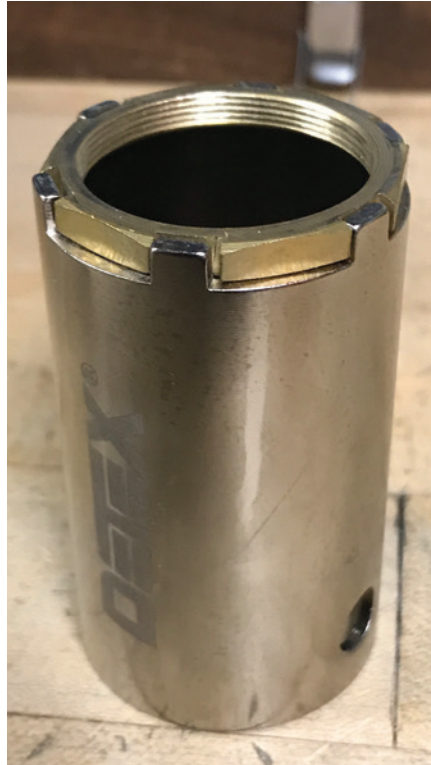
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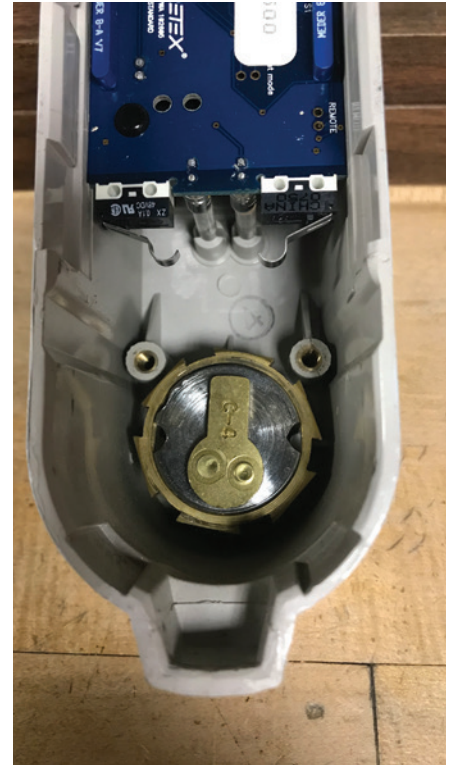




**Figure 3.** The nut is on a cylinder tap made by HPC. The hole in the nut is slightly bigger than normal.



**Figure 4.** Shown in this photo is a tool made by Detex especially for this nut.



**Figure 5.** This shot shows how deep the large nut is in the device.



**Figure 6.** The author bench tested using a spare magnet.



**Figure 7**



**Figure 8**

**Figures 7 and 8.** With the back plate set where it's supposed to be in *Figure 7*, there's not another screw hole drilled into the door. *Figure 8* shows how the plate can move and possibly trigger the alarm. The hole you do see doesn't line up with anything.

**“Have you ever looked at a job that was done by someone else and wondered how they could have left it that way?”**

difference. The large nut holding the cylinder in is obviously extremely loose. Also take note of the thickness of the cylinder ring; I'll get to that in a minute.

Look at *Figure 3* to see why it's loose. Here, I have the nut on a cylinder tap made by HPC. I suspected something was wrong when I tried to tighten it and it bottomed out and continued to spin. I used the tap to confirm it. See how the nut is askew on the tap? That's because the hole in the nut is slightly bigger than normal. The threads on the nut barely engage the tap or cylinder. The “FC” part of this is: Why would you leave it that way, knowing there's an issue?

I scavenged another nut out of my parts box to resolve the issue. *Figure 4* is a tool made by Detex especially for this nut. You can see how it fits perfectly. This makes screwing down that nut at the bottom of the device, as shown in *Figure 5*, easy. I got mine at Accredited Lock in NJ, and it pays for itself in lost aggravation the first time you use it.

I bench tested it with a spare magnet in *Figure 6*. Take note that the cylinder ring is much thicker than the one in *Figure 2*. I did this because the assembly the back of the cylinder engages with is spring-loaded. Best cylinders are usually longer than a standard cylinder that would work here. In this case, the cylinder bottomed out and was hard to turn.

Best cylinders come with two or three different thicknesses of collars, so I used the thicker one. This partially obscured the on/off arrows, so I wrote it with a Sharpie so maintenance could figure it out. The thin collar was “FC” item number two, but you might not notice it if the cylinder was loose.

*Figures 7 and 8* are the biggest “FC” thing of all. With the back plate set where it's supposed to be in *Figure 7*, do you see another screw hole drilled into the door? Anywhere? *Figure 8* shows how the plate can move and possibly trigger the alarm. The hole you do see doesn't line up with anything. How do you leave some thing like this? One screw?

As I go about the campus, I find things like this from time to time. The guy before me was an actual employee of the school, and everybody speaks well of him, but they obviously

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**Figure 9.** On this Simplex Unican lock, the outside trim of the lock looked crooked when the author encountered it. When he unscrewed the lock to reach the combination change sleeve, there was only one hole in the door aside from the 2½" hole for the chassis.



**Figure 10.** This set of Detex keys is used to open the battery compartment on an ECL 230D and to remove the EAX-500s from the backplate.



**Figure 11.** Shown in this image is a Milwaukee band file, which is essentially a mini belt sander that is perfect for grinding strikes.



**Figure 12.** This image shows how the author was able to widen the cutout so the new trim would fit.

aren't going to see things as critically as someone who's a locksmith.

It's possible that he expected to do a one-on-one replacement and didn't bring his drill. At this site, I'm dealing with 18 buildings spread over a three- to four-block radius, and I walk everywhere. I can't carry every tool and part to solve every problem all the time. I use a tool belt with a screw gun and go get the heavier stuff as I need it and go back with what I need to finish the job.

It's also possible that he intended to do the right thing and go back and finish, but, as busy as it is around this joint, it might have slipped his mind and he forgot to go back. I know I might forget if I didn't make a note of it, so I would be inclined to give him the benefit of the doubt, but...

Look at *Figure 9*. This is the back of a Simplex Unican lock on which I was asked to change the combination. When I walked up to it, the outside trim of the lock looked crooked. When I unscrewed



Figure 13



Figure 14

**Figures 13 and 14.** For the Von Duprin panic bar trim replacement, the author used a large set of hemostats/forceps to feed the cylinder tailpiece through the small hole on the inside of the door.

the lock to reach the combination change sleeve, there was only one hole in the door aside from the 2½" hole for the chassis.

For the newer guys, there are supposed to be two screw holes on either side of the hole you see at the top back of the lock. Two long screws through the backplate hold the outside of the lock onto the door at the top. With these screws installed, there's no way for the outside trim to move from side to side the way I found it.

Maybe it's me, but shouldn't you put all the screws in when you install something? You're using a pilot bit in the hole saw you used to drill the 1" hole. You could use that bit to drill the other two holes. What is there to gain by doing a half-assed job?

## Other Tales

Here are a few tricks and tools I used to solve some problems on the job recently.

Figure 10 is a set of Detex keys used to open the battery compartment on an ECL

230D and to remove the EAX-500s from the backplate. If you've been around the trade for a while, you probably have a set of these already. Mine has DT010 to DT020 because that's what I run into most. Most code programs will provide you with what you need to make up a set.

For the newbies, the reason you want a set like this is to avoid having to pick the lock to unscrew it. This isn't a "pick it once and it's open" deal. The lock can be locked at the 12, 3, 6 and 9 o'clock positions, so you'd have to pick it again every quarter turn. Could you do it? Sure, but why?

I had to replace an old Von Duprin panic bar trim recently, and the existing cutout for the finger lift was not wide enough for the new trim. Figure 11 is a Milwaukee band file. This is basically a mini belt sander that is perfect for grinding strikes and is what I used it for here.

Figure 12 shows how I was able to widen the cutout so the new trim would fit. This is easier than using a rotary burr and leaves

a clean, straight edge when you're done. It also excels at grinding strikes if you need to.

I was able to find this tool refurbished on eBay and saved about 60 bucks. A new one is over \$200. If you want to try one out, you can get one at Harbor Freight for less than \$40. Realize that the quality isn't even close to Milwaukee, but at least you'll see what this type of tool can do for you and decide if you want to upgrade later. Either way, make sure you buy extra belts; there's a learning curve to using them.

Figure 13 is the same panic device, and here I'm using a large set of hemostats/forceps to feed the cylinder tailpiece through the small hole on the inside of the door (Figure 14).

Doing so avoids the aggravation of using a screwdriver to fish the tailpiece through the hole while holding the trim on the door.

I found these hemostats on eBay for less than \$10, so I bought several sizes and have one in every tool bag and on my





Figure 15



Figure 16

**Figures 15 and 16.** Figure 15 is what you get when you loan a Best cylinder wrench to a knucklehead and don't check it when you get it back. Figure 16 is after the author ground it flat again.

tool belt. These are especially helpful for guiding wires through holes in doors for electrified locks, as long as you don't use the clamping function on the wires. They're also handy for grabbing wires that you've fished down the frame.

Figures 15 and 16 are what you get when you loan a Best cylinder wrench to a knucklehead and don't check it when you get it back. I haven't figured out who did it or if he was hammering on it or hammering with it and why he would be doing either. Figure 16 is after I ground it flat again. ☺

## Parting Shot



**Figure 17.** If you've ever wondered what a penthouse looks like, here are three of them. Where you see the trees is where they are. This picture was taken from the roof where the Dextex was located at the beginning of the article, five floors up from 6th Avenue and 12th Street in Manhattan.

The biggest one I was ever in had balconies overlooking Central Park on the North, South and East sides of the building and encompassed the whole floor. The largest balcony was 1,600 square feet. Cost \$40 million.



**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.



# 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)

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> Locksmith Owner     | <input type="checkbox"/> Automotive            | <input type="checkbox"/> Employee Technician              |
| <input type="checkbox"/> Electronic Security | <input type="checkbox"/> Security Professional | <input type="checkbox"/> Mechanical Door Locks & Hardware |
| <input type="checkbox"/> Institutional       | <input type="checkbox"/> Safes                 | <input type="checkbox"/> Investigative                    |
| <input type="checkbox"/> 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.

<input type="checkbox"/> US and US Territories	\$242	<input type="checkbox"/> I elect to Go Green	\$222
<input type="checkbox"/> International	\$260	<input type="checkbox"/> I elect to Go Green	\$190

### International Association of Investigative Locksmiths Membership

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

<input type="checkbox"/> 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.

<input type="checkbox"/> US and US Territories	\$242	<input type="checkbox"/> I elect to Go Green	\$222
<input type="checkbox"/> International	\$260	<input type="checkbox"/> I elect to Go Green	\$190

### 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.

<input type="checkbox"/> US and US Territories	\$242	<input type="checkbox"/> I elect to Go Green	\$222
<input type="checkbox"/> International	\$260	<input type="checkbox"/> I elect to Go Green	\$190

### Allied Membership

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

<input type="checkbox"/> US and US Territories	\$242	<input type="checkbox"/> I elect to Go Green	\$222
<input type="checkbox"/> International	\$260	<input type="checkbox"/> I elect to Go Green	\$190

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.

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

<input type="checkbox"/> Required Proof of Employment in Industry	_____
<input type="checkbox"/> Annual Dues Amount	_____
<input type="checkbox"/> 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.

### Return to:

ALOA, 3500 Easy Street, Dallas, TX 75247  
Fax (214) 819-9736 • Email: [membership@aloea.org](mailto:membership@aloea.org)

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 Fax: 215-627-2676  
[www.fbisecurity.com](http://www.fbisecurity.com)

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 Fax: 214-879-1520  
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[www.hardwareagencies.com](http://www.hardwareagencies.com)

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 Fax: 713-926-3399  
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 Fax: 817-421-5468  
[www.idn-inc.com](http://www.idn-inc.com)

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 Fax: 801-485-7205  
[www.imalss.com](http://www.imalss.com)

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**KeyNet.Com**

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**ASSA, Inc.**

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www.framon.com

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## Inkas Safe Mfg.

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Fax: 216-803-0202  
www.bianchi1770usa.com

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www.keytechtools.com

## Klassy Keys Corp.

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Fax: 800-610-6670  
www.klassykeys.com

## KSP-Killeen Security Products

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Fax: 508-753-2183  
www.iccore.com

## LAB Security

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www.labpins.com

## Laser Key Products

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www.laserkeyproducts.com

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Fax: 408-516-9642

## Locksmith.CZ

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www.locksmith.cz

## Lucky Line Products, Inc.

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Fax: 858-549-0949  
www.luckyline.com

## MARKS, U.S.A.

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Fax: 516-225-6136  
www.marksusa.com

## Master Lock Company LLC

Phone: 800-558-5528  
Fax: 414-444-0322  
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www.americanlock.com

## Medeco Security Locks

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Fax: 540-380-5010  
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www.mul-t-lockusa.com

## OBSTAR Technology

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## Pacific Lock Company

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Fax: 661-294-3097  
www.paclock.com

## Paxton Access

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www.paxton-access.com

## Philadelphia Hardware Group

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www.griptighttools.com

## Retrolock Corp

(Was Townsteel, Inc.)  
Phone: 626-965-8917  
Fax: 626-965-8919  
www.townsteel.com

## Sargent & Greenleaf, Inc.

Phone: 859-885-9411  
Fax: 859-885-3063  
www.sargentandgreenleaf.com

## ScopePlus Labs, Inc.

Phone: 386-427-2462  
Fax: 386-427-5962

## SECO-LARM USA INC.

Phone: 949-261-2999  
Fax: 949-261-7326  
www.seco-larm.com

## SecuRam Systems Inc.

Phone: 805-988-8088  
www.securamsys.com

## Secure- T- Agency (STA)

Phone: 514-963-3701  
Fax: 514-447-1024

## Securitech Group Inc.

Phone: 718-392-9000  
Fax: 718-392-8944  
www.securitech.com

## Security Door Controls

Phone: 805-494-0622  
Fax: 866-611-4748  
www.sdcsecurity.com

## Select Hinges

Phone: 269-910-1988  
selecthinges.com

## Stanley Security Solutions Inc.

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Fax: 317-578-4909  
www.stanleysecuritysolutions.com

## STRATTEC Security Corp.

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Fax: 414-247-3564  
http://aftermarket.strattec.com

## The Diagnostic Box

Phone: 407-375-0333  
www.thediagnosticbox.com

## Trine Access Technology

Phone: 718-829-2332  
Fax: 718-829-6405  
www.trineonline.com

## Vault Structures Inc.

Phone: 800-226-3990  
Fax: 239-332-5593  
www.vaultstructures.com

## WFE Technology Corp. - WAFERLOCK

Xhorse USA INC.  
Phone: 407-608-4288

## Zhangjagang Ruizheng Tool Company, LTD

(AKA Raise Key Cutter)  
Phone: 86 512-58913626  
www.raisekeycutter.com

## SERVICE ORGANIZATIONS

## BXB Media, LLC

Phone: 310-560-8566

## FieldEdge (formerly dESCO)

Phone: 800-226-7529  
www.fieldedge.com

## HouseCall Pro

Phone: 619-913-0173

## Lang Labs Inc.

Phone: 780-978-1309

## Lockmasters Security Institute

Phone: 859-887-9633  
Fax: 859-884-0810

## Westlake Web Works

Phone: 952-745-4105  
Fax: 952-475-3579  
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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 non-members. 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

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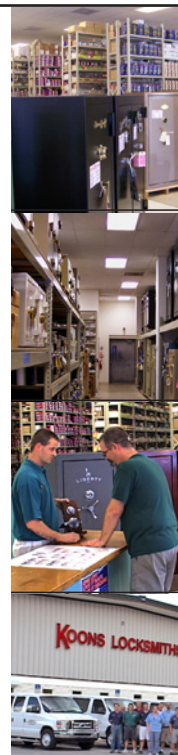
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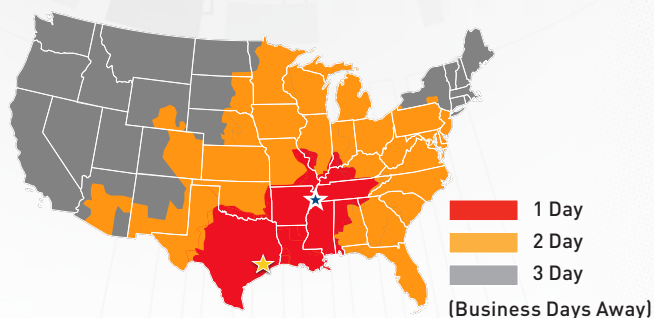


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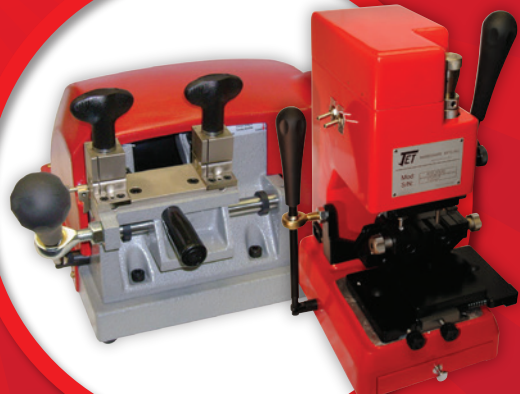
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