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

December 2020

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# A Yale & LCN Sandwich

Making an unusual "sandwich" in a 1922 cathedral

# Managing Your Sales Force

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Lockmasters' Pedestrian Door Lock Opening Tool

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# **BLUE DOG KEYS OF THE MONTH**





#### Features

#### **ALOA Board Nominations**

Get your forms in to run for the ALOA Board in 2021!

#### High Security Systems, Part 3

In this multi-part series, William M. Lynk, CML, CPS, ICML, CMIL, M.Ed., discusses 10 popular systems designed for institutions.

#### 💊 A Turn of the Knob

Greg Perry, CML, CPS, gives you a tour of Lockmasters' pedestrian door lock opening tool.

#### A Yale & LCN Sandwich

The team makes an unusual sandwich in a 1922 cathedral.



#### **Spotlights**

Investigative

Renew your IAIL certifications for 2020 and 2021.

#### **O**Business

O Having the right salespeople, software, compensation structure and motivational programs can transform your business.

#### What's New

8 ALOA/Industry News **10** Applicants 10 Calendar

#### Departments

- **5** Presidential Perspective
- 6 Executive Perspective
- **50** Back to Basics
- **57** Products & Services Guide
- 58 Education
- **61** Associate Members
- 63 Marketplace
- 64 Ad Index



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#### DECEMBER 2020 | VOLUME 66, ISSUE 12

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1956-1960 Ernest Johannesen\*

\*deceased

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 lock-smith 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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4

# **Be a Part of the ALOA Board**

ERE WE ARE IN DEcember. What a long year it's been! I hope you all have weathered it well and are looking forward to 2021 as much as I am.

This year has definitely not been without major challenges, but I have been honored to be your ALOA president during this time. The decisions we've had to make have not been easy, but we have made them with the members' best interests in mind. Thank you for putting your trust in the board and staff. Know that we will continue to do what's needed for the wellbeing of the association now and in the future.

#### **ALOA Board Elections**

While I'd be (mostly) thrilled to continue on as your ALOA president into all of 2021 and beyond, we have these little things called terms, and my second one is nearly up. Several more positions will become open as well.

You'll see in this issue that there are the board nomination materials for your convenience. Please take a minute to see which positions you might be able to run for, and consider giving back by stepping up to run.

While our staff is tremendous and runs the day-to-day operations, ALOA can't function without its board leadership. Board members help drive the vision and direction of the association, set priorities and work tirelessly on everything from

**"Being a part** of the ALOA **Board can be** hard work, but it's an honor and it allows you to have a say in the association's direction."

improving the PRP and conventions to providing member benefits like our new podcast.

Being a part of the ALOA Board can be hard work, but it's an honor and it allows you to have a say in the association's direction. Have ideas? Complaints? Well, step up to run for a position! We'd love to have new ideas from passionate members of the industry.

If you can't manage the time commitment of a board position, please participate in the elections by voting when the time comes. We need everyone to provide input into ALOA's future by voting for the candidates of their choice. Maybe you can also volunteer your time in some other ways besides sitting on the board. For example, if you have thoughts about



the PRP or educational programs, contact education@aloa.org and ask how you can help. Perhaps you can help write some test questions or help develop a class.

#### **Renew Your Membership**

I know we've been saying it for a few months, but here's one final reminder to renew your membership before the end of the year. Don't let your benefits lapse! Please know that we are working to keep your benefits the same as they have always been, and you'll be happy to know that we are moving back to print magazines next year. Look for yours in January! Thank you for your continued membership and support of ALOA.

I hope everyone has a wonderful holiday season and gets to enjoy at least a bit of that holiday magic that we could all use right now. Have a wonderful Christmas, and even happier New Year. We all deserve it!

Respectfully,

2 Minhos

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

# ALOA Opportunities

HIS VERY LONG YEAR IS finally coming to a close. I hope you are all enjoying the holiday season. It might feel a bit different from last year, but so many meaningful parts remain consistent.

It's the same here at ALOA. It's been a trying and difficult year in so many ways, from the loss of some staff members to not being able to hold our two conventions and more. But through it all, we've been able to continue providing member benefits and assistance, and we've found new ways to provide education.

Difficult times often result in innovation, and this year has been no exception. We've created a great deal of affordable webinars on a variety of subjects, and attendance has been fantastic. There is also a new podcast called Locksmith Talk With ALOA, which is free for members and will soon be available to nonmembers for a small fee. Host Bill Lynk interviews a guest each week on subjects relevant to the industry, from technical topics to business acumen. Look for it on most major podcast platforms, or click here.

#### **Conventions and Scholarship Opportunities**

Speaking of education, we are moving forward with 2021 SAFETECH and ALOA Convention planning. While things could still change — given the fluidity of this pandemic — we are looking forward to seeing everyone in Reno and Orlando! We are finalizing SAFETECH details now, so look for the full registration brochure in January. We hope to see you there.

ALOA Scholarship Foundation is again offering scholarships for 2021 classes, and that includes those taken at conventions. This is such wonderful program that allows security professionals to progress in their careers, from techs new to the industry to those looking to gain advanced knowledge. Thank you to all of the companies and individuals who donate to this worthy cause.

If you'd like to apply, please take a look at the information and form on pages 57 and 58 in this issue. If you're looking to attend SAFETECH, the deadline for applying for scholarships is January 27, so don't delay.

#### **ALOA Elections**

It's again that time of year where those interested in running for the ALOA Board should start gathering their materials.

This year, positions up for election include President (you must currently be on the board or served in the past three years), Southeast Director, North Central Director, Southwest Director and Associate Region Director. It's a great honor to serve on the board, but it's also a great service. Serving on the board allows you



to have a voice in ALOA operations, and you can make a real difference in the industry. Please consider volunteering your time by running for a board position.

Nomination materials are available on pages 11 and 12 in this issue, and you must submit them by March 1. If you have any questions, please contact membership@ aloa.org; we're happy to help.

As a final reminder, be sure to get your membership renewals completed by December 31 so you won't have any lapse in benefits. I know it's been a difficult year for many, both professionally and personally, and we appreciate your membership so much. From taking classes and buying books to simply staying in touch with us, thank you for all the ways you've continued to support ALOA in 2020.

Have a wonderful rest of your holiday season, and we hope to see you in the New Year!

Mary Q. May

Mary A. May Executive Director mary@aloa.org

6



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# 

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# **Letter to the Editor**



NEW Jack-Knife-Style Lock-Picking Set A COMPACT, DURABLE AND PORTABLE DEVICE Built to be compact and portable, the "Jack Knife" Lock Picking Set is all contained in an aluminum case with a matte-black finish. Comes with six standard stainless steel picks and a tension tool that slides into the case (like a toothpick or tweezer on a Swiss Army Knife). Features a lanyard and Flex-O-Loc key ring, all in a storage and presentation box. USA made.



there was a round the internals of a lock. The included hook pick, ball pick, C-rake pick, adiamond pick, and tension tool should open virtually any pin tumbler lock with practice (leather case and instructions also included.) The Visible Pin Tumbler Practice Lock is a great teaching tool, as the transparent body lets you see the picks in action. 11406.01 Five-Piece Lock Pick Set \$22.00

**Figures 1 and 2**. The author recently came across lock-picking items in a non-security-related catalog.

FEW DAYS AGO, I RECEIVED ONE OF MY FAVORITE CATALOGS IN THE mail. This is one of only a few that I read cover to cover. In fact, my wife recently bought me a birthday present from this company. They sell gardening and woodworking tools, oil and candle lamps and so on. I was a few pages into this issue when I came upon the two lock-picking related

items in *Figures 1* and 2. The second is "has everything tinkerers and budding locksmiths need to learn their way around the internals of a lock." Then "should open virtually any pin tumbler lock with practice."

I'm sure you've seen stuff like this before. If not, look at eBay — where picks are supposedly banned — and see what they're selling. Often, you'll see that these things are for "hobbyists." What burns me up about this type of stuff is the idea that this is how you become a locksmith, as if it's all you need to know. We all know, sometimes from bitter experience, that there's a lot to learn, and it never ends.

I wrote in the past about being young and ignorant and believing I was going to start a thriving business based on an entry-level correspondence course. The course was a "foot in the door," and I'm glad I did it, but it was no gold mine back then.

I realize the general public harbors a fascination with lock-picking and safe cracking, if they think about it at all. Think about the times you've opened something in front of a customer and they're utterly impressed, as though you're a magician with strange powers. That's because they don't understand what we're doing, and we're making it look easy.

To me, in the last few years, we've crossed an ethical line with this, and I don't mean us as locksmiths. Why is it suddenly okay to sell burglar's tools and call it a hobby? In many states, it's a crime to possess these tools and/or sell and mail them.

Here's a final thought on this: There's a book by Tom Nichols called *The Death of Expertise*. You might want to give it a read. He writes about how the internet has caused people to rely on what they read there rather than believe those who are traditionally the experts in their field, and then argue with them.

I'll distill it into one sentence: "I looked it up on the internet, so I know as much about it as the, doctor/lawyer/teacher/locksmith (insert profession here). I'm an expert, too."

-Tony Wiersielis, CPL, CFDI

#### **Run for the ALOA Board!**



LOA BOARD ELECTIONS ARE COMING UP IN THE spring, so now's the time to get started on your materials. A nomination form is included on pages 11 and 12 of this issue of *Keynotes*, and they are also available from the Membership department.

Nomination forms are due March 1, 2021. For more information on running for the ALOA Board, please contact membership@aloa.org.

#### **PRODUCT BRIEFS**



the Code: C the Caddy Carrier, can securely transport cylinders from the shop to the truck and job site while keeping them organized. Also new is the Pin



Tray, which stores bottom and top pins, caps and springs close to the SFIC core while pinning.

ABLOY USA Critical Infrastructure has introduced the PL321/PLLW321T padlock. It has a ¼" diameter shackle and is available as a mechanical or electromechanical CLIQ padlock. It is water-tight, able to withstand extreme temperatures and IP68 rated. A standard ABLOY PROTEC 2 mechanical key can be used to open it, and it is key retaining. A CLIQ key is an alternative solution to open the lock if the mechanical bitting is the same.

#### **IN MEMORIAM**



Paul V. DeMichele, RL, of Nicholasville, KY, has passed away. He had been a member of ALOA since 1985 and a member of SAVTA since 1994.

Kenneth Neal Andrews of Lake Charles, LA, passed away October 5 at the age of 64. A locksmith for 42 years, he was the owner of Bayou Locksmith.

Mark A Gozdowski, 61, of Perrysburg, OH, passed away October 6. He worked in safe sales and repair with his father and carried on the family business, L & M Safes.

Robert (Bob) Lang of Lang Locksmiths in Edmonton, AB, Canada, has passed away. He had been a member of ALOA since 1973 and a SAVTA member since 1987.

Keith A. Anderson, RL, of Las Vegas, NV, has passed away at age 50. He had been an ALOA member since 1994 and a SAVTA member since 2013.



#### CALIFORNIA

Goleta

- Kittrina N. Rutledge-Young Cal Coast Locksmiths Inc.
- Thermal

   Eduardo Corella
   AVC Farm and Auto Repair Inc.

#### COLORADO

- Colorado Springs

  David T. Webster
- Colorado College Thornton
- William Max Rosell Sponsor: Charles E. Haas, CML

#### ILLINOIS

- Carbondale
- Shannon V. Moore Murdale Ace Hardware

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Indianapolis

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#### LOUISIANA

Breaux Bridge

#### Kenneth U. Long

#### MARYLAND

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Christopher Andrew Warden Christopher's Lock and Key Sponsor: Bob DeWeese, CML, CPS Pasadena

Evan Barger Barger Lock & Key Sponsor: Seth Schott, CRL, ARL

#### NEVADA

North Las Vegas

• Ruben Rodas
Locksmith Solutions

#### CALENDAR

#### DECEMBER

December 7-12 Six-Day Locksmithing Fundamentals ALOA Training Center, Dallas, TX education@aloa.org or (800) 532-2562, ext. 101

#### **APRIL 2021**

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

April 12-17 SAFETECH The Atlantis, Reno, NV conventions@aloa.org or (800) 532-2562

#### **NEW YORK**

Wappingers Falls

Stephen Gagliardo

#### OHIO

#### Columbus

Hughes Oddy ROC

#### OREGON

#### Portland

► Aaron Schwartz

#### TEXAS

Eagle Pass

Kenneth L. Jennings
Mr. Rekey

#### WYOMING

Gillette

Jayson D. Lueras
Action Lock and Key
Sponsor: Dave Lueras, RL

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Aibonito

► Tomas Carrasquillo-Gomez Llaves y Beepers Tommy Sponsor: Alberto R. Gorbea

#### We Need Your Help

Attention, ALOA Members: Help us eliminate the industry scammer problem by screening these applicants, who are scheduled for clearance as ALOA members, to ensure they meet the standards of ALOA's Code of Ethics. Protests, if any, must be made within 30 days of this Keynotes issue date, addressed to the ALOA membership department, signed and submitted via e-mail to membership@aloa. org or via fax to 214-819-9736. For questions, contact Kevin Wesley, membership manager, at Kevin@ aloa.org or (214) 819-9733, ext. 219.

#### **JULY 2021**

July 25-31 2021 ALOA Convention & Security Expo Caribe Royale, Orlando, FL conventions@aloa.org or (800) 532-2562



### ALOA Security Professionals Association, Inc. **Board of Directors Nomination Petition**



#### Which ALOA Board Positions Are Open and Where Am I Qualified to Run?

- There are currently **four regional director positions** open for election in addition to the position of **President**.
- ALOA members now elect the directors from their own regions.
- Only ALOA members from a region are eligible to run for the open position(s) in that region.
- Members from any region are eligible to vote for or run for the position of President. To run for the position of President, one must serve on the board for one year.
- You must have been an ALOA member for at least three years to be eligible to run for a director position.
- The following vacancies will exist for the election that will be held on June 5, 2021;

President	one position
Southeast	one director
North Central	one director
Southwest	one director
Associate	one director

On this page, you will find the required nomination petition, and on the following page, the commitment to ALOA board service form.

The following list shows the numberof signatures required for each boardposition:President25Southeast Director11North Central Director10Southwest Director9Associate Region Director1

If you have any questions, please contact the ALOA secretary: Clyde T. Roberson, CML, CMST, at (540) 380-1654 or by email at secretary@aloa.org

I, the undersigned, red	juest that	be placed
_	(name of nominee and me	mber number)
on the ballot for		_for the election to be held at the
	(position for which individual is being nominated)	

special meeting of ALOA-SPAI members at the ALOA-SPAI International Headquarters,

3500 Easy Street, Dallas, Texas on June 5, 2021 at 10 a.m., or any adjournment thereof.

I am eligible to vote in the \_\_\_\_\_ region. (Associate, International, Northeast, Southeast, North Central, South Central, Northwest, Southwest)

1.			
	inted Name	Member Number	Signature
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#### YOUR COMMITMENT TO ALOA BOARD SERVICE

(Please read carefully and sign where indicated)

The ALOA Board governs with emphasis on organizational vision rather than on interpersonal issues of the Board; encourages diversity in viewpoints; focuses on strategic leadership rather than administrative detail; observes clear distinction between Board and Executive Director roles, makes collective, rather than individual, decisions; exhibits future orientation rather than past; and governs proactively rather than reactively. (If you were not supplied a copy of the **ALOA Board of Directors Governance Policy** with this document, you may obtain one by contacting the ALOA headquarters office, or by visiting www.aloa.org.) The responsibilities of an ALOA Board Member include contributing a moderate amount of personal time and a significant degree of professional guidance and expertise to the organization.

You will be expected to come to all Board Meetings and the Annual Membership Meeting. You will need to be prepared to sensibly discuss matters of great importance to your profession and participate in setting policy as part of a governing body. Your course of action during your tenure on the ALOA Board should be guided by fair-minded, constructive goals pertaining to matter of consequence for ALOA and for the industry. Your contributions are expected to benefit ALOA as a whole, taking individual member rights and concerns into account, but free of the taint of partisan politics or personal gain.

On a practical note, ALOA Board Members are expected to behave and dress professionally at all times, especially when actively representing the association. ALOA Board Members are required to participate in three Board meetings per year, of two or three days in length, one each fall, one each spring, and one during convention, in addition to the Annual membership meeting, which is also held during convention. Incoming Board Members are also **required** to attend **Governance training** classes and events during convention. Board Members may also be asked, on a voluntary basis, to represent ALOA at related local, state or regional functions, including serving in the ALOA booth, and otherwise promoting ALOA. When travel is required for a Board Member, expenses covered by ALOA include lodging, travel, and a reasonable per diem. The Board has stipulated that assigned travel will be reimbursed at the lesser of the 30-day advance tourist class airfare in effect at the time of travel, or the current per-mile rate for travel by personal automobile, whichever is less. Spousal expenses, including extra room charges, are the individual's responsibility.

I have read and agree to adhere to the **ALOA Board of Directors Governance Policies.** Furthermore, I understand the above responsibilities of an ALOA Board Member, and agree to commit my time and energies as needed. I certify all of the information contained on this form and supporting documentation to be true and complete.

Candidate Name:	
Member #:	Phone:
Signature:	Date:
Membership Status:	
Active Life	eAssociate
Employer Name:	
Address:	

Please attach a recent photograph of yourself along with a 150-word-or-less biography, and retain a copy of this form for your own files. This form and all supporting documents must be received no later than March 1, 2021. Mail, or e-mail to:

Clyde T. Roberson, CML, CMST Secretary, ALOA Board of Directors P.O. Box 3075 Salem, VA 24153 Email: secretary@aloa.org Phone: (540) 380-1654



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I have always been taught to only look forward and learn from the past, and that will guide your thinking. As forensic

#### **2019**

#### (given a grace period because of COVID-19)

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#### 2021

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There is an exciting white paper written by our member Tex Thompson that will be published soon on the new Smart Lock decoder.

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Having the right salespeople, software, compensation structure and motivational programs can transform your business. By Noel Flynn

N THIS 16TH ARTICLE IN THE "TOOLS FOR MANAGING Your Business" series, we will explore how to build, organize and manage your sales force. It's noteworthy that this topic was requested by our readers in a recent survey.

Although there are many common considerations, each sales force is somewhat unique and differs depending on the company, its customers and what it's selling. Therefore, the reader should evaluate the generic comments, opinions and suggestions herein and decide to what extent they are a good fit for their particular organization.

#### **Building Your Sales Force**

Before we get too far ahead of ourselves, let's think about what we are looking for in a sales force structure. As your system evolves (or when you are evaluating an existing or proposed

system), ask yourself whether - and how well - your sales structure delivers on the following criteria. Ideally, a sales force structure and system will:

- Be affordable and efficient
- Establish a strong link between performance and reward
- Consistently deliver satisfactory volume results, at acceptable margins
- Encourage a high level of accountability, autonomy and self-motivation
- Attract and retain results-oriented sales talent
- Represent a healthy return on investment

Yes, a sensible compensation structure and system can help - and we'll get into that later - but, of course, any system is likely to work best when there's a good team in place.

Let's begin by recognizing that just about anyone can theoretically sell, but studies tell us that only about 1 in 10 people is a good match for a sales job. There's general agreement that desirable attributes or characteristics for a salesperson include a likeable outgoing personality, power of persuasion and persistence.

Probably one of the best examples we can all relate to is a good car salesperson who seems to be able to promptly convert strangers into new best friends. Who can forget that kabuki theater sales process, especially "Let me talk to my manager?"

Next, let's discuss the common trap of promoting a good technician into a sales position. This is especially typical of companies selling technical products and/or services, and al-though it can sometimes succeed at an "acceptable" level, more often than not, it doesn't deliver optimal results.

Let's not forget that sales is the life's blood of most companies! Don't you deserve a professional? Generally speaking, it's recommended that you avoid promoting technicians into a salesperson role. Instead, recruit a sales professional and train that individual about your products and/or services. Sometimes, the answer is a hybrid model where the company augments the salesperson's limitations with help from a technician, but only when necessary.

Think about today's institutional security environment (such as a university or hospital), where intelligent products must interface with that institution's computer network. Decisions are often made by teams representing various departments with disparate responsibilities.

Ultimately, to close the sale, you may need to supplement your salesperson's talents with your access control specialists when meeting with such a vertical market end user's committee. But it's not usually cost effective to routinely tie up your access control expert in various front-end trolling or prospecting activities. Those are better handled by a professional salesperson. Let your salesperson find and hook the fish. If necessary, your technical person can help land it into the boat using the net.

#### What Kind of Salesperson Do You Need?

Yes, there are different types of salespeople, and some will be better at dealing with certain types of situations. Will your company provide most or all of the leads and, therefore, primarily need a "closer" type of salesperson? Or will you expect your salesperson to develop their own leads and engage in lots of prospecting and cold calling?

An over-simplification suggests that there are generally two types of salespeople: Hunters, who tend to be driven by seeking new opportunities and enjoy chasing leads, and farmers, who tend to be more comfortable squeezing incremental business from existing accounts. Do yourself a big favor and invest some time thinking about this, so you can hopefully recruit a salesperson who will be a good fit. Know what you need and hire accordingly! Check for open non-compete agreements and consider using your own.

#### What Are You Selling? And What Are They Buying?

If you are just reaching the point where you are ready to employ your first full-time salesperson, you'll have some structural and organizational decisions to make early on. Obviously, you'll need to consider who you are targeting (use a rifle, rather than a shotgun) and the competitive landscape.

You should also be very clear about your value proposition. Know and be able to articulate your strengths, what you can offer and why it's better (faster, cheaper, more reliable, better value, more convenient, etc.) than what the competitors are selling. Anticipate sales objections and questions and develop solid responses in advance. Be prepared.

If you are stepping into a relatively new arena, take more of a discovery and market research approach first, so you can avoid the minefields. I know that what you are selling and what they are buying seems obvious and has more to do with marketing than sales, but you'd be surprised what you can learn when you probe from your customers' perspective. Do you know what a particular end user's issues and challenges are? At the end of the day, you are fundamentally selling solutions.

Don't lead with solutions to nonexistent problems, but it's OK to let prospects and customers know that you provide a full or broad range of solutions. Identify their pain points and then explain how you can make their life easier. Offer to do a no-charge walk-through and site assessment where you may be able to spot impending threats before they become headaches. This can often be a great way to get to know the individual and engage in reconnaissance activity such as determining who decision makers are, budgets, timing and buying processes. Be sure to set up a profile for each prospect and record all of their relevant information, including personal stuff such as hobbies, sports team favorites, etc., but try to avoid politics and other potential sources of conflict.

#### Sales Terms You Should Know

You should be familiar with common selling terms, but there are many different versions of terminology definitions. Following are a few of my own versions that I crafted for this article. Don't worry, the test will be multiple choice. "Sales force structures and compensation programs should not be designed in a vacuum. Indeed, success may require intelligent realignment of sales territories."

- Lead This is someone who may have the potential to eventually become your customer. It might begin as only an inquiry or name on a list and may not advance to the next step for a host of reasons (e.g., you may not offer specifically what they require).
- Qualified lead This is a lead that has been screened and confirmed as having the potential to become a customer of your company.
- Prospect This is someone who expresses a serious interest in buying your type of product or service and is likely ready to buy. Typically, there has been some two-way discovery communication.
- Customer This is someone who is currently doing business with you or has done business with you in the past. If this one is unfamiliar, it's probably best for all concerned if you don't manage any sales force!
- Close ratio(s) This is customers/orders won compared to presentations you made. (There are many ways to calculate such ratios.)
- Sales funnel This is a vertical concept based upon leads being poured into the wide top of a funnel and flowing through to the narrow bottom, where some become closed.
- Sales pipeline This is a horizontal concept wherein activities are flowing through various structured stages of a welldefined process, consisting of specifically prescribed steps.

Again, it's common to have some different interpretations of the exact definitions to use, especially for the various stages of a lead. Hopefully, the aforementioned definitions will be helpful in sorting this out. You can tailor these to your particular company's situation, marketplace and sales process needs. Rather than getting hung up on definitions, if you prefer to streamline all stages of a lead, just categorize every situation as either a lead or (where/when appropriate) an opportunity. Next, let's look at some tools that can help us organize and manage sales and a sales force.

#### **Using Sales or CRM Software**

Some businesses conform their sales definitions to the stages of their sales process to more closely align with their company's sales management or CRM (Customer Relationship Management) software. If you don't already have software to manage your sales process, consider using applications such as ACT or Goldmine, or if your needs are more complicated or demanding, you might consider Salesforce or one of the others. Each of the well-established programs is available in network, online and cloud versions.

Don't fall into the trap of having your new salesperson use their own sales management software for your business. Sure, it's temping when the new salesperson says, "I already have all the end users and potential customers in my software from my previous job, and I already paid for the CRM software license," but it's a situation that's best avoided.

Make sure your company is the lessee of the license and the owner of the data, so that if your salesperson leaves your employment, you don't lose all your sales lead, prospecting and business development contact information. It's best to have all of these files backed up in the cloud or somewhere else offsite that's safe. I keep looking up in the sky but can't figure out which cloud has my data and files.

#### **Exploring Your Sales Force Compensation Options**

Fundamentally, sales force compensation systems are typically structured in one of three ways: salary, commission or a combination of base salary plus commission.

While each of the three fundamental compensation structures has its pros and cons, their ultimate success will depend heavily upon how appropriate the selected structure is for the situation at hand and how well the program is designed within that structure. Without knowing the particulars of each company's situation, we can only say that, generally speaking, a combination of base salary plus commission seems to work best for most firms. Obviously, like the rest of us, salespeople have overhead and bills to pay. Even a highly successful sales professional working on an all-commission compensation program would probably need some spool up time to generate meaningful sales volume when they're new.

In the best of times, few things are more important than the ability to generate a steady flow of profitable business at a reasonable cost. When business is soft, this usually translates into more dogs fighting over fewer bones. During periods of economic slowdown, it's imperative that your close rates are higher and your price integrity is preserved, despite a more competitive and sometimes even predatory business landscape.

Did you know that, in some companies, the chief sales executive makes more money than the president/CEO? This certainly suggests something about the importance of good salespeople! You get what you pay for! So, what else do we need to consider?

#### **Sales and Business Cycles**

When evaluating which sales force compensation system makes the most sense for your firm, you'll want to give due consideration to what is being sold and, especially, how long the sales and business cycles are. In this context, "sales cycle" refers to the expected time between when a lead is generated (subsequently becomes qualified and turns into a prospect) and when it can ultimately be closed.

Then, there is the "business cycle," which essentially includes how long it takes to complete the sales cycle and how long it takes to start the job, complete the work and get paid. As employer, you need to be evaluating how much cash you are laying out and how long it will take for you to recover sales-related expenses and make a profit. Of course, this is why employers often prefer to pay only for performance by installing an all-commission compensation plan for their sales force. Sometimes, salespeople also pay their own expenses, but this is uncommon, except for in the case of independent manufacturers' representatives' sales agencies.

It's not unusual for some companies to install a regressive compensation plan for new or rookie salespeople. This means a base salary is offered during an initial training and indoctrination period, when the new salesperson can't be in the field. As time moves on, that base salary is systematically diminished, with a material shift toward greater income dependence upon commissions earned from closing sales. Insurance companies, investment firms and some others often employ this model. A common method of dealing with the potential drawbacks of an allcommission plan is to contrive a hybrid compensation model that uses a draw system. This approach has been around forever. Since commissions are often paid monthly, you can advance weekly payments (aka partial advances) against earned commissions or anticipated commissions, thus providing cash

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"In the best of times, few things are more important than the ability to generate a steady flow of profitable business at a reasonable cost."

flow to the salesperson. Application of such a system is much easier after a salesperson has become established because future commission earnings and timing become more predictable.

If you employ such a draw method, it's recommended that you not advance more than 50 to 60% of anticipated commissions. You don't want to get too far out in front of what you will owe in commissions. It is important to have your salespeople eagerly anticipating their monthly commission check. Nonetheless, don't be surprised if some really good salespeople prefer an all-commission compensation plan, presuming the commission system is realistic and compensatory. Although not employed often, some sales forces are compensated at time of payment rather than time of sale.

#### How to Enhance the Performance of Your Sales Force

We should probably mention that any of the three basic compensation approaches can be enhanced by including incentive bonuses. In addition to direct compensation, your sales force can usually also be motivated by simple promotional incentives such as sales contests and placement listing results in appropriate high-visibility office areas.

Awards and status badges such as Salesperson of the Month, Top Producer, Top Gun, Sales Prevention Leader (just kidding) and other visible symbols of success can offer prestige and coveted intramural bragging rights, which can be effective tools for invoking friendly competition. The only thing worse than being in last place is for everyone to know about it! But don't make it a destructive process, and be sure to recognize that all territories are not necessarily capable of yielding the same results.

Also, be sure to pay attention to the quantity, quality and distribution of company-provided leads to your salespeople.

It's absolutely imperative that the sales manager knows what's in the funnel/pipeline!

You may be familiar with the retailer practice of offering so called "spiffs," which are essentially special rewards designed to promote sale of a particular product, line or brand. In similar fashion, you may elect to enhance performance rewards for your sales force. One advantage of this approach is that these extra promotional cash rewards can be turned on and off without upsetting the foundational salespeople's compensation system. Another advantage of such spiffs is that they are typically funded by manufacturers of the products or categories being promoted. Just beware of the potential trap whereby your salespeople sell the promoted product rather than the most appropriate product/solution for the customers' needs and budget.

Of course, you will want to weigh the pros and cons of what's best for your suppliers versus what's best for your company. You might want to consider some sort of reward for the sale of your higher-margin products.

Many wholesale distributors overtly choose to avoid pushing a particular product or brand, preferring to maintain a neutral posture and seeing their role as primarily fulfillment, rather than promotion, whereas manufacturers tend to focus on "selling in" *their* products and, thus, increasing their market share.

#### **Sales Territories**

When designing a sales force structure and compensation system, you need to consider your sales territories. This reminds me of a situation where I had just joined a well-known company as director of sales and marketing, responsible for a sales force of more than 100. A top priority for my new boss (the CEO) was revamping the unsatisfactory national sales force compensation structure. The new system was promptly designed, simulated and presented and was well received. So far, so good, but hold the champagne and cigars.

Immediately following my introductory presentation of the new system, to everyone's dismay, I went on to explain that — despite the intrinsic merits of this new proposed system — it would not work well under the current territorial structure.

All North American regions and territories were subsequently restructured, and the new system went on to be very successful. That's one in a row for the new guy, and don't you just love happy endings? The point is that sales force structures and compensation programs should not be designed in a vacuum. Indeed, success may require intelligent realignment of regions and/or sales territories to ensure compatibility with that particular compensation structure.

It's highly recommended that you simulate (model) how a new system will work before rolling it out, especially if this is a replacement system. You can use actual past data and compare old versus simulated new system outcomes. It's best to avoid surprises. You should be able to use the simulation to illustrate how the new system will work and then make any necessary changes. When you introduce the new system, you can use the simulation information again to help explain and gain acceptance from participants. Expect that such new systems will likely be met with skepticism, but resistance can be diminished by sharing the simulated data.

Many companies strive to establish sales territories in a manner believed to be efficient. One common approach is to carve out discrete geographical sections such as counties. Obviously, you'd prefer to avoid having your sales force traversing each other's routes/territories, and excessive windshield time is expensive.

If your sales force is large enough, you may find it effective to channel your salespeople into specific vertical markets or even segments. For instance, you might have a healthcare specialist, "Let your salesperson find and hook the fish. If necessary, your technical person can help land it into the boat using the net."

an education specialist, etc. Even if you don't have such specialists, you may elect to have your salesperson(s) focus upon such segments as part of a systematic marketplace mapping initiative. Where are all the hospitals, schools, etc. located within my operating area? Or perhaps you will decide to focus on the xxx market segment for the next 60 to 90 days.

#### Salespeople's Activity Reports

Unfortunately, for many good salespeople, paperwork is their kryptonite. For inexplicable reasons, many who are really good





at closing sales are absolutely horrible at getting their paperwork done accurately, completely and on time.

You need to design and establish your paperwork (which may be a combination of electronic and actual hard copy forms) system as an integral element in your sales process. When you don't establish and enforce such internal rules and expectations, you are effectively training your people to engage in bad behavior. Patterns of such bad behavior must, of necessity, incur consequences. You may need to consider mild waterboarding, but beware, HR departments tend to frown upon such politically incorrect motivational practices.

Require a daily call report or something similar from your salespeople. There are innumerable format variations of such reports, but they all essentially capture the sales-related activities and status of what's in the funnel or pipeline. They show how your salesperson has been spending their time and (if applicable) where accounts, leads or prospects are in terms of the predefined stages of your sales process.

Here again, if you employ one of the sales management/CRM software applications, such reports can be generated (literally) with the click of a mouse, to the extent that the input is current. It's essential that you know where your leads are coming from and which sources tend to generate the best opportunities and return on investment. Be sure to monitor and track your conversion rates (or ratios) *and* cost for each primary type and source of lead.

Moreover, if you use a network or cloud version of such software, you can look for yourself rather than distract the salesperson from important field activities just to give you an update or report. We probably should mention that many such sales management/CRM applications will "bolt on" and fully integrate with popular accounting software programs such as QuickBooks, Peachtree/SAGE, etc. As Yogi Berra should have said: "Avoid redundant entering of data again."

#### Credit Cards, Cash Advances and Expense Reports

Ideally, your sales force would use their own personal credit cards and submit legitimate business expenses for timely reimbursement. But this approach is not always available, practicable or desirable for a variety of reasons. Accordingly, many companies issue company credit cards (which must have appropriate credit limits) to their sales force and possibly other employees.

Make sure that your employee handbook includes a policy statement that essentially says something like "falsifying expenses will result in disciplinary action, up to and including termination of employment, and employees will be personally liable for any such fraud." Be sure to state that under no circumstances should company credit cards be used for personal or non-authorized business expenses. You should also include such a statement as part of the receipt an employee signs when accepting possession of a company credit card. You might want to discuss this with your legal advisor.

It's highly recommended that — even if you have the credit card statement (at the end of each month) featuring all of the charges — you insist on a weekly expense report that is signed by the employee. Nip any irregularities in the bud and insist on immediate reconciliation of any apparent discrepancies. Copies of receipts (whether cash or credit card) can be attached and faxed or scanned and emailed by the end of each week.

To the extent that employees are required to advance money for legitimate authorized company expenses, be sure to reimburse them promptly. Practice what you preach and don't fall behind on paying your company's credit card bills, thereby risking having the card cut off. Lead by example!

Do yourself a favor: When your salesperson recruiting process reaches the short list stage, be sure to obtain permission and run a credit check on anyone you are seriously considering for a sales position. Yes, you need to run a background check, but also consider running a credit check for anyone who will likely receive a company credit card. It's amazing how many otherwise solid citizens simply don't have the ability to manage money, especially credit cards. It's better to know this up front, but keep an open mind because some folks can be victims of identity theft, an ugly divorce situation, etc.

Although you may not need permission to run a credit check, requesting it could help you avoid unintended consequences. It also provides an opportunity for a potential employee to disclose and explain any past or current credit-related issues. As an example, if a potential employee is in the process of securing a mortgage, ready to close on a house or get approved for a car loan, their lender may have instructed them to avoid superfluous credit checks that could potentially lower their credit score and, thus, jeopardize their loan.

#### Expectations

It's common for companies to quantify expectations by imposing quotas upon their salespeople. Of course, like so many other things, the key here is reasonableness. While it is OK to have stretch targets, unreachable quotas will quickly demoralize your team. Although sales is truly a results-oriented arena, I can't overstate the importance of relevant activity. Many studies confirm that if your salespeople are doing the right things in sufficient quantity, the results will likely follow; albeit, perhaps not as quickly as you (or they) would prefer. The legendary Jack Welch (of General Electric fame) subscribed to the controversial notion that companies should purge (fire) the lowest performing 10% of their salespeople each year. Of course, his company had a very large sales force.

#### **Conclusion and Recap**

As we think about our sales force and structure, here are some considerations:

- Have a clear picture of what you are selling and your value proposition.
- Know how you are perceived and what your customers believe they are buying.
- Be aware of your competitors and how you stack up against each one.
- Understand and identify your sales process and its steps and stages.
- Hire a professional salesperson and teach them about your products or services.
- Avoid trying to convert technicians into professional salespeople.
- Determine what you need a salesperson to do, and recruit a good experience match.
- Evaluate your compensation options and simulate/model various outcomes.
- Be mindful of the sales and business cycles' implications for business development.
- Insist that salespeople tender paperwork completely and in a timely manner.
- Stretch, but be realistic with your expectations.
- Create sensible sales territories.
- Employ tools such as CRM software applications to track activity, monitor performance and assist with realistic sales forecasting.
- Run both background and credit checks on serious candidates for your sales force.
- Nip any credit card and/or expense issues in the bud.
- Use both monetary and non-monetary incentives to promote friendly competition.
- Make sales calls with your salesperson, observe and provide feedback and advice.
- Analyze why sales were lost and identify changes you need to make to your offering.
- Monitor your lead sources, their respective conversion rates and cost per lead.

- Listen to your salespeople, but be sure to challenge what they say and look for corroboration and empirical evidence that supports their premises and conclusions.
- Anticipate sales-related objections/questions and develop prepared responses.

The topic for our next article in this series will be "Anatomy of a Successful Salesperson," where we will discuss the techniques, tools and practices of productive salespeople.  $\circledast$ 



**Noel Flynn** is a degreed business management consultant with global senior leadership experience, including more than 20 years in manufacturing, wholesale distribution and consulting sectors of the security industry. Noel has been a senior executive, officer, board director and

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In this multi-part series, **William M. Lynk, CML, CPS, ICML, CMIL, M.Ed.,** discusses 10 popular systems designed for institutions.

#### **Corbin Russwin Access**

ITH THE ABUNDANCE OF CORPORATE MERGERS over the past decades, it was only a matter of time before Corbin and Russwin were eventually united. Today, it's hard to think of them as separate entities, but their varied keying systems still remind us of the past — a past that is both historical and relevant to today's abundant Corbin Russwin product lines. Now, Corbin Russwin has taken key control and high security to the next level: Access3.

#### **System Overview**

To give credit where credit is due: First, we had the Corbin Russwin Master Ring. Then we ventured into the High Security Cylinder System (Emhart). Afterward, that was superseded by the Pyramid System, notwithstanding the Brink, Hotel and BlockOut Function cylinders. Now, Access3 has graciously strolled along the C/R path — a long history of varying cylinder types and high security, to be noted.

Corbin Russwin's patented Access 3 system provides a differing level of security for each area in a facility, perhaps like yours (see *Figure 42*). There is a common key for all three levels of security to support key control (blanks are controlled through authorized distribution with the availability of geographical protection).

The higher levels of security come with the angled, rotating

bottom pins with sidebar, reminiscent of Medeco Original Product. As a matter of fact, forget the reminiscences — those pins are identical.

Here is a list of some of the benefits associated with the Corbin Russwin Access3 system:

- New keyway family protects system integrity from legacy systems.
- Patent protects from unauthorized key duplication through 2027.
- Keys are significantly stronger than competitive systems.
- User-friendly design with minimal components allows easy field serviceability.
- Availability in all existing Corbin Russwin cylinder types means a cost-effective upgrade for Corbin Russwin facilities.
- Bump resistance provides added protection.

The following is a breakdown of each of the Access3 levels:

- Level 1 Access 3 AP: This is the first level of protection. It features a utility patented keyway, providing protection against bumping for mortise, rim and component fixed core cylinders. These cylinders are easily retrofitted into existing hardware. Keys for AP can only open AP cylinders. No rotating pins are used at this level. Consider this the first step toward solid key control.
- Level 2 Access 3 AS: This level builds on the utility patented keyway of AP and adds patented side bar locking with



**Figure 42**. This illustration offers an exploded view of Corbin Russwin's Access3 mortise cylinder.

angled bottom pins that provide end users with geographical exclusivity. Cylinders provide protection against bumping and picking. Because of its greater key control and patent protection until 2027, AS cylinders are recommended by Corbin Russwin for use in conjunction with AHS for when doing new installations or retrofitting systems.

Level 3 Access 3 - AHS: This is considered the highest level of security for the Access 3 key system. AHS combines the patented keyway and side bar locking with angled bottom pins that provide end users with geographical exclusivity and adds UL 437 to its features. AHS cylinders are classified as high security because of their superior resistance to physical attack and protection against unauthorized key duplication. Because of this key control — patent protected until 2027 and physical strength, Corbin Russwin recommends AHS cylinders when doing new high security installations or retrofitting systems within a facility.

#### **Technical Data**

#### **Key & Pin Specs**

*Figure 43* shows the key specs for the standard AP key. Again, this key does not use the rotating pins, as AS and AHS do. Its primary purpose is to provide key control. Pin depths are provided.

*Figure 44* shows the key specs for the AH and AHS key. This key does use the rotating pins, providing both key control and a higher level of cylinder security. Rotating pin depths are provided. Keep in mind, they are the same as the Medeco Original Product — left, center and right angles.



**Figure 43.** These are the key specs for the standard (first level) AP key.



**Figure 44.** This chart shows the key specs for the AH and the AHS key.

BP #6-C 0.381

BP#6-R 0.381

BP #6-L 0.381

763F05239





Figure 45. An exploded view of the AHS LFIC is shown.

#### **Use of the LFIC**

Many institutions will want to take advantage of the large format ICs available in this product line as well as the fixed cylinder options. *Figure 45* illustrates the exploded view of the AHS LFIC in this line. Note that only chambers #3 and #4 are control chambers.

#### **Combinating Secrets**

Well, those secrets involved in the pinning formulas for Access3 fixed cylinders and the LFICs are now exposed to the locksmith world! Actually, no real secrets here. Again, once you know the details, the cloud lifts and you are good to go. *Figure 46* shows it all.

I will leave the more specific formulas, pin depths and rotating bottom pin details for our next venture into the Sargent Degree System, its sister system. What? You will see.

#### **Conclusions**

Corbin and Russwin have been around for over a century. Corbin's first pin tumbler system was invented before my grandfather's birth, back in 1888 (my granddad was born in 1889... sorry, Grandpa Nick, they got you by one year). Corbin and Russwin were finally joined at the hip in 1993. Figure 46. Pinning formulas for Access3 fixed cylinders and the Access3 LFICs are revealed.

They truly know how the large variety of cylinders and their respective increment systems can work in harmony. But even the most grandiose Corbin Russwin pin kit does not have *all* of the pins necessary to combinate all of these cylinders! That being said, Corbin Russwin has tackled amzingly colossal feats and has come out stronger for it. The Access 3 System not only provides exceptional key control possibilities, it also uses the rotating bottom pin concept — not at all foreign to them (Emhart) — for a higher degree of cylinder security. How can that vision translate to higher facility security for you? Try it... you might like it.

#### **Sargent Degree**

Sargent took the bold leap and joined with their sister company, Corbin Russwin, to introduce the Sargent Degree System (*Figure 47*). Similar to Accesss3, the patented Degree system from Sargent also provides varying levels (three in total) of security for any facility.

Three levels of ANSI/BHMA A156.30 protection — from patented keyways to UL 437 listed cylinders — secure every opening. How? A common key for all three levels of security enhances key control and simplifies administrative procedures. Degree key blanks (similar to Acess3 blanks) are



Figure 47. These are the components of the Sargent Degree system.

controlled through authorized distribution, and geographical protection is available for mortise, rim, component and large format interchangeable core (LFIC) cylinders. Sargent offers the appropriate degree of protection for every door in a facility (Get it? "Degree").

#### **System Overview**

#### **Degree Benefits**

After looking over the system offerings, here are some of the important Sargent Degree benefits you will find in its system:

- Patent protects from unauthorized key duplication through 2027.
- New keyway family protects system integrity from legacy systems.
- Keys are significantly stronger than competitive systems.
- User-friendly design with minimal components provides easy field service.
- Availability in all existing Sargent cylinder types provides cost-effective upgrade for facilities already on a Sargent key system.
- Bump resistance offers added protection.

#### **Sargent Degree Levels**

One of the distinguishing features of this keying system is the ability to offer varying levels of security. This balances need with cost. Here is the breakdown:

- Degree Level 1 (DG1): This level features a utility patented keyway and provides protection against bumping for mortise, rim and fixed cylinders (not LFIC). These cylinders easily retrofit into existing hardware and are appropriate for most applications. The keys for DG1 can only open DG1 cylinders.
- Degree Level 2 (DG2): This level builds on the utility patented keyway of DG1 and adds patented side bar locking with the angled bottom pins (the same as in Medeco Original product) that provide end users with geographical exclusivity. Cylinders provide protection against bumping and picking. Because of its excellent key control and patent protection until 2027, DG2 products are recommended for use in conjunction with DG3 when doing new installations or retrofitting systems, including large format interchangeable core systems.
- Degree Level 3 (DG3): This level combines the utility patented keyway and side bar locking with the angled bottom pins that provide end users with geographical exclusivity and adds UL 437 protection. It is classified as high security because of its greater resistance to physical attack and its protection against unauthorized key duplication. Because of its higher level of key control, patent protection until 2027 and physical strength, Sargent recommends DG3 products when doing new high security installations or retrofitting systems, including systems using large format interchangeable cores. Sargent also offers anti-vandal and high security locksets that complement DG3 cylinders for those openings most vulnerable to attack.

#### DG1 cuts from Bow to Tip

Bottom Pins (BP) for DG1- cylinder

3

Size # Part No.

DG-0021 DG-0022

DG-0023

DG-0024

DG-002

Driver Pins (DP) for DG1- standard cylinders

DG-0052

DG-0053

DG-0054 DG-0055

DG-0248 DG-0249

6 DG-0246 7 DG-0247

 Size #
 Part No.
 Length

 1
 DG-0051
 .030

Length

.231 .261

,291

.321

.351

.060

.090

.120 .150

.180

.240



Length

.030

.060

.090

.120

Length

.030

.060

.090

.120 .150

.180

.210

.240

Master Wafers (MW) for all DG- series

DG-005

DG-0053

DG-0054

Driver Pins (DP) for DG2- & DG3- cylinders and

DG-0051 DG-0052

DG-0053

DG-0054

DG-0045

DG-0044 DG-0043

DG-0042

DG-0041

all DG- Large Format Interchangeable Cor

Size # Part No.

3

4

6

Size # Part No

1 DG-0052 Control Drivers (CD) for all DG- Large Format Interchangeable Cores (3 & 4 Chambers)

Length

.030

.060

.090 .120

.150

.210 .240

.300

.330

.120

.180

.210

240

Size # Part No.

1

5

6

10

1

3 DG-0034

DG-0051

DG-0052

DG-005

DG-0055

n/a DG-0247 DG-0248

DG-0249

DG-0250

DG-0251

Driver Pins (DP) for Bum

Size # Part No. Length

DG-0036 DG-0035

DG-0033

DG-0032 DG-0031

Resistance (DG1 Only)

#### DG2 DG3 cuts 2Q° .170 ± 001 TYP. 259±.001(1) 2440±.0025 229±.001(2) .199±.001(3) - 169+001(4) .139±.001 (5 (307) £ ZREFERENCE LINE BOTTOM OF KEY

6th (last) position

Size # Part No. Length

231

.321

.030

.090

120

.150

.210

240

270

.330

DG-0021

DG-0023 .291

DG-0024

DG-0025

DG-0026

Cores (3 & 4 Chambers)

DG-0054

DG-0055

DG-0249 DG-0250 9 10

1 DG-0051 2 DG-0052

6 n/a 7 DG-0247 8 DG-0248

Control Drivers (CD) for all DG-

Large Format Interchangeable

Size # Part No. Length

1

2 DG-0022 .261

4

3 DG-0053

11 DG-0251

Bottom Pins (BP) for DG2- & DG3- cylinde

5

6

Figure 49

First 5 positions (Angled Pins)			
Size #	Angle	Part No.	Length
	L	DG-0111	
1	C	DG-0121	.231
	R	DG-0131	
1	L	DG-0112	.261
2	c	DG-0122	
	R	DG-0132	
	L	DG-0113	1
3	C	DG-0123	.291
- 8	R	DG-0133	
	L.	DG-0114	.321
4	C	DG-0124	
	R	DG-0134	
	L	DG-0115	
1.44		D.C. 0125	S 0.000

DG-0125

DG-0135

DG-0116

DG-0126

DG-0136

351

381

Size #	Part No.	Length
1	DG-0051	.030
2	DG-0052	.060
3	DG-0053	.090
4	DG-0054	.120
5	DG-0055	.150

Driver Pins (DP) for DG2- & DG3- cylinders and all DG-Large Format

Size #	Part No.	Length
1	DG-0051	.030
2	DG-0052	.060
3	DG-0053	.090
4	DG-0054	.120
5	DG-0045	.150
6	DG-0044	.180
7	DG-0043	,210
8	DG-0042	,240
9	DG-0041	.270

#### Figure 48

Figures 48 and 49. These two pages from the technical manual provide the key specifications and pin sizes for both the D1 and the D2 and D3 levels.



Figure 50. Here is the technical data sheet for both Sargent Degree and Corbin Russwin Access 3 systems.



Figure 51. This illustration provides an exploded view of the Sargent Degree DG3 LFIC.



#### **Technical Data**

#### **Sargent Degree Key Specifications**

Within the 20-page Sargent Degree System Technical Manual, there are two pages that brilliantly show the particular key specifications and pin sizes for both the D1 and the D2 and D3 levels. *Figures 48* and *49* are presented for your perusal.

#### **Sargent Degree Pin Kits**

There are two specialized pin kits that are used to service the Degree cylinders and cores. They are:

- #437 DG1 Standard Pin Kit (for DG1 only): This is a heavyduty steel kit used when pinning DG1 fixed and LFIC cylinders (without rotating pins).
- #437 DGM Master Pin Kit (for DG1, DG2, DG3): This kit contains all of the same components specified in the previous DG1 kit but adds all of the additional components required to service DG2 and DG3 cores and cylinders, including the rotating bottom pins.

As discussed in the Corbin Russwin Access3 section, rotating pins are used in Degree Levels 2 and Level 3 (not Level 1). Keep in mind, they are the same as the Medeco Original Product left, center and right angles — same pin depths and diameters.

#### **Rotating Pins**

As promised under the Access3 section, I hinted that a complete pin spec sheet was forthcoming. And so, it has come to pass. *Figure 50* shows this data.

Contained in this technical data sheet is the information regarding the keys, from increment to MACS. The pins are



Note: The 50-DG1 hotel mortise cylinder uses 6 pin change[master keys but with a # 5 depth cut in what would be the 7th position at the tip of the key. The 7th chamber is always loaded with a # 5 bottom pin and # 8 dirver. All other chambers are loaded a if a standard filed core collider

**Figure 52.** "How in the world do I pin it?" Your answers are here, in the pinning formulas for the Sargent Degree system.

specified as well as pin stacks and the various formulas you would encounter. Many institutional locksmiths would be clamoring right now about the LFICs. Fear not, that is next.

#### **Degree LFICs**

*Figure 51* shows the exploded view of the Sargent Degree DG3 LFIC. If you look closely, you will notice that it is constructed similarly to the Corbin Russwin Access3 LFIC, with control chambers also in positions #3 and #4. "But how in the world do I pin it?" you may ask. Again, similarly to Access 3. *Figure 52* explains it all.

#### Conclusions

Sargent Manufacturing Company, since its beginning in 1864, has been a leader in producing architectural hardware and continues to be a leader in manufacturing superb mechanical keying systems for the commercial, construction, institutional and industrial markets.

Consider, if you will, the Sargent Union Core Removable Knob (obsolete), the 5100 and 6300 cores, Sargent Signature Series, Sargent Keso (dimple system), Sargent XC, Hotel Function and even its original Square Pin Cylinders from the 1800s. It's obvious that Sargent has been around for a long time, inventing and perfecting what we have today. Now, Sargent Degree offers yet another plausible option for all of our institutional locksmiths. What's right for you?



Figure 53. The Mul-T-Lock key with its profile cylinder is recognizable to most.



**Figure 55.** This exploded view depicts the workings of a Mul-T-Lock cylinder with key.

PIN TYPE:	NOMENCLATURE:
External Plug Pin	Z, A, B, C, D (X = No External Plug Pin)
Internal Plug Pin	0, 1, 2, 3, 4, 5 (X = No Internal Plug Pin)
Solid Plug Pin	Standard, ¾", 7/8" [combined body, driver, spring] ► Rides External Cuts Only = Z−, A−, B−, C−, D− ► Rides Internal Cuts Only = Y+, Z+, A+, B+, C+ ► Rides both External & Internal Cuts = ZZ, AA, BB, CC, DD
External Master Disk	3_, 2_, 1_
Internal Master Disk	_4, _3, _2, _1
Solid Master Disk	1+, 2+ , 3+
Side/Back Pin	x

Figure 56. Here, we see the basic Mul-T-Lock pin types and descriptions.



**Figure 54.** The Mul-T-Lock Interactive+ key card is required for key cutting.

#### **Mul-T-Lock Interactive+**

One of the more creative engineering feats was tackled by Mul-T-Lock. It created the concept of "telescopic pins." If you are familiar with the telescopes we played with as kids — the ones that extended outward or folded up inside themselves — then you know what a telescopic pin would be. Because of the dimple key cut platforms, a wide variety of cut variations can be originated to accommodate these fascinating pins and related keys (*Figure 53*).

#### System Overview

Mul-T-Lock's high security cylinders have a special telescopic pin tumbler mechanism with both internal and external pins. Both the internal and the external shear lines must be aligned simultaneously in order for the plug to rotate.

The Mul-T-Lock Interactive+ plug, patented until 2028, has a special structure. When the top and bottom pins, plug and body meet, a three-dimensional shear line is formed, creating an almost perfect spherical shape. Steel inserts also enhance anti-drilling resistance. These features provide an added security dimension, amplifying the Mul-T-Lock cylinder's pick- and drill-resistance for high security applications. When master keyed, additional side pins or back pins can be incorporated.

The Interactive+ system combines the special telescopic pin tumbler mechanism and the special features of the Classic system with a spring-loaded pin in the cylinder plug, producing a "virtual combination" only when the key is inserted in the lock.

The Interactive+ patented key and key blank provide increased key control over key cutting to achieve an even higher level of key security. Additional keys are cut after the presentation of a Mul-T-Lock key card (*Figure 54*) and verification of





#### 3-in-1 Components

**Figure 57.** This graphic shows how the internal pins and external pins work together with the key.

customer identity in accordance with Mul-T-Lock key cutting procedures, which may be obtained through professional Mul-T-Lock locksmiths. Interactive+ technology is backward-compatible with the Mul-T-Lock Classic system, allowing existing locks to be upgraded.

Mul-T-Lock's patented high security Interactive+ platform raises the user's level of security to a higher level, based on several special features:

- A spring-loaded pin placed inside the cylinder plug produces a "virtual combination" when the key with the floating pin is inserted.
- Mul-T-Lock's unique telescopic pin tumbler mechanism with internal and external pins — requires the simultaneous alignment of both internal and external shear lines for the plug to rotate.
- A specially designed plug forms a spherical, three-dimensional shear line with the top and bottom pins within the cylinder body.
- Key limitation is ensured by the patented key and key blank, supplied together with a coded Mul-T-Lock key card in every Interactive+ package. Additional keys may be cut by authorized Mul-T-Lock dealers, upon presentation of the key card and in accordance with Mul-T-Lock's official key cutting procedures.

Figure 58. This is a detailed exploded view of how the key actually works with the components in the cylinder.

- Steel inserts have high drill resistance.
- Security is improved by high pick- and bumping-resistance.
- Optional side and back pins are especially suited for master key systems.

The Interactive+ platform meets the requirements of some of the most stringent European and American standards and is backward-compatible with the Mul-T-Lock Classic platform, allowing a seamless upgrade of existing locks from Classic to Interactive+ high security (*Figure 55*).

#### **Technical Data**

Some old-time racketeer once told me: "It's all in the pins, baby," and he was right. So let's take a quick look at the pins and the keys — the essence of this system. First, we should look at the basic Mul-T-Lock pin types for a fundamental view, as shown in *Figure 56*.

Now, to have this make any sense, let's look at graphic of a Mul-T-Lock cylinder (*Figure 57*). It shows the internal pins, external pins and the key. How they work together is the answer.

*Figure 58* shows a detailed, exploded view of how the key actually works with the components in the cylinder.


External Plug Pin Cut Depths	Internal Plug Pin Cut Depths	Minimum Cut Depth	Good Key Cut Depths	Maximum Cut Depths
А	1	2.36mm	2.40mm	2.42mm
В	2	1.91mm	1.95mm	1.97mm
С	3	1.41mm	1.45mm	1.47mm
D	4	0.91mm	0.95mm	0.97mm
	5	0.41mm	0.45mm	0.47mm
Side/Back Pins	3S	8.10mm	8.15mm	8.15mm
	Pre	Cut Key = 2.47r	nm	

**Figure 59.** Here, you can see the relation of the X and Y areas to the key blade.

Figure 60. Pin and cut depths are illustrated in this matrix.





Figure 61. The cadre of Mul-T-Lock pins are shown in this graphic.

Figure 62. The Mult-T-Lock pin diameters are each listed here.

# **Key Depths**

To measure the key cut depths, the Mul-T-Lock key cuts are measured in the same way as conventional keys. You measure them from the base (back) of the key to the bottom center of the cut. You are actually measuring the remaining material of the key after it is cut.

There are two separate depths to consider: the larger dimple, which is the external pin depth and the smaller dimple within the larger one for the internal pin. The external cut is gauged from the base of the ledge (*Figure 59*, see area "X")

and the internal cut from its center (*Figure 59*, see area "Y"). The blank thickness is .247". The varying sets of depths are shown in *Figure 60*.

# Pin Structure: External vs. Internal

If you can visualize a pin within a pin, then you understand the concept of telescopic pins. Within the Mul-T-Lock systems that use telescopic pins, they look and are termed as you will see in the following explanations and diagrams.

Plug pins can be compared to bottom pins in conventional



Figure 63. The Mult-T-Lock operating key is shown here.

cylinders. Body pins are similar to top pins (drivers), and master disks and solid external plug pins are similar to master pins. Side pins are equivalent to various sidebar pins (*Figure 61*).

The plugs within the Mul-T-Lock product line are all 12.5 mm (approximately .500") in diameter. *Figure 62* delineates these diameters.

# **Plug Pin Combinations Matrix**

Based on the mechanical construction of the external plug pins and the internal plug pins, these are the possible keying combinations for the two: The lettered external pin can accept an internal pin one size larger or smaller (if possible) for combinating purposes. The Z0 combination is employed only in the interactive chamber, for use with the interactive disk and with no other pin combination in that chamber.

# Large Format Interchangeable Cores

Mul-T-Lock currently offers two interchangeable cores: Mul-T-Lock-Schlage LFIC Retrofit and Mul-T-Lock-Schlage LFIC Retrofit. Each will be described following a discussion on the keys that affect these cores.

# **Control & Operating Keys**

The Mul-T-Lock interchangeable cores were designed as retrofits for other manufacturers' products. Aside from the size and mechanical operations, the plug and internal workings are that of a Mul-T-Lock cylinder.

Any system operating key (*Figure 63*) will also operate the IC retrofits. The control key, however, is designed *only* to be used within the IC products (*Figure 64*). As a matter of fact, both control keys will operate either IC brand retrofit, providing the bitting and keyway are the same.

The control key is bitted in most cases to the TMK. The blank is an extended tip key that is specially manufactured



**Figure 64.** The Mult-T-Lock control key is designed *only* to be used within the IC products.

at the factory. No operating key can be cut down to act as a control key. If such an attempt was made, the five chambers would misalign, as the tip stop would allow the cut portion of the key to enter too far into the plug.

The control key is indicated as such by an engraving on the blade. Unlike the operating keys, the CTRL key cannot be placed into the plug upside down. It is not reversible because the tip that operates the control pin is placed to the side of the core, not centrally located. This would be similar to placing a Schlage CTRL key upside-down in a Schlage LFIC (with the cuts facing down). Sorry... no go.

# Conclusions

Mul-T-Lock is truly a system unto itself. If you have not worked with it, it may seem a bit strange, but didn't we say that with regard to BiLock? Any system is easy if you know how.

So, if you are looking for key control in a high security setting, Mul-T-Lock may be the way to go. It's different, a tad unusual and not a key that an employee will be taking to the local mall for duplication. Again, it's all about which system might fit your needs. Consider Mul-T-Lock to both expand your horizons and your institution's security needs. @



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# **Greg Perry, CML, CPS,** gives you a tour of Lockmasters' pedestrian door lock opening tool.

UKN

HE NEED FOR HIGH-SECURITY LOCKS STARTED BACK IN THE 1950S WITH THE requirement for manipulation-resistant combination locks on safes. This became apparent when Harry Miller started instructing on the "Art of Manipulation." The need for door locks on higher-security rooms meant the development of a pedestrian door lock that could use a manipulation-resistant combination lock.

The original lock from Sargent & Greenleaf was called the SM50. It was used by industry and the government. The number was changed to 8470 with the specific S&G combination lock number. The basic design or footprint of the SM50 has survived through many variations, including the newest electro-mechanical locks. S&G no longer produces the 8470, but there are still some in use, and the newer electro-mechanical locks all rely on a turn knob in the same location.

Many years ago, a smart safe technician successfully exploited the turn knob to

open these locks. Lockmasters refined the concept and marketed the PDLOT, or Pedestrian Door Lock Opening Tool.

I wanted to show both sides at the same time, so I decided to use some cutup door pieces to make it easier to photograph. The tool works on both wood doors and hollow metal — with or without the outside mounting plate. The ones with the outside mounting plate are easier to drill because they have a machine screw instead of a sheet metal or pointedend screw.



Figure 1. The tool set is laid out.



**Figure 3.** Use the spot weld cutter to remove the sheet metal over the top of the screw, or drill the hole all the way through and then use the spot weld cutter.



Figure 4. The mounting plate has four studs or through bolt tubes.



**Figure 2.** The template for locating the two holes to be drilled is placed on the mounting plate. The two locations are required because the turn knob inside is on the top of a lock with the strike to the left and on the bottom of a lock mounted with the strike to the right, although the instructions do not show it. I often flip the template over and mark the hole above or below, depending on the hand to drill for a scope hole.



**Figure 5.** The hole is drilled to the bottom of the inside machine screw. Once you start drilling this screw, keep going. In many cases, it will grab and unscrew out of the through bolt from the mounting plate. The problem is — if you stop drilling and remove the bit in a hollow metal door — the through bolt may drop because the screw holding it to the mounting plate is gone. That will create a more difficult time to line it back up.

37



Figure 6. Doors without the mounting plate are marked the same way.



**Figure 7.** The difference with a wood door is that you need to drill straight in until you reach the bottom of the sheet metal screw.



**Figure 8.** Insert the guide tube to keep the bit on the back of the screw. Notice that the lock is pointing to the right on the wood mount, meaning the hole needs to be on the top. The lower hole is for a scope to watch the tool work.



**Figure 9.** The tool is inserted through the hole. The tool has a depth stop on it to place the tip at the correct depth.



**Figure 10.** The tip with the traction pad dropped correctly and is now starting to engage the turn knob on this Lockmasters 5003, which was produced prior to Mas Hamilton releasing the CD-X07.



**Figure 11.** The tool is turned, engaging the traction pad against the knob. Winding the arm against the knob rotates it to disengage the lock bolt.



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**Figure 12**. This Mas Hamilton (now Kaba Mas) CD-X07 has the same turn knob. This time, it is showing with the knob to the bottom.



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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.* 



**Figure 13.** If you are not paying attention to the direction of the handle on the outside, you can have the tip or arm on the wrong side, engaging the knob. When this happens, you often destroy the tip and the rubber traction pad.



**Figure 14.** This is the reason for drilling the additional screw. A scope can be inserted to watch the arm contact the knob. This not only ensures the traction pad is on the correct side but also makes sure you are engaging the knob and not the lock case. I find it so much easier to see what is happening when the knob is on the bottom.



**Figure 15.** You can see that both the Kaba Mas CD-X09 and the older S&G 8470 deadbolt have the same screw-mounting pattern, and the knob is in the same place as the others shown in the other lock pictures. The Kaba Mas CD-X08 and the S&G 2890A all have similar designs, meaning this tool opens them all.



**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 Phor	1e	Fax		
Email Address	Address Website				
Date of Birth (required)	Place of Birth_	S	Social Security # (required)		
US Citizen?	No, citizen of what country?				
	ers' addresses (excluding phone nur ncluded in these lists, please check		s) available to vendors who provide products and services to		
PROFESSIONAL INF Please check the description Locksmith Owner Electronic Security Institutional Other	n that best describes you (ch		<ul> <li>Employee Technician</li> <li>Mechanical Door Locks &amp; Hardware</li> <li>Investigative</li> </ul>		
Are you licensed to perform	Locksmith/Access Control w	vork in your state? o	Yes o No If Yes, License #		
Business License #		EIN #			
Any other license held by ap	plicant (Contractors Lic., Lov	w Voltage)			
Any other states you do bus	iness in and licenses held in	those states			
List all phone numbers used	l by your company/companie	s:			
	□ Store Front Busin	-			
How long have you worked i	n the locksmithing/security in	ndustry?			
ALOA member Sponsor Nan Sponsor Name (Required)	ne/Who introduced you to AL	.OA? ALOA Number	Years known		
Have you ever been a memb	er of ALOA before?	No If Yes, when?	ID #, if known		
Are you a member of any loc	cal locksmith association? $\Box$	Yes 🛛 No If Yes, na	ame of association:		
Give the names and phone r	numbers of two industry-relat	ted references:			
Name	Company		Phone Number		
Name	Company		Phone Number		
			please give details on a separate sheet.		

A rounne background check is performed on all new applicants, unless you live in a State in which passing a background check is a part of the licensing requirements. Non-US citizen background checks are required. If you live in a country that does not allow third party background checks, you will be required to submit an authentic report upon request (no copies/duplicates allowed) before final membership approval can be granted. A copy of your business permit/license, license number, business card, company letterhead or suitable proof of employment in the locksmith/access control business must accompany application.

# TYPES OF MEMBERSHIP AND REQUIREMENTS

Check only one box from the categories listed below:

# Active Membership

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

US and US Territories	\$255	I elect to Go Green	\$230
International	\$270	I elect to Go Green	\$200

International Association of Inv Must be an ALOA Member in ord	•	•	
US and US Territories	\$55		
Probationary Membership Persons undergoing training to q shall be a probationary member US and US Territories			one of ALOA's recognized program designations. No person \$230
□ International	\$270	□ I elect to Go Green	\$200
90 days to one (1) year. Probation	are new to the indu ary status lifted if s ned by ALOA after :	stry and do not know any Active r ponsor acquired within year. Must 2 years of the 3 year maximum ter	nember for sponsorship. Probationary period extended from t obtain license if residing in State requiring licensure. A second m. Any violation of ALOA Code of Ethics during probationary
US and US Territories	\$255	I elect to Go Green	\$230
International	\$270	I elect to Go Green	\$200
US and US Territories	\$255	I elect to Go Green	iths, and cannot qualify for any other class of membership. \$230
International	\$270	I elect to Go Green	\$200
Note: Veur engligation will be pr	accord with a 00	dev waiting pariod	

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 applicatio	

# **FINAL CHECKLIST**

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

# METHOD OF PAYMENT

□ Check □ MasterCard □ Visa □ American Express	Discover	
Card Number	Expiration Date	SEC
Print Name on Card		
Signature	Da	ate

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, 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) 838-9299 • Email: membership@aloa.org

# A YALE SALCH

The team makes an unusual sandwich in a 1922 cathedral. **By Tom Gillespie, CML, CIL, CCL** 

T STARFLEET LOCK & SAFE, OWNER GENE Gyure, CRL, GSAI, GSAT, CAI, has always loved a challenge. From simple to complex, he gets enjoyment and satisfaction in doing what "can't be done." We often get called to do weird

or unusual jobs... and we like it that way. The customer's initial request varies a little but often contains phrases such as "nobody else can figure out how to do this" or "I haven't been able to find anybody else who knows what I'm trying to explain" and even



**Figure 1.** The Cathedral: The Cathedral of the Immaculate Conception was completed in 1922. This classic Romanesque-style building is just one of five contiguous structures that include the cathedral, the bishop's residence, a grade school, a community center and the business offices of the Springfield Catholic Diocese.

"I doubt you can help me, but will you come out to take a look?"

When the maintenance department from the Roman Catholic Diocese in Springfield, IL, called, they mentioned some door closer problems with the cathedral, their base of operations. During the initial survey, we identified four door closers that were failing or had failed. The job was rather simple: just replace the closers. There were, however, a couple of requirements that would make this job a little out of the ordinary. Here is what we did to meet their needs:



**Figure 2.** Primary Entry Doors – There are three double-door entry points on the street side of the edifice. The doors are  $2\frac{1}{2}$ " thick and have solid-oak frames, and all have the original thick plate glass still in place.



**Figure 3.** Classic Construction – The beauty of the entry foyer is astounding. Our ladder, drills, extension cords and tool bags seemed completely out of place alongside the polished marble and gold-plated fixtures. Here, Gene is beginning to remove one of the old potbelly Norton closers.



**Figure 5.** Leaking Closer – This door closer was dripping oil and was slated to be replaced. The maintenance crew had known about the leak for an extended time. Their main complaint was the repeated cleanup required from the dripping oil. Our explanation of the liability the church would face if a member or visitor was injured by slipping and falling or if the door slammed against a child or elderly person caused the job to be fast-tracked.



**Figure 7.** A Variety of Brands – The four doors we were working on had three brands of potbelly closers. The Old Yale, Corbin and Norton closers would soon be replaced by new LCN devices in a dark bronze finish.



**Figure 4.** Corner Brackets and Potbellies – This building offers a variety of door-closing components. Most of them were vintage (that's a polite way of saying old). With rare exception, the closers in the buildings were potbelly style, and all of them were mounted on cast iron Yale corner brackets.



**Figure 6.** Non-Working Closer – Another unit was not working at all. Although it wasn't leaking, the closer arm was detached. After reattaching it, the closer slammed shut, which we deduced was the reason it was detached in the first place. Time for a replacement.



**Figure 8.** Automatic Operator – The assigned ADA door pair was on the south end of the entry foyer and was equipped with magnetic locks, a fully operational older Norton and a power operator. We replaced the hardware on the center and north pairs of doors but performed no service on this pair.



**Figure 9.** A Mounting Choice – These cast iron brackets were sturdy and showed no signs of cracks or fatigue. We decided to stay with the corner bracket mounts because of the inability to mount the closers on the decorative solid-steel headers above each of the doors.



**Figure 11.** Not Even Close – With the oil dripping closer removed, we went back to the shop and set the Yale bracket on the bench. Laying the LCN 4040XP next to it, we realized we needed a simple yet solid way to mount the new closer to the old bracket.



**Figure 10.** Choosing Replacement Closers – We'd originally considered having the existing potbelly closers rebuilt or using the Yale 1900 Traditional Series or its nearly identical cousin, the Norton 78 B/F. We also looked at the Yale 4400 Institutional Series and the Norton 1600 Series. We ended up choosing the LCN 4040XP Super Smoothee with the painted cover for this job. We settled on the LCN because of the limited time frame to complete the job (it was in stock) and the reliability of the LCN product line based on our experience.



**Figure 12.** Uneven Territory – The initial problem we encountered was that the bracket plate design didn't present an uninterrupted smooth surface. Aside from the fact no holes came close to matching, the old closer attachment utilized a recessed corner. We needed to fill that area for a good base to mount the new closers.



**Figure 13.** Fill the Gap – We used some ¼" steel plate to manufacture a filler plate for each of the four doors. We ground radius corners to mimic the recessed corner. Matching the dimensions of the bracket base plate, we drilled large-diameter holes in each corner for the attachment screws to pass through.



**Figure 15.** Should We Paint? – After test-fitting the filler plates and checking for hole alignment, we discussed painting the corner bracket the same color. We decided against it for two reasons: (1) We only had a single bracket on hand, so to repaint all four would mean either four doors with no closers for a time period or (2) an extra couple of visits to the job site if they were done one or two at a time.



**Figure 14.** Match the Finish – Although only the edge of these filler plates would be visible after installation, we decided to prime and paint the fillers to match the new hardware as closely as possible. The LCN #681544 Dark Bronze finish is a very close match to their #690 factory paint on the 4040 series. Fillers are shown here with the closer body and closer arm assemblies.



**Figure 16.** Measure Twice, Drill Once – Gene made his initial measurements and marked and drilled the first of four drop plates. The holes would need to match the original threaded holes in the bracket used to attach the potbelly closers. Exact measurements would allow the body to sit the manufacturer's recommended distance away from the top and hinge points of the frame. This would allow proper operation and adjustment.



**Figure 17.** Sandwich It In – The filler plate was sandwiched between the LCN 4040-18 parallel arm drop plate and corner bracket. Although we weren't installing these closers with parallel arms, the drop plate was exactly what we needed to attach the closer to achieve a solid installation.



**Figure 18.** Four at a Time – After the initial plate was drilled and verified, it was attached to the other three drop plates to use as a template. Painter's tape and a drill press vise were used to group them together and avoid slippage.



**Figure 19.** Finish It Right – Each of the four attachment holes was finished off with a countersink bit. The closer body needed to sit flush with the plate, so the screw heads had to be at or slightly below the surface.



**Figure 21.** A Solid Mount – The LCN4040XP was then test mounted to the bracket with the filler plate sandwiched in between. The closer was very secure. Once this was mounted back in place with the corner bracket screwed to the oak frame, you could likely do pull-ups on it.



**Figure 23.** One Half of Pair Finished – The first closer was completed on the north RHR door. The LHR door in the pair would soon have the old Norton closer and arm removed and the new LCN4040XP installed.



**Figure 20.** The Holes Match – Four <sup>1</sup>/<sub>4</sub>-20 flathead screws were used to attach the drop plate to the bracket's potbelly mounting points. The little silver X on the plate was used to denote which side faced away from the bracket. Since we had two left-hand and two right-hand doors, we needed to be specific. Countersinking the holes from both sides would make them reversible but would have removed too much base material.



**Figure 22.** Select the Right Plate – Although the LCN4040-18 drop plates are universal (left-hand/right-hand), we couldn't just flip it over. Because we had to countersink the attachment holes from one side only, we didn't have the option of choosing which direction we wanted it to face. Each plate was marked with a second silver notation, with arrows denoting frame side and top positions.



**Figure 24.** Three to Go – Although the first installation went rather smoothly, we still had three more to install. After all four units were securely in place, final adjustments would be made to the back check, sweep and latching settings. These were very heavy doors that received frequent periods of heavy use.



**Figure 25.** Check the Bracket – After the old closers were removed, we noticed some of the brackets were missing screws. We replaced them using longer screws that reached into the solid wood frame and verified that the remaining screws were secure and not stripped.



**Figure 26.** Install the Filler and Drop Plates – On door #2, the old closer is off and the bracket screws into the frame have been secured. Brad installs the filler and drop plate assembly using a touch of Blue Loctite 248 Threadlocker on the threads.



**Figure 27.** Read the Instructions – One of the most common issues we encounter with "problem" door closers is the fact that they have been installed incorrectly. Placing a closer or arm bracket in the wrong spot will have a direct effect on how that door operates.



**Figure 28.** Measure and Mark – Here, Gene verifies that the foot bracket will be mounted according to the factory instructions. Improper placement can change the pressure force it takes to open it, possibly violating ADA code.



**Figure 29.** Drill and Vacuum – As Brad verifies the mark Gene provided, Gene stands by with the vacuum. By holding the nozzle directly underneath the drill bit, you can catch the majority of sawdust or shavings being created. It's always important to clean up after an install, and this small action accelerates that process.



**Figure 31.** From the Outside – The completed installation on door #2 shows the LCN sandwich. The filler plate between the drop plate and potbelly bracket is virtually invisible. The finished closers were all carefully adjusted for proper back check, sweep and latch functions.

The completed job was reviewed and cheerfully accepted by the office and maintenance staffs. The customer was pleased with our work and thanked us for another job professionally completed.

We had previously initiated a new master-key system for their vintage Corbin Russwin locking hardware in addition to doing various repairs and lock service for them. Although they used another service provider for many years, this customer has repeatedly called us for their security needs. Our goal is to keep the customer satisfied.

The ingenuity of many locksmiths enables them to go into a job with a Plan A, Plan B and maybe even a Plan C already in their minds. Sometimes it ends up being Plan G that gets the job done. Have you ever done a job where you ended up having to do something that "couldn't be done?" If you have a "wait 'til you



**Figure 30.** Check the Adjustment – Whenever we replace an existing closer, instead of just re-using the same holes for the body and foot, we remeasure and usually end up drilling new mounting holes. Notice how the foot mounting position has changed from old to new.



**Figure 32.** From the Inside – The inside view is clean, smooth and about as attractive as a door closer can be. The LCN #681544 Dark Bronze finish makes the installed hardware blend in with the surroundings. Nicely fit, properly adjusted and repeated four times — this job is ready to invoice.

hear this" kind of job, why not share it on these pages? You get the satisfaction of sharing your experience with your colleagues and being handsomely rewarded with some extra income. To submit an article and photos to tell your story, contact the editor at wendya@madisonmilesmedia.com. @



Tom Gillespie, CIL, CML, is a 51-year veteran of the security industry. Since 1969 he has worked in the retail, manufacturing and distribution segments of the industry. Tom has taught educational seminars for ALOA and dozens of locksmith associations throughout the U.S. and Canada and has authored

numerous books, newsletters, articles and columns for a variety of security industry publications.

# The Really Thick Door & Other Tales

**Tony Wiersielis, CPL, CFDI,** digs through his photo collection and finds some interesting stories to share.

T'S BEEN A LITTLE SLOW ON THE JOB LATELY, WITH the whole COVID-19 thing going on. Most of the articles I write come from things I'm actually doing from day to day, and there's been less of that. This month, I was looking through my gazillion pictures and found pictures of a tricky install and some other interesting tidbits to share.

# **The Really Thick Door**

This job is at that college in New York I always write about. The issue was in one of the auditoriums, all the way up behind the highest row of seats. On both sides, there are rooms that are about 10 feet wide and 25 feet deep with ceilings about 30 feet high. Inside the rooms are stored folding walls that are used to separate the auditorium into sections. This is similar to what you might have seen in a school gymnasium, dividing the room in half.

There was a lot of space alongside these moving walls that was used for storage of chairs, etc. One day, when the fire marshal was checking fire extinguishers, he opened one of these doors to find a student living in the room. The kid had a sleeping bag, an air mattress, a hot plate and a mini refrigerator — a real fire hazard.

Needless to say, they threw him out. The problem — as you'll see in the first few pictures — was that the door can't be locked. They didn't want to find these kids camping out anymore, so I was asked to see if I could figure out a way to lock the doors. Whatever I did had to be on the building master, which was BEST IC cores.

What you're looking at in *Figure 1* is the latch edge and outside turn handle on the door. Notice that the door is about 3 inches thick. *Figures 2 and 3* show the inside pull handle and the strike. The outside hole is larger than 2<sup>1</sup>/<sub>8</sub>", but I figured I



Figures 2 and 3. These photos shows the inside pull handle and the strike.

on the inside.



**Figure 4.** The author thought about the problem for a while and determined that he might be able to use a jimmy-proof lock to secure the door.



**Figure 5.** The author holds the lock body onto the door as he ponders his options.



**Figure 6.** The two mounting screws are directly on top of the astragal.



Figure 7. These are the marks the author made for the location of the cylinder hole.



Figure 8. The teeth of the hole saw jammed against the metal rib on both sides of the cut at points A and B.

could use a deadbolt and some type of adapter ring to make up the difference.

I contacted BEST and then Arrow, thinking they could provide me with screw packs and tailpieces for thick doors. It turned out that neither had them for a 3" door. I tried other manufacturers, but no dice.

I thought about this for a while and determined that I might be able to use a jimmy-proof lock to secure the door (*Figure 4*). If you look back at *Figure 1*, you'll notice the astragal installed on the edge of the door. The lip you see to the left of the latch overlaps the frame on the inside.

# **Beware of Ribs**

In *Figure 5*, I'm holding the lock body onto the door to try to figure out exactly how I'm going to do this. The body is hooked onto the edge of the astragal, and the astragal is resting on the frame (they're the same color, so it's difficult to differentiate between the two). Notice also that the bolt on the lock is pretty far away from the dark brown frame. What's worse is *Figure 6*, which shows that the two mounting screws are directly on top of the astragal, which is maybe  $\frac{1}{3}$ ".

*Figure 7* shows the marks I made for the location of the cylinder hole. This was

tedious because the lines had to be transferred to the other side, and the astragal made it difficult. Once I started drilling the hole from the inside, things got brutal because of the metal ribs running up and down and between the inside and outside skins of the door.

The problem was that the 1¼" hole saw caught the rib as you see it in the simple drawing in *Figure 8*. This is a headon view of how I had to drill the hole. If you've never done this, the issue is that the teeth on the hole saw aren't flat against the metal as they were when I drilled through the skin of the door.



**Figure 9**. The screws the author ordered are compared to what comes with the cylinder.

Now the teeth were constantly jamming against the metal rib on both sides of the cut at points A and B (*Figure 8*). As I drilled further down the rib, the waste metal tended to twist and jam even more and eventually hit the back of the inside of the hole saw. That's when I switched to the other side of the door. I got through it, but it wasn't fun.

# **Hole Saw Tips**

I probably have mentioned this before, but when I use hole saws, I tend to use the highest screw settings on my drill instead of the drill setting. I've found that I rarely lose any teeth or break any bits if either one jams. This is because the screw setting works like a torque wrench in that once you reach the chosen torque setting, the chuck will clutch and stop turning, so you lose the rotational pressure that would otherwise break something.

Two other benefits of doing this are: (1) You're much less likely to get hurt by the drill twisting your wrist and possibly



**Figure 10**. The author attached the lock to the astragal using machine screws.

smacking you if the hole saw jams on drill setting. I once had a corded <sup>1</sup>/<sub>2</sub>" drill fly out of my hands, smash into a basement brick wall and split open. (2) If you know how and are practiced at tapping holes with a drill, you're much less likely to break the taps. It is definitely a wrist saver compared to turning a tap wrench back and forth.

The one drawback of the torque setting is that if you're drilling a wood door or thick metal — say with a 2½ saw — the waste wood plug can cause a problem. The deeper you go, the more plug is inside your saw, and it's a tight fit. This causes the chucks clutch to slip, and you'll need to reverse the drill and pull out a bit before you continue drilling. It's really not a big deal, but the repeated clutching can be annoying. Back to the story.

# **Job Done**

Once I got the hole drilled completely through the door, I found that while the cylinder tailpiece would actually reach



**Figure 11.** This is the gap between the lock body caused by the bolt end of the lock being raised off the surface by the astragal.

the lock, standard BEST rim cylinder screws wouldn't reach the cylinder. I called a place in Brooklyn called Tanner Nut and Bolt, told them I needed 4" 12/24 pan head screws and ordered a box of them. They had to ship from their warehouse, so I taped over the holes in the door and moved on to something else.

Figure 9 shows the screws compared to what comes with the cylinder. I had to cut the screws to use them, but they saved the day. I bought a whole box because another job that they could have saved was a walk-in freezer door in a school kitchen in NJ. In that case, I only found screws by going to three different hardware stores — a colossal waste of time.

Now I had to mount the lock. *Figure* 10 shows how I attached the lock to the astragal using machine screws. I drilled, tapped, used Loctite and cut the screws close to the astragal. *Figure 11* shows the gap between the lock body caused by the bolt end of the lock being raised off the surface by the astragal.





**Figure 12**. The author was able to shim out the strike to where it needed to be with seven strike shims and long screws.





Figures 13 and 14. The finished product is shown, inside and out.



Figure 15. These are the bolts in the strike.



**Figures 16 and 17.** This unusual antique knob was given to a friend of the author who recently retired. It was from a NYC school.



Figures 18 and 19. A BEST shelter lock finds itself in a curious situation.

*Figure 12* shows how I was able to shim out the strike to where it needed to be. That's seven strike shims and long screws. *Figures 13* and *14* show the finished product, inside and out, and *Figure 15* shows the bolts in the strike. Problem solved.

If I was going to do a lot more of these and appearance mattered, I would have measured that stack of shims and figured out a way to fabricate a solid shim. Then I would have sprayed it to match the bronze of the strike. In this case, there's only two of these doors, and hardly anybody sees them. The school didn't care what it looked like, and they were happy that it solved their problem.

The bonus for me was the satisfaction of solving a tricky problem and the knowledge that will speed the install of the second one. There's one more bonus: Hopefully, this will help some of *you* to solve a similar problem.

# **The Interesting Tidbits**

A buddy of mine up in Boston recently retired, and he came down and gave us some of the tools and stuff he had stashed in his truck. *Figures 16* and *17* show an antique knob given to him when



Figure 20. It looks like they reversed the process on this door.



**Figure 21**. This door closer install was perpetrated by someone who didn't quite understand the instructions.



**Figure 22.** The author's holiday greeting to you and yours is the coolest Christmas decoration he's ever seen.

he was on a job in a NYC school. You don't see this stuff much anymore unless you're in an old urban environment like I am. I have some others, and when I figure out where I stashed them, I'll show you.

*Figures 18* and *19* show a BEST shelter lock in a curious situation. The part of the school where we were working was having its doors replaced, and the locks were going to be reinstalled. So the carpenter, likely not sure how to get them off, just cut them out. To me, it's genius because he didn't mangle anything trying to get it off, and he didn't waste any time trying to.

*Figure 20* looks like they reversed the process on this door, and it makes me

wonder why they didn't replace the whole thing.

*Figure 21* is one of those door closer installs perpetrated by those who don't quite understand the instructions.

*Figure 22* is my holiday greeting to you and yours and hope for a Happy New Year. This guy graciously allowed me to take that picture of the coolest Christmas decoration I've ever seen! *S* 



Tony Wiersielis, CPL, CFDI,

Tony Wiersielis, CPL, CFDI, has more than a quarter century of experience, having worked in most phases of the trade throughout the

New York metropolitan area.

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# Webinars, Podcasts and E-books, Oh My!

ALOA Education has made many improvements in 2020.

S WE CLOSE OUT A VERY STRANGE AND STRESSFUL YEAR, WE CAN only hope that the New Year will bring us a return to normalcy or a better sense of the new normal so we can move forward. If any good has come from this bizarre year, it's been ALOA Education adapting and having the time to turn ideas into reality.

# **Webinars**

In April, ALOA began offering webinars with both lecture-based content and hands-on demonstrations. As the health crisis intensified and settled in to stay, we increased the number of topics and frequency to more than 35 webinars per month in the summer — up to three per day. There were one-time subjects and several multi-session classes.

Our Master Keying series was a 19-episode, nine-week training that included homework and culminated in the first test for the Certified Master Key Specialist designation. These webinars will continue to be an integral part of ALOA's Educational offerings, both as stand-alone sessions and blended learning leading into live classes.

# **Podcasts**

This fall, we launched "Locksmith Talk With ALOA." This 30-minute podcast is for industry technicians, managers and owners and covers all things locksmithing. It is hosted by ALOA ACE Instructor William Lynk, CML, CPS, M.Ed. Along with an industry guest each episode, he discusses topics ranging from institutional locksmithing and GSA regulations for safe and vault work to legal issues and major manufacturer reps' views on the future of the industry.

Members can download podcasts on several major platforms, and non-members will soon be able to access them for a modest fee. We're always looking for sponsors who want to get their message out on the podcast as well as guests who want to discuss their expertise. We are also looking for topic ideas, so contact us at Education@aloa.org.

# **E-Books**

For years, ALOA's bookstore has published and sold titles by some of the most highly respected experts in the business. This fall, we started to convert these titles (and more to come) to e-book format so they are available for download instead of only as hard copies. This allows instant delivery, so you don't have to wait for the publisher to fulfill our order before we can ship to you. Those taking live and web-based classes that require a text will have the option of using either e-books or printed versions.

# **PRP Changes**

While updating tests is an ongoing process, we're also adding electives to cover more subjects that concern the modern locksmith. We have new testing subjects on brand-specific hardware, safe moving and some business electives.

The second change is how we can offer testing while live, paper-and-pen testing has ceased due to the pandemic. We've been able to do ALOA-proctored Zoom testing, which has enabled more scheduling flexibility, and student testing after many webinars. But the biggest change is a handson component to be introduced in 2021. It's long been a concern that some can pass the written exam without being able to perform the tasks or that some can't pass the written (as they don't test well) but are wizards with the work. The hands-on portion should mitigate this and make the credential mean more to clients and employers.

We continue to be vigilant in this last month of 2020 and anticipate 2021 with trepidation. ALOA Education will continue to create new opportunities to help you gain needed knowledge, with an eye toward the next ALOA and SAFETECH conventions for live training. *S* 



Jim Hancock, CML, CMST, is ALOA's education man-

ager. You can reach him at jim@aloa.org or (214) 819-9733.



# **ALOA Scholarship Foundation, Inc.**

# **Purpose**

The ALOA Scholarship Foundation (ASF) is an independent, educational, non-profit 501(c) (3), Tax-exempt Corporation established in 1993 to:

- Encourage and provide for educational services, programs and materials concerning locksmithing and security devices and procedures.
- Develop scholarship and assistance programs for persons interested in pursuing a career in the security and locksmithing field.
- Solicit funds necessary to implement the purposes of the Foundation.
- Perform and do any and all such other er acts as are necessary, convenient and proper for the attainment of these objectives.

# What Are the Scholarships for?

The ALOA Scholarship Foundation can be an important source for educational funding. We support all locksmith efforts to seek education via technical training and business management from all educational providers. Scholarships are not limited to ALOA educational programs. While ALOA does have an impressive history in locksmith training and testing, *the independent ALOA Scholarship Foundation* encourages locksmiths to apply for funding for any of the following industry related training:

- A full ALOA convention package which includes: four or five full-day classes with lunch, two evening seminars, two half-day classes and two days of exhibits
- A full **SAFETECH** convention package which includes: four full-day classes with lunch, one day of exhibits and a Kick-Off party ticket
- All courses offered at the Aaron M. Fish Security Training Center and ALOA Certified Education classes, presentations and seminars offered at regional conventions and other facilities
- Industry-related education via technical training and business management programs offered by other institutions that meet the educational criteria of the ASF board

Limited travel and lodging to the above events may be awarded depending on individual need and funds available.

# **Selection Criteria**

The ALOA Scholarship Foundation awards scholarships for locksmith education based on several criteria, which include:

- Individual applicants' financial needs
- Written statement discussing how they will benefit from the scholarship and attesting to the desire, willingness and ability to use such training to further themselves within the industry

- Demonstration of commitment to the locksmith industry
- Industry experience; those applicants applying without industry experience must submit a detailed strategic plan on how they intend to achieve their goal of building a career in the locksmith industry
- Three letters of recommendation from individuals who have personal knowledge of the applicant's background, character and work ethic. One recommendation must be from within the locksmith industry
- Availability to attend the event for which the award is given

Application forms for Scholarships are available from the ALOA website, in *Keynotes* magazine, at ALOA and SAVTA booths at local shows and from the ALOA office by request.

Scholarship applications for the **SAFETECH** convention must be submitted by January 27, 2021, and applications for the **ALOA** convention must be submitted by May 11, 2021. Scholarships for other educational events must be submitted at least **40 days** prior to the event being requested, in order to be given adequate consideration.

The ALOA Scholarship Foundation Board of Directors awards all scholarships within **30 days after the event deadline** for submission of applications.



# ALOA Scholarship Foundation, Inc.

An educational, non-profit 501 (c) (3) tax-exempt corporation – Federal Tax Id# 75-2478220 Headquarters Office • 3500 Easy Street • Dallas, Texas 75247-6416 • 214-819-9733 • FAX 214-819-9736 asf@ALOA.org

# SCHOLARSHIP APPLICATION

Name	PRP/STPF	RP Level	ALOA/SAVTA#	
Home Address	City	State	Zip	
Home Phone	_ Work Phone	D.0.B	//	
Fax	_ Email			
Employer	Superviso	or's Name		
Work Address	City	State_	Zip	
Position	🛛 🗆 Full Time 🗖 Part Time	Take Home Pay	per	
Educational Level(years) Degree	/Certification (if any)			
Previous Recipient? 🗅 No 🛛 Yes Date_	L	ocation		
Length of Time in Locksmithing	_ (years) Membership in Tra	ade Associations (list by	r name)	
Marital StatusNumber of Depe	ndentsAnnual Ho	ousehold Adjusted Gros	ss Income	
Classes Desired		Date o	of Classes	
Organization Sponsoring Classes: 🗅 ALOA	SAVTA Other	Locat	ion	
If granted an ALOA Scholarship, will you be ab	ole to pay for your own air trave	l/transportation and hot	el accommodations? 🗅 Yes 🛛 🗅 No	

If no, please explain (use another sheet if necessary):

ALOA Scholarships are granted to selected individuals desirous of entering the locksmithing field or to selected individuals already in the locksmithing field who wish to improve their professional skills through education. The ASF Selection Committee on an objective and nondiscriminatory basis will review applications. The Selection Committee shall hold all materials and information pertaining to the applicant's financial status and background in strict confidence. Ap-Applications for con-convention classes must be received 40 days prior to the date of the non-convention class desired and will be reviewed as they are submitted. Applications for classes at the SAVTA or ALOA convention must be received 75 days prior to the event. All scholarships will be awarded within 30 days after the event deadline for submission of application.

Please include with this form your most recent Federal Tax Return and a letter stating: your financial situation, your reason for applying for a scholarship, what you plan to do with the knowledge you obtain and any other information you feel may be helpful to the Scholarship Board in making its decision. In addi-tion, attach three letters of reference from individuals who have personal knowledge of your background and character. The letters should contain their names, addresses and phone numbers. One reference must be from a locksmith or someone in the locksmith industry, and it is helpful if the person is an ALOA or SAVTA member. All scholarship recipients will be required to provide a 3" x 5" photograph.

# **APPLICATION CHECKLIST**

Only COMPLETE applications will be considered for scholarships. An application is considered incomplete unless ALL of the requested information is received before the deadline: 75 days for SAVTA and ALOA convention OR 40 days prior to the non-convention classes. Please send this application after checking off each of the items below.

□ I have filled in each blank on this form.

I have written and enclosed a letter explaining my reason for applying.

I have enclosed three letters of reference (at least one must be from a locksmith or someone in the locksmith industry).

I am submitting 75 days prior to the SAVTA or ALOA convention classes OR 40 days prior to a non-convention class or event.

□ I have enclosed a 3" x 5" photograph. □ I have enclosed a copy of my most recent tax return.

# **CERTIFICATION OF APPLICANT**

I certify that the information contained herein, and all supplemental forms are complete and correct to the best of my knowledge. I further certify that if I am selected as a scholarship recipient I will use the knowledge gained for the improvement, development and advancement of the locksmithing profession. Also, if asked by an authorized ASF official, I agree to give proof of the information that I have given on this application. I understand that if I choose not to provide the

additional proof that I may not receive the Scholarship Award. I understand that this application is valid only for the event/class specified and is not transferable. I understand that I may be asked to give permission to the ALOA Scholarship Foundation Inc. to perform a background check. As a potential recipient of a scholarship awarded by the ALOA Scholarship Foundation, Inc. (ASF), for the purpose of receiving specialized training in lock-smithing or related fields, and as a condition of accepting this scholarship should it be awarded to me, I agree that, should I fail to complete the training for which the awarded to the sole discretion of accepting this scholarship should it be awarded to the f agree that, should if all to complete the training for which the award has been issued, without at least 30 days notice or an excused absence granted by the ASF, at the sole discretion of the ASF, I may be held liable for the amount of the awarded Scholarship and I agree to reimburse the ASF for the amount of the scholarship awarded. Should an emergency occur prior to or during the training period that prohibits my attendance at or completion of the training, I understand that it is fully my responsibility to contact the ALOA Educational Director to make arrangements to complete the training or obtain an excused absence or I may be liable for

the reimbursement of the Scholarship.

Signature

Date

# As of December 4, 2020

# **ASSOCIATE MEMBERS**

# DISTRIBUTORS

Access Hardware Supply Phone: 800-348-2263 Fax: 510-435-8233 www.accesshardware.com

Accredited Lock Supply Co. Phone: 800-652-2835 Fax: 201-865-2435 www.acclock.com

American Key Supply Phone: 800-692-1898 Fax: 650-351-5973 www.americankeysupply.com

Anixter Phone: 859-425-3316 www.anixter.com

Banner Solutions Phone: 888-362-0750 www.bannersolutions.com

Capitol Industries Phone: 514-273-0451 Fax: 514-273-2928 www.capitolindustries.com

Car And Truck Remotes.Com

Phone: 678-528-1700 Fax: 844-457-8948 www.carandtruckremotes.com

Direct Security Supply, Inc. Phone: 800-252-5757 Fax: 800-452-8600 www.directsecuritysupply.com

Dugmore and Duncan, Inc. Phone: 888-384-6673 Fax: 888-329-3846 www.dugmore.com

Fried Brothers Inc. Phone: 800-523-2924 Fax: 215-627-2676 www.fbisecurity.com

**Hans Johnsen Company** 

Phone: 214-879-1550 Fax: 214-879-1520 www.hjc.com

H L Flake Co.

Phone: 800-231-4105 Fax: 713-926-3399 www.hlflake.com

# IDN Incorporated

Phone: 817-421-5470 Fax: 817-421-5468 www.idn-inc.com

Intermountain Lock & Security Supply Phone: 800-453-5386 Fax: 801-485-7205 www.imlss.com

## Jovan Distributors Inc.

Phone: 416-288-6306 Fax: 416-752-8371 www.jovanlock.com

Kev4. Inc.

Phone: 213-788-5394 Fax: 213-788-5444 www.key4.com

Keyless Entry Remote, Inc. Phone: 402-671-5100 Fax: 402-671-5100 www.keylessentryremotefob.com

**Keyless Ride** Phone: 877-619-3136 Fax: 409-216-5058 www.keylessride.com

Lockmasters, Inc. Phone: 859-885-6041 Fax: 859-885-1731 www.lockmasters.com

# Locksmith Ledger International

Phone: 847-454-2700 Fax: 847-454-2759 www.locksmithledger.com

Locksmith Resource

Phone: 312-789-5333 Fax: 925-666-3671 www.locksmithresource.com

Midwest Keyless Phone: 815-675-0404 Fax: 815-675-6484 www.midwestkeylessremote.com

## **MTS International Limted Co.**

Phone: 281-920-4747 Fax: 281-920-4748 www.mts-locks.com

Security Lock Distributors

Phone: 800-847-5625 Fax: 800-878-6400 www.seclock.com Southern Lock and Supply Co. Phone: 727-541-5536 Fax: 727-544-8278 www.southernlock.com

Stone & Berg Wholesale Phone: 800-225-7405 Fax: 800-535-5625 www.stoneandberg.com

**TimeMaster Inc.** Phone: 859-259-1878 Fax: 859-255-0298 www.time-master.com

Transponder Island Phone: 440-835-1411 Fax: 216-252-5352 www.transponderisland.com

Turn 10 Wholesale Phone: 800-848-9790 Fax: 800-391-4553 www.turnten.com

UHS Hardware Phone: 954-866-2300 www.uhs-hardware.com

U.S. Lock Corp. Phone: 800-925-5000 Fax: 800-338-5625 www.uslock.com

# MANUFACTURERS

ABUS KG Phone: 492-335-634151 Fax: 233-563-4130 www.abus.com

ABUS USA Phone: 623-516-9933 Fax: 623-516-9934 www.abus.com

ACS s.r.l. Phone: 052-291-2013 Fax: 052-291-2014 www.acs.re.it

Allegion Phone: 317-810-3230 Fax: 317-810-3989 www.allegion.com

Altronix Phone: 718-567-8181 Fax: 718-567-9056 www.altronix.com **American Security Products** 

Phone: 800-421-6142 Fax: 909-685-9685 www.amsecusa.com

ASSA, Inc. Phone: 800-235-7482 www.assalock.com

Autel US Inc. Phone: 855-288-3587 www.autel.com

**Big Red Safe Locks** Phone: 541-533-2403 Fax: 541-533-2404 www.bigredsafelocks.com

Bulldog Fasteners LLC Phone: 843-547-1065 www.bulldog-fasteners.com

Bullseye S.D. Locks LLC Phone: 859-224-4898 Fax: 859-224-1199 www.bullseyesdlocks.com

**CompX Security Products** Phone: 864-297-6655 Fax: 864-297-9987 www.compx.com

**DETEX Corp** Phone: 800-729-3839 Fax: 800-653-3839 www.detex.com

Digipas Technologies, Inc. Phone: 949-558-0160 Fax: 949-271-5701 www.egeetouch.com

Don-Jo Manufacturing, Inc. Phone: 978-422-3377 Fax: 978-422-3467 www.don-jo.com

Door Closer Service Co. Phone: 301-277-5030 Fax: 301-277-5080 www.doorcloser.com

Door Controls International

Phone: 800-742-3634 Fax: 800-742-0410 www.doorcontrols.com

dormakaba Best Phone: 317-810-1000 www.dormakaba.com

# **ASSOCIATE MEMBERS**

# As of December 4, 2020

# Everlock, Inc. Phone: 562-666-6066

www.everlockus.com

FireKing Security Group Phone: 800-342-3033 Fax: 708-371-3326 www.fireking.com

FJM Security Products Phone: 800-654-1786 Fax: 206-350-1186 www.fjmsecurity.com

Framon Manufacturing Company Inc. Phone: 989-354-5623 Fax: 989-354-4238 www.framon.com

**General Lock** Phone: 858-974-5220 Fax: 858-974-5297 www.generallock.com

**Global Tecspro, Ltd.** Phone: 86 152 2033 2799 www.gtl.tw

Hollon Safe Phone: 888-455-2337 Fax: 866-408-7303 www.hollonsafe.com

HPC/Hudson Lock Phone: 800-323-3295 Fax: 978-562-9859 www.hudsonlock.com

IKEYLESS LLC. Phone: 502-442-2380 www.ikeyless.com

International Key Supply Phone: 631-433-3932 internationalkeysupply.com

**Jet Hardware Mfg. Co.** Phone: 718-257-9600 Fax: 718-257-0973 www.jetkeys.com

**JMA USA** 

Phone: 817-385-0515 Fax: 817-701-2365 www.jmausa.com KABA ILCO Corp. Phone: 252-446-3321 Fax: 252-446-4702 www.kaba-ilco.com

KEY-BAK/West Coast Chain Mfg Phone: 909-923-7800 Fax: 909-923-0024 www.keybak.com

Keyincode, LLC Phone: 978-207-0269 https://keyincode.com

Keyline USA Phone: 800-891-2118 Fax: 216-803-0202 www.bianchi1770usa.com

KSP-Killeen Security Products Phone: 800-577-5397 Fax: 508-753-2183 www.iccore.com

Locinox USA Phone: 877-562-4669 www.locinoxusa.com

Lock Labs, Inc. Phone: 855-562-5522 www.locklabs.com

Lock Net LLC Phone: 800-887-4307 Fax: 877-887-4958 www.locknet.com

# LockPicks.Com By BROCKHAGE

Phone: 408-437-0505 Fax: 408-516-0505 www.lockpicks.com

Locksmith Services s.r.o. Phone: 420-604-226550 www.locksmith.ca

Lucky Line Products, Inc. Phone: 858-549-6699 Fax: 858-549-0949 www.luckyline.com

Master Lock Company LLC Phone: 800-558-5528 Fax: 414-444-0322 www.masterlock.com

Medeco Security Locks Phone: 540-380-5000 Fax: 540-380-1768 www.medeco.com National Auto Lock Service Inc.

Phone: 650-875-0125 Fax: 650-875-0123 www.laserkey.com

**Olympus Lock Inc.** Phone: 206-362-3290 Fax: 206-362-3569 www.olympus-lock.com

Pacific Lock Company Phone: 888-562-5565 Fax: 661-294-3097 www.paclock.com

**PDO Manufacturing** Phone: 717-656-5355 Fax: 717-656-6892 www.pdqlocks.com

## **Philadelphia Hardware Group**

Phone: 858-642-0450 Fax: 858-642-0454 philihardware.com

Premier Lock Phone: 908-964-3427 Fax: 877-600-4747 www.griptighttools.com

RemoteLock Pro Phone: 877-254-5625 www.remotelockpro.com

Sargent and Greenleaf, Inc. Phone: 859-885-9411 Fax: 859-885-3063 www.sargentandgreenleaf.com

**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 www.secure-t.ca

Securitech Group Inc. Phone: 718-392-9000 Fax: 718-392-8944 www.securitech.com **Security Door Controls** 

Phone: 805-494-0622 Fax: 866-611-4784 www.sdcsecurity.com

Select Hinges

Phone: 269-910-1988 Fax: 269-323-3815 www.selecthinges.com

Stanley Security Solutions Inc. Phone: 317-572-1934 Fax: 317-578-4909 www.stanleysecuritysolutions.com

STRATTEC Security Corp. Phone: 414-247-3333 Fax: 414-247-3564 http://aftermarket.strattec.com

Vanderbilt Industries Phone: 973-316-3900 Fax: 973-316-3999 www.vanderbiltindustries.com

# SERVICE ORGANIZATIONS

ASSA Technical Services Inc. Phone: 724-969-2595 www.assatechnicalservicesinc.com

FieldEdge, formerly deSCO Phone: 888-614-0184 www.fieldedge.com

Lang Labs Inc. Phone: 780-978-1309 www.langlabs.ca

Workiz Inc. Phone: 855-790-7363 www.workiz.com

#### **HELP WANTED**

Employer: North Carolina State University Working Title: Locksmith II Anticipated Hiring Range: \$40,000 - \$42,000 Work Schedule: M-F, 7:00 a.m. – 3:30 p.m. Job Location: Raleigh, NC Department: Grounds & Building Services

#### Link to job posting: https://jobs.ncsu.edu/postings/137577

# Primary job responsibilities for the Locksmith II position include, but are not limited to:

- Servicing, repairing and installing all door hardware, including fire rated exit devices, closers, mortise, and cylindrical locking hardware;
- Understanding and knowledge of hardware manufacturer installation specifications and guidelines
- Understanding of NFPA 101 and NFPA 80 life safety and fire codes, and the ability to locate and research needed materials associated with job from vendor source.
- Monitoring and tracking all orders for timely completion.
- Handling project management tasks, and having a working knowledge of processes and time lines.
- Providing cost estimates and proposals.
- Working knowledge in key bittings array for small format master keying, pinning of cores, ability to research and collect information pertaining to customer needs.
- Communicating with customer scope of work needed
- This position has been designated as mandatory personnel for the University and may be required to report to work during adverse weather conditions even though the University may be operating on an alternate schedule. This position may assist with snow and ice removal under the direction of a supervisor.

#### Other job responsibilities include, but are not limited to:

- Assisting other trades as required.
- Checking and re-checking work of others considering accuracy with respect to standards and code compliance.
- Maintaining on-call status; Mandatory on-call service rotation will be to provide after-hours emergency service when paged.
- Responsible for continuing education and license renewal requirements.

## Minimum Experience/Education:

 High school diploma or equivalency; or demonstrated possession of the competencies necessary to perform the work.

Optional Guidelines: Experience in the Trade(s) areas related to the area of assignment may be substituted on a year-for-year basis.

- Must be able to communicate effectively verbally with supervisors and the general public and understand verbal and written instructions and other communications regarding work assignments and other matters.
- Knowledge and skills necessary that relates to keying a building, paperwork and documentation associated with rekeys and the ability to coordinate key meetings, pinning cores, cutting keys, and installation of hardware.
- Must be able to lift up to 30 pounds frequently, with or without reasonable accommodations.

## **Preferred Qualifications:**

- 3+ years locksmith experience
- Proficient in Microsoft Office products, i.e., Word, Excel.
- Experience in AiM work order system is preferable, but not contingent for position.
- Institutional Locksmith Association and/or Associated
- Institutional locksmith Association membership.
- Certified Journey Level certification and/or Fire Door Inspector certification, but not contingent for position.

#### **Required Licensing and Certifications:**

- Valid Driver's license required. Must be able to obtain a valid NC driver's license within 60 days of hire and it must be maintained.
- Current locksmith license required. <02/21>

## HELP WANTED

South of Atlanta GA, opening for an experienced locksmith. Must be able to pass background and drug test. Good driving record.

Commercial, residential and heavy on automotive. Must be willing to work weekends. No night calls.

Send resume to keyfred@bellsouth.net. <02/21>

# **Classified Advertising Policy**

Classified advertising space is provided free of charge to ALOA members and for a fee of \$3 per word with a \$100 minimum for nonmembers. Classified ads may be used to advertise used merchandise and overstocked items for sale, "wanted to buy" items, business opportunities, employment opportunities/positions wanted and the like. Members or nonmembers wishing to advertise services or new merchandise for sale may purchase a "Commercial Classified Ad" for a fee of \$4 per word with a minimum of \$100.

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



Advertiser	Ad Location	Website	Phone Number
ASSA ABLOY	page 13	www.medeco.com	
ASSA-Ruko/Technical Services	page 57	www.assatechnicalservicesinc.com	(724) 969-2595
Autel	page 15	www.autel.com	(855) 288-3587
Big Red	page 57	www.bigredsafelocks.com	(877) 423-8073
Bullseye S.D. Locks	page 57	www.bullseyesdlocks.com	(800) 364-4899
Capitol Industries	page 23	www.capitolindustriesinc.com	
ClearStar Security Network	page 63	www.clearstar.com	(360) 379-2494
Framon	page 1	www.framon.com	(989) 354-5623
Jet Hardware Mfg. Co.	page 7, back cover	www.jetkeys.com	(718) 257-9600
KABA ILCO	inside back cover	www.ilcolookalike.com	(800) 334-1381
Locinox	page 9	www.locinoxusa.com	(877) LOCINOX
ScopePlus Labs	page 57	www.scopelab.us	(386) 427-2462
Security Lock Distributors	inside front cover	www.seclock.com	(800) 847-5625
Stone and Berg	page 25	www.stoneandberg.com	(800) 225-7405
Top Notch	pages 16 and 17	www.topnotchinc.com	800.233.4210
Turn 10 Wholesale	page 3	www.turnten.com	(800) 848-9790
UHS Hardware	page 39	www.uhs-hardware.com	(954) 317-0997
Vanderbilt	page 21	www.vanderbiltindustries.com	



# **ALOA EDUCATION WEBINARS**

ALOA has added an incredible number of webinars to its education schedule.Click on the webinar titles below for more information and to register.

# DL Windows Software Dec. 8, 10 a.m. – noon

Basic Networx Connectivity Dec. 9, 10 a.m. – 11:30 a.m.

Advanced Networx Connectivity Dec. 10, 10 a.m. – noon

**STPRP CPS Prep Session Day 1 of 3** Dec. 14, 4 p.m. – 8 p.m.

**STPRP CPS Prep Session Day 2 of 3** Dec. 16, 4 p.m. – 8 p.m.

**STPRP CPS Prep Session Day 3 of 3** Dec. 18, 4 p.m. – 8 p.m.



# Listen to ALOA's New Podcast!

Have you heard? ALOA has a new podcast! Listen in to Locksmith Talk With ALOA each week as host William M. Lynk, CML, CPS, CMIL, ICML, M.Ed., interviews the brightest minds involved with the locksmith industry. Click here to listen to the first episode on workplace communication with guest Guy Robinson, PSP, CPL.

# **URGENT!** AUTO LOCKSMITHS

Not able to program as many vehicles as you expected? Updates coming to you slow or not at all? Well look no further...



# The Best is here, the rest is up to you.

Jet Hardware leads the industry in replacement keys because we know you depend on our quality and high standards.



jetkeys.com or Toll Free 855-COOL-KEY

