

# KEYNOTES

SECURING YOUR SUCCESS



## Tool and Mullion Pointers

Get practical tips on tools and mullion jobs

### The CompX Timberline Double Door Latch Kit

Using it to replace the elbow catch in cabinets

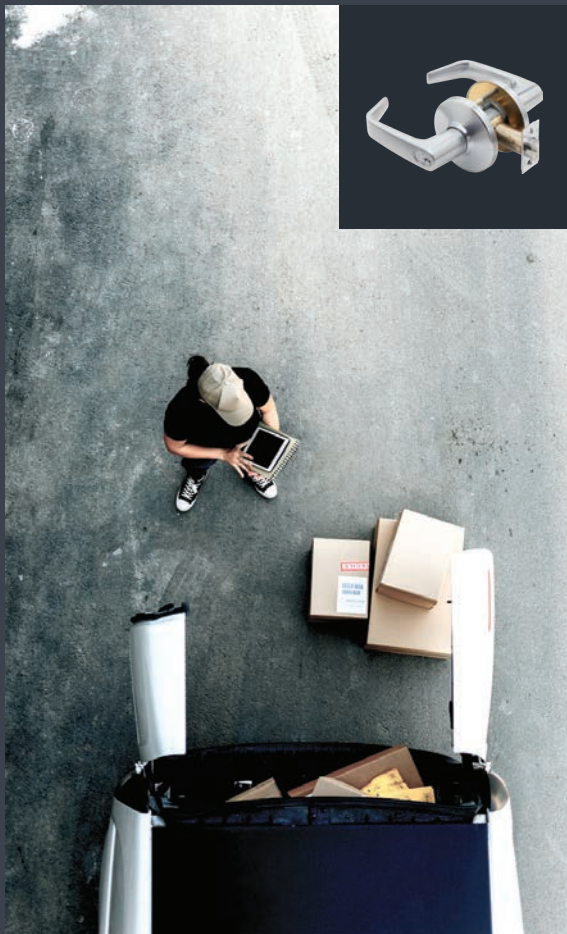
**PLUS**

### How 2020 Affected Institutional Locksmiths



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**\$79<sup>95</sup>**



**\$79<sup>95</sup>**

*suggested dealer price*

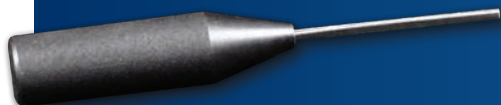
### CPB1 SFIC Pinning / Capping Block

CPB1 includes Ejecting Pin and Capping Tool. Ejecting Pin and Capping Tool also available separately.

**CBPUNCH – Ejecting Pin/Punch - \$19.95**

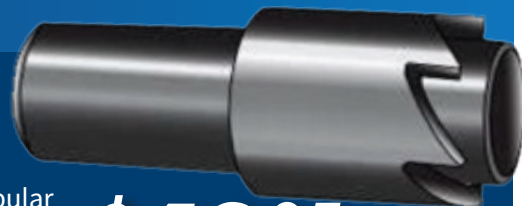
**CBCAP – Capping Tool - \$19.95**

Another great tool from Framon Manufacturing for locksmiths who use interchangeable core. The CPB1 comes with a pinning / capping block, ejecting pin and capping tool. Insert the core into the tool and eject the old pins quickly and easily. Flip the block over to load the chambers and cap the core. Made in the USA.



### Tubular Lock Saw

Framon's TLS1 Tubular Lock Saw allows you to quickly and easily open tubular locks when the key is lost. The TLS1 drills out the bottom pins, giving you the ability to simply insert a blank tubular key and open the lock. The TLS1 fits in any 3/8" or 1/2" drive drill. Call & order yours today!



**\$42<sup>95</sup>**

*suggested dealer price*



**\$13<sup>95</sup>**  
**Each**

### Quick Pull Replacement Blades

**QPKW – Kwikset Replacement Blade**

**QPSC – Schlage Replacement Blade**

Framon now offers both Kwikset and Schlage blades for the A1 Quick Pull tool. These replacement blades will fit into the Quick Pull and are steel base material that has been hardened.

Used by thousands of locksmiths  
around the world - EVERY DAY.





**26****36**

## Features

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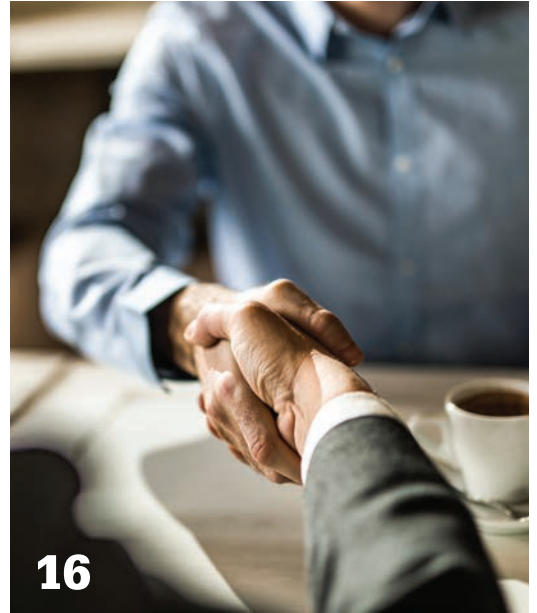
### Latch On

Richard Karas explains how the CompX Timberline Double Door Latch Kit can replace the elbow catch on cabinet jobs.

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# Keeping Our Association Strong

**I** HOPE EVERYONE IS HAVING A good start to the new year. 2020 presented us all with many challenges and I'm sure that we will feel the effects for quite some time. I am especially saddened by how many industry leaders we lost, and I know some have lost precious family members as well. My heart goes out to those of you in that category. You are in my prayers.

I would like to share how things are going with the association amid the pandemic as well as some of the decisions that have been made to keep us in a strong position long after this mess is over! We took a big financial hit by not being able to hold our regular annual events. However, because of the hard work of the staff and board, we were able to offset quite a bit of our losses by cutting operating costs, reducing overhead and coming up with some new revenue streams such as web-based classes and our new podcast.

Some of the cost-cutting measures are temporary, while some others will be permanent. For example, *Keynotes* had to go digital for most of the second half of 2020, but as you can see, we are now back to our printed edition! We plan to have both the digital and printed versions going forward.

Obviously, the pandemic still lingers, and no one knows for certain what will happen. If we are forced into a position where we cannot hold our events again,

we will continue to take appropriate measures, as necessary, to protect our organization. I do not like to even think about that, but we must stay vigilant to assure that we stay in the strongest possible position for our members.

To that end, we have evaluated every aspect of how we operate the association, and it was an eye-opening exercise. We have found ways to be more efficient and effective, from a better and more cost-effective phone service to creative online classes and meetings and more. Like many businesses, we've had to make significant reductions to our staff while striving to continue delivering service and responsiveness to our membership. Many of you running businesses are all too familiar with trying to do more with less.

One thing that became painfully obvious during our evaluations is that, despite our best efforts, our building has been grossly under-utilized. Located in an expensive warehouse district that sits on a riverbed, the building will require ongoing repairs and upkeep because it is sinking. Several years back, we invested around \$100k to level it and prevent it from sinking further. Despite that, it has begun to sink again (common in this area). The good news is that a real estate firm has evaluated it and believes we can sell the building for a decent profit as it is, since the location and the land itself are among the strongest selling points. The board and staff have decided it's prudent to list it for



sale in January. We have been looking in other areas around Dallas but will not seriously consider purchasing until we have a contract on our current property.

If we find a buyer, we have put together a well-thought-out plan for the sale and acquisition of another property better suited to our needs. As our requirements and the industry change, it's appropriate to reevaluate our space needs. The consequences of the pandemic and the future uncertainty demand that we explore and capture every opportunity to avoid unnecessary costs. The goal is to end up with a property better suited for us that is less expensive when it comes to taxes, utilities, insurance, etc. After purchase, we should have money left from the sale. It is a sound business decision and will continue to put our association in the strongest possible position.

Respectfully,

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

# Don't Miss Out on 2021 Opportunities!

**I** HOPE YOU ALL HAD A WONDERFUL holiday season and that you're excited to begin a new year of opportunities. After a difficult 2020, you might be looking at your business and trying to find ways to boost income. Be sure to take a look at Noel Flynn's article in this issue on the traits of successful salespeople. Whether you're in sales yourself or employ people who sell for you, this article is well worth reading. Here's to good sales in 2021.

## Member Renewals

And as we begin 2021, remember to renew your ALOA membership. If you haven't taken a look at your membership renewal materials, be sure to check your mail or email for a reminder about all you receive. Your member benefits can help your business and your career throughout the year — from access to technical information to professional bonding and customer lead referrals. If you have new employees or coworkers, talk to them about becoming ALOA members so they can join you in taking advantage of all of the discounts and classes.

Remember that memberships expire December 31 each year, so don't let yours lapse. To renew your membership, visit [www.aloamembers.org](http://www.aloamembers.org). If you have any questions about benefits or need assistance, please email [membership@aloa.org](mailto:membership@aloa.org).

Keep in mind that members receive a discount on education offered by ALOA, including at our conventions, so be sure to renew before you sign up!

## ALOA ID Cards

After you take care of your membership renewal, make sure that you have an up-to-date ALOA photo ID card for 2021. These cards assure customers of your legitimacy by showing your affiliation with an international professional organization. Give customers peace of mind that they are working with true professionals.

We offer one free photo ID card to new members, and additional cards are only \$15. Contact [membership@aloa.org](mailto:membership@aloa.org) to get your form to request a card, and we can also answer any questions that you have.

## Upcoming Events

The annual SAFETECH convention is fast approaching, and registration will soon be open online at [SAVTA.org](http://SAVTA.org). This year's SAFETECH will be held in Reno, NV, at The Atlantis. This venue is a bit off of the main casino strip, so it's a bit quieter but provides a fantastic location. Join us there April 12-17.

It was a great disappointment to not be able to hold our conventions last year due to the pandemic, so we are greatly looking forward to 2021 events. Take a look at the SAFETECH information on-



line to see how we are making this a safe event for you all to attend while receiving valuable education and networking opportunities. Browse the classes and see what interests you, and consider learning some new skills.

While planning SAFETECH, please also save the date for the 2021 ALOA Convention & Security Expo July 25-31 in Orlando, FL. This year, we'll be at the Caribe Royale, and we're excited to be at this new-to-us venue while you "Imagine Your Future."

Be on the lookout for more information about the convention soon. We'll be keeping members updated in *Keynotes* and online at [www.aloa.org](http://www.aloa.org) via the ALOA Conventions tab.

Thank you, as always, for your support of ALOA through your membership and beyond. We're all looking forward to another year of working with you.

*Mary A. May*

Mary A. May  
Executive Director  
[mary@aloa.org](mailto:mary@aloa.org)



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new day  
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## Register for SAFETECH!



**S**AFETECH REGISTRATION IS OPENING! TAKE A LOOK AT THE FULL REGISTRATION information at [SAVTA.org](http://SAVTA.org) to plan your classes and trip. Join us April 12-17 in fabulous Reno, NV, at The Atlantis.

Get world-class education and browse the latest in products and tools at the trade-show while making valuable connections with industry leaders. We're looking forward to seeing everyone in person again! You won't want to miss this year's convention.

Reserve your hotel room now by calling (800) 723-6500 and using the group name "SAVTA" or "SAFETECH." Browse and register for classes online at [SAVTA.org](http://SAVTA.org). Questions? Email us at [conventions@aloe.org](mailto:conventions@aloe.org) or call (214) 819-9733.

## Sargent & Greenleaf Introduces New I-Series Keypad



Sargent & Greenleaf has released the new I-Series keypad.

**S**ARGENT & GREENLEAF HAS UNVEILED THE NEW I-SERIES KEYPAD, THE industry's first keypad offering secure, instant upgrades. The I-Series Keypad fits standard safe lock keypad footprints and features a brushed black aluminum casing that houses a biometric finger scan and LCD touchscreen that exceeds UL impact protocol. It supports three methods of entry: touchscreen keypad, biometric finger scan or touch-free mobile app.

Features are customizable and include six lock body options; network and Bluetooth connectivity; a push-button cover removal for battery change; and installation that requires only a screwdriver (no drilling). Learn more by visiting [iserieskeypad.com](http://iserieskeypad.com).

### NEWS BRIEFS

» **Lockmasters, Inc.** has partnered with private equity investment firm Dominus Capital, L.P. to assist with expansion and technological advances. The company has named Steven Wolf as chief operating officer of Lockmasters, Inc. in Nicholasville, KY. Steven began his career in 1980 with IDN Armstrong's, later joining Ilco-Unican and then Mas-Hamilton Group. He most recently served as president of Kaba Mas LLC.

» **Codelocks Inc.** has promoted Matt Welty to vice president, Codelocks Americas. He joined Codelocks in June 2018 as general manager and was charged with U.S. market development and driving growth throughout North America. In his new role, Welty will be responsible for all day-to-day business operations, as well as continuing to implement growth strategies in the Americas.

### PRODUCT BRIEF

» For 2021, **STRATTEC** is offering new Acura, Mazda, Mitsubishi, BMW and Volkswagen remote keyless entry fobs and remote headed keys. They will also add 43 fobs and keys to their existing lines. To see all the applications available, go to [aftermarket.strattec.com](http://aftermarket.strattec.com), and take a look at the newly improved Vehicle Match for Acura, Mazda, Mitsubishi, BMW and Volkswagen needs.

### IN MEMORIAM

» Longtime industry professional **Gene Simon** — a staple at ALOA Conventions for years — passed away in November.



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**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@aloea.org](mailto:membership@aloea.org) or via fax to 214-819-9736. For questions, contact Kevin Wesley, membership manager, at [Kevin@aloea.org](mailto:Kevin@aloea.org) or (214) 819-9733, ext. 219.

**CALENDAR**

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

**JANUARY**

January 18-29  
**GSA Authorized Safe & Vault Technician and Inspector Training & Certification**  
Nicholasville, KY  
[www.LSIEducation.com](http://www.LSIEducation.com)

**MARCH**

March 10-12  
**IML Security Expo**  
Universal City, CA  
[www.imlss.com](http://www.imlss.com)

**APRIL**

April 12-17  
**SAFETECH 2021**  
The Atlantis  
Reno, NV  
[conventions@aloea.org](mailto:conventions@aloea.org) or  
(800) 532-2562

**JULY**

July 25-31  
**2021 ALOA Convention & Security Expo**  
Caribe Royale, Orlando, FL  
[conventions@aloea.org](mailto:conventions@aloea.org) or  
(800) 532-2562





# Take the New CFL Exams

**I** WILL BET EVERYONE IS GLAD THAT 2020 IS BEHIND US NOW! HOPEFULLY, with the distribution of the COVID-19 vaccines, we will soon be finished with the quarantine stuff that is killing small businesses around the world.

It's time that you asked yourself: "What really is the IAIL?" The International Association of Investigative Locksmiths was established to follow the principles of forensic science in lock investigation. It was founded in 1999 by retired Lieutenant James Glazier of the Montgomery County, MD, Police Department and Don Shiles, chief instructor at the U.S. Army 902nd Military Intelligence School in Ft. Meade, MD.

Each member, by their acceptance of membership in the International Association of Investigative Locksmiths, shall subscribe to the following code of ethics:

1. To pursue their professional work in the spirit of fairness to their clients, with fidelity to security in conformance with appropriateness and with high ideals of personal honor.
2. To properly and impartially analyze and examine all material which is entrusted to their custody.
3. To conduct themselves in a dignified manner at all times; to avoid using any improper or questionable methods of soliciting professional work.
4. To refrain from associating themselves with or allowing the use of their name by any enterprise of questionable character, or in any manner countenancing misrepresentation.
5. To cooperate with other investigate locksmiths through the interchange of general information and experience.
6. To cooperate with local law enforcement officials and insurance investigators in all matters relating to the cases that they are working on and to diligently pursue the education of the consumer in relation to their security.
7. To encourage and promote loyalty for the investigative locksmith profession and interest themselves in public welfare, always ready to apply their special knowledge, skill and training to enhance the security of the public.
8. To consistently abide by all applicable licensing and business regulations.

All members of IAIL must also follow must maintain current membership ALOA SPAI and abide by the ALOA SPAI code of ethics.

The Certified Forensic Locksmith (CFL) exams have been rewritten and are now available to be taken by qualified personnel. You can hold multiple CFL certificates.

What's available now are CFL-General Forensics, CFL-Safes and Vaults, CFL-Automotive and CFL-Certified Forensic Fire Door Assembly. There are two areas that attorneys look at for expert witnesses: credentials and certificates. More is better! Complete your ALOA PRP credentials and start on your CFL credential today.

Mark your calendars for the IAIL Forensics class at SAFETECH in Reno, NV, this April. This is a great way to parlay your safe and vault experience into a certified safe and vault forensic locksmith.

Start the year off with the forensic classes at SAFETECH and then move on to the ALOA Convention in Orlando, FL, in July for a larger offering of forensic classes!

If you have any questions or comments, please send me an email at [IAILPresident@aloea.org](mailto:IAILPresident@aloea.org).



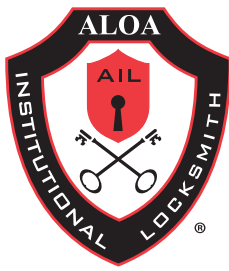
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# Hello 2021!

After a difficult 2020, remember that that which does not kill you will make you stronger.

**By Steve B. Fryman, CRL, CAI, CISM**

**W**ELCOME TO 2021. I'M GLAD YOU MADE IT! THE FACT THAT YOU are reading this article is proof you survived 2020. It was the perfect storm: COVID-19, race issues, major election cycle... If you were told in 2019 that there would be a culmination of pure world-class disrupting insanity, would you have believed it? We are still sorting out the changes, but looking forward to the future. What does 2021 have in store for us as security professionals and institutional locksmiths?

## Professional Changes

Whether you work remotely or are essential personnel, you experienced change in 2020 — and not everyone processes change the same way. It seems that most of the changes exposed existing weaknesses and made us better at protecting lives and property. Implementing new protocols or improving weaknesses in our abilities to secure assets are positive changes that may play a vital role in avoiding future threats.

## Personal Effects

What about dealing with the changes imposed on us personally in 2020? At my facility, we recently went through a web-based mental health check that had simulated animated scenarios relating to students and their mental health. This training educated staff and faculty members on how to identify signs of mental distress and when to direct students to the counseling center. I found it very curious that there was no mention of identifying signs of deteriorating mental health of staff or faculty and what should be done for them. Perhaps we were to do the same as we would for a student and refer or point them to our Employee Assistance Program.

## Changes in Operations

I am essential personnel, as I guess most of you, and I'm going to work as usual. Work wise, the amount of access I give contractors at my facility has changed. Until our administration sorted out protective ways to deal with the pandemic, all buildings remained locked down. After the first few months of the pandemic, a decision was made to limit access to buildings based upon student and faculty needs. Regular daytime operations would operate like after hours. Currently, most normal class activity is delivered remotely.

Most of the campus remains in lockdown. There has been an increase in vendor badging, hence the increase of non-employees needing key and card access. With an increased volume of contracted workers, there's a need for an efficient and effective protocols for vetting contracted vendors.

Who's going to determine who has access to what, when and for how long? Who is vetting the visiting workers at your facility? Is it human resources, your police department, project managers, your security team or someone else? It's very important that we know who is handling this at our facility. What are the criteria you are basing vendor vetting on? Work history with their company, criminal background checks, credit checks? We ask these questions of our employees, so why would we not ask them of visitors? Don't we have a mandate from our administration to protect life and property?

## A Tool to Help

One of the tools I've relied heavily upon is an integrated system of electronic key management storage unit. This type of management system is made by numerous companies, but our boxes are made by an ASSA ABLOY company called Traka, which is based in Orlando, FL, at a new location. Perhaps when you're attending ALOA 2021 in Orlando you can arrange a tour of their facility (hopefully this can be done if COVID-19 is starting to be behind us).



**Figure 1.** The author uses this type of key management box to stay organized.

Our use of key management boxes has increased from the one box in 2010 to 15 boxes across campus. Soon #16 will be online for a project our engineering group is doing to organize pooled work vehicles. The boxes are integrated into our work management system. If you can't tell already, I am a big fan and take every opportunity to tell folks how the key management boxes save me time and aggravation managing 450-plus buildings and a fleet of over 100 vehicles. I always have a demo for the Institutional Shop Managers class I teach during the ALOA convention.

The boxes I use for vendor management are in the foyer of the key shop and are alarmed and viewed by camera. The two enormous Traka Model L cabinets that hold 180 keys each. The boxes are on a blind system, meaning only our staff knows which keys go to which buildings.

Once the vendor is approved for access, we arrange card access and reveal the key location number in the box. Only the key that is to be loaned will light up green, unless there are multiple buildings involved. The vendor understands that the key must be returned before 4 p.m. that same day.

**“Our use of key management boxes has increased from the one box in 2010 to 15 boxes across campus.”**

If it's a long-term project, arrangements are made with the understanding that the keys issued will be returned at the end of the project. The long-term key loans are registered in our key management system. The vendor badging is a HID dual prox and mag stripe card, which is perfect for use with buildings and key management boxes.

This is just a small snapshot of how 2020 has affected change. Big thanks to all the frontline workers who kept everyone safe and healthy during the strange and challenging past year. I look forward with optimism to the rest of 2021 and implementing what I've learned from the lessons of 2020. It's with great hope that I look forward to seeing you in Orlando for ALOA 2021. ☺



**Steve B. Fryman, CRL, CAI, CISM**, has worked in the physical security field for more than 40 years. Now working as the key shop manager at

Florida State University, he previously served as an institutional locksmith at the University of Florida and in the private sector with his own locksmith business. He developed the first curriculum and testing for the Certified Institutional Shop Manager designation, making him the first recipient of this credential.



# Research Is Key

Automotive locksmiths must continuously research to be successful in this field. **By Paul Sewall IV, CRL, CAI**

**A**S WE HAVE JUST WRAPPED UP THE FRUSTRATING YEAR THAT WAS 2020, new challenges have been brought to all of us. COVID-19 has no doubt affected us all in many ways. As automotive locksmiths, we should be quite familiar with changes. The root of our industry changes constantly, whether it be the OEMs changing protocols or new equipment constantly being introduced to the market. To be successful as an automotive locksmith, it's critical to keep up with and adapt to change. Not only has vehicle technology changed, our ways of obtaining information have also drastically changed over the past several years.

Social media platforms have quickly turned into the fastest way to obtain information. If you aren't a member of or following individual groups related to the equipment you own, you're going to be behind. These forums have members who have likely asked about — or have experience with — the issue or problem you are experiencing in the field. These groups are searchable by keywords, most applicably by vehicle type. They are also active in real time. A participant has likely run into a problem you're currently dealing with and can provide information within minutes. This information will then become searchable for future reference.

Locksmith participants must be mindful of date stamps and the accuracy of such postings. Technology and programmers are constantly updating, so information from years back may or may not still be relevant. These are, for the most part, open forums. One must be able to vet and distinguish the useful troubleshooting information from incorrect or outdated information.

## Where to Start

The equipment you own is the best place to start with research. This includes programmers, key machines, diagnostic equipment, etc. Reputable automotive programmer manufacturers are constantly updating their tools to keep up with or stay ahead of the competition. If you purchased a programmer in 2019 or prior and have only relied on the application chart or software version that came with the machine,

you're missing out on revenue opportunities. Update these tools regularly. I would suggest weekly.

The second place to research or invest is in back-up equipment. Due to the current pandemic, machine repair and technical support resources are at an all-time low. Social media is an excellent back-up plan for technical support, but it does little if your equipment needs professional repair.

In the past, I could overnight a broken tool and expect a fast repair — I could likely have it returned in a few days or a week at most. For some repair centers, the turnaround time is now weeks or months. As an automotive locksmith, you cannot afford for your only key machine or programmer to suddenly be out for a month. Invest in back-ups. With research, you can likely expand on current capabilities at the same time.

The above all ties into what I feel most automotive locksmiths likely do not spend enough time doing: research and development (R&D). It's critical to the long-term success of an automotive locksmith to keep up with technology. R&D needs to be focused on vehicle presence

in your specific market. This is especially true with high-end vehicles. An automotive locksmith in Miami may need to be up to date with the latest tool to program a Ferrari, but a locksmith in Montana might not need to invest time and money in that.

On the other hand, we all are currently or will soon be dealing with 2021 vehicles from the same OEMs we make keys for today. Which makes and models have remained the same, and which ones have changed? Can I make keys for these vehicles with my current equipment? If not, does it make sense to invest in additional equipment? These are questions we should be answering annually at a minimum.

In conclusion, development comes with costs and failures. Use research to minimize the cost and failures. Have a

## Automotive References

The following references would be useful to anyone in the automotive security field:

### *Year Make and Model References*

[www.autel.com/vehicle-coverage/coverage2](http://www.autel.com/vehicle-coverage/coverage2)

[mykeyspro.com](http://mykeyspro.com)

[autoproapp.com](http://autoproapp.com)

[keypro.com](http://keypro.com)

### *Social Media and Group Forums*

**Facebook Group:** Locksmith Nation

**Facebook Group:** Locksmith Nation Automotive

Search for groups specific to your equipment.

back-up plan if Plan A does not work. Prepare yourself to take a loss; the time and money is spent banking knowledge for next time. "But when will I have extra time to do this?" As professional locksmiths, we have already allocated a lot of our time to work. We all have days where we are slow during our scheduled workday. Use this "already work time" to focus on R&D. We can better ourselves today for a more successful tomorrow.



**Paul H. Sewall IV, CRL**, is the co-owner and operator of Pop-A-Lock New Orleans and Baton Rouge. He was a practicing chemical engineer graduate until the oilfield declined in 2007. He chose to pursue a less volatile career, finding a home in the automotive locksmith industry for the past 13 years.

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#### VOLKSWAGEN/AUDI

- ONE-TAP ONLINE PROGRAMMING
- ADD KEY/ALL KEY LOST VIA OBD FOR 2013 - 2020 MODELS GM
- READ IMMO PASSWORD, ADD KEY/ALL KEY LOST UP TO 2020

#### FORD

- ADD KEY/ALL KEY LOST (NO PIN NEEDED) UP TO 2020

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- READ IMMO PASSWORD, ADD KEY/ALL KEY LOST UP TO 2020

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# Anatomy of A Successful Salesperson

Learn about the habits and practices that lead to sales success. **By Noel Flynn**

**I**N THIS 17TH ARTICLE IN THE “TOOLS FOR MANAGING Your Business” series, we will discuss the anatomy of a successful salesperson.

Let’s address the age-old question: “Are good salespeople born or made?” In my opinion, the answer is definitely (wait for it): yes. Now that I’ve, hopefully, gotten your attention, I’ll explain. Some people just seem naturally gifted and well suited for sales careers, but *using the right techniques and best practices* can move the performance needle from medium to high. This means that those who aren’t necessarily natural salespeople can nonetheless elevate their effectiveness. Try to recruit the naturals for sales positions, but even if you can’t, there are still things you can do to improve your chances for success.

Salespeople must be aware of and willing to adapt to established professional best practices and techniques for their particular company environment. This article seeks to identify, explore and review real-world sales activities that, if practiced properly, can enhance results and help grow the business profitably.

Before we move down the sales path, here’s a bit of friendly advice: If you’re getting ready to make serious sales calls but aren’t properly prepared, I suggest that you first read *Custer’s Last Stand*, *Charge of the Light Brigade* and *The Battle of Dien Bien Phu*. Why? Because you’re probably going to have a lot in common with the massacred characters in these fine books and poem.



## The Difference Between Expense and Investment

Full-time salespeople represent a significant expense for any company, but the key is to turn this cost into more of an *investment*. Yes, I know, semantics... but the distinction is important.

Salary plus benefits and especially travel (and possibly, entertainment) expenses can quickly accumulate to \$100K annually or more, which is substantial, especially for a smaller business. Think about how much incremental business you need to generate, at acceptable margins, to recover your cost. You obviously need to do better than to just break even on this investment, although probably not in the embryonic stage of the game. Time on the road must be well spent, efficient and productive. Let's discuss how salespeople can function more efficiently.

## Where to Begin: Existing Customers

You find yourself in a new arena (company, industry or service/products or geography) and are wondering where to begin. Whether you're an experienced sales professional or a rookie, a great place to begin is with existing customer accounts. Start by looking at active customers, their purchasing history, customer profile information and website.

If you can, it's a good idea to chat with someone in your company who's familiar with that particular account. Then, contact selected active customers by phone, introducing yourself and thanking them for their business. At the risk of sounding obvious, for now, it's probably best to avoid selecting customers who are actively engaged in disputes or collection issues.

One of your colleagues (who is familiar with a particular customer and contact) might be able to provide an account briefing and make the introduction for you with a phone call handoff. This "thanking them for their business" approach will usually have a disarming effect and produce a more favorable response than opening with some kind of sales pitch. The idea here is to learn by asking questions, and established customers are often welcoming, forgiving and more patient with their suppliers' new employees.

## Lower-Hanging Fruit: Inactive Customers

Having successfully completed your onboarding and initial training, supplemented with knowledge from contacting active customers (perhaps followed by some research), you're ready to enter the land of potentially low-hanging fruit. No, sorry, but this has nothing to do with nudist colonies or Adam and Eve!

Can we pause just for a moment to clothe those images in your head and get your mind back on track? OK then...

A very good place to find such low-hanging fruit opportunities is often the *inactive* customer files. Companies should review their inactive customer files semi-annually, or at least annually; even more frequently for larger customers.

It's amazing how many otherwise good marketing companies don't routinely engage in such a practice. What's perhaps even more astonishing is how productive such a review of inactive customers can be. Even customers that you may have ticked off years ago can become prospects again, and there may even be new employees who don't have elephant memories of your past sins and alleged egregious deeds. Hint: If you're the one who personally locked horns with this defector, have someone else on your team make the call.

Even if all you learn is that your former customer has gone over to the dark side (competitor), such information has real value. Don't assume anything. Just call and find out! If nothing else, find out who the current players are, let them know that you are here should their existing service provider be unable to offer solutions for them. Update your records — including your customer relationship management (CRM) software's customer profile — and follow up accordingly. You'll want to be top of mind should the competitor drop the ball. Such fortuitous timing can be everything!

## Planning

Plan your day and week. Don't go on the road without a plan, and start by being organized. You can do this by identifying each market segment and the top 20 to 30 target locations. Map them, make an appointment and plan your route to see each. If you want to take one morning or afternoon a month to hit some spots, such as perhaps a new construction site you saw in your travels, do so. Visit customers along the way and ask for leads.

Market segments can be identified through general knowledge of territory and area and, more specifically, through research of companies and websites, business journals and directories. With a company subscription to a source of such potential leads, you're better able to narrow down prospective targets by factors like business type, size, number of employees, dollar volume, square footage, building owned or leased, etc.

Even in our age of incredible online resources, it's astounding what you can learn from a friendly and helpful librarian. Explain what you're trying to do and ask for help identifying resources such as appropriate business directories. This is a good way to evaluate which (if any) publication subscriptions may be worth investing in.

Don't miss the investor relations section of larger public companies' websites. Just about all company websites contain useful information for a salesperson. This can include bios of company leadership, as well as contact information. It will also help to familiarize yourself with that company, should you ever meet. Your research will be noticed and will definitely separate you from most of your competition.

### Efficient Route Planning

Since a salesperson's travel expenses can be so high, it's imperative to plan, be well organized and practice efficient time management. In addition to their other more obvious benefits, modern sales management or CRM applications (such as ACT, Goldmine or Salesforce) also include mapping features. When you set up a lead, prospect or customer record in those systems (all these programs are really just user-friendly databases), the program provides a mapped location. This feature can be enormously helpful when planning your route for sales calls.

If you don't have access to such software, you can use online programs such as MapQuest or Google Maps to enter your locations and then arrange them in an efficient geographical order. Of course, depending upon your local traffic patterns, it may be more productive to drive to your furthest point early enough to beat rush-hour traffic and then work your way back. Many times, the best way is to create a loop, starting and ending at your home base.

Today's GPS devices are incredibly useful, but I promise that you will have a very bad day when (not if) your GPS stops working if you don't have your customer or prospect information backed up. A variety of smartphone mapping and navigation programs such as Google Maps, Apple Maps, Waze and others can also help you find locations and assemble efficient routes for sales calls.

Try to plan out your preferred route and then make appointments accordingly. Otherwise, people will have you zigging and zagging all over the place, burning gas and losing valuable time. Although this approach won't always work out, it's often better to tell people that you will be in their area on xxx day. Would they be available at around xx o'clock? Nail down your most important call targets first, and then — once you have appointments confirmed — build the rest of your route around these primary stops.

Unfortunately, in the real world, people will cancel appointments last minute, forget or not even tell you they can't see you until you arrive. It's a good idea to identify a few stops along your planned route so you can fill in, even if you don't have an appointment. These are examples of things that an experienced,

successful sales professional should already know, whereas a rookie will waste time and money, learning at your expense. Train your salesperson on your product and/or service but *let someone else pay for their training and experience as a professional salesperson*. Highly successful salespeople are usually well organized and engage in planning their week in advance, although there are many ways to do this.

### Time Management

Organizing your time starts with getting on the road — being aware of weather and traffic delays and ensuring you arrive a bit early for your appointment. Any down time from early arrivals or lunch hour(s) can be used for administrative purposes, increasing product or service knowledge or reviewing notes for an upcoming appointment. Emails can be sent in between stops, particularly at lunch while no one is in the customer's office. Follow-up calls can be made between stops, and you should strive to have some flexibility so you can catch up in returning customers' troubleshooting calls.

You won't always hit all the planned stops listed in your initial schedule, but you can and should roll over any misses to the next trip in that area. Late afternoons are a great time to send emails, since most are in their office, ready to leave for the day. People tend to be more relaxed heading into the weekend. Fridays are great for actually speaking with someone versus Monday mornings' obvious inherent timing issues.

Plugging in administrative or clerical time (reports, call notes, trying to recall conversations, etc.) during the workday can save you from extra hours of paperwork at home. It's a great feeling, just knowing that you only have a few residual notes to catch up on from your day, rather than starting from the beginning. This approach also provides an opportunity to review notes for the next day. Your stops and routes should have already been planned during the prior week, although some adjustments may be required. Remember, this should only be a cursory review of tomorrow's schedule.

If calling on Class A office buildings, be aware that most are managed by property management companies and you are most likely better off to target them as a discreet market segment. However, in that same building, there may be a company that handles other potential opportunities (such as off-campus housing), so this becomes part of your lead-generation and market-targeting planning.

### Cold Calling

Many otherwise good salespeople are simply not comfortable — and therefore not really good at — cold calling. Keep this

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in mind when recruiting and look for this type of experience and comfort level if cold calling is a primary requirement of your plan. This is an area where technicians who are disguised as salespeople usually have the most difficulty. Why? It's often because, although they may be very capable technicians, they are simply not extroverts, and their DNA doesn't include the natural drive to meet people. It's generally easier to make a cold call when you have an introduction or can refer to a customer you've just met with, or already have a customer nearby.

When cold calling, be prepared and appreciate that most don't know you, did not expect you and really have no interest in talking with you (and this was pre-COVID). Cold calling requires a personality that is able to accept high rates of rejection and indifference! Did your mom have to bribe the other kids just to get them to play with you? Were you always the last picked for a team? But even the nastiest gatekeeper can provide some information!

On your cold calls, set a minimum expectation of acquiring a name and number, and maybe the email address of a contact that you need. In some instances, the gatekeeper will actually call the contact to see if they have time to meet with you. Obviously, you can build upon this if you're fortunate enough to actually meet with someone.

When entering premises, ask simple, straightforward questions; most people like to help. Ask (literally) if they can help you, as you're trying to find out who oversees whatever you

sell. Tell the gatekeeper that you would like to follow up, introduce yourself and company. Hint: *If you don't carry a bunch of brochures, you won't be mistaken for a salesperson.* Although this may sound silly, some folks are trained to automatically repulse salespeople by invoking the dreaded, armor-piercing "no soliciting here" defense mechanism. Your odds are better if you can engage in a brief, ice-breaking chat with a gatekeeper before they know why you're there.

Be observant and aware of your surroundings. Notice and admire the office holiday decorations or whatever else may help lower the Death Star's force field. If you get a contact, you can always follow up later with an electronic version of your "propaganda," which many prefer anyway. You can also mention that you were next door/nearby with a customer and wanted to share how you have helped that person or company. Who knows? They may even know each other.

In a prior life of consumer products, it was my pleasure to work with Obi-Wan-Kenobi (ok, so his name was Irv), who I suspect, to this day, may have been a Jedi master. He seemed to be able to harness The Force, to get receptionists and gatekeeper strangers to nearly love him. He was able to turn cold calling into an art form and, as you can imagine, was extremely successful. No, he never mentioned knowing Yoda! I'm sure I would remember that.

There are some businesses that you simply cannot just walk into, even prior to COVID. This also applies to certain posi-

**“Full-time salespeople represent a significant expense for any company, but the key is to turn this cost into more of an investment.”**

tions. While a chief engineer may be accessible if you go to a maintenance shop at a hospital, you will not walk in and meet with a CFO, or even enter the front door of a hospital, like you could pre-pandemic. Even prior to COVID, hospital purchasing managers had been consolidating through consortiums, and you need to be registered. This also generally applies to many, but not all, nursing homes and hotels. The point is that you need to proactively think about your target audience and how to gain access.

Remember to touch base in person with purchasing agents from municipalities. Almost all offer online vendor registration, but few competitors stop by while in the area and actually introduce themselves. Such personal introductions help for future reference and for any questions on bids, etc. Now, you're not only registered, they will remember you came in and introduced yourself and company.

### **Be Observant**

When cold calling and even when specifically in an area for an appointment, look at what else you're passing. While you may not have time to stop, make a note for your next trip in that area, and add to your list for prospecting. Give yourself time after an appointment to cloverleaf that area and maybe make a quick stop, if time permits. Leave a card, get contact information, etc. Obviously, don't engage in distractive practices while driving.

### **Follow Up**

Always follow up any appointment with an email to thank them for their time. It is a golden opportunity to add something new, not just rehashing the previous appointment, and it's also a great chance to move the ball down the field. You should have already asked about their budget and time frame to guide you on next steps.

If you're calling a prospect from a cold call visit and you get them on the phone, don't ask them how they're doing. Instead, get to the point in a 20-second overview of your call's purpose.

You can dazzle them with niceties and personality if they lead, but typically, save that stuff for the actual appointment. Specifically: “Hello Mr./Mrs., I am with XYZ Company. I work with (nearby business, similar-type customer, etc.) and wanted an opportunity to meet with you to share what I have done to help them.” But don't reveal any proprietary information. Be prepared, just in case the company you are so proud of helping turns out to be the archenemy of this prospect. You can refine and perfect this introduction as your experience increases, and certainly, one size does not fit all.

### **Know Your Service/Product**

Know your products, services and competition. You will likely forget to mention something or won't have sufficient time to cover all of your points, but in most situations, you will know more than the customer/prospect. *You* are the expert, and you are better prepared when knowledgeable. This should make you more comfortable, and you can always add something new to an email follow-up — an absolute must do!

### **Be Professional**

When meeting with your prospect, don't disparage a competitor, even if it feels comfortable or if your prospect initiates the negatives. Yes, it's tempting to engage in a bit of the old-fashioned blood lust chat, but don't take the bait! Show professionalism and take the high road by conveying your understanding of their concerns and how glad you are to have an opportunity to share why you and your company are here. Mention how your products and/or services are better than the competition's (another reason to know your products and competition).

### **Be Prepared for Objections and Questions**

Don't bring a knife to a gunfight or go completely unarmed. Every salesperson needs to anticipate likely questions and objections. Your answers and responses must be skillfully developed *before* you start selling. Remember, you won't get a second chance to make a first impression! Talk to your customer service colleagues and other company salespeople and make sure this is part of your indoctrination as a new employee. Same thing with knowing your competition, their strengths and weaknesses: If you choose to engage in opposition research, it's probably best not to seek help from the Russian or Chinese governments.

### **Building Relationships**

In one of my past lives, I worked for a very smart boss who liked to say, “Whatever business you may think you're in, remember, you're really in the ‘people’ business!” Sometimes we become

so focused on what we're selling or how we stack up against competition that we forget that we are calling on people. Sure, we'll encounter many who are different in a variety of ways, but fundamentally we tend to have much more in common than it may first appear. Most of the time, they're just trying to do their job and support themselves and possibly, their family — just like you.

This is why it's so important to establish a rapport with the prospect on a personal or human level. Be especially vigilant for signs that your prospect may not be feeling well, might be having a bad day (personally or professionally) or could be mentally distracted by some other pressing issue. When this happens (and it will), it's essential that you recognize the telltale signs early in the conversation — thus, the importance of listening and being alert. If you're doing all of the talking, you're likely to miss signs. Initially, asking thoughtful questions is often far more important than providing information.

When you encounter a difficult situation, shift to being sincerely empathetic and carefully create an opportunity for the prospect to open up and share what's going on without being intrusive. Skillfully transition into gathering information, establishing interest and scheduling a follow-up appointment (or at least a call) at a time that will, hopefully, be more conducive to exploring business opportunities. Be sure to make notes of whatever you learn.

However, should you determine that it's common for prospects to seek psychiatric therapy after your visits, you may want to try a different approach... or possibly a different career.

## Theories of Selling

One of the many prevailing theories of selling is AIDAS. Each letter in this behavioral theory represents a psychological stage that a buyer's mind will pass through during a sale:

- Securing **Attention**
- Gaining **Interest**
- Kindling **Desire**
- Inducing **Action**
- Building **Satisfaction**

Although space limitations of this article don't permit delving into this process, I wanted to at least mention it. Interested readers can research this (been around forever) and other selling theories that have been taught in sales training classes. Yes, personality traits tend to be in our DNA, whereas selling techniques can be learned. There are many courses and seminars

available. If you take a sales training class, I'd highly recommend that you seek an instructor with actual experience selling something similar to whatever you'll be selling.

## Protecting Our Flank

While there's no denying the importance of generating business from new customers, don't fall into the trap of taking existing customers for granted. In many ways, it's at least as important to make sure that our existing customer base becomes and remains "the gift that keeps on giving." Monitor customers' monthly volumes closely!

A second common trap is to permit our sales representative to become the only meaningful relationship between our company and the customer. Don't let your company's customers effectively become the salesperson's customers! Owners should establish and maintain contact with our customers, ideally at the owner level. This can be especially important if the salesperson leaves the company's employment and subsequently tries to pirate customer accounts that he/she called on. Consider a reasonable non-compete agreement (NCA), and be aware that most judges will not enforce provisions of a NCA that effectively prevent a salesperson from making a living.

## Job Description: Technical Sales Representative (TSR)

Here are some ideas to consider incorporating into your salesperson's job description. Of course, amend and adjust these to match your particular requirements and business environment.

### *General position information*

The job description covers the basic functions, qualifications, requirements, working conditions, performance and skills necessary for successful fulfillment of this position, in accordance with the company's standards, which may be changed at the company's sole discretion.

### *Overall role and responsibility*

Reporting to the \_\_\_\_\_, the TSR's primary role is to engage in prescribed, prospecting, selling, support, quotations, training and business development activities that are ultimately intended to efficiently and effectively increase profitable sales volume. The TSR is responsible for selling the company's \_\_\_\_\_ products, services, through a combination of company-provided and self-generated leads and achieving or surpassing company quotas or targets.

Using his/her skill set, the TSR strives to encourage profitable sales growth, servicing existing customers while also finding and





capturing new customer opportunities. He/she will typically engage in all activities related to prospecting, selling, quotations, training, technical support and sales related clerical duties. Such activities will also involve participation in and support of industry events, including but not limited to, trade shows and product/service training. Periodic long-distance and/or overnight travel and some nights and weekend work will be required.

#### **Minimum Job Specifications/Qualifications Required**

##### *Education/training (or equivalent)*

- High School or two-year college degree, etc. or equivalent
- Successful completion of the company's training program(s) and related systems

##### *Experience*

- Three years of direct relevant work experience in B-to-B field sales, prospecting and business development
- Solid experience in successful account development, closing sales and time/documentation management. Successful completion of an accredited sales training course is a plus.

##### *Working environment*

- Generally, works in an office environment. Filed travel in support of prospecting, lead qualification, demonstrations, quotations, sales or training meetings, customer site visits and/or industry events such as trade shows, as required

##### *Technical or administrative knowledge*

- Intermediate-level computer experience with Microsoft Office applications, specifically Outlook and Word (and company's in-house software system, if applicable)
- Ability to operate office equipment such as copiers, fax, printers, phone/voicemail systems
- Ability to accurately complete and process job-related forms,

documents and contracts in a timely manner

##### *Special skills and/or abilities:*

- Strong organizational skills and attention to detail
- Exceptional verbal and written communication and presentation skills
- Ability to build and maintain lasting relationships with customers
- Ability to work independently with minimal supervision and as part of a team

##### *Specific roles, duties and responsibilities*

The TSR will (in accordance with the company's prevailing policies, procedures, guidelines and best practices) engage in and deliver the following services separately and/or in combination:

- Qualify and follow up on self-generated sales leads and close sales when possible
- Qualify and follow up on company-provided sales leads and close sales when possible
- Master and consistently utilize and apply the "xxxxx sales method" and practices
- Schedule and deliver sales presentations, demonstrations and other sales activities
- Enter new customer data and changes to existing accounts in the company database in a timely manner
- Follow up with leads/customers via phone calls, meetings and e-mail in a timely and consistent manner
- Consistently document all communication (both successful and attempted) with leads/customers in Sales or CRM database and/or other designated data repository
- Plan and organize daily work, and travel efficiently and effectively
- Promptly investigate and troubleshoot customer service issues to a satisfactory conclusion

- Provide sales activity and status summaries and reports, as required and specified
- Generate and submit complete and accurate proposals and contracts in a timely manner and maintain regular communication with customer/prospect owner or responsible party
- Provide all necessary documentation required to submit/process contracts or quotations in accordance with company and/or departmental policies, procedures and processes
- Practice safe driving habits and maintain a clean driving record
- Competently diagnose and appropriately document product or service issues
- Competently provide appropriate solutions for customer or end user problems and/or issues
- Comprehend and master product or service technical information
- Enthusiastically support company's marketing efforts
- Responsibly use company credit cards and promptly submit expense reports/receipts
- Travel throughout the territory as necessary (possibly some long-distance or overnight stays)
- Attend periodic sales training events and/or complete courses as required
- Be aware of, and report to management, any relevant competitive information acquired
- Be aware of, and report to management, trends, patterns or feedback related to lost jobs/bids
- Recommend best practices and/or improvements in pricing, policies or procedures
- Advise management of any inhibitors to sales and business development growth in a timely manner
- Provide sales forecast information, as required
- Comply with all provisions of the company handbook
- Comply with all applicable laws, regulations and workplace safety requirements
- Establish reasonable targets or quotas.
- Be familiar with which characteristics and practices generate successful sales.
- Provide modern tools (such as CRM software) to your sales force.
- Understand and learn how to use those salespeople's tools yourself.
- Have a job description for your salespeople.
- Insist that salespeople generate paperwork completely and on a timely basis.
- Provide appropriate product and service training.
- Don't rush new salespeople into the field without appropriate preparation.
- Ensure that your salesperson does not effectively "own" your company's customers.
- Have a prescribed sales process with discrete steps.
- Ensure that your salespeople are well organized and track their activities.
- Know what's in your sales funnel or pipeline.
- Understand why you lost accounts or jobs.
- Be willing to change elements of your value proposition and/or sales strategy.
- Welcome input, but don't let your salespeople establish pricing.
- Pay successful salespeople well, and don't begrudge doing so.
- Be willing to pay for high-quality leads, but evaluate your return on investment.
- Schedule time to go into the field with your salespeople.
- Surprise your salespeople with occasional ad hoc funnel reviews and field visits.
- Place follow up calls to customers after your salesperson visits them.

The topic for our next article in this series will be dashboard reports. We will discuss what this tool is and how to use it. Incidentally, this topic was requested by our readers in a survey. ☺

## Conclusion

As we think about which habits and practices will lead to success for our salespeople, keep these considerations in mind:

- Understand that all salespeople are not alike.
- Recruit a sales professional with the type of basic experience that you need.
- Appreciate that professional salespeople should more than pay for themselves.
- Don't migrate a technician into a sales position.



**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 adviser to not-for-profit and for-profit companies in numerous industries worldwide. This includes being an ALOA SPAI board member since 2011, and he is also an ACE instructor, developing and teaching business management. Contact him at [nflynn@aloea.org](mailto:nflynn@aloea.org).

# SAFE TECH 2021



## RENOVATE YOUR CAREER

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# LATCH ON

**Richard Karas** explains how the CompX Timberline Double Door Latch Kit can replace the elbow catch on cabinet jobs.

**I**MAGINE BEING STUCK IN A CUBICAL ALL DAY DOING THE SAME MUNDANE tasks over and over. No way. That would not be a job I would ever be interested in. The thing that I enjoy most about our profession is that every single day is different. As ALOA security professionals, we provide a wide variety of physical security services. We may be called to open a locked-out safe, install a deadbolt, develop a master key system, rekey locks or remove a broken key from a lock cylinder.

Another job that locksmiths are often asked to do is to install locks on cabinets. I have certainly done my share of this type of job throughout the years. As you all know, cabinets come either in a single-door or double-door configuration. While the door with the lock often seems like the primary focus of the job, it is also important to consider how best to secure the inactive door (the door without the lock). In this article, I will give an option to do that.

## The Elbow Option

When it comes to double-door cabinets, my usual choice has always been to secure the inactive door with an elbow catch (see *Figure 1*). The best way for me to explain what an elbow catch is would be to use the definition of “elbow catch” from the *ALOA Professional Locksmith Dictionary*: “n. an ‘L’ shaped latching mechanism typically mounted to the inside of the inactive leaf of a pair of cabinet doors.”

Traditionally, when locking a set of double cabinet doors, an elbow catch is



**Figure 1.** An elbow catch is a common choice for securing the inactive doors of double-door cabinets.



**Figure 2.** A typical elbow catch is engaged into the L-shaped strike plate in the latched position, keeping the door from opening.

installed on the door opposite the door with the lock and is used to make the door non-movable (inactive).

Figure 2 shows a typical elbow catch engaged into the L-shaped strike plate (in the latched position), keeping the cabinet door from opening. Figure 2 shows an elbow catch that is not engaged into the L-shaped strike plate (in the unlatched position), allowing the door to open. The elbow catch is spring-loaded and automatically engages the L-shaped strike plate when released, and the door is closed.

Elbow catches work fine and are a reliable way to secure the inactive leaf on a pair of cabinet doors. However, there are a couple of things to keep in mind when using an elbow catch.

### Stuck Shut?

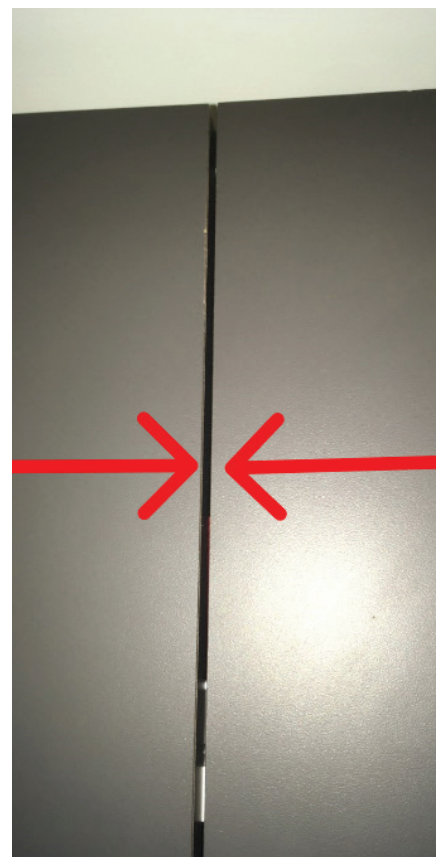
One important consideration is that the person who will be using the cabinet must be told about the elbow catch and how to release it when it is installed on a cabinet door and engaged in the locked position. If your customer doesn't know that the

elbow catch exists, it is possible that he or she may not know how to open the door. Yes, this does happen. I have had to explain to clients in the past what it is, where it is and how it works.

Once, I received a call from a client telling me that her cabinet door was "stuck shut." I asked, "What is stuck shut?" She said, "The cabinet door." I asked her if she meant the door without the lock and she said, "Yes." Then I informed her about the elbow catch on the inside of the door. The lesson here is that you should always, always, always, show your client what you have done and how everything works before you leave the job site.

### Mind the Gap

Another important consideration is to determine whether there is a gap between the two doors. Sometimes, there is no visible gap, but in other cases, there may be. If the cabinet doors have a gap between them, as seen in Figure 3, then an unauthorized person could use a bent wire, such as a coat hanger (which is usually very accessible) to trip the elbow catch



**Figure 3.** The cabinet doors have a gap between them, and an unauthorized person could use a bent wire to trip the elbow catch and open the door.



**Figure 4.** CompX Timberline came out with the Double Door Latch Kit a few years ago.



**Figure 5.** The latch is one component of the DDLK.



**Figure 6.** The second component is the activator.

and open the cabinet door. This is a security problem that, in my opinion, must be addressed with the client prior to installing an elbow catch. There are a couple of options available to address such a security concern.

One option is to install the elbow catch further down the door so that it would be slightly more difficult to reach with a bent wire. “Slightly” is the key word here; it can still be done. This also requires a person to reach further into the cabinet and reaching further in the door to unlock the elbow catch can sometimes become a challenge.

Another option is to install an astragal strip on the active door to make the gap go away. This is a decent solution, but finding an astragal that matches the motif of the cabinet is not always easy, especially in newer offices with custom-made cabinets. This can turn into a time-consuming project that may require you to do research for your customer.

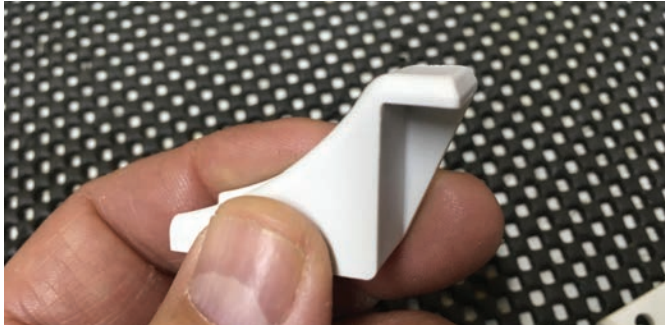
### A Better Option

There is a third option, and it is the one that I prefer to help alleviate the aforementioned issues. A few years ago, CompX Timberline came out with a product called the Double Door Latch Kit (which I will abbreviate as DDLK for the remainder of this article). The package of the DDLK can be seen in Figure 4.

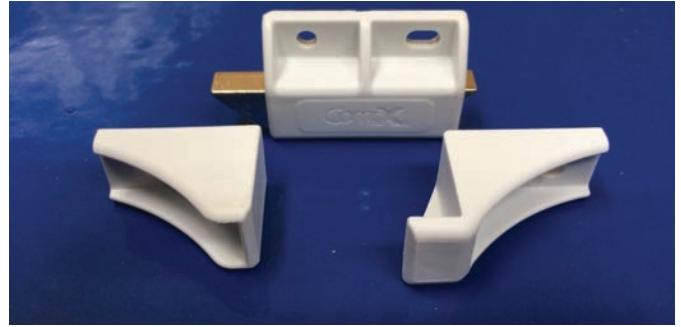
There are three components that make up the DDLK: the latch (Figure 5), the activator (Figure 6) and the catch (Figure 7). The latch, activator and catch are shown together in Figure 8.

The DDLK is especially nice because you don’t have to teach or show your client how it works. The DDLK works without any special knowledge of how to operate it. As a matter of fact, a person usually does not even have to know it is there. There is no need to reach into the cabinet to unlock the other door because





**Figure 7.** The final DDLK component is the catch.



**Figure 8.** The entire kit is shown.



**WHITE**  
**TOP MOUNT-LOCK ON RIGHT DOOR**  
**BOTTOM MOUNT-LOCK ON LEFT DOOR**

**Figure 9.** The author suggests that CompX identify the two configurations that each part permits on the packaging.

the DDLK takes care of it.

The DDLK can be installed at either the top or the bottom of the cabinet. The manufacturer recommends that if the cabinet is greater than 48 inches, a DDLK is installed at the top and the bottom of the cabinet. The cabinets pictured in this article were less than 48 inches, so I only installed the DDLK at the top.

I decided to reach out to CompX to get a little more information and history behind the product. Tim Peters from CompX was very responsive and told me the following: “The Double Door Latch was released late August 2014. The genesis of the product was the office furniture industry looking for an inexpensive, robust and easy-to-install mechanism for locking double-door wardrobe cabinets. CompX also knew that the typical elbow catch offered little security, so we went down the path of designing the product so it would be a solution to both issues.”

Thank you, Tim. I really appreciated the information.

### Selecting DDLK Parts

There are four different DDLKs and part numbers. You will need to know three basic things when you order the DDLK:

1. Will your installation be at the top or bottom of the cabinet, or both?
2. What color will you need? (They only come in two color choices: black and white.)
3. Will the lock be installed on the right door or the left door?

Although there are four different part numbers to choose from, each part number has two configurations, resulting in a total of eight different configurations of the DDLK:

- **Part Number DL-200:** Top mount, black finish, lock on the right door OR bottom mount, black finish, lock on the left door
- **Part Number DL-200-W** (what I used,

see *Figure 5*): Top mount, white finish, lock on the right door OR bottom mount, white finish, lock on the left door

- **Part Number DL-300:** Top mount, black finish, lock on the left door OR bottom mount, black finish, lock on the right door
- **Part Number DL-300-W:** Top mount, white finish, lock on the left door OR bottom mount, white finish, lock on the right door

I would like to see CompX identify, on each individual packet, the two configurations that the part permits, as I have suggested in *Figure 9*. This would help reduce the chance that the installer (probably me!) might accidentally grab the wrong kit for the job.

### Installing the DDLK

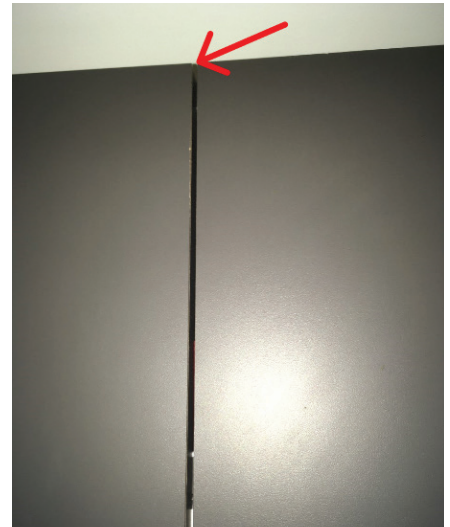
The following process explains how I install the DDLK accurately, efficiently and professionally.



**Figure 10.** Before starting the install of the DDLK, measure the thickness of the cabinet.



**Figure 11.** Drill stops come in many sizes.



**Figure 12.** Here, you can see where the author marked the center of the door at the top of the cabinet.



**Figure 13.** Mount the latch on the exact center of the mark that you made.



**Figure 14.** When the door is closed, the activator pushes the bolt through to the catch side.



**Figure 15.** The catch, shown here, should be installed on the door without a lock.

1. Before starting, measure the thickness of the cabinet (*Figure 10*). You will need this measurement when you pre-drill for your mounting screws so you do not accidentally drill through the cabinet. I would suggest using a drill stop to make sure that you don't drill too far through the cabinet and leave a hole. In case you have never used or seen a drill stop, *Figure 11* shows a package of drill stops. They come in many sizes.

If you don't have a drill stop, you can use a piece of tape as a visual marker for where to stop. I have done this in the past and have used electrical tape (which is what I happened to have had on hand). However, I am not a big fan of doing this because the tape can move up the drill bit as you drill, giving you a false stopping point. Remember that the tape is not a stop; it is only a visual indicator of where to stop. You don't

always have every tool that you may need, so if you have to use this method make sure the tape does not move.

2. Close both doors, find the exact center between both of the doors and mark it with a pencil. *Figure 12* shows where I marked the center of the door at the top of the cabinet. If you are installing a DDLK at the bottom, mark the bottom as well.
3. Mount the latch in the exact center of





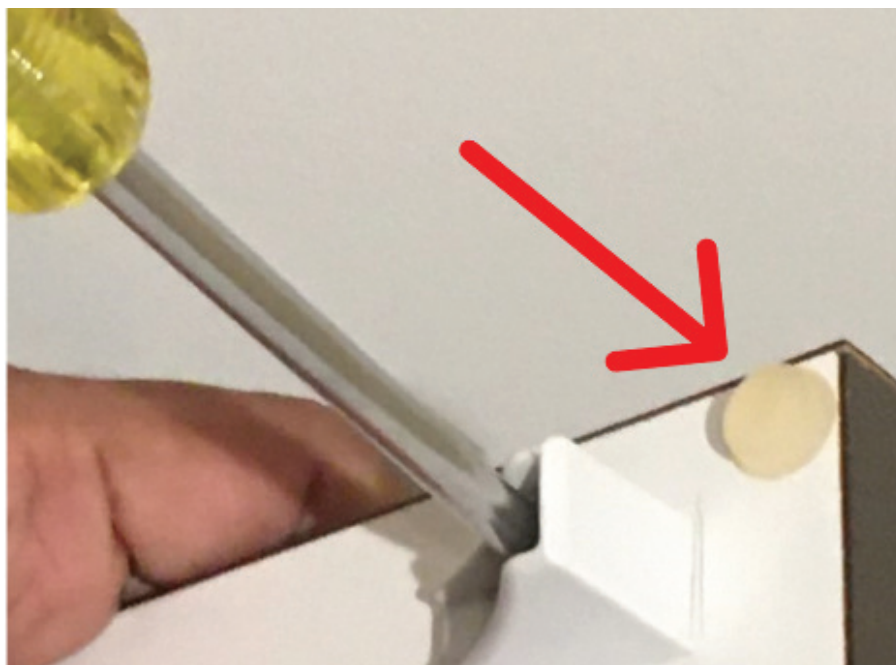
**Figures 16 and 17.** Using glue dots to temporarily mount the activator, latch and catch to the cabinet allows you to make any necessary adjustments before drilling mounting holes.

the mark that you have just made (*Figure 13*).

4. Mount the activator on the same side of the cabinet as the lock. I installed the locks on the right door, so I installed the activator on the right door as well. When the door is closed, the activator pushes the bolt through to the catch side. It is a very simple process. (*Figure 14*).
5. Install the catch on the door without the lock. This will be the inactive leaf/door. Unfortunately, I do not have a picture to show the catch as mounted. *Figure 15* shows what the catch looks like.
6. Test the doors and show your client how everything works.
7. Pat yourself on the back for a job well done — but make sure you put all your tools down first, otherwise you might hurt yourself!

### Useful Tips and Tricks

1. Prior to drilling the mounting holes, I like to use a glue dots (available at any craft store) to temporarily mount the activator, latch and catch to the cabinet. This allows you to make any nec-



**Figure 18.** Measure the thickness of the rubber bumper, silencer or rubber stop if the cabinet has one.

essary adjustments before you drill the mounting holes (*Figures 16 and 17*).

2. If the cabinet door has a rubber bumper, silencer or rubber stop on the top and bottom of the door, measure the thickness of the rubber bumper, silencer or rubber stop (*Figure 18*). This is the distance that you will need

to move the latch out toward you. Doing this will remove any excessive play in the doors. This means that the latch will no longer be flush with the cabinet. It will be extended out the same distance of the bumper, silencer or rubber stop. You don't necessarily need to do this. However, it does make



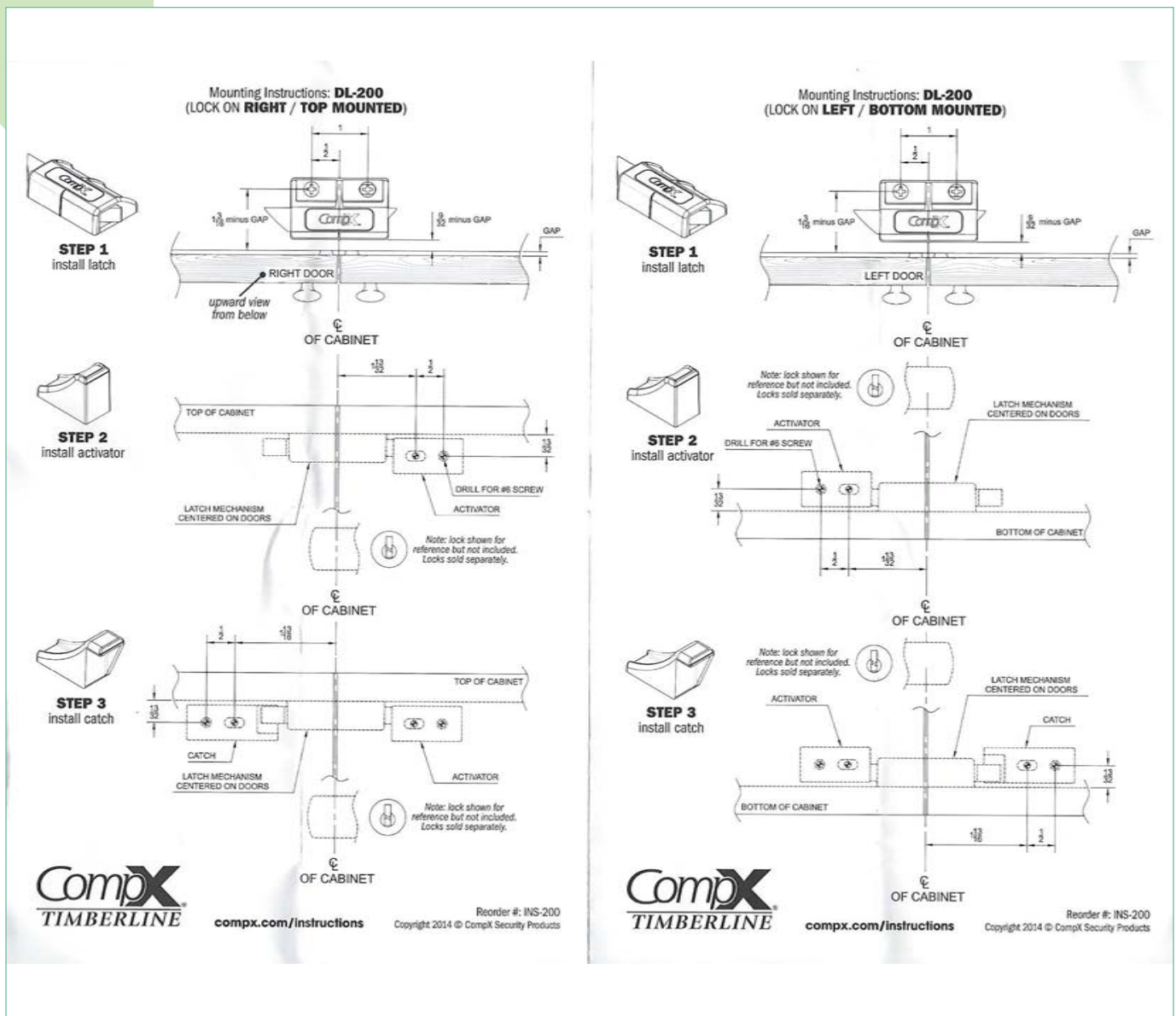


Figure 19. The manufacturer's instructions can also be found at [compix.com/instructions](http://compix.com/instructions).

for a nicer installation and provide for a tighter tolerance so that there will not be excessive play in the doors.

3. Caution/Important: When mounting the DDLK at the top and the bottom of the same door, make sure that you are using the correct handing of DDLK. If you don't, you could accidentally lock the cabinet shut without being able to open it.
4. Pre-drill your holes and use a hand screwdriver to install the DDLK to

reduce any possibility of damaging the DDLK. I have had a lot of experience installing surface-mounted alarm contacts, and in the past, when I have installed alarm contacts with a power tool, they would sometimes break if tightened down too tight.

Figure 19 shows the manufacturer's instructions, which can also be found at [compix.com/instructions](http://compix.com/instructions). I would recommend visiting the site if you have a chance. ☺



**Rick Karas, RL** started in the locksmith industry in 1983. A licensed locksmith, he has experience with many physical security disciplines, including access control systems, intrusion detection systems and video monitoring systems. He works in both a commercial and institutional settings. Rick owns Phil-Rich Lock, which serves the Washington, D.C., metropolitan area.



# ALOA

ALOA Security Professionals Association, Inc.

# Membership Application

CANDIDATE PLEASE TYPE OR PRINT

Name: ☐ Mr. ☐ Mrs. ☐ Ms. First \_\_\_\_\_ Last \_\_\_\_\_ MI \_\_\_\_\_ Designation \_\_\_\_\_

Business Name \_\_\_\_\_

Mailing Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_ Country \_\_\_\_\_

Work Phone \_\_\_\_\_ Home Phone \_\_\_\_\_ Fax \_\_\_\_\_

Email Address \_\_\_\_\_ Website \_\_\_\_\_

Date of Birth (required) \_\_\_\_\_ Place of Birth \_\_\_\_\_ Social Security # (required) \_\_\_\_\_

US Citizen? ☐ Yes ☐ No If No, citizen of what country? \_\_\_\_\_

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

## PROFESSIONAL INFORMATION

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

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

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

Business License # \_\_\_\_\_ EIN # \_\_\_\_\_

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

Any other states you do business in and licenses held in those states \_\_\_\_\_

List all phone numbers used by your company/companies: \_\_\_\_\_

Number of Employees \_\_\_\_\_ ☐ Store Front Business ☐ Mobile Only

How did you learn locksmithing/access control? \_\_\_\_\_

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

ALOA member Sponsor Name/Who introduced you to ALOA?

Sponsor Name (Required) \_\_\_\_\_ ALOA Number \_\_\_\_\_ Years known \_\_\_\_\_

Have you ever been a member of ALOA before? ☐ Yes ☐ No If Yes, when? \_\_\_\_\_ ID #, if known \_\_\_\_\_

Are you a member of any local locksmith association? ☐ Yes ☐ No If Yes, name of association: \_\_\_\_\_

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

Name \_\_\_\_\_ Company \_\_\_\_\_ Phone Number \_\_\_\_\_

Name \_\_\_\_\_ Company \_\_\_\_\_ Phone Number \_\_\_\_\_

**IMPORTANT:** Have you ever been convicted of a felony? ☐ Yes ☐ No If yes, please give details on a separate sheet.

All convictions are reported to the Advisory Committee for review.

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

## TYPES OF MEMBERSHIP AND REQUIREMENTS

Check only one box from the categories listed below:

### Active Membership

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

- |  |       |  |       |
|--|-------|--|-------|
| <input type="checkbox"/> US and US Territories | \$255 | <input type="checkbox"/> I elect to Go Green | \$230 |
| <input type="checkbox"/> International         | \$270 | <input type="checkbox"/> I elect to Go Green | \$200 |

### International Association of Investigative Locksmiths Membership

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

- |  |      |
|--|------|
| <input type="checkbox"/> US and US Territories | \$55 |
|--|------|

### Probationary Membership

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

- |  |       |  |       |
|--|-------|--|-------|
| <input type="checkbox"/> US and US Territories | \$255 | <input type="checkbox"/> I elect to Go Green | \$230 |
| <input type="checkbox"/> International         | \$270 | <input type="checkbox"/> I elect to Go Green | \$200 |

### Probationary Membership – No Sponsorship Required

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

- |  |       |  |       |
|--|-------|--|-------|
| <input type="checkbox"/> US and US Territories | \$255 | <input type="checkbox"/> I elect to Go Green | \$230 |
| <input type="checkbox"/> International         | \$270 | <input type="checkbox"/> I elect to Go Green | \$200 |

### Allied Membership

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

- |  |       |  |       |
|--|-------|--|-------|
| <input type="checkbox"/> US and US Territories | \$255 | <input type="checkbox"/> I elect to Go Green | \$230 |
| <input type="checkbox"/> International         | \$270 | <input type="checkbox"/> I elect to Go Green | \$200 |

Note: Your application will be processed with a 90 day waiting period.

Any institutional locksmith not using his/her work address must submit a letter from employer stating that you are an institutional locksmith.

## DUES AND FEES

An application fee and the appropriate dues must accompany the application in order for processing to begin.

Application Fees Schedule:

US and US Territories .....	\$70
Canada, Denmark, Ecuador, New Zealand .....	\$160
Australia, Bahamas, Barbados, Belgium, Belize, Bermuda, China, France, Haiti, Philippines, UK .....	\$210
Israel, Korea, Papua New Guinea, Saudi Arabia, United Arab Emirates .....	\$360

Applicants from countries not listed must submit background check and report from local Law Enforcement with application.

## FINAL CHECKLIST

- |   |       |
|---|-------|
| <input type="checkbox"/> Required Proof of Employment in Industry | _____ |
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# HIGH SECURITY SYSTEMS

Part 4

In this fourth and final installment, **William M. Lynk, CML, CPS, ICML, CMIL, M.Ed.**, discusses popular systems designed for institutions.

## Schlage Everest 29 SL

**E**VERY ONCE IN A WHILE, A NEW PRODUCT OR system comes along that provides us with exactly what we need: simplicity in a technically complicated world. Remember the wonder products of the 1950s where the futuristic designs of clumsy, commonplace devices were reinvented to make our lives easier? Well, the future has arrived.

Schlage has introduced a cylinder that allows existing Schlage Everest SFIC systems to integrate into full-size cylinders, such as KIK, KIL, rim and mortise. Quite an advance.

### Where Did It Come From?

How did the name “SL” come about? I assumed, at first it, was a melding of “SFIC” and Large KIL Shell,” but Monte Salway, CML, Schlage product manager for Commercial Key Systems, said it was actually named from the combination of Security and L-Pin. Whether SL means standard length, St. Lucia or Security and L-Pin, the concept is very cool.

### The Concept

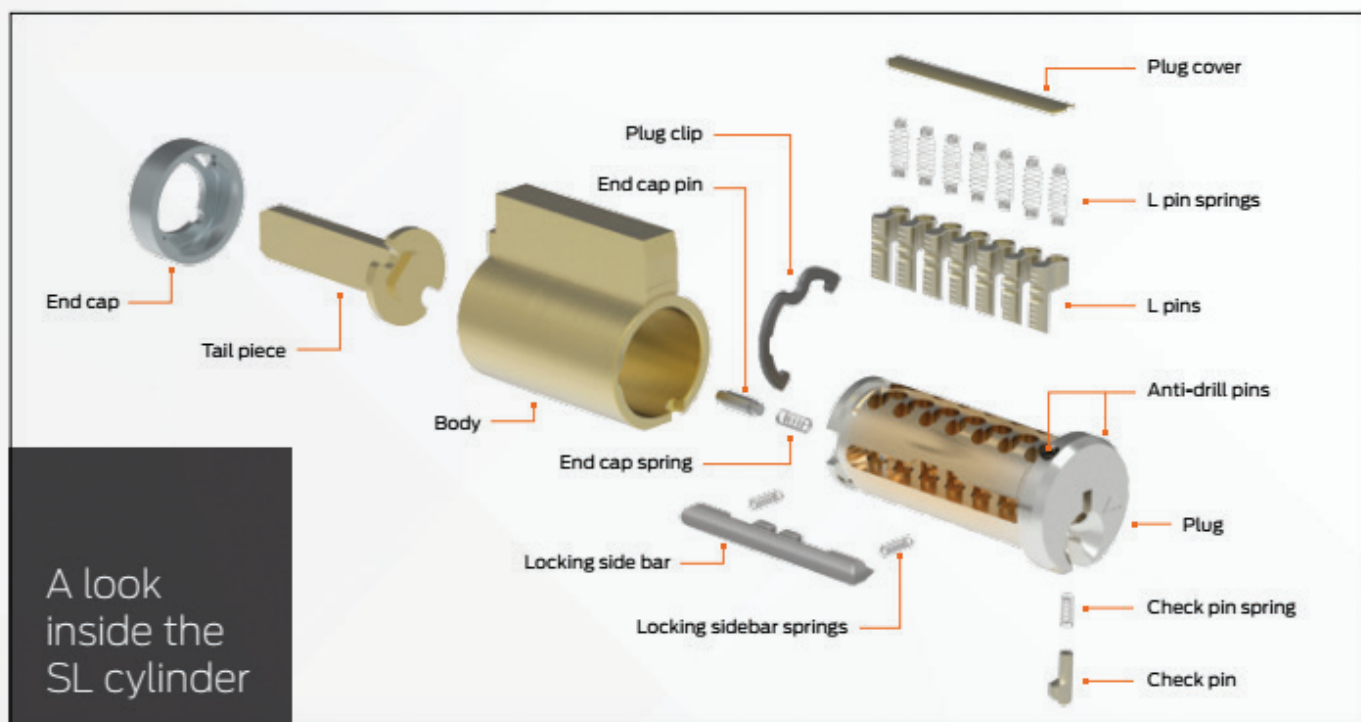
Schlage created the SL cylinder to allow the end users to integrate their SFIC Everest 29 7-pin A2 system with a full-size cylinder format. It’s unique in that only a single pin is used in each chamber and will align with a sidebar when the correct key combination is used. These “L pins,” so called because of

their dimensional shape, can be used in non-master-keyed or master-keyed systems.

Let’s take a look an exploded view of the SL cylinder in *Figure 65* to get a visual of how this cylinder is put together. You will quickly see that the SL is unlike a traditional SFIC in that it contains only one pin per chamber. Also, only two main components are in the plug in each chamber — the L-pin and the spring — aside from the sidebar, its springs and the plug cover. Anti-drill pins are strategically placed within the plug face, and the Everest check pin and spring are located near the keyway entrance. The body holds the SL in place, though the bible atop the cylinder has no real function other than to allow for compatibility within the various full-sized housings.

### Compatibility, Integration and Application

The SL cylinder will not only work with an existing Schlage Everest A2 small format system, but also with the Schlage KIL, KIK, mortise and rim modular cylinders, as well as other manufacturers’ brands of cylinders, such as Sargent, Corbin Russwin and Yale. SL is also compatible with new or existing Everest 29 or Primus XP cylinders that use Everest 29 R and Everest B keyways. Additionally, integrating SL cylinders into existing Schlage master-keyed systems will create no adverse affects on the systems’ expansion. One advantage of SL is that buildings on multiple key systems can now be brought into the same restricted key system at a much lower cost than replacing installed cylindrical lock hardware. Also, existing SFIC



**Figure 65.** An exploded view of the SL cylinder is provided.



**Figure 66.** This illustration shows the design of the L-pin and its horizontal “notches.”

system owners can achieve geographic exclusivity with Everest 29 SL Primus XP. And, an optional UL 437 listing is available. Amazingly, the SL cylinder can provide over 97,000 changes in a factory-managed system.

## System Overview

The SL cylinder incorporates the use of the Schlage L-pins that interact with a sidebar when the Everest SFIC key is inserted into the cylinder. *Figure 66* illustrates the design of the L-pin and how the notches are placed at a slight angle horizontally. Their locations are spaced at intervals of .0125", but are used every other step (.025") since A2 is a two-step system. You can see the hollowed area onto which the spring rests.

## Technical Data

The cylinder was designed by Schlage, aligning it to a “driver-less pin tumbler lock” similar in concept to the Medeco 60 Series cam locks or BiLock. In any of these cylinders, there exists only one pin in each of the cylinder’s chambers, topped with a spring. Everything is self-contained within the plug itself. The depth of the Schlage SL key cut will either align or not align the L-pin with the corresponding notch in the sidebar. Some L-pins have more than one notch to provide master keying capabilities.

# SCHLAGE Everest 29 SL

## Pin and Plug Comparisons

(Driverless Pin Tumbler Locks)

<b>Features:</b>	<b>SL Everest 29 2-Step</b>	<b>Medeco Cam 60 Series - 1-Step</b>	<b>BiLock 1-Step</b>
Are All Pins Contained within the Plug?	yes	yes	yes
Are All Chambers Active?	yes	yes	yes
Do All Pin have same Diameter & Length?	yes	yes	yes
Number of Pins Possible in any One Chamber	1	1	1
Number of Chambers	7	5	12
Total Number of Pins in Plug (Mk'd or non-MK'd)	7	5	12
Number of Sidebars	1	1	2
Number of Possible Notches/Holes Locations in a Pin	10	2	4
Number Notches/Holes in a Non-MK'd chamber	1 notch	1 hole	1 hole
Number Notches/Holes in a MK'd chamber	2 notches	2 holes	2 holes
Number Notches/Holes in a MK'd chamber (with Cross Keying)	5 notches	2 holes (no cross keying)	4 holes
Number of Possible Master Pins (non Crossed keyed)	20	21	11
Number of Different Pins Available (Including Cross Keying)	60	25	15
Increment System	.0125"	.030"	.033"
Pin Diameter	Varies	.135"	.115"
Progression Type	2-Step	1-Step	1-Step
Spacing	.150"	.170"	.150"
Possible MACS Violations	none	none	none

**Figure 67.** The Schlage Everest SL Cylinder is compared to the Medeco 60 Series cam lock and the New Generation BiLock cylinder.



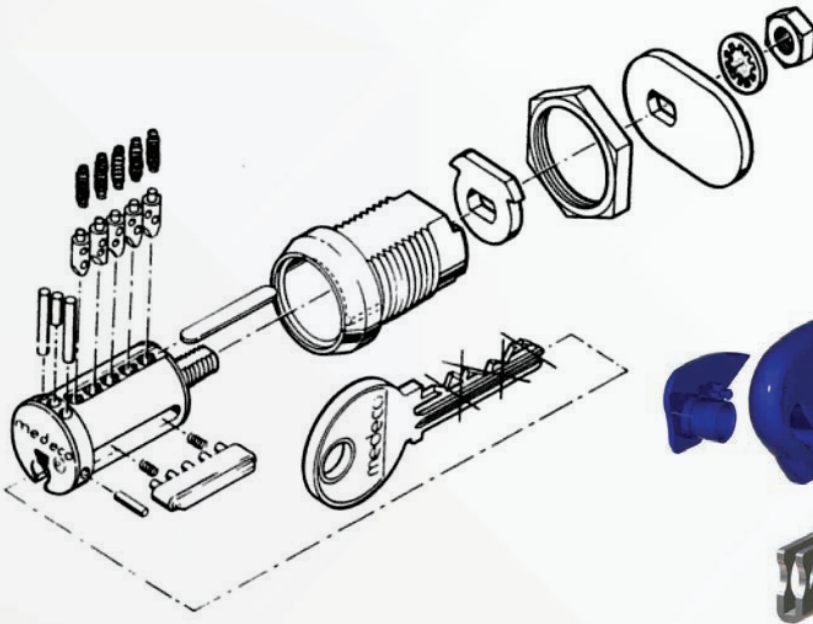


Figure 68

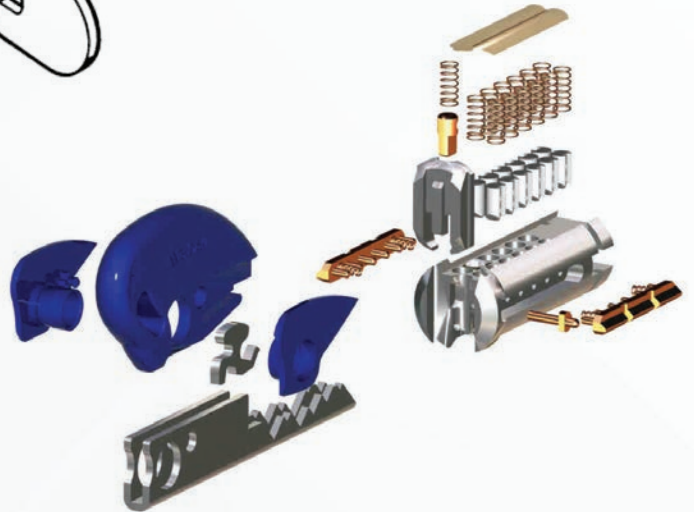


Figure 69

Figure 68 and 69. A visual of the Medeco and BiLock driverless pin tumblers is shown.

SFIC Pins vs. L-Pins	
SFIC Pinning	SL Pinning
3 Bottom Pin	3-7 L-Pin
4 Master Pin	
8 Build-Up Pin	
8 Top Pin	

Figure 70. This image compares SL pins vs. SFIC pins.

Figure 67 compares the Schlage Everest SL Cylinder to that of the Medeco 60 Series cam lock and the New Generation BiLock cylinder. Note that, for comparison purposes, the Medeco 60 Series single step (.030") is listed. One should realize that these locks have more similarities than dissimilarities.

For those who care to see a visual of the Medeco and BiLock driverless pin tumblers, they are offered in Figures 68 and 69.

### One for Four?

When can one pin take the place of four? In an SL cylinder, of course! Figure 70 provides a quick visual of pinning for a single chamber of a Schlage Everest SFIC and that same chamber in the SL cylinder. The same key will operate both.

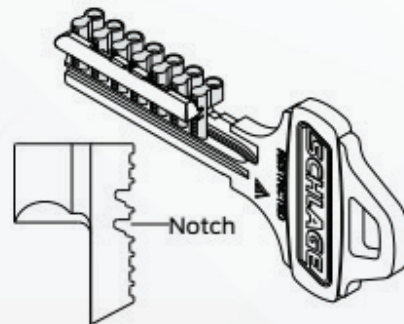


Figure 71. This simple graphic shows how the SL pins, sidebar and key all work together.

TMK = 7

CK = 3

CTRL = 5 (Irrelevant to SL Cylinder Pinning)

With an SL cylinder, we have to stop visualizing what happens inside an SFIC cylinder. Its focus is on the sidebar, and the SL pins are "all about the cuts!"

Figure 71 illustrates how the pins, sidebar and key work together in beautiful harmony. For those who are still having trouble wrapping their minds around the SL cylinder and its SFIC attributes, it's helpful to see what something *is not* as compared to what *it is*. The chart in Figure 72 should help with that.

# Schlage Everest 29 SL Cylinder

## "What it is **NOT** and What it **IS**

<b>NOT's</b>	<b>IS's</b>
Not a traditional SFIC	Is a KIL cylinder that uses the SFIC pinning system with Schlage's Everest & Everest 29 SFIC keyway families
Not figure-8 in shape	Is contained in a standard KIK/KIL shell
Not pinned to two shear lines	Is pinned to one shear line for all operating keys
Not pinned with a standard SFIC pin kit	Is pinned with a dedicated pin kit
Not pinned with bottom pins, master pins, build-up pins and top pins	Is pinned with a single pin only, similar to the Medeco 60 Series cam lock or BiLock
Not able to be removed/inserted with a Control key	Is able to be serviced similar to a standard KIK/KIL cylinder
Not compatible/interchangeable with other manufacturer's SFICs & SFIC housings	Is designed to fit into most manufacturer's KIL cylindrical locks & the Schlage modular cylinder system
Not loaded/pinned with standard SFIC loading blocks & capping tools	Is pinned with a dedicated pin kit for SL & a specialized crimping tool
Not pinned to standard 6-pin SFIC specs	Is pinned to offer 16,383 change keys per keyway with multiplexing increasing that amount. 97,000 changes can be achieved in one factory managed system
Not a true Everest SFIC	Is able to be pinned to new and existing restricted Everest B and Everest 29 R key systems

**Figure 72.** This matrix shows what the SL cylinder is and is not.

For the remaining non-believers, *Figure 73* shows a random core within a sample SFIC system and its bittings and pinning. Then you'll see the same for the SL cylinder in *Figure 74*. Notice the difference — or should I say, simplicity?

### Control Key Lost Its Control?

Someone is thinking, "What will happen if I use the control key in the SL cylinder?" Well, nothing. Since most SFIC systems are created with the control key as a bitting excluded from the system and since there is no control shear line in an SL cylinder (it's not an interchangeable core), the control key will not turn the plug. Sadly, it has lost its control. Within the Land of SL, you are free to cry out to that bewildered control key, "Be gone. You have no power here!"

### Keying and Combinating the SL

The key specs for the SL key are exactly the same as with the Schlage Everest SFIC system. Spacing from cut center to center is still .150", the cut angle is 90 degrees, and the cut depths are the same as in the standard SFIC A2 system: zero through nine.

What's even more exciting is that there's no need for math calculations to pin up the SL cylinder! Simply match the TMK cut with the necessary change key cut and, voila! You have the single pin for that chamber, as shown in *Figure 75*. This chart was created by Gordon Malczewski and Roger Yost at Schlage — another simple yet valuable SL tool. By the way, if the cylinder is non-master-keyed, then it's even easier: Just use the pin of that depth (red color on the chart).



Bittings & Pinning for the Standard Schlage Everest 29 SFIC							
CTRL	5	4	9	8	5	0	7
TMK	7	8	1	0	7	2	3
CK	3	4	7	2	5	8	1
Top Pin	8	9	4	5	8	13	6
Build-Up Pin	8	6	12	16	8	2	14
Master Pin	4	4	6	2	2	6	2
Bottom Pin	3	4	1	0	5	2	1

Figure 73. This chart provides the bitting for a standard Schlage SFIC.

Bittings & Pinning for the Schlage Everest 29 SL Cylinder							
<del>CTRL</del>	<del>5</del>	<del>4</del>	<del>9</del>	<del>8</del>	<del>5</del>	<del>0</del>	<del>7</del>
TMK	7	8	1	0	7	2	3
CK	3	4	7	2	5	8	1
L-pin	3-7	4-8	7-1	0-2	5-7	2-8	1-3

Figure 74. This chart shows the bitting for the Schlage SL cylinder.

SL Pin Selection Chart											
Change Key Cut											
	0	1	2	3	4	5	6	7	8	9	
M a s t e r	0	0	0-2		0-4		0-6		0-8		
	1	1		1-3		1-5		1-7		1-9	
	2		2		2-4		2-6		2-8		
	3			3		3-5		3-7		3-9	
K e y	4				4		4-6		4-8		
	5					5		5-7		5-9	
	6						6		6-8		
	7							7		7-9	
C u t	8								8		
	9									9	

Figure 75. The SL pin selection is provided in this chart.

## Rekeying the SL

Rekeying the SL cylinder is also a cinch. These instructions were also crafted by Gordon Malczewski and Roger Yost and are found in the *Schlage Everest 29 SL Service Manual*.

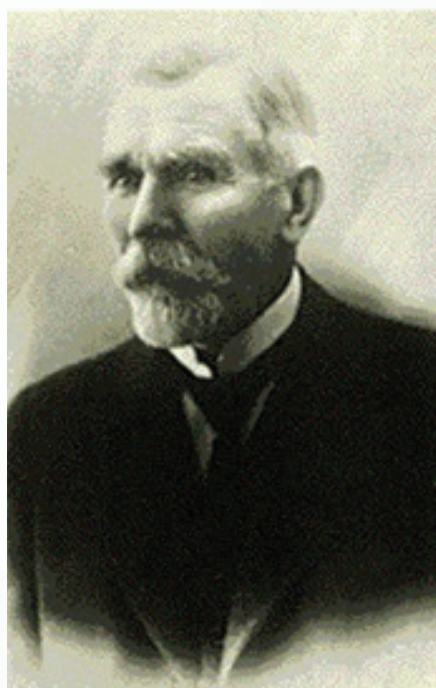
In brief, remove the cap and tailpiece, as you'd ordinarily do with the KIK cylinder. Then remove the retaining clip with a small screwdriver. Use a key to hold in the check pin and spring. Don't worry; there are no top pins to fall out, as the plug is self-contained.

The plug will slide out without any rotation needed... wow! Be sure, though, to hold on to the locking sidebar to keep it in place. Place the plug carefully into the plug fixture and remove the plug cover for access to the springs and L-pins. When done, use a new plug cover by using the special crimping tool (part number 40-296). Then reassemble the cylinder and you are done.

## Conclusions

From strange and new to simple and fun — that's the learning progression of the Schlage Everest 29 SL cylinder. We needn't be afraid of something new, especially if we understand it and have a chance to touch and appreciate it. In





**Figure 76.** ASSA's founder was August Stenman.



**Figure 77.** There is a wide array of ASSA products.

actuality, it's easy as pie. And, if you have a Schlage Everest system in place, what the heck are you waiting for?! Go out and get some SL cylinders and the L-pins and go to town! You won't be sorry. The fun and satisfaction will linger long after the job is done. Enjoy.

## ASSA Maximum+

ASSA was established in 1881 by the blacksmith August Stenman after he bought a small hinge manufacturer in the town of Eskilstuna, Sweden (*Figure 76*). One day, his wife embroidered a pillowslip with his name forward and backward: "August Stenman, Stenman August," and so ASSA became the name of the new company.

In 1981, ASSA celebrated its 100th anniversary as a company with the release of the ASSA Twin 6000 system, a new cylinder concept using the dual locking mechanisms of today's ASSA cylinders (*Figure 77*).

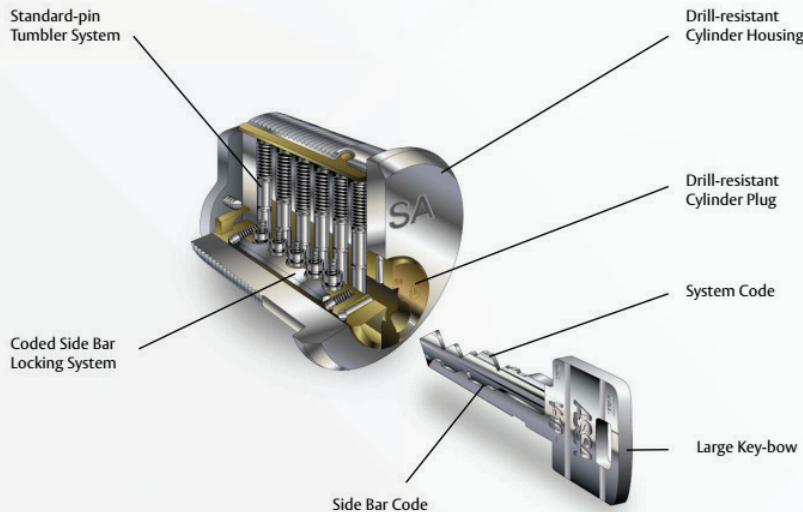
Today, the ASSA Maximum+ is its newest high security product on the market. It's patent-protected to 2029 and features the ASSA trademarked Security Ridge on the key. Maximum+ is backward compatible to the Twin Maximum system, allowing Maximum+ keys to operate both cylinders (*Figure 78*). And to add to the mix, ASSA Maximum+ SFIC is here!

## System Overview

The ASSA fixed cylinder and the LFICs are also well suited for institutional use. It's important to remember that when using a high security cylinder, the hardware adjoining it and the immediate adjacent area should support the high security picture. In other words, if the door is wooden with a large glass window, the use of a high security cylinder may be asynchronous to its surroundings. Some may call it overkill.

Many of ASSA's products are patented and will ensure stronger key control potential. Their LFIC is UL 437 listed and offers excellent key control capabilities (*Figure 79*).

Since many businesses worry about key duplication, it's advisable to obtain a patented product (*Figure 80*). Patent protection means that anyone fabricating that key by any means is a possible patent infringement and may be punishable by federal law. Also, it's advisable to purchase a patent-protected product where the patent extends as far into the future as possible. Once a patent expires, any aftermarket key blank manufacturer (or anyone) has full legal rights to manufacture that key blank. Keep in mind that a company will manufacture a key blank only if there's a large enough purchasing market, as broaching keyways is extremely expensive. One manufacturer considers 10,000 potentially sold blanks before it will commit to the manufacture of that blank.



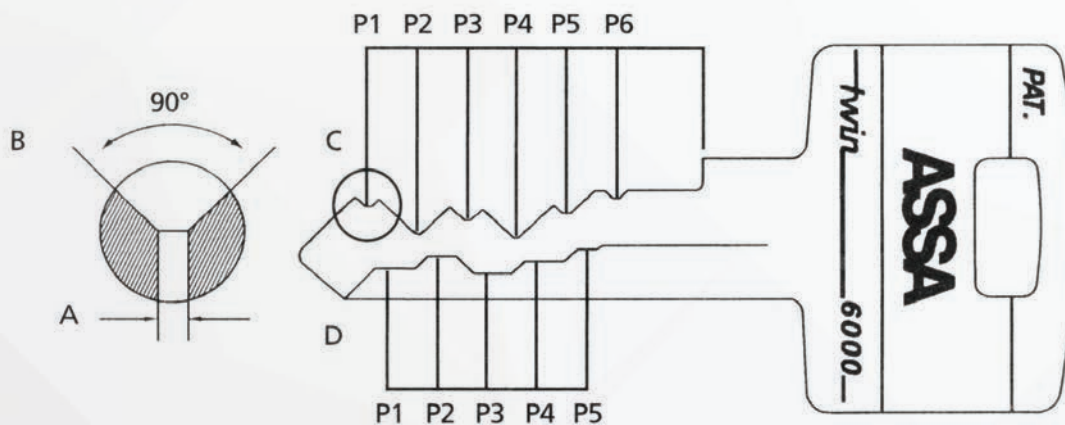
**Figure 78.** This image illustrates a cutaway of an ASSA cylinder.



**Figure 79.** The ASSA LFIC is pictured with its key.



**Figure 80.** In these two ASSA keys, note the side cuts.



**Figure 81.** Some of the ASSA key cut specifications are provided.

ASSA, along with many other lock manufacturers, offers ways to prohibit key duplication. Some methods include:

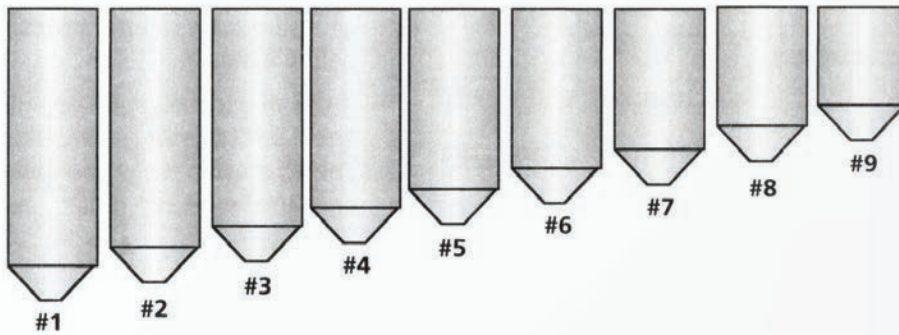
- Keys only being cut at the factory
- Key blanks only sent to the end user
- Key blanks signed for and sent only to an authorized user
- Locksmith programs (buy-ins) where geography or other criteria is considered
- Keyways by geographic locations
- Exclusive keyways for customers

A key stamped “DO NOT DUPLICATE” has minimal value when true key control is required. As one example, BEST changed its standard stamp from “It is Unlawful to Duplicate This Key” to “Duplication Prohibited” as the result of a lawsuit.

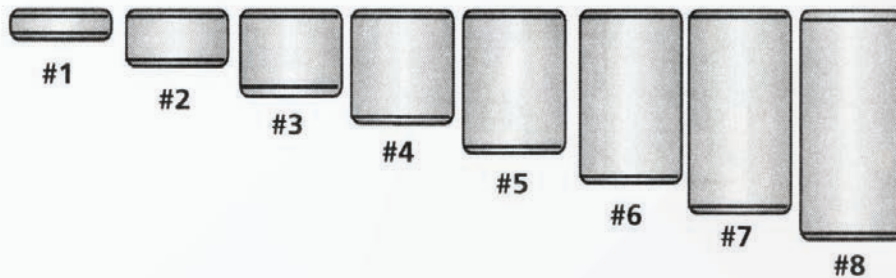
Also, keep in mind that the ASSA key has both top cuts for the tumblers and a side cut pattern for the side bar. Thus, a dual-action cylinder. ASSA keys are read *tip to bow*, as are SFIC keys. They are made from nickel-silver material and designed with a larger bow for easy identification and for handicapped use.

Each key has a side milling precut at the factory to correspond with the internal side bar, factory controlled on a geographic basis for a high level of patented key control. A bitting of a #1 cut is the deepest, and a #9 cut is the shallowest (much more on that later). MACS is 5, and the cut depth is measured as root depth from the back of the key to the bottom of the cut. ASSA uses a single-step progression for master-keyed systems. The keys are patent-protected by U.S. patents #274,302, #278,880, #5,067,335 and #5,640,865. *Figure 81* shows some of these specifications.





**Figure 82.** The inverse ASSA bottom pins are shown.



**Figure 84.** The ASSA master pins are provided.

## Technical Data

ASSA bottom pins are numbered from largest to smallest by using the smaller numbers for the larger pins and graduating to the smaller numbers for the larger pins (*Figure 82*). This is opposite of conventional bottom pin numerical assignments and tends to cause arithmetic errors if not properly taken into account.

The deepest cut on a Twin series key is a #1, and the shallowest is a #9. This makes the #1 pin the longest and the #9 pin the shortest. Again, this inverse arrangement poses a small problem when calculating pin stack totals, but the issue is addressed later in this article. The bottom pins are constructed from nickel silver, and all pins are .114" in diameter. A single-step increment is used in master-keyed systems. The step increment is approximately .024".

The bottom pins for ASSA Twin cylinders do not taper to a ball nose radius similar to most pin tumbler pins, but rather have a flat tip that is .020" in diameter. According to ASSA, this provides a more reliable contact between pin tumbler and key. The bottom pin lengths are shown in *Figure 83*.

## Master Pins

Master pins follow the conventional numbering sequence

Bottom Pin Lengths	
#1	= .3505"
#2	= .3267"
#3	= .3031"
#4	= .2729"
#5	= .2559"
#6	= .2322"
#7	= .2086"
#8	= .1850"
#9	= .1614"

**Figure 83.** The bottom pin lengths are noted.

Master Pin Lengths	
#1	= .0236"
#2	= .0472"
#3	= .0708"
#4	= .0944"
#5	= .1181"
#6	= .1417"
#7	= .1652"
#8	= .1889"
#9	= .1614"

**Figure 85.** The master pin lengths are shown.

(*Figure 84*). The ASSA master pins are engineered for single-step master keying, creating one of the largest master key capabilities of pin tumbler locks in production. The master pin lengths are shown in *Figure 85*.

## Side Pins

The purpose of the side pins is to compare the code milled into the side of the key with the side bar in the cylinder. There are 3,125 different side codes possible, with 2,508 available. Side codes are assigned to dealers, distributors and end-users on a restricted geographical basis.

The ASSA cylinder side bars are reversible. Each side bar is assigned with two matching key blanks: the obverse and the reverse side codes.

## Pin Kits and Key Machines

ASSA ICs can be pinned with the ASSA IC version **PK-IC** or the Master Pin Kit **MPK** (but not the Standard Pin Kit **PK-1** or **PK-4**). These kits again are:

- ASSA Standard **PK-1** Pin Kit [Standard Kit for Twin]
- ASSA Standard **PK-4** Mini Pin Kit [Standard Mini Kit for Twin]





**Figure 86.** The ASSA Master Pin Kit is part #MPK.

- ASSA Pin Kit PK-IC [IC Kit - Upgrade]
- ASSA MPK Pin Kit [Master Kit for ASSA cylinders & IC]
- ASSA SFIC Pin Kit PK-SFIC [SFIC Kit]

The kit seen in *Figure 86* is the ASSA **MPK** Pin Kit [Master Kit]. It will combine most of ASSA's products, including the LFICs. SFICs have a separate pin kit because of the smaller-diameter pins.

As mentioned earlier, ASSA has now created its SFIC. It is a 6-pin core that uses the single-step increment of .0235" and can generate over 117,000 useable bittings. It's perhaps a nice addition to your facilities restricted key system (*Figure 87*).

### Simple Rekey

In the unfortunate event of a lost or stolen top master key, the entire system can be rekeyed by simply inverting the sidebars without changing the tumbler pins and creating a new set of keys with the altered sidebar pattern. ASSA may provide these precut keys for this situation. The side code is stamped on each key following the key section.

### Conclusion

It's clear that ASSA has carved a niche in the industry market. Just look at all of the massive institutional, commercial and government properties that use only ASSA systems... it's staggering!

High security, strict key control coupled with outstanding quality is a winning combination in anyone's book. And, with today's heightened security consciousness, ASSA's future remains only promising.



**Figure 87.** The new ASSA SFIC is pictured.

## ABLOY PROTEC2

The ABLOY cylinder may certainly be confusing to those who are used to combining traditional pin tumbler cylinders. But, even considering the 21 moving discs and washers, with a bit of quality instruction and guidance, it's a snap. Consider it for sensitive areas within your institution, if not used in its entirety.

### Historical Background

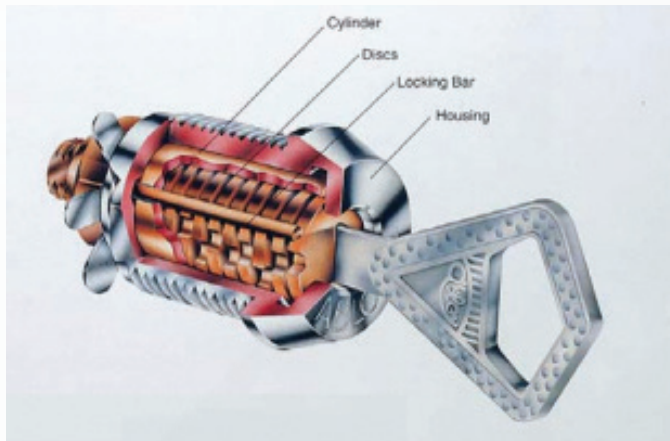
Many locksmiths believe the ABLOY cylinder was created in Canada, but this unique rotating disc cylinder was invented in 1907 by Emil Henriksson in Finland and is now used in over 80 countries worldwide (*Figure 88*).

Because the ABLOY cylinder operates with "rotating discs," similar to the inner workings of a safe (*Figure 89*), it's an excellent choice when weather-resistant technology is necessary.

ABLOY also claims there is no 3D key duplication possible. And, only ABLOY-controlled key machines cut ABLOY keys. Additionally, they assert that rotating detainer disc cylinder locks are more secure than conventional pin-based locks. So, where would the ABLOY PROTEC2 cylinder most likely be used? Excellent question.

### Cylinder Uses

We all know that risks from organized crime, corporate espionage and terrorism are growing in sophistication. This means security must do the same, especially with regard to critical infrastructure. Wherever high security is a requirement, ABLOY PROTEC2 may be used, especially in applications that are located in exposed locations or within sensitive applications.



**Figure 88.** This original ABLOY Disc cylinder is from the early 1900s.

Keep in mind that many utilities, public institutions, industrial enterprises and businesses must deliver their services 24/7. Any break or interruption to this service can cause a severe challenge to security, a costly loss of revenue, a break in health and safety and a ruined reputation. This includes colleges, universities, hospitals, government, utilities, defense industries, transportation, oil and gas, nuclear power plants, gaming venues, chemical factories and vending applications.

Not only must the cylinder provide physical security, but in numerous cases, it must continually withstand the harshest of elements without a decline in performance or reliability, ensuring lasting security in the heat and the cold, in wet environments and anywhere else a facility and its requisite equipment are located.

ABLOY PROTEC2 is available in most lock formats, including mortise, rim, KIL, KIL, cam, padlock, deadbolt, interchangeable core retrofits for Yale and Schlage, cabinet, switch, safety deposit, coin operated, auxiliary, electronic and CLIQ. Let's take a look at the construction and operation of the ABLOY PROTEC2 cylinder for a clearer understanding of the components and how they work together.

## System Overview

### Basic Operating Principle

Within an ABLOY PROTEC2 cylinder, the key meets virtually no resistance when inserted into the keyway. There are no spring-loaded parts to wear out. Only the correct key, rotated a  $\frac{1}{4}$  turn (clockwise or counter clockwise), will align the locking bar gates on all the discs. Once the discs are aligned into the correct position — allowing the locking bar to fall into the groove and disengage the drum from the cylinder housing — the key and cylinder can be turned further to open the lock. Then, the



**Figure 89.** This archive image shows how the ABLOY disc system operates with its key.

key can be turned back to the starting position and removed from the keyway. The combination is automatically scrambled by the two return bars. Unless this scrambling occurs, the key cannot be removed. This feature ensures the cylinder doesn't remain unlocked after the key is removed.

There it is in a nutshell. But the construction of this unique cylinder needs further investigation, so let's dig right in.

## Technical Data

### Construction

The exploded view (*Figure 90*) shows the cylinder structure and the components in an ABLOY PROTEC2 cylinder. It will make much more sense for the reader to examine the lock components first before a more detailed description of how the cylinder and key operate together. Let's focus for now on the discs, return bars and the disc controller.

### Discs

The true guts of the ABLOY PROTEC2 cylinder consist of the 11 discs. There are two types: code discs and zero discs. As an aside, there are also 10 spacers (aka washers) divided into two types: a nickel washer/spacer and a bronze washer/spacer. *Figure 91* shows the six code disks, also known as combination discs.

There two zero discs in each cylinder (*Figure 92*). Their purpose is to move the two return bars. One is the non-profiled middle zero disc, and the other is the profiled bottom zero disc. There are also master discs that allow for large master-keying possibilities.

### Return Bars – Disc Blocking System

The purpose of the return bars is to block attempts to manipulate the lock. This is also known as the disk blocking system (*Figure 93*). The two zero discs help prevent manipulation. They also as-

## CYLINDER STRUCTURE

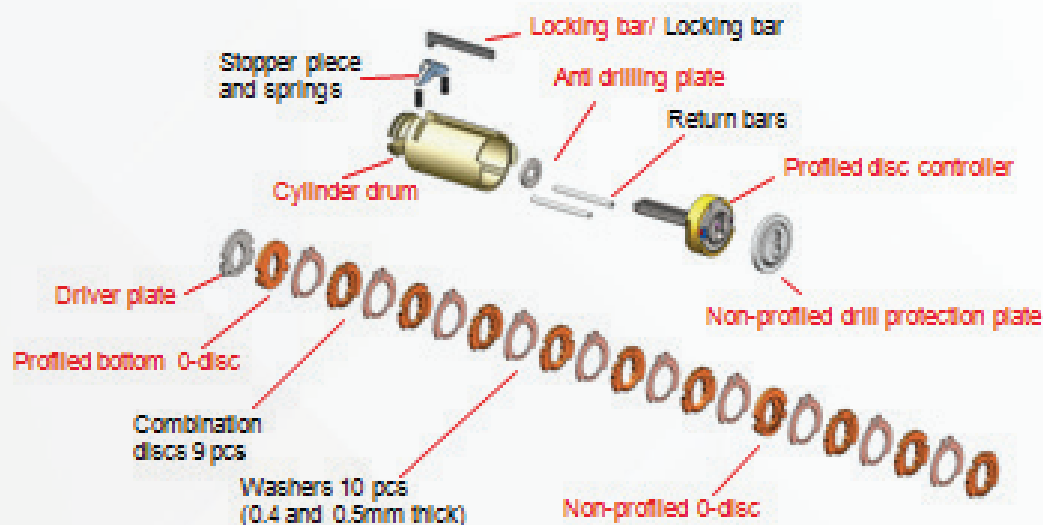


Figure 90. The Abloy Disc cylinder structure is shown.

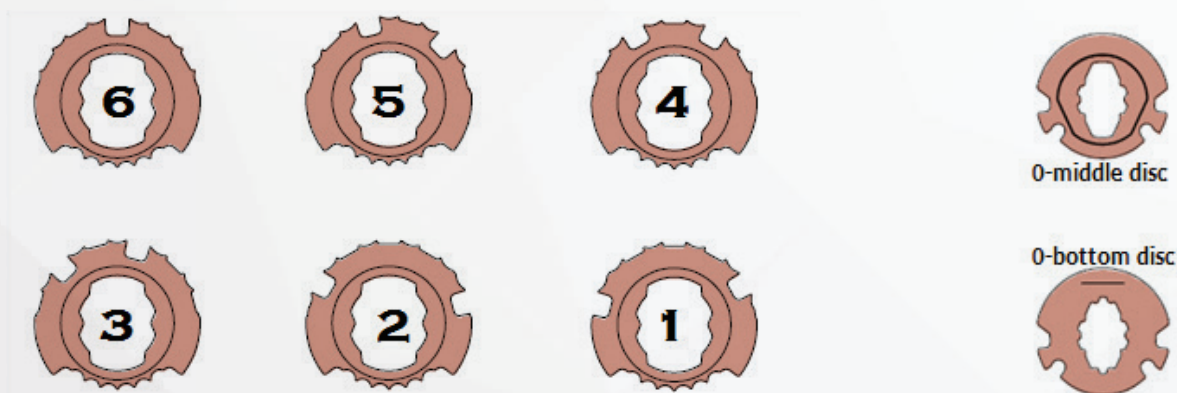


Figure 91. There are six code discs.

Figure 92. Two zero discs are pictured here.

sist with the important task of scrambling the discs prior to key removal. As stated earlier, when removing the key, the combination of the lock is automatically scrambled by the two return bars. Unless this scrambling occurs, the key cannot be removed. This feature assures that the cylinder doesn't remain unlocked after the key removal. Very important!

### Disc Controller

One of the premier components within any ABLOY PROTEC2 cylinder is the disc controller. It's the "king" component of the cylinder, so to speak. It serves three vital functions.

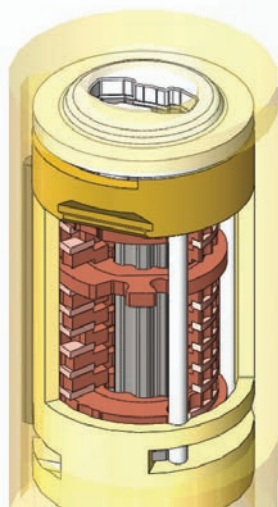
First, the disc controller helps guide the key smoothly into the keyway and prevents the key from turning prematurely. Thus, it must be fully inserted before cylinder operation. Another function of the disc controller is to keep the zero discs in a set

position within the disc controller body, ensuring that all discs are turned back to the home position before key removal. As an added protection, the disc controller is designed to dismantle if the key is removed when the disc controller is turned 90°. If this occurs, the disc controller can no longer be used and must be replaced. Finally, the inner shape of the groove in the disc controller must match with the long profile groove of the key (Figure 94). This prevents anything other than the correct key profile from fitting into the cylinder. Thus, there is a different disc controller for each key profile.

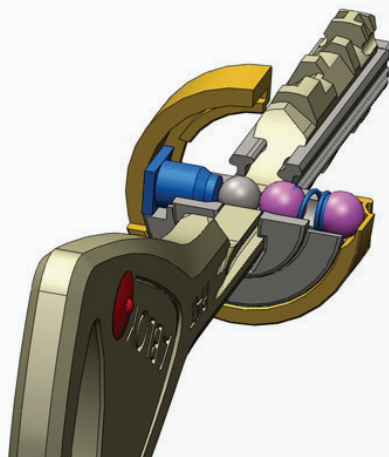
### Bump This

Many locks can be bumped at night, or anytime of the day. But not the PROTEC2 cylinder. Many manufacturers claim "bump resistant," but PROTEC2 can claim "bump-proof." Why? Since

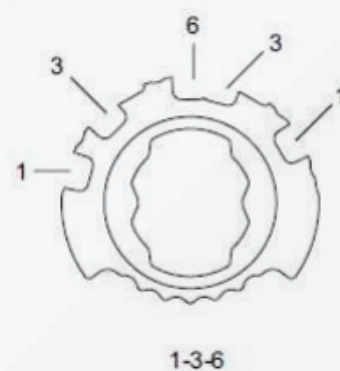




**Figure 93.** The Abloy Disc Blocking System is illustrated with the key inserted.



**Figure 94.** The disc controller is in operation.



**Figure 95.** This image provides an example of a master disc.

bumping requires gravity, tumbler pins and springs within a horizontal axis, the PROTEC2 lock uses a different method of cylinder operation. Discs spin to eventually align, allowing a locking tab to enter the gates. Gravity, tumbler pins and gravity don't play a part in this operation. Thus, bumping is a moot point.

### Master Keying Capabilities

Unlike most pin tumbler locks, the ABLOY PROTEC2 doesn't rely on placing additional discs into the cylinder. Instead, we use master discs that are "multi-gated" (Figure 95). This means that additional gates are added to these master discs to allow a number of possible ways that the locking bar can drop into the disc. That translates into more than one key operating a cylinder. Master discs are available with 2, 3, 4, 5 or 6 locking bar gates on the discs. Most cylinders use only three to four master discs within a single cylinder. There are a total of 57 master discs to choose from. This is why there are 1.9 billion possible change keys available in any one ABLOY PROTEC2 system.

### LFIC Retrofits

As of this writing, there are two interchangeable core retrofits for the ABLOY PROTEC2 cylinder: the Yale retrofit (CY416T in Figure 21) and the Schlage retrofit (CY419T). They can be easily identified by looking to the rear of the LFIC. If it contains a small disk-cam as the control lug, it's the ABLOY Yale retrofit. If it contains the small button as the control lug, it's the ABLOY Schlage retrofit. Separate housings for both are available. Figure 96 illustrates the — yes, you guessed it — Yale retrofit.

The control keys will operate the device in the back of each core by the extended prongs, as seen in Figure 97. The topmost key is the control key, and the key beneath it is the operating key.

### Combining the PROTEC2 Cylinder

There is an easy 18-step procedure for combining the PROTEC2 cylinder. For those wishing to pursue this system, you may wish to study the ABLOY PROTEC2 Tech Manual for this purpose. Figure 97 shows the ABLOY PROTEC2 worksheet. This excellent companion sheet also shows the components as one combines the cylinder.

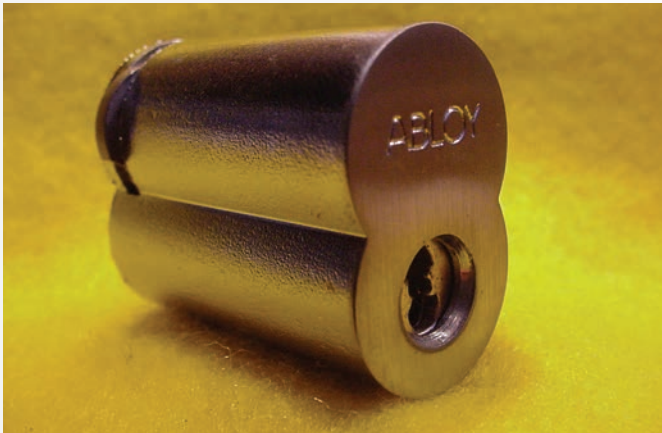
### Conclusions

It all started with a Finnish inventor in the early 1900s and developed into the sophisticated rotating disc tumbler system we know today. For those applications requiring an elevated level of high security, the ABLOY PROTEC2 cylinders may be the answer.

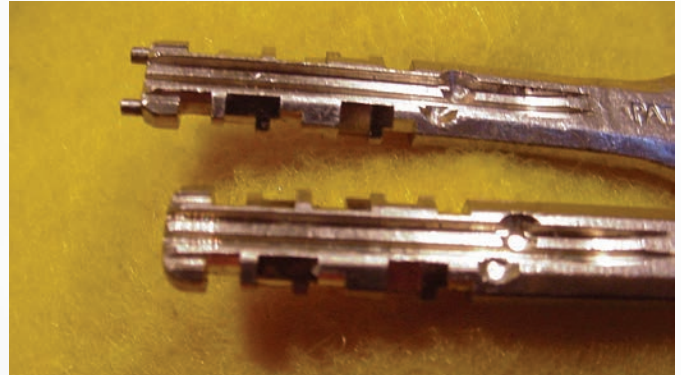
Even though we're dealing with 21 discs and 13 additional parts, the cylinder can be easily combined... if you know how. But, then again, isn't that true of most locks? Look into ABLOY, even if you may not be comfortable with a divergent pinning system. As has been said, "It's as easy as loading a Pez dispenser!" Since the institutional locksmith is usually busy with 12,578 other things at the same time, isn't that thought refreshing?

### Final Thoughts

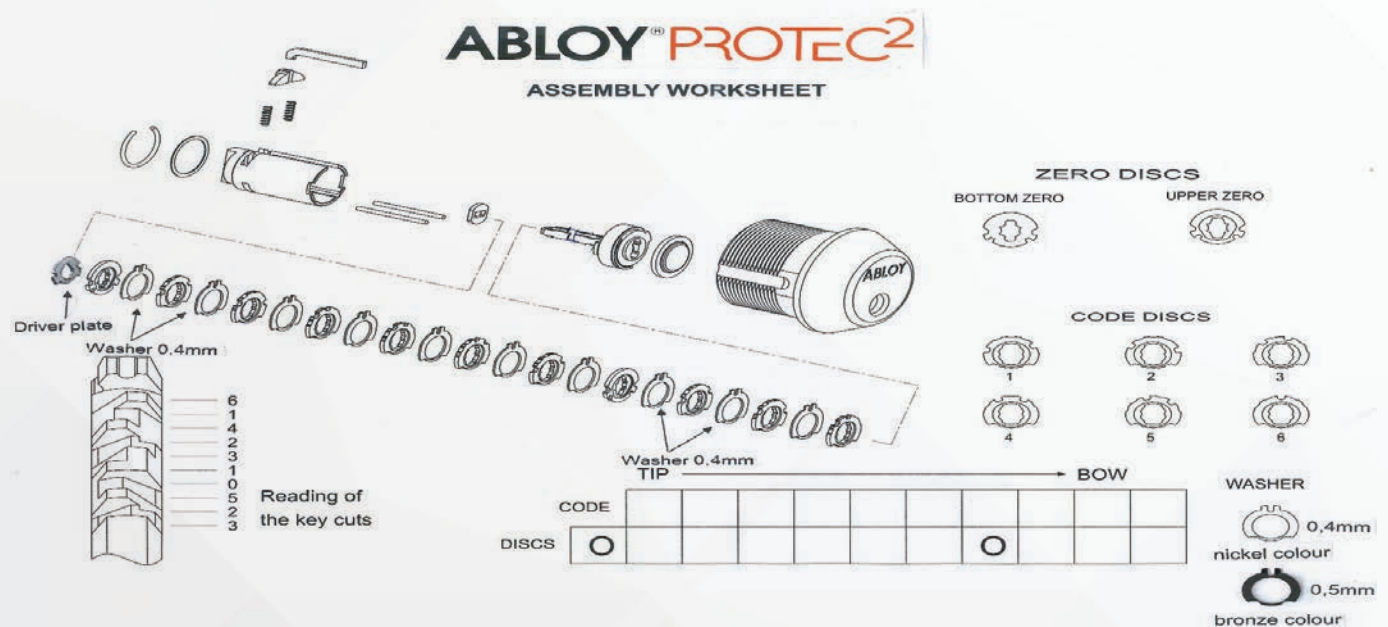
Now you've seen 10 of the top high security systems available in the USA, it might be advisable to reflect on this plethora of information. Are any of these systems compatible with your institutional framework? Are the price points amiable to you and your budget? Can you integrate any of this into your existing systems? Are you willing to further investigate some of these systems that might be viable to you?



**Figure 96.** The Abloy Protec2 Yale LFIC retrofit is shown.



**Figure 97.** Pictured here is a control key (top) along with its operating key (beneath it). Notice the two prongs at the tip of the control key.



**Figure 98.** This worksheet is helpful when combining the Protec2 cylinders.

These are questions *you* need to answer. The information is there, but it's you who needs to put the pieces of the puzzle together to benefit you and your facility. Thanks for the journey!

Once again, to conclude this multi-part article, my thank yous are warmly extended to the people who have helped make this major article possible. They include: **Marty Day**, ABLOY; **Ray Marquis**, ABLOY; **Tom Demont**, ASSA; **Lance Berger**, ASSA; **Monte Salway**, SCHLAGE; **Rami Almosnino**, MUL-T-LOCK; **Rob Shanley**, SARGENT; **Lori Brown**, YALE/CORBIN-RUSSWIN; **John Ulaszek**, ULTRA SECURITY/BEST; **Clyde Roberson**, MEDECO; **Peter Field**, MEDECO; **Mike Phillips**, KABA-ILCO; **Lynn Best**, KABA-ILCO; **Tom DiVito**, BILOCK; **Chris Martell**, BILOCK; **Billy Edwards**, YALE/MEDECO/

MASTER; **Jerome Andrews**, KABA/CORBIN-RUSSWIN/DORMA; **John Hubel**, KEEJON KEYS. Very appreciated! ☺



**William M. Lynk, CML, CPS, M.Ed.**, has been a locksmith since 1975 and is the owner of [www.ICLSglobal.com](http://www.ICLSglobal.com). Bill is an IC specialist, an industry author, the subject matter expert on IC for ALOA, and an ALOA ACE instructor, teaching classes on interchangeable cores and master keying across the country. He has originated SFIC Technical Manuals for both national and international lock manufacturers, and maintains a working relationship with the major lock and security manufacturers throughout the world. In 2013 and 2015, he was named *Keynotes* Author of the Year.



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# Tools, Mullions and Other Tidbits

**Tony Wiersielis, CPL, CFDI**, provides tips on mullion installations and a few thoughts on tools.

**B**ACK IN THE NOVEMBER 2020 ISSUE, I SHOWED you two battery-driven tools being used to remove a concealed vertical rod from a door under a low ceiling. Before I get into the rest of the article, I thought I'd show you some clearer pictures of them. Both are Milwaukee 12-volt tools.

Figure 1 shows the 3" cutoff tool, which I use quite a bit. It comes with several blades, including one for grout removal, but I almost exclusively use the fiber cutoff wheels that are similar to the type you'd use with your Dremel tool.

This tool makes short work of cutting screws, bolts and pretty much anything. In the aforementioned article, I used

it to cut off an uncooperative cotter pin. The one caveat is that Home Depot, where I got mine, doesn't sell the replacement cutoff wheels even though it sells the tool. This makes me want to scream. You can use another brand or order them online.

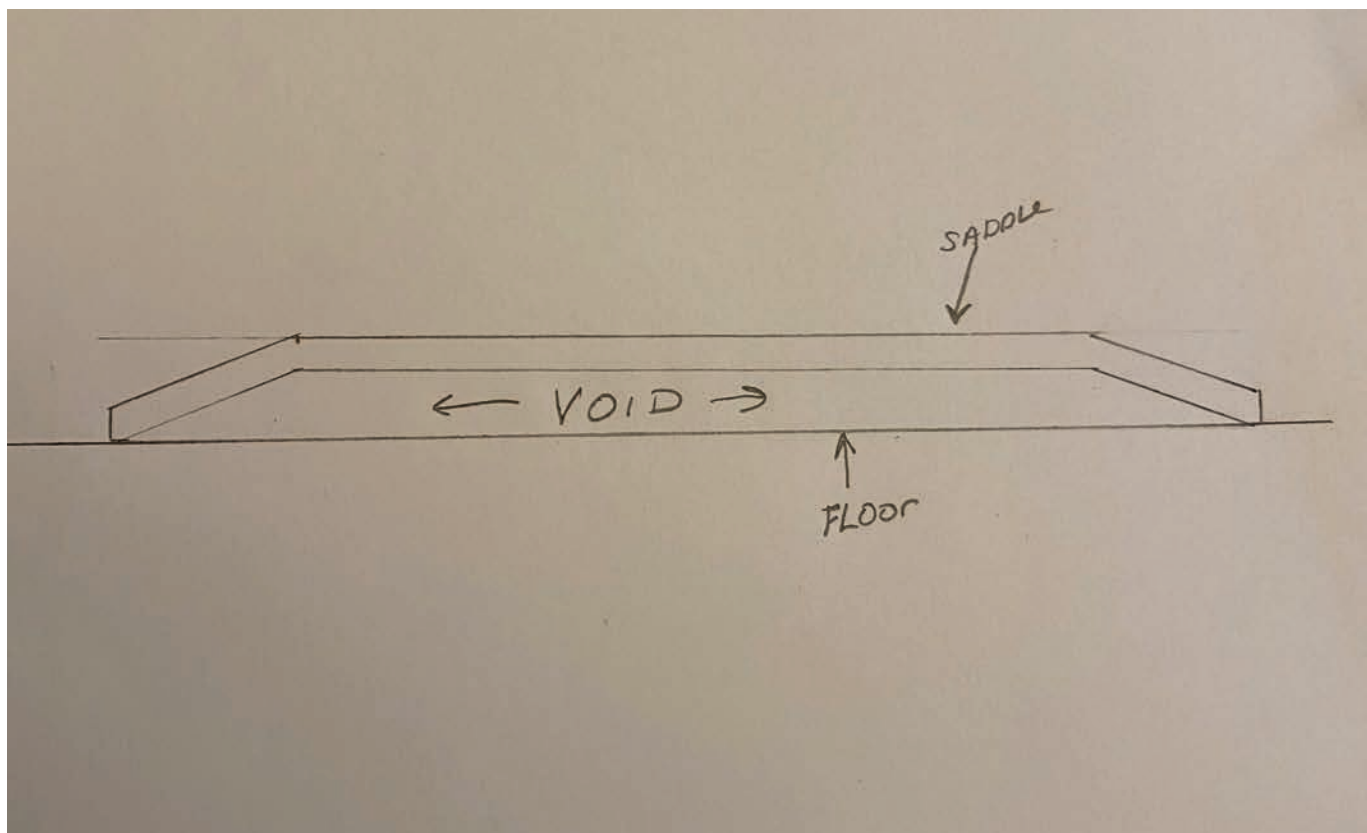
Figure 2 shows the sub-compact band saw. In the article, the one I used was borrowed from the guy I was working with, but shortly after, I bought my own. I have a much larger DeWalt band saw I use to cut panic bars and mullions. I love it, but it's too heavy to use as I did in the article. The sub-compact saw is lightweight and is excellent for cutting vertical rods, conduit, threaded rods and wire mold.



**Figure 1.** Milwaukee's 3' cutoff tool comes with several blades.



**Figure 2.** A sub-compact band saw is shown.



**Figure 3.** The existing saddle had a gap under its highest point.

For the newbies and those who might wonder why I have both DeWalt and Milwaukee power tools, it actually goes further than that. I've got a Skilsaw, a Hilti hammer drill, a rebuilt Bosch SDS demo/hammer drill, a Craftsman plunge router, a Ridgid corded tool with interchangeable heads and a Makita electric plane plus the usual assortment of corded tools.

Why, you might ask? A lot of people stick with one brand, right? There's nothing wrong with that. For me, part of it's a matter of personal preference. Tools are like shoes: They need to fit properly. I liked the feel of the corded Craftsman router better than a different brand, so I got that one, for example.

Another factor is what the smart move was at the time. When I worked for the company that owned DeWalt, I needed to replace some burned-out Milwaukee 18-volt batteries. My boss got me a DeWalt

drill/impact set with two batteries for less money than two batteries by themselves because of our employee store. I was looking for a large band saw as well. I liked the DeWalt saw, the discount was fantastic, and I already had two batteries from the drills. So, it made sense to buy the DeWalt, which came with one large capacity battery and another charger.

In my case, there's another benefit: Some of the corded tools, like my Milwaukee ½" drill, became backups for the corresponding battery-driven tools and vice versa.

### **The Mullion and Header Job**

This job was removing electrified surface vertical rod panic devices on two pairs of outside doors at a school in northern New Jersey. We were replacing them with rim panic bars and removable mullions. In this case, only one door in each pair was

electrified, which made things a bit easier.

I'm not going through the entire installation, as most of it was run-of-the-mill stuff. I'm focusing on two parts of the mullion installation and, later on, I'll tell you about something that you need to look out for on this kind of job.

Whenever possible, we like to cut out the saddle and bolt the base of the mullion directly to the floor rather than on top of the saddle. We've found this to be a stronger installation, especially if the existing saddle has a gap under its highest point (*Figure 3*).

Years ago, I was taught that it was a good idea to fill that gap on a concrete floor. We would test-fit a new saddle, drill holes for the anchors and draw a pencil line the length of the saddle on both sides. We picked up the saddle and mixed a bucket of quick-setting cement, also known as hydraulic cement. We





**Figure 4.** This image shows the outline of the foot-piece.



**Figure 5.** All the cutting was done by these three tools.



**Figure 6.** This photo shows what was under the saddle.



**Figure 7.** The bracket is in place.





**Figure 8.** The bracket is shown in relation to the finished floor and saddle.



**Figure 9.** Part of the top bracket for the mullion wound up over that cutout.

used a bricklayer's trowel to lay a generous bead of cement about an inch in from the pencil lines and the full length of the saddle. Because we worked fast, we weren't concerned about cement in the anchors.

When we replaced the saddle, we immediately screwed it down tight, compressing the cement and filling the void. Sometimes the cement oozed out from under the saddle, and we used wet rags to clean it up. We didn't walk on it for at least a half an hour.

Filling the void gave us a strong installation and a saddle that wouldn't flex when weight was put on it. The cement also hardened around the screws, which tended to prevent them from coming loose for a long time. All of this is wonderful, but the reality is that not

everybody does what we did. This was the case with this job, and we weren't happy screwing the base plate into a relatively thin saddle alone.

*Figure 4* shows the outline of the foot-piece. At this point, practically all of the cutting is done, but take a look at the two small holes; these were drilled first. What I was doing there was feeling for a void (which there was), then for what the floor was made of (which was concrete). This was done slowly to avoid the "break-through lunge."

You might have noticed that the cuts are straight and don't match the outline at the bottom of the picture. This is because all the cutting, which is tedious at best, was done by the three tools in *Figure 5*. The blades they use are wider than the cuts needed to follow the outline, and

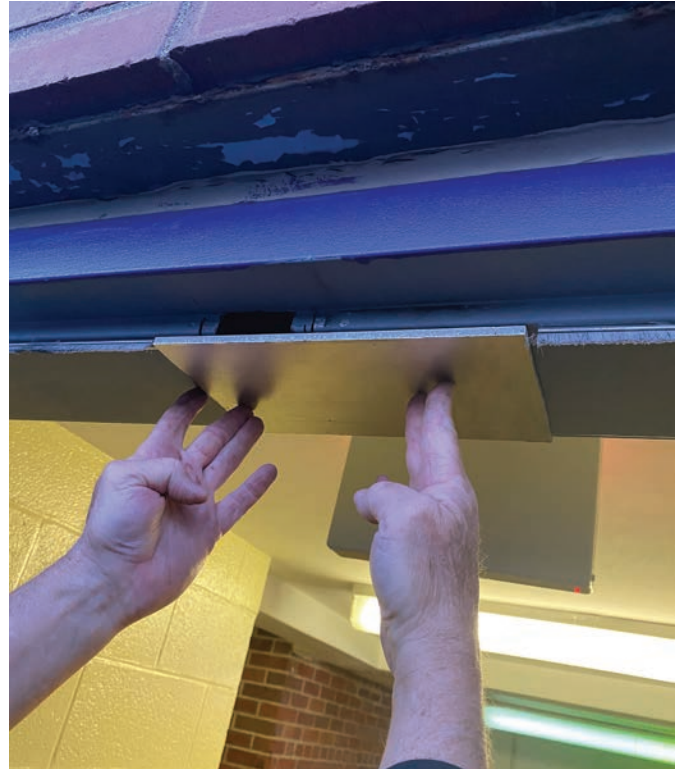
there's a chance of slipping and damaging the finished floor. That aside, it's also a needless waste of time.

*Figure 6* shows what was under the saddle. In spite of what it looks like, it was flat and solid. *Figure 7* shows the bracket in place, and *Figure 8* shows it in relation to the finished floor and saddle. It was easy to bolt into place.

The top of the frame, or head jamb, was an issue as well, as you can see in *Figure 9*. Part of the top bracket for the mullion wound up over that cutout, leaving several mounting screws unusable. In addition, the frame all around the cutout was riddled with holes. We couldn't install it that way, so we needed to cover the mess with a plate, and it needed to be considerably thicker than a push plate. Both openings needed it.



**Figure 10.** The author is cutting a 1/4" aluminum plate with his Sawzall.



**Figure 11.** The author is holding the plate up to mark the edges on the head frame.



**Figure 12**



**Figure 13**

**Figures 12 and 13.** Gimlets were used to quickly drill pilot holes back when there were no power tools. *Figure 13* provides a close-up view of the tip.





Figure 14



Figure 15

Figures 14 and 15. The author tested the gimlet on a two-by-four.

It so happened that my buddy Bill had received some ¼" aluminum plate from one of our coworkers who just retired. *Figure 10* shows me cutting it with my Sawzall as he stands on it to hold it down. This turned out to be a time-consuming operation as well as being tedious and loud. Since we were doing one we decided to do the other as well so we'd have it ready for the second pair of doors.

In *Figure 11*, we're holding the plate up so we can mark the edges on the head frame. We drilled and countersunk four holes in the plate and attached it to the frame. Once we spotted the top bracket holes, we drilled and tapped ¼-20 holes through the plate and frame where we could, and plate only where we couldn't.

Once these two tasks were accomplished, the rest of the job — which included installing push-plates over the old trim holes — was pretty standard work. Except for one small problem: We assumed the folks who looked at the job had taken everything into account when they had, in fact, missed something.

We were dealing with five-foot openings, which gave us two doors per

opening that were about 29½" wide. When we opened one of panic bar boxes, I noticed each was marked as being for a 3'0" or 36" wide door. Somebody hadn't bothered to measure the existing doors and order shorter panic bars. I'm assuming they guessed.

We used the template and snap-punched for the holes. We took one of the bars and lined the head of it up with our snapped holes with the door open so we could mark how much of the tail end we needed to cut off the bar. It turned out that we wound up cutting so much off that we were about ⅛" shy of interfering with the dogging device. That was close, and we were able to make it work, but it took time that we shouldn't have had to spend. And by the way, on the second and last day of the job, it rained continuously the entire day. We thought we were going to grow gills.

### An Itty Bitty Blast From the Past

I was walking on 13th street in Manhattan a couple of weeks ago when I noticed the tool in *Figure 12* lying on the street

behind my truck. I recognized it because they sell a set of these in the Garret Wade, catalogs and I've always been tempted to buy them.

This is called a gimlet. It was a tool used to quickly drill pilot holes, back when there were no power tools. *Figure 13* provides a close-up view of the tip. Once you get it started, it pulls itself in. According to the Wade catalog, these are quicker than setting up a drill.

*Figures 14 and 15* are the result of me testing this sucker out on a handy two-by-four. The tool is fun to use, though I doubt I'd ever use it like I did in the pictures. I always envisioned myself using one to start holes for latches, strikes and mortise cases. I think I'm going to order a set since they're fairly cheap. I'll let you know how they work out. ☺



**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.



# ALOA Institutional Locksmith (AIL) Webinars and Testing

Changes in ALOA Education have benefitted institutional locksmiths' professional development. **By Jim Hancock, CML, CMST**

**A**S WE ROLL INTO 2021 WITH HOPES THAT ALL THE CRAZINESS OF 2020 is behind us, one good thing that came from this unique situation was having time to evaluate and enhance some of the offerings from ALOA Education and Certification. With no in-classroom training being offered since March 2020, ALOA Education — along with many of its longtime education partners such as HL Flake, dormakaba, ASSA ABLOY and others — developed a sizable catalog of webinar training sessions to fill the void. Many are lecture-based, and a good portion offer hands-on video to add to the experience. A good portion of these web classes have been geared toward institutional locksmiths, as they have been very “brand specific” for those who operate a facility equipped with a single manufacturer’s brand but have also had generic “how-tos” on product families like cylinders, exit devices and door closers. There also have been several webinars that cover a specific need, such as the Fire Door Inspector trainings, life safety code, master keying and SFIC, to name a few.

Possibly the best thing about these sessions is they are priced to accommodate most every budget. Additionally, the offerings have been on various days of the week and times of the day to reach as many as possible.

## Certification Expansion

Along with the training, the AIL certification testing has expanded to include many more electives pertinent to the institutional world but can also be used by the retail locksmith as part of the PRP testing. Like the webinars, many of these are brand specific, but some are general knowledge. We are working very hard to add a “hands-on” component to the testing that we believe would help legitimize the credentials more... stay tuned.

We’re all very hopeful that the health crisis and restrictions of 2020 will be a non-issue as 2021 unfolds. We all look forward to things getting back to normal (although

**“Possibly the best thing about these sessions is they are priced to accommodate most every budget.”**

a possible altered normal), and returning to live training both at our annual conventions and around the country. But the webinars will be a part of ALOA Education regardless and will offer insightful training and blended learning opportunities leading into live classes. ☺



**Jim Hancock, CML, CMST,** is ALOA’s education manager. You can reach him at [jim@aloea.org](mailto:jim@aloea.org) or (214) 819-9733.

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Fax: 717-656-6892  
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www.griptighthtools.com

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www.langlabs.ca

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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, paper-work 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](mailto: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@aloe.org](mailto:adsales@aloe.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.

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<b>ASSA-Ruko/Technical Services</b>	page 35	<a href="http://www.assatechnicalservicesinc.com">www.assatechnicalservicesinc.com</a>	(724) 969-2595
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## 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.



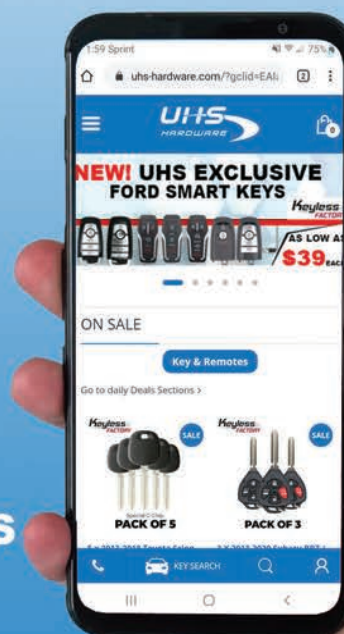
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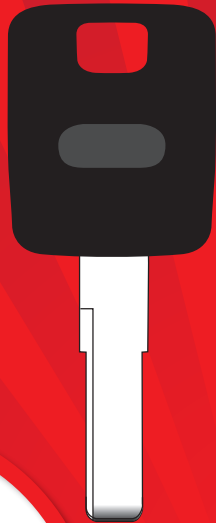
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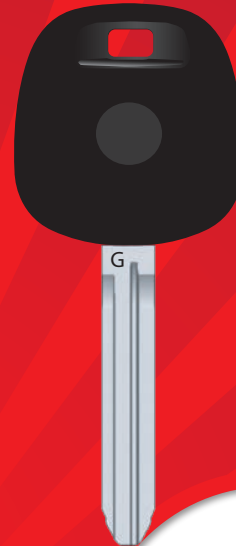
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