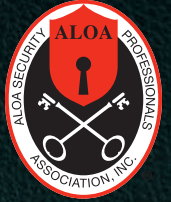


KEYNOTES

SECURING YOUR SUCCESS

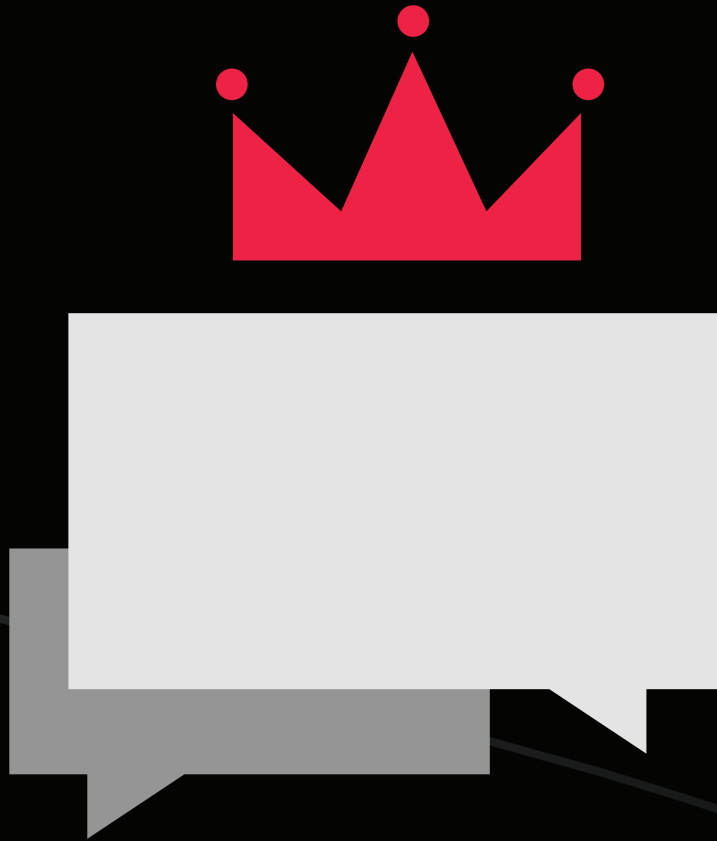


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2022 CONTINUED BAD NEWS... LEADS TO PANIC

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

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Get Involved in Automotive

HERE IT IS, NOVEMBER ALREADY. I CAN REMEMBER AS A LITTLE KID that the time from one Christmas to the next one was *forever*. Now, I just turn around, and it's here again. With Thanksgiving and the other holidays coming up, I hope that everyone remembers to stay safe.

The plans for the IAAL convention are progressing. Look for information about it in the near future. There are still a *lot* of automotive classes being put on at the various shows around the country and ALOA headquarters. With the cost of the programmers coming down, there is really no reason to not do automotive any more. Yes, it is expensive, and you need to take classes to really learn what you are doing — but the profit has increased quite a bit also. There is good money to be made in the automotive sector.

If you're interested in doing automotive work and want to know what classes you should take to get started, contact education@aloea.org. The ALOA Education Department is incredibly helpful and can point you in the right direction.

Events All Around

The shows around the country are starting to be well attended again. GPLA and Yankee are now over for this year. If they were anything like ALOA in Vegas, the attendance was very good. If you do not go to these and other conventions, you are missing out on great opportunities to network and make new friends.

Keep saving the dates for SAFETECH and the ALOA conventions for 2023. Go to ALOA.org for the latest information, and keep an eye on the Main Event column in *Keynotes*. You can email conventions@aloea.org with any questions you may have in the meantime. I hope to see many of you at the shows in 2023.

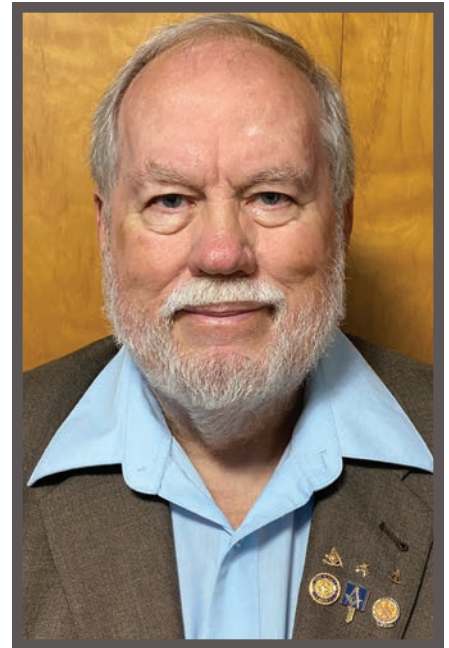


Bill Mandlebaum, CML

President

ALOA Security Professionals Association, Inc.

president@aloea.org



“If you do not go to these and other conventions, you are missing out on great opportunities to network and make new friends.”

Gearing Up For 2023

AS WE NEAR THE END OF the year, it's always a busy time for ALOA. Although it might feel like we just finished up the ALOA Convention, preparations are in full swing for both conventions next year. SAFETECH planning is keeping us particularly busy as we finalize the class selections for 2023. Look for our final class schedule in the registration brochure we'll have up online in January.

In the meantime, keep saving those dates of April 17-22, 2023. We will be at the Atlantis Casino Resort in Reno, which is a new venue for us. The property is nicely renovated and will be convenient for attendees. There's a lot to do on-site and plenty of dining options for every budget. It's away from the main strip, so it's a bit of a different feel for us, and parking is a little easier.

ALOA 2023

We're already planning for the 2023 ALOA Convention & Security Expo as well. Mark these dates on the calendar, if you haven't already: August 6-12, 2023. We will be back at the Hilton Orlando, where we were in 2016. We had great feedback on this venue, so we're excited to be going back.

This is another location where you don't have to do a lot of walking, and the pool complex is great for your families

"SAFETECH planning is keeping us particularly busy as we finalize the class selections for 2023."

(there's a really nice lazy river). And, of course, Orlando overall is a wonderful family destination. Bring the family, stay a few extra days and make a little vacation out of it.

We'll have more information about both conventions in the next couple of months. Keep an eye on SAVTA.org and ALOA.org for the latest updates, and we hope to see you there! Email conventions@aloea.org with any questions.

Membership Renewal

The end of the year also means membership renewal time. You should have received your renewal invoice both in the mail and electronically. If you have not received it, please contact us at membership@aloea.org or 800-532-2562. The easiest and fastest way for you to renew is to do so online in the membership portal



on ALOA.org. Click on the Membership tab and log in to access your account. If you have any questions at all, please do not hesitate to contact us.

Be sure to renew by the end of December so you won't have any lapse in benefits (including receiving *Keynotes*). There are so many benefits to membership, including discounts and professional bonding, that essentially mean your membership pays for itself. If you need a reminder of everything you get, see my column in last month's *Keynotes*, or contact us for a full list.

Thank you so much for being members and supporting ALOA through this and every year. We couldn't be what we are without you, and we can't wait to see where next year takes us together.

Mary A. May

Mary A. May
Executive Director
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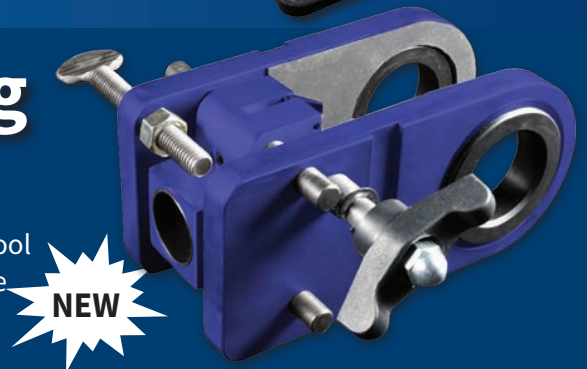
SDK1 Safe Deposit Killer Kit

Framon's new Safe Deposit Killer Kit makes quick & easy work out of drilling S & G and Diebold safe deposit box locks. When traditional methods can't be used due to a plastic or flimsy door the killer kit is your answer. Simply insert the appropriate guide into the keyway and use a hole saw to drill out the face of the plug. Easy entry in minutes. Kit comes with three guides and two-hole saws in an easy to store plastic carrying case. Made in the USA.



Bullseye Installation Jig

Framon is proud to introduce our latest product, the Bullseye Installation Jig. The new installation jig will assist installers with drilling wood or metal doors, both 2-3/8" and 2-3/4" backset. The tool is completely self-contained besides a 3/32" allen wrench to change bore sizes.



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Past ALOA President Tom Foxwell was honored with the Philadelphia Award at the GPLA Convention.



Phil Agius receives the Gerald J. Connelly, Jr. Industry Award.



Richard Reichert was honored with the Lee Gagnon Award.

ALOA at the GPLA Convention

THE GREATER PHILADELPHIA LOCKSMITH Association (GPLA) recently held its annual convention, and it was a great success. Security professionals from all over the nation attended two days of classes and festivities, plus a trade show.

ALOA SPAI always has a presence at the GPLA Convention, and ALOA members were among the honorees at the awards ceremony. ALOA Past President Tom Foxwell was honored with the Philadelphia Award, which recognizes individuals advancing the locksmith profession around the world. Phil Agius of Framon received the Gerald J. Connelly, Jr. Industry Award, and Richard Reichert was honored with the Lee Gagnon Award. Rounding out the honorees was UHS Hardware, which was presented with the Distinguished Distributor Award.

ALOA once again gave away a week of classes at the 2023 ALOA Convention & Security Expo in Orlando. This year's drawing winner was John Magee IV. Congratulations!



ALOA President Bill Mandlebaum, left, and ALOA Past President Bob Mock, right, are shown with John Magee IV, the winner of the drawing for a week of education at ALOA 2023 in Orlando.

Framon Introduces Push Keys

FRAMON HAS INTRODUCED PUSH KEYS, A NEW PRODUCT designed by Tom Thill. Push keys are based on the height that different wafers sit inside the lock cylinder. In some cases, like Ford, each wafer “hangs” in the cylinder at a different height, making it quick to use a push key to decode the lock and originate a key. With other manufacturers, a push key can be used to determine information inside the lock that will assist you in progressing a key. Using this information, you can make half cuts and then determine what the actual cuts are with a combination of impressioning and progressing.

Framon has introduced its Ford door push key set (PKFD01). Each set will have an associated video, application chart and instructions.



Locksmith Business Giveaway

BEEN WANTING TO START YOUR OWN BUSINESS BUT HAVEN'T had the resources? Now's your chance! An ALOA member who is retiring is giving away his locksmith business. You must be an ALOA member and willing to relocate, and he'd like the transfer to be completed by end of the year.

For more information, see the extended classified ad on page 59. Note: ALOA SPAI is not involved in this giveaway, but is letting members know about it as a courtesy.

IN MEMORIAM

» Longtime member and past ALOA President **Dallas Brooks** has passed. He was a Life Member of ALOA from 1985 until 2022 and a member of SAVTA from 1993 to 2012.

» ALOA member **David M. Hornung** of Verona, WI, passed away in September.

» **Robert Cisowski** of Midway, AR, passed away July 26 at the age of 76. He was an ALOA member for over 35 years and a SAVTA member for more than 15.



Learn About Social Media on ALOA's Podcast

THE LATEST EPISODE OF LOCKSMITH TALK WITH ALOA, ALOA's podcast, was recently released. It features William Lynk interviewing Wayne Winton, owner of Tri-County Locksmith in Colorado, about the importance of social media for locksmiths. He talks about setting up and maintaining a social media presence for your business and how to use it to grow and benefit your business.

The podcast can be found on most podcast players — such as Spotify, Audible, Apple Podcasts and more — by simply searching for “Locksmith Talk With ALOA.” Stay tuned for more episodes coming your way!

NEW APPLICANTS

ARIZONA

- Phoenix
 ▶ **Kyler McKown**
 Anderson Lock & Safe
 Pinetop
 ▶ **Michael S. Bliss**
 Hondah Casino
 ▶ **Linda M. Schwandt**
 Hon-Dah Resort and Casino

CALIFORNIA

- Cathedral City
 ▶ **James Wells**
 Valley Lock and Safe
 Murrieta
 ▶ **David Cheslar**
 Murrieta Valley Unified School District
 Redwood City
 ▶ **Deryl Nation**
 County of San Mateo
 Santa Rosa
 ▶ **Rich Andre**
 Economy Lock and Key

COLORADO

- Boulder
 ▶ **Carl Dubois**
 Buffalo Security
 ▶ **Marc Knorps**
 Buffalo Security
 Canon City
 ▶ **Caleb Brady Roberts**

CONNECTICUT

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 ▶ **Thomas O. Carroll**
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 ▶ **Adam Sigovitch, AFDI**

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 ▶ **Albert Perez**
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 ▶ **Paul Donahue**
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 ▶ **Shiella Donahue**
 ▶ **David B. Harris**
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 Taman
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GEORGIA

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 ▶ **Talal Fouad**
 ▶ **Young Harris**
 ▶ **Nicholas Sherman**
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- Kaneohe
 ▶ **Karen Leslie Angus**
 001 24 Hour Lockout, Windward

IDAHO

- Hayden
 ▶ **P.J. Slauson Jr.**
 CLK Supplies

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 ▶ **Jeffrey S. Lee**
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 ▶ **Elizabeth Ann Mitchell**
 Gato Lock & Key/ASAP Locksmith/
 J-Lee Lock & Key

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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 or via fax to 469-543-5241. For questions, contact Kevin Wesley, membership manager, at Kevin@aloea.org or (214) 819-9733, ext. 219.

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LE Netherlands

► **Phil Melville**

Netherlands National Police

► **Marco Visser**

NOVEMBER

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6 p.m. CDT

Questions? education@aloa.org or

(469) 453-5220

www.aloa.org

Nov. 4-5

Basic Safe Lock Webinar

5-8 p.m. CDT

Instructor: Harry Sher

Questions? education@aloa.org or

(469) 453-5220

www.aloa.org

Nov. 5-6

Foreign Auto Locksmithing

In-person, at ALOA Training Center,
Dallas, TX

Instructors: Rafael Marte and Jason
Jaudon

Questions? education@aloa.org or

(469) 453-5220

www.aloa.org

Nov. 11-13

Safe Sessions

In-person, at ALOA Training Center,
Dallas, TX

Instructor: Joe Reustle

Questions? education@aloa.org or

(469) 453-5220

Nov. 15-16

ALOA Fire Door Inspector

Certification Webinar

Instructor: Tom Foxwell, RL, CFDI

4-7 p.m. Central

Questions? education@aloa.org or

(469) 453-5220

Nov. 16-18

Safe Deposit Series

In-person, at ALOA Training Center,
Dallas, TX

8-5 p.m.

Instructor: Gene Gyure, CRL, CAI,

GSAI-T

Questions? education@aloa.org or

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Nov. 28- Dec. 3

**6-Day Fundamentals of
Locksmithing Class**

In-person, at ALOA Training Center,
Dallas, TX

Instructor: Chris Chase

Questions? education@aloa.org or

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April 17-22

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HELLO
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my name is

Meet Our IAIL Instructors

I AM ATTENDING THE YANKEE SECURITY SHOW IN SPRINGFIELD, MA, WITH 1,000 others as I write this column. Attendance at the show and in classes has been impressive. The theme this year is “Bigger, Better, Back,” which strikes me as a perfect message for our own post-pandemic posture. In a new venue and city, Yankee has been able to move forward and build an even better event — well done!

While here, I’ve been fortunate to speak with existing, new and prospective IAIL members. As with ALOA itself, one of IAIL’s strongest foundations is education. This is an intricate and arcane field with important requirements for success. With an investment in training, study and dedication, you can achieve the level of professionalism that it takes to join the ranks of professional forensic locksmithing. It can be a lucrative and rewarding field of endeavor.

IAIL Instructors

This month, I’d like to introduce you to the approved IAIL instructors. These colleagues have dedicated their time, experience and knowledge to helping others make that journey. Together, they offer a broad and impressive array of experience and expertise. All instructors are CFL certified.

- Tom Demont
- Beta Tam
- Ross Squire
- Vernon Kelley
- John Truempy
- James Ashley
- Dave McFarland

Their curriculum is first-rate. We are lucky to have each of them. Currently, the IAIL Board is evaluating an expansion of our offerings to include *free-for-members*, online, periodic one-hour seminars covering one topic or sharing a real-life case study. We are gauging interest from speakers and students. If you have questions or

suggestions, or even wish to get involved in IAIL professional training, please let me or one of the instructors know. We want input!

Registration for the SAFETECH convention will be available in early January, so look for the class information in the brochure. You’ll likely have a chance to take an investigative locksmithing class there. If you want to get started in this field, this is a great opportunity to get an introduction. We’ll have classes at the ALOA Convention in Orlando as well. ☺

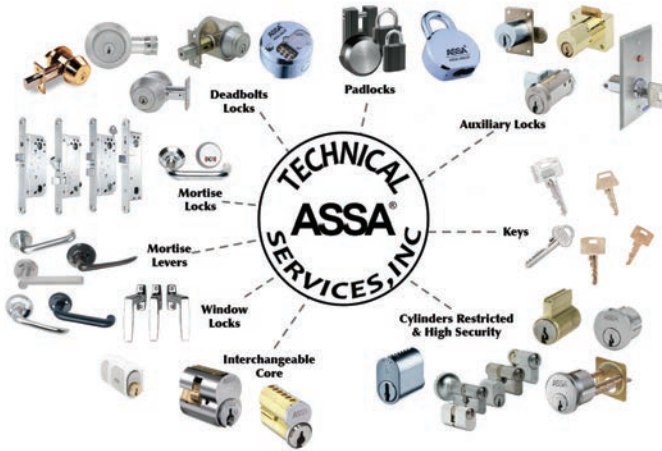


Clyde T. Roberson, CML, AHC, CPP, CMST, CFMST, AMKS, President, International Association of Investigative Locksmiths, ialpresident@aloea.org

Get Published!

IAIL members: Submit your articles for the Investigative Spotlight department. Send your information to Tom Demont at thomas@assatechnicalservicesinc.com.

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SAFETECH 2023 RENO VATE YOUR CAREER

Get Ready for SAFETECH 2023!

Registration information will be available in January.

WE'RE GETTING CLOSER! REGISTRATION for SAFETECH 2023 in Reno, NV, will be available the first week in January, but that doesn't mean you can't start planning now! Join us at the Atlantis Casino Resort April 17–22, 2023 in Reno, where you can “RENOvate” your career. This is a new venue for us, and it's going to be a great setting for the week.

Venue

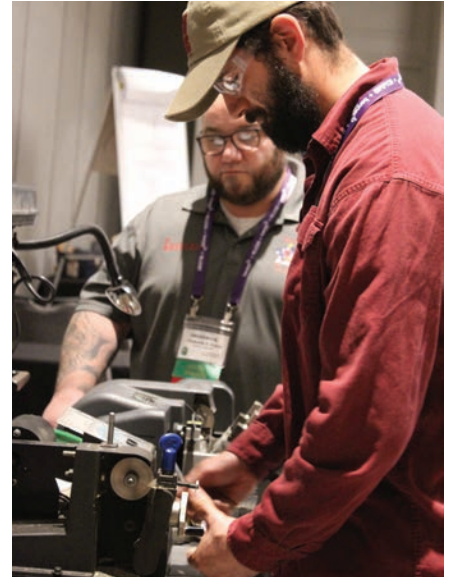
The Atlantis Casino Resort is a beautiful, newly renovated property with a lot going for it. The rooms are comfortable and modern, and the space for the classes and events is convenient

for us. Enjoy a ton of on-site dining options, from a hot dog eatery and a steakhouse to a sushi bar and a deli. And being Nevada, of course there's a buffet.

There are several bars and lounges, and there is an arcade in addition to the casino area. More shopping and entertainment options are nearby, and Lake Tahoe is an easy drive away as well.

We have secured a great rate for rooms for SAFETECH attendees: \$109 Sunday – Thursday and \$149 Friday and Saturday nights. The resort fee is waived (but there will be a 13% room tax plus \$2 tourism fee per night). The cut-off date for reserving a room is March 22 at 5 p.m. After that, rates will increase, and rooms may sell out.

Reservations can be secured by calling the hotel toll-free



at (800) 723-6500 and using the group name “SAVTA” or “SAFETECH.” Reservations can also be made online using the hotel link under the Convention tab on SAVTA.org.

Manipulation Contest and Other Events

Want to try your hand at the manipulation contest this year? You’re going to have an extra chance at winning! We’ll have Group 2m locks from Big Red, Sargent and Greenleaf and LA GARD on hand for you to try your hand at. There will be prizes for this portion, so stay tuned to see what you might win!

Don’t miss all the other fun events, either. Sell some spare hardware, tools and collectibles at the Swap Meet, or browse

the selection to pick up a bargain or two. This is a good time to perhaps buy a scope or jig! At the auction, you can also pick up some great deals while supporting the association. Want to donate? Get in touch with us at education@aloea.org.

Scholarships

Don’t forget that scholarships are available through the ALOA Scholarship Foundation. Applications are due February 1, so get those in! Students may be awarded up to a full week of classes, and even hotel and/or travel expenses in some cases. If you have some employees you’d like to send to SAFETECH but don’t have the funds to do so, encourage them to apply.

For more information, visit the ASF tab on ALOA.org.



Classes

Classes are being finalized for SAFETECH right now, but you can expect them to cover the range of topics we usually have, from safe deposit locks and manipulation to electronic safe lock defeat and GSA. Keep your eye out for the full registration brochure to get all the class descriptions!

Trade Show

This is the place to be to learn all about the latest products in the safe and vault industry! You'll find safes, tools, locks, business services and more all under one roof. Be sure to stay the whole day for your best chance of winning one of the prize drawings throughout the day.

Have questions? Get in touch with us at conventions@aloea.org. If you'd like to secure a booth for the trade show, get in Touch with Kelly Parker at 912-713-9680 or Phyllis Jones at 469-453-5588. ☎

Workmanship to the Extreme

Dennis Cassidy opens an antique safe with beautifully crafted locks.

I WENT BACK ON THE ROAD WITH MY FRIEND GEORGE TO OPEN A MOSLER safe in New York on the western side of Lake Champlain. George and I teamed up to open a safe while entertaining the owner with our friendly, back-and-forth bantering. The owner sent us pictures of the safe so I could do some research before we actually had our hands on the safe. *Figure 6* shows the inner door closed and locked; the outer is door open.

In my research, I found in Dave McOmie's book on antiques a picture of a Herrings-Farrel's safe similar to the one we were to open. I took my research one step further and posted the pictures on the NSO forum and received few results that I didn't already know. Dave said, "You guys on the eastern seaboard are enough to make any antique safe buff just frikkin' drool."

We made arrangements with the owner to meet on a Monday morning, on his day off from work. When we arrived, we were taken to the cellar/basement where the safe was tucked under the stairs.

The safe was as pictured in *Figure 1*, with the main door open and the inner door closed. Both doors looked like they had been neglected for years: rust and paint were flaking off on all sides, and the bolts also had some rust on them.

The two dials on the front had some writing that wasn't very legible except for "Yale & Town Mfg. Co Conn" on the dial cap. *Figures 3 and 4* show the two dials, one atop the other at 4½" on center. *Figure 5* shows the handle and dial 10½" on center. Sorry that this picture isn't very good.



Figure 1. The front of the safe is shown.



Figure 2. The front door is open, showing the inner door.



Figure 3. Two dials, one atop the other, are on the front door of the safe.



Figure 4. Both dials on the front door are at 4½" on center.



Figure 5. The front door shows the dial and handle at about 10½" on center.



Figure 6. The safe's front door is open, and the inner door is closed.



Figure 7. The left caster has "Herring's" stamped on it.



Figure 8. The right caster has “Farrel’s” stamped on it.

You will see in the pictures that “Mosler” is stamped across the front of safe, but it has “Herring’s” on the left caster and “Farrel’s” on the right caster (*Figures 7 and 8*). Were Mosler and Herring’s-Farrel’s part of the same company at one time?

The front door locks were unlocked and, surprisingly, the handle moved the bolts with very little effort. We turned our attention to the inner door to find that the dial only turned a few numbers. We both agreed that the lock was unlocked as well.

Knowing the direction to turn the handle to open was clockwise, we pulled on door, and it didn’t budge. We sprayed some Aerokroil around the door opening and allowed it to set.

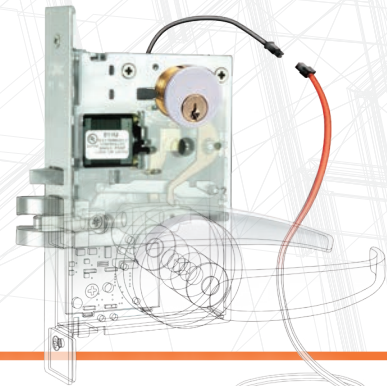
In the meantime, George found a 16-pound sledgehammer and said he wanted to “persuade” the door with a couple of taps. Taking my life (hands) into his hands, I held a 6"x6" block of wood against the door. George tapped the door a couple of times, and I walked away with both hands intact. When you see George, ask him about my drilling his thumb — that’s another story...



Figure 9. The inner door is open, with the back cover still attached and unlocked.

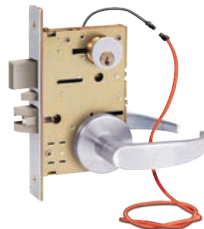
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Figure 10. The inner door shows the dial and handle at 8" on center.

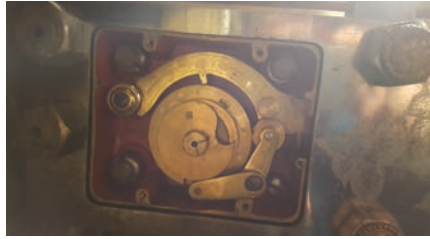


Figure 11. The Dexter lock is in the locked position on the inner door with the back cover removed.



Figure 12. The lock is in the unlocked position.



Figure 13. The inner door is shown, with the bolt thrown.

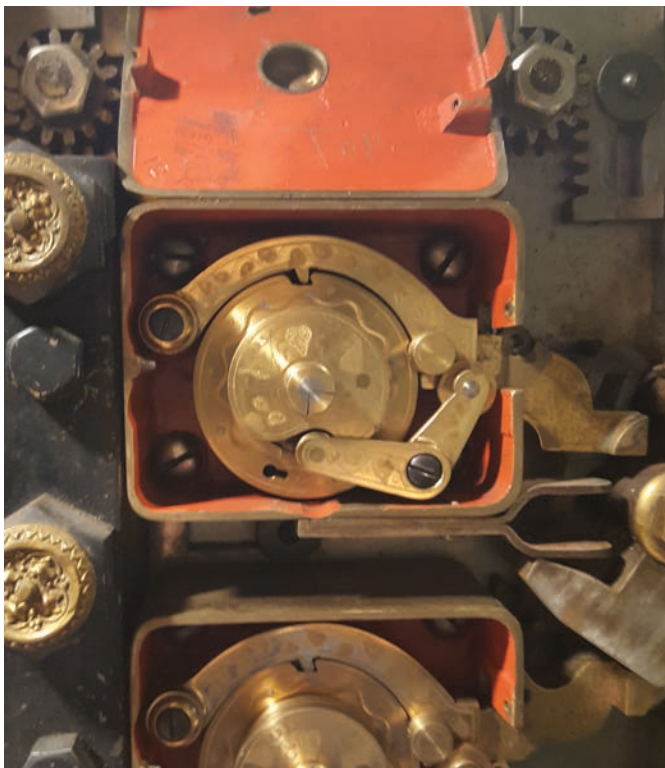


Figure 14. The front door locks' backs are removed and are shown in the unlocked position.



Figure 15. The back cover shows past service dates.



Figure 16. The front door locks are locked, and the bolts are thrown in the locked position.



Figure 17. The top lock is unlocked, and the bolts are retracted.



Figure 18. The bottom lock is unlocked, and the bolts are retracted.

A Look Inside

After turning the handle clockwise and a few tugs, the inner door opened. I took off the back cover to the lock and exposed this beautifully crafted key change lock (*Figures 9 and 11*). Dave's book *On Antique Safes* said they were Dexter locks with three $2\frac{3}{4}$ " wheels, a rear-mounted split driver and two levers. The inner door has a 100-number dial. The driver is split in two halves, and the half closest to the wheels acts as a pre-set with the fourth number set on 0. The dial rotation is 5xR, 4xL, 3xR, 2xL, to 0, 1xR, to 48. The back cover stated it had been serviced last in 1939.

We decoded the wheels to find the combination and tried it several times, then replaced the back cover. The action of the wheels and dial together was smoother than any lock I have ever tried.

Next, we focused our attention on the two locks on the front door. We

“Like the inner door, both locks were Dexter locks, beautifully ornate and with smooth action.”

removed the back cover and discovered three dates: 1937, 1938 and 1939 (*Figure 15*) and assumed those dates were when the lock had been last serviced.

Like the inner door, both locks were Dexter locks, beautifully ornate with smooth action. We found the combination for both locks and tried it several times. As with the inner door lock, the dialing sequence was similar, except there

were 4 wheels with a split driver. The driver closest to the wheels had a preset number of 0, and drop-in for the other driver was 55. Dialing rotation is 6xL, 5xR, 4xL, 3xR, 2xL, to 0, 1xR to 55 or stop. Each lock would independently unlock the outer door. The combination of the two locks on the front door was different and didn't match the inner door lock. We replaced the back cover and made sure the owner could dial the combinations.

The owner also stated that if we knew of anyone who wants to purchase the safe, to let him know. So if anyone is interested, let me know. ☺



Dennis Cassidy has owned and operated Green Mountain Safe LLC in Middlebury, VT, since 2009. He has been a member of SAVTA since 2010.



Work Culture and the Institutions We Serve

Build a better workplace with some inspiration from a popular retailer.

By Steve Fryman, CRL, CAI, CISM, AFDI

WHAT'S IT LIKE WHERE YOU WORK? IS Monday morning a dread or a joy? How does your employer's core values affect the culture where you work? Workplaces with positive cultures have better employee retention rates and happier and healthier employees, which improves customer satisfaction. This kind of work environment is a dream shot for most of us who work at institutions.

What would it be like if we transferred the traits of a company like Zappos? Zappos started 20 years ago as a small online company. Through its focus on delivering happiness, it has exploded in growth by establishing a strong culture of the four Cs: commerce, customer service, company culture and community. These four items are part of the Zappos mission statement, which is intended to bring happiness to all parties — vendors, customers, shareholders and community — in a long-term, sustainable way. The goal is to wow, and the folks at Zappos focus on living and delivering that. To do that, they must differentiate themselves, which means do something a little unconventional and innovative.

This company's humble beginnings started with selling shoes online. Through their philosophies and branding, they have now expanded to every kind of apparel and accessories imaginable. All marketed with the Zappos mindset of "wow."

About now, you might be asking yourself, "Why is this guy talking about an online company that sells retail shoes and apparel? I work at an institution." A guy can dream, can't he? I imagine working at a place like Zappos and what it would

be like. Look at these 10 core values that make up the Zappos oath of employment:

1. Deliver Wow Through Service
2. Embrace and Drive Change
3. Create Fun and A Little Weirdness
4. Be Adventurous, Creative and Open-Minded
5. Pursue Growth and Learning
6. Build Open and Honest Relationships with Communication
7. Build a Positive Team and Family Spirit
8. Do More with Less
9. Be Passionate and Determined
10. Be Humble

Please keep an open mind as we discuss how those values could be applied to the institutional world.

Deliver "Wow" Through Service

What does delivering "wow" look like at an institution? It could mean caring about your work and performing with urgent service. Something like: The Service Center call person who puts the work order in the work management system gets vital information that pertains to the level of urgency on the work that is to be performed — and genuinely cares. Hopefully it's like that where you work.

Embrace and Drive Change

Make improvements on replacement part orders. Increase shop stocking levels and lessen wait time so you can close tickets faster. This improves customer satisfaction.

Create Fun and a Little Weirdness

Have one day per quarter where everyone in your department dresses up like their favorite superhero and plays board games. I am certain you could come up with something better and more fun than that.

Be Adventurous, Creative and Open-Minded

Come up with new ideas quickly and solve problems before they get more expensive and difficult to deal with.

Pursue Growth and Learning

Have each person in your department teach a class on a rotating basis. Have lunch-and-learns on a regular basis. Hopefully you are doing this already.

Build Open and Honest Relationships with Communication

This can only take place in a safe environment. Work at creating a safe environment where everyone feels their input matters. This is something that can be worked at over time.

Build a Positive Team and Family Spirit

This can only take place where employees feel safe (and it's related to the point in the previous paragraph).

Do More with Less

We all have been doing this for years. I think we are experts at this now.

Be Passionate and Determined

This should apply more to who we are all the time, not just at work. This is a great mindset to have and changes everything we do.



Be Humble

Saving the best for last. Without humility, none of the above can be accomplished. We need to be teachable, self-aware people who embrace change with excitement.

Thanks for indulging me in some thoughts of how we can improve the institutions where we work. One last thought: I am the variable in this equation that can change first. At times, we have little control over our environments. I am not saying it is impossible, only that it takes time. The wheels of the institution grind slowly. ☺



Steve Fryman, CRL, CAI, CISM, AFDI, is a second-generation locksmith with over 45 years of experience. Has been a business owner for 20 years and is currently working at Florida State University as a key compliance manager. Steve is a subject matter expert in institutional shop management.



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Six Ways to Protect Your Online Reputation

You and your business may be presenting an image you're unaware of.

By **Katelyn Lucas**

ACCORDING TO THE BUREAU OF LABOR Statistics, more than 20% of small enterprises fail in their first year, and more than 50% of small startups fail within their first five years. The pressure to be successful can be overwhelming, and it's important to give yourself as many opportunities to impress prospective clients and referral partners as possible. In today's technology-driven world, most first impressions happen well before your first meeting or phone call — and these first impressions are happening 24 hours a day, seven days a week. Yes, even while you are asleep, you're still representing your brand!

Even those who do not own computers manage to have some sort of public presence on the internet, and it's a challenge to find a small business owner who is able to avoid using the internet and social media both personally and professionally. As an owner-operator, you should take steps to safeguard your business's reputation. Here are six ways to protect your personal and professional reputation online.

Be Conscious of Your Presence

Practicing self-awareness is a great first step. While it may seem obvious, the internet is not a private place. I repeat: The internet is not a private place! When using your social media accounts to read news articles or to participate in neighborhood groups, be aware that your name is attached to every comment made. Word travels fast, both good and bad — and sometimes the

bad news travels more quickly! If you operate both a business page and a personal page, be mindful of the account you are commenting from each time, and take caution when toggling back and forth between these pages. Leaving a fiery comment behind on something like a news article is a publicly visible action and can bring the wrong kind of attention to your business.

On Facebook in particular, it's important to be aware that your actions can often be broadly seen by those you are "friends" with and sometimes by the public, depending on your privacy settings and the ever-changing updates to various social media platforms. While everyone is entitled to their likes, hobbies and interests, it's important to be aware that not all extracurricular activities endorse someone as a professional. The famous phrase "sometimes less is more" may apply here! Be mindful of the various privacy settings of the places you comment online and the content you post personally. Recruit someone more tech-savvy if you are unsure of your current privacy settings — you may benefit from a review.

Avoid Leaving Negative Online Reviews/Ratings

Again, your name is your reputation. As the owner/operator of a small business, your feedback can carry weight. Rather than publicly leaving negative reviews for fellow small businesses, consider the impact of going out of your way to share positive experiences of the businesses you love to patronize. Rating websites are rarely anonymous, and if you are invested in your local

professional social networking, scathing reviews are a great way to burn bridges before they are built. You never know when the worst restaurant in town could turn into your best customer of the day! Of course, it is completely reasonable to have an opinion or an experience and want to share it — but it's important to remember that your name may very well be attached.

Direct Customers and Quote Requests to Your Business Page

This is especially helpful advice when it comes to social media. Try your best to promote your business online by creating public profiles on social media with your business name and tagging that page when commenting and connecting with prospective customers. Nothing is more frustrating than an inbox full of casual conversation that is littered with quote requests, appointment confirmations and job leads.

A large community supporting your business is a wonderful problem to have, but being too casual with your communication can create major headaches. The costs can include accidental double bookings due to a messy calendar system, dropped leads when follow-up is not completed, timelines falling apart when deadlines are missed, etc. Creating a dedicated inbox or page for work-related topics and trying to funnel all communication to that spot will only help you out in the long run. Plus, as your business grows, streamlined communication will be the most sustainable.

Respond As a Professional or Not at All

Of course, ignoring requests is never recommended. But consider replying to folks exclusively from your business profile on social media, your business email address or work phone number whenever possible. Most platforms provide read receipts to customers, so they will know if you see their message and choose not to reply in the moment. Communication in a digital world is in high-demand, and customers can be put off before ever experiencing your business. If you are not a 24-hour operation, set an automated away message or let them know when to expect to hear from you. Use an organization system to ensure you follow through as promised. Use the “Do Not Disturb” setting on your phone and set up an appropriate voicemail. It is OK to create and hold healthy boundaries to protect your work-life balance, but your customers do not have to be neglected or ignored in the meantime.

Privacy As Self-Preservation

Business owners are public figures. Take measures to keep your personal life personal, if that is important to you. It

“When it comes to small businesses, a single negative review can tank our rankings and provide pause for potential customers who are browsing online.”

may not be in your business's best interest to have every social media post you have ever made public. Decide what privacy settings on social media are the best fit for you. Some folks decide to abbreviate their last name or omit certain information (like tagging your business page under the employment section of your online profile) to provide a buffer within one's personal online presence. This can also apply to your employees and their social media content — and their behavior and conduct while in uniform or in your marked work vehicle. Even their driving habits are a first impression and can serve as a commercial for your company! When it comes to small businesses, a single negative review can tank our rankings and provide pause for potential customers who are browsing online.

Google Yourself and Your Company Occasionally

Be aware of what your customers are seeing online when they seek out your business. Ensure your contact information is up to date in public databases and your pages and listings are claimed on sites like Google and Facebook. If there are errors, register and correct them. If there are unfavorable results, try to resolve or remove them if possible. Don't be afraid to ask for help or insight from other small business owners and your employees if something is presenting a challenge.

It's easier to protect your reputation now than to try to redeem it later. Being aware of your online footprint is the first step — its magnitude is mighty! ☞



Katelyn Lucas is based in the Bay Area of California, where she manages her family's fourth-generation locksmith company and is an alumna of California State University East Bay. Let's connect on LinkedIn!

More Automotive Education Coming in 2023

By Ed Woods

IT HAS BEEN A BIG YEAR FOR THE IAAL. After getting the go-ahead from the ALOA Board to begin forming the division, we have been busy getting everything up and running. I want to thank everyone who has offered their support and feedback so far. We are already up to about 50 members, and I am certain that number will greatly increase once we are able to start holding more events and programs.

Classes and Training

One of the most visible things that many associations do is offer education, and ALOA and IAAL are no different. We had an increased number of automotive classes at the ALOA Convention in July in Las Vegas, and they were all well attended. Thank you to our invaluable instructors and to all of the students who came to learn.

We are also starting to hold more automotive classes in Dallas as well. Coming up November 5-6, we have the Mercedes Key Programming and Servicing 2-Day Workshop, where you can earn 16 CEUs. We hope to hold more in the upcoming months.

Our biggest news, though, is that we are researching the possibility of holding an automotive symposium in May or June 2023. There would be classes and a one-day trade show. We are in discussions now to find suitable venues and dates, and we will let everyone know information as soon as it's locked down.

Join IAAL

While our membership is off to a good start, I do hope that more of you who are involved in automotive work will join IAAL and support this growing organization. Those of you who are already ALOA members and do automotive locksmithing can now join IAAL for \$50 without having to complete an application. In your dues invoice for ALOA, there will be an add-on form you can use to join.

We are also asking everyone to help recruit new members to IAAL. We'll be announcing incentives for this, so keep an eye and ear out. Talk to your colleagues and friends to let them know the benefit of being a part of this professional group — and that goes for getting your *Certified Automotive Locksmith (CAL)* and *Certified Master Automotive Locksmith (CMAL)* credentials as well. *As we grow the organization, we will be looking for ways to help you educate consumers on the value of those recognitions.*

Thank you to all our members and those of you who will be joining in the near future. IAAL is set to do great things, and we're glad you're along for the ride. ☺



the board of IAAL.

Ed Woods is the senior locksmith and company trainer at Lockout Express LLC. He's also an instructor for ALOA and several distributors. He serves on

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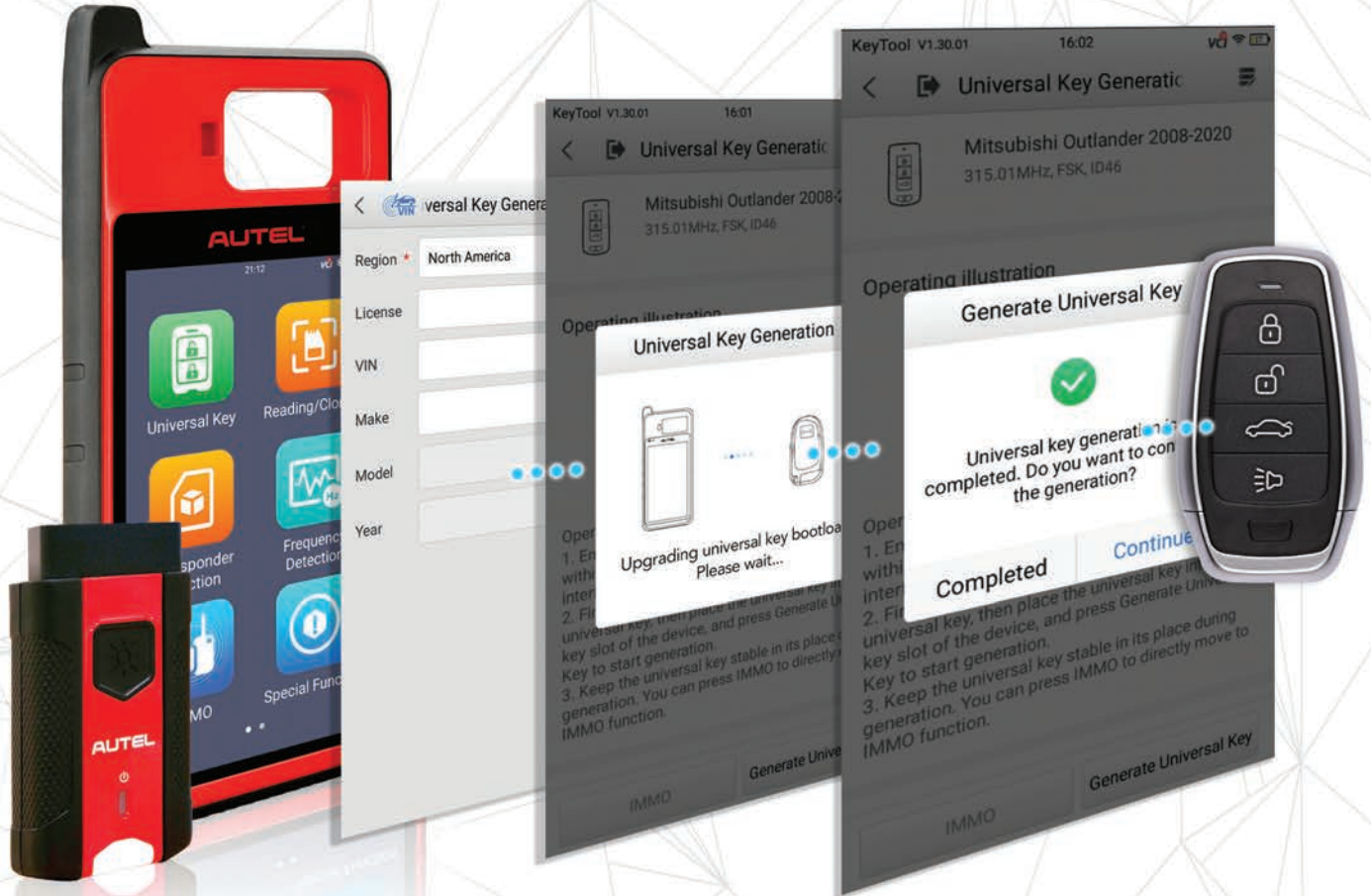
THERE ARE DIFFERENT TYPES OF automotive key and immobilizer programming tablets that align with the sliding scale of security systems adopted by automakers. European vehicles have the most advanced security systems and pose the biggest challenge to locksmiths and vehicle security professionals. Aftermarket automotive key and immobilizer tool developers have made a concerted effort to remove the struggle from complicated tasks with automated functions and step-by-step instructions.

Yet, newbies might want to start with one of the less complex, less expensive key-cloning tools. Cloned keys do not need to be learned to the immobilizer, as the system does not realize it's a copy and not a new key. These tools are easy to use, but their potential to increase profits for your business is extraordinary — some of these tools also offer key generation by which Smart Keys can be created for a wide range of vehicles. These keys are then programmed to the vehicle immobilizer. With the introduction of universal programmable smart keys, such as the Autel MaxiIM IKEY, the locksmith can create a new, multi-functional replacement smart key for a vast number of vehicle brands, including Honda, Nissan, General Motors, Chrysler and specific BMW, Audi/VW and Volvo vehicles.

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WORKING WITH COLUMN-MOUNTED KEYED IGNITIONS

Andrew Taylor explains why they fail and how to approach them.

Editor's Note: For a more complete look at this procedure, please take the Hands-On VW Housing Repair class taught by Jason Jaudon and Rafael Marte at the 2023 ALOA Convention in Orlando.

THE TARGETS OF THIS ARTICLE ARE THE VW KEYED IGNITION HOUSINGS for the approximate years of 2005 to 2013 that I've found so far. The models I've run into using this housing are the EOS, Jetta and Passat, although I'm sure there are others, possibly including some keyed Audi models. I can't personally confirm this, but the Audi logo is stamped on the housing next to the VW logo, so I assume they used it as well during this generation.

The symptoms are usually described by customers as "my key won't turn (on or off)," when it actually does turn a bit — or sometimes almost all the way, but it's stiff and difficult. The customer usually believes a new key or cylinder is needed. But you're confident that once the key turns a small amount, that means the tumblers have lined up — and something else is keeping things from



Figure 1. Here, you see the spring-loaded pin and the piece of housing that breaks off, causing things to jam up.



Figure 2. This is the spot in the housing where the pin breaks through.

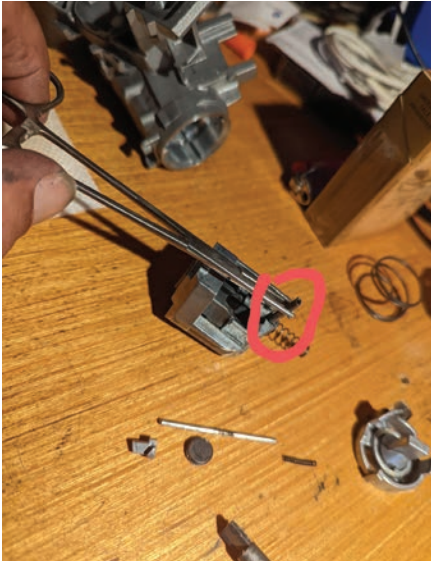


Figure 3. Here, the author is holding the pin and spring in its original position on the steering wheel locking bolt retractor.

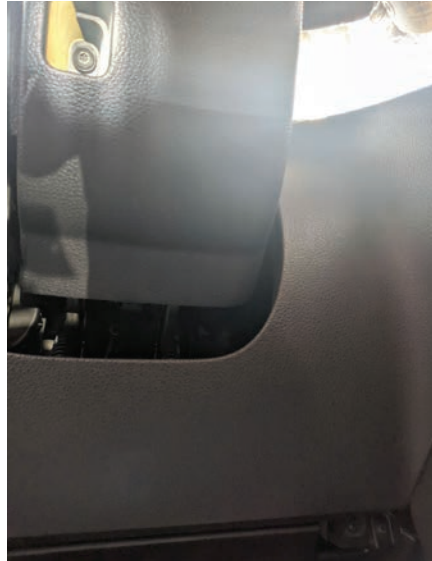


Figure 4. This view is under the column, showing the Torx screw holding the lower cover in place.

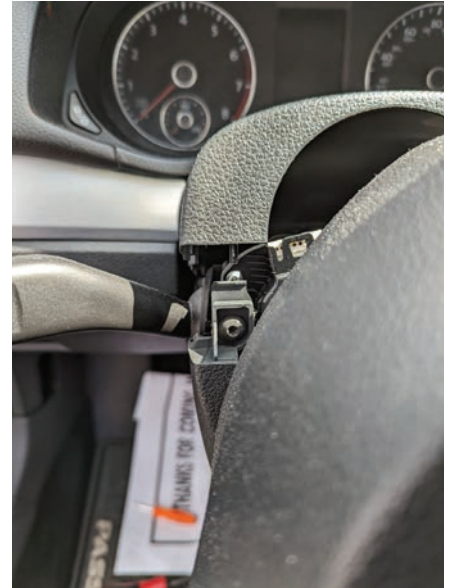


Figure 5. This is the left Torx screw behind the steering wheel.

working as they should. In that, you are absolutely correct!

The cylinder and key have done their part, but now the housing is causing an issue behind the cylinder. There is a spring-loaded pin mounted on the steering wheel lock bolt retractor that was added to help stabilize the assembly. It begins to put abnormal pressure on a thin piece of pot metal in the housing. Eventually, that thin piece breaks off, and the pin is free-floating inside the housing, jamming up the works.

Simply removing the pin, spring and broken piece of metal can solve the whole issue, but you probably don't want to spend any extra time on-site than you have to. Preparing a used one ahead of time is my preferred method. I've rigorously tested the repaired versions and believe that spring-loaded pin to be unnecessary.

The First Step

The first step to disassembly is removing the housing from the vehicle. Starting with the covers, you'll see the upper cover is held simply by clips and easily pops up.



Figure 6. This is the right Torx screw behind the steering wheel.

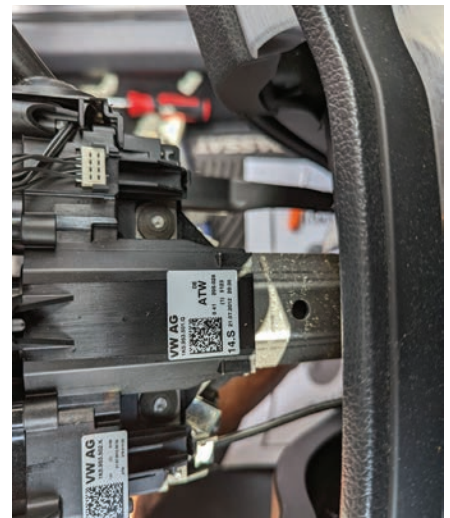


Figure 7. This view from above shows the two shear-headed bolts to be removed.



Figure 8. This is the author's preferred punch for removing the shear-headed bolts: one hit straight down to create a divot in the soft metal. Then change the angle and hit again to start it turning.



Figure 9. The author is sliding the screwdriver above the bracket and under the plastic to push the clip holding the housing in place.



Figure 10. The ignition turned on, so the retainer can be accessed. The author's wire of choice is simply a straightened giveaway keyring, as it is a stronger metal than any paper clip, yet perfectly sized.



Figure 11. You can see the author using two broken picks to push the clips holding the switch in the back of the housing.

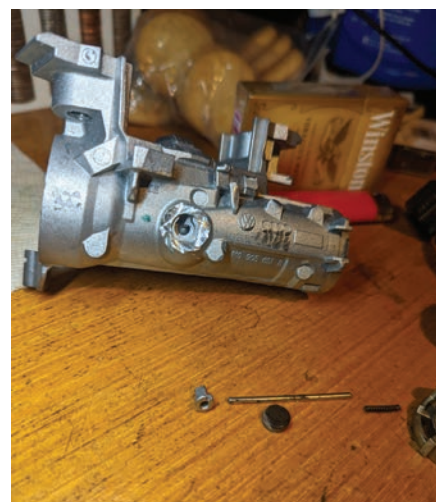


Figure 12. Here's the location of the re-locker that only fires when the housing is turned to "off" while there is no cylinder in place.

The lower cover is held on by three Torx T25 screws: one underneath and two hiding behind the steering wheel.

Once you have the covers out of the way, it's time to tackle the shear-headed bolts holding the housing to the column. The vehicle I photographed was a 2013 Passat, and this model was nice enough to have the bolts quite exposed. But most models — like the Jetta and EOS — have only two holes above the bolts in the plastic surrounding. The best bet for attacking these, in my opinion, is with a hammer and punch, with the front

of the punch ground down to a point. With this, you can reach in those holes and still get a good bite when you swing the hammer.

After a few hits in the counter-clockwise direction — and as soon as you have the bolt turned halfway around — it'll spin with a bit of hand pressure on the punch. Once you've removed them, there are two plastic clips that hold the housing in place with the column. An angle push with a flat-tip screwdriver just above the metal can push the clip out of the way to allow it to drop down.

One Complication

The earlier versions do add a complication at this point by having all the electronics in the column plug into a tray underneath. This tray is held in front by a Torx T9 screw and two hidden clips that you must find in the middle and rear of the tray. Sadly, at the time of this article, I don't have pictures of the clips, but a bit of flashlight work underneath will make them show for you.

At this juncture, I will point out that the version with the tray will give you a caution light at the end of this adventure, but it's nothing to be alarmed about. By



Figure 13. This is a close-up view of the relocker pieces to remove.

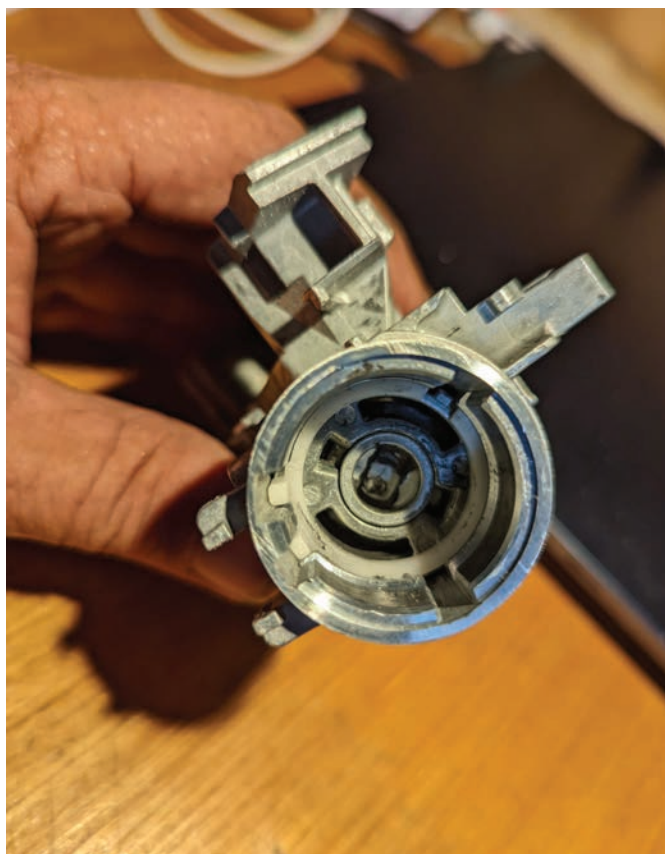


Figure 14. Here is a view of the white clip holding the assemblies inside the housing. The plastic is quite flexible, so don't worry about breaking it.

unplugging the tray, you have disconnected the steering angle sensor and, upon completion, you will see a yellow steering wheel in the cluster. This will readjust itself after a trip around the block and is nothing to be concerned about. But it's helpful to warn the customer so they don't get worried.

Once you have the housing out, flip it around and tap a few spots with a hammer while gently trying to turn the key until you get it to the "on" position. There are a few occasions where you'll want to cut a test key and add force with Vise-Grips to reach that position, but it can be done fairly easily once out of the car.

Once the cylinder is out, you can proceed with either a direct replacement or a repair of the existing housing, which we'll discuss next.

"The earlier versions do add a complication at this point by having all the electronics in the column plug into a tray underneath."

Replacement/Repair

Disassembly down to the basics is a good thing because there are small chunks of metal floating around that can cause future issues if not removed. To make disassembly easier, it helps to

remove the switch from the back side of the housing first. This is done by using those broken picks that you knew you would need someday.

Looking closely, you'll see two slots: one near the plug and one opposite it. A broken pick just happens to be the perfect size to slide down in. When turned sideways, it pushes the plastic clips that hold the switch in. Sometimes it helps to have a third hand to gently pry away with a pocket screwdriver, but don't get heavy-handed, or you'll need a new switch!

After that, remove the relocker for the steering wheel lock. The picture I show is a fairly grandiose method for removing the cover plate holding the relocker and spring, but you can simply drill next to it and pry it out. It consists of

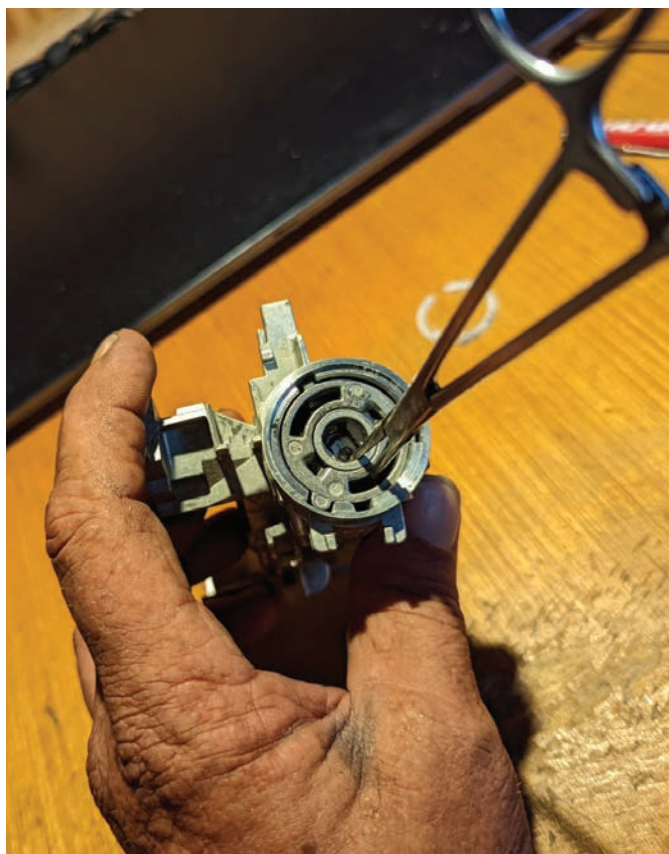


Figure 15. The author is removing the first half of the internal assembly. This is a two-piece group that interlocks, so removal and reinstall as a group is important.

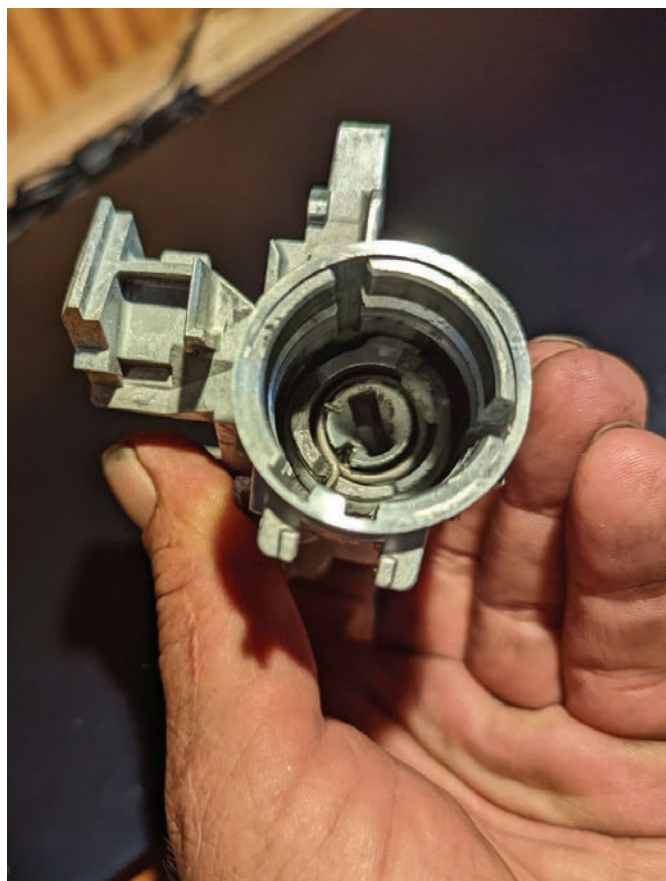


Figure 16. The remaining assembly piece to remove can be seen. There is no need to remove the spring first as you push it out.



Figure 17. The offending spring is just hanging out after shooting the pin through the housing.

a shaped pin that can trap the steering wheel lock when turned right and a pin keeping it from turning when the cylinder is in place.

After that's out of the way, it's time to disassemble. Looking down the front, you'll see a white plastic ring holding the first half of the internals in place. Lightly pry to remove that, then pull the first half out. Once that's out of the way, put pressure from the back with your finger while turning the remaining piece with a flat-tip screwdriver. You'll feel it start to pop out, and it helps to use another finger to hold down the locking bolt while you do it.

Once you have that out, the locking bolt will just pop out, and you can start cleaning out the mess inside. Once the housing is clean, reassemble everything, and the housing will be good for many

years. The pieces I removed doing these are superfluous, in my opinion, as they add nothing to the security of the vehicle. But if your opinion differs, by all means replace with new every time. At the least, you can explain to the customer what went wrong, and they'll love you for the details... even if they don't remember them. ☺



Andrew Taylor, 60, has been locksmithing since 1983 and self-employed since 1989. He originally apprenticed under Tom Sprouse in New Jersey and is the owner of Taylor Locksmith in Virginia Beach. He does commercial, residential and automotive work but prefers automotive for the variety.



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DECODING LOCKSMITH CODE PROGRAMS: *InstaCode*

Sal Dulcamaro walks you through the program's features and use.

INSTACode is the third locksmith code program I am reviewing. Each of the code programs is slightly different, but all have the same primary purpose: to obtain key-cutting information from a code number. The layout, format and features will vary from program to program. Some programs you can run from your computer without internet access, while others are fully online. InstaCode has both a smartphone version and a self-contained version that runs on a computer without internet.

WH Software, headquartered in New Zealand, makes InstaCode. InstaCode was

initially marketed in the U.S. by *The National Locksmith* magazine until the magazine shut down a few years ago. In this article, I will go through the process of looking up a code, mostly the same as I did for the two earlier articles I did on code programs. As I did with Genericode, I will do the smartphone version

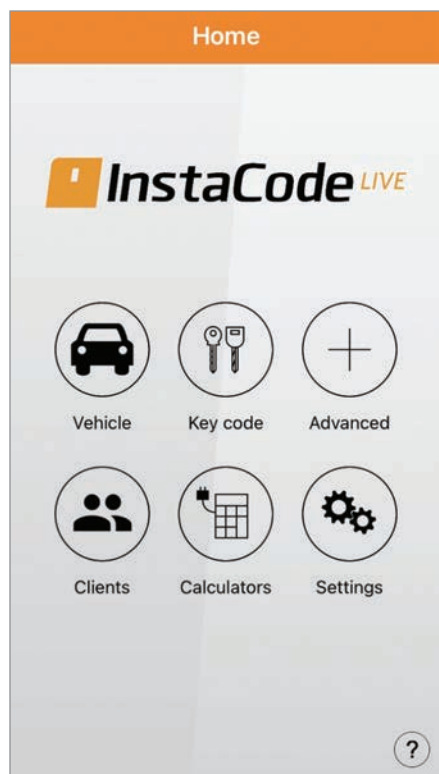


Figure 1. This is the home screen of the app.

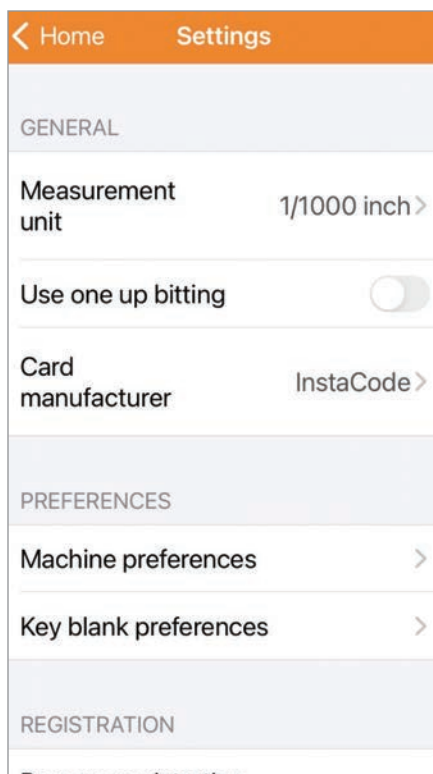


Figure 2. The settings screen allows you to customize options.

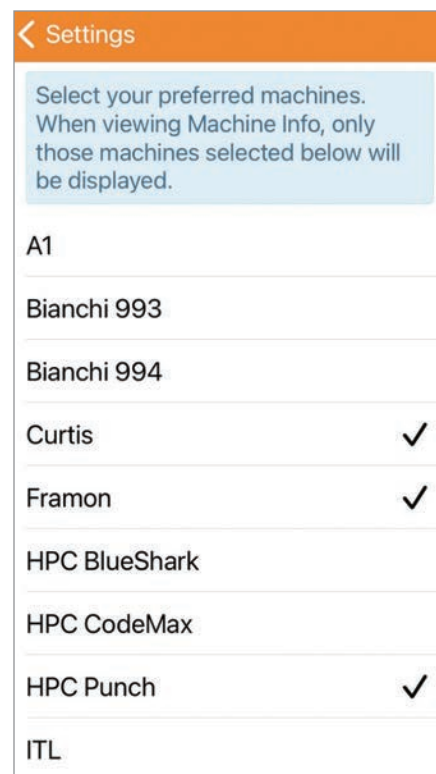


Figure 3. There are many machines to choose from; these are just a few.

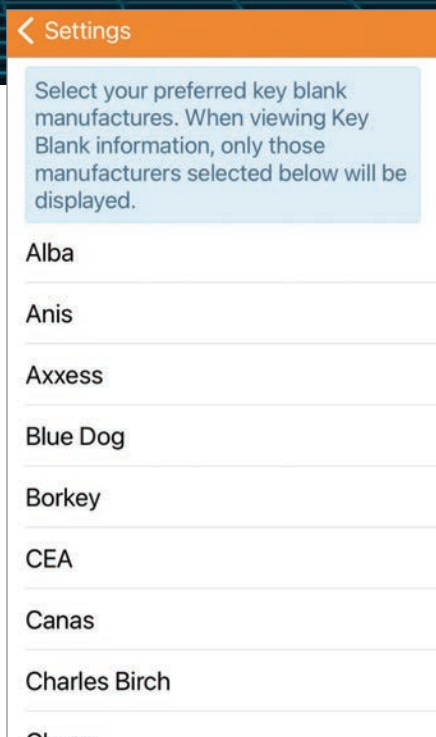


Figure 4. Key blanks to choose from include brands from all over the world.

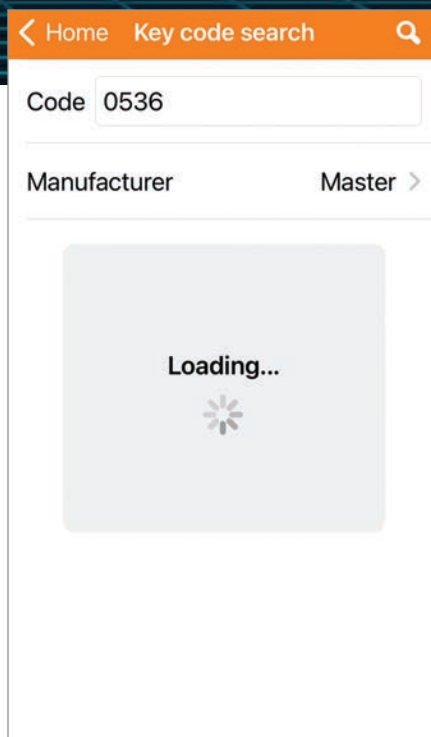


Figure 5. The author is searching by code and brand.

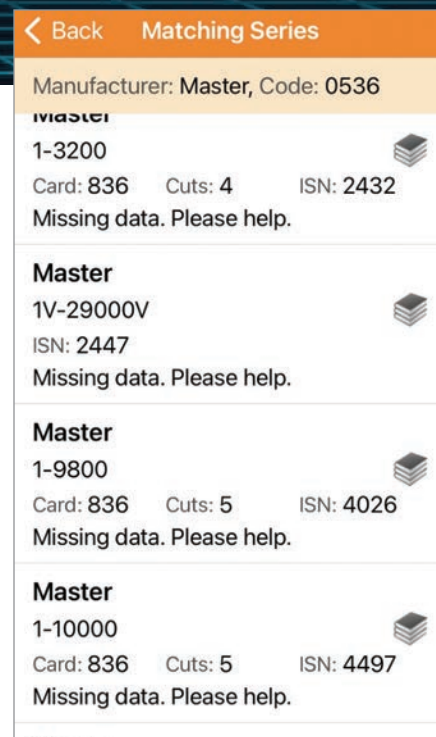


Figure 6. These are the choices InstaCode comes up with.

first and then deal with the computer-based version.

InstaCode Live acts as a smartphone app. When I open the app, you see the home screen (see *Figure 1*). In the bottom right corner, you see “settings.” When selected, you get the screen shown in *Figure 2*. The measuring unit indicates thousandths of an inch, which is generally for the American market (metric being most common everywhere else). Under “card manufacturer,” it shows InstaCode, but the original code cards were typically HPC, and you can make that choice.

Also shown is “machine preferences.” When I select that, I get a very large number of choices (*Figure 3*). Most locksmiths in the American market would deal with very few of those machines. Remember that InstaCode, being from New Zealand, deals with a more international market than the two code programs I reviewed previously. Similarly, with “key blank preferences” (*Figure 4*), there are key

blank brands from all over, most of which I’ve never heard of. But all the American brands are there.

Selecting “key code” (top middle icon of the home screen), I get the key code search (*Figure 5*). As with my two previous articles, I selected the code 0536 and chose the Master brand. The paths taken for the different programs aren’t identical, but the destination effectively is. Using Genericode, I first selected the padlocks category before I chose the brand Master. This just goes directly to brand. There is a magnifying glass icon in the top right corner, and you can see on the screen where it says “Loading” that it’s searching.

Searching for the Master code, InstaCode comes up with different choices and a different format (*Figure 6*). It gives five choices slightly different than Genericode did. The fifth choice is barely visible, but it isn’t the code series I’m looking for. The series at the top showing 1-3200 is the

correct series, and I will select that. Genericode described the type of padlock, so the search style will vary by program. The other interesting difference is at the bottom of each listed series. It says, “Missing data. Please help.”

A Note About Code Programs

Let me change subjects for a moment to explain some things about code programs (and code books before that). Codes were typically accumulated in two ways. In rare circumstances, a lock manufacturer would publish a code series for locks that they made. This was done for a long time in the automotive industry. I remember many years ago that the locksmith magazines would print a new code series for an automotive brand when the new models were being released to the public. Auto codes were the ones most commonly released in this way, but some cabinet and general codes were also. Some were pub-

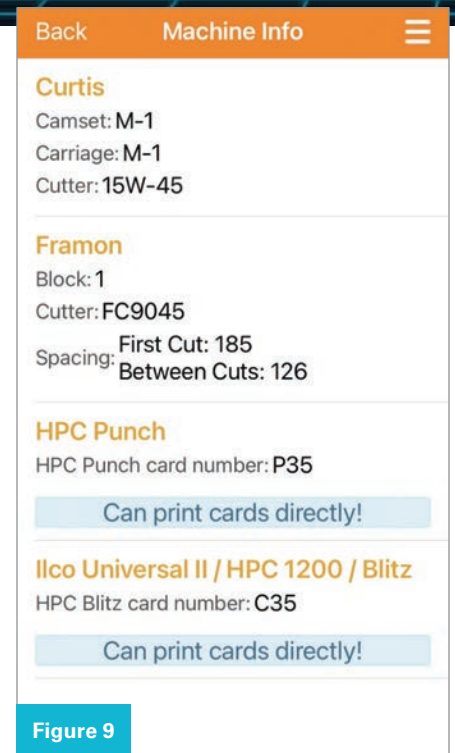
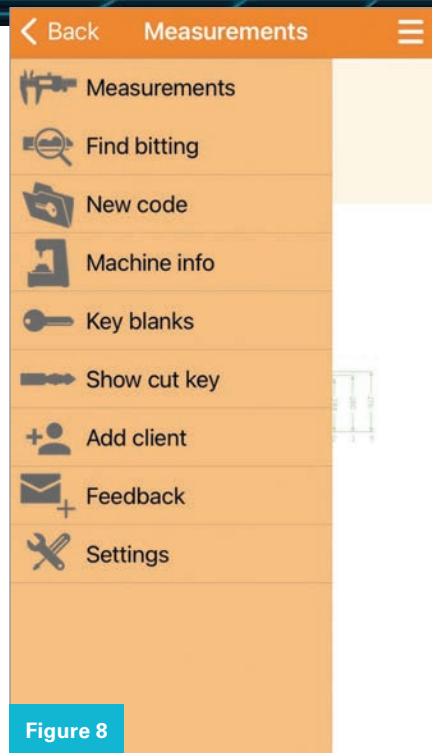
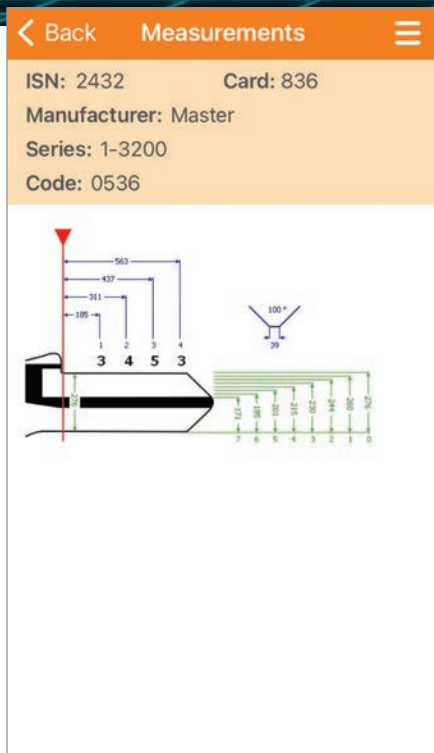


Figure 8

Figure 9

Figure 7. Here is the code series the author was looking for.

Figures 8 and 9. The drop-down menu lets you access specifications for code machines previously selected.

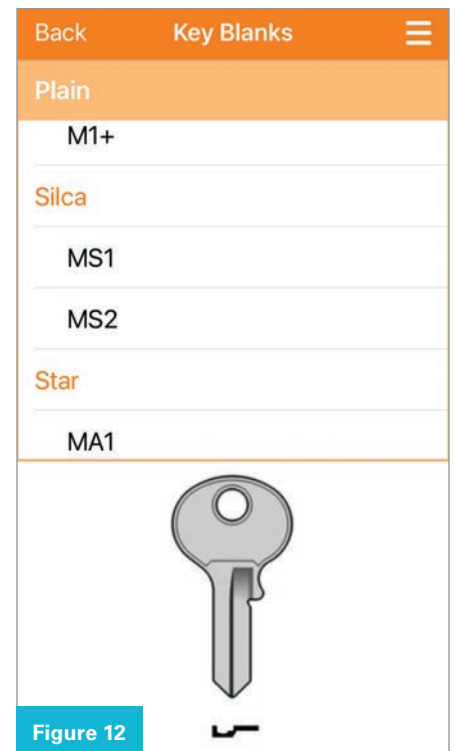
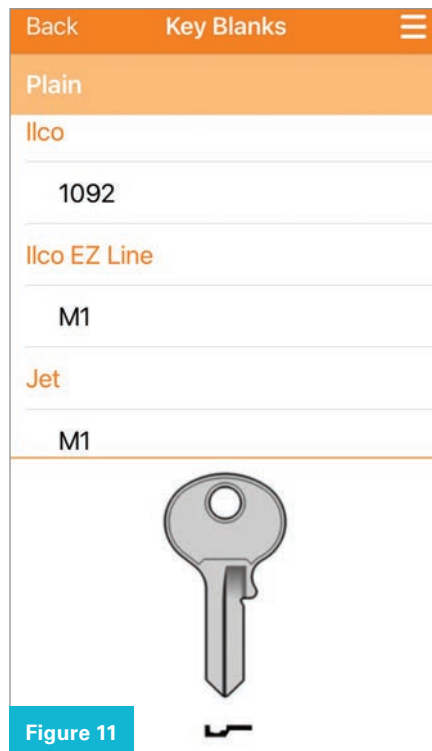
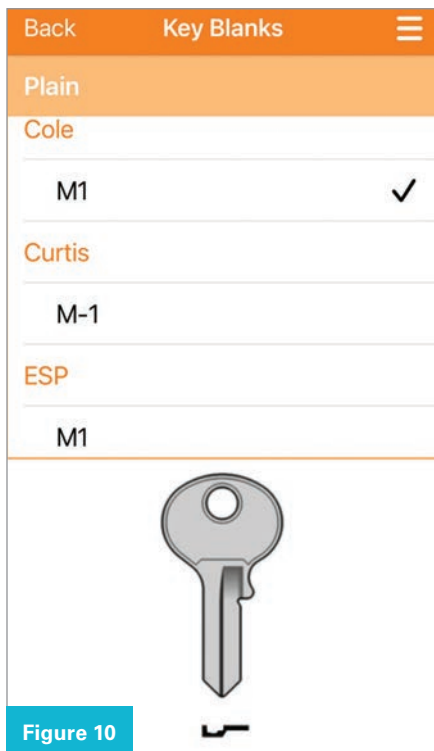


Figure 10

Figure 11

Figure 12

Figures 10-12. You can select "key blanks" from the drop-down menu to display the blanks you previously chose.

lished in booklet form, given away free or more often sold at a nominal fee.

Most codes, however, were accumulated by locksmiths sharing information that they individually discovered. Maybe purchasing a dozen padlocks gave you both all the key bittings and the code numbers that came along with those padlocks. It could be from fitting keys manually to locks that had code numbers that were not previously published. Tens of thousands of currently available codes were accumulated in this manner years ago, and we benefit from that knowledge now. I mention that because of the phrase, “Missing data. Please help.” Not all code programs will indicate if a particular code series is incomplete. Even at that, you don’t necessarily know which codes in the series are missing. You only find out when you seek a code and it comes up as unknown.

Back to the Search

When I select enter for the Master 1-3200 code series, InstaCode Live will start to search. It was obviously not missing from that code series and came up with this data (Figure 7). All the dimensional measurements are given, but not the specifications for any particular code machine. The three short horizontal lines in the top right corner allow you to access the drop-down menu, with various options (Figure 8). Fourth from the top is “Machine info,” and when I select it, I get the specifications for code machines that I had previously selected (Figure 9). I had preselected four code machines. The Curtis Clipper at the top indicates the camset, carriage and cutter to make this Master key. Second on the list is the Framon code machine,



Figure 13

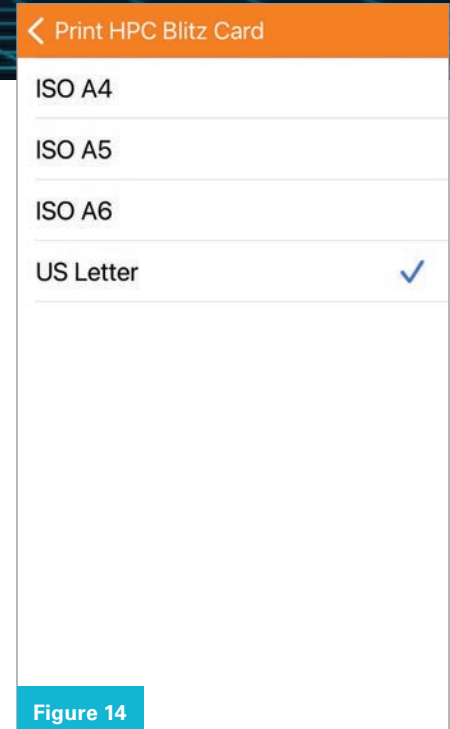


Figure 14

Figures 13 and 14. Be sure to select the correct paper size so your card prints properly; it defaults to A4.

which indicates the spacing block, cutter and the dimensional spacing. Next is the HPC Punch that uses a guide card showing spacing and depth. P35 is the card indicated for this Master key.

Finally, on the bottom, there is a triple designation. The HPC 1200 is the original version code machine, the Blitz is mostly the same machine with gear ratios changed to allow quicker code cutting, and Ilco Universal II is essentially a clone of the 1200 that Ilco made after the patent of the 1200 expired. It’s not exactly the same, but it uses code cards interchangeably with the HPC 1200 and Blitz. Note below that both HPC code machine categories indicate card printing capability. I will discuss that a bit later.

If I chose “Key blanks” on the drop-down menu, I would get the key blank brands I had chosen, and by scrolling down I’d get the next three views (Figures 10-12). As indicated earlier, there are so many international brands you may not

recognize, but if you’re looking for an obscure brand, you’re more likely to find it with so many available choices. I got thrown a bit because some of the brands had the Master “M1” blank identified as M-1. Not a huge visual difference, but it can confuse the computer.

Code Card Printing

Back to the code cards and printing them. Most of the code programs can print HPC 1200 code cards. The first time I tried to print a code card, it printed too large. I couldn’t figure out why at first. I called customer support and found my error. At the bottom of the screen (Figure 13) is the paper size. It defaults to ISO A4, which is an international standard for paper size in metric dimensions. Other than the U.S. and a few other places, nobody else uses inches. When I select the choice of paper sizes, I get a screen where I can change the selection to U.S. letter (Figure 14).

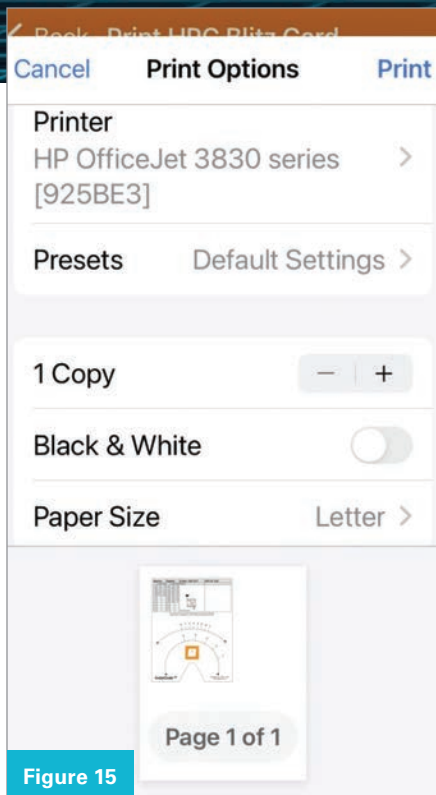


Figure 15

I printed wirelessly from my smartphone (Figure 15) and got this printout as a result (Figure 16). It was the exact proper size. Also, the print quality and detail were excellent.

The HPC 1200/HPC Punch

The HPC 1200 was the machine choice on the bottom, but the HPC Punch was just above it, third from the top. All three of the code programs can print code cards for the HPC 1200 (and near clone machines). InstaCode is the first code program I've seen that can print code cards for the HPC Punch. The HPC Punch is not as widely used as the motorized 1200 code machine, but I just happen to have a nearly mint condition HPC Punch (although I haven't used it in over 10 years).

Choosing the HPC Punch got me the screen as shown (Figure 17). There is a significant difference in code cutting with an HPC Punch compared to an HPC 1200 (or near clone) code machine. The 1200

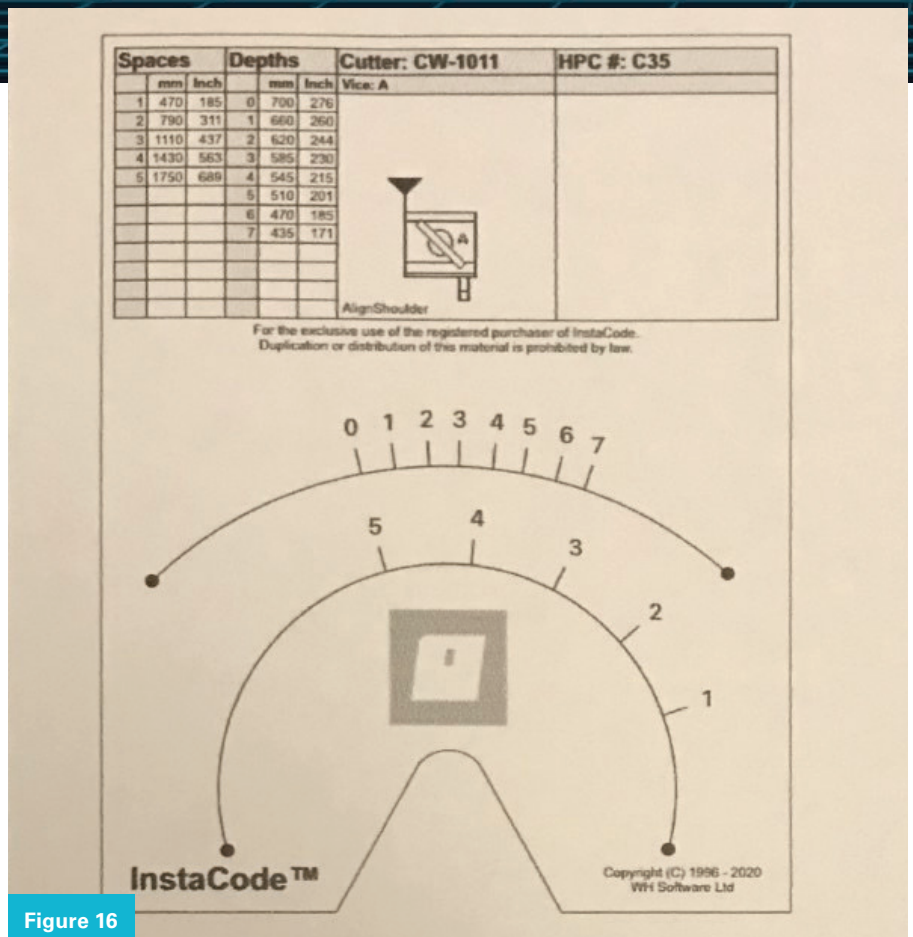


Figure 16

Figures 15 and 16. The author could print the card wirelessly from his smartphone.

motorized machines with milling cutters can cut keys with any keyway configuration. The HPC Punch does not cut as swiftly and sharply, and it will slightly disfigure a key blank in the cutting process. Complicated keyways can't be cut with the punch because the slight disfigurement will prevent the cut key from entering the keyway of the lock.

The blank needs a rather straight vertical profile with the metal of the blade to either one side or the other. Also, the side with the metal of the blade must hold to the bottom of the jaw to minimize the bending of the key when cut. To do that, some keys must be inserted from the left and some from the right, in contrast to motorized code machines that always insert from the left regardless of the key-

way. Notice the designation "Insertion" for the Punch code card and (in this case) it's listed as left. An arrow on the printed card will also indicate the direction of insertion for the key blank.

I got the paper size choice right this time: US letter. I was also able to print wirelessly from my smartphone for that card. The resulting card (Figure 18) came out perfectly. Notice the notch cutout at the bottom is slightly different than HPC 1200 cards. Technically, a Punch code card can insert into the slot of an HPC 1200, but not the reverse. A code card for the HPC 1200 will not insert into the slot of an HPC Punch code machine. I'm not sure that switching machines is wise since I don't know that the cards have been calibrated to be reversible to each other's machine.

Print HPC Punch Card

Card numbering system: **HPC Punch** >

Insertion: **Left** **Right**

Axis: **A** >

Paper size: **US Letter** >

PRINT

Figure 17. Here's the screen for the HPC Punch.

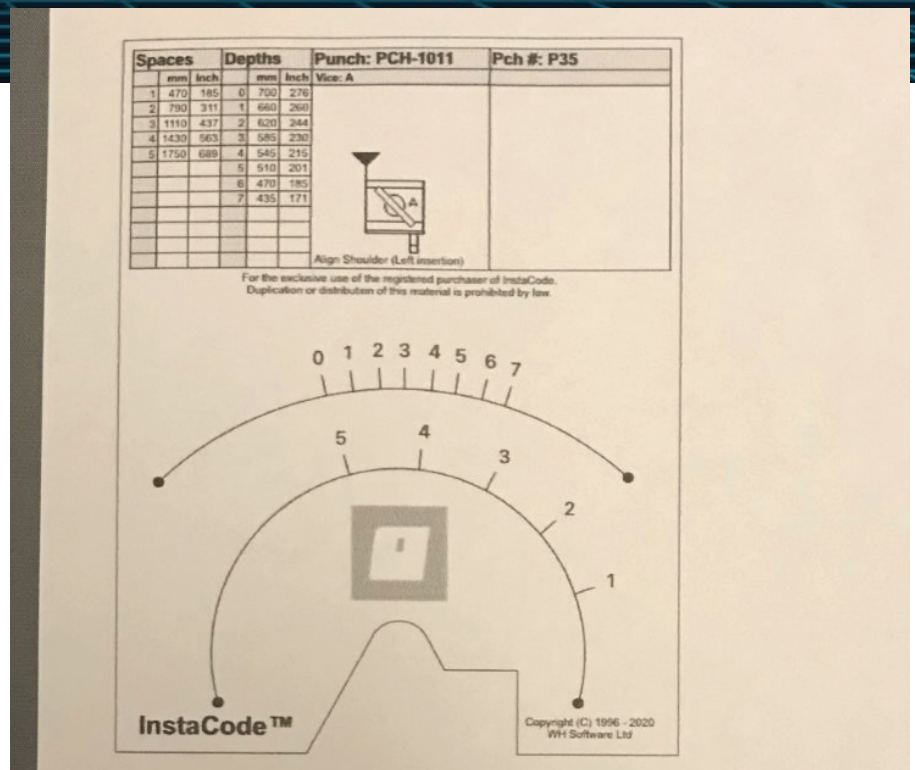


Figure 18. An arrow on the printed card will indicate the direction of insertion for the key blank.

Finding the Bitting

Going back to the drop-down menu (see *Figure 8*), we can choose “Find bitting” instead. This is a similar feature to the code programs I previously reviewed. You can do a reverse code search if you have cut key information but want to know the code number that goes to that bitting. I entered the key bitting of 3453, which applies to the Master code we searched earlier (*Figure 19*). At the bottom, I select “Find bitting,” and it searches the code series to find what code numbers might apply to that key bitting.

The next screen says “Matching bitting” at the top and shows that two codes in this series apply to this key bitting: 0536 and 2063 (*Figure 20*). If you just wanted to record the code for future reference, you can choose either code, but you can see our code (0536) was found.

This feature would probably be more widely used when it comes to automo-

Back Find Bitting

A

1	2	3	4
3	4	5	3

Blank Exclude

Symbol	Depth
1	260
2	244
3	230
4	215
5	201
6	185
7	171

Find bitting **Cutting tree**

Figure 19. The author entered the key bitting of 3453.

Back Matching Bitting

Bitting	Code
3453	0536
3453	2063

Figure 20. You can see that two codes in this series apply to this key bitting.

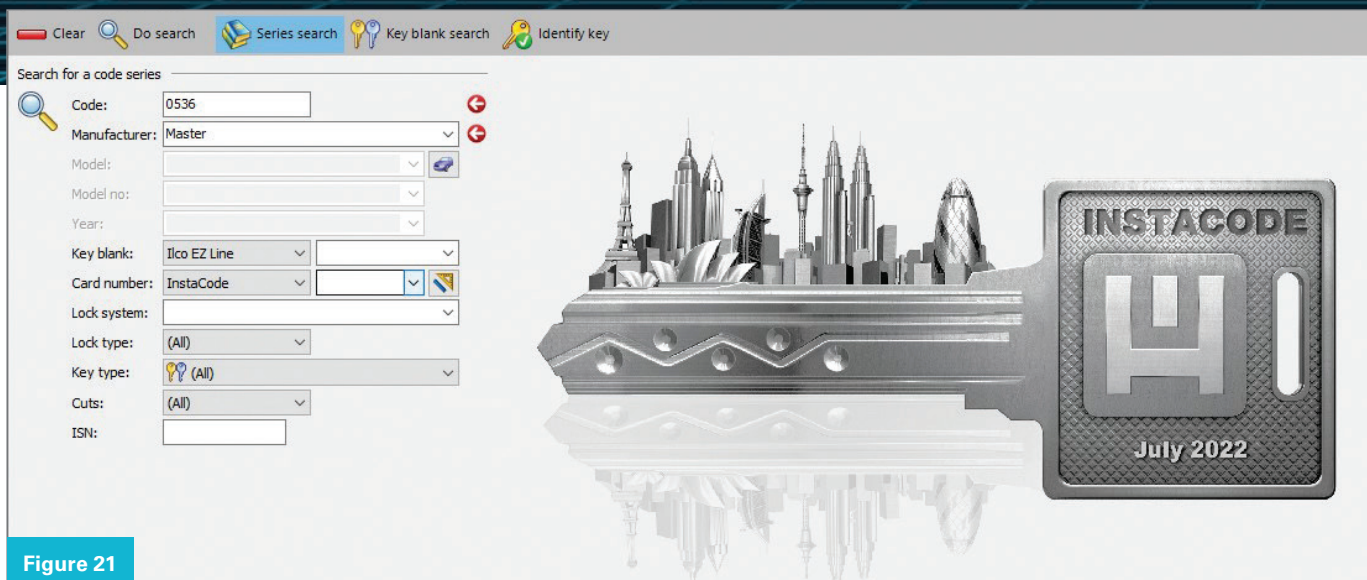


Figure 21

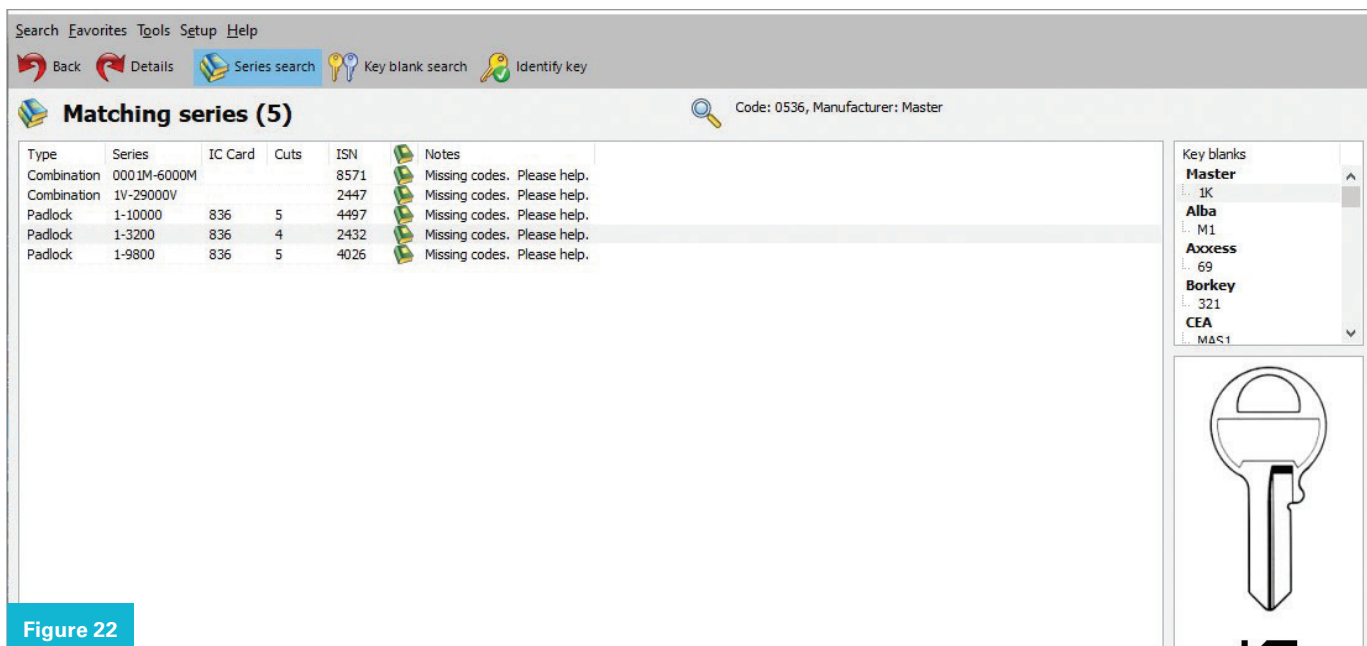


Figure 22

Figures 21 and 22. The author again chose the Master brand, and it resulted in five code series.

tive codes for a few reasons. Many people buy cars used and never receive the key codes, which would save them a lot of money when just one key is lost. I used to do this as a service to customers with used cars. I'd decode the key cuts, look it up in my code program and provide the code for minimal or no charge. The other important use for this feature is when fitting keys to car locks. Often, cars

will have locks with different tumbler configurations in different locks in the car. You might fit a door key that only requires five cuts and then do a code series search to find that only one code has that configuration of cuts for the door lock. That would enable you to make a complete key without having to manually fit the key to the remaining locks. Even if there were more than one code

with that door key bitting, you could use the "Cutting tree" choice to generate a progression chart to try every possible code configuration that applies to those five door key cuts.

Computer-Only Version

There is a self-contained version of InstaCode for your computer that doesn't require the internet, but requires a good

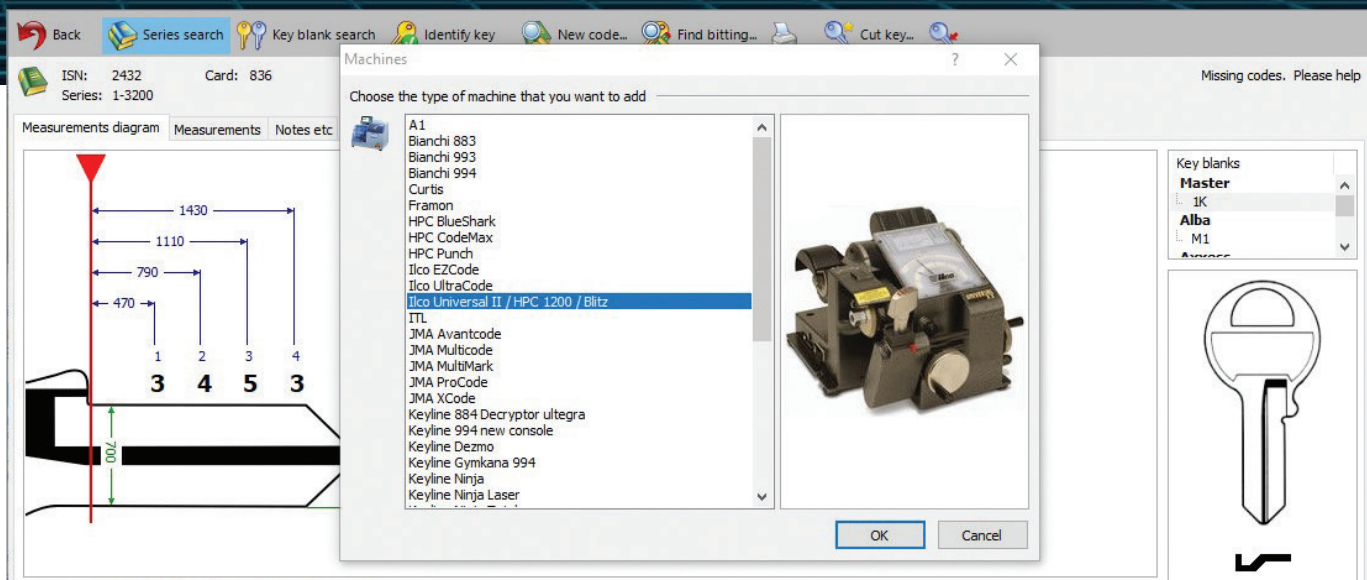


Figure 23. Photos of the code machines are shown, in addition to the model name.

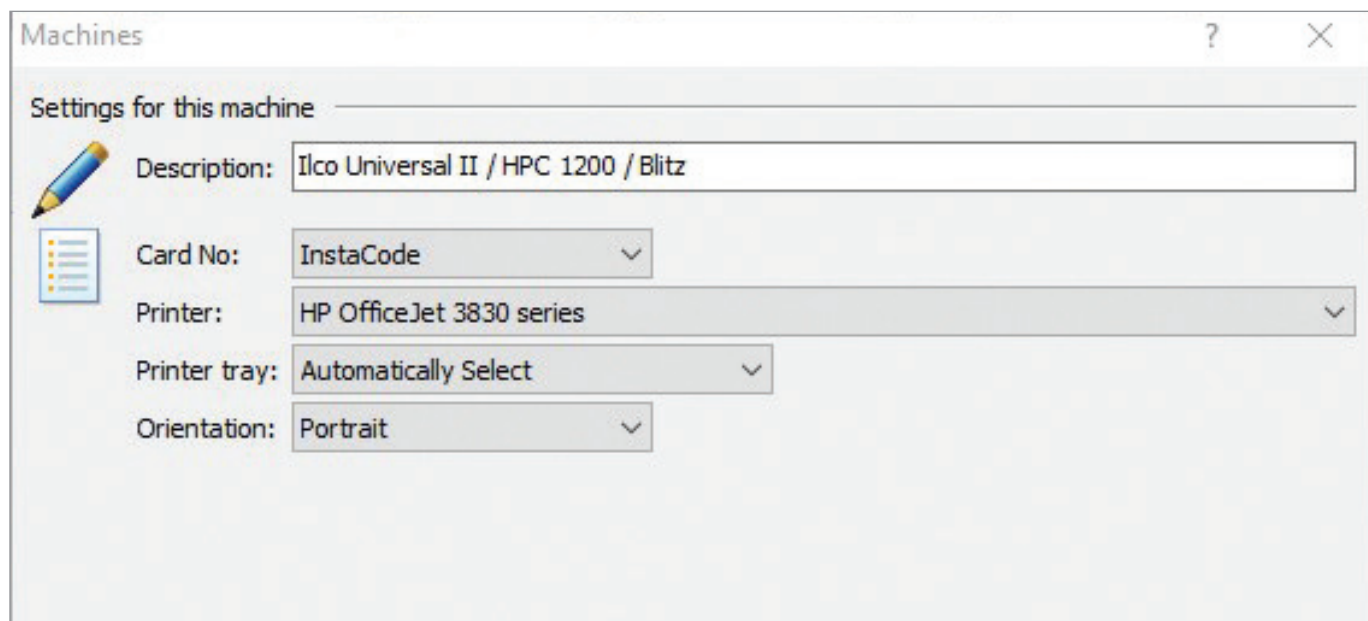


Figure 24. These are the configurations for printing a code card.

deal of hard drive space because of the size of the database. It has a landscape (horizontal) interface, as opposed to the portrait (vertical) orientation you saw for my smartphone use of InstaCode Live (though InstaCode Live can also be used on tablets and computers).

I'm going to go through similar exercises as I did with InstaCode Live. I am doing the same basic search with the code: 0536 and

choosing the brand of Master (Figure 21).

The result of my search is the same: five code series (Figure 22), except all five series display on the screen at the same time rather than having to scroll. The other difference is that blank information fits on the screen at the same time because of the screen size. I selected the same code series of 1-3200, which got me a much more detailed view of the key-cutting

information than on my smartphone. I had the option of selecting the code machine (Figure 23) which not only listed the model but also showed a picture of the machine.

When I selected the HPC 1200 (and near clones), it showed me the paper configuration if I wanted to print a code card (Figure 24). When it returned to a screen showing the key biting and dimensions,

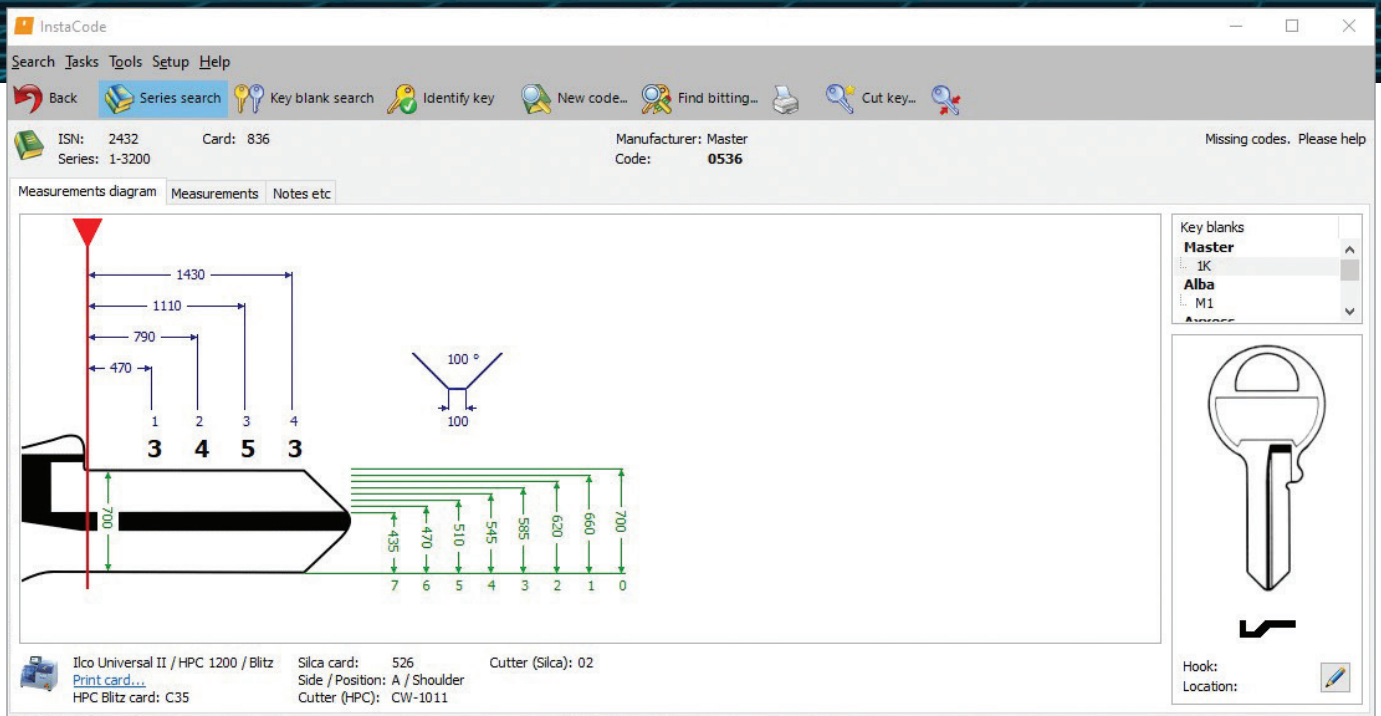


Figure 25. HPC 1200 code machine information is listed at the bottom of the key bitting and dimensions screen.

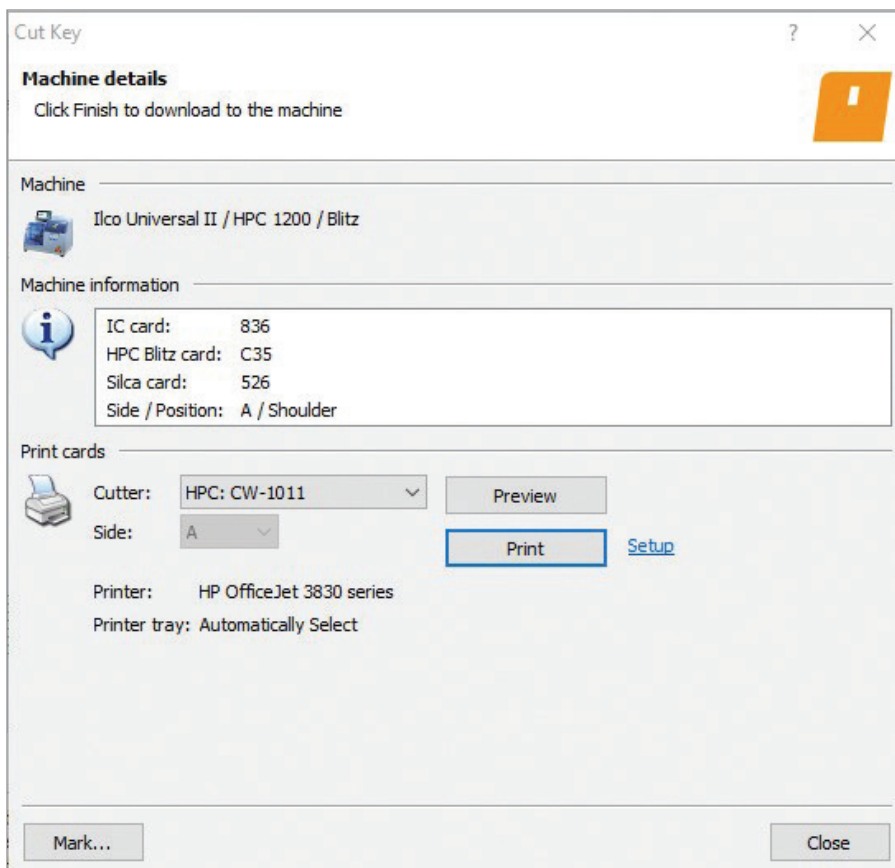


Figure 26. Here's the information for printing an HPC 1200 card.

“InstaCode is the first code program I’ve seen that can print code cards for the HPC Punch.”

it also listed the HPC 1200 code machine information at the bottom of the screen (Figure 25). When I selected “Print card” at the bottom of the screen, I got the information for an HPC 1200 (Figure 26).

Finding the Bitting


You can also do “Find bitting” (Figure 27) which has the same information, just in a different format. I chose the same bitting, 3453. When I searched, I got the same two codes: 0536 and 2063 (Figure 28). Again, the code 0536 was

Find Bitting

Find matching bitting in code series

Enter all known bitting values into their corresponding positions. Remove the tick from below any positions that you do not want to consider in the search.

Enter known bitting values in corresponding positions

 ☐ Enable advanced search features

Axis A: Depth Symbols (0, 1, 2, 3, 4, 5, 6, 7)

A

Bitting:

1	2	3	4
3	4	5	3

Search: ☒ ☒ ☒ ☒

"One Up" also: ☐ ☐ ☐ ☐

Measurements

A

	Space	Flat		Depth
1	470	100	0	700
2	790	100	1	660
3	1110	100	2	620
4	1430	100	3	585
5	1750	100	4	545
			5	510
			6	470
			7	435

Figure 27. The “Find bitting” function has the same information as with InstaCode Live.

Find Bitting

Matching bittings

Select the bitting you require, or use the cutting tree to manufacture all keys with minimum wastage

Code	Bitting
0536	3453
2063	3453

Show all codes in cutting tree

< Back Finish Cancel

Figure 28. The “find bitting” function resulted in the same two codes as before: 0536 and 2063.

our original code that we searched a bitting for.

Finally, there is a key blank cross reference (Figure 29). I selected key blank brand Curtis and a key blank: M-1. At first, I selected “M1,” but the program couldn’t find it. After I used the pull-down menu for the key blank number, it showed me the format of the key num-

bers, and I realized I needed to put a dash between the M and the 1. When I searched, it gave me the screen in Figure 30. Because of the screen size, it can display more key blanks without scrolling.

There are many more features to InstaCode that I won’t attempt to show here. With InstaCode serving locksmiths worldwide, it covers more code machines,

key blank brands and types of locks than most of us will likely need, but filtering to what you need is easy.

You can purchase the computer-only version for complete ownership with no expiration for about \$1,200. You can also get that version for an annual lease of \$199. That is licensed to one computer, but you can add additional ones for

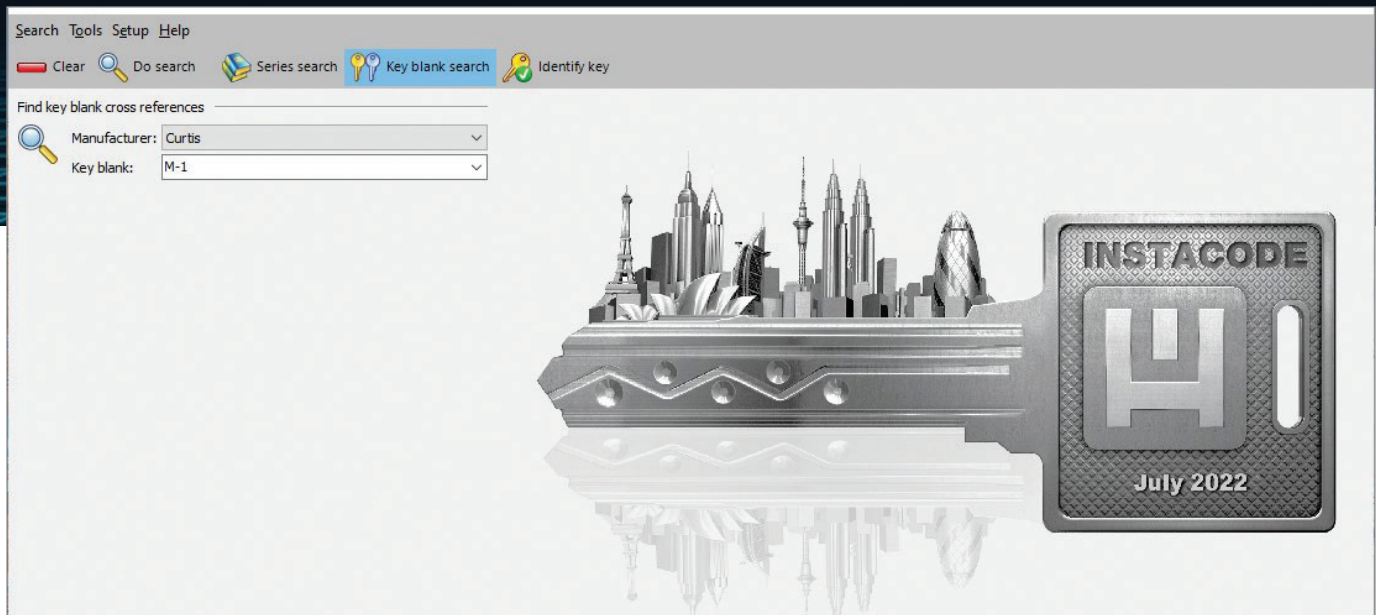


Figure 29. There is a key blank cross reference feature.

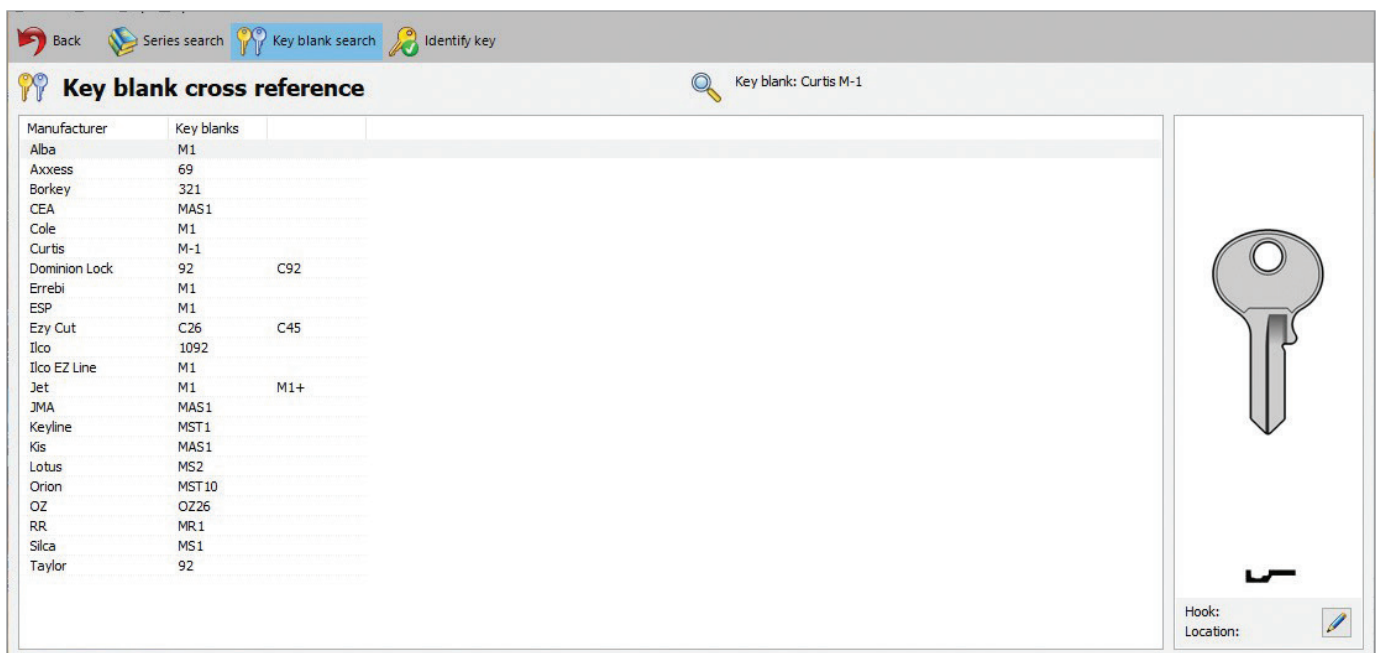


Figure 30. This is the result for searching for Curtis M-1.

\$50 each. InstaCode Live comes in a few versions, depending on what codes you need. There is General Codes, which are all except automotive. There is separate Automotive Codes. Each version can be leased for \$10 monthly. There are also add-ons to the basic code programs, and they're \$3.33 monthly each: Find Bitting, Transponder/Remote and Opening Tool, which covers car-opening information, including Lishi tools.

You can pick and choose your options,

with the price being per device (InstaCode works on smartphones, tablets and computers). If you want to test-drive it, you can lease InstaCode Live for a month only for a very small charge (with no obligation) and see if you like it.

You can find WH Software at www.wh-software.com, or contact them toll free at 888-648-7111. Just remember they're in New Zealand. In the Eastern time zone, I typically talk to them fairly late in the night. ☺



Sal Dulcamaro started out in locksmithing in 1975 at age 17. He first practiced as a commercial locksmith before becoming an institutional locksmith in May 2014 for a large hospital. He has been a technical writer for more than 30 years, with more than 300 magazine articles published. He previously served as a contributing editor and a technical editor for *Reed's Security Reporter*.



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 | \$270 | <input type="checkbox"/> I elect to Go Green | \$240 |
| <input type="checkbox"/> International | \$280 | <input type="checkbox"/> I elect to Go Green | \$210 |

International Association of Investigative Locksmiths Membership

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

- | | |
|--|------|
| <input type="checkbox"/> US and US Territories | \$65 |
|--|------|

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 | \$270 | <input type="checkbox"/> I elect to Go Green | \$240 |
| <input type="checkbox"/> International | \$280 | <input type="checkbox"/> I elect to Go Green | \$210 |

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.

- | | | | |
|--|-------|--|-------|
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| <input type="checkbox"/> International | \$280 | <input type="checkbox"/> I elect to Go Green | \$210 |

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 | \$270 | <input type="checkbox"/> I elect to Go Green | \$240 |
| <input type="checkbox"/> International | \$280 | <input type="checkbox"/> I elect to Go Green | \$210 |

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

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

DUES AND FEES

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

Application Fees Schedule:

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

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

FINAL CHECKLIST

- | | |
|---|-------|
| <input type="checkbox"/> Required Proof of Employment in Industry | _____ |
| <input type="checkbox"/> Annual Dues Amount | _____ |
| <input type="checkbox"/> Application Fee | _____ |
| Total Amount Due | _____ |

METHOD OF PAYMENT

- ☐ Check ☐ MasterCard ☐ Visa ☐ American Express ☐ Discover

Card Number _____ Expiration Date _____ SEC _____

Print Name on Card _____

Signature _____ Date _____

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

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

Signature _____

Date Signed _____

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The Modification and Some Oldies

Tony Wiersielis modifies a BEST 45H mortise lock and provides some BEST EZ programming tips.

I RECENTLY HAD ANOTHER INTERESTING SITUATION AT THAT COLLEGE IN Manhattan. I've done this operation before, but it's one of those things that — for me at least — is few and far between. For the younger folks, that means it doesn't happen often.

Figures 1 and 2 are the front and back of a BEST 45H mortise lock installed on a corridor door. This is set up so the levers don't lock at all and are always free. The door is locked by the deadbolt with a complete turn of the key.

The security and life safety folks were concerned that if someone locked the door from the inside of the corridor, no one could get in from the outside. This required me to drill a cylinder hole on what would have been the back of the door and install a cylinder and core to allow access from that side.

One way of doing this is to remove the lock entirely and drill a ¼" pilot hole through the existing outside cylinder hole and out the back of the door. Then you drill a 1¼" hole from the back side using the pilot hole you just drilled. It requires a steady hand and good eyesight to drill that pilot hole, and it's easy enough to misalign the new hole.

Here's where a lack of accuracy becomes a problem. Look closely at the cylinder ring/collar you see in Figure 1. Notice that it's not a great deal bigger than the cylinder itself. In fact, you can have straight collars that are the same size as the face of the cylinder. If you're off with the hole, the collar isn't going to cover it. If you've got tapered collars like the ones you get with BEST mortise cylinders, you have a little more leeway.

You can also use the existing cylinder hole as a guide for the hole saw and drill a pilot hole out the back of the door, but the same thing applies. I also know people who painstakingly trace around the



Figure 1



Figure 2

Figures 1 and 2. This BEST 45H mortise lock (shown front and back) is set up so the levers don't lock at all.

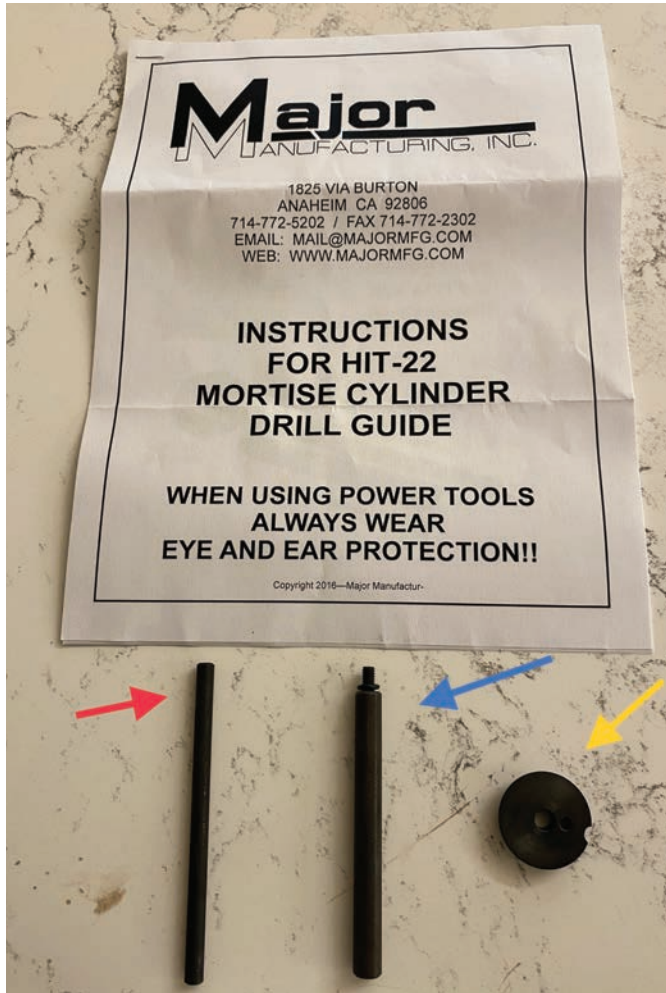


Figure 3. The red arrow points to what you'll use as a pilot bit, and the yellow arrow indicates the disc you'll use as a guide. The blue arrow points to a straight handle with a threaded end.



Figure 4. You can see how the disc is made.



Figure 5. The lip on the outside part of the disc keeps it from falling into the chassis of the lock.



Figure 6. The author is holding the rod, with the threaded end screwed into the disc.



Figure 7. The author is inserting the disc into the cylinder hole and holding it in place.



Figure 8. The disc is in place.

door to the blank side with a pencil. That's a bit much for me.

Given my love for gadgets that promise to make life easier, it's no surprise that I bought the Major HIT-22 you see in *Figure 3*. The red arrow points to the piece of round, blank steel you'll use as a pilot bit in your hole saw. The blue arrow points to a straight handle with a threaded end. The yellow arrow points to a disc that fits into the outside cylinder hole and acts as a guide for your pilot bit.

Figure 4 shows the disc and how it's made. This view is of the side of the disc that does not fit into the lock cylinder hole. The blue arrow points to where you will pass your $\frac{1}{4}$ " pilot bit. The red arrow points to the threaded hole used to place the disc into the lock cylinder hole without dropping it into the door and oblivion. The yellow arrow points to the notch in the disc that the cylinder clamp will tighten into.

In *Figure 5*, you can see the side of the disc that fits into the cylinder hole. You can also see the lip on the outside part of the disc that keeps it from falling into the chassis of the lock. *Figure 6* shows me holding the rod, with the threaded end screwed into the disc.

In *Figure 7*, I'm inserting the disc into the cylinder hole and holding it in place. Next, I tightened the cylinder clamp to hold the disc in place and then unscrewed the threaded rod. *Figure 8* shows it in place. Then I drilled the pilot hole, using the disc as a guide (*Figure 9*). In *Figure 10*, I've loosened the clamp



Figure 9. The disc is being used as a guide for drilling the pilot hole.

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Figure 10. After screwing the threaded rod back in, loosen the clamp and remove the disc.



Figure 11. You can see the pilot hole on the back side of the door.



Figure 12



Figure 13

Figures 12 and 13. The author is getting ready to drill the 1 1/4" hole.

and removed the disc after screwing the threaded rod back into it.

A quick note on terminology: "Cylinder clamp" is a term used by BEST. Other companies might use the terms "set screw" or "yoke," but whatever you call it, they all do the same thing: hold the cylinder in place.

Figure 11 shows the pilot hole on the back side of the door. Unfortunately, the way I took the picture gives the illusion that the hole is off, but it's not. Slip Mahoney of the old Bowery Boys movies would have called it an "optical delusion," but now I'm showing my age.

Figures 12 and 13 show the pilot rod in my hole-saw and me getting ready to drill the 1 1/4" hole. *Figure 14* shows the finished hole, and *Figure 15* shows the new cylinder in place. Now, the deadbolt can be thrown or retracted from either side of the door.

An important note: The manufacturer of the tool tells you to remove the lock chassis from the door after drilling the pilot hole. If you're new to the trade, I strongly recommend you follow the company's instructions. In this instance, I drilled the hole on the back of the door with the chassis in place. I was able to do this by drilling slowly and easing up the pressure when I knew I was going to break through.

If I wasn't pressed for time (like I always am at that job), I would have pulled the chassis out. I was able to avoid the "breakthrough lunge" and didn't hit the chassis. That term means that you continue going forward once you've cut completely through and hit and damage something. I believe I first saw that in a *Safe & Vault Technology* article years ago.

Magazines

Figure 16 shows a page from a 1939 *National Locksmith* magazine. I like to collect these, and I've got *Locksmith Ledger* issues going back to the 1940s. In fact, in one of the *Ledgers*, a reader wrote in



Figure 14. The hole is complete.



Figure 15. The new cylinder is in place.

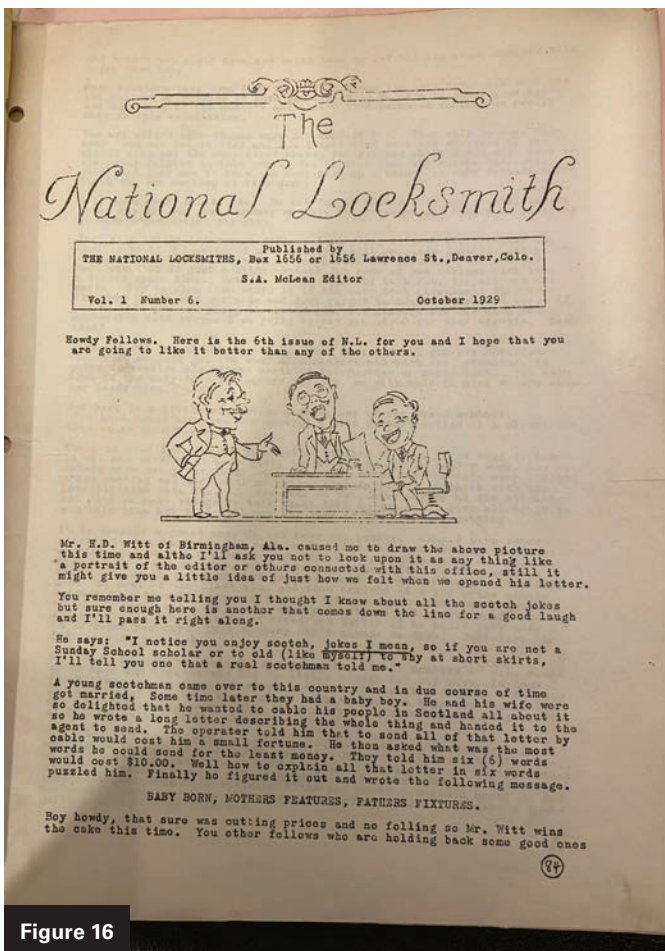


Figure 16

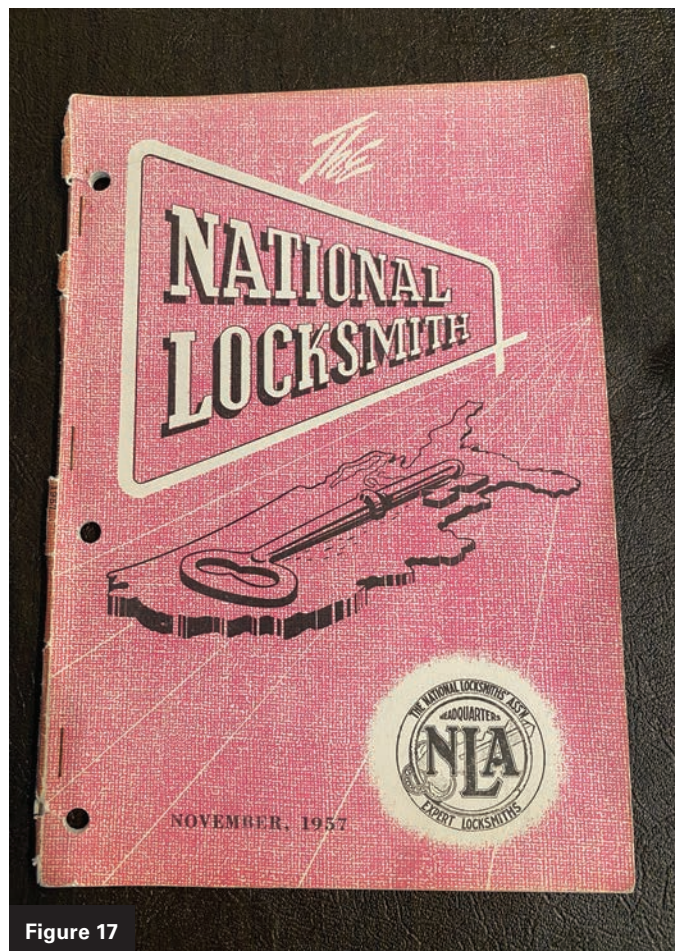


Figure 17

Figures 16 and 17. The author collects old locksmith magazine issues, including this 1929 *National Locksmith* and a 1957 edition of *National Locksmith*.

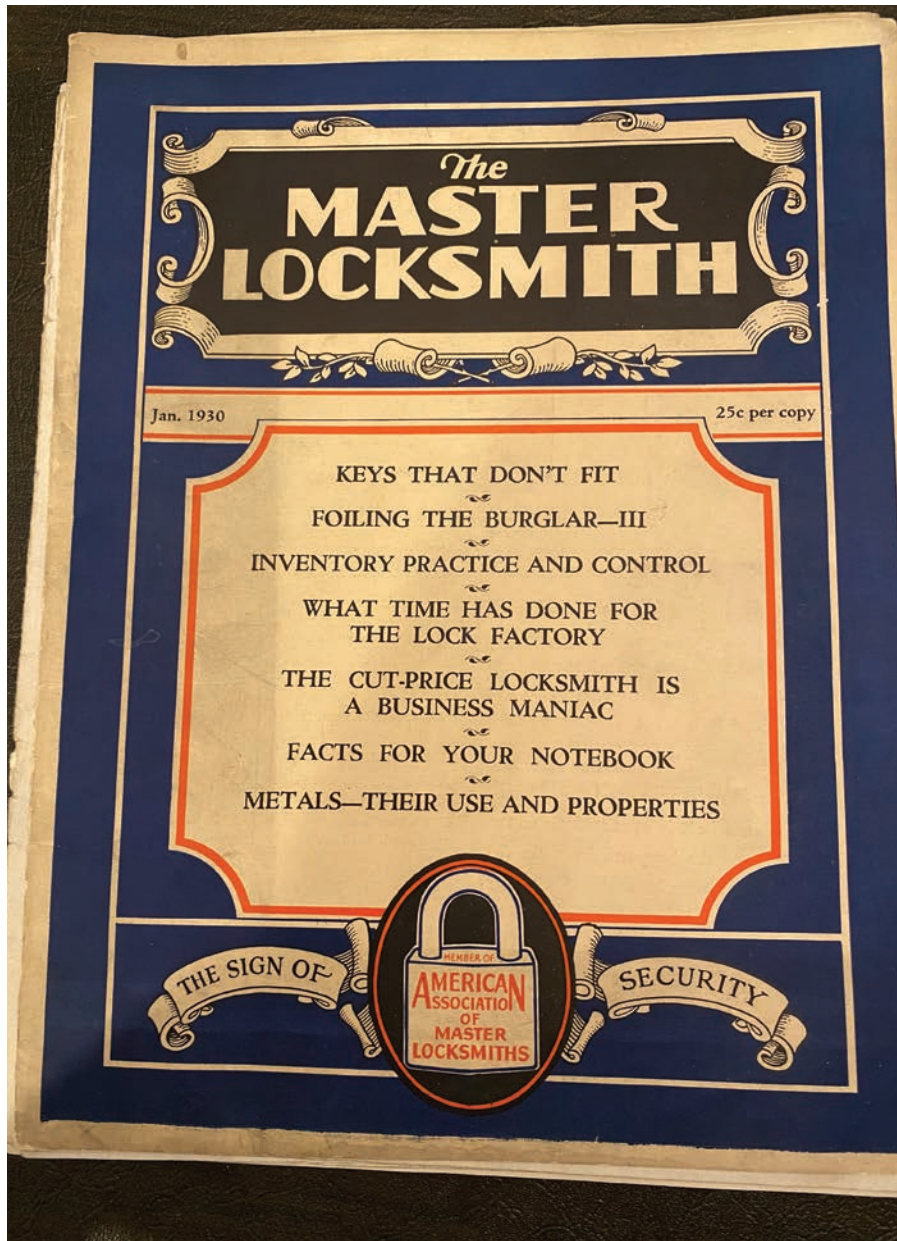


Figure 18. This is a 1930 issue of *The Master Locksmith*, which was published by the American Association of Master Locksmiths.

to thank Leonard Singer, the publisher, for his service in the Navy during World War II. He started the magazine before the war in Jersey City, not far from where I grew up. *Figure 17* is a shot of a 1957 issue.

Figure 18 is a real gem: A 1930 issue of *The Master Locksmith* magazine. I found a few of these online while I was searching for old issues of the *Ledger* to fill in

gaps in my collection. This is the magazine of the American Association of Master Locksmiths, an organization I'd never heard of. I don't know anything about the longevity of this organization or its history, but I'm doing my best to figure it out. When I do, you'll see it in print.

As you can imagine, I'm always looking for vintage copies of all these magazines, particularly the *Ledgers* prior to the

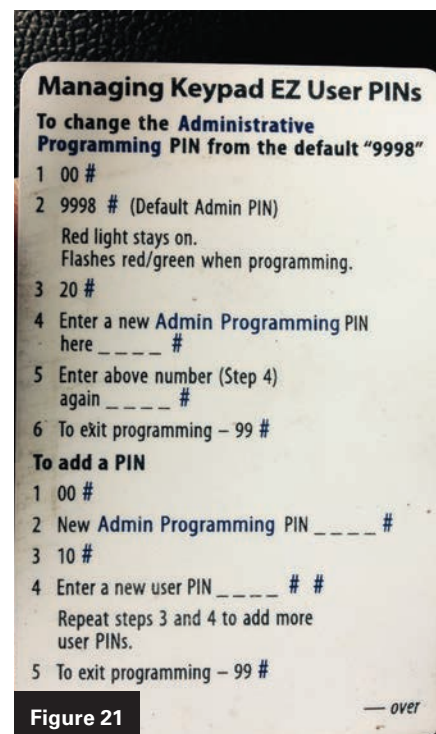
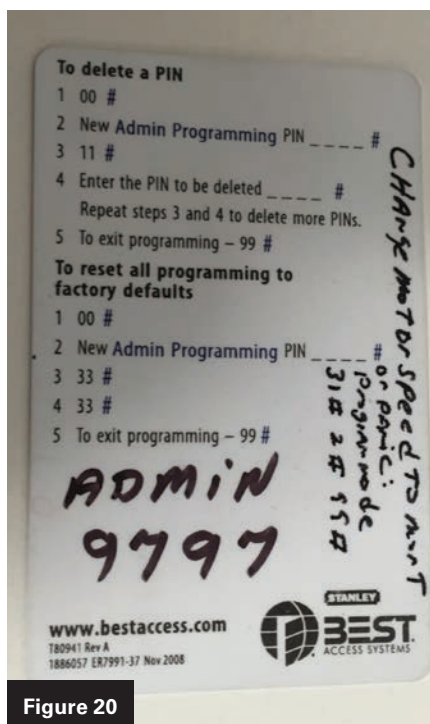
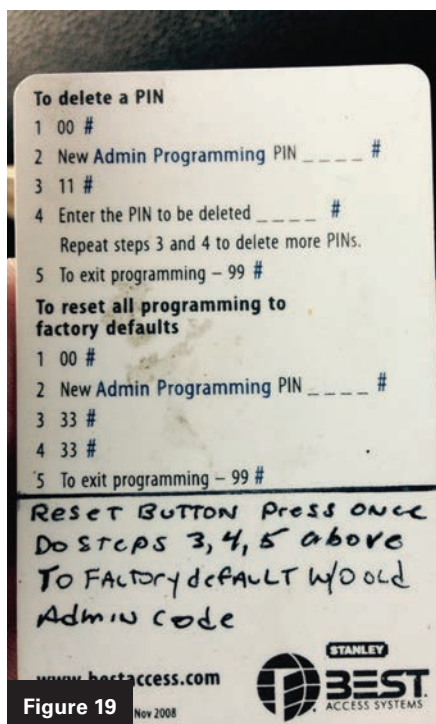
"If it's one PIN for everybody, it's good practice to reset to factory default to be sure old PINs are gone. You'll have to input the old admin code again, but that takes seconds to do."

1970s. I get a lot of ideas for articles from them. If you have any of these gathering dust, email me, and I'll tell you which issues I'm missing. This also includes *Keynotes* prior to 2010. My email is in the bio below the article.

BEST EZ Keypad Hack

I've written about installing BEST EZ keypads in the past. These are standalone electronic locks that are offered in mortise, cylindrical and panic bar trim models. Battery-operated and self-contained, they can have large numbers of individual PINs, and most everything can be programmed from the keypad. There is no audit trail with these; they are similar to a Unican in that regard.

Figures 19-21 show the plastic programming card that comes with each lock. I carry one of these around in my wallet. Two of the pictures show handwritten notes that might help you out. The first explains how to reset the lock back to factory when you don't have the admin code and it's not the default, which is 9998#. This requires you to press a button behind the keypad, so there's some disassembly involved.



Figures 19-21. This plastic programming card comes with each BEST EZ keypad.

The second note, written sideways, explains the steps needed to change the motor speed from cylindrical to mortise/panic mode if you need to. Be aware that there are a lot of things you can do with these locks, from changing the length of the PINs to setting up hierarchies. Most of that's in the manual that comes with the lock.

I've found that most use a single PIN for everybody instead of individual PINs. I always ask if this is the case because sometimes there are individual pins. In that case, if someone quits, their PIN needs to be deleted, which is easily done from the keypad. Often, the PIN is not deleted.

If it's one PIN for everybody, it's good practice to reset to factory default to be sure old PINs are gone. You'll have to input the old admin code again, but that takes seconds to do. Remember that the admin code will open the lock. Under no circumstance should you leave the admin code as 9998#, and never give out the new admin code as a PIN number. Doing so can cause a lot of trouble that you don't really need. ☹



Tony Wiersielis, CPL, CFDI, has more than 37 years of experience and has worked in most phases of the trade throughout the New York metropolitan area. He was named *Keynotes* Author of the Year for 2016 and serves as ALOA's Northeast Director. Reach him at aew59@juno.com.



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NOVEMBER 2022 KEYNOTES

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Thanks Given

By Jim Hancock, CML, CMST

WHILE THERE IS STILL SOME TIME LEFT IN 2022, the season dictates that we look back and give thanks. It also is a time to start looking ahead to 2023. The December issue will address plans and offerings from ALOA Education for 2023, all building on what we have been thankful for this year.

Now, I will give proper “thanks” for all that was good and all that could have been worse about 2022:

- I am thankful that 2022 saw a return to some normalcy in daily life. While we still must be cautious and vigilant, we may have weathered the worst and made it through shutdowns, quarantines and all that went with it.
- I am thankful that 2022 saw the return of SAFETECH after the 2020 and 2021 conventions were usurped by the pandemic and its restrictions. Lexington was a cautious return and hopefully a springboard to a great 2023 in Reno, NV.
- I am thankful that 2022 allowed a return to Las Vegas for the ALOA Convention & Security Expo. As with the prior convention in Orlando, it was a cautious return for attendees, but those in attendance seemed to enjoy the time, fellowship, training and convention in general.
- I am thankful that 2022 brought about the creation of the International Association of Automotive Locksmiths (IAAL) as ALOA’s newest division — one that is long overdue. The IAAL (or I-double-A-L) is planning its first mini conference for 2023 and developing training and expanded certifications.
- I am thankful that the ALOA Education staff was able to figure out a way to host classes in our warehouse in Dallas. While not a classroom, we have found way to use our space and hold a few classes during the year as we have before.
- I am thankful for William Lynk and Tyler Thomas who ran with an idea on podcasts and turned them into a “must-listen” item. No better producer nor a better moderator could be asked for. Thank you, guys.
- I am thankful that the 2022 versions of the ALOA, SAVTA, IAIL, AIL and newly formed IAAL boards are all working hard to make the organizations better. They are providing members and the industries in general with a great experience, making any event provided “the place to be.”
- I am, as always, thankful for my fellow ALOA staff members for all the hard work and long hours required — not just in putting together the yearly conventions, but also the daily operations of an organization that is so diverse. Most see the finished product, with all its good, warts and hiccups, but very few outside of the staff itself know what a grind it is daily. I have worked as a locksmith service tech (20 years), management and operations (25 years). I can say, without hesitation, this is much different and sometimes much more stressful. So, thank you to Phyllis, Dawne, Judy, Kathy, Kevin and Kelly.
- I am thankful that ALOA’s executive director, my boss and my friend, Mary May, is still at the helm. She is the buffer in situations when needed and the support that keeps the staff motivated. She, too, has more going on behind the scenes than most know, just trying to keep the wheels rolling.



- I am *extremely* grateful that 2022 saw the education staff remain intact. In so many years past, changes would occur (some by choice; some not). As those with employees know, it was like starting over when getting someone onboarded and up to speed. This group has now been together for nearly four years, gone through COVID restrictions together, skipped conventions, moved from a building with 15-plus years of “stuff” piled and stacked to a place 1/5 the size — all while continuing to offer training around the country, webinars, testing and developing new ideas. Carlos, Dawne and Joe, you have no idea how thankful I am that we made it through and are still plowing ahead. It seems like swimming upstream sometimes, but we keep going. You guys are awesome.
- I am thankful that in 2022, by the grace of whatever your beliefs are, I have pretty good health for an old guy and am still able to do what I love doing — be it the job, playing music or watching the grandkids grow.
- I would be remiss if I wasn’t thankful for a spouse and soul mate who understands that my 5 a.m.-’til-4-and-5 p.m. hours, Saturday meetings and evening webinars are just part of the job. Without that support, the term “postal” comes to mind. Thank you, Divina.



- And last, but certainly not least, I am *so very* thankful that 2022 brought so many of you back to support ALOA and its divisions and that you took the time to thank the BOD and staff for what they do. It means so much to hear, even from just one person, that they appreciate what we do. I assure you: We appreciate each of you more than we can express. Without you, there is no organization.

Now... *bring on 2023!* ☺



Jim Hancock, CML, CMST, is ALOA’s education manager. You can reach him at jim@aloe.org or (214) 819-9733.

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www.capitolindustries.com

Car And Truck Remotes.Com

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

Direct Security Supply, Inc.

Phone: 800-252-5757
Fax: 800-452-8600
www.directsecuritysupply.com

Dugmore & Duncan

Phone: 888-384-6673
www.dugmore.com

Fried Brothers Inc.

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

Hans Johnsen Company

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

H L Flake Co.

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

IDN Incorporated

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

Intermountain Lock & Security Supply

Phone: 800-453-5386
Fax: 801-485-7205
www.imlss.com

Jovan Distributors Inc.

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

Key4, Inc.

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

Keyless Entry Remote, Inc.

Phone: 402-671-5100
Fax: 402-671-5100
www.keylessentryremotefob.com

Keyless Ride

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

Lockmasters, Inc.

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

Locksmith Ledger International

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

Locksmith Resource

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

Master Teknik Tasarim Mak San Ve Tic LTD Sti

Phone: +90 (212) 223-0503
www.masterpick.net

Midwest Keyless

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

Seclock Distributors

Phone: 800-847-5625
Fax: 800-878-6400
www.seclock.com

Southern Lock and Supply Co.

Phone: 727-541-5536
Fax: 727-544-8278
www.southernlock.com

Stone & Berg Wholesale

Phone: 800-225-7405
Fax: 800-535-5625
www.stoneandberg.com

TimeMaster Inc.

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

Transponder Island

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

Turn 10 Wholesale

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

Wesco | Anixter

Phone: 844-522-5275
www.anixter.com/locksmith

UHS Hardware

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

U.S. Lock Corp.

Phone: 800-925-5000
Fax: 800-338-5625
www.uslock.com

MANUFACTURERS

ABUS KG

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

ABUS USA

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

ACS s.r.l.

Phone: 052-291-2013
Fax: 052-291-2014
www.acs.re.it

Allegion

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

Altronix

Phone: 718-567-8181
Fax: 718-567-9056
www.altronix.com

American Security Products

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

ASSA, Inc.

Phone: 800-235-7482
www.assalock.com

Advanced Diagnostics USA

Phone: 650-876-2020
www.adusa.us

Autel US Inc.

Phone: 855-288-3587
www.autel.com

Brilliant Guard

Phone: 630-229-4601
www.brilliantguard.com

Bullseye S.D. Locks LLC

Phone: 859-224-4898
Fax: 859-224-1199
www.bullseyedlocks.com

Command Access Technologies

Phone: 888-622-2377
Fax: 888-622-2377
www.commandaccess.com

CompX Security Products

Phone: 864-297-6655
Fax: 864-297-9987
www.compX.com

DETEX Corporation

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

Digipas Technologies, Inc.

Phone: 949-558-0160
Fax: 949-271-5701
www.egeetouch.com

Don-Jo Manufacturing, Inc.

Phone: 978-422-3377
Fax: 978-422-3467
www.don-jo.com

Door Closer Service Co.

Phone: 301-277-5030
Fax: 301-277-5080
www.doorcloser.com

Door Controls International

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

dormakaba Best

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

FireKing Security Group

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

FJM Security Products

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

Framon Manufacturing Company Inc.

Phone: 989-354-5623
Fax: 989-354-4238
www.framon.com

Gardall Safe Corporation

Phone: 312-432-9115
Fax: 315-434-94228
www.gardall.com

General Lock

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

GKL Products Inc.

Phone: 916-686-0868
 Fax: 916-686-0868
www.GKLProducts.com

Global Tecsp, Ltd.

Phone: +86-152-2033-2799
www.gtl.tw

Hollon Safe

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

HPC/Hudson Lock

Phone: 800-323-3295
 Fax: 978-562-9859
www.hudsonlock.com

IKEYLESS LLC.

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

International Key Supply

Phone: 631-433-3932
internationalkeysupply.com

J.C. Gury Company, Inc.

Phone: 714-738-6650
 Fax: 714-738-6998
www.jcgury.com

Jet Hardware Mfg. Co.

Phone: 718-257-9600
 Fax: 718-257-0973
www.jetkeys.com

JMA USA

Phone: 817-385-0515
 Fax: 817-701-2365
www.jmausa.com

JWM HI-Tech Development Co., LTD

Phone: 862-483-3782790
 Fax: 862-483-782780
www.lockmanage.com

KABA ILCO Corp.

Phone: 252-446-3321
 Fax: 252-446-4702
www.kaba-ilco.com

KEY-BAK/West Coast Chain Mfg

Phone: 909-923-7800
 Fax: 909-923-0024
www.keybak.com

Keyincode, LLC

Phone: 978-207-0269
<https://keyincode.com>

Keyline USA

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

Keys Inc.

Phone: 520-523-5203
 Fax: 520-268-8878
www.keysapp.com

Klassy Keys

Phone: 888-844-5397
 Fax: 806-610-6670
www.klassykeys.com

KSP-Killeen Security Products

Phone: 800-577-5397
 Fax: 508-753-2183
www.iccore.com

LAB Security Systems

Phone: 800-243-8242
www.labpins.com

Locinox USA

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

Lock Labs, Inc.

Phone: 855-562-5522
www.locklabs.com

Lock Net LLC

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

LockPicks.Com

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

Locksmith Services s.r.o.

Phone: 420-604-226550
www.locksmith.ca

Lucky Line Products, Inc.

Phone: 858-549-6699
 Fax: 858-549-0949
www.luckyline.com

Master Lock Company LLC

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

Medeco Security Locks

Phone: 540-380-5000
 Fax: 540-380-1768
www.medeco.com

Mul-T-Lock USA

Phone: 800-562-3511
www.mul-t-lockusa.com

Nagasawa Manufacturing Co.

Phone: 814-936-3115X1
www.nagasawa-mfg.co.jp

NAPCO Security Technologies Inc.

Phone: 631-842-9400
 Fax: 631-789-9292
www.napcosecurity.com

National Auto Lock Service Inc.

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

Olympus Lock Inc.

Phone: 206-362-3290
 Fax: 206-362-3569
www.olympus-lock.com

Pacific Lock Company

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

PDQ Manufacturing

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

Philadelphia Hardware Group

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

Premier Lock

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

Remotelock Pro

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

Sargent and Greenleaf, Inc.

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

SECO-LARM USA INC.

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

SecuRam Systems, Inc.

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

Secure-T-Agency (STA)

Phone: 514-963-3701
 Fax: 514-447-1024
www.secure-t.ca

Securitech Group Inc.

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

Security Door Controls

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

Select Hinges

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

Stanley Security Solutions Inc.

Phone: 317-572-1934
 Fax: 317-578-4909
www.stanleysecuritysolutions.com

STRATTEC Security Corp.

Phone: 414-247-3333
 Fax: 414-247-3564
<http://aftermarket.strattec.com>

Tecnoinsurrezza

Phone: 859-480-9918
www.usatecno.com

TopDon USA, Inc.

Phone: 833-629-4832
www.topdonusa.com

TownSteel, Inc..

Phone: 626-965-8917
www.townsteel.com

Vanderbilt Industries

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

Wilson Bohannon Company

Phone: 800-382-3639
www.padlocks.com

SERVICE ORGANIZATIONS**ASSA Technical Services Inc.**

Phone: 724-969-2595
www.assatechnicalservicesinc.com

Facilities IQ

Phone: 412-956-2900
www.myfacilitiesiq.com

KeyMe

Phone: 602-538-7052
www.key.me

KEYS INC.

Phone: 520-523-5203
 Fax: 520-268-8878
www.keysapp.com

Versured

Phone: 877-322-2276
versured.com/locksmiths

Workiz Inc.

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

HELP WANTED

Locksmith Needed in the Cocoa Beach

Shop and mobile positions available Commercial, Residential, Automotive, and Safe locksmith work. Must have clean drivers license and background check. Job Type: Full-time Pay: \$500.00 - \$1,500.00 per week Schedule: • 8 hour shift • Day shift with Supplemental pay types: • Bonus pay • Commission pay • Tips! I started my business because I didn't like that way my boss treated his customers or me. If you'd like a change of attitude and scenery come down to cocoa beach and use your skills on the space coast!! Call/Text 321-338-0205 <01/23>

HELP WANTED

EXPERIENCED LOCKSMITHS NEEDED – LAS VEGAS, NV

Legacy Lock and Key is looking for experienced road locksmith technicians.

Access control and safe knowledge is a plus.

- Paid holidays
- Sign on bonus
- Competitive pay

Must have a clean driving record, and be able to pass a drug and background check.

To apply, visit our website at legacylockandkey.com to fill out an application and send your resume to info@legacylockandkey.com. <01/23>

LOCKSMITH WANTED

Bills Lock and Safe
1001 Pike Ave
North Little Rock, Arkansas. 72114
501-580-7742 (Cell)
Invoice.billslockandsafe@gmail.com

Arkansas oldest and largest locksmith is inviting an experienced locksmith to join our team to keep up with high demands for our service.

- Minimum of 3 years Locksmith experience required
- Will be working on and off premises

Qualifications:

- At least 3 years locksmithing experience
- Solid background in commercial and residential locksmithing
- Excellent communication and customer service skills. This is an absolute must!
- Install, maintain, rebuild, and repair mechanical and electrical locking devices and door hardware
- Residential/commercial locksmithing (lock picking, rekeying, master keying)
- Install Door closers, Panic Bars, Levers, and other hardware.
- Disassemble locks (padlocks, safe locks, door locks)
- Cut new or duplicate keys
- Professional, dependable, and courteous
- Willingness to learn new skills and techniques
- Desire to grow and expand your career
- Integrity and passion for helping people
- Must have clean driving record

Compensation: Pay will be determined based on experience.

We offer Health/Dental/Vision insurance 80/20

Paid sick leave and Vacation

Yearly Bonus and pay raise

Will assist to relocate if required.

Contact us via Phone or email if interested. <01/23>

TOOL WANTED

Does anyone have this tool for sale?

A1-QP QUICK PULL KWIKSET

email me - aurco488@yahoo.com with the price, and shipping.

— Clarence <12/22>

HELP WANTED

WE'RE HIRING – THE FLYING LOCKSMITHS SOUTH ATLANTA

Want a fun and rewarding career? Are you a natural problem solver and want to put those skills to good use? Do you want to have fun making a difference while learning modern technology as you embark on a hot and in-demand career? The Flying Locksmiths South Atlanta in Peachtree City, Georgia, has immediate openings to service South Atlanta, Georgia. Join us and take your future into your own hands.

Why work for our team? – Fast growing, competitive pay, and benefits, great company culture, career growth.

Why Live, work, and play in South Atlanta, Georgia? – It is beautiful, with great weather, blue skies, low cost of living, many lakes, trees, paved trails, less traffic, fast commercial and residential growth, top schools, close to Atlanta airport and Atlanta, work-life balance, great for families and singles!

All positions require experience, job skills, high school graduation, references, a clean background screen, clean drug screen and clean driving record.

FIELD SALES ASSOCIATE

- Visit South Atlanta commercial client sites, evaluate security needs and provide company solutions to clients like schools, manufacturing, logistics, etc.
- 1-3+ years experience in commercial security sales or technical sales required.

EXPERIENCED COMMERCIAL LOCKSMITH/ACCESS CONTROLS TECHNICIAN

- Install, repair, and maintain Commercial locks, smart locks, doors, door hardware, access controls, video surveillance cameras, and more. Van provided for work.
- 3+ years of commercial locksmith /access controls experience required.

OFFICE ADMINISTRATIVE PROFESSIONAL

- Provide administrative support to the team, schedule technicians, submit invoices, and estimates, build client relationships, follow-up on payments, order parts, and do inventory.
- 3+ years' experience as admin, scheduling, computer skills, Outlook, Word, Excel software.

To apply, send your resume and cover letter to:
southatlanta.admin@flyinglocksmiths.com
www.flyinglocksmiths.com/south-atlanta <11/22>

HELP WANTED

Experienced Locksmiths Needed

Prince William County Public Schools

Located in Northern Virginia

Excellent Benefits, Monday-Friday Daytime Work

Call or text 571-429-0131 <11/22>

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@aloea.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.

**Below is an extended classified ad being printed in its entirety due to the special circumstances.
Please contact the business owner directly for more information.*

SPECIAL OPPORTUNITY: FREE LOCKSMITH BUSINESS

I have been a locksmith since 1972. I am 71 years old, and I need to retire ASAP. I don't want to abandon my community and leave them without a local, ethical, honest, and highly qualified locksmith.

The locksmith industry has been very good to me, and I want to give back in a way that might be as "life-changing" for someone else as it was for me. I'm going to give away my locksmith business to someone deserving. Some conditions and terms apply.

You must be a member of ALOA.

You must be willing to relocate.

If you already have your own tools and truck, then you can start running calls the same day. If not, then you can purchase mine. (see below)

A well-equipped and knowledgeable locksmith could start answering the phone and running calls on the first day. The best candidate will have general knowledge of residential, commercial, safe servicing and opening (mostly gun safes), automotive and recreational vehicle lock systems.

Automotive is critical to be successful in this area. EEPROM work is limited to 1-2 jobs per year, and there are very few Mercedes, BMW, or VW.

The best candidate will be extremely familiar and comfortable with computers. The business uses Squareup, Jobber, Evernote, Google Docs, Ring Central, web applications like Lockcodes, AutoSmart, Genericode, and various spreadsheets to track inventory. We use a mix of iMac's, iPads, and Windows devices.

The business is perfectly suited for a two-person operation, one in the shop and one on the road. The walk-in shop does more than enough to pay the rent and utilities, and the fixed location provides good "google juice."

Since COVID, I have been running the business by myself and making appointments for shop work. Shop work is 80% automotive transponders keys & remotes.

Quite frankly, the area could support two more locations, one in each neighboring town. Sales volume could be increased by running after-hours calls and being open on Saturday, neither of which I am doing now.

Sales volume can be further increased by adding electronic security systems and CCTV installation.

There is zero serious competition, and currently, there are no scammers in the area. There is one person in town who calls himself a "locksmith," but all he does is unlock cars. I have tried to show him more, so he could take some workload off me, but he doesn't seem interested.

The only other legit locksmith is in a neighboring town almost 1 hour away, and he stays busy in his own neighborhood. I service my town and two others that are close by regularly.

*This is what you get for free:

1. The company name and state and county business registration transferred to you.
2. The phone number and the RingCentral phone system account transferred to you. The main number has been in use for ten years.
3. The website. The domain name, WordPress website and web hosting will be transferred to you. My picture and bio will be replaced with yours.
4. The retail workshop location which has significant "google juice" and is well known by the community. The rent and utilities are low.
5. The customer scheduling program (Jobber), which includes all customer history and critical service data, will be transferred to you.
6. The knowledge database and detailed customer technical records kept in Evernote will be transferred to you.
7. A personal one-on-one introduction and endorsement to all my VIP customers.

The business ASSETS are available for ***purchase*** at market rates and favorable terms if you don't have your own equipment. The assets include the service truck, key machines and tools, inventory, store fixtures and office equipment. I will sell off everything else that is not wanted or purchased.

The well-equipped service vehicle is a 2014 Nissan NV 2500 high roof. It has a LKP 3D Extreme, HPC1200, and a duplicator on board all run by a 3,000 watt pure sine wave inverter. The 3D is run via Genericode using a mini workstation running Windows. The shop has a LKP 3D Elite also run by Genericode using a mini workstation running Windows. There is also an HPC 1200, and 2 duplicators. There is about 20K of inventory, mostly in car keys. All other computers are Apple Mac's, but the software I use easily transfers to Windows. Programmers include SmartBox, APP, and IM608 PRO.

You can expect gross sales to be between \$150,000 and \$200,000, depending upon how much you are willing to hustle.

To be considered, please send me an email and tell me why you are deserving of this opportunity, why I should choose you over all other candidates, and what talents and ideas you have to sustain and grow the business. You must also submit a picture of yourself, a picture of your drivers license, and a background check from GoodHire. The background check must include criminal history, driving record, and a credit check.

Send your email to:

Lock.Expert @ Gmail dot com.

Put "Opportunity" in the subject line.

This is an immediate opportunity that must be completed by the end of December 2022.

I am willing to stay partially involved for as long as required to ensure your complete success.

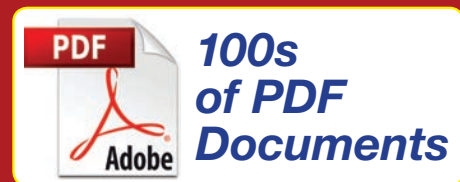
Advertiser	Ad Location	Website	Phone Number
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Autel	pages 26, 27	www.autel.com	(855) 288-3587
Big Red	page 13	www.bigredsafelocks.com	(877) 423-8073
Bullseye S.D. Locks	page 13	www.bullseyesdlocks.com	(800) 364-4899
ClearStar Security Network	page 60	www.clearstar.com	(360) 379-2494
Framon	page 7	www.framon.com	(989) 354-5623
Hollon Safe	page 1	www.hollonsafe.com	(888) 455-2337
ICOR	page 23	www.shopbestlocks.com	
J.C. Gury	page 49	www.jcgury.com	(800) 903-3385
Lock Caddy	page 53	www.lockcaddy.com	
Seclock	inside front cover, page 13	www.seclock.com	(800) 847-5625
Security Door Controls	page 19	www.sdcsec.com/spacesaver	(800) 413-8783
Turn 10 Wholesale	page 3	www.turnten.com	
UHS Hardware	page 13, back cover	www.uhs-hardware.com	(800) 878-6604

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For information about
advertising in *Keynotes*,
please contact Adam Weiss
at (817) 908-7827.

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Security Expo

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ALL MONTH ALONG

WE'LL HAVE **NEW SPECIALS** THROUGHOUT THE MONTH LEADING
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**HERE ARE JUST A FEW OF THE 1000'S
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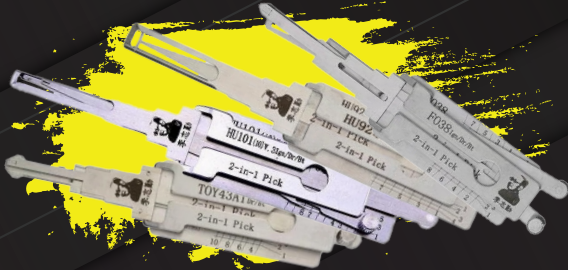
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