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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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"It amazes me that a facility maintenance foreman believes that anyone can do a locksmith's job."

Job Security for Institutional Locksmiths

WITH OUR FIRST MONTH OF OUR NEW CORPORATION UNDER OUR BELT, IT IS time to get to work on some new projects. We would like to develop some standards to help our institutional locksmith members with job security and reasonable pay for their professional skills. It amazes me that a facility maintenance foreman believes that anyone can do a locksmith's job. This is a serious problem where seniority has a lot to do with your livelihood versus your skill level.

Institutional locksmiths fight every day for their jobs. The biggest tool we have on our side is the facility masterkey system. The minute the control of that system gets into the hands of a senior carpenter or painter, the system is lost. What I have done is take a written copy of the masterkey system and give it to the most senior manager, such as the director of maintenance, and explain that this copy must be kept under lock and key in case anything ever happens to me.

Do you see where I'm going with this? First, they start to feel that the master key system is extremely important — and it didn't hurt that I dropped a number like \$200K to replace the system. That always gets their attention and helps me with job security. Institutional locksmith members: Look for an email from me outlining some ideas we have to help you with job security.

I hope to see ALOA members in Guadalajara, Mexico, the end of the month for the ALOA Latino educational security conference. It is a great place for a mini winter vacation, and you get to mingle with locksmiths from the Latino countries. Latino locksmiths, like all locksmiths around the world, have a kinship with other locksmiths.

Don't forget to mark your calendar for SAFETECH, the annual educational convention and trade show from SAVTA, which will be in Lexington, Kentucky, May 6-11. Lexington is the mecca to safemen around the world, so you don't want to miss this event for top-notch education and camaraderie.

Best regards,

Tom Demont, AHC, CAI, CFI, CFL, CMIL, CML, CPS, ARL



"ALOA's legislative department can help craft your committee's position papers."

Getting Involved in the Legislative Process

MANY ALOA MEMBERS TELL US THEY'D LIKE THEIR STATE TO ADOPT LICENSING requirements for locksmiths, as a way to alleviate the problem of scammers plaguing our industry. The best way for you to help make this happen is to exercise your right to lobby the government.

Every year, thousands of bills are introduced at the state level, leaving legislators without enough time to read all of them — and prompting them to rely on industry representatives (i.e., lobbyists) to offer their perspectives.

You can get involved in the legislative process by forming a committee to work either as or with a hired lobbyist. Your committee can choose local locksmiths to serve as a quick response team to lobby legislators when issues arise. If three committee representatives contacted 33 legislators each, for example, you could lobby nearly 100 lower House members, distributing position papers to them or making phone calls.

Make sure your committee has locksmith representatives who live in the legislators' city. The committee also should develop position papers to support the passage of proposed bills, and write letters to the targeted legislators. ALOA's legislative department or your hired lobbyist (if you're working with one) can help craft these materials.

You'll also want to identify potential opposition groups, and meet with them to resolve disputes. Another great way to gain support for any proposed bill: Network with law enforcement officials, fire chiefs and civic groups. It's also critical that early in the process, your committee representatives meet with the state officials who license and regulate the security industry, and answer their questions or concerns about locksmith licensing — in other words, work to make them your allies.

For more information, download *Locksmiths Lobbying for Licensing* at www.aloa.org/legislation.

A handwritten signature in black ink that reads "Mary A. May".

Mary A. May
Executive Director

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ServiceCalc, an app from locksmith Phil Domenici, reduces time spent and errors made when totaling invoices out in the field.

Locksmith Creates App for Easier Invoices

PHIL DOMENICI SAW A DAY-TO-DAY annoyance in his work life — but instead of just complaining about it, he created a solution.

“Being a locksmith myself, I noticed every time I’d calculate an invoice, it was cumbersome,” says Domenici, a locksmith in Santa Rosa, Calif. “You add up labor, write it down, then calculate parts, write it down, then calculate tax. I wanted to create a program always with you that would just automate that entire process.”

That inspired him to create ServiceCalc, an app for the iPhone, iPod Touch and iPad that allows locksmiths, plumbers and other service technicians to easily create invoices out in the field. The app, which costs 99 cents, comes with the ability to change tax rate on labor and/or parts and a built-in flashlight function for illuminating the invoice. Totals

truncate to two decimal places. There’s also a free version, for those who are curious how it works before buying (it does not allow for rate customization).

“If you’re a locksmith and you do write up invoices every day, and most aren’t predetermined amounts, this would definitely be a benefit,” Domenici says. “It really saves time and it saves errors as well.”

Domenici has also created another app, this one called A2Calc, that automatically calculates the pinning chart for A2 Small Format Interchangeable Cores. Domenici offers a free PC version of the program on ClearStar, but the app version is great for those who don’t want to boot up their laptop while out in the field. It is also 99 cents.

For more information on Domenici’s apps, visit www.phildomenici.com.

ASSA ABLOY Acquires 4Front

ASSA ABLOY HAS ACQUIRED THE US company 4Front, leader in docking systems. 4Front offers a complete product range around docking systems as well as a large variety of accessories.

“4Front, with its leading brands, is yet another strategic entry to the important North American market in entrance automation. I welcome this addition that further reinforces the ASSA ABLOY Group’s leadership in entrance automation,” says Johan Molin, president and CEO of ASSA ABLOY.



4Front was founded in 1953 and is based in Carrollton, Texas, with operations in the United States, Canada, Mexico and India. The company has 750 employees.

In other news, ASSA ABLOY announced the integration of its IP-enabled locks with

the latest software release from Blackboard Transact, a leader in campus commerce, security and access, and financial services solutions. The integration includes WiFi and Power over Ethernet (PoE) campus locksets from ASSA ABLOY group brands CORBIN RUSSWIN and SARGENT. “This integration will bring schools an even greater level of security, as well as increased cost savings and administrative simplicity,” says Martin Huddart, vice president of electronic technologies for ASSA ABLOY Americas.

The Value of an ALOA Membership

“WHAT DOES BEING AN ALOA member do for me,” you ask?

I asked myself that very question for many years. “What do I get for my yearly dues: a monthly magazine, an annual convention, and a bogus bonding insurance certificate?” Well, for many years I would’ve agreed with you — but this isn’t your father’s ALOA.

The upcoming year should be the one of the most exciting in our association’s history. We have a new president, a new board of di-

rectors, and a new executive director. We’re here for one thing, and that’s to provide our members with the benefits and advantages they should’ve been receiving for years by being a member of ALOA.

What’s the No. 1 thing ALOA could do for you? How about driving customers and new business to your business? How you ask? We already have the Find-a-Locksmith program, but it could be much better — and it will be. We’re about to scrap the entire ALOA website and start from scratch with a new

one that drives customers to our members through the Internet and mobile apps.

We’re also setting up a nationwide service provider (NSP) network, where nationwide retail chain stores will be referred directly to the best locksmiths in the United States, without the 20% to 70% markup they’re now paying other NSPs. We want ALOA to be to locksmiths what FTD is to the florist industry.

Yes, we know. It’s about time. — *Bob Easter, president, Easter’s Lock & Security Solutions Inc., Baltimore, MD*



The San Diego Chapter of ALOA SPAI’s holiday party raised \$320 for the anti-scammer effort. Pictured from left to right: Jon Gordon, chapter president; Allison Gordon, chapter secretary; Scott Stratman, chapter vice president; John Guenther, chapter treasurer; and Greg Parks, ALOA SPAI’s southwest director.

IN MEMORIAM

» **John Kress**, an IT computer technician for IDN-Hardware Sales and a former ALOA member, died in late December 2012. He was 50.

» **Albert S Townsend Jr., CML**, died January 7, 2013. ALOA SPAI President Tom Demont provided the following remembrance:

“I went to work for Al in 1967 while stationed in the Pentagon as a locksmith. Al and I traded knowledge: He taught me foreign car work, and I taught him safe work. During the first year, I worked for free to learn from

this master locksmith. The next year I earned \$.75 an hour, and Al became my best friend — and we have stayed close all of these years. Al’s company was Able Locksmiths, and his slogan was, ‘Keys that please,’ which I later picked up for my shop onboard the USS Jason AR8 out of San Diego.

“Al was a very caring individual and would give you the shirt off his back. His passing is a great personal loss for me. He is survived by his four children, 10 grandchildren and one great grandchild.”

Get Ahead of the Curve

There’s still time to register for the **Minnesota Chapter of ALOA’s Learning Curve**, a weekend of education and entertainment, slated for February 22-24.

Class topics include small-format interchangeable core; hollow metal door and frame servicing; and multipoint and profile cylinder servicing. The event also includes a locksmith banquet featuring a social hour, dinner, poker game and silent auction; and a PRP/STPRP testing on February 24.

For more information, call Rosemarie Elwood at (763) 754-2242.

NEWS BRIEFS

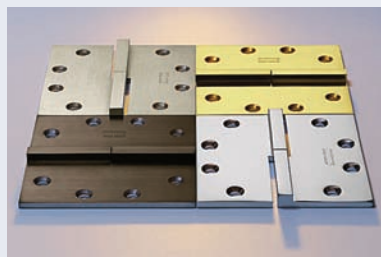
» **Immotech** will hold two courses for locksmiths in February 2013. Course 1 is aimed at beginners looking to improve their skill, while Course 2 is aimed at intermediates looking to get into serious automotive work. For more information, contact Chris Rose at (03) 9974 2773 or locksmithchris@live.com.au.

PRODUCT BRIEFS

» **CCL Security Products** recently announced a host of new product offerings for 2013, including the 500 series brass rekeyable padlock, which features a chrome-plated shackle and anti-bumping cylinder; the 760 series small-format IC locks; and the 560 series large-format IC locks for Schlage, Sargent and Corbin original cores.

» **McKinney**, an ASSA ABLOY Group company, introduced a two-knuckle square barrel hinge. "Our new Square Barrel hinge is perfect for architectural and designer applications where customers are looking for something that's a little more distinctive," said Dave Higginson, ASSA ABLOY.

The square barrel hinge is available in standard weight hinges and is recommended for use on interior or exterior hollow metal and wood frame doors of offices, restaurants and recreational facilities.



» **BN Products USA** recently introduced its tri-edge bolt cutter, which features replaceable and rotatable cutting blades made from hardened alloy steel. The cutter's handles and grips are designed for greater mechanical leverage and control, according to the company. For more information, visit www.bnproducts.com.

Access Tools' Lightning Rod Lights Up the Night

Access Tools, a manufacturer of automotive lockout equipment, now offers the Lightning Rod long reach tool, which makes working at night or in low-light conditions easier by illuminating the path to the door handle. The LED tip shines an extremely bright beam of light in the direction it's pointing.



The Lightning Rod's scratch-proof coating protects the vehicle's finish when performing a lockout.

Corbin Intros Push/Pull Solution

Corbin Russwin, a manufacturer of architectural hardware and security solutions for more than 160 years, has introduced a new push/pull hardware solution that's ideal in a variety of healthcare settings, as well as in K-12 environments, according to the company. The offering combines the Corbin Russwin ML2000 mortise lock with the HPSK push/pull paddle trim. The paddle shape and location of the trim create a highly visible and comfortable target for door activation using hips or elbows.



See Your Chapter in Print

What's happening in your ALOA chapter or affiliate? From trade shows and education seminars to networking events or special recognition, *Keynotes* wants to know about it. Contact editor@aloe.org to submit your chapter and affiliate news — and see yourself in print.

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Anthony E. Wiersielis, CPL, CFDI

NEVADA

Las Vegas
Jose DeLaCruz
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PENNSYLVANIA

Reamstown
James J. Hardy
Jerome V. Andrews, CML

TEXAS

Laredo
Ricardo Reyes Jr.
George Gonzalez

These applicants are scheduled for clearance as members of ALOA. The names are published for member review and for comment within 30 days of this Keynotes issue date, respectively, to ensure applicants meet the standards of ALOA's Code

of Ethics. Protests, if any, must be addressed to the ALOA membership department, signed and submitted via e-mail to membership@aloea.org or via fax to 214-819-9736.

We Need Your Help

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

CALENDAR

FEBRUARY 2013

Feb. 2-3

**ACE: KeyPro Weekend**

ALO Education Training Center
Dallas, Texas

ALO Education, (800) 532-2562, ext. 204
education@aloea.org

Feb. 6-8

IML Expo

Intermountain Lock & Security Supply
Chaparral Suites, Scottsdale, AZ
(800) 528-1546

Feb. 8-10

**ACE: Automotive Service**

ALO Education Training Center
Dallas, Texas

ALO Education, (800) 532-2562, ext. 204
education@aloea.org

Feb. 18-23

**ACE: Fundamentals of Locksmithing**

ALO Education Training Center
Dallas, Texas

ALO Education, (800) 532-2562, ext. 204
education@aloea.org

Feb. 22-24

**ACE: Winter Education Weekend**

Minnesota Chapter of ALOA
Plymouth, Minnesota

Dana Lee, CML, CPS, (612) 968-3257
danaleecml@gmail.com

Feb. 27-Mar. 2

ALO Latino

Guadalajara, Mexico

MARCH 2013

Mar. 7-9

IML Expo

Intermountain Lock & Security Supply
Universal City Hilton, Los Angeles, CA
(800) 729-5444

Mar. 21-23

IDN 2013 Trade Show and Security Conference

Sheraton Detroit Novi Hotel, Novi, MI
Ronald Weston, (734) 293-0082

Mar. 23-24

**ACE: Certified Hardware Installer**

Training
ALO Education Training Center

Dallas, Texas
ALO Education, (800) 532-2562, ext. 204
education@aloea.org

Mar. 23-24

**ACE: LLSSA Education Weekend and**

CLL Test Sitting; SFIC and LFIC

LLSSA Headquarters

ALO Education, (800) 532-2562, ext. 204

education@aloea.org

Mar. 30

**ACE: Detention Locks**

ALO Education Training Center
Dallas, Texas

ALO Education, (800) 532-2562, ext. 204
education@aloea.org

APRIL 2013

Apr. 5-7

**ACE: Modern Automotive Key Generation**

ALO Education Training Center, Dallas, Texas

ALO Education, (800) 532-2562, ext. 204
education@aloea.org

Apr. 20-21

**ACE: CCTV Installation and Design**

ALO Education Training Center
Dallas, Texas

ALO Education, (800) 532-2562, ext. 204
education@aloea.org

MAY 2013

May 6-11

SAFETECH 2013

Lexington, KY
(214) 819-9771

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



Institutional Locksmithing Via the U.S. Navy

How a long, illustrious career in the security industry was launched at sea.

By Tom Demont, AHC, CAI, CFDI, CFL, CMIL, CML, CPS, ARL

IN 1962 I JOINED THE U.S. NAVY, AND AFTER LOCKSMITHING IN MY FATHER'S SHOP, I was looking for some excitement and adventure. After boot camp in the Great Lakes, I was shipped to Holy Loch, Scotland, to start my apprenticeship as a wood-pattern-maker on board the USS Hunley AS-31. This was a Polaris submarine tender that serviced Los-Angeles-class nuclear submarines. After about six months of making flanges, I

was asked by the ship's locksmith if I wanted to work in his shop part-time. He said that my secondary MOS (Military Occupational Specialty) code stated "locksmith," and he wanted to know what training I had.

I explained that all of my experience was in lock and key, with no training in safes. He said that it wouldn't be a problem, and I would be working for him as the workload would permit. My main job was cutting and stamping keys, and keying cylinders and padlocks that he brought in from the subs.

At 17, I was working in a nice, clean lock shop onboard a repair ship. I can't tell you how nice this shop was; it had a hot plate and a coffee pot and small refrigerator. I was working in style now!

That started my 10-year U.S. Navy locksmith career.

A Continuing Education

After two years in Scotland I was shipped off to the U.S. Navy Locksmith School in the Pentagon as part of my re-enlistment package. This was a great locksmith school, and the first item we learned was to make all of our own picks, tension wrenches and bypass tools. We were taught basic locksmithing with emphases on safe servicing, openings and repair.

By now I was an E5, Second Class Damage Controlman and was stationed with the Department of Defense, Office of the Secretary of Defense, Weapons Systems Evaluation Group as their locksmith.

I worked there for three years taking care of 525 security containers, six vault doors and the facility's key system. This was great duty and I advanced to E6, First Class Damage Controlman. I worked from 3 p.m. until 9:30 p.m. daily because this was a think tank, and I made noise working on the safes doing routine preventive maintenance.

Because I worked evenings, I was off Wednesday, Saturday and Sunday. This enabled me to work 32 hours a week for a local locksmith, ABLE LOCKSMITHS, in

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Arlington, Virginia. Albert S. Townsend (“Al Baby Loves Everyone”) was a great mentor to me, and though I knew locksmithing and safe work, I knew nothing about foreign cars. We struck a deal: I would teach him safe work, and he would teach me car work. I worked for Al for almost two years for my tools and knowledge — and lunch, when I was there at lunchtime.

Moving On

Al and his partner, Keith Lewis, decided that my training was over, so they got me a job at a much larger locksmith company: Virginia Safe and Lock Service, Inc. This was the largest locksmith company in northern Virginia at the time. My schedule worked great for them, and I drove a service truck for them for a little over a year.

Then my time in Washington, D.C., was up, and I was heading to San Diego to be

stationed on the USS Jason AR8. The Jason was an auxiliary repair ship, and unlike the Hunley, it specialized in nuclear submarines. The Jason repaired anything that floated.

When I checked in at the Naval Operating Base San Diego, I was told the Jason was on its way back from a tour in Asia, and that it would arrive in about three weeks. I was told to check in each morning in person, and then to go home and work on getting settled. I did what was natural to me: I applied for a part-time job at A-1 Lock & Key on First Avenue in San Diego. I was hired, and I rotated night calls immediately, since the two partners, Bill Kirk and Woody Mowery, didn’t like to work nights.

I was well routed in San Diego; when the ship came into port, it remained for six months, so I had more time to work my part-time job. I learned locksmithing on the East coast; back then the terminology was

different from coast to coast, so not only was I learning new techniques but also new terminology. Back in the late ’60s and early ’70s, the West coast was about three years ahead of the East coast in locksmith techniques.

Gearing Up

Once I checked onto the ship, I was given a space to set up my lock shop, and a budget to order equipment and supplies — and I was not shy about it either. When I finished outfitting the shop, it was the best-equipped lock shop in the U.S. Navy.

To establish myself on the ship, I set up a master key system and proceeded to rekey the ship and cut all new keys. Using my new Ilco Universal Code machine, I cut every key in the system and blind-coded the keys so I could code cut replacement keys in the future. The ship had a combination of mortise locks and cylindrical locks. Once I inventoried all

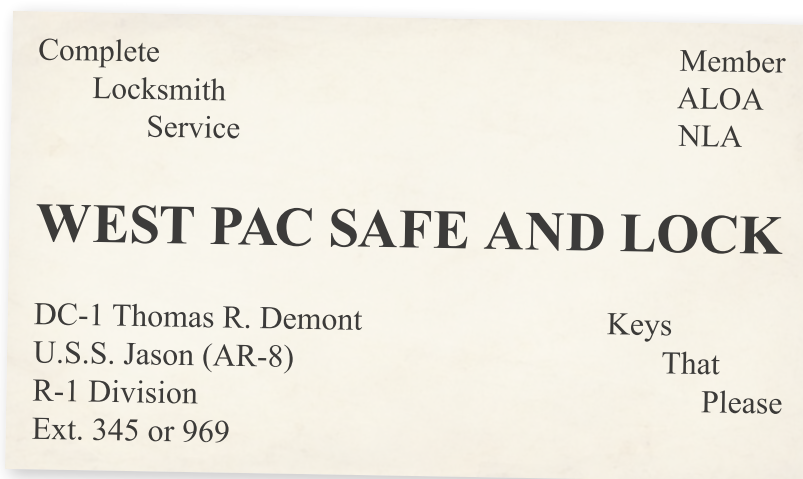


Figure 1. A sample of the author's business card for the lock shop.

of the locks, I decided on the Arrow system because I could replace all of the Falcon cylinders with Arrow key-in-knob cylinders.

We had two vehicles that traveled with the ship, and I replaced all of the locks so that one key fit everything — GM products. Anything that had a key, I checked or replaced it. All padlocks for the ship went through my department to keep a record of the key system. We used a lot of the old large-pin Ilco padlocks, and I was able to key them into the ship system.

It didn't take long before I was a very popular guy on the ship. I had everyone from the captain on down to the seaman on the deck bringing me their keys to duplicate or a lock that needed fixed.

I named my Shop "West Pac Safe and Lock" — West Pac was Western Pacific — and I had business cards printed up in the ship's print shop with the standard imprint for running a safe combination on the back (see Figure 1). Life was good; then we got underway for Asia, with many stops in Vietnam to repair the PBRs — river patrol boats.

Working in Asia

While in Vietnam, I did some work for the special ops guys on many occasions — just basic safe openings. I had all of my equipment in travel containers and could go with one phone call.

Once, I was flown to an aircraft carrier

at sea to open the disbursing lug door safe. When I got there, I busted out laughing because the safe wasn't even locked. They had so much money jammed in that safe that it took four of them to rotate the door and throw the bolt.

This safe was so jammed that I needed two six-by-sixes and my come-along to pull the door back in so it would rotate. (I'm making this procedure sound simple, but it was anything but simple.) After I was able to unlock the lock and rotate the door to the open position and released the come-along, the door flew open and bundles of \$20 bills went everywhere. The safe had \$2 million in cash. Another job well done by West Pac Safe & Lock, and a stern lecture about forcing the safe closed.

Our home base was Sasebo, Japan, for six months, and I loved every minute in Japan. The people are warm and kind, and I visited many locksmiths' shops while stationed there. The Japanese locks were similar to ours but very different in design. They used a large number of wafer locksets that required you to turn the key about 10 times to fully lock or unlock the door. The first time I ran into this type of lock was when I was unlocking the a Navy officer's house door. I picked that lock 20 times because it would lock up after a half a turn.

After that experience, I went to the local locksmith shop and bought myself three dif-

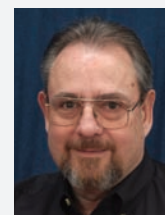
ferent types of locks and 10 each of the different keys that were common for their locks. I later donated these items to a government agency that was studying non-U.S. locks.

Separate Ways

Once again, life was good: I was chosen for the LDO (Limited Duty Officer) program. I passed the CPO (Chief Petty Officer) exam, and I was on my way to Warrant Officers School in Rhode Island when I had a life-changing decision to make. At 27, I could stay in the U.S. Navy for 10 more years and get my retirement, or I could take the one-third partnership in A-1 Lock & Key and own my own locksmith company.

My love for locksmithing won out, and I separated from the U.S. Navy in January 1972 to drive a service truck full-time in my own company. My two partners were great guys, and I enjoyed working with them and growing the company. We went on to found A-1 Lock and Safe Service, Inc. and A-1 Security Manufacturing, Inc. in San Diego. I later founded A-1 Lock and Safe Service, Inc. in Northern Virginia, the largest locksmith contractor to the federal government.

Institutional locksmithing is a unique part of professional locksmithing, and my 10 years as an institutional locksmith helped mold me into the professional I am today. I have been a member of the Institutional Locksmith Association (ILA) since 1992, and I am proud to carry the credential CMIL, Certified Master Institutional Locksmith. As a past ILA board associate director, I understand the problems that institutional locksmiths face daily, and my hat is off to all of you. ☺



Tom Resciniti Demont is the current president of ALOA and a proud member of the ILA. He writes and teaches through his company, Technical Services, Inc. in the Pittsburgh, PA, area. You can contact Tom at thomas@assatechnicalservicesinc.com.

Figure 1. The author tried to pull out the dial, but it wouldn't budge. He ended up drilling most of the way through the spindle.



either on this one — and it didn't make my skill level look great either. Putting pride aside, I did learn a few things from this job, and hopefully someone else will also.

Raising the Lever

I had been off work sick for a couple of days, and this was the job I had to come back to. I spoke with one of the men in our shop who'd been talking to the customer, and I felt there was a good chance that the flies or lever was sticking, and I'd be able to dial the lock open.

When I arrived at the job, the customer told me he thought he had the correct combination. I started turning the dial and could feel the wheels pick up, but this was an S&G 8500 lock, and the lever would not reset onto the shelf. The first thing that came to mind was to pull the dial out just a little bit, then see if I could use the drive cam to raise the lever and get it on the shelf. I spent some time trying to pull the dial out, but it didn't budge (see *Figure 1*). I knew the z-spring in the lock was holding the lever up, and all I'd have to do was push the lever into the gates.

The safe's opening edge was next to a wall, and the safe was bolted to the floor; on the other side of the wall was a built-in cabinet (*Figure 2*). There was no way I could attack the safe from the opening edge. I figured the only reasonable way to attack the safe is from the top (*Figures 3 and 4*).

I carefully marked my hole for drilling and used the vacuum rig to make sure that my hole went straight. I knew I was 19½" from the top of the safe to the lock, but all I'd have to do was get a hole into the lock and push the lever into the gates. The longest straight scope I have is 17", so I knew I'd be stretching things to be able to see.

I drilled through the top of safe and through the door, and then inserted the scope; I was pleased to see that I was in the proper spot to drill into the lock. It's amazing how hard it is to get your bit to stay where you want it when it's 19½" away. I've since learned a way to do this from Mike Griffin

The Unlucky S&G 8500 Lock

A customer gambles on a bad combination, and a lever refuses to rest onto the shelf.

By Doug Bellinger

"DO YOU FEEL LUCKY?" THE JEWELER ASKED HIS WIFE AS HE SHUT THE SAFE door and spun the dial. This normally wouldn't have been a big deal, except that he hadn't used the combo lock for the past 15 years; he'd always locked his safe with the key lock only. I don't know if his wife is lucky or not, but he definitely wasn't.

I debated a long time about writing an article on this job because I definitely wasn't lucky

while taking his class at SAFETECH 2012; it's amazing what that man can do with brake tubing and wires. But this was before that class, and I learned the hard way.

I finally got the hole through the lock where I wanted, only to succeed in breaking off the back cover; now the relock trigger was fired. It was sometime during this whole process that I had stretched out to

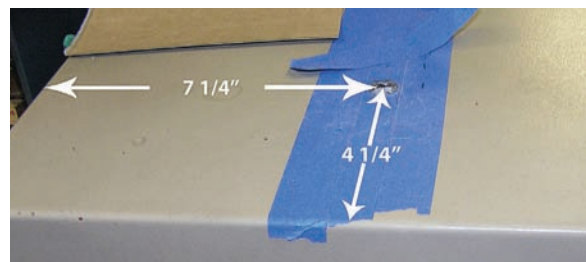
reach my scope while I was still holding something else. When I picked up the scope, I only had it by the light source, not by both the scope and light source. Needless to say, half way up the scope fell off and onto the floor. I picked it up and looked through it; all I could see was a white spot. I was sick.

I called the shop and Anthony, another man in the shop, said he'd bring out my

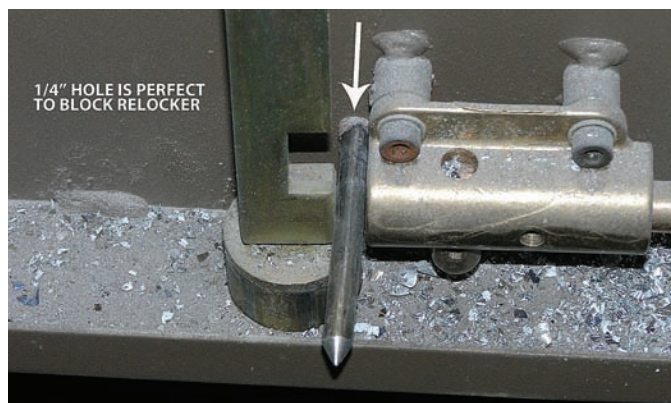
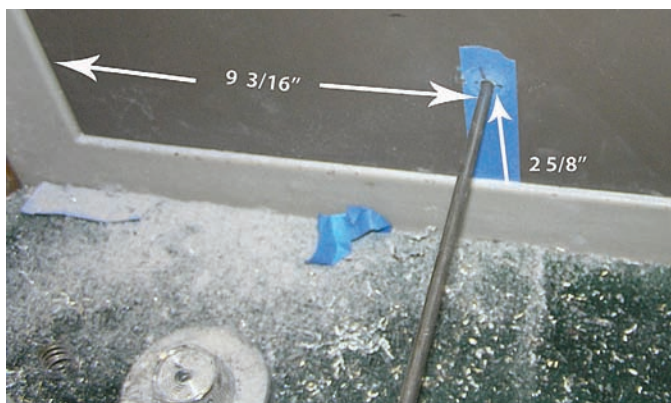
long flexible scope. After he arrived with it, I could see that not only was the relock trigger set but that the gates weren't lined up. I decided to just drill the fence off and be done with it. I could see that the external relocker was at the bottom of the door, so I measured it out and drilled to pin it before I drilled for the fence and broke the glass (Figures 5 and 6).



Figure 2. The S&G 8500's opening edge was next to a wall, and the safe was bolted to the floor; on the other side of the wall was a built-in cabinet.



Figures 3 and 4. The author decided to attack the safe from the top,



Figures 5 and 6. The external relocker was at the bottom of the door, so the author measured it out and drilled to pin it.



Figure 7. The author punched the lock bolt out of the way and opened the door.

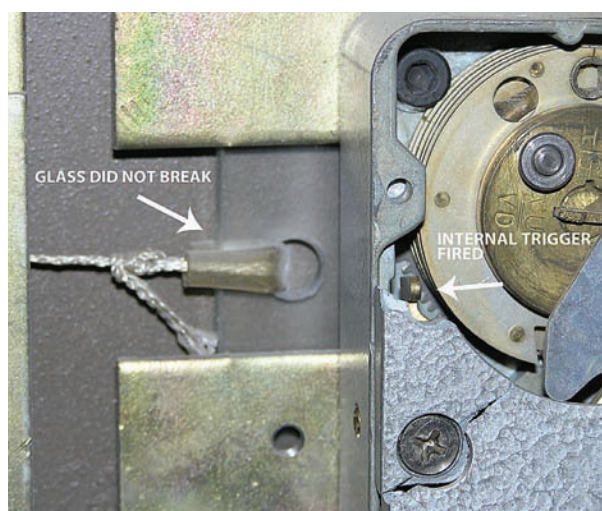


Figure 8. The external relocker hadn't fired and the glass didn't break.

I started pulling the dial but ended up having to drill most of the spindle away before I could get the dial off. This left me with very little outside of the door to be able to turn. After pinning the relocker, I drilled for the fence — and that didn't go well either. I mounted my drill rig to the door and drilled for the fence, but the hole didn't line up with the fence. After trying unsuccessfully to hook the fence with a hook, I drilled a larger hole. I ended up with a 1/2" hole before I was able to get the fence off.

I was now at a point where I would have to splice on to the spindle to have something to turn, and use a wire to free the relock

trigger so that I could pull up the lock bolt. It sounds easy, but the way everything else had gone, I decided to take the easy way out: I drilled one more hole, punched the lock bolt out of the way and opened the door.

When I opened the door and looked at the lock, I was surprised to find that the external relocker had not fired — the glass did not break (Figure 8). The reason the spring wouldn't reset was that the tip was broken off (Figure 9).

The safe is now back in service, and the customer is happy (Figure 10). I've since had my scope repaired and had time to reflect on all the good things about this job: We got paid.

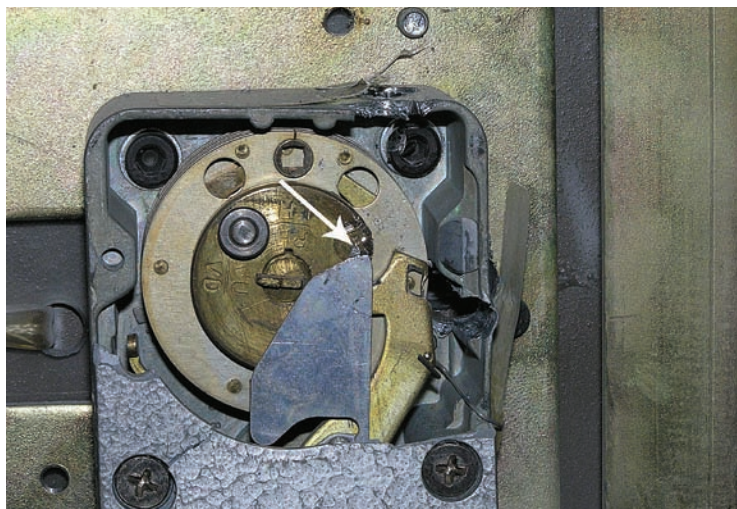


Figure 9. The spring wouldn't reset because the tip was broken off.



Figure 10. The safe is back in service..

I want to thank Anthony, my co-worker, for bringing out my flexible scope after I broke my long one, and for drilling for me while I sat back and licked my wounds.

It's amazing how quickly a really nice job can turn into a nightmare. Live and learn. ☹



Doug Bellinger, has been a building contractor, electrical contractor, and owned an RV service center for 34 years. He sold the business to his son, and after two days of retirement, decided that wasn't for him. In 2003 he attended classes at Lockmasters to learn about safes, and he was hooked. He was hired by Safe-Co Security in Phoenix, AZ, about seven years ago.



The Dangers of Texting and Driving

Learn how to protect your company from the big risks — both physical and financial — associated with texting and driving.

Ken Kupferman, CML, CPS, CAL

RECENTLY TOOK A WEBINAR ON DISTRACTED DRIVING AND THOUGHT IT WAS AN INTERESTING TOPIC THAT MEMBERS OF OUR ORGANIZATION MIGHT BE INTERESTED IN — ESPECIALLY IF YOU HAVE EMPLOYEES WHO DRIVE COMPANY SERVICE VEHICLES, OR IF YOU DRIVE A COMPANY VEHICLE.

People are sue-happy these days, and if they can claim negligence due to texting and driving or talking on the cell phone while driving, this increases juries' awards on damages. According to the webinar I attended, motor vehicle crashes cost businesses almost \$60 billion annually. A worker injured in an on-the-job crash results in almost \$7500 in costs to the company.

Punitive Damages

Lawyers are always looking for the big payday, and if they can prove that you were negligent in your company policies, their payday can be much greater. We have all seen the billboards on the side of the roads asking to call them if you've been injured in an accident. Attorneys will always sue everyone involved — and especially the owner the vehicle, because presumably they have the deepest pockets.

The plaintiff, if successful in his lawsuit, may be entitled to compensation for medical bills, time off work, property damage and punitive damages. Punitive damages, according to the Free Dictionary, are "monetary compensation awarded to an injured party that goes beyond that which is necessary to compensate the individual for losses and that is intended to punish the wrongdoer."

The single biggest factor in determining punitive damage amounts is the size of the company being sued. It can be 10 times the amount of economic damages, or even more. Don't be fooled into thinking that your insurance policy will cover the amounts, because many commercial general liability policies exclude punitive damages. Please check your insurance policy and read the fine print.

Protect Yourself

One of the most important things you can do is to make sure that your drivers are competent to drive your company vehicles. A past history report of a driver, called an MVR, will show you if there's any history of DUIs, texting while driving, talking on cell phones while driving, reckless driving, etc.

State in your employee manual that any driver who receives a moving violation must report that to the company immediately — and if it's a minor violation, he must attend a vehicle safety and operating class. Annual reviews of drivers' MVRs are recommended.

Many states have banned talking on cell phones while driving, and especially texting while driving. Unless your company policy specifically bans texting and talking on cell phones, you could be found liable for allowing this to occur.

You should have company policies that prohibit the use of cell phone or texting while the vehicle is in motion; require the use of seatbelts; and require that drivers operate vehicles only at posted speeds, and obey all traffic stops.

Additional Tips

It is always a good idea to keep records of your vehicle maintenance to show that it's being maintained properly with regular inspections. Always use a certified automotive repair shop that can testify to the condition of the vehicle.

If one of your vehicles is involved in an

accident, do your own investigation. Ask your driver if he was on the cell phone or texting; take your own pictures; and collect your own evidence. Don't rely on the police to do the job for you. If you find that your driver was at fault, take action immediately; zero tolerance is the best defense.

Be careful what you say and to whom. Conversations can be recorded and e-mails can be subpoenaed — cell phone records from your driver are especially like to be subpoenaed. Nothing is safe.

Past history will be used against you. In 2010 a Corpus Christie jury awarded \$24 million to a woman struck by a Coca-Cola driver who was using a cell phone. This was derived from \$14 million for lost wages, medical expenses, and pain and suffering. Jurors also awarded \$10 million in punitive damages against Coca-Cola, even though the employee was talking on a hands-free

cell phone per company policy.

In another case in Georgia, an employee was driving a company vehicle on an interstate freeway while allegedly talking on the company-issued cell phone. The cruise control was set, and the employee failed to realize traffic had slowed. She impacted the car in front, forcing it to roll over into a ditch. The crash caused the victim's arm to be amputated, which resulted in a \$5.2 million verdict against the employer.

Let's be careful out there — if not, it could cost you dearly. ☹



Ken Kupferman, CML, CPS, CAL, is the owner of Affordable Lock & Security Solutions and the former president of ALOA.

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Wafer Tumbler Guidelines

Protocol for the forensic microscopic analysis of wafer tumbler automotive ignition locks.

By Jeffrey Lange, PE, CFL

THE FOLLOWING PROTOCOL IS A GUIDE FOR THE MICROSCOPIC ANALYSIS OF AUTOMOTIVE ignition locks in forensic applications. The protocol begins with locks previously removed from a vehicle using related protocols or guidelines associated with disassembly and removal of ignition lock cylinders and/or associated mechanical anti-theft related components.

1. The lock cylinder removed from the vehicle by the field investigator will be properly documented and identified, marked, and tagged following evidentiary protocol prior to submission to the lab and/or forensic technician. Submission to the lab should be completed by hand delivery or documented shipment, for which a record of both the

shipment and receipt by the lab can be produced at trial if necessary.

2. The technician should be qualified by standards set forth by the International Association of Investigative Locksmiths (IAIL) as a professional and certifying entity, and standards established by the Federal Rules of Evidence 702 as the legal authority.
3. The technician will document the submitted evidence in photographs that include in one or more images a scale or measuring device to give the view perspective.
4. Once initial documentation of the unit has been performed, determination of disassembly methods will be made. Except for special circumstances, removal of the lock cylinder (plug) from a housing assembly was (is) not recommended using a key, regardless of the character of that key. Technicians note:
 - a. It is recommended that the lab be advised of the use of the key during the pre-removal testing of the lock and anti-theft related security systems.
 - b. It is recommended that any and all retrievable keys for the vehicle be submitted with the lock. However, microscopic analysis may proceed without such keys.
5. Access to the lock cylinder (plug) will likely be gained by a destructive process of cutting, grinding, drilling or similar methods. This destructive process must be acknowledged by the field technician and client as an unavoidable part of the disassembly procedure.
6. Prior to disassembly any attempts at alteration of the lock, markings or other

- damage on the outer housing or visible portions of the cylinder should be specifically documented in photographs.
7. Prior to disassembly, an otoscope examination should be performed by the lab technician for the identification of markings that may have been visible to field personnel performing a similar procedure. A borescope may be used provided insertion can be proven to not result in contact with the internal surfaces of interest. Insertion of a fiber optic probe of small diameter is acceptable if deemed necessary and non-destructive under the above guidelines.
 8. All attempts should be made to prevent contamination of the interior of the lock by metallic debris displaced during the disassembly procedure.
 9. Disassembly procedures that involve cutting or grinding of the housing

“Taping the wafer to a card or similar backing material is not recommended since wafers may become detached and tape may leave residues detectable during future analysis.”

- should avoid areas where internal interaction between the lock cylinder and the housing occur. Such areas may include notches where sidebars of the lock cylinder interact with the housing to prevent rotation of the lock.
10. The technician will remove the lock cylinder (plug) from the housing with as little force as possible and attempt

to avoid the introduction of markings, damage or debris into the keyway.

11. Microscopic examination of the entryway of the lock should be performed to identify indications of displacement of material, markings, striae or other damage associated with the application of force placed on the lock by insertion of a device such as a screwdriver, scissor or similar object. Care should be taken when differentiating between displacement of material associated with wear and displacement of materials associated with force.
12. Upon removal of the lock cylinder, photographic documentation of the lock plug and corresponding surface of the housing should be made. The lock plug should be documented in photographs that include one or more containing a ruler or scale to give the viewer perspective.



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tive and possible reference to position of corresponding markings in the housing surfaces.

13. Prior to removal of the wafers (disc tumblers) from the plug, the edges of the wafer should be examined for indications of markings or damage associated with forced rotation. Corresponding areas of the housing should also be examined for similar markings, striae or displacement of materials both at the edges of the wafers or the contact areas on the sidebar. As indicated above, contact areas within the housing should be documented and any abnormalities should be both noted and photographed.
14. Components in areas deemed by the technician as “unremarkable” do not require photographic documentation for purposes other than demonstrative. Technicians note:
 - a. “Unremarkable” can be used to describe components, wear patterns, contact surfaces or other areas of the lock where no abnormalities are identified and a narrative as to this condition is unproductive.
 - b. “Unremarkable” is understood to mean that no markings or damage outside those associated with normal and routine operation of the lock and the wear patterns that are created were identified.
15. Following documentation of the lock cylinder, the individual wafers should be removed and placed in a tray or similar sorting device to identify their position. Wafers in the tray should be documented. Should any wafers be damaged and unable to be extracted without further disassembly or extensive destructive procedures, the need should be first determined by the lab technician. If the lab technician determines that additional and extensive destructive disassembly is warranted, the lab technician may elect to notify the field technician and/or cli-

“Wafers or components determined to have markings of interest or other abnormalities should be documented in photographs both prior to and following cleaning.”

ent before continuing. Technicians note:

- a. It is the lab technician’s responsibility to establish when the evidence is sufficient to substantiate his/her opinion. As such, the lab technician may elect not to use “extreme” measures to access components that cannot be extracted by routine methods.
16. Examination of the individual wafers should be performed prior to cleaning. Wafers designated as “unremarkable” by the technician do not require photographic documentation. However, it is recommended that the first three wafers be recorded in photographs regardless of the designation by the technician. The first three wafers are those determined to be most affected by key insertion and the mostly likely to be marked, damaged or altered should manipulation of the lock have been attempted (successfully or unsuccessfully). Technicians note:
 - a. The technician should be aware of the demonstrative value of photographs including those taken of evidence deemed “unremarkable.”
17. Wafers or components determined to have markings of interest or other abnormalities should be documented in photographs both prior to and following cleaning. As indicated above, post-cleaning documentation of the first three wafers is recommended regardless of

their classification by the lab technician.

18. Surface areas of interest include those on both the forward and reverse face of the wafer, the contact surfaces, and any grooves associated with a sidebar type lock. In addition, protruding surfaces that interact with the housing should again be examined for indications of abnormalities, markings or other indicators of attempted forced rotation, successful or unsuccessful.
19. When analysis of an individual wafer is complete the wafer should be placed in a small envelope or bag and marked with its position in the lock. Taping the wafers to a card or similar backing material — although not considered inappropriate — is not recommended since wafers may become detached and tape may leave residues detectable during future analysis. Technicians note:
 - a. All opinions are subject to challenge as is the interpretation of evidence. As such, the technician should be mindful of the fact that his/her interpretation, methods and opinions is subject to scrutiny by opposing advocates and peers.
20. Wafers removed from excavated debris from a burned vehicle are generally considered poor candidates for microscopic analysis. The lab technician should use care when commenting on surfaces that may have been altered or otherwise affected by the heat of a fire, extended exposure to the environment and/or interaction with surrounding materials. Technicians note:
 - a. The lab technician is advised to be familiar with the materials from which the steering column and lock related components are made. Different alloys expose the components of interest to different temperatures when involved in a fire; some of which reach (and possibly exceed) melting or eutectic mixtures. ☹

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RetroFit 1000: **A Smart Way to** **Make Money**

Greg Perry, CML, CPS, reveals how this replacement module from SmartLock Systems can help you boost profits.

SMARTLOCK SYSTEMS HAS A COUPLE of products designed to save your customer some money and recycle old hardware into a new, better product. The company doesn't make complete locks; instead of creating an entirely new lock, they've created a replacement module that lets you take an existing Kaba Access 1000 series pushbutton mechanical lock and turn it into an electromechanical lock — for a reasonable price.

The kit comes with an electronic combination chamber, or module, to replace the mechanical one that came with the lock originally. It also includes a new arm to connect the chamber to the linkage, and five push buttons that have clear windows to see the lights from the module. They offer two modules: basic and deluxe.

The basic version offers up to 100 users, one master code, two service or temporary codes, manual passage mode, and variable

code length with more than 2.5 billion possibilities. The deluxe model, which sacrifices some of the user codes to offer other features, has 47 standard users, three master codes, five service or temporary codes, two schedules for each standard user code, and a 900-event audit trail.

Both models install in knob, cylindrical lever or panic lever locksets. They offer a few optional extras for both versions. For instance, if you want to use them outdoors, order the optional water gasket. The basic alkaline batteries offer around 200,000 operations that operate from -4 F to 122 F. If you need more life or a greater temperature range — from -40 F to 140 F — order the lithium battery version for a few dollars more. The deluxe version can be connected via an optional RetroLink cable. Finally, they offer the modules with external power supplies to make changing batteries user-friendly.

Installing the Module

The module installs easily. Start by removing the existing lock from the door; you can leave the latch in the door. Next, remove the six screws on the back of the lock, and remove the back plate. Before doing anything else, remove the clip from the linkage axle on the arm that goes to the chamber.

This is probably the most difficult part of the process — especially if you wait until after you remove the chamber. These clips are hard to remove without the support of the chamber to hold the old linkage in place. The axle may drop out of the linkage, so be careful and don't lose it.

Once the clip is removed, undo the two screws that hold the combination chamber in the body of the lock, and remove the chamber. The lock is now ready for the Retrofit 1000 module.

First, remove the five push buttons from the lock body and install the new ones with the clear window buttons from SmartLock Systems. Install the new linkage on the



SmartLock System's module comes with five push buttons.



Remove all six screws from the back of the existing lock.

chamber, and place it into the lock body. Install the two screws to hold the chamber in place, and reinstall the axle and clip to join the linkage to the new arm from the Retrofit 1000 module. Put the back plate on, install the six screws and reinstall it on the door. Now it's time for the programming.

Programming the Basic Module

Just like the retrofit, programming the basic module is relatively easy. First, a few notes about the combinations. Like the mechanical combination chamber, the factory combination is [2 4] then 3 (the 2 and 4 are pushed at the same time). This means a single button push or a double button push at the same time is allowed. Unlike the original, two is the maximum number of buttons that can be pushed at the same time.



A look at the inside of the Kaba/Unican lockset with the mechanical chamber.

Shown here are the mechanical chamber on the left and the new module on the right.



With the single digits, 1 to 5, and the 10 double-push digits, you have a total of 15 digits. The double-button combinations are 12, 13, 14, 15, 23, 24, 25, 34, 35, 45. The combination can be up to eight digits.

If you haven't guessed it yet, unlike the mechanical chamber, this one allows you to use the same digit multiple times. You could set the combination to an 8-digit number like 5, 5, 5, 5, 45, 45, 12, 12. Using two digits nets only 225 codes; three yields 3,375; four digits yields 50,625; stepping it up to eight digits yields more than 2.5 billion combinations.

Keep in mind that the basic module lock only has room to store 100 user codes, while the deluxe model because of the extra features can only store 41 user codes. Considering the original mechanical chamber could only hold one code and only allow a button to be used once, this is a huge upgrade.

The first step to setting up the module is to reprogram the program code. Enter the factory code 24, 3; while the #1 light is flashing, press the 2 and 3 buttons together. Enter a new 4- to 8-digit program code, and wait until the three button light flashes; re-enter the new program code to set it in memory.

Next, add at least one user code. Press the 1, 2, and 3 buttons together, then the new program code. While the #1 light is flashing, press the #1 button. The #2 light will flash; enter a new user code, wait for the #3 light to flash, and re-enter the user code again.

Keep in mind that the number of digits used sets the length for all user codes. The first time I set one up, I was looking for a user number like 1 to 100 to associate with the user code. SmartLock doesn't use user numbers; instead, if you want to change or delete a code, the code number is the user number.

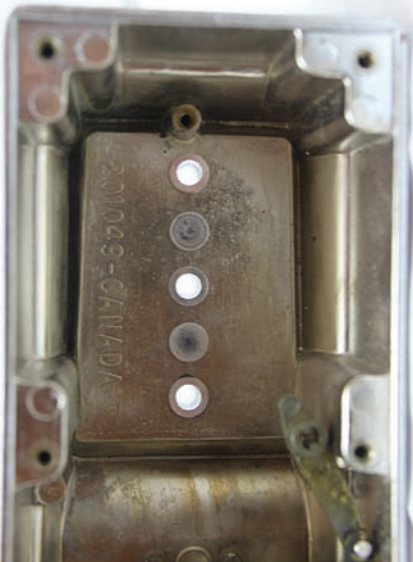
Tips for the Deluxe Module

The deluxe module is a little more complicated because of all the extra features, such as schedules, extra programming features and

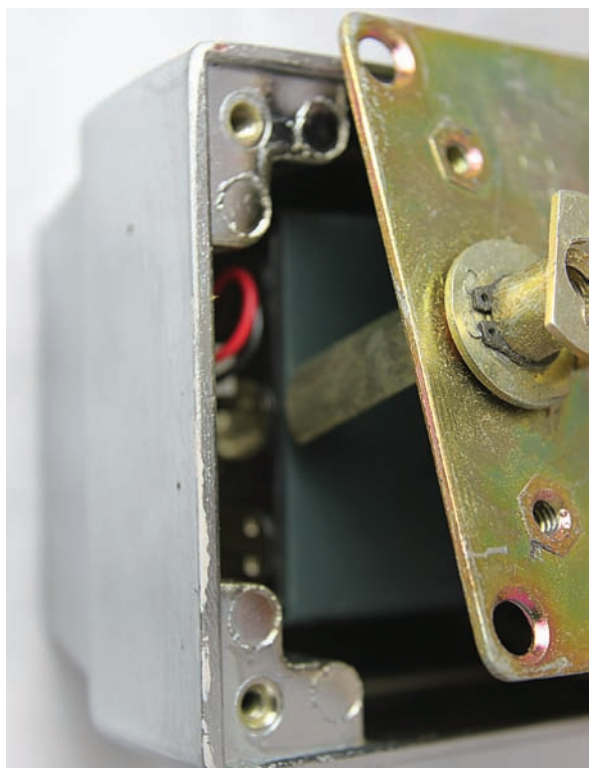


The SmartLock Systems module requires a different lever arm to the clutch of the lock.

Three of the buttons have been replaced; buttons two and four are still the original, solid buttons, allowing you to see the difference.



The new SmartLock Systems Retrofit 1000 module is installed.



The instructions don't require it, but it might be wise to remove the tab from the original back plate by cutting it off. It is over the top of the battery cable, and a customer may try turning the hub to change the combo, as he would with the mechanical chamber — and in doing so, he may damage the wiring. You need the hub for the lock for the inside lock cylinder, so it can't be totally removed.



The first four buttons light green.

extra master codes. The manual is 48 pages, so I'll highlight a few of the features and let you get the module with the manual on a CD, or go to the website (www.retrofit1000.com) to download and read all 48 pages.

Some of the deluxe module's features include limiting the user codes to specific times or days with the schedule; auto lockout on holidays; preventing all user codes from operating; auto changing daylight savings time; and auto passage mode to unlock the door each morning and relock it each evening.

A nice feature of the manual passage mode in the deluxe version is that you can set it to auto relock at a set time. Using the schedule feature, you can also assign a time-frame by days that a code is active; in other words, you could set the code to only work between Christmas and New Year's Eve, or 12/25 to 12/31.

Another feature available on the deluxe version is dual code, or two codes required to open the lock. They also offer a PC Link cable to audit the last 900 events. This is probably the module's most cumbersome feature, since the module must be removed from the lock to access the USB port. Obviously, removing the module means removing the lock from the door. To make it user friendly, they should add a short extension cord to bring it out at the key cylinder.

Offering one of these modules to your customers can provide a nice upgrade to existing locks without a large investment in new locks for the smaller or intermediate user. The basic module list price is around \$200, and the deluxe is around \$260, so they fit into the market quite nicely for budget-conscious end users.

Installing and instructing the end user

on operation should only add a few hundred more dollars, making it a perfect upgrade to the mechanical lock for users like a smaller apartment lobby, pool gates or laundry doors. Another great application is upgrading back doors or secure storage rooms of businesses that rarely need an audit trail but want it available if needed. ☞



Greg Perry is a certified master locksmith and certified professional safe technician, working in all phases of locksmithing. He has taught various locksmith topics for 10 years. He currently works in the public sector as a locksmith. He has worked in the hardware industry since 1975 in wholesale, retail and institutional settings. He has written extensively for locksmith magazines and is a four-time *Keynotes* Author of the Year. *Any opinions expressed by Greg in his articles are his alone and do not reflect any official government position.*

CRACKING THE CODE

Learn how to quickly and easily
find a lost combination for
Simplex mechanical locks in
low-security applications.

By Ralph J. Forrest-Ball, CML, CAL

K

ABA/ILCO SIMPLEX PUSH-button locks have been around for a long time. In recent years, an electronic retrofit has become available (see “RetroFit 1000: A Smart Way to Make Money,” p. 24), but there are still plenty of mechanical ones out there. You often see them on locker rooms, storage sheds, employee break rooms, pistol boxes and laundry rooms. If a customer has forgotten the combination, this article will help you find it quickly, usually in less than five minutes. This article will also help you advise the customer on choosing an appropriate combination and suggest upgrades or replacements if more security is needed.

A major limitation of Simplex mechanical locks is that there are only a couple thousand theoretical combinations, and there is nothing to stop potential intruders from trying each one in succession. Eventually, they will hit the right combination. Even worse, the list of commonly used combinations is much shorter than the list of theoretical ones; the vast majority of the theoretical combinations are just too hard for most people to use. There’s a list of only 150 combinations that operate about 90% of the locks in the field. With a little practice, you can run through all 150 combinations in about five minutes. The first one you try could be right, or it could be the last one, but more often it’s somewhere near the middle. There’s a longer list of 660 combinations that, together with the first 150, will operate something like 98% of mechanical Simplex locks. The long list takes about 20-30 minutes.

Combination Considerations

Before diving into the lists, consider what makes a valid combination. Simplex mechanical locks have five buttons. The combination can include just one button, or all five buttons, or anything in between. The instructions recommend that you use at least three buttons in the combination, but many



The Simplex 1011, with a clutch-type knob without key override.

people ignore this advice. The order you push the buttons matters; 1, 3, 5 is a different combination from 5, 3, 1. Each button can only be used once in the combination, which reduces the number of available combinations, but pushing buttons simultaneously is allowed, which increases the number of available combinations.

As an example, the factory default combination has a double-button push. It’s 2 and 4 pressed simultaneously, and then 3 by itself. This is typically written [2 4], 3. Reports from the field indicate that up to one

third of all Simplex locks installed are still set on the factory combination, so try that one first. Combinations that use more than two buttons at a time (triples, quadruples, quintuples) are allowed, but it’s not easy and those combinations are very rare.

Generally, Simplex mechanical locks fall into two types. The 1000-series is an example of the first type: a knob or lever that retracts a latch. There may or may not be a key override. An example where you might see this type is on a laundry room door. If the wrong combination is entered, a clutch engages so

the knob turns but the latch won't retract. This motion also clears the combination for the next attempt.

The 5000 series is an example of the second type, a thumb turn that retracts a bolt. This type does not have a clutch, and there is almost never a key override. An example where you might see this type is on a pistol box. The thumb turn turns two directions. If the correct combination has been entered, the thumb turn can turn CW to operate the lock. With a wrong combination, the thumb turn won't move CW at all. Rotating the thumb turn CCW resets the combination for the next attempt.

Functionally, you need to know which type you have before you begin punching in combinations. With the clutch type (typically found on doors), you punch in a combination, attempt to turn the knob, and move on to the next combination. With the non-clutch type (typically found on cabinets), you punch in a combination, attempt

“There’s a list of only 150 combinations that operate about 90% of the locks in the field. With a little practice, you can run through all 150 combinations in about five minutes.”

to turn the thumb turn, and then clear the combination by turning the thumb turn backwards.

An advanced alternative to clearing the combination is that you could add an extra digit onto the combination you already tried and then try that one. For example, suppose you're ready to try 2, 3 and then after that you'll try 2, 3, 4. With the clutch

type, you'd go 2, 3, turn, 2, 3, 4, turn. But with the non-clutch type you could go 2, 3, turn, clear, 2, 3, 4, turn, clear. Or, to save time, you could go 2, 3, turn, 4, turn, clear. By not clearing the combination after your first turn, you save having to punch in the 2 and 3 over again.

Finally, there is one weird trick that effectively doubles the number of available combinations. On the very last button (or buttons) of the combination, you can press down only halfway and then turn the knob. That is a distinctly different combination from pushing the buttons all the way down. I'll indicate this by putting ½ after the number — so 1, 3, 5½ is different from 1, 3, 5. Pushing buttons halfway requires a lot of dexterity, and customers often have great difficulty doing it reliably. Consequently, you almost never see this technique actually used. That's why it doesn't appear in my lists.

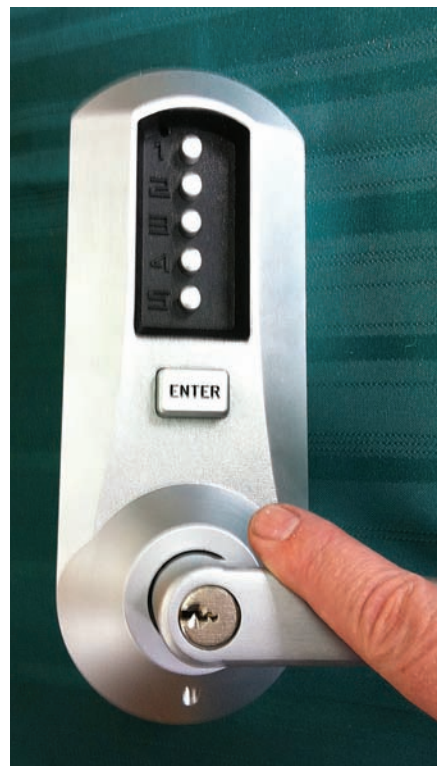
Figure 1 shows a list of the types of combinations available.

Arrangement	Qty.	Common?
one single	5	rare
two singles	20	common
three singles	60	very common
four singles	120	rare
five singles	120	rare
one double	10	common
one double one single	60	very common
one double two singles	180	rare
one double three singles	240	rare
two doubles	30	very rare
two doubles one single	90	very rare
one triple	10	very rare
one triple one single	40	very rare
one triple two singles	120	very rare
one triple one double	20	very rare
one quadruple	5	very rare
one quadruple one single	5	very rare
one quintuple	1	very rare
last button(s) pushed halfway	1136	extremely rare


Figure 1. Here's a chart of the different types of combinations you can have, and how many there are of each type, rated from very common to extremely rare.



The Simplex 3000-2, non-clutch, with key override, made for narrow stile aluminum doors.



The Simplex 5021, with a clutch-type lever, with key override.



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For what, when and where you need it.

two or three buttons, all singles

12	21	31	41	51
123	213	312	412	512
124	214	314	413	513
125	215	315	415	514
13	23	32	42	52
132	231	321	421	521
134	234	324	423	523
135	235	325	425	524
14	24	34	43	53
142	241	341	431	531
143	243	342	432	532
145	245	345	435	534
15	25	35	45	54
152	251	351	451	541
153	253	352	452	542
154	254	354	453	543

two or three buttons with one double

[12]	[14]	[23]	[25]	[35]
[12] 3	[14] 2	[23] 1	[25] 1	[35] 1
[12] 4	[14] 3	[23] 4	[25] 3	[35] 2
[12] 5	[14] 5	[23] 5	[25] 4	[35] 4
3 [12]	2 [14]	1 [23]	1 [25]	1 [35]
4 [12]	3 [14]	4 [23]	3 [25]	2 [35]
5 [12]	5 [14]	5 [23]	4 [25]	4 [35]
[13]	[15]	[24]	[34]	[45]
[13] 2	[15] 2	[24] 1	[34] 1	[45] 1
[13] 4	[15] 3	[24] 3	[34] 2	[45] 2
[13] 5	[15] 4	[24] 5	[34] 5	[45] 3
2 [13]	2 [15]	1 [24]	1 [34]	1 [45]
4 [13]	3 [15]	3 [24]	2 [34]	2 [45]
5 [13]	4 [15]	5 [24]	5 [34]	3 [45]

The Necessary Numbers

Before you begin punching in combinations, talk to the customer, if possible. Ask if they can remember anything at all about the forgotten combination. Suppose the customer remembers that the combination had three buttons in it, but he can't remember which three or in which order. There are only 130 three-button combinations. Now ask the customer if any of the buttons were pressed simultaneously. If the answer is no, you've just narrowed the list of possibilities down to only 60. You can try all of them in about two minutes. If the customer doesn't remember anything, try the factory default combination; it's amazing how often that works. Then try the short list of 150 common combinations.

Based on this information, you can prioritize which areas are worth trying first. I propose trying the "common" two-button combinations at the same time as the "very common" three-button combinations. For example, if you're about to try 2, 3, 1, then 2, 3, 4, and 2, 3, 5, you might as well try 2, 3 at that time. This can save time.

Figure 2 is a short list that should operate 90% of the locks, while Figures 3 and 4 comprise a longer list of 660 "rare" combinations. The long list may seem overwhelming at first, but you really can run through the whole thing in about a half hour. With a little practice, you can get that down to about 20 minutes. And remember, you won't necessarily have to go all the way to the end, just until you hit the right combination and the lock opens. Sometimes you'll be lucky and the correct combination will be near the front of the list. I suggest you check off each column as you finish it. If you get interrupted or if you lose your place, the worst that can happen is you start over at the top of the first unchecked column.

High-Security Options

Now that you've seen just how short the list of common combinations is, you begin to

four or five buttons, all singles

1234	1423	2134	2413	3124	3412	4123	4312	5123	5312
12345	14235	21345	24135	31245	34125	41235	43125	51234	53124
1235	1425	2135	2415	3125	3415	4125	4315	5124	5314
12354	14253	21354	24153	31254	34152	41253	43152	51243	53142
1243	1432	2143	2431	3142	3421	4132	4321	5132	5321
12435	14325	21435	24315	31425	34215	41325	43215	51324	53214
1245	1435	2145	2435	3145	3425	4135	4325	5134	5324
12453	14352	21453	24351	31452	34251	41352	43251	51342	53241
1253	1452	2153	2451	3152	3451	4152	4351	5142	5341
12534	14523	21534	24513	31524	34512	41523	43512	51423	53412
1254	1453	2154	2453	3154	3452	4153	4352	5143	5342
12543	14532	21543	24531	31542	34521	41532	43521	51432	53421
1324	1523	2314	2513	3214	3512	4213	4512	5213	5412
13245	15234	23145	25134	32145	35124	42135	45123	52134	54123
1325	1524	2315	2514	3215	3514	4215	4513	5214	5413
13254	15243	23154	25143	32154	35142	42153	45132	52143	54132
1342	1534	2341	2531	3241	3521	4231	4521	5231	5421
13425	15342	23415	25314	32415	35214	42315	45213	52314	54213
1345	1532	2345	2534	3245	3524	4235	4523	5234	5423
13452	15324	23451	25341	32451	35241	42351	45231	52341	54231
1352	1542	2351	2541	3251	3541	4251	4531	5241	5431
13524	15423	23514	25413	32514	35412	42513	45312	52413	54312
1354	1543	2354	2543	3254	3542	4253	4532	5243	5432
13542	15432	23541	25431	32541	35421	42531	45321	52431	54321

Figure 3. The "rare" combinations for singles only.

appreciate why these locks are best suited for low-security applications. It's more secure than just having a sign that says "Keep Out," but I would never recommend one of these on the front door of a house.

What do you say to a customer who has one in a location that needs high security? If access control really is required, suggest an electronic lock rather than a mechanical. Fortunately, retrofit cassettes exist for these locks to change them from mechanical to electronic. The electronic version allows a button to be used more than once in the combination, so there's no need for pressing buttons simultaneously. This eliminates the bottleneck where 90% of locks are operated by only 150 combinations. Best of all, the electronic version has a timeout penalty after three wrong entries, to discourage guessing.

If you can't convince the customer to upgrade to an electronic cassette, the least you can do is choose a new combination that isn't in the short list of 150 common combinations. I might suggest a combination that includes a double and three singles, such as 3, [4 2], 1, 5. There are 240 of these combinations, making it unlikely that anyone will guess it in less than five minutes. Still, anyone who has the patience to run through the long list will eventually find it.

There's another reason for replacing the cassette. It has been reported that Simplex mechanical locks can be defeated with a rare earth magnet. When applied in just the right spot, a powerful magnet can open up just enough wiggle room to allow the lock to operate with the wrong combination, or no combination at all. Allegedly, Kaba/Ilco addressed this issue in December of 2010, and cassettes manufactured after that date are no longer susceptible to the magnet defeat. It is wise to replace older cassettes with ones manufactured after December of 2010. You might mention to the customer that the cassette should be replaced anyway, and this could nudge

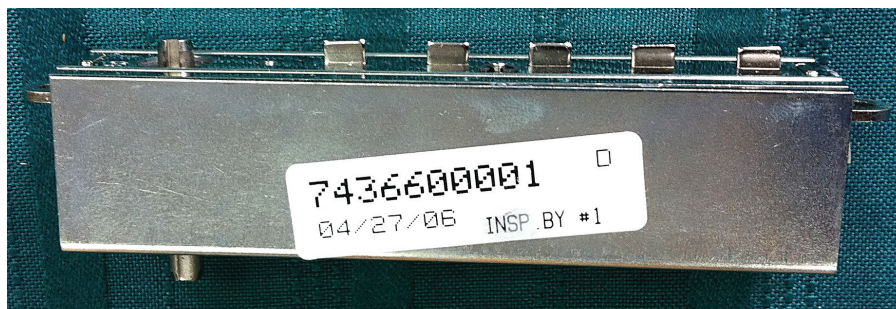
four or five buttons, one double

[12]34	[13]24	[14]23	[15]23	[23]14	[24]13	[25]13	[34]12	[35]12	[45]12
[12]345	[13]245	[14]235	[15]234	[23]145	[24]135	[25]134	[34]125	[35]124	[45]123
[12]35	[13]25	[14]25	[15]24	[23]15	[24]15	[25]14	[34]15	[35]14	[45]13
[12]354	[13]254	[14]253	[15]243	[23]154	[24]153	[25]143	[34]152	[35]142	[45]132
3[12]4	2[13]4	2[14]3	2[15]3	1[23]4	1[24]3	1[25]3	1[34]2	1[35]2	1[45]2
3[12]45	2[13]45	2[14]35	2[15]34	1[23]45	1[24]35	1[25]34	1[34]25	1[35]24	1[45]23
3[12]5	2[13]5	2[14]5	2[15]4	1[23]5	1[24]5	1[25]4	1[34]5	1[35]4	1[45]3
3[12]54	2[13]54	2[14]53	2[15]43	1[23]54	1[24]53	1[25]43	1[34]52	1[35]42	1[45]32
[12]43	[13]42	[14]32	[15]32	[23]41	[24]31	[25]31	[34]21	[35]21	[45]21
[12]435	[13]425	[14]325	[15]324	[23]415	[24]315	[25]314	[34]215	[35]214	[45]213
[12]45	[13]45	[14]35	[15]34	[23]45	[24]35	[25]34	[34]25	[35]24	[45]23
[12]453	[13]452	[14]352	[15]342	[23]451	[24]351	[25]341	[34]251	[35]241	[45]231
4[12]3	4[13]2	3[14]2	3[15]2	4[23]1	3[24]1	3[25]1	2[34]1	2[35]1	2[45]1
4[12]35	4[13]25	3[14]25	3[15]24	4[23]15	3[24]15	3[25]14	2[34]15	2[35]14	2[45]13
4[12]5	4[13]5	3[14]5	3[15]4	4[23]5	3[24]5	3[25]4	2[34]5	2[35]4	2[45]3
4[12]53	4[13]52	3[14]52	3[15]42	4[23]51	3[24]51	3[25]41	2[34]51	2[35]41	2[45]31
[12]53	[13]52	[14]52	[15]42	[23]51	[24]51	[25]41	[34]51	[35]41	[45]31
[12]534	[13]524	[14]523	[15]423	[23]514	[24]513	[25]413	[34]512	[35]412	[45]312
[12]54	[13]54	[14]53	[15]43	[23]54	[24]53	[25]43	[34]52	[35]42	[45]32
[12]543	[13]542	[14]532	[15]432	[23]541	[24]531	[25]431	[34]521	[35]421	[45]321
5[12]3	5[13]2	5[14]2	4[15]2	5[23]1	5[24]1	4[25]1	5[34]1	4[35]1	3[45]1
5[12]34	5[13]24	5[14]23	4[15]23	5[23]14	5[24]13	4[25]13	5[34]12	4[35]12	3[45]12
5[12]4	5[13]4	5[14]3	4[15]3	5[23]4	5[24]3	4[25]3	5[34]2	4[35]2	3[45]2
5[12]43	5[13]42	5[14]32	4[15]32	5[23]41	5[24]31	4[25]31	5[34]21	4[35]21	3[45]21
34[12]	24[13]	23[14]	23[15]	14[23]	13[24]	13[25]	12[34]	12[35]	12[45]
34[12]5	24[13]5	23[14]5	23[15]4	14[23]5	13[24]5	13[25]4	12[34]5	12[35]4	12[45]3
35[12]	25[13]	25[14]	24[15]	15[23]	15[24]	14[25]	15[34]	14[35]	13[45]
35[12]4	25[13]4	25[14]3	24[15]3	15[23]4	15[24]3	14[25]3	15[34]2	14[35]2	13[45]2
43[12]	42[13]	32[14]	32[15]	41[23]	31[24]	31[25]	21[34]	21[35]	21[45]
43[12]5	42[13]5	32[14]5	32[15]4	41[23]5	31[24]5	31[25]4	21[34]5	21[35]4	21[45]3
45[12]	45[13]	35[14]	34[15]	45[23]	35[24]	34[25]	25[34]	24[35]	23[45]
45[12]3	45[13]2	35[14]2	34[15]2	45[23]1	35[24]1	34[25]1	25[34]1	24[35]1	23[45]1
53[12]	52[13]	52[14]	42[15]	51[23]	51[24]	41[25]	51[34]	41[35]	31[45]
53[12]4	52[13]4	52[14]3	42[15]3	51[23]4	51[24]3	41[25]3	51[34]2	41[35]2	31[45]2
54[12]	54[13]	53[14]	43[15]	54[23]	53[24]	43[25]	52[34]	42[35]	32[45]
54[12]3	54[13]2	53[14]2	43[15]2	54[23]1	53[24]1	43[25]1	52[34]1	42[35]1	32[45]1
345[12]	245[13]	235[14]	234[15]	145[23]	135[24]	134[25]	125[34]	124[35]	123[45]
354[12]	254[13]	253[14]	243[15]	154[23]	153[24]	143[25]	152[34]	142[35]	132[45]
435[12]	425[13]	325[14]	324[15]	415[23]	315[24]	314[25]	215[34]	214[35]	213[45]
453[12]	452[13]	352[14]	342[15]	451[23]	351[24]	341[25]	251[34]	241[35]	231[45]
534[12]	524[13]	523[14]	423[15]	514[23]	513[24]	413[25]	512[34]	412[35]	312[45]
543[12]	542[13]	532[14]	432[15]	541[23]	531[24]	431[25]	521[34]	421[35]	321[45]

Figure 4. Here's the list of "rare" combinations that include a double. You will hardly ever find a lock whose combination isn't in either the first list or the second list. Again, the left half (Figure 3) is singles only, and the right half (Figure 4) includes a double.



The Simplex LR1021, with clutch-type lever and SFIC override.



A typical Simplex cassette; note that the manufacture date is prior to December 2010.

him toward the decision to replace it with an electronic version.

Guessing the combination is by no means your only option. If you can get the door open and dismantle the lock, there is a procedure for resetting the combination; it requires removing the cassette and taking the cover off. But remember, older cassettes may be vulnerable to the magnet bypass. If you've gone to the trouble of disassembling the lock, at that point you might as well re-

place the cassette. I would recommend the reset procedure only if a replacement cassette is not available. ☞



Ralph J. Forrest-Ball, CML, CAL, is owner of Eugene, Oregon-based Emerald City Locksmith. An ALOA member since 1997, he has a master's degree in mathematics from Auburn University.



Don't miss ALOA Latino's inaugural conference and exhibition, taking place February 27-March 2, 2013, in Guadalajara, Jalisco, Mexico.

There's still time to sign up for classes and booths!



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Fixing Customers' Installations

A look at what happens when ignorance meets cheap — and how you can fix it.

By Tony Wiersielis, CPL, CFDI



Figure 1. I was recently called to retrofit some deadbolts for a customer who loved to install things himself. I had to laugh when I saw the job.

Take a close look at the backsets of the locks. Notice that the deadbolt is $2\frac{3}{8}$ " and the lever is $2\frac{3}{4}$ ". This is something you see fairly often when customers install their own locks, and it looks terrible.

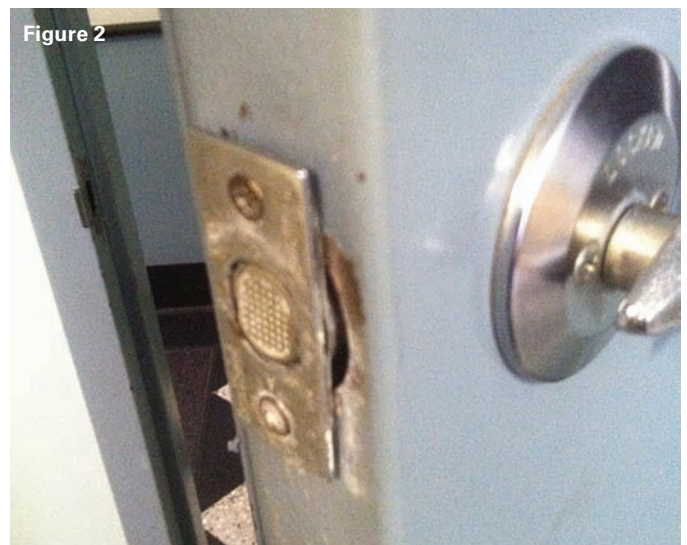


Figure 2. Notice how big the bolt hole is. The customer explained that "we only had that size of hole saw." Besides that, the installer surface-mounted the bolt, which is a bad move in any but the direst of circumstances. (To clarify: A "dire circumstance" might be the fire department destroying the door and the locks in the middle of the night, and it just needs to lock until the door is replaced the next day. At that point, looks don't matter; it just has to function and be something more than a padlock.)

There's an extremely good chance that a bolt that's mounted this way will interfere with the closing of the door. Anyone walking past the door could catch and rip his clothes on the bolt. Finally, it looks bad. As professionals, any lock or hardware we install should look like it belongs there.



Figure 3. The icing on the cake: an adjustable Kwikset deadbolt. He could've made it 2¾" if he'd known to do it. I wouldn't have installed the way he did, but at least the backset would've been right.



Figure 4. This image shows a boring jig placed over the hole and lined up with the bolt hole on the door's edge. Make sure the jig is as tight as it can possibly be. The 2½" hole looks slightly off because it is. The previous install was a little inaccurate, but I'll fix that shortly.



Figure 5. Here, the hole saw is in use. This is the most likely place for you to hurt yourself and the door. You don't have a pilot hole to stabilize the saw, so take your time, and make sure the jig doesn't move. Keep a tight grip on the drill, as the saw is likely to jam against the old hole's edge as it cuts.



Figure 6. This image shows the parts of the Pit Bull (see "Working Without a Mortise," p. 39). From top to bottom: the large bolt that tightens the tool on the door, with a thrust bearing on it; and the exterior and interior parts of the die that forms the mortise.

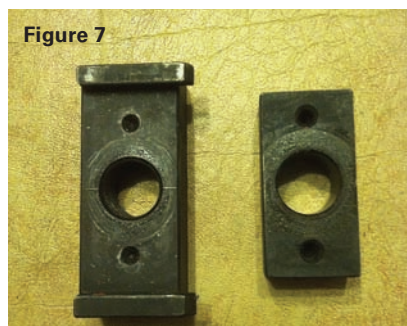


Figure 7. This shot of the die shows what appear to be two holes above and below each center hole. On one side of the die, they're actually pointed set screws to mark for the bolt screws on new installs. On the other side, they're relief holes for the set screws.



Figure 8. The inside die is inserted in the door. The two large tabs on one side of it face away from the door's rolled edge seam. Be careful not to drop it inside the door or you'll weep bitter tears.



Figure 9. The die is properly inserted. If you put it in wrong, the threaded hole in the die won't be centered.

Figure 10



Figure 10. The tool is on the door and aligned with the mark, which is dead center on the existing edge-bore.

Figure 11



Figure 11. The tool is tightened with a wrench, which was used instead of a ratchet because of the length. This tool requires a lot of torque, and the wrench, being pretty long, allows you to apply it. When storing the tool, I usually tape it to the wrench to keep everything together.

Figure 12



Figure 12. The tool is tightened until it stops. Remove it carefully and keep a tight grip on the inside piece so you don't drop it. This image shows the finished mortise. The screw holes were already there from the previous installation. About the paint: I warned you about possible damage, but be aware that this installation is an extreme example. This location is surrounded on three sides by water. A closer look the image reveals prior corrosion, several bad coats of paint and rust on the bottom of the door in the background. What you see here is not what would happen in a normal installation. At worst, you might get a crack in the paint.

Figure 13



Figure 13. This image shows the bolt in the finished mortise.

Figure 14

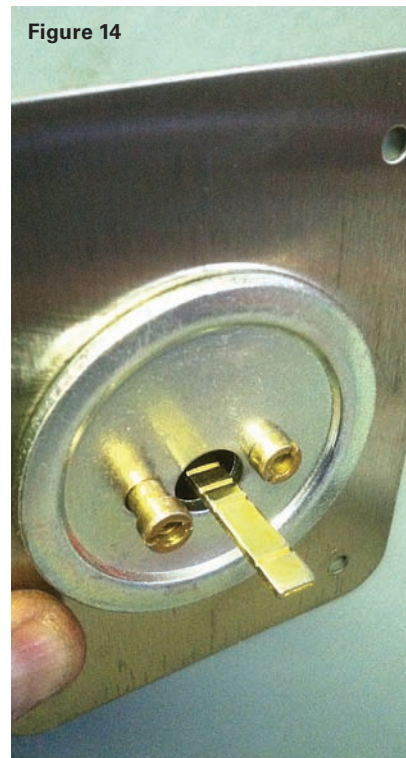


Figure 14. Here, I'm tightening the dead-bolt onto the scar plates. Notice that the plates aren't screwed in. I do it this way because the redrilled holes (*Figure 9*) aren't perfect. If they were, it would be a simple matter to install the plates first. Doing it this way allows me to use the lock to clamp the plates on the door so I don't need to hold them or mark the holes.

Figure 15



Figure 15. Once the plates are clamped on the door, I make sure they're centered on the lock horizontally and vertically. I may be a little anal about this, but I use a square to line up the vertical edge of the plate. I set the square and run it down the edge of the door with the locked ruler against the plate. Since the plates aren't attached and can move, the square straightens the vertical line as it goes down.

Working Without a Mortise

There are several ways of installing a bolt or latch on a metal door when no mortise is provided and only that type of lock is acceptable.

One method involves using mounting tabs similar to those used in aluminum doors. This requires you to cut the door so it fits the face of the latch or bolt, and then install the tabs. This is time-consuming and tedious, but it works when you need it to.



A second method is to use the door itself for mounting tabs. This is done by drilling your hole and tracing around the bolt with a pencil. Use a sabre saw or Dremel tool to cut just inside the vertical lines, stopping at the top and bottom horizontal lines. This leaves two tabs that are carefully bent with pliers into a slight "Z" shape. Holes screw holes are drilled, and the bolt is installed. It works, but it's still not ideal. This is not what was done here.

For this door, I used a method that relies on a "Pit Bull," made by Major Manufacturing. I got mine from Accredited Lock Supply in NJ, a national distributor. It forms a mortise for the bolt that looks much like a

factory installation, without all the cutting. The only minor drawbacks to using it are that you can't use it on every metal door, and it sometimes causes the paint to peel in and around the mortise.

Make sure the customer understands what you're doing with any of these methods. I haven't had anyone tell me not to use the third method, but I always tell let them make the decision about the paint. Most of the time they love the way it works.

Figure 16



Figure 16. This image shows you what to avoid when installing plates this way. Notice that the plate overlaps the hole. You'll often find this when rekeying a lock that someone else installed. They don't pay any attention to centering the plate, instead allowing it to rest on the chassis screws — and they don't realize it's happening. The next guy comes along, and if it's a knob or a lever, he can't get the chassis out of the door without unscrewing the plate.

Figure 17



Figure 17. Here's a look at the finished lock. I used pan-head self-drilling screws because the screws that come with these plates are often made for wood and won't cut their own threads in steel, even with a pilot hole. Keep a box of these screws on your truck. I sometimes use pop rivets, which don't stick out as much and are better in a vandal-prone environment.



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

Short Month, Lots of Events

A look at February's lineup of activities.

By Jim Hancock, CML, CMST

FEBRUARY — KIND OF AN ODD MONTH. YOU EVER WONDER WHY IT WAS CHOSEN TO have just 28 days (29 in a leap year) instead of, say, May? You know, the symmetry of it: short name, short month. And yet, even though February is shorter than its summer, fall and spring counterparts, there are a lot of special and memorable dates in this month.

There's Valentine's Day on Feb. 14; it's not a national holiday or one that most companies offer as a paid day off, but if you doubt its importance and you're married or otherwise involved with a significant other, just forget that it's Valentine's Day, and you'll readily see how big a deal it is.

There's Mardi Gras, or Fat Tuesday, on Feb. 12. If you're from the area of the country I'm from, this is a huge day. It's the last day of parties, festivities and debauchery before Ash Wednesday and Lent, when we go into a period of repentance before Easter. Fat Tuesday is treated like a major holiday in many parts of the Deep South, especially around New Orleans.

There's Groundhog Day on Feb. 2, the day we — as civilized, right-thinking and technologically advanced human beings — place our hopes of an early thaw from winter and a new beginning on the ability of a large rodent (with questionable eyesight) seeing

his shadow as he comes out of his comfy, man-made digs.

On a sad note, there's Feb. 3, a day most of us musician types know well. This is the date referred to in song as "The Day the Music Died." When a small airplane crashed outside of Clearlake, Iowa, in 1959 with Buddy Holly, J.P. Richardson and Richie Valens all on board, an entire generation of music was surely altered forever.

In 2013, the ALOA education department is hoping that February will be remembered for a different reason. This month is the beginning of our new class schedule at the ALOA Training Center in Dallas, featuring more weekend classes. We also will be relaunching our webinar training toward month's end as well.

We want February to be the beginning of your chance to obtain quality education to further your career and business. We want the shortest month of the year to have the biggest impact on your future in this industry. Add your own footnote to the month of February by making the shortest month have the longest impact on your career.

Oh, yeah, one other date of note: Feb. 16, is "Do A Grouch A Favor" Day. I am not making this up — look it up. So if for no other reason, take some classes beginning in February, and do this grouch a favor.

Until next month I'll leave you with this: "A long long time ago, I can still remember, how that music used to make me smile. And I knew if I had my chance, I could make those people dance, and maybe, they'd be happy for a while." ☺



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

A Worldwide Problem

How human trafficking and monopolization are affecting the locksmith trade.

By Mike Bronzell, RL

LOCKSMITH SCAMMERS ARE NOW WORLDWIDE. WHAT'S GOING ON?

For more than 10 years, Israeli nationals have infiltrated the locksmith industry using what appears to be a form of human trafficking. They hold themselves out to the public as local and highly qualified locksmiths and technicians. These skilled marketers have monopolized the main advertising avenues that normal, lifelong, qualified locksmiths use.

The Internet, 411 and some phonebooks have been flooded with listings of false locations. Ads and Internet websites make bold claims that, in many cases, are outright lies and deception. These hit-and-run impersonators routinely use the ALOA logo, as well as plenty of eye candy to deceive consumers into believing they are highly qualified.

I ask, qualified to do what? Overcharge for a crap job and an overinflated price. By using deception, they're skimming most of the jobs that qualified, educated locksmiths would otherwise receive. As I explained in a previous article, this enables you to file a federal lawsuit for loss of business and receive damages.

A Criminal Monopoly

How did a group of people educated in communications and advertising skills successfully dominate an entire trade without having any trade skills? Besides the fact that we let them do it, it really boils down to this: False and deceptive advertising was used to create a monopoly of fake names and phone numbers into the tens of thousands, possibly hundreds of thousands.

Where did they get the manpower to pull off such a feat? It's called human trafficking. This well-organized criminal takeover of the locksmith trade was accomplished with young Israeli men recruited to come to the United States and other countries to work as locksmiths.

They get a tourist visa, and they're sent around the world to work for the criminals impersonating qualified locksmiths. They're given a two-week training course, where they're taught how to drill pin tumbler locks — and how to overcharge unsuspecting customers through deception and lies. When an Israeli employee grows a conscience, he's punished by not being given any jobs until he comes around and starts overcharging again.

Help Fight Back!

To donate to the ALOA task force online, please go to <http://www.aloa.org/legalfund>.

"False advertising was used to create a monopoly of fake names and phone numbers into the tens — possibly even hundreds — of thousands."

Through this process, they've developed what seems to be a tier of area bosses, or managers. They're setting up what appear to be legitimate locksmith companies in many cities. However, most of the calls aren't coming from their own business efforts. Rather, they come from an arrangement between them and the call centers operating with the thousands of phony listings and websites monopolizing public advertising venues.

Take Action

I am asking each and every one of you reading this to research these listings in your area. Compile your evidence and file lawsuits against the owners and operators of these call centers for false advertising under the Lanham Act. Ask for financial damages due to loss of income. Ask for an injunction to shut off each and every phone number that lists a false address.

This problem isn't going to go away by sitting around waiting for a miracle, or waiting for something even more farfetched, like the government making them go away. We must take the time to protect our trade, just like we take time to promote our businesses.

Get involved, speak up and take action. If you need any advice, you're welcome to contact me at (708) 259-9956. ☎



Mike Bronzell, RL, is the chairman of the ALOA Locksmith Task Force Committee. He has been the owner of All Hour Locksmith in Chicago's southwest suburban area since 1990. You can reach him at keyman424@aol.com and taskforce@yegg.info.

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www.chubbfs.com

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www.keypro.com

Lockmasters Security Institute
Phone: 859-887-9633

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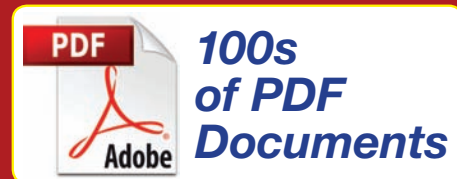
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EMPLOYMENT

Help Wanted

We are a well established Safe and Locksmith Company located in Downtown, Los Angeles, California and is currently in need of one (1) person to join our workforce. We are looking for the following:
One (1) - Outside Sales Person to handle Safe sales
Interested persons can call - (213)627-0422 or email applications to info@firstsecuritysafe.com. <3/13>

Experienced Locksmith Wanted:

Experience required in commercial, residential, safe hardware installation and service. Experience with auto key systems and service preferred. Health benefits and retirement plan available. Ownership interest is available to those qualified and interested. Applicants must be able to meet Illinois lock-

smith licensing/employment requirements. Applicants please forward resume to Elgin Key & Lock Co, 201 N. Spring St. Elgin, IL 60120, or email j.forbes@elginkey.com, subject line: RESUME. <3/13>

Wanted, Experienced Locksmith

Full Service Locksmith & Safe Company located in Bristol, TN & VA. Seeks a full time service technician proficient in all phases of lock, safe and automotive work as well as some low voltage access control. Will supply Van and equipment to do jobs. Many opportunities for overtime. Must be able to secure a license for Tennessee as well as Virginia and have a clean driving record. Paid Holidays and some benefits offered.

If interested, send resume to Tri-Cities Lock & Safe 4403 Hwy 11W Blountville, TN 37617, e-mail at bristollock@yahoo.com or call 423-279-0234 <2/13>

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

Each ad will run for three consecutive issues. For blind boxes, there is a \$10 charge for members and nonmembers. All ads must be submitted in a word document format and emailed to adsales@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.

Advertiser	Ad Location	Web Site	Phone Number
A&B Safe Corporation	page 35	www.a-bsafecorp.com	(800) 253-1267
Allstate Insurance Company	inside front cover	www.allstate.com	(847) 551-2181
ALOA Latino	page 34	www.aloalatino.org	52(33)1612-3182
ALOA SPAI	pages 21, 44	www.aloa.org	(214) 819-9733
Big Red Safe Locks	page 35	www.bigredsafelocks.com	(877) 423-8073
CCL Security Products	page 7	www.cclsecurity.com	(800) 733-8588
ClearStar	page 43	www.clearstar.com/aloa	
Fort Knox	page 35	www.ftknox.com	(800) 821-5216
H L Flake Co.	inside back cover	www.hlflake.com	(800) 231-4105
Jet Hardware Mfg. Co.,	back cover	www.jetkeys.com	(718) 257-9600
John Koons Locksmiths	page 35	www.koonslocksmiths.com	(800) 282-8458
Key Craze	page 23	www.keycraze.com	(800) 490-7539
LockPicks	page 35	www.lockpicks.com	(800) Key-Blank
McDonald Dash	page 35	www.mcdonaldsdash.com	(800) 238-7541
North American Bancard	page 13	www.psfreeapp.com	(866) 481-4604
Professional Business Products	page 35	www.pbp2000.com	(800) 355-6322
SAVTA	page 19	www.savta.org	(800) 532-2562
Security Lock Distributors	pages 3, 31	www.seclock.com	(800) 847-5625
Technical Services, Inc.	page 35		(724) 969-2595
Turn 10 Wholesale	page 1, 43	www.turnten.com	(800) 848-9790
Wenxing	page 35	www.shopkeymachines.com	(800) Key-Blank

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