

# KEYNOTES

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## Down on The Farm

Thick, handcrafted door makes a simple job complex

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## VW Jetta Ignition Problem

A little issue can look big until you dig in

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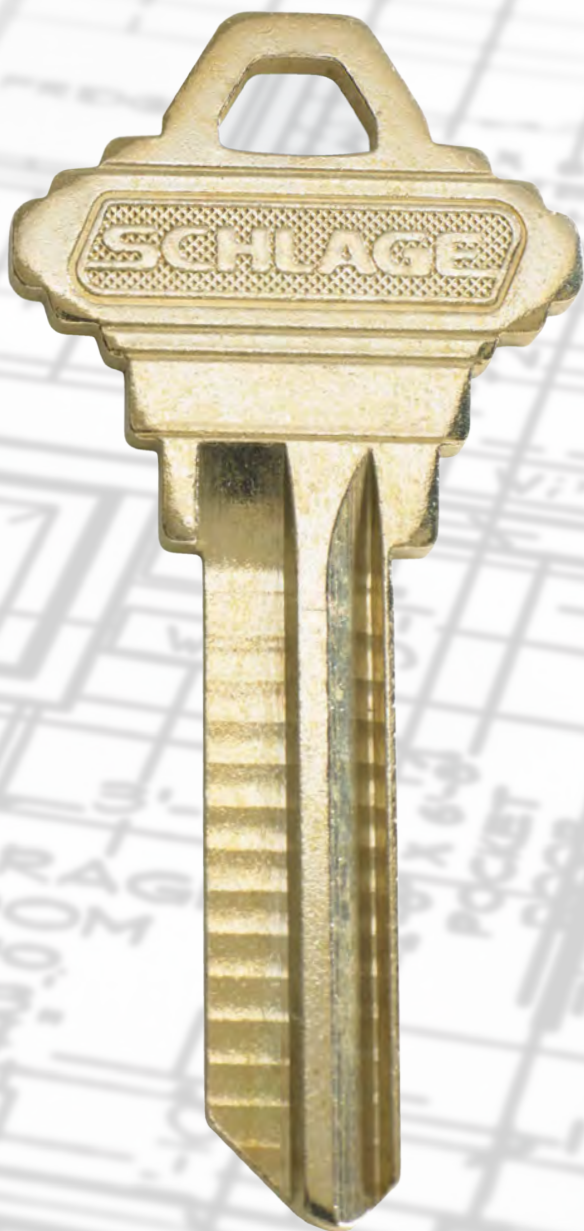
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**Mission Statement:** The mission of the ALOA Security Professionals Association, Inc., as dedicated members of the security industry, is to ensure professional excellence and ethics; create a public demand for professional locksmith services; represent 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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"Our goal is to have the best overall locksmith school in the country to help our members grow their businesses."

# Make Room For the New

**T**he SAVTA division board was in Dallas last month working with Jim Hancock and Joey Lachausse to set up training kits for the demand in classes that have increased this past year. Because we ship training kits to the sites and since ground shipping eats up a lot of time, we find ourselves short on training kits because they are in shipment somewhere.

The new warehouse will help us once it's completed. To bring you up to date on our new educational facility and warehouse, we need to complete the warehouse so that we can move the existing warehouse to the new warehouse (formally the old greenhouse). We will move from 1,900 square feet in existing warehouse space to 4,000 square feet of controlled storage and warehouse space.

I will be in Dallas most of November working with our audit committee on the 2014 budget before the board meeting in the middle of the month, and then our architect will be in the week before Thanksgiving to finalize the plans for the school build-out. We will go from three existing classrooms to seven classrooms, with the seventh being our industrial classroom for welding, drilling, machining and rigging safes. Our goal is to have the best overall locksmith school in the country to help our members grow their businesses.

The new AIL division has taken off like a rocket with John Truempy at the controls. He has his new board set up and working on projects to help our institutional locksmith members grow their knowledge and careers.

Tom Ware, CFL, CML, the new IAIL president, is off and running with his board working on a new CFL exam that can be taken in one setting. The old exam required you to be interviewed and to write an essay for particular situations. Under the new guide you would have had all of that in mandatory classes before sitting for the exam. Well done, Tom.

I enjoy hearing from our members, so if you want to talk to me, pick up the phone and call me or send me an e-mail or text. Here's my contact information: phone, 724-969-2595; cell, 703-283-6192; email, [president@aloea.org](mailto:president@aloea.org). Have a wonderful Thanksgiving.

Best regards,

Tom Demont, AHC, CAI, CFDI, CFL, CMIL, CML, CPS, FDHI, ARL  
President

ALOA Security Professional Association, Inc.





“Many manufacturers will only release sensitive materials to ALOA SPAI members.”

## Get on the Train

If you want your career to go places, you need to get aboard the A train — or should I say, the ALOA SPAI train.

Why? Because joining ALOA SPAI will ensure access to the best professional development out there for security professionals. We offer classes all year long at the ALOA Training Center, which soon will be even bigger and better, as we are working to enlarge the facility. Classes are geared toward specific topics — and you can pick and choose those best suited for your particular niche in the industry. We also offer web-based training courses that you can take at your own pace, any time of day or night.

ALOA SPAI also provides you a powerful marketing tool: a listing of your business on FindALocksmith.com, an online search tool designed to give your potential customers instant search results. And those results include only locksmiths who, like you, are qualified professionals.

You might be surprised to learn that legislative representation is ranked as the No. 1 member benefit. That’s because our legislative management proactively reaches out to legislators, lobbying on your behalf and keeping them abreast of our issues with weekly updates and calls to action when necessary. The team keeps a watch on proposed legislation and the effect those laws would have on the security industry if passed.

Another reason to get on board is bonding for your company. All ALOA SPAI members with two or more years of locksmithing experience are eligible to apply for a free, \$15,000 fidelity bond through the association. That’s a good thing not only for you to tout, but also to offer peace of mind to your customers and yourself.

And if you’re reading this, you’re holding a great asset that’s only available to members: *Keynotes*, the official monthly magazine of ALOA SPAI. This publication is chock full of great information every month that will help you hone your skills and grow your business.

Something else crucial to your business is your reputation and credentials. As a certified ALOA SPAI member, you have instant validation within the industry. Many manufacturers will only release sensitive materials to ALOA SPAI members, so your dues go a long way to help you complete jobs in a timely manner.

ALOA SPAI membership is pretty much a no-brainer: If you are serious about your business, you seriously should be a member of ALOA SPAI. You would be hard pressed to find any other one place that wants you to succeed as much as we do, and offers the tools to bring that success.

*Mary A. May*

Mary A. May  
Executive Director



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## It's Time to Renew Your Membership!

**R**enewal information for your 2014 membership and dues should be arriving at your house pretty soon. You'll want to send in your dues promptly so you won't miss out on any of the countless benefits that make ALOA SPAI membership such a great deal. Here are just a few of those benefits:

**Locksmith training webinars.** These one- and two-hour training sessions let you advance your education at your own pace — right from your own computer.

**ALOA Continuing Education (ACE).** All of the continuing education you could hope for is available via ALOA's full-day, instructor-led training classes for its members throughout the country. For more info, go to [www.aloa.org/education](http://www.aloa.org/education), or send an email to [education@aloea.org](mailto:education@aloea.org).

**Computer-based testing.** ALOA provides computer-based certification exams that let you complete your certification by appointment at testing centers in your neighborhood.

**Scholarship opportunities.** As a member, you can apply for educational scholarships to supplement the cost of attending conventions, ACE classes and other industry-related professional development sessions. For more info, visit [www.securityscholarship.org](http://www.securityscholarship.org).

**Legislative representation.** ALOA's legislation team lobbies on behalf of the membership, works hard to ensure that you are well represented across the United States and sends weekly updates about progress. They coordinate the monitoring of proposed and enacted laws and regulations as well.

**Keynotes.** The award-winning, official

monthly magazine of ALOA, *Keynotes* provides the news, tips and trends you need to grow your business in the security industry.

**ALOA's Electronic Weekly Update.** Our *Weekly Update* is your source for breaking industry news and association events.

**FindALocksmith.com.** This powerful online search tool provides consumers with instant search results of qualified locksmiths near them.

**The ALOA Convention & Security Expo.** This annual, weeklong event hosts more than 100 world-class educational sessions, hundreds of exhibitors and thousands of attendees.

**Public service announcements.** ALOA offers members an exclusive public service announcement they can use to promote the use of locksmiths, and a commercial spot they can use for their own business.

**Industry certification.** ALOA has certified more than 4,000 locksmiths nationwide with thousands more currently pursuing education. Our professional certifications — the Certified Automotive Locksmith (CAL), Registered Locksmith (RL), Certified Registered Locksmith (CRL), Certified Professional Locksmith (CPL) and Certified Master Locksmith (CML) — are respected designations in the industry for individuals who demonstrate a higher standard of professionalism, experience and expertise. Remember, ALOA is your representative in the industry and your voice to the world.

You should receive renewal information in the next few weeks. Please e-mail [membership@aloea.org](mailto:membership@aloea.org) or call (800) 532-2562, ext. 219 or 214 if you do not receive it.

## Trade Tips Column Returning to Keynotes

**K**eynotes is bringing back Trade Tips, a monthly column where ALOA members share their tricks and tips of the trade. It will be a great page to check every month to find shortcuts and quick work solutions.

Better yet, members who send in tips that are published will win \$50 in ALOA Bucks, which can be used at the ALOA Bookstore or for membership dues or convention registration.

Here's how you enter to win: Email your tip (200 words or less) and accompanying photographs to [editor@aloea.org](mailto:editor@aloea.org). Tips will be judged on the basis of accuracy, professionalism, ethical standards and usefulness.

### NEWS BRIEFS

➤ **Henry's Key & Lock Shop,** Mansfield, OH, celebrated its 40th anniversary in September. The shop's most experienced locksmith has been with the company since 1984, and its newest, there for 18 months, is a certified registered locksmith.

One of the oldest schools of traditional craftsmanship in the country,

➤ **North Bennet Street School,** 150 North St., in Boston's historic North, is holding an open house/open studios Friday, Nov. 8, noon-4 p.m. and Saturday, Nov. 9, 10 a.m.-3 p.m. For more, visit [www.nbss.edu/openhouse](http://www.nbss.edu/openhouse).



## PRODUCT BRIEFS

➤ **Corbin Russwin** introduced its Access 3 patented key system, which allows three levels of utility-patented security (AP, AS and AHS), all operable with a common key. AP, the first level of protection, features a utility-patented keyway and like all levels, provides protection against bumping for all cylinder types. These cylinders easily retrofit into existing hardware and are appropriate for most applications, according to the company. Keys for AP can only open AP cylinders. AS builds on the features of AP and adds patented side bar locking with unique angled bottom pins that are exclusive to the end user's geographical location. AHS provides the highest level of Access 3 security, incorporating all the features of AP and AS and adding certification to UL437.



➤ **Olympus Lock, Inc.**, announced the L72V, the first square body drawer latch lock for Best-style small format interchangeable core. The L72V has the same case dimensions and screw hole placement as Olympus' other large square body SFIC locks such as the 950IC and 721DR/DW series products. The new L72V accepts small format interchangeable core cylinders such as Best, Arrow, Falcon or equivalent and is available in US26D (satin chrome) finish. The lock is furnished with lock mounting screws and matching strike plate.



## Adams Rite Introduces Glass Door Lock

Adams Rite, an ASSA ABLOY Group company, announced its new RITE Touch digital glass door lock, offering a new elegance to keyless access solutions for glass openings.



"The RITE Touch is our very first digital lock specifically designed and crafted for glass door applications," says Michael Webb, vice president of new product development.

With a thin, low profile design and sleek Magic Mirror user interface, the RITE Touch offers sophisticated styling and convenience, according to the company. It also requires no holes or other modifications to the door. The



lock offers flexible access control with single or double glass door compatibility and dual credential access control via card reader or personal PIN code. The RITE Touch is perfect for indoor applications, combining elegant aesthetics with the latest touch screen technology for the ultimate balance of style and security.

The RITE Touch includes a fire detection sensor, break-in and damage alarm, is electronic shock resistant and features a dual action, safe thumb turn. It is battery powered, emergency access power capable and provides an automatic locking feature option.

In other news, the company also announced the Adams Rite A100-3090H keyless entry control system that pairs an Adams Rite locking device and ASSA ABLOY Aperio wireless hub. The package is ideal for customers who want to add electronic access control to a narrow stile aluminum door without adding another credential or access control system, according to the company.



➤ **Jet Hardware Mfg.** recently unveiled its new website: [www.jetkeys.com](http://www.jetkeys.com).

➤ **Master Lock Company, LLC**, announced the S3920 Butterfly Valve Lockout. "The S3920 Butterfly Valve is a truly unique product featuring a one-of-its-kind design that easily adjusts to fit virtually any size butterfly valve," says Matt Dudgeon, global safety

product manager. "It's easy to use and applies in seconds." The durable, thermoplastic S3920 is highly resistant to weather, corrosive elements and chemicals found in many facility environments. The stainless steel rivet can smoothly pivot open and closed to ensure a secure fit in large or small butterfly valves. The companion S806CBL3 Cable Lockout also repels chemicals and extreme weather conditions from minus 40° to 200° F.

➤ **Securitron**, an ASSA ABLOY Group company, announced its new R100 Surface Mounted Wireless Reader with Aperio technology. Capable of mounting on glass, stone, granite or marble entryways, the R100 significantly extends the reach and application of access control, when paired with a variety of hard-wired electromagnetic or electric locking devices. Installing the R100 requires no drilling or pulling of wires to the door and can adhere in a few minutes. The installation is further simplified with Aperio, which wirelessly links the R100 to a new or existing access control system.

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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](mailto: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](mailto:kevin@aloea.org).

## CALENDAR

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

**NOVEMBER 2013****Nov. 1-3****ACE: Life Safety Codes; Certified Fire Door Inspector I and II**

ALOA Training Center

Dallas, TX

ALOA Education, (800) 532-2562, ext. 101

[education@aloea.org](mailto:education@aloea.org)**Nov. 5-7****IML Expo**

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**DECEMBER 2013****Dec. 7-8****ACE: Alternate Entry Techniques; Life Safety Code w/ADA**

Alabama Locksmiths Association

Barbara McGowin, (205) 338-1150

[locksmithala@gmail.com](mailto:locksmithala@gmail.com)**Dec. 9-14****ACE: 6-Day Fundamentals of Locksmithing**

ALOA Training Center

Dallas, TX

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[education@aloea.org](mailto:education@aloea.org)**FEBRUARY 2014****Feb. 22****NC Locksmith's Association Regional Security Trade Show**

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[nclashow@msn.com](mailto:nclashow@msn.com)**Feb. 24-27****2014 Security Leaders Forum**

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**Figure 1.** It appeared the contractor installed the collar backward.



**Figure 2.** There weren't even holes for the through bolts.



**Figure 3.** A wood shim holds the mullion in place.

# Shake-Your-Head Moments

Seeing the work others have done before you is sometimes a baffling mess.

**By John Truempy, CRL, CMIL**

**H**ave you ever run into one of those installations where you can't do much except shake your head? I am not talking about the install you're doing that's just not going right for you, but the one done by someone else like a contractor or builder; the one that makes you wonder if this is the first lock or piece of hardware they have ever installed. And you wonder if they received the one lock that didn't include instructions. Did they not have the screw pack in the box?

I end up dealing with a lot of "oops" installs from contractors — the ones where they threw out the tailpiece or driver with the box. Or installed the cylinder with the wrong cam, or

provided large-format removable core when I use only small-format interchangeable core (SFIC). More times than I can count I also find hardware installed that doesn't meet my university standard. However, for the most part, all of these issues — while time consuming — are fairly easily fixed by having the contractor or installer order the right cylinders or hardware, or replace the drivers. Sometimes I just fix it myself.

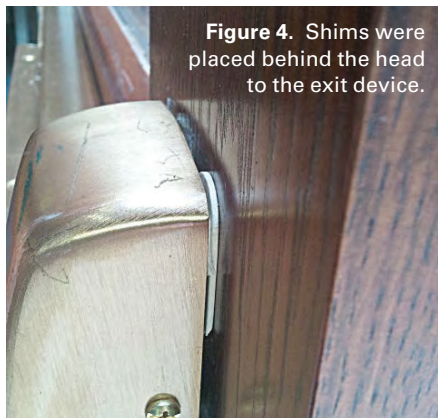
Every once in a while, though, I have a job that goes far beyond the normal install issues. Some of these jobs are just sloppy; some are downright unprofessional. We have a saying for many of these contractors, that the warranty is 30 days or 30 feet. I have to wonder, did they really think that no one would ever notice? Luckily (or sometimes it seems unluckily) I do notice.

## Hazardous To Your Health

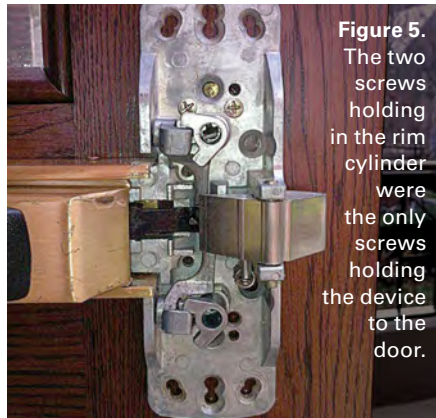
Out of the many shake-my-head installs I've had, two of them stand out more than most.

The first was in what's called a Bio Safety Level 3 (BSL3) Lab. The Bio Safety Level increases as the risk to human health (from the specimens in the lab) goes up. For example,





**Figure 4.** Shims were placed behind the head to the exit device.



**Figure 5.** The two screws holding in the rim cylinder were the only screws holding the device to the door.



**Figure 6.** The contractor used a drywall screw to attach the device to the door.

HIV and Hepatitis are BSL2; ebola is BSL4.

At BSL level 3, as you might imagine, the kinds of things you encounter are pretty nasty. I hope the install is top notch so we can get years of service before any attention is necessary. I don't want to be doing a whole lot of maintenance in such an area if I can avoid it. Also, locks in labs like this are sealed and caulked all the way around; you don't want the nasties growing behind the plates. Right before the BSL3 lab went "hot" (working with live specimens), I was installing the final cores and setting combinations. I noticed some of the locks were loose but still caulked. At first glance I thought, "OK, easy fix. They installed the collar backward (see Figure 1)."

Even with the collar the right way it was still loose. So I cut the caulk and started to open the lock up, thinking the two through bolts might be loose. What I didn't expect to find was that there were no through bolts. In fact, there weren't even holes for the through bolts (Figure 2). I guess the section of the instructions where it says to install the through bolts vanished, and they never wondered why the long screws were included. In this case, we were lucky and found the problem from one loose lock and were able to fix them all before the lab went live.

### Did Someone Really Get Paid For This?

The second job may not have been as dangerous to my health, but it sure wasn't good for the safety of the people in the building.

## "You wonder if they received the one lock that didn't include instructions."

One of our access control people called and asked me to look at a newly installed set of doors on one of our buildings they were having problems with. My first impression was, "Wow, gorgeous doors." That faded quickly when I looked at the installation — a wood shim was holding the mullion tight (Figure 3) and there were shims behind the head to the exit device (Figure 4). On top of that, the device itself was not a university standard. I could possibly live with that, but there was one more problem — the cylinder was not the right SFIC, so I couldn't even install a core to secure it. Instead the building was "secured" with the plastic thumb turn that works the lock until the core is installed. Anyone could have gained entry to that building.

When I removed the cover to replace the rim cylinder with the proper one, I found that the only screws holding the device to the door were the two screws that hold in the rim cylinder (Figure 5). I installed a core to remove the plastic thumb turn so the building would be secured, and I left to have a talk with the project manager. She was fantastic and informed the contractor that they had to fix it. We even got the manufacturer of the device involved to tell the contractor what was needed in order to fix it.

A few days later I was told that the job was completed so I could install the final core. Yes, the right cylinder was in place and the shim behind the device head was removed. Then I decided to remove the head cover. Their solution was to use a drywall screw (Figure 6) to attach the device to the door. Back I went again to speak with the project manager. The next day I was babysitting the contractor, and this time they couldn't leave until I said it was done right.

### Send Me Your Best Story

These are my two best shake-my-head installs. From hearing stories over the years from other in-housers, I know I am not the only one to encounter these problems and situations. Send in your stories, and if you make me laugh or shake my head hard enough I will send you a gift. If we get enough stories I will make it a contest and choose the best ones to share with our members in a future issue. We will remove the names of contractors and installers to protect the innocent (and not so innocent). Send them to me at [truempy@gmail.com](mailto:truempy@gmail.com) and please include "AIL" in the subject line. I can't wait to read them. ☺



**John Truempy, CRL, CMIL**, is the AIL division director. You can reach him at [truempy@gmail.com](mailto:truempy@gmail.com).



# The Affordable Care Act

A look at how the law will impact ALOA members.

**By Alan Leafman**

**A**s you may have heard, the Affordable Care Act is vast and far-reaching, affecting nearly every sector of the workplace, health care providers, the uninsured and those who are responsible for providing their own health insurance. For purposes of this article I will focus on the aspects of the law that will have the most impact on ALOA members.

What has happened so far? Since 2010, many provisions of the law have taken effect. For the most part, these provisions have improved access to health care and enhanced coverage for self-employed individuals and small employer groups.

## A Summary of the Major Changes to Date

- Children cannot be denied coverage because of pre-existing conditions (this has caused many insurance companies to temporarily stop or limit the sale of health insurance policies for children only).
- Children covered on a parent's policy may remain covered until they reach age 26 regardless of whether they are full-time students, single or married.
- Lifetime caps have been removed from nearly all new health insurance plans.
- Preventive care services are now covered at no extra charge on nearly all new health insurance policies (not even copays are required for most preventive care).
- Dollar caps on preventive care services are not allowed on new health insurance policies (many policies in the past capped benefits for prevention at \$200 to \$500 per year).
- For individual and small group health insurance policies, health insurance companies must pay at least 80 cents of every premium dollar for health care. If they pay less than 80 cents, then rebates must be sent to each policyholder at the end of the year. Rebates are not calculated on a policy-by-policy basis but on a state-wide basis.
- Many small employers (fewer than 25 employees) are eligible for federal income tax credits if they fully or partially pay for group health insurance for their employees. Tax credits are also tied to average annual wages for all employees. Credits are available if average annual wages are less than \$50,000.

## What Comes Next?

The biggest changes for everyone will occur in 2014. For high-income individuals (singles earning \$200,000-plus, joint filers earning \$250,000-plus) the Medicare payroll tax is expanded to include dividend, interest and other unearned income. In



October, new health insurance exchanges were introduced in every state, offering the new policies required in 2014.

Following are the major changes coming in 2014, affecting ALOA's two largest membership groups.

### **If You Are Self-Employed or Responsible for Your Own Health Insurance**

- Health insurance becomes mandatory. If you choose not to purchase health insurance, the tax on individuals starts at \$95 per year, or up to 1 percent of income, whichever is greater, and rises to \$695, or 2.5% of income, by 2016. The family penalty by 2016 is \$2,085 or 2.5% of income. Future years will index the penalties to higher levels.
- If you are satisfied with your current health insurance you will not be required to change policies.
- Online health insurance exchanges will be in operation in every state. The exchanges will offer a variety of plans, all of which must contain a package of "essential health benefits" as defined by the Department of Health and Human Services. There will be four levels of essential health benefits incorporated into these policies, and consumers will choose from among the four packages. For those whose incomes are lower than 400% of the federal poverty level, premium subsidies will be available on a sliding scale based on income.
- This means that by today's definition, individuals earning up to \$44,680 and families of four earning up to \$92,200 will qualify for full or partial subsidies depending on their actual income.
- Medicaid, the federal/state health care program, will become available to millions who were previously ineligible. Low-income individuals, those earning less than 133% of the federal poverty level, may qualify. These individuals will have

**"Preventive care services are now covered at no extra charge on nearly all new health insurance policies (not even copays are required for most preventive care)."**

access to low-cost coverage with minimal copayments for medical (and dental) treatments.

- Acceptance into all health insurance plans will be guaranteed regardless of pre-existing conditions or your current physical condition.
- Expect individual and family health insurance premiums to increase significantly. There are three reasons for this:
  - Guaranteed acceptance will result in many previously uninsured individuals to acquire health insurance. Due to much pent-up demand for care, claims, the major driving force behind premiums, will go up, therefore pushing premiums higher.
  - New mandated benefits must be included in many of the new policies.
  - Males in their 20s and 30s will see the greatest premium increases because the Affordable Care Act requires that the difference in premiums between the youngest adults and the oldest adults may not be greater than 3 to 1. (Example: Under the ACA, the same \$600 per month policy for a 60-year old may cost \$200 per month for a 20-year old. Today that policy could cost the 20-year old \$100 per month in most states.) Currently it is common for the oldest (but under age 65) adults to pay up to six times more for health insurance than those in their 20s. In addition, rates may not

be based on gender as they currently are in most states with most insurance companies. We expect that rates will increase for younger applicants, especially males, rather than decrease for older applicants.

### **If You Own a Small Business**

- Breathe a sigh of relief if you employ fewer than 50 workers. Employer-provided health insurance is not mandatory.
- Businesses with fewer than 25 full-time employees will continue to be eligible for tax credits if they provide group health insurance that has been purchased on the new Small Business Health Option Programs (SHOP) exchanges for small businesses. The credit is increased from the current 35% to 50%.
- Summary of Benefits and Coverages: The employer must distribute this to employees for plan years after September 2012. Penalty for not doing so is \$1,000 per employee.
- The Department of Health and Human Services is expected to issue model language for a notice that employers will be required to give to their employees notifying them of the existence of exchanges.
- Look for a strong trend toward *Defined Contribution*, a new approach to benefits. Until now, nearly all small employer group plans used a *Defined Benefit* structure. Employees had a choice of one or two health insurance plans, benefits of which were "defined" by their employer. Under *Defined Contribution*, employers will *define* a benefit allowance for each employee, a flat dollar amount that the employee may use for the purchase of health insurance and related benefits. Employees will then be able to select from among a choice of many plans, some requiring no additional cost, others requiring additional premiums from the employee. Benefit choices will also include supplemental plans for services

such as dental, vision, disability and life insurance.

- Contrary to what you may have heard, you will not be required to report the value of employer-provided health insurance on W-2s. Only employers filing 250 or more W-2s are subject to this requirement. For now, the value of employer-provided health insurance benefits will not be taxable.

### All of This Comes at a Cost

Here is a brief overview of the new taxes (direct and indirect) as a result of health care reform:

- Comparative effectiveness tax for each plan enrollee starting at \$1 per year and up to \$2 to fund a special federal medical best practices research effort.
- Health insurance company premium tax.
- Excise tax on gross sales for manufactur-

ers of medical devices.

- Increasing the threshold for medical expense deductibility from 7.5 to 10% of adjusted gross income on federal return Schedule A. While not directly a tax, this is a more rigid requirement for deducting medical expenses.
- New threshold for Medicare tax charges on higher income individuals and families. In addition, for "unearned" income (interest, dividends, etc.) it is a tax paid on the person/family's tax return

### The Good, the Bad and the Ugly

So, there you have it: the good, the bad, and the ugly about health care reform. As you can see, access to coverage is being enhanced, barriers to coverage, particularly for those with pre-existing conditions, are being removed, and new benefits are being added to personal health insurance plans.

These changes however, come with a cost, and only time will tell if the health care act reform lives up to its name: The Affordable Care Act.

For more information, contact ALOA's endorsed brokers WorldWide Insurance Services, Inc., at 800-955-0418 (telephone) or info@wwins.com (email), or visit [www.worldclassbenefits.com/aloa](http://www.worldclassbenefits.com/aloa). ☺



**Alan Leafman** is the president and founder of WorldWide Insurance Services, Inc., a national insurance brokerage with offices in Chicago and Phoenix. His career in the financial services industry began in 1983, and he founded WorldWide in 1989. Today, WorldWide serves the financial needs of the members of more than 20 national associations and membership organizations. Leafman, an alumnus of the University of Illinois, Chicago, is past winner of the American Enterprise Award of the National Association of Health Underwriters.

## HAVE SOME TRICKS UP YOUR SLEEVE? THEY MAY BE WORTH \$50 IN ALOA BUCKS.

Keynotes is bringing back Trade Tips, a monthly column where ALOA members share their tricks and tips of the trade. Members who send in tips that are published will win \$50 in ALOA Bucks\*!

### Want a chance to win?

Here's what you do: Email your tip (200 words or less) and accompanying photographs to [editor@aloea.org](mailto:editor@aloea.org). Tips will be judged on the basis of accuracy, professionalism, ethical standards and usefulness.

\*ALOA Bucks can be used at the ALOA Bookstore or for membership dues or convention registration.

### TRADE TIPS

#### Totally Tubular

Then, of course, there are the people. They're so laid back and easy going, never-met-a-stranger type folks. They're friendly, personable and quick with a smile. Yes, the city is a great destination to visit and vacation. Living just an hour away, I frequented New Orleans a great deal as I grew up. As a musician, I spent many hours playing in some of the venues where my heroes had performed in their day.

Sadly, as is the case with most metropolitan areas, as the city grew, some of its ambience faded. While the food, music and people, by and large, remained the same, the city and its reputation fell into disrepair.

Then 2005 came. All of us from that part of the country or who have family still there vividly remember the images of Katrina. We remember wondering if things would ever be the same or if entire towns, like my hometown of Gulfport, MS, would ever return to some semblance of normal. Well, I should have known the answer, knowing the people there.

#### Keep it Clean

Let's look at the used car salesman and how he presents an item for sale. First, he polishes the item to a high shine, inside and out. He changes the oil and gives it a minor tune-up. In other words, it must look great and run good.

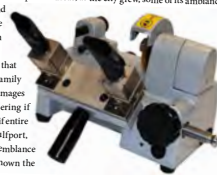
Now look at your shop and ask yourself, "Is it neat and orderly?" If not, get it that way. Nobody wants to buy something that doesn't look like a good investment. Start with your stock room and work your way through every office and every truck. — TRD

#### The Key to Success

Then, of course, there are the people. They're so laid back and easy going, never-met-a-stranger type folks. They're friendly, personable and quick with a smile. Yes, the city is a great destination to visit and vacation. Living just an hour away, I frequented New Orleans a great deal as I grew up. As a musician, I spent many hours playing in some of the venues where my heroes had performed in their day.

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#### The Tricky 2012 Nissan Versa

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# Practicing Forensic Locksmithing

It's a natural part of what most locksmiths do every day.

**By Rick Shuford, CRL, CFL**

**F**orensic examination plays an important role in the everyday life of a locksmith.

When called to repair, replace or rekey a cylinder for a customer in a breaking and entering (B&E) situation, what observations do locksmiths consider? Is the lockset damaged beyond repair? Is the cylinder damaged, or should it be replaced or rekeyed? Are there signs of forcible entry? In forensic locksmithing, you gather detailed information to

## Get Published!

IAIL members: Submit your articles for the Investigative Spotlight department. Send your information to Tom Ware at [ace595@hotmail.com](mailto:ace595@hotmail.com).



help determine what, when, how, why or if the lock or door was compromised.

When called to a vehicle site to assist in making a key or opening a vehicle, locksmiths should consider if the vehicle could be stolen or if the customer is the actual owner. Are there signs of forced entry, are the keys lost or simply locked inside the vehicle? Forensic evaluation offers various forms of information to assist in determining the validity of the facts. It is the locksmith's responsibility to gather information to determine if questions or legitimate concerns exist.

### Your Professional Opinion Matters

These days, the gathering of forensic information is vital to being a qualified forensic locksmith. It is our responsibility to forensically investigate and gather evidence to offer our professional opinion in ascertaining the truth.

Through proper training and education, and with the support of both simple and highly sophisticated equipment, you can discover the field of forensics.

Forensic locksmithing is not necessarily new to our industry. As locksmiths, we've always practiced some type of forensics in our day-to-day work habits. If you're considering becoming a forensic locksmith, you'll enroll in years of education, practice and obtain proper certification before you're recognized as a certified forensic locksmith.

### Forensics Leads to Lots of Opportunities

There are countless possibilities after becoming a certified forensic locksmith (CFL). It can be exciting to have the opportunity to work with law enforcement officers or insurance representatives in the field of forensics. Investigations could be as simple as handling an interrogation or examining a set of keys — or as complex as investigating how a safe may have been violated or the condition of a vehicle's ignition lock prior to being damaged by fire.

**"It is the locksmith's responsibility to gather information to determine if questions or legitimate concerns exist."**

With the use of dedicated tools and equipment, it may be possible to determine if a cylinder has been picked with a specific type of locksmith pick versus a key designed to operate the cylinder. Proper investigation and evidence will, in most cases, determine if other bypass methods were used. As CFLs, we're often called to examine a burned vehicle's locks — or what might be left of them. But to determine the cause and origin of the fire would require a certified fire investigator.

When investigating a vehicle damaged by fire, a CFL in most cases can establish a great deal of information to determine if the vehicle was stolen or used for illegitimate behavior prior to being damaged. In many states, arson is a felony, and if convicted, individuals could possibly serve prison sentences depending upon the evidence. In cases of leased automobiles damaged by fire or other means, insurance companies may seek the expertise of a certified forensic locksmith to examine the vehicle.

It's also possible forensic investigation and reports could assist to help solve cases where homicide or murder may have been reported.

### Dealing With Court Cases

When considering the field of forensic locksmithing, you need to consider the pros and cons. Forensic locksmiths must become familiar, not only with state and local law, but how to properly prepare documents acceptable to the courts. You also need to know how to answer questions during court depositions or trials. Most forensic locksmith cases seldom end up in formal court

trials, but you have to be prepared should this occur. With proper education, training, self-imposition and practice, the responsibilities of a forensic locksmith can be rewarding. As with any locksmith task, most people become better acclimated with practice and application. This holds true in the field of forensics.

Using the services of a forensic locksmith isn't about criminal conviction; it's simply obtaining the facts and presenting them in a fair and impartial method. Our responsibility is to present the results of the evidence, not to take sides. We are not judges, and make no legal decisions; we simply state the facts on what the forensic investigation shows us.

The IAIL offers formal classes along with written examinations and interviews that give locksmiths the opportunity to become certified in the field of forensic locksmithing.

We realize that becoming a certified forensic locksmith may not suit all locksmiths, but if you find yourself interested in the investigation side of locksmithing, and have the time and money to invest, explore the possibilities of becoming a certified forensic locksmith.

Next time you watch a forensic television show, picture yourself as the forensic investigator (locksmith) and how your testimony would be utilized to state the facts. ☞

**A note from IAIL President Tom Ware:** Congratulations to Rick, who recently achieved his CFL certification. Any other IAIL members who would like to have an article published in the Investigative Spotlight department of Keynotes should send articles to me at [ace595@hotmail.com](mailto:ace595@hotmail.com).



**Rick Shuford, CRL, CFL,** has been in the locksmith industry 10 years, and previously spent five years in the security alarm industry.





# 2007 VW

# JETTA

## Ignition Issues

Sometimes a little problem looks like a big one until you dig into it.

**By Jim Hetchler, CAL**

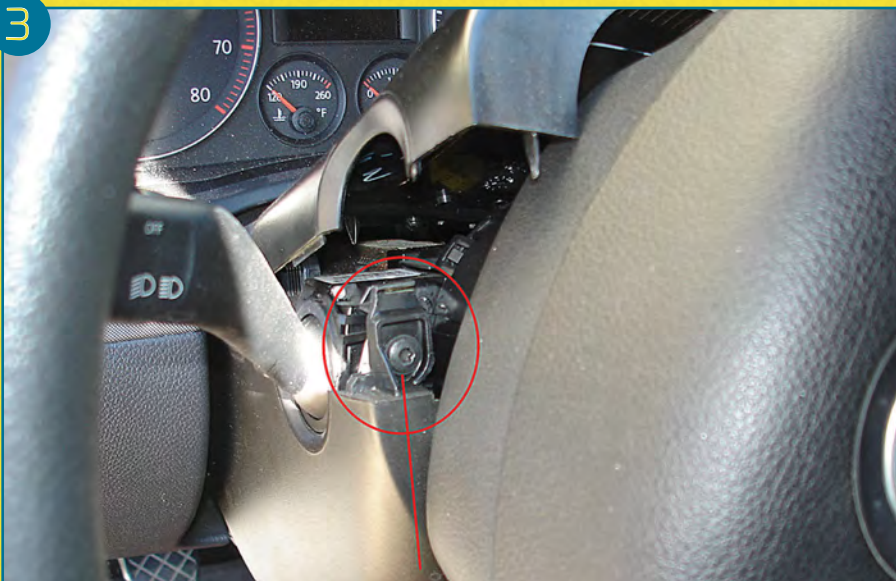
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Jetta owner called my son, Stacy, because occasionally his car's ignition would act up or stop working. Stacy took a peep inside and didn't see anything amiss. The key would go into the cylinder without an issue.

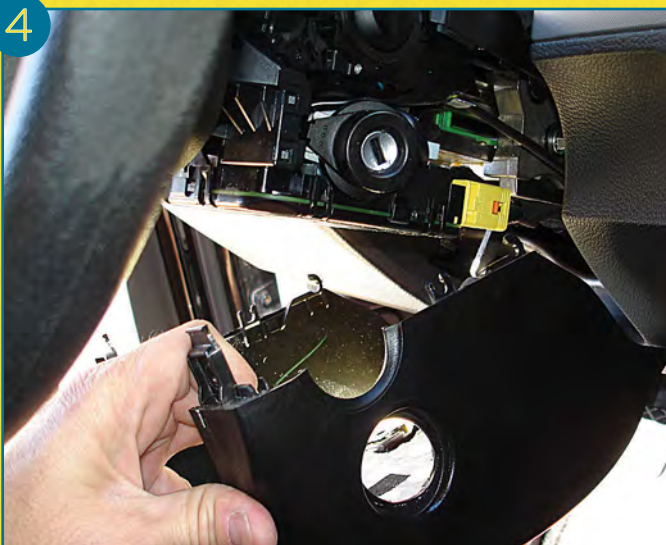
We decided to dig in to see what the problem was. We began by removing the top shroud screw (see Figure 1). Then we turned the ignition cylinder with the key (Figure 2). As you can see in Figure 3 the top shroud lifted up so we could gain access to the two screws holding the lower shroud on.

With the screws removed we could proceed to removing the lower shroud away from the area (Figure 4). Then we could start the process of removing the ignition cylinder to see what the issue was. This one will surprise you.





**Figure 1.** Removing the top shroud screw.  
**Figure 2.** Turning the ignition cylinder with the key.  
**Figure 3.** The top shroud lifts for easier access. One of the two screws holding the lower shroud is shown.  
**Figure 4.** Removing the lower shroud.  
**Figure 5.** A working key allows for removal of ignition cylinder.

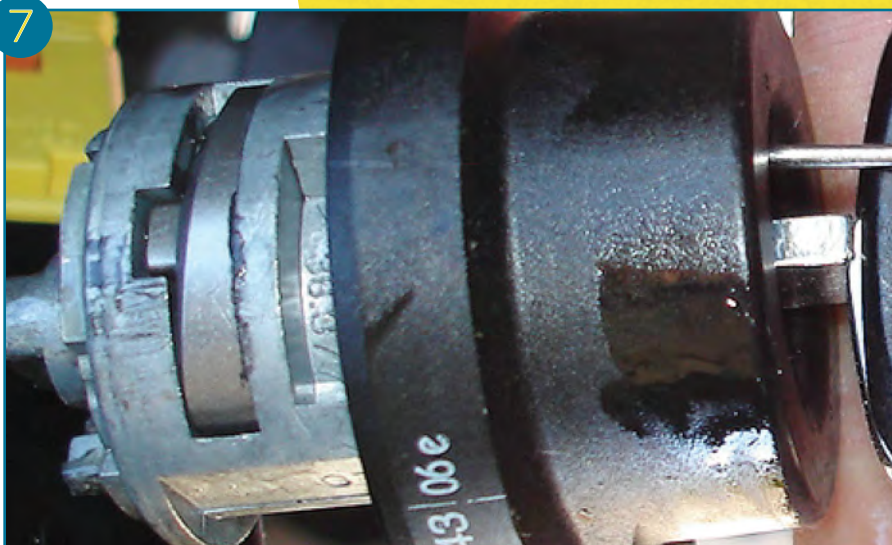




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7



**Figure 6.** A good stiff skewer does the trick.

**Figure 7.** Removing the cylinder from the housing. With the skewer in place and the key turned on, you can push in to depress the retainer and remove the cylinder.

**Figure 8.** Depressing the tab on the coil.

8



## Removing the ignition cylinder

At this point we had a working key (Figure 5) so we could address getting the ignition cylinder out. To do this, you need a good stiff skewer (Figure 6). We use the ones that you can buy in the grocery store to hold a turkey together — no pun intended.

This enabled us to remove the cylinder from the housing (Figure 7). We also had to remove the transducer coil to give allow free access to work on the problem. At this point, we depressed the tab on the coil (Figure 8), which allowed us to pull it away from the cylinder and work without any issues (Figure 9).

We were still unsure of what the issue was, so we looked at the end of the cylinder and saw the little white key buzzer hanging out (Figure 10). We grabbed it to take it off and discovered that this was the issue, as small as it may have been: A piece had broken off (Figure 11).

Once we had it all the way out we found it was a small piece that had broken off. The detail in Figure 12 shows the breakage that sometimes had caused the cylinder to fail to turn. So we found a replacement to slide back into the lock to fix the issue. It looked like it was going to be a very large, difficult job — but sometimes you get lucky and find an easy solution.

We hope our issues are becoming your solutions so you don't have to work as hard as we do.

We hope this helps a little bit to save you time and make you some easier money.

**Note:** This illustration (Figure 13) and explanation were submitted by Paul Baatz of Jimmy Lock & Key in Wauseon, OH. "I haven't removed one of these yet, but my repair info states, 'Do not turn internal linkage/steering lock with cylinder removed. This will cause steering lock to jamb requiring replacement.' Like I said, I have not done this procedure. It was also indicated that the wire diameter would be approximately 1.2 mm; I would say



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**Figure 9.** Pulling coil away from the cylinder.

**Figure 10.** White key buzzer hangs out.

**Figure 11.** A small piece had broken off.

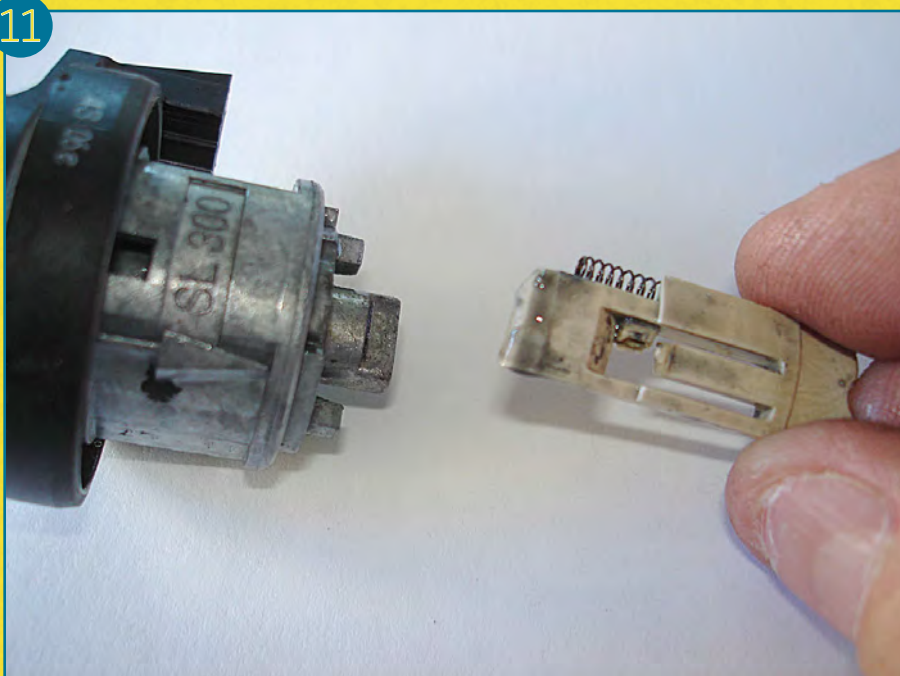
**Figure 12.** A detailed look at the breakage.

**Figure 13.** Piece of wire is handy tool.

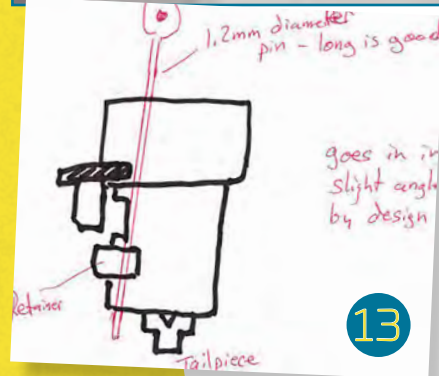
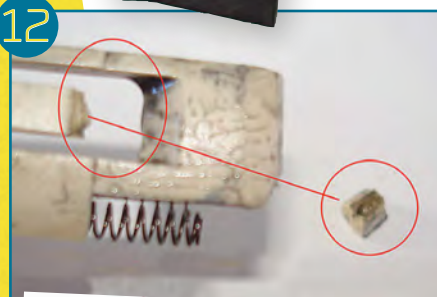
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the longer the better. It appears the wire goes in the hole, which has a pilot on the other end, thus guiding the wire in a slight angle toward the retainer. Simply put, use a straight wire and push it in the hole gently without sideways pressure, and the built-in guide will depress the retainer by itself (if the wire is long enough). The key must be in the on position with the battery disconnected. The ignition

lock should then pull straight out with the retainer depressed. The instructions also state to reinsert the lock with the wire inserted to keep the retainer depressed. These instructions also have you remove steering wheel, clock spring and steering angle sensor, which may not be necessary. That is most likely not needed. I hope my crude drawing shows the wire doing its business. ☺



**Jim Hetchler, CAL**, is the owner of Key Pro LLC in San Antonio, Texas. He once owned a repossession company, acquiring "rudimentary knowledge" about car keys; in 1995, he sold the business and got into locksmithing. Jim has a background in police and EMS work. You can reach him at 210-386-9912. His contributions to *Keynotes* are sponsored by Keypro.com.



# DOWN ON THE FARM

A simple job can become complex when you factor in an extra-thick handcrafted door of multiple materials — and rain.

**By Tom Gillespie,  
CML, CIL, CCL**



1





It's always fun to get an oddball request to provide security to a customer. One of my customers had been in touch with Starfleet Lock & Safe owner Gene Gyure, CML, GSAI, to discuss solving a problem with a lock on a barn door. The property owner

had been the victim of a recent burglary and his insurance company was reluctant to pay because the property showed no forced entry.

The insurance agent told the owner that having items missing from his unlocked barn was almost like leaving it fully exposed in a yard. If he had a lock that forced the burglars to break and enter the barn, his insurance policy would cover it without a question.

The original referral call came from another locksmith in the area. Carla from Jarvis-Havens Locksmith had put her shop up for sale and had referred many of her calls to us. The 40 year-old shop has been operated as a storefront, but with no outside service since Bob retired a couple of years ago. Their shop is in Jacksonville, IL, but the job site was about 30 miles south. The customer first went in to see Carla with a

couple of pictures of the barn door. Carla referred the customer to us in Springfield, about 30 miles east.

When Gene and I first discussed the job we were thinking of installing a standard deadbolt or a Lori-style deadbolt that uses mortise cylinders. It's possible the Lori-style would have worked had we used extended length mortise cylinders flush-mounted to the door face.

The big problem may have been tightening the inside thumb-turn cylinder. With a key cylinder, a blank or offset operating key can be used to thread the cylinder into place. With a flush-mount thumb turn, it becomes hard to grab and thread in at some point because the turn knob wants to turn freely as you proceed. A second problem was that the bolt would end up in the center of the door centered on a seam.

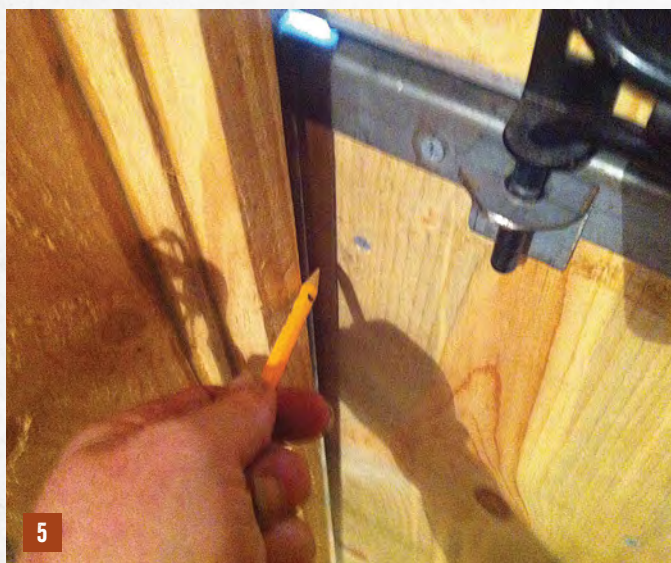
After a couple of phone calls to the owner and a review of the supplied photos, we decided on a simple rim cylinder and surface-mount deadbolt. By the time this job quote was completed, the cost estimate had to include about 120 miles of travel round-trip,

time and material to modify a lock to fit the custom door and the labor time to install it. Even with a less costly, simple lock, this wouldn't be a cheap job. The cost was estimated and approved and the job was scheduled.

**1. THE PROPERTY.** The property owner spent years building his house and barn. The quality of construction was impressive. In addition to this beautiful barn, his log cabin-style house showed a pride of craftsmanship seen too seldom in today's buildings. The large property was set way back in the woods with a winding 5,000-foot gravel drive that skirted a small lake. In the middle was an island reached by a wooden footbridge.

**2. CURRENT LOCK.** The barn served as both a real barn and a man cave. The door I was securing led into the man-cave room. Because this door was one of a kind, I discussed my plans with the owner before starting to cut or drill. After reviewing photos sent by the owner and a number of what-if-we ideas to secure the door, Gene and I figured the best approach was to keep it simple, the KISS method. A simple surface deadlock would be installed, operated by a rim cylinder.





**3. DOOR CONSTRUCTION.** The door was actually a Dutch door design with the top and bottom halves opening independently. The doors were locked together by a slide bolt accessible only from the inside. Like the rest of the barn, the door was built from scratch. The current method of securing the door was a large wooden slide bolt, also designed and constructed by the owner. The owner informed me the door contained a mixture of four layers of different wood material and some insulation. We decided to install the new lock on the bottom half of the door so the door could remain locked when the top half was left open for ventilation.

**4. DOOR THICKNESS.** One of the challenges was the total door thickness: 3-1/2 inches. Knowing this ahead of time, I had prepared a specially modified cylinder. Gene had welded three tailpiece segments together in an overlapping bridge design to give me plenty of length. The use of existing tailpieces allowed me to break off segments as needed on the job. Because the customer had a Schlage C keyway on his house, he wanted the new lock to work with that key. The supplied Ilco cylinder was Kwikset-compatible. We used a US LOCK 1565SC126D cylinder and set it to the desired key.

**5. ALIGNMENT MARKS.** The placement of the

Ilco #545-5441 lock body would depend on the inner strip serving as the stop. The body would have to clear the stop to close. With the door closed, I pencil-marked a line representing the doorstep. The lock had to be mounted with the outside cylinder far enough away from the exterior wooden slide bolt to be easy to use.

**6. ALIGNMENT PROBLEM.** Once the position of the body was determined, the centerline of the cylinder was marked. When that drill point was transferred to the outside, it was apparent it wouldn't work because the cylinder hole would cut through the edge of the outside door trim. The left edge of the ruler





(arrow) in the picture is the initial drill point. During a brief discussion with the owner, I explained the problem and the best solution I could come up with: Relocate it.

**7. RESET DRILL POINT.** Taking a second measurement shifted everything over toward the stop by about three-eighths of an inch. The body would now interfere with the stop, meaning the stop would have to be cut. Again, the details of what I planned to do were discussed with the customer so he understood that I was going to operate on his creation.

**8. DRILL THROUGH.** Using a 1-1/4-inch spade bit, the drill plunged into the door. As I progressed, different types of material flew out.

A variety of wood chips, sawdust and white confetti were flying. The mess was sticking to the door surface, concrete floor and me. Then it started to rain.

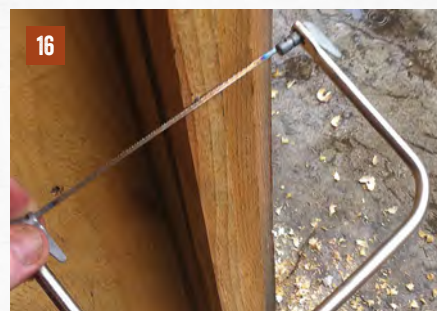
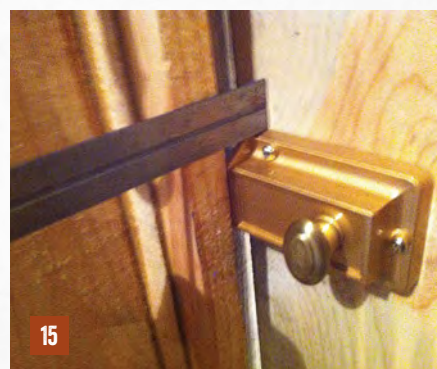
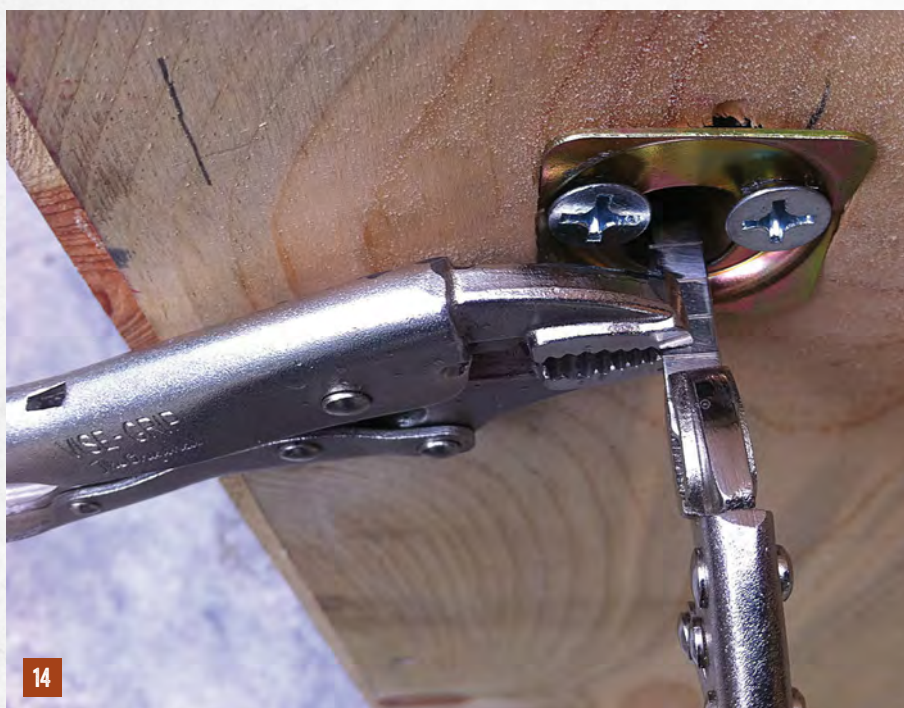
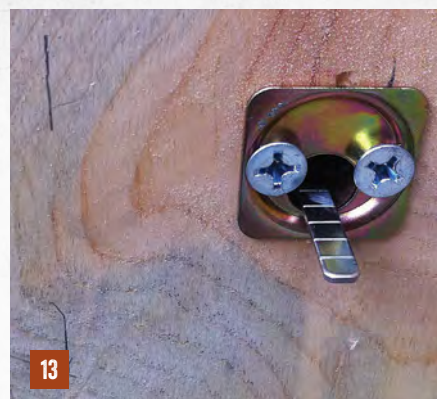
**9. FIRST DRILL POINT.** Slightly above and to the right of the drill tip you can see a pencil mark. That indicated the original centerline of the hole on the interior surface. The shift to allow for the relocation of the cylinder required a shift toward the stop. Another small indentation above the tip's point shows another change, a downward adjustment of about 1/4 inch.

**10. DOOR CONSTRUCTION.** With the cylinder cross-bore now completed, the door con-

struction can be seen. The exterior trim strip is one-inch pine and the second layer is 7/8-inch oak panel. The third layer is one-inch Styrofoam on a one-inch wooden frame and the fourth innermost layer is 5/8-inch pine paneling with a stepped edge to meet the frame. What appears to be a nail in the middle of the hole is actually a twisted edge of the black plastic sheet covering the Styrofoam layer.

**11. THICK DOOR MODIFICATION.** Because of the need to use extra-long screws it turned out a few more hardware changes were needed. The screws supplied with the cylinder were the standard 12-24 break-off screws. On





many normal doors they are too long to use without breaking off some segments. In addition to the specially constructed tailpiece, on this door I needed a minimum of three-inch screws. On the way to the job I picked up some 1/4-20 screws and couplers, just in case. The mounting plate was drilled out to allow the new screws to pass.

**12. MODIFICATION OF CYLINDER.** The cylinder also needed to be drilled and tapped to accept the new screws. Although the new hole came close to the edge of the cylinder body it retained full strength after being tapped.

**13. CYLINDER INSTALLED.** The new cylinder was installed in the door. With the inside plate

in place, the new screws were installed. Because I'd used a larger screw, there was concern that the screw head wouldn't sit flush with the face of the door. As it turned out, the new screw heads sunk down flush when they were tightened. The beveled edges of the flat screws sunk into the recess perfectly.

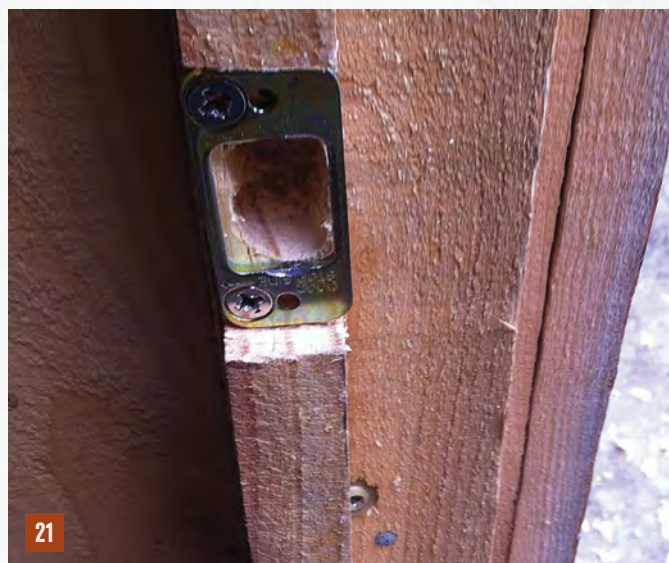
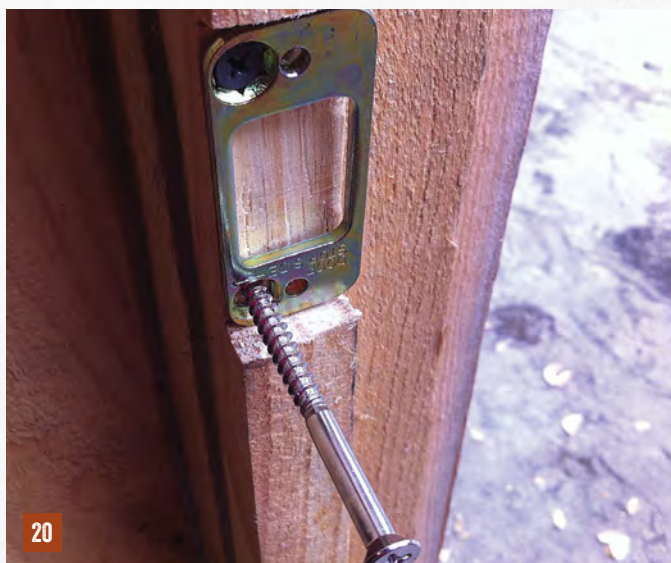
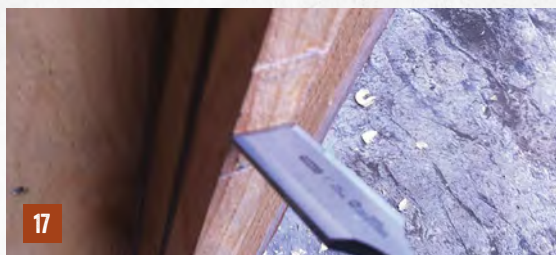
**14. SHORTEN TAILPIECE.** The break-off point was determined and made with the use of two vice-grip pliers. Breaking off a normal rim tailpiece too short is no problem as you can just grab another one. Snapping off this three-piece welded unit too short would have been a problem.

**15. BODY SHIFTED.** With the rim cylinder

and lock body fully mounted, the door was brought to close against the stop. Two marks were made to denote the height of the lock body. Another measurement was made to determine the depth of the required cut. I didn't want to remove any more material than was absolutely necessary.

**16. STOP CLEARANCE.** A coping saw was used to make top and bottom cuts along the penciled lines. The lock body would need at least 3/8-inch clearance for the door to fully close. I made some initial cuts with the coping saw to determine an initial depth point. The coping saw was used again toward the end of the process to clean up some rough edges.





**17. STOP MODIFICATION.** Using a sharp chisel, I began cutting away at the stop. I removed a little material at a time until the door closed smoothly. With the majority of the cut made for the body clearance, I needed to determine the best strike to use.

**18. READY FOR STRIKE.** I recessed the cut-out another 1/4-inch to allow room for a flat strike plate. I found a small right-angle strike (with a lip to cover the edge of the stop) in my truck but it was made of rather thin material. I smoothed and squared the area until it was ready for the actual strike.

**19. STRIKE PLATE SWITCH.** Being designed for an in-swinging door, the strike that came

with the lock was not an option. Matching finishes were not a priority, security was. I decided to use a US LOCK heavy-duty deadbolt strike plate that accepted three-inch security screws.

**20. STRIKE PLATE.** The alternate strike was secured with a short screw on top to check alignment of the bolt. Once it was in position, a pilot bit was used before driving the

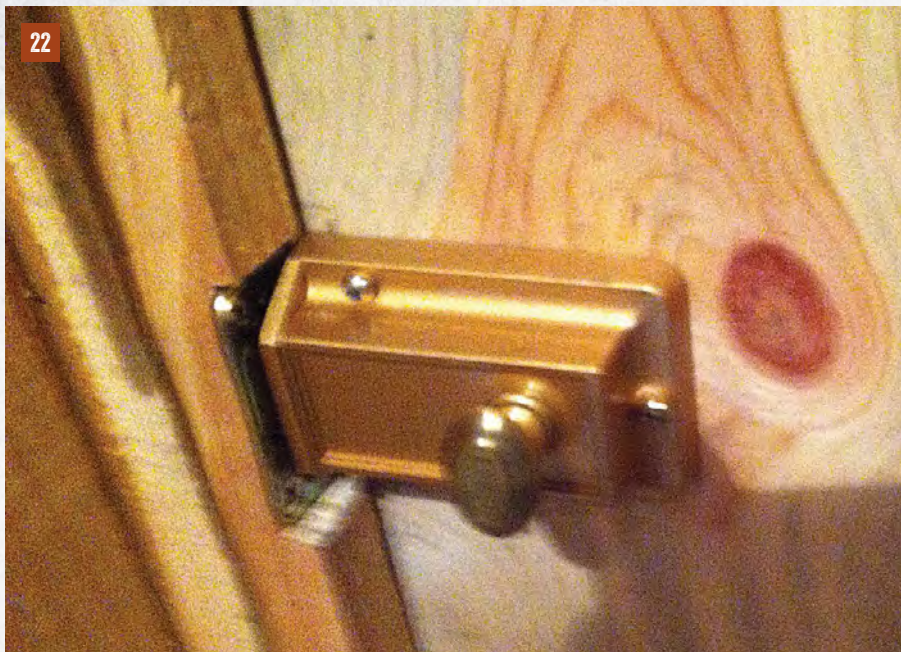
***“EVEN WITH A LESS COSTLY,  
SIMPLE LOCK, THIS WOULDN'T  
BE A CHEAP JOB.”***

large screws to prevent splitting the wood. Two three-inch long screws were used to secure the plate to the doorframe stud. It was intentionally installed upside-down to locate the heavy screws at the strongest point.

**21. BOLT CLEARANCE.** After the lock and strike were fully installed and the alignment was adjusted, it was time to make room for the bolt to throw. Instead of simply notching the stop by cutting it completely away, I used a 1/4-inch spade bit to remove the majority of the wood behind the strike plate. I then used a 1/4-inch chisel and rotary wood rasp to smooth the edges of the pocket, leaving a thin wood face on the outer edge of the stop.



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**22. FINAL FIT.** The door was closed and the lock operated in the normal fashion. The rim cylinder is far away enough from the wooden slide bolt to operate easily, yet not too far down to be inconvenient to use. I swept up the wood chips and Styrofoam nuggets — in the rain.

**23. WRITE THE BILL.** I had the customer try the lock from both sides to be sure it met his approval. The customer was happy with the finished product. I totaled up the invoice and he gave me a check for the job. It's a weird feeling to collect over \$400 for a rim lock installation, but I'm not complaining.

**Note:** Thanks to Jay Long at ClearStar Security Network (CSN) for allowing me to promote the benefits of submitting *Safe & Vault Technology* and *Keynotes* magazine articles. I've found CSN interactive forums to be a great way to share vital security information with your peers. Check it out at <http://clearstar.com>.

When Mario Medina, creative director at madison/miles media, sent out an "I-need-articles" request, I couldn't help myself and shamelessly promoted the benefits of submitting an article on ClearStar Security Network. You get to tell your story and share your information — and get paid for it! As a result some CSN members who I had directed to Mario for further information contacted me.

I'm proud to be a published author in these respected trade publications and urge you to tell your story. Contact Mario for article submission information: [mario@madison-milesmedia.com](mailto:mario@madison-milesmedia.com). ☺

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**Tom Gillespie, CML, CIL, CCL,** is a 43-year veteran of the security industry. Since 1969 he has expanded his experience in the retail, manufacturing and distribution segments of our industry. Tom has taught educational seminars throughout the U.S. and Canada. He has authored numerous books, newsletters and articles for security industry publications. He is semi-retired but is still active in locksmithing. Tom can be reached at [tomxgillespie@gmail.com](mailto:tomxgillespie@gmail.com).





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# A Simple Procedure

Dust off that LA GARD blue board.  
It's easy to reset it.

By Phil Domenici

**H**ave a newer LA GARD Basic sitting around collecting dust because of a lost combination? The lock discussed in this article will be our poster child and will show you how to solve that problem. A short but sweet procedure can turn this lock into a profit.

The casing of the LA GARD Basic is held together with three screws plus a seal that's wrapped around it (see *Figure 1*). Simply remove the screws and use a razor to cut the two sides of the seal holding the lid.

Once the lid has been removed, the bolt, solenoid and circuit board will be exposed (*Figure 2*).

Pull the board out carefully and flip it over (*Figure 3*); keep in mind there may be static shock. Leave the keypad and solenoid plugged in. You'll need the keypad to interface with

the lock and the solenoid to reduce any ambiguity when correct combinations are input.

## Look For the Pin-sized Holes

To make the procedure I'm explaining extremely easy to teach with a written article, the terminals have all been numbered. (Thank you Kaba Mas.) The only two we care about are terminals 25 and 26 (upper left-hand corner; both terminals have pin-sized holes).

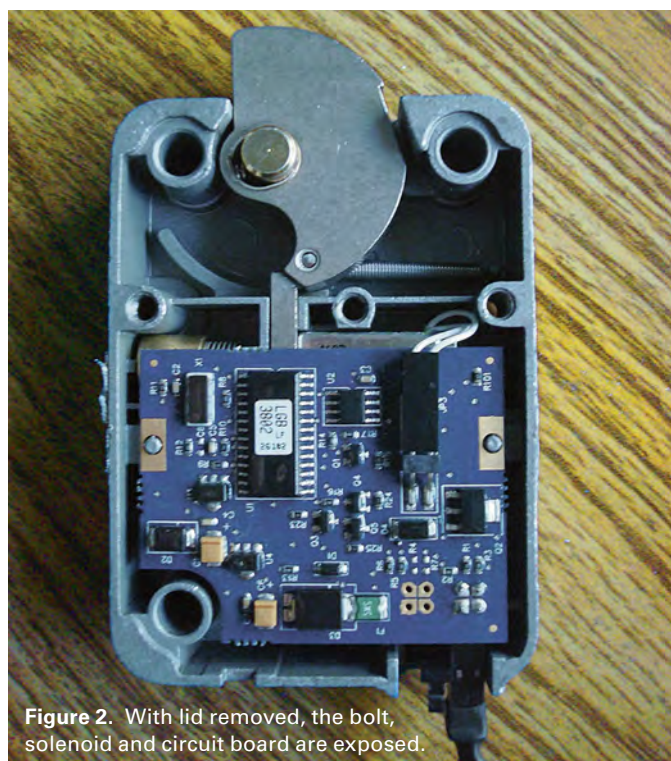
Now it's time to dig through the tool bag, or in this case, the miscellaneous office supply drawer, and grab a paper clip. Straighten out the paper clip and bend it in half to create a "U" shape. Once done, the reset procedure is ready.

Connect terminals 25 and 26 with the paper clip (*Figure 4*) and hold it there, keeping a solid connection. While holding, press 5-5-5-5-5 on the keypad. The solenoid will fire and the keypad will beep many times.

At this point you can remove the paper clip. Once the solenoid returns to its normal state and the beeping stops, the lock has been successfully reset to 5-5-5-5-5. With the



**Figure 1.** The LA GARD Basic includes a seal wrapped around it.



**Figure 2.** With lid removed, the bolt, solenoid and circuit board are exposed.

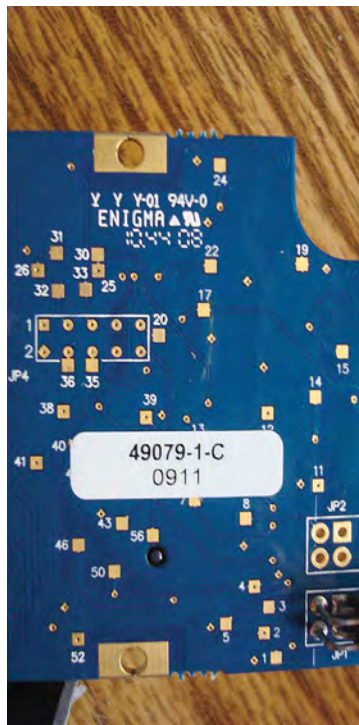


lock now operable, the combination can be changed. In case it's not memorized or you don't have the combination change procedure on hand, here's how you do it:

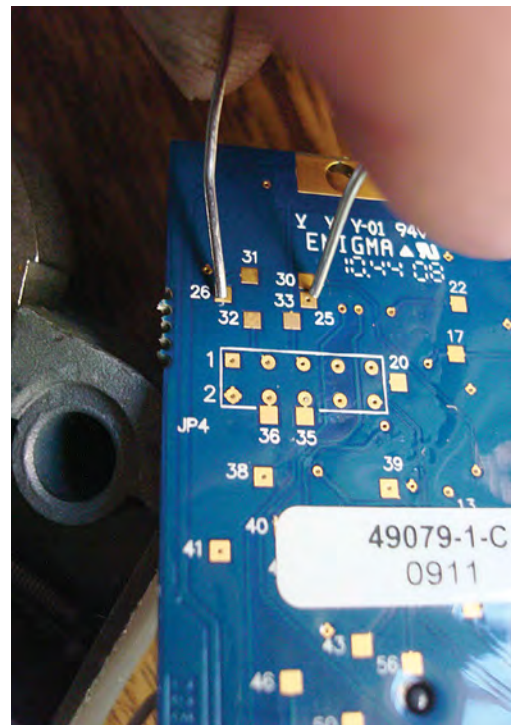
1. Enter 0-0-0-0-0-0
  2. Enter existing combination (5-5-5-5-5-5)
  3. Enter new combination
  4. Enter new combination again
- And that's it: You're done. ☺



Prior to diving into locksmithing, **Phil Domenici's** career path was headed in the direction of computer sciences with a focus in network security. After much of his childhood and teenage years, his love for computers was exhausted — and after a single seminar of picking locks, he was hooked on his current (and only) career. He has worked as a professional locksmith for five years and has been employed in Virginia, Hawaii and California while learning and practicing almost all areas of locksmithing, including commercial, residential, automotive, access control and safes.



**Figure 3.** The backside of the board.



**Figure 4.** A paper clip is used to short out the lock.

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# Key-Operated Safe Locks: Part 2

Learn how to reset combinations, solve problems and make a handy tool.

By Tony Wiersielis, CPL, CFDI

**L**ast month we got acquainted with Sargent & Greenleaf key-operated safe locks, how they work and differ from other lever tumbler locks. This month we'll go into setting combinations, solving common problems, and making a tool needed to do it.

If you are new to this process, it maybe helpful for you to have last month's article open along with this one, as this may give you a better idea of what's happening internally as you go through the steps. I've always felt that being able to visualize what's going inside a lock helps me concentrate on solutions to whatever problems I'm trying to solve.

## Changing a Combination

Let's start with changing a combination on a lock that already has keys. I'm going to do most of this in my hand or on a table for the pictures, but let's assume the lock is mounted in a safe or other container. The beauty of these is in not having to take them apart to do it, though you need access to both sides of the lock. When I refer to the "back" of the lock, it's the side facing the inside of the safe or container.

I'll be using two different length keys in the pictures. The old key is short and the new

key will be longer so you can tell them apart. Our example is a 6804 single-bitted key-retaining lock. *Figure 1* is a close-up of the back of the lock and the square and round holes used to change the keys. Look closely and you'll see that you can't see anything in the holes yet, except possibly a small part of an Allen head screw.

Insert the old key, cuts facing the bolt, and turn clockwise until it stops. *Figure 2* shows the position in which the key stops, about the 7 o'clock position (using the bow of the key on the same side as the cuts as a reference point). At this point, when you look at the back of the lock and you'll see the Allen screw, which is now visible in the square hole in *Figure 3*.

Using a 3/32 Allen wrench, loosen the screw four complete turns counterclockwise, *Figure 4*. Now you'll be able to turn the key clockwise a little further until it stops, which is 180 degrees out from when you first inserted it, *Figure 5*. Remove the old key.

Insert the new key exactly the way you removed the old key, with the cuts facing away from the bolt. Turn the key counterclockwise until it stops, *Figure 6*, about the 5 o'clock position. Notice that the Allen screw is no longer visible in the square hole. You will now see it in the round hole, *Figure 7*. Tighten the Allen screw by turning it clockwise, *Figure 8*. This is important: Make sure the new key does not move while you're doing this.

After tightening the screw and removing

**Figure 1.** A close-up of the back of the lock.







**Figure 2.** The key stops at about the 2 o'clock position



**Figure 3.** The Allen screw appears in the square hole.



**Figure 4.** An Allen wrench loosens the screws.



**Figure 5.** The key stops 180 degrees from where you started.



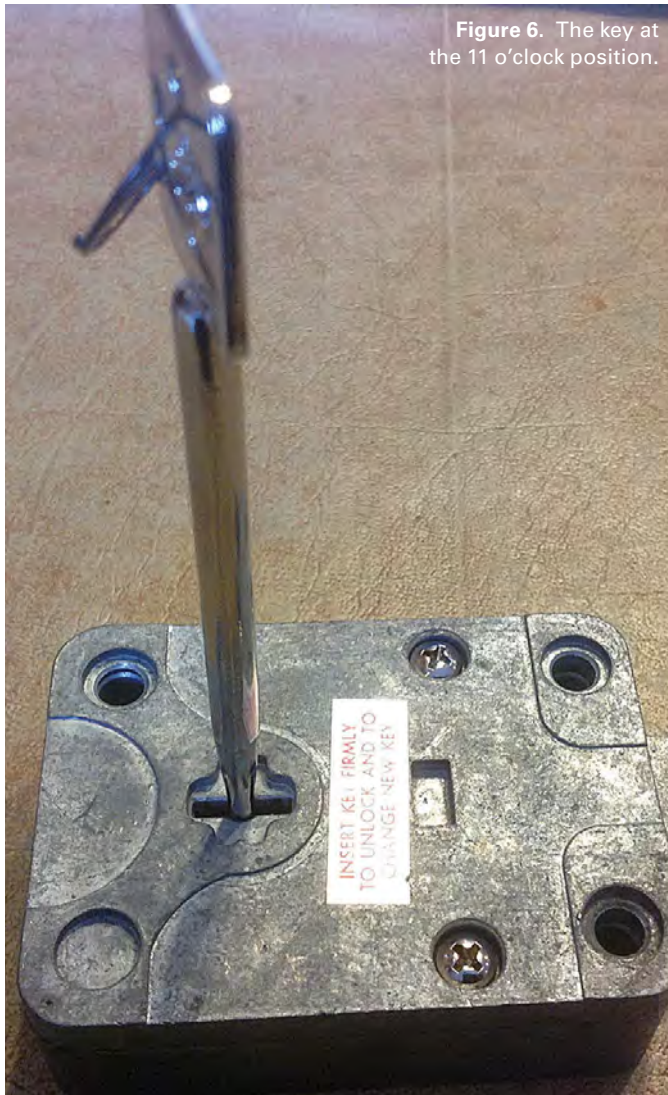


Figure 6. The key at the 11 o'clock position.



Figure 7. The Allen screw appears in the round hole.



Figure 8. The Allen screw is tightened by clockwise turns.

the Allen wrench, you'll be able to turn the key counterclockwise until it stops — and then remove it. Test the operation of the lock with each of the new keys to verify that it works and you're done.

The non-key-retaining lock procedure differs slightly from this as follows: Turn the old key clockwise and remove it. Loosen the fence screw 4 complete turns. Insert the new key, cuts facing away from the bolt. Turn the key counterclockwise until it stops, and tighten down the fence screw. Turn the key counterclockwise until it stops, and then remove it.

Just a thought about testing the lock: Always test the operation of any lock before you close the door. This is especially critical

with any type of safe lock. If you close the door without testing it and it doesn't open, you will weep bitter tears.

After you test it with the door open, always test it with the door closed as well. Make sure it works in all its functions. There few things as embarrassing to a locksmith as a call back to fix something that should have worked when he left.

### Problems and Solutions

These locks are well made and pretty simple in their design; there's not a lot that goes wrong with them. I'm going to explain two things that can happen, why they happen, and what to do about them.

The first problem is when the key will not go in all the way. This happens because the detent spring that holds the bolt cam in place is broken. This can cause gravity to rotate the cam enough so that the key can't seat fully into it. To explain this better, I've taken the lock apart.

In *Figure 9*, I've removed the bolt so you can see the cam that rotates to pull back the bolt. Around the edges of the bolt are several notches, and below the cam you can see the detent spring. The spring fits into these notches and holds the cam in place. *Figure 10* shows the position the cam might be in if the spring was broken.

You can open the lock by using a small bent



“The beauty of these is in not having to take them apart to do it, though you need access to both sides of the lock.”

probe to reach the cam through the keyhole. A tension wrench, which is bent at a right angle, will work but it might need some modification to fit into the keyhole. What you want to do is insert it into the cam and turn it back to its normal rest position. Then carefully withdraw the tool and use the key to open the lock. Now it's a matter of repairing the spring or replacing the lock. I usually replace them.

The second problem is when the fence screw loosens and the fences no longer align with the gates. You need to make a reset tool by modifying a key, but once you've made one, you'll always have it on hand.

You do it by grinding or filing off the bit of the key, leaving only the very tip, as in *Figure 11*. What you've done is cut the key to the deepest possible cuts, but left the tip, which actually turns the bolt cam.

Insert the reset key as you would a normal key. Try turning it to open the lock. If it doesn't, return the key to the fully locked position. Use a mallet or a screwdriver handle to lightly tap the bow of the key toward the lock. What you're doing here is trying to get vibration and gravity to drop all the fences down as far as they will go. Once they do, you'll be able to open the lock with the reset key. *Figure 12* shows the fences dropped all the way down.

At that point you can tighten the fence screw completely and then back it out four turns. Set the lock back to its old key, as I explained earlier, and you've saved the day.

### Remember to Tap Lightly

It's important to understand why you need to tap lightly. I mentioned this in last month's



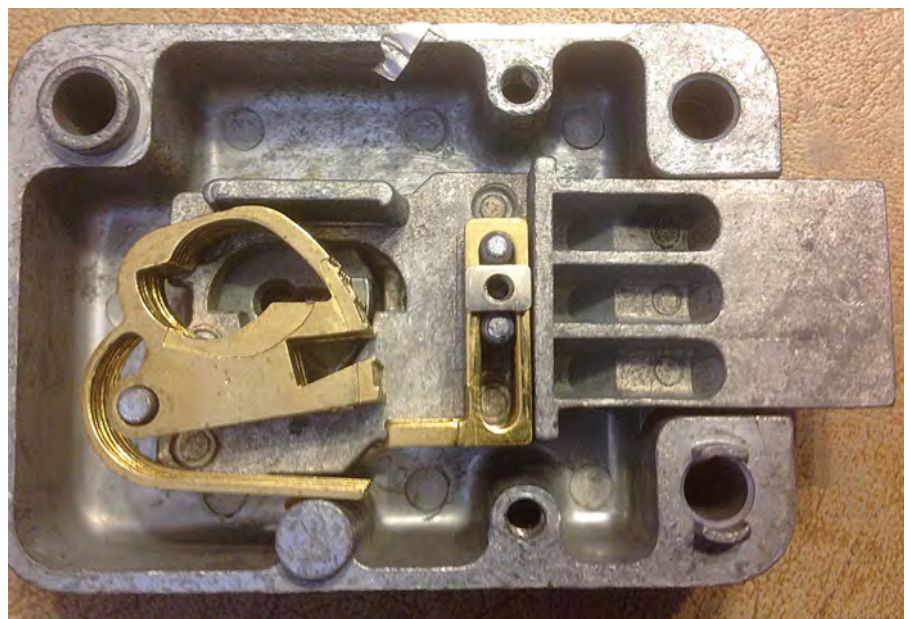
**Figure 9.** Lock with bolt removed to show the cam that rotates to pull back the bolt.



**Figure 10.** Here's the position the cam might be in if the spring is broken.



**Figure 11.** A key that has been filed off, leaving only the very tip.



**Figure 12.** Fences are dropped all the way down.



"These locks are well made and pretty simple in their design; there's not a lot that goes wrong with them."

article, but I'll explain it and illustrate it again. Look at the circle on the left of the lock body in *Figure 1*. The circle is a groove that is manufactured into the lock to be a weak point.

If a burglar (or you) hammer on anything inserted in the keyway, this circle will break and fall out of the lock, taking the bolt cam with it. This prevents the bolt from being withdrawn and functions as a sort of re-locker to prevent the safe from being opened. All you're looking to do is cause a vibration that will cause the fences to drop. Don't over do it.

The only problem with using the reset key method is that it only works if the lock is mounted horizontally, with the bolt facing to the left or to the right. If the lock is mounted bolt up (vertical up) or down (vertical down), it won't work. The reason is that in those two positions, gravity isn't going to help the fences drop.

If you're in this situation, find out if it's possible to turn the safe or container on its side. If you do so, you're changing the position of the lock to horizontal and this method will work. However, if it's a small container it's likely to be bolted down from the inside. If it's fairly large, it may be too heavy to move or you may not have the room to do it. Your only option may be drilling. ☎



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

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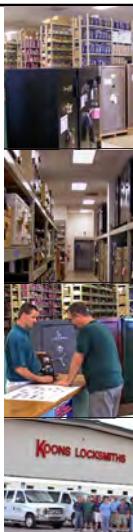
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# Suggestions, Please

What courses would help you run your business more efficiently?

**By Jim Hancock, CML, CMST**

**"T**akin' care of business — every day,  
Takin' care of business — every way,  
Takin' care of business — it's all mine  
Takin' care of business and working overtime."

Taking care of business. Bachman-Turner Overdrive sang about it in 1973. If you own or manage a company, it's your job every day — to take care of business.

Your business is a living, breathing entity that needs attention. Any good business owner, corporate officer or manager understands that a business needs to be treated like a person. A business requires tending and nurturing and constant care in order for it to perform at its best and to do its job, which is to take care its employees.

Just like you, a business needs to be re-educated occasionally to stay on the leading edge. Just like you, a business needs to have its health checked to make sure its pulse is strong and that it's not in danger of falling ill or worse, meeting its demise.

One of the ways to accomplish this is to make certain that, even though you may be successful, you are gathering information on how to make your business run better or more efficiently or how to manage a company and personnel.

Every year, ALOA has offered classes at the annual ALOA Convention & Security Expo and has attempted to offer classes at the Training Center in Dallas on business topics. Sadly, these classes are not very well attended and in some cases have had to be cancelled because

of low registration numbers. ALOA education would like to remedy this issue and offer business and management classes that will assist you in making sure your business isn't about to be on life support. But to do so, we need to hear from you about what classes you want. Do you want classes on business software and usage like Excel or Crystal Reports? Or do you want something like "Writing a Personnel Policy and Job Descriptions?" Or how about "Stress Management" or "Time Management?" Give us a suggestion.

Our job in the education department is to provide you, the membership and the industry in general, with the opportunity to get instruction and training on things that will help you be better at your job and better in your job. We always provide great classes for technicians in the industry and will continue to do so, but we would like to offer classes for managers and owners that will assist you in making your jobs easier or better.

Please send us an email at [education@aloea.org](mailto:education@aloea.org) and let us know what type of business-related classes you would like to see offered at the 2014 ALOA Convention & Security Expo in New Orleans, and perhaps in the Dallas Training Center. Let's work together to get the education and training you need to keep your business remain healthy and thriving, which will keep you and your employees healthy and thriving. Show your competition that if they think you can't be any more successful than you are, they "ain't seen nothin' yet." (Thanks, again, BTO.) ☺

"Any good business owner,  
corporate officer or  
manager understands  
that a business needs  
to be treated  
like a person."



**Jim Hancock, CML, CMST,** ALOA's education manager, began his locksmithing career at the age of 8 in his grandfather's lock shop in Gulfport, MS. 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](mailto:jim@aloea.org) or (214) 819-9733.



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ware, drawer locks and privacy locks Master key systems  
New installation and repair  
Open safe deposit boxes when keys are lost Reinforce jams and doors against forced entry Rekey existing locks - with or without available keys  
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Classified advertising space is provided free of charge to ALOA members and for a fee of \$2 per word, with a \$40 minimum for 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
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<b>ALOA SPAI</b>	pages 16, 17, 33, 44	<a href="http://www.aloa.org">www.aloa.org</a>	(214) 819-9733
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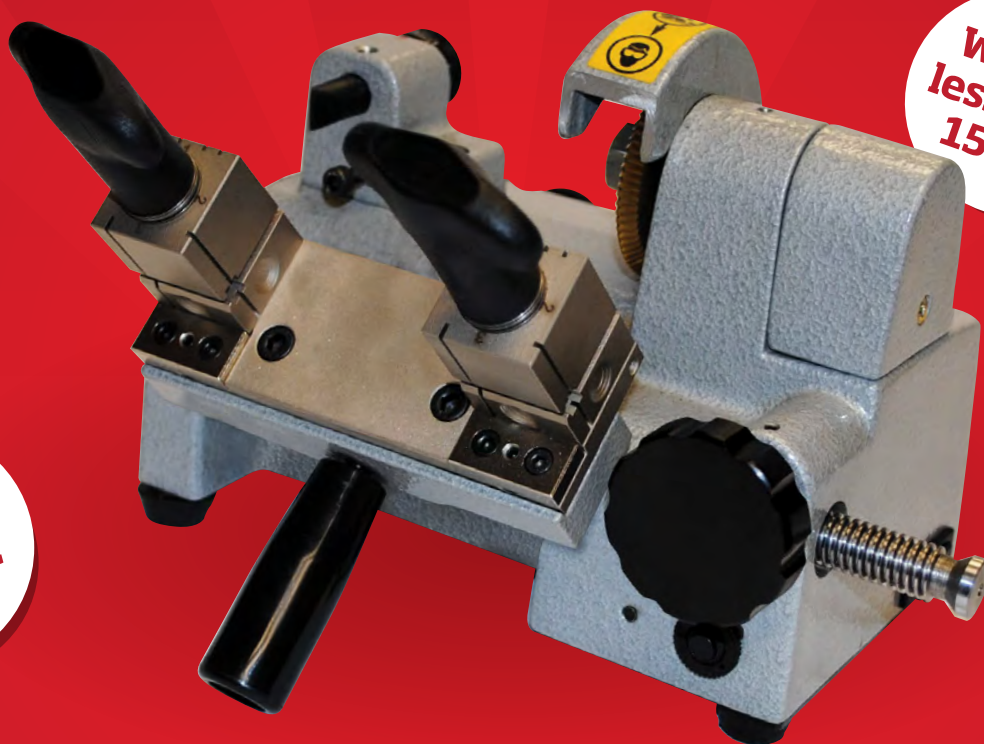
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