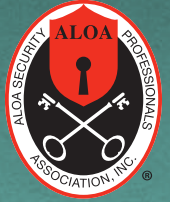


# KEYNOTES

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## “A REGULAR RIOT”

Some not-  
so-amusing  
issues on  
the job

### Deadbolts Reach a New Level

Installing the Level Lock  
smart lock

**PLUS**

A Look at  
the Amazon  
Basics Lock



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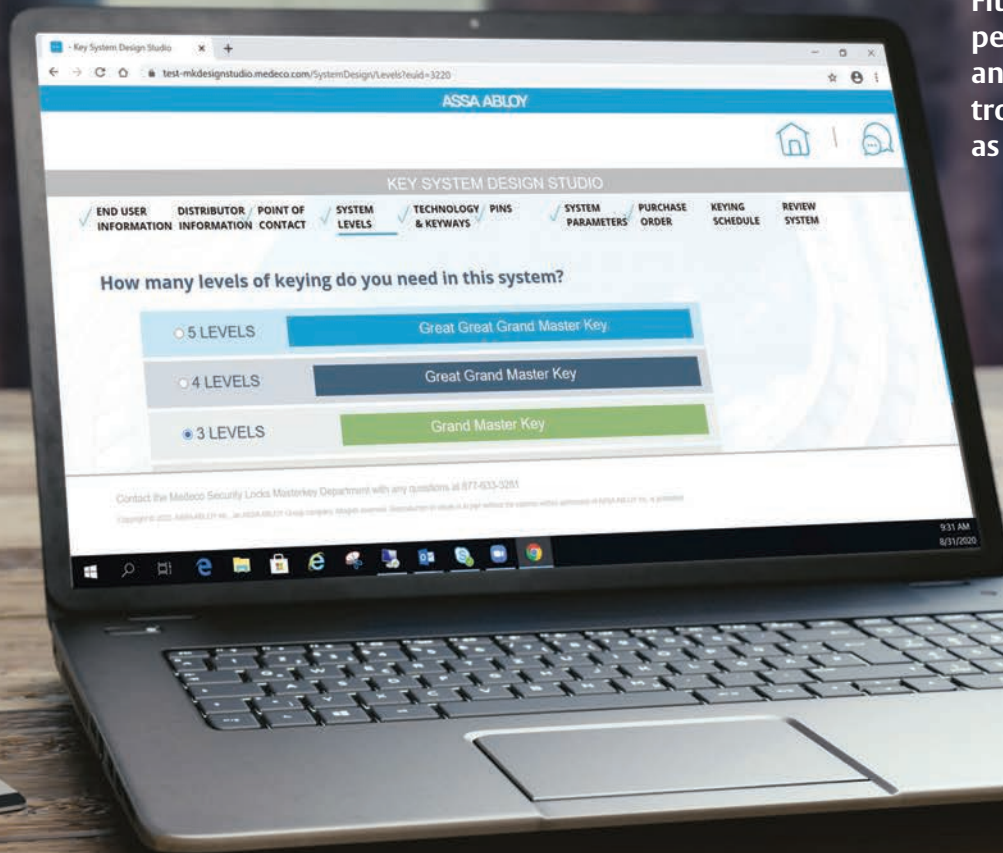
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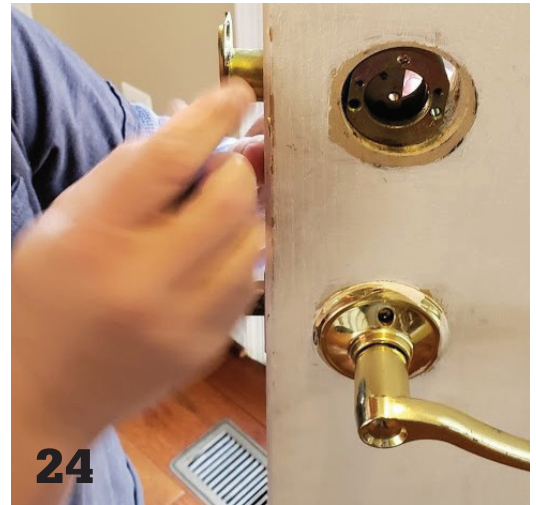
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24

## Spotlights

**11 Investigative** Keep it simple at depositions — and the truth is never wrong.

**16 Business** Mission statements can help you stay focused when planning growth.

**24 Technology** Rick Karas, RL, CFDI, AFDI, installs a brand of electronic lock that retrofits with many existing deadbolts.

**32 Safe & Vault** Richard Vigue explains his method of repairing three corroded Class 2 GSA containers.

## What's New

**8** ALOA/Industry News

**10** Applicants

**10** Calendar

## Departments

**5** Presidential Perspective

**6** Executive Perspective

**12** Main Event

**46** Back to Basics

**51** Products & Services Guide

**53** Education

**57** Associate Members

**59** Marketplace

**60** Ad Index

## Features

**38** **How Basic Are Amazon Basics Locks?**  
A locksmith provides his take on the hardware's design and construction.

**42** **A Smarter System for Kwikset Tryout Keys**  
Tex Thompson describes how her system makes jobs easier.



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# See You in Orlando

**A**LOA 2021 IN ORLANDO is fast approaching. I hope you have taken the time to submit your registration to attend. It's so exciting to be attending our first convention in two years! We have a ton of great classes and events for you, and the Security Expo will be packed with new products. Be sure to attend both days of the Expo, as you're going to need them.

Our venue, the Caribe Royale, is a great one as well. It not only has a sunny Orlando location, it's also convenient and family-friendly. Make your reservations now before rooms sell out — Orlando is going to be a popular destination this summer as people start traveling again.

If you have any questions, be sure to reach out to our fantastic and helpful staff. We will see you in Orlando!

## Thank You

While I'm excited about attending the convention, it's also going to be a bittersweet time for me — this will be my last ALOA Convention attending as president. It's been a great four years serving as your ALOA SPAI president. I had been involved with the ALOA for years before becoming president, but serving as your association leader has truly been a new and unique honor. I've traveled far and wide representing our collective interests and working to improve the industry from the inside out.

**"While I'm excited about attending the convention, it's also going to be a bittersweet time for me — this will be my last ALOA Convention attending as president."**

We have had challenges and successes, and I have enjoyed every moment of it.

When I became president, I had no idea of the challenges that would be coming our way. Heck, none of us did! The past year-plus has brought on challenges that we never could have dreamed of. Our association, our businesses and our lives were upended, and we all had to find a way to survive and get through this era.

I'm proud to say that ALOA SPAI didn't just survive, but innovated. Yes, in-person classes and conventions could not be held. Our staff worked primarily from home, but everyone stepped up with new ideas and took on new projects. Now, we're positioned for the future. We developed new webinars, unveiled an



ongoing podcast and restructured staffing to keep operations running smoothly and profitably. And through it all, we worked hard to retain the same level of member services that we've always provided. Thank you for supporting our staff, leadership and the association overall over the past year. We couldn't be here without you.

I want to thank you not just for the past year, but also for the past four years. Thank you for putting your trust in me as ALOA president, and thank you for the support, suggestions and encouragement over the years. As I hand the reins over to the next president, I want to wish him luck. I hope you give whoever wins the same trust, respect and cooperation you've shown me. The two candidates are both exceptional men, so I know the next presidential term will be a good one. Go forth and do great things. I will be behind you every step of the way.

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

# Imagine Your Future in Orlando

**T**HE WORLD SEEMS TO BE returning to “normal” more and more lately. Vaccinations are being increasingly rolled out in the United States, Canada and beyond. More states are opening up and easing restrictions on businesses and individuals. We are beginning to see friends again, and the sun is shining.

And it’s especially shining in Orlando where we will be for ALOA 2021 in July. Florida has been actively reopening, including theme parks such as Disney World. Tourists are visiting, and the hospitality industry is starting to recover there. Everyone at the Caribe Royale, our venue for this year, is ready to welcome us with open arms. And now that more is open for activities, it will be a great time to bring your family along for a vacation at the same time.

Airline travel has been picking up too, with more and more flights available. Because of all of the fare sales that have been offered, don’t wait until the last minute to book your flight to Orlando. While there are a lot of affordable flights and routes into Orlando, you don’t want to be caught with limited availability due to increased tourism in the area. Go ahead and book your flights as soon as you can, and

**“Everyone at the Caribe Royale, our venue for this year, is ready to welcome us with open arms.”**

join us July 25-31 to take some classes and attend the Security Expo!

## ALOA 2021 Location

We are very excited about the new-to-us venue for this year, the Caribe Royale. This resort offers great convenience, with centrally located classes and a good deal of amenities with the resort fee that’s included in your room rate.

For you and the family, there’s a really nice pool complex, and you have full use of the fitness center as well. The resort has an onsite spa, kids’ activities, a business center and a concierge center where you can purchase tickets to theme parks and other local attractions. There is even a courtesy shuttle to Disney World and Disney Springs.



Also included in the resort fee is complimentary Wi-Fi in your room, and there is even fishing equipment available. We think you are all going to love this location, and we hope you can come join us and take advantage of everything the resort has to offer.

Rooms are only \$159 per night, which is a great rate for Orlando this time of year. The cutoff date for this rate is July 2, and rooms could very well sell out before then. Call (888) 258-7501 and mention group name “ALOA” to reserve your room. If you have any questions at all, please don’t hesitate to contact us at [conventions@aloea.org](mailto:conventions@aloea.org) so we can assist.

We are very excited to be returning to conventions — and to see all of you! ALOA 2021 is sure to be a fantastic event and sunny event. We can’t wait for you to be a part of it.

*Mary A. May*

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

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# Register for ALOA 2021!

**H**URRY TO REGISTER FOR ALOA 2021 IN ORLANDO BEFORE classes fill! Join us July 25-31 for ALOA's return to conventions and for the best week of classes and events in the industry.

Visit [ALOA.org](http://ALOA.org) and click on the Convention tab to be directed to the link. Registration is also available via the hard copy form in the registration brochure that was included with the April issue of *Keynotes*. Be sure to make your hotel reservations at the Caribe Royale as well. Call (888) 258- 7501 and mention group name "ALOA" to reserve your room today.

For more information, please read the "Main Event" article on page 12 or email [conventions@aloe.org](mailto:conventions@aloe.org). The early registration deadline is July 1, so be sure to register before then to take advantage of lower pricing.



dormakaba has released two new low-energy swing door operators.

## dormakaba Introduces New Low-energy Swing Door Operators

**d**ormakaba has unveiled the ED50LE and ED100LE low-energy swing door operators, which can automate new or existing manual swing doors with a push plate, wave plate or other knowing actuator device quietly. The operators have been tested beyond 1 million cycles, are ADA compliant and come in outswing and inswing door applications with either a push or a pull arm.

The ED100LE has less than a 1 percent failure rate and is intended for interior or exterior medium to heavy-duty (600 lbs.) doors at institutional, education and hospitality types of settings. It has integrated hardware power supply and relay, built-in door position status, adjustable closing speed on loss of power and a built-in system interface for connection to access-control systems.

The ED100LE has a footprint that's up to 65 percent smaller than similar operators, is ADA compliant and meets ANSI 117.1 and ANSI A156.19.

## IN MEMORIAM



» **John DeCosta, Jr.**, 83, of West Bridgewater, MA, passed away peacefully April 21. He had been an ALOA member since 1966 and a SAVTA member since 1986. He owned and operated John DeCosta, Jr., Inc. Lock & Security, which will continue to be run by his sons Peter and Joseph, who have also been ALOA members for more than 35 years.

» **Dave Dimand** of Affordable Lock Services Inc. in Markham, ON, Canada, has passed away. He had been a member since 1991.



# DHI Releases School Safety and Security Recommendations

**D**HI - DOOR SECURITY + SAFETY PROFESSIONALS has released its “School Safety & Security Policy Principles,” which provides safety and security best practices for door and hardware solutions. The policy principles focus on why schools must only install code-compliant and tested safety and security hardware that should never require “barricading people in” when they need out.

The document aims to assist legislators, schools and

communities with discussing and making decisions about school security. It also outlines which community members and government representatives should be involved at the federal, state and local levels.

DHI distributed its policy principles to nearly 5,000 state officials across the country to encourage the adoption of proper school safety and security protocols.

Visit [DHI.org/advocacy](https://DHI.org/advocacy) to read the School Safety & Security Policy Principles to learn more.

## New Travel Lockout Kit From Access Tools

**A**CCESS TOOLS HAS CREATED AN IN-THE-DOOR TOOL set of automotive lockout tools. The stainless-steel tools feature the company's proprietary tool ID system to aid in locating the correct device for the job. The kit is designed for vehicles made in 1979 or later and includes a heavy-duty carrying case.

The kit contains more than 15 items, including an air wedge; Flex Max Long Reach Tool; one-hand jack tool; Wedgee Wedge; button strip tool; Strip Savers; #26, #35, #47, #65, #74, #81 and #91 tools; and two manuals.



The new Travel Lockout Kit from Access Tools includes more than 15 items.

### NEWS BRIEFS

» **Automotive Keys Group** has acquired **International Key Supply**. International Key Supply founder and President Sean McAuliffe will join the Automotive Key Group leadership team and continue to lead IKS operations.

» **Ilco's** manufacturing facility in Rocky Mount, NC, has recently been certified in accordance with ISO 14001:2015. This Environmental Management System certification recognizes the company's increased sustainability and enhanced environmental performance.

» The **Security Industry Association (SIA)** has announced details for the 2021 AcceleRISE conference for young professionals in the security industry. To be held virtually Aug. 23-25, the event will enhance attendees' leadership skills through sessions on topics such as technology, human resources, analytics and selling. There will also be virtual happy hours and a competition for points and prizes throughout the conference. Early-bird pricing (which ends June 11) starts at \$149 for SIA members and \$49 for student members. Learn more and register at [accelerise.securityindustry.org](https://accelerise.securityindustry.org).

## NEW APPLICANTS

### ARIZONA

Phoenix

- **Michael W. Hanson**  
Anderson Lock & Safe

### CALIFORNIA

Buena Park

- **Wes Davis**

### COLORADO

Grand Junction

- **Arne Summers**  
J. Lock, Key and Alarm

Thornton

- **Maria Galvan**

### FLORIDA

Apopka

- **Scott W. Auman**

Leesburg

- **Robert W. Landrum, ARL**  
Lake Lock & Safe Inc.

### ILLINOIS

Evergreen Park

- **Michael J. Tracy Sr.**  
Woodstock
- **Michael Phillip Husted**  
Husted Carpentry

### LOUISIANA

Slidell

- **Tiffani M. Portie-Champagne, ARL**  
A Locksmith's Daughter  
*Sponsor: James E. Portie, CPL*

### MAINE

Biddeford

- **Jason T. Dupuis**  
Dupuis Hardware and Locksmith

### NEVADA

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The Locksmith, LLC

### NEW MEXICO

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- **Edward Lee Carpenter**  
A Plus Locksmithing LLC

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- **Anthony L. Bunnis**  
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Greenfield
- **Stephen C. Mingledorff**

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The Woodlands, TX

### We Need Your Help

#### Attention, ALOA Members:

Help us eliminate the industry scammer problem by screening these applicants, who are scheduled for clearance as ALOA members, to ensure they meet the standards of ALOA's Code of Ethics. Protests, if any, must be made within 30 days of this *Keynotes* issue date, addressed to the ALOA membership department, signed and submitted via e-mail to [membership@aloea.org](mailto:membership@aloea.org) or via fax to 469-543-5241. For questions, contact Kevin Wesley, membership manager, at [Kevin@aloea.org](mailto:Kevin@aloea.org) or (214) 819-9733, ext. 219.

## CALENDAR

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



### JUNE

June 16-18

#### IML Colorado

Denver, CO  
[imlss.com/Events.html](http://imlss.com/Events.html)

### JULY

July 25-31

#### 2021 ALOA Convention & Security Expo

Caribe Royale, Orlando, FL  
[conventions@aloea.org](mailto:conventions@aloea.org) or  
(800) 532-2562

### SEPTEMBER

September 21-24

#### SHDA 50th Annual Industry Advancement Summit

Pointe Hilton Squaw Peak Resort  
Phoenix, AZ  
[Shda.org](http://Shda.org)

September 22-25

#### GPLA 2021 Convention

DoubleTree Hotel  
Philadelphia Airport  
Philadelphia, PA  
[gpla.org](http://gpla.org)

### OCTOBER

October 20-24

#### Yankee Security Convention

The MassMutual Center  
Springfield, MA  
[yankeesecurity.org](http://yankeesecurity.org)

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# Keep It Simple at Depositions

**I**STATED IN MY PREVIOUS PAGE THAT I WOULD FILL YOU IN ON A ZOOM deposition. I finished it this morning, and to say it was interesting would be putting it mildly. It was OK and went on for about 2½ hours. There were three attorneys present plus the court recorder. I want to remind everyone who has not yet given a deposition that it's not a gab session. Answer the questions asked of you with a direct answer: "Yes," "No," "I do not know" and "Not that I recall" are the standard responses. Never ad-lib, and always tell the truth! I cannot stress that enough: *Always tell the truth.*

Each attorney has his or her shot at you, and each will ask the same questions in a different manner to see how you answer. You can never go wrong with the truth. The deposition lasted 2½ hours, and my minimum charge for depositions is four hours, so that is what I will invoice them. I predict these types of depositions will be the norm in the future because they are cost effective, as no travel and lodging are needed.

## Choose ALOA's New President

If you have not voted for the new president of ALOA SPAI, you only have a few days to sign in and make your choice between two excellent candidates. I have known both men for 20-plus years, and either one will drive ALOA into the future. I brought Noel Flynn onto the board when I became president in 2012 because he has a lot of corporate training and management skills we needed as we cleaned up the debt load and got back on track.

Bill Mandlebaum, the other candidate, has been on the board for nine years as the Northeast Director, and he is a workhorse. Bill heads up the membership committee and is a one-man wrecking crew when it comes to keeping the scammers out of ALOA. Bill is a shop owner with one employee who has always stepped up when Bill was tied up doing ALOA's bidding. I suggest you listen to the ALOA podcast to form your own opinion about these two great men.

## 2021 ALOA Convention & Security Expo

The ALOA convention in Orlando will be a new awakening for our industry. There will be classes and hands-on events for everyone in the forensic field. Whatever your forensic specialty is, make sure you have the latest knowledge so you can be the best in your chosen field. I cannot stress how important education is to a forensic investigator. Keep in mind that your local community college offers criminal justice courses, and a lot of these will help you qualify to take the Certified Forensic Locksmith (CFL) exam.

Courses that transfer to IAIL requirements are: Evidence Handling, Evidence Report Writing, Crime Scene Inspection and Forensic Photography. If you aren't sure about a course, contact me directly with a copy of the syllabus to be reviewed.

A special thank you to Jim Hancock for keeping education flowing during the COVID-19 pandemic. Jim immediately moved training online via Zoom to keep education available to our members and teamed up with great distributors for virtual trade shows. On top of that, ALOA sold its building, and Jim oversaw the relocation to the new leased space. I don't know where he gets his energy, but I want a couple of employees just like him!

If you have any questions, suggestions or ideas, please contact me directly at [IAILPresident@aloe.org](mailto:IAILPresident@aloe.org). ☎



**Tom Resciniti Demont,**  
**AHC, CAI, CFDI, CFL, CMIL,**  
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# Register for ALOA 2021!

Register today before classes fill up.

**R**EGISTRATIONS ARE COMING IN QUICKLY. DON'T MISS YOUR CHANCE to learn and network in Orlando! Join us July 25-31 at the Caribe Royale in Orlando for the 2021 ALOA Convention and Security Expo. Take some classes, make new connections and imagine a better future for your career or business.

The best week in the industry offers the chance to take some of the more than 60 classes and seminars being offered. Learn a new skill, brush up on some old ones and gain some business acumen. Topics range from advanced automotive and master keying to forensics and safes. Send your employees to learn the basics while you learn a new segment of the industry or dive deep into topics like electronic access control or high-security cylinders.

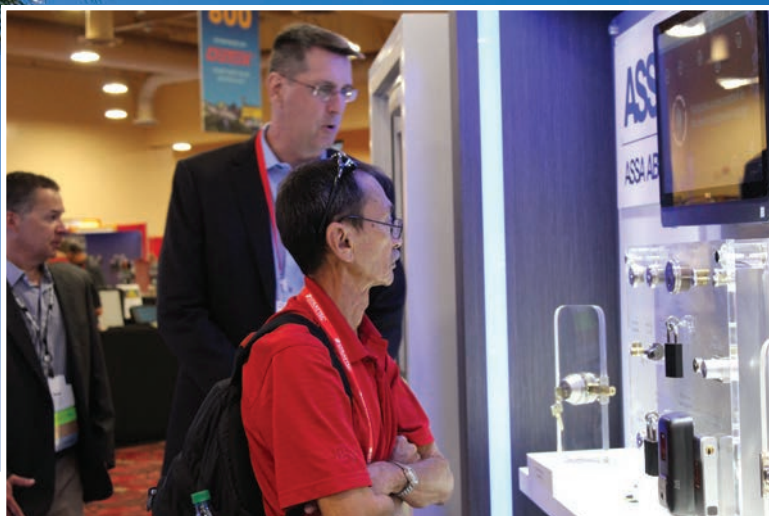
Attending classes also gives you the chance to take after-class PRP electives while the material is fresh on your mind. There will also be two PRP/STPRP mandatory test sittings: one on Monday, July 26, and a second on Friday, July 30. Be sure to sign up!

Register today to get your best chance at your first choice of classes. View the full

convention brochure online to see all of the classes and events available, or take a look at the printed brochure that was included in the April issue of *Keynotes*.

## Security Expo

On the show floor, take advantage of show specials and the chance to get hands-on access to new products and tools. View live demonstrations to see products in action! As always, there will be drawings every hour, where you can win prizes such as gift cards, tools or even a full registration package to the 2022 ALOA Convention. Be sure to stay



all the way through the end of the Expo to have a chance to win the grand prize.

## Networking

During the past year, we have all been imagining the future when we could get together with friends and colleagues in person... and that future is now! Reconnect with old friends and make new ones while you talk shop and network. Meet suppliers in person and forge closer connections.

ALOA 2021 has several events where you can socialize and network with your fellow locksmiths: the Kick-Off Party, Membership Meeting, CML breakfast, Women in Locksmithing reception, International Reception and more! Check the schedule to see which events you can attend (some are by invitation only).




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### Travel

Orlando is such an easy city to get to, with direct flights from all over the United States. Be sure to reserve your hotel room soon, as rooms are sure to sell out at the Caribe Royale. Rates are only \$159 per night, inclusive of resort fee, and you get so much: free in-room WiFi, free fitness center access, a pool complex, newspapers in the lobby, a shuttle service to Disney and more.

The Orlando area is incredibly family friendly and the perfection location to bring the family. Come a few days early or stay a few days late and take advantage of attractions such as Disney, Universal Studios (including the Harry Potter area), LEGOLAND, a drive-through safari park, Disney Springs nightlife and more. The beach is also just a one-hour drive away. ☺

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# Seclock: The Leader in Electrical and Mechanical Hardware

**T**HE LEADING DISTRIBUTOR in electrical and mechanical door hardware for almost 40 years, Security Lock Distributors recently enhanced their brand. Customers have long referred to the company as Seclock, and now Seclock is the official name of the company. Quick, direct and memorable — such enhancements represent the next stage of industry leadership for the company.

The refreshed brand features an enhanced logo called “The Path.” This design element represents all the ways Seclock connects to its valued customers, getting them to the right solutions. And it signifies how Seclock’s simplified distribution delivers everything customers need, right on time.

While the brand looks new, all the qualities that make Seclock the go-to

source for the industry remain as dependable as ever. This is their one-stop source philosophy, offering everything its locksmith customers might need to complete any project, big or small. Seclock stocks the full range of electrical and mechanical door hardware — over 100 premium brands. That unmatched, in-stock inventory means that their warehouses carry every possible product.

Seclock also offers best-in-class customer service. Their team of experienced technical sales representatives offer support at every step of the process. From finding the right product to locating retrofit items that work perfectly with existing hardware, they know what works for every project. Pairing a massive inventory with technical expertise means that Seclock has all the products, solutions and tools needed to finish the job.

Customers can also utilize Seclock as their own personal warehouse and distribution center. With the blind-label drop ship program, Seclock can ship orders with your company’s own branding on the shipping label and packing slip. With it all available under its roof, Seclock serves as a true one-stop source.

In an industry experiencing rapid change, Seclock remains an innovator. It starts with [seclock.com](http://seclock.com), its easy-to-use website that makes search, filtering and support incredibly intuitive and accessible. Visitors can chat with their technical sales representatives online the same way they do on the phone.

With all these enhancements, both visual and substantive, Seclock has positioned itself for the future, ready to lead the industry for years to come.



# Writing Your Mission Statement

Mission statements can help you stay focused when planning growth. **By Noel Flynn**

**T**HIS IS THE 22ND ARTICLE IN THE “TOOLS FOR Managing Your Business” series, and we’re discussing mission statements. A mission statement is essentially an explanation of a company’s purpose. In other words, a succinct summary of your reason for being.

## Why Do I Need One?

Aside from being able to tell your friends that you have one, a mission statement can be a useful guide when planning the start-up, growth or expansion of your business.

It can keep you focused and serve as guardrails to prevent you from drifting out of your sensible commercial lane(s). This can be enormously useful in avoiding the potential distractions and temptations that will inevitably cross your path. When some new, shiny opportunity comes along, before wasting time and money, you can first determine the strategic fit with your mission. I’ll borrow a famous line from the O.J. Simpson case: “If it doesn’t fit, you must omit.” (Yes, I modified it a bit to be more germane to our topic.) Obviously, this

is much easier to do when you have a well-developed mission statement for your business.

You will also achieve clarity regarding what business you are *really* in that you can fall back on continually — such as when applying for a business loan, developing a strategic plan, pitching investors, building a website, making a sales brochure, developing business cards or simply explaining what your business is all about to employees, customers and other stakeholders.

Although your complete mission statement may be longer, you should be able to extract key points to develop an “elevator pitch.” In case you’re unfamiliar with the term, an elevator pitch describes the main purpose of your business in about 30 seconds. In other words, about as much time as you would have to explain to a stranger during an elevator ride going up or down a few floors.

## How to Develop Your Mission Statement

The process for developing your mission statement has a lot in common with resumes and business plans inasmuch as the

## **“A mission statement can be a useful guide when planning the start-up, growth or expansion of your business.”**

real value comes from *going through the process itself*. Sure, you end up with a work product document, but if done correctly, the journey itself can be invaluable. You may be tempted to research other companies' mission statements and just wing it or have your advertising agency create something for you. While these approaches can play a legitimate role, you need to start at the beginning if you want to get the most out of this exercise.

“OK, I'll take the bait! Where is the beginning?” One of the best approaches is to write down questions that someone might ask about your business. Then, develop succinct answers to those questions.

This is a good time to inject a word of caution regarding verbiage. In the beginning, forget the polished-sounding eloquent words and phrases. Oh, and nobody really cares about your spelling or sentence structure either, because you can clean all of that up later. Craft and save your answers — ideally, electronically. Be prepared to develop lots of iterations. You may find it helpful to employ the “concentric circles” method where you start with broad narrative and then systematically refine your verbiage until it's both succinct and informative. Another way is to develop bullet point responses to each of the questions. A combination is fine also; whatever works for you.

### **Questions to Be Asked and Answered**

Before we jump into the deep end of the pool, let's think about how you might describe a person if required to do so by the police or for some other reason. Your description might include such attributes as height, weight, race, facial hair, build, hair (style, color, length...or lack thereof), eye color, clothing, etc. You could do the same thing for a house, office building or car. Or you could just go directly to describing your business. Following are some attributes and characteristics (not necessarily in order) that might help describe a business.

- Functional areas of activity
- Geographical scope of service area
- Factory, warehouse/branch or retail locations

- Markets and/or customer segments served
- Sales force and methods
- Distribution channels
- Communications and marketing methods
- Service and/or delivery vehicles and equipment or other hard assets
- Management and employees
- Technology employed (the latest techniques or products)
- Patents and licenses
- Awards or special capabilities, qualifications or certifications
- Customer satisfaction levels (possibly customer reviews and ratings)
- Years in business? Family owned? Better Business rating?
- Measures of performance

With these types of attributes in mind, let's develop a few questions that will elicit information about your business and the type of details you want to provide in your answers. Some of the following examples and verbiage might not apply to your locksmith business, but considering them can put you on the right track and better understand the concepts.

#### **What are the primary functional areas of your business?**

*XYZ company (usually one or more of the following): sells, invents, installs, repairs, services, manufacturers, distributes, provides.*

#### **What are the products and/or services provided?**

For a service business, this might be something like: *XYZ company sells, installs and services \_\_\_\_\_ products and systems.*

#### **What is the company's geographic scope?**

*XYZ offers and provides its \_\_\_\_\_ (services) (internationally, nationally, regionally, locally, state-wide or county-wide) within the \_\_\_\_\_ area.*

#### **Does the company have any factory, warehouse/distribution center, retail or branch locations?**

This answer will rely heavily upon the company's distribution channels and infrastructure.

#### **Which markets or segments does the company serve?**

It's often best to begin by thinking of the *ultimate consumer or end user*.

*XYZ provides \_\_\_\_\_ to \_\_\_\_\_ (usually one or more of) (commercial, residential, government, automotive, consumers, etc.) on a high level. Then, this needs to be drilled down to more specific segments. Is it homeowners, car owners, institutions, \_\_\_\_\_, etc.?*

**How does the company reach its target customers?**

This is all about the company's *distribution channels*, which are essentially paths to reach the ultimate consumer or end user. Some companies sell directly to the consumer or end user. Known as a "flat" distribution model, this has the advantage of only having to support one layer (tier) of profit margin, but there are inherent disadvantages also.

Others will use one or some combination of wholesalers, retail dealers, jobbers or other middlemen to reach their end users. Let's consider all the products in large chain stores. Clearly, those sellers have elected to use Walmart, Target, Home Depot, Lowe's or similar chains to make their products available to prospective consumers.

This means that the company's *customers* are actually the big-box stores or similar middlemen. But companies need to make sure they can identify their *consumers* or *end users*. It's imperative to know who ultimately buys your products and why — this is why so many companies include "warranty" cards with their products to be returned to the manufacturer.

This type of business model requires supporting several tiers of profit margin. Thus, the question becomes: "Is the tradeoff worthwhile, to be able to have almost instant access to a huge network of retail outlets, especially for consumer products?" Your mission statement could also include whether XYZ is primarily B-to-B (business-to-business) or B-to-C (business to consumer or end user). If dealing with consumers, be careful using technical jargon.

If your business includes your own "retail outlets," then at least some of your customers likely come directly to your retail location(s). If your business has an online distribution component (some companies exclusively use an online distribution model), customers are found via the web and possibly social media. If selling to wholesale distributors, then XYZ likely identifies *reseller* targets and sells to them, or possibly to master distributors who, in turn, feed smaller distributors and then dealers. Some businesses are a combination (such as retail and mobile) whereas others may be mobile only or online only. As we learn in economics 101, theoretically, the flattest model is the most efficient, primarily because it only needs to support one tier of profit margin. But, alas, life is far more complicated in the real world.

**How do prospective customers know about XYZ's products and/or services?**

Some of the answers will relate directly to the previous question/answer and depend largely upon the markets and segments the company targets. Advertising, promotion, word of mouth,

retail and/or vehicle signage, direct-response marketing, TV, web, print media, phone books, etc., can all be used to let prospective customers/consumers/end users know about XYZ's products, services and/or brand. Of course, the company may also employ a sales force to find prospects and convert them into customers.

Don't confuse distribution with branding. Manufacturers use distribution channels to reach their ultimate consumer or end user via various types of middlemen. This is known as "sell in" because you must convince these middlemen (aka channel partners) to purchase and stock your products. For instance, in the food industry, supermarkets are essentially in the real-estate business. In other words, they sell (or rent) shelf space to food-selling companies. It's a low-margin/high-volume business model wherein the better or best shelf space is relatively more expensive.

Branding is all about building an image for your product so that consumers/end users prefer and buy your product instead of the competition. This is known as "pull through" or "sell through."

**Service Business Model**

There are millions of small (and large) businesses that provide one or more services. But even within the same general industry, there usually are segments and niches. For simplicity, let's consider a typical lawn service firm. Many such firms are essentially owner-operator, one-man shows, possibly with a helper or two. The typical company will provide lawn cutting to homeowners and possibly trimming and edging. Many of these companies also provide such garden services as mulch and irrigation system repairs.

Of course, some such companies evolve into the "lawn treatment" arena, which requires licensure to handle chemicals. There are also many (typically franchise) companies that only provide lawn treatment services, such as TruGreen and Chemlawn. These companies do not typically cut grass. Instead, this group sprays pesticides and fertilizer on lawns and plants.

Then, some companies specialize in landscaping. They design a selection of plants, shrubs, flowers, etc. to deliver an "appearance" for their customers and sometimes offer irrigation system installation and repair. Success in this area often requires some relevant education. Unlike the grass-cutting business, which is recurring (perhaps except for winter), this business is more project oriented.

Even within segments of any industry, some business owners carve out niches, and many just stumble into such. An example of a niche would be if you're in landscaping but exclusively (or primarily) provide plants, shrubs, etc. for homeowners' swimming pool areas. Perhaps you further

specialize in creating “tropical paradise” settings for upscale pool owners.

Then there are full-service providers that can take care of essentially all of your lawn and garden needs, including grass cutting, edging, trimming, chemical treatment, mulch, irrigation systems, landscaping, etc. The pitch here is a classical “one-stop shop” and single-point responsibility and accountability.

The point of examining these different market sectors is that — within a particular industry — we can usually find discrete segments and/or niches. Looking at all of the sectors that comprise an industry can be really useful in carving out your piece of the pie. This can also be helpful in identifying opportunities for expansion when the time is right.

There are many forms of expansion, and some companies prefer to remain within a defined lane and grow by expanding their capacity, often by adding more crews and equipment. Sometimes, a more horizontal path is preferred. For example, a lawn-cutting company evolves from its legacy base of exclusively homeowner customers to also servicing commercial clients.

Sticking to what you are very good at is known as “focusing on your core competencies.” Many historically successful firms have ventured into unfamiliar territory in search of growth, only to encounter disastrous results. Far too often, this classic business mistake is attributable to not doing our homework, plus the notion that success in one arena ensures success in another. Egos can definitely get in the way too!

If you identify all primary segments of the industry, you will be better able to articulate which segments you participate in and those that represent candidates for future expansion. Beyond that, you can also drill down into niches that you are already active in or wish to grow or expand into. Using our previously mentioned lawn-care industry examples, go ahead and map your industry’s primary segments. Then, identify relevant discernable niches. This will provide some really useful strategic clarity and help to develop your mission statement.

## Draft Mission Statement for a Security Business

*“The Mission of XYZ company is to provide unparalleled quality sales, installation and service of security products and systems to residential and commercial customers located within the (city, state, county) metropolitan area. The family business has been delivering peace of mind through appropriate security solutions, technologically sound expertise and high value to our customers since 1978.”*

Next, let’s examine this draft mission statement that I just wrote off the top of my head. In two sentences, what does it tell a reader about XYZ company?

- Unparalleled quality
- Provides sales, installation and service
- Security products and systems
- To residential and commercial customers
- Located within the \_\_\_\_\_ area
- Delivers peace of mind
- A family business
- Appropriate security solutions
- Technologically sound
- High value to customers
- Since 1978

Let’s go a bit deeper into these attributes.

### Quality

(standards and satisfaction level?)

Unparalleled, family owned since 1978

### Functionality

(range and scope of business)

Provides sales, installation and service

### Products/Services

(what?)

Security products and systems

### Markets/Segments

(to whom?)

To residential and commercial customers

### Geographic Scope

(where?)

Located within the \_\_\_\_\_ area

### Promise/Benefits to Customer

(what are customers really buying?)

Delivering peace of mind

### Competence

(reasons to be confident and have trust)

Appropriate security solutions

Technologically sound

High value to customers

## Use of Adjectives

Once you’ve developed a list of attributes for your business, double back and add some adjectives. You learned in school that adjectives are used to describe nouns. In other words, they add more detail. Think about earlier when we discussed describing

**“The process for developing your mission statement has a lot in common with resumes and business plans inasmuch as the real value comes from going through the process itself.”**

a person, perhaps to the police. Examples of adding adjectives:

**Man:** tall, short, good looking, heavyset, muscular, etc.

**Vehicle:** van, cargo, panel, long, white

So, it's the same concept when describing our business:

- What level of service? *Full* service
- What level of quality? *Unparalleled* quality
- What kind of value? *High* value

### Dos

- Push the boundaries a bit.
- You might be “an industry leader” delivering “top” quality.
- You may be comfortable stating that you “stand behind your work.”
- It's OK to extend product warranties. It's best to offer only what's offered by the manufacturer.
- You might need/want to offer a 90-day warranty on your workmanship.

### Don'ts

- Don't get carried away with extreme exaggeration. In other words, it's doubtful that your small business provides “world-class” service or quality levels.
- Avoid stating that you “guarantee customer satisfaction.”

### A Word of Caution

Although you certainly want to describe your business's products and services as to enhance your company's appeal to prospective customers, keep in mind that your own words can be used against you, especially in lawsuits. If you hold yourself out to the public as an “expert,” then you knew, or should have known blah, blah... Do yourself a favor: Have an attorney (and CPA/accountant) determine which legal structure is best for your company. Also have an attorney (with relevant experience and practice focus) develop or review and recommend verbiage for your business paperwork, especially the services you provide, contracts, forms, warranties, etc. Remember that you may be subject to certain liabilities covered by “implied warranty of merchantability” laws, irrespective of any expressed limitations in your paperwork. Carry appropriate insurance and understand what your coverage is — especially any deductibles and limitations.

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## Safety (and Profits) in Numbers

**T**HERE'S AN UNTAPPED MARKET in automotive key replacement, and that market is huge: an estimated \$3.4 billion. Some 50% of 108 million registered passenger vehicle drivers in the U.S. have just one set of keys for their vehicle. What happened to the other set? Lost, broken, washed, never received. And whether these drivers know it or not, they are one mishap away from having a very bad day.

There's reason to believe that these drivers are aware of the precarious nature of their key-challenged state and would eagerly get a second set if they knew either where to get one or that there's an alternative to the wait and expense of the dealership. What an opportunity for the traditional locksmith and vehicle repair shops.

The development of easy-to-use key and immobilizer tablets have made key replacement both quick and profitable, especially when sticking to the sweet spot of the market: U.S. and Asian vehicles, which have less sophisticated key/immobilizer systems than those of European vehicles. Additional tasks include the purchase of a key-cutting machine designed for vehicle keys, sourcing high-quality remotes and FOBs and, finally, promoting your new service with onsite signage and online via social media and virtual ads.

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#### FORD

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#### RENAULT

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#### LANDROVER/JAGUAR

- ADD KEY/ALL KEY LOST UP TO 2019

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### Internal Mission Statement

Many larger companies have distilled their mission statements into just one sentence. They use this statement to help “position” their business in the eyes of their customers and the public. Some larger firms hire expert consultants and spend big bucks to arrive at such powerful and incredibly succinct phrases.

Back in the day, when mission statements arrived on the business scene, it was common for companies to develop much more lengthy mission statements that included sub-parts to the main statement. You may consider developing such a more expansive mission statement, but you can have what some believe is the best of both worlds. In other words, employ the shorter version for external purposes and the longer version for internal purposes.

### Conclusion

A mission statement essentially explains the purpose of a business, or you might say its reason for being. Sometimes, it can be useful to reflect upon what ignited that entrepreneurial flame and motivated your startup.

Just going through the process of developing a mission statement can deliver clarity that will serve you well in many ways. This mission statement can become a set of guardrails to help keep you in your commercial lanes where you can best leverage your core competencies. It can also help avoid veering off course chasing the inevitable, mirage-like distractions that really don’t fit your strategic plan.

Ideally, your mission statement should be succinct enough to serve as an elevator pitch. In other words, capable of being articulated successfully to a stranger during a brief elevator ride. The idea is to make it both brief and informative, which

is sometimes a challenge. Think of various limited-space situations, such as on your business card or perhaps on your website’s header, where you need to tell prospective customers what your business does so they can decide whether to read on or not. Studies show that you need to capture a new reader’s interest in about 30 seconds or less. Some companies develop both a shorter version that is primarily for external use and a longer version for internal purposes.

For individuals who are new to mission statements, it can be helpful to begin by looking at a few mission statements for larger companies. Keep in mind that many well-known brands have huge budgets and have probably paid advertising or specialty firms to develop these mission statements that have sometimes been distilled into one sentence. Most small companies don’t need such professionalism and, frankly, could not afford to hire such external help anyway.

After looking at some company mission statements, one way to begin is to map out your industry. Identify discernable segments and then, ideally, some known niches. Refer to the lawn-care business example provided earlier in this article. It may be helpful to imagine this industry mapping in a format typically used for business organizational charts.

However, in our industry mapping situation, we are not so much interested in a hierarchy as we are in identifying the primary established sectors of our industry and the traditional market segments occupied by various players.

Ultimately, identify established niches within those market segments. If this is confusing, go back and reread the Service Business Model section of this article where we dissected the lawn-care industry. It doesn’t really matter which industry you’re in — the concepts and basic process are applicable.

Once you've mapped out your industry, develop a set of attributes that describe your business. You can also develop a set of questions that a curious individual, potential investor or suitor might ask when trying to learn about your business. Listing the attributes and developing questions and answers will enable you to triangulate the two sets of information with any advertising descriptions you use to describe your business.

Once you have a well-developed list of attributes and probing questions that elicit descriptive information about your firm, refine the compiled information. One part of this process is to introduce more adjectives that add dimension to the nouns you developed. But it's best not to get carried away with gross exaggerations about your services or capabilities, or else your words might come back to haunt you later. Get competent legal guidance for your choice of verbiage and structure.

There's no need to be paranoid about your every word. But you should seek both legal and accounting advice when deciding the legal structure for your new business and creating business forms, contracts and other items that describe your product and service offerings. Once released, unfortunately,

you can't get the liability genie back in the bottle.

Hopefully, you now have at least a rudimentary understanding of what a mission statement is, why businesses use them, why you should have one and how to develop your own. Yes, you can do it, and you can always develop new and improved versions. Good luck.

The topic for our next article in this series will be "Navigating the Covid Minefield," where we will discuss the story of ALOA's battle with the pandemic. ☺



**Noel Flynn** is a degreed business management consultant with global senior leadership experience, including more than 20 years in manufacturing, wholesale distribution and consulting sectors of the security industry. Noel has been a senior executive, officer, board director and adviser to not-for-profit and for-profit companies in numerous industries worldwide. This includes being an ALOA SPAI board member since 2011, and he is also an ACE instructor, developing and teaching business management. Contact him at [nflynn@aloe.org](mailto:nflynn@aloe.org)

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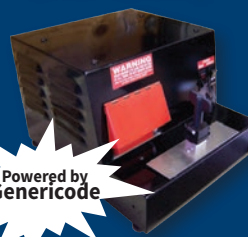
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# Deadbolts Reach a New Level

**Rick Karas, RL, CFI, AFDI**, installs a brand of electronic lock that retrofits with many existing deadbolts.

**T**HE INTERNET IS A WONDERFUL THING. WITH A FEW CLICKS OF THE mouse or even just employing your voice, almost everything imaginable can be shipped worldwide and usually received in a couple of days or, amazingly, even the same day. This has become part of our normal everyday life. Consequently, there has been a dramatic uptick in the number of people who purchase physical security hardware online — such as locks, security cameras, safes and access-control devices — and then attempt the installations themselves. Have you ever watched a home renovation show and thought, “Man, that looks so simple? I am going to renovate this weekend!” Unfortunately, this can be problematic and lead to somebody getting way over his or her head and into deep financial trouble... especially when discovering that it will cost even more money to clean up the mess that they have created and start over.

As a locksmith, I have seen firsthand how some of these projects quickly went wrong. Now, I am not saying that all do-it-yourselfers get into this situation. However, it does always look easier on TV or the internet than it is in real life. I can only speak for the jobs that I have been called in to repair or clean up after the homeowner attempted to do the work and something went wrong.

Here are some examples I have come across: client ordered a cylindrical



**Figure 1.** The customer couldn't remove the existing deadbolt lock on the front door.



**Figure 2.** One of the screws holding the lock to the door was stuck and wouldn't go back into the lock.



**Figure 3.** The customer called the thumb latch a “thumb thing.” Sometimes you have to translate!



**Figure 4.** Extra PPE is the norm these days, it seems.

lockset when the door was prepped for a mortise lock; client ordered the wrong functioning lockset (ordered a storeroom function lockset for their front door instead of an entry function); client received locks that clearly had been used before or were missing parts; client received a lock with the wrong handing or backset.

I can't say that I blame a person for trying. However, sometimes it may be better to hire a professional. Following is one of those situations.

### The Job

Recently, I was contacted by a homeowner who had bought two new locks off of the internet: one each for his front and back doors. He was trying to install the locks himself, but for some reason, he just couldn't remove the existing deadbolt lock on the front door (see *Figure 1*). I asked him, “Why? What's going on?” He told me that he had started to remove one of the two screws holding the deadbolt lock to the door, but the screw would only back out about 1 inch then stopped. Then, the screw just kept spinning.

He decided to screw it back in, but, the screw was stuck and wouldn't go back into the lock. He couldn't lock his deadbolt because the screw was now blocking the thumbturn and acting as a stop. This meant that the deadbolt to his front door was now useless (*Figure 2*). I could hear it in his voice that he was distraught and a bit frazzled about the situation.

My first thought was that this might pose a life safety issue if the deadbolt was locked, so I asked about its current state. He told me that the deadbolt was unlocked, but now there was no way to lock the door. Next, I asked if he had a lock below the deadbolt. He did, but it didn't lock. He told me the lock was not broken, but it does not lock and has “a thumb thing.” I assumed that he meant a thumb latch, and I was right (*Figure 3*). (Sometimes you just have to play locksmith detective to understand the customer's lingo!)

Trying to settle his nerves a little bit, I asked, “Do you have any huckleberry moonshine? If you do, take a swig or two and call me in the morning.” No, seriously, I explained that there was a

silver lining in all of this. A big part of locksmithing involves the ability to stay calm and help your clients to do so as well. I assured him not to worry and that he was in the better of the two possible situations. I informed him of the possible life safety situation his family could have possibly been in had the door been locked and the screw jammed under the thumbturn, making it impossible to unlock the door from the inside. He seemed to settle down a bit.

### Getting Started

I arrived at the house equipped with my tools, face mask and disinfectants (*Figure 4*). Locksmithing is always evolving, and wearing personal protective equipment (PPE) is — at least for now — the new normal. I was hoping that he would respect social distancing, and I was very relieved to see when he opened the door that he also was wearing a face mask. Because of the current COVID-19 pandemic, I explained that I very much would appreciate if he would respect social distancing. He agreed, and luckily for me, he was on the same sheet of music as I was.



**Figure 5.** The customer wanted a Level Lock installed on the front door.



**Figure 6.** The Level Lock is basically a retrofit kit to convert an existing deadbolt into a smart lock.



**Figure 7**



**Figure 8**

**Figures 7 and 8.** The author used Vampire pliers to get the stripped screw out.



**Figure 9.** The Level Lock can accommodate different configurations by using adaptors for various tailpieces.

After we sorted out the PPE and social distancing, he immediately showed me the jammed screw (*Figure 2*) and said, “There is no way to get it out!” He then showed me the lock he wanted installed on the door: a Level Lock (*Figure 5*). He said that the lock could be used with his existing deadbolt lock.

The Level Lock is a unique lock that is operated through a smartphone app. Not only does it allow a homeowner to operate the house lock via the app, the user can give permission to others to do the same — no need to pass out physical keys to many people.

Because I had never seen a Level Lock before, I immediately opened the box to take a look (*Figure 6*). Everything seemed self-explanatory to me and almost intuitive. I thought, “Could this be all there is to it? Is there something missing?”

Reading the directions, I found that the Level Lock is basically a retrofit kit for existing deadbolt locks. It’s not a complete lock but rather a kit to convert an existing deadbolt into a smart lock. At this I was thinking, “Man. I hope this thing actually works!” (Just a sidebar: I’ve been around for a while and have seen a lot of products come and go).

Time to get to work. The screw was definitely stripped, and I could tell my

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**ASSA ABLOY**

## 10X Line Bored Lock



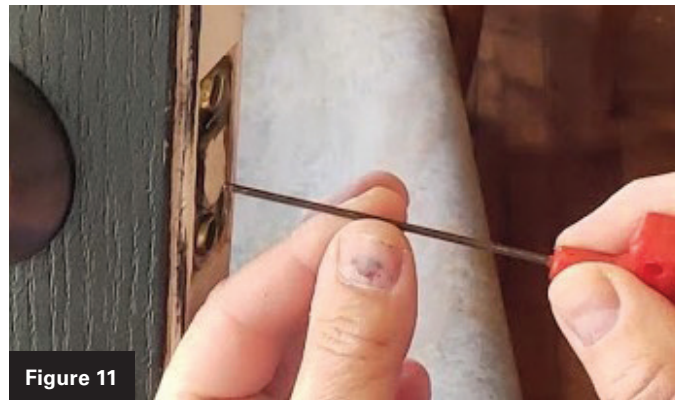
# The Axis of Strength and Security

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**For more information,  
visit [sargentlock.com/10XLine](https://sargentlock.com/10XLine)**



**Figure 10.** The customer's Lori deadbolt lock did not have a tailpiece but instead had a mortise cylinder with an Adams Rite-style cam.



**Figure 11**



**Figure 12**

**Figures 11 and 12.** The screw is located under the faceplate of the bolt, and a long  $\frac{5}{64}$ " Allen wrench is required to reach it.

client must have been at it for a while because the screw head was bent. To get the screw out, I used my Vampire pliers (these things grip everything; see *Figures 7 and 8*) to get a good grip on the screw. Pulling very hard toward my body, I turned the screw counterclockwise and slowly removed it.

The Level Lock is designed to retrofit most standard single-cylinder deadbolt locks. It can accommodate different configurations by using adaptors for various tailpieces (*Figure 9*). However, my client's Lori deadbolt lock did not have a tailpiece; instead, it used a mortise cylinder with an Adams Rite-style cam (*Figure 10*).

The Lori deadbolt mortise cylinder is held in place with a  $\frac{5}{64}$ " Allen set screw.

**“The screw was definitely stripped, and I could tell my client must have been at it for a while because the screw head was bent.”**

The screw is located under the faceplate of the bolt, and a long  $\frac{5}{64}$ " Allen wrench is required to reach it (*Figures 11 and 12*).

The Lori single-cylinder deadbolt lock is a totally different animal. I usually find these on commercial building doors and not very often on residential doors.

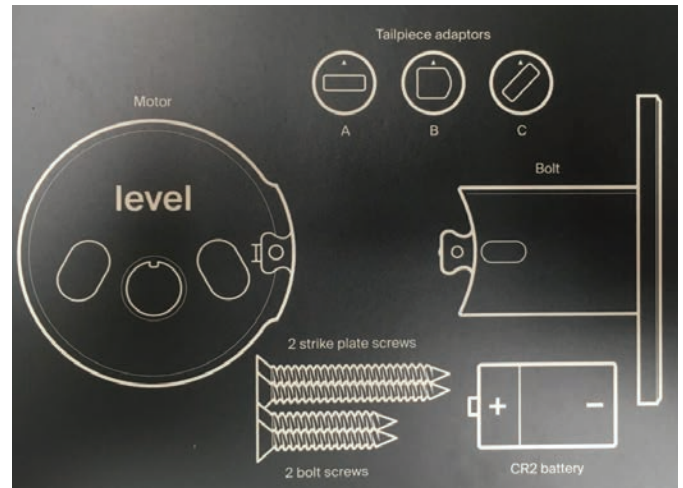
I did my best to explain to my client that the Lori deadbolt isn't compatible with his new Level Lock and that he'd need a new deadbolt lock to use his Level Lock. He indicated that he really wanted to use the Level Lock, giving me the green light to proceed. Following is how the installation went.

### The Installation

The first thing the instructions say is to test the current deadbolt and make sure it will throw smoothly without pushing or pulling on the door — pretty much a no-brainer for most of us locksmiths



**Figure 13.** The author removed the existing Lori deadbolt.



**Figure 14.** The Level Lock comes with the following components: one motor, one bolt, two bolt screws, one battery, one strike plate, two strike plate screws and three tailpiece adaptors.

(locksmithing 101). This is great advice for Level Lock to include with its instructions because most DIYers would not know to do this. Skipping this step could cause a lot of problems with their deadbolt locks.

I checked my client's deadbolt, and it worked fine. There was no bind or dragging of any sort, nor was there was any misalignment with the deadbolt and strike plate. Next, I checked that the door was fitting in the doorframe properly; it was fine. I then removed the existing Lori deadbolt (*Figure 13*) and decided that the Schlage B60 would be a good choice to integrate with the Level Lock for this job.

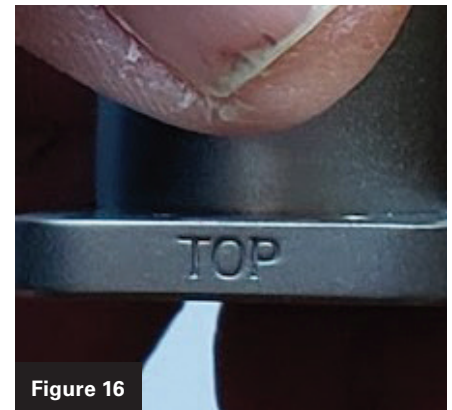
The Level Lock comes with the following components: one motor, one bolt, two bolt screws, one battery, one strike plate, two strike plate screws and three tailpiece adaptors (*Figure 14*).

There are 7 steps to the installation:

- 1. Installation of the bolt.** It's possible to install the bolt upside down, so take a careful look at the bolt. Find the word "TOP" stamped into it (*Figures 15 and 16*) and make sure it's facing up. Notice that the bolt has contacts on it (*Figure 17*), which will line up with the contacts on the motor once it's installed (*Figure 18*).



**Figure 15**

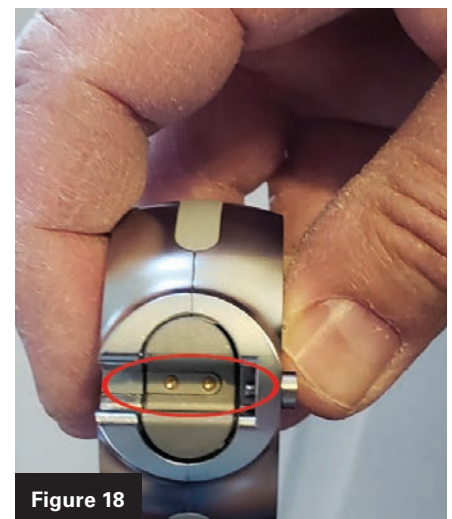


**Figure 16**

**Figures 15 and 16.** Look for the word "TOP" stamped into the bolt to make sure you're not installing it upside down.



**Figure 17**



**Figure 18**

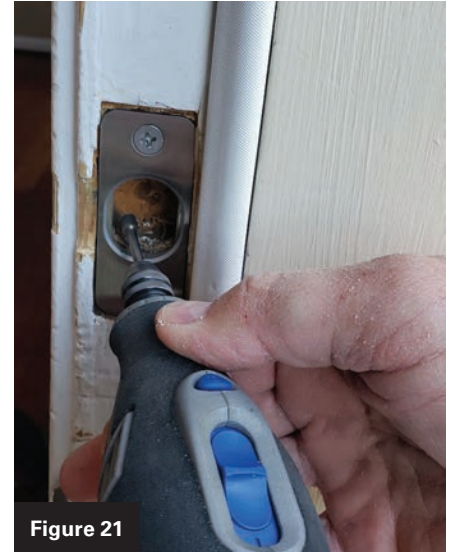
**Figures 17 and 18.** The bolt has contacts on it (*Figure 17*) that will line up with the contacts on the motor once it's installed (*Figure 18*).



**Figure 19.** The author added a strike reinforcement plate.



**Figure 20**

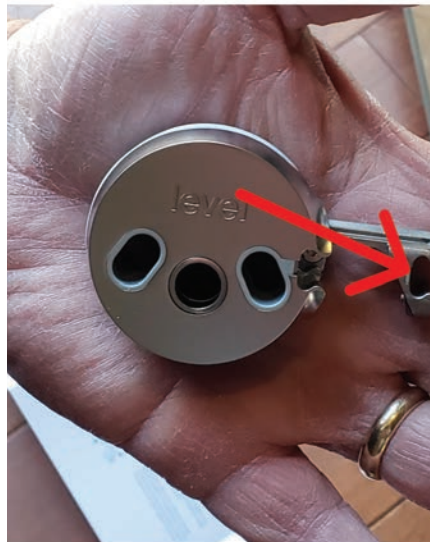


**Figure 21**

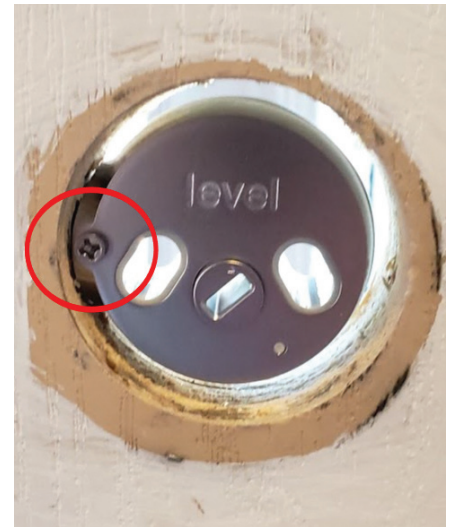
**Figures 20-22.** The author was able to slightly grind out the strike reinforcement plate to make it the same opening dimension as the Level Lock strike plate.



**Figure 22**



**Figure 23.** The arrow points to a slot on the motor that the bolt will engage into.



**Figure 24.** There is a small screw on the motor that — when tightened — will connect the motor to the bolt.

During step 1, I added a strike reinforcement plate (not from Level Lock) (Figure 19) under the strike plate that comes with the Level Lock.

Unfortunately, this caused the bolt to not go into the strike plate because the diameter of the Level Lock deadbolt is slightly larger than the strike reinforcement plate. This was no big deal; I was able to slightly grind out the reinforcement plate to make it the

exact opening dimension as the Level Lock strike plate (Figures 20-22). After doing so, there was no problem.

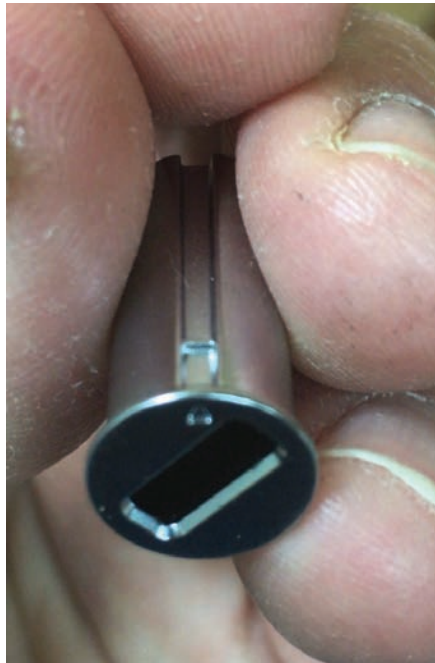
You won't run into the problem unless you add a strike reinforcement plate, which is just something that I like to add for my customers when I install deadbolt locks.

**2. Install the motor** (Figure 23). There is a slot on the motor that the bolt will engage into.

**3.** There is a small screw on the motor (Figure 24) that — when tightened — will connect the motor to the bolt.

**Tighten this screw.**

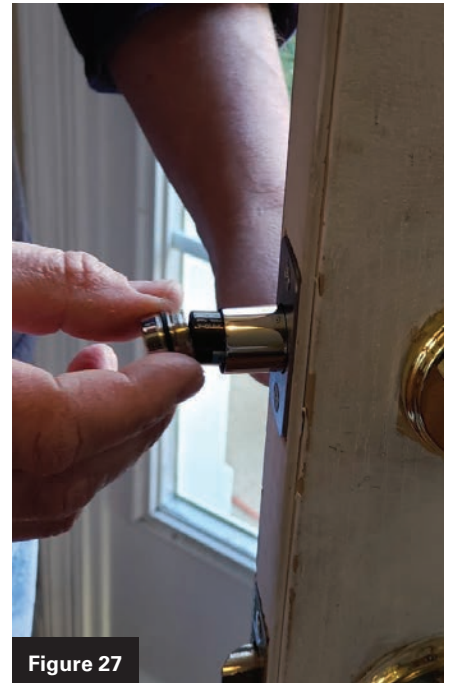
**4. Choose the tailpiece adaptor that is appropriate for your deadbolt.** There are three different configurations to choose from (Figure 9). Install the tailpiece adaptor into the motor. There is a channel on the adaptor to help guide it into the motor (Figure 25).



**Figure 25.** There is a channel on the tailpiece adaptor to help guide it into the motor.



**Figure 26**



**Figure 27**

**Figures 26 and 27.** The author is unscrewing the end of the bolt and installing the battery.

**5. Install the deadbolt lock, less the bolt,** because you will be using the bolt from the Level Lock. It is important that the deadbolt is installed without any bind. Make sure that the thumbturn turns smoothly and that the deadbolt is properly centered to avoid any unnecessary friction on the lock.

**6. Unscrew the end of the bolt and install the battery** (Figures 26 and 27).

**7. Have your client install the Level Lock app on a smart phone and have them stand not more than 6 feet away from the Level Lock to test.** The app will find the lock and then guide your client through the setup procedure. The setup is a very simple process and very intuitive.

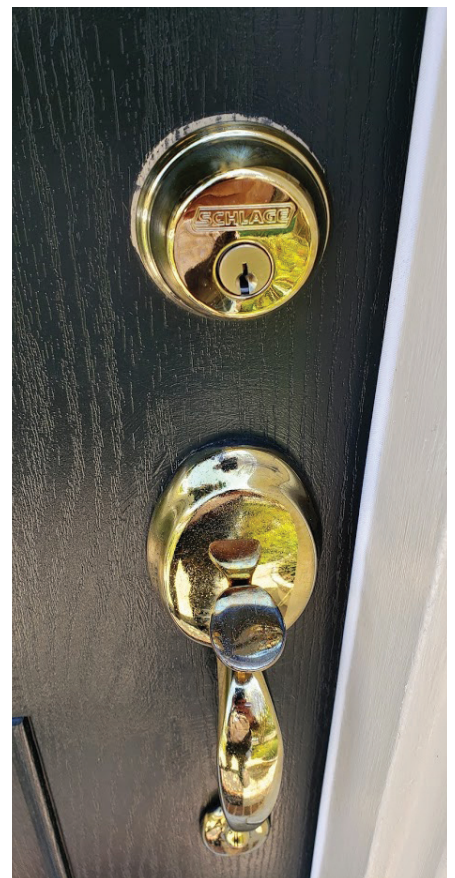
Although this was my first experience with the Level Lock, I could not have been happier with its installation. The components seem to be quality built. I must say that I was thoroughly impressed with the Level Lock — so much so that I ordered one for myself to try at home. My favorite aspect of the Level Lock is its

discreetness; once it's installed, there is no visible sign that it exists (Figure 28).

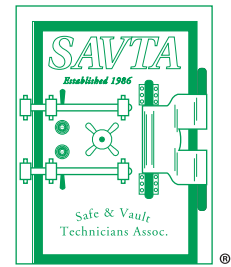
I am very curious to see how well it will hold up over time. Will there be any problems? How long will the battery last? Will any weakness or vulnerabilities be discovered through use of the lock over time? These are questions that I won't be able to answer until the passage of some time. Maybe next year, I will give you an update on how well it has held up. For now, I would give it a thumbs up! I really like what I see. 🍷



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



**Figure 28.** Once the Level Lock is installed, no one can tell it is there.



# Reviving Class 2 GSA File Cabinets

**Richard Vigue** explains his method of repairing three corroded containers.

**I**'LL START WITH A LITTLE NARRATIVE. I STARTED WORKING FOR MY DAD AS a “go-fer,” which meant I would “go fer” parts in his car. He did mostly electrical work, but in the early '50s, we did it all: repaired toasters, installed and plumbed hot-water tanks, repaired furnaces, a little carpentry, some machinist-type work and later on, we installed TV antennas as it was just starting to be the thing in our area. I started at the age of 12 and worked with him until 1984. He showed me that a full-service company would always be busy and in demand.

So when I started my own business, I used that business plan and did installs and repairs where others just did replace and throw away. I have repaired many of these types of containers, so I was not afraid to take on three of them. One was a Diebold, and the other two were HHM.

The customer forgot to mention that these were in very bad condition. They had been placed in a moist area, everything was corroded and they had been painted shut. *Figure 1* shows the three cabinets, and *Figure 2* shows a close-up view. Three burly men came with a hydraulic tailgate and delivered the three 1,100-plus-pound units to the shop, as I was not going 20 miles to service these.

It turned out to be a wise choice. My assistant and I started working on them, and the first drawer took half a day to repair so it would work properly. It was a relearning process. These drawers work as follows: Close the lower drawer, and the bolts would extend. Then drawer three would be closed and the bolts would extend along with

center bolt that would interlock lower drawer. Then the third drawer up would do the same, locking itself and interlocking the drawer under it. Finally, the top drawer would close and interlock.

## The Repairs

Now for the methods used to make repairs. First was to remove the screws at the bottom and sometimes on the edge (*Figure 3*). With the screws gone, the drawer separates from the head. We found that the only way was to stomp on the inside of the drawer, or in my case, we had a 4x4 that we used to slam at bottom center to get it started. After a half dozen smacks, it was off. *Figure 4* shows the placement of the 4x4 to hit the drawer bottom.

We opted to remove the S&G 6735 MP locks, and if they were to decide at a later



**Figure 1**



**Figure 2**

**Figures 1 and 2.** *Figure 1* shows the three cabinets, and *Figure 2* shows a close-up view of the corrosion and the weight label for GSA safes.



**Figure 3.** The first step was to remove the screws at the bottom and sometimes on the top edge.



**Figure 4.** The author used a 4x4 to slam at bottom center to get it started.



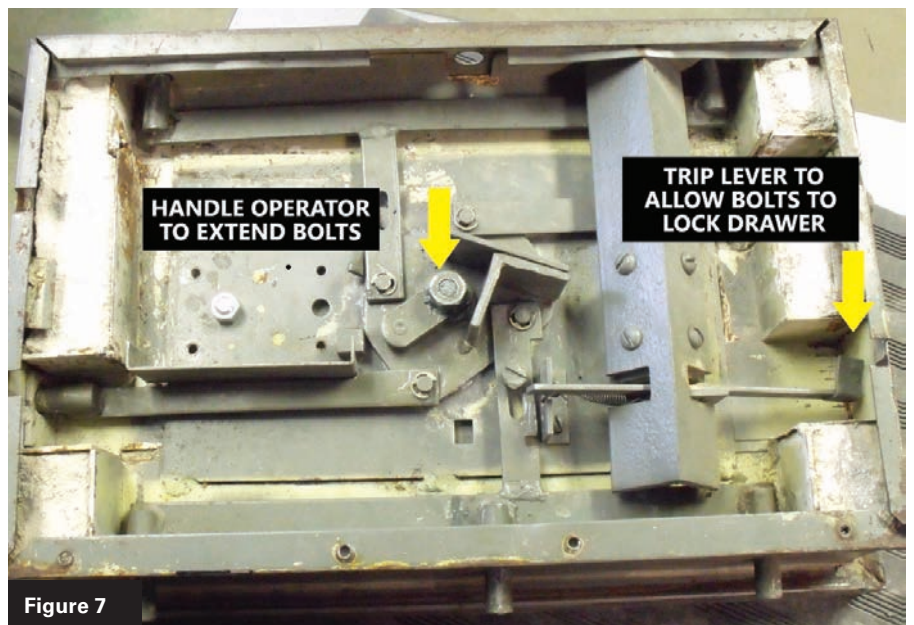
**Figure 5.** The many coats of thick paint made closing the doors very difficult.



**Figure 6**

date, we would get file-cabinet locking bars to secure the contents. The customer was going to use these to store old lodge papers. We found out that these were originally rated for one hour and were from the late 1950s/early 1960s. Parts have not been available since the mid-1970s, so anything broken would have to be made.

In *Figure 5*, you can see the many coats of customer-applied thick paint that made closing the doors very difficult. Next, you can see the interior workings after we removed everything, wire brushed the parts and reassembled. Note that the lock has been replaced with a 3/8 carriage bolt and the top center bolt interlock has also been removed. The before view is shown in *Figure 6*, and the after view is in *Figure 7*.



**Figure 7**

**Figures 6 and 7.** Before (*Figure 6*) and after (*Figure 7*) views of refurbishing different parts of the interior are shown.

## SARGENT and GREENLEAF LOCK MODELS

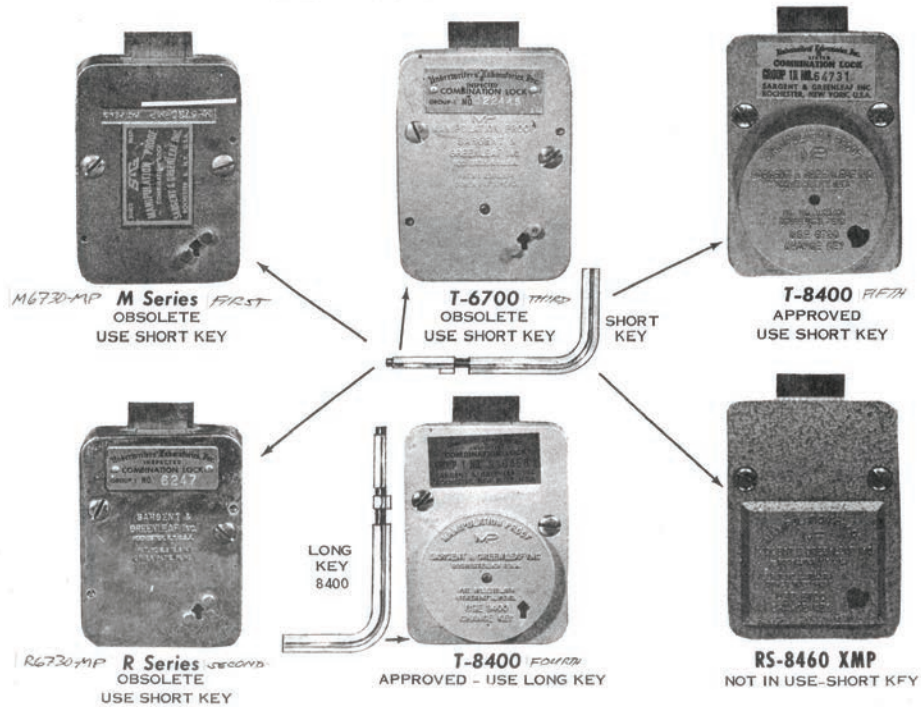


Figure 8

## COMBINATION CHANGE KEY DIFFERENCE IN S&amp;G T- 8400 SERIES LOCKS

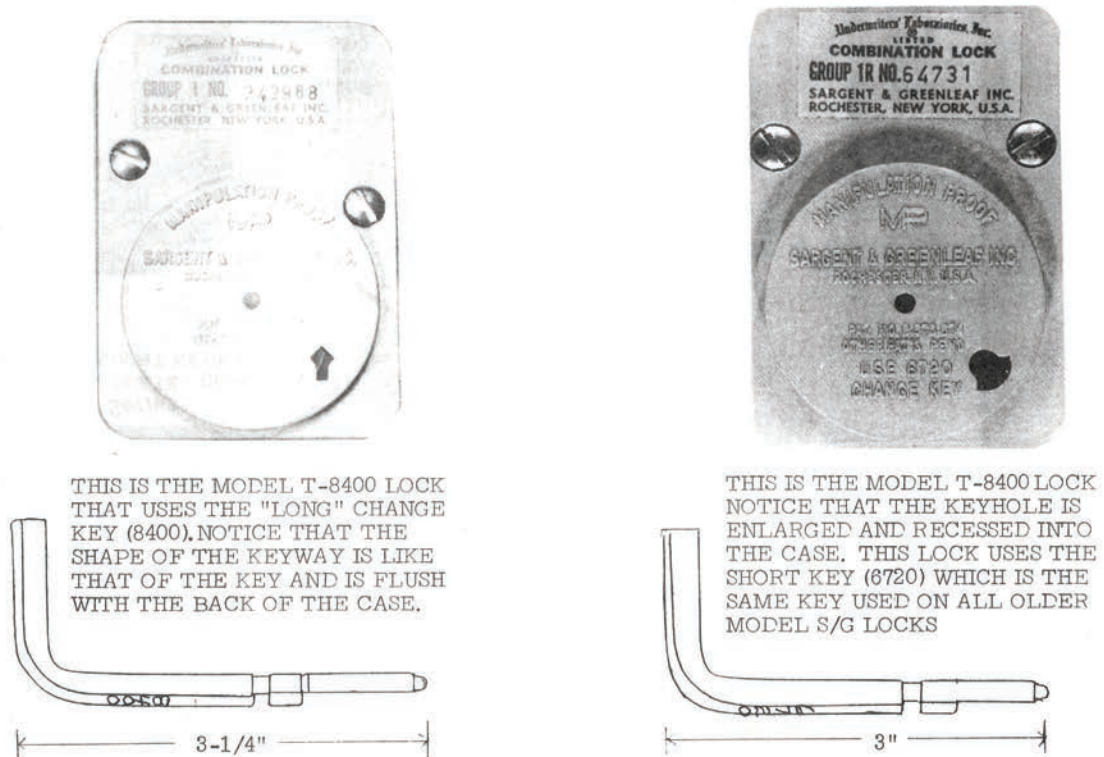


Figure 9

## HISTORICAL PROGRESSION OF CLASS 2 INSULATED SECURITY CONTAINERS

20 MINUTES SURREPTITIOUS ENTRY PROTECTION  
5 MINUTES FORCED ENTRY PROTECTION  
1 HOUR FIRE PROTECTION

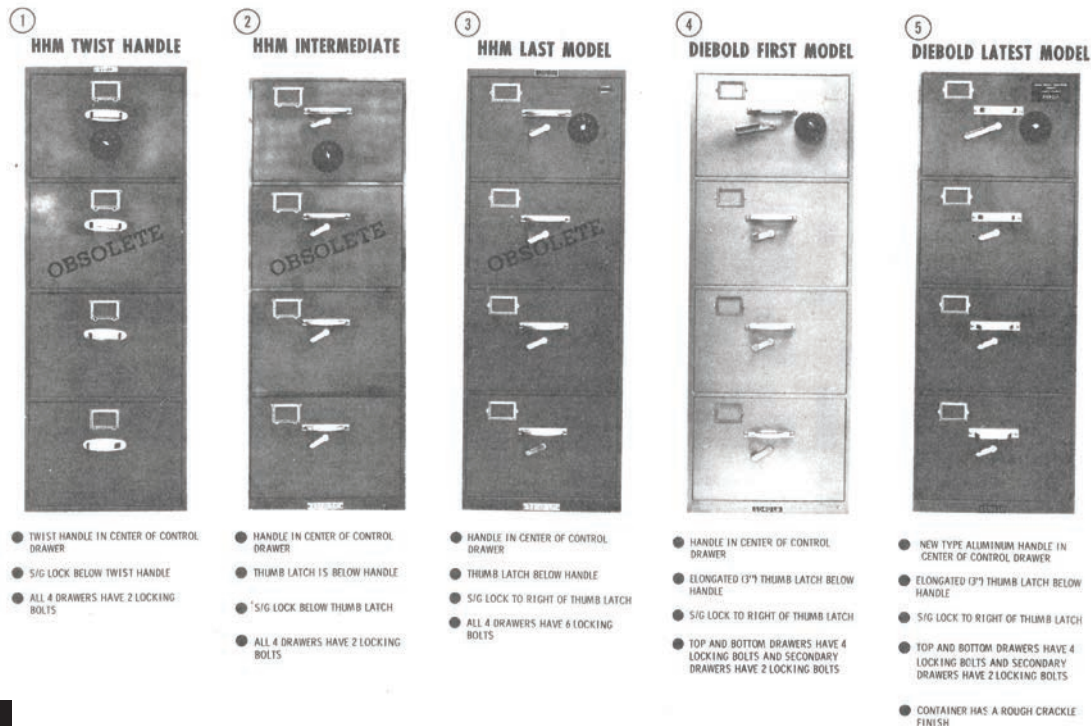


Figure 10

Figures 8-10. Vaughan Armstrong helped the author find historical information on the lock.



Figure 11



Figure 12

Figures 11 and 12. The author removed the pin in the bottom center of each drawer.

Thanks to Vaughan Armstrong, I found that this lock was an 8400 using short key and also found a sheet on the evolution of the file cabinets — a very good history lesson (Figures 8-10).

After removing the interlock center bolt and removing the interlock actuator — which is activated by the back of file

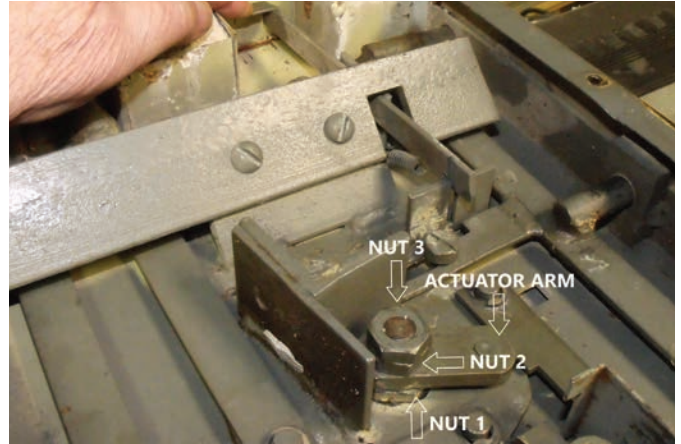
drawer to ensure it is closed — we also removed the pin in the bottom center of each drawer (Figures 11 and 12). We did this for all of the drawers to simplify the workings of all the drawers, as corrosion and rust would have made it a much longer and more costly job. While this action was taken for this job, it's not necessarily

something you should do regularly, as it could be a safety issue. The cabinet could tip over if several drawers opened at once.

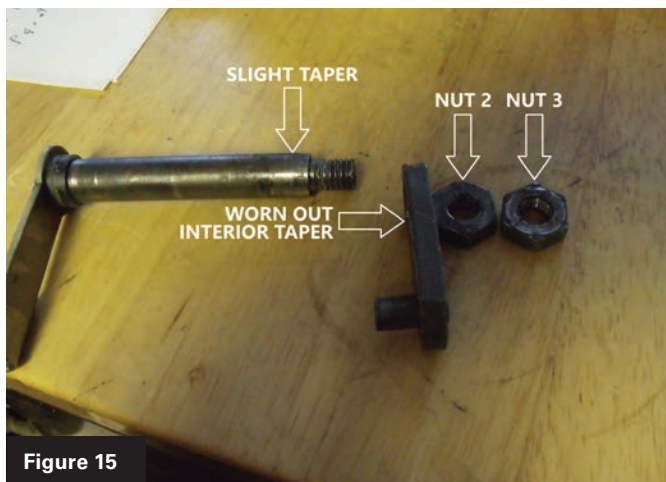
We then could concentrate on the inner workings of individual drawers. The operating procedure for each drawer was to push it closed and the bolts would automatically extend and lock that drawer.



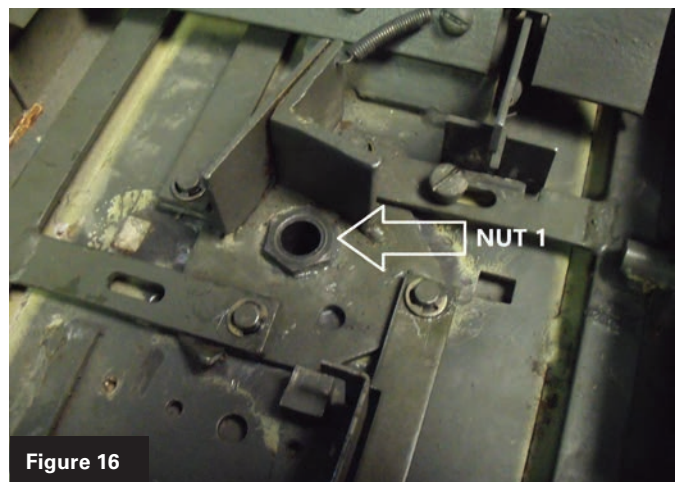
**Figure 13.** You can see the pin that enters the drawer on the side and moves the paddle.



**Figure 14.** The author's finger is on the paddle that actuates the spring that extends the bolts.



**Figure 15**



**Figure 16**

**Figures 15 and 16.** During the final test, the author found that the Loctite and jamb nuts would not hold the shaft to the actuator without slipping.



**Figure 17**



**Figure 18**

**Figures 17-21.** These images show the 8400 MP lock as it was installed in the drawer.



Figure 19

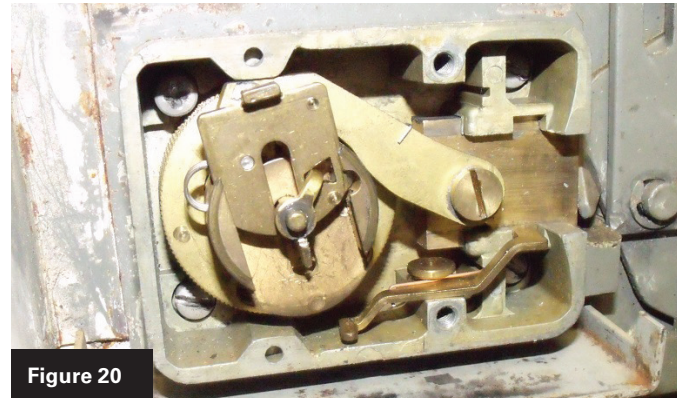


Figure 20

**“Parts have not been available since the mid-1970s, so anything broken would have to be made.”**

The removed center bolt would have locked the next drawer down. Most of the drawers closed quite easily, and bolts extended into the sockets. We needed to adjust the paddle actuators, as some were badly bent because of forcing them.

You can see the pin that enters the drawer on the side and moves the paddle in *Figure 13*. You can see my finger on the paddle that actuates the spring that extends the bolts in *Figure 14*. We did this repair to the 12 drawers and made all of them easily for the customer.

We were about ready to call the customer to pick them up. After a final test, the handle on one drawer would not retract the bolts. We took the drawer off to check the actuator and found that the Loctite and jamb nuts wouldn't hold the shaft to the actuator without slipping. You can see the parts in *Figures 15* and *16*. It couldn't tighten up and kept slipping.



Figure 21

To repair, I cut some .002 shim stock and sized it to make a revolution at the taper area. When I tightened it with the jamb nuts, it held like a champ.

*Figures 17-21* show the 8400 MP lock as it was installed in the drawer.

I hope this helps someone who wants to work on this style of drawer. The customer was pleased with the cabinets as well as the cost of repairs. ☺



**Richard Vigue** started locksmithing in 1969 after someone stole his truck and set fire to it. He started with alarms from Radar Sentry in Michigan and took all the classes he could find for locks and safes. He semi-retired in 2005 but is still working and taking classes as well as acting as an adjunct teacher at a local college.

# HOW BASIC ARE “AMAZON BASICS” LOCKS?

A locksmith provides his take on the hardware’s design and construction.

By Vernon Kelley, CFDI, CFFDI, CFL, CMIL, CPL, ICML, IFDI, LSFDI

**A**S IF THERE WEREN’T ENOUGH COMPETITION FOR HARDWARE SALES already for commercial locksmiths, now one of the biggest retailers in the world (and the biggest online retailer, by far) has entered the lockset market: Amazon.

I found out accidentally-on-purpose about Amazon’s foray into the door hardware market. As I am a longtime Amazon customer (going back to 2004), an entry knob and deadbolt set appeared on my welcome page one day late last year. Naturally, I was at least mildly interested... and it was a “Deal of the Day” after all. So for a miserly \$18 (\$26 as of this writing), I placed an order for the express purpose of writing this review. (I’ll spare no expense for my readers’ entertainment!)

In the past, I’ve found the Amazon Basics line of products to be a very good value. I’ve purchased everything from USB cables and office furniture to cat carriers and LED light bulbs. In fact, I’m writing this article on an Amazon Basics keyboard. (Although, my cat *did not* like the Basics cat tree. But he’s a cat so... enough said.)

You’re probably saying at this point, “But what about Amazon’s locks?” Now, with your interest sufficiently piqued, I won’t keep you waiting any longer for my review.

Amazon summarizes its lock offering as follows:

***Amazon Basics Exterior Door Knob with Lock and Deadbolt Lock Standard Ball, Matte Black***

- Brass body; steel internal structure
- Adjustable latch from 2⅜"-2¾" (60-70mm)
- Includes four (4) brass keyed-alike keys, KW1 keyway, rounded steel faceplate and strike, zinc alloy latch bolt
- Detailed installation instructions included
- Backed by an Amazon Basics 1-year limited warranty
- Fit all doors 1⅜" to 1¾" in thickness

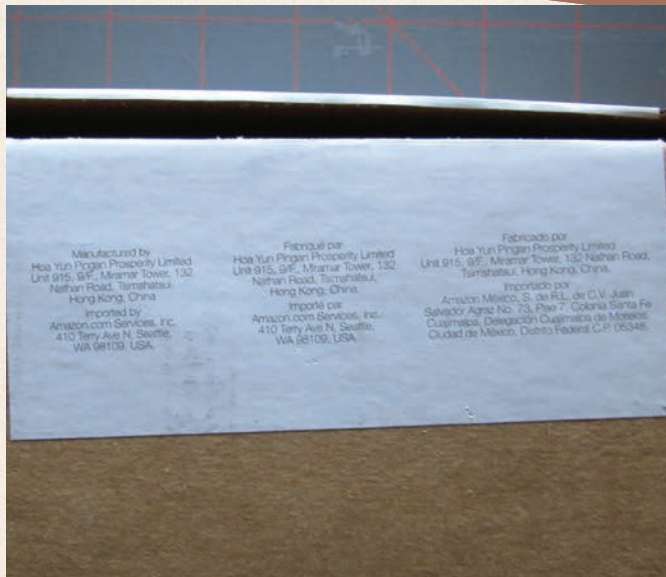
I ordered matte black since that was the finish offered as the “Deal of the Day” on



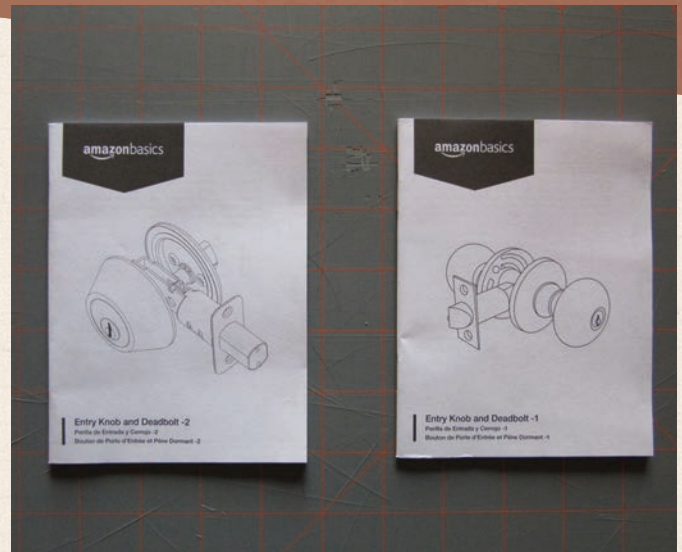
**Figure 1.** The hardware came only in matte black for the Deal of the Day.



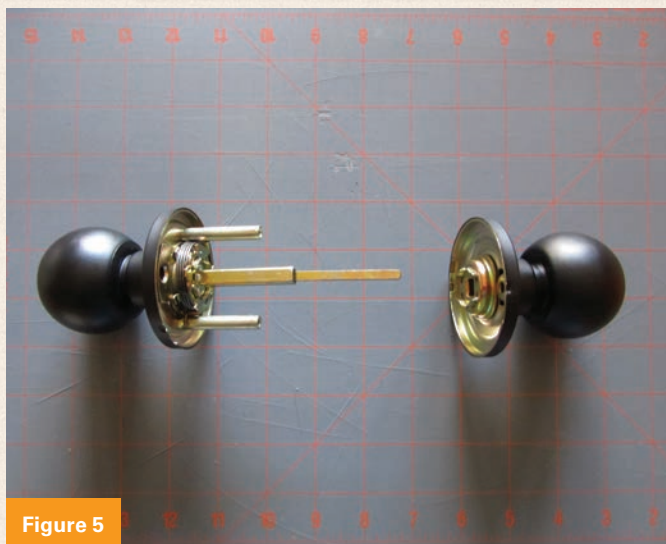
**Figure 2.** The box’s label is shown.



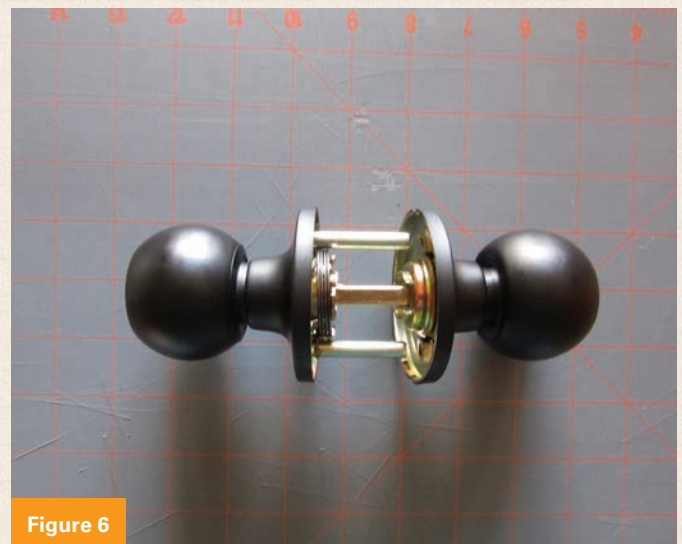
**Figure 3.** Manufacturer information is provided.



**Figure 4.** Installation and warranty booklets are provided in multiple languages.



**Figure 5**



**Figure 6**

**Figures 5 and 6.** The knobs are viewed from the side.

that fateful day. The downside to ordering that particular finish was that I found it difficult to take decent photos for this article (see *Figure 1*). However, Amazon does offer other finishes: antique brass, oil-rubbed brass, polished brass and satin nickel.

Notice that Amazon does not use Builders Hardware Manufacturers Association (BHMA) or the Old U.S. finish schedules for cataloging its finishes. Professional locksmiths simply are not their target market.

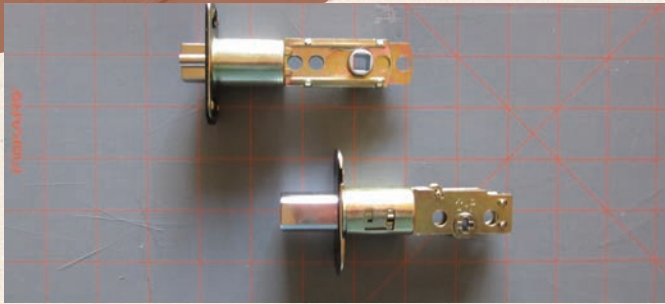
Speaking of BHMA, there is no indication of the grade of the hardware (ANSI/BHMA A156.2 Bored & Preamsembled Locks and Latches). I will opine that the knob and deadbolt are the equivalent of a Grade 3 residential lock.

*Figure 2* shows the top of the box with the label. *Figure 3* shows the bottom of the box that includes manufacturer and importer information. *Figure 4* shows the two installation and warranty booklets: one for the knob and one for the deadbolt.

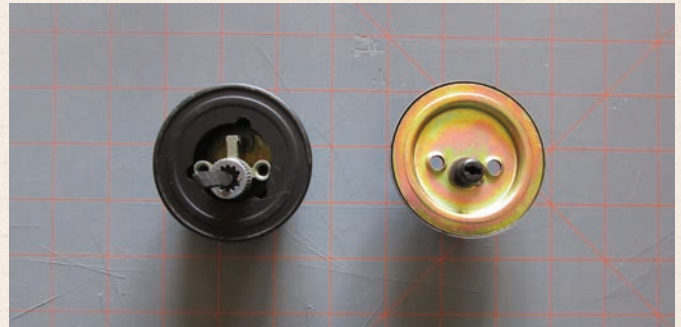
Both are written in multiple languages.

*Figures 5 and 6* show side views of the knob. There's nothing really monumental about the design. The interior knob is rigid when locked. Locking is done via a thumbturn, not a push button. I have always preferred a thumbturn to a push button for lock activation. Users are much less likely to lock themselves out of their own homes.

In *Figure 7*, we see both the knob latch (top) and the deadbolt latch (bottom). The



**Figure 7.** The knob latch is at the top, and the deadbolt latch is at the bottom.



**Figure 8.** The back of the deadbolt is shown.



**Figure 9.** The back of the deadbolt is depicted without the collar.



**Figure 10.** The deadbolt strike is on the right.



**Figure 11.** The deadbolt screw pack does not show impressive security.



**Figure 12.** The deadbolt collar is made from steel but isn't hefty.

adjustment for the knob backset slides freely between the two selections without any discernible “click” to indicate you’ve set the latch in the correct location.

To adjust the backset for the deadbolt, you need to either have the bolt extended or retracted depending on the backset required. That exercise is not intuitive to the casual user. I anticipate a frustrating few minutes for the layman.

Figure 8 shows the back of the deadbolt. Figure 9 shows the back of the deadbolt without the collar. The strikes are shown in Figure 10.

The deadbolt strike is on the right. While it is made from steel, it’s very thin. I would have rather seen a heavier-duty deadbolt strike included.

We see the deadbolt screw pack in Figure 11. Again, it’s not impressive at all in terms of security. Obviously, the 3/4" screws will not come anywhere close to hitting the stud for increased security.

The back of the deadbolt collar is in Figure 12. While the collar is made from steel, it’s not particularly hefty.

Figures 13 and 14 show the collar from two slightly different angles under

different lighting, highlighting that the collar is completely hollow.

Figures 15 and 16 show the keys. There is no marking of any sort on the bow, but the shape is clearly in the Kwikset “house bow” style. I found them to be made of a rather lightweight brass. There also seems to be no way to order multiple units from Amazon that are keyed alike.

## The Verdict

As far as bypassing the lock is concerned, there is no defense against bypass at all. Both cylinders are frighteningly easy to



**Figures 13 and 14.** The collar is seen from two slightly different angles under different lighting, highlighting that the collar is completely hollow.



**Figures 15 and 16.** The keys are lightweight brass, and the shape is in the Kwikset “house bow” style.

pick and bump, and all of the metal is of a thin gauge and would be easy prey to drilling. While Amazon highlights the deadbolt as having a “zinc alloy latch bolt,” I found it to be frail. It actually rattled in my hand when I shook it. Instrument maker Latin Percussion has nothing to fear; it wasn’t a pleasant percussive noise.

The foreman of the jury is now ready to read (I mean, *write*) the verdict: The knob and deadbolt set are merely adequate in terms of construction.

While I wouldn’t recommend this lock combo for installation on exterior doors, it would probably be ample enough for securing an interior closet or bedroom

door. And although the \$18 price point is eye-popping for a knob and deadbolt combo like this, *I know* I can find more value doing business with one of ALOA’s Associate Member distributors.

I would like to see two minor, low-cost tweaks to the package, both to the deadbolt: I’d like to see a more substantial strike and longer strike installation screws. (Throw in a more robust deadbolt collar, and I’d be even more impressed.) For the extra buck or two it would cost Amazon, those two items would easily double or triple the security of the door it’s installed on... and my judgment of Amazon’s lock would rise correspondingly. ☺



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# A Smarter System for Kwikset Tryout Keys

**Tex Thompson** describes how her system makes jobs easier.

**T**HE DAY MY LOCKTECH KWIKSET SMARTKEY DECODER FINALLY CAME in the mail, I felt like a kid getting a BB gun for Christmas. At last, I could finally ditch that cumbersome box of tryout keys and step into the 21st century!

Well, the LockTech decoder is everything I hoped it would be. But, funny enough, my set of tryout keys has never been more useful. Now I have a system that lets me walk up to a third-story apartment door and have it open inside of three minutes — *without* rappelling all the way back down to the truck to cut a single key. If you want a fast, compact, one-bag Smartkey solution for your lockout and rekey calls (see *Figure 1*), read on.

Thanks to the magic of LockTech and Lishi, decoding Smartkey locks has become a wonderfully straightforward exercise. If you're experienced with either

**“Thanks to the magic of LockTech and Lishi, decoding Smartkey locks has become a wonderfully straightforward exercise.”**



**Figure 1.** My all-in-one kit includes a LockTech decoder, lens cleaner and charger, plus nine rings of tryout keys and a key chart.

of these tools, you can read the cuts in under a minute. The trick is organizing your tryout keys in a way that lets you find the one you need quickly, with no guesswork. Here's how I do it.

**1. Make a key chart that you can easily read in the field.** I downloaded the one from Auto Pro App, which lists the cuts as A, B and C. Then, I pasted the chart into Microsoft Word and used “find and replace” to convert A, B and C into 1, 3 and 5. (As you may know, Kwikset tryout keys rely on half-cuts, so these three cuts are actually 1.5, 3.5 and 5.5.) Be sure that this key chart assigns a number to each key (*Figure 2*).

82	ABAAA	91	BBAAA	100	CBAAA
83	ABAAB	92	BBAAB	101	CBAAB
84	ABAAC	93	BBAAC	102	CBAAC
85	ABABA	94	BBABA	103	CBABA
86	ABABB	95	BBABB	104	CBABB
87	ABABC	96	BBABC	105	CBABC
88	ABACA	97	BBACA	106	CBACA
89	ABACB	98	BBACB	107	CBACB
90	ABACC	99	BBACC	108	CBACC

82	13111	91	33111	100	53111
83	13113	92	33113	101	53113
84	13115	93	33115	102	53115
85	13131	94	33131	103	53131
86	13133	95	33133	104	53133
87	13135	96	33135	105	53135
88	13151	97	33151	106	53151
89	13153	98	33153	107	53153
90	13155	99	33155	108	53155

**Figure 2.** The author used Microsoft Word to convert the A-B-C format of the original key chart with a 1-3-5 format that more closely matches the key cuts.

**2. Label your key rings.** I don't see any need to stamp individual keys, but once I know I need key #89, I want to be able to find my "82-108" key ring quickly. I put colored key caps on stamped key tags (so that the 1-27 ring is red, 28-54 is orange, 55-81 is yellow, and so on), but you can use whatever system you like (*Figure 3*).

**3. Sort the keys on each ring according to their final cut.** On a ring of 27 keys, nine will have a 1 final cut, nine will have a 3, and nine will have a 5 (*Figure 4*). That lets you ring them together so that all the keys with a final cut of 1 face "forward." The 3s face "backward," and the 5s face "forward" again (with the key tag at the end as a separator). This way, as soon as you know you need a 3 final cut, you can pick up the correct ring by its tag and instantly go to its middle section to find what you need. You could just as easily organize them according to the first cut, but I just find the tips of keys easier to splay out and read.



**Figure 3.** The "136-162" key ring is shown with its corresponding chart.



**Figure 4.** In this photo, the keys with a “1” final cut are in the foreground, while the middle section groups “3” final-cut keys (facing down) and the “5” final-cut keys are in the background.



**Figure 5.** In the above example, the winning key is the second one from the right: 13531.

I made my own set of tryout keys from the Auto Pro list, which took about 30 minutes per ring (a little under 5 hours in total). I imagine the time would be about the same if you were gauging/sorting a completely unorganized box of premade keys. But in the work of an afternoon, you can set up a system that lets you do the following:

1. Walk up to the door and decode the Smartkey lock with your tool of choice. Let's say you need a 23541 key.
2. Round down the even cuts. 23541 becomes 13531.
3. Glance at your key chart to find the number of the 13531 key. On my chart, it's key #139.
4. Pick up your “136-162” ring and go straight to the keys with a final cut of 1.
5. Sight-read those nine keys to find the one with a high-middle-low-middle-high pattern.
6. Put that key in the lock and hear the angelic choir sing as the lock turns smoothly over (*Figure 5*)!

I've done this a couple dozen times since my LockTech decoder arrived, and it now takes me under three minutes from unzipping my bag to the time the door opens. When I have an error, it's usually because I either read the lock incorrectly or made an error in sight-reading my key ring. (Once, the key I needed was not in my set at all... thank goodness I already knew what I was looking for and wasn't just trying all 243 keys without success!)

When I do get stuck on a door, I prefer to move over to another KWSK lock on the property if I can, rather than spending a long time on the first one I walk up to. Some locks are certainly “friendlier” than others, and that first success gives you a key to try more thoroughly on locks that may be weathered or sticky.



**Figure 6.** Eleven of these would have been tremendously wasteful and expensive to drill and replace, but the LockTech decoder and tryout keys had them all reset in a matter of minutes.

Needless to say, the quality of your results will depend immensely on the quality of your tryout key set — and I have heard that some of the premade sets don't have the best quality control.

I do heartily recommend investing (via time or money) in a quality set of tryout keys if you do a substantial amount of residential work. My set paid for itself on a single job last month. A Realtor needed help rekeying a house with no working keys and no less than 11 key-in-lever KWSK cylinders... which turned out to be on seven different keys (*Figure 6*).

Being able to quickly and non-destructively reset those locks (even while my truck was at the mechanic's and I had no key machine!) has likely earned me a

customer for life — and set me head and shoulders apart from every “old-school” locksmith whose Smartkey toolkit begins and ends with a drill.

More than anything, though, I am enjoying the confidence that comes with having a multi-layered set of solutions for Smartkey calls. If my LockTech decoder runs out of juice one day, I know I can use my Lishi reader. If the Lishi doesn't work, I will whip out my tryout keys and work through them one at a time. If that's a bust, I will dig out my Brockhage bypass tool, or pry off the scalp and drill for the screws, or one of the other half-dozen strategies that Wayne Winton so brilliantly covered in his recent webinar. What I will never do again is drive to a lockout job thinking,

“Man, I hope it's not Smartkey.” As we all know, door hardware can sense fear — and for these jobs at least, I am carrying 243 reasons to be fearless. ☺



**Arianne “Tex” Thompson**

is a literary locksmith: a part-time author and editor, and full-time mobile service technician at Bee's Keys. As a writing instructor, she has presented at conferences from Hawaii to Scotland, but as a locksmith, she is happiest running calls on the busy streets of Dallas. Tex is an enthusiastic member of ALOA and IAIL, an aspiring investigative locksmith, and a notorious ruckus-raiser at ALOA events far and wide.

# “A Regular Riot”

**Tony Wiersielis, CPL, CFDI**, relays some not-so-amusing issues that arose on a recent job.

**M**OST OF THIS ARTICLE REVOLVES AROUND SOME ISSUES WE faced on a large job in northern New Jersey and how we got around them. At the end, I have a trick that might help some of you. Here's the scenario: We were doing this job for someone who owned a lot of apartment buildings, most of which were in a pricey suburb in New Jersey. Our task was to replace all the old locks on the apartments and common areas in four buildings with BEST locks. This was the first stage of a larger project.

## The Small House

One of the multi-unit buildings had a small single-family house behind it. When we arrived, we noticed another surprise: The locks have 5" backsets (see *Figures 1* and *2*). What struck me more than anything was the deadbolt. I think I've seen maybe two 5" deadbolts in 37 years of working in



Figure 1

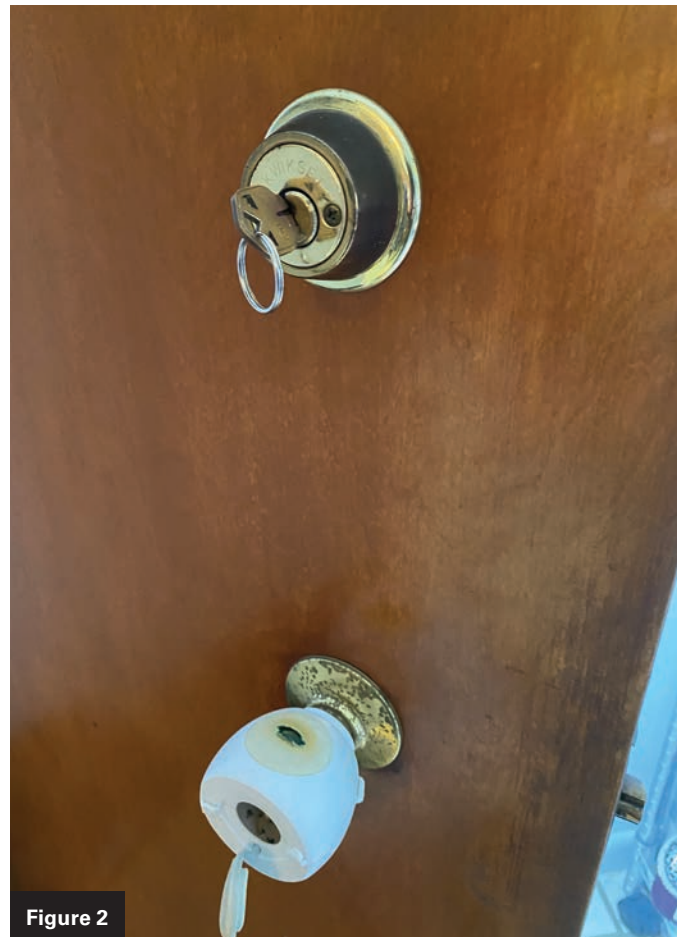


Figure 2

Figures 1 and 2. The locks had 5" backsets.



**Figure 3.** The green arrow points to the “extension” used to build a 5" latch. The red arrow points to where it connects to the 2 $\frac{3}{8}$ " latch.

a densely populated part of the country. Five-inch knobs have been more common, but not by much. You’ll occasionally find a cylindrical knob in the center of a door (good luck working with that).

For the newbies, look at *Figure 3*. That’s a shot of the latch and bolt of both locks. The green arrow points to the “extension” used to build a 5" latch. The red arrow points to where it connects to the 2 $\frac{3}{8}$ " latch. The latch fits into the extension the same way it would into the lock. The deadbolt is not “built,” but rather, is one solid piece. Also note that in the same picture is the inside of a double-sided deadbolt — a fire hazard that we would soon replace with a single-sided deadbolt.

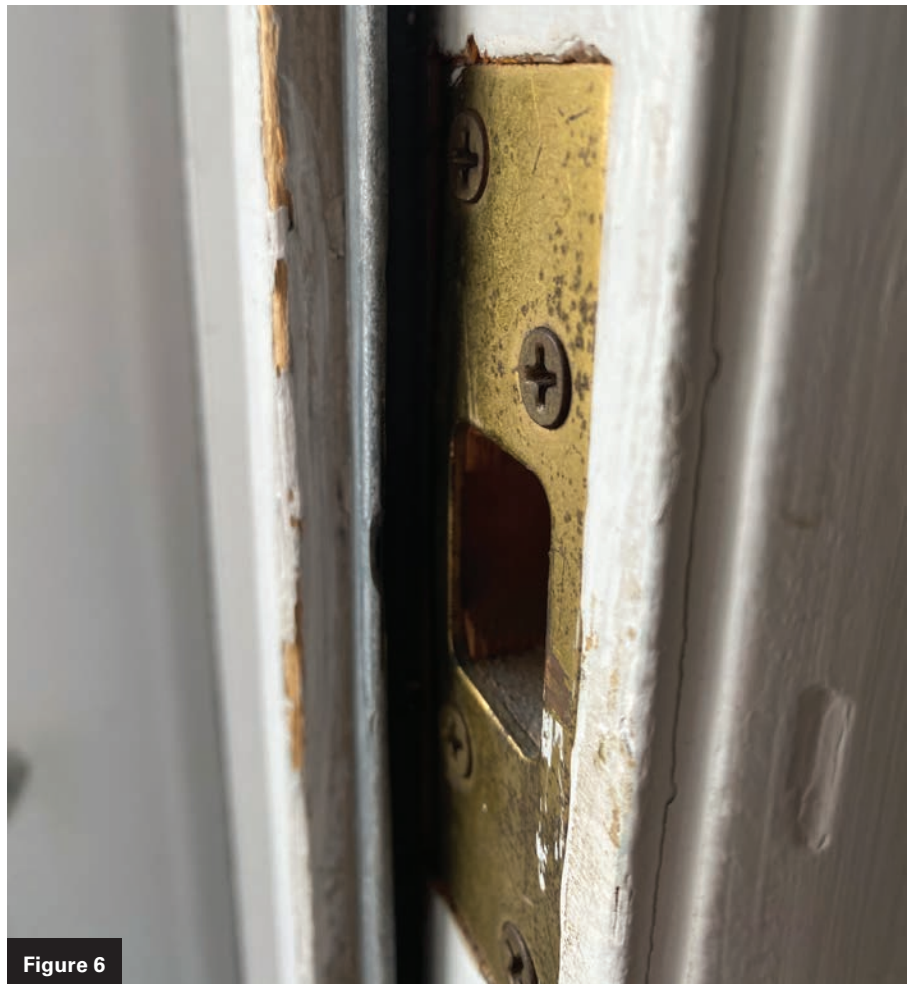
*Figures 4-6* show the metal edge on the door at the knob and deadbolt, and the strip on the frame that they interlock with. You don’t see these very much anymore either. I used to run into these in the late 1980s, and they were old even then. I found them to be tedious to work on because I had to remove part of the strip on the door close to the bolt without removing it completely. You can see that somebody did cut away the strip around the latch on this door during the original installation.



**Figure 4**



**Figure 5**



**Figure 6**

**Figures 4-6.** These images show the metal edge on the door at the knob and deadbolt, and the strip on the frame that they interlock with.



Figure 7



Figure 8

**Figures 7 and 8.** Here you can see what had to be covered and the 8" x 16" plate used to do it.

In *Figures 7 and 8*, you can see what had to be covered and the 8" x 16" plate we used to do it. There was an issue with what we asked for and what we got regarding the plate. We asked for 626 finish — which is brushed chrome — and instead, we received 630, which is stainless steel.

To clarify, 626 is brass that's plated in brushed chrome and 630 is all stainless steel. Often, when you request one, you get the other because the person ordering it (not us) thinks there's no difference. Therein lies the dilemma.

For the newbies, here's why: We wanted 626 because it's easier to work with, being relatively soft. It's no big deal to cut the 2½" holes or to cut and modify the plate if you need to. I do it all the time.

On the other hand, stainless steel — depending on the quality of it — is much more difficult to cut and has a habit of rapidly blunting hole saws and drill bits. You need to use slow speeds to drill, grind or cut, which is tedious and a time killer.

There are environments where you really have to use stainless, of course: uncovered outdoor areas; places close to water (especially salt water) such as marinas and beach areas; areas that require constant cleaning, such as kitchens and hospitals, and so on. In the situation we had? Not necessary, especially considering the screen/glass door protecting the wood door.

*Figure 9* shows the finished product. Notice that the plate isn't centered over and under the locks. We had to do this to cover the footprint of the diamond-shaped trim that was under the old knob.

### The Job Killer: More Backset Issues

We had two issues with backset. First: wrong backsets. Whoever looked at the job ordered 7 bK BEST cylindrical levers and 8T cylindrical deadbolts with 2¾" backset for all the apartments. The job killer was that all the apartment doors were 1¾" thick with 2¾" backsets. We

were able to finish one building with the limited supply of spare bolts and latches from our trucks, but that part of the job stopped after we ran out. The right parts were ordered, and we'll get them shortly.

The second issue was that in the main building, the owner had almost all of the basement set up as a workshop and architectural drawing room with tons of plumbing and mechanical supplies. These were 1¾" thick Kalamein doors that were also 2¾" backset and were supposed to get BEST 9K cylindrical locks. These only come in 2¾". This was a problem, but one we could handle without any extra parts. You'll see why in the photos.

For the newbies, a Kalamein door is wooden with a metal skin. The skin is fairly soft, and you can cut it with a sharp chisel when you're cutting in the mortises for a latch or deadbolt. You'll see the doors in a moment.

One of the benefits of 9K locks in this situation is that the rosettes are large enough to conceal the enlarged 2½" hole



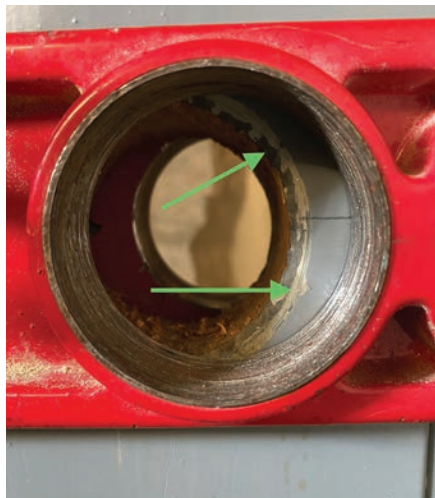
**Figure 9.** The finished product is shown.



**Figure 10.** The Kwikset jig clamped onto one of the Kalamein doors.



**Figure 11.** The author draws a line as a reference so he will know if the jig moves.



**Figure 12.** The arrows point to what the author is going to remove with the hole saw.



**Figure 13.** The author likes to use this Major jig for the  $\frac{5}{16}$ " holes for the studs.



**Figure 14.** The latch mortise needs to be enlarged for the larger backset.

that results from changing the backset. This is something you can't do with a deadbolt unless you use scar plates.

Before I begin, I'll explain the differences between BEST 9Ks and 7Ks. The 7Ks are medium-duty locks that can be  $2\frac{3}{8}$ " or  $2\frac{3}{4}$ " backset. They will also fit on both  $1\frac{1}{8}$ " and  $1\frac{1}{4}$ " thickness doors. The 9Ks are heavy-duty locks and won't work on thin doors without spacers. They also are only available in  $2\frac{3}{4}$ " backset, as I said above.

Figure 10 shows my Kwikset jig clamped onto one of these doors. I like to use a square to check both sides of the jig because, over time, they tend to loosen up, and I've had one side higher or lower than the other. I also draw a line as a reference (Figure 11). I keep my eye on the line while I'm drilling so I'll notice if the jig starts to move.

In Figure 12, the arrows point to what I'm going to remove with the hole saw. You want to be on the horizontal

centerline of the original prep (unless it's a cockeyed, lousy prep that you need to fix). Ideally, the top and bottom ends of that quarter-moon piece you're about to remove will be exactly the same.

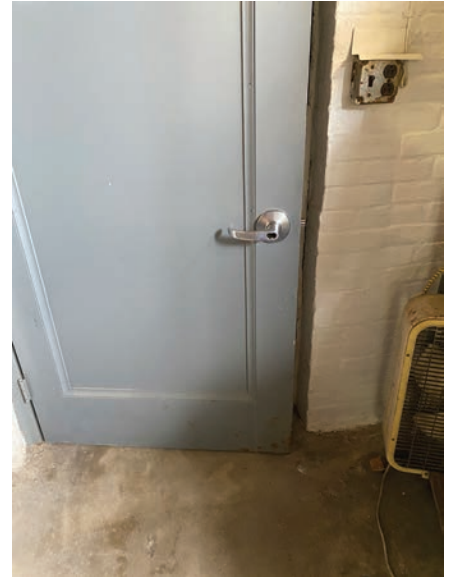
Once I cut it, I like to use the Major jig you see in Figure 13 for the  $\frac{5}{16}$ " holes for the studs. After that (Figure 14), the latch mortise needs to be enlarged for the larger backset. I'm doing that on the next lock, so you'll see what I mean. I also like to cut the holes into the "U" shape



**Figure 15.** The author cuts the holes into the “U” shape seen here because the holes tend to be tight.



**Figure 16.** The existing strike had to be used because it was a lot smaller than a standard strike.



**Figure 17.** The lock is finished.



**Figure 18.** It was puzzling that someone would do this.



**Figure 19.** A Dremel was used to help center the latch.



**Figure 20.** The latch is finished.

you see in *Figure 15* because experience has shown me that the holes tend to be tight. I also had to use the existing strike because it was a lot smaller than a standard strike (*Figure 16*). That required a bit of grinding to enlarge the strike hole. *Figure 17* shows the finished lock.

### A Little Off...

It was a bit of a puzzle as to why they did what you see in *Figure 18*. It looked to me like the old lock might have engaged

the lock properly without offsetting the latch mortise, even though the door was pretty thick. Whatever. I decided to center the latch, which involved some work with my Dremel (*Figure 19*). *Figure 20* is the finished latch, which will be patched by the owner.

The last thing I had to deal with was the owner’s office, which had an old mortise lock. *Figure 21* shows a green circle around what holds the cylinder in place, which I’ll call a “yoke.” When you turn

the set screw, the yoke moves in both cylinder holes. The problem was that BEST mortise cylinders have a deeper channel for it to lock into (*Figure 22*).

Because of that, the yoke hit the shallower channel on the existing thumbturn first. When I tightened it, I noticed there was a small amount of side-to-side play with the BEST cylinder on the outside. I didn’t want to over-tighten and possibly crack the yoke, so I had to figure something out.

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**Figure 21.** The green circle is around what holds the cylinder in place.



**Figure 22.** BEST mortise cylinders (right) have a deeper channel for the yoke to lock into.



**Figure 23.** The author had to deepen the channel on the thumbturn so that it was about as deep as the BEST cylinder.



**Figure 24.** This is one of the black plastic dust boxes that come with each 45H lock (or what's left of it).



**Figure 25.** The author cut out a flat piece of the plastic dust box and trimmed it.



**Figure 26.** This finished fix neatly conceals the rocker.

Of course, this was the absolute last thing I had to do on the job. I had thought I might get done a little early, but no. The answer was to deepen the channel on the thumbturn so that it was about as deep as the BEST cylinder. You can kind of see it in *Figure 23*. I did that with my Dremel, and doing so allowed the yoke to bite into both the inside and outside channels equally.

### Tip for Mortise Lock Issues

On another recent retrofit in New England,

I had an issue with a BEST mortise lock. It's possible to change the function on the chassis by switching or removing certain screws on it. The problem was not with the chassis, but with the faceplate, which then allowed access to a rocker switch that should have been covered.

*Figure 24* shows one of the black plastic dust boxes that come with each 45H lock (or what's left of it). I cut out a flat piece of it and trimmed it, as you can see in *Figure 25*, along with the square hole you see in

the faceplate. *Figure 26* shows the finished fix, which neatly conceals the rocker. ☞



**Tony Wiersielis, CPL, CFDI,**

has more than 37 years of experience and has worked in most phases of the trade throughout the New York metropolitan area. He was named *Keynotes* Author of the Year for 2016 and serves as ALOA's Northeast Director. Reach him at [aew59@juno.com](mailto:aew59@juno.com).

# Don't Know What You Got 'Til It's Gone

By Jim Hancock, CML, CMST

**W**HETHER IT'S THE POWER BALLAD BY CINDERELLA OR THE folksy musings of Joni Mitchell in "Big Yellow Taxi," no one knew in January 2020 how profound and prophetic this simple statement would be. The industry was doing very well as a whole. ALOA was moving toward some new and exciting classes for SAFETECH 2020, ALOA 2020 and IAIL 2020. Certification was about to enter into a new phase — with not only more updates and added electives, but also hands-on practicum to validate the knowledge of the written testing. We were creating a new *Definitive Glossary of Locksmith Terminology* and having high-level discussions about developing a set of ALOA Standards that would provide guidelines for quality work that the public could rely on when contracting an ALOA locksmith. And this and so much more was on the horizon. It all ceased in March 2020.

When the virus that causes COVID-19 began to spread throughout the world, like so many other business entities, ALOA had to adjust and shift from a "drive and thrive" mode to a "suspend and sustain" posture.

Staff was sent to work from home based on mandates in the greater Dallas-Fort Worth area. This was a challenge, as every department had to find a way to get multiple offices of files, folders, computers and printers into small areas of their



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homes. Phone and internet services had to be changed to work-from-home configurations, and each employee had to schedule a trip to the headquarters once a week for a limited time to gather whatever they needed and leave items for other departments to gather.

### A Time for Change

If there was a bright spot, it's that the overall overhead of operating an 18,000-plus-square-foot building went down considerably. But along with the ups come the downs. While the building itself was not costing a lot in utilities and such — being empty, save a few hours a week — ALOA was forced to do something that had not happened in its more than 60-year history: have its conferences (SAFETECH 2020, ALOA 2020 and IAIL 2020) derailed by a global pandemic.

For the first time in over 15 years, the association was also unable to offer in-person training in Dallas or send instructors to our education partners and chapters. This was a huge financial burden to the association and an even larger burden on the psyche of those charged with providing education and testing to the membership, which was still needed. It was also a blow to morale. The personal contact and interactions with old friends and new members at the classes and conventions are something everyone that has ever attended an ALOA, SAFETECH or IAIL training knows all about. It's like a large family reunion.

## "ALOA 2021 is a full go at this point."

As discussed in previous issues of *Keynotes*, ALOA Education found a way to continue the education program through live and blended learning webinars. Testing has continued through ALOA-proctored Zoom sessions.

Some new things have come from the time in quarantine (it feels like exile sometimes). These include a successful podcast that will continue as long as there is interest and at least three new ALOA-published reference books on general locksmithing, legal matters for locksmiths, boilerplate personnel manual and forms. And there are a few more things coming soon that will be designed to cater to the membership but also enhance ALOA's position in the industry.

### Back in the Saddle

Okay, Aerosmith or Gene Autry doesn't matter; this is the theme for 2021. While SAFETECH had to be rescheduled based on the protocols in Nevada and Reno specifically, ALOA 2021 is a full go at this point. With July looming on the horizon, there seems to be no reason to believe it will be postponed or rescheduled as of this writing. There is a full slate of classes: some new, some classic and some older but revamped.

The host hotel is a new venue for ALOA (contracted three years ago) and is being very accommodating and looking forward to having us there. As a family destination, Orlando is nonpareil — with SeaWorld, Universal Studios and all the Disney properties along with the smaller attractions and proximity to the beaches 90 minutes to the east. And let's not forget the Cape Canaveral area and Daytona's famed high-banked speedway. Every bit of this makes Orlando a wonderful destination.

I know some are still a bit circumspect when it comes to being in the close confines of an airplane. For those within a 1,000-mile radius of central Florida (from mid-Texas in an arc through upper New York), a road trip is an easy 15+/- hour drive with great highway and byway systems that take the traveler near the many regional attractions that dot the landscape of this great country we love.

And, oh yeah... the dot on the "i," the cherry on the sundae, the icing on the cake is that we are **back in the saddle with ALOA 2021!** Enjoy all of the education, trade show, fellowship and *fun in the sun*. (Just make sure your theme doesn't become "I Fought the Law and the Law Won.") ☺



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



# ALOA

ALOA Security Professionals Association, Inc.

# Membership Application

CANDIDATE PLEASE TYPE OR PRINT

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

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

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

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

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

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

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

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

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

## PROFESSIONAL INFORMATION

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

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

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

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

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

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

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

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

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

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

ALOA member Sponsor Name/Who introduced you to ALOA?

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

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

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

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

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

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

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

All convictions are reported to the Advisory Committee for review.

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

## TYPES OF MEMBERSHIP AND REQUIREMENTS

Check only one box from the categories listed below:

### Active Membership

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

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

### International Association of Investigative Locksmiths Membership

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

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

### Probationary Membership

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

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

### Probationary Membership – No Sponsorship Required

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

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

### Allied Membership

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

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

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

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

## DUES AND FEES

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

Application Fees Schedule:

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

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

## FINAL CHECKLIST

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

## METHOD OF PAYMENT

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

Card Number \_\_\_\_\_ Expiration Date \_\_\_\_\_ SEC \_\_\_\_\_

Print Name on Card \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

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

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

Signature \_\_\_\_\_ Date Signed \_\_\_\_\_

Dues, Contributions, Gifts are not deductible as charitable contributions for Federal income tax purposes. Dues payments are deductible as an ordinary and necessary business expense. However, donations made to the Legislative Action Network ARE NOT deductible as a charitable gift or business expense.

### Return to:

ALOA, 1408 N. Riverfront Blvd #303, Dallas, TX 75207  
Fax (469) 453-5241 • Email: [membership@aloea.org](mailto:membership@aloea.org)

**DISTRIBUTORS**
**Access Hardware Supply**

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

**Accredited Lock Supply Co.**

Phone: 800-652-2835  
Fax: 201-865-2435  
www.acclock.com

**American Key Supply**

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

**Anixter**

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

**Banner Solutions**

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

**Capitol Industries**

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

**Car And Truck Remotes.Com**

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

**Direct Security Supply, Inc.**

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

**Dugmore and Duncan, Inc.**

Phone: 888-384-6673  
Fax: 888-329-3846  
www.dugmore.com

**Fried Brothers Inc.**

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

**Hans Johnsen Company**

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

**H L Flake Co.**

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

**IDN Incorporated**

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

**Intermountain Lock & Security Supply**

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

**Jovan Distributors Inc.**

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

**Key4, Inc.**

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

**Keyless Entry Remote, Inc.**

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

**Keyless Ride**

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

**Lockmasters, Inc.**

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

**Locksmith Ledger International**

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

**Locksmith Resource**

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

**Midwest Keyless**

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

**Security Lock Distributors**

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

**Southern Lock and Supply Co.**

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

**Stone & Berg Wholesale**

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

**TimeMaster Inc.**

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

**Transponder Island**

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

**Turn 10 Wholesale**

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

**UHS Hardware**

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

**U.S. Lock Corp.**

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

**MANUFACTURERS**
**ABUS KG**

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

**ABUS USA**

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

**ACS s.r.l.**

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

**Allegion**

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

**Altronix**

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

**American Security Products**

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

**ASSA, Inc.**

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

**Autel US Inc.**

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

**Blackhawk Products**

Phone: 970-882-2522  
www.lockcodes.com

**Bulldog Fasteners LLC**

Phone: 843-547-1065  
www.bulldog-fasteners.com

**Bullseye S.D. Locks LLC**

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

**CompX Security Products**

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

**DETEX Corp**

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

**Digipas Technologies, Inc.**

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

**Don-Jo Manufacturing, Inc.**

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

**Door Closer Service Co.**

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

**Door Controls International**

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

**dormakaba Best**

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

**FireKing Security Group**

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

### FJM Security Products

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

### Framon Manufacturing Company Inc.

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

### Gardall Safe Corporation

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

### General Lock

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

### Global Tecspiro, Ltd.

Phone: 86 152 2033 2799  
www.gtl.tw

### Hollon Safe

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

### HPC/Hudson Lock

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

### IKEYLESS LLC.

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

### International Key Supply

Phone: 631-433-3932  
internationalkeysupply.com

### Jet Hardware Mfg. Co.

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

### JMA USA

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

### KABA ILCO Corp.

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

### KEY-BAK/West Coast Chain Mfg

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

### Keyincode, LLC

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

### Keyline USA

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

### Klassy Keys

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

### KSP-Killeen Security Products

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

### Locinox USA

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

### Lock Labs, Inc.

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

### Lock Net LLC

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

### LockPicks.Com

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

### Locksmith Services s.r.o.

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

### Lucky Line Products, Inc.

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

### Master Lock Company LLC

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

### Medeco Security Locks

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

### Mul-T-Lock USA

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

### National Auto Lock Service Inc.

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

### Olympus Lock Inc.

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

### Pacific Lock Company

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

### PDQ Manufacturing

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

### Philadelphia Hardware Group

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

### Premier Lock

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

### RemoteLock Pro

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

### Sargent and Greenleaf, Inc.

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

### SECO-LARM USA INC.

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

### SecuRam Systems, Inc.

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

### Secure- T- Agency (STA)

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

### Securitech Group Inc.

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

### Security Door Controls

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

### Select Hinges

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

### Stanley Security Solutions Inc.

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

### STRATTEC Security Corp.

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

### Tecnoin Surrezza

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

### TopDon USA, Inc.

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

### TownSteel, Inc..

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

### Vanderbilt Industries

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

### Wilson Bohannon Company

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

## SERVICE ORGANIZATIONS

### ASSA Technical Services Inc.

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

### Facilities IQ

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

### KeyMe

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

### Workiz Inc.

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

## FOR SALE

**New**  
**-PICKMASTERS-**  
 "Tubular Lock Pick Gun"  
 "First of its kind in History"  
 Opens 95% of all 7 Pin Tubular Locks!  
 Visit [www.thepickmasters.net](http://www.thepickmasters.net)  
 (702) 878-3030 <09/21>

## HELP WANTED

**Seeking Experienced Locksmith**

The Lexington School for the Deaf, located in East Elmhurst, NY, is actively seeking an experienced locksmith to install, maintain and update all locks, panic bars and other related equipment in the building. Interested candidates should email resume and cover letter to [jobopportunities@lexnyc.org](mailto:jobopportunities@lexnyc.org) or mail to HR, 25-26 75th St., E. Elmhurst, NY 11370. We are an E.O.E. <09/21>

**Pop-A-Lock of Northern NJ is seeking a full-time experienced Senior Locksmith.**

Candidates for this position must have extensive locksmith experience with advanced knowledge of commercial, automotive, and residential locksmith services. Excellent communication abilities are required. Advanced locksmith training is preferred; A NJ locksmith license would be a plus but is not required. Senior leadership opportunities are available for the right candidate.

**Position Requirements:**

- Advanced automotive locksmith knowledge including transponder and PTS origination and programming, transponder cloning and key generation, door and trunk lock replacement and servicing and ignition replacement and servicing.
- Advanced commercial locksmith knowledge including magnetic locks, electric strikes, door closers, continuous hinges, master key systems, basic safe servicing and lost combination opening. Additional experience with low energy door operators, access control system installation, basic video surveillance and intercom installation would be a plus.
- Superior customer service
- Experience quoting and capturing jobs
- Minimum of 10 years Locksmith experience desired
- Experience providing telephone and video tech support to other locksmiths

**Job Type:** Full-time

**Pay:** Up to \$80,000.00 per year depending on experience and responsibilities.

**Benefits:**

- 401(k)
- 401(k) matching
- Health insurance
- Paid time off
- Bonus Opportunities

NJ License #34AL00002700 <09/21>

**Hiring**

Needed an experienced locksmith in the Palm Springs, California area. Must have experience in all areas of locksmithing, auto not necessary. Medical insurance, 401K, 2 weeks vacation, and pay based on experience. Please send resume to: [Sandilee107@aol.com](mailto:Sandilee107@aol.com) or call 760-346-5214. <06/21>

**Classified Advertising Policy**

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

Each ad will run for three consecutive issues. For blind boxes, there is a \$10 charge for members and nonmembers. All ads must be submitted in a word document format and emails to [adsales@aloea.org](mailto: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.

## HELP WANTED

**Employer:** North Carolina State University

**Working Title:** Locksmith II

**Anticipated Hiring Range:** \$40,000 - \$42,000

**Work Schedule:** M-F, 7:00 a.m. – 3:30 p.m.

**Job Location:** Raleigh, NC

**Department:** Grounds & Building Services

**Link to job posting:** <https://jobs.ncsu.edu/postings/137577>

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

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

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

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

**Minimum Experience/Education:**

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

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

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

**Preferred Qualifications:**

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

**Required Licensing and Certifications:**

- Valid Driver's license required. Must be able to obtain a valid NC driver's license within 60 days of hire and it must be maintained.
- Current locksmith license required. <06/21>

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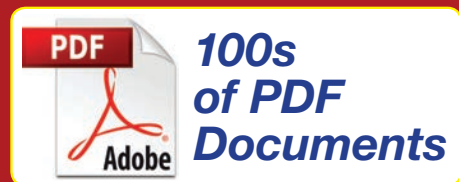


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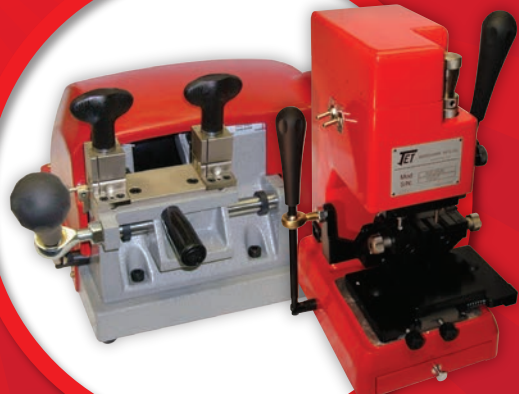
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