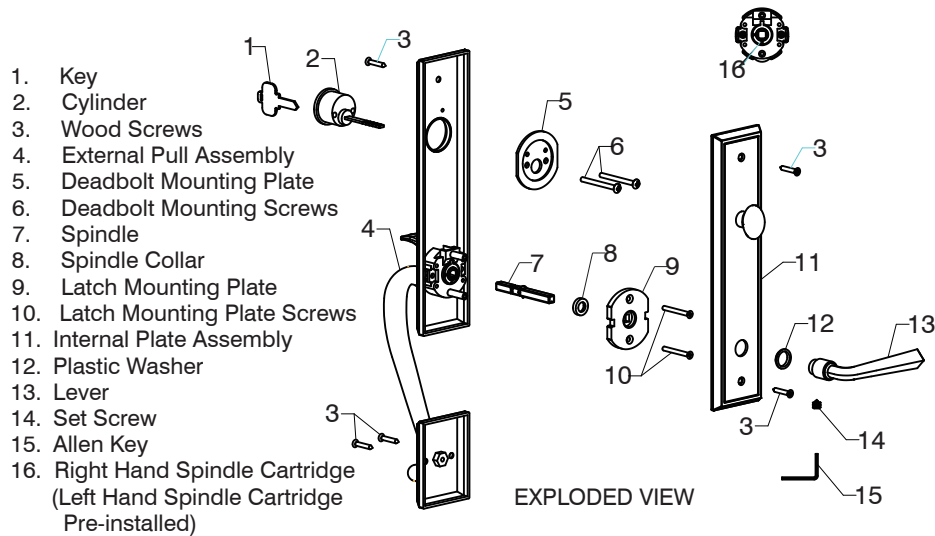
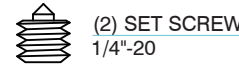
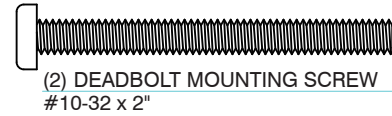
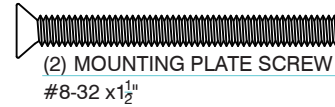


# SAN JOSE MULTIPOINT HANDLE SET INSTALLATION INSTRUCTIONS



## INSTALLATION FASTENERS



## BEFORE YOU BEGIN

Check door thickness as handle will work with a 1-3/4" thick door only. If door thickness is greater than 1-3/4" up to 2-1/4" thick please contact Rockwell Security Inc.

Remove and discard all packaging materials and verify you have all the parts in the exploded view section of instructions

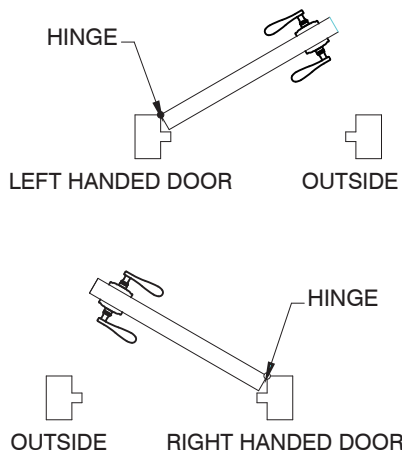
Follow step by step installation instructions to ensure proper operation of handle set.

Always wear protective eyewear.

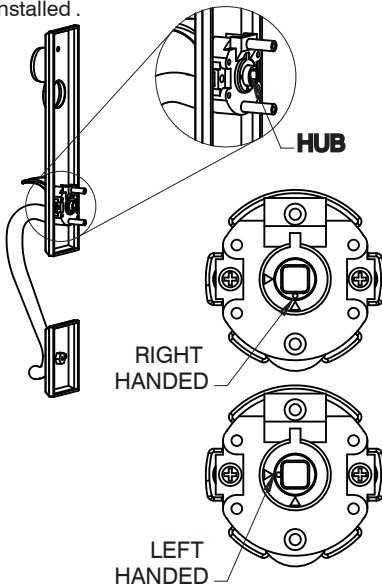
## REQUIRED TOOLS

- Protective Eyewear
- #2 Phillips Screwdriver
- Pencil
- 1/8" Drill Bit

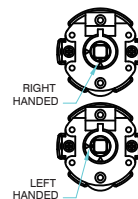
1. Determine the handing of your door. Standing on the outside of the door, if the hinges are to the left of the door then the door is left handed and if the hinges are to the right of the door then the door is right handed. Handle sets are supplied with left and right hand spindle cartridges to work on both left and right hand doors



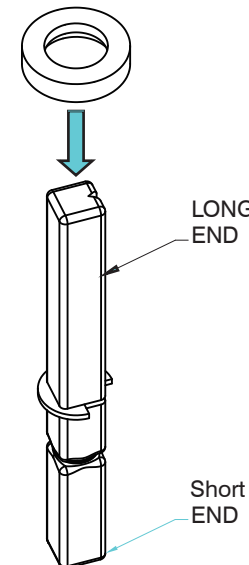
2. The handle sets are preset to work with a left hand door, should you have a right hand door, the left handed spindle cartridge will need to be switched to a right hand spindle cartridge. The handle set will not work properly if the incorrect cartridge is installed.



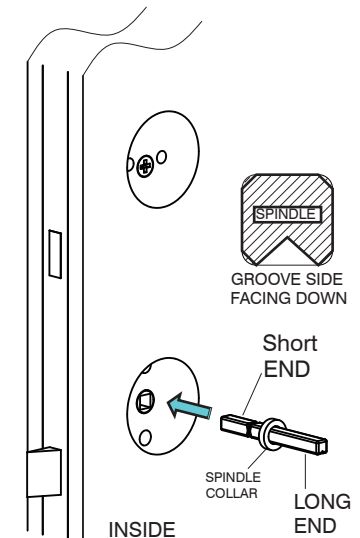
3. For a right hand door, please replace the spindle cartridge with the correct right hand spindle cartridge. Right hand spindle cartridge (included) has instructions on changing the cartridge from left hand to right hand. For left hand doors, proceed to step 4. For right hand doors, please replace spindle cartridge prior to proceeding to step 4. Ensure correct spindle cartridge hand is installed prior to proceeding to step 4.



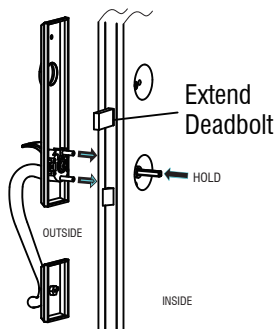
4. Slide the spindle collar onto the long end of the spindle.



5. From the inside of the door insert the short end of the spindle into the latch of the lock ensuring the groove side of the long end of the spindle is facing down.

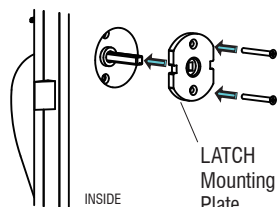


6. Holding the spindle in place from the inside of the door, slide the spindle cartridge of the external pull assembly onto the spindle. Holding spindle, test thumbpiece to retract latch.



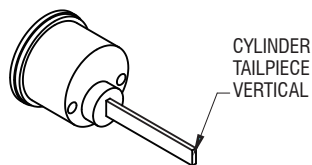
7. Hold the external pull assembly in place and from the inside of the door slide the latch mounting plate onto the spindle. Secure the latch mounting plate using the two latch mounting plate screws.

**DO NOT OVER TIGHTEN MOUNTING SCREW.**

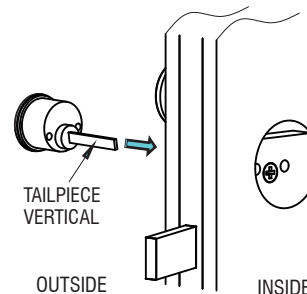


8. From the outside of the door, keeping the tailpiece of the cylinder vertical, insert the tailpiece through the external cylinder backplate and through the "+" hole on the lock.

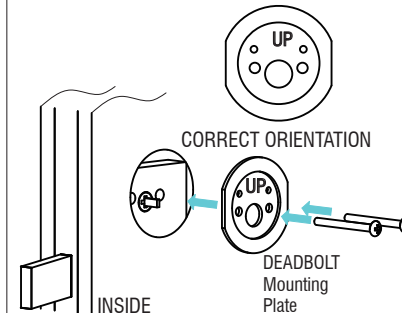
**DO NOT INSERT THE KEY INTO THE CYLINDER DURING THIS STEP.**  
**Note: IMPROPER ORIENTATION OF THE TAILPIECE WILL CAUSE THE DEADBOLT NOT TO FUNCTION PROPERLY.**



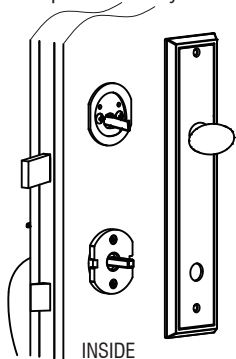
9. From the outside of the door, keeping the tailpiece of the cylinder vertical, insert the tailpiece through the external cylinder backplate and into the "+" slot of the deadbolt. Ensure key is not inserted.



10. From the inside of the door, orient the deadbolt mounting plate and secure by inserting the two deadbolt mounting screws through the deadbolt mounting plate, lock, and into the cylinder housing.

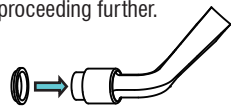


11. Position the internal plate assembly over the mounting plate and insert the cylinder tailpiece into the thumbturn of the internal plate assembly.

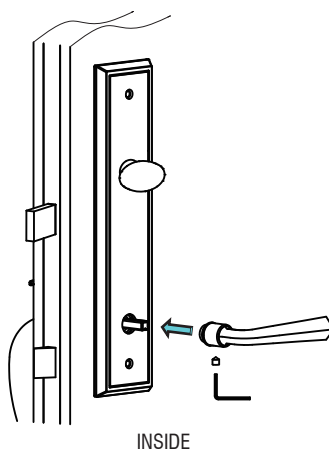


12. Place the plastic washer on the shank of the lever.

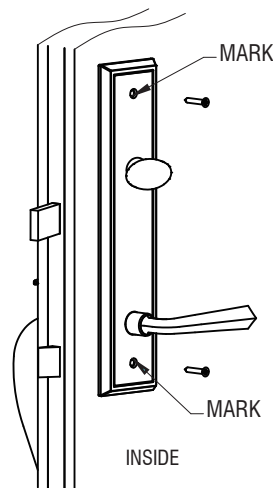
Test Operation of the thumbturn, key and thumbpiece prior to proceeding further.



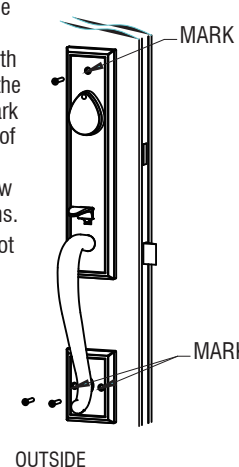
13. Press the lever snugly against the internal plate assembly and tighten the set screw with the provided Allen wrench. Note: The set screw should be located on the underside of the lever and should not be visible.



14. Align the internal plate assembly with the edge of the door and mark the position of the top and bottom screw hole locations. Drill a 1/8" pilot holes and secure the internal plate assembly in place with two wood screws.



15. Align the external pull assembly with the edge of the door and mark the position of the top and bottom screw hole locations. Drill a 1/8" pilot holes and secure the external pull assembly in place with three wood screws.



#### TROUBLE SHOOTING GUIDE

##### PROBLEM

Can't extend (lock) deadbolt unless key is in cylinder. Can't remove key from cylinder when the deadbolt is extended (locked).

##### SOLUTION

Cylinder tailpiece is not oriented properly. Remove the cylinder by first removing the internal plate assembly and deadbolt mounting plate. Rotate the cylinder tailpiece 180 degrees and re-install the deadbolt assembly. Refer to steps 8 thru 11

When thumb grip is depressed or knob/lever is rotated the latch catches and doesn't spring back.

Ensure door is at least 1-3/4" thick. The latch mounting plate is installed too tight. Referring to step 7, back the two 1-1/2" flathead machine screw out until the latch operates freely

Knob or lever keeps coming off the spindle

Ensure the spindle is oriented with the groove facing down and the set screw is securely tightened. Refer to steps 4 and 13.

Deadbolt can easily be locked using the interior plate assembly on the inside but is difficult to lock when locked with the key from the outside.

The cylinder is not properly aligned with the interior plate assembly or improper door thickness. Remove the internal plate assembly and loosen the two deadbolt mounting plate screws. Align the cylinder and retighten the deadbolt mounting screws. Ensure your door thickness is at least 1-3/4" thick

The thumb grip cannot be depressed to retract the latch.

Ensure door is at least 1-3/4" thick and the correct handspindle cartridge is installed. Remove the handle and re-install. Refer to step 1 thru 6. Ensure the correct hand (left or right) spindle cartridge is installed.

Cannot extend deadbolt with the thumbturn on the interior plate assembly or key when door is closed.

Open door and try to extend deadbolt. If deadbolt extends easily with the door open then the strike is not aligned with the deadbolt and/or locking points. Adjust the strike to align with the deadbolt and/or locking points.