Troubleshooting Guidance
Tubular Latches/Deadbolts

Check the latch forend is aligned centrally into the door?

Yes

Is there a problem with the door latching or unlatching?

Yes

Fit a new latch/deadbolt, ensuring that it is fitted centrally into the mortice

No

Remove latch/deadbolt from door and try in hand. Does it operate correctly?

No

Refit latch/deadbolt, ensuring that it is fitted centrally into the mortice

Yes

Lubricate latch/deadbolt if necessary, using GT85 type of lubricant.

No

If there are still issues with the latch/deadbolt, seek assistance from supplier

Important Notice:
If during the checks, remedial works were required, there is the potential that the integrity of the latch/deadbolt and/or components may have been compromised

No

If satisfied that all is ok with door and lock, no further action is required.