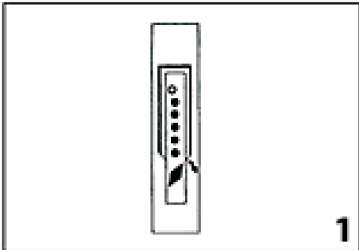


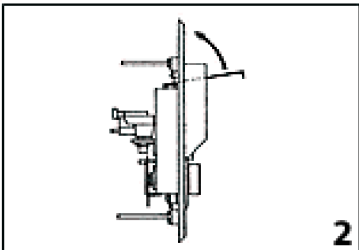
# Changing the Code/Combination Simplex 2400/2500

**Note:** If your lock is opening on every turn of the knob or lever, except upon entering a code, this may be a ZERO CODE. Before attempting to remove the lock from the door, refer to the troubleshooting procedures outlined at bottom of this document for a zero code symptom/solution



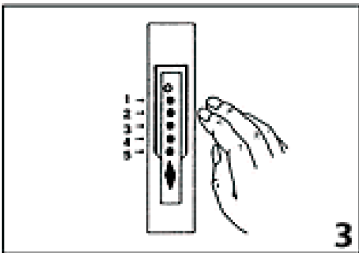
## 2400/2500 Series FAQ Changing the Code/Combination

**Tool Required: Combination Change Tool (provided with lock)**



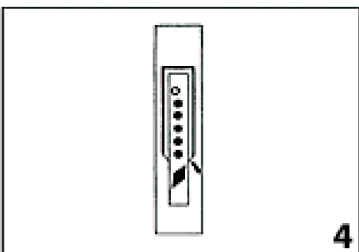
**Read the instructions through once before attempting to change the combination.**

The factory pre-set combination is 2 and 4 pressed simultaneously (and released), then press 3 (and release). The door must be open.



1. Turn the control knob to the left (counterclockwise) to the stop position and release (*see figure 1*). This clears the lock of previously used buttons.
2. Enter the existing combination.

**Make sure you depress each button fully and release.**



3. Remove the "tamper proof" button head screw from the front escutcheon plate with the special combination change tool provided. Save for reassembly.
4. Insert the long leg of the combination change tool approximately  $\frac{3}{4}$ " into the hole where the "tamper proof" button head screw was removed. Lift end up as arrow shows to depress the combination change lever (*see figure 2*).

**You should feel a slight click.**

5. Turn the control knob to the left (counterclockwise) to the stop position and release (*see figure 1*). This clears the old combination.
6. Select a new combination, write it down, Some or all of the buttons may be used for your new combination—pressed individually or simultaneously. Each button may be used only once. We do not recommend the use of a one-button combination.

7. Enter your new combination. Depress each button fully and release it. You must feel a click each time you press a button to know that the button was fully depressed (*see figure 3*).
8. Turn the control knob to the right (clockwise) to the stop position and release to activate the new combination (*see figure 4*).
9. Enter new combination and test operation before reassembly.
10. Replace the "tamper proof" button head screw back into the front escutcheon plate with the special combination change tool provided.

**Note:**

- Do not force at any time.
- If a wrong combination is entered while operating the lock, turn the outside thumbturn to the left (counterclockwise) to the stop position and release. This will clear any previously depressed buttons. Enter in the correct combination.

**Troubleshooting**

**Symptom/problem:** Turning outside thumbturn clockwise always retracts latch without depressing any buttons.

**Cause:** Lock is in zero combination.

**Solution:** Follow the procedure for setting a new combination except omit step 2.