



Zephyr Lock

BETTER SECURITY THROUGH INNOVATION

Model 5200 Club Series Electronic RFID Locker Lock System

Troubleshooting Guide

The lock is unresponsive, giving no audible sounds or visible lights.

- Replace the (4) AA batteries and try the lock again. If the lock is in the locked position and cannot be opened, use the Emergency Battery Backup to power the lock and then open it with the Control Card.
- If the door can be opened, uninstall the lock. Check the ribbon cable for any tears or visible crimping. The ribbon cable should be exposed no more than ¼" from the lock housing. Check the pins on the underside of the keypad. There should be (10) gold pins standing upright. If any are bent or broken, the lock will not function correctly.
- Re-assemble the lock in hand and test it with the Control Card. If the lock functions in hand but not on the locker, the lock may have been over-tightened. Re-install the lock and tighten with a hand tool. Test the lock before closing the door.
- If the lock is still unresponsive, contact the manufacturer or visit <https://www.zephyrlock.com/Warranty/> for warranty process and status information.
- If the door can't be opened, contact the manufacturer for instructions on how to forcibly remove the lock.

Shared Use and Permanent Use locks will operate differently.

Shared Use:

- 1. Open locker will not lock with a new passcode.**
 - The passcode must be (4) digit long. If your self-selected code is less than (4) digits, the lock will reject it with (4) beeps and (4) flashing lights.
 - If an incorrect pin code has been entered, the lock will respond with (3) beeps and (3) flashing lights.
 - If the lock has lost power, via the batteries being depleted, the lock will give you (3) beeps and (3) lights indicating the wrong code has been entered. The Control Card must be run on the lock leaving it in the open and available position.
 - If the in-use lamp is off, the lock is in the locked position, and it still will not accept a new code the lock may have inadvertently been changed to permanent use during the last Control Card operation. The lock must be reset via one of the two reset buttons to return it to default shared use.
- 2. Open locker will not lock with a user card.**
 - If the lock does not respond with any lights or sounds, the card may not have been properly programmed at the factory. Check the user card on another operational lock. If it still does not work, please contact the manufacturer for a replacement.
 - If the lock responds with (6) beeps and (6) flashing lights, the card is programmed a separate locker system or end user and should be returned to the facilities administration.
 - If the lock responds with (1) beep and no flashing light, the card is in use on another locker. A user card may not be in use on two separate lockers at the same time.
 - If the lock responds with (1) beep and (1) flashing light, the lock is in permanent use mode and will not work with a shared user card. The lock also may be presently locked with a management card and is in maintenance status.





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Permanent Use:

1. **If the wrong code has been entered, the lock will respond with (3) beeps and (3) flashing lights.**
 - If the user card is programmed in the wrong setting (shared vs. permanent), the lock will respond with (1) beep and (1) flashing light. This could also indicate the lock is presently locked with a Management Card and is in maintenance mode.
 - If the lock does not respond with any lights or sounds, the card was may not have been properly programmed at the factory. Please contact the manufacturer for a replacement.

Lock Indicator Glossary:

1. **1 beep, no flashing light:** wrong user card or user card has reached maximum amount of locked locks or shared lock is being used by another user
2. **1 beep, 1 red flash:** shared user card used on permanent lock/lock is locked from a management card
3. **2 beeps, 2 flashes:** security manager card required first (only occurs if dual security feature was setup)
4. **3 beeps, 3 red flashes:** non-programed card/wrong permanent user card or pin code entered or entered pin code is too long; code must be 4 digits long. Lock may have also lost power while locked and will no longer accept pin codes or shared user cards to lock it and will require a control card or pressing the reset button to fix.
5. **4 beeps, 4 flashes:** entered pin code is too short; code must be 4 digits long
6. **6 beeps, 6 red flashes:** card with different authorization code used
7. **Short alarm whooping sound, no flashes:** 5 incorrect pin codes entered in a row, keypad is timed out until one minute of inactivity passes.
8. **Continuous alarm whooping sound/flashes:** lock was forced open while locked; alarm will sound for 15 seconds before returning to normal. (Only occurs if alarm feature was turned on via setup card)
9. **Lock doesn't respond to user cards:** Either lock was not authorized or card was not encrypted (only would happen with brand new locks/cards)

