



PRODUCT BULLETIN

PRODUCT: X10, CDX-10

SUBJECT: Improper seating of spindle in drive cam resulting in inability to retract bolt

BULLETIN: #61

DATE: May 29, 2024

Symptom: Bolt fails to retract after dialing the proper combination and getting OP on the lock display. Dial continues to rotate and does not come to a complete stop.

Discussion: Field and lab investigations have revealed that an improperly seated spindle strips out the drive cam.

Solution: To prevent this situation, there are two steps that will ensure proper seating of the spindle in the drive cam.

1. Slide the spindle into the drive cam making sure that the spindle bottoms on the washer inside the lock case. This will ensure that the spindle fully engages with the drive cam. Note that you must insert the spindle before installing the dial hub onto the spindle. Inserting the spindle without the dial hub allows you to better feel when the spindle seats in the drive cam. You may have to “wiggle” the spindle as you insert it to make sure it is fully seated in the drive cam. You will eventually feel the spindle has bottomed on the washer inside the lock case. Visually inspect through the back of the lock body where you insert the spindle screw to ensure you can see the threads in the spindle.
2. When the spindle is fully seated in the drive cam, insert the spindle screw from the back of the lock case while holding the spindle securely against the washer and tighten the spindle screw 8 full rotations. If you cannot achieve 8 rotations, then the spindle is not fully seated, and you need to repeat step 1. Note that you DO NOT use the dial hub to hold the spindle while inserting the spindle screw. After achieving 8 full rotations of the spindle screw, you can now use the dial hub to hold the spindle and tighten the spindle screw to proper torque. This will ensure that the spindle is properly seated and that the spindle screw is properly torqued.

Electric screw drivers are not recommended for use when installing the spindle screw as this prevents the installer from feeling if the spindle is properly seated in the drive cam.

Remedial actions if locked out: Use a dial puller to press off the dial and hub. Push in on the spindle and using a spare hub you can dial open the lock to eliminate the need for drilling open the container. Within 5 seconds of seeing OP and hearing the motor fire, grip the spindle with a pair of vice grips and lift up while pushing in on the spindle, rotate the spindle to the right to retract the bolt. Once open, best practice is to replace the lock.