

Hotel Lock Problem Analysis

1. Software problem analysis

Problem Phenomenon	Exclusion Methods
Issuing card Tip: No card	No card or the card isn't on the right place.
Issuing card Tip: correction error	Card isn't issued successfully. Need to issue again.
Issuing card Tip: Port communication error	The encoder isn't connected properly or the port of PC is occupied.
Issuing card Tip: data of card error	Card isn't issued successfully. Need to issue again.
Issuing card Tip: not detect the blank card	The card has been issued and need to be erased and issued again.
Issuing card Tip: Authorization error	Card isn't fit your software and need to change it with factory.

2. Lock problem analysis

Problem	Problem Phenomenon	Factor	Exclusion Methods
Guest card can't unlock the lock(Master	LED blinks and beeps twice.	1.The guest card is expired. 2.The time of lock is wrong.	1.Issue this card again. 2.Correct the time of lock.

card and floor card can unlock it)	Red LED blinks and beeps for four times.	3.The guest card doesn't match this room No. 4.The lock doesn't match this room No.	3.Issue this card again. 4.Reset the room No. of lock.
	No action	1.The card is damaged. 2.The card isn't issued.	1.Change a new card. 2.Issue this card again.
Floor card, clean card and guest card can't unlock the lock(Master card can unlock)	Red LED blinks and beeps twice.	1.Floor card is expired. 2.The time of lock is wrong.	1.Issue this card again. 2.Correct the time of lock.
	Red LED blinks and beeps for four times.	1.The floor No., building No. ,room No. and clean district doesn't match the lock No. 2.The lock doesn't match this room No.	1.Issue card again. 2.Reset the room No. of lock.
	Green LED blinks and beeps for three times.	1.The deadbolt works. 2.The tiny switch of the mortise damaged	1.Open the deadbolt. 2.check the tiny switch and replace it if damaged.

	No action	3.The card is damaged.	3.Change a new card.
Master card, floor card and guest card can't unlock the lock.	No action	1.The battery is used out. 2.The authorization error. 3.PCB is broken.	1.Change the battery. 2.Reset the lock with Authorization card again. 3.Change the PCB.
	Green LED is blink and motor has no action.	1.PCB is broken. 2.Change the battery. 3.Motor is broken.	1.Change the PCB. 2.Check the motor and the wire(If the motor is broken, need to change the motor.)

3. Mechanical part of lock problem analysis

Problem Phenomenon	Exclusion Methods
The latch can't be out	·Check the side panel of mortise if it is on the right place and reinstall it .
The deadbolt can't be locked.	·Check the strike if it is on the right place and reinstall it.
Swipe the card and green LED blink, but the door is locked and motor has no action.	1.If the battery is used out, change the battery. 2.The motor is broken and change it.
The door can't be unlocking and the latch can't be stretched.	·Check the latch if it isn't out or inflexible and adjust the side panel.

4. Encoder problem analysis

Problem Phenomenon	Exclusion Methods
LED isn't blinked.	Change the encoder
Can't read and write the card and tip no card	Change the encoder
Tip: can't detect the encoder	1.Check the connect line if it loose. 2.Change the encoder