

7802 / 7803 / 7850

Combi-Cam Round

Frequently Asked Questions

1. My Combi-Cam lock will not turn at the factory-set combination (All Zeros).

The lock will always come from the factory set to all zeros. A common mistake is attempting to turn the cam (rear arm) while simultaneously holding the combination head. Since both components move together when the lock is open, this method prevents rotation. Instead, hold the flat sides of the threaded cylinder between your thumb and forefinger, then turn the combination head.

2. I can't see the reset button to change the combination.

This usually occurs when the internal cylinder was rotated during installation or disassembly. To resolve, remove the screw, lock washer, cam and stop cam. Rotate the cylinder 180 degrees until you see the reset button and then reassemble.

3. I changed my combination and am now locked out.

This is typically caused by one of the following:

- (1) Reset Button Released Prematurely:** If you release the reset button while changing the dials, only the numbers set prior to release will register.

Example: You intend to set "1-5-4", but release the button after setting "1". You then continue turning the second and third dials to "5" and "4", but since the reset button was no longer held down, only the "1" was saved. The lock may now be set to "1-0-0" (with "0" being the default for any dials not saved properly).

Troubleshooting: Start by trying "1-0-0". If that doesn't work, it's possible you rolled a dial slightly just before releasing the button, resulting in a partial save. Try variations such as:

- "1-5-0" (if only the last dial wasn't saved)
- "1-4-0", "1-3-0", "1-2-0", "1-1-0" (if you rolled the second dial after releasing the button)
- "1-5-3", "1-5-2", "1-5-1" (if you released mid-turn on the last dial)

These cover the most likely combinations caused by unintentional button release during the reset process.

- (2) Accidental Dial Movement During Setting:** When setting your combination, it's easy to accidentally rotate a dial you've already set, especially when adjusting the next one.

Example: if you're setting "1-2-3", you might unintentionally bump the first dial without setting the second, ending up with something like "2-2-3" or "1-3-3" without realizing it.

Troubleshooting: Try adjusting each dial up or down one number from what you intended. This gives you six possible variations to test: "0-2-3", "2-2-3", "1-1-3", "1-3-3", "1-2-2", "1-2-4". If more than one dial was accidentally shifted, the number of possible combinations increases rapidly and becomes impractical to test manually.

7802 / 7803 / 7850

Combi-Cam Round

Frequently Asked Questions

4. What if I don't want users to be able to change the combination on the Combi-Cam?

In some cases, installers of the Combi-Cam may want to restrict users from easily changing the Combi-Cam combination. To prevent unauthorized changes, you can conceal the reset button by following these steps:

- (1) Set the Combi-Cam to the desired combination.
- (2) Remove the cam assembly, which includes the screw and washer, cam, and stop cam.
- (3) With the reset button in view, rotate the cylinder 180 degrees.
- (4) Reattach the cam assembly (screw and washer, cam, and stop cam).
- (5) Once reassembled, the reset button will no longer be visible or accessible when the cam is rotated 90 degrees.

5. How do I change the combination?

Changing the combination on the Combi-Cam is quick and requires no special tools. Please follow the instructions below:

- (1) Set the dials to the current opening combination (factory default is all zeros).
- (2) Using a paperclip or similar tool, press and hold the reset button.
- (3) While keeping the button pressed, set your new desired combination on the dials. (**Important:** Do not release the reset button until the new combination has been full set. Releasing it prematurely may result in an unintended combination being saved.)
- (4) Once the desired combination is set, release the reset button. Your new combination is now active.

6. I pressed the reset button, but the combination didn't change.

There are two common reasons for this issue:

- (1) The reset button was not held down continuously during the combination change process.
- (2) The dials were not set to the correct current combination before attempting to reset. (**Note:** The reset function only works when the lock is aligned with the correct opening combination. Even if the reset button can be pressed, it will not change the combination unless the dials are set correctly.)

7. What should I do if I forget my combination?

If the lock is installed and the cabinet door or drawer is closed, you will need a locksmith (just as you would if you lost a key to a key-based lock). If the lock is not yet installed, it is generally more cost-effective to replace the unit. Please note: there are no master or override codes available to retrieve forgotten combinations.

8. What is the warranty on the Combi-Cam?

The Combi-Cam includes a one-year warranty covering manufacturing defects. This warranty does not cover issues arising from user errors during the reset process or lost/forgotten combinations.