



Frequently Asked Questions

Q: Can U-Change lock cylinders be used in any door hardware or lock?

A: The U-Change cylinder can be installed in virtually any commercial door hardware application requiring standard mortise or rim cylinders or lever sets. Mortise cylinders are normally used in commercial entry doors, pedestrian doors and gates. U-Change rim cylinders install in standard exit devices and deadbolt applications.

Q: Is a U-Change equipped lever set available to meet code requirements for interior doors?

A: The U-Change cylinder is available as a complete lever set in all standard finishes, in both Grade 1 and Grade 2 levers. For most applications the grade 2 levers perform flawlessly with substantially less weight on the door versus a grade 1 lever.

Q: What prevents someone from finding a U-Change rekey tool and rekeying the U-Change locks without the owner's knowledge?

A: By itself, the U-Change rekey tool is of no value. Without the current key operating the lock at the time rekeying is desired, the rekey tool is useless and cannot be used to rekey a U-Change lock.

Q: How many times can a U-Change lock be rekeyed?

A: There is no limit to the number of rekey cycles. Because it's a mechanical lock, there is nothing consumed or broken off during the rekeying of the lock, it is actually adjusting the length of every pin to fit a new key pattern. Rekeyed a hundred times, or a hundred thousand times, the U-Change cylinder will accommodate every need.

Q: What's the difference between the U-Change lock and other recently marketed rekeyable locks?

A: The U-Change lock line is designed for commercial applications rather than residential or light commercial. Precision machined to tolerances of 1/1000th of an inch from the best brass alloys, each is hand tested before shipment to ensure reliable performance out of the box and a life expectancy many times that of recently introduced competing rekeyable locks.

Q: Does the rekey procedure require specialized training or tools?

A: The lock is designed to be rekeyed by facility managers or landlords without specialized training. A simple step-by-step guide (insert hyperlink to video) to the 6 step rekey process is used to successfully guide someone who has never rekeyed a lock before to complete a rekey in 30 seconds or less.

Q: If we have a problem, what support is available?

A: Our Customer Care support team is on duty 24x7, 365 days a year. A live technical support staff is available to answer your questions or support you needs simply by calling 888-541-1300

Q: Are there any special maintenance requirements?

A: A quick shot of WD-40 or other light solvent every 5 to 10 years is helpful to flush out accumulated dust or grime but lubrication is normally not required.

Q: Where to buy:

A: The U-Change line is available from locksmiths, wholesale and distribution channels. For a link to the sales agent in your area, call us at 800-253-5625, email sales@ssusa.net or view the graphic map on the homepage for contact information.