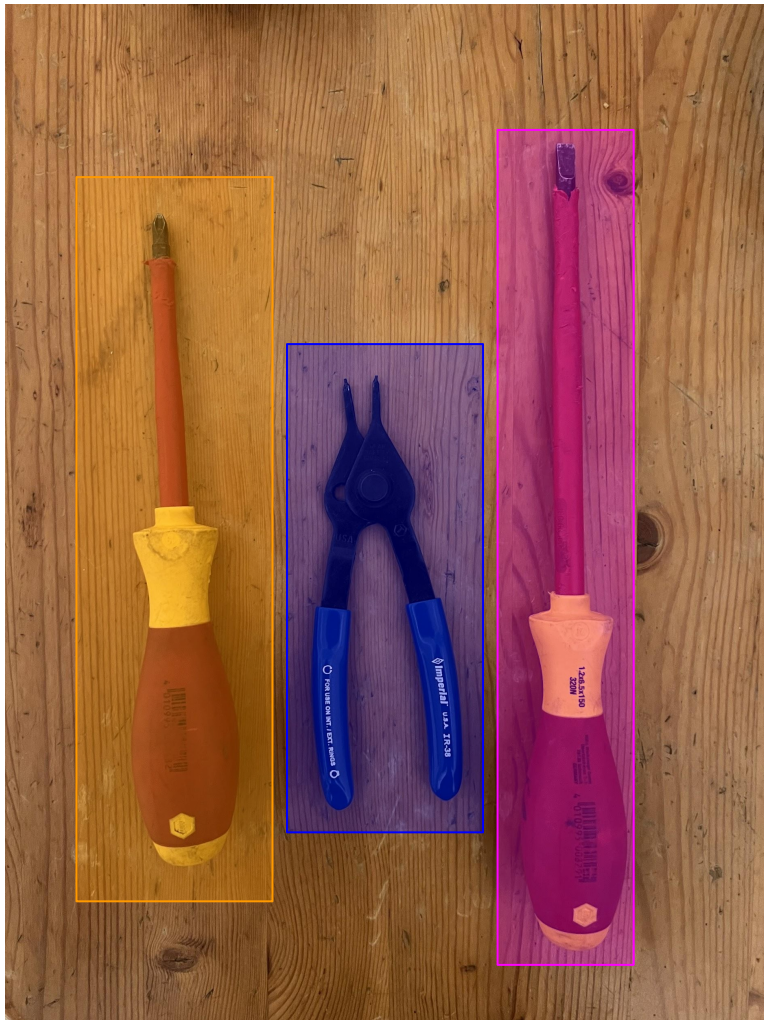


MojoLock G3 Gear and Spring Misalignment **Troubleshooting**



Three tools are required to enact MojoLock gear reorientation. Each tool is coordinated to a different color:

Orange is a philips head screwdriver.

Blue is a pair of retaining ring pliers.

Magenta is a flathead screwdriver.

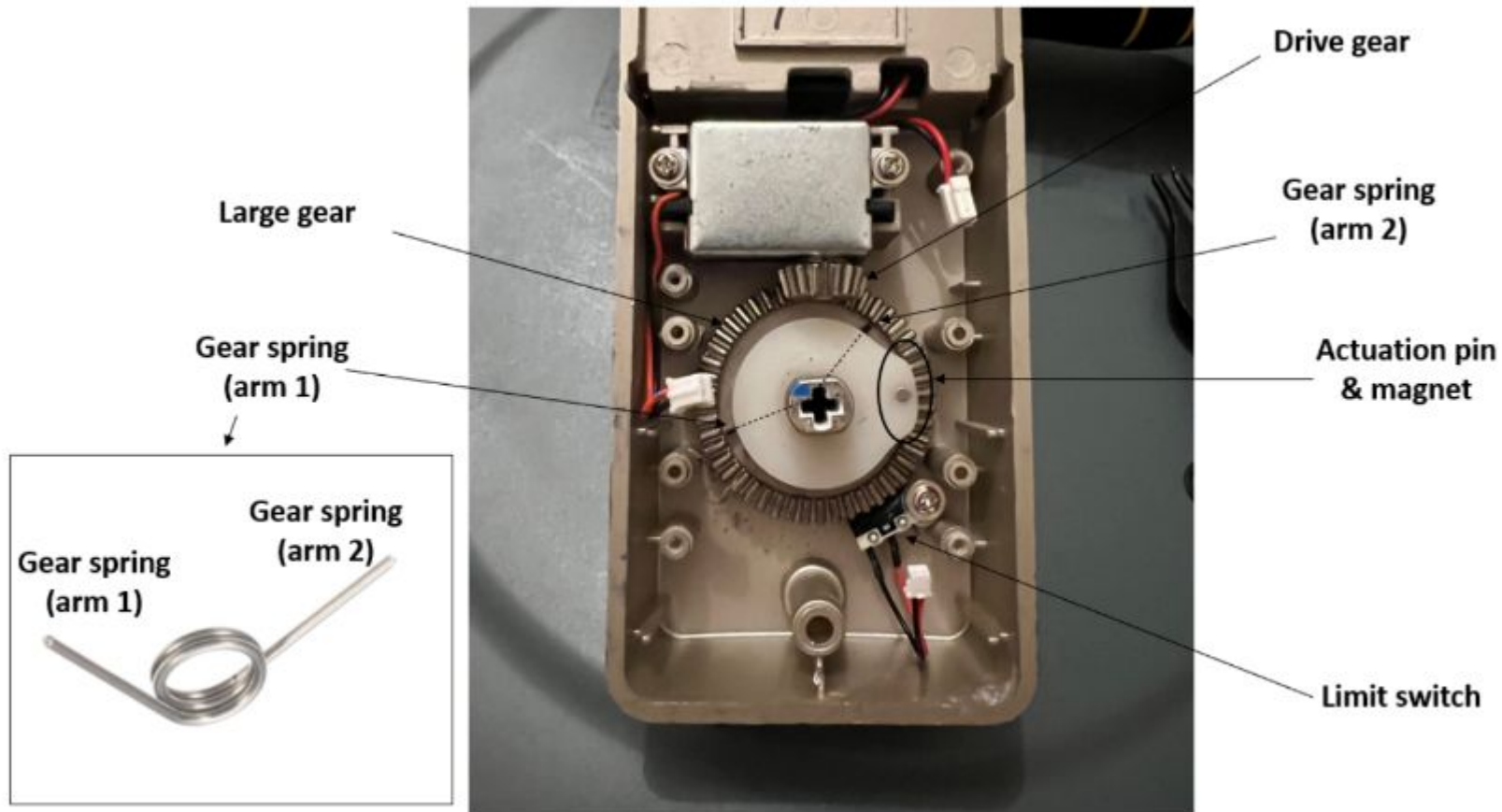
Any action that can be done by hand will be highlighted in **yellow**.

In addition:

Shapes in **green** represent a correct position or orientation.

Shapes in **red** represent an incorrect position or orientation.

Each key component of the MojoLock is labeled here for reference:





Remove the AA batteries.

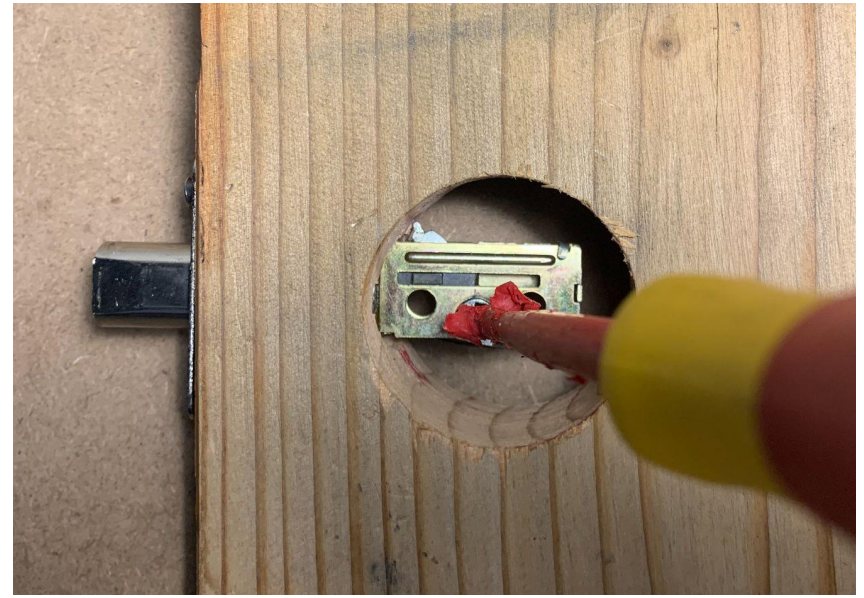
Loosen and remove the three Phillips head screws that hold in the Lock Back Assembly (highlighted in orange).



Loosen and remove the two Phillips head screws that secure the Lock Front Assembly (highlighted in orange).

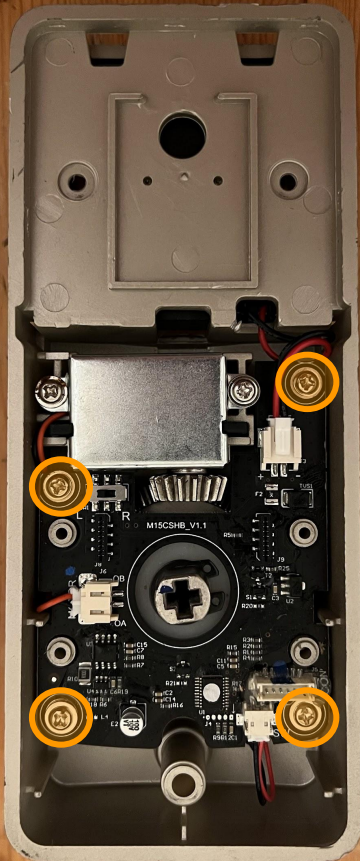
Unplug the cable connecting the Keypad to the Back Circuit Board (highlighted in blue).

Remove the Lock Front Assembly, Lock Back Assembly, and Back Plate.



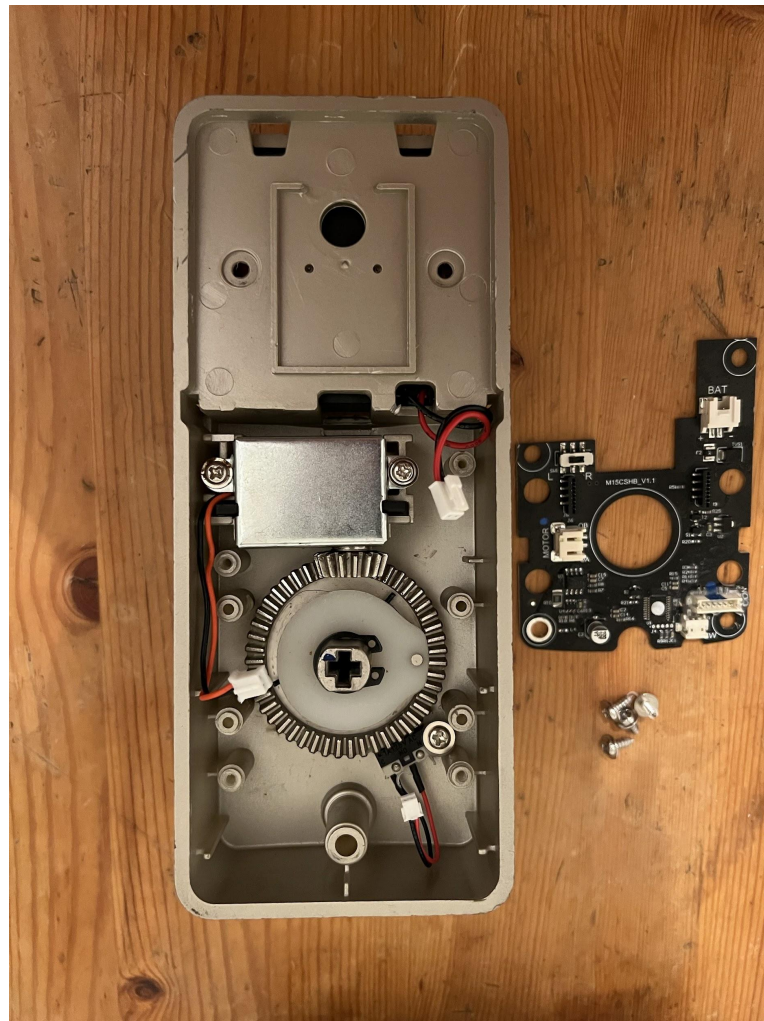
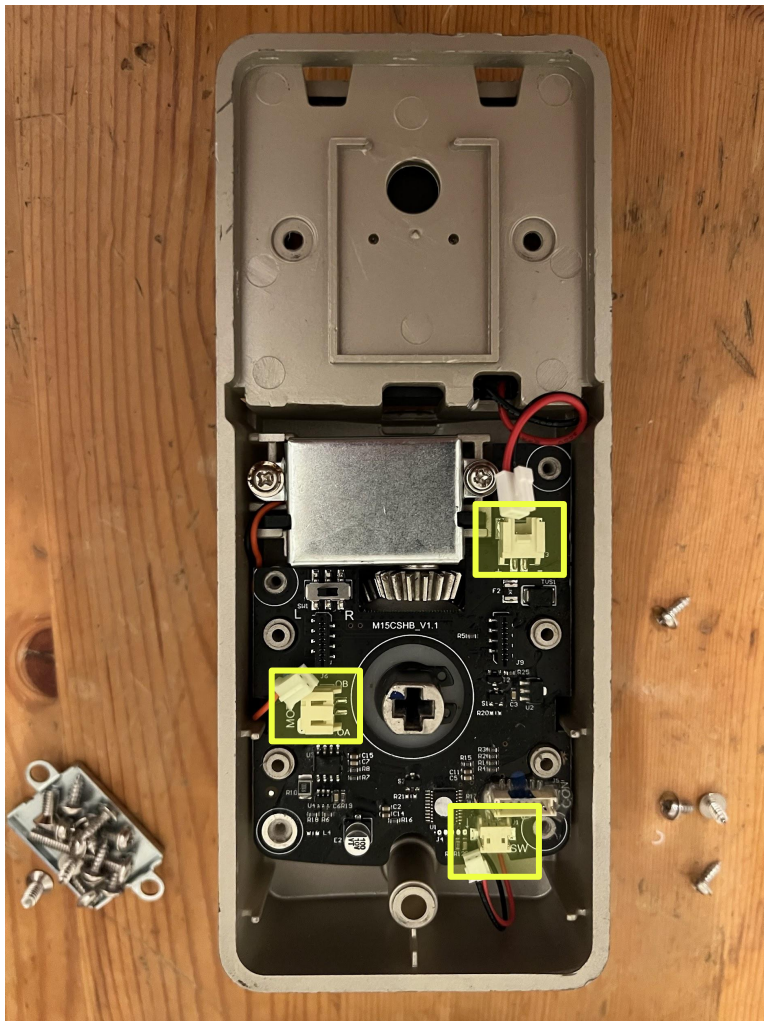
Begin by testing the deadbolt. Use a flathead screwdriver, placing it in the cross-slot on the deadbolt. Rotate the screwdriver to flip the bolt back and forth. If the bolt moves freely, skip to the next page.

If it cannot move freely, remove the deadbolt from the door and flip it several times manually. If the deadbolt is difficult to flip outside of the door, lubricate it with WD40 and try again. If this does not work, replace the deadbolt with a new one. After fixing or replacing the deadbolt, replace it in the door and retest. If it flips back and forth freely, move on to the next step.



Remove the Back Plate from the MojoLock; this will expose the circuit board and motor.

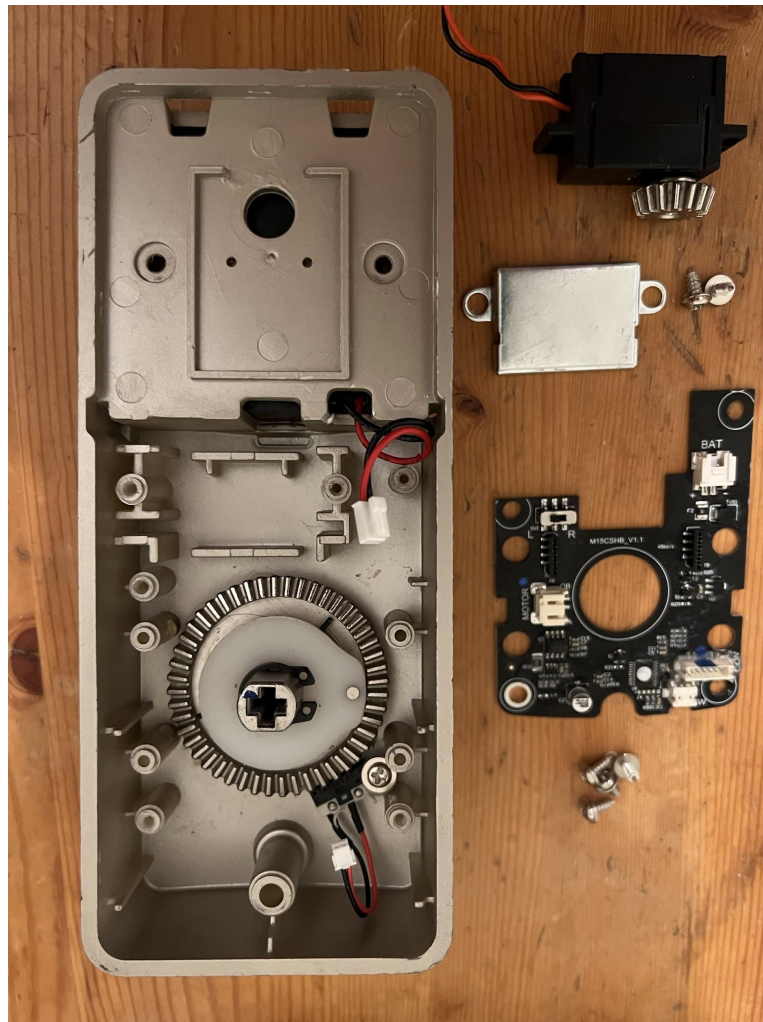
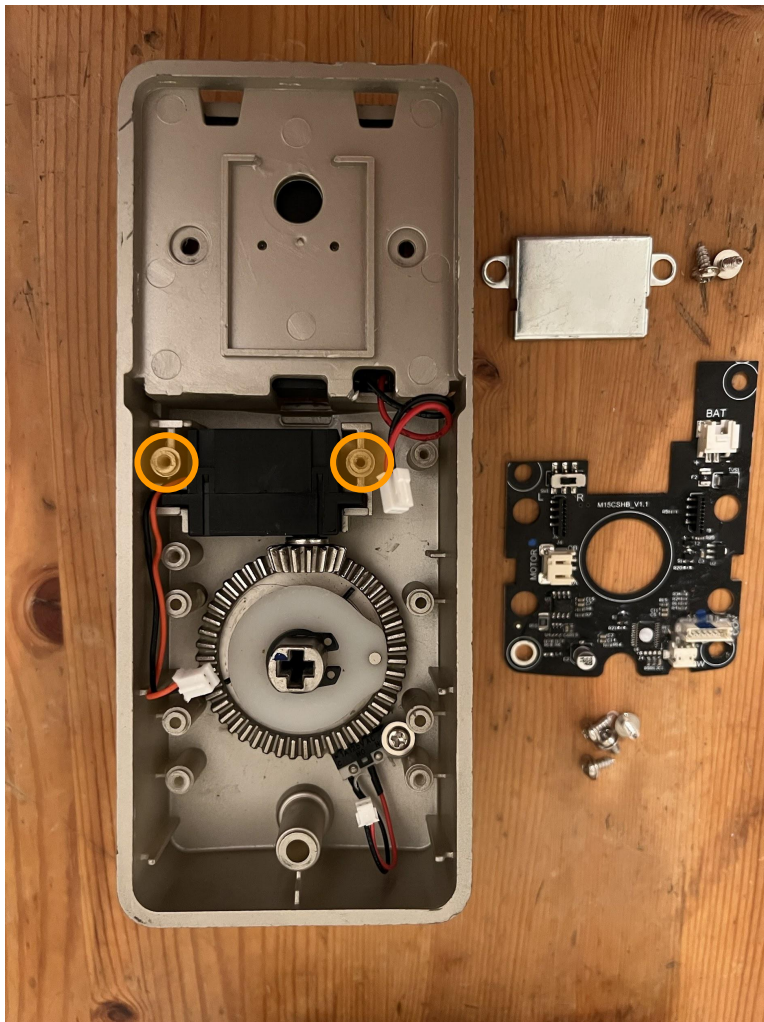
Start by removing the four screws on the circuit board with a phillips head screwdriver.



There are three connectors on the circuit board.

Unplug each connector by hand.

Remove the circuit board and store it in a safe, dry location.



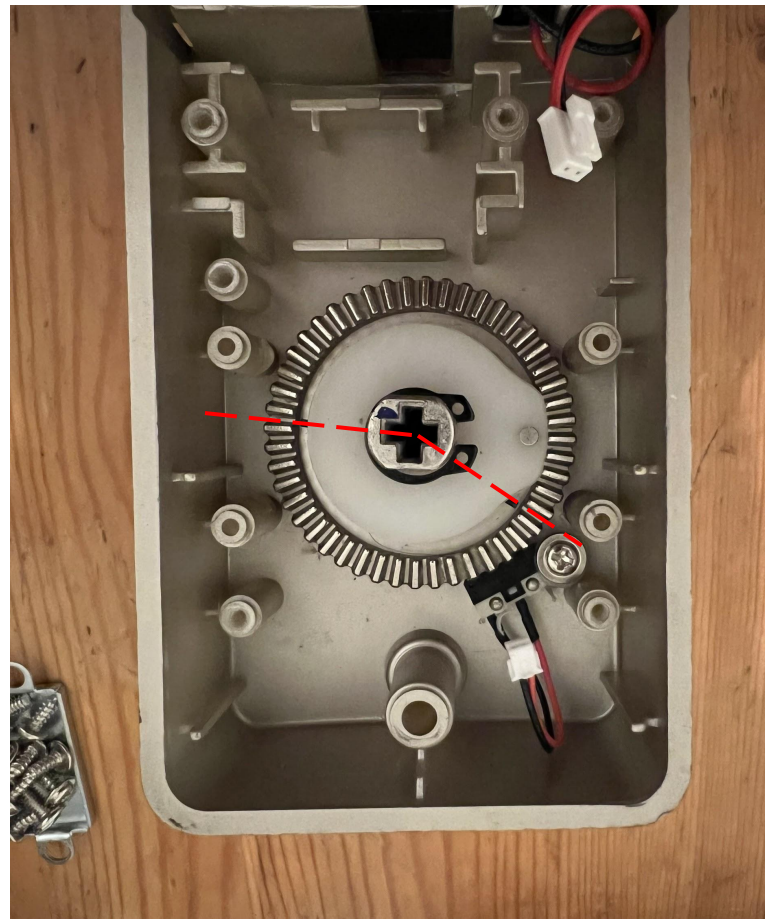
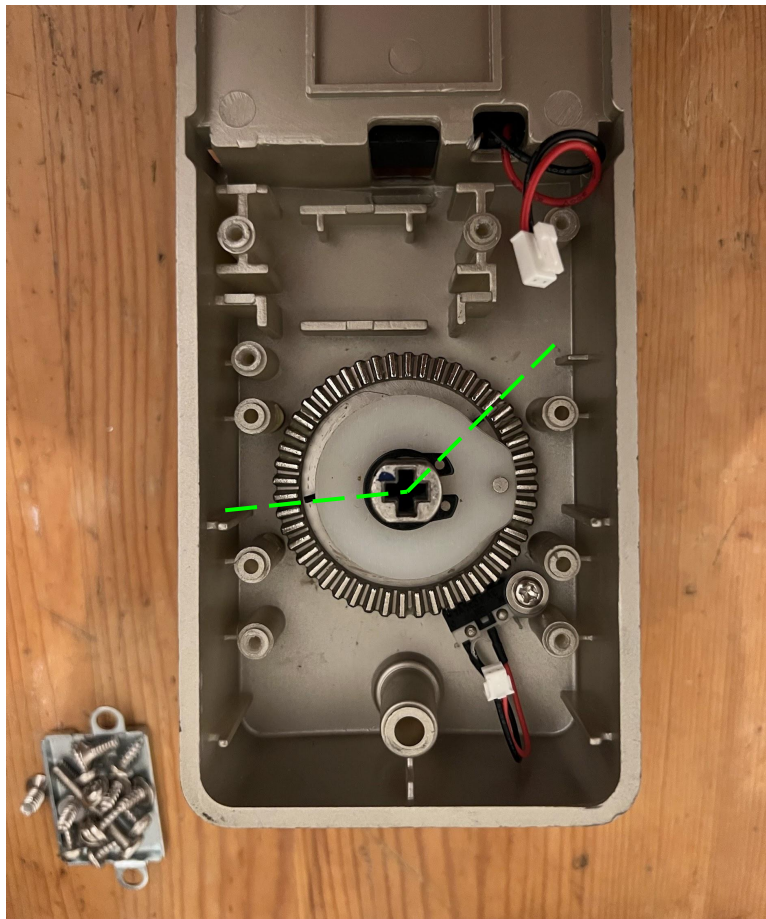
There are two screws that secure the motor in place

Use a phillips head screwdriver to remove the screws.

Remove the motor to release the large gear.

There are 2 common problems with gear orientation that could be causing the MojoLock to malfunction. The next steps describe how to identify and fix these problems.

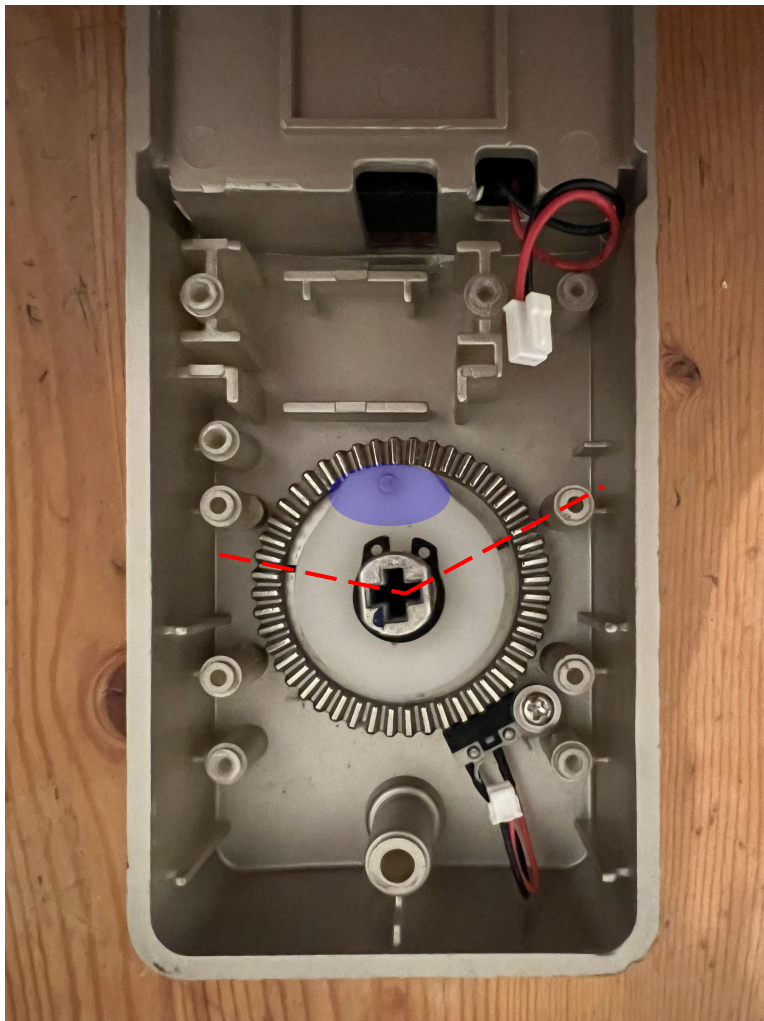
Problem 1



If the spring arms on the large gear are not in the correct starting position, the lock will not function properly. One example of an incorrect starting position is shown in red. The large gear must be in the orientation shown in green when installed.

After removing the motor, rotate the large gear by hand to the correct orientation.

Re-assemble & test the lock when done.

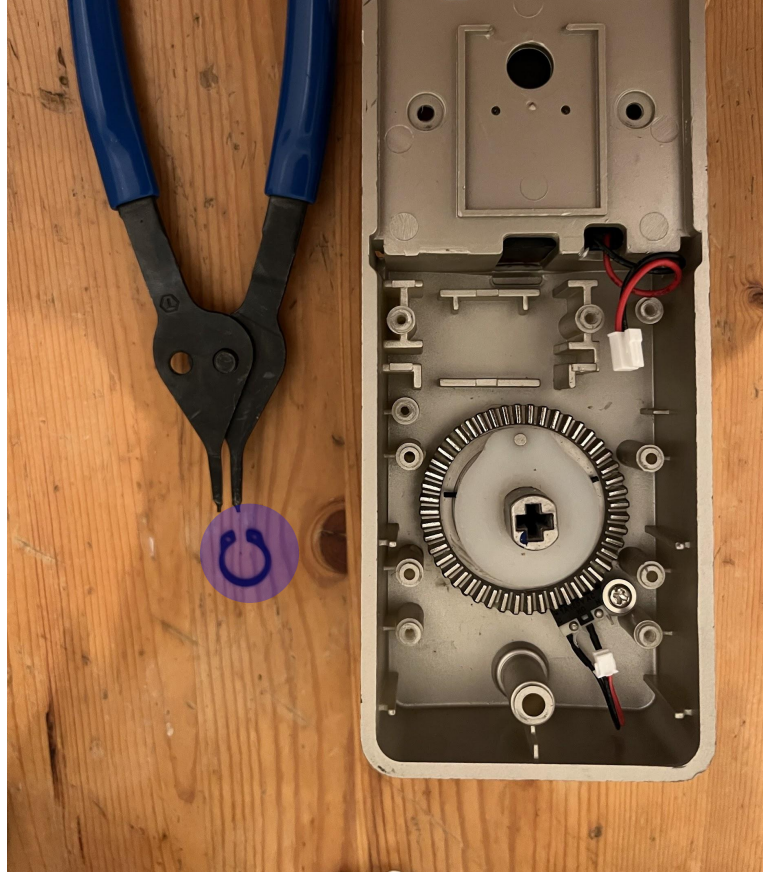
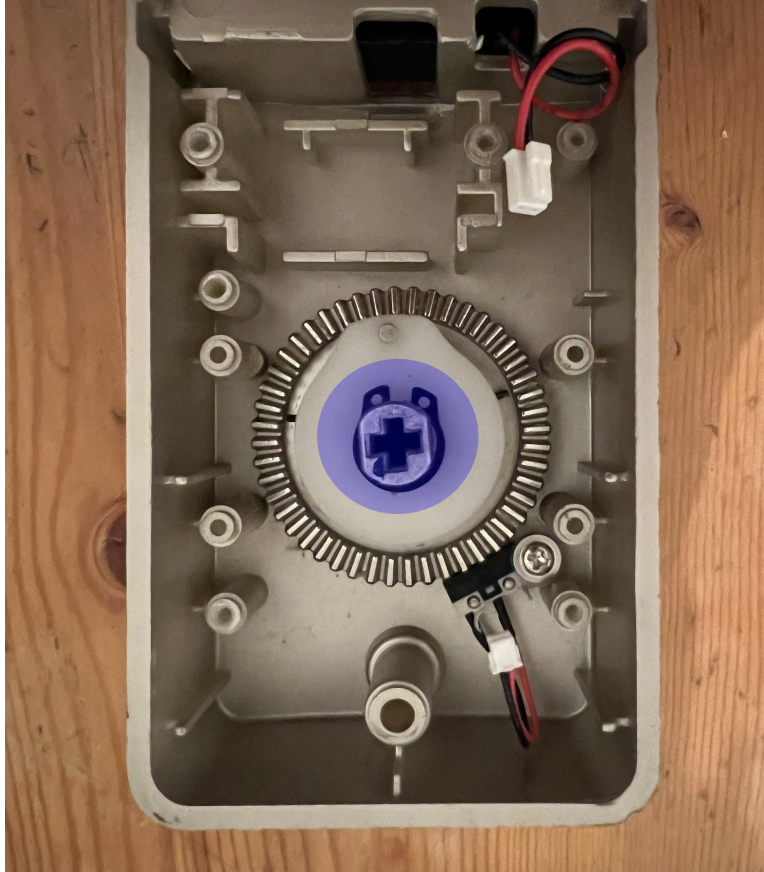


Problem 2

If the starting position of the actuation pin & magnet (indicated in blue) on the white plastic piece is within the small angle of the spring (indicated in red), the lock will not function properly.

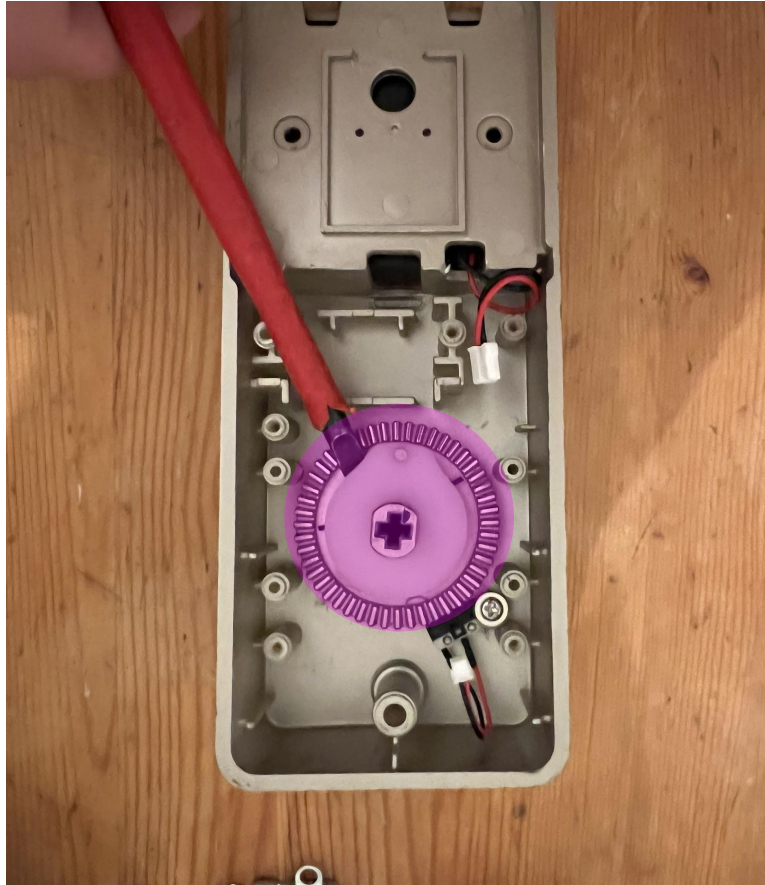
Follow these steps to reorient the actuation pin:

Problem 2 (cont.)



To reposition the actuation pin, start by removing the retaining ring with a pair of retaining ring pliers.

Problem 2 (cont.)

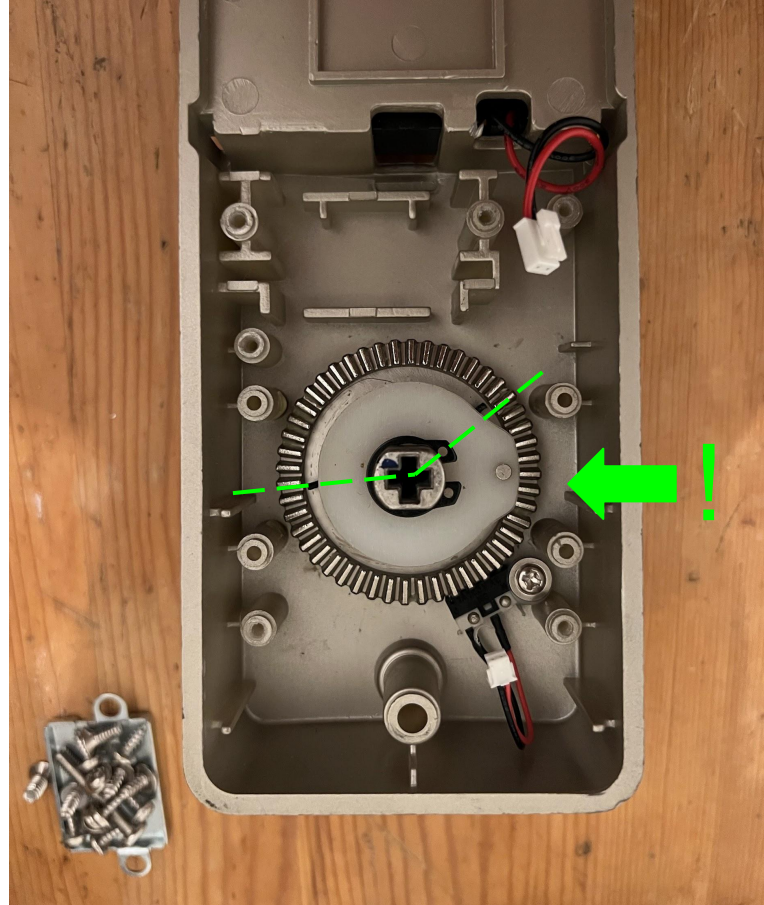
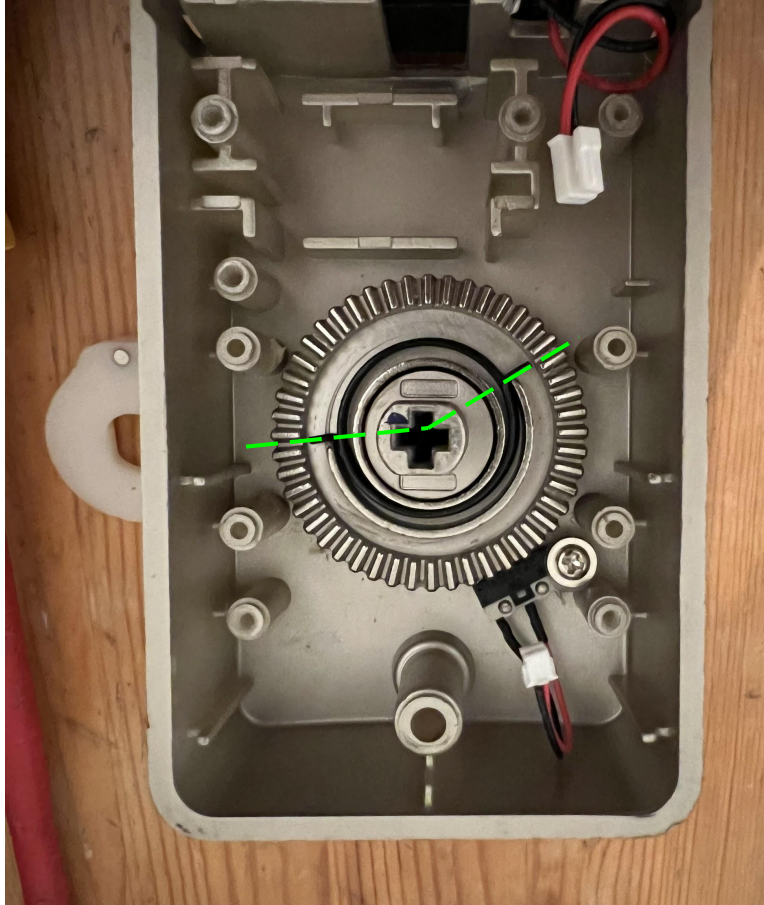


Once the ring is removed, the entire white plastic piece can be removed.

Use a flathead screwdriver to pry the white plastic piece out from underneath.

CAUTION
When removing the white plastic piece, be careful not to pop out the black spring underneath it.

Problem 2 (cont.)



Place the white plastic piece with the actuation pin located within the large angle of the spring arms as shown. It is fully set when it clicks into place.

Using the retaining ring pliers, restore the retaining ring to secure the white plastic piece.

Make sure the large gear is in the correct orientation, then reinstall and test the lock.