

## No Combination Recovery or Reset for AR8132A Lost Combination

If lost, the combination for the AR8132A is not recoverable. The lock must be opened with the current combination in order to reset it.

Once the combination is lost the only way to open the lock is with the included master override key. (key 222) The only way to use a combination again is to replace the AR8132A whose combination has been lost. This is also true for the combination lock handles included on the AR3200 NetShelter Colocation Enclosure.

Special note: if replacing the combination lock handle of an AR3200 with AR8132A you must reuse the hasp from the rear of the original AR3200 combination lock handle. Do not use the hasp that ships with the AR8132A, it will not work on the AR3200. The hasp on the rear of the original AR3200 door handle will unscrew. After removing it, simply swap it for the hasp on the replacement AR8132A. After completing this swap, and installing the replacement AR8132A, you will be left with the original AR3200 door handle that has an unknown combination, and the hasp that came with the replacement AR8132A.

### MANUFACTURUR DEFECT INFORMATION

In July of 2013 we identified a possible manufacturer's defect on units manufactured in the first half of 2013.

The known defects are as follows:

Once a combination is reset the new combination does not work. The lock will not hold the new combination, it is unrecoverable.

The combination does not always get lost immediately upon first reset. The combination may also be lost after it's been unlocked and locked a few times.

Wing nut stuck in locked position so the combination feature can not be used.

Date Range:

The affected date codes are 2013 weeks 01 thru 27, serial numbers 5A1301xxxxx through 5A1327xxxxxx.

Any AR8132A with 'combination reset lost' issues in this date range can be considered defective. This does not include 'customer forgot combination' issues.

If you find an AR8132A outside of this date range which you believe exhibits this issue please email Tiger NetShelter. We will want the purportedly defective unit returned for QC purposes.