

Master Lock 1500iD Speed Dial™ Directional Dial Combination Padlock

Question: Where is the default combination located?

Answer:

The preset combination will be a series of four arrows which will look like the example code below (the preset combination is different for each lock):

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The preset combination is listed in the upper right hand corner of the instructions that were in the cavity on the back of the package, near the base. Note: You will have to cut open the package to remove the instructions and preset combination.

Question: Why is my directional password no longer working for my set combination?

Answer:

The 1500iD lock is sensitive and reads all movements; certain types of touch seem to work better for some users to help ensure the correct combination is entered. Please try these suggestions:

1. Give the shackle two quick squeezes to "clear" it rather than two slow, deliberate squeezes.
2. In a quick manner, allow the button to move back to center mostly on its own, without over-guiding it.
3. Don't allow the button to bounce past the center position or it will read the adjacent position as part of the entry.

Question: Why does my lock open with "NO" combination?

Answer:

It may be possible that the lock is set to "no" combination. Please try resetting the lock again by following the instructions below:

1. Place lock in the open position.
2. On the back of the lock, slide the reset lever into the "up" position.
3. Insert the shackle into the lock and squeeze firmly twice to "clear" it.
4. Pull up on the shackle to open the lock.
5. Enter your new combination.
6. On the back of the lock, slide the reset lever into the "down" position.

7. Insert the shackle into the lock and squeeze firmly.
8. The lock will now open with the new combination.

Question: I recently reset my combination. Why doesn't my new combination or original combination open the lock?

Answer:

You may have missed step three (above) in the resetting instructions. Please try entering the old and new combinations, in that order, in one sequence, to see if that opens the lock. If it does, please remember to include step three when changing the combination again in the future.

Question: I reset my combination. Why doesn't my shackle stay locked?

Answer:

In order for the shackle to stay locked, the reset lever will need to be moved back to the opposite position from reset (R).

1. With the lever still in the reset position, close the shackle and clear the combination with two firm presses. You will hear the components clicking on the inside.
2. Pick your new combination by moving the dial in smooth motions and returning back to center each time.
3. Leave the shackle in the closed position. It is important to leave the shackle engaged after selecting a new combination, or the lever will not move and lock could clear itself.
4. Return the reset lever to the opposite position from reset (R).
5. Press firmly on the shackle two times to clear the components.
6. Use your combination.

Question: I forgot my combination. Can you open my lock for me?

Answer:

Once the lock combination is set, there is no way to open it without the combination. Please make sure you record your NEW combination in a safe place.

Question: Why doesn't my lock work when using it outdoors?

Answer:

Due to the mechanical design, and complexity of internal components, the 1500iD combination lock is best recommended for indoor use. Suggested uses include cabinets, indoor storage lockers, school, employee and athletic lockers.

We appreciate your feedback on the Master Lock Speed Dial and are sorry to hear of the difficulty you have experienced with these locks. The directional interface is very popular as it solves many challenges posed by traditional combination locks.

Question: Why doesn't my lock work when using it for Breakout EDU?

Answer:

This lock includes a more complex resetting mechanism supported by many more components and those added variables, and necessary steps, occasionally drive an increase for potential user error if they miss a step when changing the combination.

The lock is designed to specific ASTM standards aligned with typical use cases, and unfortunately, the application you have indicated exceeds the use case the lock specifications are designed to.