



## Key repair FAQs

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What do I do when the key gets stuck?

The only thing you shouldn't do is use force because this could cause the key to break. Jiggle it and be gentle with it. Even if you cannot remove it, spray some lubricants. If it still doesn't move, you must remove the entire lock and repair it.

2

Are bent keys fixable?

It's not a good idea to try fixing bent keys. If you use a heavy object like a hammer to straighten it, you might ruin the grooves and ridges. If you use the bent key, it might get stuck or damage the door lock. Our experts suggest replacing the key.

3

What should I do if the ignition key doesn't turn?

Jiggle the ignition car key gently and avoid abrupt movements and force under any circumstances or the key might break. Turn the steering wheel as you try turning the key. You could also spray lubricants. Just make sure to have plenty of patience.

4

Why chip car keys are called like that?

Chip car keys are high technology car keys which contain a chip. This explains their name. This chip is responsible for the communication between the transponder key and the central security system of your car. The key is programmed accordingly and works only with this car.

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Is the broken key easily extracted?

It depends on how far in the lock the key was broken. If you can still see the broken piece, get tweezers and try pulling it out. If the key was already turned, our technicians say that it must return to its initial position. Do it with the tweezers.

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What do we mean by key change?

Keys are changed when the original ones are stolen or have been used by too many people. When the key is changed, the door lock is rekeyed. In other words, the lock's pins are replaced so that they will work with a different key.

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A tiny key part is broken. Should I use it?

You shouldn't. Even if you manage to get the key in the lock, it might not turn or could damage the lock. Then, you will need to repair the lock, too. For now you just have to replace the key.

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Why do keys rust?

Keys rust because they are made of metal and this material erodes when exposed to oxygen within a humid environment. That's why you must never leave your keys in damp places and wipe them well if they get wet for any reason. Rusty keys must be replaced.

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What is a master key?

A master key opens all doors with master locks installed. The master lock system is installed in buildings where each tenant/homeowner has his own key – called a change or servant key – but each door can also be opened with the master key, which is often held by the superintendent.

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What should I do if my key is stolen?

It's pointless to replace a key, which has been stolen. If someone stole it with the purpose of robbing your home, you will just make it easier. It is vital to rekey the lock as soon as possible, according to our technicians.

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Should I lubricate the key if the lock is frozen?

Yes, lubricants are very helpful when door locks are frozen. First, you must warm up the key to avoid breaking it and help it go in the lock easier. Then, you can lubricate it but also spray lubricants in the lock.

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Why new keys don't always work right?

If keys are not cut right, they won't fit well in the door lock. New keys are always hard to use anyway. Be a little patient and check the key. You might need to file its edges a little bit before using it again.

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