

## Most Common UCL Issue

Question: Why does the indicator seem stuck and it will not go to either Vacant or In Use?

Answer: Two issues could cause this:

First and most likely someone has tried to force a coin in while the unit was in use and this has bent the indicator hinge rod. The solution is to replace the indicator assembly (24-IB-KIT-L / 24-IB-KIT-R) Also, you must indicate single or multiple user.

Second, the indicator dawg could be loose. To check this, visually inspect the inner workings. If the indicator dawg is in front of the indicator, it must be pushed up and then remove the lever arm cover plate and slightly bend “slit” on indicator dawg. Then replace the lever arm cover plate.

Question: Why does the coin fall straight through to the coin box?

Answer: Only one thing can allow this to happen but many different things can cause it...the latch is sticking.

\*To check installation, open the door and drop a coin in. If it works, the unit is either installed too close to the door jam, debris is in the strike, or the door is not closing correctly to the strike.

\*If the coin still falls straight through the next most likely issue is that the latch bar is bent or debris has built up. To check this you must first remove the inside lever arm, then remove the latch bar cover plate. Now remove the latch bar. Inspect the latch bar for bowing as well as debris. If everything appears normal wipe out the latch channel and wipe off the latch (use only silicone lubricant). Replace the latch and “work” it by hand if it sticks or it was bent and then replace the latch bar (24-LB).

\*With the unit off of the door, check the inside handle for ease of motion. The handle should spin freely. If it does not spin freely you may need to re-drill the hole through the door to allow clearance for the adjusting tube. If you remove the handle from the door and the handle does not spin freely then inside handle may need to be replaced. Please call a technician before purchasing a new handle assembly.

\*Once you have determined that it is not one of the above issues, please call in to troubleshoot your unit. Call 1-800-462-9460 Mon-Fri 7:30am to 3:00pm Eastern Standard Time.

Question: Why are customers getting stuck in the restroom, and the inside handle does not open the door?

Answer: This is most commonly due to incorrect measurements given to Monarch at the time of the order and found during installation. However, if your older unit is just starting to do this it is

a vandalism issue, caused by extreme force used to open the door from the inside. To fix this you will need to order a handle assemble (24-IH-ASSEMBLY). To order this part you will be required to inform us of your door thickness so that we can set the assembly to length.

Question: Why are the coins jammed in the unit and not falling out?

Answer: This issue is typically vandalism, it usually occurs when someone forces something in the unit that doesn't belong. To clear this you must disassemble the unit. If you need help with this please call one of our technicians. Call 1-800-462-9460 Mon-Fri 7:30am to 3:00pm Eastern Standard Time.

Question: My coin box is full and I can't get it out. How do I fix this?

Answer: This issue is very frustrating. In order to fix this, you must use your pass key to open the door and remove the pins from the hinges on you door, lay the door on the ground and "shake" the coins down away from the lock. At this point, your key should operate the lock. If you cannot get it please call one of our technicians to assist you. Call 1-800-462-9460 Mon-Fri 7:30am to 3:00pm Eastern Standard Time.