Quiz #5

1. Customer: “I need a heavy duty lock that I can put on my gate, that people won’t be able to cut with bolt cutters, can you give me a few suggestions?”

What choices would you recommend?

*40DPF or 6321  
Any lock with a shrouded shackle should work.*

1. Customer: “I need a lock with a 3” shackle height for outdoor use and I need them to be keyed alike and want a few choices”.

What lock models would you recommend and why?

*6835KABLT(color) or 6835KALT(color) – Aluminum locks won’t rust. B-brass shackle won’t rust  
6830KALT or 6830KABLT – Brass locks won’t rust. B- brass shackle won’t rust*A1107 locks are also a great option

1. Can a customer get a model 6121KA keyed to the same key number as “10T001”?

*Yes*

If yes, what cylinder does it use? – *W17*

If no, why not?

1. Can I take a key for my 7KARSV lock to a locksmith so he can make a copy?

*Possibly – if he has a knock-off key. But they should not duplicate it. You are supposed to buy duplicate cut keys from Master Lock as they are on a reserved keyway.*

1. What is the longest and shortest cable I can get for a python lock that is all keyed alike?

*As small as 2 feet and as long as 30 feet*

1. What is model 443 most commonly used on?

*Vending machines and shut off valves*

1. What color is a model 317KA? *Cammo – ‘Murica!!*
2. How can I get a combination change tool for my model 1175? *We have a ton in the warehouse, or you can call Master Lock and they will send them out for free*
3. Customer “I lost the combo to my model 4688D and I see there is a key hole, how can I get the key, I really need to open my lock..?” *You cannot get a key. Only TSA Agents have access to the keys.*
4. I want a lock like the 175, but I want my combo to be letters, not numbers.. can you help? *175DWD*
5. If a customer calls and you can’t find their account in MAS by name, what types of questions would you ask, to help locate their account? *May I have your zip code? May I have an old order/quote/invoice number? May I have your customer number?*
6. What is a combo chart? *A list of serial numbers and combinations for commercial locker locks*
7. Can institutional locks be sold to an individual? *no*
8. What is the customer sort code for public schools? *700*
9. What is the usual lead time for orders from Master Lock? What verbiage would we use to tell the customer the lead time? *10-15 business days*
10. What is the usual lead time for Abus orders? *About 7-10 days plus shipping time*
11. What phone number do we use for Abus customer service? *800-352-2287*
12. If a customer buys a lock that is “KZ” or “zero bitted” what will they need to do to make the locks work? – *have the cylinders pinned and the keys cut to match.*
13. Please provide the complete “reset” instructions for model 175:

*Open lock. Insert change tool and turn. Set your new combo. Remove the change tool. Check the combination.*

1. What is the part number for the Master Key for the 1525 locks and how much is it?

*It’s K1525 for the keys - Each customer gets 2 free with their lock purchase of $50+, additional keys can be purchased for $4.25 each.*

1. Customer: “My son’s combo lock has a key access and I need the key to be able to get into his lock, how can I order that key?”

*Keys can only be purchased by the school. Unfortunately, you will not be able to have a key to obtain access.*

1. Is the model 99DSPT “California approved”?

*Yes*

1. What are the payment terms for international orders?

*Wire Transfer*

1. Will a school get anything free when they buy 1502 or 1525 locks? If so , please list:

*With 1502 – charts and shipping   
With 1525 – all of the above and 2 free keys*

1. How many combination possibilities are there on the model 175, 1175, or 178BLK?

*10,000*

1. What is a very popular lock for self storage units? *40KADPF or 40DPF*
2. I need to buy extra keys for my Master Lock model 3KA, key number: 0464. Please cut and paste the URL to the webpage where I can order those keys: <http://www.masterlocks.com/product/1460/k1-cut-key>
3. How long has Hodge Products been in business?

*Since 1971*

1. What is the campaign code used for?

*To explain what type of order it is and where the customer originated from*

1. What is our website for safety products?

[*www.hpisafety.com*](http://www.hpisafety.com) *or safetylockout.com*