SmartKey Rekeying Table of Contents

SmartKey® Locks Overview

SmartKey locks utilize a different rekeying technology than traditional pin and tumbler cylinders. SmartKey locks can be rekeyed quickly without removing them from the door or manually repinning the cylinders.

SmartKey Tool

In order to rekey a SmartKey lock, you'll need the lock's current key, the new key and a SmartKey tool (Figure 1).
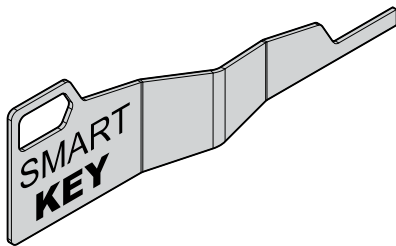

Figure 1. SmartKey Tool

While the current key is in the lock and rotated 90°, the SmartKey tool is inserted into the face of the cylinder, through the SmartKey hole (Figure 2).
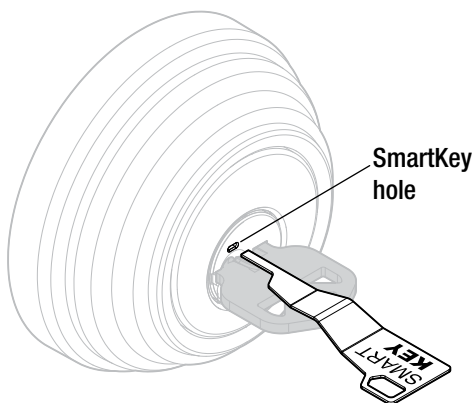

Figure 2. SmartKey Hole

SmartKey Reset Cradle

If a SmartKey cylinder has been programmed incorrectly or the key is lost, a reset cradle can be used to reset the cylinder. See Figure 3.
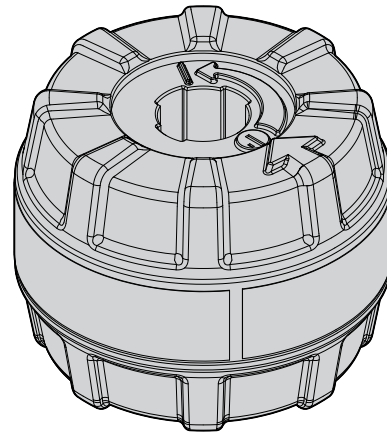

Figure 3. Reset Cradle

The cylinder is inserted into the reset cradle, and the cradle twists to reset the cylinder. Cylinder removal instructions for each SmartKey product can be found at www.kwikset.com/rekey.

SmartKey Stationary Reset Tool

An alternative to using the SmartKey reset cradle is the SmartKey stationary reset tool. This can be used on any SmartKey cylinder, and it is ideal for mortise cylinders or light commercial cylinders that cannot fit into the reset cradle.
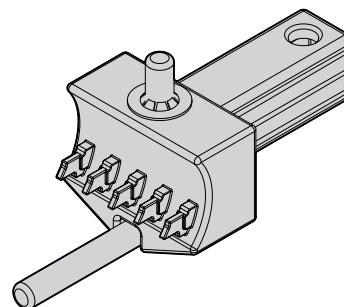

Figure 4. Stationary Reset Tool

Fully Inserting the New Key

During the rekeying procedure, it is vital that the new key is fully inserted into the lock. If the key is not fully inserted, the cylinder will only learn a portion of the key combination. In this case, the cylinder will only be able to turn when the key is inserted to the same depth as it was when it was being rekeyed.
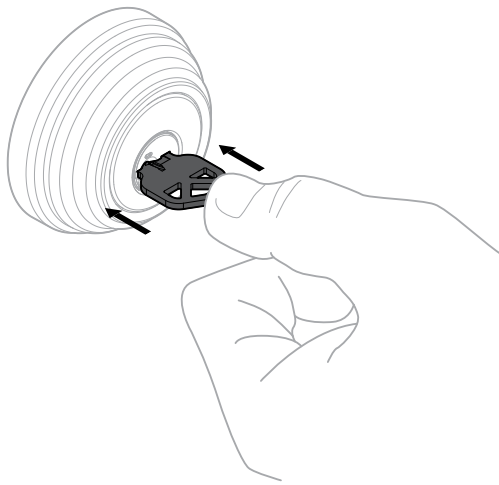
Figure 5. Fully Insert new Key

Using 6-Pin Keys in SmartKey Cylinders

Even though SmartKey cylinders have five pins, 6-pin keys can be used in SmartKey cylinders. During rekeying, the 0-position on the 6-pin key will be unused and the SmartKey cylinder will learn the last five key cuts.
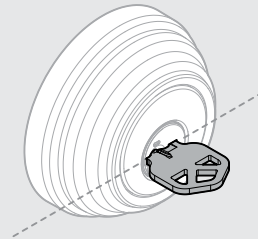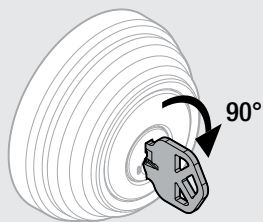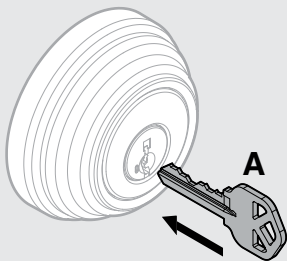
REKEYING

SmartKey Locks

Rekeying instructions are the same for all products with the SmartKey feature. When inserting the new key for the first time, make sure to push it in all the way.
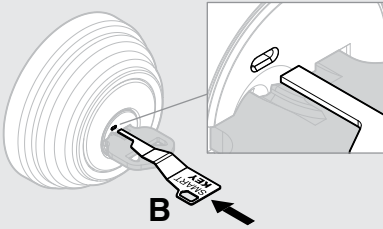
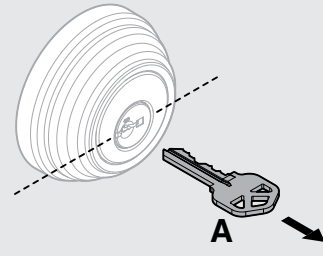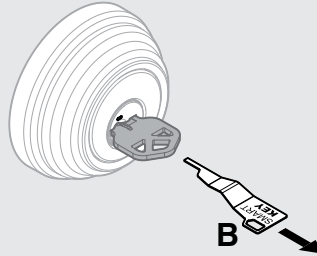If needed, refer to the Troubleshooting chart on page 7.
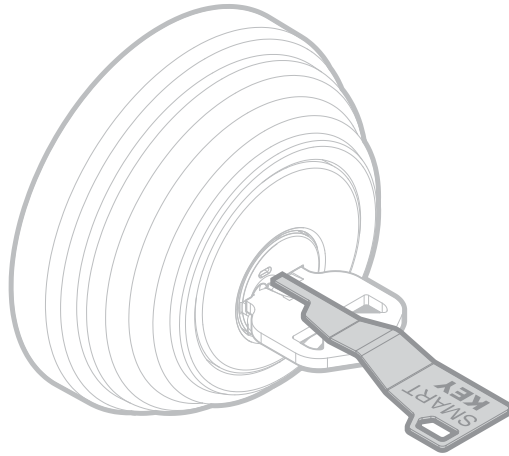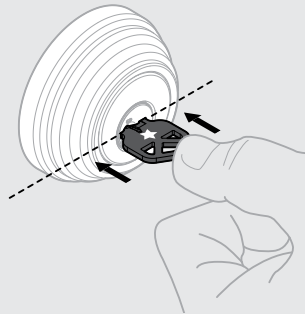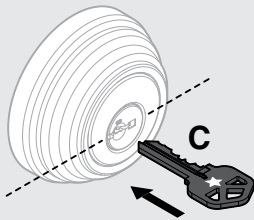
A current key

B SmartKey tool

C new key

1

A

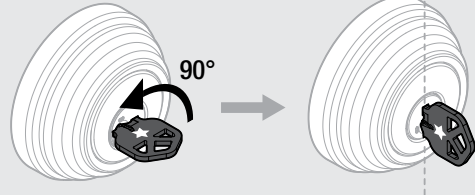90°

2

B

Insert the SmartKey tool (B) fully and firmly into the hole. You may feel the tool click inside the lock.
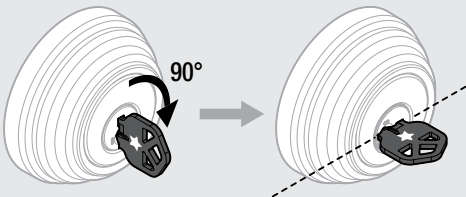

B

A

3

C

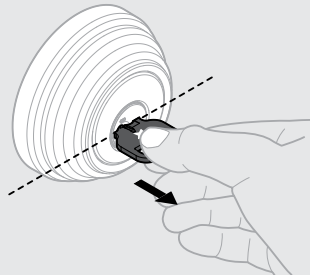**!** Make sure new key (C) is FULLY inserted into lock.

90°

! DO NOT remove key. Perform test procedure below.

⚠ Test Procedure

90°

While key is in horizontal position, attempt to pull it out of the lock.
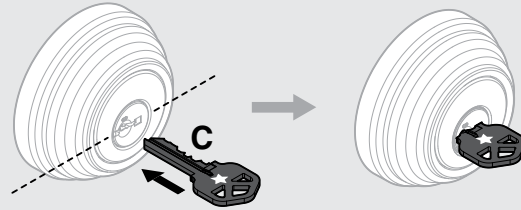

If key does NOT remove, you have successfully rekeyed your lock. You may now remove the key.
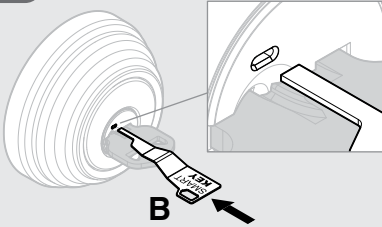
If key DOES remove, rekeying was not successful. Follow steps i-iv on page 6.
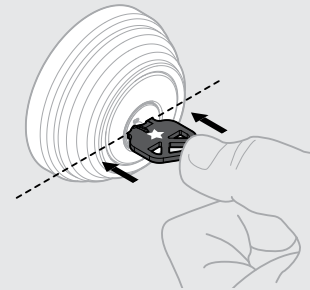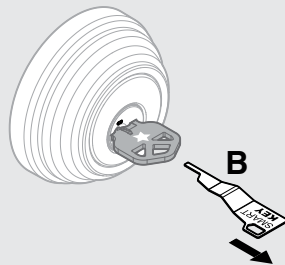
i ⚠ Perform steps i–iv ONLY if rekeying was previously unsuccessful.

C
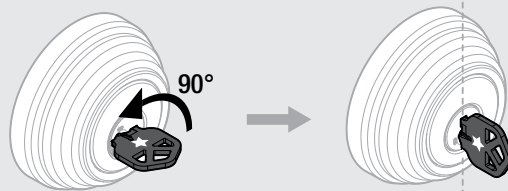
ii

Insert the SmartKey tool (B) fully and firmly into the hole. You may feel the tool click inside the lock.

B
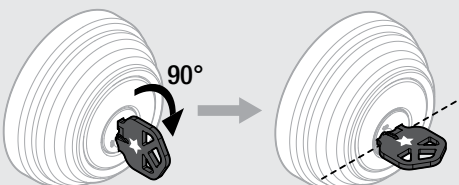
B

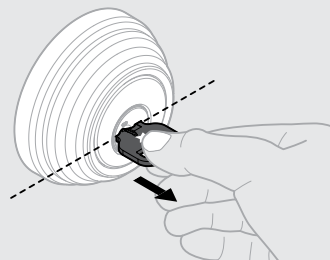❗ Make sure new key (C) is FULLY inserted into lock.

iii

90°

❗ DO NOT remove key. Perform test procedure below.

iv Test Procedure

90°

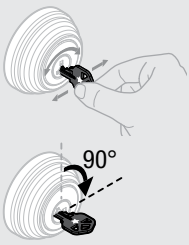While key is in horizontal position, attempt to pull it out of the lock.

If key does NOT remove, you have successfully rekeyed your lock. You may now remove the key.

If key DOES remove, rekeying was not successful. Repeat steps i–iv.

TROUBLESHOOTING
SmartKey Rekeying

| Problem	Cause	Solution
New key will not turn inside cylinder.	New key was not FULLY inserted during rekeying procedure. Cylinder was misprogrammed to operate with key only partially inserted.	1. Slowly pull key out of cylinder while gently jiggling it to find the depth at which the key was programmed. If successful, turn key 90°. 2. Repeat steps ii-iv on page 6. Make sure key is FULLY inserted. 90° Cylinder must be reset with reset cradle. See page 8.
	The new key used during the rekeying procedure was an inaccurate copy of the original or is an older key with worn out cuts.	
New key continues to be pulled out of the cylinder during test procedure, but it is still able to operate the lock.	New key is worn out with dull cuts, or it is an improperly cut copy.	Rekey the lock with a factory-cut key (a key cut in the manufacturing plant), or with a code cut key (a key cut by using the factory code without the use of a key copier).
A copy of the new key will not operate the lock.	The new key used during the rekeying procedure was an inaccurate copy of the original or is an older key with worn out cuts.	

REKEYING
SmartKey Cylinders with a Reset Cradle

A reset cradle can be used to reset an improperly keyed SmartKey cylinder.
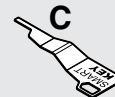
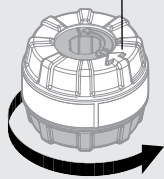If needed, refer to the Troubleshooting chart on page 11.
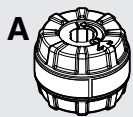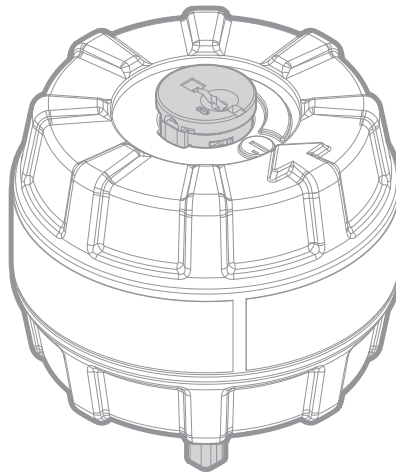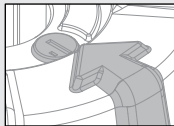
A reset cradle
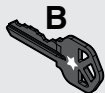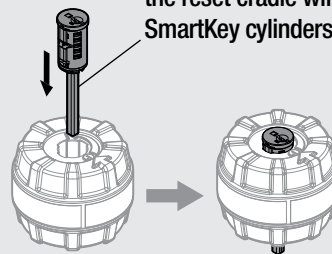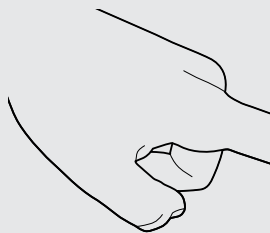
B new key

C SmartKey tool

1

Once you start rotating, you must keep rotating all the way. If it gets stuck at any point, stop rotating, and drop out the cylinder.
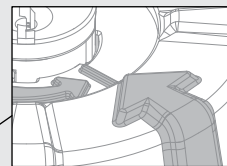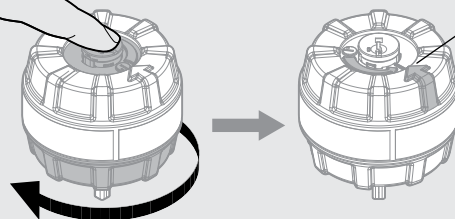
Note: Not all SmartKey cylinders have a spindle. A deadbolt cylinder is represented here, but the reset cradle will work for all SmartKey cylinders.
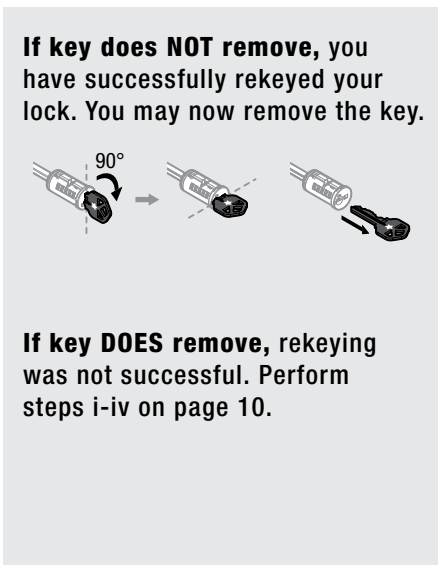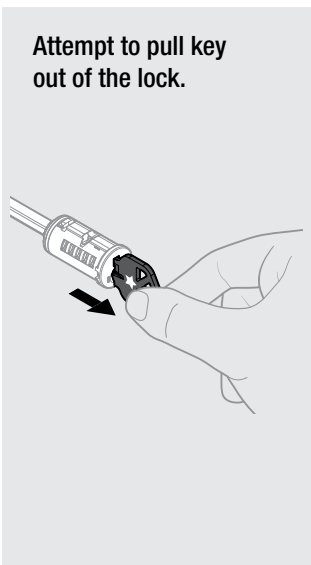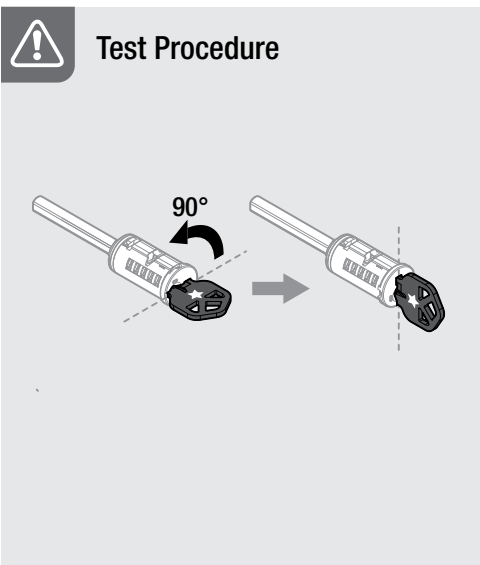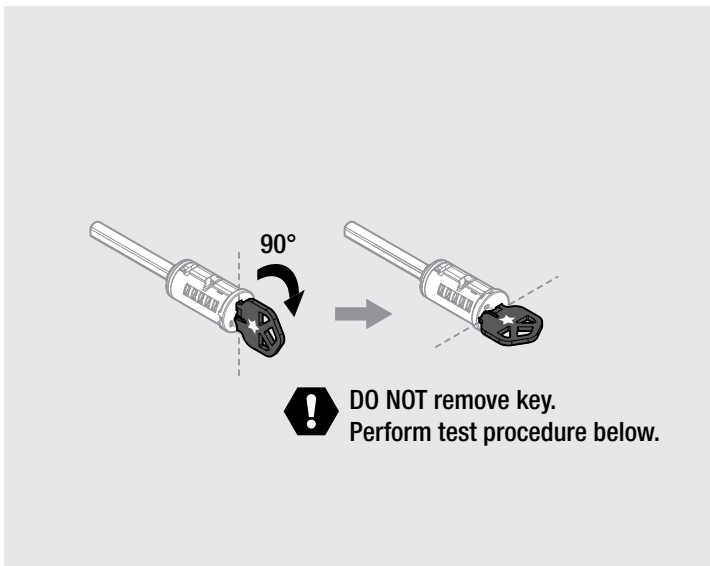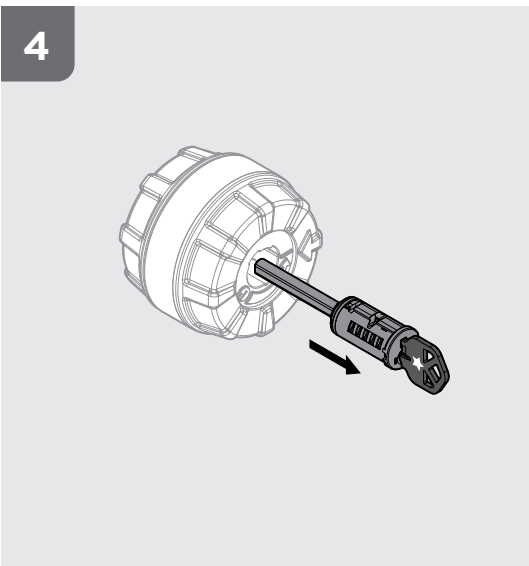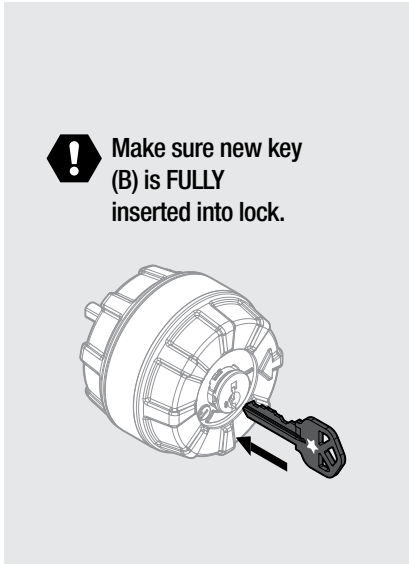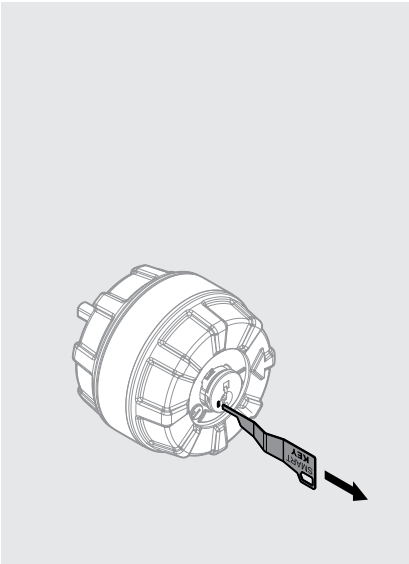
2

Press cylinder all the way down into the cradle, and hold it while rotating.
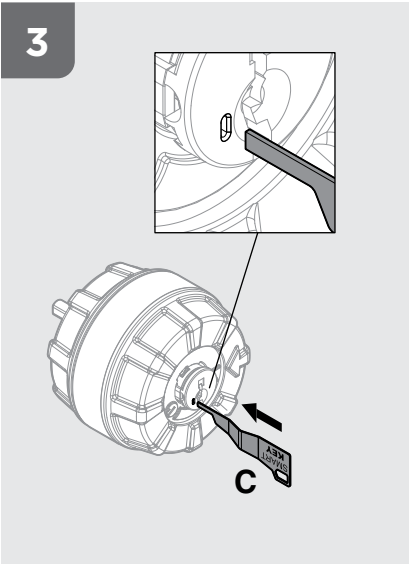
3

C

Make sure new key (B) is FULLY inserted into lock.

4

90°

DO NOT remove key.
Perform test procedure below.

Test Procedure

90°

Attempt to pull key out of the lock.

If key does NOT remove, you have successfully rekeyed your lock. You may now remove the key.

90°

If key DOES remove, rekeying was not successful. Perform steps i-iv on page 10.

i ⚠️ Perform steps i–iv ONLY if rekeying was previously unsuccessful.
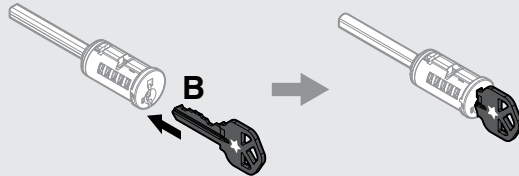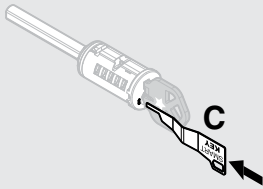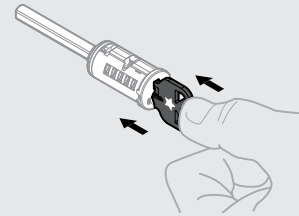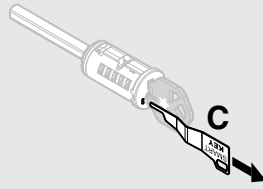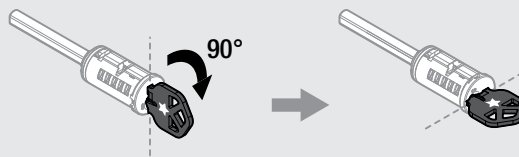

B

ii

C

Insert the SmartKey tool (C) fully and firmly into the hole. You may feel the tool click inside the lock.

C

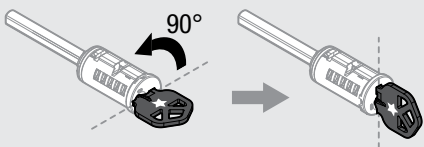❗ Make sure new key (B) is FULLY inserted into lock.
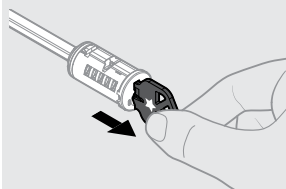
iii

90°

❗ DO NOT remove key.
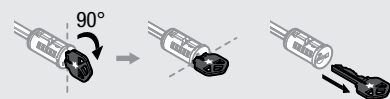Perform test procedure below.

iv Test Procedure

90°

Attempt to pull key out of the lock.

If key does NOT remove, you have successfully rekeyed your lock. You may now remove the key.

90°

If key DOES remove, rekeying was not successful. Repeat steps i–iv.

TROUBLESHOOTING
Reset Cradle Rekeying

| Problem	Cause	Solution
New key will not turn inside cylinder.	New key was not FULLY inserted during rekeying procedure. Cylinder was misprogrammed to operate with key only partially inserted.	Cylinder must be reset again with reset cradle.
	The new key used during the rekeying procedure was an inaccurate copy of the original or is an older key with worn out cuts.	Rekey the lock with a factory-cut key (a key cut in the manufacturing plant), or with a code cut key (a key cut by using the factory code without the use of a key copier).
New key continues to be pulled out of the cylinder during test procedure, but it is still able to operate the lock.	New key is worn out with dull cuts, or it is an improperly cut copy.	
A copy of the new key will not operate the lock.	The new key used during the rekeying procedure was an inaccurate copy of the original or is an older key with worn out cuts.	

REKEYING
SmartKey Cylinders with a Stationary Reset Tool

A stationary reset tool can be used to reset an improperly keyed SmartKey cylinder.

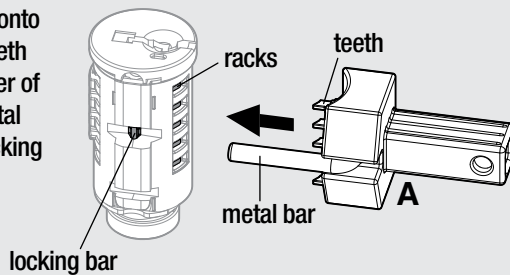If needed, refer to the Troubleshooting chart on page 15.
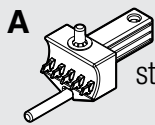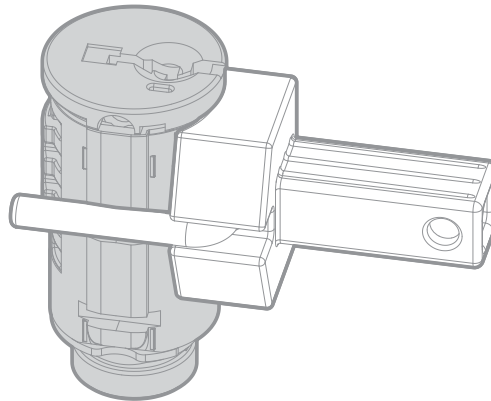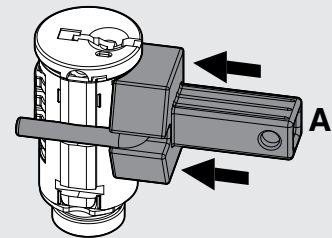
A stationary reset tool
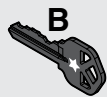
B new key

C SmartKey tool

1

Position reset tool (A) onto cylinder so that the teeth push against the center of each rack and the metal bar aligns with the locking bar on the cylinder.
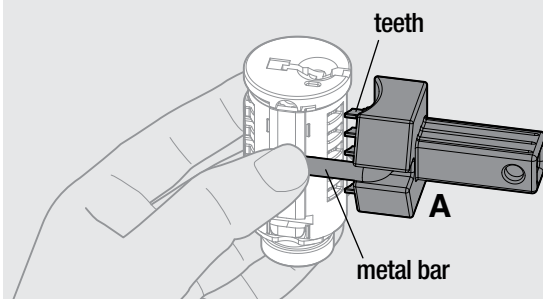
racks

teeth

metal bar

A

locking bar

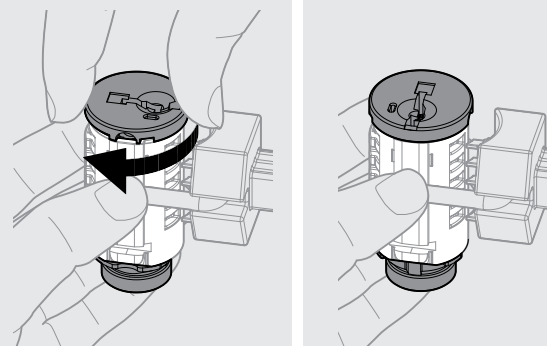Push "A" against cylinder until you feel it click into place.

A

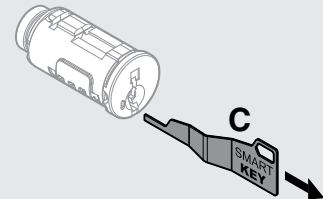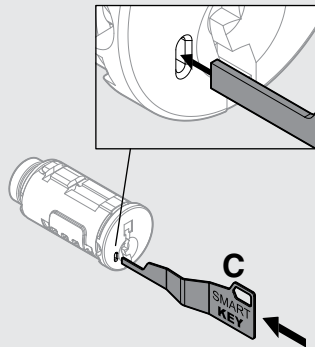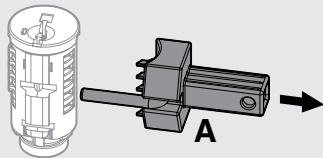**2** Back "A" off of cylinder so that the teeth are no longer in contact with the racks, but keep pressing the metal bar against the locking bar.

teeth

A

metal bar

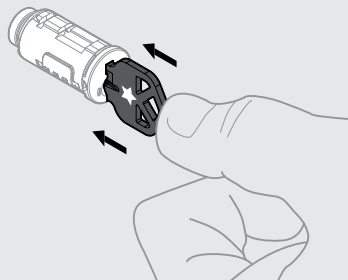With your free hand, twist the face of the cylinder 90°.
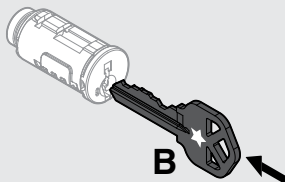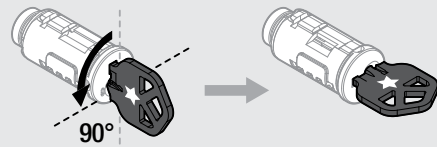
3

A

C

Insert the SmartKey tool (C) fully and firmly into the hole. You may feel the tool click inside the lock.
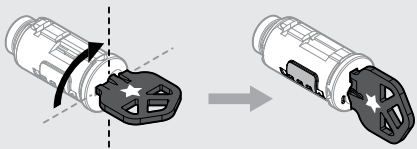

C

4

B

! Make sure new key (B) is FULLY inserted into lock.

90°

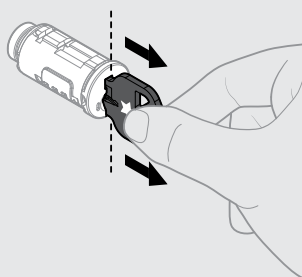**!** DO NOT remove key. Perform test procedure below.

⚠ Test Procedure

Hold cylinder so it matches the orientation shown here.

While key is in vertical position, attempt to pull it out of the lock.

If key does NOT remove, you have successfully rekeyed your lock. You may now remove the key.

If key DOES remove, rekeying was not successful. Perform steps i-iv on page 14.

i ⚠ Perform steps i–iv ONLY if rekeying was previously unsuccessful.

B

ii

Insert the SmartKey tool (C) fully and firmly into the hole. You may feel the tool click inside the lock.

C

C SMART **KEY**

❗ Make sure new key (B) is FULLY inserted into lock.

iii

90°
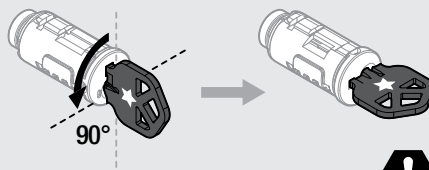
❗ DO NOT remove key. Perform test procedure below.

iv Test Procedure

While key is in vertical position, attempt to pull it out of the lock.

If key does NOT remove, you have successfully rekeyed your lock. You may now remove the key.
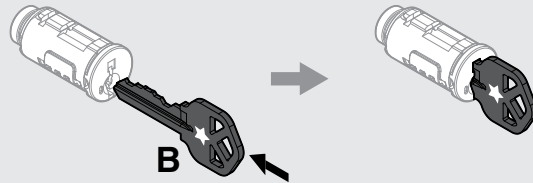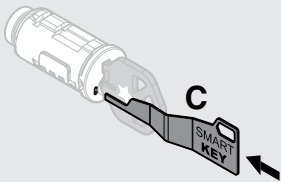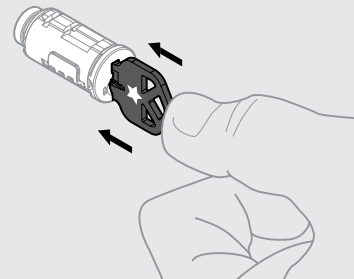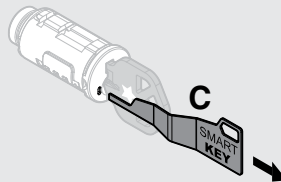
If key DOES remove, rekeying was not successful. Repeat steps i–iv.

TROUBLESHOOTING
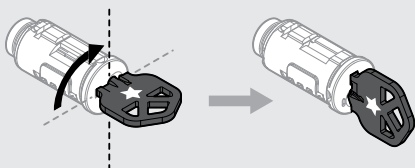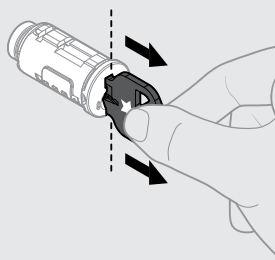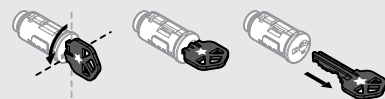## *Stationary Reset Tool Rekeying*

Problem	Cause	Solution
New key will not turn inside cylinder.	New key was not FULLY inserted during rekeying procedure. Cylinder was misprogrammed to operate with key only partially inserted.	Cylinder must be reset again with reset tool.
	The new key used during the rekeying procedure was an inaccurate copy of the original or is an older key with worn out cuts.	Rekey the lock with a factory-cut key (a key cut in the manufacturing plant), or with a code cut key (a key cut by using the factory code without the use of a key copier).
New key continues to be pulled out of the cylinder during test procedure, but it is still able to operate the lock.	New key is worn out with dull cuts, or it is an improperly cut copy.	
A copy of the new key will not operate the lock.	The new key used during the rekeying procedure was an inaccurate copy of the original or is an older key with worn out cuts.	