

Troubleshooting RocketBox Handles

If your Rocketbox handle is allowing the key to turn part way, but not fully, it may be that 2 parts are colliding inside the box handle. This PDF should provide a few options to troubleshoot this issue and get the box operational.

Key will turn to about here

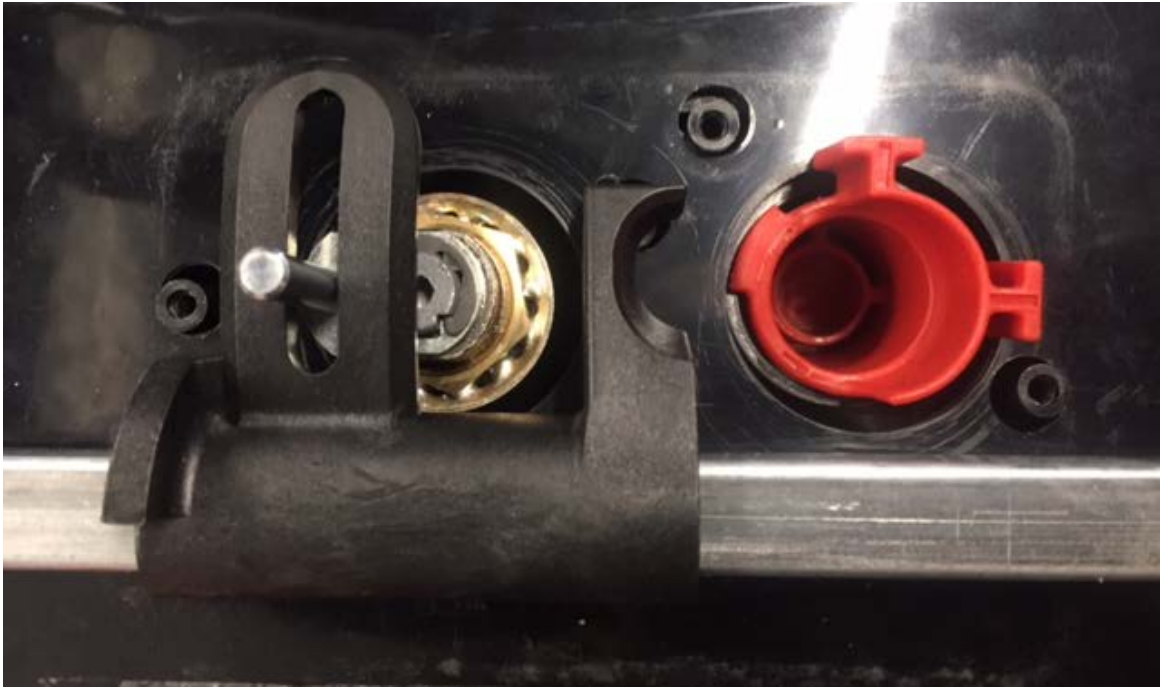


1. You can separate the inner and outer latch mechanism with a T10 Torx wrench. There are 3 bolts

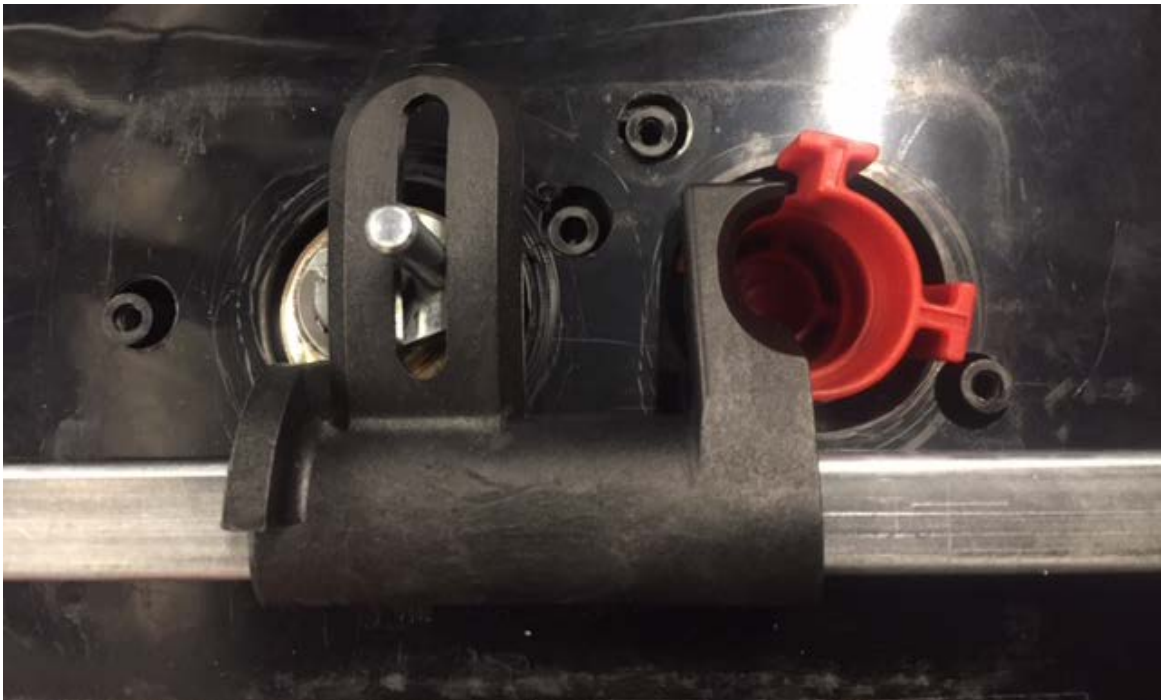


First, try loosening these bolts, lifting the black box on the drive bar with the outer handle mechanism and re-tightening the screws. This should lift one of the parts out of the way. When re-tightening the screws, make sure not to overtighten, as this can flex the plastic and cause the issue to re-occur. If this does not solve the problem.

2. Here is the locked mechanism



3. Here is the unlocked mechanism



Unlocking this mechanism slides the black piece of nylon behind the button, allowing the button to pivot the silver drive bar. During this movement along the drive bar, the top of the hoop (with the hole and silver bar in it) can make contact with the inside of the black box).

4) To eliminate this contact: remove the Key Latch Box by removing all 3 Torx Screws and sliding the Key Latch box to the side of the working components. First, check that the key has returned to a full range of motion when the Key Latch box is removed from the system.

Locked

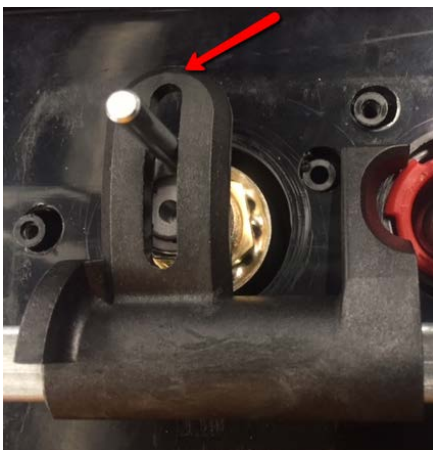


Unlocked



If the key has regained full motion, these parts running into each other are most likely the cause. Below are pictures of these parts. They can be sanded or Dremeled slightly to allow them to pass freely by each other.

Key Latch Backside

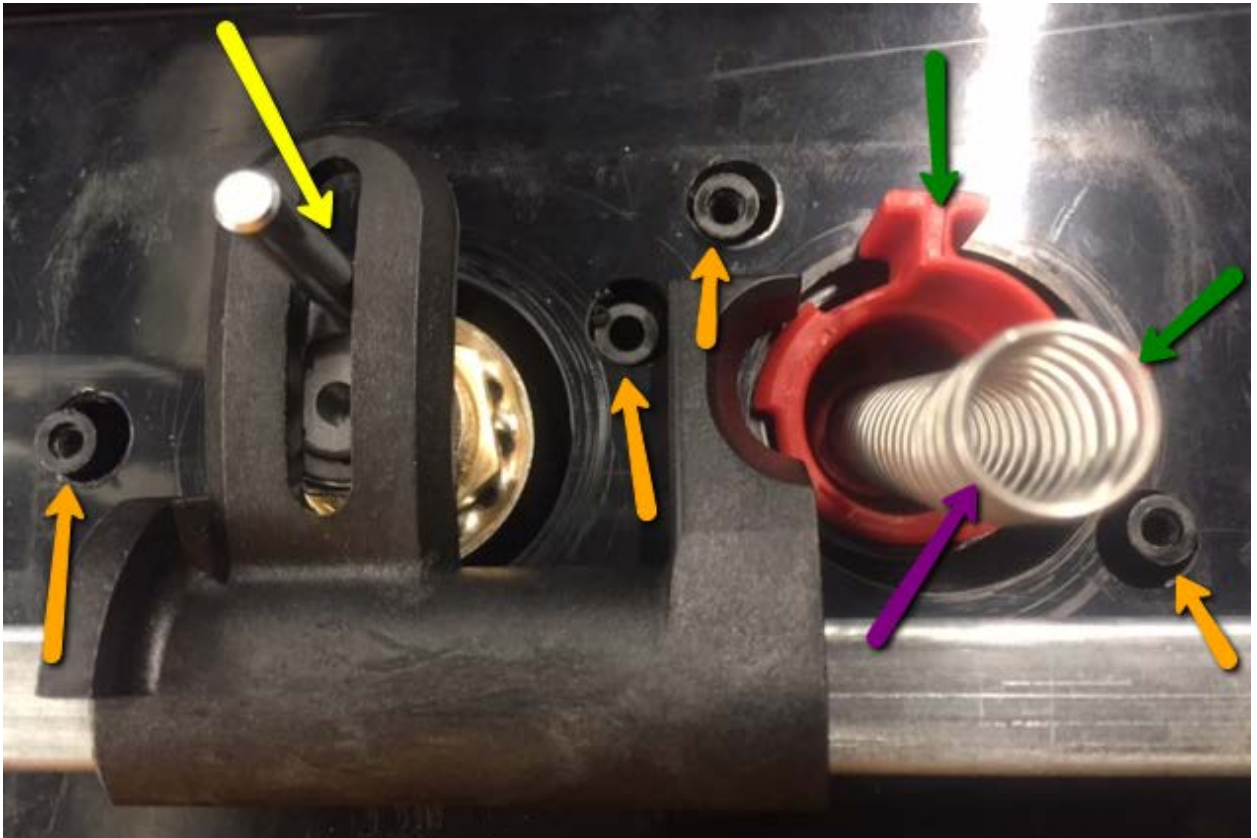


Inside of Key Latch Box



When putting the mechanism back together, make sure that:

- 1) The silver post is inside the nylon hoop (yellow arrow)
- 2) The handle circles are in their holes (orange arrow)
- 3) The red button has the spring inside of it in the center (Purple Arrow)
- 4) The two tabs on the red button are positioned properly (Green Arrows)



Lastly, When putting the unit back together.

- 1) Insert the spring into the Key Latch Box in the circle that holds it
- 2) Insert the red button tabs with the housing in the key latch box
- 3) Press the key latch box flush against the box
- 4) Test that the key maintains its full range of motion
- 5) Screw the T-10 Torx Screws to connect the units.