

# LATERAL TROUBLESHOOTING GUIDE

There are three areas to look at first when solving problems with lateral files. Those areas are **Leveling, Locking, and Loading**. About 95% of all lateral file issues are related to leveling. We will cover some of the most common issues that occur with these files.

## LEVELING- TROUBLESHOOTING GUIDE

Most people think of leveling as making something completely even or straight. That is not quite true when it comes to leveling a lateral file. In “Lateral Lingo” Leveling is being sure the unit is even from left to right. However the unit, when properly installed, is ¼” to 1/8” higher in the front than in the back. Some issues to consider when installing the unit:

- Is the unit being installed on carpet? Old or new?
- Is the unit being installed on tile?
- Is the floor level?
- How was the lateral file loaded?

### LEVELING TEST

A good test to see if your lateral file is leveled properly (“leveled” from front to back) is to place a round pen or pencil on the top front edge of the file. If the pen rolls to the back, the unit is installed correctly. If it stays in place or rolls off the front edge, the unit is not leveled correctly from front to back. The first solution to try is leveling the unit from front to back. Follow the leveling instructions included at the end of this document.

### PROBLEM: Drawer sticks about two-thirds of the way open.

1. Check to see if the unit is level from front to back. See Leveling test at the beginning of this document.
2. Be certain that all the drawers are completely closed.
3. It is possible that the interlock mechanism has ridden up the interlock ramp and is catching on the drawer slide. Close all drawers and be sure the unit is leveled.
4. Be certain there are no papers or other stored materials that are getting caught in the drawer.
5. If the drawers still will not fully close, contact your purchasing dealer.

### PROBLEM: Drawers do not align

1. Check to see if the unit is level from front to back. See Leveling test at the beginning of this document.
2. If the drawers still do not align, contact your purchasing dealer.

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**PROBLEM: The drawer will not shut all the way. It stops about 1"-2" from closing**

1. Be certain there are no papers or other stored materials that are getting caught in the drawer.
2. Check the catch clips to see if either of them is bent. These are the "J" shaped clips on the left and right sides of the front of the cabinet. (Visible when the drawers are open.)
3. If the catch clip is bent, bend it back into place. The catch clip needs to fit into the slot for it on the back of the drawer front.
4. If the drawers still will not fully close, contact your purchasing dealer.

**PROBLEM: One side of the drawer will not release.**

1. Check to see if the unit is level from front to back. See Leveling test at the beginning of this document.
2. Check the catch clips to see if either of them is bent. These are the "J" shaped clips on the left and right sides of the front of the cabinet. (Visible when the drawers are open.)
3. If the catch clip is bent, bend it back into place. The catch clip needs to fit into the slot for it on the back of the drawer front.
4. A bent lock bar could also cause the problem. If the lock bar is bent, bend it back to the original position.
5. If the drawers still will not fully close, contact your purchasing dealer.

## LOCKING- TROUBLESHOOTING GUIDE

**PROBLEM: Keys locked in the cabinet or lost.**

Locking problems can sometimes occur in lateral files. To unlock a lateral file when you do not have the keys:

1. Get two letter openers or putty knives.
2. Place them in the space between the drawer and the lateral case. (Just above the lock bar tabs, about 2/3's of the way down the face of the drawer.)
3. Using equal pressure push down on both sides forcing the lock bars down.
4. Have a second person pull the drawer open while you are still pushing down on the lockbars. The drawer should open about halfway. You can then remove the keys and unlock the file.
5. **CAUTION!** Damage to the unit or locking system may occur using this method. Use it only in the event of an emergency.

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### **PROBLEM: Cannot get the unit unlocked**

1. Especially in new units, check to see if the number stamped on the side of the key matches the number stamped in the face of the lock. If they do not match, please contact your purchasing dealer.
2. In the event of an emergency, use the unlocking method described above or contact Hon Customer Service at 800-336-8398.

### **PROBLEM: The lock spins when the key is turned**

1. The cam follower is missing from the back of the cam lock causing disengagement of the actuator rod. This is a white plastic clip that resembles a tuning fork.
2. If this clip is missing or broken, contact your purchasing dealer.
3. In the event of an emergency, use the unlocking method described above or contact Hon Customer Service at 800-336-8398.

## **LOADING- TROUBLESHOOTING GUIDE**

### **PROBLEM: The drawer grinds when opening**

1. Check to see if the black lock bar boot is missing. This is a small black square located between the drawer side and lateral case.
2. If this boot is missing, contact your purchasing dealer.
3. The drawer being over loaded could also cause this problem. Unload the drawer to decrease the weight in the drawer.
4. In the event of an emergency, use the unlocking method described above or contact Hon Customer Service at 800-336-8398.

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## DRAWER REMOVAL

NOTE: Before attempting to remove a drawer, make sure you have an additional person to help, as this is a two-person operation.

1. Remove all items from the drawer; this includes hangrail bars (the bars the hanging folders rest on.) Remember, when unloading drawers, always start with the top drawer and work your way from top to bottom. When reloading, start at the bottom and work your way to the top.
2. Fully extend the drawer.
3. You need to push in on the exterior side of the drawer side with the palm of your left hand. At the same time, pop up on the bottom of the drawer with your right hand. You are pushing up at the same time you are popping the drawer up. (If hand force is not enough, you may need to use a flat screwdriver to release the drawer side from the suspension.)
4. Once you have released the first side, have your partner support the drawer side that has been released while you repeat the process for the other side.
5. If you are moving the cabinet, please follow the loading/unloading instructions. Remember to re-level the unit once it has been relocated.

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## INSTALLATION AND USE MANUAL FOR LATERAL FILES

Please return this manual to the orange storage pocket in the bottom drawer.

### **⚠️ WARNING**

**AN IMPROPERLY INSTALLED FILE CABINET CAN BECOME UNSTABLE OR TIP OVER, CAUSING SERIOUS INJURY. FOLLOW ALL INSTRUCTIONS IN THIS MANUAL FOR CORRECT INSTALLATION, USE, AND MAINTENANCE.**

These files are for storing and filing non-combustible materials that do not require special protection. Do not use this cabinet to store combustible or hazardous materials.

WEAR SAFETY GLASSES WHEN USING TOOLS

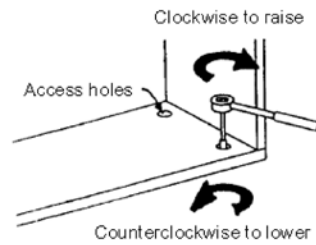
### REQUIRED ADJUSTMENTS

Tools required for file adjustment:

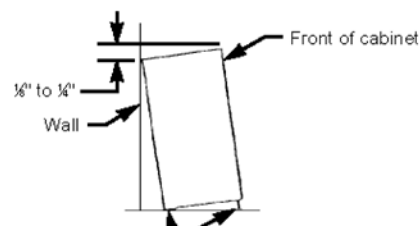
- |                                   |                                       |
|-----------------------------------|---------------------------------------|
| ¼" Drive socket wrench            | 24" long level                        |
| ¼" Drive extension                | Straight blade screwdriver (optional) |
| ¼" Six point socket with ¼" drive |                                       |

Adjustable glides are provided in the base of each cabinet. ***Glide adjustment is critical for cabinet stability and proper operation of lock, interlock, doors, and shelves.***

1. Be sure cabinet is empty.
2. Position cabinet into desired location.
3. To access glides, align slots in bottom drawer/shelf with holes in base. Use the socket wrench, extension, and ¼" socket (or the straight blade screwdriver) to adjust glides.
4. Turn glides clockwise to raise cabinet. Turn counterclockwise to lower cabinet.
5. On carpeted floors, extend all four glides until the weight of the cabinet is supported by the glides (not by the cabinet bottom).
6. ***Level cabinet side-to-side.***
7. ***On carpet, adjust glides so the front of the cabinet is ¼" higher than the rear. On uncarpeted floors, the front should be ½" higher than the rear.***
8. Check cabinet for proper operation. Drawers and doors should open and close smoothly and be evenly aligned with the frame.



Bottom drawer/shelf not shown for clarity

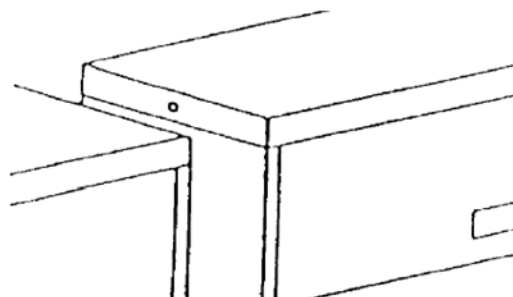


Adjustable glides  
Quantity dependent on model:  
4 - One at each corner, or  
2 - One at each front corner

### INSTALLATION AND ANCHORING

***To increase stability and avoid tip over, cabinets should be bolted together or anchored to a wall whenever possible.***

1. Adjust all cabinets. Refer to Required Adjustments Section.
2. Fully extend top drawer.
3. Remove knockout.
4. Use the hardware provided in the key packet to bolt cabinets together.
5. Use wall anchoring devices when securing a cabinet to a wall. Be sure to use the right devices for the type of wall you have.



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### LOADING AND UNLOADING



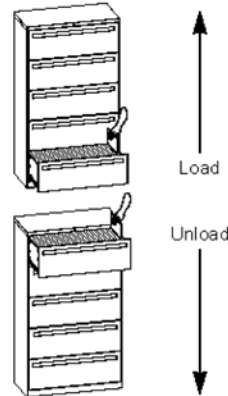
**WARNING** An improperly loaded or unloaded file cabinet can become unstable or tip over, causing serious injury.

#### Loading:

1. Check cabinet for proper adjustment and stability.
2. Load bottom drawer first to increase stability.
3. Distribute contents and weight evenly among remaining drawers.
4. **Check to see if cabinet is stable after loading is complete (on carpeted surfaces, settling may occur). If necessary, empty cabinet completely, then readjust glides.**

#### Unloading:

1. Remove contents from top drawer first.
2. Remove contents from bottom drawer last.



### OPERATING



**WARNING** If misused, this file cabinet can become unstable or tip over, causing serious injury. To help prevent accidents, follow the instructions below.

- **Do not stand or lean on an open drawer.**
- Do not put materials on an open drawer. Use posting shelf or table to sort or collate.
- **If this cabinet ever seems unstable, do not use it.** Have it checked for proper leveling and loading. Have any problems corrected immediately.
- **This cabinet has an interlock to inhibit opening more than one drawer at a time. Do not try to defeat this interlock.**
- These files are for storing and filing non-combustible materials that do not require special protection. Do not use this cabinet to store combustible or hazardous materials.



### RELOCATING



**WARNING** If not properly secured when moving, this file cabinet can become unstable or tip over, causing serious injury.

#### Before moving cabinet:

1. Unload contents. (Unload from the top. See loading and unloading above.)
2. Secure the unit:
  - Close and lock the cabinet.
  - Use furniture straps and appropriate moving equipment.
3. After positioning cabinet in new location, follow instructions for adjusting and installing.

