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MUTEX MX800

MUTEX MX800 Commercial Grade Door Lock User Manual

Model: MX800 | Brand: MUTEX

Introduction

This manual provides comprehensive instructions for the installation, operation, maintenance, and troubleshooting of your MUTEX MX800 Commercial Grade Door Lock. Please read this manual thoroughly before installation and use to ensure proper function and longevity of your lock.
The MUTEX MX800 is a robust, keyless combination lock designed for high-security applications in commercial and residential settings. It features a durable satin chrome finish and a mechanical keypad, eliminating the need for batteries or complex wiring.

Package Contents

Verify that all components listed below are present in your package:

- 1 x Exterior Panel with Lever
- 1 x Interior Panel with Lever
- 2 x Spindle
- 1 x 60mm Latch
- 1 x Strike Plate
- 1 x Mounting Accessories (screws, bolts, etc.)
- 1 x Hex Key
- 1 x Instruction Manual (this document)
- 1 x Door Template
- 3 x Keys (for emergency override)



Image: All components of the MUTEX MX800 Commercial Grade Door Lock, including the exterior and interior panels, latch, strike plate, spindles, mounting hardware, hex key, and three physical keys.

Setup and Installation

The MUTEX MX800 is designed for drop-in replacement into pre-drilled 2 1/8" standard USA door holes. It accommodates door thicknesses from 1 3/8" to 2" and uses a 60mm (2 3/8") standard backset latch. Note: This is not a deadbolt and is not compatible with 2 3/4" backset latches.

Tools Required:

- Phillips Head Screwdriver
- Flat Head Screwdriver
- Drill (if new hole is required for mounting)
- Measuring Tape
- Pencil

Installation Steps:

1. **Prepare the Door:** Ensure your door has a 2 1/8" diameter bore hole and a 60mm (2 3/8") backset. If installing on a new door, use the provided door template to mark and drill the necessary holes. A 10mm (25/64") hole may be required for mounting.
2. **Install the Latch:** Insert the 60mm latch into the edge of the door, ensuring the bevel of the latch bolt faces the door

frame. Secure it with screws.

3. **Install the Exterior Panel:** Feed the spindle through the latch mechanism from the exterior side. Position the exterior panel (with keypad) onto the door, aligning the spindle and mounting posts with the holes.
4. **Install the Interior Panel:** Align the interior panel with the spindle and mounting posts from the interior side of the door. Secure both panels together using the provided mounting screws. Ensure the levers operate smoothly.
5. **Install the Strike Plate:** Mark the position of the latch bolt on the door frame. Chisel out a recess for the strike plate and secure it with screws. Ensure the latch bolt fully extends into the strike plate when the door is closed.



Image: The MUTEX MX800 lock showing the exterior keypad panel, the interior lever panel, and the included physical keys for emergency access.

Operating Instructions

Setting the Combination:

The MX800 allows for easy combination changes using a flat head screwdriver. The lock supports a 4 to 8 digit combination. The passcode can be entered in any order.

1. Locate the combination setting screws on the back of the exterior panel.
2. Using a flat head screwdriver, rotate the screws corresponding to your desired combination numbers to the "ON"

position. Rotate the screws for numbers not in your combination to the "OFF" position.

3. Test the new combination before closing the door.

Unlocking the Door:

- **Using the Combination:** Press the buttons corresponding to your set combination in any order. Then, turn the exterior lever to open the door.
- **Using the Key:** Insert one of the provided keys into the keyhole on the exterior panel and turn to unlock. Then, turn the exterior lever to open the door.

Locking the Door:

The MX800 is a mechanical lock. To lock the door, simply close it. The latch will automatically engage, securing the door. The exterior lever will remain locked until the correct combination or key is used. The interior lever always allows for egress.

Maintenance

The MUTEX MX800 is designed for durability and requires minimal maintenance. Its construction of heavy-duty Zinc alloy with a satin chrome finish repels grease and moisture, making it easy to clean.

- **Cleaning:** Wipe the lock surface periodically with a soft, damp cloth. Avoid abrasive cleaners or solvents that could damage the finish.
- **Lubrication:** If the latch mechanism feels stiff over time, a small amount of graphite lubricant can be applied to the latch bolt. Do not use oil-based lubricants on the keypad mechanism.
- **Inspection:** Periodically check all mounting screws for tightness and ensure the levers operate smoothly without excessive play.

Troubleshooting

Problem	Possible Cause	Solution
Lock does not open with combination.	Incorrect combination entered; combination not set correctly; internal mechanism issue.	Verify the combination. Re-set the combination following the "Setting the Combination" steps. Use the physical key to open.
Lever is stiff or difficult to turn.	Misalignment during installation; dirt/debris in mechanism; lack of lubrication.	Check alignment of panels and spindle. Clean the mechanism. Apply graphite lubricant to the latch bolt.
Latch does not fully extend or retract.	Strike plate misalignment; latch bolt obstruction.	Adjust the strike plate position. Clear any obstructions around the latch bolt.
Keys do not work.	Incorrect key; keyway obstructed.	Ensure you are using one of the three provided keys. Check for debris in the keyway.

Specifications

- **Model:** MX800
- **Brand:** MUTEX

- **Lock Type:** Mechanical Combination Lock, Keypad
- **Material:** Heavy-duty Zinc Alloy, Stainless Steel components
- **Finish:** Satin Chrome
- **Door Thickness Compatibility:** 1 3/8" - 2" (35mm - 50mm)
- **Backset:** 60mm (2 3/8") standard
- **Bore Hole Compatibility:** 2 1/8" (54mm) standard USA door holes
- **Combination:** 4 to 8 digits, over 1000+ possible combinations
- **Dimensions (Exterior Panel):** Approximately 7 x 5.8 x 5.8 inches (L x W x H)
- **Weight:** Approximately 5 lbs (2.27 kg)
- **Special Features:** Keyless entry, Pry-Resistant latch, Universal Lever Orientation (left or right hand doors), No batteries required.
- **UPC:** 196852481040

Warranty and Support

The MUTEX MX800 Commercial Grade Door Lock comes with a**1-Year Worry-Free Purchase & Guarantee**.
For assistance, missing parts, or any inquiries, please contact MUTEX customer support. We are committed to responding to all messages within 12 hours.
For more information or to purchase replacement parts, please visit the official MUTEX website or contact your retailer.

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