

To open a lock you will need the following information, which is located in the e-mail confirmation Castle Property sent to the requesting tenant. Please print this page and record the following information.

Lock Number: \_\_\_\_\_ Combination: \_\_\_\_\_ Number of keys \_\_\_\_\_

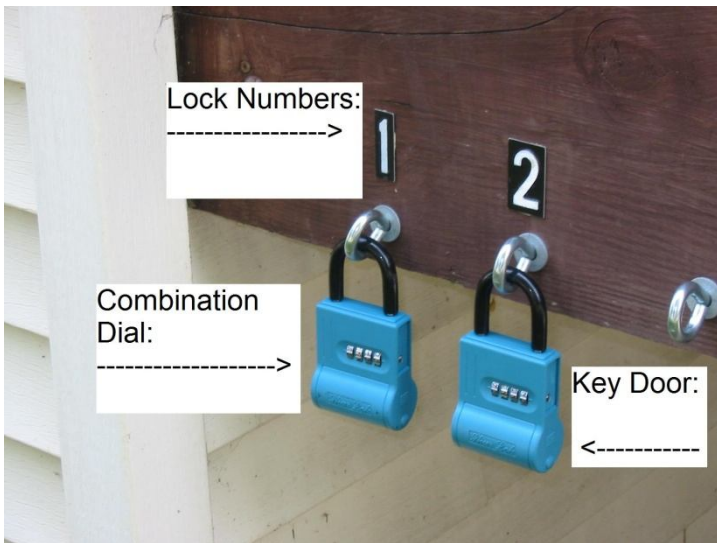
For security reasons, we do not include any property information with the keys. Be sure to have the property address. Depending on the property there will be 1 - 3 keys. The key with a number stamped on it is the bedroom key (usually the largest key), the silver key is the outside dead bolt key and if there is a small key it is for the mailbox.

Office Location: 919 North Main Street, Harrisonburg, VA 22802



Directions from the Main Street exit of the JMU Campus (next to the Quad and across from Buffalo Wild Wings):

Turn Right onto South Main Street and proceeded two miles north through downtown Harrisonburg. Our office is one mile north of the downtown court square and is across the street from a large Dukes' car wash and a 7-11. The key boxes are hanging on the side of the office rear deck.



Step 1: Select the correct lock number. (Lock 1, 2 or 3)

Step 2: Enter the combination on the combination dials. Be sure to line the numbers up with the center line.

Step 3: Turn the lock to the left so that the key door is on top. Jiggle the lock until you hear the keys rattle inside. This will make sure the keys are not blocking the key door.

Step 4: Slide the key door up and remove the keys. Slide the key door closed and rearrange the combination.

Possible Problem: The key door doesn't slide up at all.  
Solution: Make sure you are opening the correct lock number. Make sure the correct combination is entered. Make sure the number line up with the center line of the combination dial.

Possible Problem: The key door won't open enough to get the keys out.  
Solution: Slide the key door closed and with the key door facing up, jiggle the box until the keys move around freely. Hold the lock with the key door on top and slide the door to the open position.