

Q: I've forgotten the combination to my standard dial combination lock. How do I obtain the combination for personal use?

A) My lock does not have a serial number

To provide enhanced security long-term, Master Lock discontinued imprinting a serial number on the lock body of combination locks sold through retail locations.

B) My lock has a serial number

Choose from one of the two options below to obtain your combination:

Note: Due to increased security concerns nationwide, Master Lock recognizes the heightened need for additional safety measures. We cannot provide lock combinations in response to phone, fax or email requests.

1) Visit a Master Lock distributor/retailer

- Bring the lock to a Master Lock distributor or retailer and confirm that they offer the lost combination service. If they do not, follow step 2. The lock must not be attached to anything. *IMPORTANT: If the lock is not brought to the retailer or distributor, we will not release the combination.*
- Ask the distributor or retailer to contact Master Lock for the combination on your behalf and we will validate ownership through them.
- Please note that although Master Lock does not charge for this service, some distributors or retailers may charge a fee.

2) Submit a Lost Combination Form

- Confirm that your lock features a serial number prior to submitting a Lost Combination Form.
- Print out the Lost Combination Form.
- Have your Lost Combination Form notarized by a Notary Public to prove you are the owner of the lock. You can include up to 6 combinations on one notarized form.
- *Note for inmates at a correctional facility:* In addition to the Lost Combination Form, you must submit your request on official prison facility letterhead. In lieu of notarization, the Lost Combination Form must be signed by a prison facility official.

Q: How can I obtain my lost combination when my lock is attached to my locker, bike, cabinet, etc.?

A: For security reasons Master Lock will not provide lost combinations if the lock is attached to anything.

Q: What is the dialing sequence to open a standard combination lock?

Please follow the steps outlined below:

1. Turn the dial 3 times to the right and stop on the first number of the sequence.
2. Turn the dial to the left, pass the first number of the sequence and stop on the second number.
3. Turn the dial to the right and stop on the third number of the sequence.
4. Pull up on the shackle.

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