

FAQ

Q. What do I do if the head of my receiver locking pin is stuck on or the key won't turn?

A. Use a penetrating oil (or penetrating fluid). Apply it generously in the space between the head and the shaft of the pin as well as into the locking mechanism itself. Let it sit for 5 minutes tap the head with the wooden handle of a hammer and re-apply penetrating oil and let sit for another 5 minutes. This should solve the problem.

Q. How can I replace my keys or locks?

A. If it is a manufacturer's defect we will replace it: call us for a Return Authorization number. If you need replacement or extra keys you can order them right here from the website. (Some exceptions to certain key numbers apply)

Q. Can we buy certain locks keyed alike?

A. Yes, in most circumstances, but there are certain locks we cannot key to other TRIMAX products. All of our locks are proprietary and keyed specifically for our line only.

Q. Where can I find my key code?

A. The key number is located on the key grip or on a metal tag connected to your key ring.