



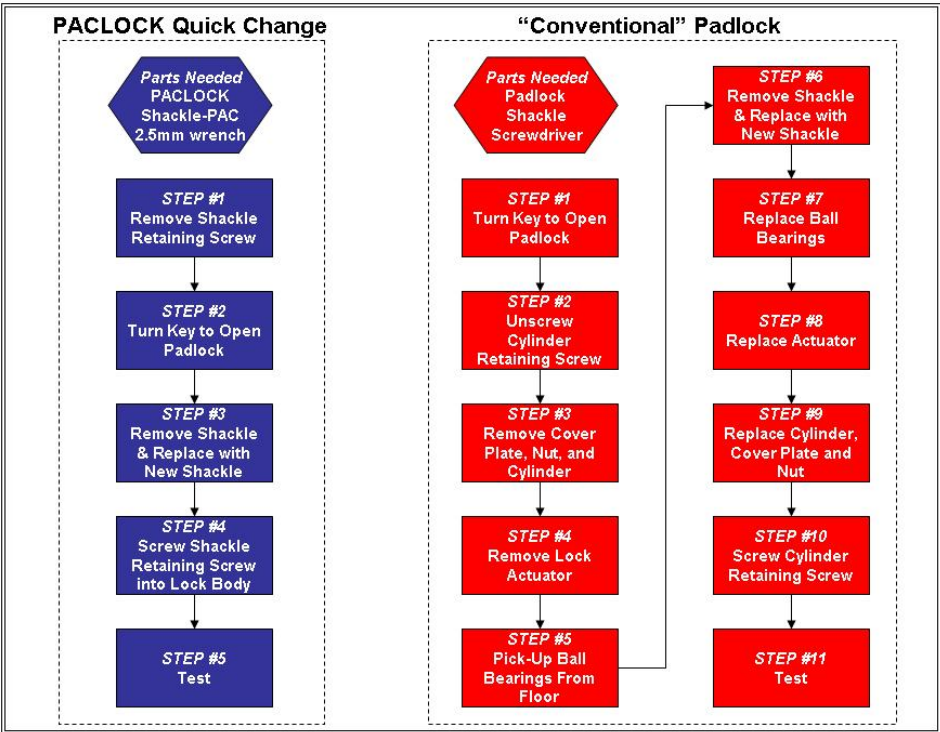
Changing a Pacific Lock Shackle ~ It Really is **THAT** Easy!

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Quick change shackles are not a new concept. In fact, the capability has been around for quite a while. What's new and noteworthy about quick change shackles is how Pacific Lock (PACLOCK) is leveraging the capability to **cut down your inventory, your lead times, and your out-of-stock scenarios**. This article will address the two most important aspects of quick change shackles ~ first, why your business needs them, and then, how to swap out a quick change shackle.

Part I: Why You Need Padlocks with Quick Change Shackles

How many of you carry three American/Master padlocks in your truck... one padlock with a 1" shackle, one with a 2" shackle, and one with a 3" shackle? After all, you always want to be prepared should the customer need a padlock with one of these three sized shackles. How many of you actually spend the time changing shackles in



padlocks that don't have the quick change capability? Ball bearings flying around ~ actuators not going back in easily ~ shackles ultimately flying out when they're not supposed to. Is this what you want to be dealing with while your customer is

waiting for his lock?

With a quick change shackle you can **swap your 1" shackle for a 3" shackle in about thirty seconds**. Take the retaining screw out of the back of the lock, use the key to turn the cylinder to the open position, remove the shackle, insert the new shackle, release the key and reinsert the shackle retaining screw. A five step process that's almost fool proof. Ever counted how many steps to change an American/Master shackle... at least eleven and that's if all goes as planned.

Sure, quick change shackles provide the convenience of being able to swap different shackles quickly. But what Pacific Lock has done to really make this a must-have for locksmiths is we've introduced **Shackle PACs**. It's so easy to change our shackles that we'd be happy to never again sell you a lock with a 2" or 3" shackle installed. We'd rather sell you our padlocks with the standard 1" shackle installed and then accompany the padlock with the 2" and 3" shackle loose. **It's like getting fries with your burger and getting a discount for doing so!**



Saving you Money!

How does this save locksmiths money? It saves you money for a number of reasons. First, you can **cut your inventory** of padlocks down quite significantly now that you don't need to stock padlocks with 2" and 3" shackles installed. Instead, just stock the standard 1" shackle padlocks and have enough Shackle PACs on hand to meet any 2" or 3" padlock needs that you may encounter. Secondly, you get a **huge price break** on the extra shackles when you buy it with a lock. Compare prices and you'll find that it's cheaper for you to buy a PACLOCK with a 1" shackle installed AND the Shackle PAC (with the 2" and 3" shackle) than it is to buy the



American/Master padlock with ONLY the 2" shackle installed. **So not only is it cheaper, but you end up getting two extra shackles out of the deal!**

Why is PACLOCK doing this? Our labor costs to change out shackles is high considering **we do all of our customization work (master keying, shackle changes, custom engraving) in America** ~ Los Angeles to be specific. If I can show locksmiths how easy it is to change the shackles themselves, then I save labor costs. If I save labor costs, then I can pass along those savings to you. I do so by selling the Shackle PACs for cheap when you buy them with a PACLOCK. Just think of Home Depot... they'll charge you \$100 for the barbeque assembled or you can assemble it yourself and pay only \$85. Our Shackle-PAC pricing follows the same concept.

Making You Money!

How do quick change shackles and Shackle PACs help locksmiths make more money? By ***always having the right padlock in stock***. Here's an example. Let's say you go onsite to a customer and have been asked to bring ten padlocks (shackle sizes unknown). You arrive and find that he needs five with 1" shackles, three with 2" shackles, and two with 3" shackles. Or maybe the customer needs all 3" shackles on his padlocks. The bottom-line is that you will always have the right sized padlock for this customer because you brought ten PACLOCKS with ten Shackle PACs. You charge whatever you want for the locks and hold onto the extra shackles for your next job. You finish the job the first time, bill the customer, and walk away satisfied knowing you've maximized your efficiency while providing outstanding customer service. ***After all, the customer got just what he needed.***

Just how many non-quick change shackle padlocks would you have needed to carry in your truck to adequately be prepared for the scenarios above? I would be confident in saying that it would certainly be more than ten.

Quick change shackles and Shackle PACs cut your inventory, increase your flexibility, and provide your customers a higher level of service. But it is really that easy to change them?

Part II: Learning the Art of the Quick-Change-Shackle!

Part two of this article will now explain in quite a bit of detail how you change out a PACLOCK quick change shackle. This part of the article should really only be about two paragraphs long, but I wanted to be thorough. Keep in mind that the 2.5mm Allen wrench used to change the shackles is supplied with your order for free whenever you order Shackle PACs. So there's no scrambling trying to find or buy the little wrench to change the shackles. Well, let's get to it!



Step 1: Remove the Screw

The first step is to use the 2.5mm Allen wrench to remove the shackle retaining screw in the back of the lock. A couple quick notes. First, it's easiest to ***leave the shackle in the closed position*** at this point. Although you could remove the screw with the padlock in the open position, having it closed makes it easier. Second, the screw comes from our factory with a form of loctite coating. This loctite does not prevent you from removing the screw. ***Our factory installs loctite to prevent the screws from backing themselves out*** while banging around on the back of a semi-trailer for a hundred



thousand miles. Finally, you'll notice that even with the screw removed **you cannot force open the padlock by just pulling on the shackle**. The locking balls are responsible for allowing the shackle to open ~ not the shackle retaining screw.

Step 2: Open the Lock & Remove the Shackle

For the next step we **recommend a style** for holding the padlock while you remove the shackle. Keep in mind that when you open the padlock to release the shackle, the shackle has a strong force pushing it out of the lock: the shackle spring. Shackles have been known to fly through the air for quite a ways. What's more, the ball bearing on the side of the lock with the spring will fall out if the lock is held the wrong way. Putting the ball bearing back in is quite easy, but with our recommended holding style this will prevent you from having to do this.



We recommend holding the padlock with the key in your right hand and your left hand covering the shackle. **The padlock should be facing such a way that to open it you'll turn the key ninety degrees away from your body.** When you turn the key to open the padlock, keep constant pressure on the key so

that the cylinder remains in the open position. This allows **the ball bearings to remain in the open part of the actuator** thereby releasing the shackle from the padlock body.



Step 3 - 5: Insert Replacement Shackle, Reinstall Screw and Test

With the shackle removed and set aside, insert the replacement shackle while the **key is still in the open position**. Once the shackle's fully inserted, release the key to close the lock. Reinstall the shackle retaining screw and test.



Done.



Some Quick Notes

When we do get calls from locksmiths who are having problems with changing shackles (quite honestly we get maybe two a year), it's because the **ball bearing fell out and is sitting on top of the shackle spring**. This obviously prevents the shackle from inserting all the way into the lock. Just remove the shackle, drop the ball bearing back into its hole, and then insert the shackle.

It is up to you whether or not you feel you need to **reapply loctite** to the shackle retaining screw. Some people believe that once applied, loctite will last for four or five removals and insertions. Others say that it needs to be reapplied during every removal and reinsertion. We'll leave this decision up to your discretion.

Quick change shackles and Shackle PACs ~ a combination that's really that easy.

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