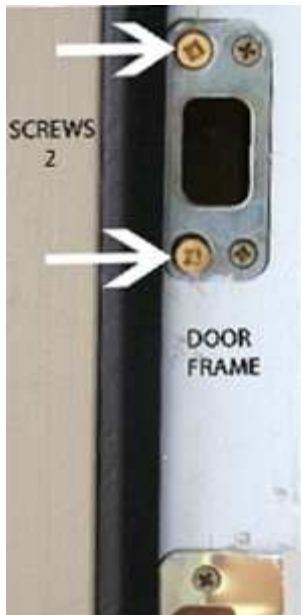


9:00 to 5:00 Monday - Saturday

Possible Door Lock Problem

Unfortunately, the deadbolt units in a few SCLH homes were installed incorrectly. This applies to:

- Front entry door
- Door from yard to garage
- Door from garage to living quarters



The Problem

A deadbolt strike plate is installed in a door frame with two long screws and two shorter screws. Unless the two long screws are the proper length they can be torn loose making the deadbolt lock ineffective. The two screws in question are those closest to the weatherstrip. They should be 3-inch #10 screws so that they are long enough to be driven into the stud inside the wall. (Note: the other two screws on the opposite side of the plate towards the interior can be shorter since they will not reach a stud.)



To determine whether or not the screws in your door frames are

adequate, remove the two screws closest to the outside of the door (next to the weatherstrip) and measure them to make sure they are 3" in length. If they are not the proper length, contact Del Webb/Pulte to arrange to have a technician come out to your home and replace the screws. Del Webb/Pulte prefers to have their own technicians perform this replacement operation. There are three possible ways to submit your request:

- e-mail your request to sacreno@delwebb.com
- Fax a request to 1-800-917-2201
- Send a letter to 4196 Douglas Blvd. Suite 100, Granite Bay, CA 95746

Can't remove the screws?

If you are unable to remove the screws to check them, please call Neighbors InDeed at **223-2763** and we will be happy to have one of our Handy Helpers check them for you. Neighbors InDeed services are always FREE and available to any resident of Sun City Lincoln Hills.

Learn more about our FREE services at <http://www.neighborsindeed.org>