



UNIVERSITY
of HAWAII[®]
MĀNOA

SERVICE BULLETIN 200206 LOCKS AND KEYS
Locks and Keys

This bulletin provides basic lock and key information to all UH Manoa campus users.

- A. All key requests, i.e. new, additional, duplicate for lost, stolen, or mutilated, etc., shall be submitted via Campus Operations and Facilities ("COPF") online Work Order system ("AiM").
1. Key Requests shall contain the following information:
 - a. Department Name
 - b. Building Name
 - c. Room Number
 - d. Random Key Number
 - e. Quantity of keys needed
 2. All lock change requests should be accompanied with photos of the following:
 - a. Full picture of front and back of door.
 - b. Edge of the door (to show locking mechanism)
 - c. Front and back of existing lock
 - d. Indicate the specific door(s) affected by the lock change request on a copy of the floorplan. Visit <http://planning.manoa.hawaii.edu/floorplans.php> to access floorplans.
- B. To ensure property custody of key(s), completed key request shall be picked up by either the person submitting the key request or by the department's Fiscal Administrator listed on the original request.
- C. Individual departments are responsible for:
1. Assigning keys within their own departments. Keys may be assigned to University of Hawaii at Manoa ("UHM") faculty, staff or graduate assistants. Keys may not be assigned to graduate or undergraduate students. An accurate and updated record of keys issued shall be maintained at all times. COPF Key Administration may require an annual audit of keys issued by the department.
 2. Requiring all keys that were issued to a faculty or staff member be returned to the department when his/her assignment/employment has ended. This will ensure proper transference of key custody to incoming faculty or staff member, secure against theft, vandalism, and unlawful entry, and minimize any cost of additional keys. Spare keys that are no longer needed shall be returned to COPF Work Coordination Center with a memo describing the reason for the return, the key numbers and the respective rooms that the key opens.

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D. Departments are financially responsible for:

1. All costs associated with the request for additional keys.
2. In the event of replacement of lost, stolen, or unreturned keys, the replacement costs involved in the rekeying of locksets.
3. Upon the discovery of a non-standard key/locking system (i.e. KABA, Simplex, Omni, Unican, Trilogy, cypher locks, et.) installed by the department without the approval of COPF Key Administration, all costs, should COPF Key Administration elect to remove the non-approved key/locking system, to install a temporary locking system, remove the temporary locking system, replace it with an approved key/locking system, and provide the keys for the approved key/locking system.
4. All costs required to remove and reinstall a non-standard key/locking system onto a door that needs to be replaced by COPF, i.e. termites, wood rot, etc. In cases where the door is damaged by the department personnel or by an act caused by department personnel, the additional cost of the door and its hardware and the reinstallation of the door shall be borne by the department.
5. Any and all maintenance and repair costs associated with the non-standard key/locking system. These locks are solely the property of the Department. Therefore, UHM COPF staff is not required to respond to any "trouble calls" by the department nor is the UHM Department of Public Safety required to respond to "non-life threatening calls." A sign shall be posted on the door with a non-standard key/locking system stating the name and phone number to contact 24/7 when the non-standard key/lock becomes inoperable. The Department shall call an outside vendor for the "trouble call" but should UHM COPF staff respond, a service call charge will be assessed to the department.

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