

Click Medical Technical Solution Guide

Updated March 11, 2023

Issue	Symptom	Potential Root Cause	Solution	Instruction Link - English, French, Spanish, Italian	Video Links	Video Timestamp
Reel not generating or holding lace tension	-Reel is not clicking and tension is not being held by reel	Has the knot pulled out? Is there a loose end of lace?	Remove reel and reset reel into lacing mode - insert red blocks, align green marks, feed lace into spool, tie knot and seat properly on opposite side of green marks	HD/HC Lace Instructions	Replacing The Lace	Reel Removal: 0:00 Lock Plugs: 1:45 Align Green Marks: 3:00 Feed Lace Into Spool: 3:52 Tie The Knot: 5:00 Seat Properly: 6:00
		Is the knot seated properly on the opposite side of the green marks? The lace should be visible as it crosses the opening in the bottom of the spool	Remove reel, pick or push the knot out of the spool, reseat the knot on the opposite side of the constriction point from where the lace enters. It helps to put the red plugs back in first and align the green marks. Also make sure that the spool is empty of lace.	HD/HC Lace Instructions	Replacing The Lace	
	-Reel is clicking but lace is not being pulled into the reel	Are they turning the dial clockwise? The reel will only hold tension when turned in the clockwise direction	Turn dial in clockwise direction to generate tension	Page 4 HD/HC Lace Instructions	How the Click Reel Works	
		Is the lace running under or caught under the reel, sandwiched between the reel and the collar?	Remove reel from collar, pull lace out from under the reel and replace the reel in the collar	Click Reel and HD/HC Lace Kit	Replacing The Lace	
		Has the knot pulled out or is it not seated properly? Are the red lock plugs installed?	Determine if red lock plugs are desired. See above for knot solutions	Click Reel and HD/HC Lace Kit	Review of the Red Lock Plug	
		Is there too much lace in the spool? Too much lace in the spool will prevent the reel from shifting into 7:1 power mode	Remove the reel from the collar, pull hard on all laces at the same time to remove lace from the spool. Remove one lace knot from back of reel, trim lace length down ~40cm for single lace exit on RevoLock and <~10cm per side of lace in double lace exit RF/RS applications. If unsuccessful, cut lace and replace with new reel and lace	Click Reel and HD/HC Lace Kit	Review of the Red Lock Plug	
If none of the above are the case and it is still not generating lace tension, the Reel is faulty	Replace Reel	Click Reel and HD/HC Lace Kit	Replacing The Click Reel			
Dial is difficult to turn, jammed or sticky	Lace is not moving through the system and into the reel	Is the lace running under or caught under the reel, sandwiched between the reel and the collar?	Remove reel from collar, pull lace out from under the reel and snap the reel back into the collar	HD/HC Lace Instructions	Replacing The Lace	
		Is the Lace is running under the reel, between the reel and the collar because the lace ports on the reel are not aligned with the collar?	Remove the reel from the collar, remove lace knots from the spool, cut off knots, pull lace out of reel, locate correct lace ports that align with the collar lace exits, re-lace the reel with red plugs in and green marks aligned	HD/HC Lace Instructions	Replacing The Lace	
	Lace is being pulled in but it is difficult to turn the dial	Is there too much lace on the spool and it is binding against the housing? If none of the above are the case and the reel is still sticky/jammed, the Reel is faulty	Remove the reel from the collar, pull hard on all laces at the same time to remove lace from the spool. Remove one lace knot from back of reel, trim lace length down ~40cm for single lace exit on RevoLock and <~10cm per side of lace in double lace exit RF/RS applications. If unsuccessful, cut lace and replace with new reel and lace Replace the reel and the lace	HD/HC Lace Instructions HD/HC Lace Instructions	Replacing The Lace Replacing The Lace	
Reel not releasing lace	Lace is not being incrementally released when dial is turned counterclockwise	Is the lace overlapping itself and bound up on spool but the spool is not full of lace?	Remove the reel from the collar, pull hard on all laces at the same time If unsuccessful, cut lace and replace with new reel and lace	HD/HC Lace Instructions	Replacing The Lace	
		Is there too much lace on the spool and it is binding against the housing?	Remove the reel from the collar, pull hard on all laces at the same time to remove lace from the spool. Remove one lace knot from back of reel, trim lace length down ~40cm for single lace exit on RevoLock and <~10cm per side of lace in double lace exit RF/RS applications. If unsuccessful, cut lace and replace with new reel and lace	HD/HC Lace Instructions	Replacing The Lace	
	Reel is not achieving full release of lace and transitioning into 1:1 mode	Have the red lock plugs been removed from the reel?	Remove reel from device, remove red lock plugs, replace the reel	Page 3, Step 7 HD/HC Lace Instructions	Replacing The Lace	Watch Video: RevoLock Align Kit - Transferable Alignment Fabrication (13:43)
		Is the RL Slider mechanism engaged? Is it preventing deshift of the shift ring? Is there too much residual lace tension not allowing the shift ring to deshift?	Move the slider into the unlocked position. This is where the red indicator mark on the slider base is completely covered Relieve lace tension on the reel, allow the shift ring to drop (indication is that set screws fall into lower left position in pill shape on side of housing)	Page 8, Steps 1&2 RevoLock Align Kit Page 4 HD/HC Lace Instructions	Replacing The Lace	
Reel is not held solidly in collar	Reel may be able to sit in collar but can be pulled out without releasing the locking tab	Is there anything interfering with the reel seating into the collar? Tubing, lace, debris, epoxy, etc...	Remove reel from collar, pull lace out from under the reel and replace the reel in the collar	HD/HC Lace Instructions	Replacing The Lace	
		Is the locking tab broken or not attached to the base?	Remove reel and check the base for the existence of the tab or a crack in the tab where it connects to the base. Replace reel if broken, cracked or missing	HD/HC Lace Instructions	Replacing The Lace	
		Is this a RevoSurface product? Does it appear that the metal bridge is interfering with the reel?	Remove reel and surface collar from device. Snap the reel into the collar. Then reinstall collar into the device. If reel is unable to be clicked into the collar, replace the collar.	HD/HC Lace Instructions	Replacing The Lace	

RevoLock Slider is not functioning as expected	Slider is not clicking into place	Is the full red pill shape visible?	Tension the dial and push slider in	Page 8, Steps 1&2 RevoLock Align Kit	Watch Video: RevoLock Align Kit - Transferable Alignment Fabrication (13:43)	
			Remove Slider and check for impediments or debris in Slider base	Page 7, Steps 2&3 RevoLock Align Kit	Watch Video: RevoLock Align Kit - Transferable Alignment Fabrication (13:43)	
	RevoLock Slider is fully engaged and not locking out the reel	Is the reel not staying in power mode with the red pill shape fully visible?	The Slider wire is not long enough. Follow instructions to replace with second wire included in the kit.	Page 7 RevoLock Align Kit	Watch Video: RevoLock Align Kit - Transferable Alignment Fabrication (13:43)	
	The reel does not shift out of power mode when the slider is disengaged	Were the red blocks removed?	The red blocks will not allow the reel to operate in 1:1 fast lace take up mode or fully release the lace	Page 3, Step 1&7 HD/HC Lace Instructions	Replacing The Lace	