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Macintosh Duo Dock: How to Replace Missing or Lost Keys (1/93)

Revised: 5/16/94
Security: Everyone

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Article Created: 5 January 1993

TOPIC -----

This article explains how to get replacement keys for the Macintosh Duo Dock.

DISCUSSION -----

For security reasons, Apple does not replace individual keys.

Key Missing from Box

If the key is missing from the box of a new Duo Dock, customers should contact the Apple Customer Assistance Center (800-776-2333). The entire Lock Plug (Part Number 922-0108) on the Duo Dock must be replaced. The lock will be sent to the customer's authorized Apple service provider, who can install it.

Lost Key

If the key has been lost, the customer has three options to replace the keys:

- Contact the lock vendor to order a replacement set of keys.
Fort Lock Corporation
3000 N. River Road
River Grove, IL 60171
708-456-1100
- Have a locksmith make a replacement set of keys.
- Have an authorized Apple service provider replace the Lock Plug (see part number above).

In all cases involving lost keys, the charges for replacement will need to be paid by the customer.

Support Information Services

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Tech Info Library Article Number:11218