

CLOC® CUSTOMER-CALL PLAYBOOK

THE GOTCHA GUIDE.

The symptoms below drive most CLoc® support calls. Diagnose from the left column; the middle column is what actually happened; the right column is what the rep says and does. All of it comes straight from Skybolt's published installation instructions.

THE CALL	WHAT'S ACTUALLY HAPPENING	WHAT TO TELL THEM
01 "The stud won't lock / won't engage."	Insert is set too deep in the receptacle barrel, the stud is too short for the grip stack, or a just-added retainer ate the margin — 2000-series retainers add about .020 of thickness.	Check the insert is biased toward the receptacle face and re-set the adjustment. If fixed receptacles: go one stud length longer. Fitting studs before installing retainers? Anticipate the extra .020 — classic on Mooneys.
02 "It locks, but the head sits proud."	Stud is too long. A locked head should protrude only slightly above the grommet or cup.	Fixed: the .030 rule — for every .030 of extra protrusion, go one dash length shorter. Swap studs around the cowling until everything locks with the right stand-off. Adjustable: make a half-turn adjustment (.015) to the adjustable receptacle and test stud again.
03 "It's locked and now it won't unlock."	The fastener was screwed all the way to full clamp. The crosspin can't climb back over the ramp apex — there's no rebound left.	Press the panel in firmly at that fastener while push-turning counterclockwise to free it. Then re-set the adjustment so the locked position sits .020–.030 shy of full clamp. That rebound is by design.
04 "A pin fell out of my adjustable platemount." SK2003-51ADJ	A screwdriver wider than the SK26022 (2.0 × 50 mm) damaged the pin housing lip — or the pin was left turned 90° from locked, where it can drop free.	The SK26022 driver is required, full stop — wider blades catch the barrel wall and damage the lip. Never leave the pin at 90°. Sell the driver with every -51ADJ order.
05 "The head is chewed up / the crosspin is loose."	The stud was forced or over-torqued — meaning it was too short for the application or the insert was maladjusted. Galled heads are the fingerprint.	Be straight and kind: over-torqued studs (loose or missing pins, galled heads). Replace the stud and fix the root cause — stud length or adjustment — or the new one galls the same way.
06 "I ordered what the IPC calls out and it doesn't fit."	IPCs are unreliable for cowlings fasteners — most just say "As Required" (AR). Grip tolerances are tiny (roughly ±.005–.015 by fastener type) and forty-year-old cowlings are full of substituted parts.	Recommend the model kit over line items: kits include the spares to finish the job the first time, roughly 95% of the time. Line-item-from-IPC is the fastest route to an AOG airplane and a return.
07 "Which grommet do I have?"	Flush vs. PlusFlush and the O/N and G/H depths are nearly identical to the eye — misidentification is routine.	Have them measure depth or send a photo next to a ruler before shipping anything. Two minutes on the phone saves a return cycle.
08 "They were perfect — now some are loose after a few months."	Fiberglass memory. Composite cowlings move, and even the locking sequence can shift a perfect adjustment.	Completely normal, and the reason adjustables exist: note which fastener drifted and re-adjust in seconds the next time the panel is off. No parts needed.
09 "I can't get the old snap rings off."	R4G rings resist picking; R4T high-shear rings are genuinely difficult without prepared tooling.	R4G: rotate the ring to expose the split, tension the stud, sharp snap with a pick. R4T: a snap-ring tool with the jaws ground thin, per our instructions. Installing new ones: SK-T26.
10 "How big a job is the Cessna conversion?"	Skybolt allows 9½–10 hours labor (easy airframes run 6–7), plus paperwork: Form 337 with the included STC and a proper logbook entry.	Read the instructions before removing the cowling; run the SK203-TEM1 alignment baseline first; do the top cowl before the lower. Firewall-only kits: tape the rear upper-cowl holes so nobody drills them by mistake.