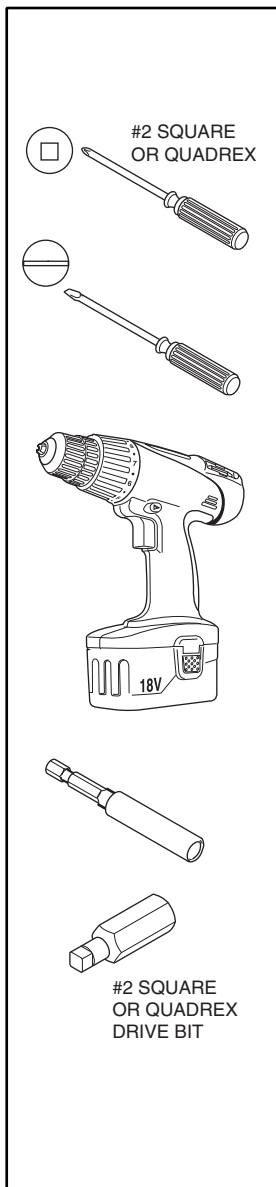
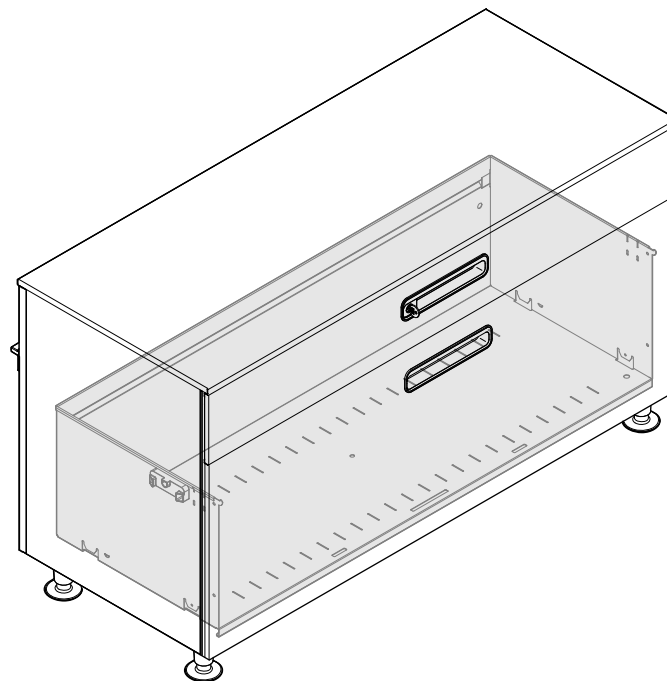


# c:scape™ Outerhead Replacement (Steel and Wood), Lock, Pull and Pull Backer Replacement



If you have a problem, question, or request, call  
your local dealer, or Steelcase Line 1 at  
**888.STEELCASE** (888.783.3522)  
for immediate action by people who want to help you.

(Outside the U.S.A., Canada, Mexico, Puerto Rico,  
and the U.S. Virgin Islands, call: 1.616.247.2500)  
Or visit our website: [www.steelcase.com](http://www.steelcase.com)

© 2009 Steelcase Inc.  
Grand Rapids, MI 49501  
U.S.A.

Printed in U.S.A.

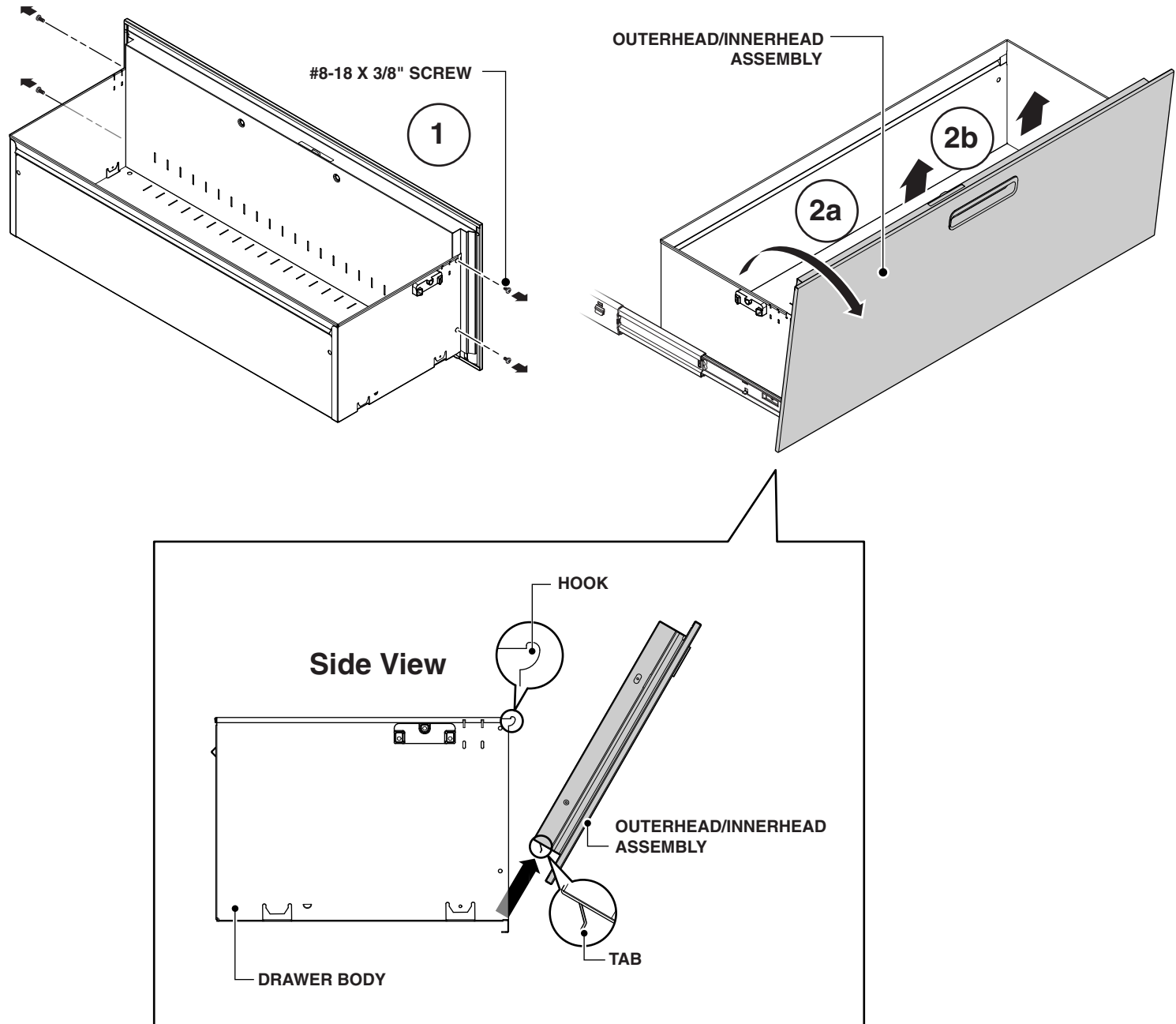
## Removing the Outerhead/Innerhead Assembly from the Drawer Body

**NOTE:** Make sure the keylock is in the "UNLOCK" position.

1. Remove #8-18 x 3/8" screws connecting drawer body to the outerhead/innerhead assembly (two (2) per side).

Lift up slightly on the outerhead/innerhead assembly to disengage hooks in drawer body.

2. Pivot the outerhead/innerhead assembly forward (2a) and then pull up to fully disengage tabs from slots in the drawer body (2b).



## Removing the Innerhead from the Outerhead Assembly

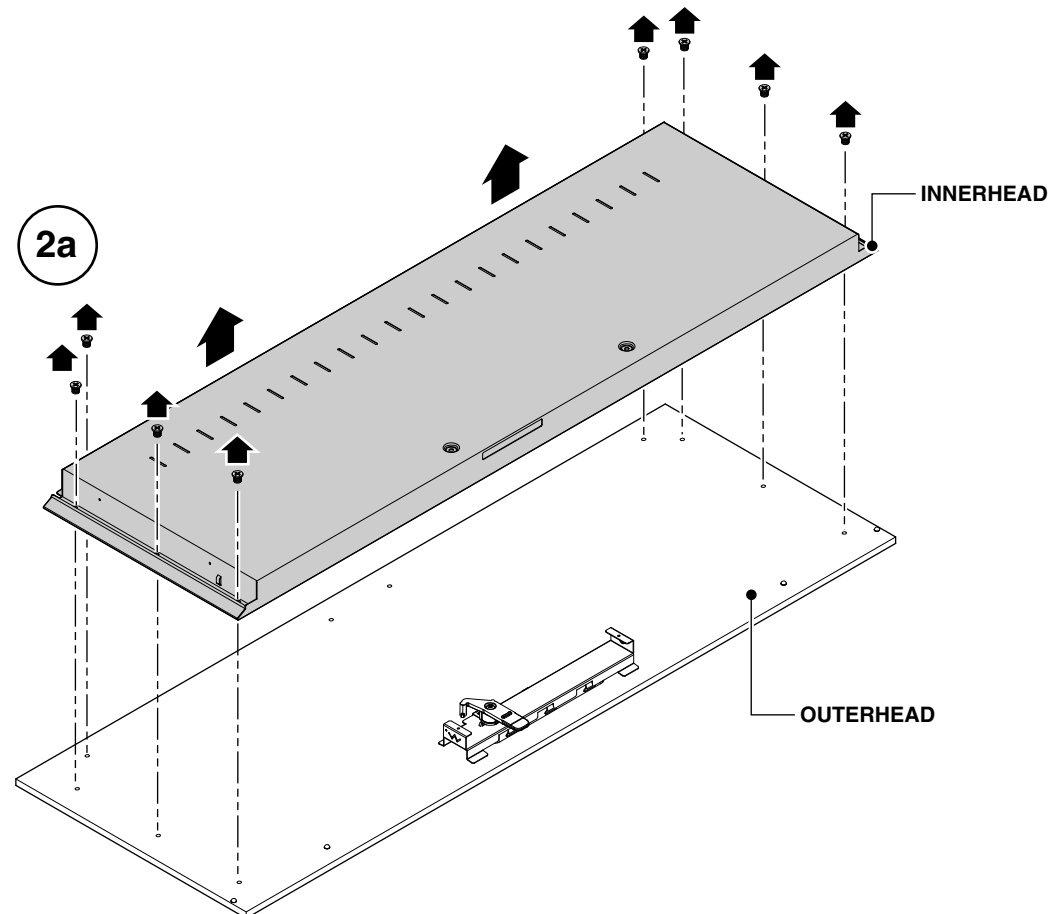
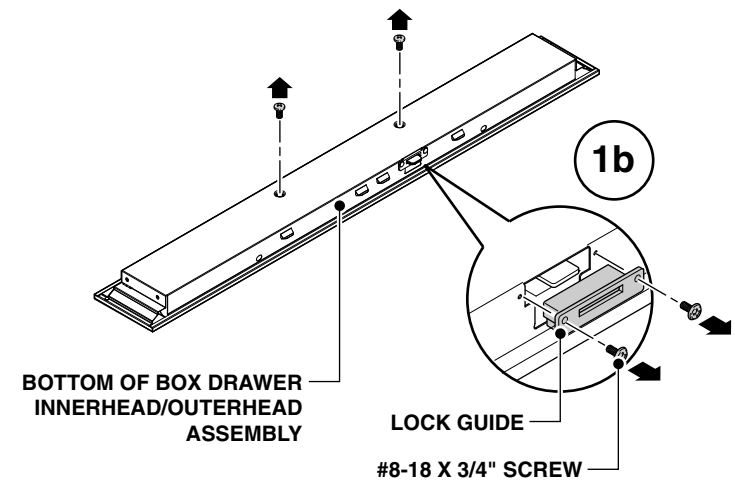
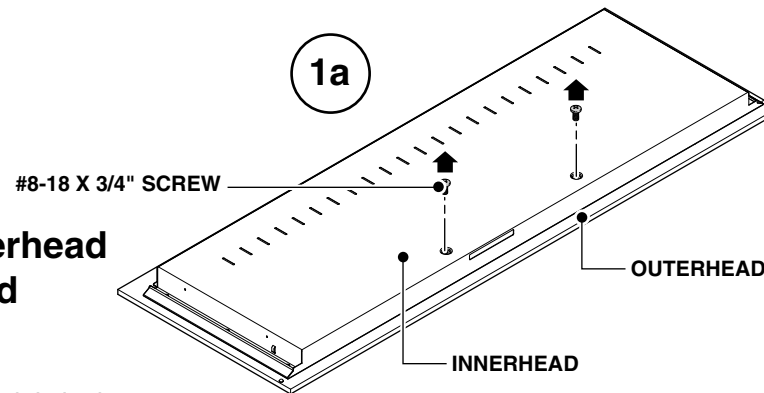
**NOTE:** Make sure the keylock is in the "UNLOCK" position.

- 1.** Remove two (2) #8-18 x 3/4" screws from the pull backer.

For box drawers with a double lock, remove two (2) #8-18 x 3/4" screws from the lock guide and pull out the lock guide and set aside (1b).

### For Wood Innerheads

- 2a.** Remove all perimeter screws (sides and bottom) securing the innerhead to the outerhead and lift off.



## For Steel Innerheads

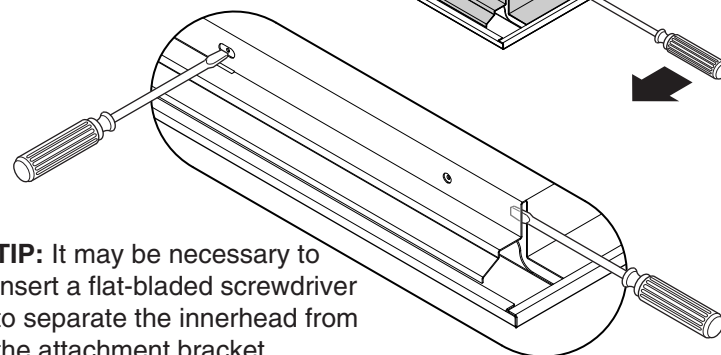
**2b.** Start at one end and push the bottom of the outerhead.

**2c.** Lift upward by hand or with a flat-bladed screwdriver to release the bottom of the innerhead from the outerhead.

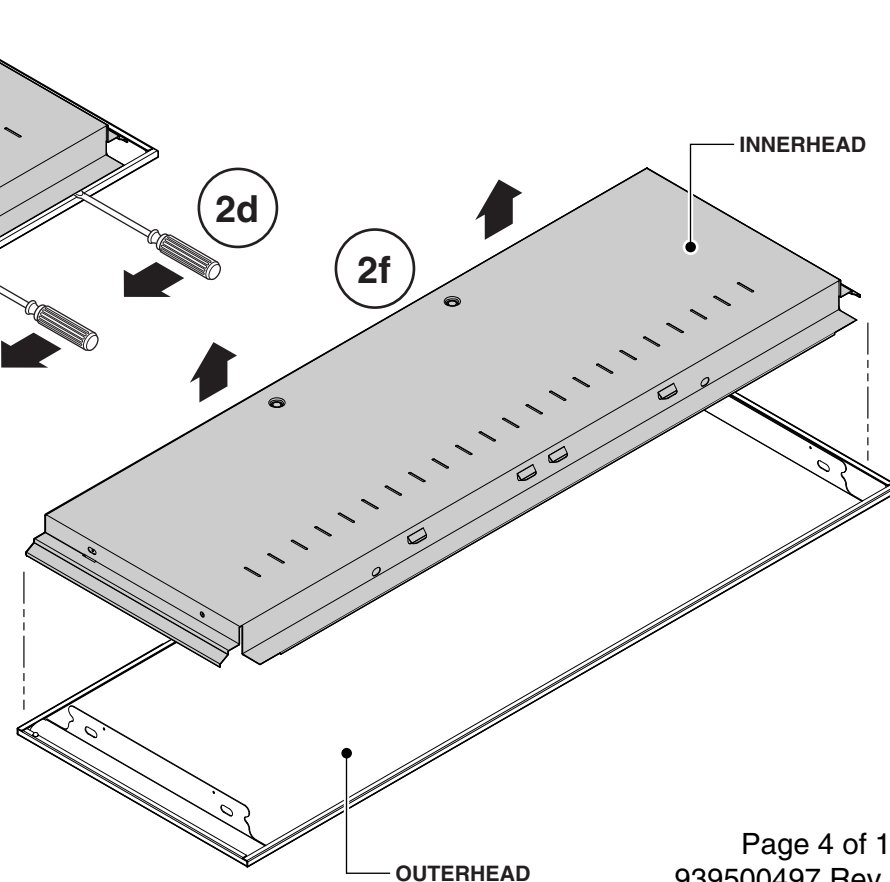
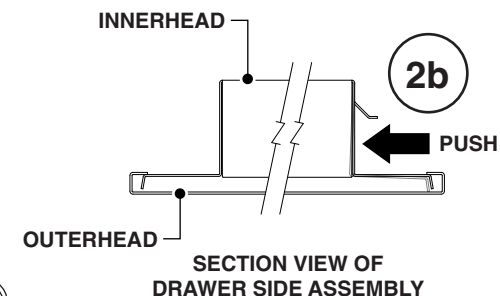
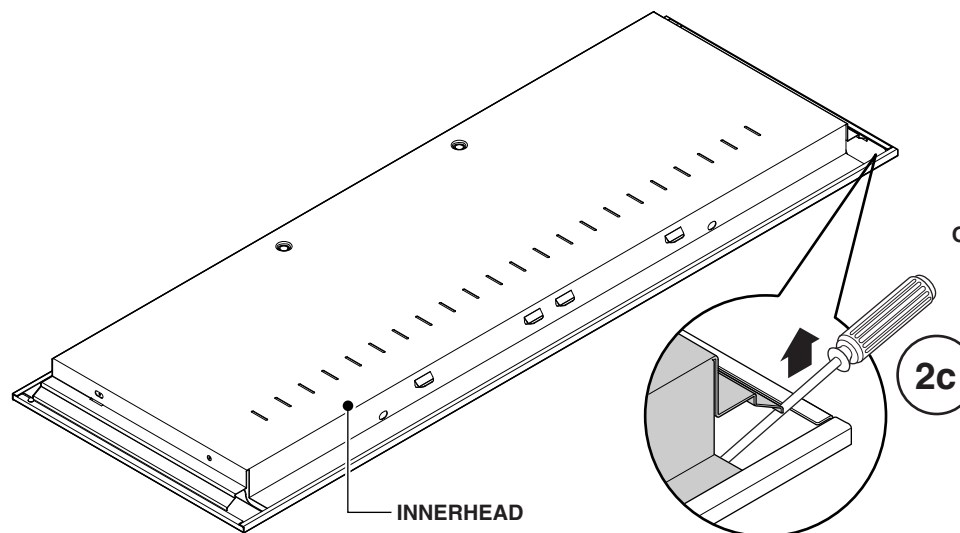
**2d.** Work from one end to the other to fully disengage the bottom of the innerhead from the otherhead.

**2e.** Push downward slightly on the innerhead to disengage the top flange from the outerhead.

**2f.** Lift the innerhead up off the outerhead.



**TIP:** It may be necessary to insert a flat-bladed screwdriver to separate the innerhead from the attachment bracket.



## Single Lock

### Replacing the Lock

**NOTE:** If drawer does not contain the lock, skip to step 3 of Removing the Pull.

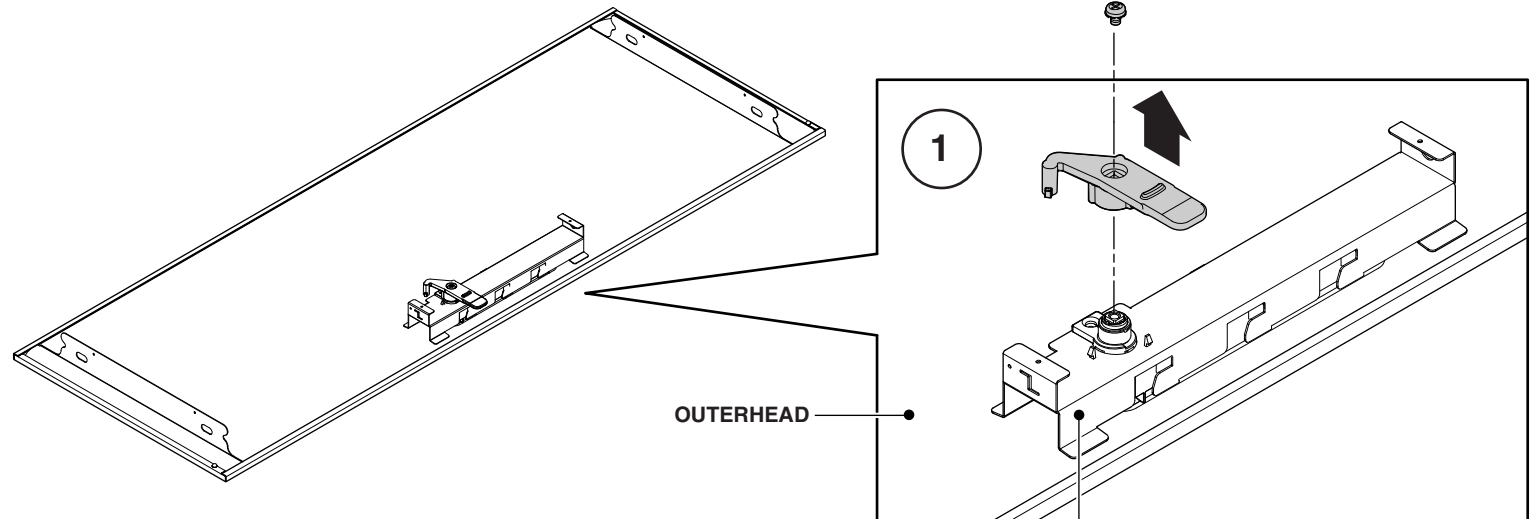
#### 1. For single lock (units with only a box or file drawer).

Remove the screw from the back of the lock assembly and set aside lock components.

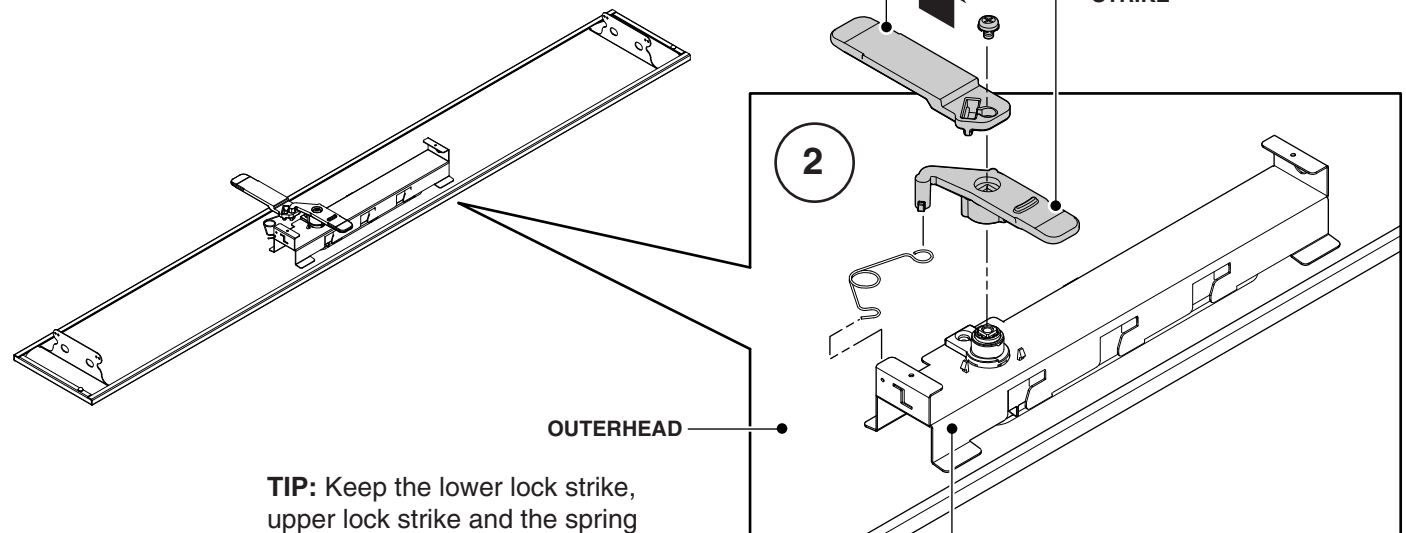
If replacing only a lock, swap parts and skip to reinstalling the lock.

#### 2. For double lock (box drawer of two (2) drawer unit).

Unhook the lock spring from the pull backer. Remove screw on back of lock assembly and set aside lock components.



## Double Lock



**TIP:** Keep the lower lock strike, upper lock strike and the spring assembled together.

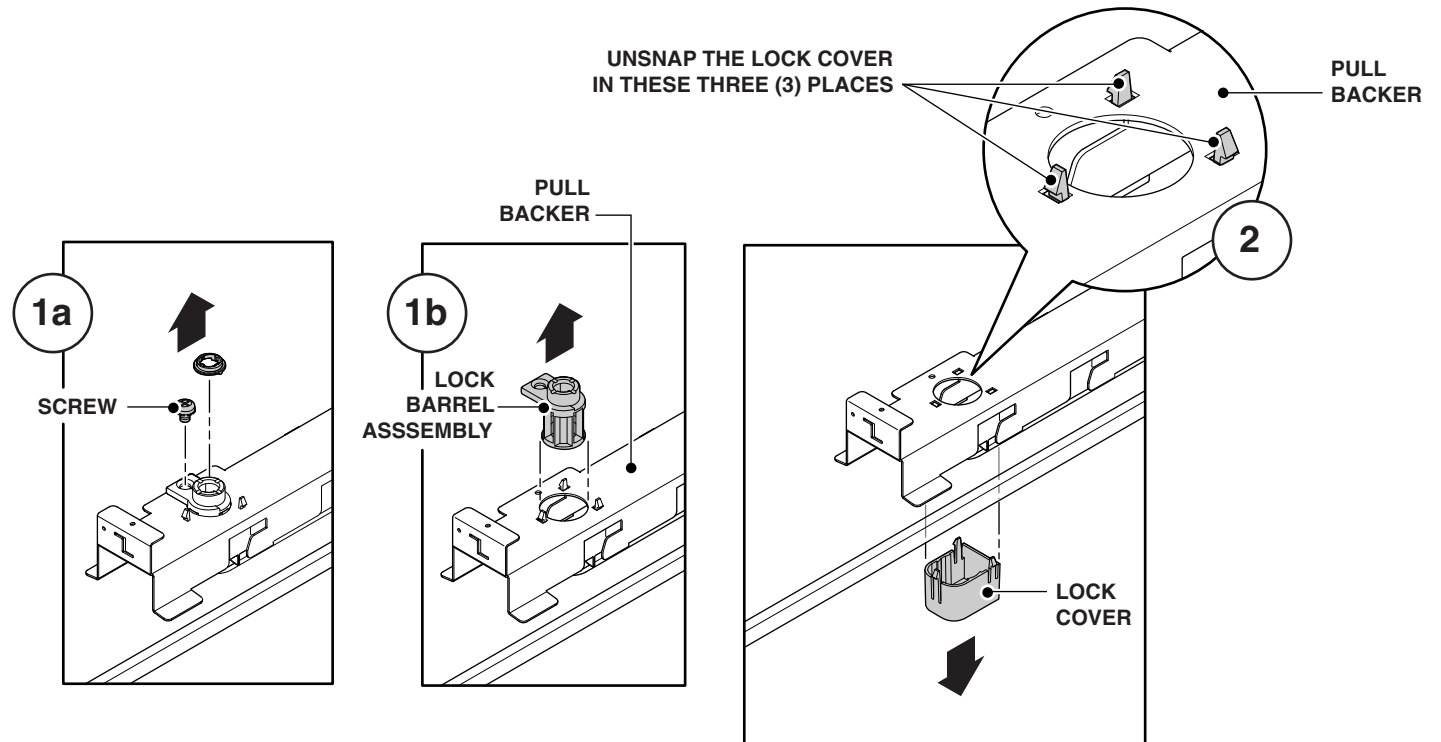
## Removing the Pull Backer, Lock Cover, Pull and Outerhead

**NOTE:** Make sure the key is not in the lock.

To replace the pull or outerhead only, skip to step 3. To replace the lock cover, skip to step 2.

**1.** Remove screw from lock barrel assembly and pull barrel assembly out of pull bracket.

**2.** Unsnap the lock cover from the pull backer (in three (3) places) and remove from the front side of the pull.

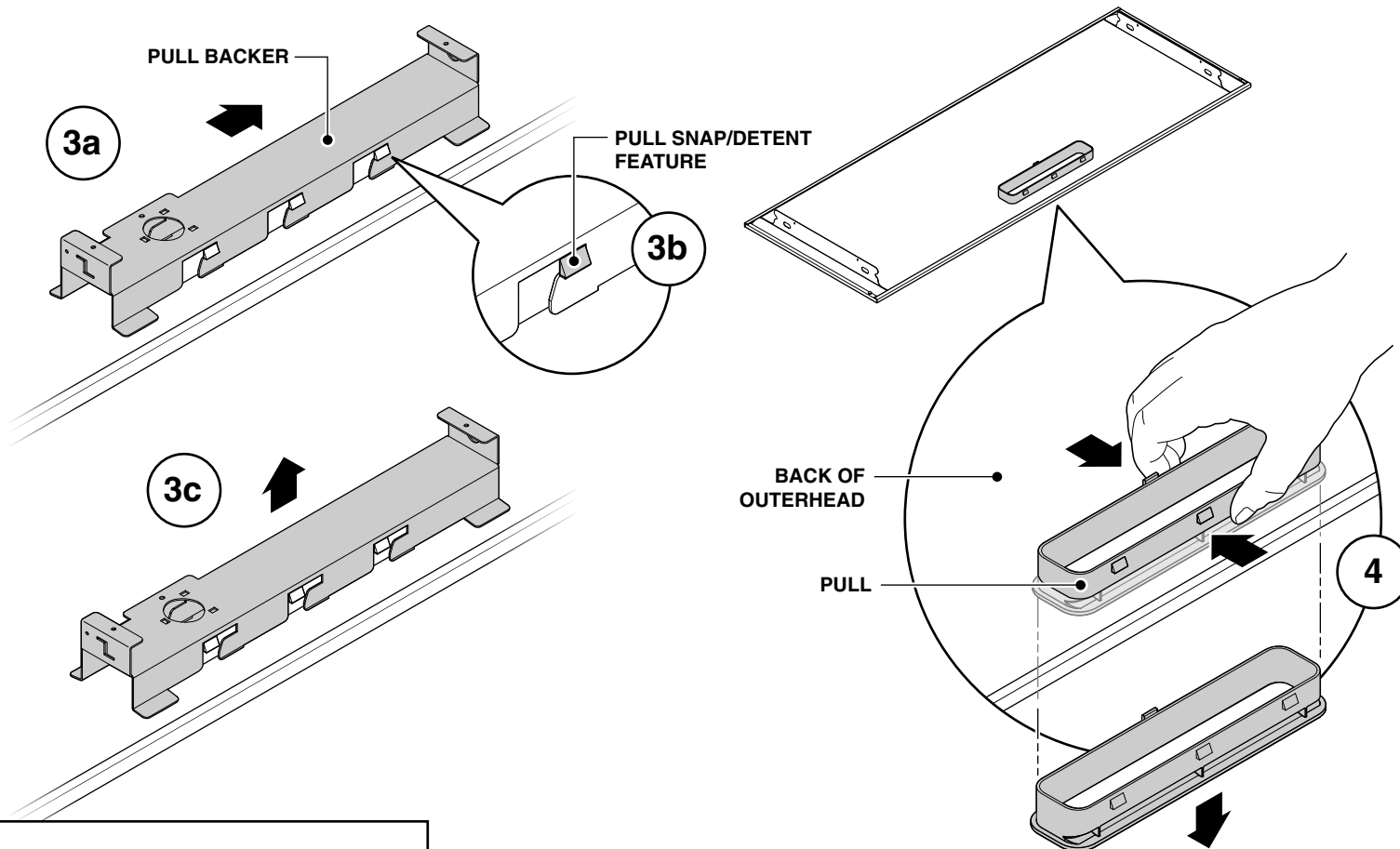


**3.** Slide the pull backer over (3a) to disengage the pull snap features (3b) and lift up to remove the backer (3c).

**4.** If replacing the pull or outerhead, gently flex the pull to remove it from the outerhead.

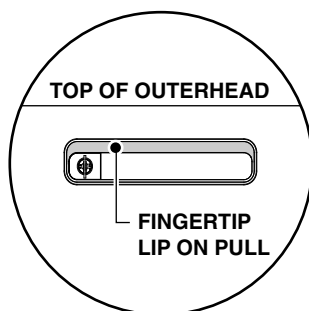
**5.** Reverse steps 1 thru 4 as applicable for reinstallation.

If replacing the pull backer, make sure the new backer has the correct letter on the ends, "S" for steel and "W" for wood for the outerhead type it's going onto.

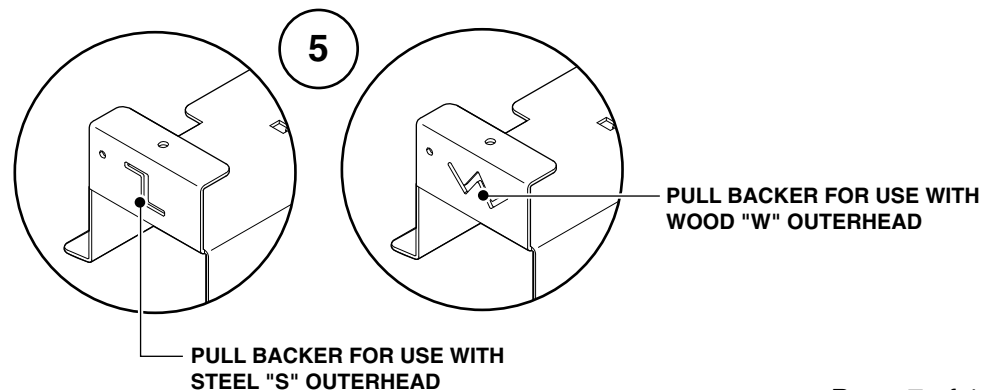
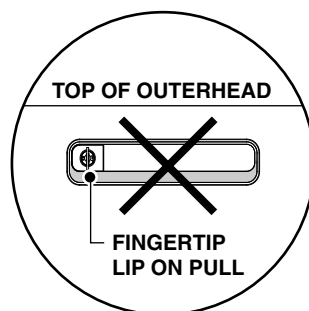


**TIP:** When reinstalling the pull, ensure the fingertip lip is to the top of the outerhead.

**YES**



**NO!**

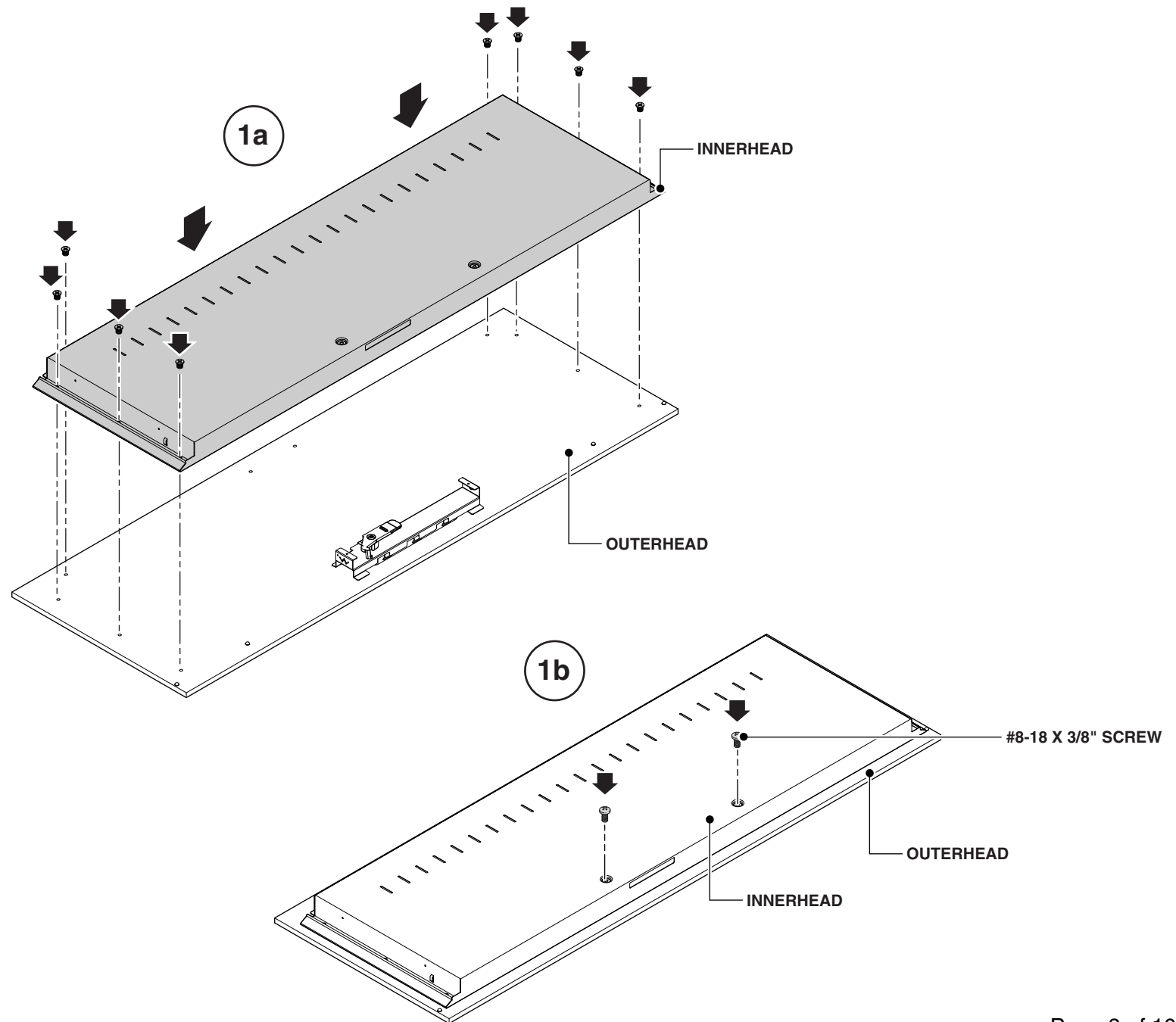


## Reinstalling the Innerhead (Wood Version)

**1.** Align the innerhead holes to the outerhead holes and secure with the eight (8) 6.3 x 7.5 flat head screws (1a).

Install two (2) #8-18 x 3/8" truss head screws (1b).

**NOTE:** Do not use other screws (standard) as these will not secure it properly and may damage the outerhead!



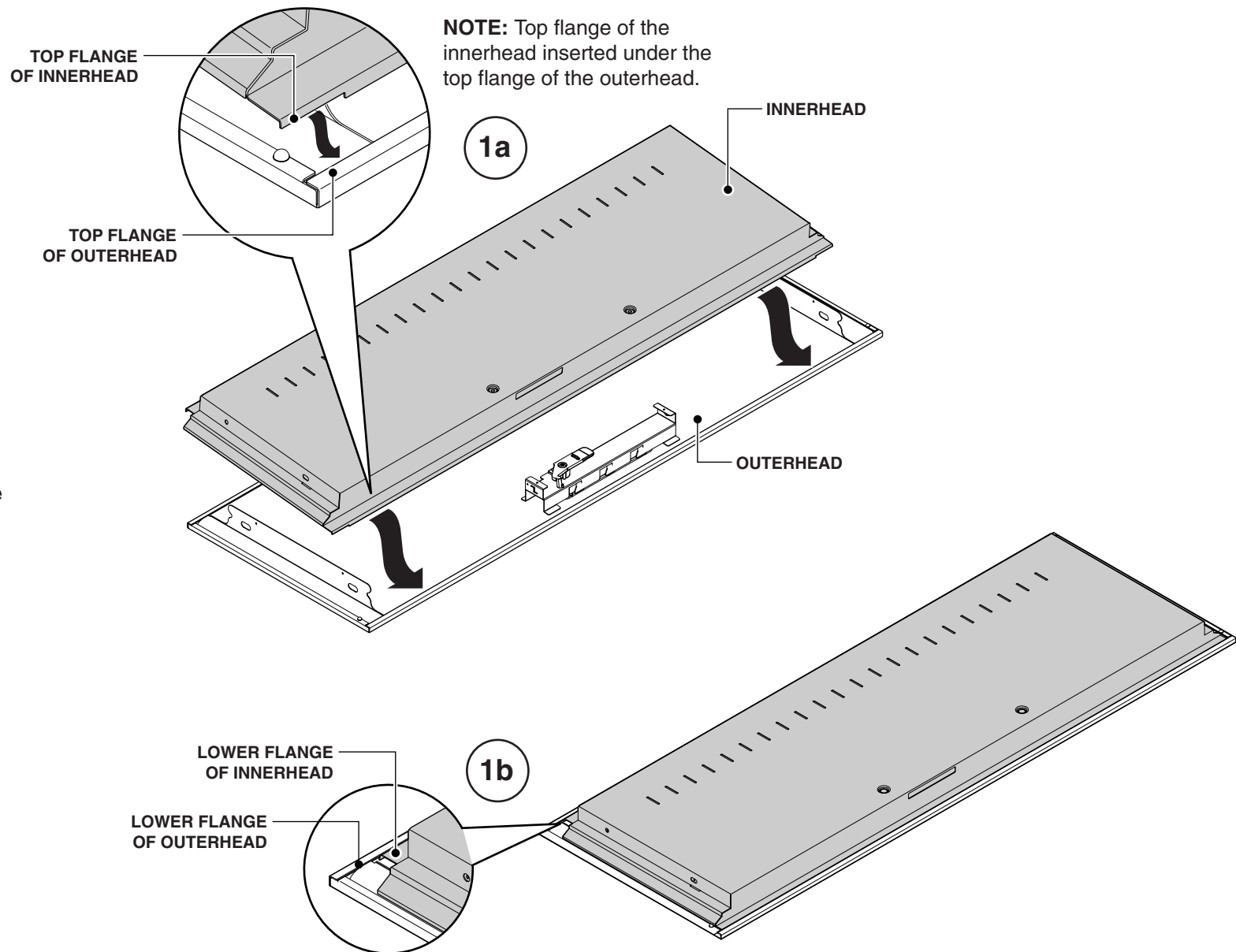


## Reinstalling the Innerhead (Steel Version)

**1.** Slide top flange of the innerhead under the top flange of the outerhead (1a).

Flex the lower flanges on the innerhead to bring it above the lower flange on the outerhead (1b).

Release the innerhead flange so the flange fits under the outerhead flange.



## Installing the Outerhead/Innerhead Assembly onto the Drawer Body

**NOTE:** Make sure the keylock is in the "UNLOCK" position.

**1.** Hold outerhead/innerhead assembly at approximately a 30 degree angle (1a) and slide down so the tabs align in slots (1b).

**2.** Pivot outerhead/innerhead assembly up and lift slightly if needed to engage hooks on drawer body. Align screw holes in sides. Check to make sure both hooks are properly engaged and all three (3) tabs are in their slots.

**3.** Install #8-18 x 3/8" screws connecting drawer body to the outerhead/innerhead assembly (two (2) per side).

