To: Customers of the Double Stirrup Key Ring
From: Garrett Wade Customer Service

Thank you for your purchase of the Double Stirrup Key Ring. This item is made of 100% pewter, a material which requires a little extra care. Please take a minute to review these helpful tips to get the most out of the very unique Double Stirrup Key Ring.

The threading on the pins need to have a little pressure on them to stay secure. (This is true of any nut-and-bolt fitting.) Here’s what to do. It will only take you a minute or two at the most.

Remove all the keys and test each pin by screwing it home. The shoulder of each pin should “bottom out” against the side of the shackle with about one and a half to two full turns of thread remaining. Then as you turn in the final two rotations, the sides of the shackle are forced slightly outward and some “springy” pressure develops in the body of the shackle between its threads and those of the pin. It is this tension (or pressure) that keeps the pin firmly in place so it does not accidentally unwind.

If you see that there are less than two full turns remaining after you have done the “test”, simply mechanically spread the arms of the shackle slightly with another tool (a pair of pliers may work well) until they are positioned better. You should be able to do this without difficulty. Test again, and you should be fine. If you should have any questions, please give us a call at 800-221-2942.

Garrett Wade Customer Service