

关于 dormakaba 酒店锁系统升级的通知

多玛凯拔集团 中国区

Date: April 29, 2020

Subject Line: ILCO MAG System Update Needed

Dear dormakaba Customer:

Thank you for selecting dormakaba as your trusted partner for access solutions. Proactive and timely communication is important to maintaining that trust. We know that this is a time of great uncertainty due to the impacts of the unprecedented global pandemic. People are at the core of dormakaba and we remain committed to doing what is right by our customers, our teams, and our shared communities. In that spirit, we are working to endure the current health crisis, support your business continuity, and prepare for a robust recovery.

This letter is an important product alert impacting the ILCO Magstripe lock system currently in use on your property. If you are not responsible for technical updates, please forward this letter to the owner, general manager, or other appropriate person at your property.

Issue

- On November 24, 2021, your ILCO Magstripe lock system time measurement technology will be obsoleted.
- Locks will not accept any guest, staff, resident or emergency key cards created as of 8:00 pm local time. Also, lock audit reports will no longer be accurate.

- Note that once the original emergency key cards expire emergency access to locks will require use of the mechanical key for locks equipped with a key override cylinder or the electrical override with the programming unit or Front Desk Unit (FDU).

Resolution

- Your technical support team at dormakaba can resolve this issue with an update solution consisting of both digital and on-site tasks. There is no charge for remotely updating your existing Atlas or FDU G4 systems performed digitally by dormakaba.
- After the update is performed to your Atlas or FDU G4 systems you will be required to encode new keycards to replace the existing ones and perform a lock reset time update with the programmer – further details will be provided by our support agents at the time of the remote system upgrade by dormakaba.
- If you are using a discontinued front desk system (Solitaire FDC, ILCO FDU 780/G3) will need to be replaced. You will incur costs associated with purchasing a new FDU G4 unit unless your current service plan covers the replacement of these units.

Please call our dedicated Customer Resolution Center at +86-18516121036 or joyce.wan@dormakaba.com to schedule your resolution for additional information.

Our goal is to make this a simple and non-disruptive enhancement to your system prior to the deadline of November 24, 2021 at 8:00 pm local time. If you are not responsible for technical updates, please pass this letter to the appropriate person.

Please reach out to us with any questions. Thank you for your continued loyalty and support.

Sincerely,

Your dormakaba Team

ILCO MAG 系统更新需求

尊敬的 dormakaba 客户：

感谢您选择 dormakaba 作为您的解决方案和服务领域可信赖的合作伙伴。积极和及时的沟通对保持这种信任很重要。我们知道，由于全球范围内爆发的前所未有的大流行病，目前局势充满了不确定性。致力于以我们的客户，我们的团队和我们的共享群体为 dormakaba 的核心。本着这种精神，我们将尽全力在当前的健康危机中，继续支持您的业务连续性，并为之后复苏做好强有力的准备。

此邮件将传达给您重要产品资讯，是关于您当前在使用的 ILCO 磁卡锁系统。如果您现在已不再负责产品技术的更新，请将此邮件转发给业主，项目经理或其他相关负责人员。

涉及问题：

- 至 2021 年 11 月 24 日，您所使用的 ILCO 磁卡锁系统将停止更新其技术使用有效性。
- 磁卡锁将于本地时间 2021 年 11 月 24 日 20:00 之后不再接受任何住客，员工，常住客或紧急解锁磁卡的创建录入。同时，磁卡锁将不再接收任何准确反馈信息。
- 请注意，一旦原有的紧急解锁磁卡失效，则需要通过机械钥匙插入带有锁芯的磁卡锁开启或通过改变编程后用电子钥匙开启或前台控制（FDU）开启磁卡锁。

解决方案：

- dormakaba 的技术支持团队可以通过后台数据和现场设置更新给出此问题的解决方案。dormakaba 将免费为您提供针对现有的 Atlas 或 FDU G4 系统远程技术升级。
- 对 Atlas 或 FDU G4 系统更新后，将会要求编码后使用新解锁卡以替换现有的钥匙，并且程序员将对锁设定重置更新——通过 dormakaba 进行远程系统升级的同时，我们将支持我们的代理商在提供服务时提供更多详细信息。
- 如果您将停止使用前台系统（Solitaire FDC，ILCO FDU 780 / G3），则需要选择替换产品。如果您当前的没有要更换设备的需求，您将需要承担购买一套新的 FDU G4 系统相关的费用。

如果您想要了解更多信息可致电+86-18516121036，或发送电子邮件至 joyce.wan@dormakaba.com，我们会给您提供专业且适合的解决方案。

我们的目标是于当地时间 2021 年 11 月 24 日 20:00 前，对您的系统进行简单且有效的升级。如果您现在已不负责技术更新，请将此邮件转发给相关的人员。

如有任何问题，请与我们联系。感谢您一直以来的信任与支持！

顺颂商祺，

来自 dormakaba 团队

2020.04.29