

# dormakaba USA Issues Safety Notice for DE8310 Delayed Egress Lock

April 21, 2021



## Summary

Several DE8310 Delayed Egress locks (the Lock) are not performing to dormakaba's standards.

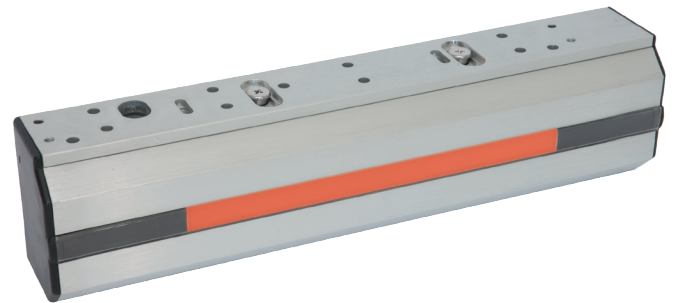
The DE8310 can enter a state of unprovoked alarm, activating the sounder and engaging the lock. If the lock enters this state, the door will remain locked until the Lock is deactivated, either through turning off the lock at the key site or when the fire alarm is engaged. The door will freely open upon deactivation of the Lock. There is the potential of a safety hazard, though three things have to happen simultaneously for a concern to arise:

1. The Lock has to fail;
2. There has to be some need for emergency egress; and
3. The door with the Lock must be the only means of egress.

While it is extremely unlikely for all three of these things to happen simultaneously, it is possible. This has been reported to the U.S. Consumer Product Safety Commission (CPSC) and Health Canada pursuant to the Canada Consumer Product Safety Act.

## Resolution

DE8310 customers should immediately stop using the DE8310 locks sold October 2019 to the present and contact dormakaba at the designated email and phone below for instructions on receiving a free replacement.



## Contact dormakaba

Email: [Sales\\_RCI@dormakaba.com](mailto:Sales_RCI@dormakaba.com)

Phone: 800-265-6630