

# RECALL NOTICE

## DE8310 Delayed Egress Lock Risk of Entrapment in an Emergency

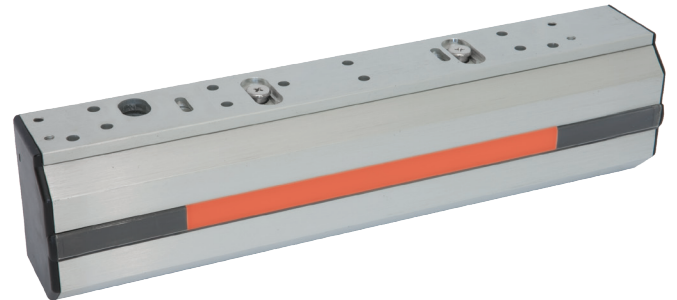


August 11<sup>th</sup>, 2021

### Summary

Some DE8310 Delayed Egress Locks 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.



**PUSH UNTIL  
ALARM SOUNDS  
DOOR CAN BE  
OPENED IN  
15 SECONDS**



While it is extremely unlikely for all three of these things to happen simultaneously, it is possible. The U.S. Consumer Product Safety Commission (CPSC) and Health Canada's Consumer Product Safety Directorate have been notified.

### Resolution

Facilities using dormakaba DE8310 should contact dormakaba for instructions on receiving a free repair of the firmware by a technician.

Contact dormakaba

Email: [DE8310.recall.ca@dormakaba.com](mailto:DE8310.recall.ca@dormakaba.com)  
Phone: 844 461 2250 from 8:00am-5:00pm ET weekdays