

December 6, 2018



UPDATE: IMPORTANT SAFETY NOTICE

STANLEY Commercial Hardware (STCH) QME/QMS Mortise Lockset: Replacement and Return

On September 4, 2018, we announced that we had experienced a few incidents associated with our STANLEY QME/QMS mortise lock. At that time, we asked you to quarantine all associated product at your location and that efforts to implement a full return and replacement process would be communicated. We have been working with the U.S. Consumer Product Safety Commission (CPSC) and are ready to move forward with a product replacement process for the affected QME/QMS mortise locks.

STANLEY Commercial Hardware QME/QMS Mortise Lockset

dormakaba has identified a potential safety issue with the QME/QMS mortise lock. The lockset can fail to open, posing an entrapment hazard and inability to vacate a location in an emergency. dormakaba is working directly with the U.S. CPSC on a recall. Consumers should immediately stop using the recalled locksets and contact dormakaba for instructions on receiving free replacement locksets.

Only mortise locksets sold between April 2013 and June 2018 with the following model/series numbers are included in the recall.

Model/Series	Case	Description
QMS130	F1	Privacy
QME130		
QMS140	F22	Passage
QME140		
QMS145	F19	Privacy with Deadbolt
QME145		
QMS150	F4	Entry
QME150		
QMS152	F13	Exit
QME152		
QMS154	F20	Corridor
QME154		
QMS158	F11	Dormitory
QME158		
QMS160	F5	Classroom
QME160		
QMS162	F32	Classroom Security
QME162		
QMS164	F9	Apartment
QME164		
QMS170	F7	Storeroom
QME170		
QMS172	F30	Institutional
QME172		
QMS174	F14	Store Door
QME174		

- **Please note the quality concern above does not cover the QML100 Series.**

Replacement of Existing Inventory

Part of our effort to keep our customers safe and prevent injury is to ensure that all suspect mortise locks are completely removed from circulation. As such, we need to have them returned to our facility and destroyed.

Please note, all the QME/QMS mortise locks shipped during the identified timeframe are impacted. dormakaba will provide each customer that had product shipped to them during this timeframe with a list of potentially impacted orders. If you have quarantined stock, product on an installation site, or miscellaneous product purchased by your customers that needs replaced, please contact dormakaba Customer Service at our toll-free hotline at 855-885-1296 or e-mail STCH.Product.Recall.AMER@dormakaba.com to make arrangements for shipment of your replacement mortise locks. Please allow two weeks from the date you contact dormakaba Customer Service for receipt of your replacement locks.

Along with your replacement QME/QMS mortise locks, dormakaba we will provide pre-paid return shipment labels to properly mark impacted boxes of suspect QME/QMS mortise locks. Please properly swap out your suspect QME/QMS mortise locksets and return to dormakaba with the appropriate return shipping label, at your convenience.

To identify if your QME/QMS mortise lockset is impacted by this recall, you can locate the date code on the mortise lock body. This is a modified Julian date, a combination of current year and number of days since the beginning of the year. For example, April 4, 2013 is represented as 13093. The manufacturing date range for the suspected locks is April 4, 2013 through June 22, 2018. A list of your QME/QMS mortise lock purchases can be obtained through dormakaba Customer Service.

Reimbursement for Field Mortise Lock Replacements

dormakaba will provide full credit for each impacted QME/QMS mortise lockset removed from existing stocking inventory that is returned to dormakaba as part of this recall. Additionally, dormakaba will provide impacted distributors \$50.00 per mortise lock for labor costs for the removal of suspect locks currently installed at end user facilities and replaced with new mortise locksets.

The return of the impacted mortise locks to dormakaba's facility, via the above-mentioned return process is a prerequisite to receiving this reimbursement. End user sign off will be required to verify project completion and initiate payment. Please e-mail completed sign off and your invoice to the dormakaba Recall Team at STCH.Product.Recall.AMER@dormakaba.com once the replacement of the affected mortise lock is complete.

Upon contacting dormakaba Customer Service to arrange replacement shipping of QME/QMS mortise lock inventory, you will be asked to provide details regarding your stock inventory levels and end-user facility swap-outs. This information will allow the dormakaba Customer Service team to identify and apply the correct reimbursement to your account once the recalled locksets are returned to dormakaba. Please have the following information ready to share at the time of your call:

1. Original Order #
2. Quantity of Replacements
3. Site Name
4. Site Contact
5. Distributor Contact
6. Address to Ship Replacements
7. Project or Inventory Replacements

If you have any additional questions about the STANLEY QME/QMS mortise recall, please contact dormakaba Customer Service at 855-885-1296.

Attachments:

1. STCH Mortise Recall FAQ
2. STCH Mortise Recall In-Store Poster
3. STCH Mortise Recall Retail Letter