



Security Solutions

Stanley Security Solutions, Inc 6K/7KC Latch Recall Customer Service Questions and Answers – End User

1. Q: Why is a recall being conducted?

A: We are conducting this voluntary recall because we want to keep our customers safe and prevent injury by replacing the affected latches.

2. Q: What is the problem with my 6K or 7KC product?

A: The latch bolt has the potential to develop a notch on the slide piece. In some cases, this notch will not allow the latch bolt to retract when the door is shut in the dead locked position. It may prevent egress or entrance from either side of a door opening.

3. Q: How can I determine whether the product in my facility is affected by the recall?

A: The affected latches have a manufacturing date code stamped in black ink on the latch tube. The manufacturing date range for the affected latches is April 2, 2010 through September 8, 2010. These latches were included in orders shipped between April 6, 2010 and September 22, 2010. The date code key is as follows:

<u>Month</u>				<u>Year</u>	<u>Day of Month</u>
April =	D	July =	G	2010 =	10
May =	E	Aug =	H		1 through 31
June =	F	Sept =	I		

For example the date code for April 15, 2010 is D1015. For installed locksets, in order to view this date code, you will need to remove the lockset from the door. In most instances, we and our distributors have records indentifying the customer who purchased the affected product. These customers will receive

a “Safety Recall Letter” from Stanley informing them of the recall and the process for obtaining replacement product. If you need assistance identifying whether you have affected product installed at your facility, please contact our 6K/7KC Recall Coordination Team at our toll free number (888-312-8875) and we will assist you.

4. Q: How can I take advantage of the recall?

A: Please contact our Recall Coordination Team at our toll free number 888-312-8875. You can also contact us via e-mail at 6k7kcrecall@stanleyworks.com.

5. Q: Will I receive a refund or replacement parts?

A: We are providing replacement latches and technician labor to inspect and replace the affected latches.

6. Q: How do I arrange for replacement latches to be installed at my facility?

A: Please contact our Recall Coordination Team at our toll free number 888-312-8875. We will coordinate with you to have a qualified technical representative promptly visit your facility, at no cost to you, to inspect and replace any affected latches.

7. Q: Can I just have the replacement latches shipped to me and replace them myself?

A: Yes. If you choose to inspect and replace the latches utilizing your own labor, you will be asked to sign an installation refusal form. However, you will be required to return the affected latches to Stanley (at Stanley’s expense) within a reasonable amount of time via our return process.

8. Q: Why do I need to return the recalled latches?

A: Part of our effort to keep our customers safe and prevent injury, is to ensure that the affected latches are completely removed from circulation. As such, we need to have them returned to our facility and destroyed. We will provide you with instructions on how to return the affected product at Stanley’s expense.

