

HAMILTON SAFE COMPANY PRODUCT NOTIFICATION

To: All Dealer Service Managers

From: Hamilton Safe Company

Company:

Document Date: 6/1/2005

Product Name: **Entrance Control Sys.**

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***** Product Notification Message *****

We have had a few reports regarding the Entrance Control System and a particular issue:

Symptom: **Metal detector sends a false alarm as doors are opened.**

The problem presents itself when the door closer creates a loop. The problem occurs in the field after the paint is scratched off allowing conductivity to exist that creates the undesired loop. If you are getting false alarms and want to verify this is your problem simply disconnect the closer and try the system again to see if it continues to false alarm. If problem goes away then simply order the kit (see below) and if problem persists this is not your problem.

Solution:

We have eliminated the problem by insulating the door closer. We will send you out an isolation kit at no charge. Please reference part number: ECSISOKIT when placing your order.

(See attached photos to aid installation)

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