



Allegion plc  
11819 N. Pennsylvania Avenue  
Carmel, IN 46032 EE.UU.  
allegion.com

February 15, 2021

Dear Valued Customer:

Thank you for selecting Allegion as your provider of choice for your time and attendance needs.

Today, I'm writing to inform you that we've made the difficult decision to discontinue the biometric products currently available in our Schlage portfolio. In recent years and, particularly, in the last 12 months, the market trend has shifted away from these hand geometry-based biometric solutions. With this change, we are choosing to focus more on our core mechanical and electronic security solutions including those that promote healthy environments, like touchless access control. Allegion continues to offer a portfolio of industry leading Schlage contactless readers and credentials, including mobile credentials, to help meet your security needs now and in the future.

Products affected by this change include all HandKey® and HandPunch® product lines, their accessories, service parts, and all related software products. Please note, this is a product category discontinuation that's exclusive to biometrics. It's our intention to provide an ample adjustment period to you, our valued customer, with a set timeline as defined below. It's also our aim to work closely with you to ease this transition. Should any unforeseen challenges arise, we'll notify you if our ability to serve your product or service needs is impacted.

**Below is key information to take note of:**

**Important Dates to Know –**

- **June 15, 2021:** Final day for receipt of new orders
- **August 31, 2021:** Last service and credit requests accepted
- **September 15, 2021:** Last day for receipt of RMA and credit POs

**Current Orders** – Orders already placed will be fulfilled and customers can continue to place orders anytime through June 15, 2021. All orders received by that date will be produced and shipped within standard product lead times or as otherwise noted. We will work to prioritize project-related orders over stocking orders.

**Warranty** – All products sold prior to the receipt of this notification will retain their previously offered one-year limited warranty. However, as of the receipt of this notification, all new orders will be given a 3-month limited warranty. See the updated limited product [warranty](#). Only the period of coverage is changing for new orders. What is covered and how we manage warranty returns remains the same. Extended warranties are no longer available.

**Future Contracts and Previously Specified Projects** – Once the hand geometry biometric category is discontinued and outstanding service or warranty commitments are met, the entire inventory of parts and the production lines that support manufacturing will be no longer be available. Beyond product built and stocked by Allegion to fulfill warranty support, we do not anticipate retaining inventory of parts. **Our recommendation to our customers is to build attic inventory of product and parts to support products purchased on or before June 15, 2021, which may include products for your specified jobs.**



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**Product Lead Times** – We anticipate maintaining our standard lead times for manufacturing during this transition; however, we also recognize that there may be greater than normal order volumes of products and parts moving forward that may require longer lead times. We will work to prioritize project-related orders over stocking orders, as well as actively communicate any non-standard lead times directly.

**Pricing** – There will be no changes to list pricing through this transition period.

**Points of Contact** – We are here to support you. Any questions can be directed to the following contacts to be answered by and/or escalated to the appropriate person(s).

**Sales and order related questions:**

Customer Service 877.671.7011 option 1, option 2 or [support@allegion.com](mailto:support@allegion.com)

**Technical support, warranty or RMA related questions:**

Technical Support 877.671.7011 option 2, option 6 or  
[Readers\\_Credentials\\_Biometrics\\_TechProdSupport@allegion.com](mailto:Readers_Credentials_Biometrics_TechProdSupport@allegion.com)

It has been our honor to support your and your customers' biometric needs – and Allegion remains committed to providing best-in-class solutions to you through our broad portfolio of mechanical and electronic security brands, including Schlage®. It is our hope that we can continue to be the first company you call on for all your building, campus or project security needs.

Thank you for your understanding, and please reach out for support or to ask questions.

Best Regards,

A handwritten signature in black ink that reads 'Paul D Bilyeu'.

Paul Bilyeu

GM, Locks & Access Solutions