Important Product Announcement
SHELTER Responsive Lockdown

After careful consideration, dormakaba has decided to discontinue the manufacturing and sales of the BEST SHELTER solution. July 1, 2023 will be the final date of sale for our SHELTER solution or components.

dormakaba has alternative solutions that may be beneficial to consider as replacements for these products, including the E-Plex 7900 wireless electronic lock with Aurora Access Control Software and enhanced lockdown.
Today's security technology is evolving toward networked solutions that offer more options for access control and can be adapted or scaled up quickly when the need arises.

The discontinuation of SHELTER is in keeping with our practice of rationalizing and replacing products with those of improved design and functionality.

Frequently Asked Questions

What is the final date of sale?
- July 1st, 2023 will be the final date of sale for Shelter locks or components.
- Going forward, we strongly recommend that new systems are not created, and alternative products are instead considered.

Will warranty be honored for shelter products
- Yes, warranty will be honored and technical support will be available during the warranty period.

What is the warranty period for Shelter products?
- 3 Year Limited - SHELTER 9KX & 45HX Electro-mechanical Cylindrical/Mortise Locks
- 1 Year Limited - Accessories, Shelter Fobs

For existing systems, what should we expect?
- Local features will continue to operate for the life of the product.
  However, Cloud supported features will continue to operate until July 1, 2027.
  The Cloud user interface must be migrated to a local or gateway user interface prior to July 2027 to preserve optimal lock functionality.
- Locking hardware will continue to function as it always has. This can be expected for the reasonable life of the products.
- Lockdown will continue to function as it always has.
- System management of locks will need to be done through "gateways" vs the cloud

Please review manual, contact installation experts or dormakaba technical support to transition your system.

After July 1st, 2027, email and text notifications will cease to function.

Will our (installed) system continue to work?

- Yes, existing systems will continue to function.
- Lockdown will continue to function for the life of the product
- Cloud based features (email and text notifications) will cease to function on July 1st 2027.

What alternative products can be considered?

- The E-Plex 7900 wireless electronic lock with Aurora Access Control software
- Also available are BEST and dormakaba portfolio hardwired locking solutions.
  Please contact your dormakaba sales representative for further details.

As a system manager what actions are needed from me?

- You will need to plan to transition your system from a web managed to gateway managed system.
- **This needs to be done prior to July 1st, 2027.**

Please review manual, contact installation experts or dormakaba technical support to transition your system.

What is the difference between Shelter & E-Plex 7900?

- BEST SHELTER is a responsive lockdown solution ideal for all types of education or commercial environments. It consists of an innovative set of features and functionality that allows users to control or enact a simutaneous lockdown of all controlled locks and exit devices in the event of a lockdown scenario.

- E-Plex 7900 is a heavy duty wireless lockset for use in cylindrical, mortise and exit device applications. The E-Plex 7900 is a versatile model that functions using authorized credentials in both standalone mode or within a wireless or networked access control environment. The E-Plex 7900 can be programmed wirelessly using Keyscan Aurora software or direct to lock using Keyscan LUNA software (standalone mode).

With variable models each designed to function with a designated list of credential types, E-Plex 7900 can be trusted in any access control environment where a simultaneous lockdown emergency plan is requred.

E-Plex 7900 system advantages

Function	SHELTER	E-Plex 7900	Function	SHELTER	E-Plex 7900
Full access control system integration		☑	Lockdown via FOB or credential	☑	☑
Wireless lockdown	☑	☑	Lockdown via access control software		☑
Support for BLE & RFID credentials		☑	Mortise lock hardware	☑	☑
Support for BEST SFIC	☑	☑	Cylindrical lock hardware	☑	☑
Wireless & Standalone function modes	☑	☑	Exit trim hardware		☑
Cost effective	☑	☑			

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For questions about ordering and to be sure you get the right configuration for your needs, contact your BEST dormakaba sales representative.
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