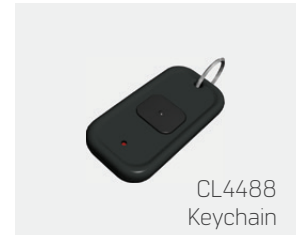


# Frequently Asked Questions



**Q: What is the D4990?**

**A:** The D4990 is a grade 1 low energy operator designed to meet the requirements of ADA and the provisions of ANSI 159.19. This device incorporates electrohydraulic technology providing a motorized power-open cycle. The power-open requires a "knowing act" to operate which comes in the form of hardwired or wireless actuators.

**Q: Who is the D4990 customer?**

**A:** The D4990 is ideal for ADA access in discontinuous usage applications such as hospitals or medical office buildings.

**Q: What certifications does the D4990 meet?**

**A:** The D4990 meets the following certifications: ANSI/BHMA 156.19, UL 228, UL 325, UL 10B, UL 10C, UBC 7.2 & FCC.

**Q: What device types is the D4990 offered in?**

**A:** The D4990 is available in two device types: push side [D4990] & pull side [D4990T]. These two cannot be interchanged, so you must order the correct type for the application.

**Q: Do you have to specify handing when ordering a D4990??**

**A:** The D4990 & D4990T are both non-handed.

**Q: What types of actuators are available to order for the D4990?**

**A:** The D4990 can be ordered with push plates, touchless plates and fobs. These actuators can be hardwired or wireless depending upon the application requirements.

**Q: What settings are available on the D4990?**

**A:** The D4990 is configured with optional settings to accommodate various applications (i.e., push & go, power-close, hold-open).

**Q: Is the D4990 compatible with electric strikes?**

**A:** The D4990 is compatible with BEST electric strikes and PRECISION electric latch retraction (ELR) exit devices. It also works with other manufacturers' products.

**Q: How hard is it to install a D4990?**

**A:** The D4990 is simple to install and is integrated with pre-configured mounting holes.

**Q: Is it hard to manually open doors equipped with a D4990 device?**

**A:** The D4990 is equipped with a D-4550 heavy duty door closer which enables the door to open with ease manually and does not require as much force as low energy operators not equipped with a standard closer.



**Q: What finishes are offered for the D4990?**

**A:** The D4990 is available in 2 finishes: 628 & 313AN.

**Q: What warranty does the D4990 have?**

**A:** The D4990 has a 2 year mechanical and electrical warranty.

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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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