

PRODUCT MODIFICATION NOTICE: TRILENNIUM® HANDSET UPDATES

Endura Products has implemented several modifications to our Trilennium (formerly W&F Hardware) Handsets for the Trilennium Multi-Point Locking System. These modifications serve to improve performance and durability of the product over time based on observed field conditions and feedback, and are either effective immediately or in the near future as part of a rolling change.

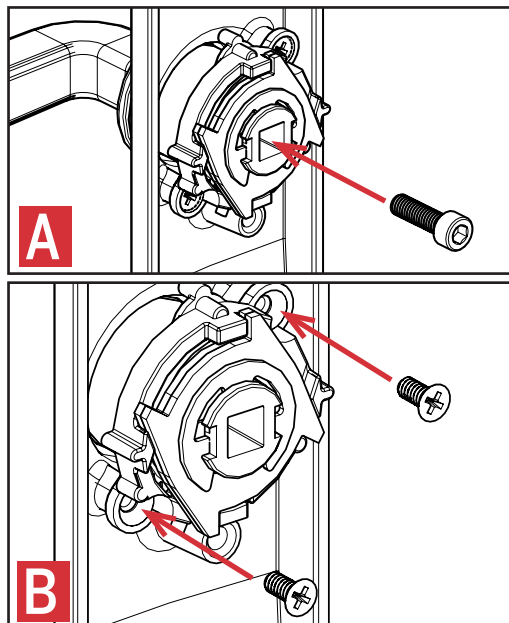
Handsets Affected: Eclipse, Eclipse Grip, Pinnacle, Curved and Rectangular. Horizon is **NOT** impacted.

EFFECTIVE IMMEDIATELY: LEVER/CARTRIDGE SCREW MODIFICATIONS**FIELD CONDITION: LOOSE/"WOBBLY" HANDSET LEVER HANDLE**

Handset lever handle felt loosely secured to the escutcheon. In these cases, one of two issues was present: either the handle was loosely secured to the cartridge (addressed in solution A below) or the cartridge was loosely secured to the escutcheon (addressed in solution B below).

DESIGN UPDATES: LEVER/CARTRIDGE SCREW MODIFICATIONS

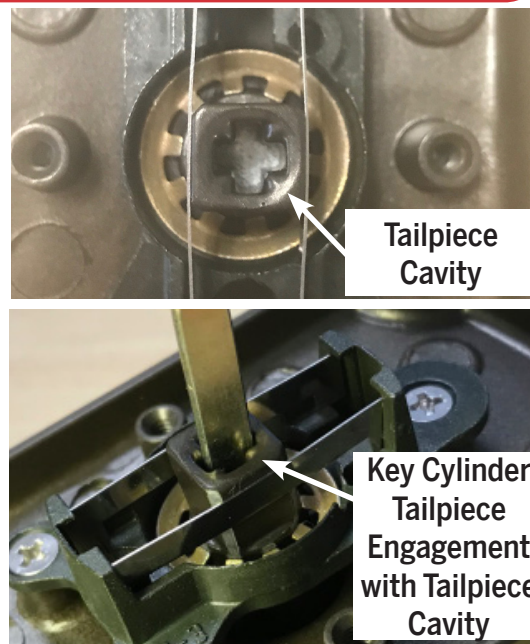
- A. The **handle mounting screw**, used to secure the lever into the cartridge, **(A)** has been shortened from 3/4" to 5/8". This modification prevents the screw from bottoming out inside the lever handle, which can cause the observed "loose" fit against the cartridge.
- B. The **cartridge mounting screws**, used to secure the cartridge to the escutcheon **(B)**, have been modified and now feature locking patches to improve their hold.

**EFFECTIVE IMMEDIATELY: ENHANCED THUMBTURN ENGAGEMENT****FIELD CONDITION: THUMBTURN TURNING BUT NOT ENGAGING BOLTS**

In some instances, turning the thumbturn did not result in turning the tailpiece of the key cylinder, which drives the dead-bolting action of the lock (the thumbturn was slipping around the end of the key cylinder piece). This prevented users from unlocking and locking the door from inside the home.

We discovered that in these specific cases only, the tailpiece cavity located on the interior of the thumbturn was washed out, worn out or out of spec. Additionally, the key cylinder tailpiece's tapered end design further reduced its ability to engage with the thumbturn, further contributing to the observed problem. While uncommon, when these factors were present, it made it difficult or impossible in some situations for the tailpiece to react based on the thumbturn's motion.

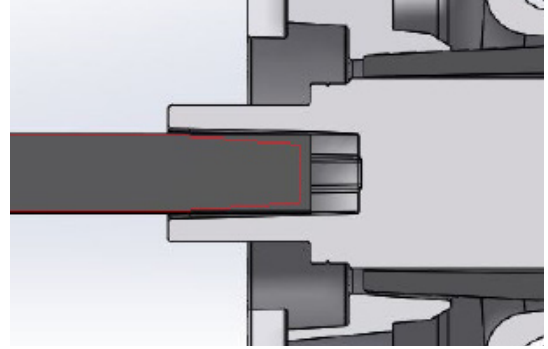
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August 27, 2018

DESIGN UPDATES: TAILPIECE & TAILPIECE CAVITY MODIFICATIONS

- Effective immediately, all thumbturns with an out of spec "tailpiece cavity" have been pulled from production.
- In the near future (3-4 months), as part of a rolling change, all Trilennium thumbturns will boast a narrower tailpiece cavity, and all key cylinder tailpieces will be 0.60" longer and feature a square vs. tapered design for better engagement and consistent operation over time.



Previous Tapered-End Key Cylinder TailPiece (red outline) vs. NEW! Square-End & Longer Key Cylinder Tailpiece.

If you have any questions about any item disclosed in this document, please do not hesitate to contact your Endura Sales Representative or Territory Sales Manager.