

Hospitality

Security and Access Solutions

ASSA ABLOY
Global Solutions

Experience a safer
and more open world





ASSA ABLOY

Global Solutions

Our story began in 1974, when lock maker Tor Sørnes heard that an intruder had attacked his favorite singer in her hotel room.

Inspired to help, he resolved to invent a security system that would provide a unique key for every guest. His invention changed the whole lock industry.

As industry pioneers we've always led the way – employing innovative technology to make people feel safe and secure wherever they want to go.

ASSA ABLOY Global Solutions has products installed in more than 42,000 properties worldwide, securing in excess of 7 million hotel rooms. We continue to use advanced technology to offer security and peace of mind to both hospitality providers and their guests. ASSA ABLOY Global Solutions's extensive international network covers more than 166 countries.

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System & Software

Central to our access management solution are two cutting edge technologies, Vostio and Visionline. Vostio offers cloud-based administration, giving you a complete overview of your access solution, no matter how remote. Visionline connects all on site hardware, both wired and wireless, allowing secure communication and monitoring.

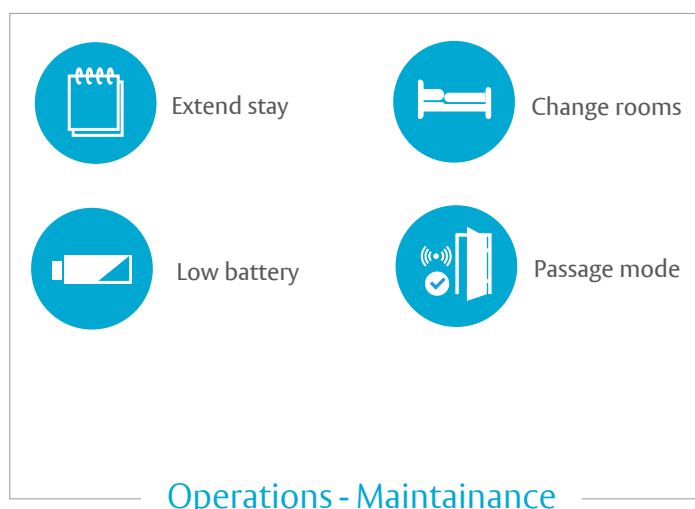
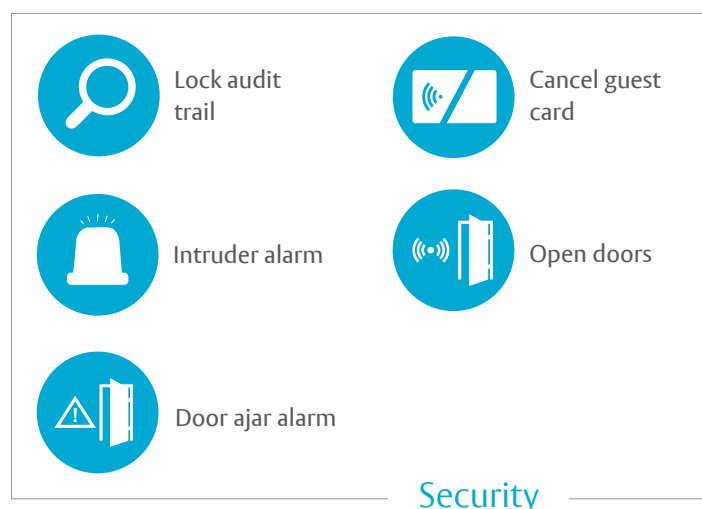


Visionline

Originally developed to maximize the networking capabilities of VingCard's industry leading electronic locking systems, Visionline allows your locks to communicate with the server via online radio frequency (RF), eliminating the need to manually encode keycards, cancel staff cards and check battery life.

Visionline is the only wireless, highly-secured and open standards-based platform to address the unique needs of low-power monitoring and access-control network applications. Operating on a reliable and secure platform like ZigBee provides increased reliability and performance at an affordable cost. In addition, the wireless network enables smooth interface and integration opportunities for other online devices.

Standard / optional features



Visionline Features

Visionline is available in both offline and online mode. In offline mode your property will benefit from a customized and flexible security solution without compromising security or convenience. The offline version allows you to upgrade at any time.



Security

- : Door ajar alarm
- : Request to exit
- : Wandering and sequential intruder alarms
- : Remote card cancellation



Visionline

Available transactions

Real Time Communications

- : Send emails with reports and/or alerts to maintenance and/or security staff.



Operations (front desk)

- : Real time room move
- : Extended/early check out,
- : No need to issue new cards
- : Door mode changes (lock or unlock doors remotely)
- : Real time employee card tracking
- : Remote access rule changes (restrict access, or block locks/cards)
- : Optional "maintenance" cards - used to indicate an issue with a room.
- : "One click" facility wide lock/unlock

Mobile Access Module

- : Manages ASSA ABLOY Mobile Access credentials



Operations (Security)

- : Open doors from a central location¹
- : Close doors from a central location¹

Loyalty Program Module

- : Remote check-in/check-out
- : Bypassing reception queues
- : Using RFID loyalty guest card



1. Special conditions apply

Vostio Access Management

Vostio Access Management by ASSA ABLOY Global Solutions serves as a portfolio of cloud-based guest and staff access services for the hospitality industry. The first fully cloud-based platform of its kind.



Vostio

Unlock the power of the cloud.

Move to the Cloud

Let Vostio services live in the cloud alongside your property management system, central reservation system, revenue management systems and other critical systems already in use. Open and secure interfaces allow Vostio to easily communicate with other cloud-based services, including your property's systems and ASSA ABLOY Global Solutions Mobile Access.

Rest easy, knowing that your guest access systems receive the best possible care and attention. Cloud monitoring and management tools ensure 24/7 availability, automated upgrades and secure backups. Always operational, always updated and always backed up. Vostio simplifies the complex.

Vostio Features

Vostio Access Management represents a revolutionary next step and offers a multitude of security and operational enhancing features that legacy access management systems are unable to offer.



24/7
Connectivity



Seamless
Updating



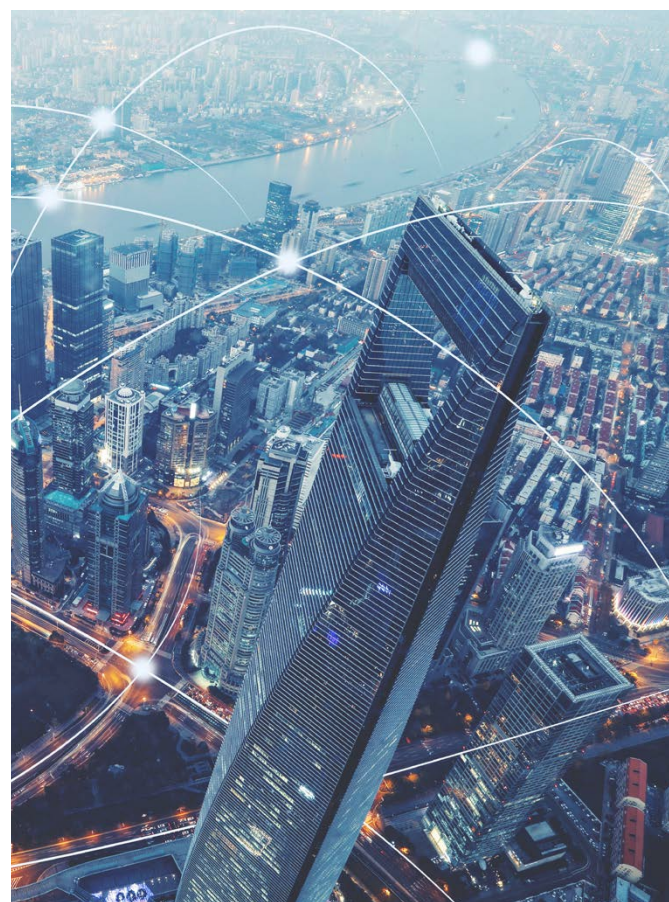
Off-site
Management



Future
Proof



GDPR
Ready



Vostio Benefits

Vostio provides guest access management flexibility and control for all types of establishments, whether a hostel, independent boutique brand or upmarket hotel chain. It ensures your guest access services work and opens endless opportunities to interact closely with your guests, while making it easier for your staff to personalize and administer the guest experience.



For Chain/Ownership Group

- Reporting and transparency
- Global data protection compliance
- Secure cloud storage and backups
- No on-premise servers
- Compliance assurance due to automated patch management
- 24/7 availability, scalability and redundancy
- Remote system control



For Hotel Manager

- Easy to install
- Smooth operations
- Cost efficient
- Select the right functions
- Remote monitoring
- Scalable and flexible IT resources
- Audit trails and traceability
- Cloud security against data theft, leakage and deletion



For Front Desk

- Intuitive user interface
- Efficient operations
- PMS integrations
- Space-saving keycard encoding



For Technician

- No local system maintenance
- Asset management control
- Easy troubleshooting and replacements
- Notifications and alarms
- Always secure and monitored

Vostio Location Solutions

Location Solutions let you embrace the importance of place as an integral part of your business strategy. It's where you tap into the mindset of your guests. Where you help safeguard employees. Where operations become far more efficient. And where you can create more value for your guests and for your business.



Location Solutions in Brief

- WHO** Your guests, employees and partners.
- WHAT** A wireless infrastructure using the Internet of Things (IoT) and Bluetooth Low Energy (BLE) technology to provide integrated real-time and proximity indoor location services.
- WHY** Enhance guest experience, ensure employee safety, safeguard assets and streamline operations.
- WHEN** As soon as possible to gain competitive advantage.
- WHERE** Throughout your property.
- HOW** Sensor beacons and gateways use BLE, a de facto standard, to connect guest and employee smartphones and share data on guest preferences and location with the cloud.

Staff Safety

With Location Solutions- Staff Safety, hoteliers can finally provide their employees with the peace-of-mind and assurances of safety that they seek when at work. Staff Safety fully caters to the 5-Star promise by the American Hotel and Lodging Association (AHLA), a commitment by the industry's major hotel brands to provide staff with a seamless method of requesting help the moment they feel threatened.

Guaranteeing Staff Safety in Three Easy Steps



1. Click the button

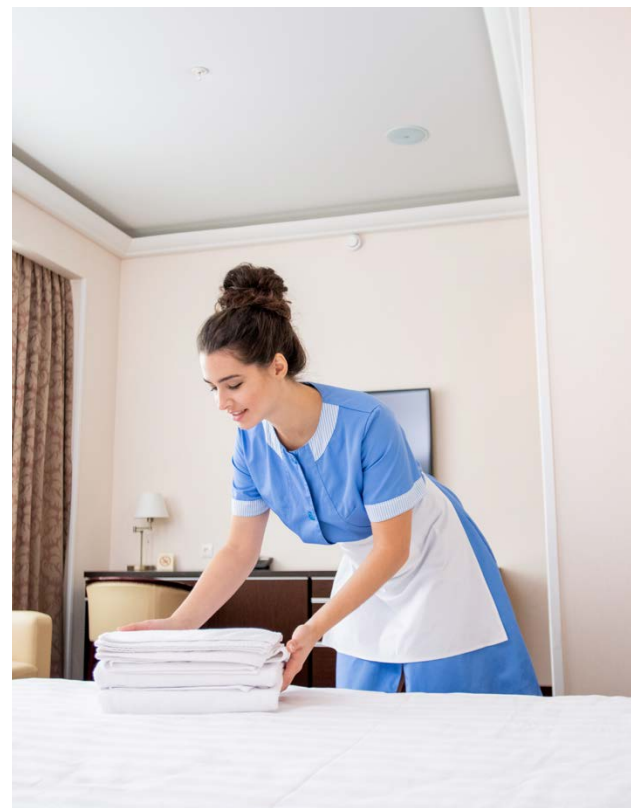


2. Pinpoint Alarm Location



3. Send security

1. Threatened employee activates personal device.
2. Device transmits distress signal to nearby BLE gateway. BLE gateway transmits signal via cloud to first responders.
3. First responders receive text message with precise floor and room details.



Hotel Asset Management

As part of Vostio Location Solutions, Hotel Asset Management enables staff to manage property equipment such as cribs, luggage and housekeeping carts, ensuring that each asset can be instantly located regardless of real-time onsite location.

Know where your assets are and that your equipment is always functioning optimally. Manage equipment performance and ensure that preventive maintenance eliminates unexpected breakdowns that inconvenience your guests. Create a reliable, cost-effective wireless infrastructure for indoor location services. Our solution leverages smartphones, beacons, badges and gateways which all send real-time location data to your systems via the cloud.

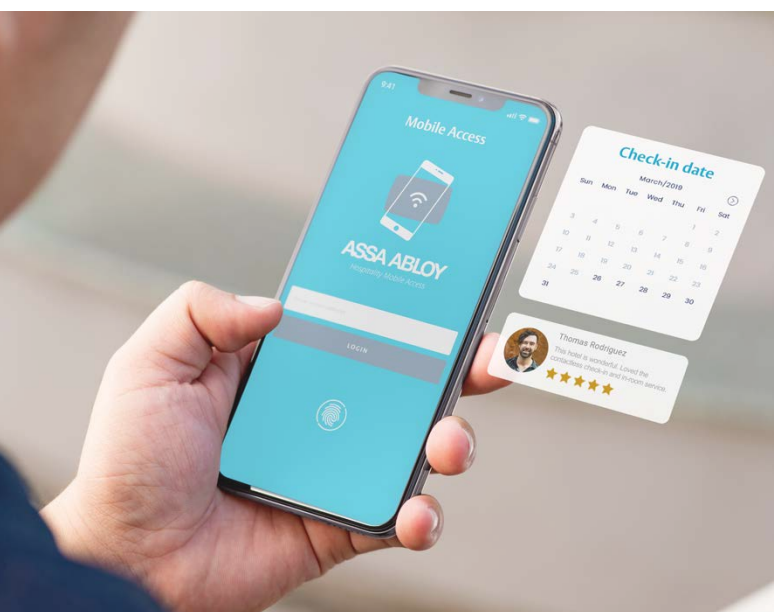
Main Benefits:

- Rapid and simple deployment.
- Software driven with minimal infrastructure.
- Location accuracy within to two meters (RTLS) Zone location (PLS).
- Over 200 APIs and Kinesis real-time data streams.
- Supports an eco-system of smartphones, iBeacon & Eddystone BLE beacons along with Location Solutions' robust signal scanning technology.



Mobile Access

A highly advanced mobile phone-based keyless entry solution, Mobile Access has already been installed in tens of thousands of guestrooms worldwide.

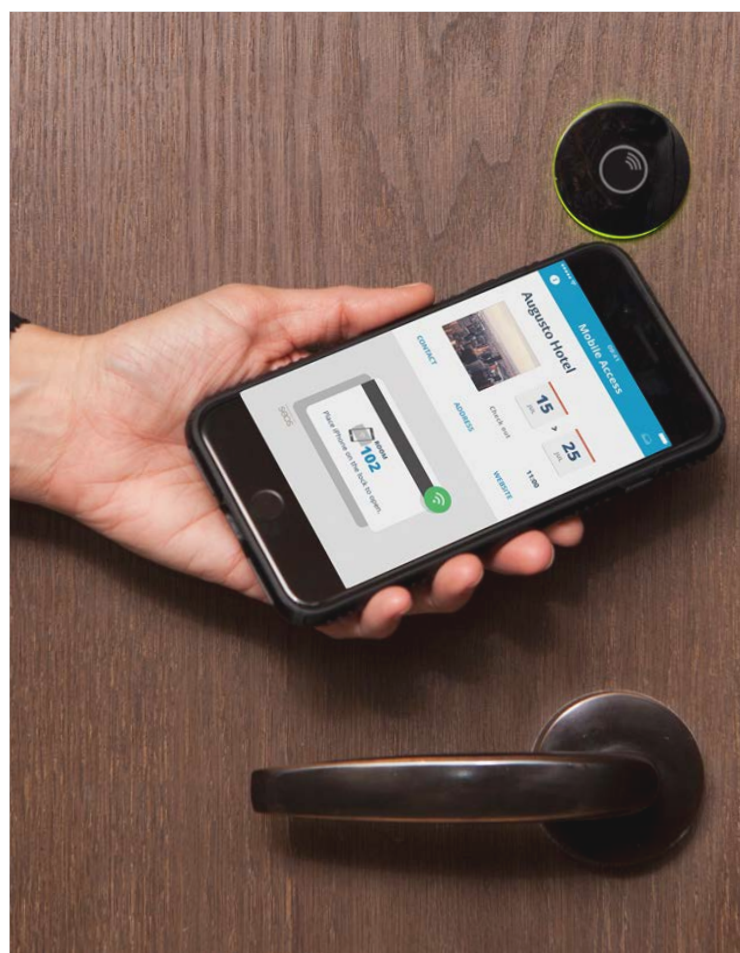


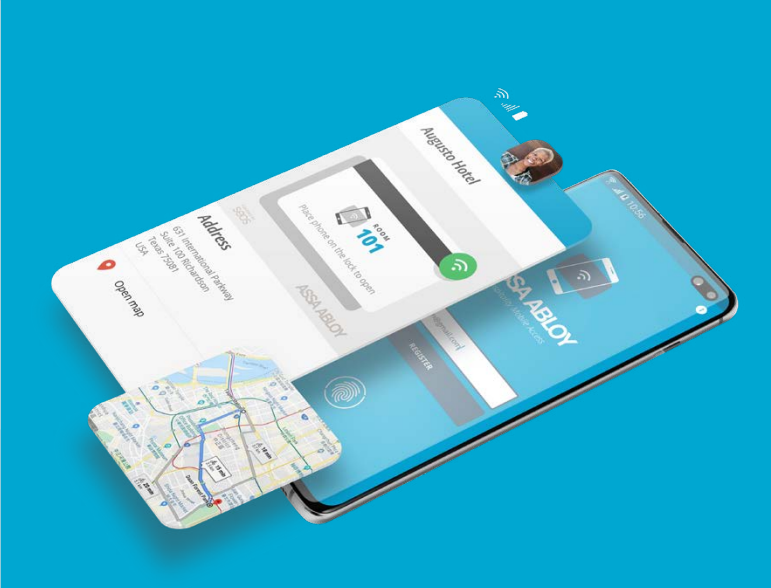
Better Guest Experience

By improving service levels and the guest experience, Mobile Access builds customer loyalty as well as the hotel's image and brand. Such a central feature adds value to hotel's mobile strategies, making them more relevant to a hotel's customers.

How It Works?

- 1 Download the application.
- 2 Make the reservation.
- 3 Check into the room.
- 4 Bypass frontdesk upon arrival and go to the room.
- 5 Open door with the use of mobile application / mobile key.



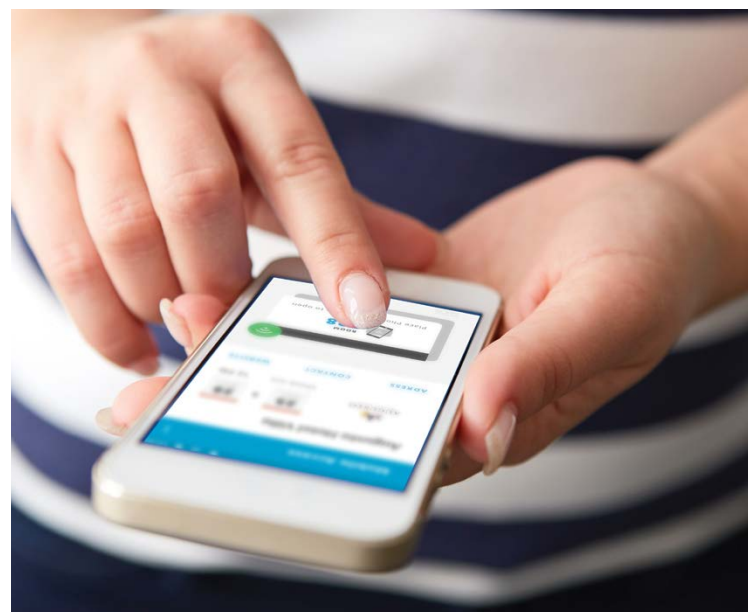


Unique User Experience

Mobile Access offers guests a whole new hotel experience. Depending on the solution deployed they can reserve and book their room using their mobile phone or device. They can then use the phone to check in and check out.

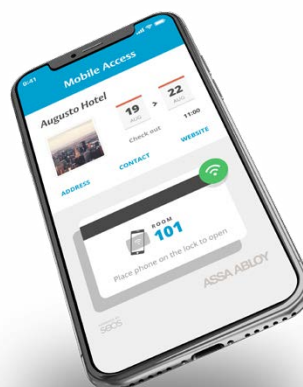
Increased Loyalty and Profitability

Mobile Access technology facilitates one-to-one communication with the hotel guests, ultimately driving customer loyalty and revenue. Together all the benefits of Mobile Access lead to enhanced hotel image and guest loyalty. This, creates more efficient operations that reduces cost driving revenue, improved profitability and increased competitiveness.



Skip Front Desk - No Queues

When guests arrive, guests can go straight to their room using their own smartphone to open the door. No need for keys or keycards. There is no need to wait in a queue at the front desk after a long journey. This seamless experience is secure, convenient and saves everyone time.



Our Mobile Access options for hotels

You can choose between three variants of the solution depending on your needs.



Customer Integration

This solution is created for hotels with their own app initiatives that want to integrate mobile access into their own apps and back end systems. ASSA ABLOY Global Solutions provides a Mobile Access Software Development kit (SDK) together with dedicated onboarding services to facilitate seamless integration.



Third Party Certified Partner App

This solution suits hotels that want mobile app functionality beyond just access control, but don't yet have their own in-house app initiatives. They can here pick a solution from one of our selected app specialist partners, who through our Certified Partner Program already have integrated our mobile access functionality into their products.



ASSA ABLOY Global Solutions Mobile Access App

This is our own ready-to-use, off-the-shelf solution. The app suits hotels that want to provide basic mobile access solutions to their guests in a simple to use format. There are no integrations or third-party dependencies required.

We publish a general app that is available in the App Store and on Google Play. Through an administration portal, hotels can customize their digital key graphics to reflect company branding or design. This will then show in a "Passbook" inspired style for the hotel to use.



Unlock Your Door in a Second with Your iPhone or Apple Watch

With room key in Apple Wallet, guests can access their rooms, elevators, and common spaces like the gym and the pool using just their iPhone or Apple Watch. It's easy, convenient and private. Room key in Apple Wallet integrates into existing access control systems, is simple to distribute and manage, and takes advantage of the built-in security features of iPhone and Apple Watch.



VingCard Locks

Since 1979, research and development has been a key element for us in finding new solutions for the future. By working together as a team, using our learning experience from the market and combining it with our know-how, we are able to develop tomorrow's solutions.



Novel



Allure

A Total Set of Lock System Solutions

Designed according to the most demanding ANSI grade 1 standards, VingCard's electronic locks are tested to more than 1 million openings. Based on a heavy-duty mortise lockcase and a solid escutcheon, the lock is as solid as it is secure. Stainless steel handles fastened on the inside of the escutcheon with self-lubricating long life bearings ensure maximum security and a true quality touch and feel.

The modular construction makes it easy to change and service parts without changing the complete lockset. Due to our future-proof philosophy the lock software can be upgraded in the field at any time when needs change without changing or removing any hardware.



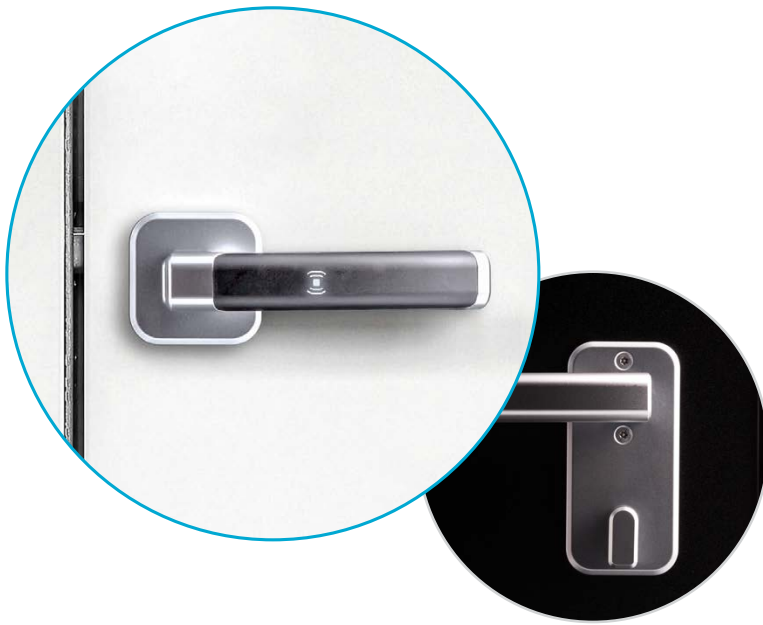
Essence



Signature



Electronic Locks Comparison Table
on page 20



VingCard Novel

Engineered using a combination of advanced security and guest enhancing technology, there's more than one reason why VingCard Novel represents the future of electronic locks for hospitality. VingCard Novel is an aesthetically attractive product with modern and powerful electronics that is ready for enabling our Mobile Access and online technology when our customers require it. With sustainable manufacturing materials, reduced weight and packaging volume, plus an optional charger for battery-free operation, VingCard Novel takes its responsibility of protecting the environment seriously.



Sustainable packaging

VingCard Novel even considers the impact of packaging on the environment. Each lock is delivered using a fully recycled paper box. By significantly reducing the use of harmful plastic packaging materials, VingCard Novel also works towards ensuring a planet free of micro-plastic waste for us all.



Black



Natural



Gold



Rose Gold



Brown



Custom-tailored Finishes able to Suit any Interior Design Need

VingCard Novel's enhanced flexibility also extends to its design appearance. In addition to the lock's range of standard finishes, customers can also make requests for custom-tailored finishes depending on their specific needs and order quantity.



Allure

VingCard Allure is a designers' dream. Unique design and exceptional features make Allure more than imagined. Its appearance is not like traditional locks and it is more flexible than ever before. Appearance and functionality can now be chosen based on specific needs and desires for the property. Both Allure Grand and Solo support Mobile Access and can be ready to use simply by adding our BLE module.



RFID ready



BLE ready



Wireless
(Zigbee)



Wired
(PoE)

Description

- The industry's most advanced and secure RFID technology
- Wall-mounted panel with LED light information indicators
- Wall reader with customizable intelligence and functionality
- Stylish panels with flexible design options
- Illuminated room number option with 16 selectable LED light color themes
- Inside panel for setting "Do Not Disturb" (DND) and "Make Up Room" (MUR) status
- Standalone solution for DND/MUR setting and status display
- Wireless communication between wall and door unit
- Online connectivity with Visionline Wireless (ZigBee) or Visionline Wired (PoE)
- Integration with GRMS



Essence

VingCard Essence revolutionizes the electronic lock industry by housing all lock components, including the reader and mobile access board, inside the door. Reaching the maximum minimalistic expression, it is the true essence of an electronic lock. VingCard Essence is always delivered as Mobile Access ready. With the Mobile Access board included inside the reader, your property is ready for using mobile phones as guestroom keys whenever needed.



RFID ready



BLE & NFC
ready



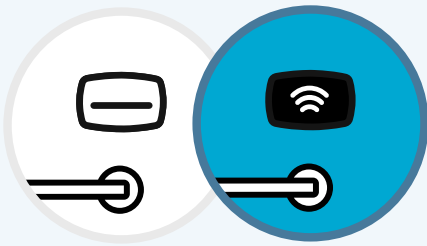
Wireless
(Zigbee)

Description

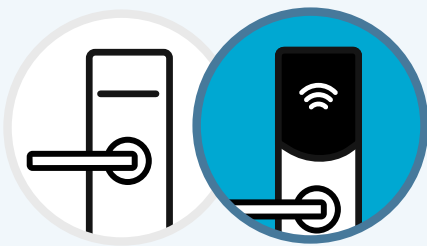
- Minimalistic design with electronics inside the door
- Provides a wide range of design options for handles
- RF Online capability (wireless)
- New stylish reader design
- RFID reader with improved reading distance

Upgrade to RFID Technology

- 3-5 minute operation.
- No need to replace the lockcase or handles.
- No drilling required.
- No downtime in room availability.
- No disturbance for your guests.



Upgrade Signature lock with RFID Technology



Upgrade Classic lock with RFID Technology

Signature

With Signature RFID you are provided with a stylish and modern lock that appeals to the modern hotel environment. Signature RFID is less on the door and more for you and your guests in terms of functionality and user friendliness.



RFID ready



BLE & NFC ready



Wireless (Zigbee)



Wired (PoE)



Classic

Classic RFID derives from the standard Classic lock and allows you to go contactless in a few short steps if you already have standard Classic installed. With its sleek and elegant design, available in all VingCard lock finishes, you now have a second method of upgrading to RFID functionality depending on your choice of style.



RFID ready



BLE & NFC ready



Wireless (Zigbee)



Handle Options

To truly match the style requirements at your property, we also offer a wide range of handle options.

VingCard Standard Handles



Ship Handle



US Ship Handle



Standard Handle



Functional ANSI Handle



Gothic Handle



Wing Handle



Straight Handle



Special Handle (45 slant)*

* To be installed on the inside of door, regular handle is needed on the outside.

SARGENT | Corbin Russwin | Yale Designer Handles

ASSA ABLOY Global Solutions is pleased to introduce an expanded range of designer handles and general product offerings from three of our sister companies SARGENT, Corbin Russwin and Yale. These ASSA ABLOY companies based in Connecticut have over 150 years of experience in manufacturing high-quality commercial grade hardware.



CR 21G / SAR RAG



CR21L / SAR RAL



CR21S / SAR RAS



CR21M / SAR RAM



CR25M / SAR REM



CR27M / SAR RGM



CR 102 / SAR MD / Yale TB



CR 104 / SAR MP / Yale TD



CR 106 / SAR MB / Yale TM



CR 110 / SAR MI / Yale TS



CR 111 / SAR MN / Yale TT



CR 113 / SAR MK



CR 115 / SAR MU / Yale TX



CR 116 / SAR MV / Yale TY



CR 123 / SAR MW / Yale TQ



CR 124 / SAR ND / Yale UB



CR133 / SAR H001



CR 135 / SAR H003



CR136 / SAR H004

Valli & Valli Designers' Handle Collection

VingCard has partnered with the following renowned designers through the famous Italian handle crafter Valli&Valli: Norman Foster and Partners, Gustav Peichl, Antonio Citterio, Gregotti Associati, Sottsass Associati and Taller Design Ricardo Bofill. Our designer handles are compatible with Signature, Essence and Allure.



Fusital H334



Fusital H317



Valli & Valli K1160



Valli & Valli H1026



Valli & Valli H123



Fusital H338



Fusital H329



Valli & Valli H1037



Valli & Valli H1039



Valli & Valli H120



Fusital H343



Fusital H359



Valli & Valli H1040



Valli & Valli H1049



Valli & Valli H1054



Fusital Inox H5008



Fusital Inox H5015



Valli & Valli H1050



Valli & Valli H1051



Valli & Valli H10554

Finishes

Offering one of the industry's widest choices of finishes, VingCard electronic locks can be configured to match the design of any property.*



Satin Chrome



Polished Chrome



Satin Brass



Polished Brass



Velour Nickel
w/Polyster



Light Bronze



US Antique Dark



Black Titanium

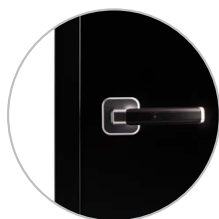


BSP Black Suede

Please note: There is an upcharge for Premier handles and lead times may vary.

Valli & Valli, Corbin Russwin and SARGENT handles are available 10 different finishes: Polished Chrome, Satin Chrome, Polished Brass, Satin Brass, Titanium, Matt Bronze, Brownish, Matt Black, Polished Stainless Steel, Satin Stainless Steel.

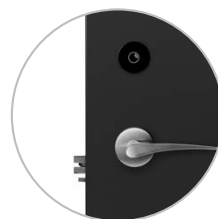
Electronic Locks comparison table



Novel



Allure



Essence

Lockcase	ANSI/EURO/AUS compliant plus additional Tubular Latch variant	ANSI, EURO, JPN and AUS	ANSI, EURO, JPN and AUS
Panic release	Yes	Yes	Yes
Auto locking	Yes. Locking bolt locks automatically when door is closed	Yes, the latch automatically locks the door when closed. Optional automatic deadbolt	Yes, the latch automatically locks the door when closed. Optional automatic deadbolt
Mechanical override	Optional	Optional	Optional
Cylinder events in audit trail	Yes	Yes	Yes
Reader technology	RFID/NFC/BLE	RFID/BLE	RFID/NFC/BLE
RF-online upgradeable	Yes, with firmware upgrade	Yes, with additional circuit board	Yes, with additional circuit board
Anti-Cloning technology cards	Yes	Yes	Yes
System software compatibility	Vostio	Visionline	Visionline & Vostio
Online compatibility	Wireless (Zigbee) when support ready in Vostio	Visionline Wireless (ZigBee) or Visionline Wired (PoE)	Wireless (ZigBee) or Visionline Wired (PoE) in Visionline
Power supply	3AA batteries or battery free	3 AA batt + 12-24V ext	3 AA batteries
Automatic unlock/lock	Yes	Yes	Yes
Passage mode	Yes, when supported in Vostio	Yes	Yes
Audit trail	Offline: more than 10000 Online: unlimited	Offline: 3000 Online: Unlimited (local server)	Offline: 3000 Online: Unlimited (local server)
Guest privacy function	Yes	Yes	Yes
Finishes	3 standard. Additional upon request	7	7
Reader/Panel colors	Black reader cover	Black, white or custom	Customizable
Handles	3 Standard	7 Standard + Designer	7 Standard + Designer
UL fire listed	Yes	Yes	Yes
Mobile Access compatible	Yes	Yes	Yes



Signature



Classic

Lockcase	ANSI, EURO, US ANSI, JPN & AUS	ANSI, EURO, US ANSI, JPN & AUS
Panic release	Yes	Yes
Auto locking	Yes, the latch automatically locks the door when closed. Optional automatic deadbolt	Yes, the latch automatically locks the door when closed. Optional automatic deadbolt
Mechanical override	Optional	Optional
Cylinder events in audit trail	Yes	Yes
Reader technology	RFID/NFC/BLE	RFID/NFC/BLE
RF-online upgradeable	Yes	Yes
Anti-Cloning technology cards	Yes	Yes
System software compatibility	Visionline & Vostio	Visionline & Vostio
Online compatibility	Both Wireless (ZigBee) or Wired (PoE/Ethernet) in Visionline	Wireless (ZigBee) in Visionline.
Power supply	3 AA batteries ⁽¹⁾	3 AA batteries ⁽¹⁾
Automatic unlock/lock	Yes	Yes
Passage mode	Yes	Yes
Audit trail	Offline: 3000 Online: Unlimited (local server)	Offline: 3000 Online: Unlimited (local server)
Guest privacy function	Yes	Yes
Finishes	7	7
Reader/Panel colors	Black, white or custom	Black
Handles	Standard + Designer	Standard + Designer
UL fire listed	Yes	Yes
Mobile Access compatible	Yes	Yes

1) Up to 2 years normal lifetime.

Accessories

ASSA ABLOY Global Solutions offers an extensive range of accessories and security hardware options to complement your hotel locking system and provide enhanced security. These include such items as keycards and RFID carriers, as well as complementary hardware for cohesive guestroom design, such as bathroom locks, door retainers, door viewers. Back-of-house and facility access hardware, such as elevator controllers, exit devices and more are also included in our product range, and are designed to meet various standards.

RFID Credentials

ASSA ABLOY Global Solutions offers a wide range of RFID carriers that are especially designed for different applications (for guests, staff or VIP guests) and give you the opportunity to enhance your guests' experience at your hotel.



Keycard



Mobile device



Wristband



Keyfob



We offer a variety of key options to suit any hotel or guest need. These include not just traditional plastic key cards, but also a range of eco-friendly alternatives, such as credentials made from pulper, paper and wooden keys.





RFID Remote Controller

This independent unit provides access control to common doors, such as parking, health clubs, conference suites, staff entrances or guest night entrances. VingCard Remote Controllers are fully compatible with all of VingCard's card locking systems and Mobile Access compatible.



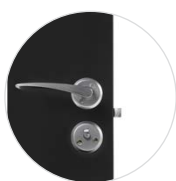
RFID Elevator Controller

VingCard's Elevator Controller is designed to be built into the elevator panel and operates offline. The security level of the hotel will increase, as only guests with a valid keycard will have access to the elevators/floors. The Elevator Controller is compatible with all of VingCard's card locking systems and is Mobile Access compatible.

Other Accessories



RFID Exit
Device



Bathroom
Locks



Door
Retainer

Elsafe Safes

Electronic in-room safes contribute to raising the security level in your hotel, increasing your guests' peace of mind.



Safety Without Compromise

Our in-room safes are tested by the world's most recognized and respected product testing organization Underwriters Laboratories. Elsafe Infinity is the first UL-listed in-room safe in the 1037 category for anti-theft devices. This prestigious UL listing is now awarded to both the Infinity and Sentinel models, including physical break-in tests, endurance tests and jarring tests.

Maximum Level of Protection Possible

The exclusive UL-1037 listing achieved by Elsafe's in-room safes gives you added assurance that your guests' valuables are receiving the maximum level of protection possible. Not only does this protect your guests' property, it also protects your property's valuable reputation.

With Elsafe, your guests can rest easy and so can you.



UL-1037



Infinity II

Elsafe's Infinity II series introduces, a new era in hotel in-room safes. Infinity II is ideal for the most demanding hotels, lifestyle brands and boutique properties that strive to be different. By combining sophisticated technology and fashionable design, Infinity II is the ultimate safe for the design-conscious hotelier.

Standard features

- UL-1037 certified for physical security.
- Industry-leading audit trail.
- Confirmation buzzer.
- Convenient inside light.
- Anti-tamper switch.
- Easy outside battery change.
- Unique modular construction for easy upgradeability.
- Spring-loaded door.
- Backlit keypad.



Sentinel II

Elsafe goes beyond the ordinary with its new Sentinel II hotel in-room safe series. We have taken in-room security to a new level and combined it with a functional and trendy design. Sentinel II electronic in-room safe is more than just an in-room safe. It has become an important style element that blends into any environment! This new safe series operates with digital keypad.

Standard features

- UL-1037 Certified for physical security.
- Industry-leading audit trail.
- Easy outside battery change.
- Spring-loaded door.
- Unique modular construction for easy upgradeability.
- Backlit keypad.
- Convenient inside light.



Standard

Zenith

The choice of in-room electronic safes becomes easy when you can choose Elsafe Zenith to secure your guests' belongings. Zenith is advanced and economical security, with the industry's leading audit trail system that allows you to print out comprehensive reports on all safe activities.

Standard features

- Industry-leading audit trail.
- Backlit keypad.
- Spring-loaded door.
- Anti-tamper labyrinth.
- Unique triangular locking bolt reinforcement.
- Easy outside battery change
- Convenient inside light.



Drawer



In-Wall



Floor and Drop

Zenith safes options

Zenith is available in many sizes and models to complement your room regardless of style and need.

In-Room Safes Comparison Table



Infinity



Sentinel



Zenith

UL-Listed	UL 1037	UL 1037	NO
Audit log	Yes	Yes	Yes
Reprogrammable config.	Yes	Yes	Yes
ADA compliant keyboard	Yes	Yes	Yes
User operation	4 or 6 digits	4 digits	4 digits
Backlit keypad	Blue	Green	Green
Internal light	Yes	Yes	Yes
Power supply	5 AA batteries / 110 - 230VAC	5 AA batteries	5 AA batteries
Low battery warning	Yes	Yes	Yes
Easy external battery change	Yes	Yes	Yes
Spring-loaded door	Yes	Yes	Yes
Laptop compatible	Yes, up to 17" laptop Infinity 49	Yes, up to 17" laptop Sentinel 49	Yes, up to 17" laptop with Wide, in Wall and Floor
Service unit	SafeLink SW & PinKey	SafeLink SW & PinKey	SafeLink SW & PinKey
Anti-tamper labyrinth	Yes	Yes	Yes
Anti-tamper switch	Yes	Optional	Optional
Internal carpet	Yes	Yes	Yes
Locking method	Shut & lock push button	Shut & lock push button	Lock push button
Locking mechanism	Interlocking deadbolt mechanism	Interlocking deadbolt mechanism	18 mm solid bolt
Door Construction	One piece cold pressed curved door	One piece cold pressed curved door	Flat steel door
Internal power outlet	Optional	Optional	Optional



Customer Support

Staffed with seasoned technical support representatives, our Support Desk is positioned to provide you with the efficient and effective technical telephone support 24 hours a day, 7 days a week, 365 days a year. Our team is dedicated to making sure you have the support you need to keep your business running at top efficiency.

Contact us via our new online support tool by registering at:



my.assaabloyglobalsolutions.com/assaabloy

For all other issues, encourage our customers to use our Customer Online Tool. ServiceNow provides users with the following abilities:

- **Live Chat** – Contact Support (available Mon-Fri, 7a-7p CST)
- **Service Catalog** – Open a case for technical support and request services (such as licenses, server migrations, etc.)
- **Knowledge Base** – Self Help, Guides, Manuals, and Service News
- **System Status** – planned service availability

Email us to learn more about our customer support contracts and warranty:



SupportContracts.nam.globalsolutions@assaabloy.com

Professional Services

- Server migrations
- Database Rebuilds
- Remote System Upgrades
- Mobile Key Setup / Go Live Service
- PMS Implementations
- Specialized Services

For critical issues, contact us by phone and speak with a technician:



[1-800-225-8464](tel:1-800-225-8464) \ Option 2

Critical issues such as properties that are completely down or unable to make keys.

The ASSA ABLOY Group is the global leader in access solutions. Every day we help people feel safe, secure and experience a more open world.

ASSA ABLOY
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