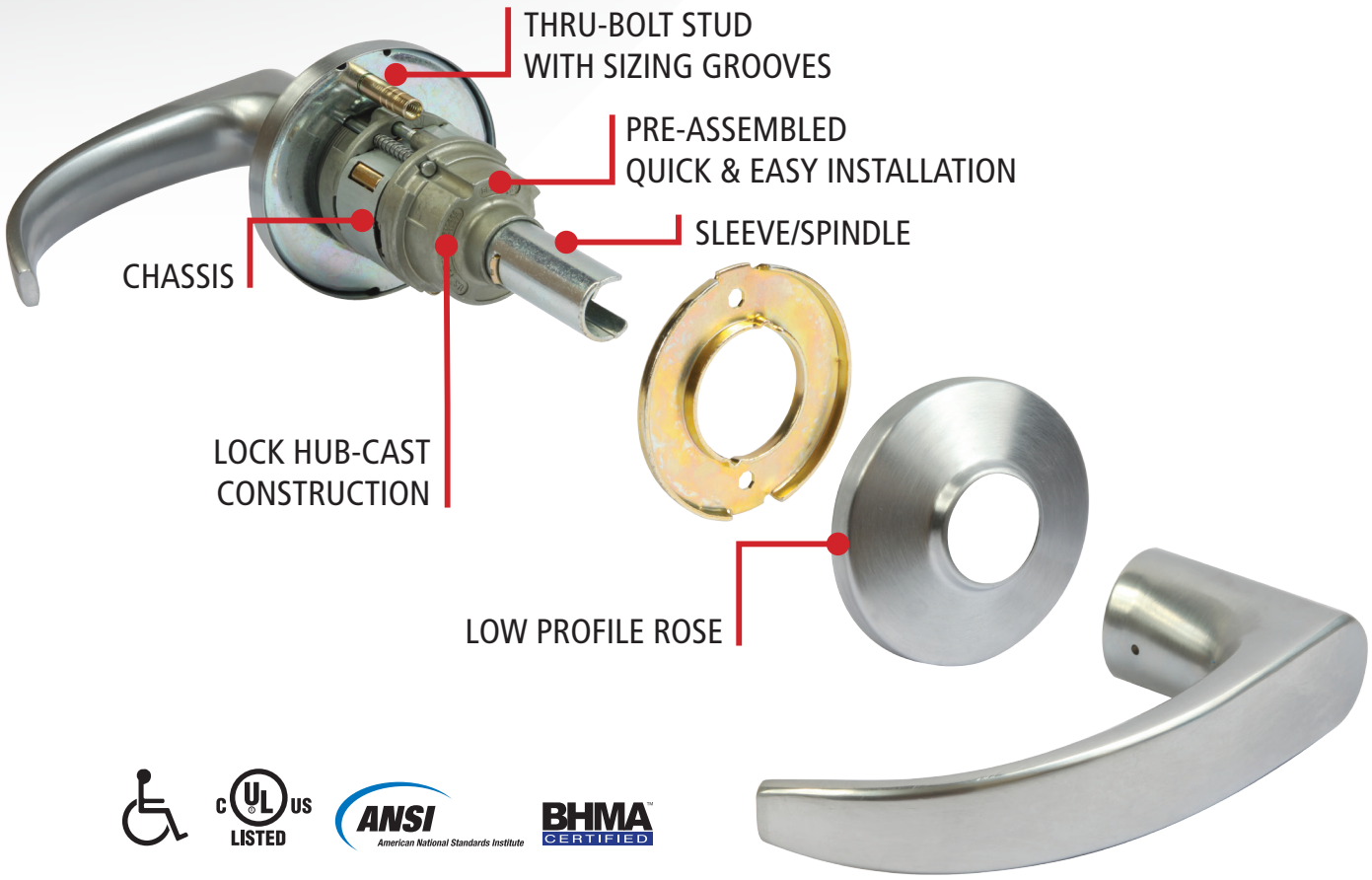
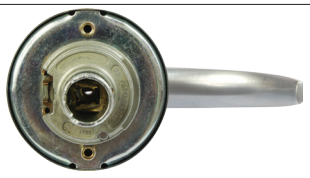
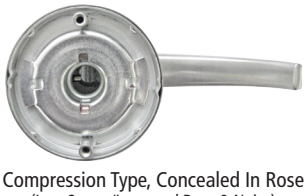
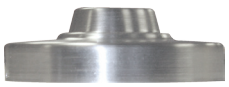
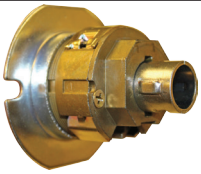
9K FAQ



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ANSI American National Standards Institute

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	Lever Return Springs	Lever Rose	Lever Sleeve	Assembly Installation	Latch Mounting Tabs
Best 9K	 Torsion Type, Concealed In Hub/Door (Safe/Secure/Smooth Operation)	 Low Profile Design	 Long Robust Lever Sleeve (Increased Bearing Surface)	 Easy Installation (Pre Assembled Design/Intuitive)	 High Strength Alloy Tabs (Strong/Positive Engagement)
Schlage ND Series	 Compression Type, Concealed In Rose (Less Secure/Increased Drag & Noise)	 Tall/Large Profile (Covering Springs)	 Short Lever Sleeve (Limited Supporting Structure)	 Multi Step Install (Additional Assembly Required)	 Small Mounting Tabs (Loose/Limited Engagement

9K FAQ

Q: What is the 9K and when was it introduced?

A: Initially designed from the BEST 8K knob-set platform, the 9K paved the way for an Americans with Disabilities Act – ADA compliant cylindrical lock portfolio.

Utilizing extensive customer feedback, the lock assembly was redesigned and subsequently launched as the 9K Varsity Series in 1994. Eventually we dropped the Varsity name from the 9K nomenclature. However, the new redesigned 9K Series incorporates the following industry leading features:

- Pre-assembled heavy duty chassis – Quick & easy installation
- Hardened steel thru-bolt studs – Maximum lever torque resistance
- Low profile rose design – ADA friendly lever operation
- Cast construction lock hub – solid lock foundation

Q: What are thru-bolt studs?

A: Studs that pass through the door outside the 2 1/8" diameter hole that provide added strength to the lock. Please refer to the image on page 1.

Q: What is a chassis?

A: The primary housing (body of the lock) that everything operates off of that sits inside the 2 1/8" diameter hole in the door. Please refer to the image on page 1.

Q: What kind of chassis does the 9K have?

A: The 9K chassis has two solid cast hubs for added strength and a single piece lever sleeve. This single piece lever sleeve is more durable and reduces installation time.

Q: What is a sleeve (aka spindle)?

A: The sleeve/spindle is the supporting structure for the lever handles that sits inside the hub. The 9K incorporates a longer sleeve for added functional support. Please refer to the image on page 1.

Q: How long does it take to install the 9K?

A: Once the door is prepped, it is a three step process (Step 1: Install latch Step 2: Install preassembled chassis & outside lever Step 3: Install inside lever). That process takes an average of two minutes. Since we only have 3 parts and our packaging is designed with the installer in mind, installation can be done quickly, efficiently, and accurately.

Q: What door thickness range can the 9K accommodate?

A: The 9K comes preset from the factory to fit 1 ¾" thick doors. Using the machined grooves in the thru-bolt studs as a guide, the lock assembly can be field adjusted to accommodate doors up to 2 ¼" thick.

Q: What enables the 9K to withstand high lever torque?

A: The outside lever sleeve and the tabs on the latch are made from a high quality steel alloy that has been heat treated to strict specifications enabling it to withstand excessive lever torque. These components provide an integral part of strength to the 9K.

Q: What is different about the aesthetics of the 9K?

A: The 9K has a low profile, slim rose design that is preferred by our customers. The 9K houses the springs in the chassis instead of the rose making the springs more reliable and less susceptible to breakage. In addition, our slimmer rose allows for more space to grasp the lever which is in line with ADA requirements.

Q: Does the 9K make a lot of noise when in use?

A: Since our high quality springs are housed within the chassis as opposed to within the rose, the 9K is a much quieter product.

Q: Is the 9K susceptible to lever droop?

A: The quality of the springs in addition to a recent retooling of the levers, hubs, chassis, and sleeves has reduced common lever droop issues to minimal, best in class levels. We have increased monitoring during manufacturing to maintain top factory standards.

Q: Does the 9K come with a core?

A: The 9K comes less core (LC) standard from the factory.

Q: What is the standard core for the 9K?

A: The standard core is the BEST SFIC (Small Format Interchangeable Core).

Q: Do you have 9K levers to fit competitive core offerings?

A: Yes, we offer levers to fit the Schlage LFIC (Large Format Interchangeable Core) as well as the following Non-IC (Non-Interchangeable Core): Medeco, Yale, Sargent and Corbin Russwin.

Q: What is the difference between interchangeable cores (IC) and non-interchangeable cores (Non-IC)?

A: Interchangeable cores can be installed and removed from the outside through the use of a control key. Non-interchangeable cores must be installed and removed by first taking the lever off. Interchangeable cores have a figure 8 design whereas non-interchangeable cores have a single hole design.

Q: Can you change from a Non-IC lock to an IC lock or vice versa?

A: No. The chassis's are built completely different from one to the other. The lever won't stay on if you try to switch them. You must first understand if the customer needs or wants an IC or a Non-IC system.

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