



Valued Allegion Customer,

In light of the 2019 novel coronavirus (COVID-19) outbreak, we have been receiving more questions regarding how to best clean and disinfect Allegion solutions and their surfaces. It's understandable that these types of questions will continue to arise – and we want to keep you informed. Please reference the below information for best practices.

Cleaning & Disinfecting Allegion Product Surfaces

Importantly, do not use any abrasive or harsh cleaners, as this will break down the surface coating; refer to the product's manual for more information.

Recommended Cleaning

- We recommend starting with mild liquid detergent mixed with water.
- Wipe surfaces gently, and do not spray or immerse.
- With water only, wipe surfaces again to remove any detergent residue; still, do not spray or immerse.

Recommended Disinfecting

- To disinfect, we recommend following the CDC guidelines under “How to clean and disinfect,” which outline easy-to-prepare bleach or alcohol solutions: <https://www.cdc.gov/coronavirus/2019-ncov/prepare/disinfecting-your-home.html> or <https://www.cdc.gov/coronavirus/2019-ncov/prepare/disinfecting-building-facility.html>
- Wipe surfaces gently, and do not spray or immerse.
- Per CDC guidelines, do not wipe the surfaces dry; rather, allow them to air dry.

Information Regarding Antimicrobial Coated Surfaces

In line with the CDC and World Health Organization, we believe thorough handwashing is incredibly important in prevention of spreading coronavirus. It's true that many of our products – like locks, exits and accessories – are available with an antimicrobial coating, which is specifically formulated to inhibit the growth of bacteria by interrupting cell multiplication.

However, it's important to understand that COVID-19 falls into the “virus” classification of infectious diseases. With this in mind, the antimicrobial coatings used are not proven to prevent it from spreading. These coatings, like others in the industry, use silver ions as an active ingredient. Silver ions are proven to be effective on inhibiting growth of bacteria, mold and mildew. However, they are not proven to kill these things or to be effective against viruses. Allegion makes no representations or guarantees, express or implied, as to the effectiveness of the antimicrobial coating in protecting against coronavirus.

Please contact your local Allegion Representative or our Technical Service Team if you have any follow-up questions. Thank you for making Allegion your continued partner of choice. We are here for you and your business.

Sincerely,

Allegion