

CX-SERIES

Introducing EZ Connect

SERVICE MANUAL



 Proxess

proxess.com

TABLE OF CONTENTS

This Service Manual contains details for the Proxess CX-Series Lockset sold for 2021 (CX-B and CX-NB). For details about the CX-Series locksets sold prior to 2021 (CX-ST) please contact a Proxess representative or email info@proxess.com.

<u>INTRODUCTION</u>	<u>3</u>
Certifications and standards	3-A
Technical support	3-B
<u>FUNCTIONS</u>	<u>4</u>
Construction Function	4-A
Programmable Functions	5-B
Cylindrical Functions Chart	5-C
<u>LOCK PARTS</u>	<u>6</u>
Exploded view of parts	6-A
Parts list	6-B
Trim parts	7-C
<u>MAINTENANCE</u>	<u>9</u>
Maintenance tools	9-A
Replacing levers	9-B
<u>DOOR PREPARATION AND INSTALLATION</u>	<u>10</u>
Cylindrical Installation Jigs	10-A
Through-Bolt Drill Jig	10-B
Deadbolt Door Configuration	10-C
<u>TROUBLESHOOTING</u>	<u>11</u>
Troubleshooting hardware	11-A
<u>INSTALLATION MANUAL</u>	<u>12</u>
CX-Series Installation Instructions	12
<u>ADDITIONAL RESOURCES</u>	<u>18</u>
Service Equipment	18-A
Software Solutions for Lockset Programming	19-B
<u>FCC Statement</u>	<u>20</u>
<u>UL Statement</u>	<u>20</u>

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INTRODUCTION

The *Proxess CX-Series Service Manual* contains important information to assist you in maintaining your Proxess Cylindrical Lockset.

CERTIFICATIONS AND STANDARDS (CX 2.5 Currently, 3.0 Pending)

3-A

ANSI/BHMA A156.25 (Indoor/Outdoor)	RoHS
ANSI/BHMA A156.2 Grade 1	Industry Canada (IC)
UL 294	ETSI EN 300 330-1
ULC S319 PDR	ETSI EN 301 489-1
UL10C Positive Pressure Rated	ETSI EN 301 489-3
UL10B Neutral Pressure Rated	CENELEC EN 61000-6-3
FCC Part 15	IEC61000-4-2 ESD Immunity
ADA Compliant	CENELEC EN 50130-4

TECHNICAL SUPPORT

3-B

The first source for technical answers is this CX Series Service Manual. All documentation and training materials are also available on our website: www.proxess.com. If you are not able to find an answer in these resources, contact your local Proxess Representative. If you do not know your local Proxess Representative, contact the Customer Service Department at Proxess (303)-317-6656.

FUNCTIONS

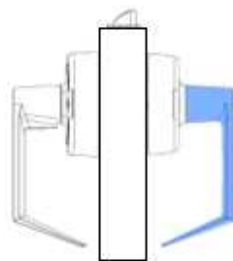
CONSTRUCTION FUNCTION

4-A

All locks are supplied in Construction Function as a default and functions are meant to be reprogrammed at customer site prior to installation. There is one SKU (standard button) for all functions creating an inventory advantage over standard mechanical locks.

Shading indicates that the lever is locked.

Inside



Outside

View looking down at the top of the door

All lock functions (Entrance, Storeroom, Lockdown, etc) are easily programmed electronically.

CC – Construction Function: Factory default setting. In Construction Function, factory programmed construction credentials granted access at the lockset to allow for testing prior to site programming. Upon first programming of the lock, the lock will switch to *Program Lock Function*. A system ID will be set by the site system allowing all credentials assigned to the site system access until the lock is reprogrammed.

Inside lever is always unlocked for single action egress.

PROGRAMMABLE FUNCTIONS

5-B

Unlike standard locks, Proxess has just one SKU allowing any lock to be supplied and programmed into numerous lock “functions” similar to standard locking functions shown in the chart below.

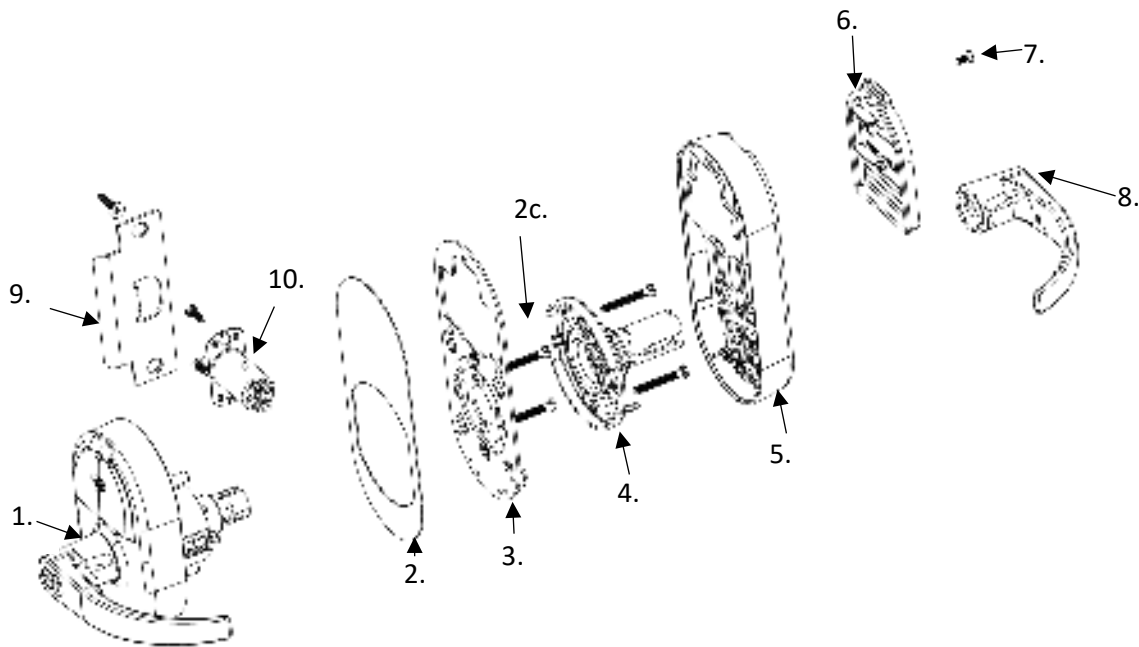
5-C

Name	Similar ANSI # Mech	Proxess Electronic Equivalent Function
Entrance	F109	Enable toggle schedule and double present credential to outside reader to lock/unlock door.
Storeroom	F86	A valid credential should provide momentary unlocking and allow entry by that user, with the latch relocking in an administrator defined time (usually 5-8 seconds).
Office	F82	A valid credential should provide momentary unlocking and allow entry by that user, with the latch relocking in an administrator defined time (usually 5-8 seconds).
Classroom no Lockdown	F84	Press the security Button with "Button Toggle" enabled in the software. Enable toggle schedule and double present credential to outside reader to lock/unlock door.
Classroom w/Lockdown (Intruder)	F110	Press the security Button with "Button Toggle" enabled in the software. Enable toggle schedule and double present credential to outside reader to lock/unlock door.
Classroom w/Holdback	F85	Press the security Button with "Button Toggle" enabled in the software. Enable toggle schedule and double present credential to outside reader to lock/unlock door. (electronic equivalent to F84, because unlocked door allows free entry). There is no Holdback.
Canadian Function		Press the security Button with "Button Toggle" enabled in the software. Enable toggle schedule and double present credential to outside reader to lock/unlock door. Door does not unlock from shutting the door.
Patio	F77	Press the security Button with "Button Toggle" enabled in the software. Enable toggle schedule and double present credential to outside reader to lock/unlock door.
Secured Privacy		Press the security Button with "Button Toggle" enabled in the software. Enable toggle schedule and double present credential to outside reader to lock/unlock door.
Hotel Guest Room	F93	A valid credential should provide momentary unlocking and allow entry by that user, with the latch relocking in an administrator defined time (no visual indicators).
Dormitory	F90	Press the security Button with "Button Toggle" enabled in the software. Enable toggle schedule and double present credential to outside reader to lock/unlock door.
Service Station	F92	Press the security Button with "Button Toggle" enabled in the software. Enable toggle schedule and double present credential to outside reader to lock/unlock door. Door does not unlock from shutting the door.
Exit Latch	F89	Mechanical lockset
Privacy	F76	Mechanical lockset
Passage	F75	Mechanical lockset
ANSI Not Listed (Double-keyed functions)- F80, F91		

LOCK PARTS

B FUNCTION CHASSIS – STANDARD

6-A



6-B

ITEM	PART NUMBER	DESCRIPTION
1		External Lock Assembly
2	C00-0019A	Interior Gasket
3	C00-0017A	Interior Backplate
4	C00-0015C	Interior Rose
5	C00-0007B	Interior Trim
6	C00-0005B	Battery Cover
7	C00-0038B	Battery Cover Screw (Standard or Security)
8	C00-0002A	Interior Lever
9	C02-0030A	Strike Plate
10	C00-0031A	Latch

TRIM PARTS

7-C

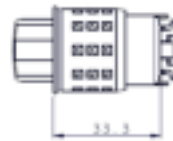
LATCH BACKSETS



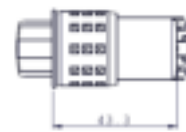
B1



B2



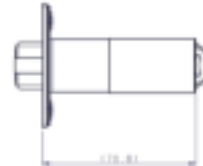
B3



B4



B5



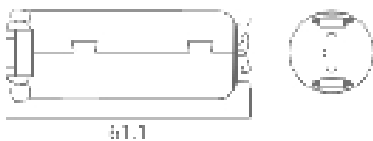
B6

ITEM	PART NUMBER	DESCRIPTION
B1	C01-0030A	2 3/4" (Standard)
B2	C02-0030A	2 3/8" Round Edge
B3*	C03-0030A	2 3/4" Drive-in & No Faceplate
B4*	C04-0030A	2 3/8" Drive-in
B5*	C05-0030A	5"
B6*	C06-0030A	3 3/4"

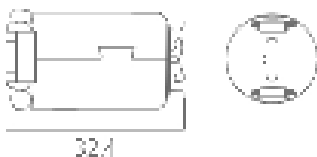
*Special Order

LATCH OPTIONS

LATCHES

Optional latch extensions

5" Backset (70mm) latch + 57mm extension tube for 5" (127mm) requirement



3 3/4" Backset (60mm) latch + 35mm extension tube for 3 3/4" (95mm) requirement

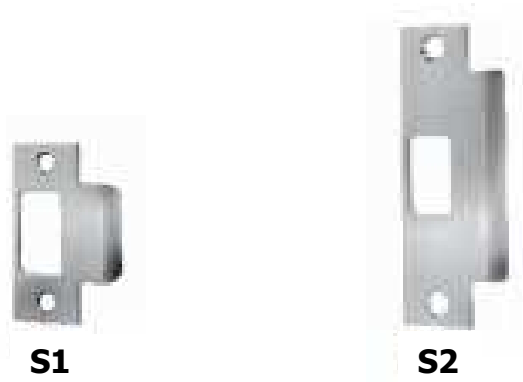
LATCH PROTECTOR

Proxess offers a latch protector for added security when requested.

Simply add **AX-NLP206PC** to your next lock order or ask a Field Engineer about a Proxess approved option.



STRIKE PLATES



ITEM	PART NUMBER	DESCRIPTION
S1	C01-0030A	2 ¾" strike
S2	C02-0030A	ANSI 4 ⅞" strike (Standard)

LEVERS



ITEM	PART NUMBER	DESCRIPTION
6	C06-0001A	Angled Return
8	C08-0001A	Curved Return (Standard)
9	C09-0001A	Curved No Return; (no lever return)

MAINTENANCE

TOOLS FOR MAINTENANCE

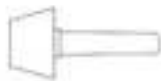
9-A



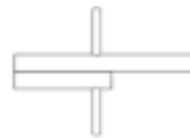
Lever Release Tool
(Included with lock)



Philips Screwdriver, #2



Core Turn Knob Tool



Cylinder and Core
Testing Wrench



Torx Wrench
(Included with lock)

Lockset can be quickly installed
with only a Philips Screwdriver.

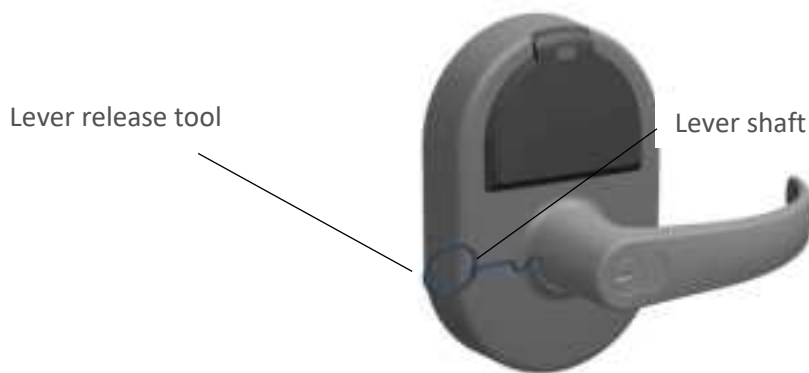
REPLACING LEVERS

9-B

TO REMOVE THE LEVER

1. If removing the exterior lever, first remove the removable core by inserting the control key and turning it 15 degrees clockwise. Then, pull out the removable core and key.
2. Line up the mechanism on the inside of the lock where the core was removed with a core turn knob tool.
3. Insert the pin of the lever release tool into the small hole at the base of the shaft on the lever.
4. Push in and then slide the lever off the sleeve of the lever shaft.

6-pin or 7-pin removeable cores
allow for added security and
painless re-key.



Proxess cores are stamped with
your custom key code to make
ordering simple and reliable.

TO REPLACE THE LEVER

1. Position the lever so the handle points towards the door hinges.
2. Slide the lever onto the lock and push firmly until it is seated. If the lever does not easily seat, move the throw member with the core turn knob tool.
3. If replacing the exterior lever, reinstall the removable core by aligning the throw member (forked prongs) within the lock chassis and then sliding the core back in place. Turn the control key 15 degrees counterclockwise and remove the key.
4. Turn both levers to make sure they retract the latch if the door is unlocked.

DOOR PREPARATION AND INSTALLATION

CYLINDRICAL INSTALLATION JIG KITS

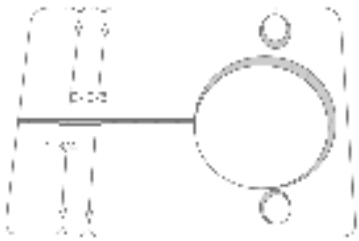
10-A

Light-duty, small quantities: Home improvement stores such as Home Depot and Lowes sell inexpensive kits from Ryobi, Milwaukee and DeWalt.

Heavy-duty, industrial: Pro-Lock ("Killer Jig") and Templaco (115-C3) offer kits.

THROUGH-BOLT DRILL JIG A00-0002A

10-B




For retrofit doors that do not already have standard ADA lever holes, Proxess offers the A00-0002A jig to assist in drilling holes for added stability and security of the CX product.

NOTE: Removing the through bolt posts from the chassis will decrease the security of the lock, voiding ANSI Grade 1 rating of the lock.

DEADBOLT DOOR CONFIGURATION

10-C

To mount the Proxess cylindrical lockset on a door with a deadbolt installed, you will need to mount the internal housing (battery side) upside down. The backplate and rose plate are designed to accommodate this mounting.

STEP 1		
Position the backplate on the interior of the door so that the large opening is underneath the chassis assembly.		
STEP 2		
Route the cable and wires through the oval holes in the backplate. Make sure to run all cables through the oval holes in both backplate and rose plate. NOTE: Wire paths may differ according to handing.		
STEP 3		
Fasten to the door using the upper and lower screws nearest the chassis.		

TROUBLESHOOTING

TROUBLESHOOTING HARDWARE

11-A

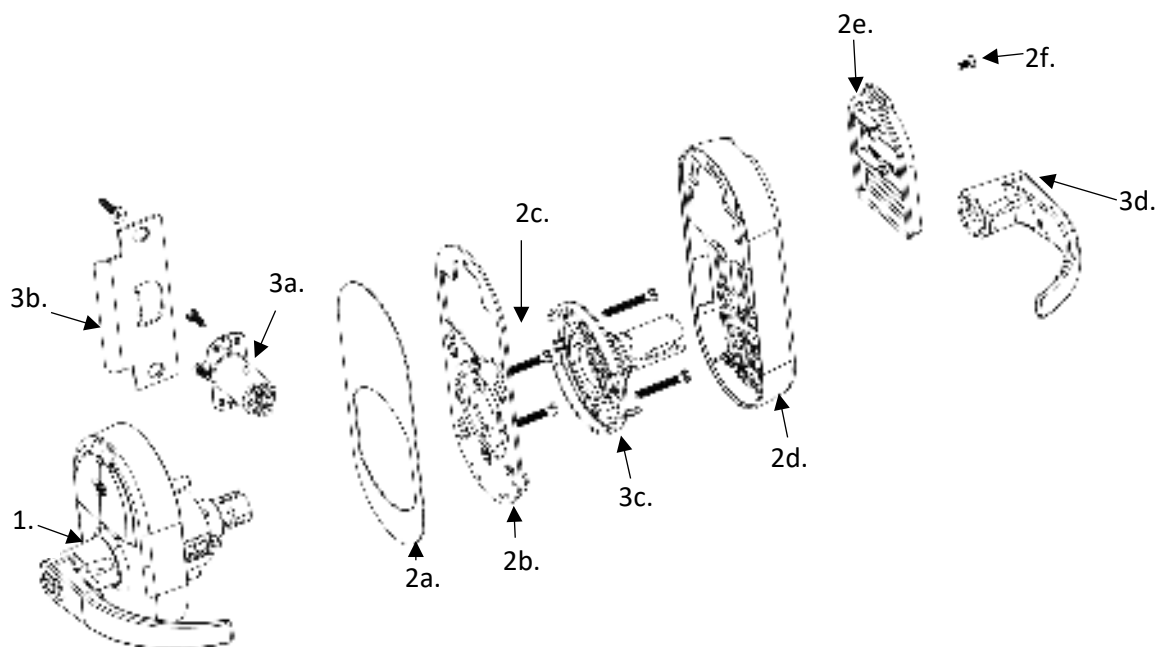
The following table illustrates possible causes and solutions for common troubleshooting after installing the lock hardware.

PROBLEM	CAUSE	SOLUTION
No beeps or blinks when the batteries are installed	Improper plug connection	Check all wiring and connectors to make sure the connectors are secure, and the cable is not pinched
	Reversed battery or dead batteries	Check the position of the batteries to make sure they are seated correctly
	Pinched wires or damaged cabling	Ensure the internal cabling is routed properly and cables have not been damaged during assembly
LED does not beep or blink on exterior when credential is presented	Batteries are dead and need to be replaced	Replace the batteries, synchronized the lock with the MPD and try the credential again
MPD does not connect to the lock	Damaged or disconnected 6 pin cable	Check both ends of the 6-pin cable for proper connection.
	Bluetooth is not enabled on the MPD	Enable Bluetooth in Settings
Red LED When credential is presented (Access Denied).	Improper Credential Permissions	Ensure the credential has appropriate access to the door.
	Lockset is in Lockdown	Have administrator take the lockset out of lockdown, or program the necessary credential to have "Pass-Through" privileges. (See software manual).

BEEP AND BLINK GUIDE

Operation indicators (Usually non-repeating)	Description
3 Red Beep/Blinks	The lockset has been set to toggle unlocked.
3 Green Beep/Blinks	The lockset has been set to toggle locked.
Warning Indicators (Will continue until problem resolved)	Description
3 Red Blinks (No Beeping)	Battery Low
3 Amber Beep/Blinks	Battery Critical
3 Double-Red Beep/Blinks	Battery Critical
3 Double-Red Beep/Blinks	Lockset Not Synchronized
Start-Up Sequence Beep/Blinks	
If a problem with the lockset occurs, there may be a sequence of Beep/Blink indicators during start-up that will help to determine the problem. These will be 3 short Beep/Blinks followed by a series of longer Beep/Blinks. Please note them and contact a Proxess customer service representative.	

CX-SERIES INSTALLATION INSTRUCTIONS

**A. CHECKLIST (4 AA Batteries Included)**

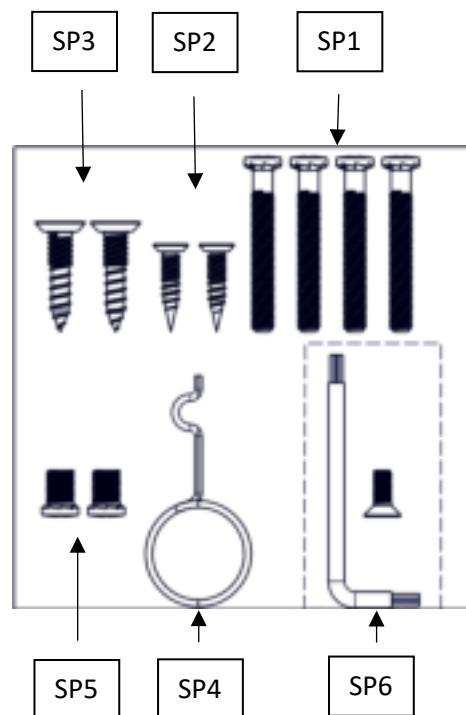
FOR DOOR AND FRAME PREPARATION INSTRUCTIONS, SEE APPENDIX A OR GO TO PROXESS.COM

Parts List: Each Proxess CX-Series lockset includes

Door Preparation Template

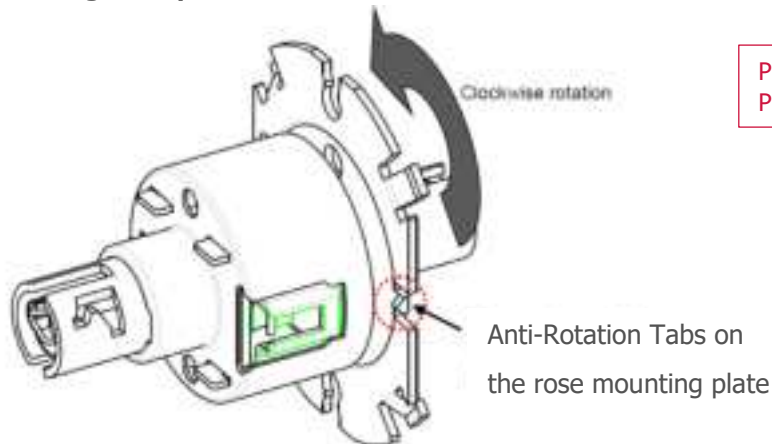
Installation Instructions

1. Exterior lock assembly
 - 1a. Exterior lever
 - 1b. Cylinder drive unit
 - 1c. Chassis, chassis plates, and through bolt posts
2. Interior lock assembly
 - 2a. Interior Gasket
 - 2b. Interior Backplate
 - 2c. Interior Backplate Screws
 - 2d. Interior Housing
 - 2e. Battery Cover
 - 2f. Battery Cover Standard Screw
3. Hardware box includes:
 - 3a. Latch
 - 3b. ASA Strike Plate
 - 3c. Interior Rose
 - 3d. Interior Lever
 - 3e. Screw Pack includes:
 - i. (SP1) Hager mounting screws M5 x 38mm x4pcs
 - ii. (SP2) Flat head tapping screws #8x3/4" x2pcs
 - iii. (SP3) Flat head tapping screws #12-24 x 18mm x2pcs
 - iv. (SP4) Lever release tool
 - v. (SP5) Hager mounting screws M6 x 10mm x2pcs (optional)
 - vi. (SP6) Torx Wrench and Optional Torx Security Screw



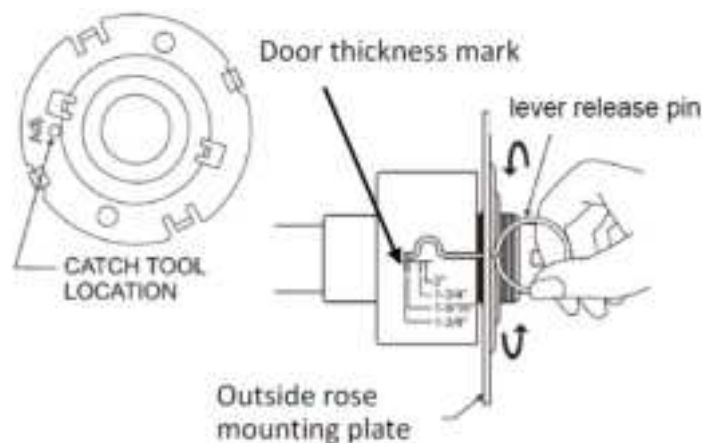
B. ADJUST FOR DOOR THICKNESS

Remove through bolt posts from chassis. Pull chassis and rose mounting plate from exterior lock assembly.



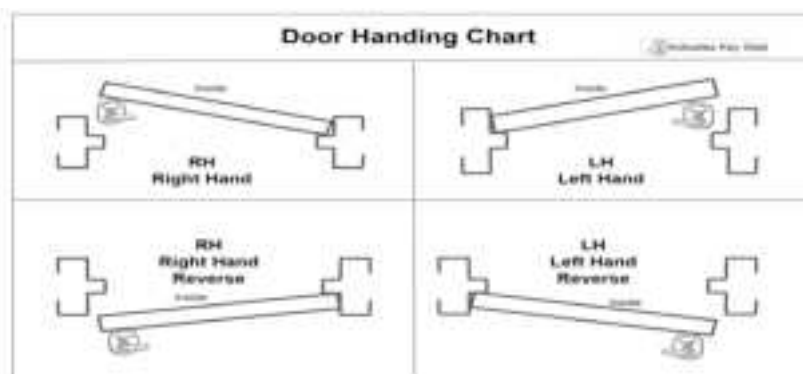
PLEASE NOTE THAT THE LOCK BODY COMES PRE-SET TO ACCOMMODATE A 1¾ INCH DOOR

1. Please follow the steps below:
 - a. Rotate exterior rose mounting plate toward cylindrical chassis.
 - b. Put the lever release tool into the allocated position of exterior rose mounting plate per the illustration below.
 - c. Rotate exterior rose mounting plate to door thickness by using the lever release tool.



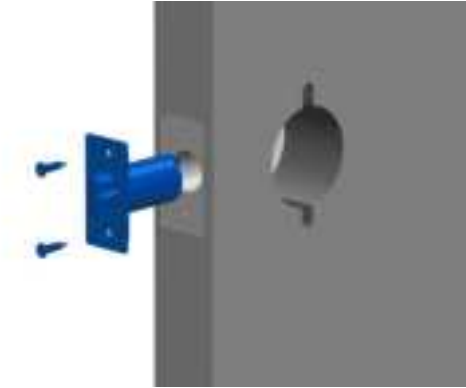
C. LOCK HANDING AND REHANDING (IF NECESSARY)

Determine the hand of your door. The product is set up for **Right Hand** (LHR) by default.

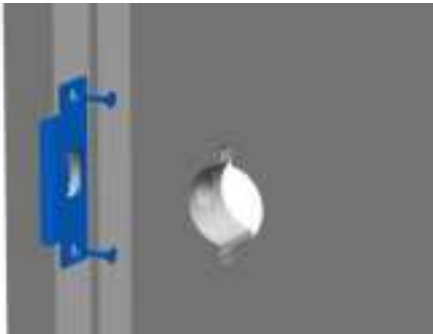


D. Hardware Installation Steps**STEP 1**

Install the latch in the door with the SP2 screws provided. The latch tube prongs should project into the chassis hole.

**STEP 2**

Install the strike plate with the SP3 screws provided, checking to make sure that the position of the deadlocking plunger is aligned against the strike plate. See Appendix A for Door Preparation Instructions.

**STEP 3**

Ensure the cable from the exterior board is properly routed through the cylindrical lock chassis by first inserting one edge, then pressing the other into the cable slot.

**STEP 4 (To Re-hand if Necessary)**

1. To re-hand the lock chassis, begin by removing both the through bolt posts and remove the lock chassis. You will not need to remove the exterior gasket or backplate. See arrows below.



2. Rotate both the internal mechanics and the chassis 180 degrees to accommodate the hand of the door.



3. Replace through bolt posts and cable.



Re-handed lock chassis to accommodate left-handed (RHR) door

STEP 5

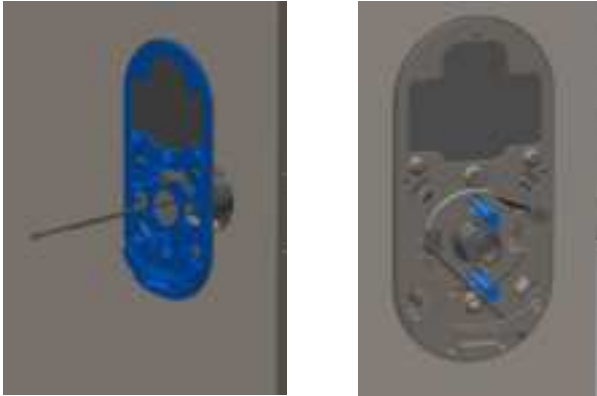
Slide the lock chassis through the chassis hole in the door, ensuring that the chassis engages the latch.



STEP 6

To install the backplate you will first need to remove the battery cover from the internal housing, and then remove the 2 housing screws attaching the housing to the back plate.

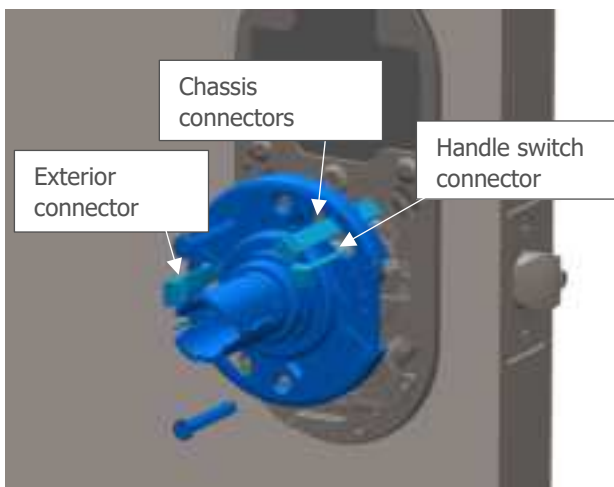
Place the back plate on the interior of the door with the upper and lower screws near the chassis. Route the chassis cable through the square hole, and the exterior cable through the upper oval hole.

**STEP 6B Deadbolt Configuration**

For information about installing the Proxess Cylindrical Lockset with a deadbolt, see "Door Preparation and Installation" in the CX-Series Service Manual available at proxess.com.

STEP 7

Place the interior rose liner on the interior back plate and screw in. Route the chassis cable through the square hole in the rose liner, and the exterior and handle switch cables through the upper oval hole (the handle switch will route through the lower oval hole for other than default handing).

**STEP 8**

Connect the chassis, exterior, and handle switch cables to the EZ connect board, leaving the exterior connection (6 pin rightmost connection) for the last connection. Ensure all cables are neatly tucked into the retaining clips on the rose plate.



*RS-485 Option boards will have a 4th cable to connect to the EZ Connect board located on the left of the board.

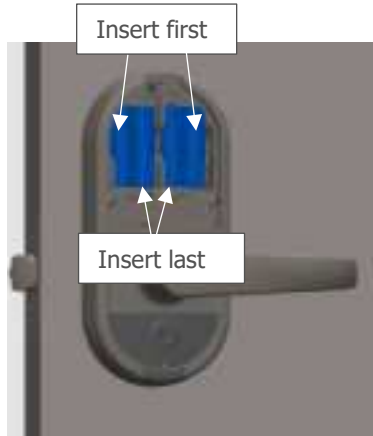
STEP 9

Install the interior trim onto the back plate. The boards will plug into one another when placed correctly. Screw the interior trim onto the back plate using the two screws on the right and left of the battery compartment.



STEP 10

Install the four AA batteries, beginning with the outer two.



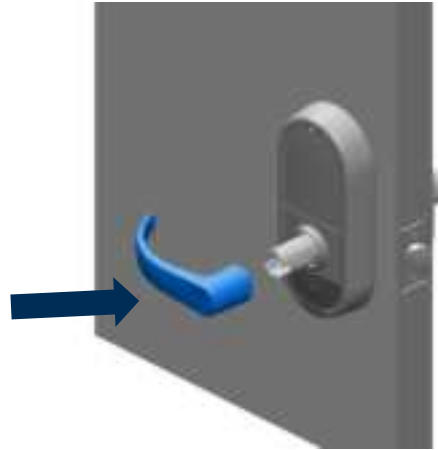
After the batteries are properly installed, the lock should beep once and the motor will run. **The lock is then in the locked position.**

STEP 11

Screw the battery cover onto the trim.

**STEP 12**

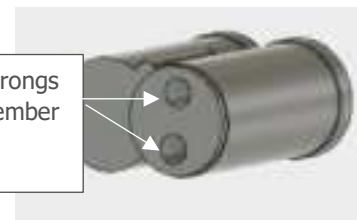
Install the levers onto the outside and inside of the door. See tips in CX-Series Service Manual for exterior handle installation and removal prior to installation.

**STEP 13 (If Necessary)**

Install the removable core.



Align with prongs of throw member (forked pin)



Once the removable core is aligned with the forked pin in the lock, insert the control key and turn clockwise 15 degrees to retract the locking lug, then insert the core into the lever. Turn the control key back counterclockwise 15 degrees to engage the core and remove the key.

E. Now that the hardware is installed, see "Software Solutions" in this manual to locate your software resources and begin programming.

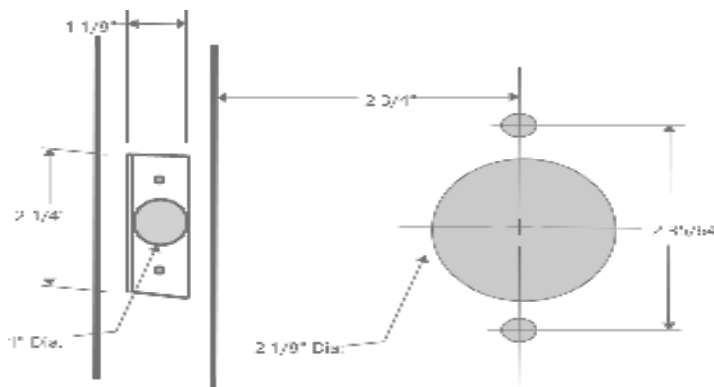
APPENDIX A: INSTRUCTIONS FOR DOOR AND FRAME PREPARATION OF CYLINDRICAL LOCK

A. CHECKLIST**Tools for Door Preparation**

- Drill
- Drill Bits: 1" (31/32" for drive in latch), 5/16"
- Hole Saw: 2-1/8"
- Phillips Screwdriver, #2
- Hammer
- Chisel

B. DOOR PREPARATION

1. Doors: Steel or Wood
2. Door thickness range: 1-3/8" (35mm) ~ 2" (51mm).
3. Match the Backset of your Proxess CX-Series lockset to the corresponding installation (either 2-3/8" [60 mm] or 2-3/4" [70 mm] Backset).
4. Place the installation template onto the door and mark holes. Drill the 2 1/8" (54 mm) first, then drill the two 5/16" (8mm) holes for lock chassis mounting. Drill the 1" (25 mm) cross bore hole for the latch last.
5. Insert latch into 1" hole and hold it parallel to door face, mark outline and remove latch. Chisel 11/64" (4.3mm) deep or until faceplate is flush with the edge of the door. Insert latch into the 1" hole again, making certain that the latch bolt bevel faces direction of closing door (see section E for Lock Handing).
6. Secure the latch to the door using two #8x3/4" screws (SP2).

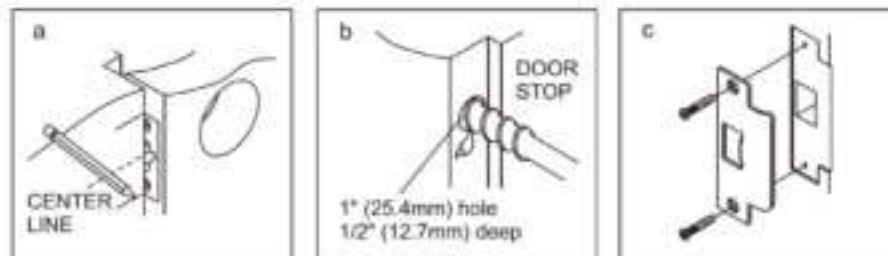


Backset thickness – note that lock is preset to standard 1 3/4 inch door

NOTE: Removing the through bolt posts from the chassis will decrease the security of the lock, voiding ANSI Grade 1 rating of the lock.

C. FRAME PREPARATION

1. Close the door and mark the horizontal line aligned to the strike.
2. Measure one half of door thickness from door stop to mark vertical center line of strike. Drill 1" (25 mm) hole, 1/2" (12.7 mm) deep at intersection of horizontal and vertical center lines.
3. Chisel out the jamb 3/32" (2.4mm) deep or until strike is flushed with jamb and then secure the strike to the jamb using two #12-24 x 1" screws (SP3).



ADDITIONAL RESOURCES

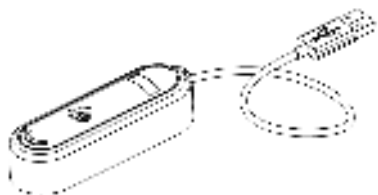
SERVICE EQUIPMENT

18-A

ENR™

Enrollment Reader and Programmer

Proxess' ENR™ makes the credential enrollment process intuitive and simple. Just place a credential on the desktop reader and a pop-up window automatically appears. From here you can create a new user, assign this card to an existing user, or view the details of an existing cardholder.



NX™ Smart Credentials

Network-on-Card Smart Credentials

Proxess systems utilize the most advanced and flexible credential technology in the industry, DESFire EV2, and add six layers of protection, encryption and mutual authentication, providing the most secure credentials in the industry.



MPD Mobile Programming Device

Android Mobile Phone with no SIM Card

The Mobile Programming Device is used with the Proxess LoxIQ™ software to build door groups, access profiles, time schedules, and so much more. It can also be used to assign high security *Network-on-Card* credentials to personalized profiles with the Proxess Enrollment Reader and On-the-Go Converter. Proxess software is currently compatible with only Android devices. However, we are excited to develop software with IOS capabilities. Please check our website for the latest capabilities for Proxess products.



OTG On-the-Go Converter

The On-the-Go Converter is provided with the Mobile Programming Device and Enrollment Reader to assign credentials. Proxess offers OTG converters for both Micro USB and Type C devices.



For additional information about service equipment and Proxess products, please visit our website:

www.proxess.com

SOFTWARE SOLUTIONS FOR LOCKSET PROGRAMMING

19-B

LoxIQ™

LoxIQ™ is a software app created by Proxess, LLC. Instead of requiring all the expensive components of an access system (approx. \$3k/dr), LoxIQ™ requires only the locks, a phone, and a programmer. Although the system has the capability of unlimited doors and users, it is typically implemented in smaller systems of 100 doors/users or less...Expandable to full server system software.

For more information about LoxIQ™, please visit our website:

[loxqi_datasheet_4pg_06.indd \(proxess.com\)](#)

ProxessIQ™

ProxessIQ™ is the scalable access control software, supporting Proxess intelligent wireless locksets and door controllers. A ProxessIQ™ system can begin with a single wire-free lockset and incrementally expand to an unlimited number of locations, doors and users.

For more information about ProxessIQ™, please visit our website:

[ProxessIQ-Scalable-ACS.pdf.aspx](#)

Proxess Sync™

The Proxess Sync™ mobile phone App synchronizes changes from the ProxessIQ™ software to locksets across the country. It is a simple to use configuration App, requiring just a click to perform the synchronizations. Strictly a performance App, it is secure and uncompromising. The App user simply clicks in Proxess Sync™ to have the changes securely made on the PC software executed at the lockset.

For more information about Proxess Sync™, please visit our website:

[Proxess_ProxessSync.pdf](#)

FCC STATEMENT

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communication. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

Reorient or relocate the receiving antenna.

Increase the separation between the equipment and receiver.

Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

Consult the dealer or an experienced radio/TV technician for help.

FCC Caution:

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

User Manual Notice required by Section 8.4 of ISED RSS-Gen Issue 5

Industry Canada Statement

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

1. This device may not cause interference.
2. This device must accept any interference, including interference that may cause undesired operation of the device.

Industrie Canada l'énoncé

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

1. L'appareil ne doit pas produire de brouillage;
2. L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

FCC ID: 2AKUZPXH01

IC: 22335-PXH01

Product Marketing Name: CX- Series Cylindrical Lockset

Contains FCC ID: SH6MDBT50Q

Models (HVINS):

- PXH01-CX03-B (CX-Series Cylindrical Lockset)
- PXH01-CX03-DC (CX-Series Cylindrical Lockset)
- PXH01-MX02-B (MX-Series Mortise Lockset)
- PXH01-MX02-DC (MX-Series Mortise Lockset)

UL STATEMENT (Pending)

Outside lever is normally locked. Inside lever always allows egress.

Unit shall not interfere with the operation of Panic Hardware.

Wireless communications, Wi-Fi, Bluetooth, Door Position, and Request to Exit features are not part of UL Listed product.

Tested to compliance with UL 294 5th Edition Class I.