

**What finishes are available?**

630, 613, 622, 626 available immediately.

**When will other finishes be available?**

630F, 625, 605, 606 will be available by the 3rd quarter of 2022.

**How does this affect my current orders for a 6200 device?**

If still in stock, all current 6200 orders will be fulfilled using the 6200 series device. PDQ is carefully following all incoming orders for availability and will notify the customer immediately in the event that an order will be converted to the 6300/6400 series. If not in stock, the 6200 series will be switched to the new 6300 series device.

**If you run out of 6200 devices does the customer have to pay the 6300 price?**

All orders will be processed utilizing the 6200 series as stock permits. In the event the 6300 series must be supplied, pricing will be at the 6200 series list price until 6/1. After, 6/1/22 all orders will be supplied using the 6300 series and the 6300 series list price.

**Are we providing samples to customers?**

No. Rep agencies will have physical samples.

**Is it recommended to mix and match the 6200 and 6300?**

Aesthetically, no. If necessary the TLA head cover will provide a 6200 aesthetic.

**What is the date when the old devices are no longer available?**

PDQ will maintain inventories of replacement and maintenance components for the 6200 series. In the event that a customer is required to match the 6200, PDQ will first identify if that 6200 product is available, if not, then the customer has available our optional TLA head cover for both the 6300 and 6400 series which matches the 6200 in form fit and function.

**Is the cylinder included with the KR mullion?**

Yes

**Will the optional end cap screw into the flush cap?**

Yes

**Where do I access templates for the new 63/6400 exit device?**

<https://www.pdqlocks.com/product-data/6300-series/>

**Customer noticed a gap between filler and end cap.**

The rail and rail filler should be flush with the end bracket. If the filler is not, it is possible the filler slid toward the touch bar during shipment. We are working to address this.

**What finish will the shim plates be?**

They are zinc and clear, they look like the sheet metal pieces under the chassis head cover.

**Will the rose trim for the 6200 that they have on their shelf work with the 6300 without modification?**

No, the 6300 6S trim uses a different device driver and installation method.

**Will they be able to convert any 6EW 08 trim from their stock to work with the 6300?**

Yes, the 6EW pairs with the 6300R and 6300RF using the 6EW trim template. However, they will need a replacement drive spindle for the new device. PDQ part # 88611.

**What is the lead time for the electrified options we currently offer?**

MLR, Alarm kit, Signal switch and latch bolt monitor are available now.

**Will we have a delayed egress option and when?**

Yes, plan for availability 2023.

**When will the mullion be available?**

The 9300 fire labeled mullion is available now. We are consuming the 9200 mullion stock for panic applications.

**Is the push pad insert replaceable after it gets scratched?**

Yes – Remove dogging filler, remove single screw for push bar end cap and filler will slide out.

**What is the spring steel part that mounts under the dogging mechanism for?**

The spring on the dogging is only for devices with dogging. Without it the push bar does not dog flush because of the chassis pushing up on the other end. The spring takes up all the pin slop to make it sit flush.

**The chassis cover was a little difficult to get off because the latch bolt does not retract flush with the chassis. I had to do a little prying with a flat screwdriver to get the chassis cover to clear the latch bolt. When you put the chassis cover back on it is no problem, it pops right on.**

Depress push bar, pull straight out, then twist off from the rear side of the cover to remove.

Here is a video on how to remove the head cover - <https://photos.app.goo.gl/FkpAisbXFgHQGvjC8>

**The hex key you provide is “L” shaped.**

The dogging key will be a loop with a 3/16” hex key. We had a problem getting parts and should have it cleared up soon. We chose 3/16” because we wanted the hex to be as large as possible to stand up to years of wear without stripping out.

**Why does the label on my device list Intertek?**

Intertek is a product testing and certification company. Our exit devices and mullions were tested in their facility. The label intent is to guide an inspector to the Intertek web site for product certification verification.

**What type of cylinder comes with removable mullion?**

Standard Rim Cylinder / IC Housing.

**What type of cylinder comes with alarm kit?**

1-1/8" Mortise Cylinder or mortise IC Housing.

**What are the 3 positions of dogging with the alarm kit?**

On/Off/Off&Dogged – Dogging on Panic rated devices only.

**Will MLR come with delayed egress?**

No, we do not offer delayed egress (yet).

**Does the blade stop strike come with the 6400 series?**

No, must be ordered with the BS option.

**Current 6300-6400 electric rim strike compatibility:**

HES 9600

RCI 0162

Von Duprin 6300

Dorma ES62

**Is the 6300 compatible with a 161 door prep?**

Rim, SVR, CVR wide stile devices cover a 161 prep on the push side

Wide devices have a 2-3/4 backset (depends on strike and stop height)

6W escutcheon covers a 161 prep on the pull side

6S trim directly fits into 161 prep (depends on strike and stop height)

**What is the length of the 36" device (dimension X on template)**

The dimension X on a 36" wide device is 31-1/8".

We sized the wide device with the following criteria:

- Device fits on standard opening with 5/8" stop
- Device fits on standard opening with mullion backset without cutting down
- Device length is long enough to work on 3-1/2" stile aluminum storefront with blade stop strike