

## Marketing bulletin

Brand/Product	LCN 9500 & 2800 Series – Senior Swing
Date	April 2021
Contact	Aaren.Kracich@allegion.com

# Senior Swing Track Arm Retrofit Parts

## Recap of April 2020 Design Change

In April 2020, a new Senior Swing track arm was released. This change allowed for the Senior Swing to use the roller assembly as the 2210, 4210T and 4510T mechanical series. It impacted pull side applications for 9530, 9550, and 9560 series.

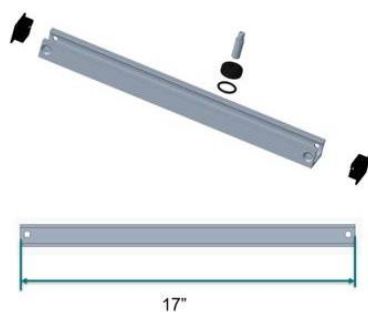
Starting on April 14, 2020, the standard track that shipped to customers changed in length from 17" to 8". As announced, the newer design is shorter and will not retrofit or cover holes of the pre-April 2020 track.

Additionally, it was announced at the time that the roller was changing and would not retrofit to the pre-April 2020 track. The roller that started shipping 4/14/20 is a single unit (roller assembly), rather than two pieces (ie. o-ring and roller).

### Old Design

Pre- 4/14/20

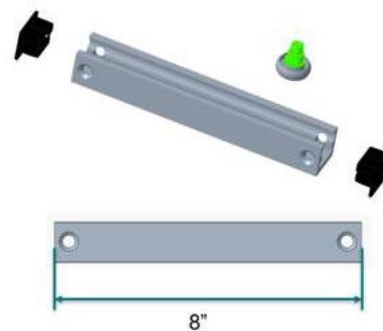
- 17" Track Length
- Two-piece o-ring and roller



### Current Design

4/14/20 and beyond

- 8" Track Length
- Roller assembly



At the time of the change, it was announced that Allegion will warranty current track arms for the promised 2 years.

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### April 2021 Retrofit Options

Since the change occurred, the field teams have shared the challenges of retrofitting tracks and rollers on older Senior Swings. For this reason, the old design track, arm, screw pack, and roller parts are being made available to order for retrofit scenarios only.

These parts will be available for order beginning on 5/3/21, for any previously installed LCN Senior Swing in the field today.

Senior Swing Series	Description	Part Number	Price
9530/9550/9560	Old Style Track	9530-3038OS	\$78
	Old Style Arm	9530-3077TOS [Specify Hand]	\$260
	Old Style Screw Pack (includes end caps, screw pack, roller)	9530-MS-PL OS	\$50
	Old Style Roller	9530-3034OS	\$36

### New Senior Swing Orders

9530, 9550, and 9560 units will continue to ship with the current 8" track and roller. Any and all new installations of the pull-style Senior Swing units should continue to order and use the current track and roller.

If you have questions, please feel free to contact Customer Care at 877-671-7011.