

FALCON®

Customer Bulletin

Date: May 13, 2024

Discontinuation of the Falcon 14/1590 and 2390 Exit Devices

Due to low demand, the Falcon 14/1590 Series narrow stile touch bar exit devices and the 2390 Series recessed exit devices will be discontinued effective December 30th, 2024. We recommend customers transition to the Falcon 16/1790 to meet their application needs. Allegion is actively developing adapter plates for retrofit applications. More information will be forthcoming on these new adapter plate products including timing, availability, and ordering, and support information.

Important Target Dates regarding the Discontinuation Notice:

- **Last day to order 14/1590 & 2390:** Friday, December 13th, 2024
- **Last day of 14/1590 & 2390 production:** Friday, December 27th, 2024
- **14/1590 & 2390 product officially discontinued:** Monday, December 30th, 2024

Dates are contingent on parts inventory; devices are while supplies last

In order to ensure a smooth transition preparing for discontinuation, we will monitor existing project with these products to ensure the most positive customer experience concerning this discontinuation notice.

Warranty issues for the Falcon 14/1590 exit devices incurred after the discontinuation date will be handled with the Falcon 16/1790 devices.

Questions or concerns?

For any questions or concerns, please contact Customer Care at 1-877-671-7011, Option 3 or support@allegion.com.