

Product Service Bulletin: On the Qt Door Handle Screw Replacement

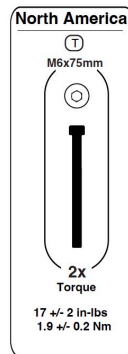


Orangebox has identified a preventative service need for the door handle of On the Qt (Style # OB1QT01, OB1QT02, OB1QT03, OB1QT04). The screws that secure the door handle could come loose overtime and cause the laminate glass to crack. To correct this issue, all On the Qt phonebooths shipped between March 1, 2021 to March 28, 2022 will require replacement screws with a locking patch for the door handle.

Door Handle Replacement Screws

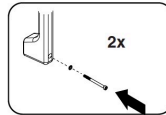
Service part#
1488166001SR

Contains 10 screws;
enough for 5 door handle fixes

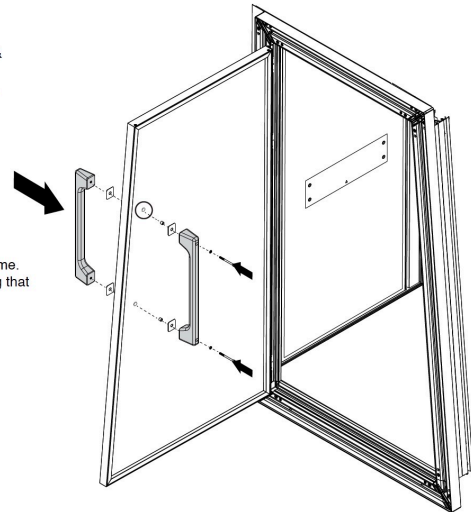
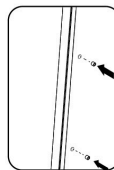


1 Door handle
requires 2 screws

Remove 2x existing cap screws & replace with 2x new screws with pre-applied thread locking patch.



It's best to replace 1 screw at a time. Ensure not to lose plastic bushing that protects the glass



To minimize disruption to customers, Orangebox is initiating this replacement process. While the risk of door handle cracking the glass door is relatively low, the implications are significant and could cause the entire door to be replaced. Orangebox feels it's critical you implement this replacement within the next six weeks.

On the QT Door Handle Screw Replacement Instructions

1. Within a few days of receiving this Service Bulletin, Steelcase will email your service coordinator an excel spreadsheet of your orders.
2. Dealer should submit a new LASER notification and reference this service bulletin and request NO CHARGE replacement screws.
3. Once the LASER is approved, the dealer will order the replacement screws at NO CHARGE by referencing their approved LASER. Please order Service Part # 1488166001SR (contains 10 screws & it takes 2 per door handle).
4. Please contact your customers and inform them of the issue. Please send a service technician to each of the customer sites on the list provided and replace the screws for the door handle of On the Qt. Your dealership will be reimbursed for all travel, labor and related costs incurred to complete the work.
5. Dealer should submit their costs using the approved LASER for their cost reimbursement.

Your Order Fulfillment Team Representative has been informed of this service request and has been instructed on how to process your orders for no charge.

If you have questions, please contact the Steelcase Retrofit Support Team at 800.210.5109, or email us at retrofits@steelcase.com. We apologize for any inconvenience this issue may cause and appreciate your support as we work through it together.