

Press Release

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Press Release Hartnoll Hotel Installs Kaba's Confidant RFID Contactless Lock System

Kaba's RFID Lock Delivers Security, Reliability, and Elegance to Historic Property

MONTREAL, QC, CANADA – July 9, 2013 - The award-winning Hartnoll Hotel is nestled on the edge of the Exmoor National Park in the delightful Exe Valley in Devon, United Kingdom. It offers guests plenty of space to relax in luxurious surroundings with stunning decor and sumptuous fabrics. Each of the Hartnoll Hotel's 18 rooms offers country house elegance and comfort. Egyptian cotton sheets, plush duvets, plump fluffy towels and luxurious dressing gowns promise guests that the Hartnoll will indulge and pamper them throughout their stay. Claire Carter, owner of the Hartnoll Hotel, continually looks at ways to improve her guest's stay experience as she ensures their safety and security. The Hartnoll originally secured its guest rooms with mechanical cylinder locks, but costs for lock repair and lost or stolen iron keys were a perpetual problem. The Hartnoll turned to Kaba for a suitable secure, reliable locking solution. After detailed discussions, Kaba recommended its new Confidant RFID™ contactless lock to provide reliable security, sturdy construction, and comprehensive audit features. What's more, the lock is designed with style and comfort in mind. [Click here for more information on Kaba electronic locks.](#)



Why Hartnoll Hotel selected Kaba's Confidant locks

- Confidant locks rely on secure RFID (radio frequency identification) entry codes.
- The locks are easy to install and have no card reader to maintain and clean.
- The lock maintains an audit trail of the last 2,000 transactions for secure retrieval.
- For safety, a mechanical key may be used to override the RFID system in the event of an emergency.
- To simplify maintenance, all electronics and batteries are located in the front lock housing, so there is no need to disturb guests for maintenance checks.
- A low-battery indicator alerts staff when it is time for a battery change; and batteries last 2-3 years so maintenance is kept to a minimum.

Each Confidant keycard is encoded by a portable RFID Front Desk Unit (FDU), uniquely designed for the hotel industry. The RFID keycard reader audits each key's use, so managers can verify room access for legal support in the event of unauthorized room entry or claim of theft.

Ms. Carter took time out to answer questions about her lock decision:

Q. What were the core requirements and objectives of your lock replacement?

A. "Guest room keys were being taken off property. We had to change room locks each time this happened. We wanted to eliminate the need for the old iron keys and replace them with a more secure lock. Aesthetics were also important. Our doors are the original ones from when the property was built. We wanted secure, modern locks that blended with the look and feel of our historic hotel."

Q. What are the main guest benefits of your new locks?

A. "Alleviating the need for iron keys has significantly reduced guest inconvenience because RFID locks are reliable. Kaba's locks also reduced staff labor, and costs. The installation caused very little disruption and we did not lose any bedroom downtime."

Q. How would you define your Kaba experience?

A. "It was 'second to none.' It's been a very good experience from start to finish. Today, people want the best products and customer service available, and that is exactly what Kaba provided.

Kaba's Confidant RFID solution reduced costs, made the day-to-day logistics of running the hotel a lot smoother, provided peace of mind for hotel staff, and protects our guests and their belongings. The stylish design strikes a perfect balance to complement the hotel's contemporary feel without compromising its traditional heritage."

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Kaba is a globally active, publicly traded security corporation. With its "Total Access" strategy, Kaba specializes in integrated solutions for security, organization, and convenience at building and information access points. Kaba is also the world market's number-one provider of key blanks, key cutting and coding machines, transponder keys, and high-security locks. It is a leading provider of electronic access systems, locks, master key systems, hotel locking systems, security doors, and automatic doors. www.kaba.com and www.kabalodging.com

Saflok joined Kaba in 2006. Saflok is a market innovator with 30 years of experience designing, manufacturing, and distributing electronic locks and systems. Its solutions are installed globally in the hospitality, lodging, multi-housing, and commercial markets. Saflok is committed to delivering best-in-class solutions that help properties achieve improved operations and reduced costs. www.saflok.com/

ILCO is a division of Kaba. The ILCO brand is known worldwide for electronic locks that offer exceptional quality and technology innovation at competitive prices. ILCO is also a leader in key blanks, automotive transponder technology, key cutting/duplication machines, and brass replacement cylinders. www.ilcohospitality.com

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