

Frequently Asked Questions

What are some of the issues with the competitor's device?

Districts in the past have purchased a competing device but there have been some serious issues. Complaints about the competitor's device from teachers included the following:

- the device wouldn't stay secured to the door
- the device was mounted too high on the door so kids wouldn't vandalize it or remove it from the door
- the device would slide shut after accidentally being touched causing the teacher to be locked out of the room.

These are some of the complaints by teachers (in fact, the competitor's device does not have a warranty and was never intended to be a school safety device by the manufacturer).

Why did KSL design and create the Step1 Device?

Our product was created and designed specifically for lockdown scenarios. Our design engineer, along with input from educators, firefighters who have conducted school safety inspections, and law enforcement instructors came together with a far more superior product.

The "Step 1" Lockdown Device has the following features and designs:

- Installed to the door with 3M® VHB tape creating the strongest bond to the door possible.
- The device can be mounted just above the door handle at 36"-48" heights in compliance with ADA guidelines and not have to worry about a student removing it or damaging it.
- The device has a green indicator which tells the educator or occupants of the room if the door is secured closed or not from a distance.
- The finger grip on the solid rubber slide has a design so it takes a pulling, grip motion to activate it and will not be closed or engaged accidentally.
- This product is called "STEP 1" and comes with a sticker for the door to educate occupants on the first step needed during a lock down. This also serves as a reminder to the educator under stress during the lock down what they need to do first and foremost

Are screws or any other type of installation equipment needed to install the device on the doors?

No, the "Step 1" Lockdown Device does not require anything other than what comes in the package we send you. Isopropyl alcohol wipes (included) to clean the area of the door and the device itself. Our product comes with easy to install instructions and a link to a YouTube® video on installation and use. Use of screws to affix any device to a fire rated door will violate fire codes.

How do I place an order?

Send us an email at: step1@knowledgesaveslives.com. Tell us the name of your site or district and the number of units needed. Remember, these are designed to be a safety device for rooms that a person can secure from the inside. They are best suited for classrooms and offices, not hallway doors or exterior gates or fences. Once we know how many you need, we will send you an invoice estimate which requires approval before we can complete the order.

Is shipping and handling included in the estimate?

Yes! we take the guesswork out of everything. We use standard USPS shipping so if it fits, it ships at no additional cost to you. And we always throw in a few extra just in case there are a few extra doors that weren't included in the original estimate.