

The **Master Lock** Company

Property. People. Life.

Frequently Asked Questions

Retirement of Master Lock 6835/S6835 Aluminum Safety Padlocks

What items are being discontinued? What replacements or alternatives are available?

See Quick Reference Guide for the full listing and recommended replacement models.

Why are these items being discontinued?

Due to the commonalities between the Master Lock 6835/S6835 Series padlocks and the American Lock A1100/S1100 Series padlocks, there is an opportunity to simplify the product line. A simplified offering enables greater operational efficiency and improved service levels for our customers.

What impact will the padlock retirement have on facilities that currently use the Master Lock 6835/S6835 Series padlocks?

With minimal differences between the Master Lock padlocks being discontinued and the American Lock replacements, there will be no negative change in performance to those currently using the Master Lock 6835/S6835 Series. The replacement models offer durability and integrity equivalent to that of the 6835/S6835 Series due to sharing the same lock body and shackle as the 6835/S6835 Series, as well as offering all the same keying options familiar to customers today. The American Lock replacement models even offer a wider variety of lock body colors than the 6835/S6835 Series.

What are the main physical differences between the discontinued items and the suggested replacements?

The most noticeable difference is the finish on the lock body. A powder coating is applied over the aluminum lock body in the case of the Master Lock 6835/S6835 padlocks. The American Lock A1100/S1100 Series features a metallic, anodized finish.

Can the replacements be used in the same applications?

The Master Lock 6835/S6835 Series and American Lock A1100/S1100 Series share the same lock body and shackle and, therefore, can be used with the same lockout devices and hasps in the same applications.



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For how long will the discontinued items continue to be orderable?

Orders for the discontinued items will continue to be accepted until July 1, 2019. Orders must be received prior to the deadline for guaranteed fulfillment.

Will The Master Lock Company honor orders for the Master Lock 6835 Series received after the deadline?

Yes, but new orders will only be accepted and fulfilled while supplies last.

Will requests for registered key systems continue to be fulfilled?

Yes. However, by policy, any new key systems will use the standard American Lock cylinders, APTC12 (5-pin) for A1100 Series and W401 (6-pin) for S1100 Series.

Can users of the discontinued items order new locks keyed to their current systems?

Yes. If facilities need to order a replacement lock or expand their existing system, the following cylinders will be an option available by contacting Master Lock Customer Support: W1 (4-pin), W6000 (5-pin), W7000 (6-pin), W400 (6-pin), W401 (6-pin), W417 (6-pin), APTC12 (5-pin) and APTC14 (6-pin).

Will replacement keys still be available for the discontinued items?

Yes, end users will still be able to order replacement keys for the discontinued items, even after official retirement.

Remember to review your current lockout policy or program and integrate the replacement model as your new preferred lockout padlock!

For more information and ordering assistance, contact your distributor or call Master Lock Customer Support at 1-800-308-9244.