

# Assa Abloy Locks and Request-to-Exit (REX) Events

Last Modified on 01/09/2023 1:51 pm EST

## Symptom

When using Aperio IN100 locks with the AH30 hub, an unexpected REX event is received in OnGuard when a cardholder enters the secured side of the door by pushing the exterior handle.

## Resolution

Replace the AH30 hub with an AH40 hub.

## Applies To

OnGuard 7.6 or later systems using Aperio IN100 locks with AH30 hubs.

## Additional Information

Copyright © 2022 Carrier. All rights reserved.

---