

DORMA for SERVICE

**Service and
Maintenance of Doors:
Automatic, Manual
& Industrial**





■ Service and maintenance – why the necessity?

All doors, whether manual or automatic, are complex components subject to punishing wear and tear. Therefore to ensure that they continue to function as they should, regular service and maintenance is imperative.

Regular door maintenance helps prevent accidents, reduces breakdowns and the accompanying inconvenience, and prolongs the life of the operator. There are also legal implications regarding the servicing of all door types which must be adhered to, to ensure the safety of users at all times.

The Service operation of DORMA provides a tailored, local resource for the servicing and maintenance of all DORMA and non-DORMA automatic, manual and industrial doors, the supply and fitting of access control systems and the installation, repair and refurbishment of windows.

DORMA can provide you with expert advice on how to meet various regulations with regard to accessibility (Approved Document M and the Equality Act) and fire safety (Approved Document B and the Fire Safety Order). Choose DORMA and we will provide all the back up you need.



Our quality comes from our local engineers

DORMA employs a nationwide team of engineers throughout the UK & Ireland to give you local coverage when you need it.

Our engineers are strategically located so that wherever you are there is always an engineer to provide an efficient and effective service. However the service we offer is only as good as the quality of our engineers.

Therefore all DORMA engineers undergo full training that includes:

Successful completion of the Automatic Door Suppliers Association (ADSA) examination of competency making them officially authorised technicians in compliance with the British Standard for Powered Doors for Pedestrian Use BS7036 (1996).

An in-house training programme that aims to further improve its support services to match the quality of our door equipment and so provide a service package that is second to none.

The Complete Service Package



Automatic Doors & Access Control



Manual Doors & ironmongery



Windows



Industrial Doors & Dock Levellers



- ☐ Responding to your needs:
 - contracted preventative maintenance, or
 - reactive repair

■ The Right Type Of Service For You

Whatever type of doors you require service and maintenance for, we have a package that will suit you and your business. We offer our customers two types of door servicing:

Contracted Preventative Maintenance or Reactive Repair

■ Contracted Preventative Maintenance:

We offer three different servicing packages:

3 Star, 4 Star & 5 Star

All contracted clients receive a discount on call-out charges.

All three packages can cover both manual and/or automatic doors.

4 & 5 Star coverage is not available for Industrial Doors.



3 Star Cover – provides the minimum recommended level of service

- PPM (Planned Preventative Maintenance)
- Basic adjustments to ensure doors are working, without removing them
- Rectify any minor faults in closing speeds, sensors, backcheck and latching
- Check compliance of automatic doors with BS7036
- A report will outline any major defects or upgrades that are required to ensure that the door functions correctly and safely
- Ask for details of our FSO contract to assist with your Fire Safety risk assessment



4 Star Cover – as per the 3 Star package plus:

- All call-outs within working hours (8am-5pm) are covered within the price of the contract (excluding misuse and abuse)
- All faults rectified on a PPM visit or call-out are free of labour charges – you only pay additionally for any necessary parts replacement



5 Star Cover – a comprehensive policy to give total peace of mind

- A full year's servicing for one price
- PPM (Planned Preventative Maintenance)
- All call-outs within working hours (8am-5pm) are covered within the price of the contract (excluding misuse and abuse)
- No charge for all labour and parts incurred in the replacement of any worn components that are deemed necessary for the safe and correct operation of the door

■ Reactive Repair: Ensuring you're always open for business

If you have a breakdown or malfunction you can call us in to repair or replace the door even if you don't have a service contract with us.

Our response times aim to get an engineer to you either the same day or the next working day.

For example, if you call us in the morning we aim to have an engineer with you in the afternoon. If you call us in the afternoon we aim to have the engineer with you the next morning.

However if the breakdown or malfunction raises security or safety issues then we will send an engineer as soon as possible during or after hours the same day.

We can be contacted during office hours by telephone or email. Contact can be made after hours or over the weekend through our 24 hour emergency hotline.





■ All your access needs from one provider

DORMA offers the complete service package for both DORMA and non-DORMA equipment:

Automatic Doors

DORMA can service all types including sliding, swing, space-saving and folding automatic doors, as well as manual and automatic revolving doors.

Manual Doors & Ironmongery

Doors that slam shut or do not close correctly can be both annoying and potentially dangerous.

We will check that your manual doors and their associated ironmongery are functioning correctly.

Industrial Doors & Dock Levellers

Roller shutters, fire shutters, grilles, dock levellers, sliding and folding doors are often subject to wear and tear and accidental or deliberate damage. This can cause great inconvenience to deliveries and security systems, and result in a loss of time and money.

As a member of the DSMA (Door & Shutter Manufacturers' Association), DORMA can keep you safe, secure and operational.



Windows

Neglected windows can become difficult to open and close, fail to keep out the external elements and fail to provide adequate security.

We offer full installation and service of all types of aluminium windows.

Access Control

DORMA can supply and fit key pad or card swipe security systems which can be linked to automatic doors to offer a remote locking facility.

■ Responding to your business

At DORMA we have a wide variety of experience with customers in different areas of both the public and private sectors.

Whatever sector you operate in one thing remains constant: your premises have to open on time and close safely and securely when you need them to.

Our regional offices ensure that we give nationwide coverage with the benefits of local care.



■ Legislation & Regulations - Your Obligations

We're here to help you. There are 3 key pieces of legislation which you need to be aware of with regard to general safety, accessibility and fire safety.

We can assist you in meeting the differing and potentially conflicting requirements of the different acts in a cost effective way to ensure that your business is safe and legal.

Equality Act*

This requires that you make reasonable adjustments to your premises where a physical feature makes it impossible or unreasonably difficult for a person with a disability to make use of any services you offer to the public.

At DORMA we are experts in how to meet these requirements as specified in BS8300 and the Building Regulations (Approved Document M).

Just ask us how we can help make your premises accessible to all.

*Formerly known as the Disability Discrimination Act



Occupier's Liability Act

Under the legislation you must ensure your premises are safe for any visitors by maintaining your doors to the relevant British Standards such as BS7036. If the doors malfunction and cause injury you may be liable.

However if you have a Service contract with DORMA, your responsibility for the maintenance of the doors will pass to us.

Fire Safety

Under the Fire Safety Order, the "responsible person" for the building MUST complete their own risk assessment for the fire safety of the building and put in place any measures resulting from the risk assessment. Failure to do so could result in a fine or imprisonment (or both) and could invalidate any building insurance.

An important part of your risk assessment is to ensure that all fire doors and escape doors meet the required standards. We cannot do your risk assessment for you but we can ensure that all your fire doors and escape doors are well maintained and in good working order.

Our engineers are qualified door technicians and our FSO Service Contract can form part of the control measures required from your risk assessment.





■ DORVISION – 24/7 real-time monitoring

DORVISION is a GPRS based wireless system concealed within the door equipment. This allows your doors, wherever they are, to provide information 24/7.

DORVISION can be interfaced with any type of automatic door operator to give real-time remote control functionality of the doors main controls.

Should a problem arise with the door, it will allow us to reset the doors remotely or get a service engineer to attend if required.

DORVISION allows you to access this information securely through the internet. You can monitor the performance of the doors and determine footfall trends through the doors. With DORVISION you will always be ready for business.



Key Benefits

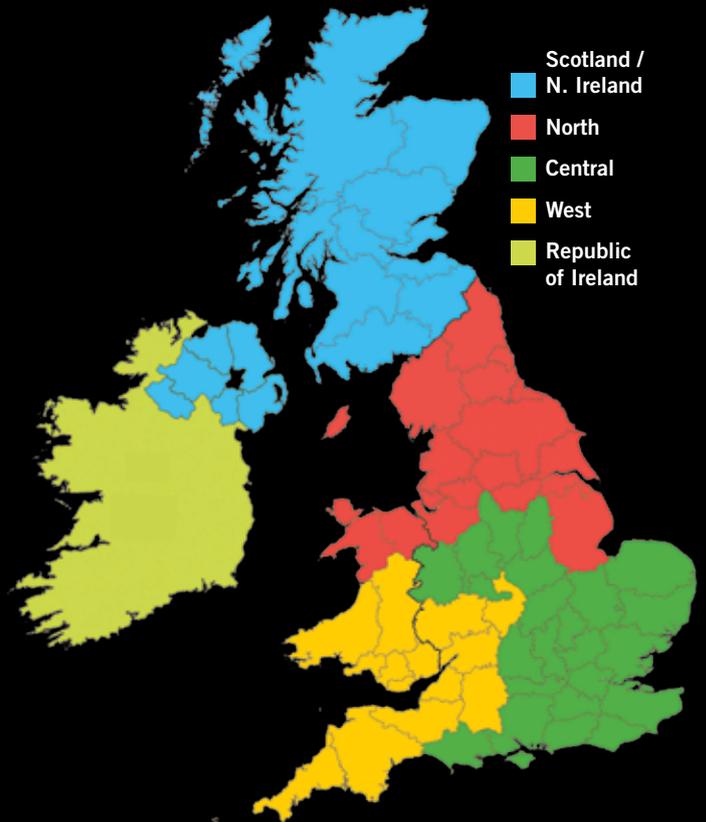
- Real time remote control facility
- Recording of switching and safety device activations
- Remote diagnostics and remote reset facility for most door types
- Suitable for new installations or retro-fitted to existing doors
- Low cost door management system
- Reduced engineer attendance - reduced carbon footprint

Customer Benefits

- Remote locking/unlocking (if electric lock fitted)
- Timed automatic locking
- Remote activation of the door (opening/closing)
- Client access via internet based gateway through a secure login
- First level footfall reporting allows you to see how often the door is activated

Think

Green



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