

Access and time system solutions

Customised service packages





dormakaba Service

Reliable operation and secured investment

Reliable maintenance and fast service availability are indispensable when it comes to operating a unit efficiently. Professional maintenance from dormakaba provides security and helps preserve value. That is why our services are not just limited to rectifying faults, but also include preventative service packages and specific service modules.

Your added value: security included

dormakaba's professional service organisation and fine-tuned range of services provide you with a variety of benefits:

- flexible assistance and quick response times in the event of disruption
- preventative maintenance that reduces susceptibility to breakdowns
- calculable lifecycle costs
- investment security
- guaranteed availability and clear service level agreements

The service packages

Tailored solutions

The comprehensive, modular dormakaba service portfolio is composed of three needs-orientated service packages, to which optional service modules can be added on an individual basis.

FIRST service package

PLUS service package

ECO service package

FIRST service package

Integral services at the highest level



Is optimal value retention just as important to you as rapid, complete service? Then this package will impress you in every way. Our service organisation is available 24 hours a day, 365 days a week. You get preferential access to our service technicians with a response time of just 3 hours and a prompt intervention time of 6 hours.

Travel costs, labour and spare parts are included in the FIRST service package, as is an annual system check. Thanks to the training, which can be arranged annually, you stay up to date and also benefit from a login to our online door and access management portal, which gives you access to your extensive system documentation.

PLUS service package

Rapid support around the clock



If you want shorter response times and 24/7 on-call service, this is the package for you. Our service organisation is available 24 hours a day, 365 days a week. You get preferential access to our service technicians with a response time of 8 hours and an intervention time of 14 hours.

Travel costs are included and thanks to the training, which can be arranged annually, you are always up to date. You will also receive a login to our online door and access management portal, which gives you access to your comprehensive system documentation.

ECO service package

Cost-effective basic package



Would you like to cover the most important services in a cost-effective way? Then this package is perfect for you. In the event of disruption, our service organisation is available during business hours on weekdays. You can access our service technicians with a response time of 12 hours

and an intervention time of 18 hours. You will also receive a login to our online door and access management portal, which gives you access to your comprehensive system documentation.

Our service packages at a glance

	First 	Plus 	Eco
Helpdesk (incident coordination and 1st level support) Guaranteed phone or e-mail support during office hours.	•	•	•
Helpdesk+ Available 365 days a year, 24 hours a day.	•	•	•
Response time in hours The maximum time between our receipt of the fault report and contact with you.	3	8	12
Intervention time in hours The maximum period of time after the response time within which troubleshooting will begin at the latest.	6	14	18
Troubleshooting The time window within which troubleshooting is performed.	365 x 24 hrs	365 x 24 hrs	Mon – Fri 8 a.m. – 5 p.m.
Remote connection Setting up and maintaining non-personal VPN connections or TeamViewer. TeamViewer can be downloaded from our website.	•	•	•
Working hours helpdesk, 2nd level support, remote and on-site Working hours spent on troubleshooting, excluding travel time.	•		
Call-out charges Travel costs incl. travel time, incl. return journey.	•	•	
Spare parts Spare parts used for troubleshooting.	•		

The following services are also available outside of the service packages as individual modules or in addition to the packages. Detailed information can be found on the following pages.

EntriWorx Planner online door and access management portal The EntriWorx Planner login gives the customer access to their individual system documentation at any time.	•	•	•
Training Annual half-day training according to customer requirements with a maximum of three participants.	•	•	optional
System check Preventive maintenance of the Kaba exos 9300 access control software to reduce malfunctions and error messages.	•	optional	optional
Remote connection+ Set up and maintain customer-standard personal VPN connections, such as personal password assignment, tokens, security software, etc.	optional	optional	optional
Extended warranty The warranty can be fully extended beyond the 2-year manufacturer's warranty by your choice of 1, 2 or 3 years.	optional	optional	optional
Software upgrade licence Free provision of the latest software licence guarantees up-to-date system operation.	optional	optional	optional

Customised extensions

The following service modules allow the three service packages to be individually expanded, but are also available as separate services.

Remote connection+

Increased security for the future.

Security demands are constantly increasing. To meet these growing demands, dormakaba has significantly increased its security precautions for remote connections. To meet the latest security standards, corresponding resources have been built up and investments made in new infrastructure. For an annual flat rate, you can fully benefit from the newly created Remote Connection+. The equipment for the remote connection is customised using security software, tokens, personal codes, etc. There are no additional costs for customers with whom we establish a remote connection to your client via TeamViewer or a non-personal VPN connection.

Your benefits:

- Saving costs: No on-site visit is necessary in the event of software faults or queries.
- Secure remote connection: The newly designed connection significantly boosts security.
- Quick troubleshooting: Our technicians can access your system within a short time.
- Secure access data management: Your access data will be stored securely with us.
- System extensions and remote commissioning.

Door and access management

EntriWorx Planner

Latest system plans available online at any time

Customised concepts require appropriate planning and documentation. We meet this requirement with our door and access management system (EntriWorx Planner): You will receive a personal login so you can access your current system documentation online at any time. This service is fully available after registration.

Fast finding

The integrated search window quickly locates components and system areas. You also have access to your current door data sheets and floor plans at any time.

Complete transparency

You can check on the project's progress at any time, from implementation and commissioning through to the support phase. You can also access your current system documentation.

Overview of system extensions

System extensions can be easily planned and executed.

Costs

Our door and access management (EntriWorx Planner) is included in the FIRST, PLUS and ECO service packages. A short, free training session on the tool by a dormakaba specialist is available on request.

Access management system training

Kaba exos

Always up to date

Our annual Kaba exos access management system training keeps you constantly up to date with the latest technical developments to ensure you get the most from your unit. The training is entirely tailored to your individual situation, because you define the content yourself. This ensures you and your employees stay up to date with your Kaba exos environment's scope of services and functions and can make changes yourself at any time. The training may include the following modules:

System management

- Addressing and basic settings
- Recording and restructuring hardware components
- Assignment of access points

Staff data management

- Collection of personal data
- Assigning access rights
- Reading in user media
- Printing forms and basic information

Badge management

- Registering user media
- Mutating / blocking user media
- Printing user-defined lists

Access management

- Recording and editing time zones and access grids
- Defining time-based access rights
- Assigning profiles

Access grids

- Defining time-based access rights
- Assigning profiles

Logbooks

- Reading out access and alarm logbook
- Evaluating entries and recognising error messages

Combined package

The FIRST service package also includes the annual system check.

Costs

The Kaba exos training is included in the FIRST and PLUS service packages and is arranged by appointment. If you would like more in-depth training, this will be charged at cost. Even customers with no service package can take advantage of the training for a fee.



dormakaba system check

Safety for long-term, reliable operation

Precautionary maintenance by our specialists is designed to preserve the value of your unit and reduces susceptibility to malfunctions and error messages.

Efficient status testing

We inspect your unit annually and provide you with a differentiated, written status report if necessary.

Preventive maintenance

Many malfunctions can be prevented by checking units at regular intervals. That's why we check your system for possible vulnerabilities before malfunctions occur. This maintenance work is carried out with great care.

For example, the following checks are carried out:

- Checking predefined system backup
- Checking logbook management
- Assessing capacity utilisation
- Checking error messages
- Checking data backup

Combined package

The FIRST service package also includes annual training.

Costs

The dormakaba system check is included in the FIRST service package and is carried out once a year by appointment. This offer is also available to customers without a FIRST service package for a fee.

dormakaba extended warranty

Maximum security with your choice of runtimes

dormakaba offers a 24-month manufacturer's warranty after your unit has been commissioned. After that, our service organisation's customer services are subject to a fee. You can avoid this by taking out a follow-up warranty with a selectable term. The dormakaba warranty extension is a seamless, comprehensive continuation of our factory warranty and takes effect from the first disruption after its expiry. It can also be extended to include other optional services in combination with a service package, such as a guaranteed response or intervention time or a 24-hour on-call service. This allows you to put together your own individual, tailor-made service package.

Your benefits:

- Selectable extended warranty duration: 12, 24 or 36 months
- No travel, repair or spare part costs
- Contract starts automatically after expiry of the manufacturer's warranty
- The dormakaba service team is at your disposal Monday to Friday during office hours
- Prompt help thanks to our dense service network
- Our competent, well-trained service technicians know your products inside out

Upgrade licence Kaba exos 9300

Stay up-to-date with the upgrade licence

The Kaba exos upgrade licence gives you the security of a trouble-free future: You keep your Kaba exos system up to date at all times. You will also benefit from continuous product development and benefit from enhanced or new standard functions in your software package.

Using the latest technologies

The upgrade licence ensures up-to-date system operation. Kaba exos is constantly integrating new technologies, such as new devices or industry standards (ISO). Furthermore, dormakaba has been able to continuously reduce the total cost per door in recent years through innovative device concepts, all while expanding the functions. The new versions also allow systems to be expanded with the latest concepts. The new CardLink™ function's product release, for example, lets our upgrade customers integrate standalone components into their Kaba exos online system. The upgrade licence also supports customer-specific adaptations. This way you benefit from even more sustainability and functionality.

Clearly calculate operating costs

You pay an annual upgrade fee so you can plan the Kaba exos upgrade licence's operating costs in advance.

Securing investments

The upgrade licence lets you secure your previous investments even in the event of subsequent migration. For example, you can switch from your Kaba exos 9300-SBS small system to a freely scalable large system at any time, fully offset against the investments made. This allows you to protect your investments for the future and make full use of them.

Tailored maintenance

We offer you an individual solution customised to your specific needs. For example, you can combine the upgrade licence with various maintenance agreements, as well as integrate a freely selectable number of working days for services. Rapid response times always included. This significantly helps increase your unit's average service life.





Take advantage now!

The advantages of dormakaba's services are obvious.

You benefit from predictable costs, maximum security and guaranteed availability of your system solution. Request your personal offer now!

The dormakaba service portfolio

The dormakaba service portfolio offers needs-based service packages and also covers the following areas:

Automatic door systems

Accessible and comfortable:
The perfect solution for almost any entrance area



dormakaba smart access solutions worldwide

dormakaba Group is one of the top three companies in the global market for access and security solutions. With strong brands such as Dorma and Kaba in its portfolio, the company is a single source for products, solutions, and services related to doors and secure access to buildings and rooms. With more than 150 years of experience, dormakaba stands for security,

sustainability and reliability. The Group has around 16,000 employees and numerous partners in over 130 countries worldwide, is headquartered in Rümlang (Zurich / Switzerland), and generates an annual turnover of more than CHF 2 billion.

Our commitment to sustainability

We are committed to sustainable development along our entire value chain and always keep our economic, environmental and social responsibility to subsequent generations in mind. Sustainability at product level is an important and future-oriented approach in the construction industry. dormakaba provides Environmental Product Declarations (EPDs) based on holistic lifecycle assessments to make quantified data available on a product's environmental impact over its entire lifecycle.

dormakaba.com/sustainability



Our offer

Automatic access solutions

Automatic doors and drives
Security and access solutions



Electronic access solutions

Electronic access and time recording systems
Escape and rescue route systems
Hotel access systems



Mechanical access solutions

Door closers
Door technology
Mechanical locking systems



Service

Consulting and planning
Mounting and commissioning
Maintenance and repair



In case of disruption:
helpdesk.awm.ch@dormakaba.com

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