

dormakaba Service and Maintenance

Maintaining access all around your building



Service and Maintenance

Head Office

dormakaba UK & Ireland
Wilbury Way
Hitchin, Herts
SG4 0AB
T +44 (0)800 212 380

E: service.uk@dormakaba.com
www.dormakaba.co.uk

Ireland

dormakaba UK
& Ireland
PO Box 1050
Maynooth
Co. Kildare

Scotland

dormakaba UK
& Ireland
Unit 1, Almond
Road
Middlefield
Industrial
Estate, Falkirk
FK2 9HQ

South

dormakaba UK
& Ireland
Lower Moor
Way
Tiverton
Devon
EX16 6SS

Midlands

dormakaba UK
& Ireland
DORMA UK Ltd
Unit 7
Oaks Industrial
Estate
Leicester
LE67 3NQ

North

dormakaba UK
& Ireland
32 Crowther
Road
Crowther Ind
Est
Washington
Tyne and Wear
NE32 3EF



When you choose dormakaba, you are supported by a nationwide team of in-house, accredited and fully trained engineers throughout the UK & Ireland, 24 hours a day, 7 days a week. Our specialised service covers dormakaba's access control systems and all brands of automatic door, manual door closers, industrial doors and roller shutters to offer you a complete solution from front to back of house.

dormakaba 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 dormakaba and we will provide all the back up you need.

Expert service offering

dormakaba are specialists in the design, manufacture and servicing for all types of industrial and commercial doors providing peace of mind to your business, through 150+ in-house, fully trained and accredited engineers, operating from a network of delivery hubs nationwide.

Why the necessity?

All doors, whether manual, automatic or industrial use complex components which are subject to punishing wear and tear. Therefore, to ensure that they continue to function as they should, regular service, maintenance and modernisation are imperative. Regular door maintenance helps prevent accidents, reduces breakdowns and the accompanying inconvenience and prolongs the life of the door operator. There are also legal implications regarding the maintenance and servicing of all door types which must be adhered to, in order to ensure the safety of users at all times.

Quality service, local engineers

dormakaba employs a nationwide team of strategically located engineers so that wherever you are, there is always an engineer to provide an efficient and effective service across an extensive product portfolio. With over 40 years' experience in the service industry, dormakaba is committed to ongoing specialist training for our engineers, and integrated health and safety, quality and environment management systems. All dormakaba 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 BS EN 16005:2012 Powered operated pedestrian doorsets– Safety in Use.
- Our in-house dormakaba 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 Pack



Automatic doors



Manual doors
& Ironmongery



Industrial doors



Security doors & barriers



Lodging products



Access control & workforce
management



Emergency exit hardware

The right type of service for you

The right type of service for you

Responding to your needs, dormakaba offers a choice of service and maintenance packages tailored to suit your business, usage patterns and modernisation programme.

Preventative Maintenance

In order to optimise the efficiency of your automatic door equipment and to fulfil your servicing and maintenance obligations, dormakaba recommend taking out a preventative servicing and maintenance agreement. Please contact your local dormakaba service team to determine your service frequency and requirements.

Emergency call out

Our response times aim to get an engineer to you within 24 hours from receipt of a call.

If you have a breakdown or malfunction you can call us in to repair or replace the faulty door, even if you do not have a service contract with us, or if you have non-dormakaba equipment. We can be contacted by telephone on 0800212 380 24 hours a day, or by email on service.uk@dormakaba.co.uk during business hours.



Flexible solutions

Choose your own service agreement:

dormakaba 5 Star Cover

– A comprehensive policy covering all costs to give you hassle free budgeting and 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.

dormakaba 3 Star Cover

– The minimum recommended level of service providing peace of mind with routine care

- PPM (Planned Preventative Maintenance)
- Basic adjustments to ensure doors are working, without removing them
- Rectify any faults in closing speeds, sensors, backcheck and latching
- Check compliance of automatic doors in accordance with BS EN16005
- A report will outline any major defects or upgrades that are required to ensure that the door functions correctly and safely.

Your Obligation

To provide a safe building environment

We're here to help you. There are 3 key pieces of legislation affecting the provision and maintenance of doors which you need to be aware of with regard to Accessibility, Fire safety and general Health & Safety obligations.

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

Legal Requirements

Equality Act 2010

Formerly known as the Disability Discrimination Act, this legislation places a duty of care upon all service providers to remove the physical barriers that prevent people with disabilities from accessing a service. It requires that you make reasonable adjustments to your premises where a physical feature makes it impossible or unreasonably difficult for any person to make use of any services you offer to the public.

At dormakaba, we are experts in how to meet these requirements as specified in BS8300 "Design of buildings and their approaches to meet the needs of disabled people" and the Building Regulations (Approved Document M - "Access to and use of buildings"). We can help make your premises accessible for all.

Regulatory Reform (Fire Safety) Order 2005

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 resisting doors and emergency 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.



Risk Management

What happens if a fault is reported?

Through our comprehensive reporting system, dormakaba will convey any identified faults to our clients before rectification and works commence.

Our policy is to service and maintain existing products first and only conduct replacements if:

- OH&S identifies an unsafe working environment
- The unit is beyond economic repair.

Risk management is an increasingly important priority that a responsible business cannot afford to ignore. When you choose dormakaba you choose a service provider committed to excellence in Health and Safety, Quality, Environment and Training Management, with established industry leading credentials in all these areas.

The deep-rooted dormakaba Safety culture is underpinned by our comprehensive Health & Safety Management System and fully accredited by all the major industry bodies. Certified to 18001 by BSI, this system guarantees you peace of mind to extend your duty of care - increasing the safety and security of your customers and staff.

Education is a key component of our outstanding Health and Safety record. All our managers, supervisors and support staff are qualified to the equivalent of IOSH Managing Safety standard through our RoSPA approved Health and Safety for Managers course, and are fully aware of their responsibilities. Customer excellence is integral to everything we do. Our mature quality management system, certified to 9001 since 1995, enables us to constantly monitor our commitment and maintain our high standards. Built on this foundation, we created a bespoke; web based integrated management system, which was certified to PAS99 in 2013. This industry leading certification confirms the stability and cohesiveness of all our individual systems.



Health, Safety and Welfare Regulations

Under the Workplace (Health, Safety and Welfare) Regulations 1992, employers have a general duty of care to ensure, as far as is reasonably practicable, the health, safety and welfare of employees under section 2, and for building users, under section 4 of the Health and Safety at Work Act 1974.

You must ensure your premises are safe by maintaining your doors on a regular basis to the relevant Standards and keep a record of such maintenance. If the doors malfunction and cause injury you may be liable.

Automatic doors are classified as machines under the European Machinery Directive, and are also regulated by BS EN 16005:2012 - Power-operated pedestrian doorsets, which states that automatic doorsets including their protective devices and safety systems shall be regularly maintained according to the manufacturer's specification and the recommended frequency for checking the correct operation of safety function and devices is, at least, once a year.

Extensive Experience

All your access needs from one provider

dormakaba offers a complete and fully integrated service package for both dormakaba and non-dormakaba equipment throughout your building.

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

Automatic doors

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

Well maintained products provide safe and efficient use and are vital to the smooth operation and security of any business.

All safety requirements for power operated doors are stipulated in BS EN 16005:2012 Power operated pedestrian doorsets - Safety in use. All dormakaba service engineers are trained to comply with this standard through the Automatic Door Suppliers Association (ADSA) examination of competency.

Automatic doors should be checked by an ADSA qualified technician at least once a year.

dormakaba recommends that automatic doors which are emergency exits or escape routes are serviced at least twice a year.

Benefits of regular automatic door maintenance include:

- Guaranteed piece of mind with 24- hour support
- Fulfilment of duty of care to customers and staff
- Reduced breakdowns
- Extended life of the operator
- Lower rates for repairs
- Reduction of energy costs (air-conditioning and heating)
- Increased security and safety.



Industrial doors and shutters

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

We can supply, install and provide ongoing service and repair for all types of industrial and commercial doors including:

- Roller Shutters
- Sectional Overhead Doors
- Steel Personnel Doors

dormakaba can keep you safe, secure and operational. We recognise the importance of the safety and security of your staff, customers and warehouse facilities. It is with these things in mind that we ensure effective and on-time service to all forms of industrial doors so that your building is never compromised.

To ensure the safe working and security of all types of industrial doors it is recommended that maintenance is carried out at twelve month intervals.



Manual Doors & Ironmongery

When neglected, manual door closers can quickly become unsafe and dangerous. They can start to stick, become noisy, slam or operate too slowly and fail to close properly. If this happens to an ordinary door it is unsafe, or at best annoying, on a fire door it's potentially deadly. To prevent this, manual door closers should be examined at six month intervals (BS 8214:2008).

This inspection will also ensure they meet the requirements of the Equality Act.

dormakaba can carry out a fire safety maintenance check on all your doors as part of a service visit and issue you with our fire safety maintenance check list showing our findings and any recommended corrective actions. Panic Hardware and emergency exit hardware should be installed to give safe and effective escape through a doorway with minimum effort and without prior knowledge of the device.

Benefits of regular manual door maintenance include:

- Fulfilment of duty of care to customers and staff
- Ensure your premises meet the requirements of Fire and accessibility regulations
- Peace of mind for fire door integrity
- Reduction of other maintenance costs, e.g. damage to door leafs, surrounding walls, and flooring.



The dormakaba service experience

Quality assurance at every step

dormakaba UK & Ireland operate a mature quality management system that has been consistently certified to BS EN ISO 9001 since 1995.

Our high standards and commitment to all aspects of Health and Safety are recognised by the achievement of ISO OHSAS 18001:2007, and our commitment to the environment with ISO 14001:2004.

dormakaba has gained four major H&S accreditations; Altius Elite Vendor, Constructionline, SAFEcontractor and Contractor Health and Safety (CHAS). We also have Human Focus and Reset accreditation.

Responding to your business

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

security are our paramount concern and this is reflected in our prompt response times.

When you choose dormakaba, you are choosing a partner you can trust, with unrivalled industry experience enabling a first class customer experience through best practice standards. Working closely with our customers to understand each individual situation is imperative to our success.

Complete service solution

Your Account manager will customise a one-stop shop service solution for all your assets and sites, covering maintenance and repairs to existing doors as well as new equipment upgrades. Customers with multiple sites and extensive equipment portfolios will benefit greatly in time and management expense by dealing with a sole supplier who is familiar with all site requirements.



Our products



Entrance Systems

Automated access solutions for convenient access to buildings



Door Hardware

Solutions for residential or commercial projects



Industrial Doors

A wide range of industrial doors, sectional doors, speed doors and rollershutters



Lodging Systems

Hotel locks and locking systems as well as access management solutions for holiday homes



Electronic Access & Data

Electronic access control and workforce management for efficient access management, security and data collection



Services

Tailor-made services and customized maintenance for long-term functional integrity of access and security solutions



Mechanical Key Systems

Systems that enable access rights and key control to all rooms within the premises



Service Contact

dormakaba UK & Ireland
Wilbury Way,
Hitchin, Herts
SG4 0AB
T: +44 (0)800 212 380