

Ensuring you're always open for business

We make access in life **smart and secure.**



Service Brochure

dormakaba service

For your peace of mind



Quick response

24 hours a day, 7 days a week



Always near

Nationwide presence with local field teams and offices



Dedicated

Team of factory trained and equipped specialists



Quick spare parts supply

available from our nation-wide network of warehouses



Complete transparency

Quick and effective communication throughout the process



Independent support

Fully equipped service vans

Extensive experience

We work on all brands



dormakaba Service provides a tailored, local resource for the servicing and maintenance of all dormakaba and non-dormakaba Door Hardware, Entrance Systems and Interior Glass Systems. When you call dormakaba Service, you will speak to someone who is knowledgeable and can offer expert advice. High quality service is important - which is why our service technicians are factory trained, AAADM (American Association of Automatic Door Manufacturers) certified and committed to the highest level of customer service.



Products we service:

- Automatic Doors
- Hollow Metal & Wood Doors & Frames
- Revolving Doors
- Sliding Doors
- Glass Doors
- Security Locks
- Electronic Access Components
- Panic Bars
- Door Closers
- All Door Hardware Elements
- Security Turnstiles



Services we offer:

- Annual Maintenance Contracts
- Repair Services
- Upgrades and Modernizations
- Replacement
- Installations
- Spare Parts
- Architectural Specification Services for Remodels and New Construction
- Master Service Agreements

You don't have time for downtime



Automated doors are intricate pieces of equipment that are subject to punishing wear and tear. A regular maintenance program ensures that wearing components are replaced, or a malfunction is addressed before it becomes a problem.

Regular maintenance:

- Helps prevent accidents
- Prolongs the life of the product
- Ensures the safety of users
- Reduces breakdowns and the accompanying inconvenience

We service all brands

Our specialized service covers not just the highly technical products in your building, but also all brands of revolving, automatic, and manual doors, including architectural hardware and access solutions to offer you a complete solution from the front to the back of the house.

Understanding the urgency of your needs and building a response team to accommodate them is our passionate commitment to you, our customer.

And with this foundation, we want to remain at your side as a skilled partner you can trust with your building.

Why Regular Maintenance?



Functionality

Fixing wearing components and malfunctions ensures that your building's access and security solutions run smoothly.



Uptime and usability

Regular maintenance reduces breakdowns and avoids accidents - ensuring your building is secure and your people are safe at all times.



People flow

Well maintained access products and solutions enable a smooth people flow.



Sustainability

We help you manage your energy costs and prolong the product lifecycle for greater sustainability.



Enjoy the silence

We offer consultation in noise and vibration reduction, ensuring tranquility in your critical areas of work.



Compliance

Assistance in meeting the requirements of your local regulations in a cost effective way.



Building's value

Well maintained access products and solutions increase your building's value.



Savings

Spend more on the wearable items now rather than expensive midnight calls later.

Service plans tailored to your needs

dormakaba is uniquely qualified to service all entrances in your building. Our Maintenance Service programs enable you to choose the level of service you need: Silver, Gold, and Platinum.

Flexible solutions

Plans are flexible and can be customized. Ask your representative!

Service Package Options	Silver Saver	Gold Plan	Platinum
Work warranty	30 days	30 days	30 days
Parts warranty	1 year	1 year	1 year
Parts discount		5%	10%
Planned preventative maintenance (ppm)	•	•	•
Rectify any faults in closing speeds, sensors, backcheck and latching	•	•	•
Nationwide parts inventory network access	•	•	•
Comprehensive site report following every visit	•	•	•
Capital planning - budget report for future expenses	•	•	•
Unlimited access to the 24/7 dormakaba care center call line	•	•	•
Labor used for faults rectified during service calls		•	•
Business hours service covered within the price of the contract			•
Parts used for faults rectified during business hours			•
Unlimited remedial services *during business hours on contracted equipment			•

Being a building manager and a budget manager



Every new fiscal year you start with a plan, and no sooner has the ink dried than a system in your building goes down, and it has to be fixed fast. There goes your contingency fund. Now what?

At dormakaba, we believe that proactive planning for the maintenance of your highly technical systems is the best way to support our customers with their budget, their security needs, and ensuring the safety of the building's inhabitants.

Well-maintained products can provide safe and efficient use for years and are vital to the smooth operation of any business. Consider the risks of inefficiently operating doors – reduced security, increased downtime, productivity loss, customer complaints, acoustic reduction, soaring air-conditioning, and heating costs.

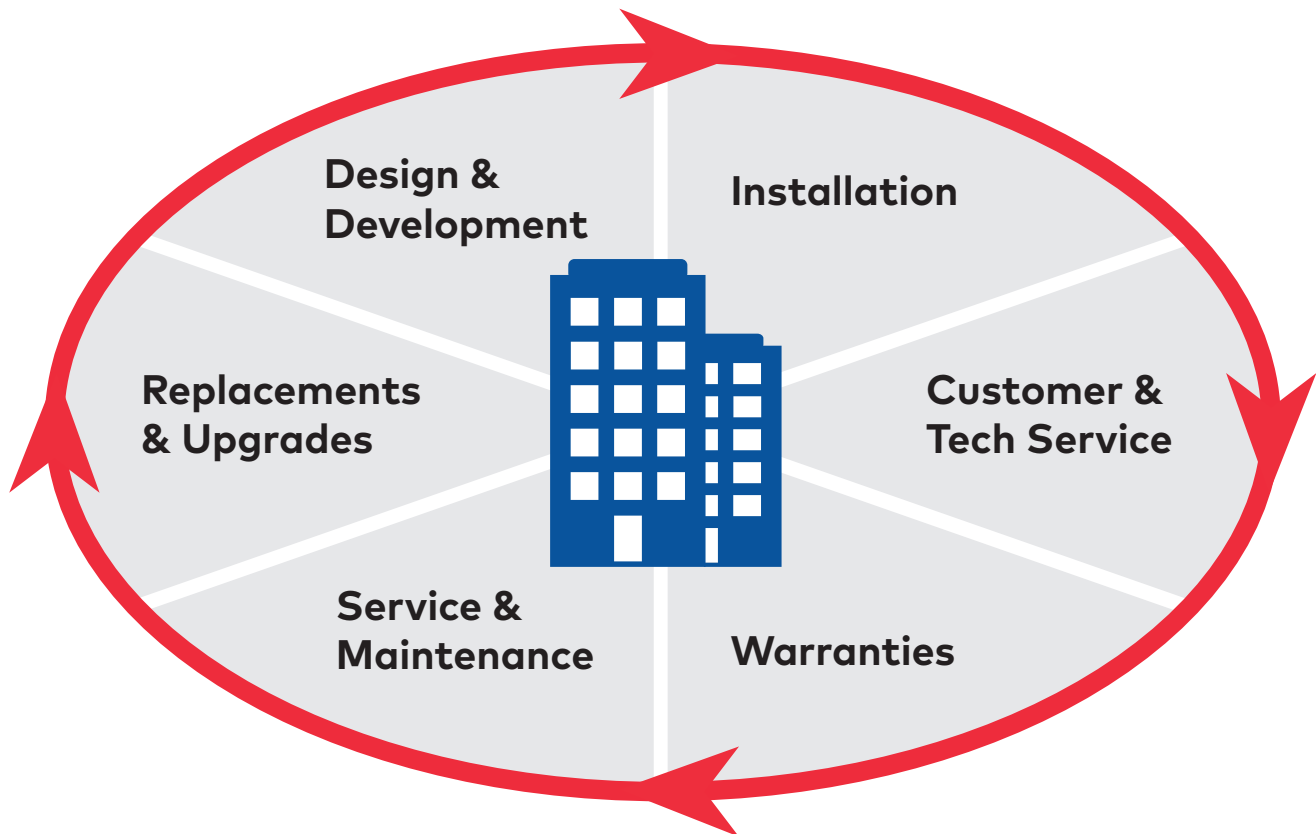
Scheduled maintenance not only identifies malfunctions, but also avoids large, costly repairs in the future.



Benefits of service contracts:

- Accident prevention
- Ability to plan and budget for future expenses
- Quick troubleshooting
- Maintaining the building in normal operating condition
- Full performance of the equipment creates comfort
- Saving costs and optimal mode of operation of equipment

Solutions that ensure support for the lifetime of your building



Lifespan Services

dormakaba offers service for the lifespan of your equipment. From purchase to regular maintenance to repair and replace, our service branches are your partners from beginning to end.

dormakaba provides an arc of essential products and services stretching from design and specification through ongoing performance.

- By focusing on the life cycle of your building, dormakaba access solutions ensure your projects will succeed beyond expectations, now and into the future.
- When you choose dormakaba products for the reliable, secure, and attractive entrances your project demands, we become your partner for the life of those access solutions.
- AAADM-certified dormakaba technicians can install your entrances and post-installation, service, and maintain them, as well.
- dormakaba products are the perfect choice when the time comes for product replacements or upgrades.

dormakaba designs, manufactures, and supplies integrated door solutions, access control systems and provides a full cycle of design, technical support and consulting, training, installation, and service.



Service Brochure

Our Sustainability Commitment

We are committed to fostering sustainable development along our entire value chain in line with our economic, environmental and social responsibilities toward current and future generations.

Sustainability at product level is an important, future-oriented approach in the field of construction. In order to give quantified disclosures of a product's environmental impacts through its entire life cycle, dormakaba provides Environmental Product Declarations (EPDs), in which the results of the life cycle assessment (LCA) are presented.

The full EPD is available for download at

<https://www.dormakabagroup.com/en/sustainability/product-declarations>.

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