

Service Innovation  
optimizes the  
customer experience.

## Lodging Customer Services & Support



"One essential ingredient for the dormakaba Group's successful operations is fostering long-term relationships with customers, employees, suppliers, sales partners and investors. Building on these partnerships, we want to expand our position and continue to grow sustainably by investing in new products and markets."

–Riet Cadonau, CEO dormakaba Group

Service innovation is defined by our ability to provide outstanding customer service to optimize the customer experience.

Outstanding customer service is what drives customer acquisition and retention. As a service innovator, we invest in the customer experience by taking full control of our service processes to provide a level of quality that is second to none.

Every customer interaction is relevant. Our customer support team is on call – live, 24/7, 365 days a year and our dedicated sales hotline is conveniently open 8:30am EST– 7:00pm EST, every business day.

In addition, our customer support website provides extensive product information where you will find installation manuals and video tutorials for both locks and systems. dormakaba provides best in class customer service throughout the entire life cycle for every product installation including training, after-sales support, tailored service plans and extended warranty programs.

Our online web-stores feature a full-range of aftermarket products including keycards, replacement locks and safes. We offer onsite staff training and continuing certification programs conducted by certified dormakaba systems experts – all to achieve greater customer satisfaction. Developing our service processes makes every aspect of our customer relationships and business partnerships vitally important.

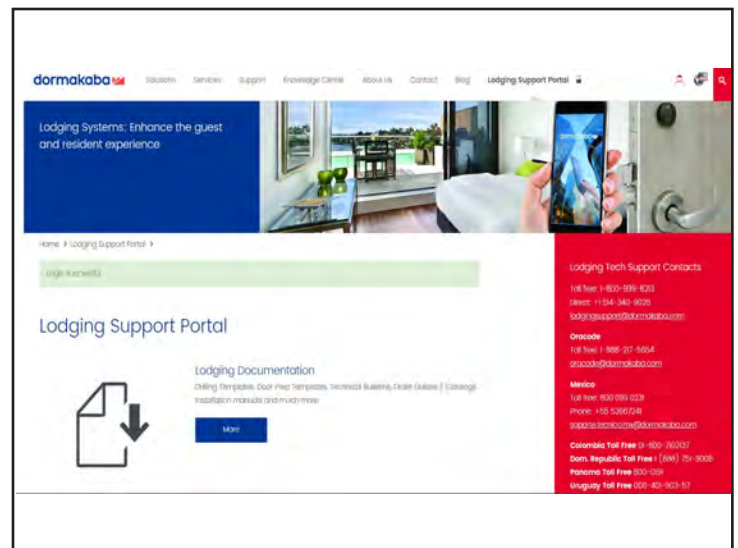


## Customer Service Tools

As a dormakaba customer, you can benefit from service and support tools tailored to help you optimize the use of your locks and systems.

dormakaba webstores - Whether you need additional locks, parts or keycards, dormakaba webstores have been designed to assist you in finding your Ilco or Saflok products. Covering features such as exploded views of the locks and live chat for immediate assistance, dormakaba webstores enhance your shopping experience as soon as you login.

dormakaba Lodging support website – With customers registered all over the world, dormakaba Lodging Support website is key in offering free access to our online FAQs, training videos and product documentation. You will enjoy a personalized web experience as you will navigate through a user-friendly website that offers features, facilitating your product and documentation search.



## Installation & Training Services

dormakaba offers a complete line of professional services allowing you to quickly benefit in full of your dormakaba system – worry free. Even with quality products, improper installation could result in a bad experience. Choosing dormakaba Professional Installers for your dormakaba lock system will bring you peace of mind in your daily operations, while enhancing your guests 'overall experience.

Properties rely on dormakaba Professional Installation and Training Services for:

- Project coordination
- Door preparation
- Locking system installation
- Software system and database installation
- Online system commissioning
- Product and system training
- Maintenance training

## Service Plans

Platinum, Gold or Silver, dormakaba Service Plans are specifically designed to help you run your business and extend the life of your dormakaba locks and systems.

Choose right and make dormakaba's service plans part of your world class customer support program. Our service plan packages have been designed to help you maintain your electronic locking system on a fixed yearly budget and offer you more than just regular maintenance.

Signing up for a dormakaba Service Plan means:

- Unlimited product repairs on all systems components
- Overnight emergency replacement on key equipment
- Priority access to live phone support 24/7
- Privileged access to on-line training videos and support
- Product repair priority queue
- Ground freight prepaid on repaired products
- Additional savings on webstore purchases and field service visits.



Note: dormakaba service plans are available by region and are product dependent. Your local sales representative will be happy to assist you in selecting a plan that meets your requirements.

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[www.dormakaba.us](http://www.dormakaba.us)

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