



Automatic Sliding Doors



Automatic/ Manual Swing Doors



Revolving Doors



Access Control Systems



Time & Attendance Systems



Speed Gates



Hotel Lock Systems



Movable Walls



Emergency Exit Doors



Fire Doors



Industrial Doors



Barriers

# Service.

## For your peace of mind.

**dormakaba** 

# We care about your building safety and security.

## We care about your building safety and security.

Buildings are meant to last, providing a safe, secure and convenient environment. Whether offices, hotels, retail shops, airports or hospitals, safe and secure access in and around your premises is a top priority for owners, users and investors. Automatic doors, manual door closers, hotel lock and escape routes systems are complex pieces of equipment that are subject to high usage and wear and tear.

## Your local partner: dormakaba Singapore

First established in 1981 as Dorma Door Control, our ASEAN headquarters have developed into a major player in the access industry. Since the merger with Kaba in 2015, dormakaba offers the most comprehensive access solutions portfolio in the region.

## Over 150 years of experience.

With over 150 years of experience as an access and security solutions provider, we at dormakaba are in a superior position of knowledge and resources to offer preventive and reactive maintenance of hardware, software and repairs as well as spare parts. Our nationwide teams of local, accredited and fully trained & equipped engineers are there. For your peace of mind.



## 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.



### 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.



### Sustainability

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

## Prevention is better than cure.

# Come along and join the dormakaba Service experience.

We care about the performance of buildings and provide premium services around access solutions throughout the full building lifecycle.

With our local presence, network, well experienced and educated teams as well as availability our goal is to be your trusted partner. We never stand still but constantly question the status quo and are busy looking for holistic solutions to meet your challenges of tomorrow.

Our dormakaba Service Plan options are specifically designed to help you run your business and extend the life of your products.

## Service plans tailored to your needs:

Your benefits:	Service <b>Eco</b>	Service <b>Plus +</b>	Service <b>Premium</b>
24/7 non-chargeable activation calls			✓
Operational on-site training*			✓
Extended warranty for spare parts			✓
Support with spare parts replacement		✓	✓
Same business day visit	✓	✓	✓
Unlimited calls during business hours	✓	✓	✓
Regular maintenance servicing	✓	✓	✓

\* terms and conditions apply

### Additional services:

- Troubleshooting service calls (breakdown of access products such as intermittent fault)
- Modification and modernisation of existing systems (recommended for aging systems)
- Spare parts replacement (such as controllers, batteries, sensors, etc.)
- Non-contract servicing

With our background we are in a superior position of knowledge and resources to offer holistic services. First hand experience from the installed base helps us also to continuously improve quality and functionality of our products. Service. For your peace of mind.



# dormakaba Service. Your benefits.



## **Swift response**

24 hours a day, 7 days a week



## **Customer first**

For your peace of mind



## **Dedicated**

Team of fully trained and equipped specialists



## **Quick spare parts supply**

Available from our full warehouse



## **Seamless communication**

Cloud based platform



## **Independent support**

Fully equipped service vans

# Premium services throughout the full building lifecycle.

In the establishment phase of a solution, our offering in cooperation with our market partners comprises implementation services including consulting, solution engineering, project management and the installation of the actual product as well as the later commissioning and user training.

The actual aftersales services offer preventive and reactive maintenance of hardware and software, repairs and the supply of spare parts. Should an asset reach the end of its lifecycle we offer upgrades and modernization of solutions to state of the art dormakaba equipment.



Installations



Training



Maintenance



Updates & Consulting



Repair



Genuine Spare Parts



Modernization & Upgrades