

supply
service
maintenance

DORMA
SERVICE DIVISION



DORMA Servicing and maintenance. Why the necessity?

All door operators, whether manual or automatic, are complex components and are subject to punishing wear and tear. Therefore, to ensure they continue to function as they should, regular service and maintenance is imperative.

Regular door maintenance helps prevent accidents, reduces breakdowns and the accompanying inconvenience, and prolongs the life of the operator. There are also legal implications regarding the servicing of all door types which must be adhered to, to ensure the safety of users at all time.

The Service Division of DORMA UK Limited provides a tailored, local resource for the servicing and maintenance of all DORMA and non-DORMA automatic, manual and industrial doors as well as the supply and fitting of access control systems.

In addition DORMA can install, repair and refurbish windows and movable walls.

DORMA Safe Reliable Legal



Automatic Doors

BS7036 'Safety at powered doors for pedestrian use' states that powered doors should be maintained regularly, at six month intervals to the manufacturers specifications.

It is the responsibility of the building owner/occupier to ensure that all powered doors comply with relevant British Standards.

All DORMA engineers take the Automatic Door Suppliers' Association's competency exam which gives them authorisation to carry out maintenance in compliance with British Standards, particularly BS7036 (1996).

As well as allowing people easy access, regular servicing and maintenance will also ensure unwanted visitors are kept out. A well maintained automatic door is a secure door.

Fabrication

Whether a standard or more modern and radical design, DORMA works closely with architects and designers to ensure our aluminium fabricating service meets the demands and expectations of the individual client and project, with regards to the products quality and performance.

At DORMA we have the ability to fabricate all types of aluminium doors, windows and curtain walling and have completed projects for clients in the commercial, retail and residential sectors.

Access Control

Comprising speaker systems and key pad or card swipe security systems can be supplied and fitted by DORMA. These systems can be linked to the automatic doors to offer a remote locking facility.





DORMA Safe Secure Durable

Manual Doors

When neglected manual door operators 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 in accordance with BS8214. This inspection will also ensure they meet the requirements of the Disability Discrimination Act, in particular the opening and closing force regulations set out in Approved Document M and BS8300.

Regulatory Reform (Fire Safety) Order

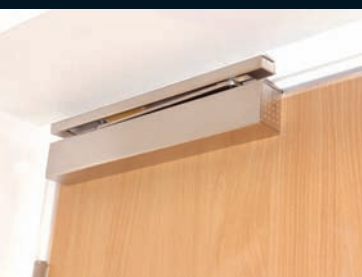
Since 1st October, 2006, the building occupier or responsible person must carry out a risk assessment on the fire safety of the property, including all fire doors and emergency exit doors.

Failure to comply could lead to a fine or imprisonment.

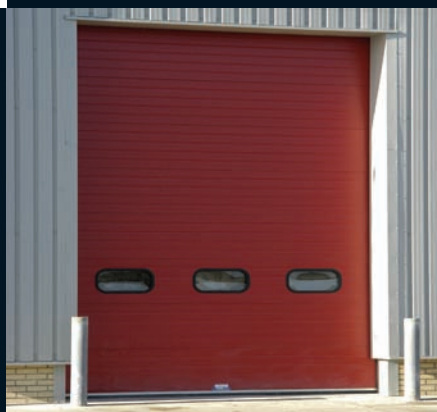
DORMA can carry out a fire safety maintenance check on all your doors as part of a service visit and issue you with our fire safety maintenance check list showing our findings and any recommended corrective actions.

Panic Hardware

Panic and emergency exit hardware should be installed to comply with BS EN1125 to give safe and effective escape through a doorway with minimum effort and without prior knowledge of the device.



DORMA Maintain Repair Install



Industrial doors

Industrial doors including roller shutters, fire shutters, grilles, sliding and folding doors are often subject to wear and tear and accidental or deliberate damage.

A damaged or neglected door can cause great inconvenience to deliveries and security systems, and result in a loss of time and money.

To ensure the safe working and security of all types of industrial doors it is imperative that maintenance is carried out at six monthly intervals.

DORMA are members of the 'Door & Shutter Manufacturers' Association'.





DORMA Service Repair Install



Movable walls

Movable walls by their very nature are constantly being moved into position to close space down or stored away to open space up.

As such they are open to damage which could affect their sound insulating properties.

DORMA offer a full maintenance program to ensure the walls move freely and provide good sound insulation.

DORMA are experts in movable walls. Our Moveo system is a unique lightweight wall that is simple and easy to move, yet thanks to the Comfortronic® seals offer perfect sound insulation up to 55dB.





DORMA Service Repair Refurb

Window Servicing

Windows are subject to punishing conditions. Windows that are neglected can become difficult to open and close, fail to keep out the external elements and fail to provide adequate security.

To overcome this DORMA offer a full window repair and maintenance service for all types of aluminium windows.

Window services include:

- Full installation and service of all types of aluminium windows
- Full repair service for all types of window fittings, catches, draft proofing, re-glazing, etc.
- A specialist refurbishment service for complete overhauls and detailed reports on all types of windows
- 24/7 emergency coverage





DORMA The right service to choose

DORMA offer their customers two types of door servicing:

Reactive and Preventative.

Whatever type of doors you require service and maintenance for, we have a package that will suit you and your business.

Reactive Servicing

DORMA provide reactive servicing and maintenance on a non-contracted basis.

Basically this means that if you have a breakdown or malfunction you can call us in to repair or replace the faulty door even if you don't have a service contract with us.

Our response times aim to get an engineer to you within one working day from receipt of call.

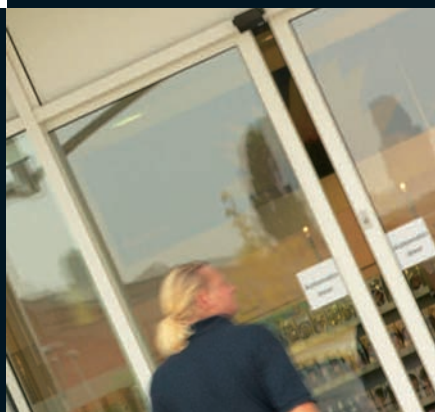
For instance, if you call us in the morning we aim to have an engineer with you in the afternoon. If you call us in the afternoon we aim to have them with you the next morning.

However, if the breakdown or malfunction raises serious security or safety issues then we will send an engineer as soon as possible during or after office hours, the same day.

We can be contacted during office hours by telephone or email. Contact can be made after hours or over the weekend through our 24 hour emergency hotline.



DORMA Ensuring you're always open for business



Preventative Servicing

Our planned or preventative servicing and maintenance is undertaken on a contracted basis.

The package details are as follows:

DORMA 3 Star Cover
provides the minimum
recommended level
of service.

**Ask for details of our FSO
contract** to assist with your
RR(FS)O risk assessment

DORMA 4 Star Cover
consists of two services per
year and covers call outs
within working hours
(8am-5pm) as required.

DORMA 5 Star Cover
provides a comprehensive
door insurance policy that
gives you total peace
of mind.

There are three different servicing packages available from DORMA: 3 Star, 4 Star and 5 Star.

All contracted clients receive a discount on materials and call-out charges. All three packages can cover both manual or automatic doors whilst industrial doors are only covered by the 3 Star package.



Consisting of two visits per annum, this package provides basic adjustments, ensures doors are working correctly without removing them, rectifies any minor faults in closing speeds, sensors, backcheck and latching, and checks compliance of automatic doors with BS7036.

After the completion of the service a written report is submitted to the client outlining any major defects or upgrades that are required to ensure the door functions correctly and safely.

Industrial doors and movable walls can only be serviced with this package.



A service visit comprises all the maintenance checks listed in 3 Star Cover above, but in addition all faults rectified on that call-out are free of labour costs.

You only pay for the parts – deemed necessary for the safe and correct operation of the door – that need replacing.



You get a full year's servicing for one price along with free call outs as required (excluding misuse and abuse).

There is no charge at all for parts and labour incurred in the replacement of any worn components during servicing that are deemed necessary for the safe and correct operation of the door.

DORMA

The people who count

DORMA currently employs in excess of 200 engineers throughout the UK and are continually looking to expand.

Each engineer covers a radius of approximately 20 miles so wherever you are in the UK there is always an engineer available to provide an efficient and effective service.

DORMA engineers undergo full training that includes:

Successful completion of the Automatic Door Suppliers' Association's examination of competency making them officially authorised technicians in compliance with the British Standard for Powered Doors for Pedestrian Use BS7036 (1996).



An in-house training programme that aims to further improve its support services to match the quality of our door equipment and so provide our customers with a service package that is second to none.

All DORMA engineers operate within Health and Safety guidelines.

DORMA also operate a Call Centre to help customers with emergencies and assign engineers to rectify problems. The centre is open 9am-5pm weekdays and has a hotline number for out of hours emergencies.





DORMA Our customers speak for themselves

Our existing customers include national multiples, shopping malls, high street stores, banks, hospitals, councils, schools, libraries, educational establishments, offices and industrial estates.

Here is what one of them had to say about us.

“We have used them for many years and promote their services to our retailers as their Emergency Call Out is excellent. Over the last two years we have worked very closely with them changing external and perimeter doors to comply with the DDA, giving a very much improved customer access to the centre.”

Stan Black, Eldon Square Shopping Centre

The DORMA Sales Team consists of experts in every facet of Door Servicing and Maintenance. As well as offering help and advice they will also undertake site surveys to verify the legality, safety and security of the doors on your premises.



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