

# 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, Platinum, and Platinum Elite.

## Flexible Solutions

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

Service Package Options	Silver Saver	Gold Plan	Platinum	Platinum Elite
Work Warranty	90 days	1 year	1 year	1 year
Parts Warranty	90 days	1 year	1 year	1 year
Holiday/Emergency After Hours Coverage	4 hour response	3 hour response	2 hour response	2 hour response
Parts Discount		2%	5%	10%
Labor Rates Discount		5%	10%	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		•	•	•
Overnight Emergency Replacement Of Critical Parts for Emergency Graded Openings (Freight Included)			•	•
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			•	•
Daily On-Site Safety Checks				•