



SERVICE



Maintaining access all around your building



SERVICE AND MAINTENANCE

When you choose DORMA, you are supported by a nationwide team of local, accredited and fully trained engineers throughout the UK & Ireland, 24 hours a day, 7 days a week.

Our specialised service covers all brands of automatic door, manual door closers, industrial doors and roller shutters to offer you a complete solution from front to back of house.

DORMA can provide you with expert advice on how to meet various regulations with regard to accessibility (Approved Document M and the Equality Act) and fire safety (Approved Document B and the Fire Safety Order). Choose DORMA and we will provide all the back up you need.

Expanded service offering

DORMA's acquisition of Ascot Doors, one of the UK's largest independent manufacturers of industrial doors and door servicing in the UK, gives an unrivalled capability to service and maintain all your access requirements.

Ascot Doors are specialists in the design, manufacture and servicing for all types of industrial and commercial doors and together our combined strength gives a major service back up to your business, through nearly 200 engineers operating through a network of branches nationwide.

Ascot Doors and DORMA are an excellent fit of two long standing family businesses that produce quality products and place the customer experience central to everything they do.



• Branches

Our network of branches is strategically placed to ensure the fastest possible response time. If you have a problem our engineer and his stocked van will be with you fast.



Why the necessity?

All doors, whether manual, automatic or industrial use complex components which are subject to punishing wear and tear. Therefore to ensure that they continue to function as they should, regular service, maintenance and modernisation is imperative.

Regular door maintenance helps prevent accidents, reduces breakdowns and the accompanying inconvenience, and prolongs the life of the door operator.

There are also legal implications regarding the maintenance and servicing of all door types which must be adhered to, to ensure the safety of users at all times.

Quality service, local engineers

DORMA employs a nationwide team of strategically located engineers so that wherever you are there is always an engineer to provide an efficient and effective service across an extensive product portfolio.

With over 40 years' experience in the service industry, DORMA is committed to ongoing specialist training for our engineers, and integrated health and safety, quality and environment management systems.

All DORMA engineers undergo full training that includes:

- Successful completion of the Automatic Door Suppliers Association (ADSA) examination of competency making them officially authorised technicians in compliance with BS EN 16005:2012 Powered operated pedestrian doorsets – Safety in Use.
- Our in-house DORMA training programme that aims to further improve its support services to match the quality of our door equipment and so provide a service package that is second to none.

THE COMPLETE SERVICE PACKAGE



Automatic doors and Access control



Manual doors and Ironmongery



Emergency exit hardware



Industrial doors and Dock levellers

THE RIGHT TYPE OF SERVICE FOR YOU

The right type of service for you

Responding to your needs, DORMA offers a choice of service and maintenance packages tailored to suit your business, usage patterns and modernisation programme.

Preventative Maintenance

In order to optimise the efficiency of your automatic door equipment and to fulfil your servicing and maintenance obligations, DORMA recommend taking out a preventative servicing and maintenance agreement. Please contact your local DORMA service team to determine your service frequency and requirements.

Emergency call out

If you have a breakdown or malfunction you can call us in to repair or replace the faulty door, even if you do not have a service contract with us, or if you have non-DORMA equipment.

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

Our response times aim to get an engineer to you within one working day from receipt of call. For example, 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 the engineer with you the next morning. However, if the breakdown or malfunction raises security or safety issues then we will send an engineer as soon as possible during or after office hours, the same day.





FLEXIBLE SOLUTIONS

Choose your own service agreement:

DORMA 5 Star Cover

- A comprehensive policy covering all costs to give you hassle free budgeting and total peace of mind
- A full year's servicing for one price
- PPM (Planned Preventative Maintenance)
- All call-outs within working hours (8am-5pm) are covered within the price of the contract (excluding misuse and abuse)
- No charge for all labour and parts incurred in the replacement of any worn components that are deemed necessary for the safe and correct operation of the door

DORMA 4 Star Cover

- A superior package with reduced call-out and labour charges:
- All call-outs within working hours (8am-5pm) are covered within the price of the contract (excluding misuse and abuse)
- All faults rectified on a PPM visit or call-out are free of labour charges – you only pay additionally for any necessary parts replacement

DORMA 3 Star Cover

- The minimum recommended level of service providing peace of mind with routine care
- PPM (Planned Preventative Maintenance)
- Basic adjustments to ensure doors are working, without removing them
- Rectify any faults in closing speeds, sensors, backcheck and latching
- Check compliance of automatic doors in accordance with BS EN16005
- A report will outline any major defects or upgrades that are required to ensure that the door functions correctly and safely



YOUR OBLIGATION

To provide a safe building environment

We're here to help you. There are 3 key pieces of legislation affecting the provision and maintenance of doors which you need to be aware of with regard to Accessibility, Fire safety and general Health & Safety obligations.

We can assist you in meeting the differing and potentially conflicting requirements of the regulations in a cost effective way to ensure that your business is safe and legal.



LEGAL REQUIREMENTS

Equality Act 2010

Formerly known as the Disability Discrimination Act, this legislation places a duty of care upon all service providers to remove the physical barriers that prevent people with disabilities from accessing a service. It requires that you make reasonable adjustments to your premises where a physical feature makes it impossible or unreasonably difficult for any person to make use of any services you offer to the public.

At DORMA we are experts in how to meet these requirements as specified in BS8300 "Design of buildings and their approaches to meet the needs of disabled people" and the Building Regulations (Approved Document M - "Access to and use of buildings"). We can help make your premises accessible for all.

Regulatory Reform (Fire Safety) Order 2005

Under the Fire Safety Order, the "responsible person" for the building MUST complete their own risk assessment for the fire safety of the building and put in place any measures resulting from the risk assessment. Failure to do so could result in a fine or imprisonment (or both) and could invalidate any building insurance.

An important part of your risk assessment is to ensure that all fire resisting doors and emergency escape doors meet the required standards. We cannot do your risk assessment for you but we can ensure that all your fire doors and escape doors are well maintained and in good working order.

RISK MANAGEMENT



Health, Safety and Welfare Regulations

Under the Workplace (Health, Safety and Welfare) Regulations 1992, employers have a general duty of care to ensure, as far as is reasonably practicable, the health, safety and welfare of employees under section 2, and for building users, under section 4 of the Health and Safety at Work Act 1974.

You must ensure your premises are safe by maintaining your doors on a regular basis to the relevant Standards and keep a record of such maintenance. If the doors malfunction and cause injury you may be liable.

Automatic doors are classified as machines under the European Machinery Directive, and are also regulated by BS EN 16005:2012 - Power operated pedestrian doorsets, which states that automatic doorsets including their protective devices and safety systems shall be regularly maintained according to the manufacturer's specification and the recommended frequency for checking the correct operation of safety function and devices is, at least, once a year.



What happens if a fault is reported?

Through our comprehensive reporting system, DORMA will convey any identified faults to our clients before rectification and works commence.

Our policy is to service and maintain existing products first and only conduct replacements if:

- OH&S identifies an unsafe working environment
- The unit is beyond economic repair

Risk management is an increasingly important priority that a responsible business cannot afford to ignore. When you choose DORMA you choose a service provider committed to excellence in Health and Safety, Quality, Environment and Training Management, with established industry leading credentials in all these areas.

The deep-rooted DORMA Safety culture is underpinned by our comprehensive Health & Safety Management System and fully accredited by all the major industry bodies. Certified to 18001 by BSI, this system guarantees you peace of mind to extend your duty of care - increasing the safety and security of your customers and staff.



Education is a key component of our outstanding Health and Safety record. All our managers, supervisors and support staff are qualified to the equivalent of IOSH Managing Safety standard through our RoSPA approved Health and Safety for Managers course, and are fully aware of their responsibilities.

Customer excellence is integral to everything we do. Our mature quality management system, certified to 9001 since 1995, enables us to constantly monitor our commitment and maintain our high standards. Built on this foundation, we created a bespoke; web based integrated management system, which was certified to PAS99 in 2013. This industry leading certification confirms the stability and cohesiveness of all our individual systems.

EXTENSIVE EXPERIENCE

All your access needs from one provider

DORMA offers a complete and fully integrated service package for both DORMA and non-DORMA equipment throughout your building.

Our regional branches ensure that we give nationwide coverage with the benefits of local care.



Automatic doors

DORMA can service all types including sliding, swing, space saving and folding automatic doors, as well as manual and automatic revolving doors.

Automatic doors should be checked by an ADSA qualified technician at least once a year.

Well maintained products provide safe and efficient use and are vital to the smooth operation and security of any business.

DORMA recommends that automatic doors which are emergency exits or escape routes are serviced at least twice a year.



All safety requirements for power operated doors are stipulated in BS EN 16005:2012 Power operated pedestrian doorsets - Safety in use. All DORMA service engineers are trained to comply with this standard through the Automatic Door Suppliers Association (ADSA) examination of competency.

Benefits of regular automatic door maintenance include:

- Guaranteed piece of mind with 24 hour support
- Fulfillment of duty of care to customers and staff
- Reduced breakdowns
- Extended life of the operator
- Lower rates for repairs
- Reduction of energy costs (air-conditioning and heating)
- Increased security and safety



Industrial doors, shutters and dock levellers

Roller shutters, fire shutters, grilles, dock levellers, sliding and folding doors are often subject to wear and tear and accidental or deliberate damage. A damaged door can cause great inconvenience to deliveries and security systems, and result in a loss of time and money.

In conjunction with our subsidiary Ascot Doors, we can manufacture, install and provide ongoing service and repair for all types of industrial and commercial doors including:

- Roller Shutters to BS EN 13241-1
- Security Personnel Doors to LPS 1175 SR1-SR5 and EN1627
- Security Roller Shutters to LPS 1175 SR1-SR4
- Dock Levellers & Docking Equipment
- Fire Hinged Doors to BS EN476:Parts 20 & 22, and BS EN1634/1
- Fast Acting Rapid Roll Doors
- Sectional Overhead Doors
- Fire Shutters to Section 8 BS 476:Part 22
- Fire & Smoke Curtains
- Barriers, Grilles & Gates

DORMA and Ascot can keep you safe, secure and operational. We recognise the importance of the safety and security of your staff, customers and warehouse facilities. It is with these things in mind that we ensure effective and on-time service to all forms of industrial doors so that your building is never compromised.

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



DORVISION - door management software

An additional benefit to Facility Managers is DORMA's DORVISION remote door management software which permits easy single point control of all automatic doors within the building.

This allows you to control and monitor each door location remotely via the internet, enabling real-time, remote control of parameters including locking, opening distances, motion sensors etc, all at the click of a button.

DORVISION also provides data capture on door usage, footfall and performance.

- Real time control
- Remote diagnostics
- Suitable for new or retro fit
- Low cost door management system



Manual Doors & Ironmongery

When neglected, manual door closers 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.

showing our findings and any recommended corrective actions. Panic Hardware and emergency exit hardware should be installed to give safe and effective escape through a doorway with minimum effort and without prior knowledge of the device.



To prevent this, manual door closers should be examined at six month intervals (BS 8214:2008). This inspection will also ensure they meet the requirements of the Equality Act.

Benefits of regular manual door maintenance include:

- Fulfillment of duty of care to customers and staff
- Ensure your premises meet the requirements of Fire and Accessibility regulations
- Peace of mind for fire door integrity
- Reduction of other maintenance costs, e.g. damage to door leafs, surrounding walls, and flooring.

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

THE DORMA SERVICE EXPERIENCE

Quality assurance at every step

DORMA UK & Ireland operate a mature quality management system that has been consistently certified to BS EN ISO 9001 since 1995. Our high standards and commitment to all aspects of Health and Safety are recognised by the achievement of ISO OHSAS 18001:2007, and our commitment to the environment with ISO 14001:2004.

DORMA has gained four major H&S accreditations; Altius Elite Vendor, Constructionline, SAFEcontractor and Contractor Health and Safety (CHAS). We also have Human Focus and Reset accreditation.

Responding to your business

Whatever sector you operate in, one thing remains constant: your premises have to be open on time and close safely and securely when you need them to.

Public safety and security are our paramount concern and this is reflected in our prompt response times.

When you choose DORMA, you are choosing a partner you can trust, with unrivalled industry experience enabling a first class customer experience through best practice standards. Working closely with our customers to understand each individual situation is imperative to our success.

Complete service solution

Your Account manager will customise a one-stop shop service solution for all your assets and sites, covering maintenance and repairs to existing doors as well as new equipment upgrades.

Customers with multiple sites and extensive equipment portfolios will benefit greatly in time and management expense by dealing with a sole supplier who is familiar with all site requirements.





SERVICE HOTLINE

Tel: 0800 212380

Email: uk-callout@dorma.com

DORMA UK Limited

HEAD OFFICE

Wilbury Way,
Hitchin,
Hertfordshire
SG4 0AB

EAST MIDLANDS

Unit 7,
Oaks Industrial Estate,
Coalville,
Leicester
LE67 3NQ

SCOTLAND

Unit 1, Almond Road,
Middlefield Industrial Estate,
Falkirk
FK2 9HQ

SOUTH WEST & SOUTH WALES

Unit 21,
Blake Mill Business Park,
Brue Avenue,
Bridgwater
TA6 5LT

NORTH EAST

55 Aidan Court,
Bede Industrial Estate,
Jarrow,
Tyne and Wear
NE32 3EF

SOUTH CENTRAL

Unit 2, Lennox Industrial Mall,
Lennox Road,
Basingstoke
RG22 4DF

NORTH WEST / NORTHERN IRELAND

Unit 2, Britannia Way Industrial Park
Union Road
Bolton
BL2 2HE

EAST ANGLIA

Unit G3, Seedbed Centre,
Wyncolls Road,
Colchester
CO4 9HT

YORKSHIRE

Unit 2, Wortley Court,
Fall Bank Industrial Estate
Barnsley
S75 3LS

IRELAND

DORMA Ireland Limited
PO Box 1050
Maynooth
Co. Kildare

www.dorma.com

www.ascotdoors.co.uk