



Service

+27 86 113 6762

Ensuring
that you
are always
open for
business

dormakaba 

DORMA & KABA = dormakaba



**Two strong global brands—
Dorma & Kaba— have
combined forces and
are now offering you a
comprehensive portfolio of
smart and secure access
solutions, all from one
reliable source.**

Our new product portfolio includes everything from locks and keys to a fully networked electronic access solution, door closers and automatic doors to a mobile partition system.

All supported by a comprehensive service network

The complete service package



Automatic doors and access control



Manual doors and ironmongery



Emergency exit hardware



Turnstiles



Industrial doors



Movable walls



Lodging systems



Sensor barriers, speed and boom gates

Why the necessity?

All doors, whether manual, automatic, industrial doors or movable walls, are 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.

Maintenance on regular doors and movable walls helps prevent accidents, reduces breakdowns (and the accompanying inconvenience) and prolongs the life of the door operator and movable wall mechanisms.

Quality service, local specialists

dormakaba employs a national network of strategically located technicians so that wherever you are, there is always a technician to provide an efficient and effective service across our extensive product portfolio.

With over 20 years experience in the service industry, dormakaba is committed to ongoing specialist training for our technicians. This programme is supported by integrated health and safety, quality and environmental management systems.

Complete training

Our in-house dormakaba training programme aims to further improve its support services to match the quality of our door equipment. It furthermore provides a service package that is second to none.

Service and maintenance

When you choose dormakaba, you are supported by a national network of local accredited and fully trained specialists, 24/7.

Our specialised service covers dormakaba's **access control systems and all brands of automatic and manual door hardware, industrial doors, roller shutters, turnstiles and boom gates, and movable walls** offering you a complete solution from front to back of house.

Expanded service offering

Dorma and Kaba are now dormakaba. Our merger is our passionate commitment to you. We offer products, solutions and services for smart and secure access to buildings and space management, all from one single source.

With over 150 years of experience, we stand for security, sustainability and reliability. With this foundation we intend to remain at your side as a skilled partner.

dormakaba are specialists in the design, manufacture and servicing of all types of industrial and commercial doors. Together our combined strength provides national support and service to your business.



The right type of service for you

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

Preventative maintenance

In order to optimise the efficiency of your automatic door equipment and to fulfil your servicing and maintenance obligations, dormakaba recommends taking out a preventative servicing and maintenance agreement.

Please contact your local dormakaba service team to determine your service frequency and requirements.

Emergency call out

If you have a breakdown or malfunction, our emergency call-out will assist you regardless of whether you have a service contract with us on dormakaba or similar non-dormakaba products.

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 a technician to you within one working day from receipt of call. For example, if you call us in the morning we aim to have a technician with you in the afternoon. If you call us in the afternoon, we aim to have that technician with you the next morning.

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

SERVICE HOTLINE
+27 86 113 6762

services-jhb.za@dormakaba.com
services-ct.za@dormakaba.com
services-kzn.za@dormakaba.com
services-plz.za@dormakaba.com



Flexible service solutions

Tailored to suit your needs

The THREE STAR Saver

An entry-level agreement providing peace of mind with routine service, discounted labour and parts. Silver service that is hard to surpass.	<ul style="list-style-type: none">• Pre-scheduled maintenance service programme• Reduced charge business hours service calls (labour)• Reduced charge for	<ul style="list-style-type: none">emergency after-hours service• To maintain your existing product, spare parts are discounted significantly• Prompt service – your	<ul style="list-style-type: none">requests are treated with attention and commitment• A national network of dormakaba trained and dedicated support staff
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A FOUR STAR plan

A superior level agreement with reduced maintenance costs.	<ul style="list-style-type: none">• Pre-scheduled comprehensive maintenance service programme• No charge business hours service calls (labour)• Reduced charges for emergency after hours service	<ul style="list-style-type: none">• Significantly discounted spare parts included for the maintenance of your existing product• Prioritised service – your requests are treated with a speedy response• Extended trading coverage in special circumstances	<ul style="list-style-type: none">• A national network of dormakaba trained and dedicated support staff
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The FIVE STAR advantage

A premium level agreement in one hassle-free annual invoice for peace of mind and budget planning. Some of the exceptional services you would expect are:	<ul style="list-style-type: none">• Pre-scheduled comprehensive maintenance service programme• No charge business hours service calls• dormakaba spare parts included in any call for	<ul style="list-style-type: none">the maintenance of your existing product - 24/7• Priority service – your requests are treated with priority response• Extended trading coverage in special circumstances	<ul style="list-style-type: none">• A national network of dormakaba trained and dedicated support staff
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Service is the best investment for long-term performance

Ensure reliability with a maintenance contract

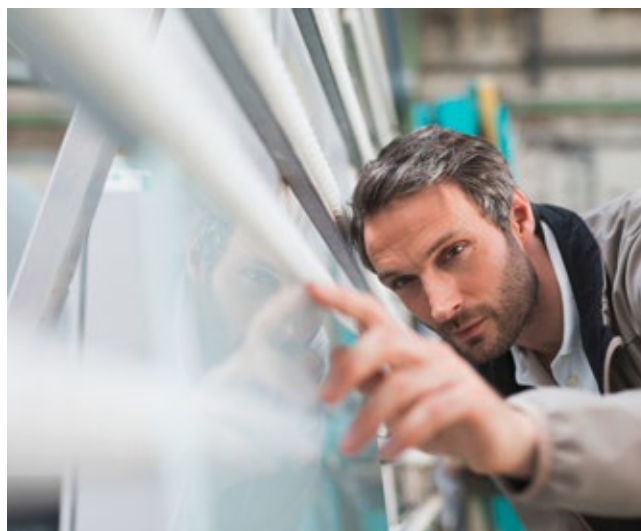
dormakaba recommends regular maintenance i.e. minimum three times a year to ensure long lasting operation of your valuable equipment.

You can opt to book a service at your own

discretion. However, to optimise the efficiency of your access control systems and all brands of automatic doors, manual door hardware, industrial doors, roller shutters, turnstiles/boom gates/parking barrier gates and movable walls,

dormakaba recommends a service agreement tailored to your usage patterns.

Please contact your local dormakaba service team to determine your service frequency and requirements.



Your obligation

To provide a safe building environment

It is important to remember that the onus is on the building management team and the building owners to provide a safe environment for both employees and the general public. This means they have to comply with South African legislation, of which a few laws are applicable to health and safety.

This legislation is focused on aspects such as accessibility, fire safety and general health & safety obligations. An example is the Occupational Health and Safety Act 85 of 1993, which covers general duties of employers to their employees.

Primarily, every employer and building owner must provide and maintain, as far as reasonably practicable, an environment that is safe and without health risks; as well as enforce any measures necessary that may contribute to a healthy and safe environment.

Part of the legislation covers applicability to the organisation. In order to demonstrate compliance, organisations must therefore implement a health and safety management system.

Employers must ensure that they meet the standard of a reasonable practitioner in their field of operation; and ensure the safety of their employees as well as the general public that may enter the facility.

This means that an employer must identify all hazards and risks associated with its activities and implement the necessary control measures to ensure the safety of the employees and of non-employees entering the employer's premises.

Preventative maintenance is essential to ensure that these obligations are met throughout the entire operational lifespan of the building.

Building owners and the building management team must keep reasonably up-to-date with current knowledge concerning all hazards and risks that could affect anybody entering or exiting their buildings.

dormakaba is here to help ... and we have the expertise to ensure that you are always compliant and in total control.





