



DORMA SERVICE

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DORMA Service opening doors to the future

— Servicing is an investment, not a cost

When you choose DORMA, you are supported by a nationwide network of accredited and fully trained, specialist technicians, 24 hours a day, 7 days a week.

Our specialised service covers DORMA's comprehensive range of door operators, door closers, security systems, industrial doors and movable walls with our expertise extending to all models.

When you call DORMA Service you will speak to someone who knows the products and who can offer expert advice. Public safety and security are our paramount concern and this is reflected in our prompt response times - making DORMA the unrivaled industry leader in service support.

Why the necessity?

Door operators and wall systems are complex pieces of equipment that are subject to punishing wear and tear. A regular maintenance program ensures that wearing components are replaced or a malfunction is addressed before it becomes a problem.

Regular maintenance helps prevent accidents, prolongs the life of the product and ensures the safety of users while reducing breakdowns and the accompanying inconvenience.

Prevention is better than cure

Well-maintained DORMA products can provide safe and efficient use for many years and are vital to the smooth operation of any business. Consider the risks of inefficiently operating doors and operable wall systems - reduced security, increased downtime, productivity loss, customer complaints, acoustic reduction, soaring air-conditioning and heating costs.

The DORMA Service Experience

— Servicing is an investment, not a cost

DORMA Group has over 40 years of Service experience and is committed to ongoing Specialist training for our technicians.

DORMA India Service Technicians are deployed strategically at most of the major cities of India and is supported by an accredited service network. This ensures nationwide coverage and expertise across an extensive product portfolio.

Being close to our customers and understanding each individual situation is imperative to our business success. With a dedicated in-house training program, national coverage and efficient response times it is hard to go past DORMA Service.

Corporate Accounts

DORMA's Corporate customers are managed by a single point of contact ensuring that all site locations receive the same high level of service and consistency. This partnership enables DORMA to tailor a service and maintenance agreement to cover

all brands of automatic doors, door closers, industrial doors and operable walls on the premises.

This service commitment ensures the ongoing easy and safe flow of people and goods throughout all customer site locations.

Complete Service Solution

Your Corporate Account Partner will customise a fully integrated and value-added one-stop-shop service. This dedicated service solution will cover all new equipment upgrades, maintenance and repairs to existing door and operable wall systems.

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.



Our quality comes from our local engineers

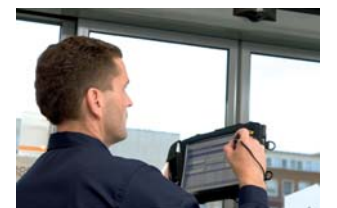


Service and maintenance - why the necessity?

All doors, whether manual or automatic, are complex components subject to punishing wear and tear. Therefore to ensure that 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 times.

The Service operation of DORMA provides a tailored, local resource for the servicing and maintenance of all automatic, manual and industrial doors, the supply and fitting of access control systems and the installation, repair and refurbishment of windows.



Extensive portfolio experience



Automatic doors

Sliding - swing - bi-folding - breakout - revolving

All DORMA service technicians are fully trained and accredited.

As well as allowing people easy access, regular servicing and maintenance of your automatic door will ensure unwanted visitors are kept out.

Benefits of regular automatic door maintenance include:

- Guaranteed peace of mind with 24 hour support*
- Reduced breakdowns
- Extended life of the door operator
- Lower rates for emergency repairs
- Reduction of energy costs (heating and cooling)
- Increased security and safety

Door Hardware

Door closers - floor springs - locks - panic exit devices.

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. This inspection will also ensure they meet the requirements of the Persons with Disabilities.

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 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.



Automatic Sliding Door



Glass Point Fittings



Operable Partitions



Acoustic Partitions



Security Hardware



Automatic Swing Doors



Panic Hardware



Door Closers

Operable walls

Acoustic wall systems - glass stacking systems

DORMA operable walls are constructed to ensure a long product life, with rigid panels that avoid warping and twisting so as to maintain a high acoustic rating.

Movable walls by their very nature are constantly being moved either into position to close space down or stored away to open space up. As such they are prone to damage which could affect their sound insulating properties. DORMA offers a full maintenance program to ensure the walls move freely and provide good sound insulation.

DORMA service team are experts in all brands of movable walls and glass stacking systems.

Benefits of regular operable wall servicing include:

- Maintaining the acoustic integrity of the wall and the seals so that privacy on either side is not compromised.
- Ensuring the health and safety of employees and patrons.
- Guaranteed long lasting product performance and ease of use.
- Reduced energy costs (cooling & heating).
- Recovering & rejuvenating existing walls with new finishes.





DORMA
THINK
GREEN

Sustainability

Working toward a greener future

At DORMA, we pride ourselves on our commitment to the environment and strive to reuse, recycle and reduce the waste of resources and energy consumption in the manufacturing and marketing of our products. DORMA is driving a greater online presence and focusing on e-media over printing marketing materials. For more details visit us at www.dorma.com/in

DORMA understands the importance of environmental preservation and the need to continually improve and develop products with sustainability in mind.

Longevity

DORMA products provide years of reliable functionality if serviced regularly thereby reducing management and replacement costs.

Materials

The stainless steel used for our locks, levers & glass fittings is not plated and therefore no waste material or carcinogens are created during production.

Aluminium, has one of the highest recycling rates of any metal and is used in our automatic operators and door closers.



Contracted Preventative Maintenance

We offer three different servicing packages: Platinum, Gold & Silver

All three packages can cover manual doors, automatic doors and movable walls

Platinum Package*

A comprehensive policy to give total peace of mind

- A full year's servicing for one price.
- PPM (Planned Preventative Maintenance).
- All call-outs within working hours (9:00 am - 6:00 pm) 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 operations.
- With call back service available for 'after office hours' also.

Gold Package*

As per the Silver package plus:

- All call-outs within working hours (9:00 am - 6:00 pm) are covered within the price of the contract (excluding misuse and abuse).
- PPM (Planned Preventative Maintenance) with minimum 'basic operative spares' included in the package.
- Includes basic wear-tear spares only. Motor and controller not included.

Silver Package*

Provides the minimum recommended level of service

- PPM (Planned Preventative Maintenance).
- All faults rectified on a PPM visit or call-outs are free of labour charges - you only pay additionally for any necessary parts replacement.
- Basic adjustments to ensure doors are working, without removing them.
- Rectify any minor faults in closing speeds, sensors, backcheck and latching.
- A report will outline any major defects or upgrades that are required to ensure that the door functions correctly and safely.

* Pls. refer terms & conditions on service contract



Reactive Repair : Ensuring you're always open for business

If you have a breakdown or malfunction you can call us to repair or replace the door even if you don't have a service contract with us.

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

