



Ensuring you're
always open for
business

24/7 Door Service
0800 436 762

dormakaba 



Service and maintenance

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

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

When you call dormakaba 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 dormakaba the unrivalled industry leader in service support.

..Why the necessity?

Door operators, wall systems and industrial doors 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 products can provide safe and efficient use for 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...



Melbourne



Melbourne



The dormakaba service experience

National service network

With over 40 years experience in the service industry, dormakaba is committed to ongoing specialist training for our technicians and service agents.

dormakaba employs over 140 service technicians throughout Australia and New Zealand, and is supported by an accredited service agent 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 dormakaba Service.

Corporate accounts

dormakaba'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 dormakaba to tailor a service and maintenance agreement to cover all brands of automatic swing, sliding and revolving 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.

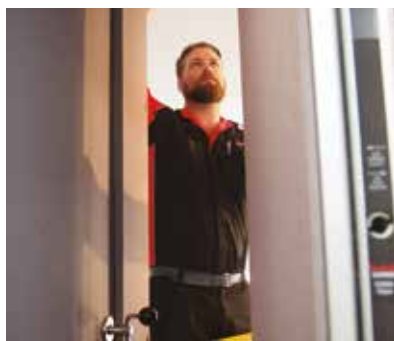
Complete service solution

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 and 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.

Independent Qualified Person

dormakaba New Zealand has IQP registered personnel to inspect doors on the "comply schedule" on behalf of the owner for the purpose of signing the Certificate of Inspection (BWOFF - Building Warrant of Fitness) and reporting the 12A's Form for the council.



Brisbane



Auckland



Hobart



Perth



Dubbo



Adelaide

Extensive experience

Automatic Doors & Physical Access Systems

sliding - swing - bi-folding - breakout - revolving

All dormakaba service technicians and authorised service agents are fully trained and accredited to NZS4239 "Powered Doors for Pedestrian Access and Egress". As well as allowing people easy access, regular servicing and maintenance of your automatic doors and physical access systems will ensure unwanted visitors are kept out.

Benefits of regular maintenance include:

- Guaranteed peace of mind with 24 hour support
- Fulfilment of duty of care to customers and staff as per NZS4239
- Reduced breakdowns
- Extended life of the operator
- Lower rates for repairs
- Reduction of energy costs
- Increased security and safety
- Compliance statements to NCC/BCA requirements

An additional benefit to Facility Managers is dormakaba's new Door Management System (DMS) that permits easy single point control of all automatic doors within the building. This allows you to control and monitor parameters including locking, opening distances, motion sensors etc, all at the click of a button.



Movable Walls

acoustic wall systems - glass stacking systems

dormakaba movable 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.

dormakaba offers a full maintenance program to ensure the walls move freely and provide good sound insulation. dormakaba are the 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)
- Re-covering & rejuvenating existing walls with new finishes



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 Disability Discrimination Act.



dormakaba 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.

Industrial Doors & Automated Windows

roller shutters - vertical lift doors - coolroom doors



Industrial door and window servicing includes the maintenance and repair of roller doors and shutters, vertical lift doors, tilt doors, coolroom doors and automated windows and louvres.

Given the very nature of these applications, industrial 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.



dormakaba recognises the importance of the safety and security of your staff, customers and warehouse facilities. It is with these things in mind that dormakaba ensures 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 four monthly intervals.

Your obligation

To provide a safe building environment



The New Zealand Standard NZS4239 states that it is the obligation of the owner to ensure their automatic entrance undergoes service and maintenance at intervals no longer than four months.

You can opt to book a service at your own discretion however to optimise the efficiency of your automatic door, dormakaba recommend a service agreement tailored to your usage patterns.

In regards to your movable wall, service intervals are dependent on usage levels ranging from monthly to yearly services.

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

Risk management

What happens if a fault is reported?

Through our comprehensive reporting system, dormakaba 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 dormakaba you choose a service provider committed to risk management from the ground up - to increase the safety and security of your customers and staff. dormakaba has developed procedures ensuring that the assessment, control, inspection and forecasting of potential risks are fully reported and documented. Likewise, incident and accident procedures are reported and documented via supervisors.

All our employees are trained in safe working practices and procedures, and are aware of their responsibilities.





In response to your diversity, dormakaba offers a choice of service maintenance options.

Flexible solutions

Choose your own service agreement

Service Package Options	PLATINUM advantage	GOLD plan	SILVER saver
Level of Service	A Premium level agreement in one hassle-free annual invoice for peace of mind and budget planning.	A Superior level agreement with reduced maintenance costs and invoiced quarterly for easier accounting.	An entry level agreement providing peace of mind with routine service, discounted labour and parts.
Pre-scheduled service	Quarterly comprehensive service	Quarterly comprehensive service	Quarterly or Tri-annual maintenance service
Business hours only service calls	No charge	No charge (labour)	Reduced charge (labour)
Emergency after hours relief	Significantly reduced charges	Reduced charges	Reduced charges
Maintaining your existing product	including spare parts 24/7 (excluding vandalism)	spare parts are discounted significantly	spare parts are discounted significantly
Site generated service dockets emailed direct to you for immediate notification	●	●	●
Service	Priority Service	Prioritised Service	Prompt Service
Extended trading coverage in special circumstances	●	●	○
A network of dormakaba trained & dedicated support staff Nationally - in every location you are	●	●	●

Legend: ● Included

○ not available



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