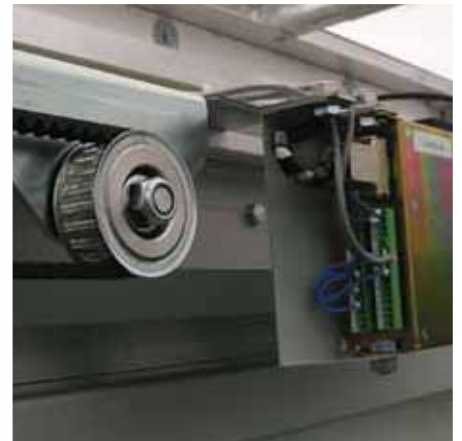


Optimum Performance

Service & Maintenance contracts



Service:

Service & maintenance contracts for all automatic and manual doors from a name you can trust.

www.dortek.com

 **Dortek**[®]
Hygienic door systems

Dortek are a long established manufacturer and contractor of door systems with more than 40 years experience. Our reputation has been built upon experienced management, a highly skilled & dedicated team of colleagues, constant innovation and an extensive choice of quality cutting edge products. Our 'can-do' attitude ensures that we consistently exceed customer expectations.

Response

We understand that complete peace of mind comes from knowing that if something should go wrong you have the support you need, when you need it. Whether you need a fast effective response to an emergency door repair or wish to maintain the safe efficient working of our high performance door systems through a planned preventative maintenance contract we can help. Our ongoing in-house training and dedicated manufacturer technical support ensures Dortek engineers maintain their position at the forefront of automatic door technology. Each engineers van is stocked with the most popular components in the market ensuring a high rate of first time fix. You can rely on Dortek



Service

In order to maintain the high level of reliability and safety provided by our doors they will need regular servicing throughout their life. Dortek's expertise, technical know-how and specialist equipment ensures that work is done to the highest standards. Each service is always planned well in advance and at the convenience of the customer. If required we can carry out servicing outside of business hours to minimise disruption to your business. If additional work is needed, our competitively priced quotation will be provided within 24 hours of receipt of enquiry or engineers report. Following every service visit is a full report enabling clients to demonstrate compliance with BS 7036.



Expertise

Dortek's team of engineers have undergone rigorous training and have many years combined experience in maintaining & installing quality doors. All of our engineers have been trained in accordance with ADSA requirements and are qualified in BS7036. Each one carries the relevant CSCS (Construction Skills Certification Scheme) card in the UK and Safepass card in Ireland and holds the construction industry training board (CITB) passport on health & safety issues relating to work.



Locations

Engineers are placed in strategically located regional areas to respond quickly & efficiently. All supported by one main office, you have just one number to call. When you need to talk to us direct our head office teams are experts in their areas, whether its sales, administration, installation or spare and repairs you can rest assured you will receive a service second to none.



Service Contracts available

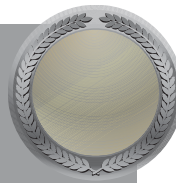
BRONZE

- 2 service visits per annum
- BS7036 trained engineer
- Full engineers report



SILVER

- 2 service visits per annum
- A maximum of 4 re-active call outs within one continuous year
- 5% discount on replacement parts
- 24 hour monitored e-mail



GOLD fully

- comprehensive cover
- 2 service visits per annum
- A maximum of 8 re-active call outs within one continuous year
- 5% discount on replacement parts
- 24 hour monitored e-mail
- Dedicated Service Advisor
- 48 hour guaranteed turnaround



In accordance with BS7036 we recommend at least two service visits each year to ensure safe, efficient operation