



Opening Innovation



**Dortek**  
Service &  
Maintenance





## Preventative Maintenance Assurance for your doors

**In order to maintain the high level of operational efficiency and safety provided by our doors they will need regular servicing throughout their life.**

Our maintenance plans are designed to keep your doors working as cost effectively as possible.

Each service is planned in advance and at the convenience of our customers. If required we can carry out servicing outside of business hours to minimise disruption to your business.

### Key Benefits

- Avoid inconvenient and costly emergency call outs
- Ensure continuous operation
- Minimise interruption to your business
- Efficient, safe & reliable access
- Compliance with health & safety regulations
- Extend the life of your doors.

# Maintenance Packages

## Comprehensive Care

**Our range of service plans aim to provide you with the level of care you need.**

Our qualified engineers will carry out a multi-point checklist for each service and issue you with a full maintenance report for your legal requirements. Whether your main concern is compliance, operational evaluation or maximising performance. We can also offer customisable service plans to meet all requirements & budgets.



### Standard Care

- 2 service visits per annum**
- Fully trained technical engineers**
- Scheduled planned visit**
- Planned maintenance check list**
- Door safety checks / Adjustments**
- Clean / lubricate**
- Detailed service record**
- 10% discount replacement parts**

### Premium Care

- 4 service visits per annum**
- Fully trained technical Engineers**
- Schedules planned visit**
- Planned maintenance check list**
- Door safety checks / Adjustments**
- Clean / lubricate**
- Detailed service record**
- Replacement part included\***
- 10% discount replacement parts**

### Ultimate Care

- Max 12 visits per annum**
- Fully trained technical Engineers**
- Schedules planned visit**
- Planned maintenance check list**
- Door safety checks / Adjustments**
- Clean / lubricate**
- Detailed service record**
- Replacement part included\***
- 10% discount replacement parts**

# Repair & Modernisation



Although DorteK doors are strong and durable, damage can occur in harsh environments. Our service team can carry out repairs to damaged doors during regular service calls or when needed in the case of an emergency.

Our expert door technicians can repair your doors with precision and speed in order to minimise any downtime in your facility. We also provide modernisations solutions

## **Our door engineers can repair all types of doors, even non DorteK brands**

- **Hygienic GRP Doors**
- **Traffic Doors**
- **Coldstore Doors**
- **Automatic Doors**
- **Industrial Doors**
- **Door accessories**

# Spare Parts

DorteK offer a full range of spare parts for most specialist doors, whether it's a DorteK door or an alternative brand. We can usually identify and source most door parts.

We also offer discounts to customers who have service plans with us.

## **Our spare parts include:**

- **Door frames**
- **Door closers**
- **Door hinges**
- **Activation devices**
- **Door automations**
- **Locks**
- **Ironmongery**
- **Vision panels & Windows**

## Complete Access Solutions from a Single Source...



### UK

St Mark Street, Hull  
East Yorkshire  
HU8 7ED  
+44 (0)1482 226848  
service-uk@dortek.com

### Ireland

Bond Street  
Wicklow Town  
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+353 (0)404 67101  
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### Singapore

627A Aljunied Road  
BizTech Centre 04-06  
389842  
+65 67411787  
service-singapore@dortek.com



#### What our customers say...

*I have been using the DorteK installation / service team for years now and have found the guys to be very good. Our day to day business is dealing with the public so it's vital to us that all our doors are working in a safe and reliable manner. With DorteK regularly servicing our doors I'm confident that this is always the case. If there ever is a problem, we can rely on DorteK for a quick response.*

**Niall Rooney—Head of Facilities & Maintenance, National Aquatic Centre Dublin.**