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Service solutions

Repair and maintenance



Why service at all?	4
Why GEZE UK?	6
Immediate response	10
iContact™	12
Planned preventative maintenance	14
Asset management	18
GEZE Mobile Service Solution (MSS)	20
Quality - assured!	21
GEZE	22
Accreditations	24
GEZE UK Service offices	26

GEZE is at the forefront of cutting edge technology, working in close co-operation with architects of international repute. GEZE add elegance to superb functionality; combine architectural beauty with efficiency and reliability. Constantly seeking to refine and improve, to break new ground and to offer customers only the very best products and services - this is the philosophy behind GEZE - a team dedicated to providing the ultimate in door and window technology.

Based in Lichfield Staffordshire, GEZE UK, a subsidiary of the German company GEZE GmbH, is a self-sufficient company offering a complete range of products and services. We have made a long term investment in staff skills and have considerable expertise in the automatic and manual door and window control industry.

GEZE UK offers a full range of after sales support including fast reactive response to an emergency door repair and planned maintenance packages to suit customer and legal requirements. We offer maintenance contracts for all makes of automatic and manual pedestrian doors as well as industrial doors and each contract is tailored to individual customer's needs.

GEZE technology meets the highest standards of functionality and design. The flexibility of our range of systems allows for individual solutions which incorporate building management requirements. Each year, GEZE invests millions in research, development and new technology, making them pioneers in door and window control systems. GEZE holds the sought after certification, ISO 9001:2008 which marks out the company's quality assurance and quality management. Over 150 years of engineering and experience goes into our door and window systems.

GEZE UK offer German engineering with UK expertise and service for all building access solutions.



Why service at all?

An automatic door is a piece of machinery and just like any other machinery it needs to be checked and maintained as it could become unreliable and potentially dangerous.

Servicing manual and automatic doors will:

Maintain accessibility

Ensure that all users, whether visitors, customers or staff, can always access the building and that the elderly, disabled or young are not prevented from using the facilities.

Increase efficiency

Ensure product reliability is maintained and that it is always working to its optimum level.

Prolong usability

The useful life expectancy of automatic doors can be greatly increased by regular servicing and maintenance.

Reduce lifetime costs

Over its lifetime a regularly serviced automatic door costs less to maintain than doors reliant on urgent reactive call outs.

Avoid potential litigation

Ensuring that manual and automatic doors are safe in operation helps prevent potential injury to users and so reduce the possibility of litigation.

Ensure you meet your responsibilities

Providing a fully functioning entrance system that is accessible at all times will ensure you fulfil your responsibility as the building occupier or facilities management company looking after the building.





Why GEZE UK?

When an automatic door fails, the first reaction is how quickly can it be fixed?

If you have an emergency needing an immediate response, we make your enquiry our top priority providing a fast effective response and despatching the nearest engineer to site - sometimes within minutes.

But we can do even better...with iContact™ we can provide an instant response. iContact™ is a wireless telemetry device using GSM and GPRS technology to enable remote monitoring and control of the door system. Often, we know of an issue before the customer does!

When you need a planned preventative maintenance contract we work with you to establish your needs and provide a competitive tailor made package.

Expertise

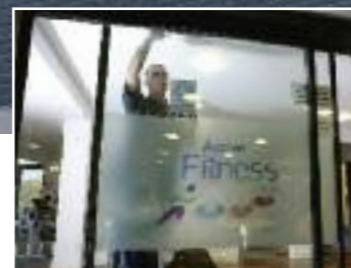
GEZE UK engineers have all undergone rigorous training and are qualified to the highest standards: ADSA, NVQ and BS 7036 (Safety at Powered Doors for Pedestrian Use). They are trained on all makes of operator and whatever the type of repair - mechanical, electrical or electronic, GEZE UK engineers have the expertise to fix it.

GEZE UK is a full member of ADSA (Automatic Door Suppliers Association) who carry out independent testing of engineers to British Standard BS 7036 Code of Practice for: Safety at Powered Doors for Pedestrian Use. All GEZE UK engineers are BS 7036 trained.

In addition to external qualifications GEZE UK provide each engineer with ongoing in-house product training provided by a dedicated technical support team. We also undertake any specific training needed to attend particular sites e.g. petrol forecourt health and safety requirements.

Consequently GEZE UK engineers are some of the most knowledgeable and qualified in the industry.

Our Service Sales Consultants are a dedicated service sales team who can explain and advise on any aspect of maintaining manual, automatic or industrial doors and windows.



Control

GEZE UK Service Management Systems enable us to track and record every reactive call or planned maintenance visit which allows us to monitor and maintain our high standards. In addition we provide customers with asset management information invaluable for helping them to control their budgets, identify doors, plan maintenance and review each door's usage and cost.

Our investment in technology continues with the introduction of Mobile Service Solution (MSS) a system that uses mobile phone technology (GPRS) linked to hand held PDA devices and has been developed to the specific needs of our customers.

We welcome contracts with service level agreements and will meet the high standards of our customers as well as our own.

Quality

GEZE UK has built its reputation on producing quality products. The company offers quality performance in its relationships with customers, communicating at every stage of the service from receipt of order to planning a service engineer's visit to reporting further work, if necessary.

We have systems in place to continuously monitor our performance and ensure we maintain the highest of standards. We recognise the importance of external approval and consider health and safety a priority. Consequently we are members of the CSCS, Constructionline and Chas.

We consider sustainability to be of considerable importance and have invested in systems to limit our effect on the environment. Ensuring a high level of first time fixes and reducing the amount of paper used through the introduction of PDA's are just two of the ways we are tackling the issue.

Service

GEZE UK Service operates from strategically located regional offices enabling local engineers to respond quickly and efficiently.

Whether you need a fast effective response to an emergency door repair or wish to maintain the safe efficient working of entrance doors through a planned preventative maintenance contract GEZE UK are there to support you with our ongoing service offering nationwide coverage 24 hours a day 365 days a year.





Immediate response

When an automatic door stops working you need assistance - fast!

GEZE UK service never closes. We offer a 24 hour seven day a week reactive call out service throughout the year.

Providing national coverage and a local service, our dedicated team is there to help you when an emergency occurs. Backed up with full traceability, accountability and responsibility you can rely on GEZE UK.

From initial enquiry to job completion we are there.

Our helpdesk is fully monitored; every call is logged recording the client's details, the time of the call and the nature of the problem. To ensure your call is dealt with efficiently, helpdesk staff are fully trained in establishing what the problem is and will advise how quickly an engineer can attend.

The engineer will attend site within the stated time. Our well equipped vehicles carry a stock of popular components to ensure a high first time fix rate. If in the event, a further visit is required, the engineer will ensure the doors are left in a safe condition and the building is completely secure.

Following the call out a report is completed detailing the time spent on site and the work completed. If further work is required a comprehensive quotation will be raised within 48 hours. We offer competitive rates for all call outs and follow up work. If the engineer recommends that further repairs are no longer cost effective or obsolescence suggests that a new operator would be a better option we can offer a conversion to a new automatic operator.

Finally all doors are asset tagged to ensure up-to-date records are kept.

- You will always be able to contact us
- You will always speak to a real person
- All details are recorded to ensure we meet our high standards
- We guarantee fast response times
- We guarantee competitive rates
- We have well equipped vehicles stocking popular components
- Worksheets record time spent on site and detail work completed
- Quotations for further work are issued within 48 hours
- Door operator conversions available if required
- All doors tagged for asset management purposes



iContact™



iContact™ is a wireless telemetry device using GSM and GPRS technology to enable remote monitoring and control of the door system.

The system allows the GEZE UK service network to provide an immediate response should operational issues occur. Critical sensors such as safety beams, threshold sensors, side screen safety and radar activation are just a few types of devices that can be connected to the system. Signals from those devices are recorded for monitoring purposes and can be operated remotely by trained personnel.

Key Benefits

- Real time remote access and control
- Monitoring of switching and safety devices ensuring continued compliance with BS 7036
- Remote diagnostics assisting with pinpointing errors
- Client access to internet based gateway
- First level footfall reporting

The most common reasons for service calls relating to any manufacturers' automatic door systems include:

- The door is opening and closing on its own
- The door is staying open
- The door will not open
- The door is driving slowly
- The door cannot be closed and locked

Over 90% of these calls are generated by the various switching devices that are connected to the door operator. iContact™ allows trained service technicians to dial-in remotely to the door system and diagnose the error. The door system can then be switched into a safe mode allowing a site call to be planned to suit the needs of the client.

Through iContact™, we often know about an issue with an automatic door before the customer thereby enabling us to deal with it remotely or before it becomes critical. If an engineer is required then we can ensure he is provided with all the necessary information and parts before he visits.

By reducing the number of visits or even removing the need to visit the site, GEZE UK and our customers are helping to reduce their carbon footprint.



Premises cannot be opened up leading to customer dissatisfaction and loss of revenue



Service team notified via iContact™ regarding situation



Door sends signal via iContact™



Data captured, fault diagnosed and response type decided



Door controlled remotely offering immediate response



Planned preventative maintenance (PPM)

As more individuals across the UK are encouraged to apportion blame with a view to receiving compensation when something goes wrong so companies have to ensure that they have done all they can to prevent accidents and protect themselves in the event of litigation.

A Planned Preventative Maintenance programme, PPM, can help offer that protection and in the event of an accident can demonstrate that all reasonable care has been taken to ensure a door is working correctly and so offer a defence should a court case arise.

However that is not the only reason to have a PPM contract; like any equipment an automatic door will only perform to its optimum efficiency if it is maintained regularly and correctly.

GEZE UK's PPM is an individually tailored plan which ensures that the highest standards of operational performance and safety of all doors whether automatic, manual or industrial are maintained. In addition we can provide PPM for access control systems and windows.

Each automatic door has different requirements depending on the type of door, where it is sited, the volume of traffic and whether the traffic is trained or untrained.

We recommend two PPM visits per year and offer several levels of service:



2 service visits per annum. Additional re-active calls on request.



2 service visits per annum plus a maximum of 8 re-active call outs within one continuous year.



2 service visits per annum plus any replacement parts. Re-active calls would be chargeable.



Fully comprehensive cover - 2 service visits, replacement parts and all re-active call outs within one continuous year.

With each level a thorough service is completed, not just a 'walk through' and a full report supplied. When GEZE engineers complete a service they check them to ensure they conform to BS 7036.



Each service includes:

Checking e.g. are activation devices and safety devices working correctly? Is the opening/closing force and signage correct?

Adjusting e.g. altering activation sensors so they detect a user at the appropriate distance

Tightening e.g. ensuring a bolt in a floor guide that has been loosened by wear and tear is re-secured

Lubricating e.g. adding a lubricant to ensure a roller assembly on a sliding door operates smoothly

Once the engineer has carried out the service they complete a BS approved checklist. The customer receives the report which includes the date of inspection, whether the door has passed or failed, and if it conforms to the current BS standard (for example closing and opening forces and speeds), whether safety and activation devices are working and details of any hazards that need attention e.g. finger traps.

If after completing the service minor adjustments are required our engineer will carry them out before leaving. Minor adjustments include altering the speeds, door positions and hold open time. If major repairs are required e.g. safety sensors have failed or carriage wheels are heavily worn then a quote will be provided for the additional work. GEZE UK are committed to raising quotations within 48 hours.

If the door operator doesn't meet the BS 7036 standard we have a duty of care to tell you.

For the majority of automatic doors we recommend a minimum of two service visits per year. However additional visits maybe needed for areas of high pedestrian usage. Trained or untrained traffic is the key. Generally, in untrained traffic areas the need may be higher - our Service Sales Consultants can advise on this.

PPM is highly recommended for schools, hospitals and care homes, anywhere where the risks to the young, elderly or disabled are increased.

Finally, all doors are asset tagged (with customer permission) for asset management purposes.

Whether you choose a one, two, three or four star service, a PPM contract can offer peace of mind, would cost far less than any potential claim for compensation, and could certainly help avoid any negative publicity.

BS 7036 Safety at Powered Doors for Pedestrian Use

The standard provides guidance to safeguard against the risk of accidents at all types of automatic doors. Although not compulsory, when we carry out a service we check that all doors meet this standard. All GEZE UK engineers are trained to BS 7036 level.

In the event of an accident a trading standards official or court would look for evidence of the standard being reached. So although not a law it is used in law.





Asset management

Each door is an asset that encompasses installation and on-going maintenance costs. Knowing these costs and being able to budget for them is essential to the management of the whole building's facilities.

To help customers control budgets, plan maintenance schedules and understand the usage of the doors GEZE UK provide asset tagging.

Asset tagging is, very simply, adding a coded tag to the door which is something GEZE UK do (with customer permission) every time we service or repair a door that isn't already tagged. Each tag is unique and has an individual reference number. There is also a national telephone number that can be used at any time to contact GEZE UK direct.

However it is the **asset management** that sets GEZE UK apart.

Each time we visit to service or repair a door we record the date, what work has been carried out, what costs have been incurred and any recommendations for future service visits. This provides a full picture of all the doors at a particular site enabling us to keep customers informed on usage and the expense of individual doors.

By providing statistical information the customer can budget accordingly. This information also assists in deciding whether to repair or replace an operator. GEZE UK's asset management system provides complete traceability of each and every door operator. In addition it provides total visibility and accountability of the work we do which in turn gives facilities

managers the information they require, helping them to decide how best to spend their maintenance budgets.

Asset tagging enables us to provide support information to facilities managers such as a full list of door locations, what type of door and where they are located.

We keep a full history of each operator and can track all services and repairs. This information is available via the engineer's PDA, so each time an engineer visits a site he has access to the full history of a door. This enables an engineer to recommend a course of action, or if a problem re-occurs it can be identified quickly.

Asset management also records if an operator has been subjected to mis-use or if a failure has occurred. Sometimes a problem may re-occur causing the door to function incorrectly. Some guidance for the staff may be all that is needed.

Another benefit of asset tagging is that it allows us to record all the different types of products we work on including those of other manufacturers and which ones require the most replacement parts. This helps us to identify which parts we need to stock, both on our vans and in our warehouse, enabling us to maintain high first rate fix levels.

Asset management enables us to track any issues with products - whether GEZE UK's or those of another manufacturer - to make future products even more reliable and efficient.

Finally - You can measure GEZE UK's performance!

GEZE Mobile Service Solution (MSS)

GEZE have invested in the latest mobile technology and our Mobile Service Solution (MSS) has been developed by a team of IT consultants and our parent company GEZE GmbH to provide a software system that fully interfaces with our SAP™ operating system. It is tailored to our needs and those of our customers exactly.

Jobs planned for each day are sent via GPRS to hand held PDA devices. Engineers can then view the details of the job, enter times on and off site and the details of any repair made. A customer's signature is captured on the screen of the device and all data is transmitted back to the office to be processed.

There are numerous benefits associated with GEZE MSS:

- Environmentally friendly: paper worksheets and timesheets are all replaced with electronic data.
- Efficiency: data is returned to the office immediately following job completion. The need for extensive faxing between the office and engineers is removed.

- Stock control: engineers have access to their own van stock lists and can report on actual stock quantities and replace stock as necessary.
- Technical information: high capacity memory cards within each PDA hold a multitude of documents and information giving immediate access to important data at all times.
- Reduce duplication: following job completion, the need for data entry by office staff from worksheets is removed as the operating system is automatically updated directly from the MSS.
- Customer service: site reports for each job are automatically generated following job completion. This allows an enhanced service to our customers in terms of feedback and confirmation of repair.
- Immediacy: the MSS provides immediate information thereby improving communication and real time capture of the work completed so customers can be advised.

Quality - assured!

Customer satisfaction is vital to our service team and using an objective system to assess what we do ensures we meet the high standards we set.

GEZE UK operates a system that continuously measures our service levels. We review all areas to establish 'best practice' and continually improve to ensure the highest levels of efficiency.

Each month we review all areas of our service team to ensure our high standards are being maintained. We monitor staff and engineer numbers at each office to ensure we can deliver optimum service levels. By reviewing the quality of training our engineers undertake we ensure that they are up to date with all the latest industry developments and standards.

We monitor the first time fix rate – we aim for 99% and regularly achieve it. We also assess our quote system - are quotes issued on time, are they accepted? We also review invoice accuracy.

It is only by continually measuring and reviewing can we be sure that we offer customers the very best in aftersales care.





GEZE

Nearly 150 years experience in research, development and manufacturing techniques goes into our range of door and window control systems.

Service

Our engineers repair any make or type of door.

- Installation, maintenance and repair of automatic doors
- Planned preventative maintenance packages
- Fast response service

- All makes of door controls repaired and serviced
- Repair and replacement of panic hardware and locks
- Regional offices providing personalised service
- ADSA qualified engineers to BS 7036 standard
- 24 hour national call out service

Automatic doors

GEZE offers full technical support for supply only and supply and installation customers. From technical advice and design support through to installation we provide a customer specific solution.

Manual door closers

GEZE door closers are a perfect example of attractive design and practical functionality. Optically they blend with any architectural solution and provide a wide range of convenient installation and adjustment possibilities.

Glass

GEZE provides exceptional solutions for challenging interior or exterior building projects. GEZE all-glass systems synchronise architecture and construction harmoniously, enabling architects and specifiers to turn their visions into reality.

Smoke, heat and window venting

GEZE's comprehensive range includes fanlight openers, smoke and heat extraction systems, stairwell systems and conservatory controls. GEZE offer a broad selection of efficient systems with the flexibility that allows them to be used for the most diverse applications or individual solutions.

All GEZE products fully comply with relevant European and UK standards.



Accreditations

High standards of product quality, professionalism and health and safety are paramount in the construction industry.

GEZE UK is a member of the following organisations that define and promote these standards.



ADSA

Formed in 1985 ADSA (Automatic Door Suppliers Association) ensures that its member companies offer superior levels of safety in the

supply, installation and maintenance of automatic doors and promotes the highest standards to help specifiers and potential customers obtain the best solution to their needs.

ADSA was the first organisation to develop an industry code of practice covering the safety aspects of automatic doors for pedestrian use which formed the basis of BS 7036: 1988, the updated standard BS 7036: 1996 and the new BS 8300:2009.

This is complemented by a comprehensive testing programme for the industry's installation and maintenance engineers who undertake operations covered by the standard.

GEZE UK is a prominent member of ADSA representing them on the BSI committee responsible for the new BS 8300: 2009 guidelines and working with the development of the NVQ Specialist Door Installer qualification.



ISO 9001:2008

GEZE UK holds the ISO 9001:2008 Quality Management System

certificate. We are committed to maintaining high standards, regulatory compliance and continual improvement throughout our operations and working practices to ensure customer satisfaction.



ALTIUS

Altius are an independent

company providing an efficient, effective service of assessing suppliers and contractors ensuring that clients' specific requirements are met. GEZE UK has been awarded Elite Vendor status which is the highest accolade a company can achieve through the Altius assessment process and GEZE UK is only one of twenty Altius clients that have received this level of accreditation.



RIBA

GEZE UK is a member of the RIBA CPD Providers Network that offers architects and other construction professionals

RIBA-assessed, high-quality CPD material.

We offer 4 RIBA approved seminars; Glass Door Assemblies - Selection and Specification, Safety at Powered Doors - Working with BS 7036, Removing Barriers to Access, and RWA Smoke and Venting Systems.



SAFEcontractor

GEZE UK is a member of SAFEcontractor an accreditation scheme that assesses the health and safety competency of

contractors and service providers.

Clients have a legal obligation to ensure that external contractors and service providers working on their premises operate in a safe way. There is therefore a need to assess contractors' health and safety arrangements and increasingly this is being carried out through SAFEcontractor.



Constructionline

GEZE UK is a member of Constructionline the UK's largest certified pre-qualification database for contractors and consultants. It aims to improve

efficiencies for buyers and suppliers in the construction industry, specifically by reducing the duplication of work and administration relating to the process of pre-qualifying suppliers for construction contracts.



CHAS

GEZE UK is a member of CHAS, the Contractors Health and Safety Assessment Scheme.

They are dedicated to completing health and safety pre-qualification assessments to a nationally recognised and accepted threshold standard. CHAS is a founder member and current Chair of Safety Schemes in Procurement - Competence Forum or SSIP.



ContractorPlus

GEZE UK is a member of ContractorPlus a web based database of contractors who have been vigorously vetted to

ensure their health and safety standards are of the highest quality.

BS 7036

BS 7036 provides guidelines on the appropriate safety levels for powered pedestrian doors. It aims to set the standard to ensure that automatic doors are operating correctly and that the end user has a safe product.

At GEZE UK we take the end user's safety very seriously and consequently all staff that are involved with automatic doors, whether it be one of the sales team, an estimator, project manager, installation or service engineer, are qualified to the BS 7036 standard.

CSCS - Construction Skills Certification Scheme

The Construction Skills Certification Scheme was set up to help the construction industry to improve quality and reduce accidents. CSCS cards are increasingly demanded as proof of occupational competence by contractors, public and private clients and others.



Guild of Architectural Ironmongers

GEZE UK is a member of The Guild of Architectural Ironmongers, founded in 1961 to promote standards in

integrity and excellence in the business of Architectural Ironmongery. The Guild is Britain's only trade body solely dedicated to promoting the interests of the whole architectural ironmongery business - architectural ironmongers themselves, and the manufacturers and wholesalers of architectural ironmongery products.



GEZE UK Service offices

A comprehensive, 24 hour service from your local office.

London and home counties - north office

Covering north London and the northern home counties

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E service.londonnorth.uk@geze.com

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For specific requirements please contact a GEZE UK representative.

