

For complete
peace of mind -
24 hour service
and repair



Total Service

Service and maintenance from **GEZE**

Service and
maintenance contracts
for all makes of automatic
and manual pedestrian doors
from a name you can trust



SERVICE AND REPAIR

Quality has never been a subject for compromise at GEZE it has always been an integral part of our corporate philosophy. So when it comes to aftersales support or a reactive call out service, whether it is for GEZE products, or any other manufacturer's products, you can be sure of the same high standards.

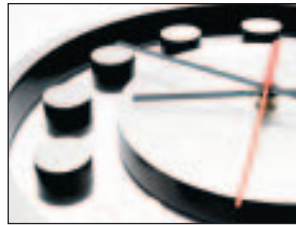
GEZE UK is committed to providing the very best in customer care.

Over 140 years experience in research, development and manufacturing techniques goes into our range of door and window control systems and is behind the market leading status of GEZE GmbH in Germany.



GEZE - Response

We recognise that a 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 entrance doors through a planned preventative maintenance contract we can help. You can rely on **GEZE**.



GEZE - Control

GEZE Service Management System records every call raised and the progress of each call enabling both technical and financial data to be called up quickly for transmission to both clients and service engineers.



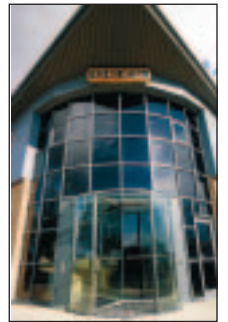
Service visits are always planned well in advance and at the convenience of our customers. If required we can carry out servicing outside of business hours to minimise disruption to your business.

Where return visits are required, you can be sure of a quick response and 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 a full report is provided enabling clients to demonstrate compliance with BS 7036.

GEZE - Locations

GEZE UK operates from strategically located regional offices providing a local team to respond to enquiries for quotations and technical advice. The local branch network is supported by our manufacturing base in Lichfield, Staffordshire.



GEZE - Expertise



GEZE's expert team of engineers have all undergone rigorous training. Each one is trained and qualified in BS 7036 (Safety at Powered Doors for

Pedestrian Use) and holds the Construction Industry Training Board (CITB) passport on health and safety issues relating to work. **GEZE** UK is a member of ADSA (Automatic Door Suppliers Association).

Our ongoing in-house training and dedicated manufacturer technical support ensures **GEZE** engineers maintain their position at the forefront of automatic door technology. Each engineer's van is fully stocked with the most popular components in the market ensuring a high rate of 'first time fix'.

GEZE - Quality

GEZE 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.

PREVENTATIVE MAINTENANCE

Planned preventative maintenance is essential to ensure both the operational performance and safety of your automatic door system.

We work closely with our clients to establish their needs and provide competitive, tailor-made maintenance packages.

We operate 4 levels of planned maintenance contracts and our service team will assist in ensuring you choose the contract level that is correct for your equipment.

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

In accordance with BS 7036 we recommend at least two service visits each year to ensure safe, efficient operation.

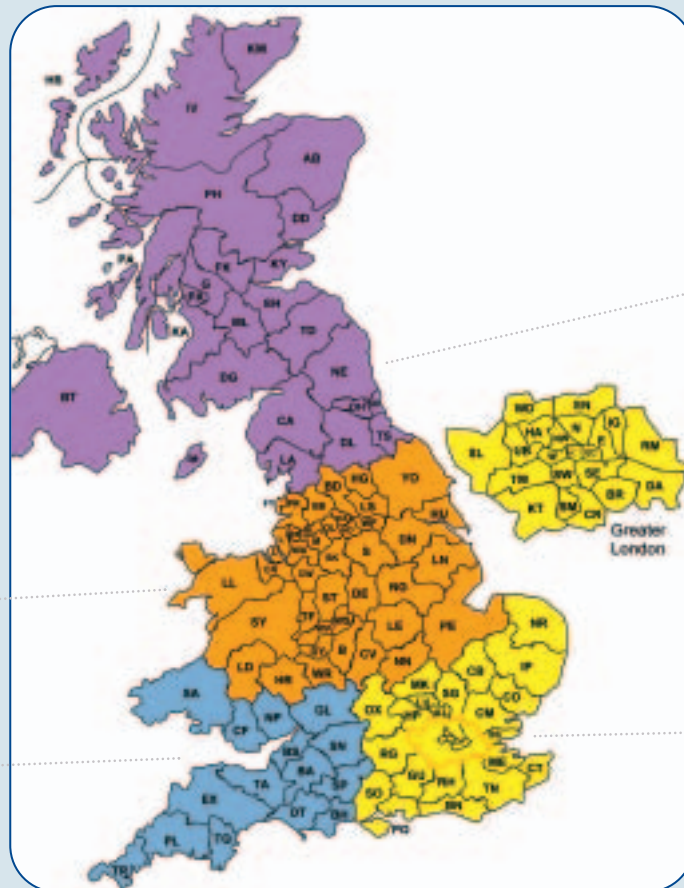
As a dedicated customer orientated team GEZE Service ensures that aftersales matches the quality of the product.

- **Installation, maintenance and repair of automatic doors**
- **Planned preventative maintenance packages**
- **Fast, responsive service**
- **All makes of door controls repaired and serviced**
- **Maintenance and repair of floorsprings and door closers**
- **Repair and replacement of panic hardware and locks**
- **Regional offices providing personalised service**
- **ADSA authorised technicians to BS 7036**
- **24 hour national call out service**
- **Out of hours service and maintenance**

Nationwide
08456 77 77 81

A comprehensive, 24 hour service, nationwide - from your local office

We are committed to the very best in customer service. To ensure rapid response and total peace of mind we offer a 24 hour 7 day a week service and repair for all makes of automatic and manual doors throughout the UK.



Northern Office
T 0845 078 0882
F 0845 078 0883

Midlands Office
T 0845 078 0880
F 0845 078 0881

South West Office
T 0845 078 0884
F 0845 078 0885

South East Office
T 0845 078 0878
F 0845 078 0879

Nationwide 08456 777781

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