

# *Service & Maintenance*

*Reassurance and Peace of Mind*





# Ingersoll Rand Service and Maintenance



Ingersoll Rand Security Technologies is focused on delivering innovative access and security solutions. We are a proven and trusted provider of value added products and services globally.

## **At the heart of the opening**

Ingersoll Rand Security Technologies can maintain and service ALL types of door systems, regardless of the make or model.

Offering an unrivalled year-round maintenance and repair service for automatic, steel, manual and industrial doors along with their associated security systems we can help keep your premises open with minimum disruption and safety secured when it should be.

With a nationwide fleet of trained engineers and dedicated call centre staff available to ensure a rapid response, we can provide total peace of mind, 24 hours a day, 7 days a week, throughout the UK.

Our extensive and flexible service programmes can be tailored to your site's individual requirements and will help you meet your responsibilities should an incident occur.

*[ ...maintain and service ALL types of door systems, regardless of the make or model ]*

# Maximising the Benefits of Service Programmes



At Ingersoll Rand we recognise that proper maintenance is key to the sustainability of a building over its entire lifecycle. This is where our mix of proactive and responsive service has real benefits. By offering a tailored planned preventative maintenance program we can provide you with the confidence that your doors will achieve the highest life-time performance.

We will work in partnership with you to maximise the safety and reliability of all equipment under contract. A range of service programmes are available; all of which are designed to give you peace of mind and let you focus on your business.

All service functions are performed by our nationwide fleet of qualified engineers. All are employed directly by Ingersoll Rand, which means that we maintain total control over the quality of our service packages. Our engineers are trained and regularly up-dated on product upgrades and health & safety legislation as part of our ongoing in-house development programme. All our automatic door engineers are fully briefed on the requirements of all relevant British Standards - in particular BS7036 - 'Safety of powered doors for pedestrian use' and passed the Automatic Door Suppliers Association examination.

*[ ...work in partnership with the customer to maximise safety and reliability of all equipment under contract. ]*



### Realise the Benefits of Service Programmes

Some of the key benefits of our service programmes:

- Ensure British Standard and Health & Safety compliance for your doors
- Pre-agreed rates through our Gold, Silver and Bronze service packages to help with budget planning
- Priority response over non contractual customers from our Nationwide fleet of qualified engineers
- Our Service Management System provides a comprehensive range of reports to help you manage and control your maintenance expenditure
- Improved life-time cost and increased reliability of existing equipment through regular maintenance
- Support from our Technical Services team and regular updates on changes to regulations, legislation and technical issues
- Equipment wear reports to enable proactive budget planning, reducing full life cost
- Immediate access to Central 'One-Call' Service Centre: One number, 24 Hours, 7 Days a week, 365 days a year

# Service Programmes



*[ All Ingersoll Rand engineers are fully trained to BS7036 standards. ]*

## **Safety of powered doors for pedestrian use (BS7036)**

BS7036 states: “To ensure safe operation, long term reliability and working efficiency, the building owner, users or organisation responsible for the operation and maintenance of the doors and any safety devices should consider each individual installation and adapt a safety test procedure that is suitable for that installation, it’s environment and traffic flow. It’s recommended that the occupier safety check should be carried out at least weekly and all door equipment should be maintained annually by an authorised technician.”

By focusing on your requirements and individual needs Ingersoll Rand can offer a range of flexible service programmes on any door, regardless of the make or model.

*Focusing on your requirements and individual needs, we offer a selection of flexible service programmes.*



### **Service programmes**

Ingersoll Rand Service Programmes are designed to provide customers with the right level of service and response time for their business. And our programmes not only give a financial and service benefit; they also help ensure that building owners meet their legal requirements to provide safe and reliable openings to building users. The following pages outline the service programmes offered by Ingersoll-Rand from the all-inclusive Gold programme to the entry-level Bronze service. Our programmes cover the service and maintenance of automated, manual and roller shutter doors.

For further information or to arrange a meeting to discuss your requirements please call 0870 150 4000.

# Ingersoll Rand Service Programmes

	Bronze	Silver	Gold
No. of visits per year	2*	2	2
Door type	All	Automatic doors (any make/model)	Automatic doors (Ingersoll Rand)
Labour costs included	No	Yes	Yes
Parts costs included	No	No	Yes
Duration of contract	1-5 years	3-5 years	3-5 years
BS7036/DHF Assessment included	Yes	Yes	Yes

### Bronze

Standard service package for all users and all door types including a commitment for as little as 1 year.

### Silver

Package ideal for any make or model of automatic door where you want longer term cover.

### Gold

The fully comprehensive package available on Ingersoll Rand automatic doors. An ideal solution for those who have finite yearly budgets for maintenance.

In addition we offer a tailored **Platinum** service package, which is aimed at larger sites with specific servicing and maintenance requirements – please call 0870 150 4000 to arrange a meeting.

\* Bronze contract can offer an option of 1 annual service visit for BS7036 or DHF compliance should this be more suited to the installation and its environment.



**Ingersoll Rand**  
Security Technologies

0870 150 4000

[securitytechnologies.ingersollrand.co.uk](http://securitytechnologies.ingersollrand.co.uk)

# Integrated Solutions

Ingersoll Rand Security Technologies offer a fully co-ordinated package of products and services that create and sustain safe, secure and productive environments. We are a single reliable source, backed up by a global corporation and a fully qualified support team. All products are compatible and can be tailored to create a fully integrated solution to your particular needs.

## **Automated Openings**

Our automated openings, under the Dor-O-Matic brand, provide one of the widest choices of automatic doors and operator systems available and are widely used in commercial, sports & leisure, retail, education, transport and healthcare environments. Designed and manufactured to suit individual requirements, our full service package includes installation, service and maintenance.

## **Performance Doorsets**

Performance doorsets, marketed under the Martin Roberts brand, are custom made to suit individual requirements and finished in a wide range of colours and finishes, including advanced TimberTec wood effect finishes. Special features such as vision panels, louvres and security protection enable our doors to be easily incorporated into the overall design of a building. Providing long life performance and improved life cycle costs, steel doors are increasingly being used as a viable and sustainable alternative to timber doors in all kinds of applications.

## **Electronic Access Solutions**

A worldwide leader in access control, time and attendance and personal identification products, we are uniquely positioned to supply a complete security package from advanced biometric solutions, through to networked and standalone electronic access control systems and mechanical locks. Our bespoke software and hardware designs under the Interflex brand provide solutions for time management, personnel scheduling, data capture, visitor management and access control applications.

## **Hotel Locking Systems**

Under the CISA brand we design and manufacture a range of hotel and electronic locking systems, utilising biometric, smart card and proximity technologies. The systems are approved and specified by major international and national hotel chains, as well as in the independent sector. All systems are supplied, installed and supported by a team of professional engineers.

## **Architectural Hardware**

Manufacturers of the market leading Briton brand of door hardware, our range consists of door controls, door furniture, exit hardware, security cylinders and lockcases. Our product portfolio also includes Randi, a range of design-led Scandinavian door furniture and accessories and Normbau, a versatile range of coloured nylon door and bathroom fittings.



*[ A single reliable source, backed up by a global corporation and a fully qualified support team. ]*



**DHF**  
Door & Hardware  
Federation



Ingersoll Rand's Security Technologies sector is a leading global provider of products and services that make environments safe, secure and productive. The sector's market-leading products include electronic and biometric access control systems; time and attendance and personnel scheduling systems; mechanical locks and portable security, door closers and exit devices, steel doors and automated openings, architectural hardware and technologies and services for global security markets.

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