

Complete Entrance Solutions Maintenance Programs

ASSA ABLOY

ASSA ABLOY Entrance Systems

NIHVA

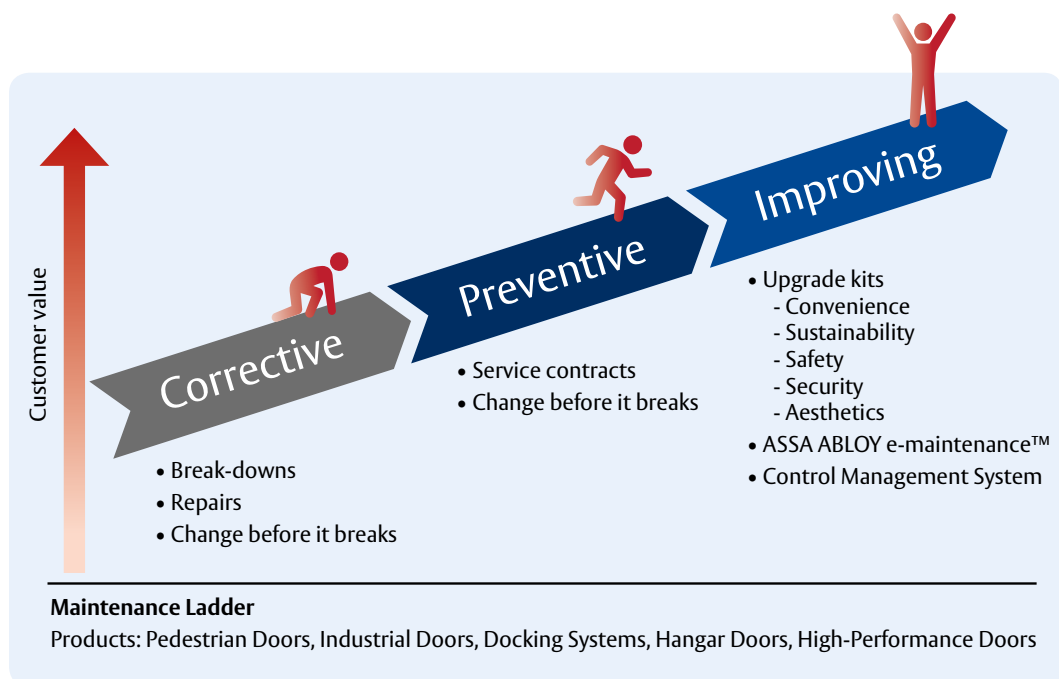


Part of a complete offering

ASSA ABLOY Entrance Systems is a full-service partner when it comes to your maintenance needs. Our maintenance offering has three strong components:

- Corrective maintenance
- Preventive maintenance
- Improvement maintenance

This brochure focuses on preventive maintenance, which is key to achieving optimal performance and long-term operating economy.



Assurance behind every door



Our professional technicians service any brand of door.



Our service vehicles carry common spare parts, allowing most problems to be solved on the first visit.

When your entrances are part of your business flow, there's every reason to keep them working well. For their safety, standards and efficiency, there's no better partner than ASSA ABLOY Entrance Systems. Behind our entrance automation are comprehensive services and expert technicians, proven through decades of service.

ASSA ABLOY Entrance Systems is the world's most comprehensive supplier of entrance automation solutions and a single partner for every aspect of their use. More than 50 years as a manufacturer of doors and docking solutions lay the foundation for our uniquely tailored service solutions.

The ASSA ABLOY Entrance Systems portfolio includes pedestrian door solutions, industrial door and docking solutions, and high-performance door solutions. Always in close contact with one another, the technicians who work with our Besam, Crawford, Megadoor and Albany products and solutions share training, knowledge and experience.

Any door, any time, anywhere

Our professional staff is trained and certified to perform any service or repair required on your door or docking system. Our more than 2200 certified technicians can maintain, service and upgrade not only our own brands of equipment, but also equipment from other brands. With the carefully selected stock of common spare parts in our service vehicles, our technicians are able to solve most problems on their very first visit – no matter what the brand. Just a phone call or mouse click away, they can be counted on for expert advice and quick dispatch in the event of an emergency.

Your partner for peace of mind

We know that your doors and docking systems are important to your business. They provide efficient access to your facilities and improve the flow of goods and people, and they help to prevent energy losses.

They also have mechanical parts that require regular maintenance for optimal performance. A preventive maintenance program is the key to extending the life of your equipment and avoiding problems before they occur.

Pro-Active care to fit your needs and budget

Pro-Active Care plans from ASSA ABLOY Entrance Systems include planned maintenance visits according to your needs and budget. Our service team considers factors such as the age, existing condition, usage levels and operating environment of your equipment, then recommends the best plan for your specific circumstances.

Pro-Active Care plans ensure that you can conduct uninterrupted business while complying with local safety standards in applications from manufacturing to retail.

Pro-Active Care gives you more options

All customers with Pro-Active Care plans are eligible for optional customized response times, customized performance documentation and advanced user training for facility managers and others responsible for a large number of doors.

Advantages of preventive maintenance



Changing components before they break saves you money in the long run by preventing accidents and losses in productivity.

Professional staff at our Customer Care Hotline.

Our service is fast and convenient, and it delivers the best long-term economy for your doors and docking systems. Preventive maintenance through our Pro-Active Care plans cuts overall costs by helping you avoid unplanned interruptions, emergency call-outs, inspection failures and unnecessary energy loss. It both protects and extends the lifetime of your investment.

Pro-Active Care means priority status

Customers with a Pro-Active Care plan are preferred customers. They enjoy a variety of benefits, including:

- Priority call status
- Dedicated Customer Care Hotline
- 24/7 service availability
- Expert parts replacement and repair
- Consumable Exchange Program
- Regularly scheduled inspections and certifications
- Interactive and solution-based reporting, with details on cost and visit history
- Technical advice on retrofits and surveys for budget planning
- Customer training and support
- Single-source convenience and accountability

Change before it breaks

Just as a car's tires and oil must be changed regularly, your doors and docking systems have key components that periodically need replacing. Changing them before they break is an integral part of Pro-Active Care.

Letting us replace components before they fail keeps your warranty valid and your equipment compliant with regulations. Even more importantly, it ensures the safety and functionality of your equipment, so that you can avoid accidents and losses in productivity.





Preventive maintenance programs

Maintenance and service aren't about what you get. They're about what you avoid: failures, accidents, losses and unplanned interruptions. ASSA ABLOY Entrance Systems works according to your needs, with tailored solutions that ensure the function and availability of your entrances.

■ Pro-Active Bronze

ASSA ABLOY Entrance Systems Pro-Active Bronze provides you with optimal performance and the security of knowing that your installation is regularly inspected and safe. Our technician inspects and certifies your equipment for safety and reliability during a number of planned preventive onsite visits, scheduled according to your needs. Any unplanned service calls required during the term of the ASSA ABLOY Entrance Systems Pro-Active Bronze contract (including labor, travel and parts) are billed at special Pro-Active Care prices.

■ Pro-Active Silver

ASSA ABLOY Entrance Systems Pro-Active Silver provides all the benefits of Pro-Active Bronze, but with the added advantage that labor and travel are included for service calls during regular business hours.

■ Pro-Active Gold

ASSA ABLOY Entrance Systems Pro-Active Gold provides the ultimate protection for your doors and docking systems. It includes all the benefits of Pro-Active Silver, plus the replacement of any parts required during an unplanned repair or planned maintenance visit. ASSA ABLOY Entrance Systems Pro-Active Gold is an excellent way to budget your expenses annually.

■ Pro-Active Tailor-Flex

Our most flexible maintenance and service package is the Pro-Active Care plan designed together with you. This preventive maintenance plan allows you to balance your maintenance expenses against your real-world budget, and gives you the option of adding or deleting certain items to suit your budget goals while meeting your overall performance and safety needs.

□ Re-active Service

For customers who wish to request service on an as-needed basis, we offer two visit types: Corrective and Safety Check. Our Customer Care Hotline ensures that a certified technician can be dispatched to your installation.

“Every day we make more than 300 service visits in Sweden for industrial doors and docking systems. We work tirelessly with our customers to develop maintenance and service provision with a focus on simplicity, reliability and customer value. We aim to constantly live up to your expectations as our customer, or preferably exceed them. We think that is service as it always should be.”

*Service Manager
ASSA ABLOY Entrance Systems
Industrial Doors & Docking Solutions, Sweden*





Re-Active Service			Pro-Active Care				
			○	○	○	●	Other customized requests such as Response Time, Performance InfoPack and Advanced User Training
			○	○	●	●	Replacement of worn parts according to preventive Consumable Exchange Program
			○	○	●	●	Replacement of spare parts on breakdowns
			○	●	●	●	Travel and labor for additional call-out visits
			●	●	●	●	Preventive maintenance visits 1-4 times per year
			●	●	●	●	Travel and labor for preventive maintenance visits
			●	●	●	●	Response time and priority on call-outs <24h
			●	●	●	●	Preventive planned maintenance that meets the most demanding standards in the market
		●	●	●	●	●	Safety and quality checks according to applicable regulations and norms. Documentation of test results provided
●		●	●	●	●	●	Documentation of equipment status, assessment and service provided, all generated on site
●		●	●	●	●	●	Highly trained professional technicians with extensive knowledge, state-of-the-art tools and the right spare parts*
●		●	●	●	●	●	Dedicated Professional Customer Care Hotline
Corrective	SafetyCheck		Pro-Active Bronze	Pro-Active Silver	Pro-Active Gold	Pro-Active Tailor Flex	

● = Included as standard
 ○ = Available at special prices

* Well-stocked service vehicles with genuine and new spare parts

Looking at lifecycle costs

The initial cost of your doors and docking systems is one you're well aware of. However, it represents only a fraction of the total cost.



Usage costs, service costs and energy costs are also part of your investment over time, and these are the costs preventive maintenance can lower.

Apart from the costs of opening and closing, the largest "hidden" costs are lost energy and lost time. Energy and time are both money to your business, so anything that saves them has an impact on the lifecycle cost of your equipment.

Preventing the unexpected

An important consideration is the replacement of key components before they break. While this costs money, the cost is far lower than that of accidents or emergency repairs.

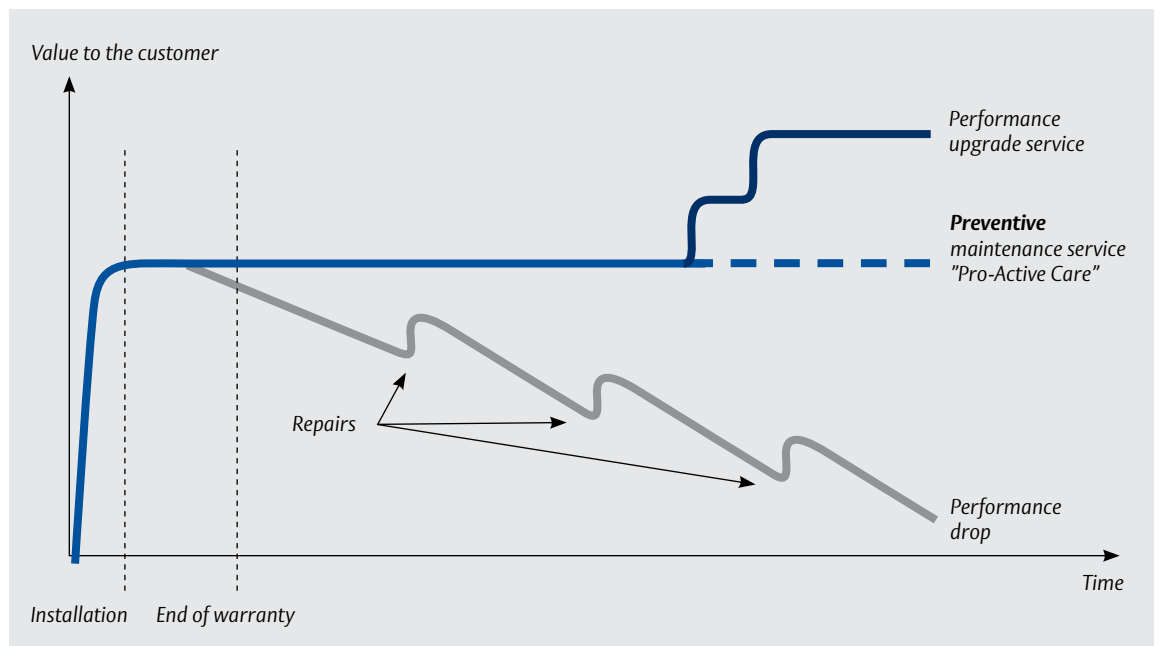
A door that breaks down may stand open needlessly – wasting more energy than poor insulation. If it cannot be locked, you may need to pay for additional security. And if it disrupts your logistics, it may mean a loss of your business.

In our maintenance checklists, we provide recommendations for proactive replacements. By following them, you give us the responsibility for the safe operation of your equipment, rather than taking it on yourself.

Lifecycle management with ASSA ABLOY Entrance Systems

A Pro-Active Care plan minimizes lost energy, lost time and unexpected hassle, thereby lowering the total cost of your investment. Preventive maintenance is one aspect, but so is having a dedicated partner who can service all your doors when problems arise.

We ensure the continuous performance, safety and convenience of your doors and docking systems, throughout their operating lifetime. And by combining Pro-Active Care with upgrades and modernization, we can extend the life of your equipment.



Effective lifecycle management enhances the performance of your automatic entrances.



“One of the main benefits of Pro-Active Care is that we have seen a significant reduction in the number of emergency service calls. Our goal is to provide a safe and comfortable store for our customers and our associates, and we believe the Pro-Active Care helps us to do that.”

*Sara Grammell
Senior Manager, Retail Facilities
Staples*

“Being in the healthcare business, our automatic doors are a critical part of our daily operation. By participating in AAES service programs, our service has improved greatly and our down time is almost none. AAES responds in a timely manner...typically in a couple of hours. Their technicians are knowledgeable and professional.”

*Teresa Crain,
Memorial Hermann Memorial City Hospital*



Upgrade and modernization kits

We can help you upgrade your doors and docking systems when the need arises. Safety standards and other regulations are constantly developing, just as the requirements of your business, its employees and its customers can change over time.

Our technicians are qualified and willing to advise you. Not only can they help you ensure regulatory compliance, they can also inform you of new innovations and smart new functions. These can improve your equipment in many areas, from safety and security to automation and energy efficiency.

When it becomes necessary, our technicians can also ensure your smooth transition into a new solution.

Keeping you informed

No matter where your equipment is in its life cycle, we keep you informed of its service level. For your comfort and ours, we document the service history in a logbook, which contains notes from the technician and a time stamp for the next planned service visit.

In addition, we provide up-to-date information online via our ASSA ABLOY e-maintenance™. With a single login, ASSA ABLOY e-maintenance™ gives you full details of your equipment’s service level and invoice history.

ASSA ABLOY e-maintenance™ provides you with:

- One login for access to all relevant information
- 24/7 availability – no limitation to office hours
- Updated information every half-hour
- Past data for use in making the right decisions and plans
- Good overview that helps you control lifecycle costs



ASSA ABLOY

Gate

baggage
baggage

Our maintenance makes your entrances more sustainable

Regular maintenance doesn't just ensure top equipment performance. It also extends the life of your doors and docking systems, and it reduces their impact on the environment.

Having fewer breakdowns contributes to a more stable interior climate, with energy losses kept to a minimum. And because our professional technicians service all types of doors, you can receive visits from one provider rather than several. That, along with the fact that we solve most problems on the first visit, means reduced emissions from service vehicles.

"If all suppliers provided service, statistics and follow-up like ASSA ABLOY Entrance Systems, my job would be much easier."

Site manager, Coor FM

"With carefully selected docking solutions and knowledge of how we avoid energy losses, we have been able to reduce our energy consumption while minimizing the risk of condensation. This, along with high quality, is more important than low investment costs for an installation."

SydGrönt AB



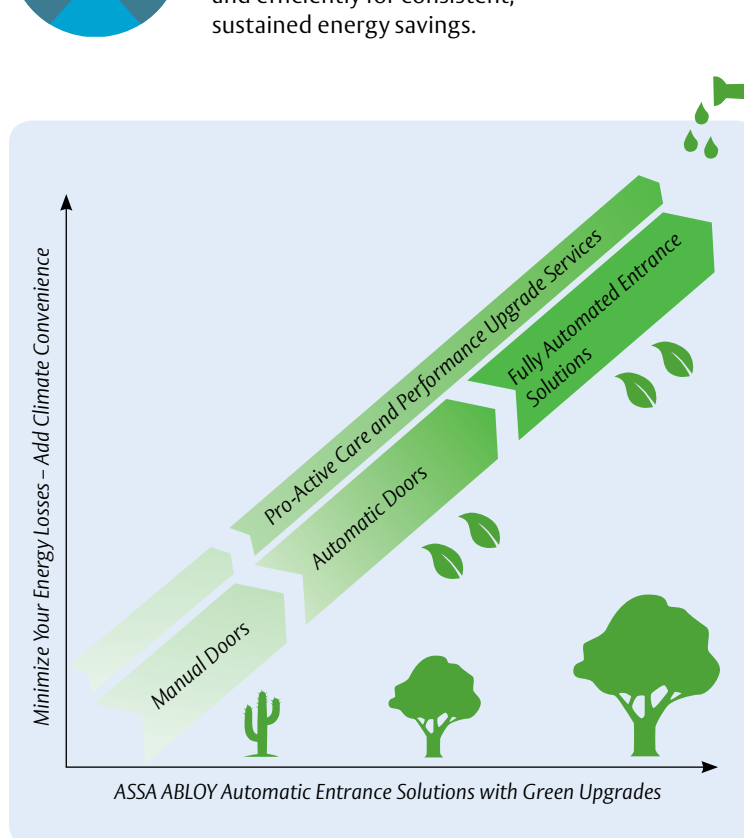
Automatically Green

For external entries to climate-controlled buildings, automatic doors are a greener option than manual doors. Only open when actually in use, they reduce the amount of energy needed to heat and/or cool the building.



Maintenance & Modernization

Regular maintenance and modernization ensures that your equipment operates reliably and efficiently for consistent, sustained energy savings.



Automatic Entrance Solutions

For external entries to climate-controlled buildings, automatic doors are a greener option than manual doors. Only open when actually in use, they reduce the amount of energy needed to heat and/or cool the building.



Green Upgrades

Automatic entrances can be made even more energy-efficient with Green Upgrades like sensors, air curtains and other equipment with adjustable functionality.



Pro-Active Care

Regular maintenance ensures that the automatic doors operate reliably and optimally for consistent, sustained energy savings.

ASSA ABLOY Entrance Systems is a leading supplier of entrance automation solutions for efficient flow of goods and people. With our globally recognized product brands Besam, Crawford, Megadoor and Albany, we offer products and services dedicated to satisfying end-user needs for safe, secure, convenient and sustainable operations.
ASSA ABLOY Entrance Systems is a division within ASSA ABLOY.

ASSA ABLOY

assaabloyentrance.com



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