



Standard Care

Proactive Care

Full Care

Meets BS EN 16005 or BS 7036 Automatic Door Standards



24/7 Service Desk



PPM and Safety Test During Record UK Normal Working Hours



Electronic Visit Report



Health and Safety Advice



Lifecycle Advice



Standard Response¹



Enhanced Response²



Upgrade Option

Callout and Repair Fee³

Chargeable

Normal Working Hours Included

24/7 Included

Additional Working Hours

Chargeable

Normal Working Hours Included

24/7 Included

Materials⁴

Chargeable -5% Discount on Stocked Parts

Chargeable -10% Discount on Stocked Parts

Component Parts

Misuse Damage

Chargeable

Chargeable

Chargeable

Recommended Term

1 Year

2 Years

3 Years

Specific Exclusions

Beyond Economic Repair (BER),
Ram Raids /
Significant Criminal Damage,
Acts of God and
Misuse & Abuse

Beyond Economic Repair (BER),
Ram Raids /
Significant Criminal Damage,
Acts of God and
Misuse & Abuse

Beyond Economic Repair (BER),
Ram Raids /
Significant Criminal Damage,
Acts of God and
Misuse & Abuse

1. Standard Response – same day for critical emergencies and security issues / 3 days for essential repairs / 7 days for non-essential repairs.
2. Enhanced Response is eight working hours
3. Callout and repair fee includes travel to site and the first hour on site. Additional hours are charged as used.
4. Excludes complete replacement of door, frames, and major components