

If you are experiencing a problem with your door(s), please check our [BDE Identification Tool](#) in the first instance to see if this can help rectify the issue.

In the event this doesn't help you, please fill out the editable form below and email to **service@recorduk.co.uk**

Name\*

Name of Company  
Reporting Fault\*

Telephone No\*

Site Name\*

Site Address\*

Site Contact Name\*

Site Telephone No\*

Door Asset Tag\*

Door Location e.g.  
main outer, inner  
main entrance

Description of Fault\*

Can doors be used  
manually?\*

Yes	No
-----	----

Can doors be  
secured?\*

Yes	No
-----	----

Purchase Order No\*

Invoice Name and  
Address\*

Fault Code Present?

Any Other Information

Please send your completed form to **service@recorduk.co.uk**

**Your global partner for entrance solutions**