

Service and Maintenance



PROTECT YOUR INVESTMENT



Protect Your Investment

record uk is proud to be the market leader in the UK for automatic doors. With over 80 directly employed service engineers, we have the expertise and local coverage to provide you with 24 hours, 365 days-a-year support for your entrances.

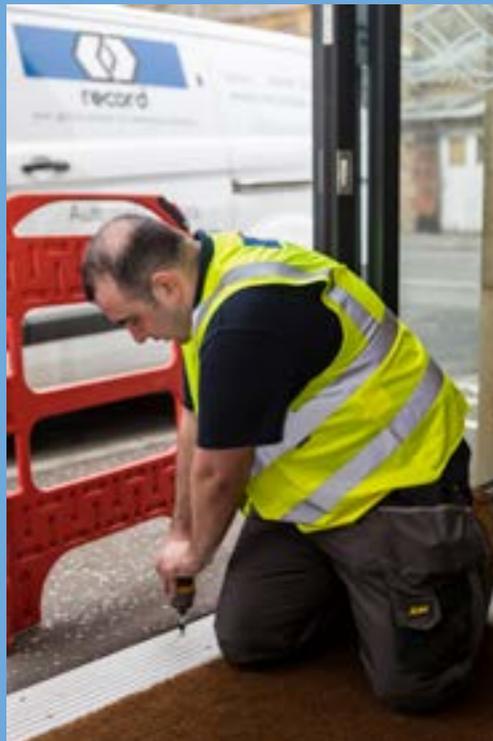
We are currently responsible for looking after over 30,000 automatic doors across the UK, from the biggest and best high street names to single-site customers. In every case, our role is to take care of the doors, so our customers can focus on their business.

Taking out a maintenance contract with record uk will give you access to the best knowledge and expertise in the industry. This will prolong the lifespan of your doors and ensure you are receiving the best value for the money you invest in them.

As a founder member of ADSA (Automatic Door Suppliers Association) all our engineers are trained in-house and fully qualified to the latest BS7036/EN16005 Automatic Door standards to ensure the highest level of service and safety for your entrances.

Focus on First Fix

We pride ourselves on the quality of our directly employed engineers and the knowledge they have, not only of our own but other manufacturers doors too.



This combined with the extensive parts we carry on our vans, means we achieve high first-visit fix rates and return doors to operation as quickly as possible.

For the doors we can't repair on our first visit, we carry an extensive stock at our regional hubs located around the country.

We also have an extremely knowledgeable technical and parts team who can help source difficult parts and troubleshoot complicated issues.

All of this means, we can usually keep a door running smoothly and safely when other companies would quote for a complete replacement, helping to keep costs as low as possible.



“First fix on attendance is paramount in ensuring costs are kept to a minimum and doors are operating to their full capacity at all times”

A technician wearing a high-visibility yellow vest, safety glasses, and blue gloves is working on the upper mechanism of a door. He is standing on a yellow step ladder and using a tool to adjust a component. The background shows a modern building with large glass windows.

Doors are machines which, like cars, are safer, last longer and give more reliable service if they are looked after properly.

Our Ethos

To build long-term trusting relationships with customers by doing the best job we can to keep their doors operating safely and as cost effectively as possible.

We believe strongly in the benefits of a professional and thorough Planned Preventative Maintenance (PPM) visit to every door at least once a year. This not only helps to keep doors operating smoothly and reliably, it is also an important part of ensuring they are safe for users. We therefore price and allocate enough time for our engineers to carry out a detailed maintenance visit and safety inspection, fully testing and calibrating all of the door safety devices.

With our customers, we have direct evidence that by taking on responsibility for their doors and carrying out PPM visits leads to a reduction in breakdowns and safety incidents.

During visits, our engineers also carry out a risk assessment to highlight any non-compliance or health and safety issues. We will recommend potential solutions to help prevent avoidable accidents in the future.

As part of the partnership with our customers we can also train your staff to carry out door resets and other simple measures, such as weekly door checks to keep running areas clear of debris to reduce call-outs.

Asset Management

We offer a program of bespoke reporting so clients know what condition their door estates are in, at all times.



Bespoke Reporting

We can tailor any of our standard reports to your specific needs to provide full clarity on the condition of your door estate and the performance of record uk as your maintenance provider.

Planned Preventative Maintenance (PPM)

We provide detailed PPM reporting via automated Asset and Safety Inspection reports, which are created for every door we maintain. These fully document the condition of the door in line with either BS7036 or EN16005 automatic door standards.

For repairs, our engineers also complete a detailed work report, often with photographs, to provide further visibility and understanding of the attendance times and the actual work completed, or needed.

PPM and break-down information can also be provided in a single spreadsheet format if preferred to provide an 'at a glance' review of the condition of your door estate.



Using this information, we work with many customers to manage lifecycle costs and help with budgeting and planning essential upgrades and replacements.

Response Times

We have a call-centre that is manned 24 hours a day, 365 days per year, so you can always speak to someone from record uk, who will understand your problem, no matter what time it is. Our engineers also work on a rota, ensuring there is always emergency cover available, even in the middle of the night, or on a Bank Holiday.

For critical emergencies and security issues we always endeavour to get to site within 4 hours, often far less. We will respond to all other door break-downs within 24 hours and for general attendance requests within 3 working days. If additional work is needed, we will strive to prepare a detailed quote within two days of our first visit.

Extended Warranty

If your doors have recently been installed by us, we can offer the option of an extended warranty.

This gives peace of mind that, excluding misuse and abuse, all parts are covered for a total of two years from date of installation.

We can also offer fully-inclusive maintenance contracts on all door types for customers who want greater certainty with their maintenance costs

Customer Support Teams

Our experienced Customer Service, Planning and Commercial teams work closely with our engineers to provide the very best experience, service and support to customers 24-7, 365 days a year.



Our teams start every day with a short stand-up meeting to review what happened yesterday and what the priorities should be for today.

We survey customers after the work we do and we are proud that we have achieved an average 95% recommendation rate last year.

But don't just take our word for it, put us to the test! We would love to show you why we are the best partner to look after your doors.



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Service Sales

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Central
Nick Holland 07966 409 890

South
Agnieszka Kowalczyk 07776 247224

What our Customers Say

“All of the engineers who attend are always very professional”

“The response was excellent. Terrific service”

“Brilliant, I called in the morning and it was all fixed by the end of the day”

“I wish all my other service providers were as efficient”

For all Service Enquiries 24-7, 365 days

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