

# Service

**besam** 

**ASSA ABLOY**



## Performance Maintenance Services



ASSA ABLOY, the global leader in door opening solutions



Choosing Besam to service and maintain your automatic entrances means you can be confident of efficient and reliable operation of ALL your doors, as well as optimum convenience and safety for those using them.

### World-class service, in your neighborhood

Besam's 50 years as a manufacturer of automatic entrance equipment enables us to create service solutions uniquely tailored to your needs. Our certified technicians can maintain, upgrade and service both Besam and non-Besam brands of automatic doors. Equipped with the right parts in our service vehicles, our professional service organization is just a phone call or mouse-click away and can be counted on for expert advice and quick dispatch in case of an emergency.

### Partner with us for peace-of-mind

Besam knows that your automatic entrances are important to your business. Efficient access to your facilities improves people flow and reduces heating and cooling losses. Regular maintenance ensures optimal performance so that the front entrance is always welcoming and all doors are in compliance with local safety standards in all kinds of applications, from retail shops to hospitals and office buildings to airports.

### One-stop-shop. Any door, any time, anywhere...

Besam's professional staff is trained and certified to provide any service or repair required on your Besam or non-Besam entrance. To learn more about Besam and our service programs, contact your local Besam representative or visit [www.besam.com](http://www.besam.com) to find the Besam service organization near you.



## Genuine new Besam spare parts

All Besam service vehicles are equipped with genuine and new Besam spare parts. This ensures that our technicians always have the right high-quality parts at hand to keep your entrances running smoothly and efficiently. It's an important part of the peace-of-mind and professional partnership we deliver for our customers.

## Besam Pro-Active Care, service plans to fit your needs, your budget

Much like an automobile, an automated entrance has mechanical parts that require regular maintenance for optimum performance. A comprehensive service program is the key to extending the life of your equipment, keeping it functioning at optimal levels and preventing problems before they occur.

Besam Pro-Active Care plans include planned maintenance visits according to your specific needs and budget. Our service team takes factors such as the age and existing condition of your equipment, usage levels, and operating environment into account for recommending a best plan for your specific circumstances.

## Pro-Active Care gives you more options

Additionally, all Besam Pro-Active Care plans are eligible for optional customized response times, customized performance documentation and advanced user training for facilities managers and other customers responsible for a large number of automated entrances.



*Professional Besam technicians service ALL your doors*



*Service vehicles stocked with genuine Besam spare parts*

“ **Smart logistical planning is critical to creating a great service experience for our customers.** By being more efficient, the customer gets more convenience in terms of our response times. And by carefully coordinating service calls geographically, we reduce the amount of time our vehicles are on the road, which is good for the environment.”

*John Dorrie, Service Manager, Australia*



*Professional and friendly staff at our Customer Care Hotline.*



*We follow Besam Consumable Exchange Program to exchange before it breaks, to save you money.*

## Advantages of Performance Maintenance Services with Besam

Besam Service is fast, convenient and cost-effective. Our Pro-Active Care plans will keep your entrances performing optimally while protecting your investment. Regular **preventative**<sup>1</sup> maintenance extends the lifetime of your entrance and prevents unexpected breakdowns. It also insures optimal energy-saving benefits from your entrances.

### Besam Pro-Active Care means Priority Status

Customers with a Besam Pro-Active Care plan for their entrances become Besam PREFERRED. Besam Pro-Active Care customers enjoy a variety of benefits including:

- Priority call status
- Dedicated Customer Care Hotline
- Service available 24 hours per day, 7 days per week
- Regularly scheduled inspections and certifications
- Well-stocked service vehicles with genuine and new Besam spare parts
- Interactive and solution-based reporting, providing detailed reports on the history of costs and visits by entrance
- Technical advice on retrofits and surveys for budget planning
- Expert parts replacement and repair
- Consumable Exchange Programs
- Single-source convenience and accountability
- Customer training and support

<sup>1</sup> Preventative maintenance will reduce the risk of unexpected breakdowns, although it cannot eliminate it fully due to the high volume of external factors which could influence the final performance. Regular cleaning, additional daily inspections and routinely checks by the end-user/site manager will also contribute to reduce this risk, and maintain safety in a high level.

## Exchange before it breaks

Our Consumable Exchange Program is part of Besam Pro-Active Care services, helping to optimize the lifecycle of the product while ensuring the best conditions for performance, reliability, safety and convenience through **preventative** maintenance.

Every entrance we work with is numbered and tracked. This produces a living history of each door at your location, enabling you to monitor costs and plan your budget. Our technician arrives on site equipped with the knowledge and tools to service and repair both Besam and non-Besam equipment.

“ **Information is key for our customers.** We keep our customers up-to-date about the work performed, with proper documentation and reports. We also advise customers about repairs, upgrades and replacements to optimize the performance of their entrances and on how to ensure alignment with the latest safety regulations.”

Marc van Rijn, Service Support Netherlands





*Besam Pro-Active Care means Priority Status.*

### Pro-Active Bronze

Besam Pro-Active Bronze provides you with the security of knowing that your equipment is regularly inspected and certified for safety, as well as optimal performance. A Besam certified technician will clean, inspect, lubricate and certify your entrance for safety during a number of planned **preventative** onsite visits depending on your needs. Any unplanned service calls required during the term of the Besam Pro-Active Bronze contract (including labor, travel and parts) are billed at special Pro-Active Care prices.

### Pro-Active Silver

Besam Pro-Active Silver provides all the benefits of Pro-Active Bronze with the added advantage of labor and travel being included for service calls during regular business hours. Additional charges would apply to service calls outside regular business hours and any parts.

### Pro-Active Gold

Besam Pro-Active Gold provides the ultimate protection for your automatic entrance investment. It includes all the benefits of Pro-Active Silver, plus replacement of any parts required during an unplanned repair or planned maintenance visit. Besam Pro-Active Gold is an excellent way to budget your automatic door expenses annually.

### Pro-Active Tailor-Flex

Our most flexible maintenance and service offering is the Besam Pro-Active Care plan designed by you, our customer. This **preventative** plan allows you to balance your maintenance expenses against your real-world budget, and presents the option to add or delete a number of maintenance elements to suit your budget goals, while meeting your overall performance and safety needs.

### Besam 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 Besam technician can be dispatched to your door.



## Performance Maintenance Services

Besam Re-Active Service			Besam Pro-Active Care				
Corrective	SafetyCheck		Pro-Active Bronze	Pro-Active Silver	Pro-Active Gold	Pro-Active Tailor Flex	
			○	○	○	●	Other customized requests such as Response Time, Performance InfoPack and Advanced User Training
			○	○	●	●	Replacement of worn parts according to <b>Preventative</b> Besam Consumable Exchange Program
			○	○	●	●	Replacement of spare parts on breakdowns
			○	●	●	●	Travel & Labour for additional call-out visits
			●	●	●	●	<b>Preventative</b> Maintenance Visits 2-4 a year
			●	●	●	●	Travel & Labour for <b>Preventative</b> Maintenance Visits
			●	●	●	●	Response time and priority on call-outs <24h
			●	●	●	●	<b>Preventative</b> 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

● = Included as standard  
○ = Available at special prices

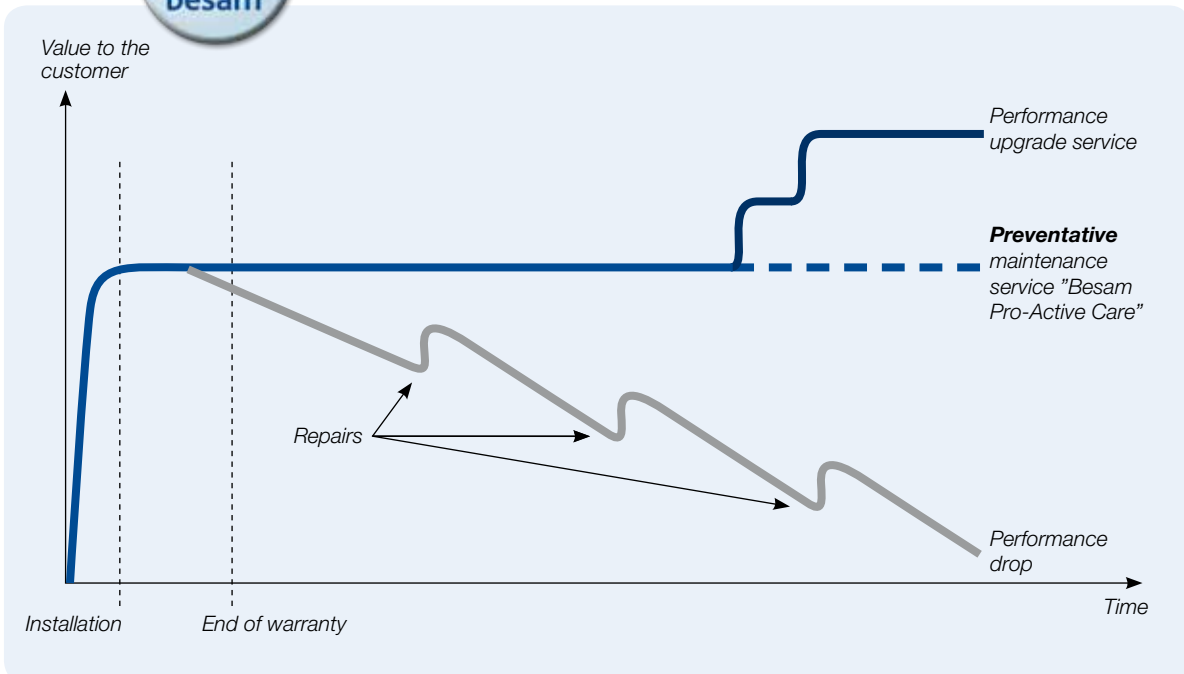
\*Well-stocked service vehicles with genuine and new Besam spare parts

Depending on your location, Besam can also service industrial doors, roller shutters, air curtain or closers. Please contact your local Besam Representative for more details about the Performance Maintenance Services we can provide in your country.



## Product lifecycle management model

Our product lifecycle management model is designed to ensure the continuous performance, safety and convenience of your entrance over the lifetime of the products involved. By combining the different types of Besam Pro-Active Care Services with our Performance Upgrade Services, we can extend the life of your entrance equipment. The model not only delivers optimum support to end-users, but also ensures a smooth transition to a new solution at the end of product life.



*Effective lifecycle management enhances the performance of your automatic entrances.*

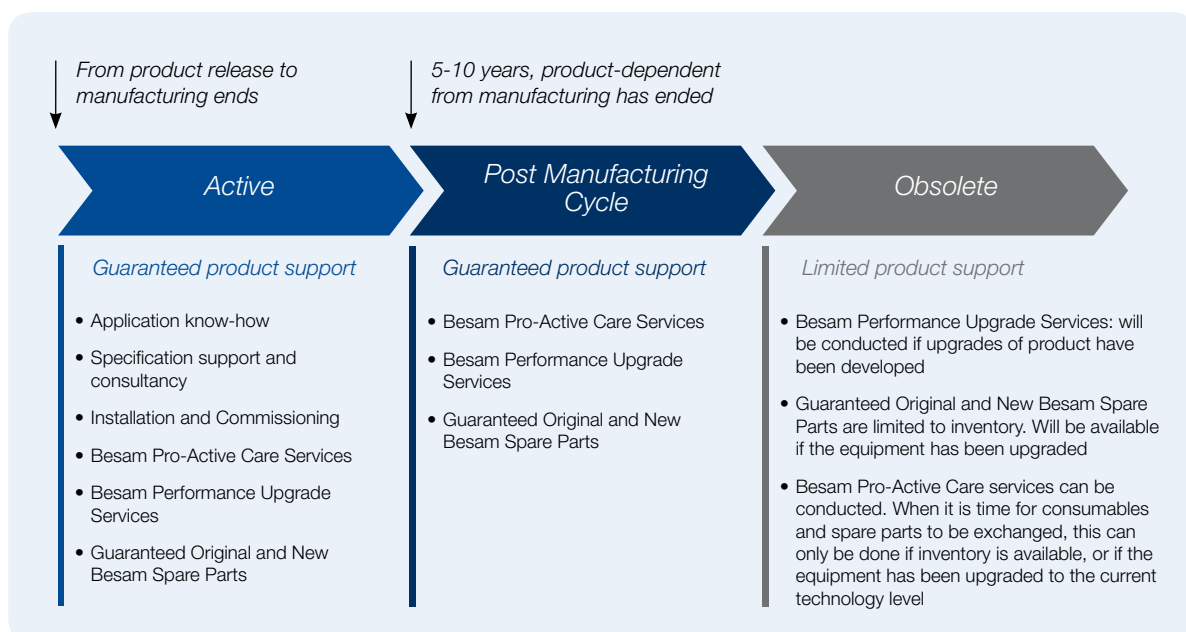


## Besam also provides “Performance Upgrade Services”

- **Equipment Upgrades for changing needs:** Besam can upgrade your swing-, sliding-, and revolving doors of most manufacturers. We can also provide enhancements like door closers and air curtains for improved comfort and security.
- **Safety & Convenience Upgrades:** automatic door safety standards and regulations change over time, as do user’s requests for comfort. Besam can inspect your sensors for compliance, and if needed, upgrade your equipment with the latest technology. This ensures that your entrances operate safely and optimally in terms of performance, user comfort and energy savings.

## Lifecycle services

Service offerings to lifecycle phases:





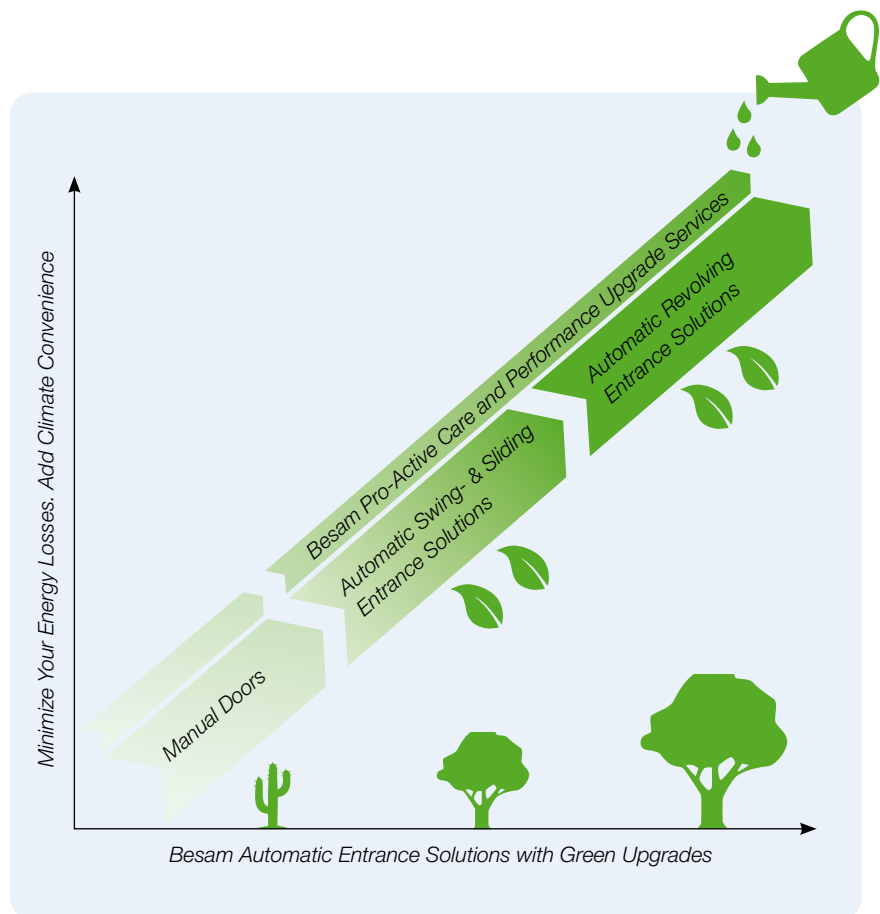
## Besam Service makes entrances more sustainable

Regular maintenance not only ensures top performance of an automatic entrance, it also extends the life of the equipment, reducing its impact on the environment. Fewer breakdowns keep the interior climate of a building stable, minimizing energy losses. And because Besam's professional technicians can service ALL brands of automatic doors, customers do not need to be visited by multiple providers, which in turn lessens carbon emissions from service vehicles.

**Automatic Entrance Solutions.** For external entrances to climate-controlled buildings, an automatic door is a more green option than a manual door because it's only open when it is actually in use, reducing 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 adjustable functionalities.

**Besam Pro-Active Care.** Regular service ensures that the automatic doors operate reliably and optimally for consistent, sustained energy savings.





“ Working directly with customers is a very satisfying and visiting them regularly means I have a good feel for the way their facilities operate. This knowledge, combined with the right tools and spare parts on hand, means I can help keep their automatic entrances operating optimally, as well as solve any unexpected issues that might come up.”

*Xin Hui, Service Technician, China*



“ Being in the healthcare business, our automatic doors are a critical part of our daily operation. We previously used another door company and our doors were always out-of-order waiting on service or parts. By participating in Besam's service programs, our service has improved greatly and our down time is almost none. Besam responds in a timely manner. Their technicians are knowledgeable and professional.”

*Teresa Crain, Memorial Hermann Memorial City Hospital, USA*

## Partnership with Besam

Besam is a world-leading provider of a wide range of safe, convenient, reliable and energy-efficient automatic entrance solutions, which means our customers can be confident that they have chosen a professional partner.

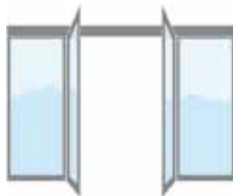
## Besam Performance Services

Choosing Besam to service and maintain your automatic entrance in an energy-conscious way means you can be confident of efficient and reliable operation of your doors, as well as optimum convenience and safety for those using them.

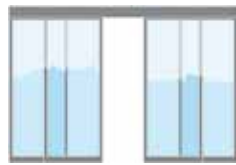


## Besam Automatically Green

Besam designs, manufactures, sells and services automatic entrance solutions that help our customers reach their own sustainability goals while minimizing the impact on the environment over the product life cycle.



Swing doors



Sliding doors



Revolving doors



Performance Services



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**ASSA ABLOY**

ASSA ABLOY is the global leader in door opening solutions, dedicated to satisfying end-user needs for security, safety and convenience.