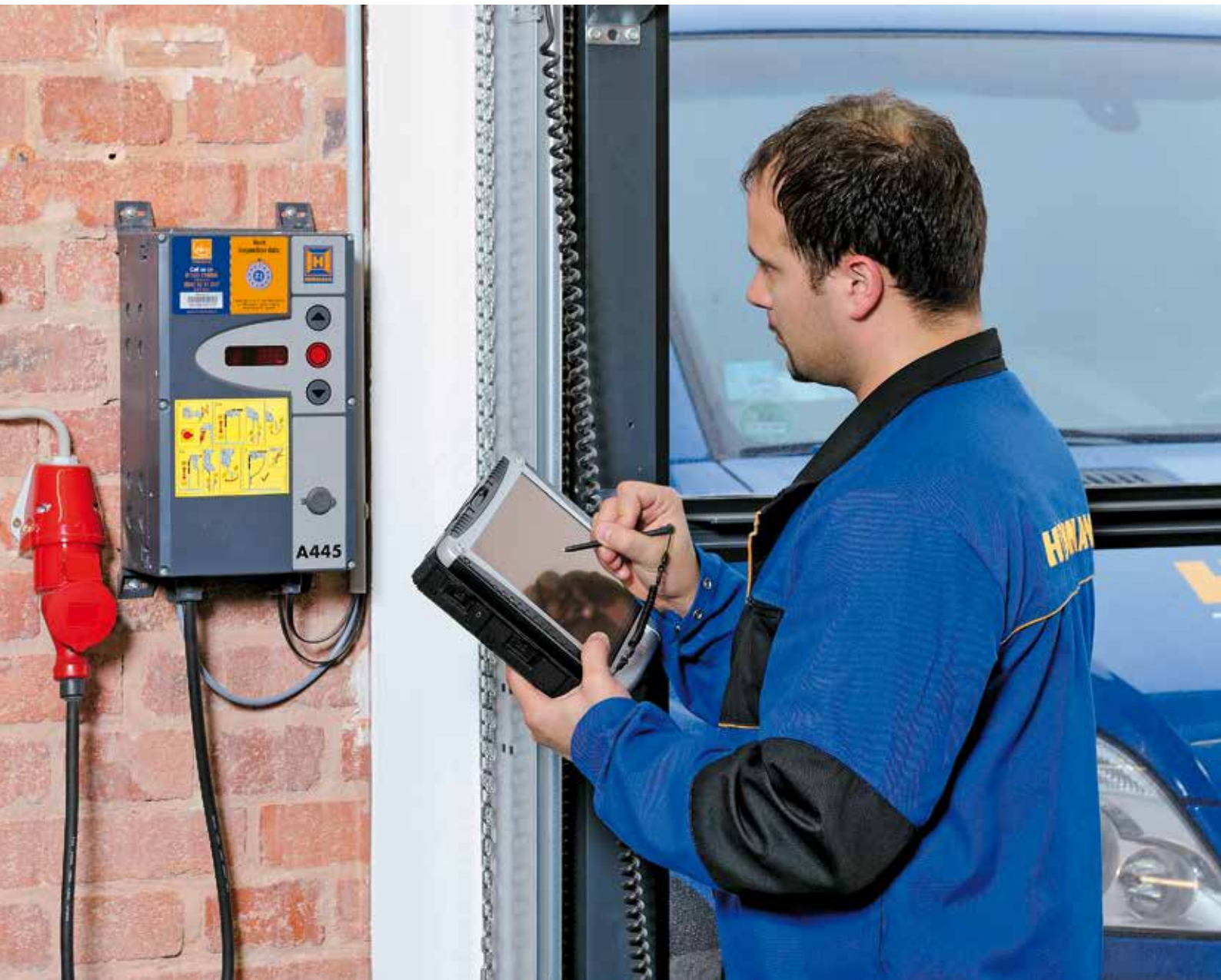


**For service, maintenance and repair  
Call 01530 516856 during office hours  
0845 52 11 247 out of hours**

(Calls cost 2 pence per minute, plus your  
telephone company's access charge)



**Every day  
Available  
24 hours  
Ready for service  
24 hours**



## Systematic Service

Inspection, maintenance and repair with manufacturer expertise



# The expertise of the market leader

Benefit from our experience and strong performance



Industrial doors



Fire-rated and smoke-tight door assemblies



Loading technology



**Every day  
Available  
24 hours  
Ready for service  
24 hours**



Hörmann is a leading manufacturer of industrial doors, loading technology and fire and smoke-tight door assemblies. 14 dedicated factories manufacture high-quality components to exacting standards. With over 6000 employees based in over 80 global locations Hörmann offers a customer focused service.

A close-knit service network is on-call around the clock, wherever you are.

Our service technicians are experts in their field. Continual improvement through ongoing training keeps them up to speed with all the latest products and developments, to ensure the service they provide is second to none.

**Hörmann service engineers made over 150,000 maintenance calls last year alone, to many satisfied customers including:**

Daimler AG  
Landgard  
Prologis  
IKEA  
TPG Group (TNT)  
Brillux  
Transoflex  
Kaufland Stiftung  
KiK  
Nürburgring  
MAN  
Dodenhof  
Roller Märkte  
Metro Group  
Duisburger Hafen AG  
Hochtief Solution Management  
Vergölst Reifenservice  
Media/Saturn  
TÜV  
ATU  
Kühne und Nagel



# Your single source – for inspection, maintenance and repair

For industrial doors, loading technology and fire-rated doors



**For service, maintenance and repair  
Call 01530 516856 during office hours  
0845 52 11 247 out of hours**

(Calls cost 2 pence per minute, plus your telephone company's access charge)



## Documentation

The Hörmann Service Management System records all product-specific data along with the entire inspection reports and maintenance and repair history. This ensures that our employees have all the right information to ensure they can offer you the best possible service and support.



## Inspection and maintenance

Inspection and maintenance contracts are agreed at a fixed rate to avoid any nasty surprises. We will service all makes of equipment and ensure that inspection and maintenance schedules are compliant with both manufacturer recommendations and statutory requirements.



## Repair

Our repair service is available to you 24 hours a day, 7 days per week. Our close-knit service network ensures a timely response from our highly qualified technicians. A prompt response, minimises downtime whatever brand of equipment you operate.

# Documentation

Clear and concise processing, minimising response times



## Professional service through a central information database



### Hörmann Service Management System

The Hörmann Service Management System (HSM) is used to efficiently manage all service and maintenance contracts. The system is a comprehensive log, including equipment specification, site specific details and a record of all site visits and maintenance work. The data is refreshed daily to ensure that the right information is to hand at all times.



### Clear product identification

All assets are data tagged, with a unique identification number once a service contract has been agreed. The data stored is then in the HSM System. This clearly identifies each piece of equipment and enables a more efficient response. The right information can be accessed immediately for telephone enquiries and urgent repair calls.



### More efficient inspection, maintenance and repair.

Unique product identification and the data contained within the HSM system are used to create maintenance schedules and checklists for each item. This ensures that all manufacturer recommended services and other statutory checks are completed on time. Detailed reports of work carried out and future work needed are supplied to ensure that there is complete transparency at all times.

# Inspection and maintenance

Benefit from all the advantages with an inspection and maintenance contract





## **The Hörmann inspection and maintenance contract: manufacturer-independent, transparent, at a flat rate**



### **Statutory inspections**

Power-driven industrial doors, loading technology and fire doors must be inspected at least once per year by trained specialists. Product warranties can usually only be maintained if this routine inspection takes place. Regular inspection and maintenance is usually required to maintain the validity of many insurance policies. Opting for an inspection and maintenance contract with Hörmann is a guarantee that these important inspections and service milestones are completed and recorded.



### **Maximum transparency**

After every inspection and maintenance call you will receive a detailed report about the performed or required work.

This report also serves as legal proof of your compliance with statutory and insurers obligations.

As well as ensuring we only complete necessary work, we will also compare the economic efficiency of a repair as opposed to a replacement purchase.



### **Added advantages**

As you are dealing with the manufacturer, all our vans carry genuine parts, and our engineers are trained to the highest standards. Our data management system ensures that the parts carried are optimised for the area each engineer covers, helping to minimise downtime in the event of an urgent repair.

# Repair

Highly qualified service technicians are at your service



## Quick and professional help in case of emergencies



Service calls

For “regular” **service calls** we come to your premises within 5 business days.



Express calls

Should you urgently require assistance, for example due to a defective door, we carry out an **express call** within 24 hours.



Emergency calls

In case of **emergency calls** we react immediately and will be onsite within four hours. This way, your door or loading station is back in business in no time, saving you extended downtimes.



**Every day**  
**Available**  
**24 hours**  
**Ready for service**  
**24 hours**



## Super-fast on location

Our highly qualified engineers are accessible and ready for service 24 hours per day and 7 days per week. Our regional service network guarantees a quick response you can rely on.

## Certified service technicians

Our engineers benefit from an ongoing training programme to ensure they are fully aware of all the latest developments and technologies.



## Fully prepared

The vast majority of spare parts and tools are available in our service vehicles. This way, repairs can be carried out on location. We do not have to drive back and forth, as we are already aware of what to expect thanks to the HSM System, saving time and money. Spare parts for Hörmann products are immediately available and sometimes stocked in the service vehicle or the warehouse. We quickly and inexpensively procure spare parts of other manufacturers via our central purchasing department.



# Hörmann: Quality without Compromise



Hörmann KG Amshausen, Germany



Hörmann KG Antriebstechnik, Germany



Hörmann KG Brandis, Germany



Hörmann KG Brockhagen, Germany



Hörmann KG Dissen, Germany



Hörmann KG Eckelhausen, Germany



Hörmann KG Freisen, Germany



Hörmann KG Ichttershausen, Germany



Hörmann KG Werne, Germany



Hörmann Genk NV, Belgium



Hörmann Alkmaar B.V., Netherlands



Hörmann Legnica Sp. z o.o., Poland



Hörmann Beijing, China



Hörmann Tianjin, China



Hörmann LLC, Montgomery IL, USA



Hörmann Flexon, Leetsdale PA, USA

Hörmann is the only manufacturer worldwide that offers you a complete range of all major building products from one source. We manufacture in highly-specialised factories using the latest production technologies. The close-meshed network of sales and service companies throughout Europe, and activities in the USA and China, make Hörmann your strong partner for first-class building products, offering “Quality without Compromise”.

**GARAGE DOORS**  
**OPERATORS**  
**INDUSTRIAL DOORS**  
**LOADING EQUIPMENT**  
**HINGED DOORS**  
**DOOR FRAMES**

**Hörmann (UK) Ltd**, Gee Road, Coalville, Leicestershire LE67 4JW  
 Phone (01530) 513000, Fax (01530) 513001

