

Automatic Door and Security Entrance Control Service and Maintenance



PROTECT YOUR INVESTMENT

ce solutions

Sales: 01698 376 411

www.recorduk.com

KEEP ON
BACK OF
EASER
DOOR
LEAVING
→



Overview

Your automatic entrance is just an entrance, right? That is, until it goes wrong! It helps to keep your people and business safe and secure.

It's your first line of defence against our ever changing climate. It's the first impression that you give to your customers. It is an essential tool for protecting your assets. Your automatic entrance isn't just an entrance, it's an investment worth protecting.

As founder members of our industry body, the Automatic Door Suppliers Association (ADSA), Record is the largest manufacturer, installer, maintainer and service provider of automated pedestrian entrances and aluminium shopfronts in the UK. We are the trusted partner for our customers, from a single door/security entrance to multi-site estates.



Employees

278



Entrances Under Maintenance

32,000



Regional Hubs

5



Company Founded

1953

You can rely on Record to supply the right automatic door/entrance solution, on time and most importantly, on budget whilst applying to the European Standard for quality, safety and security.

Compliance and Safety

The BS EN 16005:2012 in conjunction with BS 7036-0:2014 Automatic Door Standards states that to protect the safety of employees and the public, it is the building occupier's responsibility to ensure that equipment or machinery is routinely maintained in line with manufacturers recommendations.

The BS 17352:2022 Power Operated Pedestrian Entrance Standard requires all speed gates and turnstiles to meet specific requirements and test methods.



Our design, installations, maintenance, and responsive services are designed to help keep you compliant with the latest Automatic Door and Power Operated Pedestrian Entrance Standards.

Regular training is essential to ensure our team remain current and up to date with the latest standards. All Record engineers are trained in-house and fully qualified to the latest BS EN 16005/BS 7036 Automatic Door Standards to ensure the highest quality of service delivery for our customers.

All our employees are required to carry out job specific training annually.



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

Asset Management

As your automatic door and security entrance expert, we understand that every customer has different requirements.

Our range of service and maintenance contracts have been designed to meet individual customer needs and offers peace of mind that your doors and security entrances will operate safely, whilst complying with the latest standards.



Planned Preventative Maintenance (PPM)

Our schedule maintenance programme ensures that your door is fully maintained in line with the latest Automatic Door and Power Operated Pedestrian Entrance Standards. We are able to maintain and repair all types of commercial doors and security entrances.

Breakdown and Callout Support

When something is not quite right, you need peace of mind that help is on hand. With a range of options to suit every budget, you can be assured that help is available 24-hours a day, seven days a week.

You can opt to include this in your annual contract fee or pay for each attendance when required either way, you will always be assured of our expert support.

Replacement Parts

As with all electro/mechanical items, parts will wear over time and will require replacing. Our engineers carry a wide array of van stock, supporting a large range of manufacturer's automatic doors, to ensure a first time fix wherever possible.

For larger or bespoke items, you can rely on our UK based manufacturing and network of local hubs to supply the part and return your door or security entrance to working order, in a timely manner.

Response Times

Our 24/7 maintenance and servicing team understanding maintaining 'business as usual' is a priority for our customers.

We operate a UK based, in-house call-centre that is manned 24 hours a day, 365 days per year, so you can always speak to someone from Record, no matter what the time is.

For critical emergencies and security issues we endeavour to reach site within four hours. We will respond to all other door breakdowns within 24 hours and for general attendance requests within three working days.

Asset and Safety Inspection Assessment

Following any works, we will send you an electronic report to your nominated email address, detailing the works we have completed.

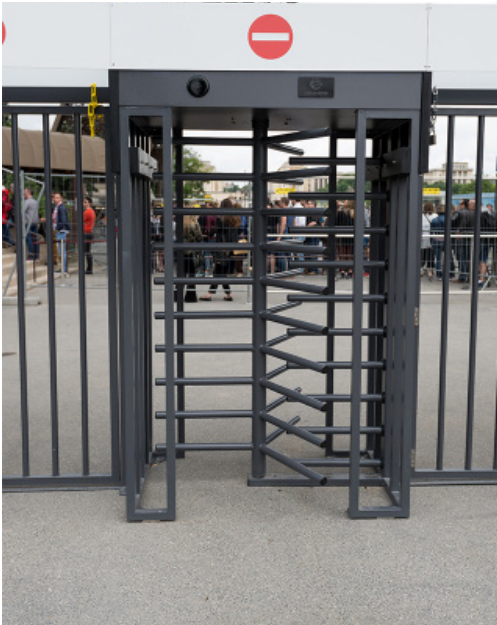
We will also provide you with details from our Asset and Safety Inspection assessment. Using this information, we can help you to manage lifecycle costs and the budgeting and planning of essential upgrades and replacements.

Focus On First Fix

Rolling Three Year Average First Time Fix Rate – 80%

If your door or security entrance stops working properly, you can rely on our UK based manufacturing team, engineer's van stock, and our network of local hubs to source the right part and quickly return your door to working order.

Our knowledgeable technical and parts team can help source original manufacturer and difficult-to-source parts, troubleshoot complex faults, and provide technical assistance to our team in the field.







Our engineers provide 24/7 support to our customers across all regions of mainland UK and are within easy reach of our network of support hubs. This, combined with the extensive range of common parts carried out on our engineers vans, means we achieve high first-visit fix rates and return doors and security entrances to operation quickly and efficiently.

We work closely with our customers to understand their needs, adjusting our stocked parts to suit a variety of estates. This close understanding of your business requirements ensures we can tailor our services to provide the support you need to secure your building.

Service Levels - For All Your Needs

Whether you have one door/security entrance or multiple sites, our range of contracts are structured to offer you the level of service and support to suit your

	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	✓	✓	✓
Health and Safety Advice	✓	✓	✓
Lifecycle Advice	✓	✓	✓
Standard Response ¹	✓	✓	✓
Enhanced Response ²	x	x	Upgrade Option
Callout and Repair Fee ³	Chargeable	Normal Working Hours Included	24/7 Included
Additional Working Hours	Chargeable	Normal Working Hours Included	24/7 Included
Materials ⁴	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 is four hours for critical emergencies and security issues, 24 hours for breakdowns and 72 hours for general attendance requests.
- 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

For more information and videos about our Service Packages please scan here



Support Local To You

Based across the UK, our team of qualified engineers are located to the customers that they look after. Supported by our local hub network, we pride ourselves on the quality of our directly employed engineers and the knowledge they possess, not only of our own, but other manufacturers doors too.



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.

We survey customers after the work we do, and we are proud to 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.

See our Let's Talk section for contact details.

What Our Customers Say

“Record is a very reputable company, that I would recommend - always excellent service from the engineers and staff - Premier Inn”

“Service was fantastic, quick response and door secure before we locked up for the night - Morrisons”

“Service very high, issues resolved quickly even at weekends - Vita Student Accommodations ”

“Service was brilliant and dealt with very quickly - Hotel Brooklyn”

“Excellent repair done to a high standard and within excellent time scales - Norwich Cathedral”

Let's Talk

Whether you have one door/security entrance or multiple sites, our range of contracts are structured to offer you the level of service and support required to suit your budget.



To get in touch with us, please scan the QR code to see your Regional Service Sales Manager's contact details or visit recorduk.co.uk/service



For all Service Enquiries 24-7, 365 days

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