






	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	✓	✓	✓
Electronic Visit Report	✓	✓	✓
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 – our standard response is four hrs for critical emergencies and security issues, 24 hrs for breakdowns and 72 hrs 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