



Planned Maintenance Guide



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- **Our maintenance service levels are specifically designed to keep your existing doors operating in an excellent manner, as well as bringing them up to the latest standards for health & safety and fire regulations guidelines.**

Our goal is to allow your business to run as smoothly as possible through one of our maintenance plans. We work with facilities across the North England and South Scotland to provide reliability and peace of mind, which we know is vital to running a business efficiently.

Rest assured, your doors are fully compliant and functioning

Choose from three different services levels:

- **Inspection**
- **Maintenance**
- **SLA**



Maintenance Service Levels Explained

	INSPECTION	MAINTENANCE	SLA
Callout out of hours 24/7	X	X	✓
Callout within 24 hours weekdays	X	✓	✓
Callout within 48 hours weekdays	✓	X	X
Digital Inspection Report	✓	✓	✓
Mechanical Door Adjustment	X	✓	✓
Electrical Door Adjustment	X	✓	✓
5% Parts Discount	X	✓	X
10% Parts Discount	X	X	✓
£10 in 10 rule	X	✓	✓
Technical Helpline	X	✓	✓
Asset Register	X	✓	✓
Priority Scheduling	X	X	✓
Dedicated Account Manager	X	X	✓



Maintenance Level: **Inspection Only**

Inspection

We offer a thorough assessment of your doors' safety, following the guidelines of HSAWA & PUWER and considering the recommendations of DHF TS011 & TS012. Our team of experienced engineers specialises in inspecting your doors to ensure compliance and identify any issues affecting their functionality. We provide digital reports on all door-related matters, enabling you to have the necessary information to meet regulatory requirements.

Example Client: Local School

Ensure the safety of your school community with Celsius Doors. According to the Workplace (Health, Safety and Welfare) Regulations 1992, schools have a responsibility to maintain access points, including doors and gates, in a safe manner. With our expert inspections, we can provide you with the necessary information to give you peace of mind and ensure compliance with regulations. Choose Celsius for comprehensive safety solutions in education.



Assessment



Maintenance Level: **Maintenance**

Maintenance

As a maintenance client with Celsius Doors, you can rest assured that our team will be on hand to fix and repair any issues you have with your assets. We recognise the importance of your access points and doors functioning seamlessly for your business. You will receive a 5% discount on parts, as well as electrical and mechanical door adjustments during your maintenance visits.

Example Client: Pencil Factory, Cumbria

For facilities like this Pencil Factory with diverse door types and a need for seamless operation, our maintenance contract is the ideal solution. With benefits such as a speedy response time, electrical and mechanical door adjustments, and digital inspection reports, we can ensure uninterrupted productivity. The facility featured in the study can still operate for a full day even with a faulty door, thanks to their secondary access. This lessens the urgency for an immediate response, which is why we would recommend a Maintenance contract over an SLA contract.



Assessment



Fixes & Repairs



Maintenance Level: **SLA** (Service Level Agreement)

SLA Contract

24/7 Response, 365 days a year! SLA clients with Celsius Doors benefit from a contract that is tailored specifically for end user who cannot afford to be without an asset at any given moment. When you choose Celsius as your service provider, you become our top priority. You will receive a dedicated account manager and be given the highest level of service every time.

Example Client: Manufacturing, Cumbria

This manufacturer is an ideal client that showcases the true power of an SLA contract with Celsius Doors. For facilities that cannot afford to have faulty or problematic doors, it is crucial to have a trusted door maintenance partner that can be on hand 24/7. Faults in the doors could lead to significant losses in profit; hence having an SLA in place is paramount. By partnering with Celsius doors, your business has a solid foundation for achieving optimal door performance, cost savings, and compliance with regulatory standards.



Assessment




Fixes & Repairs



24/7 Response





"Celsius Doors have for the past ten years supported me in the maintenance and replacement of my automatic doors, barriers, and shutters. They have always been polite courteous and professional. They respond in a quick and timely manner and where possible carry out first-time fixes.

A great company with great ethics"

Maintenance and Infrastructure Manager
from Centre Parcs UK



Contact Us

If you'd like to talk to our team or arrange a site visit, please get in touch!



01228 401948

sales@celsiusdoors.co.uk

Unit F, Dempsey Way, Rosehill
Industrial Estate, Carlisle, CA1
2FT

Mon-Thu: 8am-5pm
Friday: 8am-2:30pm
Sat-Sun: By request