

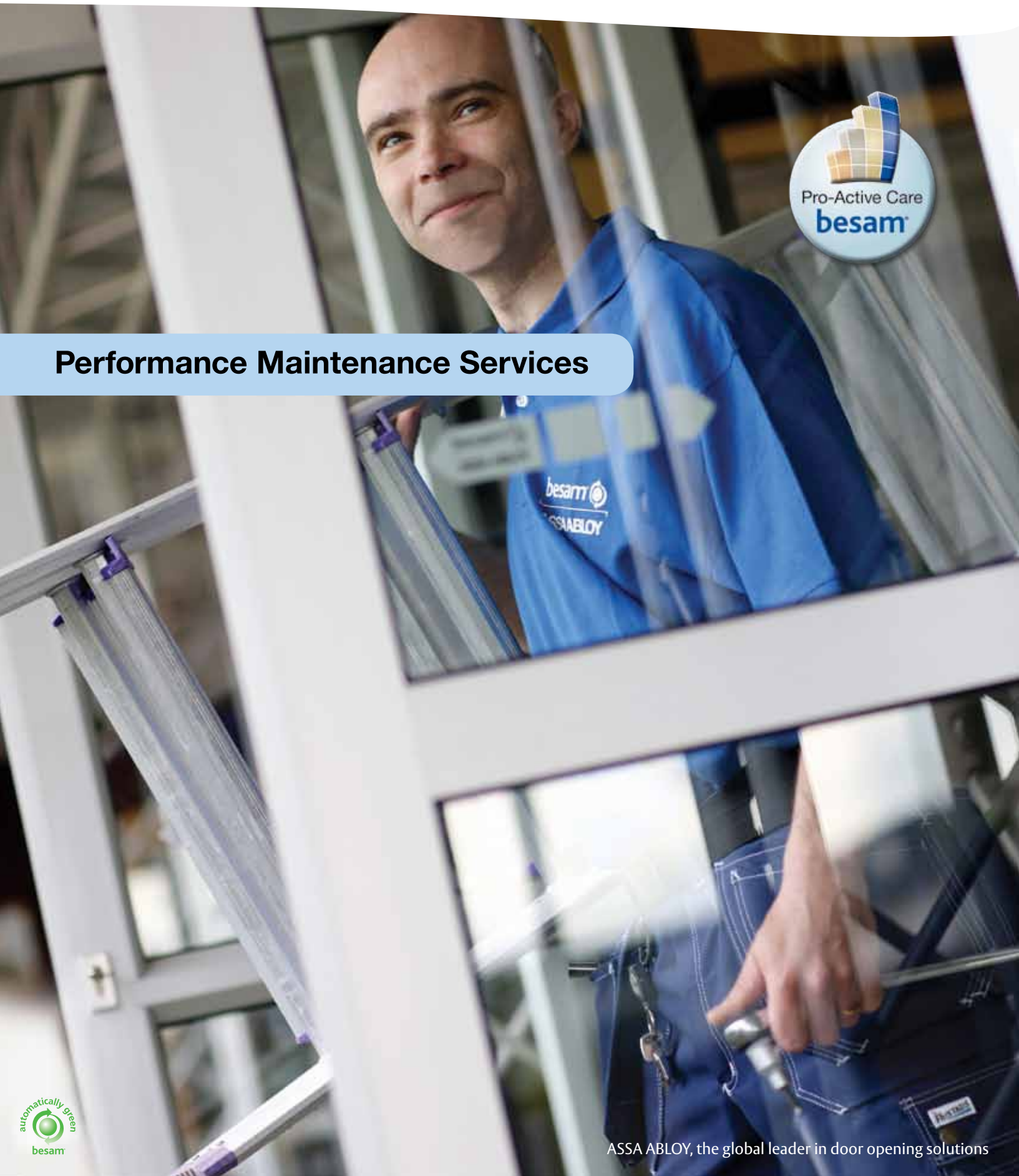
Service

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 not only Besam but all 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 traffic 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 the service or repair required on your Besam or competitive equipment entrance. To learn more about Besam and our service programs, contact your local Besam representative or visit www.besam-usa.com or www.besam.ca to find the Besam service organization near you.



Genuine new Besam service parts

All Besam service vehicles are equipped with genuine and new Besam service parts which are thoroughly tested for stability and endurance and manufactured to the original design for Besam equipment. Plus, Besam's service parts center in Monroe, NC provides "one stop shopping" for over 14,000 parts for all brands of automatic doors. 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 plan tailored to your specific needs.

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 service parts

“ **Staples' planned maintenance program has produced a reduction in service calls and overall downtime.** This easily converts to savings in both time and money. Our goal is to provide a safe and comfortable store for our customers and our associates, and we believe the PM program helps us to do that as well as reduce the potential for accidents and injury and liability claims.”

Sara Grammell, Senior Manager, Retail Facilities – Staples



Professional and friendly staff at our Customer Care Hotline.



Besam Wearable Exchange of service parts saves you money by preventing problems before they turn into costly repairs.

Advantages of Besam Performance Maintenance Services

Besam Service is fast, convenient and cost-effective. Our Pro-Active Care plans will keep your entrances performing optimally while protecting your investment. Regular planned 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 instantly become Besam PREFERRED and 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 AAADM inspections and certifications
- Well-stocked service vehicles with genuine and new Besam service 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
- Wearable Exchange Programs
- Single-source convenience and accountability
- Customer training and support

Wearable Exchange – beyond breakdown service

Wearable Exchange of service parts is a key part of Besam Pro-Active Care, helping to optimize the lifecycle of the product while ensuring the best conditions for performance, reliability and convenience through Planned 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.



We have realized several benefits from planned auto door maintenance. The last two fiscal years, our automatic door maintenance and repair costs (including PMs) improved by 7%. In first quarter of this year to first quarter of last year, we saw a 14% reduction in the number of calls for repairs. Additional benefits include a reduction in our liability claims for automatic doors.”

Bob Fazakerley, Senior Director, Facilities - Rite Aid Corporation





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 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 discounted 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 billed at discounted prices.

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 service offering is the Besam Pro-Active Care plan designed by you, our customer. This customized 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 AAADM/Product Inspection. 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	AAADM/ Product Inspection	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 Besam Wearable Exchange Program
		○	○	●	○	Replacement of service parts on breakdowns
		○	●	●	○	Travel & Labor included
		●	●	●	●	Planned Maintenance Visits 2-4 a year
		●	●	●	●	Travel & Labor for Planned Maintenance Visits
		●	●	●	●	Priority response on service calls
		●	●	●	●	Planned Maintenance that meets the most demanding standards in the market
	●	●	●	●	●	Safety and quality checks according to applicable regulations and norms.
●	●	●	●	●	●	Documentation of equipment status, assessment and service provided, all generated on site
●	●	●	●	●	●	Highly-trained professional technicians with extensive knowledge and state-of-the-art tools*
●	●	●	●	●	●	Dedicated Professional Customer Care Hotline

● = Included as standard

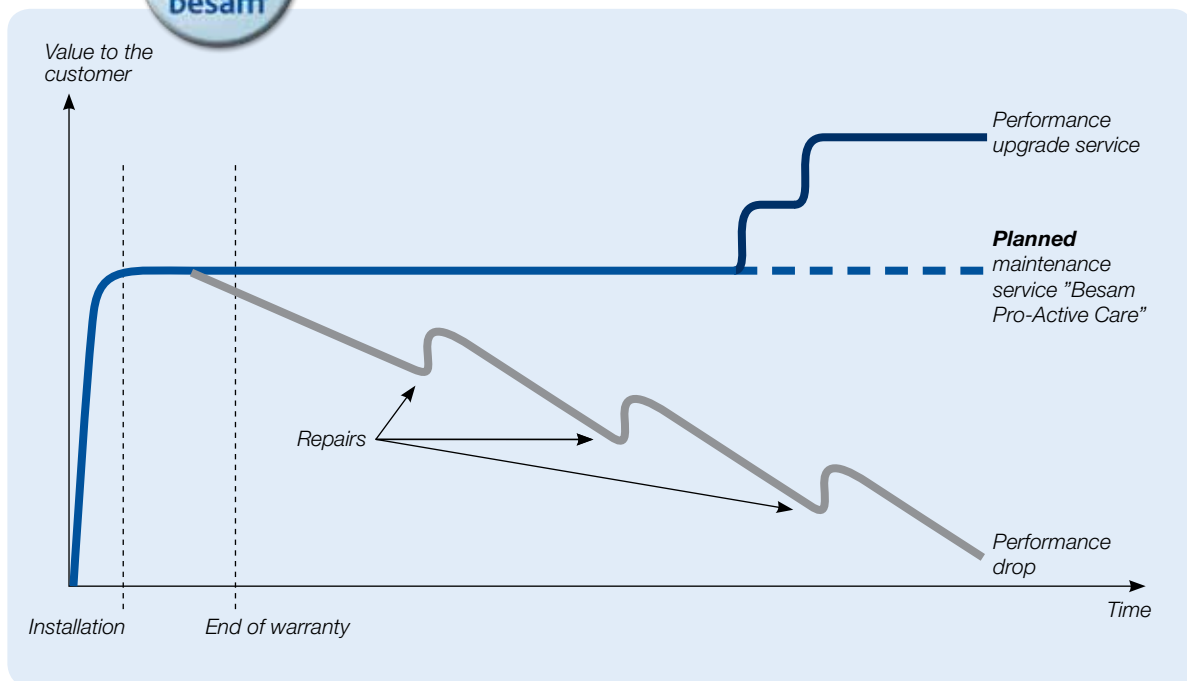
○ = Available at discounted prices

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



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 product. 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.

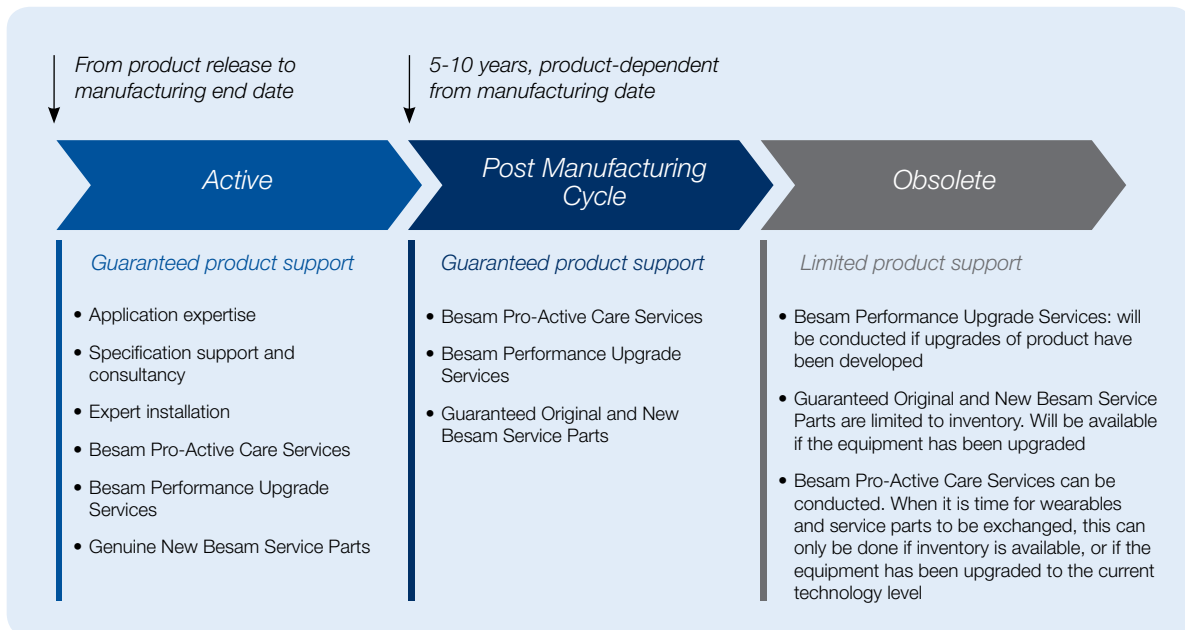


Besam also provides Performance Upgrade Services

- Equipment upgrades for changing needs: Besam can upgrade the swing-, sliding-, and revolving doors of most manufacturers.
- 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:







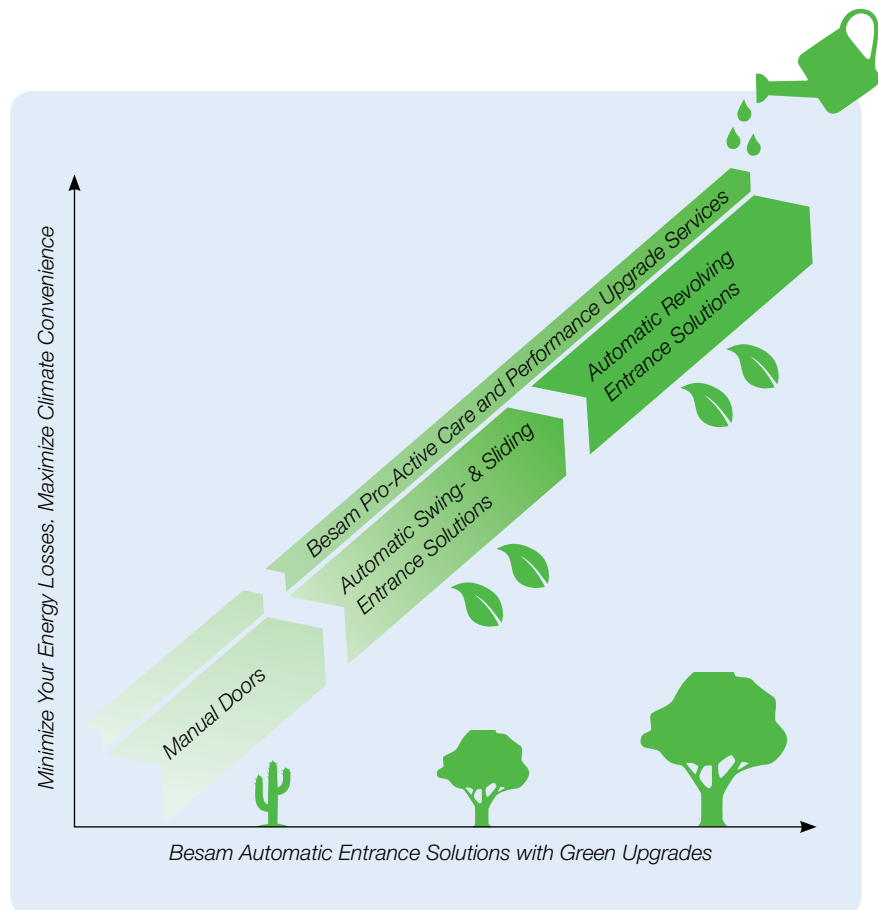
Besam Service makes entrances more sustainable

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.





“ Besam provides service across Canada and I like dealing with one national rep instead of through a general service company or call center.”

Daniel Polegato, - Tommy Hilfiger Canada Inc.



“ 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.

ASSA ABLOY

Swing doors

Sliding doors

Revolving doors

Performance Services

ASSA ABLOY

ABLOY Adams Rite ARROW ASSA Baron besam Ceco Door GERRACOL Corbin Russwin CURRIES DBP Dominion Building Products Elsafe EMTEK FARGO Fleming Graham hes HID Lafonte Maiman Markar McKinney medeco MUL-T-LOCK Norton PEMKO PHILLIPS POLI RIXSON ROCKWOOD SARGENT Schaub SECURITRON security metal products TESA TIMELOX VingCard Yale

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