

SERVICE HOTLINE
01204 545801

Service and Repair

Industrial, Retail and Commercial Doors



service that works

Ascot Service Division

Welcome to the Service Division of Ascot Doors Limited. We maintain, service and repair all types of industrial, retail and commercial doors.

Service that works

Ascot offer the complete service. From maintenance agreements and emergency call-outs, to repairing and replacing any kind of metal door, irrespective of type or manufacture.

With an unrivalled service network of 11 depots and spare parts stock, Ascot Service Division has become the hallmark for quality maintenance and repairs in all metal door applications, from personnel access, fire and high security, to energy efficiency and sound reduction, internally and externally.

Based in Lancashire, Ascot manufactures made-to-measure doors in it's own factories using the latest computer controlled production equipment.

Service and repairs are controlled from our central call handling centre using Siclops software. All calls are time stamped and on-site repairs monitored to make sure Quality Procedures are met. Siclops manages scheduled maintenance and produces historical records and stores asset register data for use by facilities management.



Facilities Management
Food Industries
Logistics
Defence & Airports
Government
Pharmaceutical
Shop Fitting
Retail



Ascot Service & Repair

Fast and Reliable

To ensure your doors are maintained in good working order, our UK-wide network of Service Centres are strategically placed to provide the fastest possible response time. If you have a breakdown our stocked service vans can be at your site fixing your door, FAST!

All door operations, whether automatic or manual, use complex parts which are subject to continuous wear. Regular service and maintenance ensures your doors will continue to work as they should, reducing hazards to operators. Scheduled maintenance will prolong the life of the door by reducing wear and tear on operational parts and

identifying faults before they cause a major problem, reducing expensive down-time and inconvenience to operations, whilst ensuring user safety.

The Service Division of Ascot Doors Limited offers tailored maintenance, service and repair services through its local network of service centres.

For nationwide
service, call
01204 545801

Service

Our nationwide Service Network attend scheduled maintenance visits and on-site repairs. Emergency repairs are attended to within 4 hours. With over 25 years experience manufacturing, installing and repairing doors and 11 Service Centres, Ascot is the ideal partner you can rely on to maintain your industrial, retail and commercial doors.

Repairs

Damaged doors cause downtime to operations, whether it's people traffic or moving goods in and out of buildings. Business today is moving faster, damage and malfunctions must be repaired quickly and professionally by trained technicians, whether it's one of our doors or another make, Ascot's Service and Repair teams react quickly and fix it out-of-hours to keep you trading.



All types of doors & makes
Maintenance contracts
Replacements
Repairs & upgrades
Emergency callout

Maintenance

A Planned Preventative Maintenance agreement provides regular service levels to ensure your door continues to work and to diagnose problems before failure and disturbance to traffic flows occurs.

Reduce Downtime

Your doors are critical to your business and need regular servicing to make sure they give reliable and trouble free operation. Planned regular maintenance increases functionality and reduces expensive downtime. Under the Ascot Service Agreement, we commit ourselves to levels of service required by the application and frequency of use of the door.



Upgrades

In time, your door requirements will change. Management trends and speed of logistics means that upgrades will be needed. Building regulations and improvements in operations will place greater demands on movements in and out of buildings. Whether it's installing safety features and adding security devices such as access controllers and remote operation or complying with fire regulations and meeting the demand for energy efficiency savings, Ascot Service Division can upgrade your doors whatever the requirement.

Refurbishing

A neglected door can cause great inconvenience to delivery and security systems resulting in a loss of time and money. All doors are subject to wear and tear and accidental damage, but when a door becomes inoperable due to a prolonged period of inactivity or lack of maintenance, an overhaul may be needed. Whether improving aesthetics or refurbishing a door, we can provide estimates and carry out the work in a timely manner.



Warehouses & Stadia

Public Buildings & Police Stations

Retail Parks & Utilities

Hospitals & Surgeries

Banks & Offices

Leisure & Sports Halls

Schools & Colleges

Water Treatment Works



Maintaining Standards

Conversions

Converting existing roller shutters, sliding doors, folding doors and sectional overhead doors to electric operation, fully or semi-automatic systems to speed up operations can be incorporated where required. Moving or modifying doors quickly to minimum disruptions are all part of our service.

Replacements

When a door becomes so badly damaged and emergency work is needed, very often the best option is to replace the door. Replacement doors can be enhanced so that the risk of future damage is minimised.

Certified for quality

Your efficiency is our business. Our products and services are based on in-depth knowledge of the processes that drives your operations. Our experience of a wide range of door and logistic systems is tailored to the needs of your business. Highest quality standards are applied, not only in products, but in our peoples daily work processes. Based on a QM approach, Ascot quality system was certified in 1998 to BS ISO 9000. Since then, we undergo regular quality audits by independent certification bodies and tests it's doors to the very latest regulations & methods.



The Ascot People

The people who count

From the moment your call is made, our experienced call handlers are trained to prioritise the job and ensure the engineer attending site is as fully briefed as possible with the equipment and small parts needed to repair your doors first time.

We provide a rapid response service to emergencies breakdowns. If a full repair cannot be carried out, we secure the door and carry out the repair the following day in most cases. All Ascot Engineers are competent and highly skilled. All service vehicles are fully equipped to first-time-fix the majority of calls.

We offer service and regular maintenance contracts to existing and new customers and also offer full technical and engineering help if required. We employ a team of skilled electrical engineers, specialising in all type of industrial doors wiring, control panels and operational systems.

All Ascot Service and Repair engineers undergo full training that includes the Construction Skills Certification Scheme, NVQ's, Current Health and Safety and continued program of toolbox in-house installation and product training that aims to improve our door products and provide our customers with a service package our customers rely on. Teams are also IPAF trained to use mobile elevating platforms, scissor lifts and cherry pickers and PASMA approved for construction of scaffold frames where required.

As well as offering help and advice, our Technical Surveyors undertake site surveys to verify the legality, safety and security of the doors on your premises.



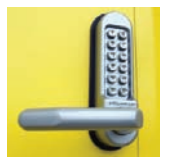
Security
Fire compliance
Access control
Disabled compliance
Energy efficiency



electric operation



controls



access control



Information Systems

Ascot's Service Division uses Siclops door servicing software. Our national network of regional service centres are on-line 24/7 to provide UK-wide servicing; from the minute a call is logged, time stamped and prioritised, progress is monitored through to completion of the job. Performance indicators and service level agreements are monitored and reported. Maintenance contracts and scheduled preventative service is centrally co-ordinated, building an asset record for facilities management analysis, whether single or multi-site operations. Site-specific reports following detailed surveys and budget costing of remedial work is available on-line.



Health and Safety Approved

Under the Workplace (Health, Safety & Welfare) regulations 1992, the Provision & Use of Work equipment Regulations 1998, and the Fire Precautions (Workplace) regulations 1997, employers are bound to safeguard the health and safety of their employees and visitors to their premises, this means that manual and power operated doors should be maintained by competent engineers on a regular basis to provide a safe environment. A record log of the maintenance is required.

Local authority health and safety procurement professionals with the H&S Executive developed the Contractor Health and Safety Assessment Scheme to ensure contractors meet Health and Safety standards. As a CHAS accredited contractor, Ascot ensures its people work to the highest standards possible.

Ascot is registered with Constructionline, the UK's register of pre-qualified local and national construction and construction-related contractors. Constructionline is owned and endorsed by the Department for Business, Enterprise & Regulatory Reform (formerly the DTI).

Ascot is SAFEcontractor accredited, a scheme that assesses the health and safety competency of contractors and service providers. Clients have a legal obligation to ensure that external contractors and service providers working on their premises operate in a safe way. With ever-increasing legislation, organisations need to ensure the health and safety competency of contractors providing services on their premises, it is vital to have a reliable system in place.



Construction Skills Certification Scheme

CSCS was set up to help the construction industry to improve quality and reduce accidents. Ascot service and repair technicians hold CSCS

cards which are increasingly demanded as proof of occupational competence by contractors, public and private clients and others.



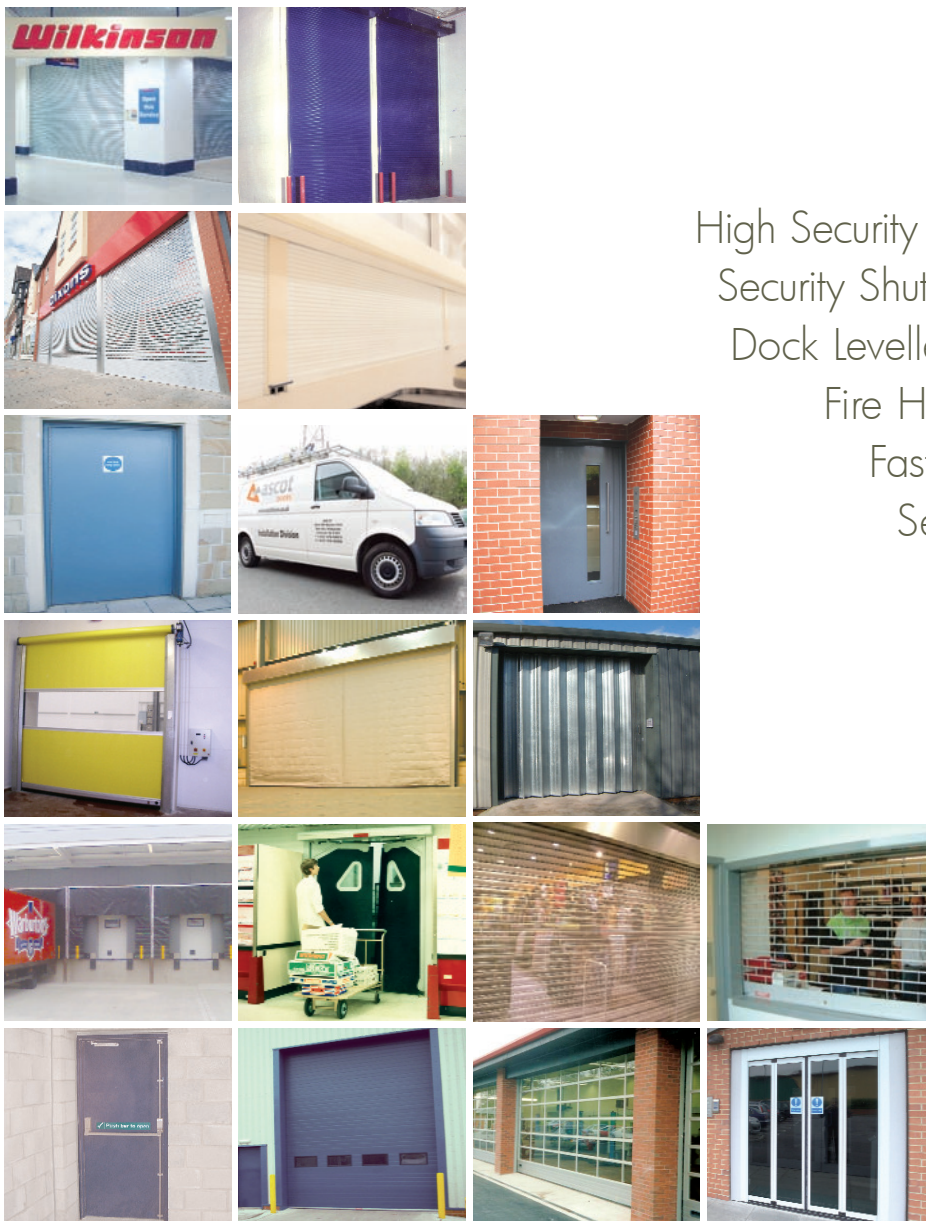
New and Replacement Doorsets

Ascot Doors provide the complete service from design, made-to-measure manufacture and installation to on-going service and repair.

Unrivalled aesthetics and performance have become the hallmark of Ascot Doors in all applications from personnel access, fire and high security, to energy efficiency and sound reduction, internally and externally. Based in Bolton, Ascot makes it's made to measure metal doors in it's factories using the latest computer controlled production equipment. Installation teams undergo rigorous training to ensure that your fire doors are installed in accordance with LPS1056.

The Ascot Range

Ascot supply and service a range of doors to suit any commercial, retail or industrial building. We are happy to discuss any application requirement and the regulatory standard required for each door. Ascot offer a broad selection of doors to suit any building. We are happy to take you through any application requirement and the regulatory standard required for each door.



High Security Doors LPS1175, SR2-SR4
Security Shutters to LPS1175, SR1-SR4
Dock Levellers & Docking Equipment
Fire Hinged Doors to LPS1056
Fast Acting Rapid Roll Doors
Sectional Overhead Doors
Fire Shutters to LPS1056
Fire & Smoke Curtains
PVC Strip Curtains
Ram Raid Barriers
Site Installation
Security Grilles
Security Gates

