
SERVICE



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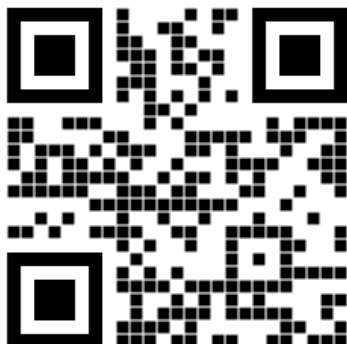
PREVENTATIVE MAINTENANCE

Providing maintenance and service programs for optimum performance of door and barrier systems.

(02) 4702 6655

www.carona.com.au

cs@carona.com.au

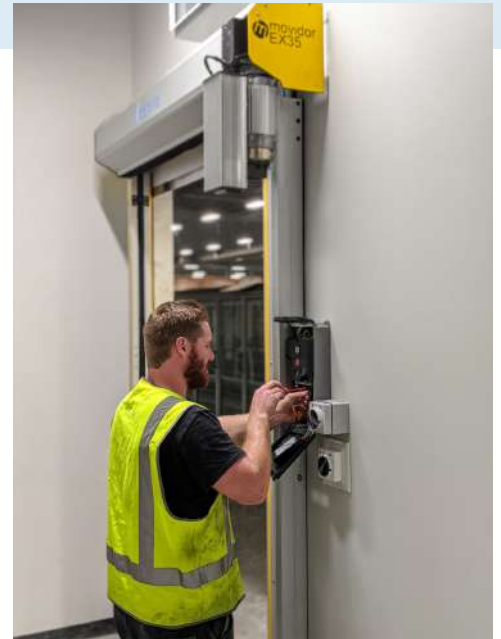


REACTIVE SERVICE



Carona Group has service and support technicians in both metro and regional areas across Australia. We carry out service and maintenance and upgrades of our own manufactured doors, including rapid doors, traffic doors, glass and refrigerated doors. Our extensive onsite experience means our expertise extends to all brands of door systems, providing our clients with a complete and comprehensive level of service and support.

For any breakdowns, replacement of parts or repair of general wear and tear, we have a team of technicians who are available to come out to your site and resolve the problem. We can organise priority same day call outs if needed for breakdowns that are causing major interruptions to your business.



Carona Group will provide reactive servicing and maintenance on a non-contractual basis. We are able to rectify most faults with one call-out, as our service vans are equipped with a range of parts. If the repair cannot be completed the doorway will be left in a safe and secure position until the service can be completed. Our service team has a great record of leaving the site clean and well presented.

COMMON PROBLEMS WE REPAIR

We conduct servicing and replacement of these parts often:

High Speed Rapid Doors

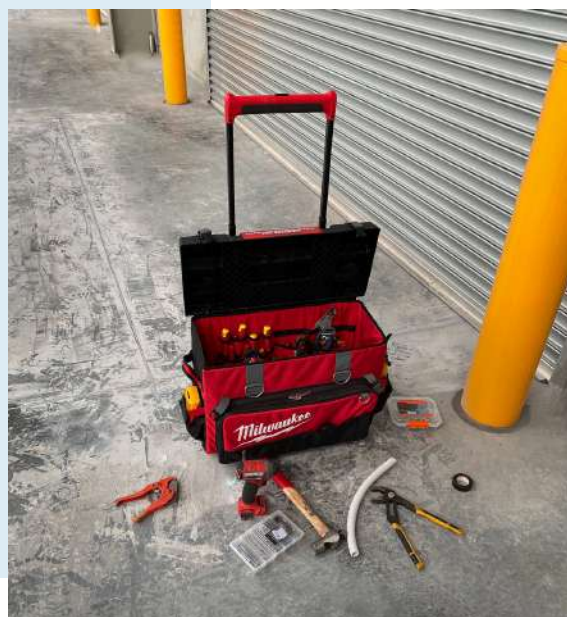
- Servicing or replacement of rapid door curtains steel work or door frames
- Motor / controller issues
- Curtain tears
- Damage from impact
- Sensor resetting and adjusting
- Replacement of bollards and bumprail

PVC Swing Doors

- Replacement PVC panels
- Spring mechanisms
- Frames
- General servicing

Strip doors and PVC Curtains:

- Replacement tracks
- PVC strips



IN THE EVENT YOU HAVE A BREAKDOWN OR REQUIRE SERVICE

STEP 1.

Call our customer service team or email cs@carona.com.au

(02) 4702 6655

STEP 2.

One of our service technicians will investigate the issue over the phone and can sometimes resolve the problem in this phone call. If this is not possible we will attend site with a range of parts.

STEP 3.

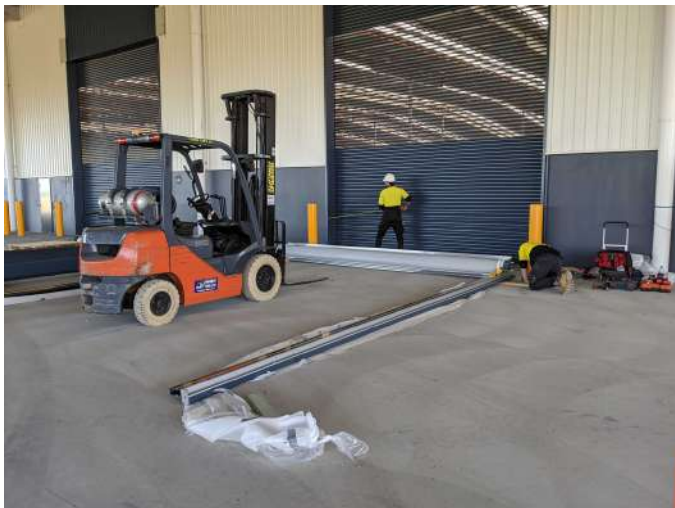
A site visit will be scheduled at the time best suited to your site. If it is an urgent call out we will negotiate a priority booking.

WHY DO PREVENTATIVE MAINTENANCE:

A simple and effective way to minimise cost while maximising the lifetime of your door. Your doors control access to and within your facility, they are key to security, efficiency and environmental control of your operations.

Providing your doors with regular maintenance required for them to operate at optimum performance allows our technicians to detect any operational faults before they become costly repairs. With a preventative maintenance program, you will maximize the longevity and serviceability of your doors and enhance the efficiencies of your operations.

Potential losses in these situations can be incurred if your doors aren't operating to their full capacity and are susceptible to untimely and costly breakdowns. Carona Group's service and maintenance program will provide you with the assurance that your doors are working to their full potential and will save the loss of productivity.



BENEFITS OF THE PREVENTATIVE MAINTENANCE PROGRAM:

- Save on priority call out fees.
- Less inconvenient, unexpected and premature breakdowns – regular servicing reduces costly repairs and call outs, decreases downtime, maintains your controlled environment protecting against unwanted traffic, personnel or pests coming in to your facility.
- Increased Security – Door function is regularly maintained and adjusted to ensure continual operation.
- Minimised Health and Safety risks – Doors are not left to operate in any way that may cause a health or safety risk to any traffic passing through the opening.
- We repair tears in curtains, replace worn parts, clean and lubricate manual parts in the doors.



WHAT PREVENTATIVE MAINTENANCE LOOKS LIKE

When we take on your preventative maintenance contract we:

- Come to site and make a full assessment of your requested doors including size, brand and condition and make recommendations to bring them up to operational and safety standards.
- A service/maintenance contract is drawn up & quoted for you and presented for your approval.
- We quote to repair or upgrade any parts

Our preventative maintenance programme is carried out by periodic inspections of your doors. We recommend Australian standard (AS5007-2007). We offer 3-6 month service plans and after each service is carried out a report will be prepared detailing the conditions of your doors, alerts for upcoming repairs and recommended upgrades as noted by our technicians.

Regular servicing will also ensure compliance with the applicable Australian Standards for servicing (AS5007-2007).

AS5007-2007 (Powered doors for pedestrian access and egress) stipulates that inspection and maintenance shall be in accordance with manufacturer's instructions, but shall not be at intervals greater than 4 months.[1]

[1] AS5007-2007 5.1.2

Service and maintenance visits are scheduled and booked at times suited to your site and requirements. Please talk to our service team to organise what times suit your site best. We also have high reach equipment available to bring to site if you should require.

