



Service

Inspection, maintenance and repair – with manufacturer's expertise



*Ready to support you
Available 24 hours a day
365 days a year*



On the safe side with Hörmann high quality service

Benefit from our experience and strong performance



Industrial Sectional Door



Industrial Sectional Door



Loading Technology



Available
24 hours
a day
365 days
a year



Hörmann's position as one of Europe's leading door manufacturers has been achieved over many years by considering the many needs and requests of the market and introducing new processes and manufacturing techniques while continually seeking to provide new and improved standards of quality and safety and this, by striving to implement ever more advanced solutions.

This philosophy of the Hörmann family has characterized their products and services for more than 75 years and is the reason why the Hörmann Group forged its reputation for quality around the world.

August Hörmann founded Bielefeld Steel Doors in **1935** based on one ideal: **"A good reputation is based on hard work"**. Since then, the company has grown over the four generations, establishing its name which stands today for the highest standards of quality and services. Yet, not with standing this fundamental change, the company was, and remains to this day, a family company.



Hörmann Middle East was founded and established in Dubai in 2009. Its Managing Director Darius Khanloo has now built up a team of more than 30 employees organized in different departments such as Sales, Engineering, Accounting, Marketing, **After Sales and Service**.

The After Sales and Services team, which is comprised of highly skilled technicians, electrical and mechanical engineers, is committed to providing you with the best support and expertise that makes our brand a leading name in the market.

Hörmann service engineers made over 150,000 maintenance calls last year alone, to many satisfied customers including:

Ceva Logistics, Jumeirah Living, Kuehne Nagel, Al Nabooda Automobiles, Galadari Automobiles, AWRostamani.

What maintenance means

Spare parts, preventive and corrective maintenance, skills





Maintenance

- **Corrective maintenance**
Identify, isolate and rectify a fault in order to restore an asset into an operational condition
- **Preventive maintenance**
Servicing and care for the purpose of maintaining equipment and facilities in a satisfactory operating condition by providing regular inspection, detection and correction of incipient failure either before they occur or before they develop into a major defect.



Why maintenance

Maintenance includes tests, measurements, adjustments and part replacement performed specifically to prevent faults from occurring.

- ! The first goal of maintenance is to avoid or reduce the consequences of failure of equipment. It is designated to preserve and restore equipment reliability by replacing worn components before they actually fail.



What we recommend

- Acquire a high quality manufactured asset complying to your requirements and to the legal norms.
- Well qualified technicians to ensure the best manipulation of the asset.
- A customized annual maintenance contract which includes service appointment and call out charts.

Benefits of a maintenance contract

Confidence, protection and safety





Contracting service and maintenance with Hörmann Middle East will lead to:

- Confidence in your results with regular preventive maintenance
- Increase your asset's lifetime operability
- Protect your asset's value throughout the years
- Minimal disruption with priority response from our team
- Minimize your asset's downtime costs

The maintenance contract offers you additional benefits such as discounted call out charges and also offers you up to 10% discount on all our spare parts.

At Hörmann, we cover all our products and as well as all its components against any failure that may occur.

Our field of expertise

- ✓ Industrial Rolling Shutters
- ✓ Industrial Sectional Doors
- ✓ Loading Technology items
- ✓ High Speed Doors
- ✓ Industrial Sliding Doors
- ✓ Garage Doors
- ✓ Internal/Hinged Doors
- ✓ Entrance Doors
- ✓ Fire Rated Steel Doors



Only professionally maintained systems ensure smooth operation and high safety standards

At Hörmann we believe that heavy duty construction components safety starts from the manufacturing process. We recommend our products to be annually inspected by a specialist that will determine the actual state of the operated system. In the event of a malfunction which impairs the operation, the defective element will be replaced or fixed.



Our experts and operational system

Highly qualified service technicians are at your service



Quick and professional help in case of emergencies



Service calls

For “regular” **service calls** we come to your premises within 2 business days.



Emergency calls

In case of **emergency calls** we react immediately and will be on-site within the same day. This way, your assets are back in operation in minimum time, saving you extended downtimes.



**Available
24 hours
a day
365 days
a year**



Super-fast on location

Our highly qualified engineers are accessible and ready for service 24 hours per day and 7 days per week. Our regional service network guarantees a quick response you can rely on.

Call us now for more information on our annual service contract:



**800 HORMANN (toll free)
We operate all over U.A.E.**

Certified service technicians

Hörmann Middle East Service and Maintenance team are highly skilled professionals trained via in-house seminars to ensure they receive continuous qualification. Our team is well prepared for all situations related to inspection, maintenance and repairs.

Hörmann is trusted by many companies as it has proven to be as efficient with other manufacturer's products as it is with its own.

Our service team bases their inspection on a comprehensive checklist that lists all the components of the products.

What is the advantage? It provides more transparency to our customer and a statutory documentation to rely on. After every inspection and maintenance call you will receive a detailed report about the performed or required work. This report also serves as legal proof of your compliance with statutory and insurers obligations. As well as ensuring we only complete necessary work, we will also compare the economic efficiency of a repair as opposed to a replacement purchase.



Hörmann Middle East is committed to serve you best

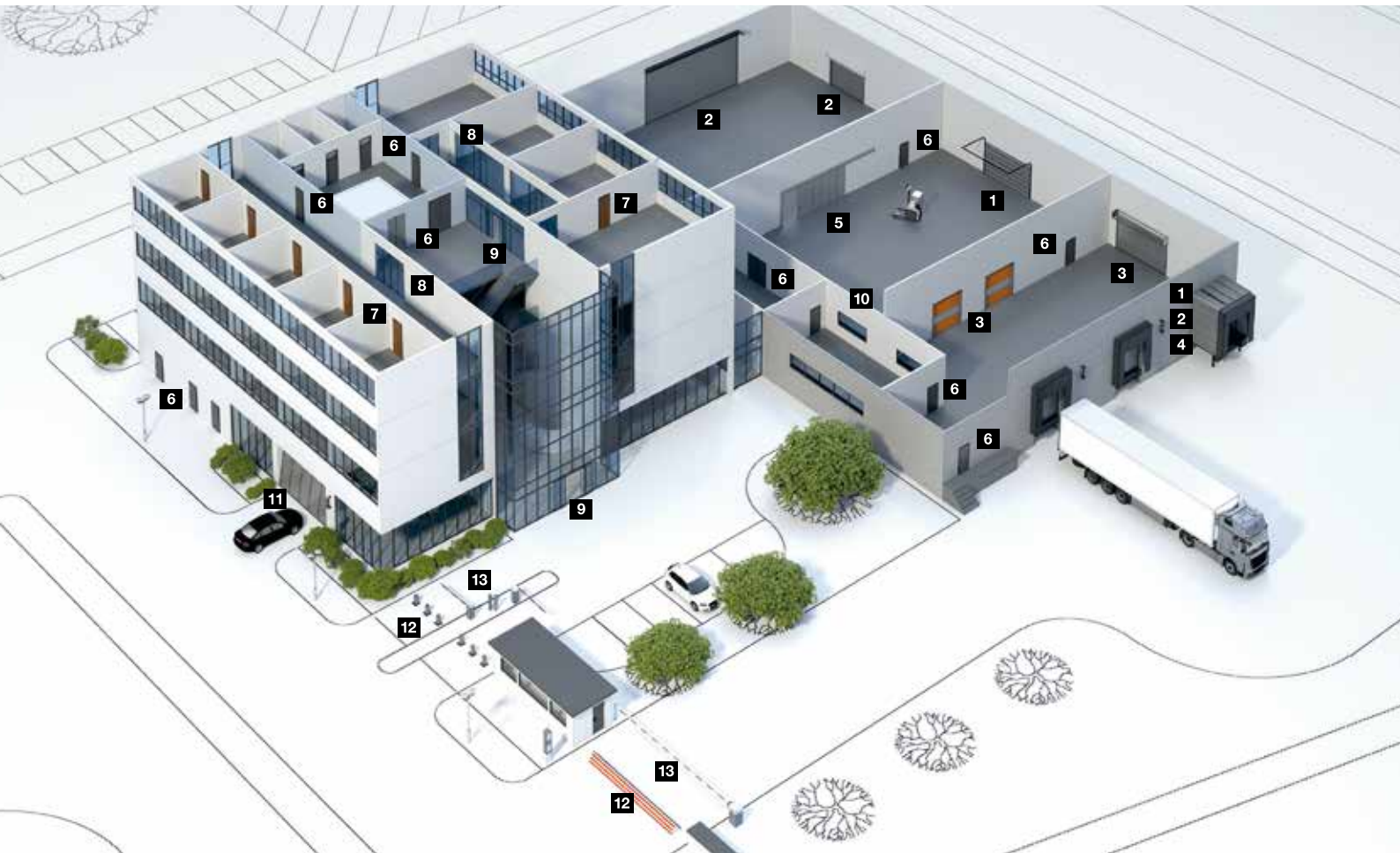


Hörmann Product Range

Everything from a single source for your construction project



Quick service with testing, maintenance and repairs
 Our extensive service network means that we are always nearby and at your service around the clock.



1 Sectional doors



2 Rolling shutters and rolling grilles



3 High-speed doors



4 Loading technology



5 Steel and stainless steel sliding doors



6 Steel and stainless steel construction project doors



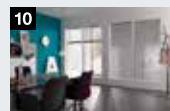
7 Steel frames with high-quality timber function doors from Schörghuber



8 Tubular frame construction project doors



9 Automatic sliding doors



10 Visibility window



11 Collective garage doors



12 Perimeter Protection Systems



13 Barrier and pay station systems

Hörmann: Quality without Compromise



Hörmann KG Amshausen, Germany



Hörmann KG Antriebstechnik, Germany



Hörmann KG Brandis, Germany



Hörmann KG Brockhagen, Germany



Hörmann KG Dissen, Germany



Hörmann KG Eckelhausen, Germany



Hörmann KG Freisen, Germany



Hörmann KG Ichttershausen, Germany



Hörmann KG Werne, Germany



Hörmann Alkmaar B.V., Netherlands



Hörmann Legnica Sp. z o.o., Poland



Hörmann Beijing, China



Hörmann Tianjin, China



Hörmann LLC, Montgomery IL, USA



Hörmann Flexon LLC, Burgettstown PA, USA



Shakti Hörmann Ltd., India

Hörmann is the only manufacturer worldwide that offers you a complete range of all major building products from one source. We manufacture in highly-specialised factories using the latest production technologies. The close-meshed network of sales and service companies throughout Europe, and activities in the USA and Asia, make Hörmann your strong partner for first-class building products, offering “Quality without Compromise”.

GARAGE DOORS
OPERATORS
INDUSTRIAL DOORS
LOADING EQUIPMENT
HINGED DOORS
DOOR FRAMES

Call Toll Free 800-HORMANN (4676266) for further information
(Only within the U.A.E.)

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