



www.armashieldsecurity.com



SERVICE & MAINTENANCE

Lifelong  CUSTOMER
COMMITMENT



Our LifeLong aim is...
to offer the best after-sales support package available for your doors



WELCOME

to LifeLong, Armashield's comprehensive after sales support programme. Saving you cost and downtime through a preventative and reactive maintenance package tailored to your needs.

Our Lifelong plan is designed to ensure that your assets are cared for throughout their lifespan to maximise their usefulness, safety and reliability. This will maximise your return on investment by reducing on-going costs caused by neglect, and ensures you comply with current health & safety legislation. We realise the inconvenience, expense and frustration caused by doors failing and our aim is to minimise your exposure to this risk.

At Armashield customer care is our first priority, by signing up to Lifelong you will ensure you'll receive individual attention and the very highest standards of support. With our package of exclusive offers and benefits you have peace of mind that your doors are in safe hands.

Let Armashield service and maintain your doors and you can experience all the added value our LifeLong programme brings.

Our LifeLong plan covers:

- // Roller Shutters
- // Roller Grilles
- // Fire Shutters
- // Fire Curtains
- // Smoke Curtains
- // Industrial Roller Shutters
- // Sectional Overhead Doors
- // Retractable Grilles
- // High Speed Doors
- // Steel Hinged Doors
- // Crash Doors
- // Folding/Sliding Industrial Doors
- // Dock Levellers

For more information please contact us by phone +44 (0)23 92 498 982 or visit www.armashieldsecurity.com



THE FEATURES

Our LifeLong Plan is full of benefits to thank you for investing your trust and confidence in Armashield.

The list below describes some of the main features of the programme. However, we are constantly finding new ways to add value so this list does not include every feature, but we are confident you'll agree it's a good start!

- Detailed Inspection and Service at agreed intervals (annually, 6-monthly, etc)
- Full Inspection Reports on each door
- Certification that servicing has been carried out to provide evidence of health & safety compliance.
- Free reminders that servicing is due, by phone or email.
- 20% discount on replacement parts, callout charges & hourly rates for repairs and extra work
- Recommendation Rewards: £50 shopping voucher from a choice of retailers if you recommend another person who subsequently purchases products or services from us.
- Response to emergency callouts and repairs within 24 hours, ensuring minimum downtime.
- A dedicated account manager who will provide a consistent and friendly point of contact with Armashield.

The Premium Package

All our LifeLong customers receive the exclusive benefits and offers already listed. However we recognise that some need that little extra: if your door is on a vital loading bay you cannot afford for it to fail; or if it is an expensive and bespoke product you need to ensure it has the best care available. So we have introduced the Premium Package where we work with you to produce a service and maintenance plan tailored to your needs. This can include many extra items such as bespoke reactive maintenance records, door schedules or guaranteed response times to callouts – whatever you require for your door.

Lifelong Website

Signing up to the LifeLong Plan also gives you exclusive access to the LifeLong website. You will receive a personal log in to your dedicated client area. Once logged in you can access details of the service records of your doors, solve common problems with our helpful user guides and log calls for urgent repairs or callouts – at any time of day or night.

NURTURING YOUR ASSETS...

LifeLong support from people who care.

For more information please contact us by phone +44 [0]23 92 498 982 or visit www.armashieldsecurity.com

The core feature of our LifeLong Plan is our annual servicing and maintenance programme. Every door requires regular and thorough servicing and maintenance through its lifetime. Current legislation places a duty of care on building owners and occupiers to ensure that doors and ancillary equipment on their buildings are maintained by a competent person. Failure to comply with this could result in prosecution, especially if a failure of the equipment should injure someone.

Our service visits include a comprehensive inspection of all aspects of the door and its operation. We take special care to inspect areas which we know are more likely to fail from wear and tear, or damage, so we can ensure that the door continues to operate correctly. Thorough maintenance throughout the life of your door helps to ensure it remains safe and operational. Details of any repairs or further works that are required, immediately or in the future, will then be communicated to you for approval before they are carried out. All servicing will be carried out by our highly skilled engineers who have extensive experience and training with our products, ensuring they are

fully equipped with the knowledge required to service and maintain them properly.

After every service visit we issue full reports, with detail on each door including engineers recommendations on further works required. A service certificate is also issued to certify that your doors have been fully inspected and maintained, giving you a clear record of this for Health & Safety or other requirements.

SERVICING & MAINTENANCE

Regular service and maintenance of your doors is vital to meet your legal obligations and prevent costly breakdowns

NEGLECT COULD
COST MORE THAN
YOU THINK...

"Unless your doors are regularly maintained, you risk possible litigation or expensive door failures - don't take the chance"

For more information please contact us by phone +44 (0)23 92 498 982 or visit www.armashieldsecurity.com

Our callout and repair service minimises the disruption and expense caused by door damage or failure.

ARE YOU
READY IF
DISASTER
STRIKES...

CALLOUTS AND REPAIRS

Unfortunately emergencies do happen and we recognise that a door out of action can be a major inconvenience and cost. Therefore, part of our LifeLong Plan is to ensure any callouts and repairs that may be required to your doors are as cost-effective and hassle free as possible.

We always ensure we get to site in these situations as quickly as possible and within 24 hours to minimise the disruption and productivity downtime to you. When on site, our engineers have the experience and skill to quickly resolve most issues. If further parts or repairs are required we will ensure this is communicated to you, especially if further costs are involved.

All our LifeLong customers are also entitled to our exclusive '20/20/20' offer, this gives 20% off the cost of callout charges, 20% off our hourly

rates for carrying out repairs and 20% off the list price of standard parts. This way you can be sure that any repairs required to your door will not only be carried out quickly, but also cost-effectively.

Our repair charges will be issued when you sign up to the LifeLong Plan so you are aware of the potential future costs. This is all part of our commitment to ensuring we offer you the best package for your doors – LifeLong.

For more information please contact us by phone +44 [0]23 92 498 982 or visit www.armashieldsecurity.com

OUR CORE GUIDING VALUES

We feel the factor which has continually distinguished us is our belief that the customer should always come first in every decision we make. This belief has been born testament to in our decade of consistent growth, always working towards peerless customer service and product quality to ensure our clients return time after time.

Our Core Values are the foundation of our company and provide the guiding principles by which we operate throughout our LifeLong Plan.

We are the first to admit that we don't always get everything right, so please let us know if you feel we do not fully achieve the values set out and we will do all we can to rectify your concerns.

01 INTEGRITY

we maintain the highest moral standards; we always ask ourselves "is this the right thing to do"?

02 HONESTY

if we make a mistake, we always inform anyone who is affected straight away.

03 RELIABILITY

we always strive to get things done which contribute to company success and customer satisfaction, in a timely, efficient manner and to the best of our ability.

04 ACCOUNTABILITY

we understand that we are responsible for everything we say and do, we believe in making it better by one and showing leadership.

05 TEAMWORK

we believe in the power of team synergy - together we achieve more. We are humble enough to take advice and adjustment and strive to be competent to give advice.

SIGNING UP

Other products may also be covered, if you have any queries on this or any other aspect of our LifeLong Plan please get in touch as soon as possible.

From reading about our LifeLong Plan we hope you agree that it is the service and maintenance package that you and your doors require. Please get in touch through one of the listed methods and we will respond with a simple form to enrol you onto the LifeLong Plan.

Email: LifeLong@armashieldsecurity.com

Phone: 02392 498982

Fax: 02392 476508

Write To: Armashield LLP,
Innovation House, Marples Way,
Havant, Hampshire, P09 1UH

WITH YOU FOR THE LONG ROAD AHEAD...

For more information please contact us by phone +44 [0]23 92 498 982 or visit www.armashieldsecurity.com



Email: LifeLong@armashieldsecurity.com
Phone: 02392 498982 Fax: 02392 476508
Write To: Armashield LLP, Innovation House,
Marples Way, Havant, Hampshire, PO9 1UH

