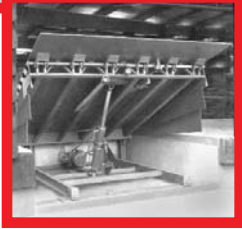


Preventive Maintenance

**FOR DOORS, OPERATORS
AND DOCK EQUIPMENT**

The Gold Plan

A comprehensive preventive maintenance program for overhead doors and dock equipment in commercial, industrial and institutional facilities.



Detroit Door & Hardware Co.

More Than Just a Door Company.



SINCE 1952

ISO 9001:2000

SALES • INSTALLATION • SERVICE

Corporate HQ: (248)398-1200

Flint Branch: (810)733-6200

Ann Arbor Branch: (734)424-9000

www.detroitdoor.com

Table of Contents

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Why Detroit Door?	1
Table of Contents	1
Program and Enrollment	2
Gold Plan Benefits.	2
Sectional Doors & Operators	3
Dock Levelers (Mechanical, Hydraulic, Edge of Dock)	3
Seals, Shelters, Bumpers, Truck Restraints.	4
Rolling Steel Doors & Operators.	4
Additional Information.	5
Terms and Conditions	5
Application	6
Additional DDH Products/Services.	7

Why Detroit Door?

Detroit Door & Hardware Company has developed a line of services designed to help you get through any season without the hassle, expense and possible downtime resulting from breakdown of doors or loading dock equipment. Our Service Department provides dependable and professional repairs or emergency service on *all* makes of Rolling or Sectional Overhead Doors, Electric Operators, Dock Levelers, Seals, Shelters, Truck Restraints and more.

Our Service Department features:

- **24 Hour Emergency Service for Doors & Loading Docks**

Call (248) 398-1200

- **Large Fleet of Mobile Dispatched Service Vehicles**

Capability to handle many service calls simultaneously, thus allowing us to help you faster.

- **New Door Openings and Loading Dock Installations**

Expert engineering and installation for renovation projects or new construction.

- **Huge Inventory of Door & Loading Dock Parts**

For Overhead and Rolling Doors, Gates, Door Operators, Dock Levelers, Dock Seals and Shelters and Entry Door Hardware.

- **Insurance Claim Repairs**

Prompt response to emergency damage claims. Free written estimates are available.

**Call today for more information on the benefits
of working with Detroit Door.**

The Gold Plan

Gold Plan Members of Detroit Door & Hardware Company's Preventive Maintenance (PM) Program can save substantial time and money by reducing costly breakdowns and loss of time, while extending the operating life and efficiency of all doors, operators and dock equipment.

Gold Plan Benefits Include:

- A comprehensive site survey documenting all equipment to be maintained.
- A **discounted labor rate** on **ALL** service/repair work while enrolled in the program.
- Priority scheduling for service and repairs.
- Decrease in costly downtime.
- Increased Safety and Security.
- Same Day Service if called in by noon.
- Increased operational efficiency & reliability of your facility's doors, docks & related equipment.
- Reduced probability of your doors, operators and dock equipment malfunctioning.
- Extended safe and useful life of your doors, operators and dock equipment.
- Each **Gold Plan** PM service call includes a written checklist of work performed, along with recommendations for any needed repairs or product replacement.

PM Program Products Covered:

Doors of all types, electric operators and all dock equipment may be included under this PM Program. This brochure describes specific PM services that are provided for sectional doors and operators, rolling steel doors and operators, dock levelers, dock seals, shelters, bumpers, and truck restraints.

In addition, Detroit Door & Hardware Company offers professional PM service on high speed doors, automatic doors, impact doors, chain and scissor gates, hanger doors, operable walls and related type commercial, industrial and/or institutional doors and openings. Each PM Program can be individually designed for your facility's specific doors, operators and dock equipment.

Gold Plan Program:

Your DDH Account Representative will conduct a survey of your facility, and work with you to determine any special circumstances (high traffic, abusive environment, etc.). You will then be provided a proposal outlining the program and options for terms of program.

Gold Plan Enrollment:

You can enroll in DDH's Gold Plan Preventive Maintenance Program in one of two ways:

- Call 248-398-1200 ext. 163 to schedule an appointment
- Work directly with your DDH Account Representative to tailor a plan specifically for your facility.
- Complete the application, which can be found on page 6 of this brochure

See your local DDH Sales Consultant for information on other plans

Sectional Doors & Operators

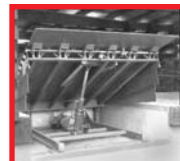
- Each Sectional Door Opening serviced under the **Gold Plan** PM Program receives a comprehensive 16 point maintenance and safety inspection.
- PM servicing of Sectional Doors includes the inspection, tightening, lubrication and/or adjustment of all sections, door alignment, hinges, hardware, cables, drums, track and track fasteners, springs, rollers, bearings and chain hoists.
- PM servicing of Operators includes the inspection, tightening, lubrication and/or adjustment of all limit switches, belts, brakes, clutches, sprockets, mountings, disconnects, roller chains, bearings and safety devices.
- A detailed PM inspection checklist is completed for each Sectional Door Opening, noting any safety issues or recommended repairs.
- The PM inspection checklist is reviewed with the **Gold Plan** member and a copy is provided with the service call receipt. Whenever possible, authorized repairs are done at time of PM inspection.



Dock Levels

Mechanical • Hydraulic • Edge of Dock

- Each Dock Leveler serviced under the **Gold Plan** PM Program receives a comprehensive 19 point maintenance and safety inspection.
- PM servicing of Dock Levelers includes the inspection, cleaning, tightening, lubrication and/or adjustment of lips, pits and decks, all nuts, bolts, fasteners, counterbalances, hold down assemblies, lift arms, cam rollers, toe guards, cross traffic legs, release chains, lip shocks or latches, cables, clamps, bumpers, hoses and connections.
- Check and fill all hydraulic fluid levels as needed.
- PM servicing of Dock Levelers includes a final cycling of the Levelers for proper operation and closure.
- A detailed PM inspection checklist is completed for each Dock Leveler, noting any safety issues or recommended repairs.
- The PM inspection checklist is reviewed with the **Gold Plan** member and a copy is provided with the service call receipt. Whenever possible, authorized repairs are done at time of PM inspection.



Seals • Shelters • Bumpers Truck Restraints

- PM servicing of Dock Seals includes the inspection of seal fabric, fasteners, seams, wear pleats, foam core, counterbalance, and framework of pads.
- PM servicing of Shelters includes the inspection of framework, panels, header curtain, bottom enclosures, trim angles, frame protectors and all fasteners.
- PM servicing of Bumpers includes the inspection of bumper material, steel angles, all welds and bolts.
- PM servicing of Truck Restraints includes the inspection of all moving parts and fluid levels, limits, and all bearings.
- A detailed PM inspection checklist is completed for each Dock Seal, Shelter, Bumper and/or Truck Restraint, noting any safety issues or recommended repairs.
- The PM inspection checklist is reviewed with the **Gold Plan** member and a copy is provided with the service call receipt. Whenever possible, authorized repairs are done at time of PM inspection.



Rolling Steel Doors

- Each Rolling Steel Door opening serviced under the **Gold Plan** PM Program receives a comprehensive 17 point maintenance and safety inspection.
- PM servicing of Rolling Steel Doors includes the inspection, tightening, lubrication and/or adjustment of all slats and endlocks, guides, bottom bars, hoods, springs, bearings, fasteners, chain hoists, sprockets and hardware.
- PM servicing of Operators includes the inspection, tightening, lubrication and/or adjustment of all limit switches, belts, brakes, clutches, sprockets, mountings, disconnects, roller chains, bearings and safety devices.
- A detailed PM inspection checklist is completed for each Rolling Steel Door Opening, noting any safety issues or recommended repairs.
- The PM inspection checklist is reviewed with the **Gold Plan** member and a copy is provided with the service call receipt. Whenever possible, authorized repairs are done at time of PM inspection.



Additional Information

Fire Door Drop Testing

In addition to a complete program of preventive maintenance services, Detroit Door & Hardware Company offer its commercial customers an annual inspection, drop test and re-set program for sliding, rolling and counter Fire Doors.

The testing is done in accordance with **National Fire Protection Association (NFPA) Standard 80: Section 15-2, 4, 3-5**. For **Fire Door Drop Testing** details and registration information, call (248)-398-1200 ext. 164 to schedule an appointment.

Detroit Door & Hardware Company also offers these commercial programs & services:

American Association of Automatic Door Manufacturers (AAADM) Certified Inspections of all types of swinging, sliding and bi-fold automatic doors.

Access Control Consultation: A comprehensive review of your facility, including outer perimeter (parking and grounds) and inner perimeter (building interior and exterior) to provide tools to help control who goes where and when.

Site surveys for: Commercial Entry Door fire and life safety code and American Disabilities Act (ADA) compliance.

Call (248)-398-1200, ext. 122 for additional information on any of these programs/services.

Preventive Maintenance Program for Doors, Operators and Dock Equipment Terms & Conditions

**Detroit Door & Hardware Company's Preventive Maintenance (PM) Program provides PM service for all Doors, Operators and Dock Equipment on a regularly scheduled basis as indicated by the member upon enrollment into the Program.*

Term PM Program membership, and the benefits provided herein, shall be in effect for a period of one year from the date the first PM service is completed (actual PM service work performed).

Renewal PM Program membership renews automatically annually.

***Scheduling of PM Service** Detroit Door & Hardware Company will issue a schedule of planned PM service calls when agreement is signed, based on level* assigned to doors/docks as result of initial survey.

Method of Payment Payment for PM services shall be made in full for one year of planned PM calls.

***Service** Member shall receive priority service scheduling during standard service hours, which are Monday through Friday 7:00 a.m. to 5:00 p.m. Emergency service (during non standard service hours) is subject to over-time costs.

Limitations Member is entitled only to regularly scheduled PM service on listed doors, operators and dock equipment, and related PM Program member benefits, as described herein.

***Scope of PM Service** PM service provides for a comprehensive maintenance and safety inspection of the doors, operators and dock equipment listed on the member's Enrollment Form. An inspection checklist which notes any recommended repairs (due to wear and tear, safety issues, or otherwise) will be provided to the member upon completion of the inspection. Any authorized repair and/or replacement work performed will be at the member's additional expense. *This PM Program is not a maintenance contract, and the Company has no obligations beyond those stated herein.*

Force Majeure The Company shall not be responsible for any delay or failure to render PM services hereunder caused by Acts of God, governmental actions or regulations, strikes or other labor troubles, or any other causes that are beyond the control of the Company.

***The Gold Plan assigns your equipment a level # based on site conditions...**

- Level 1: Low Traffic, and/or Low Environmental Condition Issues
- Level 2: Medium Traffic, and/or Average Environmental Condition Issues
- Level 3: Medium to High Traffic, and/or Major Environmental Condition Issues
- Level 4: High Traffic, and/or Extreme Environmental Condition Issues

* These are features; not necessarily terms and conditions.

Application

Authorization for Door and Dock Survey

Contact: _____

Company: _____

Address: _____

Phone: _____

Fax: _____

E-mail: _____

Yes, I authorize representatives of Detroit Door & Hardware Company to survey all Overhead Doors and/or Loading Dock Equipment in my facility.

I understand the survey is **free**, and a proposal for a Preventive Maintenance Program will be provided. Upon acceptance and payment, the plan will begin.

I have read and understand all the terms and conditions as provided on this application and on page five of this brochure.

Signed,

Contact Signature

DDH Rep. Signature

Date

Date

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Your Single Source Supplier...

● OVERHEAD DOORS

- Sectional Doors and Operators • Counter Shutters
- Rolling Steel Doors and Operators • Fire Doors

● INDUSTRIAL/SPECIALTY DOORS

- High Speed, Traffic and Knock-out Doors • Coiling and Sliding Grills
- Sliding and Bi-fold Industrial Doors • Strip, Bug Screen and Air Doors
- Security, Scissor and Sliding Chain Gates

● COMMERCIAL ENTRY DOORS

- Hollow Metal Doors, Frames and Hardware • Aluminum Storefronts
- Wood, Laminate, and FRP Doors • Automated Entrance Door Systems
- Locksets, Exit Devices, Door Closers

● DOCK EQUIPMENT

- Mechanical, Hydraulic, EOD and Pit Levelers • Truck Restraints
- Dock Seals, Shelters and Bumpers • Dock Lights

● LOCKSMITH SERVICES/ACCESS CONTROL

- Masterkey Systems • Stand Alone and Networked Systems
- Card Readers • Revolving Doors • Optical Portals

● SPACE UTILIZATION PRODUCTS

- Operable Walls • In-Plant Offices and Mezzanines
- Custom Fire Door Solutions • Accordion Partitions

● ARCHITECTURAL CONSULTATION

- Product Selection Assistance • Specification Consulting
- Design Assistance for Doors and Loading Dock Equipment

● SERVICE PROGRAMS

- Fire Door Drop Testing Certification
- Automatic Door Inspection and Certification

● FACILITY SURVEYS

- American Disabilities Act Compliance • Security Analysis
- Fire and Life Safety

● EDUCATIONAL SEMINARS

- Fire and Life Safety • Health Care (JCAHO)
- Safe Schools • ADA • NFPA 80

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