

YOUR  
**ENTRY**  
EXPERTS.

SERVICE & MAINTENANCE

## AFTERSALES PRODUCT CARE

### BOON EDAM **PRODUCT CARE** SOLUTIONS.

With now over 140 years of experience in engineering excellence, we at Boon Edam have had time to develop our services that focus on you, and the sustainable lifecycle of your products. That's why we're one of the founding members of ADSA (Automatic Door Suppliers Association). Employing our own dedicated service and maintenance experts we continuously develop in-house technicians and engineers to make sure that you receive the best possible service, with minimal product downtimes and a maintained high-quality investment.





## OVERVIEW

We believe that all investments need protection for product continuity, that's why all products manufactured by us, at Boon Edam, will qualify for a personalised Maintenance Agreement with the ability to pick a level of agreement that's right for you.

Prevent breakdowns through our dedicated Service Agreement Team who are located at our UK Head Office, ensuring that your products are fully maintained throughout their lifecycles. Make sure you receive the right level of maintenance and protection to fit your needs.

## DID YOU KNOW?

***EU regulations (EN16005) states that to protect the safety of employees and the public it is the building occupier's responsibility to ensure that equipment or machinery is routinely maintained in line with manufacturers recommendations.***

## SERVICE & MAINTENANCE AGREEMENTS.

As our entrance products are often installed at main entrances and high security areas, we recognise that professional installation and rapid response times in the event of a breakdown are essential. Our service and maintenance agreements provide you with the cover and comfort of knowing continued safe entrance operation is achievable at all times.

### THE BOON EDAM SERVICE:

- Customised maintenance options
- Dedicated Service Desk
- Rapid response times
- National network of engineers
- Guaranteed availability of parts
- EN16005 safety standard checks

## STAY BREAKDOWN PREPARED.

With regular preventative service and maintenance, the risk of unexpected breakdowns is minimised, the lifespan of your product is extended significantly. And, because we have national coverage with dedicated regional experts, you can expect a more efficient yet, premium experience.

## PROFESSIONAL **ENGINEERS & SERVICE** TECHNICIANS.

All service and maintenance visits are carried out by Boon Edam employed fully trained and highly skilled engineers. Our engineers work locally to you and carry relevant parts at all times ensuring shorter response times.

All of our engineers undertake regular training updates, ensuring they conduct their work using the latest techniques. In addition, all our field staff are CSCS certified, DBS checked and receive additional health and safety updates and training as part of our BS OHSAS Health & Safety Management System.

## STAY **RELEVANT** WITH RETROFITS & PRODUCT UPGRADES.

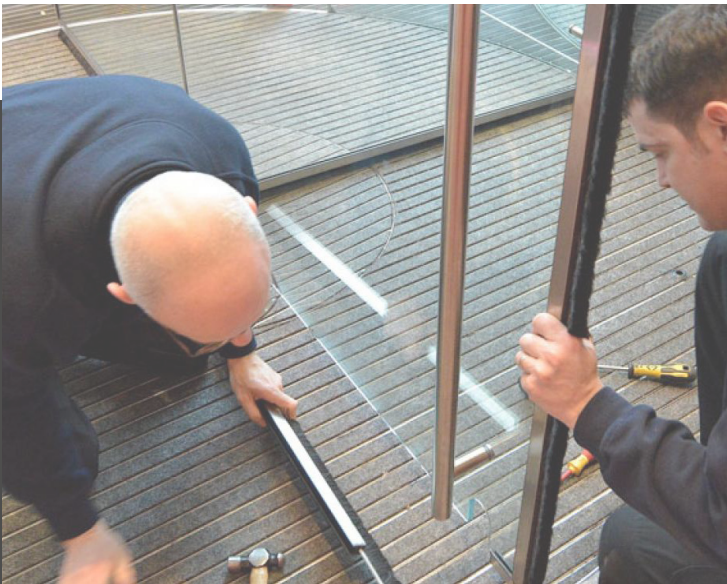
Over time the way a building is used may change and with that a different type of entrance may be required. We offer tailor made solutions for entrance modifications, ranging from refurbishment of old equipment, to full safety, environmental or security upgrades of existing entrances.

### **BOON EDAM RETROFIT & UPGRADES:**

- Green Retrofit Package
- Safety Upgrades
- Automatic Door Upgrades
- Intelligent Sensors
- Replacement Brushes
- Matting

## LET US **HELP YOU** OPOPERATE 365 DAYS OF THE YEAR.

- **Experienced & Reliable Partner**  
A leading supplier of entry solutions that only maintains soon Edam products world-wide. This way you can trust that you're our priority.
- **Education and Knowledge**  
With a dedicated and highly educated team of directly employed service technicians and engineers, you can expect a quality service from the best in their field.
- **National Coverage & Fast Service**  
Local to all areas, our coverage is national within the United Kingdom, with some cities across the country benefiting a 4-hour response time. Because we have experts local to you, we're also cutting our carbon footprint.
- **Value for Money meets High Quality**  
We believe in manufacturing the best products that can stand to last a lifetime. This is why we have a dedicated service and maintenance department that not only has the technical knowledge of all products but has the ability to give a quality service.
- **Continuous Innovation & Development**  
Our passion for product research and development is unrivalled on a global scale. We at Boon Edam believe that as technology advances, products should evolve to meet the needs of progression.



## BOON EDAM SERVICE LEVELS

*	Basic Care
**	Standard Care
***	Premium Care
****	Complete Care
*****	Ultimate Care

# OUR REACH IS **GLOBAL.**

We have been in business for more than 140 years manufacturing premium aesthetic and security entrance solutions in the Netherlands, United States of America and China. We can confidently say that we cover every corner of the globe with subsidiary companies in major cities across the globe. Furthermore our global export division not only partner with our distributors, but also offer direct sales and service to every territory. This wide net allows us to have a strong global footprint as well as a personal grasp of local markets and their unique entry requirements.

To find your perfect solution, contact our service team:  
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