Safetell
SECURITY | MAINTENANCE

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Why Choose a Service Contract for Automatic & Industrial Doors?

Planned maintenance, priority support and fewer breakdowns.



+44 (0)1322 223 233
sales@safetell.co.uk
safetell.co.uk

Unit 46 Fawkes
Avenue, Dartford,
Kent, DA1 1JQ, UK

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Health & Safety Legislative Compliance

Undertaking a service contract also keeps you abreast regarding 'Health & Safety Legislative Compliance'

- **BSEN 13241** - Industrial Doors, Garage Doors & Gates
- **BSEN 12453** - Safety in use of Power Operated Doors
- **BSEN 12635** - Installation & Maintenance

A Business has a Duty of Care under the Health & Safety at Work Act (1974) to ensure that they are providing a Safe environment for people using their premises. This may include (but is not limited to)customers, staff and suppliers. A Maintenance Contract should assist a company with compliance with this Legislation as regular maintenance visits will check both the door operation and its safety devices to ensure that Safety is maximized and that any potential issues are highlighted and rectified.



Companies which have robust and professional maintenance contracts in place, often use the fact that they have a maintenance agreement in place as evidence if someone is injured whilst passing through or working on a door. They often argue that they were taking their duty of care seriously and this is shown by having a maintenance contract in place with a reputable, professional organization.

It is strongly recommended within the **British Standard BS EN 16005 / BS: 7036**, that Automatic Doors are maintained at least twice a year in accordance with the Standard.

A Maintenance Contract also assists with compliance with the Workplace (Health, Safety & Welfare) Regulations (1992), which stipulates that 'The workplace and equipment, devices and systems should be maintained in an efficient state, in efficient working order and in good repair.'

One of the **Approved Codes of Practice (ACOP 22) for Regulation 5 of the Workplace (Health, Safety & Welfare) Regulations (1992)** states that a suitable system of maintenance involves ensuring that:

Regular maintenance is carried out at suitable intervals. Any **potentially dangerous defects are remedied**, and that access to dangerous equipment is prevented in the meantime.

Regular maintenance and remedial work are carried out properly. Suitable records are kept ensuring the system is properly implemented and to assist in validating maintenance programmes.

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Undertaking a service contract also gives you piece of mind

- Regular Maintenance often gives you the option to be pro-active with repairs rather than wait for the door to breakdown.
- Regular Maintenance should reduce the chance of costly breakdowns.
- Regular Maintenance allows the Door Safety Devices to be checked and adjusted. Often a Safety Device can malfunction without any visible sign or without the door breaking down.
- A maintenance Contract gives access to a full Nationwide 24/7/365 Call Out Network.
- Regular Maintenance may often increase the Security of premises as issues can be highlighted and rectified before they become a problem.

Cost Value Benefits:

- By undertaking a Maintenance Contract, you receive preferential call out rates and a preferential response to breakdowns and repairs
- By not undertaking a Maintenance Contract, you may be breaking your insurance policy.
- By undertaking a Maintenance Contract, you may be able to reduce your Insurance Premiums.
- Regular Maintenance of equipment often increases the value and 'saleability' of a property.
- Regular Maintenance and a Maintenance contract often allows you to budget your maintenance spend more accurately.

Improved Communication & Performance:

- A company which has its equipment well maintained often has an enhanced reputation with staff and customers.
- We can keep you informed of any technical advancements or Product information.
- We can produce tailored reports about your equipment and its performance. We will keep you updated of any changes in Legislation.
- We can set and monitor our performance against pre-agreed Service Level Agreements.
- We will work with you to devise a strategy for your doors, whether this is reducing the breakdown rate or how to best spend any capital expenditure.

Technical Reason:

- Regular Maintenance extends the life expectancy of the Doors.
- Increases the efficiency and effectiveness of the Doors.
- Allows the Doors to be adjusted as the building usage changes (seasonal fluctuations etc.).
- Allows us to Asset Tag the Doors on site and build a comprehensive Product Schedule



Regular servicing is a practical way to reduce the risk of unexpected breakdowns, maintain safe operation and support your ongoing compliance responsibilities.

Safetell Ltd
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Dartford
Kent
DA1 1JQ
UK

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