



## DOORWISE ———

# PREVENTIVE CARE PROGRAM

Thank you for choosing our Preventive Care Program. As a member, you're investing in the safety and functionality of your doors and equipment, ultimately minimizing costs and downtime. Take advantage of a Preferred Customer 10% discount on all parts and labor for any necessary repairs, including emergency services. Being a Preferred Customer ensures that your service requests will receive top priority, saving you valuable time. We appreciate your trust in us at Henderson Garage Door Services LLC.



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[www.hendersongaragedoor.com](http://www.hendersongaragedoor.com)



# Benefits of Membership

## ● **Experienced and Professional Technicians:**

Our team consists of highly trained and certified technicians with extensive experience in servicing commercial garage doors of all makes and models.

## ● **Prompt Response Times:**

We understand the importance of keeping your business operations running smoothly, which is why we offer quick response times for maintenance and repair services.

## ● **Competitive Pricing:**

We offer competitive pricing packages tailored to suit your budget and requirements, ensuring excellent value for money.

## ● **Customer Satisfaction Guarantee:**

Your satisfaction is our top priority, and we are committed to delivering high-quality service and exceeding your expectations at every step.



## ● Initial Visit

On our initial visit to your property, we will perform all inspections, adjustments, and lubrications as detailed in the Preventive Care Program. We will also chart and survey your doors as outlined below. Maintenance and inspection costs are charged based upon the Preventive Care Agreement. If replacement materials are required, we will obtain approval before installation and they will be in addition to the maintenance charge. All materials and additional labor is based upon the standard rates, less the 10% Preferred Customer discount.

## ● Chart and Survey Doors

We will chart all doors on a drawing of the building floor plan and provide them with numbers for easy reference when calling in service. In addition, we will survey all doors in reference to the brand name, type of door, and all component parts of that door. This survey will eliminate unnecessary trips to your property and help us be more efficient ordering material.

## ● Maintenance Inspection Plan

Maintenance Inspection Items	Garage Doors	Garage Door Operators	Dock Levelers	Dock Restraints	Rolling or Rolling Fire Doors
Step 1 - Visual Inspection - Inspect All Items Listed	Panels	Motor	Platform	Chains	Slats
	Tracks	Drive Chain / Belt	Lip Mechanism	Hooks	Guides
	Hinges	Gears	Hydraulics	Brackets	Tracks
	Rollers	Sprockets	Air Bag	Anchoring Points	Mounting Brackets
	Springs	Mounting Brackets	Wiring	Check Lights	Seals
	Cables	Control Panel	Controls	Welds	Lables
	Locks	Hand Chain	Welds		
Step 2 - Operational Testing - Check Operation	Smoothness	Safety Features	Operation	Engagement	Smoothness
	Alignment	Odd Noises	Lip Out	Release	Alignment
	Sealing		Safety Barriers	Check Brake Torque	
Step 3 - Adjust Spring or Lift Type System	Tension		Tension		Tension
	Balance		Balance		Balance
Step 4 - Other Adjustments	Align Tracks	Clutches	Balance	Brake Torque	Releases
	Straighten Tracks	Chain Tension	Lip Out		
Step 5 - Lube and Perform Final Maintainance	Cleaning	Cleaning	Cleaning	Cleaning	Cleaning
	Lube	Lube	Lube	Lube	Lube
	Securement	Securment	Securment	Securment	Securement



## DOORWISE \_\_\_\_\_

# PREVENTIVE CARE PROGRAM

With our Preventive Care Program, you will receive a full range of treatments by our trained experts, which means trouble-free operation. Here is a list of our features and services:

### ● INSPECTION

We understand the importance of keeping your business operations running smoothly, which is why we offer quick response times for maintenance and repair services.

### ● CLEANING

A thorough cleaning of all moving parts to remove debris build-up, as a result of normal operations, is performed on the equipment. In addition, this procedure also includes a cleaning of the surrounding area to promote safety and to remove any outside interference.

### ● ADJUSTMENT

Over time, parts become disengaged and miss-aligned. Therefore, adjustments are needed on a periodic basis. Our service professionals regularly adjust equipment as stated in the manufacturers' manuals to maintain proper working condition and validate warranty.

### ● LUBRICATION

All moving parts and assemblies receive applications of necessary lubricants according to the manufacturers' requirements.

### ● FINAL INSPECTION

After a final inspection of the entire operation of equipment, our service technician will make recommendations and note required parts.

### ● PARTS / EXTRA WORK

While a Preventive Care Program may extend the quality and duration of your equipment, it cannot guarantee unending life to any product. Eventually parts reach the end of their functional life and require replacement. Upon the customer's authorization, the necessary parts will be replaced. Parts and labor will be billed additionally.

### ● IMMEDIATE RESPONSE

In an emergency situation, the Preventive Care Program prioritizes immediate action to the customer and expedites the return of productivity to both equipment and employees.

### ● COST AND EFFICIENCY

In order to assure a cost-effective visit, we will pre-schedule with your contact person. Prior to the service call, your assistance in preparing easy access to the equipment will help keep repair costs down and allow the visit to be totally dedicated to inspecting and repairing the equipment.

### ● ACCOUNTABILITY

One of the Preventive Care Program objectives is to meet your company's insurance requirements as it pertains to subcontractors working on-site. Whenever our trained service personnel work on your equipment the result is a detailed service record for your files.

