
GEZE
SERVICES FROM A SINGLE SOURCE
After Sales
Solutions

Why service at all

NEED FOR SERVICE

An automatic door or window is a piece of machinery and just like any other machinery it needs to be checked and maintained as it could become unreliable and potentially dangerous. Servicing manual or automatic doors and windows will ...

1

Maintain accessibility

Ensure that all users, whether visitors, customers or staff can always access the building and that elderly, disabled or young people are not prevented from using the facilities.

2

Minimise downtime

Ensure that product reliability is maintained and that it is always working to its optimum level.

3

Prolong usability

The life expectancy of our products can be greatly increased by regular servicing and maintenance.

4

Reduce lifetime costs

Over its lifetime a regularly serviced door or window costs less than doors reliant on urgent reactive call outs.

5

Fulfill your responsibilities

Providing a fully functioning door and window system that is accessible at all times will ensure you fulfill your responsibility as an operator or facility management company.

Service with GEZE

WHATS THE DIFFERENCE?



→ Get the best expertise
Our GEZE technicians are qualified to the highest standards and are trained for all types of services – mechanical, electrical or electronic. GEZE technicians have the expertise to fix it.

→ Save time with GEZE
When an automatic door fails, the first question is how quickly can it be fixed? If you have an emergency needing an immediate response, we make your enquiry our top priority providing a fast and effective response.

→ Tailor-made service concepts
Hospitals or manufacturing sites – the different use of buildings requires individual service concepts. We ensure the full function of your systems with service packages specially tailored to your requirements - fast, flexible and in line with your activities and work processes.

→ Service from a single source
We are able to support all products around doors and windows in your building – no matter if GEZE or other brands.

→ Service at any time
Our service experts offer you fast help with detailed information and problem solutions around our systems – at any time.

→ From Expert to Expert
As a reliable and competent partner, we advise you regarding your individual requirements in the building – always based on the newest standards and guidelines.

The best solutions for your needs



OUR PORTFOLIO INCLUDES

GEZE is your competent service partner. From installation through to maintenance and repair to the modernisation of your systems. As a full-service provider, we offer a tailor-made service package, that fits to your individual needs and keep our products running. This allows you to concentrate on your core business.



INSTALLATION

Our installation experts install GEZE systems quickly, reliably and cost-effectively for our customers.



MAINTENANCE

Regular servicing of automatic systems and having them maintained by qualified service technicians ensure a longterm durability and the perfect function of your system.



REPAIR

Our competent and experienced service technicians are on site for repairing and restoring a functional unit in urgent cases. This allows you to maximise the running time of your systems.



ASSET MANAGEMENT

GEZE offers services to relieve customers of the management of their assets along the entire lifecycle of the building.



SPARE PARTS

GEZE offers original spare parts, competent advice in the spare part planning and rapid availabilty of the parts.



REFURBISHMENT

The lifetime of the building technology is shorter than that of the entire building. Technical installations must be replaced from time to time e.g. based on new demands or standards.

You work with the experts

IN OUR INTERNATIONAL NETWORK



In a globalised world, the built environment is growing at a rapid pace. Our experts form a tightly-knit network with a presence wherever you are, so we can supply you with our solutions quickly and reliably. We have more than 3,000 employees at 37 subsidiaries around the world. We trust each and every one of them.

Our services for your needs

TAILOR-MADE SOLUTION CONCEPTS FOR HIGH QUALITY AND SAFETY

Please contact our service department to discuss your customised service contract and benefit the advantages. Our service department will offer you the best support to keep your building in the best condition over its lifetime.

We offer:

Priority support in case of an emergency	**Extensive maintenance to extend the lifespan of your solution**	**Yearly legal safety check**	**Discount on spareparts and hourly rate***

*depending on contract type

In addition to the standard service concept, GEZE Service also has (industry) specific service concepts. We are happy to discuss your wishes and adjust our service package accordingly.

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