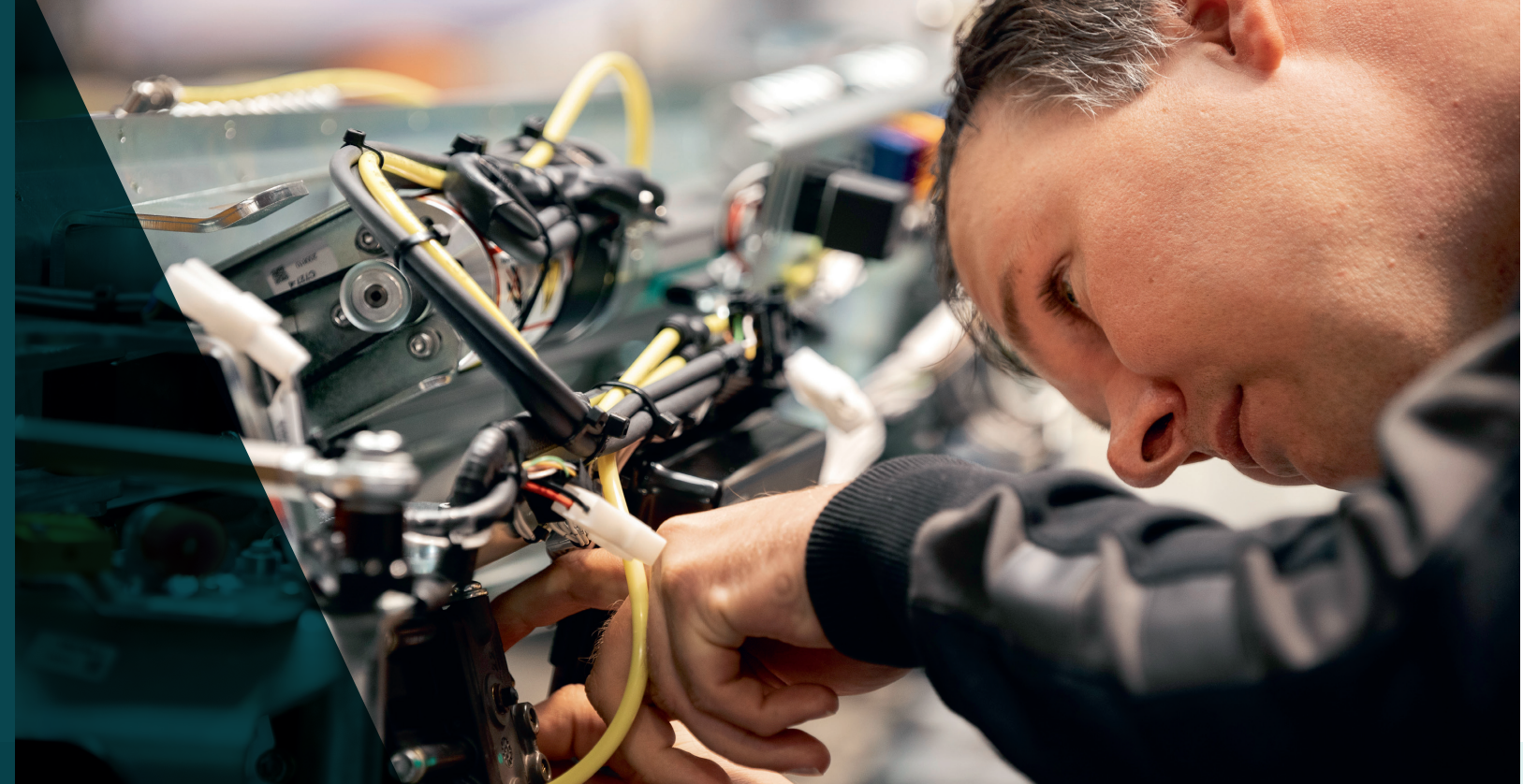


**after sales
support**

full life cycle support

Building strong customer relationships and maintaining a reliable service team are top priorities for us. With an extensive international service network, we ensure local support is always within reach, providing assistance throughout the entire life cycle of our door systems.

Our service and parts centre is fully equipped to meet the demands of OEMs, operators, and their vehicle fleets, offering seamless service to maximise uptime and efficiency.



service

Our global service network provides both online and on-site support for OEMs and operators, assisting with problem solving and sharing best practices.



Customer service desk



Online diagnostics



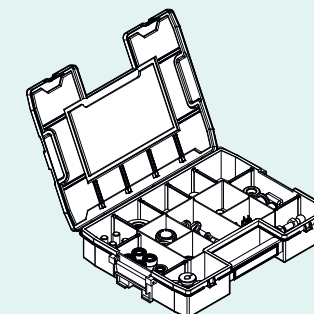
On-site support worldwide

spare parts boxes

Spare parts box Plug Sliding

Spare parts box Rapid Sliding

Spare parts box Inward Gliding



parts

Simplify your maintenance processes with genuine parts, tailored parts kits, specialised tools, and advanced diagnostics systems.



Parts support desk



Original spare parts

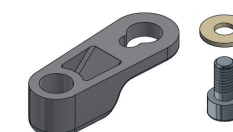


Special Ventura tools



Parts kits

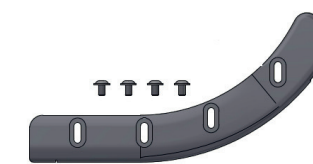
parts kits



Lever block kit



Pivot Bolt kit



Slide plate kit

education

Equip your staff with the necessary knowledge and skills. We provide the resources needed for effective installation and maintenance of our products.



On-site training

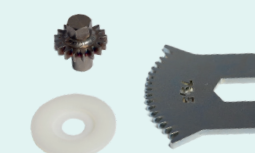


Documentation



Troubleshooting & best practices

special tooling



Torque wrench tool



Tension steel cable measurement tool



Adjustment tool over centre position

warranty

We offer dedicated support through a specialised warranty support desk, assisting customers with enquiries and claims.



Warranty support desk



Investigation and analysis



Documentation and reporting

diagnostics

V-diag diagnostics tool



global service network

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 head office,
main production facility & engineering center

 secondary production facility,
sales & service office

 sales & service offices

 sales & service partners

