

Ensuring Safety : Performance Maintenance Services



Why maintenance matters

Automatic entrance systems are vital to customer flow, safety and building accessibility. When neglected, doors become a business risk.

Key issues caused by poorly maintained or defective doors :

- **Customer inconvenience :**

A stuck or slow door frustrates shoppers with arms full of bags and can reduce footfall and sales.

- **Safety and legal exposure :**

Faulty sensors or worn mechanisms increase the risk of entrapment, trips and injuries — and bring potential legal and compensation claims.

- **Accessibility and compliance failure :**

Unreliable doors can exclude people with disabilities and expose you to regulatory penalties.

- **Higher long-term costs :**

Deferred maintenance speeds wear, wastes energy, and often turns small faults into expensive replacements.

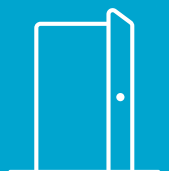
- **Operational disruption :**

Entrances that fail can delay deliveries, reduce security and force manual control that strains staff.

The benefits of professional maintenance

Well-maintained and optimised automatic doors:

- Improve traffic flow and reduce queuing.
- Create a welcoming, accessible environment for customers and staff.
- Extend equipment life and lower total cost of ownership.
- Reduce incident frequency and support insurance claims.



Partner with us — what you get

As your chosen provider for automated entrances, ASSA ABLOY Entrance Systems Singapore deliver a full-service maintenance partnership:



24/7 support

One reliable contact for reporting faults and technical guidance, any time of day.



Emergency response

Rapid on-site intervention for entrapments, safety failures and critical malfunctions to restore safe operation quickly.



Accident & incident investigation

Technical assessments and detailed reports to support insurance claims and root-cause analysis.



Genuine spare parts & on-site warranty

Manufacturer-approved parts fitted by trained technicians, with warranty on workmanship.



Scheduled preventive maintenance

Tailored plans (monthly, quarterly, annual) including safety checks, sensor alignment, software updates and performance tuning.



Lifecycle management & reporting

Condition reports, budget forecasting and upgrade recommendations to reduce long-term costs.



Certified technicians & compliance focus

Skilled engineers who work to industry safety standards and document every visit with service logs and compliance certificates.

**Comprehensive
maintenance services
— minimise downtime,
maximise value.**



Keep your entrances at the best with ASSA ABLOY services

ASSA ABLOY Entrance Systems Singapore pairs global engineering with local field service to keep entrances safe and reliable. We start with a full system survey and deliver a tailored maintenance plan using certified technicians and genuine parts. Services include scheduled servicing, emergency response, sensor calibration, control updates and post-incident investigations. Every visit is documented and backed by on-site warranties and 24/7 technical support.

Reliability through regular maintenance

We prioritize proactive maintenance to keep your operations running smoothly. Our tailored service agreements allow you to choose the level of care that best suits your needs, with regular checks that prevent problems before they occur—saving you time and money. For those seeking peak performance, we also offer advanced optimization and digital services.



Keeping your entrances safe, reliable and welcoming — every day.

Our performance maintenance services

We provide 3 main types of maintenance services packages for customers:

Pro - Active Bronze

ASSA ABLOY pro-active bronze provides you with the security of knowing that your equipment is regularly inspected and certified for safety, as well as optimal performance. ASSA ABLOY certified technician will clean, inspect, lubricate and certify your entrance of safety during a number of planned preventative onsite visits depending on your needs. Any unplanned service calls required during the term of the ASSA ABLOY Pro-Active Bronze contract (including labour, travel and parts) are billed at special Pro-Active Bronze.

Pro - Active Silver

ASSA ABLOY Pro-Active Silver provides all the benefits of Pro-Active Bronze with the added advantage of labour and travel being included for service calls during regular business hours. Additional charges would apply to service calls outside regular business hours and any parts..

Pro - Active Gold

ASSA ABLOY Pro-Active Gold provides the ultimate protection for your automatic entrance investment. It includes all the benefits of Pro-Active Silver, plus replacement of any parts required during an unplanned repair or planned maintenance visit. ASSA ABLOY Pro-Active Gold is an excellent way to budget your automatic door expenses annually.

Advantages of performance maintenance services with ASSA ABLOY

ASSA ABLOY service is fast, convenient and cost- effective. Our Pro-Active Care plans will keep your entrances performing optimally while protecting your investment. Regular preventative maintenance extends the lifetime of your entrance and prevents unexpected breakdowns. It also insure optimal energy-saving benefits from your entrances.



Always on - our promise to contract clients

- **Our 24/7 dedicated and manned hotline support** — *JUST A CALL AWAY!*
- **Rapid deployment within the same day or next working day**
— *because your time is precious.*
- **Guarantee genuine original spare parts**
— *our assurance of quality, reliability, and peace of mind.*



Service driven by expertise

Maintenance services

Preventive maintenance
Inspection services

Repair services

Repair maintenance
24/7 support
Service level agreements

Parts

Spare parts
Maintenance kits
Safety stock

Digital solutions

Equipment module
Remote monitoring
E-maintenance
Docking management system

Expert services

Equipment assessment
Consultancy services
Maintenance management
Onsite support
Safety training

Upgrades

In the areas of:

- Safety
- Sustainability
- Security
- Efficiency
- Cost saving

Full-service entrance monitoring



As entrances are part of your business flow, there is every reason to keep them working well. Rely on our team of experts, digital services and connected IoT solutions, to access real-time data and get a full-service overview for maximum control and uninterrupted entrance availability.

Always available and right around the corner – we are your local service partner.

Reach out to us to find your service solution.

Our Products



Automatic Doors



Industrial & Commercial Doors



Security Entrance Control



Hangar Doors



Loading Dock Equipment



High-performance Doors

ASSA ABLOY Entrance Systems division at a glance

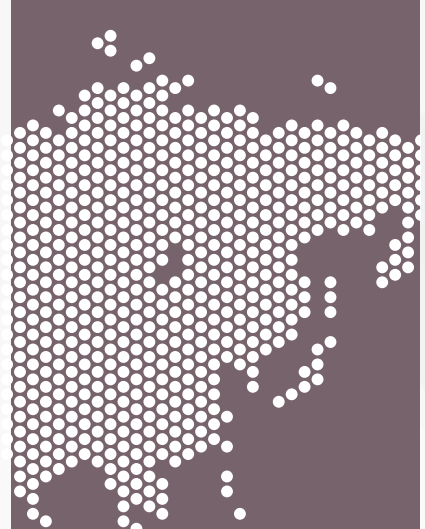
Sales companies in
40
countries



Head office in
Switzerland



Sales EUR more than
4.3 billion



More than
18,000
employees



More than
3,900
service
technicians



Authorized
distribution
in more than
130
countries



* ASSA ABLOY Entrance Systems Division, year 2025

Together we build the future

ASSA ABLOY is the global leader in access solutions.

Everyday we help people feel safe, secure and experience a more open world.

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and more open world

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