



Service, maintenance & repair solutions

Complete lifecycle support for your doorsets



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Keeping doors safe, compliant and operational

Supporting door performance throughout the building lifecycle

At ASSA ABLOY Door Group, we don't just manufacture doors — we ensure they continue to perform long after installation. Our service, maintenance and repair solutions are designed to protect the safety, efficiency and compliance of your building throughout its lifecycle.

Whether you're managing a hospital, school, commercial site or high-security facility, we deliver expert care and responsive support to keep doors operating safely and compliantly. From routine maintenance and certified inspections to rapid repairs, our services are tailored to the demands of each environment.

With decades of experience and the strength of a global organisation, we support architects, contractors and facilities managers with fully certified, project-specific solutions. Our services are trusted by leading organisations across healthcare, education, commercial, custodial and high-security sectors.

Sustainability at the Core

We are committed to reducing environmental impact across the entire service lifecycle. Our maintenance approach prioritises durability, responsible sourcing and lifecycle efficiency. Through Environmental Product Declarations (EPDs), lifecycle assessments and alignment with green building standards such as BREEAM and LEED, we help clients meet sustainability goals without compromising on safety or performance.

Door care & compliance

Our Service, Maintenance & Repair solutions support door performance at every stage of the building lifecycle — from routine servicing and inspections to responsive repairs and compliance support. Delivered by accredited engineers and backed by clear reporting, our services help keep doors safe, compliant and operational across a wide range of environments.

Service overview



Proactive service & maintenance

Planned servicing and rapid response repairs help keep doors operating safely and reliably.



Certified fire door inspections

Certified inspections and clear reporting support ongoing fire-safety compliance.



Surface repairs

On-site cosmetic repairs restore finishes and extend door life without replacement.



Lifecycle reporting

Digital dashboards provide clear visibility of compliance status and service history.



Proactive service & maintenance

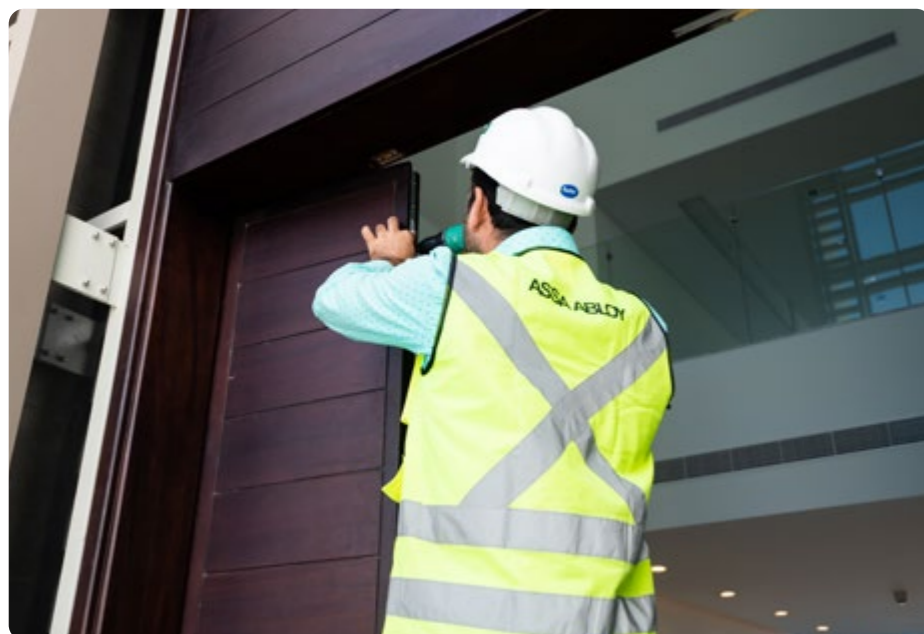
When every door matters, so does every detail.

In busy and high-risk environments, doors must perform reliably every day. Our Service & Maintenance solutions are designed to keep doors operating safely, efficiently and in line with compliance requirements throughout their lifecycle.

From emergency repairs to planned maintenance, our accredited engineers deliver responsive, expert support that helps reduce downtime, manage risk and extend asset life.

Proactive maintenance plays a key role in preventing unexpected failures and maintaining consistent performance across busy estates. Regular servicing helps identify early signs of wear, address minor issues before they escalate, and ensure doors continue to meet safety and compliance requirements.

By taking a planned, structured approach to maintenance, organisations can reduce unplanned downtime, support regulatory obligations and extend the service life of critical door assets. Our programmes are designed to adapt to changing building use, usage levels and compliance needs over time.



Assessment

Every programme begins with a survey of doors and assets, assessing condition, usage and compliance status to identify risks and priorities.



Custom schedule

A tailored maintenance plan is developed to suit building use, compliance needs and operational demands, ensuring minimal disruption.

Regular visits

Planned, site-specific visits deliver preventative maintenance, performance checks and early issue identification.

Reporting & support

Clear digital reports follow every visit, with recommendations and access to priority support when required.

Reliable support for critical doors

Expert service and maintenance delivered by accredited engineers to keep doors safe, compliant and operational in demanding environments.



Emergency repairs

Responsive support to restore door functionality and minimise disruption when issues arise.

Scheduled inspections

Regular inspections help identify wear and compliance risks early, reducing unplanned failures.

Preventative servicing

Routine adjustments and minor repairs help prevent breakdowns and extend door lifespan.

Compliance checks

Inspections aligned with current safety and regulatory standards, supported by clear documentation.

Efficiency upgrades

Targeted upgrades improve reliability and operational efficiency while supporting sustainability goals.

Priority response

Preferential response times and faster access to parts and technical support.

Built around reliability and compliance

Our Service & Maintenance programmes provide a structured, dependable approach to keeping doors safe, compliant and performing as intended — supporting long-term building performance and peace of mind.



Certified fire door inspections

Fire safety isn't optional — it's essential.

When it comes to fire safety, there is no room for compromise. Every fire door plays a critical role in protecting lives, safeguarding property and supporting safe evacuation. Regular inspection is essential to ensure doors continue to perform as designed.

Our certified fire door inspections provide clear, actionable insight into the condition and compliance of each doorset. By identifying issues early and providing practical recommendations, we help you maintain compliance, manage risk and avoid costly remedial work later.

Delivered by accredited professionals, our inspections give you confidence that fire doors are performing correctly and remain aligned with current regulations — without disruption to day-to-day operations.



Booking & planning

Inspections are scheduled at a time that works for your building, with a clear scope and tailored quotation.

On-site inspection

Certified inspectors assess each fire door, including leaf, frame, hardware, seals, signage and clearances.

Digital compliance report

Clear, easy-to-read reports include photographic evidence, compliance status and prioritised actions.

Follow-up & support

Remedial guidance, repair proposals and re-inspection support are available where required.

Certified fire door inspections supported by accredited expertise and clear, auditable reporting — giving you confidence in compliance and long-term fire-safety performance.

Certified expertise

Inspections carried out by BRE- and FDIS-accredited professionals with specialist fire-door knowledge.

Comprehensive checks

Beyond surface inspection, every critical component is assessed to ensure full compliance and performance.

Clear digital reporting

Photographic evidence and prioritised recommendations support efficient planning and decision-making.

Compliance assurance

Proactive inspection programmes help you stay ahead of evolving fire-safety regulations.

Repair & upgrade plans

Tailored proposals support remedial works, upgrades and long-term compliance.

Peace of mind

A dependable inspection service that supports safe, compliant buildings without uncertainty.



Fire-door performance you can depend on

Certified inspections backed by clear reporting help ensure fire doors remain compliant, effective and fit for purpose throughout their lifecycle.

Restorative surface repairs

Restore appearance and extend the life of your doors.

Every entrance contributes to the safety, performance and presentation of a building. Scratches, dents and surface damage don't just affect appearance — they can compromise compliance, reduce durability and accelerate wear.

Our Restorative Surface Repair service provides a practical, cost-effective way to restore damaged doors without replacement. Using specialist techniques and precision finishing, we repair surface imperfections and

reinstate protective coatings — helping you maintain standards, protect your investment and extend door life.

From minor cosmetic damage to more extensive surface restoration, repairs are carried out efficiently and with minimal disruption, keeping doors looking and performing as intended.



Assessment

We begin by identifying the damage and agreeing finish requirements to ensure repairs meet operational and aesthetic standards.



On-site repair

Repairs are carried out at your location, minimising disruption and avoiding the need for door replacement.

Quality check

Each repair is inspected to ensure durability, finish quality and continued compliance.

Our surface repair solutions restore damaged and worn doors to a high-quality finish in busy environments. Designed to reinstate appearance and protect performance, they use specialist techniques and on-site application to address scratches, dents and surface wear while maintaining compliance. This approach helps extend door life, preserve standards and avoid the cost and disruption of full replacement.



Cosmetic expertise

Specialist techniques restore scratches, dents and surface imperfections with precision.

Finish renewal

Coatings and finishes are repaired to achieve a consistent, like-new appearance.

Fast turnaround

Efficient repairs minimise downtime and keep operations running smoothly.

Convenient on-site service

All work is completed at your location, avoiding removal and replacement.

Cost-effective solutions

Extend door life without the cost and disruption of full replacement.

Compliance confidence

Repairs are completed with safety and regulatory standards in mind.



A practical alternative to replacement

Our surface repair solutions help extend the service life of doors while maintaining appearance, performance and compliance — reducing cost and disruption across busy environments.

The digital journey of every door

A connected digital platform that brings together installation, inspection and aftercare information in one secure, accessible place. Digital records help maintain compliance, improve visibility and support confident decision-making throughout the door lifecycle.

Complete digital records

Every door is linked to a secure digital profile, storing installation details, inspection history and service records in one accessible location.

Effortless compliance

Fire door inspections and maintenance activities are recorded digitally, supporting audit readiness and regulatory requirements.

Proactive maintenance planning

Digital records make it easier to plan servicing, schedule inspections and address issues before they escalate.

Mobile convenience

Scan the door ID on site to instantly access reports, compliance status and service history from any device.

Rapid issue resolution

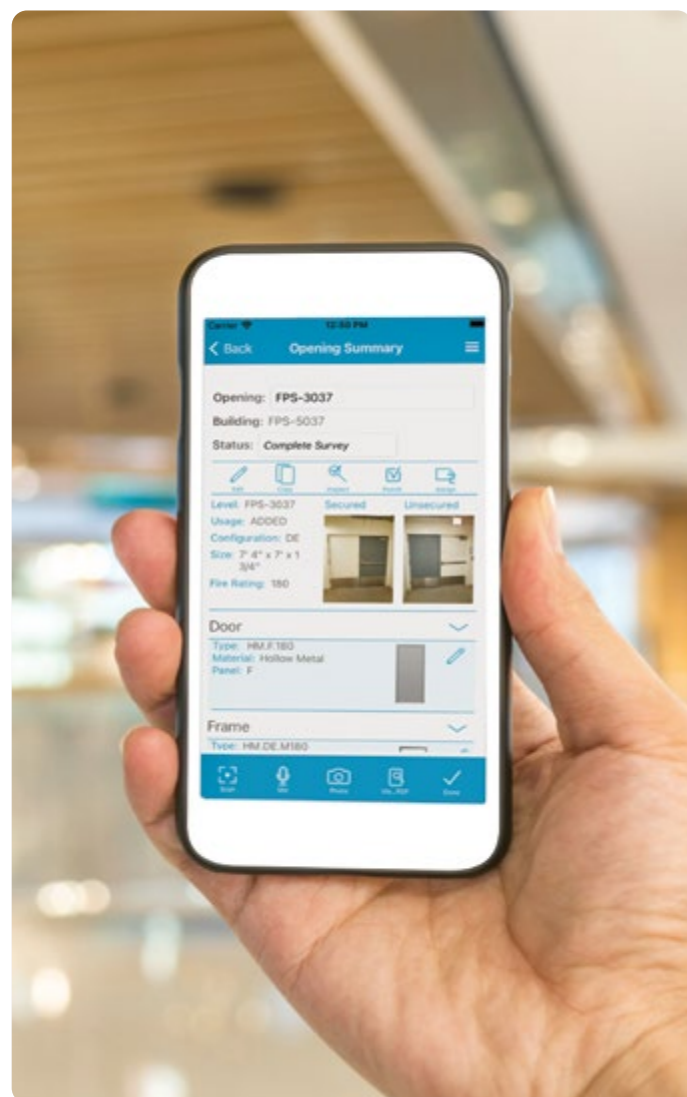
Repairs and inspections are logged in real time, helping teams respond quickly and keep doors performing as intended.

Seamless collaboration

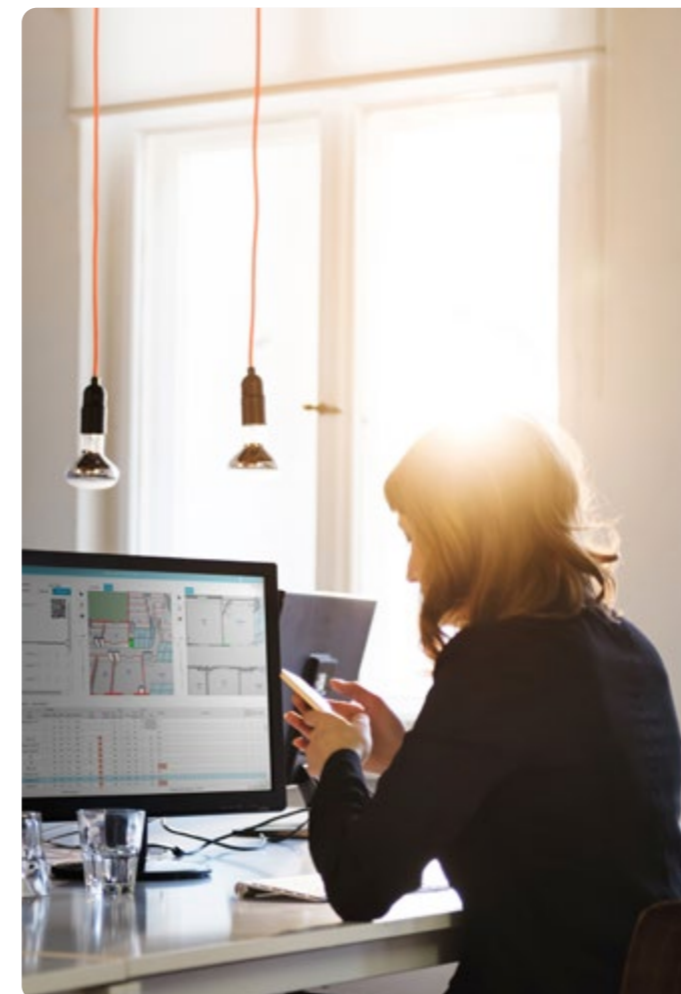
Up-to-date information can be shared across teams and service providers, supporting clear communication and coordinated action.

Your digital passport for every door

Secure, accurate door information — accessible whenever it's needed to support compliance, maintenance and long-term performance.



Digital accuracy that simplifies compliance and aftercare. Openings Studio™ stores verified door information, installation records and on-site updates in one secure platform, helping trade partners manage compliance, reduce paperwork and resolve issues with greater clarity.



RFID tagging & digital records

Every door is assigned a unique digital ID, linking it to a secure profile in Openings Studio™ where inspections, repairs and updates are captured.

Expert service & maintenance

Scheduled maintenance, repairs and compliance checks are logged digitally, creating a clear and auditable service history.

Instant mobile access

Scan the door ID on site to instantly access inspection reports, service history and compliance status — always up to date.

Golden Thread compliance

Maintain a continuous, auditable trail for every door to support compliance requirements and reduce regulatory risk.

Proactive planning & lifecycle management

Digital records make it easier to plan maintenance, schedule upgrades and address issues before they escalate.

Seamless collaboration

Accurate, up-to-date information can be shared across teams and service providers for clearer communication.

Automated record-keeping

Real-time digital updates reduce manual input, minimise errors and ensure full traceability.



Clear, connected information for every project

Openings Studio™ keeps essential door data organised and accessible, helping trade partners capture installations, updates and inspections in one reliable digital record that supports compliance and smoother project delivery.



Keeping doors safe, compliant and operational is straightforward with expert service and support in place. Our Service, Maintenance & Repair teams provide practical assistance, technical expertise and clear guidance to help you manage door performance confidently throughout the building lifecycle.

We're here to help

From emergency repairs and planned maintenance to certified fire door inspections and surface repairs, our teams are here to support you at every stage of the door lifecycle.

Our UK & Ireland Service, Maintenance & Repair teams deliver direct, expert assistance to help keep doors safe, compliant and performing as intended. With practical advice and responsive support, we help minimise disruption and keep your operations running smoothly.

Getting in touch is simple. Our dedicated specialists provide tailored solutions and clear guidance to support your service and repair needs.

Let's get started

For service & maintenance, fire door inspections or surface repairs, please contact: doorsales.uk.openingsolutions@assaabloy.com

What you'll receive

Prompt response and tailored support

Guidance on compliance and safety requirements

Expert assistance for service, inspection and repair needs



Delivering innovation, security, and performance through high-quality steel and timber door solutions.

As part of ASSA ABLOY EMEIA Door Business Segment, Door Group leads the market in advanced steel and timber doors engineered for safety, compliance and long-term durability.

Who We Are

Backed by global expertise and UK-based manufacturing, we deliver tailored solutions for diverse environments through our trusted brands: Powershield, Prima, Safeguard and SMARTec. Every doorset is rigorously tested, fully certified and built to deliver consistent, reliable performance.

We offer a complete end-to-end service, from product-specific drawings and technical guidance through to manufacturing, installation and maintenance—supporting architects, specifiers, contractors and facilities managers across sectors including healthcare, education, commercial, logistics and government.

Our nationwide Service, Maintenance & Repair teams provide expert support

throughout the building lifecycle, while our accredited Fire Door Inspection service helps maintain safety and compliance. With deep technical knowledge and a commitment to continuous improvement, we deliver dependable products, efficient delivery and professional support.

We remain committed to responsible manufacturing and long-term product performance, helping clients meet both safety and sustainability goals across their buildings.

We also work closely with trade partners, supplying fully certified doorsets and providing the digital tools and support needed to deliver compliant, high-quality installations.

What sets us apart



International Partner

As part of the global ASSA ABLOY Group—operating in over 70 countries with 61,000 employees—we bring world-class expertise in access control, entrance automation, and identification technology to every project.



One of the Market Leading Providers

We are one of the UK's leading providers of door opening solutions, offering everything from mechanical and digital locks to high-security doors and smart access systems—designed to meet the some of the highest standards of safety, performance, and compliance.



High-Performance Doors

We deliver fully certified steel and timber doorsets, backed by DHF and BRE-trained engineers and a dedicated fire door inspection scheme. Our doors protect critical infrastructure including airports, hospitals, and transport networks.



Specification Expertise

Our expert team supports every stage of your project—from design to installation—offering BIM-ready packages, lifecycle cost analysis, and tailored solutions for efficient, sustainable building design.



Trusted Hardware

Our comprehensive hardware range includes mechanical locks, access control systems, fire door safety products, and hands-free solutions—trusted by institutions like Edinburgh University and NHS Trusts across the UK.



World-Class Service

From training and compliance support to maintenance and inspection, our services are designed to give you complete confidence in your door systems—whatever the size or complexity of your estate.



Openings Studio™

Our cloud-based BIM software, Openings Studio™, enables seamless collaboration across the building lifecycle—helping architects, contractors, and facilities managers design, manage, and maintain door openings with precision.



Design4Doors

Our Design4Doors service brings your vision to life with tailored door design support, finish samples, and visual mock-ups—helping you specify with confidence and align aesthetics with performance from the very start.

Every building or estate has its own needs. Finding the right product will depend on an extensive range of factors, the intended use of a building and ease of access through it, the level of traffic passing through a building, future development plans, and so on. Whatever you need, our range of high-quality support services can help. Every day, we help you experience a safer and more open world.



Working together for safer, smarter buildings

We collaborate with architects, contractors and facility teams to ensure every doorset meets the performance, safety and compliance needs of modern buildings. Our trusted expertise supports confident decision-making at every stage of a project.

Putting quality and service at the heart of every project

With UK-based manufacturing, certified products and dedicated support services, we deliver reliable solutions designed to perform. Our commitment to quality, clarity and long-term partnership ensures better outcomes for clients and end users alike.



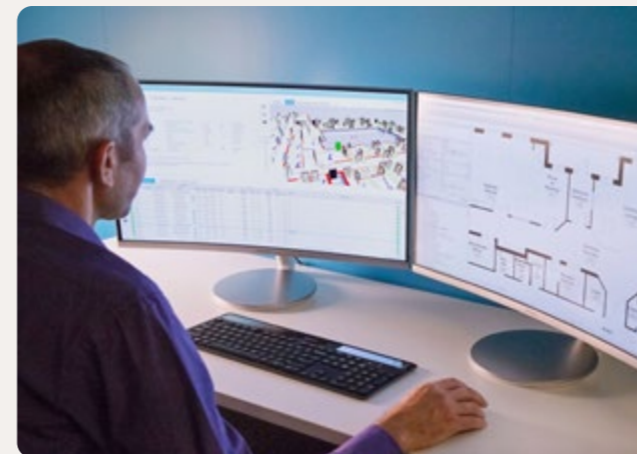
Tailored services for every project

Every project has different needs. Our tailored services combine technical support, specialist expertise and practical guidance to help you design, deliver and maintain high-performance door solutions. Across specification, project delivery, training and aftercare, we provide clear, consistent support at every stage.



Architectural specification

- Help you create compliant and accurate schedules.
- Prepare specification briefs and streamline the process to help mitigate potential risk.
- Design complete door opening solutions for all applications and security requirements.



Project management, design and construction

- Complete technical support service tailored to your project needs.
- Support day-to-day practical demands of your environment.
- Translate architectural design and performance expectations into reality.



Training courses

- RIBA-accredited training provider offering individual or combined CPD courses for architects.
- Deliver product training and education programs tailored to your specific needs.
- Share knowledge and expertise to give you a competitive edge.



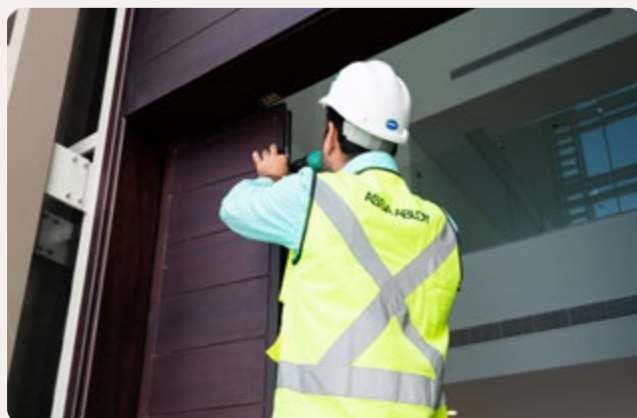
Testing & Accreditation

- Integrity, ingenuity, and innovation—meeting the highest technical standards.
- Custom-built UKAS performance testing laboratory.
- All products independently tested with third-party accreditation.
- In-house facilities ensure consistent quality and compliance.



Master Key Consultancy

- A suite for every scenario, no matter the size or scale of your site.
- Patented protection with unique features for greater security and authorised key cutting.
- Enables buildings to satisfy security and access needs with greater control.



Service & Maintenance

- Aftersales solutions for end users and facility management companies.
- UK-wide coverage for fast, reliable support.
- Maintenance contracts include regular inspections, priority calls, and discounts on repair work.



Fire door inspections

- Regular inspections to ensure health and safety compliance.
- Digitised fire door inspection software via mobile app for accurate reporting.
- Identify potential issues impacting safety and performance.
- Provide detailed reports with advice and recommendations for improvements.



Surface repairs

- Expert solutions to restore and protect your doors.
- Repair scratches, dents, and surface damage for a professional finish.
- Revive coatings and finishes for a like-new look without costly replacements.
- Ensure compliance with fire and safety standards where applicable.

Built on trust & expertise



Global expertise

Decades of proven leadership in access solutions worldwide



Trusted security

Reliable, certified solutions built to protect people and places



Smarter innovation

Technology that enhances safety, efficiency and user experience



Support that lasts

Guidance, service and care throughout every stage of your project



Delivering confidence throughout the door lifecycle

Expert service, accredited inspections and responsive repairs to keep doors safe, compliant and performing.

Empowering safer, smarter buildings—with support built for trade partners



Proactive service & maintenance

Planned servicing and responsive repairs help maintain door performance, reduce downtime and extend asset life.



Certified inspections

Accredited fire door inspections provide clear, auditable evidence of compliance and performance.



Digital visibility

Inspection records, service history and updates are captured digitally to support compliance and informed decision-making.



Responsive support

Direct access to experienced service teams ensures timely advice and expert assistance when issues arise.



Expertise you can rely on

Our Service, Maintenance & Repair teams provide practical support and clear guidance to help manage door performance confidently — from day-to-day operation to long-term compliance.

Supporting confident,
compliant door
performance throughout
the lifecycle.

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