

## **PLANNED MAINTENANCE PROGRAM**

### **OVERVIEW:**

The purpose of a Planned Maintenance program is to establish routine maintenance for all your Door and Dock Equipment while providing day-to-day and emergency service as needed. A PM program will extend the life of your product.

We do not expect to eliminate all problems relating to your Door(s) and Dock Equipment, however, we do expect to decrease the volume of problems significantly. This will be accomplished through periodic inspections including proper lubrication and adjustments as detailed on the following pages.

As a property owner/manager, you are conscientious of the need for security provided by your Equipment and need it to be reliable. Having a Door out of operation normally results in the necessity for you to hire additional security, calling in an after-hours service call, or leaving your building unsecure. Consequently, it is essential that the Equipment be properly maintained to minimize down time.

In order to maximize the efficiency of this program, we will establish a priority file for your firm. This file will contain the following information:

- (A) A detailed record of your Company information, including billing and contact information.
- (B) A detailed map of your facility indicating actual locations of each Door/Operator and/or Dock Equipment with corresponding Door numbers as assigned by your firm or our personnel. This will simplify communications when requesting day-to-day or emergency service. If you have multiple job locations under this program, a map will be created for each location.
- (C) Actual specifics regarding each piece of Equipment, such as size, type, manufacturer, etc. This will enhance our ability to respond to your needs promptly with appropriate personnel, equipment, and parts to resolve the issue.
- (D) A detailed record of all routine inspections, results, and actions taken. A copy of each report can be mailed with the Invoice if requested.
- (E) All proposals sent for any additional work found needing to be done while performing the routine inspections.

Along with the PM program, your company will also receive our discounted service rate for day-to-day service calls and after-hours/emergency service calls.

Experience has proven that periodic Planned Maintenance and careful inspection can reduce both down time and repair expenses while extending the useful life of your equipment.

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### **SCOPE OF WORK:**

The Planned Maintenance program for Sectional Door(s) will include the following:

- (1) Inspect condition of sections. (level adjustment and operation)
- (2) Check and adjust hinges and other face hardware as needed.
- (3) Inspect cables for excessive wear or stress.
- (4) Check jamb brackets or reverse angle for secure mounting to jambs.
- (5) Check chain hoist for operation, proper mounting, and lubricate as needed.
- (6) Inspect back hanging for proper mounting and proper alignment.
- (7) Check Locking Mechanisms, if applicable, for proper operation.
- (8) Lubricate and inspect rollers, bearings, springs, hinges, tracks, and any other moving parts as needed.
- (9) Check and adjust spring tension as needed.
- (10) When applicable, check bottom seal, side seal, top seal, and any other type of weatherseal for wear and tear, general deterioration, and proper mounting.

The Planned Maintenance program for Rolling Steel Door(s) and Grille(s) will include the following:

- (1) Inspect condition of curtain. (level adjustment and operation)
- (2) Check and adjust spring tension as needed.
- (3) Check endlocks and/or windlocks for wear or damage.
- (4) Check guides for damage and mounting to jambs.
- (5) Check all sprockets for proper alignment and tightness as well as tooth wear.
- (6) Check drive or spur gears if applicable.
- (7) Lubricate and inspect all bearings, guides, and all other moving parts as needed.
- (8) When applicable, check bottom seal, side seal, top seal, and any other type of weatherseal for wear and tear, general deterioration, and proper mounting.

The Planned Maintenance program for Electric Operator(s) will include the following:

- (1) Inspect condition of complete Operator Assy.
- (2) Check actual mounting of Operator to wall or ceiling.
- (3) Check actual mounting of Operator to Door. (Drawbar arm, coupling/shaft assy, or sprocket/chain assy)
- (4) Check all other sprockets and chain for proper alignment and tightness as well as tooth wear.
- (5) Check Belt if applicable for wear and tear.
- (6) Check all internal electrical components for proper operation and visible signs of wear and tear.
- (7) Inspect Brake System, if applicable.
- (8) Check internal wires for wear and tear.
- (9) Inspect limit assembly for proper settings and wear and tear.
- (10) Inspect disconnect system and chain hoist system if applicable.
- (11) Test operation of Operator.
- (12) When applicable, inspect all controls and safety equipment, including push-button stations, key-switches, safety edge systems, photo-cell systems, radio equipment, loops, timers, etc.
- (13) Check low voltage wires for controls for proper installation and wear and tear.

Other types of Doors and Dock Equipment can also be included into the PM program.

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### **TERMS AND CONDITIONS:**

- Holt Door Systems, Inc. shall not be liable for specific, incidental or consequential damages or losses caused by any acts beyond the reasonable control of Holt Door Systems, Inc. or the misuse and/or abuse of the Doors by others.
- It is understood that this agreement does not cover electrical or structural problems beyond the actual Door units.
- The program covers normal maintenance limited to routine adjustments, lubricant, and incidental fasteners or job supplies. It does not specifically include any replacement parts or the labor required for replacement or installation, if required after inspection. Your company will be notified of any recommendations with regard to replacement parts. Authorization by your company will be needed for any recommendations.
- All Product (Parts and/or Assemblies) will include a \_\_\_\_\_ % discount on all Invoices.
- Work performed under this agreement will be accomplished during normal working hours of 8:00 – 4:30 at a special rate of \$\_\_\_\_\_ per hour. All PM work will be scheduled ahead of time and your company will be notified before our arrival.
- Day-to-day service calls will be performed during normal working hours of 8:00 - 4:30 at a special rate of \$\_\_\_\_\_ per hour. All Day-to-Day service will be scheduled on a as needed/first come basis. In some cases, same day service will be able to be scheduled. Unless previously arranged, however, day-to-day service is not required to be same day.
- After-hours/Emergency service will be performed as needed after normal working hours at a special rate of \$\_\_\_\_\_ per hour. This includes night work, weekend work, and holiday work.
- Time billed will include drive time to the job location for PM and Day-to-day service. After-hours/emergency service will be billed portal to portal.
- All service calls will include at least a \$\_\_\_\_\_ fuel service charge. Prices subject to change due to the fluctuating fuel costs.
- Cost for any Equipment rental, usage, and delivery may be charged to any service call.
- Routine PM Program will be performed on a Quarterly basis, unless otherwise stated by your company.
- Unless otherwise stated, all pricing is subject to change at any time and for any reason.
- Service will not be rendered under this agreement in any case the customer has a past due account.
- It is agreed that either party will have the right to cancel this program with (30) days written notice.
- This agreement shall not become effective until the Doors and/or Equipment has been inspected by Holt Door Systems, Inc. Once all the paperwork, job-site documentation, and door/operator spec documentation have been completed, a copy will be given if requested by the Customer.

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**ACCEPTANCE:**

The above prices, specifications, and conditions are satisfactory and are hereby accepted. Work is authorized to begin at once. Payment for any services rendered will be made according to Customers pre-arranged payment terms. If no terms have been established, payment will be due at time of service.

Date \_\_\_\_\_ Signature \_\_\_\_\_  
Title \_\_\_\_\_  
Company \_\_\_\_\_

Billing Address \_\_\_\_\_ Job Location \_\_\_\_\_  
\_\_\_\_\_ (if different) \_\_\_\_\_  
\_\_\_\_\_ City, State, Zip \_\_\_\_\_  
City, State, Zip

\_\_\_ I have multiple Job Locations that need to be under this PM program.  
*(If checked, please attach a list of each location including job location name, physical address, city, state, zip, contact person, and phone number)*

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**TO BE FILLED OUT BY HOLT DOOR SYSTEMS, INC.**

\_\_\_ Customer is already an established customer with Holt Door System, Inc.  
> Payment Terms: \_\_\_\_\_  
\_\_\_ Customer is not an established customer with Holt Door Systems, Inc.  
> Credit Application Sent? (Initials) \_\_\_\_\_