



# DORMA AUSTRALIA PTY LTD PROJECT MAINTENANCE MANUAL

**Project:**

**Fabricator:**

This manual covers the following DORMA Automatic Door equipment:

**) DORMA Series Operator  
Serial No:**

The DORMA Automatic door operator is manufactured at our Melbourne factory which enables us to offer comprehensive back-up and support service on all our operators.

In regional areas the automatic door operator is supported by a network of authorised service agents.

DORMA Australia have implemented a Quality System and as a result from our commitment to the quality of our product and level of after sales service there are now over 15,000 Australian made DORMA Automatic door operators in Queensland and northern New South Wales.

DORMA Australia Pty Ltd  
Queensland State Office  
ABN 14 067 969 466  
ACN 067 969 466  
Electrical Contractors No. 55515

44 Harries Road  
Coorparoo, Qld 4151

Telephone (07) 3394 6800  
Fax (07) 3394 2953  
Email [qldsales@dorma.com](mailto:qldsales@dorma.com)  
[www.dorma.com.au](http://www.dorma.com.au)

Electrical Licence No. 55515  
Expiry: 1/3/17

# DORMA AUSTRALIA OPERATOR WARRANTY TERMS AND CONDITIONS

1. The company warrants that the DORMA automatic door operator will, upon delivery or installation and commissioning by the Company, as the case may be, be free from defects in material or workmanship for a period of twelve (12) months labour and two (2) years parts, from the date of invoice (original invoice if more than one issued). An extended parts warranty to five (5) years can be offered with a service contract/agreement in place after the first 12 months. The DORMA EL301 & AL401 operator shall be covered by a 10 year warranty on the motor, gearbox and lock when serviced in accordance with AS5007 (reference Appendix E, paragraph E2.2)

If such defect appears within this period, the Company, at its discretion, will repair, replace or issue credit based on an equitable adjustment in price to the Purchaser. Replacement parts or product will be furnished on an exchange basis and will be either reconditioned or new. All defective parts will be returned to the Company and will become the Company's property. All warranty repairs will be carried out during normal business hours (8am – 5pm Mon-Fri, excluding Public Holidays). Should repairs be required outside these hours, the Company reserves the right to claim from the Purchaser, the prevailing overtime penalty rate for the duration of the repairs including traveling time if relevant.

An extended parts warranty is available upon acceptance and implementation of a Service Maintenance Program with the Company.

2. These express warranties will only apply if:
  - ❖ The Company is notified, in writing, within fourteen (14) days of the discovery of any relevant defect
  - ❖ The Company is satisfied that after the delivery, the product has been properly handled, carried, installed, stored, used and maintained and that the Purchaser has complied with any applicable recommendations of the Company and that the product has not been altered or modified in any way by any person
  - ❖ The product is adequately maintained and serviced by the Company or its nominated agent during the warranty period.
3. In addition to the general exclusions contained above, the Company will not be responsible for the non-performance of, malfunction of or damage to any product and installation supplied to the Purchaser arising from:
  - ❖ Malicious interference caused to the product of its installation
  - ❖ Storm, tempest, flood, fire, earthquake and other acts of God
  - ❖ War, invasion, act of foreign enemy, hostilities, civil war, rebellion, revolution or insurrection, military or usurped power
  - ❖ Modification or interference to the equipment by the Purchaser or the Purchaser's behalf without the written authority of the Company
  - ❖ Abnormal variations in or to the electrical power supply
  - ❖ Failure of ancillary equipment, not part of the product
  - ❖ Fair wear and tear

Any cost of expense incurred by the Company in detecting or rectifying such non-performance, malfunction or damage so caused will be borne by the Purchaser.

4. AS5007 requires servicing and safety checks of the equipment on a quarterly basis. This can be arranged with the Service department on 07 3394 6800.

**B.C.A. & STANDARDS CERTIFICATION  
AUTOMATIC SWING DOORS.**

**PROJECT:  
Serial No:  
Commissioning Date:**

In relation to the automatic door equipment as supplied by ourselves to the project, we wish to confirm that the door operators comply with the following:-

- Australian Standards AS3000
- Building Code of Australia, Section D2.19 (b) (IV) Doorways & Doors forming part of a required exit.
- Building Code of Australia, Section D2.21 "Operation of a Latch".
- F.I.B. compatible (interfacing by others)
- EMC compliance to AS4251.1 (1994) "*Electromagnetic Compatibility (EMC) – Residential, Commercial and Light Industry*".

**Building Code of Australia:-**

Section D2.19 Doorways & Doors forming part of a required exit.  
Section D2.20 Swinging Doors  
Section D2.21 Operation of a Latch

**FAILSAFE / LOSS OF POWER OPERATION**

The operator can be operated manually with a force of less than 110nm under power-fail conditions when operating in the unsecured-automatic mode. When the power is restored the door system returns to the original function mode.

This equipment conforms to the requirements of Building Code of Australia, Section D2.19, D2.20 and D2.21

Yours faithfully

**David Farrell**  
**QLD STATE MANAGER**  
**DORMA Australia Pty Ltd**

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## ASSISTANCE PROCEDURES

**Your new DORMA Automatic Door Operator comes with a full 12 months warranty on labour and 2 years on parts.**

**Therefore, should you experience a service problem or a breakdown simply call -**

**Service Department**

**(07) 3394 6800**

**(1800) 817456**



## WHO'S WHO AT DORMA QUEENSLAND

WE APPRECIATE THAT YOUR TIME IS VALUABLE, BEING ABLE TO CONTACT THE RIGHT PERSON FOR THE RIGHT SOLUTION - WILL MAKE YOUR JOB EASIER.

### DORMA FABRICATOR SALES CHANNEL – AUTOMATICS & GLASS PRODUCTS

<b>SALES ENQUIRIES:</b>	<b>3394 6868</b>	<b>1800 113 434 (Regional)</b>
<b>SALES EMAIL:</b>	<a href="mailto:qldsales.australia@dorma.com">qldsales.australia@dorma.com</a>	<b>SALES FAX: 3394 2953</b>
Grant Butler	0419 730 845	Sales Consultant
Tony Bullen	0438 394 044	Sales Consultant
Perry Grosvenor	0400 883 768	Sales Consultant
Dion Buddle	0403 346 603	Sales Fabrication Consultant
Robert Friedland	0457 040 441	Architectural Consultant
Natasha Foulagi	3394 6842	Internal Sales Coordinator
Rodney Lean	3394 6867	Internal Sales Coordinator

### AUTOMATIC OPERATOR COMMISSIONING / INSTALLATION BOOKINGS

<b>TELEPHONE</b>	<b>3394 6844</b>	<b>1800 817 456 (Regional)</b>
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### ADMINISTRATION

<b>TELEPHONE</b>	<b>3394 6800</b>	<b>FAX 3394 2953</b>
David Farrell	0418 733 081	Queensland State Sales Manager

### FOR SERVICE / RECOMMISSIONING / QUOTE UPGRADES

<b>SERVICE ENQUIRIES</b>	<b>3394 6800</b>	<b>1800 817 456 (Regional)</b>
<b>SERVICE EMAIL:</b>	<a href="mailto:qldservice@dorma.com">qldservice@dorma.com</a>	<b>SERVICE FAX: 3847 8599</b>

#### Queensland Service Manager

<i>David Penfold</i>	0419 027 373	david.penfold@dormakaba.com
<b>Programmed</b> Commissioning		
<i>Eric Hay</i>	3394 6844	eric.hay@dormakaba.com
Commissioning - Supervisor		
Nick Coupe	0438 369 957	nick.coupe@dormakaba.com
<b>Reactive</b> Service Repair & Quoted Works		
<i>Amanda Laing</i>	3394 6800	<a href="mailto:qldservice@dorma.com">qldservice@dorma.com</a>
<b>Service Sales</b> enquiry		
<i>Mike Smith</i>	3394 6800	qldservice@dorma.com
<i>Natasha Dermondy</i>		
<b>Service Sales</b> Preventative Maintenance		
<i>Shirley Stoodley</i>	0418 880 523	shirley.stoodley@dormakaba.com

### COMPANY ACCREDITATIONS & LICENSES



**Certification – Australian Standards Accredited to AS5007 Section 4.6 (attach to Glazing Certificate)**

**Exova Warrington is the only NATA Accredited AS5007 Testing Agency in Australia (as of 1/1/2013)**

**AL401/301 – 10 Year Warranty on the Motor Gearbox when serviced in accordance with AS5007**

**AL401/301/ES200 Series – NATA Accredited to 1 Million Cycle Endurance Tested & Certified**

BCA Compliance to Section D2.19 Doorway & Doors, and D2.21 Operation of a Latch

Security Construction & Equipment Committee Tested & Endorsed (SCEC)

EHS & OHSE Compliant, ASICS Security Accredited

DORMA is National Code of Practice Compliant

Fully Qualified Licensed Electrical Technicians

Qld Blue & NSW White Safety Card Inducted

Electrical Contractors License No: 55515

AADIF / ASOFIA / GAAQ Members

www.dorma.com.au