



DOCK AND DOOR

PRODUCTS AND SUPPORT SOLUTIONS



PENGATE

DOCK & DOOR DIVISION

A **RAYMOND** COMPANY

DOCK & DOOR PREVENTATIVE MAINTENANCE PROGRAMS

Our dock and door specialists will take the necessary time to fully understand your unique service requirements and provide you with a preventative maintenance program that's custom-tailored to your needs.

FREE, COMPREHENSIVE ON-SITE SURVEY



Take advantage of our free on-site survey to assess your service needs and equipment requirements in order to provide you with a comprehensive overview of the following:

- Products in your facility, their usage, and an assessment of their working condition
- Common parts known to fail on your equipment
- Site-access information, contact details, and invoicing requirements
- Scheduling concerns to ensure maintenance is carried out on the dates/times that suit you

Simply put, we'll do all the upfront work needed to prevent any potential headaches in the future, allowing us to provide you with the most quick and efficient dock and door service possible.

COMPETITIVE QUOTATION AND KEY PROGRAM HIGHLIGHTS

Each competitive quote outlines the on-site survey research we collect to pinpoint and identify the following:

- Covered products and recommended parts to stock for minimized equipment downtime
- Recommended safety concerns for you to immediately address
- Response times, agreed rates, and recommended Preventative Maintenance intervals based on usage and compliance requirements

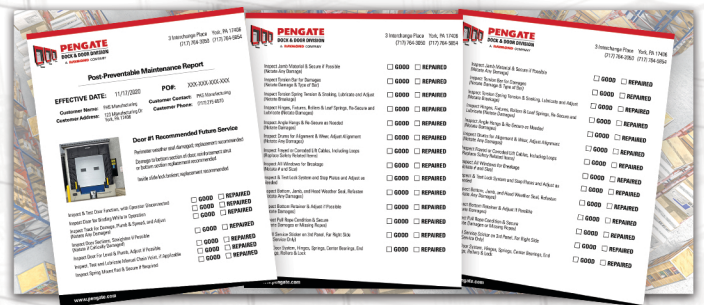
Our service trucks are fully stocked with the quality parts needed to serve you as efficiently as possible!

With our Consented Work and Repairs policy, we'll provide a quotation detailing suggested action items if major defects or recommended service is found. No repairs will be performed without your direct authorization.

PREVENTATIVE MAINTENANCE BENEFITS

- Documented reports and running history of service for your dock and door equipment
- Reduced downtime and increased productivity
- Safer work environment, smoother operations, and full safety and legal compliance
- Complete budgetary control, lower service costs over the lifetime of products, and tracked costs
- Extended life of your dock and door products
- Identification for when dock and door product replacements are required
- Consolidation of vendors for all material handling and dock and door needs

POST-PREVENTATIVE MAINTENANCE REPORTS



Communication and transparency are important to us. After each Preventive Maintenance interval, we'll provide you with the following information for each product:

- A detailed checklist outlining which components were inspected, adjusted, or lubricated
- An outline of our recommended service and safety concerns
- In-depth status updates on the overall condition of your products

After each visit, we'll record the above findings, review, and ensure our recommendations offer you the best value for your unique needs. Our goal is to help you evaluate when it's better to replace vs. repair based on your service history.

24/7/365 EMERGENCY EQUIPMENT REPAIR SERVICES

We're ready to serve you anytime an emergency repair is needed. Our guaranteed same-day service and after-hours emergency repair service team will quickly repair your equipment to maintain your productivity.



BENEFITS OF USING OUR EMERGENCY REPAIR SERVICES

- Custom Preventative Maintenance programs and Fire Drop Door Testing
- Free, no-risk surveys and estimates
- Proficient mechanical, hydraulic, and electrical troubleshooting
- Fully trained and certified technicians
- Service trucks are stocked with parts for same-day diagnosis and repair
- Professional service and reduced downtime
- Friendly, professional, and knowledgeable staff for superior customer service
- Centralized dispatching and efficient invoicing

FULLY STOCKED DOCK AND DOOR SERVICE TRUCKS



95% of all Pengate service repairs are completed on the very first call thanks to service trucks that are fully stocked with the parts and equipment needed to ensure quick action when your dock or door equipment fails:

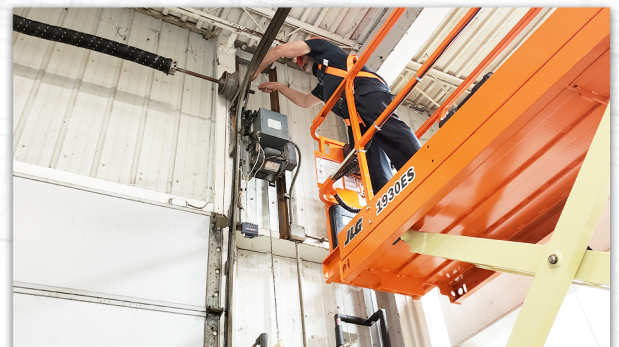
- A variety of springs for on-the-spot repairs; no spring blocking
- Thousands of OEM and heavy-duty replacement parts
- A welder for dock plate and other necessary repairs
- Weather and brush seals to keep your gaps light tight

COMMITMENT TO HEALTH AND SAFETY STANDARDS

We know protecting your product, equipment, and workforce is important to your business and its livelihood. That's why our dock and door specialists are fully dedicated to practicing and maintaining only the highest level of safety protocols and PPE requirements, including adopting your operation's unique safety needs and facility procedures.

Our technicians are required to maintain proper certification and training standards as mandated by the dock and door industry, and we'll also help you maintain required equipment safety compliance too.

Our team is trained to utilize aerial lifts while working on your equipment and is certified in NFPA-70e, confined-space, and UL-325 requirements. You can depend on us to provide a safe, fast, accurate, and cost-effective maintenance program that's guaranteed to not only facilitate your business continuity, but aid in your compliance with relevant, local legislation too.





HEAVY-DUTY SECTIONAL DOORS

- Single, double or triple layer insulation
- Replacement sections available for unforeseen forklift accidents
- Different track and hardware options to suit your specific needs
- Full-view aluminum heavy-duty doors available too



HIGH PERFORMANCE DOORS

- Ideal for high-traffic areas
- Breakaway design for reduced repair costs
- Multiple options for safety and security
- Increased productivity with most doors opening at 100 inches per second
- Food/pharmaceutical, cold storage, rubber and spiral doors available



ELECTRIC DOOR OPENERS

- Trolley rail design
- Jackshaft wall mount design
- Hoist wall mount design
- Gearhead rolling steel mount
- Safety devices to limit injury liability



SECURITY GRILLES, FIRE AND ROLLING STEEL DOORS

- Durable, heavy-duty rolling door option
- Added security and low cost of ownership
- Fewer moving parts than traditional doors
- Favored in severe environments and wide range of materials and configurations



DOCK SEALS AND SHELTERS

- Comprehensive product offerings
- We'll help select the right seal or shelter for your facility and operation
- Enhanced energy conservation with the proper seal or shelter selection

DOCK LEVELERS

- Durable mechanical pit levelers
- High-quality hydraulic pit levelers
- Air-powered pit levelers
- Edge-of-dock levelers

TRUCK RESTRAINTS AND CONTROL SYSTEMS

- Added safety on busy loading docks
- Manual, hydraulic and electric variations
- Engages rear-impact truck guard to limit potential injury liability

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