

SERVICE AND MAINTENANCE

Always ready for you!

The door is a faithful companion in our lives.

*We do not think about it often, although it
often raises expectations, invites smiles, protects
our home and sweet little secrets.*

*Who will enter or where the path will lead us
once we cross the doorstep?*

*Who will we open the door widely to, and
when will we leave it tightly closed?*

*The door is opportunity and hope. It is
decoration, invitation, and path. The door is
a part of life!*

HÖRMANN



A low-angle photograph of a blue corrugated metal building facade against a bright blue sky with scattered white clouds and a sunburst effect at the top. A large, dark blue rectangular sign is mounted on the building, featuring the Hörmann logo in orange and white text.

HÖRMANN
Tore • Türen • Zargen • Antriebe

Matjaž
We create greetings

The company Hörmann is one of the leading providers of external and internal doors, doorframes, and door operators in the world. This family-owned company presently employs over 6000 people, it has more than 50 subsidiaries, and numerous contract retailers in 30 world countries.

Their operation is based on the slogan “Quality without compromise”. Therefore, a number of satisfied users of their products is increasing. In addition to quality products and production processes, the family-owned company Hörmann is also recognized for awareness of responsibility for following generations. A responsibility for associates, Hörmann products, natural resources, and our environment. Today we face this responsibility more than ever before.

Hörmann products and their production processes, as well as the entire organization are constantly in the process of development and under continuous control. To the same extent this applies to quality, energy efficiency, environment, as well as safety and health at work. All Hörmann associates contribute to common objectives within the overall quality management, environment, energy, and safety programs at work in accordance with DIN EN ISO 9001, 14001, 50001, and BS OHSAS 18001.



matjaž
Ustvarjamo pozdrave



Matjaž
We create greetings

We create greetings



Dear users of the Hörmann door,

„Among other things, in the encyclopaedia, it is stated that one of the ideological bases of modern social states is a belief that people can be happier by providing them better living conditions. And exactly this is our mission. To make your, our dear customer's, life easier with Hörmann products and Matjaž's service.

The purchase of the door is only the beginning of our cooperation, since it is our responsibility and obligation to be here when you need us.

Every day of the year, 24 hours a day, if something breaks down, is damaged, or just preventively, we perform a maintenance check. As you will read in the following pages of the service catalogue, we have an exceptional service and maintenance team.

Dear customers and users of Hörmann doors, I hereby personally guarantee that our associates are professionally qualified, flexible, friendly and completely dedicated to the Matjaž company and the Hörmann brand.

We regularly attend internal education courses, communication training, we test associates' knowledge, and implement joint education and training at the Hörmann Group.

We are looking forward to your call, email, message, or visit to make your day happier!”

Primož Oset, general manager



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We create greetings

We are here for you



"I am happy to be a part of a great satisfied family of the company Matjaž. The service department in our company is the last one in the chain of departments that has contacts with a customer, and one of the key departments according to which the customer decides to buy a door from our company. From the very beginning, the company Matjaž builds its after-sale activity by putting effort into the improvement of the services and meeting the needs of its customers together with the service and maintenance department. Therefore, we continuously educate at the company's headquarters with the help of our own technologists and at our supplier Hörmann in Germany. The service department has 12 service vehicles equipped with all essential equipment and spare parts, which enable us to finish the service during our first visit to a customer in 90% of the cases."

Uroš Vidali, Head of service and maintenance

With the company Matjaž you do not have to worry – with creative solutions, high quality products, and professional services we guarantee the most pleasant views of the residential and business facilities.

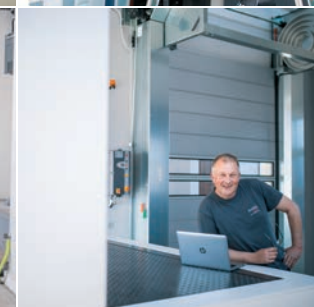
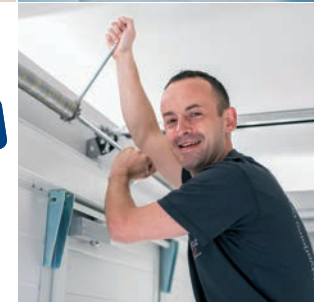
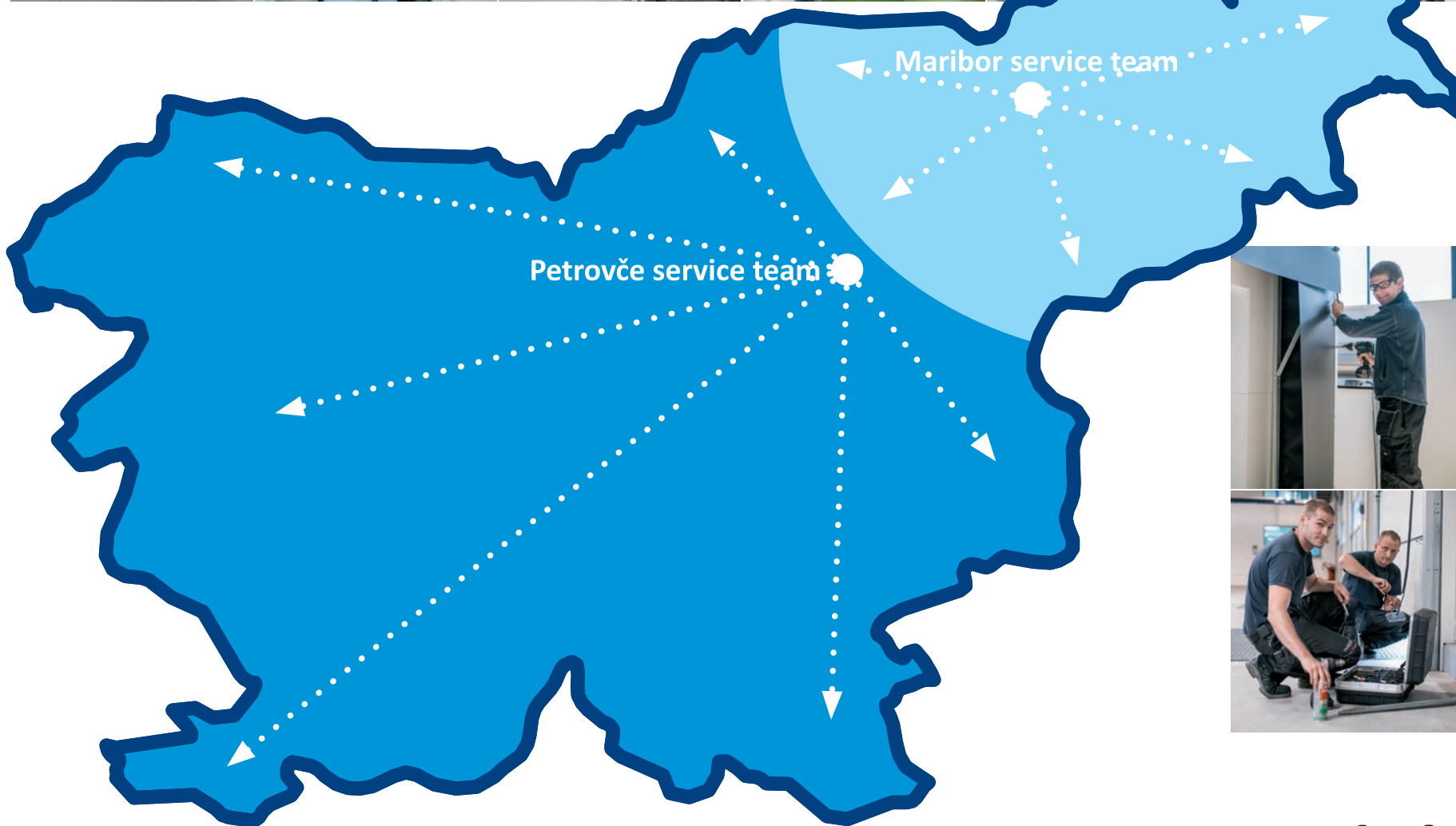
We are always with you, from the first drafts, when we help you with advising and assistance in the selection of the most suitable solution for you, to the measurements, project coordination, quality installation, and what is especially important for the life expectancy of your door, we remain present also after the door is already installed, in the form of service and maintenance.

Service in a place where you need it

In addition to the maintenance agreement, you can also order individual services, such as service works and repairs.

In regard to urgency, we prepared different service conditions for you:

- In the case of a "usual" service order, we will perform it within a maximum of three working days on location itself;
- If you need urgent assistance, for example in case of damaged door, we will perform service within a fast order in a period of 24 hours;
- In case of urgent situations, we will react immediately. In this way, your door or systems of loading technology will again soon be ready for use. This will prevent long interruptions and negative consequences for the production process.



Matjaž
We create greetings

Fast and close



“Every best device or machine also needs regular maintenance or service in case of damage or breakdown of an individual element. In the service department, we therefore strive to always stock the most frequently-used spare parts, professionally qualified repairers, strong team in the office, and uniquely organized on-call duty at Matjaz’s business unit in Petrovče 24 hours a day 7 days a week. In addition, our repairers have all the necessary tools in their vehicles, as well as all other material, such as remote controllers, receivers, various protective elements for industrial doors, hinges, wheels, clutches, flanges etc. As the service organizer, I take care of coordination of your wishes with our possibilities, and therefore help to ensure the simple and safe use of our products in the shortest possible time.”

Tomaž Kričej, service organizer

Maintenance teams and equipped service vehicles

Excellent- and professionally-qualified service teams equipped with service vehicles with professional equipment are ready for you 24 hours a day, 7 days a week for performing repairs and maintenance of Hörmann products.



**Every day
24 hours
Accessibility
24 hours
Readiness**

You can call hotline service number

031 / 613 - 922 or write to servis@matjaz.si.

During workdays we are also available on the following phone numbers:

- BU Petrovče: 03 / 71 20 602 (616)
- BU Maribor: 02 / 48 00 242





“As the owner and user of the Hörmann products, first we want to offer you comfortable use with minimal breakdowns or damages. In case they occur, know that there is a well-qualified service team behind the products, which is equipped with vehicles that are stocked with basic spare parts, meaning that most of the breakdowns are eliminated already at first visit. In case of more demanding projects, there are two technologists in the team, who in cooperation with the entire team, find a solution also for the most complicated situations. In the company Matjaž, we provide quality spare parts and rapid and quality services. Since we want to extend the life expectancy of our products, we offer you favourable maintenance checks, on the basis of which we timely discover possible wears and similar, and thus reduce larger and more extensive breakdowns and repair costs.”

Boštjan Kovačec, service organizer

There is always something that can be damaged

A fork-lift lorry can drive into the door of warehouse production hall. A typical example requiring fast assistance. A call is enough. Repairers from Matjaž arrive and your door will be repaired.

Without long waiting for spare parts

Hörmann spare parts are available in the shortest possible time. We have plenty of spare parts in stock. Did we convince you? We will prove you it is worth it.

Fast with you

In keeping with the order type, we respond quickly and adapt to you.



Siliko d.o.o., Vrhnika



TEŠ d.o.o.



Lidl d.o.o.

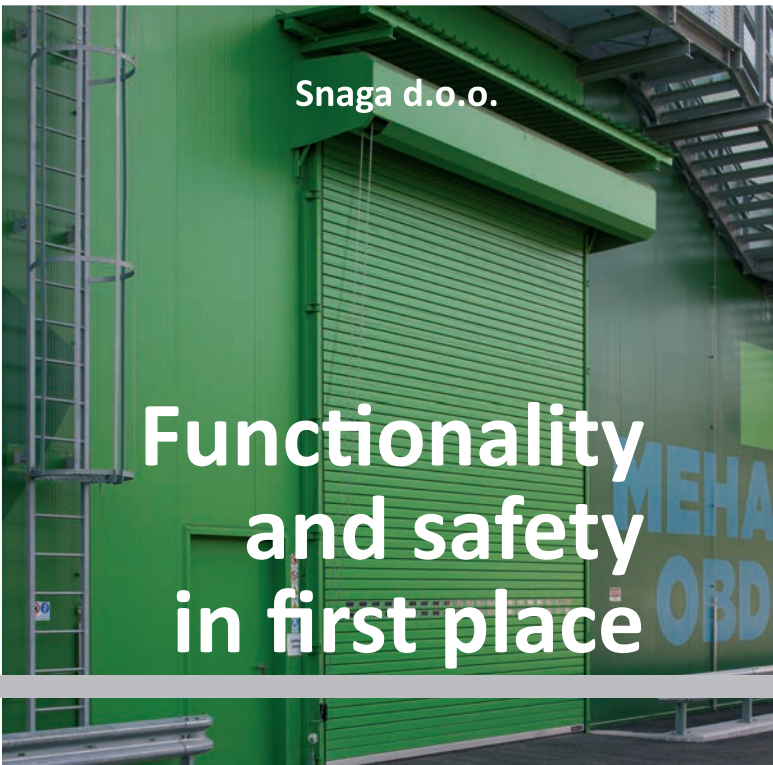


NOVEM Car Žalec



Koper Fire Brigade

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We create greetings



Snaga d.o.o.

Functionality
and safety
in first place



“Advertisements and brochures present all products, not just ours, in the highest possible light. It is true that the look of the door is important, but in this case, functionality is important. In order to ensure reliable operation, one should be familiar with the door production system, use proper installation procedures, and suitable settings. Cooperation with a supplier and following instructions is of crucial importance. Only in that way, our door will reliably maintain its purpose for a long time.”

Bogdan Turnšek, technologist

Safety of the heavily loaded components begins with the manufacturer. For Hörmann industrial door, loading technology and fire protecting door, reliable operation is the highest priority. It is reflected in numerous details that often exceed the required safety standards.

However, the user must also consider legal obligation of testing*. Motor-powered industrial doors, systems of loading technology, and fire-resistant equipment must be tested by a professional (professionally qualified person) at least once a year.

Therefore, protect yourself with a maintenance agreement, which you can conclude with the company Matjaž. You can expect the following from the maintenance agreement:
establishing the actual condition of the operating equipment based on a carefully-performed check. This condition is checked and compared to the prescribed condition, also the necessary maintenance works are performed, such as settings or lubrication and similar works. In case of the existing malfunctions in operation, the equipment is again made operable with repair or replacement of the damaged assembly or part.

Only undamaged, professionally-maintained equipment ensures the smooth course of the production processes and safe traffic paths.

* According to Hörmann manufacturer, the test must be performed at least once a year or in regard to number of opening/load.



Matjaž
We create greetings

Don't worry
we take care
of your door

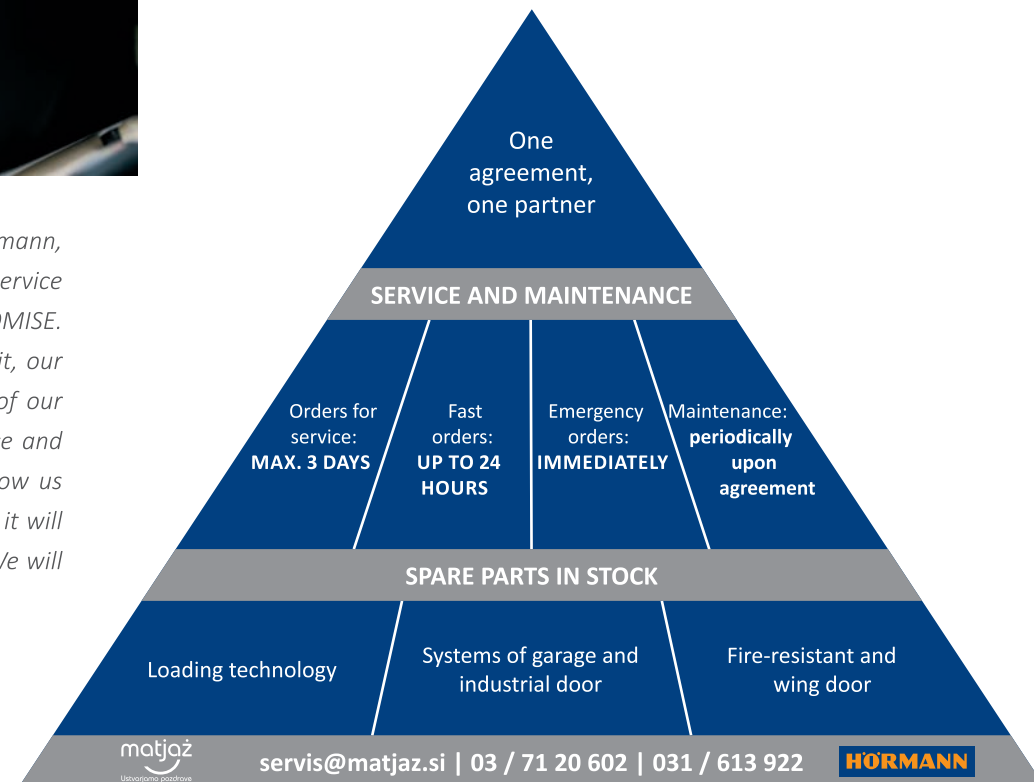


*“As the representative of the Europe’s leading door provider, the company Hörmann, we always aim to follow their values also at our company. We are pleased to service the products for which the manufacturer says **QUALITY WITHOUT COMPROMISE**. Even after we excellently advise you for a quality product, sell it, and install it, our concern for the door is not finished. Since we are aware that the sincerity of our greeting depends on the entire service, we especially focus on regular service and maintenance of our products in order to help you with undisturbed use. Allow us to maintain your door, because we want you to use it with pleasure and that it will always operate flawlessly. Let our professional team take care of your door. We will be grateful for your trust.”*

Sanja Dominkovič, maintenance organizer

Let maintenance become our concern

We will maintain all garage and industrial doors, operators for garage, industrial, and entrance gates, high-speed door and fire-resistant doors, sliding doors, and systems of dock levellers of our supplier – the company Hörmann. We will immediately eliminate minor defects, which will save you from expensive repairs. In urgent situations, you can rely on our immediate service. We will make sure that interruptions of operation are as short as possible.





Systems of garage and industrial door

We maintain: The Hörmann up and over and sectional garage door, industrial sectional door, rolling shutter and rolling grills door, and high-speed door.

What works we perform: In addition to checking the general condition of the door with equipment, we also check door movement with switched-off operator, attachment of tread buses and wheels, roller brackets, roller holders, and condition of torque springs. Components are lubricated if necessary. Drive and steering are precisely tested.

Loading technology

We maintain: Hörmann dock leveller and dock shelter elements, and the loading technology of other manufacturers at your request.

What works we perform: We check the platform's working pressure during the lifting and lowering procedure in regard to speed, connection of the platform and the frame, lifting and movable cylinders and oil condition (oil should be replaced at least every five years). Protection of the hazardous area is also checked, where special attention is paid to the place where there is a risk of contusions and presence of shear forces in the field of side floor protective sheet metals. Functionality of all electrical devices is checked and possible installation damages, e.g. due to possible folding/breaking points.

Fire-resistant equipment

We maintain: Hörmann fire-resistant and smoke tight elements, fire-resistant and smoke tight steel door, sliding door, door locks, and fixed devices.

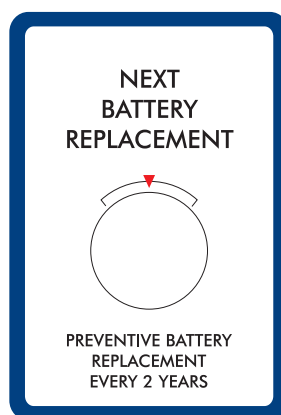
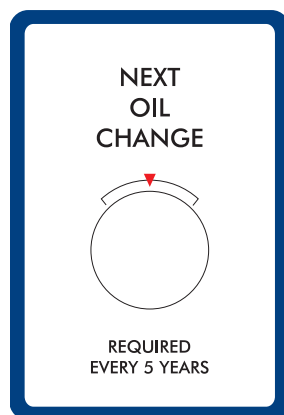
What works we perform: Control of door wing and doorframe in regard to mechanical and corrosion damages, seals in regard to damages and correct installation. We check the attachment of hinges and door locks that are reset if necessary, we check the door's safety equipment, door control devices, and the location of installation.

Conclude a door service and maintenance agreement

Matjaž
We create greetings

TRANSPARENT

ALL DOORS ARE EQUIPPED WITH LABELS FOR BETTER OVERVIEW



Extensive list of control points

A list of control points is composed on the basis of experience obtained in over 150,000 of maintenance and service works annually and is a basis for our repairers in maintenance. This represents higher clarity of the performed services for you.

History of the door

All doors are equipped with a factory order number, which enables monitoring the door from the order date to today, tomorrow etc.





BARRIER
POLE BALANCE



HIGH-SPEED PVC DOOR
CONTROL OF CANVAS WINDING



ENTRANCE GATE OPERATOR
CONTROL OF DOOR'S BALANCE



SECTIONAL GARAGE DOOR
DOOR'S SETTINGS

SAFE TRAFFIC PATHS

MAINTENANCE

FLAWLESS PERFORMANCE



ROLLING SHUTTER
CONTROL OF THE SYSTEM FOR WINDING
REGULATION



UP AND OVER GARAGE DOOR
CONTROL OF EMERGENCY OPENING SET



SECTIONAL GARAGE DOOR
SPRING TIGHTENING



HIGH-SPEED SPIRAL DOOR
SAFETY ELEMENTS CONTROL



WING METAL DOOR
FIRMNESS OF HINGES AND LOCK



DOCK SHELTER
SEALING CONTROL



DOCK LEVELLER
OIL REPLACEMENT EVERY 5 YEARS



ROLLMATIC ROLLER GARAGE DOOR
CLOSING FORCE

RELIABLE OPERATION MAINTENANCE LONGER LIFE EXPECTANCY



FIRE CURTAIN
PREVENTIVE BATTERY REPLACEMENT EVERY TWO YEARS



SLIDING FIRE - RESISTANT DOOR
CLOSING SPEED CONTROL



ENTRANCE DOOR
LOCKING MECHANISM CONTROL



WING FIRE - RESISTANT DOOR
CLOSING REGULATOR CONTROL



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We create greetings

**Experience and
knowledge**



„Our repairers and maintenance workers have excellent knowledge. They continuously upgrade it at our own seminars from the company or at training courses organized by the company Hörmann; thus, they are always up-to-date with novelties.

Therefore, they master all situations in testing, maintenance, and repairs. Numerous large companies trust technical knowledge and experience of the company Matjaž. We have excellent technical support from the supplier, who ensures us its help in possible questions in every moment.“

Aleksander Breg, technologist

Urkunde

Hörmann KG Verkaufsgesellschaft
33803 Steinhagen/Deutschland
ernennt hiermit die Firma

Matjaž D.O.O.
Petrovče 115 b
3301 Petrovče

zum offiziellen Hörmann-Händler.

Die Firma **Matjaž D.O.O.** vertritt die Firma
Hörmann
im Vertrieb der gesamten
Produktlinie, Montage und Service.

Steinhagen, 14.07.2017


ppa. Axel Becker
Geschäftsleitung Vertrieb/
Marketing International

HÖRMANN



Basic maintenance check of garage door

Every greeting has its influence. It can open horizons, create opportunities, and trigger intentions of success. Even the most common and normal greeting can make a change to our day in a proper shade of sincere feeling.

Our service family kindly greets you and your family with a basic maintenance check of garage door.

Why have a basic maintenance check of your garage door?

Because we want to ensure you the highest possible level of **safety**. This is achieved by **checking door's settings and drive**, as well as the **elimination of smaller deficiencies**.

At the same time, regular maintenance takes care of **longer life expectancy of the door**. Last but not least, consistent maintenance and following instructions can **prevent many errors and breakdowns**.

Once a year, we recommend lubrication of movable mechanical parts, such as bearings, hinges, and latches. From time to time, it is recommended to check the balance of door wing.

Our professionals do it for you.

POSITIVISM!

Honest smiles improve other people's feelings.

Laugh relaxes and heals.

SMILE DISARMS MOODINESS AND
IMPATIENCE.

SMILING

We point out errors.

First, we are honest to ourselves!

WE SHARE OUR OPINION.

We are not biased.

HONESTY

We work **correctly and honourably**, when nobody sees us. **We do not mislead.**

We eagerly tell where we work, and we always assist our colleagues. We are proud of what we make together. The company's objectives are our objectives. The word problem does not exist. Everything is just CHALLENGE.

HÖRMANN

We stand behind our actions. We do as good as possible in the given moment.

BELONGING

We believe in our path.

If we promise, we do.

We are **100%**
dedicated to the
company.

matjaž
Ustvarjamo pozdrave

RESPONSIBILITY

Approach to customers .

We separate waste. We print responsibly. We collect old paper. We collect corks. We cooperate with concern that manufactures sustainably with renewable resources.

We react to
changes.

We adapt to market conditions.

We sell doors produced in Europe.

We are continuously learning. We grow personally.

WE ARE ALWAYS LOOKING FOR
POSSIBILITIES TO GET
CLOSER TO CUSTOMERS.

We know how and we are able to react.

FLEXIBILITY

Matjaž d.o.o., Petrovče 115b, 3301 Petrovče, 03/ 71 20 600 | BU Ljubljana, 01/ 24 45 680 | BU Maribor, 02/ 48 00 141

Petrovče Service: 03/ 71 20 602, Maribor Service: 02/ 48 00 142, Service hotline: 031 / 613 922

www.matjaz.si | info@matjaz.si