



NEOS
PROTECT LTD

Door Maintenance Support & Service

A Company Dedicated to the Protection of Lives & Lifestyle








Support & Service

NEOS Protect Ltd not only provide Secured by Design Communal Entrance Doors and Screens for Housing, Educational and Commercial Applications but also offer 24/7 Door Maintenance and Call Out Facility.

We are aware of the problems facing Housing Repair and Maintenance Teams when a door fault has been reported. A NEOS fully trained engineer will recognise if the fault is related to the door, the entry system or the electronic door opener - or a combination of all three, saving both time and expense to the customer.

Pro-Active Maintenance Measures

All projects completed by NEOS Protect Ltd can provide the following:

-  12 months 'No Quibble' Parts & Labour Warranty
-  'Cradle to Grave' NEOS Protection Warranty Available
-  Bi-annual Inspection & Service Visits
-  Minimum 10 Year Guarantee on our products
-  'Whole of Life' Guarantees available

Re-Active Maintenance Measures

NEOS Protect Ltd employ experienced and qualified engineers who can resolve mechanical or electrical issues, which reduces waiting times and labour costs resulting in a quicker, more cost effective repair.



Benefits of the NEOS Protection Package

As providers of fully certified SBD Doorsets which comply to all aspects of Building Regs Part M Doc and BS8300, which can include Power Assisted Door Operators and Door Entry systems, we have the in-house knowledge to identify and repair most types of common faults without the need for additional assistance.

We offer a knowledgeable service programme which covers all interlinked components which makes the building's Access Control so important to the safety and security of all Tenants.

Our philosophy is to work with the End Clients to ensure that the installed product is exactly as all stakeholders would wish and will offer many years trouble free usage and reliable performance.

As the manufacturer & installer of Doors and Access Control Systems, you can rest assured that the support of NEOS Protect will be available throughout the term of the maintenance period.

For continued peace of mind, NEOS Protect Ltd offers a variety of maintenance packages and employs a skilled team of highly trained engineers who specialize in all aspects of Controlled Entrances plus



Warranty

For access to our services and technical helpline to discuss the Maintenance options available to you call:

0191 4380226 (Office Hours)

0772 073 8474 (Out of Hours)

Your warranty start date:

Your warranty end date:

NEOS Protect Ltd, Unit J, Felling Business Centre, Green Lane, Gateshead, Tyne and Wear, NE10 0QH

For further support you can also visit our website: **www.neosprotect.com**