

Question	Answer
Can you service any brand or type of automatic doors?	SM Doors services and repairs ALL makes, models, and types of automatic entrances.
What is the lead time for servicing an automatic door?	Scheduled preventive maintenance will occur on or before the scheduled date. A repair call-out will be attended within 24hrs. If you have a maintenance agreement with us, you can specify a maximum response time for emergency call-outs. Hospitals, for example, will be attended within 2 hours.
What is considered an emergency call?	Emergency Service call can be defined as one of the following categories: A) Security Issues B) A weather issue ( extreme weather conditions) C) Sensitive Doors ( eg operating rooms or cancer treatment doors) D) Safety & liability concerns
How often should I have my automatic door serviced?	Australian Standard AS5007: 2007 specifies that automatic doors must be inspected by a competent person at a frequency of no more than 4 months. Preventive maintenance service is generally carried out with the inspection.
What area do you service?	The greater Sydney metropolitan area, and its fringes.
What can I do to minimise breakdowns and maximise the service life of my automatic door?	Performing routine preventive maintenance and cleaning are key to a trouble-free, long service life for your automatic door system.
What options do I have if my auto door operator needs to be replaced?	Our Technicians do everything they can to repair existing equipment but there are times when it is either technically or financially not feasible to carry out the repairs. In these instances, we can offer factory rebuilt product or brand new equipment at the customer's request.
If I automate my door, can I open it in case of lack of power supply or breakdown?	Yes, all automatic doors must be able to be opened in a manual mode regardless of the door model, either because they have access from the inside or by the installation of a lock to be able to do it from the outside.
How do I know if I can automate my door?	In principle, practically all manual doors can be automated, but since exceptions can occur, the best thing would be to contact us for a technician to inspect it without any commitment, or send us a picture of the door.
Does my door comply with the safety measures required by law?	Yes, all automatic doors operated in Australia must comply with Australian Standard AS5007: 2007
Which door is the one that best suits my needs?	It depends on the use of the facility, position (indoor or outdoor) pedestrian traffic, the space that is available, need to minimise loss of conditioned air, and other factors.
If I change my door, does my premises remain open until the new door is installed?	Your premises will always be secure, even if the new door requires more than one day to be completed.
How long does it take to assemble a door and automation?	Usually the doors are mounted in one day and the operator mechanisms in no more than one morning