Lodging Elite Service Plans

Tailored to your needs







dormakaba Service Plans provide a local resource for service and maintenance, extending the life of your dormakaba access system. Choose the right service plan that will be part of your world class customer support program and offer you peace of mind.

Our service plan packages have been designed to help you maintain your electronic locking system on a fixed yearly budget and offer you more than just regular maintenance.

Factsheet

Features	Silver Elite	Gold Elite	Platinum Elite
		Extended Warranty	
Unlimited priority access to technical support hotline 24/7	✓	✓	✓
Access to order desk	✓	✓	✓
Access to Support Website with online training library	✓	✓	✓
Overnight emergency replacement of critical front desk hardware (freight included)		✓	✓
dormakaba annual software maintenance update & settings reconfiguration		✓	✓
Remote software re-installations			✓
Unlimited repair on all guest and secured entry locks			✓
Advanced replacement on door/ elevator remote control components			✓
Queue priority for product repairs			✓
Ground freight prepaid on repaired products			✓
Discount to webstore for parts purchases		5%	10%

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Any questions? We would be happy to advise you.
Contact us at: 1 800 999 6213