



**Ulти
group**

Ulти Care Program

Extend the lifetime of your doorways and uphold safety in your workplace

ULTIGROUP.CO.NZ

Minimise repair costs and maximise the ROI of your equipment

Ever since 1993, Ulti Group has been protecting what matters to our customers, with world class door systems, loading systems and warehouse safety systems installed and maintained throughout New Zealand. Even the best systems need to be maintained, and we know how critical productive doorways and loading areas are to the success of your organisation - that's where we can help!

Our extensive onsite experience means our expertise extends to all brands of automatic door operators and dock systems, providing you with a complete and comprehensive level of service and support, throughout your site.

NOT JUST SERVICING

We can also deliver and install:

- High Speed Rapid Doors
- Freezer Doors
- PVC Swing Doors & Curtains
- High Speed Secure Shutter Doors
- Roller Shutter Doors
- Blast Freezer Doors
- Bug Protection Doorways
- Dock Levellers
- Dock Seals/Shelters
- Dock Communication Systems
- Early Warning Light Detection Systems
- Traffic Management Solutions
- Bollard & Barrier Protection

ULTI CARE: A SIMPLE THREE TIER STRUCTURE

At Ulti Group, we've evolved our preventative maintenance offering into Ulti Care - a simple, powerful three-tier structure designed to give you exactly the level of support your site needs.

Ulti Care Support - support provides one-off servicing with no commitments, ideal for customers who need reactive assistance issues arise. Our technicians respond promptly to breakdowns, and with well-equipped service vehicles, most faults can be resolved in a single visit. If further work is required, your doorway will be left safe and secure until repairs are completed.

For customers wanting ongoing peace of mind, **Ulti Care Protect** delivers standard scheduled servicing with 12, 24, or 36 month commitments. This proactive plan includes detailed reporting, correction of minor issues, locked-in service pricing, and proactive scheduling to reduce downtime and keep your assets performing at their best.

Our premium tier, **Ulti Care Shield**, offers the highest level of protection and value, including all features of Ulti Care Protect plus 24/7 technical support, extended warranties, essential spare parts held in inventory, and dedicated account management with quarterly reviews. This tier is designed for businesses that prioritise uptime, compliance, and long-term asset care.





Protecting What Matters Since 1993

At Ulti Group, we've been helping New Zealand industries conserve energy, improve safety, and increase efficiency for over 30 years. Even the best systems need care and our Ulti Care service offering keeps your critical doorways, docks, and safety systems operating at peak performance.

WHY IT PAYS OFF:

- **Fewer breakdowns** – less downtime and lower repair costs
- **Improved safety** – equipment kept within safe operating limits.
- **Better performance** – consistent temperature, hygiene, and noise control
- **Enhanced image** – smooth, quiet, and reliable operation.
- **Priority service** – fast response for contracted customers.

THREE SERVICE PLANS:

Ulti Care Support: Ideal for one-off, reactive servicing when an issue suddenly occurs. Our technicians respond quickly and are equipped to resolve most faults on the first visit. Your equipment is always left safe and secure if further work is required.

Ulti Care Protect: Provides scheduled servicing at regular intervals to keep your assets running reliably. You receive detailed service reports, proactive planning, and stable, locked-in pricing for full transparency.

Ulti Care Shield: Offers premium protection with extended warranties, priority access to essential spare parts, and additional technical support. This level is designed to maximise uptime and includes a dedicated account manager for ongoing optimisation.

WHAT'S INCLUDED:

Ulti Care provides a structured and proactive approach to maintaining your doors, docks, and safety systems, with service levels tailored to the needs of every site. Each program includes professional inspections carried out by Ulti Group's trained technicians, focusing on the condition, performance, and safety of your equipment. After every visit, you'll receive clear service reporting, outlining any issues identified, completed adjustments, and recommendations to help you plan ahead. With predictable pricing, transparent communication, and a strong emphasis on minimising downtime, Ulti Care ensures your assets remain compliant, reliable, and optimised for daily operations – no matter which tier you choose.



WHY YOU CAN RELY ON US

- 0800 call number accessible 24 hours a day
- Nationwide service for all models and brands of automatic doors and dock systems
- Fully insured, certified technicians
- Agreed work practices, procedures and expectations
- Access to products from multiple manufacturers for replacement parts/products
- Stock held in each branch of critical parts
- Dedicated to working safety and complying with all relevant OH&S regulations
- All technicians are professionally trained to high standards of competency



WHAT IT INVOLVES

Our Ulti Care programme is carried out by periodic inspections of your equipment; the actual time-frame calculated on the type, age and usage of the equipment involved. The service work is completed by our specialist door technicians at the time frames predetermined by your site. After each service a report is prepared which contains detailed information on the condition of your doors, alerts as to upcoming repairs and recommended upgrades for your consideration and approval. In the initial service contract a service value is determined, with additional approval sought for any works outside the scope of this service.

BENEFITS

Less unexpected, inconvenient and premature breakdowns – regular servicing reduces costly repairs and call-outs, decreases downtime and helps with keeping consistent environmental, temperature and hygiene control.

Increased security – door function is regularly checked and adjusted for optimal operation

Improved image and working conditions – doors are adjusted to minimise noisy operation which can cause disturbance to customers and staff

Minimised Health & Safety risks – doors are not left to operate dangerously out of adjustment

Priority service – customers with a service programme are given priority attention in the event of call-outs.

A DEDICATED TEAM FOR EMERGENCY RESPONSE

The nationwide coverage of Ulti Group's five offices, plus external based contractors, provide you a prompt response to all callouts and emergency response. Ulti's team of technicians are trained and prepared for emergency work and can easily adapt to safety and security requirements onsite.

Client security and public safety are our paramount concern.

WHY YOU CAN RELY ON US

- 0800 call number accessible 24 hours a day
- Nationwide service for all models and brands of automatic doors and dock systems
- Fully insured, certified technicians
- Agreed work practices, procedures and expectations
- Access to products from multiple manufacturers for replacement parts/products
- Stock held in each branch of critical parts
- Dedicated to working safety and complying with all relevant OH&S regulations
- All technicians are professionally trained to high standards of competency





Ultigroup

0800 807 753

ULTIGROUP.CO.NZ