

# Service Excellence For Loading Docks And Doors.

As a leader in the material handling industry, we offer unequaled dock and door experience and service to assist you in keeping your operation running smoothly.



A Member Of The Exclusive

**RITE-HITE**  
REPRESENTATIVE NETWORK

Local expertise on a global level.



## Our Technicians

### Professionally Trained

- Dock levelers, trailer restraints, seals and shelters, and dock lifts.
- All types of overhead and traffic doors.
- Factory trained and certified.
- Fully insured and bonded.
- Drug tested.



- Dedicated resources for professional training.
- Full time expert training staff.
- Industry's only 15,000 square foot training facility.
- Over 70 dock levelers, vehicle restraints and power doors.
- Rite-Hite equipment as well as most major manufacturers.



### Properly Equipped

- Follow company's own written quality and safety standards.
- Trained to comply with customer safety requirements and local codes.
- All necessary personal protective equipment and safety documentation.
- Trucks are stocked with genuine Rite-Hite parts.
- Carry proper tools and parts to complete job professionally.



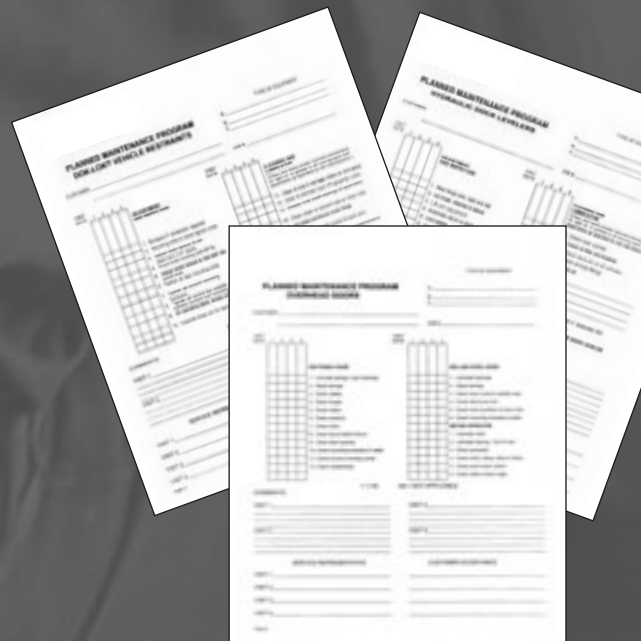
### Best Value

- Minimizes dock and door downtime.
- Ability to diagnose and complete job right the first time.
- Maximizes on-site efficiency.

# A Lifetime Of Service

## Planned Maintenance Programs

Help keep your loading dock and door equipment performing safely and efficiently at all times. The planned maintenance inspection provides early detection of wear, and potential problems. This program helps prevent these issues from becoming major ones, helping to extend the life of your equipment.



## Equipment Repair

Return your equipment to optimum operating condition. Knowledgeable, competent technicians work with you to help keep your loading docks and doors operating smoothly.



- On-site assessment and recommendation.
- Replacement of worn or damaged components.
- Welding as needed.
- Trucks equipped with proper equipment to "fix it right the first time."
- Extensive parts inventory stocked on trucks.



# Service

## Product Upgrades

Update and enhance the performance and safety of your existing equipment with Rite-Hite Aftermarket Upgrades.

### Hydraulic Conversion Kit.

Takes your mechanical dock leveler and converts it to a fully hydraulic leveler.



*Mechanical Leveler*



*Hydraulic Leveler Conversion Kit*

### Dok-Lok® Restraint Upgrade.

Brings older model Dok-Lok up-to-date with current vehicle restraint technology.



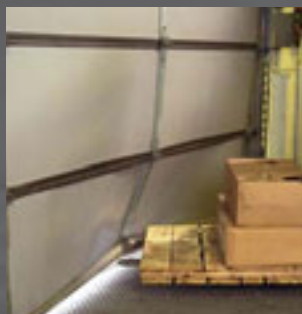
*Dok-Lok (older generation)*



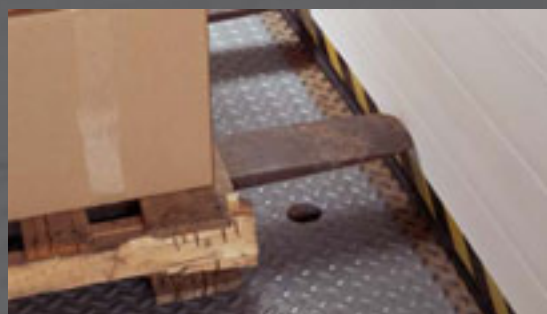
*Dok-Lok (new generation)*

### Universal™ GX-4000 Replacement Panel.

Replaces damaged sectional door panels with an impactable panel that bounces back impact-after-impact.



*Conventional Door Panel*



*Universal GX-4000 Replacement Panel*

## Total Equipment Replacement

Replace existing older equipment with new equipment. Modern, up-to-date equipment ensures dock and doors keep operation running smoothly.



## Local Expertise



### Complete Customer Service

- Courteous service.
- Systematic computerized scheduling.
- Timely routing and dispatching.
- Fully stocked warehouses and trucks.
- Emergency service response to customer's request.



### Professional Field Support

#### *Field Sales & Service Teams Offer:*

- Loading dock and door experience and expertise.
- Knowledge of current industry trends and issues.
- On-site surveys and equipment inspections.
- Professional product application.
- Equipment evaluation and situation analysis for budgeting purposes.
- Planned maintenance, repair, upgrade and total replacement options.
- Complete operator and safety training.
- Customer Satisfaction Guarantee.



## On A Global Level

- Linked network of loading dock and door service providers.
- Reliable service worldwide.



- Dedicated to sharing and adopting best practices through our service network.
- Goal: Customer satisfaction through professional, efficient service excellence.

# The PMP Program

## ***5-Steps To A Thorough Evaluation For Proper Maintenance Of Your Equipment.***



### **1. Cleaning**

Technicians thoroughly clean equipment and components to ensure longer life and a more efficient workplace. Prevents dirt and debris from clogging working parts and causing premature wear.



### **2. Lubricating**

Technicians apply correct lubricants in proper places to ensure equipment works efficiently. This means downtime is reduced since components are protected from wear, moisture and corrosion.



### **4. Inspecting**

Technicians thoroughly inspect equipment and are trained to bring small problems to your attention before they become big issues. Predictive maintenance solutions are offered as needed.



### **3. Adjusting**

Equipment that is improperly adjusted can waste time and create hazards. All necessary components are adjusted properly to make sure equipment works smoothly and consistently.



### **5. Documentation**

We provide documentation to show service work that has been completed and to indicate areas of problems, saving you potential headaches down the road.



**RITE-HITE  
DOORS**

**RITE-HITE®**

**Frommelt®**

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