



Door Controls USA

Available, Reliable, Economical and Innovative

**Providing Training, Support and Products for the Door
Service Industry Around the World**

Our Mission

Door Controls USA is a solutions company for your automatic and manual door needs. Customers are our first priority – our team is here to support life long partnerships including 24/7/365 technical assistance. With our passion and determination, Door Controls USA is your one-stop-shop for all your door needs providing the best pricing, products, and services!

For over 20 years, we have established the concept of providing excellent products and services that are **Available**, **Reliable**, and **Economical**, but we have added to our concept, **Innovation**. Our team works hard to develop parts and tools that help you, the owner, the technician or even the purchaser to give the best customer service to your customer. We continue to feel strongly that these four words are the foundation of business in today's intensely competitive environment.

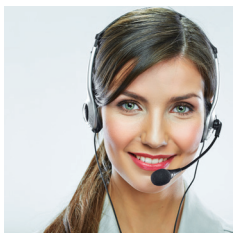
We are committed to continued investments in products, people, and programs to meet the ever-changing needs of our customers and the markets we serve. Some specifics are:

- 2% off online ordering
- New and expanded product offerings
- Continuous quality improvement initiatives
- Technical Support 24/7/365
- Van stock programs available
- Training Programs for Automatic, Manual/Hardware, and AAADM Certification

Door Controls USA continuously tests every product that goes to the customer. Different departments such as the Tear Down, Rebuild, Electronics, Small Parts, and Machine Shop each analyze the product through trial runs that measure and determine several possible failures.

Please visit our facility and experience our southern hospitality. You will have the opportunity to view our operation, observe our processes and meet the people that stand behind our products. We genuinely appreciate your business and look forward to either continuing our relationship or hope to start one and build upon it.

We want you, a customer for life.



Customer Service

With over 100+ years of combined experience, our customer service team is here to assist our customers by finding out the status of a purchase order, track packages, identify parts needed for a job, provide copies of invoices, provide pricing and availability, check the status of a backordered item, and determine if a part is still under warranty.

Call 800-437-3667 or email Parts@DoorControlsUSA.com so one of our team members can assist you today. **Due to COVID-19, our office hours are from 7am to 6pm CST. Our normal business hours are from 7am to 8pm CST.**



**YOUR
SUPPORT
TEAM**

Technical Support

In addition to supplying great parts when you want them, Door Controls USA also provides an array of technical support services unparalleled in the industry. Another contributing element to our success is our collective knowledge of the many manufacturers' product assemblies and parts, including their installations and adjustments.

Door Controls USA's knowledgeable technical support specialists and their intuitive diagnostic skills will provide you and your technicians with valuable input at the door when and where you need the support.

This technical support service is provided at no cost to you and can make the difference in completing the repair, replacement and adjustment of the damaged or defective parts on the first visit, eliminating the need for a return trip.

Customers are our first priority. We're here to help you with a variety of automatic and manual door issues. Our 130+ years of combined experience is available 24 hours a day/7 days a week/365 days a year to answer any door-related inquiries. In 2019, our team provided 10,458 hours of time on 47,475 phone calls.

Visit our website at Techhub.DoorControlsUSA.com to find Tech Tips and Technical Bulletins to help with programming, wiring, and troubleshooting a door. There you will find our library providing over 50 OEM manufacturers' material, including: Besam/Assa Abloy, Sierra/BWN, Dorma, Dor-O-Matic, Horton, Hunter, NABCO/Gyro-Tech, Record/KM, Crane, Monroe, Stanley, Tormax, Boon Edam, and many more.

Training Programs

With our state-of-the-art training facility, Door Controls USA is committed to the future of the automatic and manual door industry and door technicians. We offer a one-week training class consisting of three days of Quick Start Level 1 Automatic Door Training, followed by two days of AAADM Inspector Certification. In addition, we offer Quick Start Level 2, Quick Start Level 3, and Hardware Training classes. See below for more information.

Level 1

- ▶ Basic electronics, sensors, controls and motor/gearbox.
- ▶ Activation, safety and adjustments.
- ▶ Troubleshooting tips, how to isolate the system.
- ▶ Hands-on and problem simulation on actual test doors.
- ▶ Allow for classroom, hands-on exposure and problem simulation on actual test doors.
- ▶ Covers most common brands in our industry.
- ▶ Learn about ANSI standards and become an AAADM Certified Inspector.

Level 2

- ▶ Introduction to sensors, modules, and integrated systems.
- ▶ Learn about different types of sensors and how they are used.
- ▶ Hands-on sensor adjustments and settings.
- ▶ Work with modules like the BR3, CX-33, TDM, and various others.
- ▶ Bring it all together using integrated systems like key pads, modules, and maglocks.
- ▶ Allow for hands-on adjustments, problem simulation and troubleshooting tips.
- ▶ Focus on the most recent developments in our industry.
- ▶ Learn about ANSI standards and become an AAADM Certified Inspector.

Level 3

- ▶ Getting started with revolving doors.
- ▶ Troubleshooting and system isolation.
- ▶ PLC's, frequency drives, controls and motor gear/box.
- ▶ Classroom and hands-on exposure to a variety of common brands used in the industry.
- ▶ Learn about ANSI standards and become an AAADM Certified Revolving Door Inspector.

Hardware

- ▶ Manual doors, frames, and terminology.
- ▶ Hardware types, brands, and various applications.
- ▶ Door measurements and ordering.
- ▶ Focus on common hardware components and adjustments
- ▶ Door closers, pivots, hinges, locks and cylinders, flush bolts.
- ▶ Continuous hinges, knobs, levers, handles, auxillary, trim, and exit devices.
- ▶ Basic electronics for hardware including power supplies and wiring.
- ▶ Power transfer hinges and electrified exit devices.
- ▶ Introduction to low energy ADA compliant operators like the DC7000.
- ▶ Covers the most common brands in our industry.

All Quick Start classes 8a - 5p Monday-Wednesday.
AAADM Certification Thursday 8a-5p, 12 noon release on Fridays.

Hardware Training class 8a - 5p Tuesday-Thursday.

Go online to DoorControlsUSA.com/training-programs to sign up for your class today!

Email Application to: training@DoorControlsUSA.com

Ben Calhoun / Director of Training / 800-437-3667 ext. 1052 / bcalhoun@DoorControlsUSA.com

Core Returns

Cores Due

Anytime you purchase a rebuilt part from Door Controls USA, you will owe a core exchange back to us. We allow 3 months from the ship date of the parts for our customers to return any cores that are due. UPS return labels are provided by Door Controls USA at no cost to our customers to cover the expense of returning cores.

Core Due List is emailed to customers approximately every four weeks. This allows you to keep an eye on what cores are due and when they are due. Cores that are not returned by the due date are billed to your account at list price. To help you return your cores, visit DoorControlsUSA.com/returns to learn how to properly pack a core for return with our step-by-step instructions. Also, if you are in need of RGA forms, contact us at parts@DoorControlsUSA.com for a free RGA booklet.

Past Due Cores

Past Due Cores are cores that have been invoiced to your account that were not returned within the required 90 days. You can still return the core, pay the invoice or contact the core returns department for further assistance. Door Controls USA will credit a past due core charge invoice back to your account once the core has been received. The Past Due Core List is emailed to customers approximately every four weeks.

Contact a team member in our returns department to assist you or go to our website for more information:

Call: 800.437.3667 ext. 4507

Email: CoreReturns@DoorControlsUSA.com

Learn More On Our Website: DoorControlsUSA.com/support/returns

Quality Control

Door Controls USA continually tests every product that goes to the customer. Bench testing is completed throughout the production line, and also after the product has been manufactured and assembled.

Different departments such as the Core Department, Rebuild, Electronics and Small Parts each analyze the product through trial runs that measure and determine several possible failures (temperature, noise, full opening, etc.) to confirm that the product is fully functional. Standard repetitions of cycles are an average of 500 oscillations. During 2019, the Electronics Department produced 63,034 controls and the Rebuild Department produced 58,808 operators that were cyclic bench tested. This return prevention is standard on all products and reduces the need for warranty returns.

These departments come together weekly for meetings and discuss various problems and solutions to issues that some products may incur. Communication between these departments that share information from testing and from customers is a great way of making improvements and passing this benefit to our customers through great-quality products and through our technical support.



These departments come together weekly for meetings and discuss various problems and solutions to issues that some products may incur. Communication between these departments that share information from testing and from customers is a great way of making improvements and passing this benefit to our customers through great-quality products and through our technical support.

DC One

Sliding Door Retrofit



With half the labor time and cost of a new door replacement, DC One Sliding Door Retrofit is a way to resolve your service issues. The DC One provides an effective alternative to the packages or doors that have been clad with expensive materials (such as stainless steel, polished brass, or paint).


Discover
The "GREEN" Solution
DoorControlsUSA.com/dc-one

When you simply do not have the budget to replace a door, the DC One can immediately provide an economical and reliable solution. A few OEM's that are compatible with the DC One: Besam, Dor-o-matic, Dorma, Horton, Nabco/GT, Record/KM, Stanley, and Tormax.

DC7000

Low Energy Swing Door Operator
DoorControlsUSA.com/dc7000

The American Disability Act protects the rights of people with disabilities in all aspects of life. Our DC7000 meets the ANSI A156.19 standards required to be ADA compliant. With the push of a button, the DC7000 operator slowly opens the door and holds it open for an adjustable, delayed length of time. This creates a barrier-free doorway and gives the pedestrian time to pass through the door before it slowly closes, using spring force of less than 15 pounds.

Proudly Built in the USA 

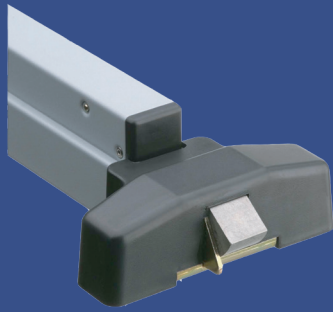


Handicap Accessible



Door Controls Manufacturing Hardware

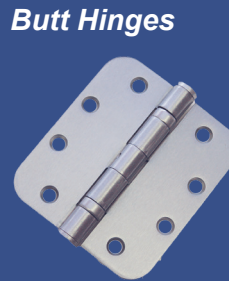
Door Controls USA offers new and replacement door hardware from closers - surface mount and overhead concealed, hinges, pivots, push/pulls, exit devices, locks and much more!



Exit Devices

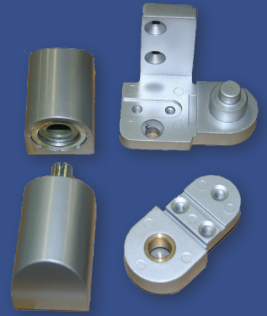


Lever Sets



Butt Hinges

Offset Pivots



Surface Mount Closers

Overhead Concealed Closers



Touch-Up Paint

FS77 Universal Bug Guard Floor Sweep



Continuous Hinges

Commercial Hollow Metal Doors and Frames

For All Applications and Stocked Hardware

Replacements Available for:

- Deansteel
- Republic
- Amweld
- Steelcraft
- Curries

Features and Benefits:

- Multi-fit doors available with any hinge or strike location
- Frames can also be prepped to align with any hinge or strike location
- Fire-rated doors available with fire label included
- Custom crate for shipping
- Mullions available



Intertek



Let Door Controls USA be your one-stop shop on all hardware needs.

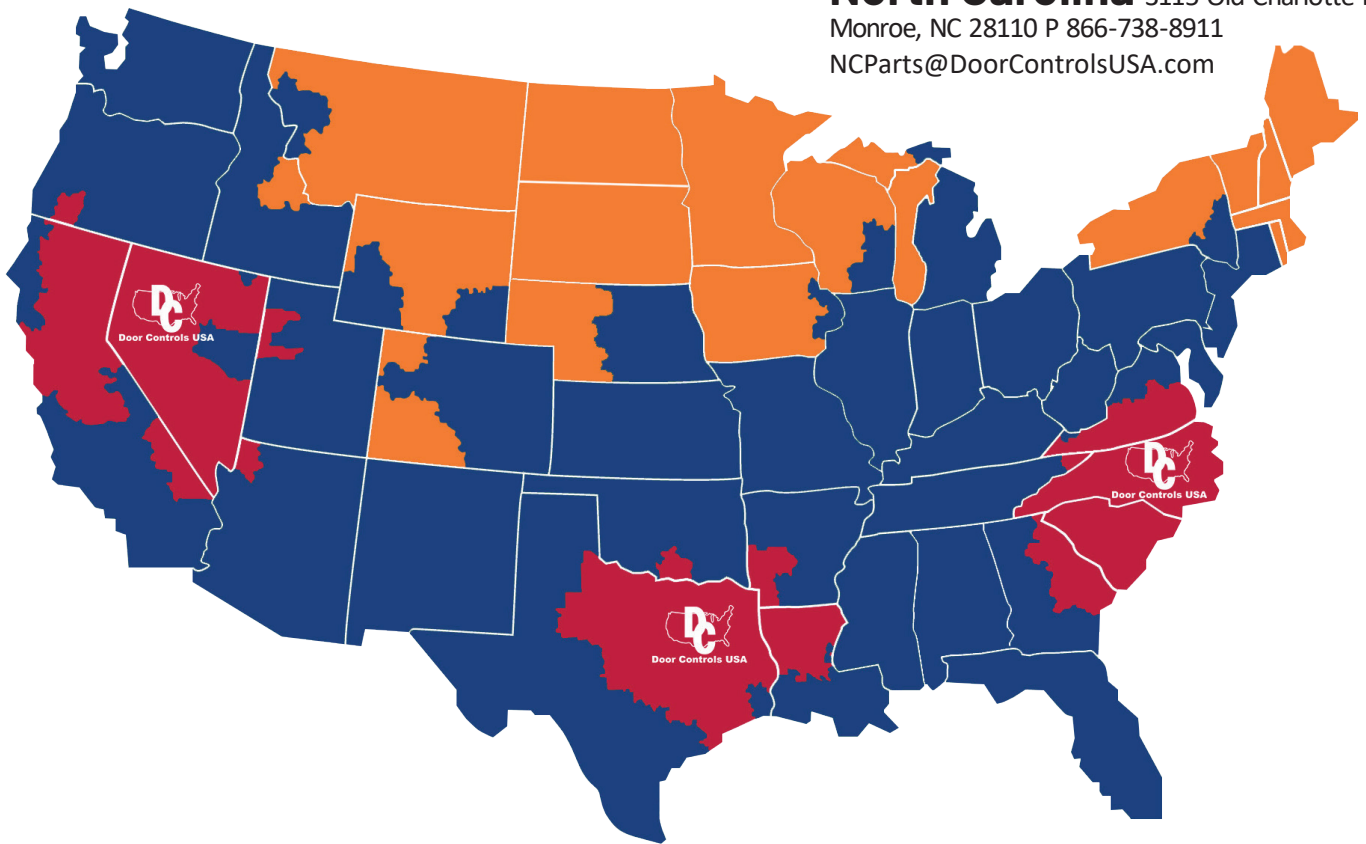
Providing Training, Support and Products for the Door Service Industry Around the World



Nevada 1335 Greg Street, Suite 101-102
Sparks, NV 89431 · P 800-437-3667



North Carolina 3115 Old Charlotte Hwy
Monroe, NC 28110 P 866-738-8911
NCParts@DoorControlsUSA.com



Texas 321 VZ County Road 4500 · Ben Wheeler, TX 75754 · P 800-437-3667
Parts@DoorControlsUSA.com

1 Day

2 Day

3 Day