

# 2015 CORPORATE REPORT



## Our People



## Our Customers



## Our Communities



*Building Safer Communities*

**DH**PACE  
Everything Doors Since 1926



DH Pace was featured in *Ingram's* magazine as a family-based business

According to the Bureau of Economic Analysis, in 2015 real Gross Domestic Product (GDP) for the United States grew by 2.4%, matching the growth in 2014 and higher than the 1.5% increase in 2013. While the economy continues to recover from historic lows, uncertainty about the direction of interest rate policy, international trade, security and politics, among other factors, are creating headwinds that seem to have us trapped in a sub three percent growth range.

Against this backdrop, we are very pleased to report DH Pace Company sales increased in 2015 by roughly \$24 million, or 9%, to \$314 million. Our Local Market and National Account businesses both grew strongly.

In 2015 we continued to make investments to improve our long-term competitive position in the marketplace. These included:

**Hiring.** In 2015, we added 172 net new employees to our organization to end the year at 1,457. Over the past 10 years, we have hired 673 net new employees. We are currently in the middle of a multi-year software upgrade project to facilitate the improvement of our business processes, enhance the customer experience and improve our competitiveness. We are particularly focused on enhancing our mobility, e-commerce, reporting and user interface capabilities through these new systems as we implement them in phases over the next several years.

**Vehicle Fleet.** In 2015, we purchased 132 new vehicles to upgrade and expand our vehicle fleet to over 800 vehicles.

**Facility Improvements.** In 2015, we completed a major renovation of our Denver facility. We also performed the design work on a 25,000 square foot expansion and remodel of our Olathe, Kansas facility which will include a new state-of-the-art showroom and training facility. We expect construction to be completed in the 3rd quarter of 2016. In early 2016, we moved our Oklahoma City employees into a new build-to-suit facility.

**New Locations.** In 2015, we opened four new offices. In April, we opened in Orlando, Florida. In May, we entered the Tennessee market with the purchase of Raynor Door of Nashville. In December, we purchased the Overhead Door Company of Topeka and the rights to the Overhead Door Company of Lawrence and the Overhead Door Company of Manhattan distributorships, all of which are located in Kansas. Finally, in early January 2016 we opened an office in Des Moines, Iowa.

We are proud to be a privately-held, family-owned business, committed to serving our customers, building a great place to work and supporting our local communities. We are very thankful for the blessings we have received and remain optimistic that the best days for our Company and our Country still lie ahead of us.

May God bless you and your loved ones throughout the year.

Rex E. Newcomer  
Chief Executive Officer

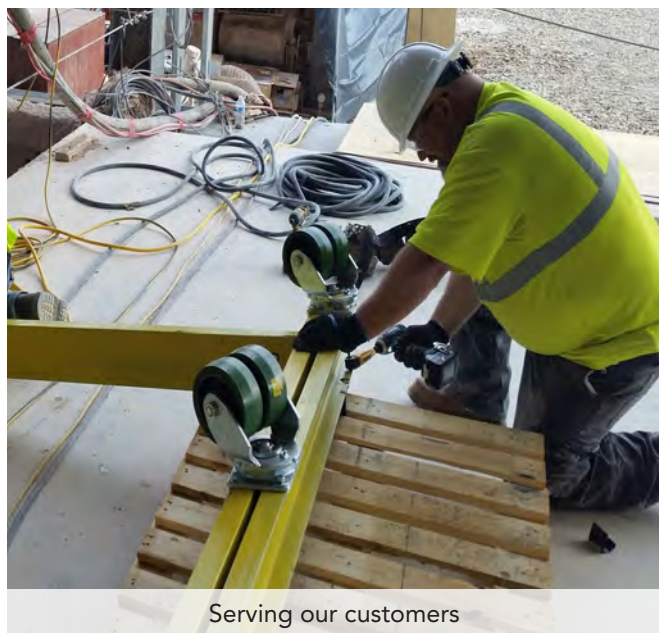
*DH Pace increased sales in 2015 by 9% or \$24 million.*







Investing in our people



Serving our customers



Supporting our communities

## THE **DH PACE** WAY

LIVING OUR VALUES - LEADING BY EXAMPLE

### Mission Statement

To enhance the lives of people by improving the safety, security, convenience and aesthetics of the buildings where they live, work and play.

### Social Responsibility Statement

To invest a portion of our time, talent and financial resources towards improving the lives of people in need; supporting the communities we serve; protecting the environment we share and providing a better future for the next generation.

### Value Statements

- ▶ **RESPECT**  
Treating everyone we encounter with consideration
- ▶ **INTEGRITY**  
Honest and ethical behavior in everything we say and do
- ▶ **SERVICE**  
Building relationships, discovering needs and providing superior solutions
- ▶ **EXCELLENCE**  
Continuous improvement through learning, sharing, teamwork and a common purpose

*The DH Pace Way: Living our values, leading by example.*





Volunteers complete landscaping and improvements at a shelter for homeless men

Serving Our Customers, Community and Each Other

The Company’s culture encourages employees to take their wellbeing seriously and to make positive choices by participating in events that foster team values and promote active lifestyles.

As a successful member of the community, DH Pace believes in giving back in equal measure. Years ago, the Company initiated an employee-based group named Team Impact to facilitate socially responsible events.

In 2015, Team Impact made volunteering opportunities available to serve with non-profit organizations. They also organized donations benefiting national and locally-focused charities. The groups also hosted other special events like Customer Service Weeks, employee appreciation events and blood drives. Nearly 50 Team Impact related events were held company-wide where employees donated time, money and/or talent to support a wide variety of causes.

In addition to promoting employee service, DH Pace donates a share of its profits through the Newcomer Family Foundation. This Foundation is committed to supporting families in need with educational scholarships, human services, health services, and housing.

These corporate qualities intentionally overflow and spill into the communities in which we operate.



Jeans Week – \$15 donations add up to benefit local charities



Blood donor shares why they donate

Nearly 50 Team Impact related events were held company-wide where employees donated time, money and/or talent to support a wide variety of causes.



A team packs BackSnacks, backpacks of nutritious food for schoolchildren





Friends and coworkers carry the torch for the Special Olympics Unified Relay



Fundraiser to spread the holiday cheer to children in temporary foster homes



A community food bank benefits from a successful food drive

## About Team Impact

Team Impact empowers local employees to be involved with volunteerism and charitable activities, wellness events, team building activities and other special events.

Across the Company, locations have a group of Team Impact members who encourage their peers to take part in various local projects. They strive to bring meaningful projects and events to the Company so it is easy to be involved. In addition to serving our customers, we serve our communities and each other.

***"The wide variety of causes supported by our local employee teams have a direct and substantial impact on the lives of people in the communities we serve."***

- Rex Newcomer, CEO



Employees volunteer to pack Thanksgiving boxes at the YMCA



A new door transforms a garage to a first-floor bedroom for a 17-year old with cerebral palsy





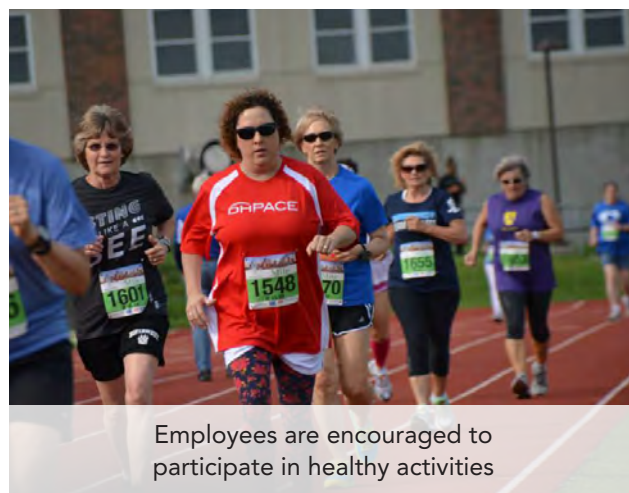
## Serving Our Customers and Employees

**TRAINING AND DEVELOPMENT:** Throughout 2015, online training through a Learning Management System (LMS) became a key component of employee education for both new and veteran employees. The 1,200+ item library serves as a self-select resource for employees to develop knowledge of products and codes, and it is a tool for continued process improvement by communicating company-wide initiatives and system enhancements in a standardized way. During 2015, the Company – through its DH Pace University program – delivered 11,758 learning hours through online and traditional classroom events to 1,477 participants.

**CODE ADVOCACY:** The Company continues to invest time and resources in educating our employees about building codes and standards for the benefit of our customers. During 2015, DH Pace hosted code resource consultant training, presented at the Missouri Association of Building and Fire Code Officials (MABFO) annual conference as well as additional groups and associations. From a training perspective, the Company expanded the LMS offering to include blended training programs on code-related topics. The Company offered employees certification classes for Fire Door Drop Testing (FDDT) and the FireCheck® Program. The Training department created pre-approved continuing education sessions on door inspections accredited through the International Code Council.

**PROCESS IMPROVEMENT:** This full-time team includes certified Lean Six Sigma black belt professionals and internally-trained Business Analysts working together to improve the Company's efficiency and effectiveness by providing value added and service-oriented solutions. In 2015, major initiatives included the successful upgrade to SharePoint 2013, pricing automation for service orders, SharePoint solutions for business unit warranty metrics and company-wide fleet management, and real-time, dynamic reporting for projects managed by the Entry Door Systems - Local Market Group. These initiatives greatly enhanced internal processes and the Company's ability to better service the customer.

**WELLNESS:** The Company places the wellbeing of its employees among its top organizational priorities. As a part of this commitment, the Company has partnered with Bravo Wellness, an industry leader in administering wellness programs, to continue to enhance our robust wellness program. Multi-faceted educational programs are provided to employees to address all areas of wellness including physical activity, financial wellness, nutrition, stress management and health risk management. These programs are delivered on-site and online. Employees and covered spouses on the health plan have the opportunity to complete an online health assessment and a routine preventive exam in order to receive a discounted insurance premium rate based on meeting and/or improving four biometric wellness indicators. These strategies have been successful in improving the wellbeing of the employees, as well as keeping healthcare costs below the national average.





The Company encourages social responsibility in our operations and communities

**BENEFIT PROGRAMS:** The diverse needs of employees, an ever-changing marketplace and economic factors make the selection of the right mix of benefits a challenging task. DH Pace is committed to providing competitive benefits and encouraging employees to use the programs available to best fit their personal needs and situations. The Company provides employees with an annual compensation and benefit summary outlining details of the value of their entire compensation and benefit programs in which they participate. The following health programs are available to employees: medical, dental, tele-medicine, vision, flexible savings and health savings account. Programs that help employees feel more secure include the following programs: 401k plans, company-paid long-term disability insurance, company-paid life and accidental death

and dismemberment insurance, voluntary short-term disability insurance, voluntary life insurance, voluntary accident insurance, critical illness insurance and identity theft protection.

**SERVICE IN THE COMMUNITY:** The Company has a long-standing tradition of supporting charitable causes in the communities it serves. In addition to making community service events available for employees through Team Impact, DH Pace is actively involved from a corporate standpoint as well.

For example, DH Pace participated in the Corporate Work Study Program with Cristo Rey High School in Kansas City, Missouri this year. The Company employed a team of four students to fill a full-time, entry-level position in the corporate mail room. A fee-for-service contract is in place stating that money earned by students goes directly toward the cost of their education at Cristo Rey. In addition to filling useful roles in our building, the participating students learned professionalism, basic business skills and etiquette to help them advance their own careers after high school.

With the financial support of the Company, the Newcomer Family Foundation invests in the long-term support of a number of charitable organizations who focus on education, health and human services. In 2015, the Newcomer Family Foundation provided grants to 12 organizations supporting such causes as emergency food assistance, urban healthcare clinics and scholarships for lower-income students attending parochial schools.

## Promoting Environmental Sustainability

**RECYCLING:** The Company actively encourages various recycling projects. In 2015, recycling programs diverted the following items from taking up space in landfills: 2,000 tons of steel, 24 tons of aluminum, 2 tons of plastic and 33 tons of paper and cardboard. The Company's fleet department recycled over 2,435 gallons of waste oil, 698 tires and 133 vehicle batteries.

**GREEN BUILDING MOVEMENT:** The Company supports the green building movement by investing in the necessary knowledge, training and certifications to support sustainable construction practices. The Company is certified in a number of its locations by the Forest Stewardship Council® (FSC-C011089) and supports the work of the U.S. Green Building Council (USGBC) by participating in the LEED® green building certification system.

**GOVERNANCE PRACTICES:** E. E. Newcomer Enterprises, Inc. is the parent company of DH Pace Company, Inc. The Board of Directors meets quarterly and consists of five outside directors, three management directors and three family directors. The family directors also serve as Trustees on various Family Trusts that own a controlling interest in the Company.

## E.E. NEWCOMER ENTERPRISES, INC. Corporate Board of Directors

**Rex E. Newcomer**  
Chairman of the Board/President/Chief Executive Officer  
E.E. Newcomer Enterprises, Inc.

**Thomas S. Palmer**  
Senior Executive Vice President  
E.E. Newcomer Enterprises, Inc.

**Bradley P. Newcomer**  
Vice President  
DH Pace Company, Inc.

**Robert C. Newcomer**  
Attorney  
R.C. Newcomer Law, LLC

**Lloyd Hill**  
Senior Partner  
Hillco Worldwide, LLC

**Paul J. Fissel**  
Consultant

**Darrin Anderson**  
President/Chief Executive Officer  
QC Holding, Inc.

**Ronald L. Stier**  
Managing Partner  
Arcady Capital Company, LLC





Employees pose after loading a delivery truck at the DH Pace facility in North Kansas City, Missouri

## Company History

The DH Pace Company, Inc. traces its roots back to the 1920s with the invention of the upward-acting garage door. In 1926, the first office was established in St. Louis under the distinctive Overhead Door Corporation Red Ribbon logo. Overhead Door locations were established in Kansas City (1927) and Atlanta (1935) soon after. In 1973, the operations of these separate entities were consolidated and became divisions of DH Pace Company, Inc. In 1995, the Company took another leap forward when it expanded its products and services under the DH Pace Door Services and DH Pace Construction Services trade names. In 2003, the DH Pace Systems Integration Division was formed to provide access control, video surveillance and intrusion alarm system products and services.

## Recent Highlights

- ▶ In 2008, the Company consolidated its national service business into a new entity called the DH Pace National Accounts Facilities Group (NAF). The Company also acquired Colorado's largest residential garage door distributor under the Ankmar brand name, which was established in 1956.
- ▶ In 2010, the Company expanded into the state of New Mexico with offices located in Albuquerque, Santa Fe and Farmington (also known as Four Corners). The Company also opened an office in Joplin, Missouri.
- ▶ In 2012, DH Pace opened an operation in Oklahoma City, Oklahoma. The Company also consolidated several existing business functions to form a National Accounts Security Group (NAS) to manage key systems and related security product lines.
- ▶ In 2013, the Company expanded into Northern Georgia with an office in Dalton under the King Door brand name, which was established in 1963, and into Central Illinois with an office in Bloomington under the Pinnacle Door brand name, which was established in 1992. New offices also opened in Athens, Georgia and Omaha, Nebraska.
- ▶ In 2014, DH Pace welcomed the Bi-State Loading Dock Company in St. Louis, Missouri into the family of Companies, and also expanded the Southwest markets into Flagstaff and Tucson, Arizona.

## From the DH Pace History Books



Now considered "retro" delivery trucks wait at the loading dock in St. Louis, Missouri



Throwback to a service department in the 1970s





Grand opening and ribbon cutting at the newly-constructed facility in Albuquerque, New Mexico

## Experiencing Growth

In 2015, DH Pace sales increased by roughly \$24 million to \$314 million. The Company created an additional 172 net jobs in 2015, ending the year with a total of 1,457 employees.

## Adding Locations

In 2015, the Company acquired Raynor Door of Nashville in the suburb of LaVergne, Tennessee, and established a commercially-focused location in Orlando, Florida. Late in the year, the Company purchased operations for the Overhead Door Company of Topeka, Kansas, as well as the distribution rights to the Overhead Door Company of Lawrence and the Overhead Door Company of Manhattan franchises in Kansas.

## Upgrading Facilities

DH Pace is in the midst of a multi-year program to expand and update its facilities across the country. In 2014, the Company consolidated four separate locations into a single 228,000 square foot facility in Olathe, Kansas. In 2015, the Company announced plans for a corporate expansion to include additional office space, a larger commercial showroom space and additional dedicated training space. Operations in Albuquerque, New Mexico moved into a newly-constructed 12,000 square foot facility near Balloon Fiesta Park. Renovations at the 105,000 square foot facility in Denver, Colorado were completed early in the year. The Company carried out building plans for a new structure in Oklahoma City, Oklahoma and construction continued throughout the year.

## Improving Productivity and Business Systems

In 2015, the Company continued to focus on business operating system improvements. Highlights include adding newly-developed training content to the Learning Management System (LMS) catalog. DH Pace provided 11,758 hours of training to nearly 1,500 employees. New and refined Microsoft® SharePoint® solutions helped optimize internal and external processes. Additionally, executives formed a cross-functional team to identify a new Enterprise Resource Planning (ERP) software platform to best serve the future needs of the Company. DH Pace acknowledges the importance of solid business systems that enhance functionality and improve the experience of our customers, and the Company commits to continuous improvements in those areas.

## Structuring for Success

The Company is organized into two major groups called Local Market Groups and National Accounts Group. The Local Market Groups operate in areas throughout the US. The National Accounts Group is based out of the Company's corporate offices and focus on streamlining operations for multi-location customers. Additional business units support work in both local market and national account projects.

*DH Pace is committed to supporting their people, providing excellent products and services to their customers and uplifting their communities.*



The Company expanded into the Nashville, Tennessee market in May 2015

*DH Pace traces its roots as a door company back to 1926. Through expansion and acquisition, the Company now operates in over 30 local markets.*

Based in the Kansas City metro area, the DH Pace Company Inc. is a nationally known and respected door sales and service organization. DH Pace traces its roots as a door company back to 1926. Today, the Company operates facilities in over 30 local markets throughout the continental United States. Local markets provide service, repair, consultation, sales and installation for commercial customers. The majority of local markets also provide residential service, repair, consultation, sales and installation of garage doors and other home-improvement related products.



### Products

- ▶ Commercial Overhead Doors
- ▶ Industrial, High Speed and Specialty Doors
- ▶ Loading Dock Equipment
- ▶ Entry Door Systems
- ▶ Automatic Doors
- ▶ Electronic Security and Gate Systems
- ▶ Residential Garage Doors and Openers



### Services

- ▶ Emergency Service
- ▶ Part Sales and Service
- ▶ Planned Maintenance Programs
- ▶ Product Installation and Distribution
- ▶ Inspection and Testing Services
- ▶ Site Assessment Surveys
- ▶ Facility Standards Consulting



## NATIONAL

### National Accounts Group

DHPaceNationalAccounts.com

### Systems Integration Group

DHPaceSystemsIntegration.com

### Construction Services Group

DHPaceConstructionServices.com

### Key Service Center

DHPace.com/SecuritySolutions

## LOCATIONS

### Arizona

Flagstaff  
Phoenix  
Tucson

### Georgia

Atlanta  
Athens  
Dalton  
Gainesville

### Kansas

Greater Kansas City  
Lawrence  
Manhattan  
Topeka  
Wichita

### Nebraska

Omaha

### Oklahoma

Oklahoma City

### Colorado

Colorado Springs  
Denver  
Loveland

### Illinois

Bloomington  
East St. Louis

### Missouri

Blue Springs  
Central Missouri  
Greater Kansas City  
Joplin  
Springfield  
St. Louis

### Nevada

Las Vegas

### Tennessee

Nashville

### Florida

Orlando

### New Mexico

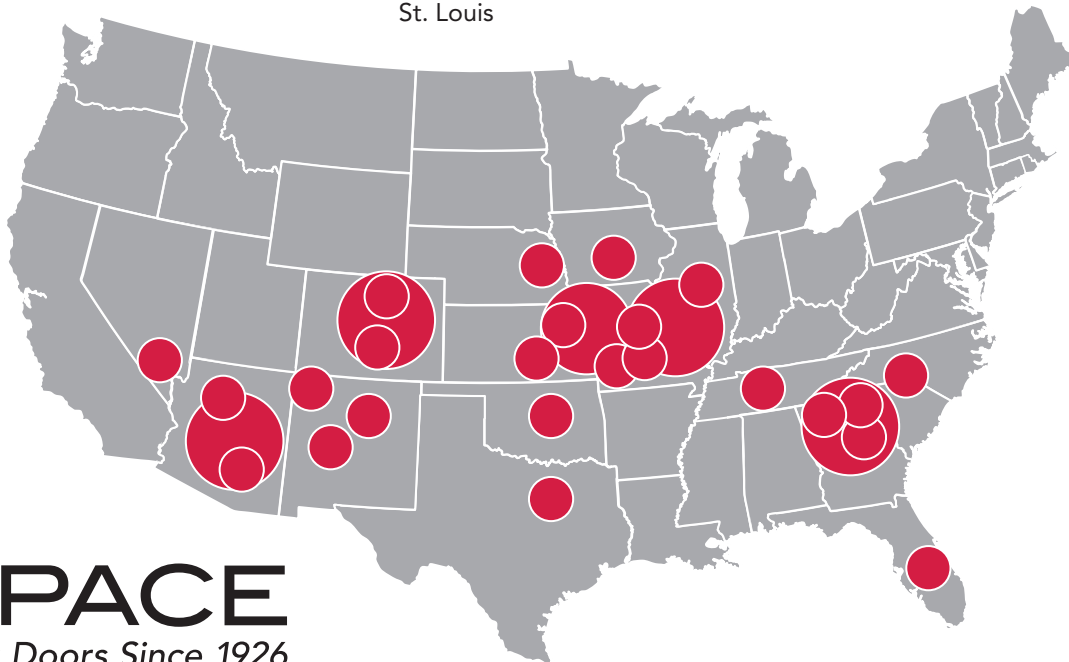
Albuquerque  
Farmington  
Santa Fe

### Texas

Dallas

### North Carolina

Charlotte



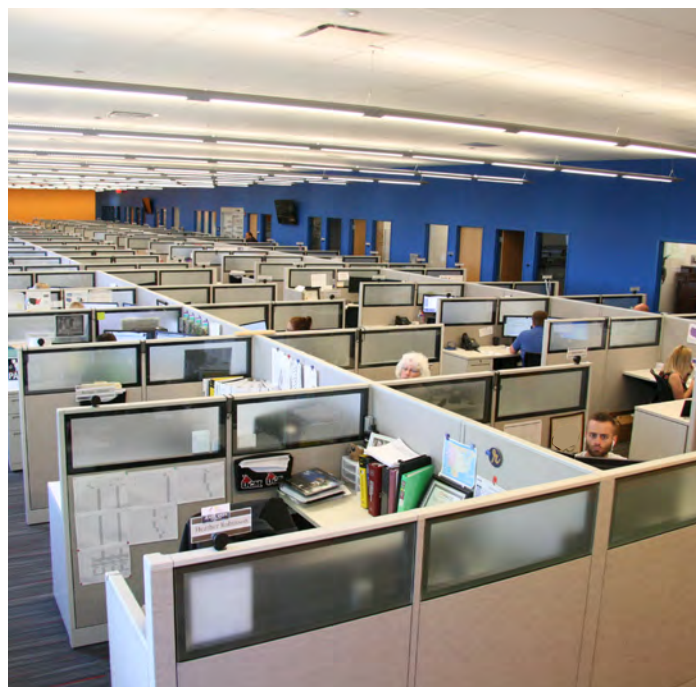
**DHPACE**  
Everything Doors Since 1926





The DH Pace National Accounts Group provides sales, installation and service on a full range of door and dock related products to multi-location customers on a regional and nationwide basis. The Company offers customized programs for new construction, remodeling, service and repair applications that cover all types of openings from the front door to the back dock. As a single provider of these products and services, the DH Pace National Accounts Group, creates significant opportunities for multi-location customers to reduce their total cost of ownership (also known as TCO) over the lifetime of their facilities.

*The Company's National Accounts Group is centrally headquartered in Olathe, Kansas. Project work is performed throughout all 50 states, Canada and the Caribbean.*



Consistent nationwide coverage, high performance and quick response times, along with centralized services such as dispatch, reporting and invoicing, are some of the hallmarks of the National Accounts Group. Whether a project calls for new facility construction, existing facility repair/replacement or emergency repair services, the DH Pace National Accounts Group has the capacity, expertise and customized solutions to professionally handle each customer transaction. Anywhere, anytime.

## National Coverage

The National Accounts Group has an established, nationwide network capable of performing emergency repairs, routine maintenance and complete unit replacements anytime and anywhere throughout the United States. At the core of this network is a Company-owned fleet of almost 800 sales, service and installation vehicles, each manned with a highly-trained professional with years of experience. The Company operates a state-of-the-art national call center employing a variety of custom, Internet-based systems that facilitate customer communication and dispatch coordination to deliver these services quickly and professionally.

## Full Service Door and Dock Experts

The National Accounts Group develops customized programs to assist multi-location customers managing every type of opening in their facilities, from the front entry doors to the back dock doors and every opening in-between. As an industry-leading distributor for the products and services offered, the Company provides considerable knowledge and expertise in each product category, creating solutions that deliver best-in-class results for each customer's specific needs.





## Services from New Facility Construction to Emergency Repair

The National Accounts Group has dedicated, in-house teams that work with architects, general contractors and related construction professionals to design and deliver a complete door solution on new construction and remodeling projects. An experienced team of project managers, detailers and purchasing professionals coordinate the delivery of specified materials from coast to coast that meet even the most challenging project requirements. Team members also work with customers to structure service and repair programs like planned maintenance, emergency service and break/fix repair work in existing facilities. The combination of these teams' coordinated efforts permits the Company to develop unique programs to reduce the total cost of ownership for customers.

## Customized Programs

The National Accounts Group works to develop programs to meet the unique needs of each customer. Whether it's customizing how service or project requests are processed, interfacing with a customer's software platforms, creating custom parts inventory programs or providing detailed performance reporting, the Company is committed to developing and refining the systems necessary to reduce the length of service duration and the total cost of ownership over the life of the opening systems under its care.

## NEW CONSTRUCTION AND REMODELING

- ▶ National Coverage
- ▶ Specification Consulting
- ▶ Stock Inventory Programs
- ▶ Project Management Services
- ▶ Key Management Programs
- ▶ Site Assessment Surveys

## SERVICE AND REPAIR

- ▶ National Coverage
- ▶ Application Consulting
- ▶ Part Replacement Programs
- ▶ Customized Reporting
- ▶ Planned Maintenance Programs
- ▶ Inspection and Testing Services





The DH Pace Key Service Center establishes new key systems, manages existing key systems and develops customized inventory programs to support customer requirements. The Company offers a full range of locksmith services including cutting keys, pinning cores, managing key records and creating and maintaining master key systems. The Company also provides security consulting to ensure our customers are receiving the right solution for their specific needs. The Key Service Center has the infrastructure in place to support local, regional or large multi-location national clients.

*The Key Service Center ensures that its customers receive the right solution based on their specific system and security needs.*

### Core Competencies:

- ▶ Audit existing security systems
- ▶ Create new security systems
- ▶ Supply and install security systems
- ▶ Integrate mechanical and electronic security access
- ▶ Maintain and support existing systems

## APPLICATION SPOTLIGHT

### New Key Security System for Large School District

One of the oldest and largest school districts tackled rekeying 28 school locations in one summer.

#### PROBLEM

The district has over 100 school, administrative and support buildings which serve approximately 96,000 students in their system. They recognized their key systems were outdated, which could represent a security threat. The longer a key system is in use, the greater the chances are of losing control of the system.

The district planned a phased approach to rekey all schools. Phase one included 28 different schools and called for core replacements in nearly 4,000 openings.

#### SOLUTION

The school district was familiar with DH Pace's Key Services division who had provided service in maintaining the school's existing key systems. To be the least disruptive to normal school activities, DH Pace recommended to complete the work for the first phase over the summer months. This allowed for the school system to plan the repairs in a cost-efficient manner. If they had scheduled the work to be completed during the school year, they would have incurred additional costs to work outside of normal hours or on weekends.

Over the course of two months, the DH Pace team produced the pinned core, cut corresponding keys and then dispatched technicians to remove the existing cylinders and install the new system. During this time, approximately 4,000 openings were updated among the schools in phase one.



DH Pace turned over the used cores back to the school district. In the spirit of sustainability, the district keeps them on hand and reuses them in certain situations, like needing a door rekeyed in an emergency, turning a property over to another organization or installing in a new building they have purchased or taken over.

#### CONCLUSION

The school district's first phase was completed on time and within budget. Completing the work across the thousands of openings in numerous school buildings went so well that the district is planning the second phase of the project with DH Pace to address the next set of buildings to rekey. The school district plans to continue working with DH Pace to rekey the rest of the district over the next few years.





The DH Pace Construction Services Group specializes in turnkey carpentry and general trades packages where the services are provided under one, single contract. Services include furnishing and installing work within the following Construction Specification Institute (CSI) divisions: 2, 6, 8, 10, 11 and 12. The DH Pace Construction Services Group will coordinate purchasing, submittals, procurement and installation of all materials provided allowing our clients to focus their efforts on other areas of the project. The Construction Services Group provides a comprehensive offering of products and services, including: millwork, carpentry, overhead doors, entry door systems, industrial and high speed doors, gate systems and integrated security systems. Division 10 specialty products, such as restroom partitions and accessories, lockers and mailboxes, are also available. The Construction Services Group also works with owners and end-users on the coordination of multi-year, multi-phase building upgrade and renovation projects.

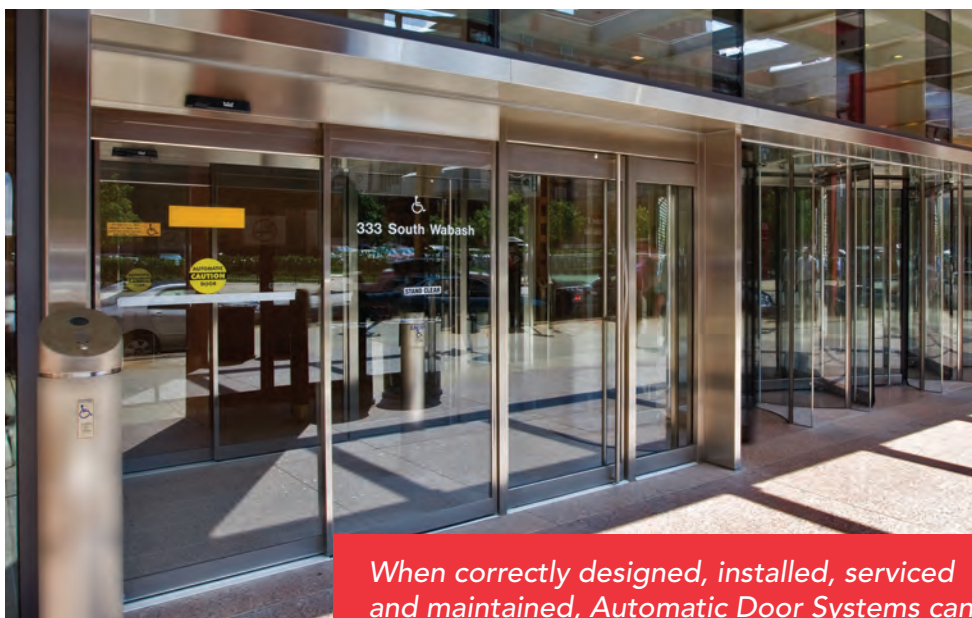


The DH Pace Construction Services Group achieves professional project management through industry-leading software to deliver projects that are on-time, under budget and consistently exceed customer expectations. Representative projects include:

- ▶ Phoenix Children's Hospital - *Phoenix, AZ*
- ▶ Marriott Star Pass Resort - *Tucson, AZ*
- ▶ Washington Convention Center - *Washington D.C.*
- ▶ Federal Express World Headquarters - *Memphis, TN*
- ▶ Western Missouri Medical Center - *Warrensburg, MO*
- ▶ Progress West Healthcare Center - *St. Louis, MO*
- ▶ AOL, Online Data Center - *Manassas, VA*
- ▶ HCA Independence Regional Hospital - *Independence, MO*
- ▶ Georgia State Univ., Science Building - *Atlanta, GA*
- ▶ Federal Reserve Bank - *Atlanta, GA*
- ▶ Joplin High School - *Joplin, MO*
- ▶ Kansas City Municipal Auditorium, Historical Door Replacement - *Kansas City, MO*
- ▶ Conception Abbey - *Conception, MO*
- ▶ Buffet Cancer Center - *Des Moines, IA*
- ▶ Univ. of Kansas Hospital, Cambridge Tower - *Kansas City, KS*
- ▶ Kansas State Univ., Seaton Hall Project - *Manhattan, KS*
- ▶ Kansas City Univ., Joplin Campus - *Joplin, MO*
- ▶ Shawnee Mission School District, Center For Academic Achievement - *Shawnee Mission, KS*
- ▶ National Bio Science Center - *Manhattan, KS*
- ▶ 499 Sheridan High Rise - *Oklahoma City, OK*

## Improving Performance

Automatic door systems are usually installed in high-traffic areas that handle public access many times within a 24-hour period. To help keep these openings operating properly and in the most efficient manner, the Company offers Automatic Door System inspections, planned maintenance (PM) service and repair or replacement of worn or outdated component parts, all by AAADM-certified personnel and in accordance with ANSI standards. The Company customizes programs based on facility needs, frequency of usage, condition, age of the openings and related performance considerations.



*When correctly designed, installed, serviced and maintained, Automatic Door Systems can enhance a building's aesthetics, functionality, safety and security, while producing significant energy savings over the system's lifespan.*

## Increasing Safety and Security at the Door

AAADM certified inspections are recommended, at a minimum, on an annual basis for a wide range of safety and liability reasons. Inspections include the following items: certification of proper operating conditions once the door is serviced and/or repaired to the recommended standards; proper opening labeling in compliance with standards and review session with the facility's management on the safe operation of the opening, which includes a daily inspection process the facility staff can perform in-house.

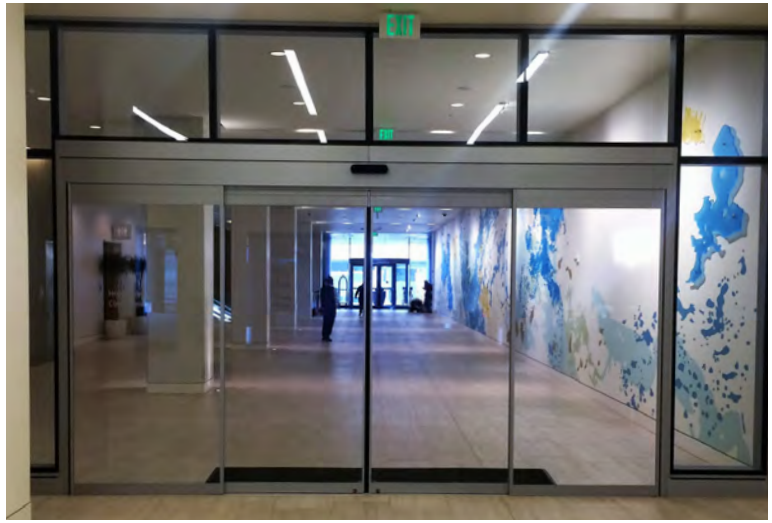
Properly designed operating automatic pedestrian doors allow for the safe and uninterrupted flow of traffic while providing controlled access per building requirements. Automatic Door Systems (ADS) offer a wide variety of functions and options from retail and airport entrances to ADA-compliant automatic operators for schools and hospitals. When correctly designed, installed, serviced and maintained, Automatic Door Systems can enhance a building's aesthetics, functionality, safety and security, while producing significant energy savings over their lifespan. The Company's American Association of Automatic Door Manufacturers (AAADM) Certified Inspectors provide maintenance, repair and annual inspections of automatic pedestrian door systems in accordance with American National Standards Institute (ANSI) A156.10, A156.19, A156.27 and A156.38.



### Some of the Company's Automatic Door Systems products include:

- ▶ High and Low Energy Door Systems
- ▶ Automatic Sliding Doors
- ▶ Automatic Swinging Doors
- ▶ Automatic Revolving Doors
- ▶ ADA-compliant Operators
- ▶ Automatic Bi-Folding Doors
- ▶ ICU Doors
- ▶ Sensors and Safety Products





## Airport Expansion Calls for Sliding Doors with Limited Sound Transmission

An airport added new amenities and transportation options for over 54 million travelers that annually pass through its facility.

### PROBLEM

The airport partnered with a general contractor for a design-build project that expanded the airport, created new amenities including a new hotel and connected the two by light rail transportation. Because of the sensitive nature of the project, the airport requested all partners adhere to a non-disclosure agreement to keep project details confidential before the project became public knowledge.

The project's design called for minimal door frames by using all glass sliding doors. The project also had to meet Sound Transmission Class (STC) requirements to reduce sound vibration. The problem was that the glass sliding doors specified for the project did not meet STC criteria because they lacked interlocking frames.

Additionally, the plans called for walk-off mats to be installed under the entryway revolving doors of the hotel's main entrance to help control dirt, debris and moisture accumulation. Typically, revolving doors sit on a finished floor. In this application, the revolving doors needed to accommodate removing the mats for periodic cleaning since they trapped debris and water below the mat's surface. The walk-off mats were also a safety feature in minimizing the risk of slip, trip and fall accidents, so it was imperative to find a solution that worked with the revolving doors.

### SOLUTION

The DH Pace project team recommended using a proprietary fine-frame automatic sliding door with interlocking frames that greatly improved the STC performance. This was an ideal door option in that it provided a very similar aesthetic to an all-glass, full-view door with minimal frame lines as the specifications called for, created a better weather seal and the laminated glass glazing offered a better STC performance.

The customer approved the recommendation and the Company installed a total of 17 all-glass sliding doors between the airport terminal and its new amenities, in an elevator lobby and in a train hall for light rail transportation. In addition to the 17 sliding doors, DH Pace also provided and installed two automated revolving doors at the hotel's main entrance. The team coordinated extensively between the general contractor, architect and mat manufacturer to devise an installation plan for the doors and walk-off mats. The installation plan called for elevating the revolving doors by two inches to allow for the installation and maintenance of the walk-off mats. Ultimately all the materials were installed and seamlessly integrated together.

### CONCLUSION

A close partnership between DH Pace, the architect, contractor and owner was critical in realizing the aesthetic vision for the design while still providing safe and secure doors systems for the project. Although requirements call for exacting precision, getting the right visual appeal is equally vital.



## Improving Performance

Commercial overhead doors are pivotal to both secure a facility and increase accessibility, and it is imperative that they open and close properly on demand. Doors and operators contain many moving parts, which increase the opportunity for failure, but performing routine, planned maintenance keeps moving parts properly adjusted and lubricated to maintain efficient and safe operation.

## Increasing Safety and Security at the Door

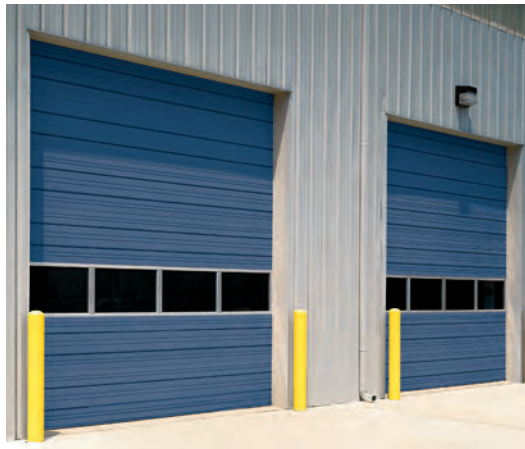
Increasing safety and security in the workplace is a top priority for building owners, which makes it a top priority for the Company, too. The Company has multiple solutions to meet overhead door safety and security requirements for every application.

### SAFETY

- ▶ Upgrading existing door operators to new UL 325 compliant operators that include continuously monitoring safety devices such as photoelectric safety sensors and/or pneumatic safety edges
- ▶ Incorporating lights or alarms to help communicate when it's safe to travel through or around an opening

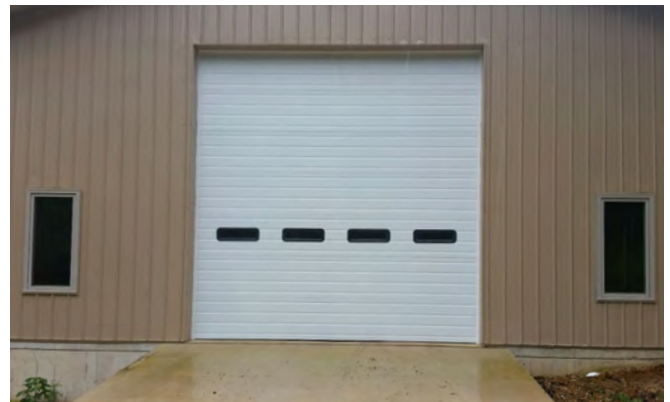
*Increasing safety and security in the workplace is a top priority.*

Specialized Company representatives work with general contractors, architects, property managers, facility managers, and business owners at all levels in the selection and maintenance of commercial overhead door openings to improve performance and promote safety and security.



**Some of the Company's Commercial Overhead Door products include:**

- ▶ Sectional Doors
- ▶ Rolling Service Doors
- ▶ Rolling Counter Doors
- ▶ Fire-Rated Doors
- ▶ Security Grilles
- ▶ Operators







### Overcoming Tight Installation Space for a Combination Rolling Steel Door

A global food products manufacturer added on to an industrial building and needed a commercial overhead door that allowed ventilation.

#### PROBLEM

The food manufacturer added on to an existing industrial air compressor building. Their facility was undergoing upgrades to larger compressors and needed the extra space to accommodate the larger units.

The addition called for a new opening for a commercial overhead door. Because the facility manufactured food, the overhead door needed to be secure against potential contaminants like birds and rodents. It also needed to be able to withstand the high negative air pressure created by the constant operation of the building's large air compressors. Because most bird and rodent screens are mesh, they were not a good option for this high-pressure environment. The manufacturer needed a deterrent solution that could withstand the pressure created by the compressors and not be sucked out of the door guides.

The big hurdle to overcome would be installing a commercial door that met these requirements and still fit within a snug 42 inches of back room space, which is the distance from the wall to an obstruction. Because of space considerations around the building, the customer was insistent on adding exactly the amount of space required to fit the components.

#### SOLUTION

DH Pace installed a combination rolling steel service door in the building's addition. The door design was configured to provide two different curtains in one door assembly. The door featured both a solid curtain (for use during extreme weather, as well as offering a level of security) and a perforated curtain to allow for air ventilation and pest control.

The door's opening was 12 feet tall and the barrel assemblies were 4 feet tall. Since the end plates were 20 inches deep, that left only 22 inches of space within which the installation technicians could install the door. To comply with the customer's fall protection safety rules, technicians were required to use a scissor lift which further limited the space the technicians had to operate within.

Traditionally, a project of this type would call for a duct lift or fork lift to bring the components into position. The luxury of space to do so was not available, so instead the installers hoisted the door materials with manual ratchet lever hoists attached to the building's structural components and completed the installation.

To manage the flow of foot traffic, DH Pace also installed a full flush steel entry door and frame next to the rolling steel service door.

#### CONCLUSION

Even with exacting standards and tight conditions, DH Pace identified and expertly installed a door solution that met all the customer's needs.



*Entry doors need to be properly designed, installed and maintained to meet fire, life safety and handicapped accessibility building codes.*

Improving Performance

The Company can assist building stakeholders by increasing the performance of their entry door systems (EDS) throughout a facility. This is done through specification writing, consulting, reviewing products and applications, establishing building standards for entry door openings and designing custom planned maintenance (PM) programs specific to the facility’s entry door openings. The Company expertly combines these products, services and programs to meet each customer’s needs to lower total cost of ownership on both new construction and existing facilities.

Increasing Safety and Security at the Door

Through proper design and implementation of mechanical key systems, electronic access control systems (standalone, networked and wireless) and proper application of mechanical and electrified hardware, the Company offers custom solutions that can effectively increase a facility’s safety and security while still meeting the increasing demands of code compliance and industry standards and requirements.

*These solutions include:*

- ▶ NFPA 80 (fire), NFPA 101 (life safety) and NFPA 105 (smoke) inspections, reports and recommendations
- ▶ Master Key Systems design, key record management and locksmith services
- ▶ Specifications and building standards consulting, product and application review
- ▶ Planned maintenance programs for entry door systems and related openings



In addition to meeting a facility’s needs for functionality, aesthetics, durability and security, commercial entry door openings also need to be properly designed, installed and maintained to meet the fire, life safety and handicapped accessibility building codes. Certain industries are also subject to industry specific codes in their facilities. The Company has trained and certified professionals that work with building owners, architects, contractors and maintenance personnel to provide the best products, services and solutions on a project-by-project basis.

Some of the Company’s Entry Door Systems products and services include:

- |                                 |  |
|---------------------------------|--|
| ▶ Hollow Metal Doors and Frames | ▶ Restroom Accessories and Toilet Partitions |
| ▶ Wood, Laminate and FRP Doors  | ▶ Specialty Products - Divisions 8/10        |
| ▶ Finish Hardware               | ▶ Aluminum Storefront                        |
| ▶ Access Control Products       |  |
| ▶ Master Key Systems            |  |
| ▶ Locksmith Services            |  |



## DH Pace Integrates Doors and Security Systems at New Hospital

A health care organization entering a new market constructs a 3-story general hospital complete with emergency services and in-patient and out-patient surgical services.

### PROBLEM

Due to the size and complexity of the new construction project, the general contractor wanted to partner with a single-source provider for multiple openings. The contractor had struggled in the past with coordinating the various projects that normally would have separate subcontractors. It became an important requirement to control the number of parties involved with this project.

Across the hospital, there was a laundry list of various door openings required. The customer needed over 150 hollow metal frames and nearly 30 hollow metal doors. Other areas in the hospital called for almost 250 aluminum door frames, more than 375 wood doors and various types of ICU sliding doors, bi-parting doors, bi-folding doors and a fire-rated aluminum door.

In addition to the doors, the project called for over 2,600 pieces of door-related hardware, as well as 18 automatic door operators. DH Pace worked with the owner and their national security consultant for all the security-related access control hardware, closed-circuit TV (CCTV) and nurse call systems, and handled much of the on-site installation and testing.

### SOLUTION

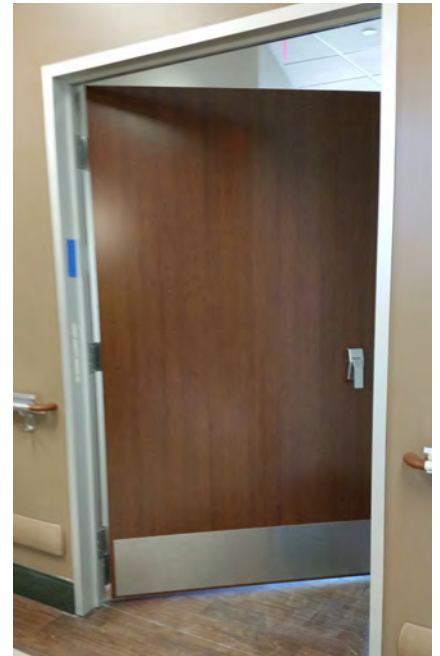
DH Pace provided all the doors for the project. They also pre-installed all the door hardware before shipping the doors from its warehouse. This reduced the overall time required to install the doors onsite. Serving the customer as a single point of contact streamlined the project, minimized sourcing issues, provided superior quality control, eliminated miscommunication and allowed the doors to be installed much later in the project. Completing the installation later in the project allowed greater access for other subcontractors and minimized damage to the finished door products.

The Company also provided installation services for all the access control hardware. DH Pace also provided scope gap wiring, an often overlooked component of installation required to make the access control hardware operate in conjunction with the doors. Technicians performed all the systems integration testing and conditioning on 91 openings and 87 security cameras throughout the hospital.

### CONCLUSION

The expertise and efficient project management DH Pace provided ensured that all aspects of the project were fully addressed. By having DH Pace manage several different scopes of work planning and coordination were significantly improved allowing for increased productivity and improving the operation of key building systems. Facilitating the efforts across divisions of DH Pace eased the impact for the contractor. Plus, the Company increased the efficiency of field installation by recommending and providing the doors with the hardware pre-installed.

Coordinating the procurement and installation of so many materials from a single source lessened the opportunity for unforeseen circumstances to impact the successful completion of the project.





## Improving Performance and Technology

With technological advancements and improvements constantly being made to physical security products, operating software and networking systems, it is imperative that a facility's security provider offers products, systems and services built with forward and backward compatibility to maximize investment. The Company works with facility owners and managers, IT directors and related stakeholders on an ongoing basis to ensure they are current with newly-released products and technologies that can lower costs, improve performance and integrate new technology expansion into existing security systems.

*Electronic Security solutions include:*

- ▶ Video monitoring pedestrian traffic in and out of a facility
- ▶ Discovering and correcting gaps in a facility's security system through site surveys
- ▶ Customizing a security system service plan for a facility
- ▶ Integrating security systems throughout a facility, on-site or off-site

*The Company offers a broad range of electronic security products and services to provide customers with the very best physical security system to meet the needs of their facilities.*

A facility's physical security starts with important components to ensure its security has the proper combination of electronic security devices, such as access control card readers to activate electrified door hardware; CCTV/surveillance cameras and recording devices; intrusion detection and alarm systems; and the operating software to program, run and monitor these various security components. Physical security requirements vary widely based on building type, function, security levels and risks, public versus private usage and asset protection value. Security systems can be stand-alone, networked, integrated, hard-wired, wireless or hosted in the cloud, and can include almost any combination of these

elements for proper deployment. The Company offers a broad range of electronic security products and services to provide customers with the very best physical security system to meet the needs of their facilities. The Company's trained and certified Electronic Security Specialists examine personnel needs, budgets, existing conditions and future requirements in order to design, install, program, service and repair all types of security products and systems. Additionally, the Company offers multiple levels of Planned Maintenance (PM), Service Plans and Monitoring Programs in support of the physical security systems and customers the Company serves.

### Some of the Company's Electronic Security products include:

- |                               |  |
|-------------------------------|--|
| ▶ Access Control Systems      | ▶ Telephone Entry and Intercom Systems |
| ▶ Intrusion Detection Systems | ▶ Mass Notification Systems            |
| ▶ Video Surveillance          | ▶ Monitoring Services                  |
| ▶ Parking Control and Revenue |  |
| ▶ Gate Operators              |  |





## Media Outlet Upgrades Property Security

A media outlet lacked sufficient traffic control and was concerned about the security of their facility.

### PROBLEM

The customer had an imperfect situation in that their existing guard booth was old and run down and they weren't able to properly manage the flow of traffic to and from their facility. Part of the issue was that the guard booth was positioned to one side and there was only one gate arm to control vehicle traffic. This left a 25-foot open gap where vehicles would drive around the gate arm and traffic cones.

Management became concerned for the safety of their 24-hour security guards at the facility. They realized their current situation could allow for a serious threat to circumvent their security system and enter their property. This became a risk they wanted to address head on, and the media outlet's corporate office recommended a type of guard booth they wanted this facility to have. The company had a decent idea of how they wanted to resolve the security risk, but they were not well-versed enough in the details and logistics of how the system needed to function to get the job done themselves.

### SOLUTION

DH Pace was the last of three companies to work up a bid for the media outlet. The media outlet selected to work with DH Pace because we were the most knowledgeable company and displayed the most technical expertise of the groups with which they met. Specifically, DH Pace addressed corresponding details that can often be overlooked in such projects but that also make a difference in the project's longevity. Addressing concerns like optimizing for water drainage, planning for large vehicle turnaround capacity, and strategically placing equipment won over the media outlet.

With the type of booth already identified, DH Pace recommended the security booth's placement and the location of the booth's doors. To increase the effectiveness of the barriers, DH Pace recommended to add traffic spike strips to stop any intruders.

The Pace team suggested a barrier gate operator and automated spike system because it offers both a high degree of security and reliability in use over time.

The recommended solution also met the specifications for Underwriters Laboratories (UL) 752 Standard for Bullet Resisting Equipment Level 3, which is an appropriate level of bullet resistance for the media outlet's needs.

When it came time for installation, the team reconfigured the traffic lanes so the new guard booth would be positioned in the middle with entrance and exit lanes on either side. The two-person installation team supervised the directional boring, also known as horizontal directional drilling or HDD, which was necessary for the operational and electrical components underground. The team also completed the concrete work, electrical hookup and final installation. Finally, they set up the system and conducted training onsite to teach the media outlet's employees about the new system.

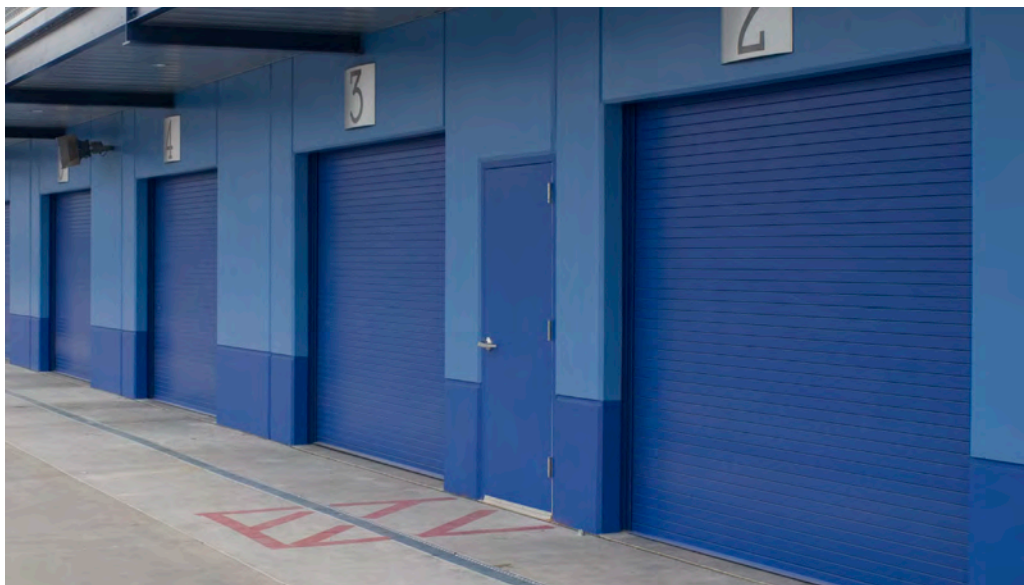
### CONCLUSION

By working with DH Pace, the media outlet fully met their primary goals of increasing security at their facility by implementing a guard booth and a traffic control system. DH Pace brought valuable technical expertise and implementation experience the media outlet did not have.

## Improving Performance

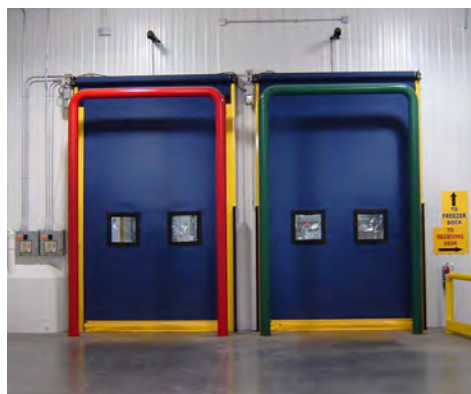
Enrolling in the Company's planned maintenance (PM) program provides customized service calls that include visual inspection, testing, adjustment and lubrication for each door registered for planned maintenance service. Regularly-scheduled PM services save a facility substantial time and money by reducing costly downtime.

Company representatives design customize maintenance programs for all types of businesses. PM Service is ideal for industries such as food processing, manufacturing, distribution and all types of industrial facility openings.



*Many industrial, high performance or specialty openings call for specialized safety and security solutions.*

Specialized Company representatives work with business owners, facility managers, property managers, architects and general contractors at all levels in the selection and maintenance of industrial, high speed and specialty door openings to improve performance and promote safety and security.



## Increasing Safety and Security at the Door

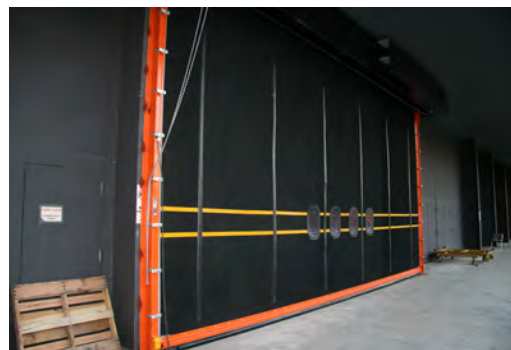
Many industrial, high performance or specialty openings call for specialized safety and security solutions. The Company's Safety and Security experts work with companies to pinpoint their needs and develop and employ solutions to meet them.

### SAFETY

- ▶ Incorporating access control and monitoring devices to restrict unauthorized traffic
- ▶ Installation of secondary protection measures such as barrier gates, bollards or overhead doors on exterior applications that call for high performance doors

Some of the Company's industrial, high speed and specialty products include:

- ▶ High Speed Performance Doors
- ▶ Freezer/Cooler Doors
- ▶ Air Curtains
- ▶ Traffic Doors
- ▶ Bug Barrier/Screens
- ▶ Security Gates
- ▶ Automated Gate Systems
- ▶ Sliding Doors
- ▶ Hangar Doors
- ▶ Special Applications







### Custom Fire-Rated Shutter in University Building

DH Pace served as a subcontractor to a general contractor to install a custom fire-rated shutter in a building for a large university.

#### PROBLEM

The university needed a way to prevent smoke from traveling between floors through the grand atrium of a four story building. In order to achieve this, the general contractor recommended using a horizontal shutter to create a vertical shaft separation between floors. The custom shutter includes a proprietary smoke management system that prevents smoke and fire from taking over the entire building.



Over eight tons, the shutter is 20 feet wide and deploys horizontally 63 feet to create a smoke-proof barrier between floors. Each 8-foot track segment weighed in excess of 600 pounds. Despite its size, the unit must always be referred to as a shutter so it is never confused with a floor door. Floor doors are used in similar horizontal applications. They can withstand the weight of people walking on them, like firefighters for instance, whereas a horizontal shutter is not intended to support the weight of people walking across it.

#### SOLUTION

DH Pace teams from multiple locations worked together to perform the installation and rigging. As you might imagine, installing a 17,000 pound door took some doing. First, four levels of engineering specialists had to sign off on the installation plan. After the plan was finalized, DH Pace put it in action. They modified the dollies to reduce point loads on the floor, expertly rigged the shutter and positioned the unit to be hoisted.

#### CONCLUSION

The entire installation went smoothly and to the delight of the university, the shutter and smoke management system passed fire inspection. From start to finish, the installation lasted approximately ten days. This project is just another example of how DH Pace is equipped to manage complex projects across multiple locations with combined expertise.

## Improving Performance

The Company can help a facility's loading docks perform more efficiently. An expert evaluation by specialized Company representatives can reveal potential problems, design custom solutions, install them and train facility owners on how to use them properly.

*Some of our performance solutions include:*

- ▶ Adding weather seal kits at dock positions to keep debris away from dock equipment moving parts, thus avoiding costly downtime and preventing employee injuries
- ▶ Adding the correct size and type of bumpers to protect the building during loading and unloading by keeping trailers from damaging buildings when backing into the dock
- ▶ Improving employee morale and productivity with the installation of a climate-controlled, dock-area, high-volume, low-speed (HVLS) fan
- ▶ Installing portable dock ramps in areas where permanent concrete ramps are not an option, to make loading and unloading more efficient

Loading docks are the first and last point of contact for materials handling at any facility. It is where supplies first arrive and where shipments leave. With modern, fast-paced loading docks, selecting and properly installing the best dock equipment for the job plays a major role in safety and productivity. Creating safe and efficient bridges between facilities and their trucks and trailers is no easy task. With so many different kinds of dock levelers available today, in such a wide variety of sizes, shapes, and mounting styles, choosing the right one can be more complicated than ever. The Company can assist customers in design and selection for all types of facilities.



### **Some of the Company's Loading Dock Equipment products include:**

- ▶ Dock Levelers
- ▶ Dock Safety Accessories
- ▶ Dock Seals
- ▶ Dock Equipment Planned Maintenance
- ▶ Dock Shelters
- ▶ Vehicle Restraints



*With so many different kinds of dock levelers available today, in such a wide variety of sizes, shapes and mounting styles, choosing the right one can be more complicated than ever.*



## Increasing Safety and Security at the Dock

Give consideration to dock safety, communications, operator environment, and energy conservation. In a busy shipping area, there may be many opportunities a day at each loading dock for serious mishaps to occur. Installing safety equipment not only reduces costs and injuries, but also improves operational efficiency and morale.

*Safety equipment can include:*

- ▶ Vehicle restraints and wheel chocks to help prevent trailer creep
- ▶ Light communication systems
- ▶ Handrails, track guards, door guards and bollards to keep employees and equipment from dangerous areas



**Distribution Facility Invests in New Warehouse with Over 110 Docks**

A regional distributor turned to long-time partner DH Pace for dock doors and equipment on a new facility.

**PROBLEM**

In the early 1970s a local family grocery store partnered with DH Pace to provide maintenance on the doors at their retail locations, as well as their frozen food and grocery warehouse. Over time, the family business grew and expanded into other markets outside the local region. Such growth made it necessary to expand their warehouse.

In the late 1980's, the distributor and DH Pace partnered again to install new dock levelers and dock seals for their frozen foods and dry warehouse expansion. DH Pace provided dock levelers and dock seals and also continued to provide dock maintenance.

Over nearly thirty years, the distributor continued to expand their operations and eventually outgrew their warehouse capacity again. They decided they needed a new warehouse and distribution facility in order to best serve their customers and the regional communities in which they operate.

**SOLUTION**

Once again, the distributor partnered with DH Pace to provide a variety of products and installation. The storied history the companies shared made it a comfortable fit for such a large and involved construction project.

Safety and low total cost of ownership were major themes in selecting the materials for this project. All told, the project consisted of procuring and installing the following materials:

- ▶ More than 115 impactable sectional doors
- ▶ Over 110 master control panels with stanchions
- ▶ Over 110 energy-saving LED dock lights
- ▶ Over 110 heavy-duty pleated dock seal enclosures
- ▶ Over 110 trailer restraint systems
- ▶ Almost 60 hydraulic dock levelers
- ▶ 55 Vertical storing dock levelers
- ▶ Nearly 30 insulated sectional steel commercial doors
- ▶ Eight High-volume low-speed (HVLS) fans
- ▶ Six High speed fabric doors
- ▶ Three Commercial rolling steel fire doors

DH Pace also provided trailer restraints for each dock position. These dock restraints keep trailers from unintentionally moving away from the dock position. They also included master control panels with an integrated communications light package. Similar to a stoplight system, the communications lights have indicators in both the inside and the outside of the dock.



Dock safety was paramount in this project. The DH Pace team considered the necessary details for safe use of the docks and related equipment. Long term, this represents a large savings of money in potential health insurance costs and worker's compensation claims. Good, positive morale and safe equipment lends itself to more productive employees who take care of good equipment that helps to keep them safe.

Sealing the docks was another key requirement. Keeping the inside sealed off from the outside, temperature changes and potential insects. The pleated dock enclosures represent enormous efficiency savings over time. They also make the sealed environments safe from insects, light or gaps which are obstacles to overcome for positive Food and Drug Administration (FDA) inspections.

DH Pace recommended impactable sectional dock doors built to withstand impact and break away from the tracks without damaging the door. The high insulation value of the dock doors also contribute to energy efficiency.

The project also called for several high speed fabric doors separating areas of the warehouse, such as from wet rooms to dry storage or from cold, temperature-controlled areas to areas with ambient temperatures. In addition to productivity improvement, the doors help control energy loss. The high speed doors save on maintenance costs. To provide a comfortable working environment, DH Pace also installed high speed low volume (HSLV) fans to recirculate the air in the area.

**CONCLUSION**

DH Pace helped the distributor specify, acquire and install a diverse amount of building equipment for their new warehouse facility. By fully understanding the nuances of the distributor's needs, the Pace team delivered on all counts. Focusing on the customer's low cost of ownership and safety requirements, combined with superior product knowledge, resulted in the best possible investment for the distributor.



## Improving Performance

The Company offers multiple product and service solutions for residential garage door openings and operating systems.

*These can include:*

- ▶ The addition and proper placement of an exterior keypad and/or interior actuator that allow the homeowner and their family to open and close the garage door safely and conveniently
- ▶ The replacement of the garage door operator with a model designed to better raise and lower the load of the door, as well as offer quieter operation, which is especially useful if there are living quarters above the garage area
- ▶ Better insulation of the opening through higher R-value steel doors, gasketing and related accessories in order to provide a more comfortable space and lower energy costs
- ▶ An annual planned maintenance (PM) program that inspects, adjusts and lubricates the working parts of each garage door and operator to ensure they are in safe and proper working condition

*For the safety of homeowner's, only professionals should adjust or replace garage door springs, the tension cables and other working parts of a garage door system.*

Residential garage doors are the largest and heaviest moving objects in most homes, and their proper maintenance and operation is critical to a family's safety and security. Garage doors often act as a visual centerpiece for the home. The Company is proud to offer our residential customers the opportunity to add a beautiful yet functional aesthetic to their homes. Garage doors not only add curb appeal, but also add to a home's resale value. Trained Company representatives work with homebuilders, architects, property managers and homeowners at all levels in the selection, installation, service and repair of residential garage doors and operators, entry doors and security gates.



**Some of our Residential Doors products include:**

- |                                |                               |
|--------------------------------|-------------------------------|
| ▶ Sectional Doors              | ▶ Entrance and Security Gates |
| ▶ Garage Door Openers          | ▶ Carriage House Style Doors  |
| ▶ Steel Insulated Doors        | ▶ Multi-Family Access Control |
| ▶ Entry, Storm and Patio Doors | ▶ Carport Enclosures          |

## Increasing Safety and Security at the Home

Most residential garage doors incorporate the use of a heavy spring that is tightly wound for proper operation. For everyone's safety, only professionals should adjust or replace these springs, along with the tension cables and other working parts of the garage door system. Visit [DHPace.com](http://DHPace.com) for information regarding garage door and opener safety tips.



**Homeowner Updates 70s Brick Home**

A homeowner wanted to increase the curb appeal for their 1970's brick ranch-style home.

**PROBLEM**

The owner of the home decided it was time for an update to the exterior. They had already remodeled the entire kitchen and now wanted to increase the overall curb appeal of the home. They had also done some landscaping improvements and added a neutral stone retaining wall, which made the original 1970's brick stand out even more.

**SOLUTION**

DH Pace visited the homeowner to understand what they were looking for. First, the homeowner had the exterior painted to update the look and feel of the brick. Now they wanted to extend the updates to both the front door and carport areas.

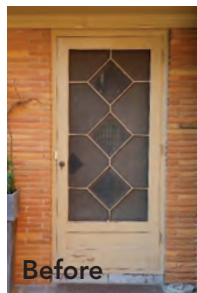
DH Pace used a door design software and a photo of the home to simulate what a new door would look like. After reviewing the options, they selected a standard entry door and customized it with a single long vertical glass panel. The homeowner chose this design because it matched the updated kitchen cabinets in their recent renovation. Using a color chart, the owner selected a door color that matched their newly painted exterior.

*"I love how our house looks. I feel so good that I just recommended a client of mine to use your company!"*

**-Laura, Homeowner**



After



Before



After



Before

With the customizations to the front door, the homeowner knew a traditional storm door would conceal the custom glass design. They inquired about other options that might be available and still allow for ventilation. DH Pace recommended adding a retractable screen instead. This way, the beauty of the new front door would not be obstructed and they still gained air cross flow through the home.

They also wanted to add a garage door to the carport area, so DH Pace turned to the door design program again to display different garage door options. The homeowner chose a flush panel garage door and added custom glass inserts to repeat the design theme from the kitchen cabinets and front door. To enclose the carport area more, the homeowner had added semi-open interior walls made of cedar horizontal boards for a shuttered look. DH Pace built out the front part of the carport and installed the custom garage door.

**CONCLUSION**

By working with DH Pace, the homeowner gained a design partner to help them bring their concept to reality as well as a partner with carpentry skills to build their vision.



*Join our service programs to save time and money by reducing costly break-downs and extending the life and efficiency of all equipment.*

The Company offers its commercial customers a full-service program by selling, installing and servicing all types of commercial doors and related products in the new construction and existing facility marketplace. From the front door to the back dock, the Company helps facility owners increase safety, improve performance, maintain code compliance and reduce costs through a variety of custom-designed Facility Inspection and Maintenance Programs.

### Inspection and Testing Services and Surveys

- ▶ Fire and Smoke Code
- ▶ Life Safety
- ▶ Handicapped Accessibility
- ▶ Automatic Pedestrian Door
- ▶ Industry Standards
- ▶ Planned Maintenance Programs
- ▶ Site Assessment Surveys
- ▶ Facility Standards Consulting
- ▶ End-User Training
- ▶ Key System Assessments



### Inspection and Testing Programs

**FIRECHECK®:** This Program is designed to assist facility owners and tenants in their legal obligation to maintain code-compliant fire and smoke-rated openings that are safe for their employees and customers.

National Fire Protection Association (NFPA) standards require building owners to have rolling, sliding and swinging fire doors inspected and tested annually and to maintain written documentation of such inspections. Defective, damaged or non-functional fire doors can lead to tragic results and may subject building owners and managers to catastrophic losses and increased legal liability.

### Site Assessment Surveys

Site Assessment Surveys can include a wide variety of code-related areas to meet our customers' needs, such as: NFPA 80, NFPA 101, NFPA 105, IBC, JCAHO, AIB, HFAP, ADA and UL 325.

### Planned Maintenance Programs

Joining a planned maintenance (PM) Service Program can save substantial time and money by reducing costly break-downs and extending the life and efficiency of all doors, gates, operators and dock equipment.

A PM includes: inspection, testing, adjustment and lubrication of a door and its moving parts. This translates into cost savings because technicians can spot potential problems before they become large, expensive ones.

**AAADM:** The Company's inspectors are certified by the American Association of Automatic Door Manufacturers (AAADM) to provide maintenance, repair, and annual inspections of automatic pedestrian door systems to assist building owners in maintaining openings that are in compliance with AAADM's standards.



## DH Pace Helps Hospital Meet Door Code Requirements

A not-for-profit health care network with over 550 beds wanted to meet door code requirements for The Joint Commission also known as (JCAHO) accreditation.

National Fire Protection Association (NFPA) standards require building owners to have rolling, sliding, and swinging fire doors inspected and tested annually. NFPA standards also require to maintain written documentation of such inspections.

### PROBLEM

In a previous year, the health care network performed a fire door certification inspection and found that most of the openings failed to meet NFPA 80 standards.

The following year, the customer wanted to re-inspect the doors. Knowing that doors that did not meet quality standards threatened their accreditation with The Joint Commission. The Joint Commission accreditation and certification is considered a quality symbol that reflects on an organization's commitment to meet specific performance standards. Failure to maintain accreditation can result in a loss of federal funding and bad publicity which can negatively affect their reputation in the community.

### SOLUTION

The medical center enrolled in the FireCheck® Program to identify all openings that did not meet the standard requirements. First, DH Pace met with the facility's representatives to coordinate the inspection details. Then, American Association of Automatic Door Manufacturers (AAADM) certified technicians performed an opening survey with a visual inspection and functional tests. After the survey, DH Pace provided a deficiency summary outlining high-level details of the visual inspection and function tests.

Finally, DH Pace submitted a written inspection report of the facility's openings with recommendations of how the facility could fulfill their legal obligation to maintain openings in compliance with the pertinent codes and standards. The written inspection report covers multiple code sources including the following list:

- ▶ International Building Code (IBC)
- ▶ International Fire Code (IFC)
- ▶ NFPA 80 for the care and maintenance of fire doors and other opening protectives
- ▶ NFPA 101 for life safety
- ▶ NFPA 105 for installation, maintenance, and testing of smoke door assemblies and smoke dampers

Based on the results of the FireCheck® Program inspection, the medical center acted on DH Pace's recommendations. They contracted with DH Pace to provide and install all the materials necessary to bring the facility to 100% compliance.

DH Pace provided approximately 8,000 feet of smoke seal, 85 door kick plates in various sizes, approximately 80 mortise door edges, 25 continuous hinges, 100 brush sweeps, 20 fire bolt door hardware and 20 new closers. The team fully replaced ten openings and relabeled approximately 150 openings to be labeled in accordance with compliance.

In addition to the summary and written report, the FireCheck® Program includes an annual re-inspection for the following year to ensure continued code compliance.

### CONCLUSION

All told, DH Pace updated nearly 500 openings across the medical center to be code complaint. With just a few weeks before the project was to be completed, representatives from The Joint Commission arrived to inspect the facility. The inspection went so well, the medical facility stated that the inspection representatives said they had set the standard for any health care facility and that theirs was one of the best inspections they had ever done.





**DHPACE**  
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