

Corporate Report

DHPACE® | Building Safer Communities
Everything Doors Since 1926

LETTER FROM THE CEO

We are pleased to report DH Pace Company sales increased in 2017 by \$74 million, or 20 percent, to \$434 million. In 2017, we continued to make investments to improve our long-term competitive position in the marketplace. These new investments included:

HIRING

In 2017, the Company created an additional 211 net jobs ending the year with a total of 1,887 employees. Since the end of 2011, the Company has created more than 1,000 net new jobs.

CAPITAL EXPENDITURES

In 2017, we purchased 183 new vehicles to upgrade and expand our fleet to over 1,055 vehicles. Our software upgrade project is on track with phased implementation planned over the next several years. This new platform will enhance our mobility, user interface, reporting and e-commerce capabilities.

FACILITY IMPROVEMENTS

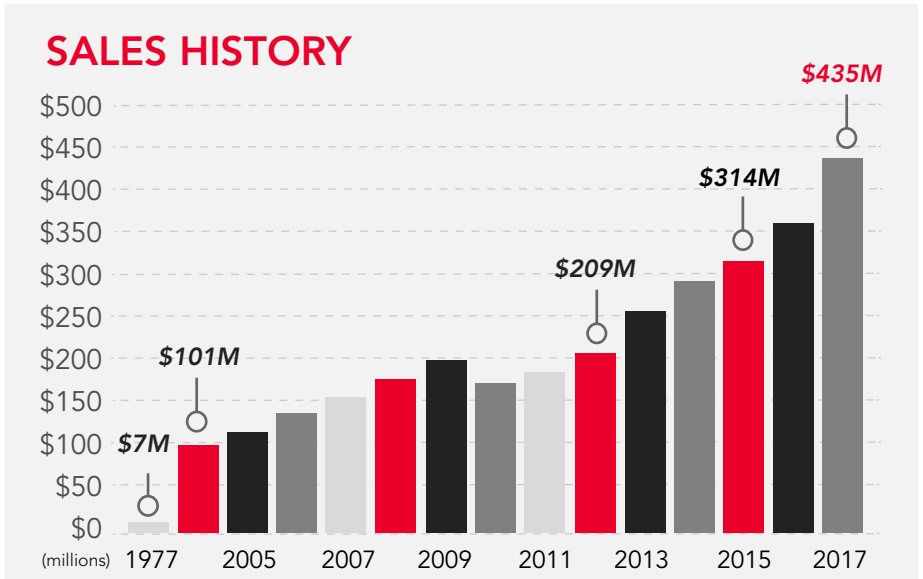
In 2017, DH Pace invested in multiple facility improvements. The Company expanded its Joplin, Missouri, facility to accommodate future growth. New residential facilities were leased in St. Louis, Missouri, and Atlanta, Georgia, and are now operational. Dallas, Texas; Colorado Springs, Colorado; and Pineville, North Carolina, all added additional office space. The Company also moved in to a new build-to-suit facility in Bloomington, Illinois, and a new build-to-suit facility in Nashville, Tennessee, was leased and is currently under construction for 2018 occupancy.

NEW LOCATIONS

In 2017, we entered three new geographic markets adding Seattle, Washington; Milwaukee, Wisconsin; and Tampa, Florida. We also expanded our presence in four existing markets through acquisitions: Dallas, Texas; Colorado Springs, Colorado; Atlanta, Georgia; and Wichita, Kansas. In early 2018, we opened six offices in Texas to supplement our existing Dallas office: Ben Wheeler, Houston, Austin, San Antonio, Lubbock and El Paso.

Today we operate in 44 markets across the continental United States with additional locations planned for the future. Our National Accounts business, which is active in all 50 states, continues to grow sales and serve customers from coast-to-coast while also expanding the range of products and services offered.

We are proud to be a privately-held, family-owned business, committed to serving our customers, working hard to be a great place to work and actively 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 lie ahead of us.



REX E. NEWCOMER | CHIEF EXECUTIVE OFFICER

MISSION AND VALUES

DH Pace's mission is to enhance the communities we serve by improving the safety, convenience and aesthetics of the buildings where we live, work and play.

HOW WE FULFILL OUR MISSION

DH Pace strives to deliver meaningful solutions to each and every customer which include five key elements:



PROFESSIONAL EMPLOYEES

Trained, highly skilled and ready to serve



BROAD PRODUCT OFFERING

For every type of door, loading dock and security system in all types of buildings



CUSTOMIZED SOLUTIONS

Designed to meet each customer's specific needs



RELIABLE SERVICE

Nationwide service when and where customers need it



LIFE CYCLE BUILDING MANAGEMENT

A trusted partner for construction, renovation, maintenance and repair

OUR VALUES

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

LIVING OUR VALUES - LEADING BY EXAMPLE

At DH Pace, translating the mission and values into action is the cornerstone of the business. "Living our Values" and "Leading by Example" represents the Company's commitment to consistently making a meaningful difference in the lives of people by supporting the communities we serve, investing in our employees' professional growth and serving our customers as a trusted partner.

Supporting our communities | **Investing** in our employees | **Serving** our customers

LIVING OUR VALUES



SPOTLIGHT PROGRAM

LIBRARIES ON THE LOOSE

DH Pace held a little library design competition to excite young readers and make a variety of reading materials easily accessible.

These take-a-book, leave-a-book lending libraries are maintained by the local markets in which they reside.



SUPPORTING OUR COMMUNITIES

As a privately-held and family-owned business with three generations actively involved, we are especially committed to making sure our actions are socially responsible and that we are making a positive long-term difference in the communities we serve. This support currently focuses on community service and environmental sustainability.

DRIVES
Blood, Food and Gift

DH PACE
Everything Doors Since 1926
Building Safer Communities

SERVICE
Community Projects



VOLUNTEERING

FUNDRAISERS



HEALTH
Initiatives and Topics

130+ EVENTS

WALK
and Race Events

COMMUNITY SERVICE

Newcomer Family Foundation

Since 1997, the Company has donated a share of its profits to the Newcomer Family Foundation to support the Foundation's charitable activities in the community. The focus of the Foundation is to develop long-term partnerships with charitable organizations with an emphasis on programs that directly affect the lives of those in need. Since its inception, the Foundation has provided millions of dollars in grants to 17 organizations that support education, human services, housing and health-related needs.

Local Activity Teams

With support from the Company, local employee-based teams in each operating division are responsible for organizing events and activities that focus on community service, health care and team building. Each group is encouraged to select organizations and events guided by employee input and those that are most relevant in their local community. In 2017, DH Pace employees participated in more than 130 community outreach events, team building activities and health awareness topics in the markets it serves across the country.



Local Blood Drives



Creating Hygiene Kits



YMCA Food Drive

2017 RECYCLING PROGRAM

The Company actively encourages recycling at all its facilities to reduce the amount of waste sent to landfills. In addition, DH Pace works closely with suppliers to eliminate unnecessary packaging materials to reduce the overall environmental impact.

Scrap Metal	2,071 tons
Aluminum	18 tons
Cardboard	26 tons
Paper	23 tons
Plastic	3 tons
Ink Cartridges	380
Tires	1,289
Vehicle Batteries	196
Petroleum Waste	6,940 gal



Hands-On Training



ENVIRONMENTAL SUSTAINABILITY

DH Pace believes protecting the environment is a responsibility shared by everyone. The Company actively encourages recycling in all its facilities across the country. In addition, the Company provides its customers with a full range of training, compliance programs, products and services designed to improve environmental performance in their facilities.



Green Building Best Practices

The Company supports the green building movement by investing in the necessary knowledge, training and certifications to support sustainable construction practices.

Several key programs in this area are:

- **Forest Stewardship Council® (FSC®-C011089)** to ensure the wood used is from sustainable forests.
- **Green Building Council (USGBC)** by participating in the LEED® green building certification system
- **Net Zero Energy (NZE)** movement by working to reduce the energy consumption of products
- **Building Information Modeling (BIM)** to improve the overall efficiency of the construction process

INVESTING IN OUR EMPLOYEES

DH Pace recognizes that highly-skilled and motivated employees are critical to the successful operation of the business and for delivering a consistently great customer experience. DH Pace places a top priority in recruiting, training and fostering exciting career growth opportunities for qualified individuals.

Training and Development

In 2017, the Company utilized a state-of-the-art Learning Management System (LMS) to deliver online training to employees and supplement classroom-based programs. In addition to required training, the self-service catalog has more than 2,500 videos, articles, quizzes and other training materials related to products, professional skills, software and safety. In 2017, total training hours completed through all delivery methods reached nearly 29,000 hours with 1,765 participating employees.



Employee Benefits and Wellness Programs

DH Pace is committed to providing competitive benefits to its employees. Benefit packages are designed to encourage employees to choose the best options available to fit their families' needs and situations. DH Pace also provides a wide range of programs that offer additional security to employees, such as retirement planning, insurance options and identity theft protection. Employee wellness is among the highest priorities, and our wellness programs provide education for topics such as: physical activity, financial wellness, nutrition, stress management and health risk management.

SERVING OUR CUSTOMERS

DH Pace is committed to serving the diverse needs of its customers in all types of facilities. From improving customer convenience and employee productivity, to increasing security and safety, you can count on DH Pace to have a complete range of products, systems and services ready to address any need for any type of facility, anywhere in the country.



Health Care



Industrial and Manufacturing



Commercial Construction



Education



Retail



Distribution and Logistics



Government and Municipality



Single and Multi-Family Residential



SPOTLIGHT PROGRAMS

COMPLIANCE WITH BUILDING CODES AND STANDARDS

The Company has a dedicated team of certified professionals with advanced expertise in building codes and industry standards. The team delivers training programs, conducts facility inspections, reviews variance reports and provides consulting services to customers on all compliance-related issues. The team also works closely with fire marshals and building inspectors on training programs and awareness campaigns to mitigate risk and improve life safety in buildings in the communities we serve.

CUSTOMER SURVEYS

DH Pace operates an extensive customer feedback program. Each year, the Company receives thousands of customer survey results as a metric to gauge the level of customer satisfaction, to recognize employees for outstanding performance and to identify areas of improvement. Read customer survey submissions in the following section.

WHAT CUSTOMERS ARE SAYING

“ Maintaining four facilities I deal with a lot of contractors, it’s always a pleasure to have contractors who understand time is money, stay on task and are friendly. DH Pace is now the company I call for all my door needs. Dealing with Eric and Richard is always quick and hassle free! ”

- **COMMERCIAL CUSTOMER**



ABOUT TECHNICIAN // **ERIC SZMURLO**

AND SALESMAN // **RICHARD VINCE**



“ As someone that has worked with DH Pace for several years now and has experience working with their competitors, I thought it was only right to share my opinion. Everything from start to finish on all of my projects are done extremely well – from the sales and quote information to the scheduling all the way to the install. I would like to give multiple people credit for being proactive in getting my projects done well and on time. First, I would like to acknowledge Darren, great sales rep with experience in the field and knows what he’s talking about. Darren provides great service, is prompt and quick to answer questions and return calls. Darren is an easy guy to deal with and I would recommend his service to anyone. The next individual I would like to thank is Audencio for putting up with me and making sure all of our special requests for scheduling were met. Audencio and I made months of scheduled door installs and they all went seamless. I also would not be doing this survey any justice without pointing out the installers – the men behind the tools making it happen. Hats off to the lead technicians on site that made it happen. These guys are easygoing and know what they are doing. The installs are next to perfect and the ones that are not are quickly addressed. I couldn’t ask for a better install team, I wouldn’t want anyone else on my job. Great work DH Pace! ”

- **COMMERCIAL CUSTOMER**



ABOUT SALESMAN // **DARREN FALKENBURY**

AND DISPATCHER // **AUDIENCIO MORALES**



“ Scott Stokes, installer, was professional in all aspects. Dismantling, assembling, cleaning, installing and setup; very social, approachable and knowledgeable. I first spoke to Derek Elliot, sales, 10 months ago, but ended up not being ready to purchase. He contacted me once after that in a non-salesy way. I appreciated that. This is why, when I was ready, I called Derek to move forward. Great demeanor and personality. The no-push approach is what gave him the business. ”

- **RESIDENTIAL CUSTOMER**



ABOUT TECHNICIAN // **SCOTT STOKES**

AND SALESMAN // **DEREK ELLIOT**



“ Ignacio was awesome!! He had to do a bit of custom fabrication on my vintage garage door setup. He was very professional, removed the old wooden doors carefully and cleaned up the site perfectly. I wouldn’t hesitate to recommend his work and Overhead Door™ products. One satisfied customer here in White Rock, NM. (Sorry to see Angela retire, but she deserves it after her years of great service!) ”

- **RESIDENTIAL CUSTOMER**



ABOUT INSTALLER // **IGNACIO CHAVEZ**

“ Gary is a great person and skilled technician, he was excellent. I have run several companies from small to \$50 million in sales and I know people - I would hire Gary in a minute. He is a great representative for your company. ”

- **COMMERCIAL CUSTOMER**



ABOUT TECHNICIAN // **GARY NASH**

COMPANY UPDATE

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 location opened as Overhead Door Company of St. Louis™ under the Overhead Door™ Red Ribbon logo. A few years later, Overhead Door Company of Kansas City™ (1927) and Overhead Door Company of Atlanta™ (1935) opened for business.

In 1973, the operation of these three entities consolidated and became divisions of DH Pace Company, Inc. In 1995, the Company began selling some of its commercial products and services under the DH Pace brand name in some markets. In 2003, the Systems Integration division was formed to provide access control, video surveillance, intrusion alarm and parking control system products and services.

COMPANY TODAY

Growing Sales

In 2017, DH Pace sales increased by roughly \$74 million, or 20 percent to \$434 million. The Company also created an additional 211 net new jobs ending the year with a total of 1,887 employees. Since the end of 2011, the Company has created more than 1,000 net new jobs.

Expanding Operations

In 2017, DH Pace entered three new geographic markets adding Seattle, Washington; Milwaukee, Wisconsin; and Tampa, Florida. The Company also expanded its presence in four existing markets through acquisitions: Dallas, Texas; Colorado Springs, Colorado; Atlanta, Georgia; and Wichita, Kansas.

In early 2018, DH Pace combined operations with Door Control Services to expand coverage beyond Dallas into six additional Texas markets (Ben Wheeler, Houston, Austin, San Antonio, Lubbock, and El Paso) as well as adding a presence in Arkansas and Louisiana. Today, the Company operates in 44 markets across the continental United States with additional locations planned for the future. DH Pace's National Accounts business, which is active in all 50 states, continues to grow sales and serve customers from coast-to-coast while also expanding the range of products and services offered.



UPGRADING FACILITIES

In 2017, DH Pace invested in multiple facility improvements. The Company expanded its Joplin, Missouri; facility to accommodate future growth. In St. Louis, Missouri; and Atlanta, Georgia; new residential facilities were leased and are now operational. Dallas, Texas; Colorado Springs, Colorado; and Pineville, North Carolina, all added additional office space. The Company also moved into a new build-to-suit facilities in Bloomington, Illinois, and an expanded facility for Nashville, Tennessee, was leased and is currently under construction for 2018 occupancy.

91 Years in Operation

1,877 Employees

44 Markets Served



IN 20 STATES

211 New Hires

3 NEW Locations

20% Sales Growth

\$434M Total Sales

29K Training Hours

183 New Fleet Vehicles

FAMILY OWNED
PRIVATELY HELD





COMPANY STRUCTURE

DH Pace is organized into three main operating groups: National Accounts, Entry Door Systems and Local Markets.

NATIONAL ACCOUNTS GROUP

The National Accounts Group specializes in supporting customers with facilities in multiple markets who need a consistent program for all of their locations - whether they span a region or the entire country. These programs are customized to fit the unique needs of each customer. Programs can also include coordination between new construction, remodeling, maintenance and repair activities to provide an integrated plan for maximum efficiency over the entire life cycle of the facility. The National Accounts Group provides its services in all 50 states.

ENTRY DOOR SYSTEMS GROUP

The Entry Door Systems Group works with customers in the commercial construction marketplace to provide products and services including selective demolition, rough carpentry, finish carpentry/casework, all types of door products, specialties/equipment/furnishings and electronic security (access control/video/intrusion). The products are typically specified in Construction Specifications Institute (CSI) divisions 2, 6, 8, 10, 11, 12 and 28. A wide range of additional services are available for pre-construction, construction and post-construction activities in support of these products and services.

LOCAL MARKET GROUP

The Local Market Group supports customers with the Company's full range of commercial and residential products and services in 44 markets throughout the United States. Each location offers installation, maintenance and repair services 24 hours a day, 365 days a year. These offices support building owners and tenants in existing buildings and general contractors on new construction and remodeling projects.



NATIONAL ACCOUNTS GROUP

The National Accounts Group supports customers with facilities in multiple markets who need a consistent program to cover all of their locations. These programs are customized to fit the unique needs of each customer. All programs are designed to improve safety, customer convenience and employee productivity for each application at the lowest total cost of long-term ownership.

Program features include: standardized pricing, performance reports, consulting services and product selection to best fit each application. Programs can also include coordination between new construction, remodeling, maintenance and repair activities to provide an integrated program for maximum efficiency.

NATIONAL COVERAGE

The National Accounts team has programs on both a regional or national basis to fit the preference of each customer, and services are available 24 hours a day, 365 days a year.

FULL-SERVICE DOCK AND DOOR EXPERTS

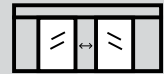
The National Accounts team offers a full line of commercial products and services including: automatic doors, dock equipment, garage doors, high-speed doors, entry doors, master key systems and many related products to cover any and all system applications.

LIFE CYCLE MANAGEMENT

The National Accounts team can also incorporate new construction, remodeling, maintenance and repair activities into a single program to reduce the cost of ownership over the life of the facility.

CUSTOMIZED PROGRAMS

The National Accounts team can customize any aspect of a program to ensure the best fit possible with the needs of each customer.



COMMON PRODUCTS

- Automatic Doors
- Commercial Sectional and Rolling Doors
 - Impact Doors
 - Rolling Steel Fire Doors
- Entry Doors
 - Door Hardware and Parts
 - Hollow Metal and Wood Doors
 - Storefront and Glass Doors
- High Speed Doors
- Loading Dock Equipment
 - Levelers
 - Safety Equipment
 - Seals and Shelters
- Security Solutions
 - Alarmed Exits
 - Gates and Mall Doors
 - Key Systems
 - Parking Lot Gates and Bollards
 - Security Shutters and Grilles

DHPaceNationalAccounts.com



ENTRY DOOR SYSTEMS GROUP

The Entry Door Systems Group works with customers in the commercial construction marketplace to provide a broad range of products and services incorporating Construction Specification Institute (CSI) divisions 2, 6, 8, 10, 11, 12 and 28. Products can be delivered to the job site, with or without installation. Extensive support services are available and are divided into pre-construction, construction and post-construction activities. These additional services leverage DH Pace's expertise and optimize project management.

PRE-CONSTRUCTION SERVICES

- **Design and budgeting services** to ensure the best products and systems are used while meeting the owner's financial budget
- **Building Information Modeling (BIM)** integration to improve the overall efficiency of the construction process
- **Environmental compliance** through Forest Stewardship Council® (FSC) membership to ensure wood is used from sustainable forests and Green Building Council (USGBC) participation in the LEED® green building certification system

CONSTRUCTION SERVICES

- **Integration** of entry doors and automatic doors with security systems to provide a single source of responsibility for the work
- **Pre-installation of entry door hardware** off-site to accelerate project schedules, reduce on-site waste and increase safety
- **Combined CSI divisions 2, 6, 8, 10, 11, 12 and 28** packages of products and systems to meet project needs

POST-CONSTRUCTION SERVICES

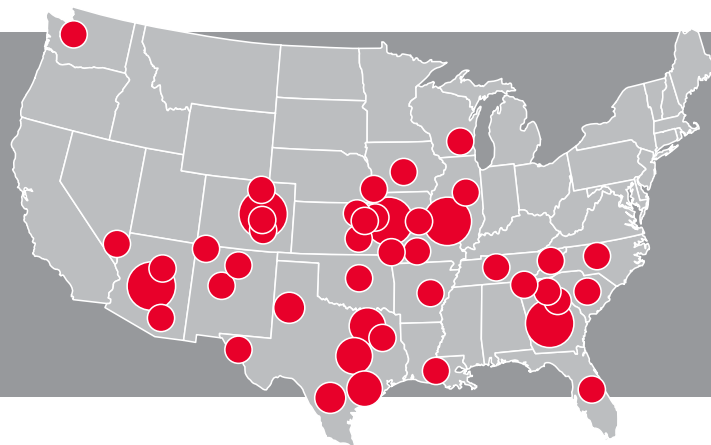
- **Mechanical key and security system management** to ensure system integrity
- **Inspection and maintenance programs** to ensure proper maintenance and ongoing compliance with codes and regulations
- **Preferred service repair programs** to reduce downtime and control costs



LOCAL MARKET GROUP

The Local Market Group supports customers with the Company's full range of commercial and residential products and services in 44 markets throughout the United States. Each location offers installation, maintenance and repair services 24 hours a day, 365 days a year. These offices provide products and services to building owners and tenants in existing buildings and to local contractors on new construction and remodeling projects.

The Company currently operates in numerous markets under the Overhead Door™ Red Ribbon brand name through a relationship dating back to 1926. The Company also markets certain products and services nationally under the DH Pace tradename, and operates under a variety of additional local tradenames in individual markets around the United States.



ARIZONA

- Flagstaff
- Phoenix
- Tucson

ARKANSAS

COLORADO

- Colorado Springs
- Denver
- Loveland
- Pueblo

FLORIDA

- Orlando
- Tampa

GEORGIA

- Atlanta
- Athens
- Dalton
- Gainesville

ILLINOIS

- Bloomington

IOWA

- Des Moines

KANSAS

- Kansas City
- Lawrence
- Manhattan
- Topeka
- Wichita

LOUISIANA

MISSOURI

- Columbia
- Kansas City
- Joplin
- Springfield
- St. Louis

NEBRASKA

- Omaha

NEVADA

- Las Vegas

NEW MEXICO

- Albuquerque
- Farmington
- Santa Fe

NORTH CAROLINA

- Asheville
- Charlotte

OKLAHOMA

- Oklahoma City

SOUTH CAROLINA

- Greenville

TENNESSEE

- Nashville

TEXAS

- Austin
- Ben Wheeler
- Dallas
- El Paso
- Houston
- Lubbock
- San Antonio

WASHINGTON

- Seattle

WISCONSIN

- Milwaukee

PRODUCTS & SERVICES

COMMERCIAL

Products

- Automatic Door Systems
- Commercial Sectional and Rolling Doors
- Commercial Security Systems and Access Control
- Entry Doors, Hardware and Key Systems
- Industrial, High Speed and Specialty Doors
- Loading Dock Equipment
- Specialty Products

Services and Programs

- Construction Design and Consulting
- Door Compliance Services
- Emergency Services
- Facility Standards Consulting
- Fire Door Inspection and Labeling
- Inspection and Testing Services
- Installation, Maintenance and Repair
- Locksmith Services
- Planned Maintenance Programs
- Security System Monitoring
- Site Assessment Surveys

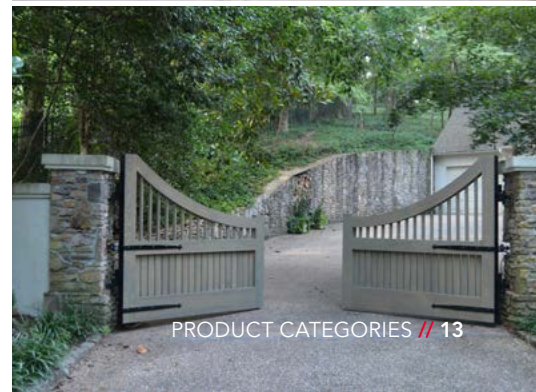
RESIDENTIAL

Products

- Entry Doors
- Garage Doors, Openers and Accessories
- Garage Flooring
- Garage Screen Doors
- Garage Storage Systems
- Residential Gate Systems
- Home Automation
- Patio and Storm Doors

Services and Programs

- Annual Inspection Services
- Emergency Services
- Repair, Tune Up and Winterization Services
- Planned Maintenance Program
- Product Installation





AUTOMATIC DOORS

DH Pace is a leading provider of automatic doors for both new construction and remodeling projects. Regardless of the application or quantity, we can design, install and maintain automatic door systems that are aesthetically pleasing, safe, secure and meet specified requirements.

Our trained and certified door professionals work with architects, general contractors and facility owners to review project considerations and job requirements. Ultimately, our experts design every automatic door system for the safe, uninterrupted flow of traffic and controlled access.

PROPER MAINTENANCE

Automatic door systems are largely utilized in high-traffic areas as they are often used as the main entrance to a building. Maintenance of these systems is a critical safety requirement. AAADM (American Association of Automatic Door Manufacturers) recommends that automatic doors be inspected annually, at minimum, to improve safety for the customer and employees that use these doors on a daily basis. DH Pace's AAADM certified inspectors complete inspections in accordance with American National Standards Institute (ANSI) A156.10, A156.19, A156.27 and A156.38.

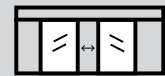
Automatic doors are an efficient method to facilitate convenient access in and out of buildings. However, if not properly maintained they can lead to injuries, costly lawsuits and reputational damage. Routine inspection and maintenance is highly recommended for these types of entry systems.

IMPROVING SAFETY AND SECURITY

Installation of automatic door systems are available with a wide variety of additional security features. To enhance and customize the level of security at designated openings or during specific times of day, consider whether you need access control or surveillance cameras.

There are also multiple options of activation systems to fit the needs of each application:

- Access Control
- Key Access
- Motion or Infrared Sensors
- Push Plates
- Touchless Sensors



PRODUCTS

- Automatic Door Operators
- Bi-Fold and Telescoping Doors
- Revolving Doors
- Security Doors
 - Revolvers
 - Portals
- Sliding Doors



ACCESSORIES

- Access Control
- Door Safety Decals
- Guardrails
- Key Access
- Motion Sensors
- Push Plate Posts
- Push Plates
- Safety and Infrared Sensors
- Touchless Sensors



Space-Saving Doors Optimized Newly-Built Hospital Addition

DH Pace worked with the architect, general contractor and owner on new health care facility.

PROBLEM

A large health care organization decided to build two new towers adding over one thousand new beds to an existing hospital complex. The plan for the towers included new intensive care units (ICU), surgical and operating rooms, in-patient rooms and an emergency department.

Hospital management needed a partner to work with the architect and general contractor to analyze the building plans and create a project plan for all of the openings in the space, including the interior and exterior automatic doors. The construction spanned the course of four years, and the hospital wanted a resource that could handle the project from start to finish, had access to specialized products and the technical expertise to understand requirements in a health care environment.

SOLUTION

DH Pace had been maintaining the automatic doors at the existing hospital for several years. The Company helped the hospital update their facility standard and established a planned maintenance program for doors throughout the facility. Because of the reliable service DH Pace had provided, the hospital chose to work with the DH Pace team on the new tower expansion project.

DH Pace dedicated multiple resources into the multi-phased project including the planning efforts. Most discussions were centered on code compliance at each opening, including NFPA-101 Life Safety Code, IBC International Building Code and multiple ANSI Standards (117.1, 156.10 and 156.19 and 156.38), while adding functional space so that additional patient rooms could be placed on each floor.

In lieu of swinging doors, DH Pace installed manual sliding ICU doors at the patient room entrances and bathrooms to optimize the use of floor space. The ICU patient room doors were also equipped with smoke seals and positive latches to address health care related compliance requirements.

DH Pace worked with the architect, general contractor and hospital for over a year to plan this large, multiphase project. The DH Pace installation team completed the installation in phases over a two month period towards the end of the project to minimize damage to the doors by other trades working onsite.

CONCLUSION

Because of its longstanding experience working in health care environments, DH Pace understood the hospital's needs and offered the specialized product solutions and skilled installation services necessary to meet the specific needs of this new facility. This efficiency resulted in increasing the number of hospital rooms in the project's total footprint. Management has been pleased with the work and added the new towers to their planned maintenance agreement with DH Pace.



SECTIONAL & ROLLING DOORS

Commercial sectional and rolling doors play a critical role in providing higher customer satisfaction, increased employee productivity and security. Proper installation and routine maintenance is also critical for the safe and efficient use of commercial door systems. DH Pace offers a complete range of design, installation, maintenance and repair services to meet these challenging requirements.

Given the relatively large size of these doors and the wide variety of applications in which they are used, it is essential to select the appropriate door system and meet the operating requirements of each unique opening.

PROPER MAINTENANCE

Because commercial door systems are typically large and heavy, they are a potential safety and security risk if they are not properly maintained. Performing routine, planned maintenance keeps systems properly adjusted. It also provides an opportunity to inspect the system to identify any concerns before they have an opportunity to become significant issues.

IMPROVING SAFETY AND SECURITY

A wide variety of additional equipment can be provided at these openings to reduce the risk of injury, property damage or loss of security. Upgrade older power operators to the new UL 325 compliant standard to provide continuous safety monitoring. Safety edges, safety beams, bollards, track guards and break-out sections protect both people and equipment.

Plus, you can choose the right method of door activation for any type of application:

- Access Control
- In-Ground Loop
- Pull Cord
- Remote Transmitter
- Motion Sensor
- Push Button



PRODUCTS

- Aluminum and Glass Doors
- Counter Doors
- Knock-Out Doors
- Operators and Accessories
- Rolling Steel Doors
 - Fire-Rated
 - Insulated
 - Non-Insulated
- Sectional Steel Doors
 - Insulated
 - Non-Insulated
- Security Grilles



ACCESSORIES

- Bollards
- Control Boxes
- Heavy, Medium and Standard Duty Operators
- Motion Detectors
- Photoelectric Sensors
- Pull Cord Activation
- Safety Beams and Safety Edges
- Safety Light Curtains
- Track Guards



Increased Demand Leads to New 150-Position Distribution Center

A best-in-class manufacturer needed commercial sectional doors for a new distribution center.

PROBLEM

Due to rapid growth, a Fortune 500 manufacturer was running out of capacity in one of their million square foot regional distribution centers. The influx of demand necessitated an accelerated construction schedule for an additional distribution center next to the existing facility. The manufacturer had selected a prominent national general contractor and construction plans were underway. Next, they needed a partner that could supply 150 commercial sectional doors on their abbreviated schedule.

It was important to the manufacturer to construct their new facility to match their existing distribution center aesthetically, so they requested a custom paint color for the sectional doors. A custom color requirement typically adds more lead time, which would have pushed the project's completion in this case. This meant the doors would have to be put on the fast track in order to meet deadline.

SOLUTION

DH Pace had worked with the general contractor in the past so when plans started to move forward, the contractor reached out to DH Pace for support. From the point that submittals were approved, the construction schedule allowed six weeks to place orders, custom paint the doors and install them. DH Pace coordinated with the manufacturer to reduce the overall lead time. The project schedule was so critical the general contractor visited the manufacturing plant to inspect the doors while they were in production to confirm the door construction and custom color matching.

As the installation date approached, the DH Pace team met with the owner at the construction site to coordinate the installation schedule. Over two weeks, DH Pace technicians installed 150 commercial sectional doors to ensure that the building was enclosed.

CONCLUSION

This project was successful because DH Pace understood the importance of delivering a large-scale, customized solution on a fast track basis. Through efficient project management and skilled installation, DH Pace completed their work a full week ahead of the construction schedule.

"We were extremely impressed with your performance on the installation work to meet the condensed schedule. This was critical to allow other trades to work inside the building and lead to meeting the owner's move-in date. Also, the timeframe DID NOT compromise the quality of the work. I would not hesitate to work with DH Pace again on future projects of any size." - Tony, Project Manager



ENTRY DOOR SYSTEMS

Entry door systems are appropriate for a variety of applications, and each opening is custom built to meet the specific needs of its application. The door's finish hardware determines how the opening operates, such as the level of automation for operation and security. Doors and frames are available in various materials for durability, aesthetic, security or environmental reasons. Materials commonly used include: wood, hollow metal, aluminum, stainless steel and fiberglass reinforced plastic (FRP).

PROPER MAINTENANCE

The latest version of the fire code requires an annual inspection of all fire-rated entry doors to verify the opening is being maintained in compliance with the published requirements. DH Pace provides a full range of training, consulting and inspection services relating to this new requirement.

Entry doors are also used in applications where building code compliance is critical. Fire, life safety and accessibility code requirements play a significant role in the proper selection and operation of an entry door system.

IMPROVING SAFETY AND SECURITY

Several factors – such as proper design and implementation of mechanical key systems, electronic access control systems (standalone, networked and wireless) and the proper application of mechanical and electrified hardware – layer together to determine the effectiveness of entry door safety and security systems.

DH Pace offers custom solutions based on your facility's requirements that can optimize safety, security and code compliance, while still providing the lowest total cost of ownership over the life of the facility.

Common safety programs include the following items:

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



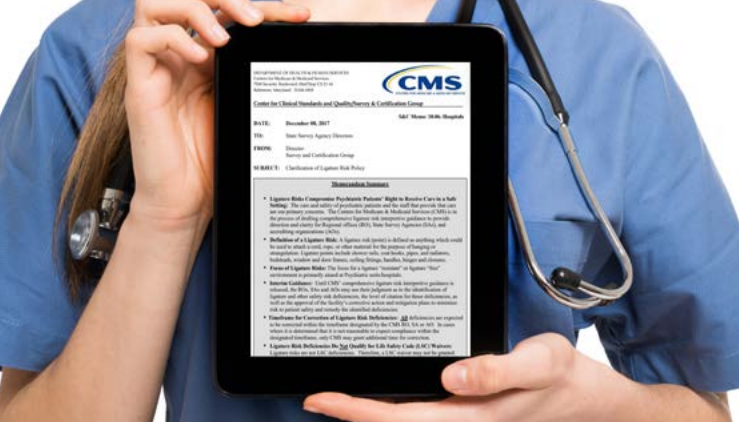
PRODUCTS

- Access Control
 - Credentials and Readers
- Doors and Frames
 - Accordion and Operable Walls
 - Aluminum Doors, Storefronts and Windows
 - Flush Wood Doors
 - Hollow Metal Doors and Frames
 - Performance-Rated Assemblies
 - Specialty Applications
- Finish Hardware
 - Electrified Hardware
 - Locksets, Exit Devices and Closers
 - Key Systems and Accessories
 - Push, Pull and Kick Plates



PERFORMANCE-RATED ASSEMBLIES

- Cross-Corridor Doors and Area Separations
- Elevator Shafts and Lobbies
- Fire-Rated Doors
- Integrated Doors
- Sound-Rated Doors
- Thermal-Rated Doors



CASE STUDY

Behavioral Health Facility Reduces Ligature Risks

In health care settings, behavioral health combines medical care with psychiatric services. As such, there are special construction requirements to provide a safe treatment environment for patients and their providers.

PROBLEM

The Centers for Medicare and Medicaid Services (CMS) issued a memo instructing health care facilities to audit ligature risks and make upgrades to meet the new standards. A residential behavioral health center needed to upgrade the door hardware on their campus to be in compliance with the new CMS regulations.

The behavioral health center had multiple patient residence buildings that were built over many years without a standard approach to ligature-resistant assemblies. With the upgrade, the facilities manager wanted to use the same products across the project for consistency to optimize future maintenance and repair. Some areas also needed additional hardware, paint or other improvements to upgrade previous installations.

SOLUTION

Since the buildings would remain occupied during the work, the Pace team coordinated with the owner to relocate the patients during the day while work was completed in each living area. This coordination occurred on a daily basis, required great communication and occasional adjustments to accommodate the needs of the facility.

The DH Pace team worked with the facility team to identify the right mix of anti-ligature hardware that met the requirements of the CMS Ligature Risk Policy and establish a uniform standard for the facility.

The Company provided the following anti-ligature hardware for more than 350 patient rooms across seven buildings on campus:

- Anti-ligature deadbolts for use during social hours
- Anti-ligature passage sets for patient room doors to latch but not lock
- Spring hinges to close the doors instead of closer accessory hardware
- Hinge covers to minimize access to the hinge as a ligature point

CONCLUSION

Thanks to DH Pace's technical expertise and project management coordination, the behavioral health facility upgraded to new hardware that prevents access to ligature points in patient rooms. Not only did this meet standards set forth by CMS, but the renovation also brought all the buildings to the same protection level and provided a safer environment for patients.



INDUSTRIAL, HIGH SPEED, & SPECIALITY DOORS

Industrial, high speed and specialty doors are used in specific applications that require demanding performance and construction characteristics. DH Pace employs trained and highly-skilled professionals that work with building owners, architects, contractors and end users in the design, selection, installation, maintenance and repair of these specialized door systems to meet the unique needs of each application.

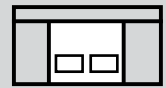
Specialty doors are typically installed in mission critical openings in a facility where safe and dependable performance is essential. Performing routine, planned maintenance keeps systems properly adjusted and provides an opportunity to inspect the system to identify any additional problems so they can be addressed promptly.

IMPROVING SAFETY AND SECURITY

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

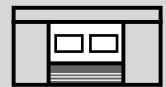
Common safety improvements include the following items:

- Making use of highly-specialized control and safety systems
- Implementing access control and monitoring devices to restrict unauthorized traffic
- Using secondary protection measures such as barrier gates, guardrails or bollards



PRODUCTS

- Air Curtains
- Bullet Resistant and Blast Doors
- Cold Storage and Cooler Doors
- Fire-Rated Shutters
- Hangar Doors
- High Performance Doors
- High Speed Doors
- Impact Traffic Doors
- Insect Control Doors, Bug Barriers and Screens
- Security Gates and Grilles
- Sliding Doors
- Traffic Doors



ACCESSORIES

- Activation and Presence Sensors
- Bollards
- Guardrails
- Operators
- Photoelectric Sensors
- Safety Light Curtains
- Sensing Edges
- Smoke and Weather Seals
- Touchless Activation



CASE STUDY

Large High Performance Rubber Door Installed at Processing Facility

An agriculture processing facility needed a better solution for moving raw material throughout their structure.

PROBLEM

A train car with raw material collided into a rolling steel door inside the food processing facility and caused irreparable damage to the opening. Operationally, they loaded raw product from a storage area onto semi-trucks and train cars which pass through the rolling steel door to enter the facility. The door controlled dust and prevented pests and birds from entering the load out area.

The train car collision severely damaged the rolling steel door, which required a replacement. A new rolling steel door had a multi-week lead time. Such a delay would have a significant negative impact on operations and the ability to control dust and prevent pests from reaching raw material. The damage occurred just before the beginning of the fall harvest, which was the facility's busiest time of the year. They could not afford for operations to be down for long.

SOLUTION

DH Pace was onsite immediately to evaluate the situation and assess the customer's situation. Given the need to address dust and pest mitigation, as well as plan for any future door repairs should a collision happen again, DH Pace recommended a different kind of door to the facility maintenance manager.

The Company suggested the installation of a durable, high performance door that could withstand future impacts from train cars. The styrene-butadiene rubber (SBR) curtain provided the flexibility to withstand small impacts and could be reset for heavier impacts with virtually no additional expense to get operational again. In most impact scenarios, downtime would be minimal and they could make most repairs onsite immediately.

The door was designed with a control and drive system with operating speeds of opening up to 60-inches per second and closing up to 24-inches per second. Upgrading from a rolling steel door to a high performance rubber door also cut the facility's downtime for waiting multiple weeks for a rolling steel replacement. Another benefit of the new SBR curtain was that it offered a superior seal, even under extreme pressure, which promoted control over dust and pests.

The installation was very complex due to the construction of the building and load out equipment in the space. Because of the door's size, location and replacement footprint, a typical installation using a standard forklift was out of the question. Installation technicians used special hoisting equipment off I-beams to hoist the door safely into place.

CONCLUSION

Because of DH Pace's quick response, upgrade recommendation and installation expertise, the facility was ready to go for the fall harvest when it operates 24 hours a day. This project showcased the Company's ability to identify a solution to mitigate downtime with a one-time capital investment and to overcome a complicated installation to get a customer operating under ideal conditions immediately.



DOCK EQUIPMENT

DH Pace's extensive loading dock equipment product line addresses safety and operational challenges. Some products are designed specifically to support environmental sustainability initiatives. Dock levelers, dock bridges, trailer restraints, integrated control systems, dock seals and shelters, HVLS warehouse fans, lighting, safety equipment and scissor lifts keep businesses running smoothly.

Loading dock equipment plays a critical role in the safe and productive movement of materials through facilities. Properly maintained and operated, it can improve employee productivity and business profitability. When it is not, serious injuries can result.

PROPER MAINTENANCE

Dock systems are critical to the efficient operation of an overall materials handling system. Performing routine, planned maintenance keeps systems properly adjusted. It also provides an opportunity to inspect the system to identify any concerns before they have an opportunity to become significant issues.

Common solutions that increase performance and optimize total cost of ownership include the following items:

- Avoiding downtime and employee injuries by adding weather seal kits at dock positions to keep debris away from moving parts of dock equipment
- Preventing building damage by adding the correct size and type of bumpers to protect the building during loading and unloading
- Improving employee morale and productivity with high-volume, low-speed (HVLS) fans
- Making the loading process more efficient with portable dock ramps in areas where permanent concrete ramps are not an option

IMPROVING SAFETY AND SECURITY

Many loading dock systems call for specialized solutions to meet the unique materials handling requirements of each facility.

There are also multiple options of dock systems to fit the needs of each application:

- Using vehicle restraints and wheel chocks to help prevent trailer creep
- Implementing light communication systems for dock attendants and drivers
- Installing handrails, track guards, door guards and bollards to safeguard employees and equipment from dangerous areas



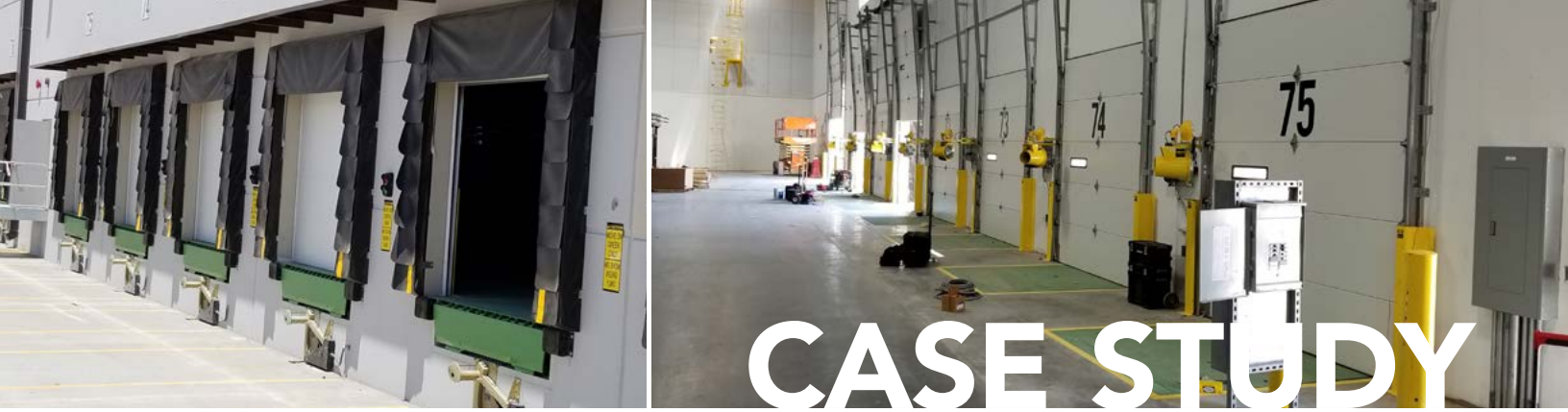
PRODUCTS

- Dock Accessories
- Dock Levelers
 - Air Bag
 - Edge of Dock
 - Hydraulic
 - Mechanical
 - Vertical Storing
- Safety Equipment
- Seals and Shelters
 - Compression Dock Seal
 - L-Pad Style Dock Seal
 - Rigid Frame Shelters
 - Soft-Sided Shelters
- Vehicle Restraints
 - Automatic
 - Mechanical



ACCESSORIES

- Air Curtains
- Bollards
- Bumpers
- Corner Protectors
- Dock Plates and Yard Ramps
- Guardrails and Handrails
- Knock-Out Doors
- Lifts
- Light Communicators
- Modular Offices
- Track Guards
- Weather Seal Kits
- Wheel Chocks



CASE STUDY

DH Pace Works with Owner to Establish and Implement New Facility Standards

After consulting with DH Pace, a customer standardized their loading dock equipment for safety and convenience.

PROBLEM

A national retailer building a 800,000 square foot warehouse facility wanted to upgrade its dock equipment and doors to improve productivity, safety and employee convenience. The new warehouse included more than 75 dock positions.

SOLUTION

DH Pace had already consulted with the customer on a similar loading dock project in another part of the country. The implementation of loading dock equipment on the initial project went so well that the customer established that equipment as their new facility standard. On the second project, the Pace team implemented the newly-adopted facility standard again. To support productivity and eliminate the chance of a hydraulic fluid leak that could compromise products, DH Pace installed air-powered dock levelers. DH Pace also provided track guards to prevent forklift damage to the doors. These products promote maximum uptime and will protect the customer's investment for the future.

Master control panels optimized both loading dock safety and convenient operation. The control panels prevented the sectional doors from opening until employees engaged the automatic vehicle restraints to secure the trailer. The automated vehicle restraint offered a safer activation than a manual option, and it was more advantageous for employees as well. The master control panels also featured built-in alarms to alert employees if the leveler was damaged and disable it until it was repaired. Turbo fans circulated air into the back of trailers to keep staff comfortable and prevent overexposure to heat. Dock lights mounted to the fans for better visibility into trailers. These combined productivity, safety and convenience features were critical to ensure safe operations.

The full scope of the facility standard included the following products:

- More than 75 master control panels, dock levelers, vehicle restraints, dock seals, canopy hoods, dock lights with turbo fans, track guards
- 80 10-foot sectional insulated doors with manual operation
- 4 14-foot sectional insulated doors with automatic operators

Given the critical and complex nature of the project, DH Pace assigned a dedicated project manager to lead the project including multiple trips to the job site.

CONCLUSION

DH Pace's technical expertise and consulting services helped the owner to build their facility with the appropriate equipment for their application and to establish an equipment standard for use across the nation on future projects. Pace's project team also worked with the owner on each project to ensure proper and timely installation. Today, the DH Pace Service team works with the owner to properly maintain and service the equipment to keep the facility running safely and at full capacity.

"You guys did great! Everyone was great to work with. Nothing but positive feedback! I am not sure what project I will be working on next, but will certainly be reaching out to you once I am assigned."

- Adam, Senior Project Engineer



SYSTEMS INTEGRATION

The design, implementation and maintenance of security systems is a complex task. Each system must be custom built and configured to fit the needs of each customer and facility. The mechanical master key system must be integrated with the access control system to provide convenience and security at an affordable cost.

The Company's core systems integration offering includes: access control, video surveillance, intrusion alarm and parking control system products and services.

Since integrated systems are often installed on entry doors; fire, life safety and accessibility code requirements play a significant role in the proper design and operation of the process. In many cases, these systems also need to be integrated with automatic doors and other types of specialty doors and equipment throughout the facility.

PROPER SYSTEM DESIGN

With constant technological advancements for physical security products, operating software and networking systems, it is imperative that a facility's security provider offer products, systems and services built with forward and backward compatibility to cost effectively leverage future technological advancements.

The Company works with facility owners, managers, IT directors and related stakeholders to share current technology trends and newly-released products that can lower the total cost of ownership, improve the system's performance and expand to existing security systems. Common systems integration and electronic security improvements include the following items:

- Site surveys to discover identify and correct gaps in a facility security
- Updating security utilizing newer access control solutions
- Integrating multiple facilities together under a single security system
- Video monitoring of traffic into, out of and adjacent to a facility
- Proper physical security on entry doors to complement the access control solution

IMPROVING SAFETY AND SECURITY

A well-designed integrated security system is the cornerstone of an effective security plan. Physical security requirements vary based on building type, function, security levels and risks, public versus private usage and asset protection value. DH Pace's trained and certified professionals help customers balance security requirements with budgetary considerations and existing conditions. This ensures that the security system is designed and installed appropriately based on the unique needs of each facility.



PRODUCTS

- Access Control Systems
- Mass Notification
- Parking Gate Systems
 - Controlled Access Systems
 - High Security Barricade Systems
 - Parking Revenue Systems
- Pedestrian Traffic Control
- Perimeter and Intrusion Detection
- Telephone and Intercom Entry
- Video Surveillance

DHPaceSystemsIntegration.com



Safety Audit Leads to Upgraded Security at Corporate Headquarters

DH Pace installed turnstiles to manage traffic into the facility and provided upgrades to better secure a critical response room.

PROBLEM

A national Fortune 500 company sought to increase security at its corporate headquarters. They needed to increase the visibility and effectiveness of their security at the entrance of the building. They also needed to improve the security of a critical response room within the building to be used by key employees in an emergency as a safe location from which to direct activities.

SOLUTION

The owner turned to DH Pace to design and provide the appropriate systems to solve these problems since they had previously worked with Pace on other facilities around the nation. DH Pace presented several solutions that met the owner's requirements. The owner selected optical turnstiles at the main entrance to the corporate headquarters. The new turnstiles were integrated into the existing security system which provided a visual security element, validated access privileges and supplemented the work of the owner's security team charged with the building security.

For the critical response room, DH Pace installed an upgraded door to replace the existing wood door and added a multi-point locking device to improve physical security for the room. The owner also required that employees in the critical response room could monitor activity outside the room. DH Pace met this requirement by installing a small surveillance camera system in specific areas outside the secure room with a central monitor placed inside the room. Finally, the DH Pace installation team conducted training for the owner's employees to facilitate the proper use of the system.

CONCLUSION

DH Pace recommended and installed the appropriate security upgrades for the critical response room and lobby area to meet the owner's operational requirements and provide additional security to the building occupants. DH Pace also worked with the owner to seamlessly integrate these new security features with the existing security system. This project highlighted DH Pace's ability to work with owners to assist them in addressing the constantly evolving security needs of their facilities.

"I have worked with DH Pace on numerous projects, from smaller jobs to multi-million dollar proposals. I have found them to be an impressive full-service partner with an integrated approach and good project management disciplines. They demonstrate their incredible knowledge by advising our company from a customer's standpoint, and simply put, the service technicians are some of the best in the industry."

- Judith, Facilities Management Director



SPECIALTY PRODUCTS

DH Pace Secures Corporate Campus with High-Security Revolving Doors

Management at a large multinational energy company wanted to improve security and safety at their corporate location.

PROBLEM

The owner had a corporate campus outfitted with swinging doors and older revolving doors that were not adequate to provide the security necessary for incoming traffic. The traffic through these openings had to be monitored by the owner's security team. The owner wanted to move its access control verification to the exterior openings and ensure that when a valid credential was presented a second person was not entering the building off of that single valid credential (e.g. piggybacking). The owner also wanted to create restricted access areas within the building with this same anti-piggybacking feature. Lastly, the owner needed several exterior entrances for visitors that would allow open access into a secure lobby area.

SOLUTION

To address the owner's goals, DH Pace provided eight high-security automatic revolving doors at the employee entrances. The doors were integrated with the access control system so that only authorized employees and contractors can enter the building. A camera and sensors installed in the doors detect the number of people in the revolving door compartment. If more than one person is detected, the door stops, preventing access to the building and notifying the owner's security team. As an additional security measure, these doors also included an anti-passback feature where employees are required to use their credential when entering and leaving the building to prevent unauthorized use. DH Pace also installed five interior high-security automatic revolving doors inside the building with similar security features in highly-restricted areas where only a few employees are permitted. All of the high security doors were integrated into the existing security system to provide improved performance.

Finally, the Pace team installed two manual revolving doors at the main entrances as a visitor entrance. These doors permitted free entrance into a secure lobby area. These doors were designed to provide a similar look and feel to the high security doors to provide consistency when viewing the building from the exterior. The DH Pace project team worked to ensure the system was properly designed to provide the security features necessary to work with the owner's traffic flow and security protocols. The DH Pace installation team completed the technically-demanding installation while preserving the high-end look and feel of the space. The DH Pace service team also provided a maintenance and service program to keep the doors in good working order.

CONCLUSION

These new revolving security door systems have improved the traffic flow through the building, increased physical security and freed up security personnel to focus on additional responsibilities.



CONSTRUCTION SERVICES

DH Pace offers a complete line of Construction Specifications Institute (CSI) Division 2, 6, 8, 10, 11, 12 and 28 products for commercial new construction and major existing facility projects. Specializing in large, fast-track and difficult commercial construction projects throughout the United States, the Construction Services team coordinates purchasing, submittals, procurement and installation of all materials, which allows customers to focus their efforts on other areas.

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.

Examples representative of the Construction Services team capabilities include the following projects:

ARIZONA

- PHOENIX
 - Phoenix Children's Hospital
- TUCSON
 - Marriott Star Pass Resort

GEORGIA

- ATLANTA
 - Federal Reserve Bank
 - Georgia State Univ., Science Building

IOWA

- DES MOINES
 - Buffet Cancer Center

KANSAS

- KANSAS CITY
 - Univ. of Kansas Hospital, Cambridge Tower
- MANHATTAN
 - Kansas State Univ., Seaton Hall
 - National Bio Science Center
- SHAWNEE MISSION
 - Shawnee Mission School District, Center For Academic Achievement

MISSOURI

- CONCEPTION
 - Conception Abbey
- INDEPENDENCE
 - HCA Independence Regional Hospital
- JOPLIN
 - Joplin High School
 - Kansas City Univ., Joplin Campus
- KANSAS CITY
 - Kansas City Municipal Auditorium, Historical Door Replacement
- O'FALLON
 - Progress West Healthcare Center
- WARRENSBURG
 - Western Missouri Medical Center

OKLAHOMA

- OKLAHOMA CITY
 - 499 Sheridan High Rise

TENNESSEE

- MEMPHIS
 - Federal Express World Headquarters

VIRGINIA

- MANASSAS
 - AOL, Online Data Center

WASHINGTON D.C.

- Washington Convention Center

To learn more about our capabilities visit us online at:

DHPaceConstructionServices.com



PRE-INSTALLED HARDWARE SERVICES

Aren't there enough tasks coordinated on-site during a construction job? Simplify a part of the process by having DH Pace pre-install hardware onto doors and ship them directly to your site. Field install crews can complete any remaining hardware installation and make any necessary adjustments before hanging the doors. This service is ideal for new construction and fast-moving remodeling projects.

IMPROVED PERFORMANCE

Customers find great benefit in having hardware pre-installed to their doors. Here are some examples of how customers have improved their efficiency with this service:

- Significantly reduce the amount of hardware installation required on-site
- Less waste to deal with on-site for quick clean up
- Eliminate the need for on-site hardware rooms and extended storage times
- Receive ready-to-hang doors at the ideal point in the construction schedule
- Implement the same specified doors and hardware across multiple locations

PAINT SHOP

DH Pace also has a full-service professional in-house shop for painting products prior to hardware installation. This additional service eliminates the need to remove hardware or mask for painting by additional sub-contractors on-site.

TRANSPORTATION

In preparation for shipping, DH Pace carefully packs the assembled doors to prevent damage during transportation and for ease of movement around the construction site. All doors are marked with a reference number for job site check-in and packed with the all necessary templates and documentation for easy on-site installation.

PRE-INSTALLED HARDWARE

Installation of door systems are available with a wide variety of additional security features. To enhance and customize the level of security at designated openings or during specific times of day, consider whether you need access control or surveillance cameras.

There are also multiple options of activation systems to fit the needs of each application:

- Accessories
- Closer Bodies
- Concealed Overhead Stops and Auto Bottoms
- Cylinders and Construction Cores
- Deadbolts and Strike Plates
- Door Frames
- Door Protection Plates
- Electric Hardware
- Flush and Surface Bolts
- Hinges and Locks
- Push/Pulls and Exit Devices

Customers can save significant time and money by having their doors delivered to the job site already painted and glazed with the hardware pre-installed.

INSTALLATION

Upon delivery at the job site with instructions, installation professionals are able to quickly and efficiently hang the door and install the small amount of remaining hardware that cannot be pre-installed such as closer arms, surface-mounted door bottoms, gaskets and thresholds.



Historic Hotels Required Turnkey Doors to Accommodate Unusual Space Constraints

Renovations in an occupied hotel with limited space called for optimized operations and close coordination.

PROBLEM

Two urban hotels, one with 21 floors and another with 18 floors, were beginning a complete remodel when they sought a resource to provide and install the doors for the entryways and bathrooms.

Management planned to keep the hotels open during the project – working on two floors at a time – and wanted no disruption for their staff and the guests on the open floors. Due to space limitations in an occupied facility and little room to spare for staging materials or handling waste, management preferred to limit work onsite where possible.

In addition, the hallways to the service elevators had tight turns and low overhead ductwork. The elevators themselves had clearance of only 5-feet, 6-inches. This was a major concern because the replacement doors were up to 7-feet tall.

SOLUTION

After closely reviewing the space conditions and understanding the requirements, the DH Pace project team formulated plans to address the building's challenges.

To address the on-site space limitations, DH Pace pre-installed door hardware off-site. This eliminated excess trash on-site that would have required a dumpster. It also meant there was no need to take up additional space for a holding area to stage material.

The space constraints were tight enough that DH Pace designed custom carts to maneuver the pre-installed doors through the occupied hotels to the service elevators and up to the rooms. The Pace team built 25 rolling carts to accommodate doors with hardware pre-installed. This custom engineered solution saved hundreds of hours of additional labor in transporting materials to renovation areas.

DH Pace coordinated the project in phases to shut down a block of rooms, install new doors and then move to the next area. The Company stayed in close communication with hotel management and other trades to coordinate people's schedules and materials over the length of the project. Throughout the project, DH Pace was ahead of schedule, frequently waiting for other trades to complete their work before bringing in doors.

CONCLUSION

By carefully analyzing the many moving parts of this project, DH Pace understood the customer's unique challenges and offered thoughtful solutions to ease the impact of the renovation. Minimizing the impact on the occupied hotels allowed for as little disruption in business as possible, which was critical given the large scale and project duration. DH Pace successfully engineered a proprietary solution that kept the project on schedule and saved the client time and money.

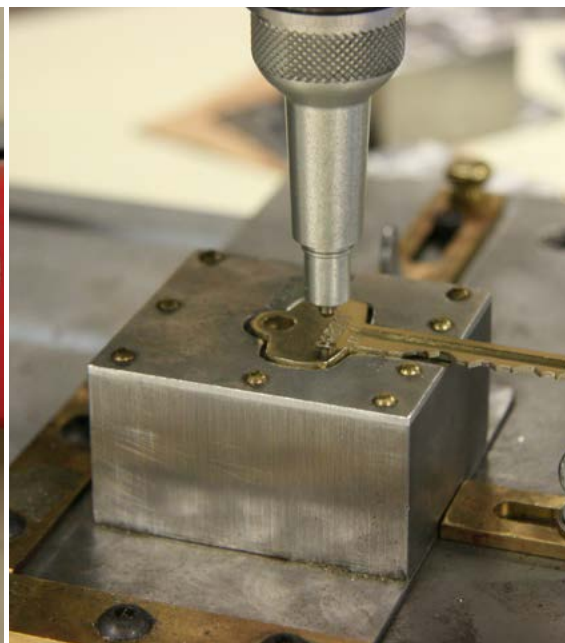


KEY SERVICES

DH Pace provides nationwide full-service lock, key and security solutions, along with outstanding security products and services for commercial businesses and organizations of all sizes. In addition to a diverse product line, DH Pace is a member of the top national industry security and safety organizations with highly-trained and skilled technicians on staff.

Maintaining the integrity of a key system to preserve facility security requires a systematic and disciplined approach that many customers accomplish by outsourcing the work to specialists like DH Pace Key Services team.

As a leader in the industry, DH Pace is a valuable partner to create comprehensive custom key service solutions to increase security, control costs and improve productivity for all organizations and facilities, large or small.



LOCKSMITH SERVICES

- Consult and recommend products based on the application
- Cut keys and pin cores to specification
- Remove existing locksets and install new ones
- Maintain customized inventory
- Manage, maintain and support key records
- Manage rekey and core replacement projects
- Create new master key systems or maintain existing systems



SECURITY-RELATED SERVICES

- Audit existing access and locking systems
- Integrate mechanical and electronic access control
- Design and build new security solutions

DHPace.com/SecuritySolutions



DH Pace Manages Master Key System for School District

A new school needed cores installed and keys in time for the new school year.

PROBLEM

A school district was constructing a new elementary school with more than 50 classrooms and needed a master key system to ensure occupant safety and the security of the facility.

The construction schedule ran very close to when the school opened, so the cores had to be installed on a tight time schedule. On top of scheduling, keeping the school safe and secure were major priorities. If the master key program were to be compromised, school officials knew it would translate to time and expense of rekeying locks throughout the elementary school.

SOLUTION

In the effort to control this portion of the project, leadership elected to remove the cores, keys and installation from the overall construction specification so they could award the project directly to DH Pace. They had chosen DH Pace to help them manage security at multiple facilities across the district. Because the school administration appreciated the Company's commitment to quality in previous keying projects for the district, they wanted the Pace team to take on the master key program in their newest facility.

First, the DH Pace team performed a survey of construction plans to understand the project requirements. The team ensured the plan was consistent with the district-wide standard Pace helped to establish. The plan called for standard cores in classrooms and breakrooms. For areas that needed a higher level of security, the facility standard required a patented mechanical keying system which reduced the possibility of unauthorized keying. The manufacturer of the patented system required two levels of authorization in order for keys to be sold.

Next, DH Pace conducted a detailed key meeting with the school system in order to create a key schedule that was consistent with district's grand masterkey program. Due to the tight construction schedule, the DH Pace team combined the nearly 400 cores and cut the corresponding keys in their in-house keying department. DH Pace employees were dispatched to install the final cores once the construction was completed and just before teachers arrived to set up their classrooms. Finally, DH Pace team delivered the keys to the school district's facilities manager.

CONCLUSION

A well-constructed key system is critical to the security of any facility, especially a school where children are protected. Just as important is that the key system is maintained over time and that they keys are controlled so that security is maintained after construction and turnover for all the years that the facility is in operation. DH Pace worked closely with the district to establish good key control practices to facilitate the level of security needed for schools.



From the front door to the back dock, DH Pace helps facility owners and managers increase safety, improve performance, maintain code compliance and reduce costs through a variety of custom-designed programs.

INSPECTION AND TESTING PROGRAMS

FireCheck® Fire Door Inspection

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

Under the FireCheck® program, a trained inspector conducts a comprehensive visual inspection and functional test, per NFPA 80 requirements, to ensure code compliance. A report complete with photographs documents any deficiencies and includes repair recommendations. Many customers find this service helpful in preparing for compliance audits, especially in the health care environment. This same process can be applied to smoke-rated swinging doors if mandated by the code or the Authority Having Jurisdiction (AHJ).

SITE ASSESSMENT SURVEYS

Site assessment surveys help facilities remain code compliant. DH Pace offers a wide variety of standard and code-related assessments, including but not limited to:

- ADA Accessibility Guidelines
- AIB International
- Healthcare Facilities Accreditation Program (HFAP)
- International Building Code (IBC) and International Fire Code (IFC)
- Behavioral Health
- Centers for Medicare and Medicaid Services
- The Joint Commission (formerly known as JCAHO)
- NFPA 80: Standard for Fire Doors and Other Opening Protectives
- NFPA 101: Life Safety Code®
- NFPA 105: Standard for Smoke Door Assemblies and Other Opening Protectives
- UL 325 Standard for Door, Drapery, Gate, Louver and Window Operators and Systems

PLANNED MAINTENANCE

Maintenance is an essential part of facility upkeep. Make the most of it with a planned maintenance agreement with DH Pace. Enrolling in a planned maintenance agreement is free and offers discounts on labor for all service and repair work. Plus, agreement holders receive priority scheduling for services and repairs.

Planned maintenance service includes the inspection, testing, adjustment and lubrication of a door or equipment and its moving parts.

- All Types of Doors
 - Automatic Doors
 - Chain and Scissor Gates
 - Hangar Doors
 - High Speed Doors
 - Impact Doors
 - Operable Walls
 - Rolling Steel Doors
 - Sectional Doors
 - Related Commercial, Industrial or Institutional Doors and Openings
- All Electric Operators
- All Loading Dock Equipment
 - Levelers
 - Seals, Shelters and Bumpers
 - Truck Restraints

The Joint Commission states that non-code compliant door openings are among the top 10 violations they see every year when inspecting health care institutions.



CASE STUDY

Code Compliance Advice Saves Time and Money

An unprecedented request for building permits on a door repair project threatened the safety and security of a retailer.

PROBLEM

An incident where a car had been driven through the main entrance at a grocery store at night left the automatic sliding doors at the main entrance damaged and in need of repair. In order to secure the facility, the retailer contacted DH Pace for emergency board up service and to set plans to replace the door. Before installation could begin, the facilities manager contacted DH Pace to say the building inspector was requiring a construction permit.

The potential for delay on the project was a challenge for the grocer on two fronts. First, one of its two openings were compromised, obstructing the building's egress. This impacted the safety of its workforce and other occupants. Second, the front door damage also affected the aesthetics of the building which impacted its walk-in customer traffic. With the opening boarded up, it was unclear from that side of the building if the store was open for business.

SOLUTION

The retailer requested support from DH Pace's Compliance Services team. DH Pace Compliance Services works to advocate on behalf of customers when there is a code concern about fire, life safety or compliance. After researching state and local codes and amendments, a DH Pace Code Resource Consultant drafted a letter based on the 2015 International Building Code and the 2015 International Existing Building Code (IEBC) requirements to refute the city's statement that a permit was required to replace the automatic sliding door assembly.

The letter cited references to support that the project did not require a permit because of the manner in which the car impacted the building and the resulting damage. In addition, the letter pointed out delaying the replacement on a primary point of egress meant the discharge capacity was negatively affected and posed a hazard to the store's occupants.

After being presented with the research and information, the city's chief building official withdrew the permit requirement, which eliminated the delay and additional expense. Instead of the month-long permit process, the DH Pace Code Resource Consultant was able to resolve the issue in two days, so repairs to the grocer's main entrance could begin immediately. The DH Pace installation team was mobilized immediately to do the work and quickly replaced the sliding doors.

CONCLUSION

Through research and advocacy, DH Pace's Code Resource Consultant allowed the grocer to continue business with the least amount of disruption and improve safety in one of its buildings. They shortened the repair process by nearly a month and saved fees associated with building permits.



RESIDENTIAL

As the largest moving object in a home, a garage door can be a huge convenience for daily life. For many people, it is the main entry point of a home used multiple times a day. It also enhances the curb appeal, energy efficiency and overall security of a home.

Residential experts at DH Pace are used to working with homeowners, builders, architects and property managers for large and small-scale residential door needs. Trust the professionals when it comes to a new garage door or a repair.

PROPER MAINTENANCE

Because garage door systems are by far the largest moving object in most homes, they pose a significant potential safety concern and risk, especially to children, if they are not properly maintained. To keep your garage door in top shape and your family safe, we recommend an annual inspection by our expert technicians. They will address any safety and maintenance items in both your garage door and opener system.

Performing routine, planned maintenance keeps the system properly adjusted and provides an inspection opportunity to identify any problems so they can be addressed promptly.

IMPROVING SAFETY AND SECURITY

Since garage doors can be dangerous, only trained professionals should attempt to repair them. Nearly one-quarter of injuries from garage doors are a result of the door coming down on an untrained person attempting to make a repair.

These improvements help people get more out of their garage:

- Updating to an operator with the latest safety features, quiet operation and Wi-Fi capabilities
- Installing garage doors with a custom design to increase the curb appeal of your home
- Refreshing your home's look with new patio doors and storm doors
- Installing ENERGY STAR® qualified entry doors that boost energy efficiency and curb appeal
- Enrolling in an annual planned maintenance program that inspects, adjusts and lubricates the garage door system

Residential gate systems create a barrier between your property and the outside world. Increase your property's security with a custom fabricated gate, residential gate or vertical pivot gate.



PRODUCTS

- Entry Doors
- Garage Doors
- Garage Door Openers
- Garage Door Screens
- Garage Flooring
- Garage Storage Systems
- Residential Gate Systems
- Home Automation
- Patio and Storm Doors



SERVICES AND PROGRAMS

- Garage Door Repair
 - Electric Garage Door Openers
 - Garage Door Remotes and Accessories
 - Garage Door Tracks
 - Garage Door Wireless Keypads
 - Panel Replacement
 - Roller Replacement
 - Sagging Garage Doors
 - Spring Replacement
- Garage Door Overhaul
- Garage Door Safety Inspections
- Garage Door Tune Ups
- Garage Door Winterization
- Planned Maintenance Program



Homeowner's Vision for Custom Garage and Horse Barn Becomes Reality

The homeowners requested a custom look and color for their doors and a room with a view for their horses.

PROBLEM

Homeowners relocating to a new area bought a house with a detached garage and acreage. When it came time to outfit their garage and newly-constructed horse barn with doors, their general contractor looked to DH Pace for a solution.

As part of their renovation, the homeowners wanted black garage doors which were not common for the region in which they were relocating. They loved the beauty of wood garage doors, but were looking for a lower maintenance option. They had wooden garage doors in the past and did not want to perform the upkeep and periodic re-sealing and re-staining that wood garage doors required. This time around, the homeowners wanted the look of wood coupled with durability and minimal long-term maintenance.

They also wanted two full-vision doors on the barn that would be safe and strong. These doors needed to let light into the building, allowing the horses to see outside and the owners to see in.

SOLUTION

The project's builder had worked with DH Pace on a range of projects in the past and knew the organization would be able to find the right fit for the homeowners' needs and install it in a price-conscious, efficient manner.

Since the homeowners wanted the look and feel of wood doors without the maintenance, DH Pace recommended steel garage doors with a woodgrain appearance. The blend of both worlds was ideal for long-term maintenance and the warm charm the homeowners wanted. DH Pace provided three single-car garage doors and three double-car garage doors in black to match the design plan.

To fit the homeowner's requests for more light and sightliness into the barn, DH Pace recommended a sectional aluminum door with clear glass. The two 9-foot by 8-foot full-vision glass doors allowed for the maximum amount of light and visual access to the space. The corrosion-resistant aluminum frame and galvanized hardware provided a sturdy and durable door option while remaining aesthetically pleasing. With nearly 200 powder coat finish options, the homeowners ordered the doors in the classic black color they wanted.

In order to maximize convenience, DH Pace installed six garage door opener systems with Wi-Fi connectivity. The homeowners can use a companion smartphone app to receive alerts and operate their garage doors.

CONCLUSION

DH Pace was able to meet the homeowner's needs for durability, long-term maintenance and aesthetics with garage doors in a custom color and insulated glass doors for their new barn. DH Pace's ability to order custom doors on a budget and get them installed promptly and professionally proves again why it is a leader for projects in the residential marketplace.



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