



DHSPACE[®] | *Building Safer
Communities*
Everything Doors Since 1926



2018
ANNUAL
REVIEW

MISSION and VALUES

Mission

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.

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

Fulfilling our Mission

Translating the mission and values into action is the foundation of DH Pace's business. "Living our Values" and "Leading by Example" represent the Company's commitment to consistently making a meaningful difference in the communities we serve. DH Pace strives to deliver meaningful solutions to its customers that meet their needs by incorporating 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

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CEO ADDRESS

We are pleased to report DH Pace Company sales increased in 2018 by \$118 million, or 27 percent, totaling \$548 million. In 2018, we continued our strong growth and ended the year with higher sold backlogs. Highlights of the year include:

HIRING

In 2018, the Company created an additional 614 net jobs, ending the year with a total of 2,483 employees. Since the end of 2015, the Company has created more than 1,000 net new jobs.

CAPITAL EXPENDITURES

In 2018, we purchased 360 new vehicles to upgrade and expand our fleet to more than 1,300 vehicles. Our ERP 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 2018, DH Pace invested in a record number of facility improvements, including major expansion projects started in Atlanta, Georgia; Olathe, Kansas; and Denver, Colorado.

NEW LOCATIONS

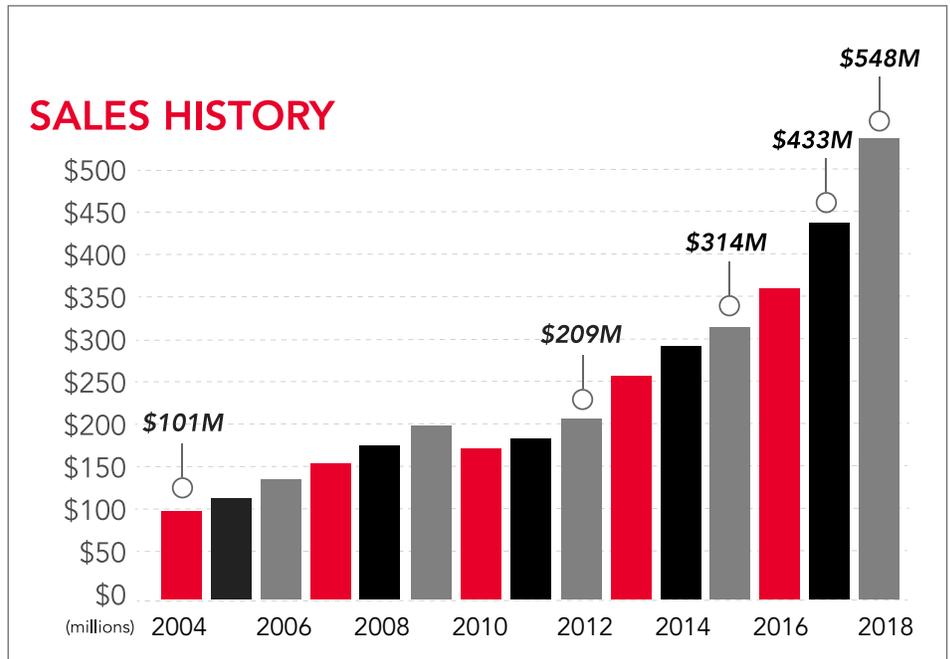
In 2018, we completed five acquisitions. The first was Door Control Services (DCS), which added a large team of great employees serving the entire state of Texas from six offices: Ben Wheeler, Houston, Austin, San Antonio, Lubbock and El Paso. DCS also has a strong presence in Arkansas and Louisiana. The other acquisitions included garage door businesses in Des Moines, Iowa; Denver, Colorado; and St. Joseph, Missouri, and an entry door business in Topeka, Kansas.

In 2018, we also entered the four new geographic markets of Milwaukee, Wisconsin; Tulsa, Oklahoma; Tampa, Florida; and St. Joseph, Missouri.

Today we operate in 45 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 now in the 10th year of the economic recovery. While business activity remains strong across our portfolio, and may remain so for a period of time, we believe an economic slowdown is within our plannable time horizon. By staying focused on our business plan, we are confident we can operate successfully through the next economic downturn whenever it might occur.

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

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 commercial products and services under the DH Pace brand name in select markets. In 2003, the Systems Integration division was formed to provide access control, video surveillance, intrusion alarm and parking control system products and services.

OUR COMPANY

2,483
Employees

45 Markets
Served

92 Years in
Operation

IN **20** STATES

Family Owned
Privately Held

IN 2018

27%
Sales Growth

\$548 Million
In Sales

614 New Hires

47 Thousand
Training Hours

360 New Fleet
Vehicles



Company Today

GROWING SALES

In 2018, DH Pace sales increased by \$118 million, or 27 percent, to \$548 million. The Company also created more than 600 net new jobs and ended the year with a total of 2,483 employees. Since the end of 2015, the Company has created more than 1,000 net new jobs.

EXPANDING OPERATIONS

In 2018, DH Pace completed five acquisitions. The first was with Door Control Services (DCS) based in Texas. This combination expanded the Company's market coverage throughout Texas and strengthened its position in the automatic door industry. DCS serves the entire state of Texas from offices located in Ben Wheeler, Houston, Austin, San Antonio, Lubbock and El Paso. DCS also has a strong presence in the states of Arkansas and Louisiana. The other acquisitions included garage door businesses in Des Moines, Iowa; Denver, Colorado; and St. Joseph, Missouri, and an entry door business in Topeka, Kansas.

In addition to growth from DCS, DH Pace opened in four new geographic areas in 2018, which expanded operations to 45 cities across the country. New offices in Milwaukee, Wisconsin; Tampa, Florida; Tulsa, Oklahoma; and St. Joseph, Missouri accounted for the Company's 2018 expansion.

Upgrading Facilities

In 2018, DH Pace invested in multiple facility improvements. The Company expanded facilities in Albuquerque, New Mexico, Bloomington, Illinois; Charlotte, North Carolina; Dallas, Texas; and Nashville, Tennessee. The Company also began large construction projects in Atlanta, Georgia; Denver, Colorado; and Olathe, Kansas that are scheduled for completion by the end of 2019.



Office Expansion at the Headquarters in Olathe, Kansas



New Office in Atlanta, Georgia



LIVING OUR VALUES

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:

- Serving Our Communities
- Promoting Environmental Sustainability
- Investing in Our Employees
- Serving Our Customers

Serving Our Communities

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 19 local organizations. The Foundation, whose mission supports education, human services, housing and health services, has a long-standing relationship with many of these organizations.

LOCAL ACTIVITY TEAMS

The Company has employee-based teams in each operating division that are empowered with organizing events and activities that focus on community service, health and wellness 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 2018, DH Pace employees participated in more than 75 community outreach events, team building activities and health awareness sessions across the country.

Spotlight Program

For the eighth consecutive year, the Atlanta activity team volunteered with HomeAid Atlanta, a non-profit organization that builds and renovates housing for families and individuals transitioning from homelessness. Team members completed extensive demolition in four apartments in preparation for the building’s major renovation.

“HomeAid Atlanta can always count on Overhead Door Company of Atlanta™ to come out and do a fantastic job during a HomeAid Care Day. I have had the pleasure of working with this group on seven projects, and each time they bring enthusiasm, talent and an amazing work ethic. We know that they come to work and make a major impact – and they do that every time. Thank you for being such great partners.”

- Jean Hilyard, Director of Community Engagement, HomeAid Atlanta



Bicycle Drive



Employee Appreciation Day



Blood Drive



Employees at HomeAid Care Day

Promoting Environmental Sustainability

DH Pace believes protecting the environment is a shared responsibility. 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 better support environment sustainability 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 in products 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

2018 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 impact on the environment.

Scrap Metal | 2,287 tons

Aluminum, Paper and Plastic | 64 tons

Cardboard | 41 tons

Ink Cartridges | 437

Tires | 1,622

Vehicle Batteries | 345

Petroleum Waste | 7,025 gal

Investing in Our Employees

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

TRAINING AND DEVELOPMENT

In 2018, 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 2,800 videos, articles, quizzes and other materials related to products, professional skills, software and safety. In 2018, total training hours completed through all delivery methods reached more than 47,000 hours with 2,335 participating employees.



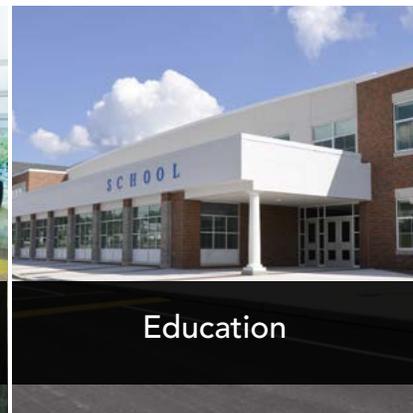
EMPLOYEE BENEFITS AND WELLNESS PROGRAM

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 of priorities, and the wellness programs provide education for topics such as physical activity, financial wellness, nutrition, stress management and health risk management.

CUSTOMER FEEDBACK

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.



THE DH PACE DIFFERENCE



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

What Our Customers Are Saying

"Thank you so much to Richard for not only completing the job as assigned, but also going above and beyond! He was efficient with his time, positive and upbeat, thorough and professional. Richard also took the time to give me expert care tips and to hook my car remote to the unit. Sometimes it can be unnerving to have a stranger in your home, but I thoroughly enjoyed Richard's company. :) Thanks to all for an overall seamless process!"
– Nikki in Colorado Springs, Colorado



ABOUT TECHNICIAN | **RICHARD HERRERA**

AND SALESMAN | **RYAN HODGSON**



"OUTSTANDING service from Nate! EXCELLENT, EXCEPTIONAL customer service. Nate assessed our problem, presented options, recommendations, costs and approximate repair time. He made us feel comfortable and encouraged questions. Parts were the issue and would not be available until the next day. We told him we were hopeful he would be doing the repair, but it was going to be his day off. We were elated when the company agreed to let Nate return on Saturday to do all the repairs. Nate is a great asset to your company: knowledgeable, experienced, professional, excellent communicator. Thank you." – Anonymous in Kansas City, Missouri



ABOUT TECHNICIAN | **NATHANIEL ARCHER**

"I just wanted to say thank you for the excellent service I received from Keith E. I couldn't believe that within a 2-hour period, including the call made to make the appointment, the job was completed. To me, changing out the two big garage door springs is pretty big job, but Keith made it look like child's play! And thanks to the nice lady I spoke with on the phone that got this ball rolling!"

– Anonymous in St. Louis, MO



ABOUT TECHNICIAN | **KEITH EISENBEIS**

"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 Vince is always quick and hassle-free!"
– Jason in Omaha, Nebraska



ABOUT TECHNICIAN | **ERIC SZMURLO**

AND SALESMAN | **RICHARD "VINCE" VINCENT**



"We could not have had any better service from Michael. Very seldom can you say that the service you have received was a "10." Well, this service call was a "10." We are so happy with the repair and the equipment we bought from Overhead Door Company of St. Louis™. We would recommend Overhead Door Company of St. Louis™ to anyone who asked us about them."
– Anonymous in St. Louis, Missouri



ABOUT TECHNICIAN | **MICHAEL SCHMITT**

"I was very happy with the whole process of our interaction with DH Pace, all the way from the person who answered the phone to the service manager. Your ability to make it out on the same day and get the job done quickly was a real home run. It's always a pleasure to take a survey when the service is so good." – Fred in Milwaukee, Wisconsin



ABOUT TECHNICIAN | **ADAM WESTCOTT**

"I was "delighted" with every aspect of my experience with Overhead Door Company of St. Louis™. Your people are personable, courteous, knowledgeable and punctual and then I have to compliment them on their work ethic and dedication to ensuring the job is done correctly. I couldn't be more satisfied with our latest experience with your company. I know everyone tries to keep improving, but I don't know how you can top it. Please continue at your present level. Thanks." – Pete in St. Louis, Missouri



ABOUT TECHNICIAN | **COREY CROOKS**

COMPANY STRUCTURE

DH Pace is organized into four main operating groups: National Accounts, Local Markets, Entry Door Services and Compliance Services Group. Each group is organized to deliver best-in-class solutions to the customers it serves.

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 of 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 is active and provides its services in all 50 states.

Local Market Group

The Local Market Group supports customers with the Company's full range of commercial and residential products and services in 45 markets throughout the United States. Each location offers installation, maintenance and repair services 24 hours a day, 365 days a year. These markets support homeowners, building owners and tenants in existing buildings and general contractors on new construction and remodeling projects.

Entry Door Systems Group

The Entry Door Systems Group works with customers in the commercial construction marketplace to provide products and services typically specified in Construction Specification 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.

Compliance Services Group

The Compliance Services Group is a nationwide, one-stop shop for opening-related compliance needs as it pertains to the International Building Code (IBC), NFPA requirements, as well as all applicable industry standards and best practices. Highly-trained, qualified and experienced staff specialize in providing organizations the support they need to improve their compliance programs. Services include inspections, field labeling, training and consulting. Customized programs are available.





DH Pace provides a complete range of solutions nationwide through 45 DH Pace offices and a network of pre-qualified subcontractors.

DH PACE
NATIONWIDE
COVERAGE

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. Joseph
- St. Louis

NEBRASKA

- Omaha

NEVADA

- Las Vegas

NEW MEXICO

- Albuquerque
- Farmington
- Santa Fe

NORTH CAROLINA

- Asheville
- Charlotte

OKLAHOMA

- Oklahoma City
- Tulsa

SOUTH CAROLINA

- Greenville

TENNESSEE

- Nashville

TEXAS

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

WASHINGTON

- Seattle

WISCONSIN

- Milwaukee

PRODUCTS and SERVICES

Commercial Sectional and Rolling Doors

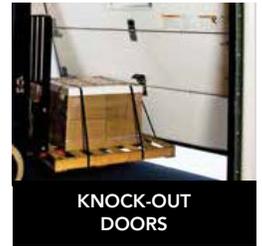
Commercial sectional and rolling doors play a critical role in increasing employee productivity, customer satisfaction and facility security. Proper product selection, installation and maintenance are necessary for the safe and efficient operation of these large door systems. DH Pace offers a complete range of design, installation, maintenance and repair services for all types of doors to meet these challenging requirements.



SECTIONAL DOORS



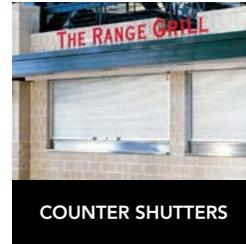
ALUMINUM
GLASS DOORS



KNOCK-OUT
DOORS



ROLLING STEEL
DOORS



COUNTER SHUTTERS



ROLLING FIRE
RATED DOORS

Industrial, High Performance and Specialty Doors

Industrial, high performance and specialty doors are typically installed in mission critical openings where safe and dependable performance is essential. DH Pace offers a complete range of design, installation, maintenance and repair services of these highly specialized door systems.



HIGH SPEED
PARKING



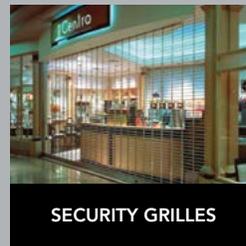
HIGH SPEED CLEAN
ROOM DOORS



COLD STORAGE
DOORS



HIGH IMPACT DOORS



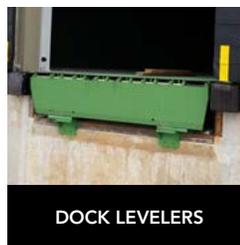
SECURITY GRILLES



HANGAR DOORS

Loading Dock Equipment

Dock systems are critical to the efficient operation of an overall material handling system. These systems are designed to increase productivity, facilitate safe operation and provide the appropriate level of security for a wide variety of operating environments. DH Pace offers a complete range of design, installation, maintenance and repair services of these highly specialized dock systems.



DOCK LEVELERS



LOADING DOCK
BUMPERS



DOCK SEALS
AND SHELTERS



VEHICLE RESTRAINTS



LIGHT
COMMUNICATORS



BOLLARDS AND
TRACK GUARDS

Entry Door Systems

In addition to customizing the right entry door system to the application, DH Pace experts help customers account for fire, life safety and accessibility code requirements for entry doors in their facilities. To optimize construction schedules, the Company offers off-site pre-installation of door hardware and professional pre-painting of entry doors. To help preserve facility security, DH Pace also provides full service lock, key and security solutions for commercial businesses and organizations of all sizes.



COMMERCIAL ENTRY DOOR SYSTEMS



FINISH HARDWARE



MASTER KEY SYSTEMS



HARDWARE SHOP INSTALLATION



CUSTOM PAINTING



ON-SITE INSTALLATION

Compliance Services

DH Pace Compliance Services provides door inspection, field labeling, training and code consulting services to assist customers with their compliance programs. Programs are customized to meet the specific requirements of each industry and customer – from health care to the food industry to logistics and everywhere in between. DH Pace’s staff specializes in providing customers the support necessary to achieve success in meeting their compliance related needs.



INSPECTIONS



FIELD LABELING



TRAINING



CODE CONSULTING



ANAB ACCREDITED



ICC PREFERRED PROVIDER

Maintenance, Service Programs and Automatic Door Inspections

Door systems play a critical role in customer satisfaction, employee productivity and facility security. When these door systems are not well maintained, operations can suffer, profits are lost and it can lead to injury or death. DH Pace helps facility owners and managers increase safety, improve performance, maintain code compliance and reduce costs through a variety of custom maintenance and service programs.

AAADM (American Association of Automatic Door Manufacturers) recommends automatic doors be inspected annually, at minimum, to improve safety for the customer and employees using these doors on a daily basis. DH Pace employs AAADM certified technicians to conduct inspections in accordance with American National Standards Institute (ANSI) A156.10, A156.19, A156.27 and A156.38.



FIRECHECK® PROGRAM



FIRE DOOR DROP TESTS



PLANNED MAINTENANCE



SITE ASSESSMENTS



INSPECTIONS



AAADM CERTIFICATION

PRODUCTS and SERVICES

Automatic Doors

Automating entry doors is an efficient method to facilitate more convenient access in facilities for a wide range of applications including: retail, health care, hospitality, transportation and manufacturing. Automatic doors should be inspected routinely and maintained by an AAADM certified inspector to reduce the risk of injury. DH Pace offers a complete range of design, installation, maintenance and repair services for all types of automatic door systems.



LOW ENERGY DOORS



SLIDING DOORS



REVOLVING DOORS



BI-FOLDING DOORS



ICU DOORS



CUSTOMIZED ACTIVATION

Physical Security Barriers: High Security Applications

Physical security barriers are a critical component to an overall security plan. In conjunction with electronic security systems and guard service programs, these barriers form a layered security plan. They can be designed for different levels of security such as: crowd control, deterrence, detection and prevention. Vehicle traffic control can also be accomplished through revenue parking systems, access control systems and vehicle barricades such as bollards, wedges and barrier arm gates. DH Pace offers a complete range of design, installation, maintenance and repair services for all types of physical security barriers.



OPTICAL TURNSTILES



TURNSTILES



SECURITY PORTALS AND REVOLVERS



SECURITY AND BARRIER ARM GATES



BARRICADE WEDGES



HYDRAULIC BOLLARDS

Electronic Security: Access Control and Systems Integration Products

A well-designed and integrated security system is the cornerstone of an effective security plan. To work properly, these systems must be closely coordinated with the access points and traffic patterns in and around the facility. This makes coordination and integration with entry doors, physical security barriers, automatic doors and vehicle control systems essential. This includes compliance with fire, life safety, accessibility and other relevant code requirements. DH Pace also offers specialized systems including but not limited to: asset tracking, visitor management and ballistic detection.



ELECTRONIC ACCESS CONTROL



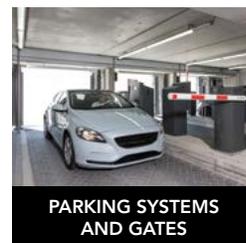
VIDEO SURVEILLANCE AND MANAGEMENT



PERIMETER AND INTRUSION DETECTION



SYSTEM MONITORING AND MAINTENANCE



PARKING SYSTEMS AND GATES



SPECIALIZED SYSTEMS

Residential Garage Door Products

As the largest moving object in a home, a garage door can be a huge convenience for daily life. For many people, the garage door is the main point of entry for their home and it enhances the curb appeal, energy efficiency and overall security. Residential experts at DH Pace are used to working with homeowners, builders, architects and property managers to provide residential products and services for single-family and multi-family homes.



TRADITIONAL STEEL



TRADITIONAL WOOD AND WOOD-GRAIN



PREMIUM INSULATED STEEL



FIBERGLASS



OPERATORS



CUSTOMIZED CONTROLS

Residential Designer Garage Doors

Regardless of aesthetic preference, DH Pace has garage doors for everyone. With upscale designs and specialty features, homeowners express their sense of style and maximize curb appeal with a designer garage door from DH Pace.



FULL-VIEW GLASS



MODERN ALUMINUM



CUSTOM WOOD DESIGNS



WOOD CARRIAGE HOUSE



INSULATED CARRIAGE HOUSE



CONTEMPORARY DESIGN

Residential Home Solutions

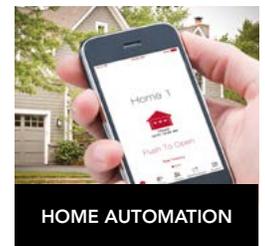
In addition to garage doors, DH Pace offers an expanded variety of home improvement related products. Enhance your home with an ENERGY-STAR rated entry door or create a physical barrier on your property with a residential gate. You can even conveniently monitor your garage door with an upgraded Wi-Fi capable garage door operator and smartphone app.



ENTRY, PATIO AND SLIDING DOORS



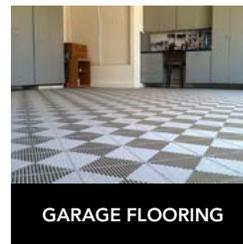
RESIDENTIAL GATES



HOME AUTOMATION



GARAGE DOOR SCREENS



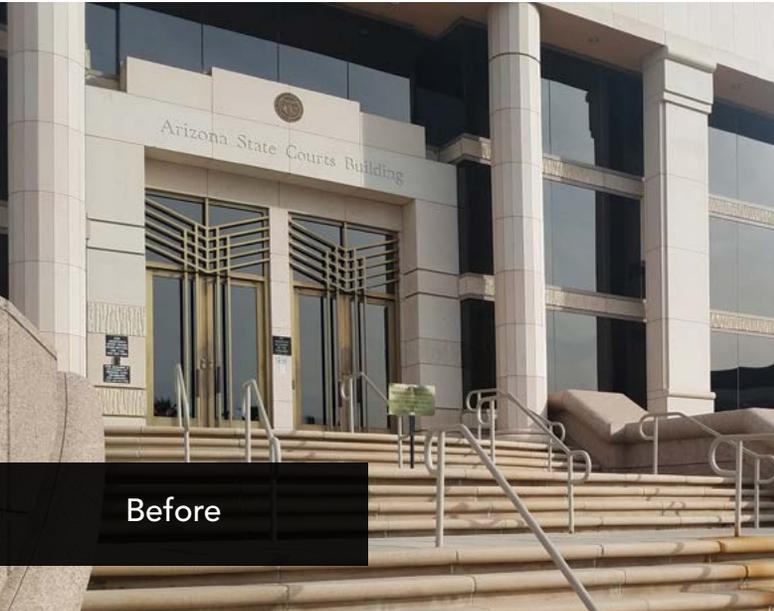
GARAGE FLOORING



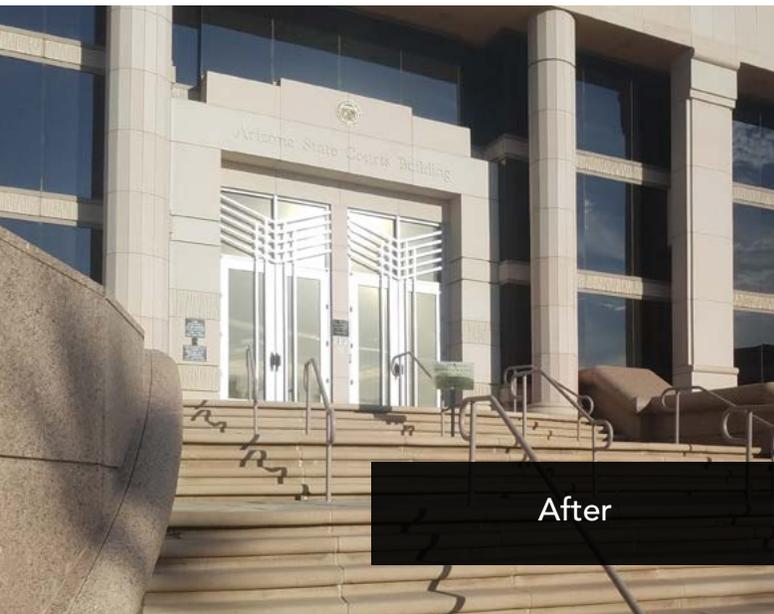
GARAGE STORAGE SYSTEMS

OUR WORK

State Updates Court Entrance and Preserves the Past GOVERNMENT // STATE BUILDING // ENTRY DOOR SYSTEMS



Before



After

INTRO

A state municipal building needed an updated look and higher energy efficiency with new storefront doors.

PROBLEM

The old, cladded balance doors left a state courthouse looking dated. In addition to the worn and tarnished finish, the balance doors were very heavy and difficult to use. The two main contributors of this were extra weight from the cladding and the position of the pivot point, which was 14-inches in from the door edge and reduced the clear opening width. Furthermore, the balance doors did not seal properly which led to significant energy loss.

SOLUTION

DH Pace replaced the balance doors with a new storefront system. Switching to storefront doors alleviated a significant amount of weight and increased the effective opening width so visitors could use the opening more conveniently. In addition, this option allowed the customer to keep the iconic architectural look and feel for which the building is known. The team powder coated the cladding to freshen its appearance. They also used a high-quality UV resistant coating capable of taking the 8 to 10 hours of sun a day the building façade gets most of the year.

The storefront system also featured thermal glazing. The municipality gained efficiencies from the doors sealing properly, as well as improved performance due to the thermal glaze.

CONCLUSION

With an accelerated schedule to finish within the fiscal year and minimal disruption to operations, DH Pace helped the state court freshen their façade, improve the capacity of the openings and improve the building's energy efficiency.

New Stadium Door Required to Operate in Extreme Conditions

ENTERTAINMENT // STADIUM // HIGH PERFORMANCE AND SPECIALTY DOORS

INTRO

A critical underground working-level entrance in a stadium was damaged by high wind loads.

PROBLEM

An existing 22-foot by 20-foot high performance rubber door at the underground service entrance of a large stadium was consistently getting blown out of the opening due to high wind pressure. Depending on the time of year, weather conditions exert strong positive or negative pressure on the door's guide system and curtain. Since this door is the only entrance to the working level beneath the field, it is critical to stadium operations.

Initially, the customer attempted to upgrade the existing door by retrofitting rigid wind bars to deflect the wind load, but the door continued to fail. Downtime compromised the working level's security, made operations inefficient and was expensive to repair. After repeated curtain blow outs, costly curtain replacements and disruption of facility operations, the customer turned to DH Pace to find a solution.

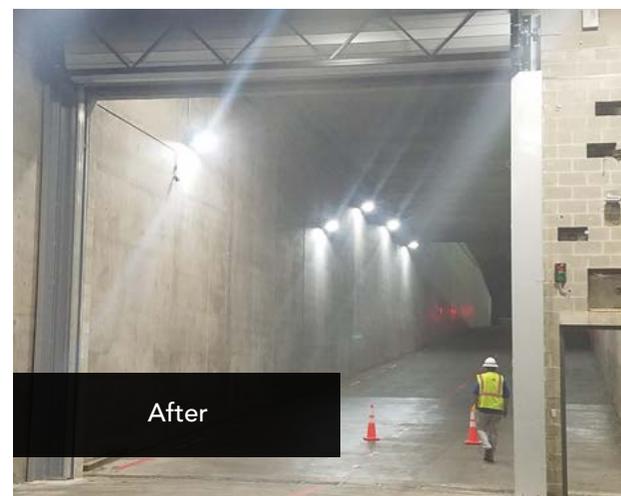
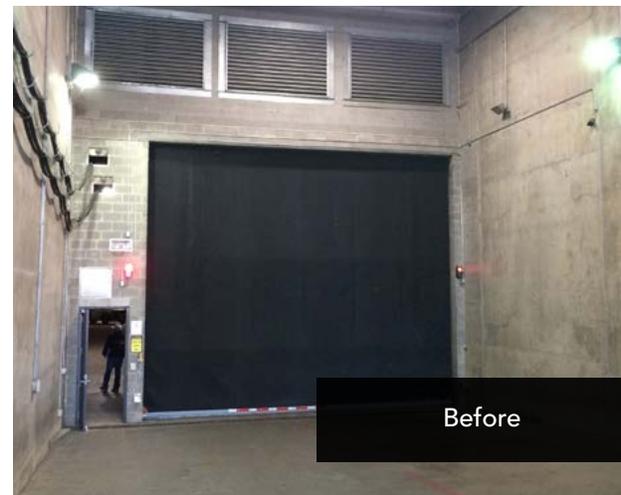
SOLUTION

DH Pace recommended a metal high performance door solution that had never been used in the specific size and application required by the stadium. The new door design called for 17-inch guides, which was a significant upgrade compared to the existing 3.5-inch door guides.

To confirm that the proposed door would perform under the extreme conditions of the stadium, DH Pace arranged for stadium representatives to see the newly-designed door in action at a wind testing facility. The test demonstrated that the door could withstand 20 pounds per square foot (psf), or 90 mph, in the dynamic position and up to 135 mph in the static position. These results proved the door would withstand the harsh conditions of the stadium and still operate properly. The customer awarded the contract to DH Pace. This one-of-a-kind new door system also included several safety upgrades including a light curtain, LED light warning strips, and presence and safety sensors to protect against injury or damage.

CONCLUSION

This application posed unique challenges. By working with DH Pace, the owner was able to replace the existing door with a new door to meet the operational demands of the facility and withstand extreme wind loads.



Security Revolving Doors Safeguard Critical Areas for Financial Services Firm

COMMERCIAL // FINANCIAL SERVICES // PHYSICAL SECURITY BARRIERS



INTRO

A financial services provider needed design and installation services to secure critical areas in a new facility.

PROBLEM

The customer was moving to a new facility with an open, unfinished floorplan with other tenants. Due to the nature of their business, management was extremely concerned with securing the entrance and access points to their space. In addition to achieving the high level of security required, they also needed the entrance to project a professional and welcoming image.

SOLUTION

DH Pace recommended high-security revolving doors as the best way to meet the security requirements and maintain a smooth flow of traffic through the remodeled space. If more than one person is detected in a wing of this high-security revolving door, it stops operating and notifies the security team. The doors also include an anti-passback feature to prevent unauthorized use. DH Pace worked with the customer to integrate the new doors with the customer's current access control platform and other related security systems.

Manufacturer-certified DH Pace door technicians installed six high-security revolving doors and the adjoining storefront vestibules. The revolving doors also helped improve the building's energy efficiency function by separating the internal and exterior environments.

CONCLUSION

By carefully consulting with the customer to understand their challenges and goals, DH Pace provided the appropriate security solution for this project. The customer continues to use DH Pace to maintain the doors in good operating condition through a multi-year planned maintenance agreement for all of their locations.

Data Center Opens on Schedule Using Innovative Modular Door Assemblies

COMMERCIAL // DATA CENTER // ENTRY DOOR SYSTEMS



INTRO

A general contractor wanted to streamline the construction of a new data center with more than 350 complex electrified openings.

PROBLEM

The customer wanted to minimize the number of shipments into the facility, as well as the duration of the final installation so the new data center could be turned over as quickly as possible. Shipping doors and hardware separately to assemble on-site would result in wasted time, extra deliveries, additional project coordination and potential project delays in handing over the building to the owner.

SOLUTION

DH Pace furnished doors, frames and hardware for the project, including electrified hardware which was integrated into the access control system. In addition, the team recommended additional services to support the contractor's goals.

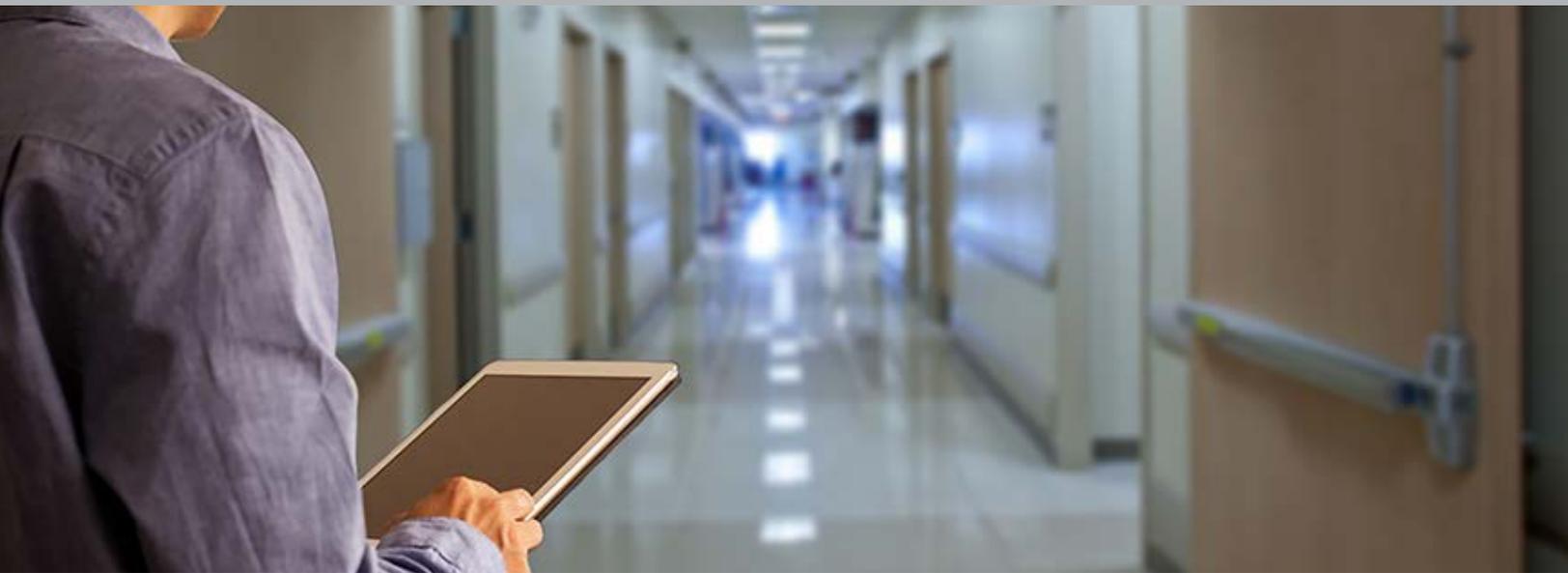
DH Pace recommended custom painting the entry doors using their in-house paint system and then pre-installing door hardware before shipping the materials to the site. By shop installing hardware, any issues with faulty electrical hardware were discovered and resolved prior to delivery. Additionally, doors and hardware were shipped together with fewer deliveries and less packaging. Once on-site, DH Pace installers were able to quickly hang the doors and attach any frame-mounted or wall-mounted hardware.

CONCLUSION

By hiring DH Pace to coordinate pre-painting and hardware pre-installation as well as field installation, the general contractor was able to compress the project schedule to better meet the needs of the building owner.

Health Care System Increases Compliance with Customized Program

HEALTH CARE // HOSPITAL // INSPECTION AND MAINTENANCE SERVICES



INTRO

DH Pace works with a health care system to customize a fire door compliance program.

PROBLEM

A large health care system was concerned about potential safety and compliance issues with doors in their facility. According to the Joint Commission (formerly known as JCAHO), facilities must have fire doors inspected and tested per National Fire Protection Association (NFPA) standards annually to maintain accreditation. Failure to comply could not only impact the facility's overall safety, but also jeopardize the organization's standing with the Joint Commission. The facility needed to inspect their fire doors to identify any openings out of compliance, and then either arrange for repairs that would bring them back into compliance or arrange for complete opening replacements where required.

SOLUTION

DH Pace consulted with the owner about their goals and determined they wanted to leverage their own maintenance personnel to complete the inspections and outsource the repairs. With this knowledge, DH Pace developed a customized program to train maintenance personnel how to effectively self-perform fire door inspections, complete functional testing and document their findings. As part of the program, DH Pace technicians were used to provide all repairs and complete full door opening replacements.

In an eight-month period since the training was completed, the health system's maintenance team identified numerous non-compliant exit devices, as well as both wood and hollow metal doors that were either improperly labeled or missing labels. Working with DH Pace, the affected openings have been repaired or replaced to bring them into compliance within the health care system's budget.

CONCLUSION

By implementing DH Pace's recommended program, the health care system was able to quickly increase their compliance while leveraging existing staff. DH Pace continues to work with the health care system and maintenance personnel to coordinate activities between the two teams in a way that is most cost effective and efficient for the health system's operations.

DH Pace Works with Hospital to Reduce Self-Harm Risk

HEALTH CARE // BEHAVIORAL HEALTH FACILITY // ENTRY DOOR SYSTEMS

INTRO

Health facility needed a more effective solution to reduce self-harm risks in behavioral healthcare areas.

PROBLEM

A 35-bed children's psychiatric hospital was in search of options to mitigate the risk of patient self-harm and comply with requirements from the Joint Commission. The facility was looking to upgrade two of their four buildings with alarm sensors on the doors to alert staff should a patient attempt self-harm.

The facility had used a different alarm solution that activated only after a patient had applied pressure to a door to attempt self-harm. Under certain circumstances, this provided staff with insufficient time to react. The hospital felt they needed a better approach to increase critical response time.

SOLUTION

Through its Door Control Services division, DH Pace presented a detection and notification system to alert caregivers of potential acts of harm. Top Door Alarm® uses strategically positioned sensors to detect any presence between the transmitter and receiver before pressure is ever applied to the door. It also provides audio and visual notifications to alert staff of a pending act. This provides staff with critical additional time to respond to a self-harm event when seconds can mean the difference between life and death.

The customer was impressed with the Top Door Alarm® solution and immediately moved forward with installation across the entire campus. The Top Door Alarm® control panel was installed at the nurse's station for constant patient monitoring and is connected to an emergency power supply with an internal battery backup in the event of a power failure.

CONCLUSION

The hospital is pleased to have this effective patient safety solution. The sensing technology has provided additional response time for caregivers in self-harm situations. The hospital has already begun using the Top Door Alarm® solution at their other sites.



Top Door Alarm® Benefits:

- Offers proactive presence detection
- Customize for new or retrofit applications
- Alerts staff with audio-visual notifications
- Results in additional response time



New Freezer Door Resolves Frost Issue

INDUSTRIAL // FOOD MANUFACTURING // HIGH PERFORMANCE AND SPECIALTY DOORS



Before



After

INTRO

A broken freezer door led to multiple negative consequences for a manufacturer's operations.

PROBLEM

The high performance door leading to a food manufacturer's cold storage area was out of service. The door was stuck in the open position with frost spilling beyond the opening. This created major issues in terms of employee safety, operational productivity, product spoilage and energy use. In addition, the manufacturer was rapidly approaching the deadline for an upcoming American Institute of Baking (AIB International) inspection and had only a short period of time to resolve their freezer troubles.

SOLUTION

The manufacturer turned to DH Pace to design, purchase and install a solution prior to their AIB inspection. DH Pace not only resolved the problem, but they also provided an upgraded unit that improved energy efficiency and operational effectiveness. DH Pace installed a roll up freezer door capable of managing the extreme conditions of the manufacturer's cold storage. This specialty upgrade featured a high performance door with opening speeds up to 100 inches per second. Plus, the new door minimized air infiltration, created a tight perimeter seal and included a defrost system.

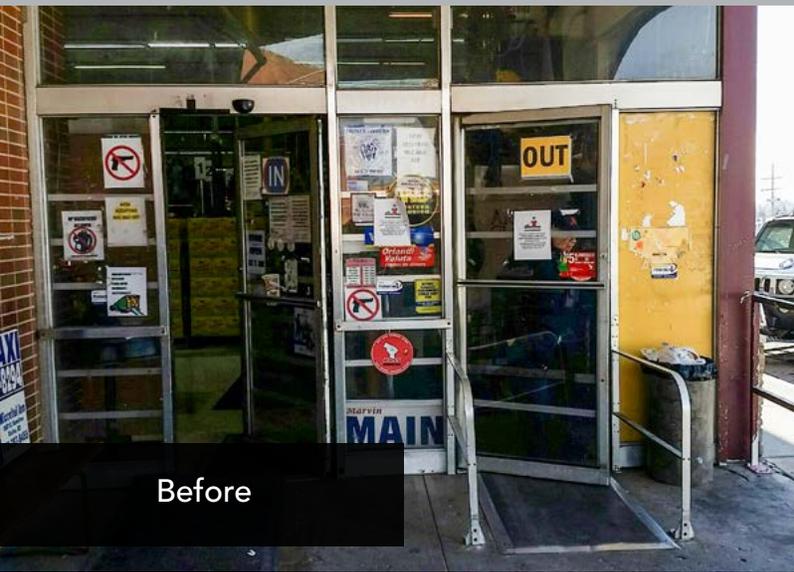
Installing the appropriate door for the application put a stop to the creeping frost and moisture that threatened employee safety and productivity. It also increased operational efficiency and halted the loss of product they had been experiencing through spoilage.

CONCLUSION

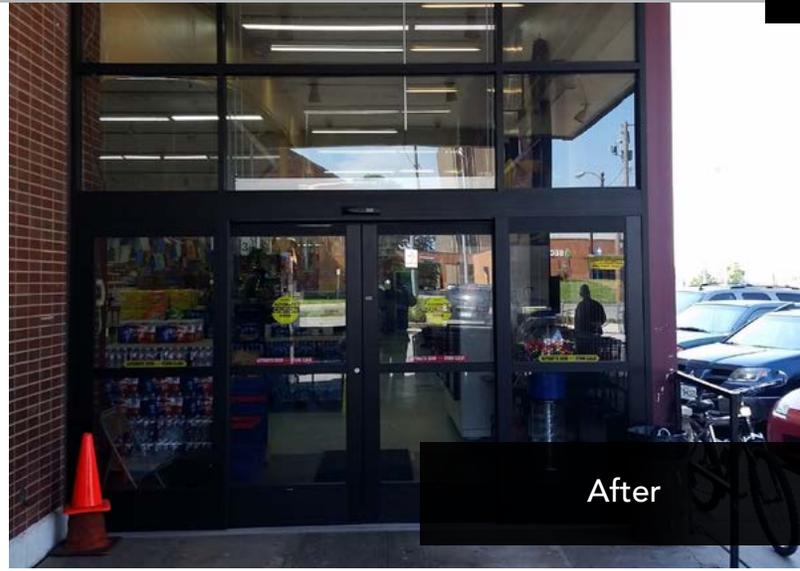
In the end, DH Pace was the reliable resource the food manufacturer needed to quickly address their freezer problems. The customer provided a safer environment for employees, avoided unnecessary expenses and was prepared for their AIB inspection. It also increased operational efficiency and halted the loss of product they had been experiencing through spoilage.

Supermarket Improves Customer Experience

RETAIL // SUPERMARKET // AUTOMATIC DOORS



Before



After

INTRO

A retailer upgraded from unreliable automatic swing doors to a new overhead concealed sliding door system.

PROBLEM

A grocery store was plagued with old, unreliable doors at the main entrance that did not close properly. In addition to being outdated and unsightly, it was inconvenient for customers when the existing pressure-activated mats were broken. The frequent repairs during business hours were very disruptive to customer traffic in and out of the store.

SOLUTION

DH Pace recommended upgrading from a swing door to an overhead concealed sliding door activated with motion sensors. This system allowed for a spacious, welcoming entryway which was ideal for such a demanding, highly-trafficked opening. Now customers can freely and safely move through the opening, carrying their purchases or pushing a cart.

In addition to the fresh look, DH Pace minimized the amount of downtime to replace the main entrance by completing the retrofit quickly.

CONCLUSION

The impact on store operations was minimal during the upgrade and the new door system has greatly diminished downtime to only routine automatic door maintenance. The customer is extremely proud of the upgraded entrance. He says it gives the store a whole new appearance.

School District Improves Compliance

EDUCATION // SCHOOL DISTRICT // ENTRY DOOR SERVICES

INTRO

School district implements district-wide plan to increase fire and life safety compliance within their budget by completing the work in phases.

PROBLEM

A large school district with more than 150 buildings needed a reliable partner to help them maintain the doors in their facilities. Although contractors were available during construction and renovation projects, the district no longer had a resource for safety, security and compliance concerns once a project ended. It was difficult to keep up with issues and address them in a timely fashion with so many facilities in various phases of the building life cycle.

SOLUTION

The relationship started with DH Pace technicians correcting problems noted by the local building inspector. From there, DH Pace provided door replacements, installation and repair services for buildings across the district. Once they experienced quality work and attentive customer service repeatedly, the district realized they had the partner they needed to support the long-term life of their facilities.

DH Pace also provided additional fire and life safety training to the district's employees to improve their maintenance program. In addition to being a resource for supplying materials and repair services, DH Pace became an invaluable source for information. The school district saved money that DH Pace helped them use to fund projects for their Safe School Initiative. The district now works with DH Pace under a master contract on a variety of projects and initiatives.

CONCLUSION

The ongoing partnership with DH Pace has enabled the school district to optimize their maintenance operations, train employees and put together a program to achieve a lower total cost of ownership (TCO) while increasing their compliance. DH Pace has supported these types of improvements across different types of facilities like schools, manufacturing facilities and hospitals.



School District Creates Visitor Management System

EDUCATION // SCHOOL DISTRICT // ELECTRONIC SECURITY



INTRO

In response to concerns about security, a local school district considers expanding their access control system to include a visitor management program.

PROBLEM

The school district had over 80 locations and was looking for a solution to create single points of entry for visitors controlled by an access control system.

SOLUTION

DH Pace consulted with district officials to configure an optimal solution. For schools that could limit the public to a single entrance, they proposed a video intercom entry system solution that included a video doorbell, two video monitoring stations and the necessary accessories. This technology allowed staff to see and communicate with visitors requesting to enter the premises. For schools where it was not physically possible to limit to a single point of entry, the team proposed additional security measures, including additional lockdown buttons and indicator strobe lights at guard booths.

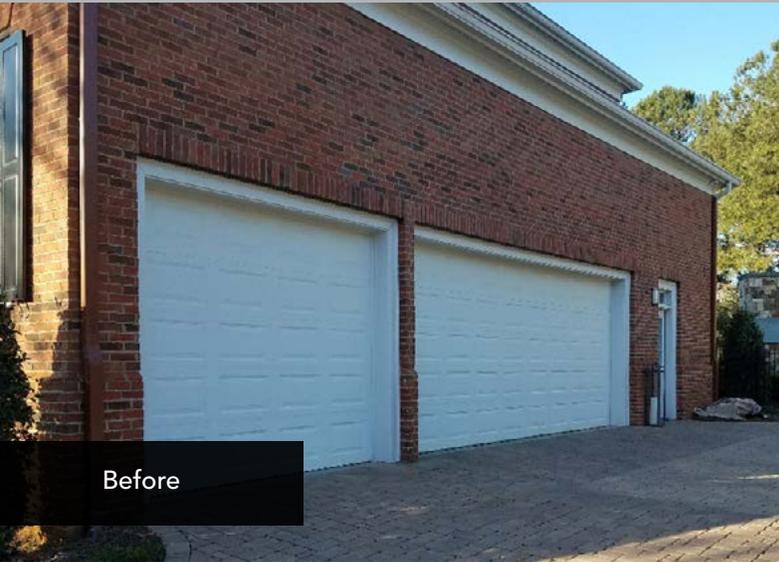
DH Pace worked closely with the local Fire and Life Safety Department on budgeting and scheduling to present solutions to the school board for approval. To date, over 50 schools have been equipped with the enhanced security systems with more to follow as the District's budget allows.

CONCLUSION

Today, district staff, parents and students take comfort in the enhanced security these new systems provide.

Full-View Glass Garage Door Creates Neighborhood Sensation

RESIDENTIAL // SINGLE-FAMILY HOME // GARAGE DOORS AND OPENERS

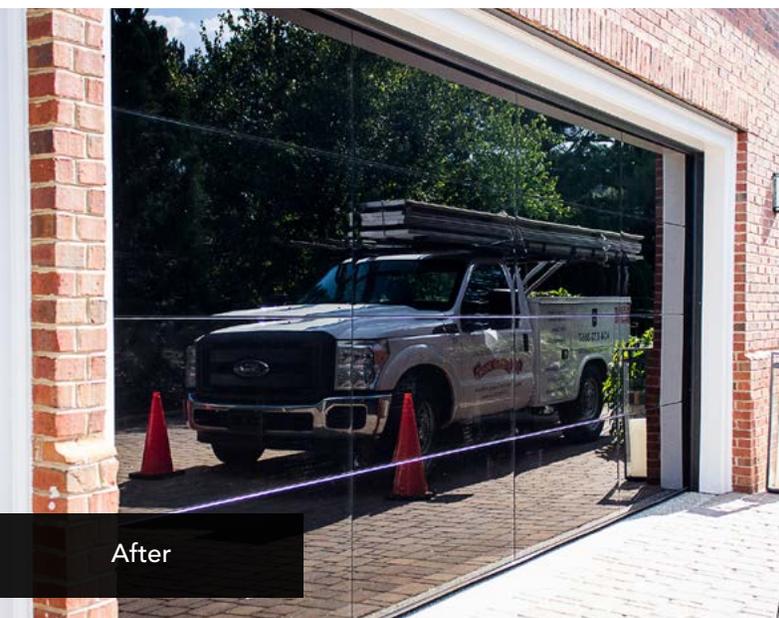


INTRO

The homeowners wanted to transform their home and upgrade curb appeal with a contemporary garage door.

PROBLEM

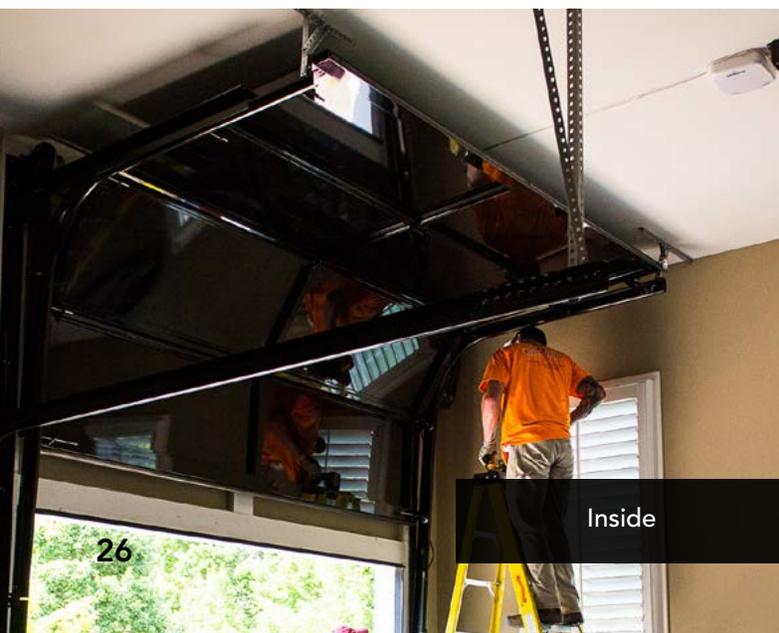
Homeowners were in search of a modern sense of curb appeal for their brick home. They needed one double car garage door at 18-ft by 8-ft and one single car garage door at 9-ft by 8-ft. The existing white steel garage doors were a traditional raised panel design without any windows.



SOLUTION

The homeowners contacted DH Pace. They worked with a DH Pace sales representative to create a range of modern aesthetic options to provide the look and feel they desired. After reviewing the range of options, they selected a full-view aluminum door with a frameless design. The unique glass panel design provided a truly stunning look. The homeowners chose opaque black glass, which contrasted nicely with the brick. They also chose to have the garage door track and hardware powder coated in black to match the glass.

To provide additional headroom, DH Pace technicians installed a high lift garage door track and wall-mounted Wi-Fi enabled operators for each opening. The high lift track allowed the garage doors to continue upward after reaching the top of the opening before breaking back against the ceiling. This high lift configuration provided more space, while still providing the modern aesthetic the homeowners desired.



CONCLUSION

The homeowners were delighted with the result of their garage upgrade. The modern garage doors were soon the envy of their neighborhood. Shortly thereafter, DH Pace completed a similar project just down the street.



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