

Make every second count, from landing to take-off.

Installing world-class systems such as ADB SAFEGATE's Safedock Advanced Visual Docking Guidance System (A-VDGS) and SafeControl Apron Management is only the first step to creating a safe and efficient gate operation.

We also help our airport and airline customers implement the right service program to maximize system life, while keeping costs, corrective maintenance and downtime at a minimum.

Our Infinity offerings include everything from our 24/7 remote technical support to preventive maintenance and spare parts packages to comprehensive service level agreements with dedicated on-site resources. Our support programs ensure your systems are at their highest availability and your operation benefits from significant improvements in performance, predictability and safety.

About us

A global player committed to enhancing airport performance, ADB SAFEGATE aims to be the first-choice partner for airports, airlines and air navigation service providers. With a portfolio spanning the gate, tower, airfield, services and advanced analytics, ADB SAFEGATE helps our clients solve operational bottlenecks to better deliver industry-leading airport performance – from approach to departure.

ADB SAFEGATE

- Comes with **100+ years of cumulative experience**
- Is present at **2,500+** airports around the globe
- Offers solutions in **175 countries**
- Employs **1,200+** industry experts



Infinity Gate Services

Make every second count,
from landing to take-off.



ADB SAFEGATE
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24/7 Technical Support

ADB SAFEGATE has a dedicated team of technical professionals skilled and experienced on our Safedock A-VDGS and SafeControl Apron Management systems so that we can quickly meet your needs.

Our US-based gate technical support specialists are available 24 hours a day, seven days a week to assist you via phone or email.

US & Canada: +1-800-545-4157
Canada: +1-905-631-1597
Outside US & Canada: +1-614-861-1304

Email us at gateservice.us@adbsafegate.com.

Live technical support is also available from our website: adbsafegate.com/product-center/services-and-training/services-america/

Preventative Maintenance Agreement (PMA) & Spare Parts

The safe and reliable operation of an airport depends on a proactive maintenance program. ADB SAFEGATE offers a preventive maintenance plan for our Safedock A-VDGS based on 40+ years of experience operating at more than 300 airports worldwide.

Preventive maintenance work is completed twice a year and scheduled during times that will not disrupt operations. Preventive tasks taken by our specialist staff include:

- Inspection/cleaning of display glass
- Inspection/renewal of laser door seals
- Inspection/cleaning/renewal of laser lenses and scanning mirrors
- Test and verify function of operator panel emergency stop buttons and keys
- Check function of temperature sensor
- Vacuum inside of A-VDGS display unit and check system fans; exchange fans and battery back-up every five years

Upon completion of the maintenance activity, a visit summary report will be submitted detailing the preventive and corrective actions taken.

If faulty parts are discovered during the preventive maintenance activity and the replacements are stocked on site, our technicians can replace them on a time and materials charge.

To further maximize A-VDGS uptime, ADB SAFEGATE offers programs to manage your on-site spare parts inventory, including a consignment offering where you have a full inventory of recommended spare parts, but you only pay for the parts you use.

Service Level Agreements (SLA)

ADB SAFEGATE's Infinity offering includes standard and customized service packages designed to meet the needs of airport and airline operations, large or small, in support of Safedock A-VDGS and SafeControl Apron Management Systems (SAM).

Service Level Agreements (SLAs) can be established for single or multiple years and offer several levels of remote and/or dedicated on-site support based on the needs and budget of the airport or airline.

Our SLA is designed to provide you with 24/7 support and gives you access to a full range of support services. Remotely, or on site, our experts will be there to support you with:

- Safedock A-VDGS calibrations, log file analysis and operating system updates
- SAM application support and minor HMI modifications
- Reoccurring training on the A-VDGS/SAM solution for ramp, pilot, IT, and operations
- Daily performance report

