INTEGRITY

DOOR SERVICES

COMPANY

CAPABILITY STATEMENT

INDUSTRIAL ROLLER SHUTTER SPECIALISTS | SE QLD & NORTHERN NSW

Integrity
DOOR SERVICES
SHUTTERS – MADE, REPAIRED & SERVICED 24/7

MANUFACTURE / INSTALL / SERVICE / REPAIR / MAINTAIN

40+ YEARS OF INDUSTRY EXPERIENCE | PART OF KAPLAN DOOR GROUP

Who we are

Integrity Door Services Pty Ltd (IDS) specialises in industrial and commercial steel roller shutters and roller doors. We provide custom manufacturing and installation, responsive breakdown repairs, planned preventative maintenance and ongoing technical support for commercial, industrial and institutional facilities.

With decades of industry experience and a locally based team, we support facilities and property managers, asset owners, builders and industrial operators. Following our acquisition by Kaplan Door Group in 2026, we combine established local expertise with access to a broader group of specialist commercial door businesses.

Our core capabilities

MANUFACTURE & INSTALLATION

- Custom steel roller shutters
- New installations and replacement doors
- Manual and motorised systems
- Powder-coated finishes
- Site-specific upgrades and commissioning

SERVICE & REPAIRS

- 24/7 emergency breakdown assistance
- Fault diagnosis and electrical repairs
- Motors, gearboxes, controls and automation
- Slats, guides, drums, tracks and springs
- Impact damage, realignment and safety systems

24/7 emergency breakdown response

A failed door or shutter can affect site security, access, workplace safety, loading dock operations and business continuity. Our equipped service vehicles and experienced technicians provide urgent breakdown support to help minimise disruption and restore operation as quickly as practicable.

Emergency: 0417 705 617 | Office: (07) 3274 4177

Preventative maintenance & asset management

Our planned maintenance programs are tailored to site usage, operational risk and portfolio requirements. Quarterly, six-monthly and annual arrangements help identify emerging faults, reduce unplanned downtime, extend asset life and support more predictable maintenance budgets.

ROUTINE SERVICING

- Operational and condition inspections
- Motor, drive and safety component checks
- Tracks, curtains, guides and spring checks
- Lubrication, adjustments and fault diagnosis
- Preventative component recommendations

REPORTING & COORDINATION

- Site-specific maintenance records
- Documented findings and checklists
- Repair and replacement priorities
- Clear quotations and recommendations
- Work orders, scheduling and progress updates

Facilities management and multi-site support

Our coordinated approach supports facilities teams and organisations managing multiple properties, with centralised job coordination, technician scheduling, work order and purchase order administration, site-specific documentation and clear communication on progress and attendance.

Sectors and applications

SECTORS	APPLICATIONS
• Property and facilities management	• Warehouses, factories and distribution centres
• Warehousing, logistics and distribution	• Loading docks and high-use access points
• Manufacturing and industrial operations	• Car parks and storage facilities
• Government, education and healthcare	• Commercial premises and retail service areas
• Retail, construction and strata	• Security-sensitive industrial facilities

Safety, quality and reliability

IDS is CM3 approved and committed to safe working practices, including site-specific risk assessments, SWMS where required, PPE, work-at-heights procedures, suitable access equipment and site inductions. Our approach emphasises appropriate materials, experienced technical personnel, operational testing, service documentation and responsive customer communication.

Why choose Integrity Door Services?

- Locally based specialist team serving South East Queensland and Northern NSW
- 24/7 emergency breakdown contact and dedicated service coordination
- Manufacturing capability supporting custom solutions and responsive repairs
- Preventative maintenance programs for single sites and multi-site portfolios
- Repairs and servicing across major industrial and commercial roller door brands
- CM3 approved contractor with a focus on safe, documented service delivery
- 12-month warranty on repairs and manufactured parts, subject to applicable warranty terms

The Kaplan Door Group advantage

As part of Kaplan Door Group, IDS can access specialist group resources and complementary commercial door and access products, including aluminium shutters, folding and stacking doors, high-speed doors, trackless barriers and operable wall systems. Product availability and service coverage are confirmed for each project.

Service area

Brisbane, Gold Coast, Sunshine Coast and wider South East Queensland, with Northern NSW capability subject to project and service requirements.

LET'S DISCUSS YOUR SITE REQUIREMENTS

Integrity Door Services Pty Ltd

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