



Serenity
Sliding Door Systems

The New Serenity Assurance Program

Purchase With Confidence

We're dedicated to giving you a great experience from start to finish. Through expert training and product support, we can ensure the performance of your system for years to come! Minimize problems for your facility and eliminate costly problems down the road with the Serenity Assurance Program (S.A.P.).



1 INSTALLATION TRAINING

2 PRE-INSTALL INSPECTION

3 POST-INSTALL REGISTRATION

4 YEAR ONE TUNE-UP

5 YEARLY TUNE-UPS

How does it work?

Each S.A.P. project is assigned a Technical Consultant (T.C.) who will help walk you through our program, providing a report upon the completion of each step.

How do I qualify?

Projects larger than 100 openings are automatically eligible for this program free of charge. For projects with 50-99 openings, the program is available for an additional fee.

STEP 1 - Installation Training

Prior to product shipment, we will provide on-site training of the subcontractor and distributor for proper installation techniques at either the jobsite, the distributor's facility or another location to be decided. Once training is complete the T.C. will provide an [Installation Training \(IT\) Report](#).

STEP 2 - Pre-install Inspection

As the walls are constructed, a Serenity representative will randomly audit at least 20% of the rough openings to determine if the construction is meeting requirements and report back to the T.C. their findings. The T.C. will provide a [Pre-install Inspection \(PRE\) Report](#).

STEP 3 - Post-install Registration

The T.C. will provide a [Post-Install Registration \(POST\) Report](#) within 45 days of customer notification. This will include checking each opening for install and performance quality. We will also provide an on-hands parts inventory and training on how to replace or repair system components that can get damaged in the field.

STEP 4 - Year One Tune-up

By the end of the first year after installation, the T.C. will re-audit the project to ensure functionality. They will work with the Facility Manager to correct any issues and submit a [S.A.P. Y1 Report](#).

STEP 5 - Yearly Tune-ups (Optional)

After the Y1 Tune-Up, the owner can subscribe to a yearly tune-up for up to 4 more years. For a fee, the T.C. will re-audit the project to ensure functionality.

We didn't invent the barn door, we just perfected it. Choose Serenity for high-quality sliding door systems and service you can count on.

Reach Out Today to Get Started

Email us at info@SerenitySlidingDoor.com or call (719) 212-6007 to speak with a specialist.