



ALLEGION™

Working
with Allegion

Who we are

Allegion is a global pioneer in enabling seamless access – with a mission that matters. We help keep people safe and secure where they live, learn, work and visit. With more than 30 brands sold worldwide, we specialise in security around the door and adjacent areas: everything from residential to commercial locks, exit devices, openers and closers, to electronic access control and workforce productivity solutions.

Our brands



Excellence in design and a rigorous approach to quality have given Australian-made Austral Lock a reputation for premium security.

Brio®

Brio is passionate about shaping spaces and providing seamless access wherever people reside, work and thrive.

Briton

Full range of solutions for door openings: locks, cylinders, automatic openings, exit devices, hardware and accessories.



Industry-leading testing facilities and innovative, patented products are what makes FSH one of Australia's leading brands in electromechanical security devices.



Gainsborough has built a reputation on developing and producing leading-edge door hardware – innovative levers and locks that work silently to reflect your style and needs.



Mechanical door hardware, crafted to meet the advanced security and safety needs of commercial and institutional buildings.



Allegion's Overtur™ is a cloud-based ecosystem where project team members come together to collaborate on the specification, design, and construction of door security and openings.



The latest in mechanical and electronic locks and wireless technology for controlling access, and known worldwide for its quality and range of design.



ALLEGION™

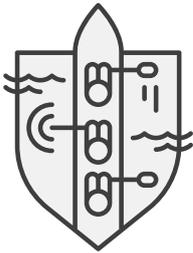
Our locations

We have a nationwide team that will respond to local needs.



A landscape of rolling hills and fields at sunrise or sunset, with a warm orange glow. The text "Our Values" is centered in the middle of the image.

Our Values



Serve others,
not yourself



Do the right thing



Be curious
beyond the obvious



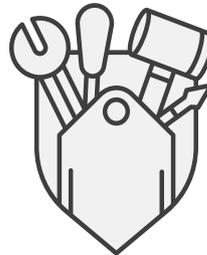
Have a passion
for excellence



Enjoy what you do
and celebrate who we are



Be safe, be healthy



Be empowered
and accountable



This is your business,
run with it



Service & Support

Our Australian-wide, dedicated support team is available to answer your product or sales queries. Whether it is an order query, credit claim, or you need clarification on a certain application, our local team are ready to help.

Our specialised team are only a phone call or email away.

Our standard

90%

of calls answered
within 15 seconds

4 hour

email enquiry
response time

4 hour

order processing time

20 day

claim processing time

New Order Status 360 Portal

With Allegion's new Order Status 360 portal, you can track the status of your order in real time. By logging in, you can check the progress of your order, pricing of that order, and get consignment details for tracking.

For more information, contact your Allegion account manager.

Our Australian-based customer service team are available **8:00am - 5:30pm AEST**, Monday-Friday and can be contacted at:

National Free Phone	1800 098 094
Enquiries	info.au@allegion.com
Orders	orders.au@allegion.com
Warranty/Aftersales	warranty.au@allegion.com
Finance	accounts.au@allegion.com
Claims	claims.au@allegion.com
Technical Support	techsupport.au@allegion.com



ALLEGION

Delivery & Manufacturing

Our products are designed, manufactured, and tested to the highest standards of quality and durability. We aim to have our products dispatched and delivered in the shortest possible timeframe.

With investment in the fastest moving inventory and our local and international manufacturing and assembly capabilities, so we can respond quickly to your requirements.

Our standard

3 days

Product dispatch for stocked items and Brio made to order items*

10 days

Product dispatch for Austral Lock made to order items*

5 days

Keying turnaround from day order is placed*

Estimated delivery time for each state*

	Road	Air
New South Wales	2 days	1 day
Queensland	4 days	1 day
South Australia	1 day	1 day
Tasmania	3 days	1 day
Victoria	1 day	1 day
Western Australia	5 days	1 day

*More remote locations in each state may require additional delivery times. Events out of our control may impact these delivery times. If there are significant or on-going delays, we will endeavor to advise you of these delays.



Technical hub & specification

The Australian-based dedicated Technical Hub Team is available to answer your technical queries on our commercial and sliding/folding hardware product brands including Austral Lock, Brio, Briton, FSH, Gainsborough, Legge, and Schlage.

Allegion's hardware specification team draw on local knowledge and global expertise to specify the right solution for application. Whether it is security, fire or other building codes, we schedule the right hardware to get the job done.

From product training, to CPD programs, Allegion's dedicated Training Department can support you and your team to understand access technologies and door hardware.



Training

Our in-house product training department available for your needs. All brands, all products, unpack the complexity of door hardware with our knowledgeable team.

Whether you are new to the industry or experienced, installing or selling, we have standard or customised training options available to you and your team.

Simply contact your local Allegion representative to find out more.



CPD Presentations

Allegion has a range of Australian Institute of Architects accredited CPD programs available. Understand more about the complexity of openings, access control and how building projects relate to your business.

Contact your local Allegion representative to find out more.



Australian
Institute of
Architects

Refuel CPD
Provider



Scheduling

An experienced local team are able to specify the right hardware for any application, meeting all necessary construction codes, reducing the risk for all parties.

With an average scheduling time up to 10 working days (longer for more complex projects), we work to deliver the best outcome for all stakeholders.



Overtur

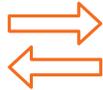
Connecting People for Better Door Hardware Collaboration.

Allegion's Overtur™ is a cloud-based suite of tools which enables architects and door hardware consultants to come together and collaborate on the specifications and the security design of doors and openings.

Overtur provides a variety of apps to accomplish such tasks as:



Review designs
real-time in an
online environment



Transfer door data
– including electrical
requirements



Upload door data,
schedule and plans
directly from a BIM



Graphically track
and review changes

Improved collaboration, coordination and productivity.
Overtur is designed to simplify the process of specifying
door hardware on your next project.





Supplier of Choice

At Allegion we believe in delivering nothing short of industry leading service to each and every one of our valued customers. We are more than just a brand; we are a team of passionate individuals who are dedicated to providing exceptional experiences. The Allegion family of brands and services means that we can offer complete, end-to-end solutions and seamless access control.



Global policies

Allegion believes businesses have a central role to play in respect for human rights, combating modern slavery and human trafficking. In staying true to one of our core values “Do the right thing” we prohibit and have zero tolerance for all forms of modern slavery, human trafficking and child exploitation throughout our global organization, operations and supply chains.



Social

We believe that diversity, equity and inclusion (DEI) strengthen our teams, build employee engagement, deliver customer excellence, and produce superior business results. Our commitments go beyond our walls with corporate social responsibility and individual actions that make the communities where we live better.



Environment

At Allegion, we are pioneering safety by protecting people where they live, learn and work and safeguarding our environment at the same time. We promote the health and safety of our employees, customers and local community members worldwide through our commitment to conducting business in a safe and environmentally responsible manner.



About Allegion

Allegion (NYSE: ALLE) is a global pioneer in seamless access, with leading brands like CISA[®], Interflex[®], LCN[®], Schlage[®], SimonsVoss[®] and Von Duprin[®].

Focusing on security around the door and adjacent areas, Allegion secures people and assets with a range of solutions for homes, businesses, schools and institutions.

For more, visit www.allegion.com

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Allegion Australia

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