

The perfect start to building utilisation.

Satisfaction included.

Solution 01
Benefits 02

Investing in your satisfaction

Over a period of months, the GOLDBECK team constructs new properties reliably, quickly and accurately in line with your expectations. However, building owners often face new challenges when they start using their property. The onset of the operating phase can be arduous at times. That's why your partnership with GOLDBECK doesn't end once your finished building is handed over.

Industrial buildings, office buildings or school buildings – new builds or refurbished: with our +5 Customer Service, we remain by your side for the first five years of building utilisation and give you the best possible start to the use phase – satisfaction included. Exceptional added value, at no extra cost – the GOLDBECK +5 Customer Service is our investment in your satisfaction!

Our solution

Five years, three services, one goal: your satisfaction.

Our sales experts provide you with technical support during commissioning, regularly check the main functions and optimisations, and proactively manage prevention and resolution of defects and other disruptions in a customer-oriented manner. This is how we ensure maximum functionality and sustainable value retention for your property.

Proactive Support

- // One GOLDBECK contact partner
- // Expertise on building operation
- // Proactive and one-to-one consulting

Commissioning

- // Calibrating the building systems
- // Optimising the building climate and energy consumption
- // Building instructions and operating tools

Function and fault management

- // Fixing potential faults
- // Annual visual inspections and system checks
- // Receiving advice on (energy) optimising measures



Your benefits

- ✓ Active support from GOLDBECK even five years post-handover
- ✓ Guaranteed functionality of the building and all technical installations
- ✓ Reduced downtime and costs thanks to our expert consulting and prevention services
- ✓ Comfortable, functioning buildings for maximum user satisfaction and performance
- ✓ Sustainable, efficient building operation right from the start with our professional calibration service
- ✓ Personal, proactive and customer-oriented support from us to make your life easier
- ✓ Direct access to all other GOLDBECK services



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Watch the video to see what you have to gain from the +5 Customer Service.

[+5 Customer Service ↗](#)

[Explanatory video ↗](#)