

# Guide for safe Service and Maintenance

Of industrial and commercial garage doorsets and gates

**E.D.S.F.**

European Door and Shutter Federation e.V.

Neumarktstraße 2 b

58095 Hagen · Deutschland

Fon +49 2331 2008-0

Fax +49 2331 2008-40

info@edsf.com

www.edsf.com



The European Information Platform



## The current safety situation in the market

Due to gaps in the standards and regulations concerning the qualification of professional service providers / technicians and the frequency in maintenance needs, there are too many unsafe doors in the market.

Since 2005, with the implementation of the product standard for doors, the manufacturer is responsible for correct CE-marking and for the definition of adequate maintenance, maintenance intervals and the cycle time of spare parts, for the intended use of the equipment. Once the product is on the market, the owner of the building is responsible for the safe and secure function of the door – this includes providing regular service.

One mission of the E.D.S.F. is the promotion of safety of the users of doors, and it therefore aims at raising the actual safety of the market to the level indicated by the latest standards defining the state of the art.

E.D.S.F. therefore defined this guideline to help manufacturers, owners and users to fulfil their tasks and improve understanding for regular service (maintenance).

E.D.S.F. is the only professional European Association that a qualified service provider can join. It provides a membership structure which relates to the level of experience and qualification held. Members of E.D.S.F. endorse the commitment of conforming to the Quality and Safety objectives of the Association.

## Contents

- 03 |** The current safety situation in the market
- 04 |** Maintenance needs and requirements
- 05 |** Qualification of the professional service provider and its employees
- 06 |** - Qualified service provider
- 08 |** - Competent service engineer / technician
- 10 |** Content of a service training



## Maintenance needs and requirements

“Maintenance” and “service” are often used indifferently with the same meaning. Typically, the market prefers maintenance as the use of periodical maintenance to sustain the existing safety operation and product life cycle. The European Product Standard for industrial / commercial / garage doors and gates EN 13241-1 states that the manufacturer is responsible for defining the service (maintenance) and replacement cycles. Hereafter industrial / commercial / garage doors and gates are called “doorset”.

### E.D.S.F. position

Maintenance (excluding third-party<sup>1)</sup> inspection) in accordance with the manufacturer’s specification shall take place at least once per year for all manually or power operated doorsets.

For doorsets placed on the market before 2005 (not CE-marked) the maintenance should always include risk assessments in order to upgrade the doorset (proposal to upgrade including components as e. g. drives, control units or implementation of a new door / gate) according to state of the art (technology) to ensure safety and reliability are met. For all doorsets placed on the market a risk assessment is necessary if the original intended use has changed. After the correct installation of the door / gate the building owner<sup>2)</sup> is responsible for the safety function of the doorsets – this includes a regularly service.

## §

Maintenance in accordance with the manufacturer’s specification shall take place at least once per year for all manually or power operated doorsets.

1) In addition to regular maintenance as prescribed by the manufacturer for adequate performance of the door, some countries may require periodical technical inspection by independent third parties.

2) In some countries the building’s owner and the user are responsible for safety, e.g. if the building is rented.

## Qualification of the professional service provider and its employees (service engineers)

Criteria are needed with respect to technical competencies, codes & regulations, regarding quality, safety, legal obligations, training and certification. The qualifications / criteria are derived from part “3. Terms and definitions” of the EN 12635:

- **Professional installer**

A competent person or organisation offering third parties door installation services including upgrading.

- **Competent person**

A person, suitably trained, qualified by knowledge and practical experience, and provided with the necessary instructions to enable the required installation to be carried out correctly and safely.



## Qualified service provider – E.D.S.F. definition

A “qualified service provider <sup>3)</sup>” – as qualified by this E.D.S.F. guideline – has to meet the requirements listed here below.

- **Expertise in the field** recognized experience within the industry.
- **Knowledge**
  - Industry specific processes and tools
  - Understanding of legal requirements with respect to safety, reliability and functionality of product / service in accordance with codes / regulations.
  - Membership of professional bodies / associations to gain awareness of his / her limitations of knowledge and experience. This should be combined with the willingness and ability to supplement existing experience and knowledge.
  - Understanding both the financial and operational risks involved in the business and the best practice of controlling them. Having access to product, health, safety, EU-code regulation.
- **Provide regular information**, instruction, training and supervision as is necessary to ensure the product, health, safety, EU-code regulation at work for all employees and its business partner
- **Understanding** of relevant best practices
- **Elements** of health, safety, quality and environmental management system related to product, service and repair are available in some format. These can be:
  - A documented health, safety, quality and environmental policy
  - Health, safety, quality, environment, codes and regulation available to all employees
  - Well-defined health, safety, quality, environmental objectives and targets, reviewed and archived
  - Documented maintenance and service repair visits by using a logbook
  - Product & service related health and safety risk assessments
  - Health, safety, quality, environment code and regulation trainings for employees for all relevant activities

<sup>3)</sup> A service provider is a person or a firm capable of adequately performing one or more of the following: installation, maintenance, inspection, repair, upgrade and replacement.



## Competent service engineer / technician – E.D.S.F. definition

A “competent service engineer / technician” – as certified by a qualified service provider or manufacturer – must meet the requirements listed here below.

A combination of knowledge, skills and practical experiences which a person needs in order to perform his tasks properly, is required. Frequently documented training of the engineer / technician is needed to keep their knowledge up to date.

### • Knowledge

- Technical (product, maintenance & methods training)
- Safety, health, quality, environment
- Legislation & codes (product standard for doors, etc.)
- Certification (including the products)

### • Skills

- Industry-specific (professional education in mechanical engineering / electronics)
- Good oral and written communication
- Transferable skills in communicating & sharing the lessons learned during the work activities

### • Practical experience

- Experience in the door and gate industry
- Installation, upgrading, replacement and maintenance: has successfully demonstrated his skills and ability in inspection, risk assessment, maintenance (inc. functional safety tests) upgrading and replacing the product in accordance with the manufacturer’s specification, so that a doorset remains reliable safe, functional and durable.




---

## §

A combination of knowledge, skills and practical experiences which a person needs in order to perform his tasks properly, is required. Frequently documented training of the engineer/ technician is needed to keep their knowledge up to date.

---

## Content of a service training

E.D.S.F. objectives for a competent service engineer / technician:

A "competent service engineer / technician" is someone who, by possession of a recognized degree, certificate, or professional standing, and by extensive knowledge, training, and experience, has successfully demonstrated his ability to inspect, maintain, (incl. functional safety test of e.g. dropdown devices, safety edge, passdoor switch etc) and upgrade the product, in accordance with the manufacturer's specification and the present legislation so that it remains reliable and keeps its safety, function, and durability level.

E.D.S.F. has therefore defined relevant training modules for different type of doors which can be found at [www.edsf.com](http://www.edsf.com).



For a digital version scan the code with your smartphone and visit the download section of the E.D.S.F. website.

[www.edsf.com](http://www.edsf.com)

### Text / Editorial team:

E.D.S.F. - WG "Service and Maintenance", Jan Persson, Christian Grabitz  
 The information on which this publication is based has been researched and processed with the greatest of care. We cannot, however, accept liability for any injuries, expenses or losses incurred which could in any degree be attributed to the use of the information contained in this text. Reprinting or copying in whole or in part is only permitted with the written permission of the publisher and clear reference to the publication source. | *Status: May 2013*