

# DHF STANDARD TS 004 FOR MAINTENANCE & REPAIR OF DOORS & SHUTTERS



DHF Repair and Service  
Approved Standard TS004

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## Minimum servicing requirements

- Annex 1 Vertical sliding industrial & commercial doors
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# FOREWORD

This standard has been produced by DHF (Door & Hardware Federation) to provide a method for assessing the requirements for DHF member companies maintaining or repairing doors and shutters.

The Annexes 1 to 11 cover the requirements based on the NVQ (National Vocational Qualifications Unit No. CM 13 - Service and Maintain Door Systems and Unit No. CM 14 - Dismantle and Repair Door Systems).

This standard does not purport to include all the necessary provisions of a contract. Users are responsible for its correct application.

**Compliance with this standard does not in itself confer immunity from legal obligations.**

## 1 SCOPE

This standard identifies the requirements for DHF members undertaking the maintenance and repair of doors and shutters.

Requirements are based on the following:

- a. Satisfactory maintenance experience of member companies and their personnel, in accordance with the requirements of the DHF.
- b. Verification of the establishment and maintenance of the member's quality management system which shall be fully documented.
- c. Training to the specific product via the qualifications of CSCS cards and/or NVQ in the maintenance and repair of:
  - Vertical sliding industrial & commercial doors
  - Vertically rolling industrial & commercial doors
  - Horizontally acting industrial & commercial doors, gates & barriers
  - Fire resisting industrial & commercial doors
  - Domestic garage doors with panel construction
  - Domestic garage doors with rolling construction
  - Power operation for domestic garage doors
  - Manual pedestrian slide, swing & folding doors
  - Fire resisting pedestrian doors
  - Power operated pedestrian slide and swing doors
  - Manual and powered pedestrian revolving doors
- d. Records kept for a minimum of seven years.
- e. Compliance with DSMA CP 401.

## 2 TERMS & DEFINITIONS

### 2.1 Doors

For the purposes of this document, the term door comprises any product referred to in the Scope 1c.

### 2.2 Repair

Work required to reinstate the doors referred to in 2.1 to their operational state.

### 2.3 Maintenance

Work to ensure the continued satisfactory operation of the doors referred to in 2.1.

### 2.4 Company

The DHF member undertaking the repair and maintenance of the doors referred to in 2.1.

### 2.5 Client

The end user, owner or occupier of premises requesting the repair or maintenance of the doors referred to in 2.1.

## **3 REQUIREMENTS**

- 3.1** The minimum maintenance requirements for doors are laid down in Annexes 1 to 11. These requirements shall be documented in the company's procedures and/or work instructions. These requirements shall be waived where the client provides other written instructions e.g. the original door manufacturer's maintenance instructions. It may be possible for companies to offer additional services over and above these minimum requirements.
- 3.2** Damage to the structure of the opening for fire resisting doors shall be noted and brought to the attention of the client.
- 3.3** The company shall define what equipment (tools and spare parts) should be carried on servicing vehicles, as a minimum.
- 3.4** All components used to repair or maintain fire doors and fire shutters must be at least equivalent to those replaced. Where this is not possible, authorisation must be obtained from the repair company's management for any changes. Any changes must be documented, reported to the client. Records shall be available for review by DHF.
- 3.5** Where it is necessary, when carrying out a repair, to alter the specification of a non fire resisting door, the client shall be informed and a risk assessment shall be carried out and documented. Any components fitted shall be fit for purpose.
- 3.6** Where doors cannot be repaired or maintained without purchase of additional components, the doors shall be made safe and, wherever possible, fire doors shall be closed. The company shall then advise the client and provide a quotation to cover the additional work.
- 3.7** On-site welding of doors shall not be undertaken without specific authorisation by the repair company's management. Any hot work shall be done only after the consent of the client's management has been obtained and any hot work permit system in operation complied with. Any welding to be carried out by trained competent personnel and to be undertaken, using properly maintained welding equipment.
- 3.8** Any repair work that is outside the scope of the planned maintenance requirements shall be recorded on the repair company's documentation and brought to the attention of the client in writing.
- 3.9** The company shall record and monitor call out response times. This information shall be documented and reviewed by management.
- 3.10** Where electrical work is undertaken, this shall be in accordance with BS 7671: 2002/IEE Wiring Regulations, Sixteenth Edition. Certification shall be produced to confirm that wiring has been tested and found to comply with this standard, where appropriate.
- 3.11** Training records shall be available to DHF for all service and maintenance personnel, including sub-contractors. These shall confirm that personnel are aware of the requirements defined in paragraphs 3.1 to 3.10 and that they have been trained against the company's servicing and repair instructions, as appropriate.

## **4 USE OF SUB-CONTRACTORS**

- 4.1** Sub-contractors shall comply with all the requirements defined in Section 3.
- 4.2** The method of evaluating sub-contractors shall be clearly defined within the company's procedures.
- 4.3** The company shall ensure that records are available to show that staff working for sub-contractors have been properly trained.
- 4.4** The company shall train all maintenance engineers employed by the sub-contractor on work for the company and records of this training shall be made available for DHF, if required.
- 4.5** The company shall be responsible for any work undertaken by a sub-contractor.
- 4.6** The company shall keep records to show the areas of the country for which each sub-contractor is used.

## 5 ON SITE DOCUMENTATION

In all cases, a certificate shall be issued to the client on completion of the work, the certificate shall include:

- 5.1 The name, address, telephone number and email address of the company.
- 5.2 Identification of the maintenance engineer.
- 5.3 The client's name and address, and the location involved.
- 5.4 A list of all doors included in the maintenance task recording all non-conforming equipment.
- 5.5 A record of any work carried out.
- 5.6 Confirmation that, where appropriate, a test of the closing mechanism has been conducted. If this test is not conducted for any reason, this shall be recorded on the certificate.

## 6 MAINTENANCE LEVELS

### 6.1 General servicing/maintenance

The company's personnel shall work with appropriate storage and workshop facilities.

### 6.2 Maintenance contracts

Companies providing maintenance contracts shall comply with 6.1 and ensure attendance in accordance with the contract.

### 6.3 24 hour answering service

The company's personnel shall ensure that all calls are logged and that a representative of the company is on site within 24 hours of the call. The response time may be exceeded with the client's consent.

### 6.4 Emergency service

Companies providing an emergency service shall comply with 6.3 and a representative of the company shall be on site within 4 hours of the call or such other time advised to the client in the defined area (see below) fully equipped to at least make the door safe and secure.

The area covered shall be defined by county/regional boundaries. The areas shall appear in the DHF list of repair and service member companies and in advertisements claiming the service.

## 7 MARKING & LABELLING

Any certification labels or marks on fire resisting doors removed during repair work shall be replaced. If this is not possible the client shall be advised in writing to obtain a new one from the manufacturer of the original fire doors.

## 8 PUBLICATIONS REFERRED TO

BS 7671: 1992	Requirements for electrical installations. IEE Wiring Regulations. Sixteenth edition
BS7036: 1996	Code of practice for safety at powered doors for pedestrian use
DSMA CP 401	Code of practice for the repair and maintenance of industrial and commercial doors
NVQ units CM12 & CM13	CITB National Vocational Qualifications for Door Systems
DHF manual	Site safety recommendations

For undated references, the latest edition of the publication referred to applies

The sequence and scope of works will follow the guidelines listed within the company's maintenance schedule for product type but the minimum will basically be in accordance with the following Annexes:-

## **Annex 1 Vertical sliding industrial & commercial doors**

1. Visually inspect door for damage and obstructions
2. Operate door to ensure free running and security of hardware
3. Check condition and stability of vertical and horizontal tracks
4. Check and adjust (if necessary) counterbalance springs and lubricate shaft bearings
5. Check operation and alignment of lock (if fitted)
6. Operate door, check alignment and ensure correct balance
7. Inspect and adjust (if fitted) electric operator and ancillary controls
8. Check pulleys and hinges and ensure all fixings are secure

## **Annex 2 Vertically rolling industrial & commercial doors**

1. Visually inspect door for damage and obstructions
2. Operate door to ensure free running, check limits are set and operate correctly
3. Check, clean and lightly grease vertical guides (if needed)
4. Check and grease gearing mechanism (if needed)
5. Ensure endlocks secure
6. Check operation and alignment of lock/shootbolts (if fitted)
7. Operate door, check alignment and ensure correct balance
8. Inspect and adjust (if fitted) electric operator and ancillary controls
9. Check all fixings are secure
10. Check condition of weather seal and safety edge (if fitted)
11. Check hood/coil casing is secure

## **Annex 3 Horizontally acting industrial & commercial doors, gates & barriers**

1. Visually inspect door for damage and obstructions
2. Operate door to ensure free running and security of hardware
3. Inspect and lightly grease top track
4. Oil all pivot and friction points
5. Check condition and clean out bottom channel and sump boxes (if fitted)
6. Check operation and alignment of lock
7. Ensure lattice arrangement works correctly
8. Inspect and adjust (if fitted) electric operator and ancillary controls

## **Annex 4 Fire resisting industrial & commercial doors**

1. Visually inspect door for damage and obstructions
2. Operate door to ensure free running
3. Check, clean and lubricate vertical guides using appropriate high temperature lubricants
4. Check and grease gearing mechanism
5. Operate door, check alignment and ensure correct balance
6. Test self-closing mechanism under simulated fire test condition by releasing fusible link/solenoid
7. Inspect and adjust (if fitted) electric operator and ancillary controls
8. Ensure all fixings are secure
9. Check that there are no gaps between guide angles and supporting construction
10. Check for presence of, or damage to, labels for certification of fire performance and installation. Damaged labels must be replaced with those from the certificated manufacturer or the certificated installer

## **Annex 5 Domestic garage doors with panel construction**

1. Visually inspect door for damage or obstructions
2. Check door is level, square & plumb
3. Operate door to confirm it is running smooth throughout its travel
4. Inspect all running gear e.g. components, springs, etc. for wear
5. Inspect all tracks for wear, loose bolts and fixing points
6. Inspect cables, pulleys especially lower point support brackets for significant signs of wear
7. Ensure all components are clean and oiled where necessary as per manufacturer's instructions
8. Inspect locking mechanism for correct operation
9. Check door is sitting at ground level correctly and the condition of any weatherseal fitted

## **Annex 6 Domestic garage doors with rolling construction**

1. Visually inspect door for damage and obstructions
2. Check all fixing points are secure before operating door
3. Operate door to ensure free movement, correct tension, etc.
4. Check door for level, plumb, square (adjust if required)
5. Inspect guide rails for any dirt or obstruction
6. Ensure correct feed from roller into guides
7. Check door is sitting at ground level correctly
8. Check weather seals for signs of wear
9. Ensure correct operation of manual locking system

## **Annex 7 Power operation for domestic garage doors**

1. Follow steps 1 to 9 for manual operation
2. Check all power cables and connections
3. Check motor anchorage is secure
4. Check limits are set and operate correctly
5. Check auto reverse is operating correctly (if fitted)
6. Check all safety devices are operating correctly
7. Check auto light and handset operation at distances

## **Annex 8 Manual pedestrian slide, swing & folding doors**

1. Visually inspect door for damage, corrosion and obstructions
2. Check hinges, adjust if necessary and lightly oil
3. Check operation of door closure, adjust if necessary & lightly oil pivot points
4. Check panic latch (if fitted), adjust if necessary & lightly oil pivot points
5. Ensure handles and locks are secure and operate correctly, lightly oil
6. Inspect frame for loose joints, fixings, non alignment and damage

## **Annex 9 Fire resisting pedestrian doors**

1. Visually inspect door for damage, corrosion and obstructions
2. Check hinges, adjust if necessary and lightly oil
3. Check operation of door closure, adjust if necessary & lightly oil pivot points
4. Check panic latch (if fitted), adjust if necessary & lightly oil pivot points
5. Check condition of intumescent/smoke seals (if fitted)
6. Ensure handles and locks are secure and operate correctly, lightly oil
7. Inspect frame for loose joints, fixings, non alignment and damage
8. Check condition of any infill between the frame and supporting construction.

## Annex 10 Power operated pedestrian slide and swing doors

1. Visually inspect door for damage, corrosion and obstructions
2. Check opening and closing times (in line with BS 7036)
3. Check closing forces
4. Check activation distances
5. Check safety devices
6. Check drawing-in protection
7. Check escape system

## Annex 11 Manual and powered pedestrian revolving doors

1. Visually inspect door for damage, corrosion and obstructions
2. Check peripheral speed (in line with BS 7036)
3. Check closing forces
4. Check activation system
5. Check safety devices
6. Check drawing-in protection and clearances
7. Check escape system

## Annex 12 Example of recording log for powered doors

Maintenance company			Unique Door No		Date installed	Comments
Door No	Location	Door type	Manufacturer	Power unit	Safety device(s)	
Maintenance work done			Date	Name	Condition	
Changes or upgrading			Date	Name	Condition	
Other work done			Date	Name	Condition	