



DHF Repair and Service
Standard TS004

The mark of quality for door repair & maintenance

Standards of repair and maintenance of metal doors and shutters are set to rise significantly following the launch of the Door & Hardware Federation Quality Mark.

The new Quality Mark is only awarded to door companies that have demonstrated their ability to provide high quality repair & maintenance for industrial and commercial doors following rigorous checks carried out by the DHF.

Holders of the DHF Quality Mark for the Maintenance of Doors and Shutters must:

- demonstrate their experience in repair & maintenance;
- have a fully documented quality management system in place;
- offer levels of training compliant with CSCS card qualification or have NVQ training procedures in place;
- keep repair & maintenance records for a minimum of seven years;
- offer high levels of maintenance which include maintenance contracts, 24 hour answering service and an emergency call out service that provides onsite visits within four hours of an emergency call;
- demonstrate full compliance with DHF Repair & Service Standard TS004.

DHF Repair & Service Standard TS004 governs minimum maintenance standards for eleven categories of products including all types of manual and power operated industrial and commercial doors, shutters, gates and barriers and power operated domestic garage doors. The standard is downloadable from the DHF website: www.dhfonline.org.uk

The creation of the Quality Mark by the DHF follows recent changes in legislation covering certification. Fire officers no longer certify industrial buildings; instead there is now a self certification obligation on the building owner/occupier to declare that correct maintenance procedures are in place. The Workplace (Health, Safety & Welfare) Regulations 1992 oblige employers to ensure that industrial doors in workplaces are regularly and competently maintained. Other legislation contains additional provisions requiring regular maintenance of powered doors.



DHF

**Door & Hardware
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