

Code of Practice for the Repair and Maintenance of Industrial and Commercial Doors

DHF

Door & Hardware
Federation

CP 401/2



This Code of Practice has been prepared by the DHF to meet the needs of manufacturers, repair and maintenance organisations, specifiers, end users and safety enforcement authorities

Introduction

This Code of Practice has been prepared by the DHF to meet the needs of manufacturers, repair and maintenance organisations, specifiers, end users and safety enforcement authorities. The primary purpose of this document is to identify best practice techniques for the repair and maintenance of industrial, commercial and fire resisting doors and shutters used by vehicular and pedestrian traffic.

Only correct repair and maintenance performed by a competent organisation or person in conformity with the manufacturer's instructions and/or the DHF Repair & Maintenance Standard TS004 can ensure the safe and intended functional operation of these products following installation.

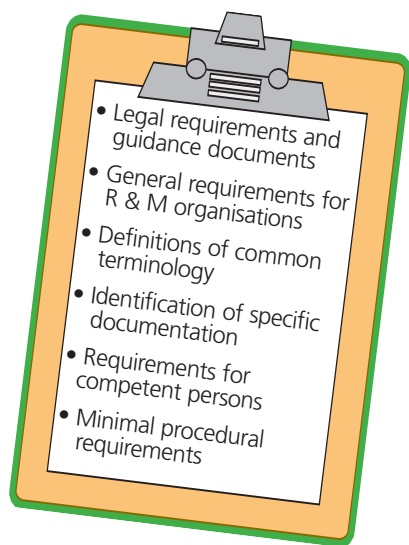
It is essential to ensure that a competent person undertakes any future repair or maintenance work to maintain the safe and effective operation of doors and ancillary equipment.

Current legislation places a duty of care on all building owners and occupiers to ensure that the doors and ancillary equipment on their buildings are regularly maintained by a competent organisation or person. The building owner/occupier has the responsibility to retain the manufacturer's maintenance instructions so that the product can be kept safe and in good working order.

DHF members who have undertaken to comply with DHF Standard TS004 are eligible to display the DHF Quality Mark. To search for accredited companies near you, or to download a copy of the standard, please visit the DHF website at: www.dhfonline.org.uk or refer to the back page of this document for an outline of the scheme.

Objective

To assist building owners, occupiers, local authorities and end users to discharge their responsibilities regarding industrial and commercial doors and ancillary equipment. This Code of Practice clarifies the definitions of the more common terminology and gives guidance in respect of:



General requirements

For optimum quality of operation with maximum safety in use throughout the full expected life cycle of the equipment within the bounds of the above legislation and guidance material, repair and maintenance organisations should:

- Have a 'Quality Management System' in place (which does not have to be externally audited)
- Be able to demonstrate an internal audit trail
- Be able to show that their staff have undergone relevant training
- Carry the correct level of insurance for the work in hand, but with a fall back minimum of £2 million.

Definitions

There have existed not only in industry at large, but also within the door industry itself, many inconsistencies with terminology. The DHF recognises the use of the following definitions for the more frequently used terms. Use of the following will ensure a common understanding of the definition of work to be undertaken, and will help both the engaging company and the supplier company to ensure that the necessary requirements are adequately covered. For the purposes of this document, "door" should be taken to include shutters used as doors together with gates or moving barriers.

Service

Offering the provision of repair, safety inspection and maintenance facilities.

Maintenance

The work required on a product or component to ensure the continued satisfactory operation.

Repair

The work required to restore a door or shutter to a good working order after damage, dilapidation or wear.

Good working order

A safe operational condition when used in accordance with the manufacturer's instructions, and be compliant with all relevant legislation.

Upgrading

The safe addition of enhanced capability.

Repair and maintenance organisation

The firm undertaking the safety inspection, repair, maintenance and possible upgrading of doors and shutters.

Competent person

A person, suitably trained, qualified by knowledge and practical experience, provided with the necessary instructions and CSCS cards to enable the required repair or service to be carried out correctly and safely. May be referred to as:

- An engineer
- A fitter
- A technician

Owner/occupier/customer

The organisation responsible for the door or shutter's operation and use who requests the repair or maintenance.

Customer contact

The customer's site representative to whom the repair and maintenance organisation's representative should report to when first attending site.

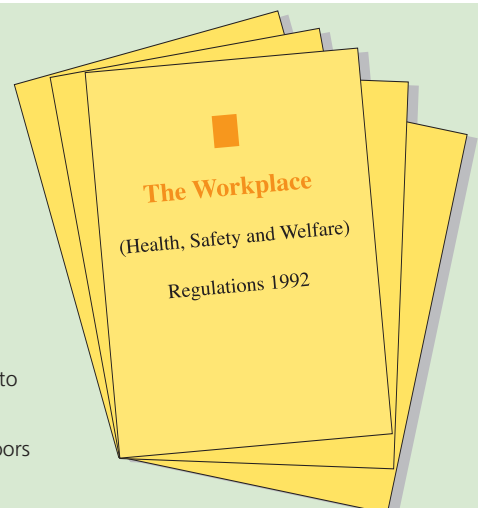
Legal requirements & guidance documents

Legal requirements for maintenance of doors and shutters can be found in:

- Workplace (Health, Safety and Welfare) Regulations 1992 (applies to all doors)
- The Provision and Use of Work Equipment Regulations 1998 (applies to powered doors & shutters)
- Regulatory Reform (Fire Safety) Order 2005 (applies to fire resisting and emergency escape doors)

Other relevant information can be found in:

- LPS1197, the BRE standard for repair and maintenance of doors and shutters to which organisations can be certified
- BSEN 12635, installation and safe use of industrial, commercial and garage doors
- DHF Repair & Maintenance Standard TS004



Documentation

Repair and maintenance organisations should have documentation in place to capture all relevant information from initial enquiry to completion of work. This documentation should be retained for a possible inspection by any authorised bodies e.g. Health and Safety Executive, insurance, etc.

Retention periods vary depending on the type of document to be kept and the specific reason for their retention. The organisation should ensure that it complies with the necessary requirements in this matter.

The following are commonly used documents:

Operational documentation

Maintenance schedule

Usually taken from the Operating & Maintenance manual. May be issued independently.

Operating & maintenance manual

Issued to customers on completion of the installation of a new door or shutter. Provision of this document is recommended for all doors and is a legal requirement for power operated products under the Supply of Machinery (Safety) Regulations 1992 (as amended).

Maintenance checklist

Against which the equipment is to be inspected.

On site log book/card

The customer's record of service or repair activity can be a book, card, job instruction sheet, completion certificate or any combination of these.

Request for repair forms

Customer's written authority.

Job instruction sheet

Giving details of the work to be carried out.

Completion certificate

Completed on site, signed by customer detailing work carried out.

Personnel

In 2005, a new qualification for the installation and repair of doors was launched. This is the Door Systems Engineer NVQ (National Vocational Qualification).

Increasingly, new entrants to the industry will have achieved, or will be working towards, this qualification in order to obtain the CSCS skilled card (blue). Long established employees within the industry will often carry the blue CSCS card obtained by industry accreditation. In the absence of the CSCS card, as a minimum, the repair and maintenance organisation should be able to demonstrate that:

- Personnel attending site to carry out repair and maintenance work of any kind should have completed the CITB health & safety 'touch screen test' scheme
- Personnel have been trained in the product, have adequate experience and competence to carry out the work
- They are committed to ongoing training.

Further information on CSCS cards can be obtained from www.cscs.uk.com

Procedures

To ensure safe working practice and the protection of the public, repair and maintenance organisations should have documented procedures that cover at least the following:

Method statement

To include reporting on site, safe parking on site, erecting of safety signage, barriers etc.

Tools and equipment

Minimum requirements.

Welding

Hot works or permit to work procedures.

Reporting of accidents

To the requirements of RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995).

Supporting documentation

Health and safety manual

Maintained by the company and copied to each of the organisation's vehicles.

DHF site safety booklet

(Part of the R & M organisation's Health and Safety manual).

Training records

Record of competent person's relevant training having taken place.

Equipment test certificates

Records of tests on lifting equipment and electrical equipment (PAT) etc.

Maintenance frequency

See Operating & Maintenance manual.

Doors and ancillary products are manufactured to a design specification and installed safely to enable them to function effectively within their given environment and operational requirements. There is an obligation under BSEN 12635:2002 that the manufacturer provides maintenance instructions including frequency details essential for continued safe use.

Where there are no manufacturer's maintenance instructions available then the requirements must be agreed between the parties. A typical schedule in such circumstances could possibly be a minimum of six months thereafter as agreed with the end user. This would need to be reviewed particularly where rare or high frequency usage was observed.



The Door and Hardware Federation represents the interests of manufacturers, installers and repairers of industrial, commercial, pedestrian and garage doors as well as manufacturers of locks and building hardware. It provides professionals in all sectors of the building industry with a single source for technical expertise. It has the ultimate aim of assuring progress and maintaining standards throughout the industry.



DHF Repair and Maintenance Standard TS004

All DHF members are signed up to work in accordance with this Code of Practice CP401 as a minimum standard. Although this Code of Practice may change as requirements and legislation changes and as new standards come into effect, you can be assured that DHF member companies will provide services within the scope of this Code of Practice.

For extra confidence, choose DHF members registered under the DHF Quality Mark accreditation scheme for the repair and maintenance of metal doors and shutters which is significantly raising standards throughout the industry. The DHF Quality Mark is only awarded to companies offering the highest standards in door repair who meet the DHF Repair and Maintenance Standard TS004 and satisfy the quality management requirements of the scheme.

However, a large proportion of the owners and occupiers of the UK's industrial premises are risking substantial losses and could be breaking the law because they do not have preventative maintenance programmes in place to protect their doors and shutters. As awareness grows of the need for regular maintenance, building managers are looking for door repair and maintenance providers that hold the DHF Quality Mark.



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