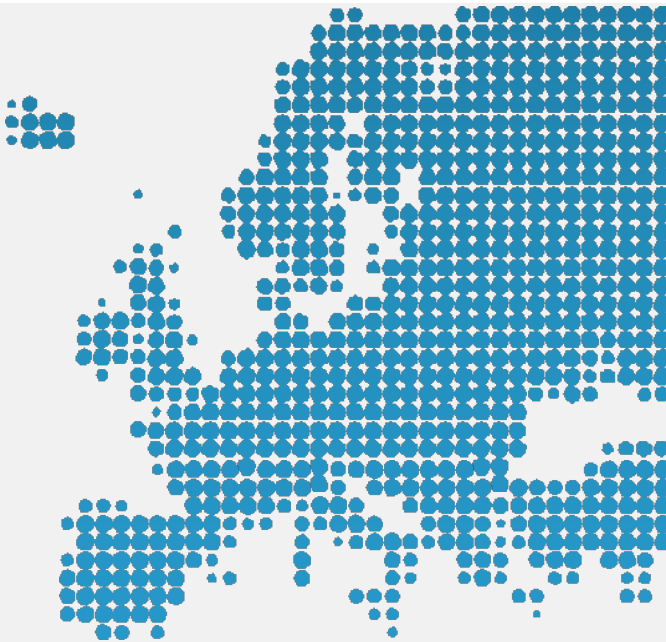


Guide for safe service and maintenance of power operated (automatic) pedestrian doorsets

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1. The current safety situation in the market

The safety level of power operated (automatic) pedestrian doorsets has attained a high level in some European countries. This level has been established after serious accidents with power operated (automatic) pedestrian doorsets happened – we can learn from these experiences that it is important to keep the doorsets safe by engaging a professional service providers / technician. Due to gaps in the standards and regulations concerning the qualification of professional service providers / technicians and the frequency in maintenance needs, efforts must be taken to increase the knowledge and skills of providers / technicians.

As from 2013, EN 16005 - “safety in use”¹ (harmonised under Machinery Directive) covers all safety-in-use aspects of power operated (automatic) pedestrian doorsets. The manufacturer is responsible for the definition of adequate maintenance, its maintenance intervals, and the cycle time of components, 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 doorset – this includes providing regular service.

Our mission is to promote the safe use, in particular increasing CED - safety (children, elderly and disabled people) of power operated (automatic) pedestrian doorsets in the market. Therefore E.D.S.F. aims to raise the present safety level of power operated (automatic) pedestrian doorsets in the market to the level defined by the latest standards setting the current technical state of the art.

E.D.S.F. defined this guideline to help manufacturers, owners and users to understand their responsibilities and also keep the level of safety and reliability of doorsets to highest standards through regular maintenance and service.

¹ EN 16005:2023+A1:2024 - Power operated pedestrian doorsets - Safety in use - Requirements and test methods

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 commitment to conforming to the Quality and Safety objectives of the Association.

Once the product is on the market, the owner of the building is responsible for the safe and secure function of the doorset – this includes providing regular service.

2. Maintenance needs and requirements

“Maintenance” and “service” are often used indifferently with the same meaning.

Typically, the market prefers maintenance to express periodical maintenance to sustain the existing safe operation within the product life cycle.

EN 16005 states that the manufacturer is responsible for defining the service and maintenance content and intervals, as well as replacement cycles for components.

E.D.S.F. position

Maintenance (excluding inspection by a third party²) in accordance with the manufacturer's specification shall take place at least:

- once per year for all power operated (automatic) pedestrian doorsets
- twice per year for power operated (automatic) pedestrian doorsets in escape routes

to maintain the existing safety level of the doors.

Maintenance of power operated (automatic) pedestrian doorsets shall always include technical and visual risk assessments by competent technicians in order to advise possible upgrade of the doorset according to the state of the art. Only by doing so, it can be ensured that all the latest safety and the reliability requirements are met. For all doorsets placed on the market, a documented risk assessment is necessary if the original intended use has changed. After the correct installation of the doorset the building's owner³ is responsible for the safety function of the doorsets – this includes regular service.

Maintenance in accordance with the manufacturer's specification shall take place regularly to maintain the existing safety level of the doorsets.

² In addition to regular maintenance as prescribed by the manufacturer for adequate performance of the doorset, some countries may require periodical technical inspection by independent third parties.

³ In some countries the building owner and the user are responsible for safety, e.g. if the building is rented.

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

Criteria are needed with respect to technical competencies, standards and regulations, regarding quality, safety, legal obligations, training and certification. The qualifications / criteria are derived from EN 12635⁴:

- Professional installer
A competent person or organisation offering third parties doorsets 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.

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

A “qualified service provider”⁵ – as qualified by this E.D.S.F. guideline – has to meet the requirements listed as follows:

- Expert knowledge of the current technical state of the art in the industry.
- Expert knowledge
 - Industry specific processes and tools
 - Understanding of legal requirements with respect to safety, reliability and functionality of product/service in accordance with standards/regulations.
 - Membership of professional bodies/associations to gain awareness of 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 standards and regulation.
- Provide regular information, instruction, training and supervision as is necessary to ensure the product, health, safety, EU 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, standards and regulation available to all employees
 - Well-defined health, safety, quality, environmental objectives and targets, reviewed and archived

⁴ EN 12635 has been withdrawn, but its content has been transferred into EN 12453 and EN 12604. EN 12635 has been the only standard so far, which defines qualification and requirements to a service provider.

⁵ 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

- Documented maintenance and service repair visits by using a logbook
- Product and service related health and safety risk assessments
- Health, safety, quality, environment code and regulation trainings for employees for all relevant activities

5. 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.

E.D.S.F. position

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 engineers/technicians is needed to keep their knowledge up to date.

- Expert knowledge
 - Technical (product, maintenance and methods training)
 - Safety, health, quality, environment
 - Legislation and standards
 - Certification (including the product)
- Skills
 - Industry specific (professional education in mechanical engineering/electronics)
 - Good verbal and written communication
 - Transferable skills in communicating and sharing the lessons learned during the work activities
- Practical experience
 - Experience in the door and gate industry
 - Installation, upgrading, replacement and maintenance
 - Successfully demonstrated skills and ability in inspection, risk assessment, maintenance (incl. 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.

6. Content of 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 and upgrade the product in accordance with the manufacturer’s specification and the present legislation so that the doorset remains reliable and keeps its safety, function, and durability level

Guide for safe service and maintenance

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