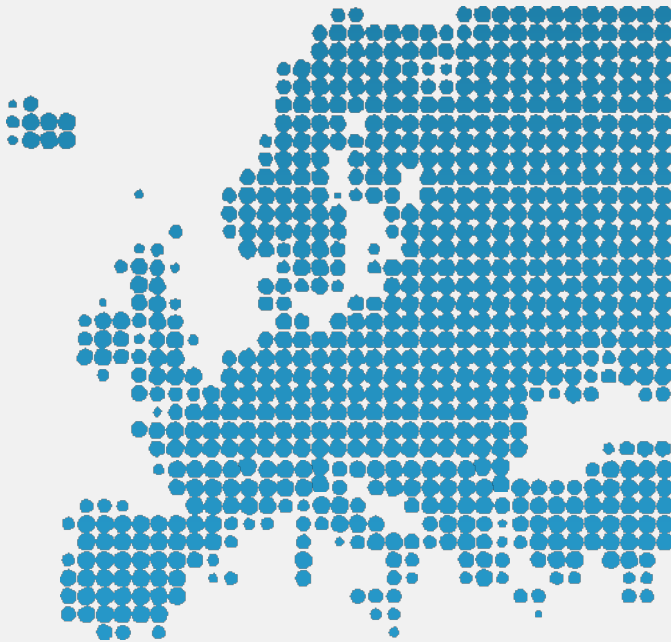


Guide for safe service and maintenance of industrial/commercial/garage doors, gates and barriers

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1. 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, it is necessary to focus on frequent maintenance to keep doors¹ safe.

Since 2005, with the implementation of the Product Standard EN 13241, the manufacturer is responsible for correct CE-marking and for the definition of adequate maintenance, maintenance intervals and the cycle time of spare parts, according the intended use of the equipment. Once the product is on the market, the owner of the building is responsible for the safe function and safe operation of the door – this includes providing regular service.

The mission of E.D.S.F. is the promotion of safe use of doors, and we aim 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 publishes this guideline to help manufacturers, owners and users to fulfil their tasks and improve the understanding for regular service and 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.

¹ The term “door” is used for as an abbreviation of the term “industrial/commercial/garage doors, gates and barriers” according EN 13241.

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. The European Product Standard for industrial/commercial/garage doors and gates EN 13241 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 third-party² inspection) in accordance with the manufacturer's specification and instructions shall take place at least once per year for all manually or power operated doors.

For doors placed on the market before 2005 (which are not CE-marked) the maintenance specifications should always include a risk assessment in order to upgrade the door (upgrade including components as e. g. drives, control units or even the installation of a new door) according to the current technical state of the art to ensure safe operation and reliability of the door.

For all doors placed on the market a risk assessment is necessary if the original intended use has changed. After the correct installation of the door the building owner³ is responsible for the safety function of the door – 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 doors.

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 door installation services including upgrading.

² 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.

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

⁴ Although EN 12635 has been withdrawn, the latest version must be taken to fulfil EN 13241. Furthermore the content of EN 12635 has been transferred into EN 12453 and EN 12604.

- 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
 - 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.

A combination of knowledge, skills and practical experiences which a person needs in order to perform his tasks properly, is required.

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.

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 door 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, (incl. functional safety test of e.g. dropdown devices, safety edge, pass door switch etc) and upgrade the product, in accordance with the manufacturer's specification and the present legislation so that the door remains reliable and keeps its safety, function, and durability level.

Guide for safe service and maintenance

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