

DSMA CP 401

DSMA

**Door and Shutter
Manufacturers' Association**

Code of Practice

For the Repair and Maintenance
of Industrial and Commercial Doors

This Code of Practice has been prepared by the DSMA 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 DSMA 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.

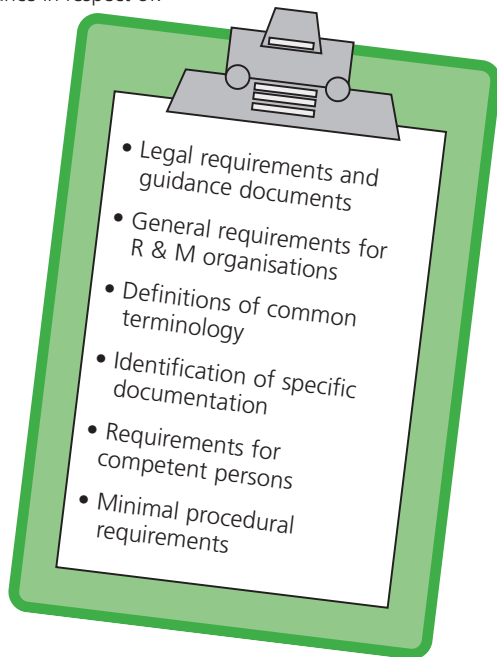
Only correct repair and maintenance performed by a competent organisation or person in conformity with the manufacturer's instructions can ensure the safe and intended functional operation of these products following installation.

Where it may not be possible or desirable to engage the original manufacturer, 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.

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 DSMA 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.

Service

Offering the provision of repair and maintenance facilities.

Maintenance

The work required on a product or component to ensure the continued satisfactory operation. (Sometimes incorrectly referred to as 'Service').

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 repair, maintenance and possibly upgrading of doors and shutters.

Competent person

A person, suitably trained, qualified by knowledge and practical experience, provided with the necessary instructions to enable the required repair or maintenance 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.

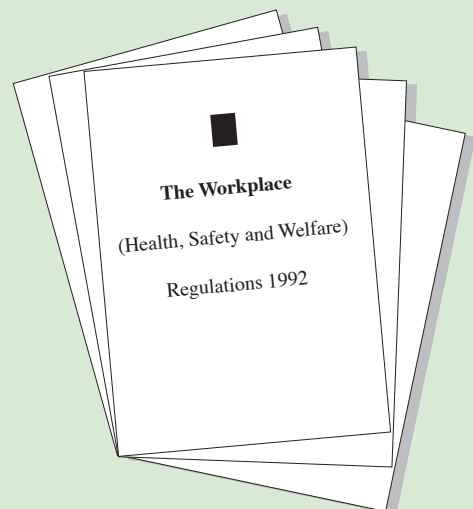
Customer contact

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

There are a number of legal and guidance documents that identify the need for doors and shutters to be maintained to ensure continued safety in use. The main ones are:

- The Workplace (Health, Safety and Welfare) Regulations 1992
- The Supply of Machinery (Safety) Regulations 1992
- The Fire Precautions (Workplace) Regulations 1997
- The Provision and Use of Work Equipment Regulations 1998
- Building Regulations, ADB 2000- Fire and ADBK 1998
- 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.



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. It is a legal requirement for powered products.

Maintenance checklist

Against which the equipment is to be inspected.

On site log book/card

The customer's record of service/repair activity.

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.

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.

Personnel

At the moment there are no formal qualifications to demonstrate competence. Industry specific NVQ levels are currently being developed by the CITB/DSMA and qualifications should be available in 2004. In the meantime 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.

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.

DSMA 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.



Door & Shutter Manufacturers' Association

SUMMARY

All DSMA members are signed up to work in accordance with this Code of Practice 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 DSMA member companies will provide services within the scope of this Code of Practice.

Any queries or requests for further information should be addressed to your local DSMA door service company or contact the DSMA on 01827 52337 for details of your nearest local companies.

The Door and Shutter Manufacturers' Association (DSMA) is the only trade association for the door and shutter industry. It looks after the interests of more than 120 of Britain's leading industrial, commercial and garage door and shutter suppliers and manufacturers.

It upholds members' standards of technical competence, professional integrity, quality and service. This gives specifiers and end users the confidence to choose products and services from DSMA members rather than from non-members.

The DSMA is taking a lead in Europe to harmonise standards covering safety, security and fire protection and is represented on several standard-setting bodies.



Door & Shutter Manufacturers' Association

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