Doors (Hormann)

Contents

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Scope of Works

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SCOPE OF WORKS

To supply and install:

18x HLS2 standard dock leveller
4x HLS2 euro dock leveller
18x DSL standard dock shelter
4x DSS-G euro dock shelter
18x SPUF42 standard dock door
4x SPUF42 euro dock door
11x SPUF42 level access door
18x STU-MZ fire exit door

Installed at:

Winvic Construction Ltd
Calder Park
Wakefield
WF2 7UA

Hörmann (UK) Ltd.
Industrial Doors Department
Gee Road, Coalville
Leicestershire LE67 4JW

Tel: 01530 516850
Fax: 01530 516851

Certificates/Warranties/Guarantees

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HÖRMANN
Garage and Industrial Doors

Commissioning Certificate

4702

Hörmann (UK) Ltd, Gee Road, Coalville, Leicestershire LE67 4JW
Telephone: 01530 516800 Fax: 01530 516801 www.hormann.co.uk

Date	7.10.22	Site Team	MK.	Job No.	10254	Complete?	NO

Customer: WINNC, CALDER PARK, PEEL AVENUE

Site Address: WAKEFELD WF27UA.

The following have been successfully tested and commissioned:-

	Qty	M/E	(Mechanical/Electrical Commission)	Qty	M/E
Level Access Door	12	✓	High Speed Door		
Loading Bay Door	22	✓	Rolling Shutters		
Dock Leveller	22	✓	Fire Shutters		
Dock Shelter	22	✓	Steel Door Sets		
Traffic Light System	22	✓	Other:-		
Composite Control Panels	22	✓			

Engineers Signature: [signature]

☑ CE labels attached ☐ Multi Bay Sheet attached ☐ Service Label is Fitted

If a quotation has not been submitted for the above additional work, the hours shown will be charged for at the standard hourly rates.

I have examined the work detailed above, which has been carried out to my satisfaction. The equipment has been demonstrated to me and I confirm I have understood the safe operation of the equipment. I also confirm I am in receipt of:-

☐ Test Book ☐ Operation Manuals ☐ Certificate of conformity

I would also request:-

☐ Additional Training for Staff Required (small charge may apply) ☐ Service Contract Quotation

Customers Signature: _____ **Print Name:** _____

Customer copy = White Office copy = Pink

PTO for warranty details

WARRANTY TERMS

Thank you for purchasing a Hörmann product, we confirm the following:

Warranty Period

The purchaser is granted a warranty covering the safe and reliable function of the new Hörmann product for a period of 12 months from the date of occupation. The warranty period for repaired parts is 3 months.

Requirements

Warranty claims are only applicable in the country where the product was purchased. For a valid warranty claim the product must be serviced by a competent person during the warranty period. In some cases the warranty period can be increased with a Hörmann Service Contract, please contact Hörmann service department for more details.

Performance

A warranty claim, for the purposes of this document, is defined as a part or parts that has/have failed, or are suspected to have failed which can be proved to be attributed to material or manufacturing defect. It does not include failure of parts or equipment due to:

- Normal wear and tear.
- Missing items from an order.
- Improper installation if not installed by Hörmann.
- Negligent care and maintenance.
- Negligent or wanton destruction.
- Incorrect specification – i.e. project rectification.
- Lack of, or incorrect service/maintenance.
- Repair by non-qualified persons.
- Using non-Hörmann parts without the approval of the manufacturer.
- Act of God.
-

Your statutory rights are not affected.

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Cleaning and Maintenance Regimes

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Cleaning and Maintenance Regimes

This maintenance schedule for P21-024 Calder Park, Wakefield is to be followed from PC date year on year to ensure all plant and equipment is kept within warranty.

Please keep a log of these inspections so that records can be checked should an issue arise.

Code; ✓ **Blue – Recommended** ✓ **Red – To Maintain Warranty**

Item	Daily	Weekly	Monthly	3 Months	6 Months	9 Months	Annually	5 Yearly	Certificates	Regime
Dock levellers					y					1.Instructions for Operation, Maintenance HLS-2/HTL-2 (section 10)
Sectional door				y	y					2.Instructions for Operation, Maintenance series 60 Ind Sectional Doors (section 5 & 6)
Steel doorset					y					3. Fitting Operating & Maintenance STS STU (section 8 & 9)

Data Sheets

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9 Non-operation

- When not in use, make sure that the dock leveller is in the home position (zero position). In the home position, the platform and the loading ramp are on the same height. Exception: HTL2 DOBO-s, see 9.1.
  HLS2: the hinged lip is completely folded in and engaged. Cross traffic is possible.
  HTL2: the telescopic lip is fully retracted. Cross traffic is possible.
- If there is an interruption to the electrical power supply, the maximum loading capacity is 60 kN, even for dock levellers with a higher rated load.

Cross traffic

CAUTION

Overloading or personal injury from improper use.

Improper use may put too much load on the dock leveller and damage it. If there is a tripping hazard there is a danger of injury.

- Avoid cross traffic to minimise the risk.
- Please observe the following instructions.

- Make sure that the dock leveller is in its home position.
- Please note the maximum loading capacity. In the energy saving mode, the maximum loading capacity is 60 kN, even for dock levellers with a higher rated load.
- For dock levellers longer than 3 m: for cross traffic, the dock leveller can be bent so much that it can cause a risk of tripping. Watch out for this and reduce the weight if necessary.
- HTL2 DOBO: please observe the restrictions, see 9.1.

9.1 HTL2 DOBO

The home position depends on the version:

1. The dock leveller is at its lowest point in the home position (DOBO-s). Cross traffic is not possible.
2. The platform and the loading ramp are at the same height (DOBO-h). Cross traffic is only possible in this position, if the recess area is sufficiently protected.

10 Inspection and Maintenance

⚠ WARNING

Danger of injury during inspection and maintenance

Persons, body parts or objects may be crushed or jammed by the dock leveller during inspection and maintenance work.

- Inspection and maintenance may only be performed by authorised and qualified personnel.
- Commission the repair of all defects immediately. If any damage affecting operational safety is detected, the dock leveller must be examined by an expert and must not be used until the repair work has been completed.
- Before carrying out maintenance measures, bring the maintenance support into the right position so that the platform is safely supported.
- When performing inspection and maintenance work that does not rely on electrical power, set the main switch to **0** and secure it from actuation with a padlock. No strain can be placed on the dock leveller in this state!
- Use barrier tape, traffic cones or similar aids to secure the maintenance area.

ATTENTION

Danger of short circuits due to liquids

A short circuit may occur if energized parts of the dock leveller come into contact with liquids.

- Avoid contact of energized parts with liquids.

Damage due to liquids

If liquids penetrate the hydraulic assembly, this may result in corrosion and contamination of the oil. Valves and other components may be damaged as a result.

- Avoid contact of the hydraulic assembly with liquids (particularly rain).
- Prevent liquids from penetrating through the ventilation cap.

- Inspect the dock leveller at least once a year for damage and test it for proper operation. The maintenance intervals shorten if the following applies:
  - The dock leveller is not protected by a dock seal or canopy.
  - The dock leveller is located in an area with severe weather.
  - The dock leveller is used in multi-shift operations.

10.1 Inspection and maintenance schedule

Actions	Intervals
T = Test	D = Daily
V = Visual inspection	W = Weekly
C = Change	M = Monthly
	A = Annually; for multi-shift operation: twice annually

Area	Actions	Intervals
User information, see *10.2* – Availability – Completeness – Legibility	V	A
General condition of the dock leveller, see *10.3*. – Visual assessment – Damage / deformation	V	D
Emergency stop switch, see *10.4* – Condition – Function – Ease of movement – Option to secure system against unintentional actuation	T	W
General operating functions, see *10.5* – Function – Operational safety	T	M
Construction, see *10.6* – Condition of weld seams, connections, guides and safety components – Ease of movement – Deformation – Corrosion – All securing pins present, see *Fig. 7 Position of the HLS2 securing split pins* – If equipped accordingly: State of the anti-slip or noise-reducing coating, see *10.6*	V, T	A
• Hinges – Condition – Ease of movement	V, T	A
Electrical system, see *10.7* – Condition and function of the control panel and control elements – Condition and fixing of the cables	V, T	A
Hydraulic unit, see *10.8* – Condition – Sealing – Corrosion – Function – Safety equipment	V, T	A
• Hose lines – State – Fixing – Service life – Connections	V C	A 5A
• Cylinders – Condition – Connections	V, T	A
• Oil – Quantity – Condition – Bleeding	V C	A 5A

10.2 User information

▶ Make sure that the data labels, stickers and markings are present and in good, legible condition.
If necessary, they must be attached / exchanged:

What?	Where?
Data label with information on manufacturer, type, rated load, serial number, year of manufacture and power supply	On the front beam
Motor label	On the hydraulic unit
Hydraulic unit data label	On the tank
Maintenance support label	On the front beam
Safety marking	On the side edges below the platform, for frame and box models on the side plates of the frame construction. For pit models on the side in the pit.
Brief instructions comprising • Operating symbols / pictograms on the control housing • Operating label specifying rated load	On or in direct vicinity of the control housing
Instructions for Fitting, Operating and Maintenance	Readily accessible
Separate documentation for control and, if needed, functional extensions	Readily accessible
Log book	Readily accessible
Specification of next inspection / maintenance date	On or in direct vicinity of the control housing

10.3 General condition

▶ Perform a visual inspection for mechanical damage every day. Inspect the product for corrosion and check the condition of the weld seams.
▶ Check that the buffers are present on the ramp and in good condition.

If any damage affecting operational safety is detected, the dock leveller and its operation must be examined by an expert and must not be used until the repair work has been completed.

10.4 Main switch / emergency stop

▶ Inspect the condition and functioning of the main switch and the restart inhibition. Follow the separate documentation for the control.

Once the power is cut by actuating the main switch, all motion is blocked in order to prevent the platform from falling. After eliminating the cause, depending on the type the *Run bridge* or *Lift platform* button must be pressed to make the dock leveller ready for operation again.

The switch must be lockable.

10.5 General operating functions

▶ Conduct a test run during which all operating functions are inspected:
- Lifting
- Folding out / extending the lip
- Lowering
- Return to home position
- If present: automatic return to home position
- If present: door release
- Floating position

Follow the separate documentation for the control.
▶ If necessary, have an expert readjust the dock leveller, see *10.8.1* on page 28.

10.6 Construction

▶ Perform a visual inspection for mechanical damage to the weld seams and screw connections, as well as any deformation or corrosion. Pay particular attention to the connection to the pit, and the condition and functioning of the following safety devices:
- Anti-slip platform
- Foot guards
- Maintenance supports
- Securing split pins

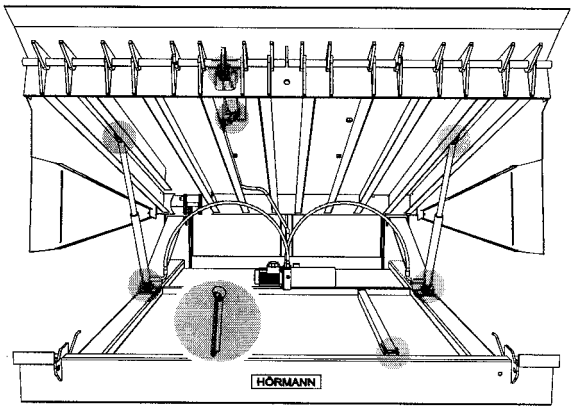

Fig. 7: Position of the HLS2 securing split pins

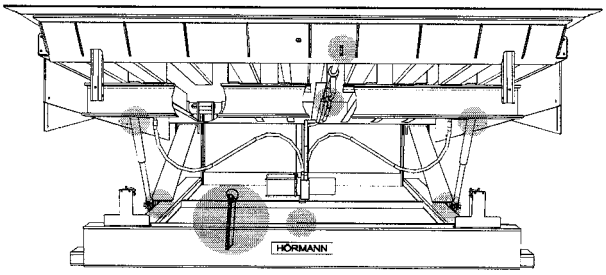

Fig. 8: Position of the HTL2 securing split pins

▶ Remove all corrosion and touch up any paint damage.
▶ Make sure any damage is removed immediately by an expert.
▶ Check to see that movable parts move freely.
▶ Only with HTL2: replace the sliding strips for the telescopic lip guide once a year.
▶ If equipped accordingly: check that the anti-slip or noise-reducing platform coating is still intact. Repair any damage.

10.7 Electrical system

- Perform a visual inspection for mechanical damage to the electric cables and control devices. Follow the separate documentation for the control and, if appropriate, for the functional extensions of the dock leveller.

10.8 Hydraulic system

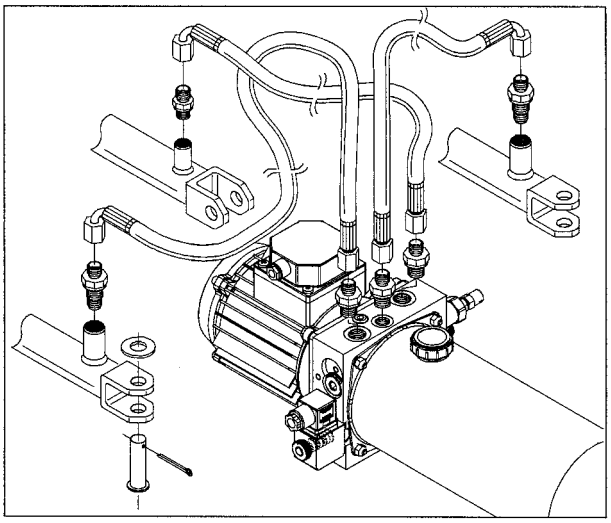

Fig. 9: HLS2 hydraulic system (deviations from the version shown may occur)

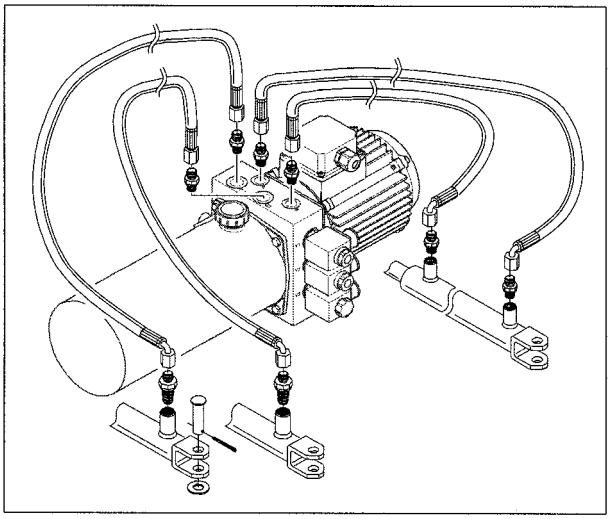

Fig. 10: HTL2 hydraulic system (deviations from the version shown may occur)

For hydraulic diagrams, see section *Hydraulic system diagram* on page 36.

- Perform a visual inspection at least once a year for mechanical damage to the following components:
  - Hose lines including connections. Check for porosity. Check the position of the hose clamps. Movements caused by differences in pressure during operation may not lead to friction damage.
  - Cylinders, including fastenings and connections. Check for leaks, cracks, grooves, contamination and corrosion.
  - Hydraulic unit, including connections. Check for leaks, cracks, grooves, contamination and corrosion.
- Remove any contamination and rust.
- Replace defective components immediately.
- Check that the automatic safety device (hose safety device) is in place and functioning at least once a year. Remove the valve and make sure it is easy to move and free of contamination. Re-install the valve. Exchange the valve if necessary.
- In general, we recommend simultaneously changing oil and hose lines every 5 years. The reference date is the year of manufacture as per the data label. In addition, the hose lines must be inspected yearly. They must be replaced earlier than this if there is any indication of wear and damage, e.g. small cracks or leaks.
- Test the oil level and oil quality at least once a year. The dock leveller must be in the home position for this. The tank should be half to 3/4 full. Add oil if the level is too low; change the oil if it is dark in colour, cloudy, contaminated, or has a burned odour, see *10.8.2*. As a standard, with normal use, oil should be changed after 5 years and after 2.5 years with heavy use. Purifying the oil is not recommended, as this does not sufficiently prevent the oil quality from deteriorating.
- Test the lowering speed at least once a year. It should not exceed an average of 200 mm/s, measured on the front side of the dock leveller. If necessary, have an expert readjust the dock leveller, see *10.8.1* on page 28.

10.8.1 Adjusting the dock leveller

If necessary, have an expert reset the dock leveller to the factory setting.

Dock leveller HLS2

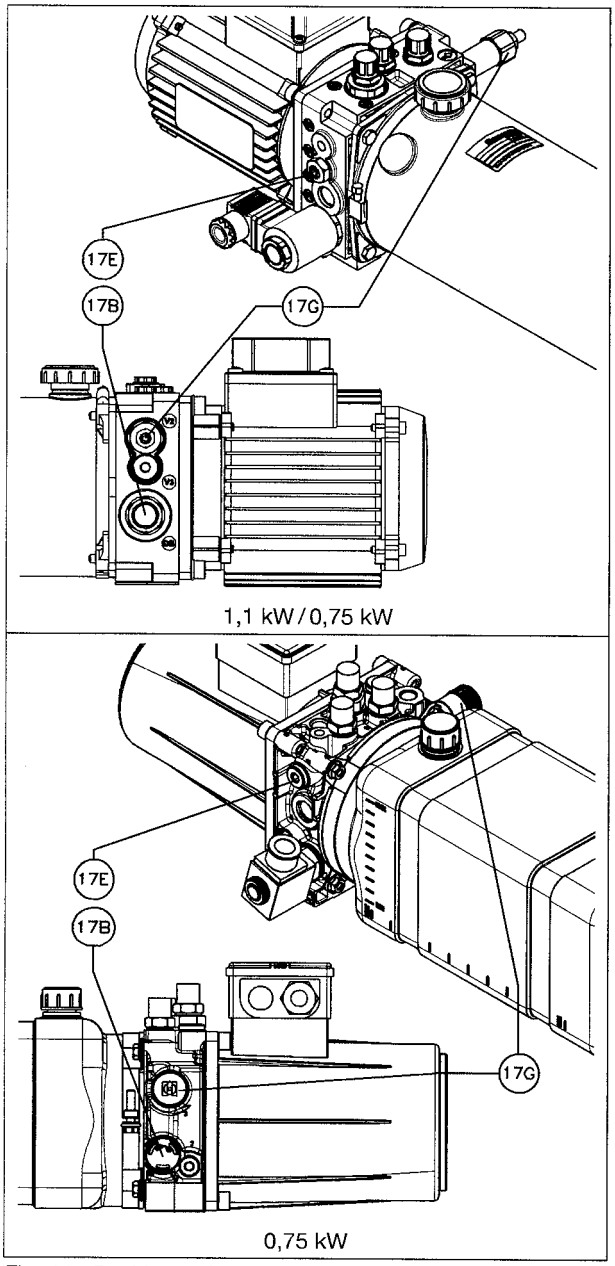

Fig. 11: Positions of the valves HLS2:
17B = pressure relief valve, 17E = throttle valve

1. Do not disconnect the power, as the solenoid valve will cease to function.
2. If there is no tailboard slot, make sure that the hydraulic components can be reached safely.

Adjusting the main pressure

3. Move the dock leveller to its lowest position.
4. Turn the main pressure relief valve to the left so that the main pressure is reduced. The platform should not rise anymore!
5. Turn the pressure relief valve to the right to increase the main pressure.
6. Once the platform begins to rise, turn the pressure relief valve another half turn to the right.

Lowering

7. Set the lowering speed with the throttle valve so that the platform lowers as fast as it rises.

Lip pressure

8. Adjust the lip pressure with the shuttle valve so that the lip is fully extended at the highest platform position.

Completing adjustment

9. Increase the main pressure by a ¼ turn to the right
10. Perform a function check.
11. The dock leveller is now adjusted.

HTL2 dock leveller

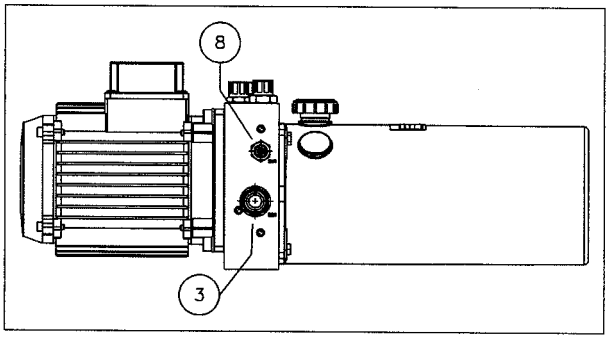

Fig. 12: Positions of the valves HTL2:
3 = pressure relief valve, 8 = throttle valve

1. Do not disconnect the power, as the solenoid valve will cease to function.
2. If there is no tailboard slot, make sure that the hydraulic components can be reached safely.

Adjusting the main pressure

3. With the lip extended, move the dock leveller to its lowest position.
4. Turn the main pressure relief valve to the left so that the main pressure is reduced. The platform should not rise anymore!
5. Turn the pressure relief valve to the right to increase the main pressure.
6. Once the platform begins to rise, turn the pressure relief valve another half turn to the right.

Lowering

7. Set the lowering speed with the throttle valve so that the platform lowers as fast as it rises.

Completing adjustment

8. Perform a function check.
9. The dock leveller is now adjusted.

10.8.2 Exchanging hydraulic system oil or components

Changing the oil

⚠ WARNING

Danger of burns from hot oil.

The oil may heat up excessively during operation of the dock leveller.

- ▶ Carefully feel the tank to see if the oil is sufficiently cool.
- ▶ Wear gloves.

1. Do not disconnect the power, as the solenoid valve will cease to function.
2. If there is no tailboard slot, make sure that the hydraulic components can be reached safely.
3. Move the dock leveller upwards and secure it e.g. with a beam. Only with HLS2: for better access during work on the hinged lip cylinder, support the hinged lip as well.
4. Remove the lifting cylinder from the platform and the base frame.
5. Unlock throttle valve 17e (HLS2) or 8 (HTL2) and open the valve completely. Note the number of rotations.
6. Press the lifting cylinder in by hand, thus causing the oil to flow back into the tank.
7. Remove the hose line from the lifting cylinder and put it in a receptacle.
8. Press the start button so that the oil can run out of the tank and into the receptacle.
   Stop as soon as the oil begins to squirt.
9. Fill the tank with new oil. If you are using a different type of oil to refill the tank, the tank must first be flushed with the new oil.
10. Attach the hose line to the cylinder again.
11. Bleed the hydraulic system and check the lowering speed, see *Adjusting the dock leveller* on page 28.
12. Document the type and viscosity of the oil used.
13. Properly dispose of the waste oil.

Changing the hose line

1. Move the dock leveller upwards and secure it using the maintenance support.
2. Remove the damaged hose line from the cylinder and put it in a receptacle.
3. Install the new hose line.
4. Bleed the hydraulic system and check the lowering speed, see *Adjusting the dock leveller* on page 28.

Changing a cylinder

1. Do not disconnect the power, as the solenoid valve will cease to function.
2. If there is no tailboard slot, make sure that the hydraulic components can be reached safely.
3. Move the dock leveller upwards and secure it e.g. with a beam. Only with HLS2: for better access during work on the hinged lip cylinder, support the hinged lip as well.
4. Loosen the cylinder on both cylinder axes.
5. Press the damaged cylinder in by hand, thus causing the oil to flow back into the tank.
6. Remove the hose lines from the cylinder and put them in a receptacle.
7. Attach the hose lines to the new cylinder.
8. Fix the new cylinder.
9. Bleed the hydraulic system and check the lowering speed, see *Adjusting the dock leveller* on page 28.

Changing a valve

1. Move the dock leveller upwards and secure it using the maintenance support.
2. Release the hydraulic unit from the holder.
3. Hold it vertically so that most of the oil remains in the tank.
4. Replace the damaged valve.
5. Bleed the hydraulic system and check the lowering speed, see *Adjusting the dock leveller* on page 28.
6. Refasten the hydraulic unit to the holder.

Bleeding

Bleeding of the hydraulic system largely occurs during normal operations. The air in the lifting cylinders escapes during raising and lowering. Some air does remain in the lip cylinder, however. Proceed as follows to bleed the system completely:

1. Align the lip cylinder vertically (hose outlet facing upwards) and press the start button. This will refill the cylinder with oil.
2. Press the cylinder in again by hand using force, so the air – mixed with oil – flows into the tank.
3. Repeat steps *1* and *2* around another 10 times to get all the air out of the oil.
4. Check the lowering speed, see *Adjusting the dock leveller* on page 28.

SERIES 60 SECTIONAL DOOR

EN = ENGLISH

These instructions are **original operating instructions** as outlined in EC Directive 2006/42/EC and are divided into a text and illustrated section. The illustrated section is separate and can be found in the accessory box. These instructions contain important information on the fitting, operation and maintenance of BR60 sectional doors, and especially safety instructions and warnings.

Read through the instructions carefully. Keep these instructions in a safe place.

1 Warnings used

⚠ WARNING

Indicates a danger that can lead to **death** or **serious injuries.**

ATTENTION

Indicates a danger that can lead to **damage** or **destruction of the product.**


Important note for avoiding damage to property


Permissible arrangement or activity


Non-permissible arrangement or activity


Remove and recycle the component / packaging


Electrical operation


Optional components


Remove residue


Tighten the screws firmly


Check


Manual operation

2 Safety instructions

2.1 Intended use

EN 13241 specifies the installation, fitting and use of industrial sectional doors in building openings in commercial and private applications.

2.2 General safety instructions

- The door is an object moved by spring force and / or electrical propulsion. Touching, hitting, trapping or crushing during door travel is strictly forbidden to avoid injuries.
- Only specialists, i.e. competent persons according to EN 12635 (persons with suitable training, qualified due to their knowledge and practical experience with the instructions necessary to perform correct and safe fitting) may fit, maintain, repair or dismantle the product.
- **On-site changes to the product may void the CE compliance.**

2.3 Environment conditions

ATTENTION

Damage caused by temperature differences

Differences in the outside and inside temperature may result in deflection of the door elements and foam break (bi-metal effect).

▶ Observe the operating conditions.

Temperature ranges	Exterior side	–40 °C to +60 °C
	Interior side	–20 °C to +60 °C
	Relative air humidity	20% to 90%

3 Fitting

⚠ WARNING

Danger of injury due to structural modifications

▶ Do not alter or remove any components. Do not attach any additional components.

▶ Door with operator: Observe the instructions of the operator manufacturer.

Note the following:

- During fitting, note the order in the illustrated section.
- On-site, make sure that there is sufficient water run-off to the outside in the area of the bottom seal and the frame parts.
- Make sure that the connection to the building structure is sound.
  - Check that the supplied fixing materials are suitable for the situation on-site.
  - On-site fastening elements must be able to absorb forces up to 1.5 kN per fixing point!
  - Always obtain the permission of the structural engineer before fastening the door system to supporting structural elements.
- Provide on-site sealing to the building structure (e.g. joint sealing tape).
- To prevent corrosion, dry and ventilate the building sufficiently.
- Protect the door during painting and plastering work. Splashes of mortar, cement, plaster, paint, etc. may damage the surface.

Door width LZ [mm]	Max. distance of suspensions ADM [mm] [1]
≤ 3000	2300
3010 – 4000	2200
4010 – 5000	2100
5010 – 8000	1850

1) For doors with wicket door, real glass infill, Vitraplan, facade doors, ALR / APU 67 Thermo: max. ADM = 1850 mm.
2) Distance ADV 1200 - 1500 mm.
3) With C-rail, max. distance ADM = 3100 mm.

3.1 Spring tensioning

⚠ WARNING

Risk of injury due to high torque.

Springs are under high torque. Unsecured spring tensioning can release strong forces.

▶ Before tensioning the springs, secure the door leaf against uncontrolled movement.

The specified tensioning rotation (min. / max.) on the data label is an approximate value.

When the springs are properly tensioned, the door leaf has a slight tendency upwards during door travel.

▶ Check the spring tension as part of every maintenance. Adjust the tension if necessary.

▶ **Before initial operation, inspect the sectional door according to chapter 6** *"Inspection and maintenance (only specialists)"*.

4 Operation

4.1 Door operation

⚠ WARNING

Danger of injury due to door run

The sectional door closes straight down, which can result in the door trapping persons or objects.

▶ Objects and persons, especially children, must not be in the door system's range of motion or opening.

Only **suitably instructed** persons may operate the door. When properly fitted and inspected, the sectional door is easy to move and operate.

4.1.1 Manually operated doors

⚠ WARNING

Danger of injury due to incorrect operation

▶ Only open and close the door with the supplied control elements (controlled, even movement).

4.1.2 Power-driven doors

The automation of a sectional door requires observing special safety regulations in accordance with the operating instructions of the operator manufacturer.

5 Cleaning and care

ATTENTION

Scratches on panes due to incorrect cleaning

▶ **Clean water is sufficient for cleaning and care.** Use warm water together with a neutral, non-abrasive cleaning agent (household detergent, pH value°7) if more heavily soiled.

Clean the outside of the door **at least every 3 months.** Always keep the sliding area behind the side seals clean and lubricated. Different environmental influences may require additional protective coatings (see chapter 5.1 *"Surface treatment"*). This applies to marine climates, air pollution, paint damage as well as saltpetre reactions of stone or concrete, for example.

Always avoid contact with aggressive media. If, however, the door surface or the add-on parts are contaminated, use clear water to thoroughly remove all residues.

5.1 Surface treatment

- The door leaf comes with a polyester primer-coating. For a coating in another colour or a renovation coat / additional protective coat, please contact a professional painting company.

NOTE

Dark colours should be avoided for double-skinned doors or doors with thermal break.

6 Inspection and maintenance (only specialists)

6.1 Inspections and maintenance work

⚠ WARNING

Danger of injury by defective safety components

▶ Only commission specialists with inspection and maintenance.

Commission inspection and maintenance work at least once a year, or every 6 months if there are more than 50 door operations per day.

6.1.1 Load carriers

⚠ WARNING

Risk of injury due to cable tension and high torque

Cables and springs are under high tension and high torque.

- ▶ Secure the door leaf before replacing damaged cables or springs.
- ▶ Be especially careful when replacing damaged cables or springs.

Cable / chain

- ▶ Check the load carriers for damage.

Catch safety device

- ▶ Check the functionality of the arresting catch.

Spring safety device

- ▶ Check the safety device for function and the ratchet wheel for a tight fit.

6.1.2 Counterbalance

⚠ WARNING

If the counterbalance is set incorrectly, the door can sag uncontrollably, resulting in the door trapping persons or objects.

- ▶ Adjust the torsion spring tension.

Springs are under high torque. Unsecured spring tensioning can release strong forces.

- ▶ Secure the door leaf to prevent uncontrolled movements while adjusting the torsion spring shaft.

Checking the counterbalance of the door leaf:

- ▶ Manually open the door halfway. The door must remain in this position.

6.1.3 Fixing points

- ▶ Check all fixing points on the door and the building structure.

6.1.4 Track rollers and tracks

Rollers must be easy to turn when the door is closed.

- ▶ If necessary, adjust the track rollers. Clean the tracks. Never use grease.

6.1.5 Hinges and roller holders

- ▶ Oil the hinges and roller holders.

6.1.6 Bottom cable brackets

- ▶ Check and grease the cable holder bolt.

6.1.7 Locking cylinders

ATTENTION

Never use agents containing oil to clean and grease the locking cylinders.

- ▶ Only use specialised care products.

6.1.8 Seals

- ▶ Check seals for damage, deformation and completeness.

7 Malfunctions

⚠ WARNING

Danger of injury due to uncontrolled door travel

- ▶ In the event of a door failure, sluggish operation or other malfunctions, immediately commission a specialist for the inspection or repair work. The door must not be moved in this state.

After the safety equipment described in chapter 6 is activated, the door leaf weight is no longer balanced.

7.1 Damage repair only by specialists

1. After the safety device has been actuated, hold the door leaf with suitable aids. Move the spring shaft with a tensioning spindle. Release the arresting catch. Secure the arresting catch with a securing split pin.
2. Lower the door leaf. Relax the springs. Replace the broken spring.

8 Dismantling

Dismantle the door in accordance with these fitting instructions in the logically correct reverse order.

3 Door cannot be retained in a fully opened position
Electric magnet does not hold: ▶ Check push buttons and wiring. ▶ Check power supply.

7.1 Floors for doors with fire protection function and smoke-tight function

Floor covering that does not correspond with at least Cfl-S1 or Bfl S1 acc. to EN 13501 1 or B1 acc. to DIN 4102 must be separated.

- Stainless steel flat material is permitted for use as a floor separator.

For doors with smoke-tight function, the floor underneath the retractable bottom seal has to be smooth and continuous, without any joints or gaps. Stainless steel flat material or similar is permitted.

7.2 Retractable bottom seal

Replacement of the retractable bottom seal for smoke-tight doors in the version T30 / EI_2 30 The retractable bottom seal is not glued in doors without smoke protection properties!

For STS / STU steel and stainless steel door versions T 90 / EI_2 90 RS, the retractable bottom seal is inserted in a sealed U-profile rail. In this case, the retractable bottom seal is not sealed and can be easily replaced after loosening the rivets.

8 Cleaning and care

Regular and thorough cleaning is required to reduce the risk of corrosion.

ATTENTION
Unsuitable cleaning agents and incorrect cleaning High-pressure cleaners, as well as strong acid or lye, may damage the surface of the door elements. ▶ Do not use any high-pressure cleaners for cleaning. ▶ Only use suitable cleaning agents. ▶ Do not rub hard.

8.1 Galvanized surfaces

ATTENTION
Metal cleaning tools Metal cleaning tools may damage the surface, resulting in corrosion. ▶ Never use any sponges containing metal, steel wool or steel brushes.

▶ Clean galvanized surfaces with clear water.
▶ Clean off tough-to-remove dirt by adding a small amount of a neutral cleaning agent to the water.

If slightly acidic, neutral or alkaline degreasing agents are used on surfaces, make sure that they are completely and immediately removed with water to prevent the chemicals from corroding the zinc surface.

8.2 Powder-coated surfaces

In order to properly care for coated surfaces, the fire-rated and smoke-tight door must be cleaned at least once a year or more often in the case of heavy environmental pollution in accordance with the instructions in RAL-GZ 632 or SZFF 61.01.

▶ For cleaning, only use clear, cold / lukewarm water and soft, lint-free towels, cloths or cotton wool for industrial purposes. If necessary, tough-to-remove dirt can be cleaned off by adding a small amount of a neutral cleaning agent to the water.

8.3 Removing white rust on galvanized surfaces

White rust can, for example, be removed without leaving a residue by using a hard nylon brush. Wire brushes are not suitable! The dark spots / tinting usually left after brushing adapt to the environment with time.

You may need to apply temporary corrosion protection against further white rust. Acid-free oils, greases or waxes are suitable for this purpose. Light white rust can also be wiped off with Bona wax or acid-free oil (bone oil or sewing machine oil) using a soft cloth.

8.4 On-site painting

The surface of door leaf and frame consists of a primer powder-coating with an epoxy resin polyester basis.

1. Remove the seal(s).
2. Sand all the surfaces to be painted, except for the intumescent coating.
3. Thoroughly clean the surfaces.
4. To finish the door leaf, frame and the intumescent coating, use the following coating system:
   - Primer-coating 2-component epoxy etch primer and final coating with suitable commercially available construction paint or
   - Primer and final coating with 2-component PUR paint.

   Do not use dark paints in direct sunlight. Please note BFS information sheet no. 24, follow the directions of the paint manufacturer and test a sample surface for proper adhesion. Finish the products within three months of fitting to avoid corrosion damage.
5. After the paint has dried, replace the seal(s).

8.5 Non-rusting surfaces and recommendations for material selection

Fire-rated doors can be optimised for their application by selecting the appropriate materials. Under certain conditions, stainless steel products may be affected by surface, pitting or crevice corrosion or stress corrosion cracking.

Be sure to conduct an initial passivation of the stainless steel door construction after completion of the construction work.

More information can be requested directly from the manufacturing factory.

ATTENTION
Metal cleaning tools Metal cleaning tools deposit rusting tramp iron particulates on the stainless steel surface, which could lead to corrosion damage. ▶ Never use any sponges containing metal, steel wool or steel brushes.
Unsuitable cleaning agents Unsuitable cleaning agents may corrode and damage the stainless steel surface. ▶ Never use any products that contain chloride, particularly hydrochloric acid products, bleach or silver polish.

- ▶ Clean non-rusting surfaces with a damp towel or shammy.
- ▶ For heavier dirt, only use a common (non-ferrous) sponge.
- ▶ Remove fingerprints, as well as oily and greasy contamination, with a special cleaning agent, e.g. NIRO-Brillant.

9 Maintenance

Expert maintenance must be performed and documented periodically – in an interval of max. 1 year – to ensure proper function of the steel fire-rated and smoke-tight door.

- General condition
  - Visual check on the door leaf and the frame for damage.
  - Check that no equipment has been added or removed that may affect door operation.
- Lever handle set
  - Check attachment on door leaf and positioning of lever handle.
  - The lever handle should be maintained in a horizontal position by the spring force of the lock.
- Lock
  - Check the attachment and the function of the lock.
  - Check latch play.
  - Oil the latch and the bolt if needed.
  - Ensure that the press cuts for the latch and bolt in the frame are free of obstruction for the locks / latches.
- Hinges
  - Check the hinge attachment on the frame and the door leaf.
  - Oil hinge bolts (dismantle, clean and oil as needed).
  - Check ball-bearings for proper functioning and replace if necessary.
- Door closer
  - Visual check of the door closer compensator for deformation.
  - Function check of the closer (door must close from every position).
  - Check the alignment of the closer following the door closer fitting instructions.
- Seal
  - Inspect seals for wear, damage and correct positioning.
- Foam materials
  - Check for damaged laminate strips.
- Hold-open device (electric magnet)
  - Check for proper functioning.
- Smoke detector
  - Check for proper functioning.

NOTE:

In cases of heavy stress caused by dust, dirt, humidity, chemicals, etc. these maintenance measures must be conducted more frequently.

If impediments or damage appear on the door during operation, a professional company must be contracted immediately to inspect or repair the door.

Proper maintenance and service of the door is the responsibility of the owner or person authorised by the owner.

10 Dismantling and disposal

10.1 Dismantling

In general, the door is dismantled in the opposite order of assembly.

Basic disassembly process:

1. Disconnect and remove all wiring.
2. Disassemble the electric magnet and anchor.
3. Remove the electric strike.
4. Loosen the screws for the electro duct on the frame.
5. Disassemble the closer.
6. Remove the lever handle set.
7. Detach the door leaf.
8. Remove the frame seal.
9. Dismantle the frame.

10.2 Disposal

To dispose of it properly after dismantling, the steel door must be disassembled into its individual components and disposed of according to local official regulations.

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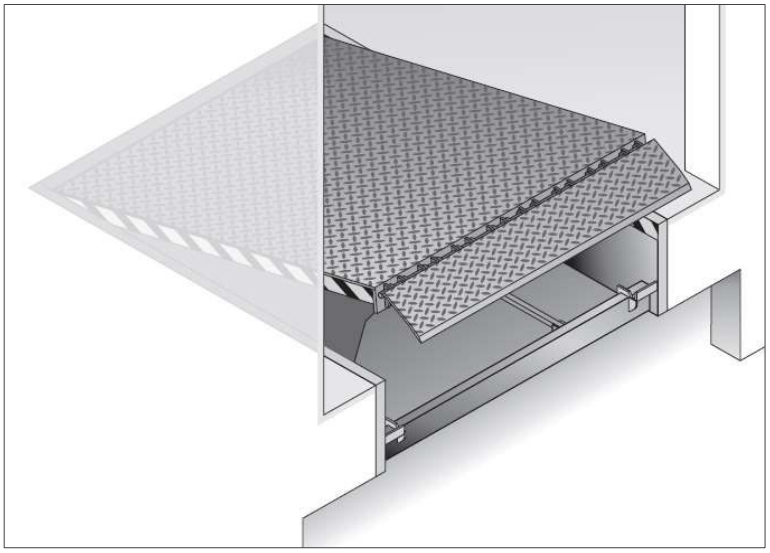
DATA SHEET

Dock leveller HLS2 frame model FR

Main properties

- **Hinged lip**
- **Frame model for casting**
- **Rated loads up to 120 kN acc. to EN 1398**
- **Ordering lengths up to 5000 mm**

Hydraulic dock leveller with hinged lip. Self-supporting steel articulated construction acc. to EN 1398.



Dimensions (mm)									
	Ordering width	**2000, 2100, 2250**							
	Ordering length	**2000**	**2500**	**2750**	**3000**	**3500**	**4000**	**4500**	**5000**
	Installation height	595	595	645	645	745	745	745	745
	Special sizes on request								
Work area (mm)									
	Permissible values up to 12.5% gradient / slope acc. to EN 1398 and with telescopic lip extended. The maximum height adjustment may deviate.								
	A above level	245	305	335	365	430	490	555	615
	B below level	295	285	340	335	385	380	375	370

Design		Standard / option ● / ○
Design	Dock leveller with torsional flexibility, platform with reinforcement profiles at the bottom side, hinged lip with gradient, electrohydraulic system with 2 main cylinders and 1 lip cylinder, self-supporting steel frame, calculation according to the finite elements method	
Safety components acc. to EN 1398	Emergency stop valves, emergency stop switch, restart inhibition, maintenance support, foot guard plates, yellow / black safety markings	
Rated load acc. to EN 1398	60 kN	●
	90 kN	○
	Higher rated load up to 120 kN on request	○
Note for forklifts with hard rollers	Restriction of total weight of industrial trucks with PU / Vulkollan rollers recommended to prevent lane grooves in the platform:	
	With platform 6/8 mm for reach lift truck max. 3 t, for industrial truck max. 5 t, With platform 8/10 mm for reach lift truck max. 5 t, for industrial truck max. 6 t	
Platform material	Moulded, anti-slip steel (running plate S235)	●
Platform material thickness	6/8 mm	●
	8/10 mm (with rated load > 60 kN as standard)	○
Lip material	Moulded, anti-slip steel (running plate S355)	●
Lip material thickness	12/14 mm with rated load 60 kN and hinged lip 405 mm	
	15/17 mm with rated load 90 kN or hinged lip 500 mm	
Lip length	405 mm, with rated load > 60 kN shorter	●
	500 mm (rated load max. 60 kN)	○

Lip shape	Ordering width (mm)	≤ 2000	> 2000
Type R	straight	●	○
Type S	100 mm chamfering on each side	○	●
Type SG	Segmented (rated load max. 60 kN), Segments approx. 145 mm wide, load bearing capacity up to 600 kg each	○	○

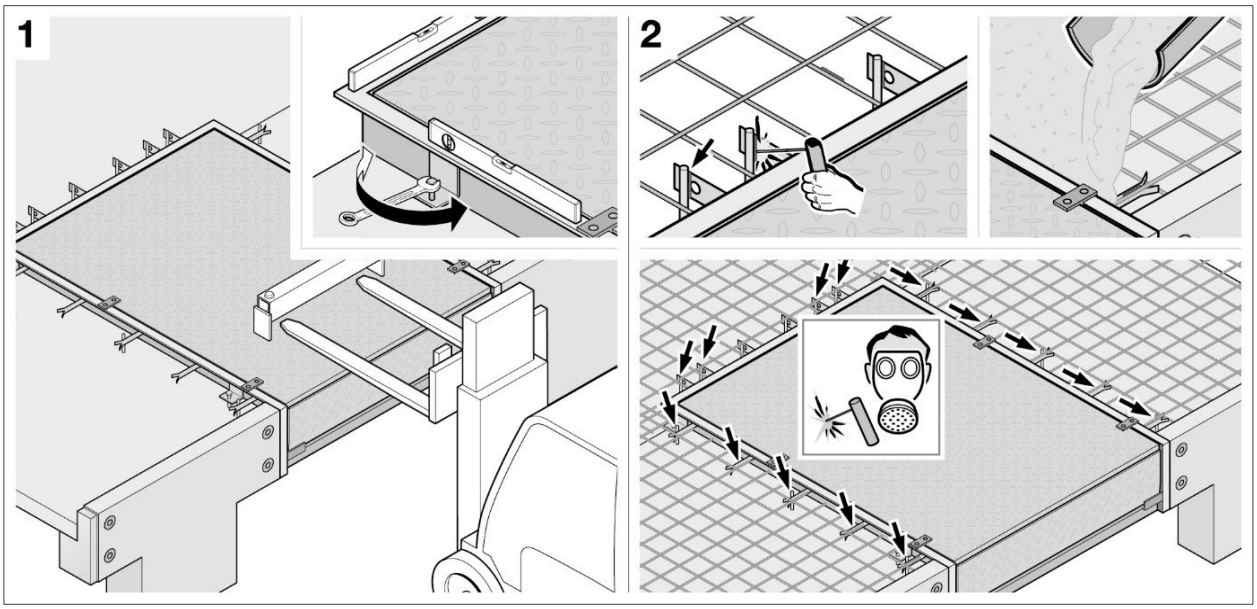
Gap sealing	Sealing lip, all-round on 3 sides	○
Insulation	30 mm thick insulating layer under the platform	○

Surface finishes		Standard / option ● / ○
Coating	Steel surfaces sand-blasted, coated with 2-component PUR paint, 60 to 80 µm	●
	Steel surfaces sand-blasted, galvanized	○
Paint colour	Traffic black, based on RAL 9017	●
	RAL to choose, except for metallic and signal colours	○
Anti-slip coating	Running plate coated with polyurethane with injected Twaron fibres, approx. 1 – 2 mm thick on the platform and lip, anti-slip class R11 acc. to DIN 51130	○
Acoustic insulation	Running plate coated with polyurethane with injected Twaron fibres, approx. 3 – 4 mm thick on the platform and approx. 1 – 2 mm thick on the lip, anti-slip class R11 acc. to DIN 51130	○

Operator and control		Standard / option ● / ○
Hydraulics temperature range	Suitable for temperatures from -10 to +50°C under the dock leveller	●
	Suitable for temperatures from -25 to +50°C under the dock leveller	○
Motor power	0.75 kW to 1.1 kW (with rated load up to 90 kN)	●
Connecting voltage	400 V / 3-phase	●
	230 V / 3-phase	○
	230 V / 1-phase	○
	Additional connecting voltages on request	○
Supply frequency	Either 50 or 60 Hz	●
Operator protection category	IP 54	●
Control protection category	IP 65 (jet-water protected)	●
Control elements	Membrane push buttons integrated in housing for press-and-hold actuation and an “Auto” button for automatic return to the home position	●
Control type	420 S Basic control	●
	420 Si Combination control with integrated door operation	○
	460 S Multi-control with extended functions and connections	○

Control equipment		420 S	420 Si	460 S
Standby / error message display	LED operation indicator	●	●	
	7-segment display			●
Operation	Automatic impulse return	●	●	●
	Integrated control button for dock shelter			●
	Integrated door operation		●	
Prepared connections and functions	Wheel chock with sensor	●	●	●
	Dock leveller release function	●	●	●
	Door release function	○	○	●
	Automatic door closing function			○
	Semi operation			○
	Expanded connection options			●
Energy efficiency	Energy saving mode	●	●	●

Fitting	
Fitting model	Frame model FR
Montage	Fitting by casting in a pit prepared according to manufacturer’s specifications or with casting groove
Casting height	Optionally 100 to 250 mm
Protective film	Platform optionally provided with protective film, as standard when equipped with anti-slip coating or acoustic insulation



Fitting situation frame model FR with prefabricated concrete

DATA SHEET

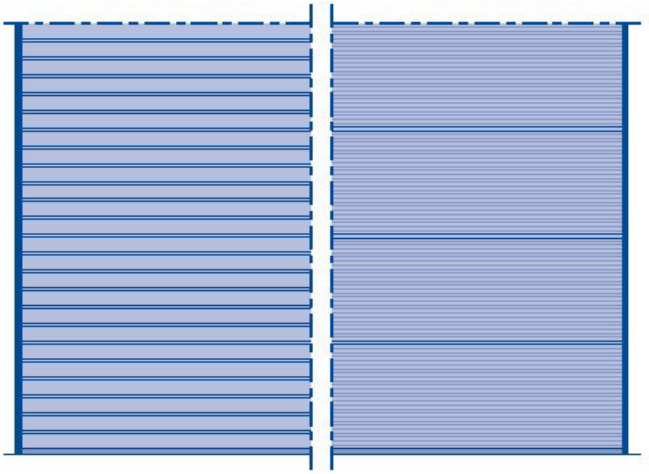
SPU F42
Double-skinned steel sectional door

Door sections made of double-skinned steel sections, made of hot-galvanized sheet steel, PU-foamed, with steel end caps

Surface finish (textured steel section):

Stucco: Exterior S-ribbed, Stucco-textured with horizontal ribbing with a spacing of 125 mm, interior Stucco-textured
Micrograin: Exterior L-ribbed Micrograin, interior Stucco-textured

Height of door sections 625 / 750 mm (door width max. 6000 mm) or 500 / 375 mm (combination of 2 door section heights within the door)



Door size	Without wicket door	with wicket door
Max. width (mm)	8000	7000
Max. height (mm)	7500	7500

Main function

Acoustic value
Up to 25 dB

Thermal resistance
1-1.2 W/m²K

CE mark
EN 13241

Resistance to wind load
Class 2-4

Water tightness
Class 3 (70 Pa)

Air permeability
Class 1-2

The values depend on the configuration of the door.

Construction and quality features		Function
Fastening options	Concrete, steel, brickwork, others on request	●
Depth in mm	42	●
Design	Self-supporting	●
Material, door leaf	Steel section, double-skinned	●
Profile type	Available in S or L-ribbed versions	○
Surface finish, door leaf	Galvanized steel, coated RAL 9002	●
	Galvanized steel, coated in RAL 9006 / RAL to choose	○
Wicket door	Optionally available / fitting in the centre fields of the door	○
Side doors	NT 60 / NT 80 Thermo matching the door	○
Glazing	Section window type A, type D, type E, aluminium glazing frame	○
Seals	All round on 4 sides and intermediate seal between the door sections	●
ThermoFrame	PVC hard / soft seal	○
Locking system, standard	Internal locking	●
Locking system, optional	External / internal locking	○
Anti-lift kit	For doors of up to 5 m with shaft operator	●
Safety equipment	Finger trap protection, side trap guards, safety catch	●
Operator	Motor-driven / manual	○

● Standard ○ Optional

Performance characteristics		Door without wicket door	Door with wicket door
Resistance to wind load acc. to EN 12424	Class	3 [5)] 4 [3) 5)]	2 [5)] 3 [3) 5)]
Water tightness acc. to EN 12425	Class	3 (70 Pa)	3 (70 Pa)
Air permeability acc. to EN 12426	Class	2	1
Acoustic value acc. to EN ISO 717-1	R [db]	25	24
Thermal resistance acc. to EN 13241, Appendix B EN 12428 5000 x 5000 mm	W/m²*K	1	1,2
CE mark	EN 13241		

Note: Higher classes and better thermal insulation values or acoustic values on request!
1) The information refers to U-values that are achieved with a synthetic triple pane (S3) (optional), 26 mm (Ug = 1.9 W/m²·K).
2) The information refers to U-values that are achieved with a climatic double pane made of single-pane safety glass (G2) (optional), 26 mm (Ug = 1.1 W/m²·K).
3) For door widths up to 4000 mm.
4) The information refers to the acoustic values that are achieved with a real glass pane (optional).
5) Lower class rating may apply for doors with compound glazing

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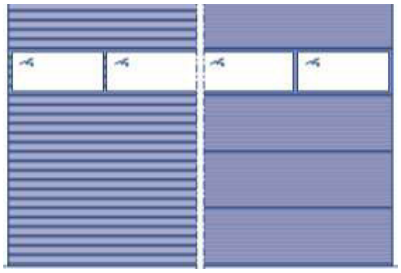
Depth
42 mm

Fastening options
Concrete
Steel
Brickwork
Others on request

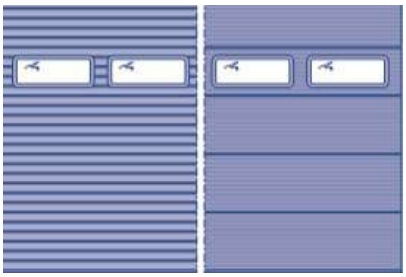
Seals
All-round on 4 sides
Intermediate seal between the door sections

Locking
Shootbolt
Rotary latch
Floor locking

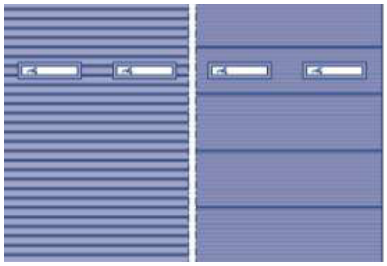
Glazing



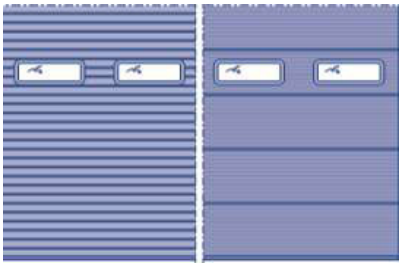
Version with glazing frame



Version with compound glazing
Type E
Glazing dimension (W x H): 800 x 445
Clear view (W x H): 725 x 370

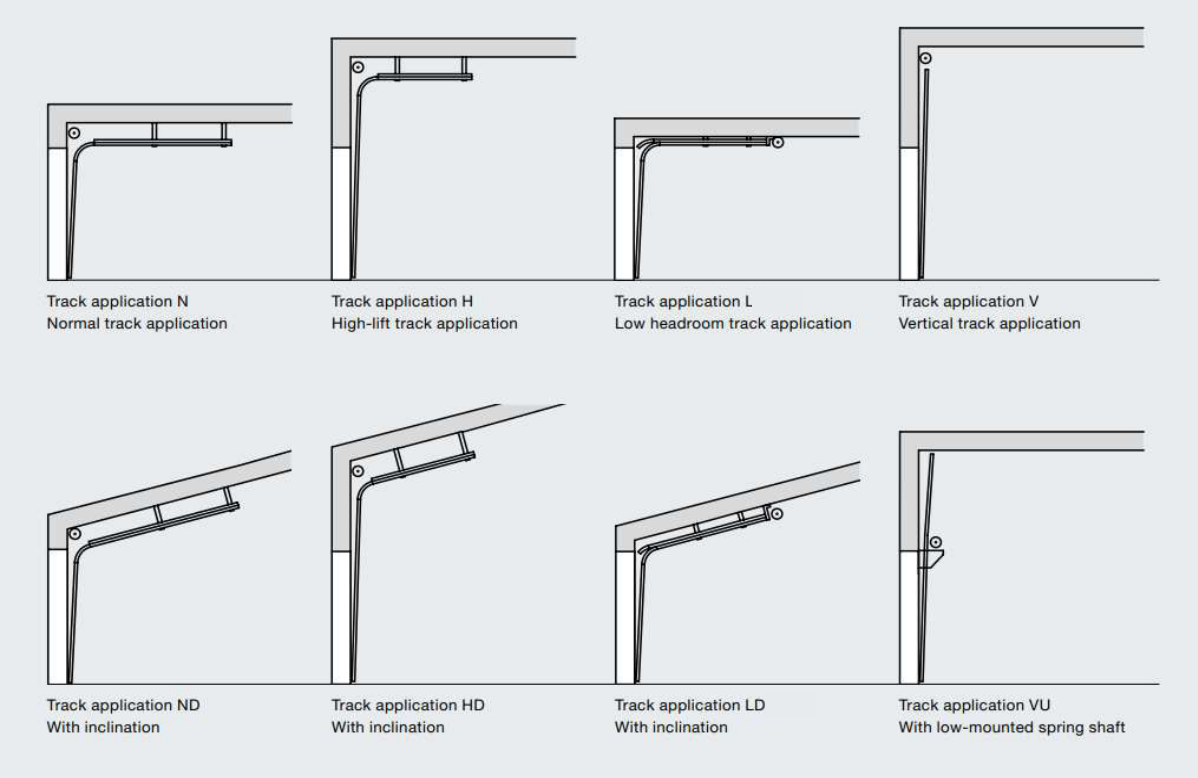


Version with compound glazing
Type D
Glazing dimension (W x H): 680 x 210
Clear view (W x H): 602 x 132



Version with compound glazing
Type A
Glazing dimension (W × H): 710 × 320
Clear view (W × H): 635 × 245

Track application



All available track versions

can be found in the valid technical manual or the product configurator.

HÖRMANN

DATA SHEET

Multi-purpose door
STU MZ-1, steel external door

Whether for your warehouse or offices, indoors and outdoors, with or without special equipment.
Multi-purpose doors STU match fire-rated doors and comply with a wide range of requirements. For use in exterior walls, the doors (STU) are labelled according to EN 14351-1.

Rebate type

STU thick rebate
Door leaf thickness 62 mm
Sheet thickness 1.0 mm

Main function

MZ **Multi-purpose**

S_a **Sealed**
All-round seal
on 3 sides

C5 **Operational durability**
200,000 opening cycles

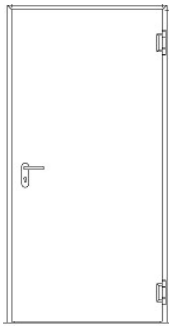
Additional functions with corresponding equipment

S_{200} **Smoke-tight**
S200

dB **Acoustic-rated**

RC **Break-in-resistant**
RC2 - RC3

External door
EN 14351-1



Dimensions (mm)		Standard
Clear passage dimension (LDB / LDH)	Width	500 - 1465
	Height	640 - 3120
Top part	Height	300 - 1000
Overall frame dimension block frame	Width	610 - 1695
	Height	695 - 3235
Overall frame dimension block frame with top part	Height	940 - 3500
Nominal size corner / profile frame	Width	540 - 1545
	Height	660 - 3160
Nominal size corner / profile frame with top part	Height	940 - 3500

Overall frame dimensions:
Smallest dimension in conjunction with block frame depth 55 mm (e.g. 62 / 55, 95 / 55),
corner frame depth 20 mm, largest dimension in conjunction with block frame depth 115 mm,
corner frame depth 40 mm, size ranges for versions with RC 2, RC 3, dB or RS may vary.
The information for the clear passage dimension refers to the frame opening.
This dimension may be reduced if the leaf is opened 90° or with door fittings.
All information in accordance with approval and technical feasibility. Actual dimensions may differ depending on the door frame type, depth, or width-height ratio.

Product description	
Handing	Opening to the left or right
Door bottom edge	Prepared for Hörmann bottom seal
Insulation	Mineral wool
Design	Fully bonded composite construction
Surface	Door leaf and frame galvanized and primed (powder-coated), Grey white, similar to RAL 9002
Glazing	Surface-mounted steel glazing bead with laminated safety glass / single-pane safety glass Surface-mounted stainless steel glazing bead with laminated safety glass / single-pane safety glass Flush steel glazing bead with laminated safety glass / single-pane safety glass Flush stainless steel glazing bead with laminated safety glass / single-pane safety glass

Fittings	
Lock	Mortice lock with lever / knob prepared for profile cylinder, DIN 18250 class 5, incl. stainless steel lock cover
Lever handle set	FS round lever handle set, black (polypropylene), lever securely fitted with round rose escutcheon or short escutcheon, for profile cylinder
Hinges and closing devices	2 construction hinges, quantity according to statics requirement, 3-way adjustable

Performance characteristics		Function
Thermal insulation	1.3 – 2.5 W/(m²·K)	●
Smoke protection	S_{200}	○
Break-in resistance	RC2, RC3	○
Acoustic insulation	32 dB	○
Wind load	Up to C3	○
Water tightness	Up to 6A	○
Air permeability	Up to class 3	○
Differential climate operating forces	1(e) – 2(d) class 5	○

The performance characteristics specified can only be achieved with the corresponding equipment.
The values depend on the door equipment and fitting situation.

● Main function – as standard
○ Additional function – optional with corresponding equipment

HÖRMANN

Corner frame

Fitting method
Plug-and-screw fitting

Frame sheet thickness
1.5 mm

Surface
Galvanized, Grey white
(similar to RAL 9002)

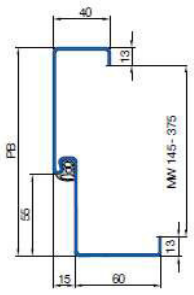
Frame seal
All-round EPDM seal on 3 sides, black

Fitting in
Brickwork
Concrete
Partition wall
Panel wall

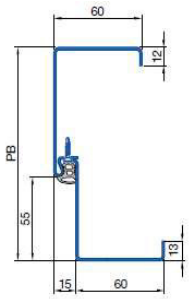
Corner frame

The frames for STS doors can be fitted properly and without mortar thanks to through plugs. Clean surfaces without soiling or damage are guaranteed and subsequent painting is not necessary. The gap between brickwork and frame is sealed with acrylic.

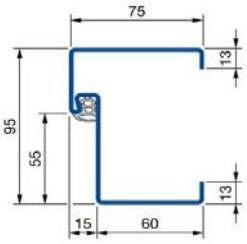
Frame variants



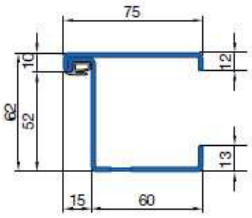
Profile frame 60
1-part as standard



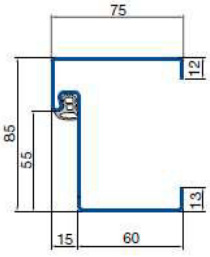
Profile frame 60
Double-shell as standard



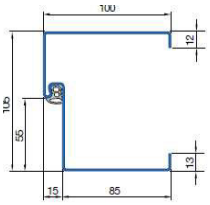
Block frame 95/75



Block frame 62/75



Block frame 85/75
Standard



Block frame 105/100

WARRANTY TERMS

Thank you for purchasing a Hörmann product, we confirm the following:

Warranty Period

The purchaser is granted a warranty covering the safe and reliable function of the new Hörmann product for a period of 12 months from the date of occupation. The warranty period for repaired parts is 3 months.

Requirements

Warranty claims are only applicable in the country where the product was purchased. For a valid warranty claim the product must be serviced by a competent person during the warranty period. In some cases the warranty period can be increased with a Hörmann Service Contract, please contact Hörmann service department for more details.

Performance

A warranty claim, for the purposes of this document, is defined as a part or parts that has/have failed, or are suspected to have failed which can be proved to be attributed to material or manufacturing defect. It does not include failure of parts or equipment due to:

- Normal wear and tear.
- Missing items from an order.
- Improper installation if not installed by Hörmann.
- Negligent care and maintenance.
- Negligent or wanton destruction.
- Incorrect specification – i.e. project rectification.
- Lack of, or incorrect service/maintenance.
- Repair by non-qualified persons.
- Using non-Hörmann parts without the approval of the manufacturer.
- Act of God.
-

Your statutory rights are not affected.

Hörmann (UK) Ltd.
Industrial Doors Department
Gee Road, Coalville
Leicestershire LE67 4JW

Tel: 01530 516850
Fax: 01530 516851

Emergency Numbers

In case of a call out for a service, please contact our Service Department on 01530 516850.

For the 24 hour service please call the Service Department for more details.

See below for current contact details, when ringing, please quote door references.

INDUSTRIAL DIVISION – SERVICE

Email: service.lei@hormann.co.uk

24 Hour Callout **Hörmann Engineer**
Tel: 0845 5211247

Philip Clark **Service Manager**
Tel: 01530 516850

Jayne Potter **Service Administration Manager**
Tel: 01530 516850

Jon Nurse /
Jasmin Chambers **Service Controllers**
Tel: 01530 516850

Parts Sales Coordinator
Tel 01530 516858

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Systematic Service

Inspection, maintenance and repair with manufacturer expertise

24/7 SERVICE

For service, maintenance and repair
Call 01530 516856 during office hours
0845 52 11 247 out of hours

(Calls cost 2 pence per minute, plus your telephone company's access charge)

HÖRMANN

The expertise of the market leader

Benefit from our experience and strong performance

Industrial doors

Fire-rated and smoke-tight door assemblies

Loading technology

Every day
Available
24 hours
Ready for service
24 hours

Hörmann is a leading manufacturer of industrial doors, loading technology and fire and smoke-tight door assemblies. 14 dedicated factories manufacture high-quality components to exacting standards. With over 6000 employees based in over 80 global locations Hörmann offers a customer focused service.

A close-knit service network is on-call around the clock, wherever you are.

Our service technicians are experts in their field. Continual improvement through ongoing training keeps them up to speed with all the latest products and developments, to ensure the service they provide is second to none.

Hörmann service engineers made over 150,000 maintenance calls last year alone, to many satisfied customers including:

Amazon

Andrew Page

Argos

Asda

Aston Martin

Booker

Coca Cola

Costa Coffee

Dalepak

Draexlmaier

DHL

Eddie Stobart

Euro Car Parts

GEFCO

Hellman Logistics

Honda

James Hall

John Lewis Partnership

Leyland Trucks & Paccar Parts

Primark

Sytner Group

Listers

Your single source – for inspection, maintenance and repair

For industrial doors, loading technology and fire-rated doors

For service, maintenance and repair
Call 01530 516856 during office hours
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Documentation

The Hörmann Service Management System records all product-specific data along with the entire inspection reports and maintenance and repair history. This ensures that our employees have all the right information to ensure they can offer you the best possible service and support.

Inspection and maintenance

Inspection and maintenance contracts are agreed at a fixed rate to avoid any nasty surprises. We will service all makes of equipment and ensure that inspection and maintenance schedules are compliant with both manufacturer recommendations and statutory requirements.

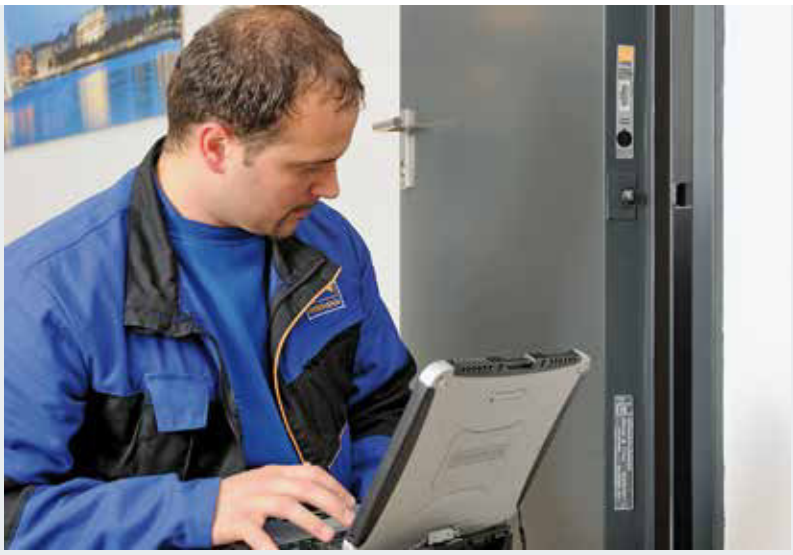
Repair

Our repair service is available to you 24 hours a day, 7 days per week. Our close-knit service network ensures a timely response from our highly qualified technicians. A prompt response, minimises downtime whatever brand of equipment you operate.

Documentation

Clear and concise processing, minimising response times

Professional service through a central information database



Hörmann Service Management System

The Hörmann Service Management System (HSM) is used to efficiently manage all service and maintenance contracts. The system is a comprehensive log, including equipment specification, site specific details and a record of all site visits and maintenance work. The data is refreshed daily to ensure that the right information is to hand at all times.

Clear product identification

All assets are data tagged, with a unique identification number once a service contract has been agreed. The data stored is then in the HSM System. This clearly identifies each piece of equipment and enables a more efficient response. The right information can be accessed immediately for telephone enquiries and urgent repair calls.

More efficient inspection, maintenance and repair.

Unique product identification and the data contained within the HSM system are used to create maintenance schedules and checklists for each item. This ensures that all manufacturer recommended services and other statutory checks are completed on time. Detailed reports of work carried out and future work needed are supplied to ensure that there is complete transparency at all times.

Inspection and maintenance

Benefit from all the advantages with an inspection and maintenance contract

The Hörmann inspection and maintenance contract: manufacturer-independent, transparent, at a flat rate

Statutory inspections

Power-driven industrial doors, loading technology and fire doors must be inspected at least once per year by trained specialists. Product warranties can usually only be maintained if this routine inspection takes place. Regular inspection and maintenance is usually required to maintain the validity of many insurance policies.
Opting for an inspection and maintenance contract with Hörmann is a guarantee that these important inspections and service milestones are completed and recorded.

Maximum transparency

After every inspection and maintenance call you will receive a detailed report about the performed or required work.
This report also serves as legal proof of your compliance with statutory and insurers obligations.

As well as ensuring we only complete necessary work, we will also compare the economic efficiency of a repair as opposed to a replacement purchase.

Added advantages

As you are dealing with the manufacturer, all our vans carry genuine parts, and our engineers are trained to the highest standards. Our data management system ensures that the parts carried are optimised for the area each engineer covers, helping to minimise downtime in the event of an urgent repair.

Repair

Highly qualified service technicians are at your service

Quick and professional help in case of emergencies

Service calls

For “regular” **service calls** we come to your premises within 5 business days.

Express calls

Should you urgently require assistance, for example due to a defective door, we carry out an **express call** within 24 hours.

Emergency calls

In case of **emergency calls** we react immediately and will be onsite within four hours. This way, your door or loading station is back in business in no time, saving you extended downtimes.

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Call 01530 516856 during office hours
0845 52 11 247 out of hours

(Calls cost 2 pence per minute, plus your telephone company’s access charge)

24/7 SERVICE

Every day
Available
24 hours
Ready for service
24 hours

Super-fast on location

Our highly qualified engineers are accessible and ready for service 24 hours per day and 7 days per week. Our regional service network guarantees a quick response you can rely on.

Certified service technicians

Our engineers benefit from an ongoing training programme to ensure they are fully aware of all the latest developments and technologies.

Fully prepared

The vast majority of spare parts and tools are available in our service vehicles. This way, repairs can be carried out on location. We do not have to drive back and forth, as we are already aware of what to expect thanks to the HSM System, saving time and money. Spare parts for Hörmann products are immediately available and sometimes stocked in the service vehicle or the warehouse. We quickly and inexpensively procure spare parts of other manufacturers via our central purchasing department.

Hörmann: Quality without Compromise


Hörmann KG Amshausen, Germany


Hörmann KG Antriebstechnik, Germany


Hörmann KG Brandis, Germany


Hörmann KG Brockhagen, Germany


Hörmann KG Dissen, Germany


Hörmann KG Eckelhausen, Germany


Hörmann KG Freisen, Germany


Hörmann KG Ichtershausen, Germany


Hörmann KG Werne, Germany


Hörmann Alkmaar B.V., Netherlands


Hörmann Legnica Sp. z o.o., Poland


Hörmann Beijing, China


Hörmann Tianjin, China


Hörmann LLC, Montgomery IL, USA


Hörmann Flexon LLC, Burgettstown PA, USA


Shakti Hörmann Ltd., India

Hörmann is the only manufacturer worldwide that offers you a complete range of all major building products from one source. We manufacture in highly-specialised factories using the latest production technologies. The close-meshed network of sales and service companies throughout Europe, and activities in the USA and Asia, make Hörmann your strong partner for first-class building products, offering “Quality without Compromise”.

GARAGE DOORS

OPERATORS

INDUSTRIAL DOORS

LOADING EQUIPMENT

HINGED DOORS

DOOR FRAMES

Hörmann (UK) Ltd, Gee Road, Coalville, Leicestershire LE67 4JW
Phone (01530) 513000, Fax (01530) 513001

HÖRMANN

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