

# General information



**GfA ELEKTROMATEN®**  
The single source for top service and advanced expertise

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## The single source for top service and advanced expertise

We have been producing drive and control systems for industrial doors at our plant in Dusseldorf (Germany) since 1954. We now market more than 200,000 units a year under the ELEKTROMATEN® brand name.

With advanced solutions and state-of-the-art production techniques, we set the benchmarks that others aspire to. As a market leader, we fulfil the exact requirements of our worldwide customer base.

Quality and reliability are the two pillars of our commercial approach as a company. A finely-tuned production management system helps to ensure that our customers are supplied both reliably and on time. This involves the careful integration of production processes and logistics, which is why we can guarantee that over 95% of our deliveries will be on time.

All GfA products are manufactured to the highest standards of precision. We check the results using the very latest in measuring instruments. Each process involved, whether it is distribution, design, production or anything else, is certified to DIN EN ISO 9001:2015 standards. This is why we are able to guarantee such high quality for our products.

Our greatest asset is our team of 260 employees. Permanent advances in the honing of individual skills and an ongoing in-house exchange of information form the basis of our innovative strength, not forgetting the intensive development work designed to secure our long-term future. This means that there are always various innovative and practical solutions ready to try out at any given time. Cost efficiency together with technical perfection to create products for the future.



# Contact



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 40549 Düsseldorf  
 Germany

## General Office



Main fax number:



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**Order**

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If your contact person is unavailable during normal office hours (Mon - Thu from 7.30 am to 4 pm and Fridays from 7.30 am to 1 pm), your call will be returned to the main switchboard.

**All other employees and departments can be reached via the reception.**

## International representations



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## Website/ GfA-Portal

Our website offers further information of our products. The GfA-Portal gives you access to technical and service information as well as installation instructions and other interesting functions.

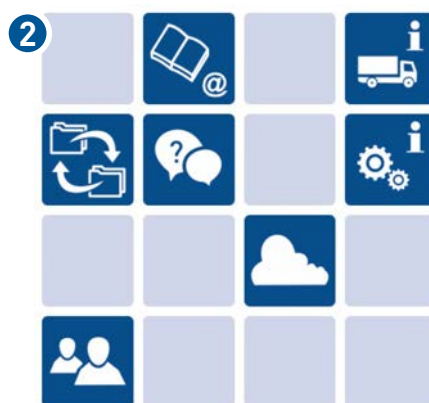
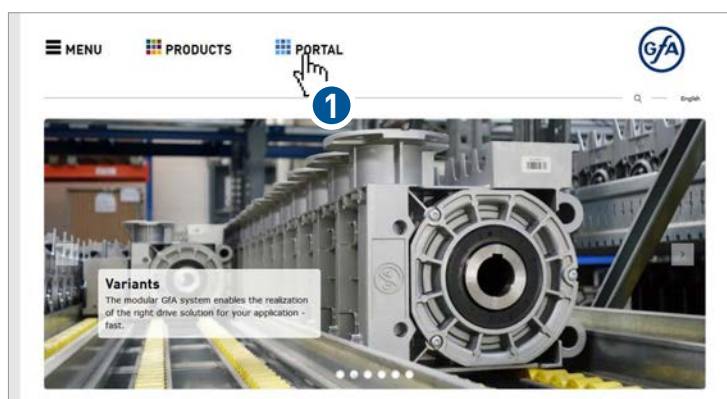
**www.gfa-elektromaten.com**

# GfA-Portal – Function Overview

The Portal represents the customer area of GfA on the Internet (1).

After registration on the Portal every function can be called up via a tile (2).

Some functions need a special authorisation because of the privacy provisions and are therefore available only after an extended registration process. These functions are marked separately by (E). English, Czech, Dutch, French, German, Italian, Polish, Russian, and Spanish language are currently available as menu languages. However, you can select documents and functions in many other languages.



## Documentation on Request

This function allows to select installation instructions in up to 18 different languages. After entering the GfA item and model number, you will receive an e-mail with the instructions on the desired product in the PDF format. Instructions are currently available for ELEKTROMATEN, door controls and safety brakes. We are constantly working on improvements, both of the contents and the available languages.



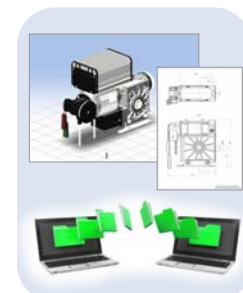
## Delivery Information (E)

Here you can see the status of your deliveries. You will receive information about the dispatch date and the forwarding agent. You can track your delivery via linking of the dispatch data with the forwarding agent. This way, you can always be up to date on the whereabouts of your delivery and when it will arrive to you.



## File Transfer Service (E)

In this section of the Portal you can access customer-specific files and documents for download. These can be, for instance, drawings, 3D-data records or product illustrations for your catalogue. The service works of course in both directions. This means you can also upload your files and share them with us.





## Service Informationen

The Service Information describes functions of GfA products or special product handling and supports you in installation, operation and maintenance. Moreover, you will receive information about the services of GfA, for instance, about the Portal. Standards and directives are further topics which are dealt with in the Service Information. On the Portal you will find all already published Service Information and can view it sorted according to certain criteria. About 5 to 10 new issues of Service Information appear in the English, Czech, Dutch, French, German, Italian, Polish, Russian, and Spanish language.



## Technical Information

The Technical Information describes changes and improvements of GfA products. This can be, for instance, a presentation of a new product or the description of a detailed change to an existing product. On the Portal you will find all already published Technical Information and can view it sorted according by certain criteria. About 10 to 15 new issues of Technical Information appear in the English, Czech, Dutch, French, German, Italian, Polish, Russian, and Spanish language.



## TS-Data Cloud



Part no.: 20003696

For setting and servicing works on the door equipment the GfA-Stick was developed. The tool allows together with the „GfA+“ app to select and display important data from the GfA door controls (generation TS-B)<sup>1)</sup>. Among other things, software status, connected hardware, programmed settings, recent actions and stored error logs can be displayed on a smartphone<sup>2)</sup>. Efficient diagnostics of the door operator equipment becomes thus possible. With a registration on the GfA-Portal this data can also be transferred via Internet into the TS Data Cloud. On the TS Data Cloud you can access the structured data at any time, without limitation. An integrated search and filter function allows the comfortable data management. They can be filtered, for instance, by readout date or location of the door. A group function also allows the monitoring of different doors and locations as well as the co-ordinated and personal access to the data. Furthermore, the GfA after-sales service can log by request into the data records which you have recorded. If necessary we can guide you directly by phone when working at the door.

1) These include door controls TS 959, TS 970 and TS 971

2) Requirements: Smartphone with Bluetooth 4.0 and installation of the free app GfA+ (available in the store for Android and iOS)



## User Profile

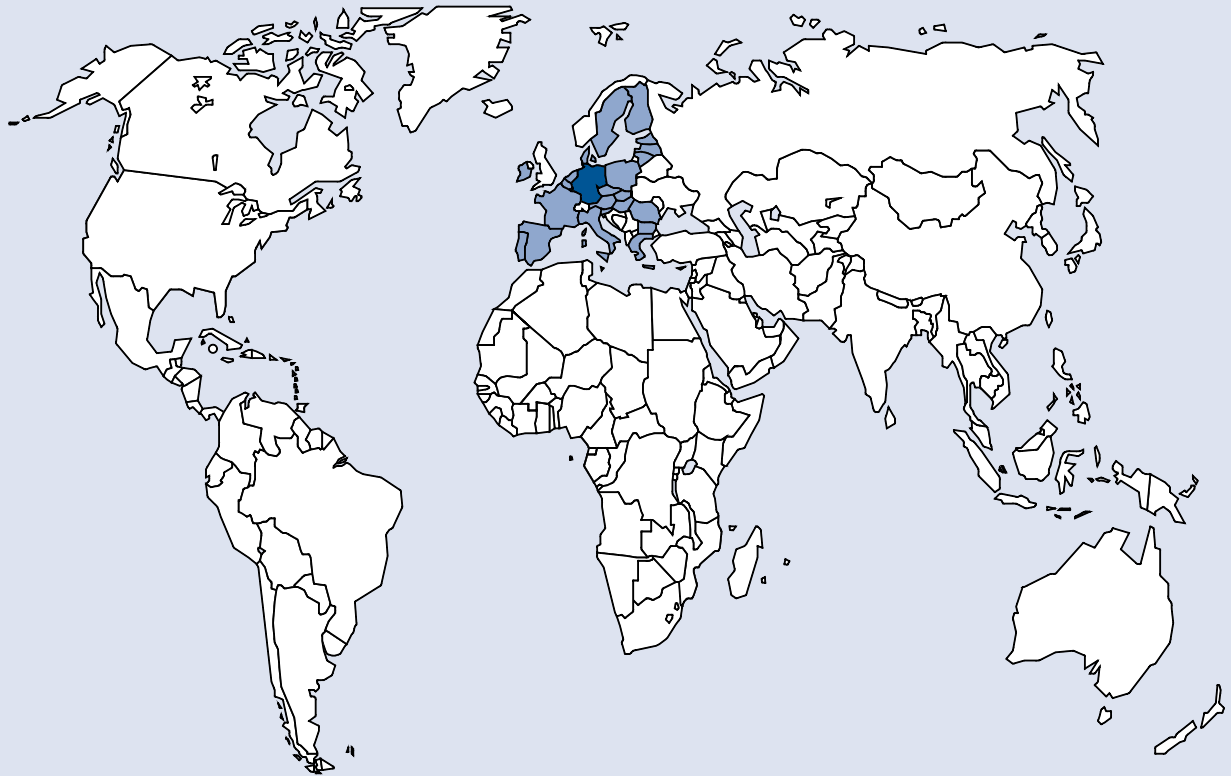
In your user profile you can manage your access data and settings. Here you can specify, for instance, whether you wish to be informed automatically of new Technical or Service Information by e-mail.



## Notes

The registration on the GfA-Portal is available at: <https://portal.gfa-elektromaten.de/en>. You can set up an extended access (E) via your sales representative. We will gladly advise you: <http://gfa-elektromaten.com/en-DE/contact.html>

# We help you saving money with flat-rate shipping cost



## Shipping cost inside the European Community

Freight and packing costs are met by us and billed to you at a flat rate, so that you can pay shipping cost directly to us.

### This means:

- There is no separate bill for shipping costs
- Shipping cost are lower thanks to our special rates

### And therefore:

- Lower processing costs
- Easy account auditing

Valid freight costs for the EC-countries can be found at:

**Please contact our international sales team.**

### Parcel service:

Transport of goods up to 30 kg incl. packaging can be sent quickly at a low cost for customers by a parcel service. International flat-rate shipping cost could be found:

**Please contact our international sales team.**

# Flat-rate repairs - just in case

GfA ELEKTROMATEN has been proving their reliability for many years. All mechanical parts and all electrical components are subject to strict quality testing. Upon leaving the production line, each ELEKTROMATEN is subject to another exhaustive final inspection. Malfunctions can nevertheless occasionally occur during long-term operation.

## Customer satisfaction based on fast response times

A faulty door is bound to be a source of inconvenience and irritation to your customer, which is why a fast and accurate response is required from you. Our flat-rate repairs help you restore the satisfaction levels of the customers that we have in common.

## What will it cost to repair?

You have no doubt heard this question many times. In order to help you give an immediate straight answer in the future, we have set up a system of flat-rate repairs. These flat rates apply to ELEKTROMATEN that are capable of being repaired, and which are not excessively old or worn out.

If a repair is no longer possible, we will inform you.

Our flat-rate repairs are very competitively priced. They are designed to let you make fast decisions in your efforts to satisfy the customers that we have in common. We regret that we cannot offer discounts on flat-rate repairs.

We therefore ask you to understand that we have to bill all freight and packaging costs separately for these repairs.

ELEKTROMATEN (age)	Output torque up to 90 Nm Part no.	Output torque up to 250 Nm Part no.	Output torque up to 650 Nm Part no.	Output torque from 750 Nm Part no.
Up to 1 year	80000800			
Up to 3 years	80000810	80000815	80000825	80000830
Up to 5 years	80000835	80000840	80000850	80000855
Up to 7 years	80000860	80000865	80000875	80000880
From 8 years	Repair is normally not advisable for units with an age of more than eight years. You should recommend your customer to replace the ELEKTROMATEN			

- Only valid if the goods where in proper use
- Does not apply to drive units with frequency inverter motor (FI) as well as ELEKTROMATEN ATEX and FS (Please enquire)
- The part numbers are included in the current GfA price list

Do you have any questions?

Just call our service department. We will be pleased to provide immediate assistance.

**Service department**



**Commercial service**

+49 (0) 211-5 00 90 600

info@gfa-elektromaten.de