

# Product datasheet

Dock leveler

ASSA ABLOY DL6020TI

**ASSA ABLOY**

ASSA ABLOY Entrance Systems

The global leader in  
door opening solutions



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# Technical facts

## Features

|                         |   |                    |
|-------------------------|---|--------------------|
| Sizes - leveler height  | 830, 900 mm   |                    |
| Sizes - nominal length* | 2000, 2500, 3000 mm   |                    |
| Sizes - nominal width   | 2000, 2200 mm   |                    |
| Vertical working range  | Above dock:   | 0 - 520 mm         |
|                         | Below dock:   | 0 - 460 mm         |
| Platform tear plate     | 8 mm (8/10)   |                    |
| Surface treatment       | Standard:   | RAL 5010           |
|                         | Option:   | RAL 3002           |
|                         |   | RAL 6005           |
|                         |   | RAL 9005           |
|                         |   | Hot dip galvanised |
| Control unit            | Leveler control<br>Door control<br>Shelter control<br>Fault & service indicator |                    |

\* Other sizes are available on request

## Performance

|                                 |   |
|---------------------------------|---|
| Load capacity                   | 6 tonnes (60kN)   |
| Max. point load                 | 6,5 N / mm <sup>2</sup> (8 mm tear plate)   |
| Motor hydraulic unit            | 1,5kW   |
| Mains supply                    | 400V 3-phase, 230V 3-phase  |
| Control unit protection class   | IP54  |
| Allowable oil types             | ASSA ABLOY standard hydraulic oil (-20°C - +60°C)<br>ASSA ABLOY low temperature hydraulic oil (-30°C - +60°C)<br>ASSA ABLOY bio hydraulic oil (-20°C - +60°C) |
| Magnetic valves                 | 24V/DC 18W S1   |
| Surface treatment paint class 1 | 80 µm Corrosive Category C2 M acc. DIN EN ISO 12944-2   |
| Surface treatment paint class 3 | 160 µm Corrosive Category C3 M acc. DIN EN ISO 12944-2  |
| Surface treatment galvanised    | Hot dip galvanised 80 µm Corrosive category C4 & C5-I M acc. DIN EN ISO 12944-2   |

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# 1. Description

## 1.1 General

### 1.1.1 Application

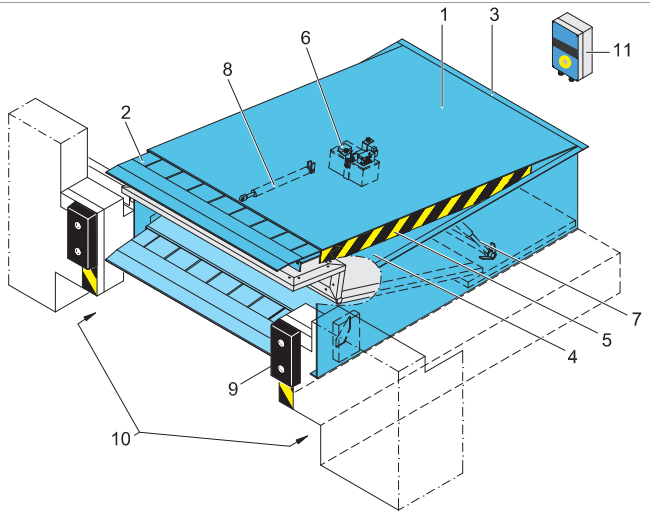
The ASSA ABLOY DL6020TI teledock isodock is the optimal energy saving solution for loading and unloading in temperature controlled supply chains. The telescopic lip precisely bridges the gap between the ramp and the lorry bed. The leveler is provided with a polyurethane filled insulation construction that achieves an energy cost reduction of up to 75%. The ASSA ABLOY DL6020TI teledock isodock system meets the standard demands of most loading operations and fully complies with rules and regulations of the European Standard EN 1398.

### 1.1.2 Mode of operation

The operation of the ASSA ABLOY DL6020TI teledock isodock is based on an electro-hydraulic telescopic lip, controlled by a semi-automatic control unit.

When the dock leveler is raised, the lip extends and the leveler lowers gently onto the lorry bed. After loading or unloading, the leveler is raised again, the lip retracts and the platform returns to its parking position, i.e. to ramp level.

### 1.1.3 Overview



- 1) Leveler platform
- 2) Telescopic lip
- 3) Leveler frame
- 4) Side plates
- 5) Warning stripes
- 6) Hydraulic unit
- 7) Lift cylinders
- 8) Telescopic lip cylinder
- 9) Buffers (optional)
- 10) Tail lift recess
- 11) Control unit

### 1.1.4 Standard DL6020TI

|                                  |  |
|----------------------------------|--|
| Frames - connection to building: | P-frame [pit-frame]  |
| Surface                          | Painting   |
| Hydraulic equipment              | Low noise hydraulic unit<br>Two hydraulic lift cylinders<br>One hydraulic lip cylinder |
| Lip                              | Steel lip<br>Lip length 1000mm   |
| Energy & Ergonomics              | EPDM seal<br>Platform insulation   |

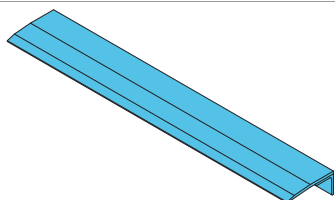
### 1.1.5 Options DL6020TI

|                     |   |
|---------------------|---|
| Surface             | Painting RAL 3002, RAL 6005 or RAL 9005<br>Hot dip galvanised |
| Hydraulic equipment | Low temperature oil<br>Bio oil                                |
| Lip                 | Aluminium lip<br>Tapered lip<br>2 retracting tongues          |
| Energy & Ergonomics | Slip protection/noise reduction                               |

## 1.2 Telescopic Lip

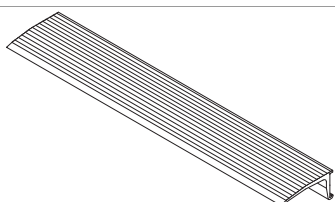
### 1.2.1 Lip material

#### 1.2.1.1 Steel telescopic lip



The steel telescopic lip is designed for use by heavy loading equipment. It has a high durability, while it provides medium comfort.

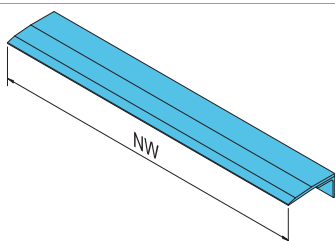
#### 1.2.1.2 Aluminium telescopic lip



The aluminium telescopic lip is designed to provide maximum comfort to low load-weight loading equipment.

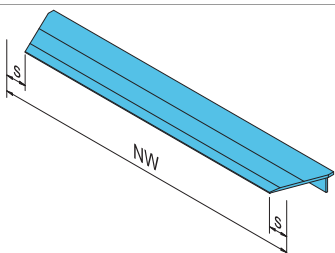
### 1.2.2 Lip shapes

#### 1.2.2.1 Standard telescopic lip



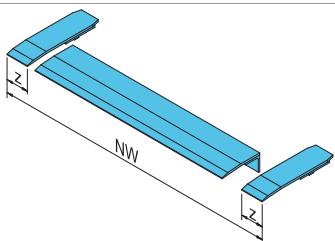
The standard telescopic lip is a single rectangular lip for use with a fleet of vehicles that is a standard size.

#### 1.2.2.2 Tapered telescopic lip



A tapered telescopic lip ensures that the lip reaches the lorry bed, even when the lorry is not parked in the exact centre position. Avoids damage to the truck and interruptions of the dock-in procedure.  
 $s = 100 \text{ mm}$

#### 1.2.2.3 2 retracting tongues



For applications with vehicles of different widths, the telescopic lip can be provided with 2 retracting tongues. On each side a 140 mm wide segment is pushed inside when a smaller vehicle docks.

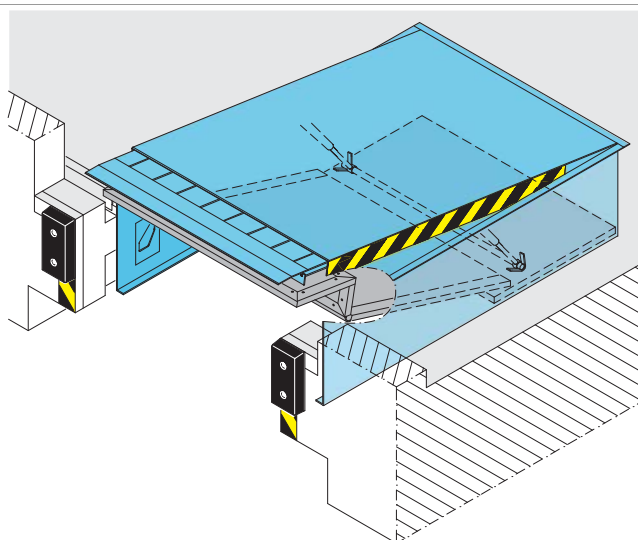
## 1.3 Platform

### 1.3.1 Insulation system

The ASSA ABLOY DL6020TI teledock isodock is designed with an insulation system underneath the platform. This insulation is constructed from 40mm thick panels that are filled with polyurethane.

The construction has one hinge connection that allows the third panel to always maintain contact with the bottom panel when the platform is moving.

The insulation panels are equipped with EPDM seals on all sides to maximise the insulation value of the system.

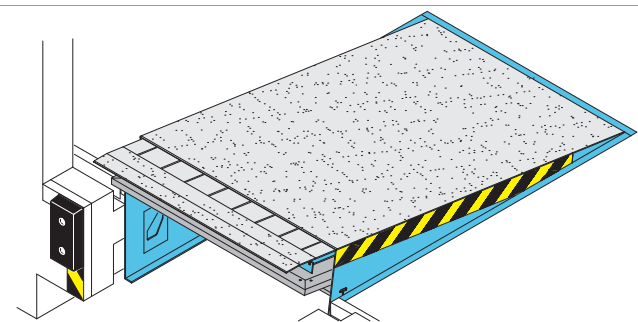


### 1.3.2 Platform tear-plate thickness

The 8 mm (8/10) tear-plate is designed for loading and unloading with typical 4 wheel pneumatic-tired fork-lift trucks, and is also suitable for handling equipment with high point loads, such as electric pallet trucks.

### 1.3.3 Slip protection / noise reduction

Applying a polyurethane slip protection coating on the lip and platform ensures a durable non-slip and noise reduction surface. The effect is a smooth and comfortable surface for handling equipment that is less receptive to wear and tear. The PU coating material is resistant to impact, to thermal impact and most types of chemicals and it has a high loading capacity.



## 1.4 Surface

### 1.4.1 Painting

#### 1.4.1.1 Colors

The dock leveler standard finish is painted. The standard color is:



RAL 5010

Colours available as option are:



RAL 3002



RAL 6005



RAL 9005

#### 1.4.1.2 Standard paint class

If the dock leveler is to be used in a rural area, the standard finish is:

- Paint class 1; 80 µm factory painted for corrosive category C2 M

#### 1.4.1.3 Paint classes

If the dock leveler is to be used in an urban or industrial atmosphere, or in a coastal area, it may be appropriate to select an alternative paint class with increased resistance to corrosion C3 M.

- Paint class 3; 160 µm factory painted for corrosive category C3 M

### 1.4.2 Hot galvanising

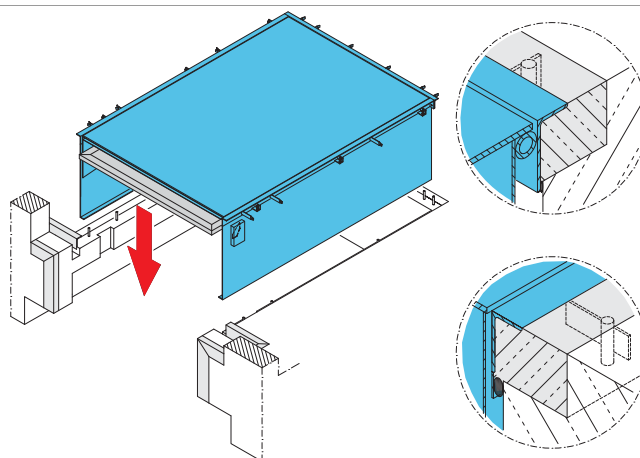
To increase corrosion protection to C4 for saline coastal areas or C5-I for aggressive or humid atmospheres, the dock leveler can be delivered with hot dip galvanised (80 µm) steel parts.

## 1.5 Frames - connection to building

The frame is the leveler's connection point to the building and a rigid support for the leveler. The ASSA ABLOY DL6020TI teledock isodock is available with one frame system.

### 1.5.1 T - leveler frame for embedding in concrete

The T-frame is installed in one step. The leveler is directly embedded in concrete.





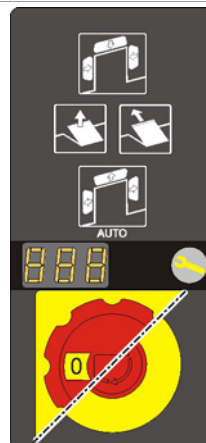
## 1.6 Docking control systems

### 1.6.1 950 Docking LA TD



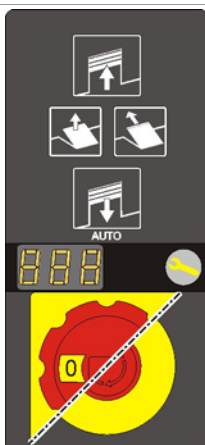
- Hold-to-run button to lift platform.
- Hold-to-run button to position the lip on the truck bed.
- Impulse auto button to put the leveler back in parking position.
- Mains isolator or emergency stop button.
- Interface to incorporate ASSA ABLOY Eye and/or wheel chock.

### 1.6.3 950 Docking LSA TD



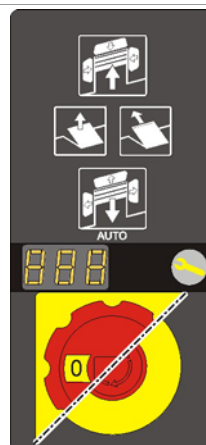
- Hold-to-run button to lift platform.
- Hold-to-run button to position the lip on the truck bed.
- Impulse auto button to put the leveler back in parking position.
- Mains isolator or emergency stop button.
- Interface to incorporate ASSA ABLOY Eye and/or wheel chock.
- Designed to operate an inflatable shelter in the docking station.

### 1.6.2 950 Docking DLA TD



- Hold-to-run button to lift platform.
- Hold-to-run button to position the lip on the truck bed.
- Impulse auto button to put the leveler back in parking position.
- Mains isolator or emergency stop button.
- Interface to incorporate ASSA ABLOY Eye and/or wheel chock.
- Designed to operate an overhead sectional door in the docking station.

### 1.6.4 950 Docking DLSA TD



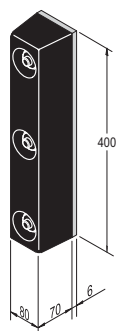
- Hold-to-run button to lift platform.
- Hold-to-run button to position the lip on the truck bed.
- Impulse auto button to put the leveler back in parking position.
- Mains isolator or emergency stop button.
- Interface to incorporate ASSA ABLOY Eye and/or wheel chock.
- Designed to operate an overhead sectional door and an inflatable shelter in the docking station.

## 1.7 Equipment

### 1.7.1 Buffers

Buffers placed in front of the dock leveler absorb the energy of a vehicle that accidentally or intentionally hits the building. Buffers are available in various sizes, in fixed or moving models, and with rubber finishing or steel plate and spring function.

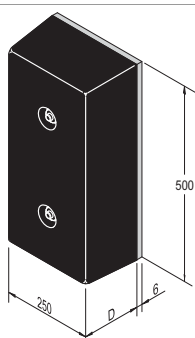
#### 1.7.1.1 RS



##### Application

The RS buffer is the economical solution for docking stations where vehicles of equal sizes load and unload.

#### 1.7.1.2 RB



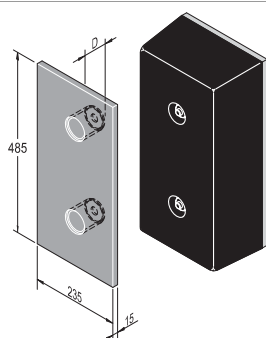
##### Application

The RB buffer is a large fixed rubber. It is the universal building and vehicle protection solution.

Available depths:

- 90 mm
- 140 mm

#### 1.7.1.3 RB with steel front plate



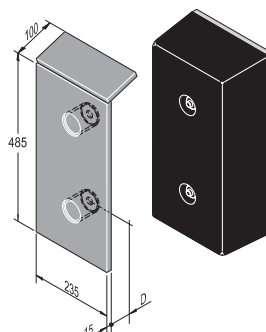
##### Application

The RB buffer with steel protection front plate increases the building protection and the buffer service life.

Available depths:

- 90 mm
- 140 mm

#### 1.7.1.4 RB with steel front and top plate



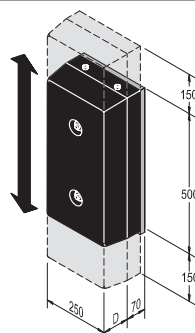
##### Application

The RB buffer with steel protection front and top plate is designed for vehicles with high lorry beds like interchangeable open bodies and containers.

Available depths:

- 90 mm
- 140 mm

#### 1.7.1.5 EBF



##### Application

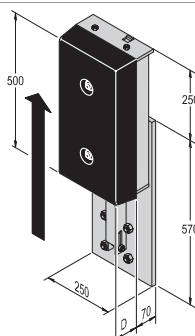
The EBF buffer is the ideal solution for docking stations where vehicles are expected to make notable vertical suspension changes when loading or unloading.

This buffer follows vertical movements of the vehicle.

Available depths:

- 90 mm
- 140 mm

#### 1.7.1.6 EBH



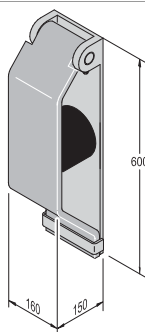
##### Application

The EBH buffer is the ideal solution for docking stations where vehicles of notable height differences load and unload. This buffer can be vertically adjusted by a 'release device'.

Available depths:

- 90 mm
- 140 mm

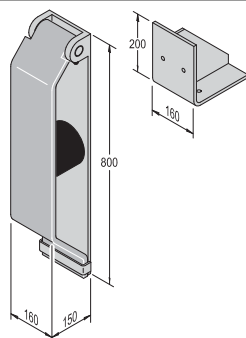
#### 1.7.1.7 Steel spring buffer 600



##### Application

The steel spring buffer is the ideal protector of the ramp as well as the vehicle itself.

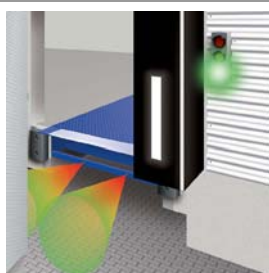
#### 1.7.1.8 Steel spring buffer 800



##### Application

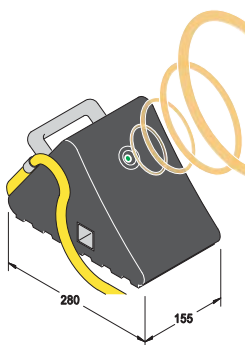
The 800 mm steel spring buffer is designed for applications where vehicles generally are higher than ramp level.

#### 1.7.2 ASSA ABLOY DE6090E Eye



The ASSA ABLOY Eye is an electronic, sensor-based dock-in system, which measures the distance between the vehicle and the building. This makes it easier for the driver to complete the dock-in procedure, but also detects objects or people behind the vehicle.

#### 1.7.3 ASSA ABLOY DE6090WC Wheel chock



The wheel chock has a sensor to detect the presence and position of the vehicle and is connected to the dock leveler control panel. If no vehicle is detected, the docking station is blocked for safety reasons. Furthermore, the wheel chock prevents the vehicle from moving during loading/unloading.

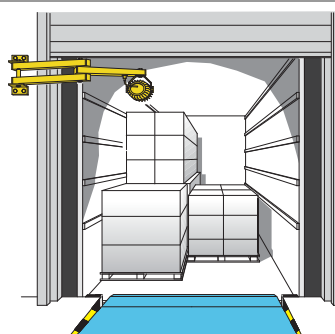
#### 1.7.4 ASSA ABLOY DE6090TLS Traffic light system



The traffic light system either has a sensor above the dock leveler that measures the presence of the vehicle or it is a wheel chock that detects the vehicle.

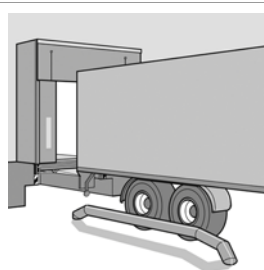
If there is no vehicle (dock leveler is free), the traffic light inside is red, outside is green. The traffic light can also be combined with a wheel chock, ASSA ABLOY Eye or door/leveler interlocking.

#### 1.7.5 ASSA ABLOY DE6090DL Dock light Heavy Duty LED



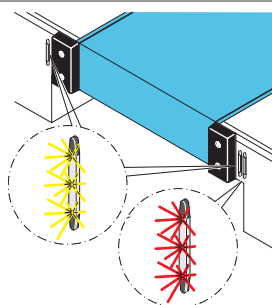
Where dock lights are often a vulnerable object in the docking area, the virtually indestructible Dock Light Heavy Duty LED is the perfect solution to bring light in the truck and docking area. It is designed for the most demanding environments and can withstand possible hard hits from a moving forklift without being damaged.

#### 1.7.6 Parking guides



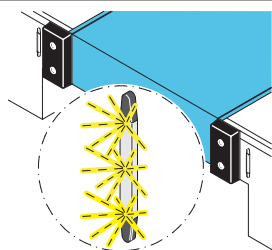
This visual aid makes it easier to park the vehicle and reduces the risk of collision. Especially advantageous for docking stations with wide leveler lips and cushion shelters. Parking guides can be bolted or cast in concrete on the floor before the leveler.

#### 1.7.7 ASSA ABLOY DE6090DI Dock-IN



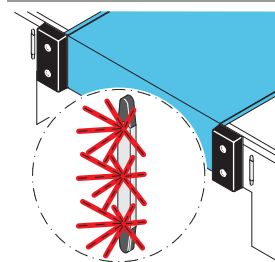
ASSA ABLOY Dock-IN offers a complete line of guide- and traffic lights that align the truck with the docking bay to make the dock-in procedure easy and safe. ASSA ABLOY Dock-IN is based on modern LED technology and stands for high reliability and low energy consumption.

##### 1.7.7.1 Dock-IN White



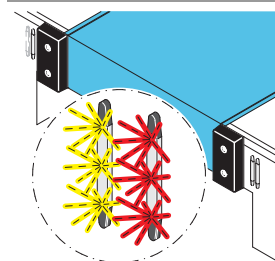
ASSA ABLOY Dock-IN White consists of two white LED light bars. It is designed to help guide a truck to the dock. ASSA ABLOY Dock-IN White offers much more visual aid than white stripes on the shelter or asphalt. Mounted on the wall they are always clearly visible, less exposed to wear and tear and not hidden by dirt and snow!

#### 1.7.7.2 Dock-IN Red



ASSA ABLOY Dock-IN Red is a traffic light system consisting of one red LED light bar, a sensor for truck detection and a traffic light control box. The sensor detects the truck when it is in the right position, very close to the dock. The red LED turns ON to give the signal to the truck driver to break and let the truck roll against the buffer at the lowest speed, without the risk of damage. The system includes interlocking of the loading bay control box functions which are only released when the truck is in place and the red LED is ON.

#### 1.7.7.3 Dock-IN White & Red



ASSA ABLOY Dock-IN White & Red is the optimum combination of both systems for easy and safe docking. The white LEDs provide the visual target and the red LED positions the truck at the right distance to the dock. The white guiding LEDs turn off when the truck is detected and at the same time the red LED turns ON. When the truck is leaving the white LEDs turn ON. ASSA ABLOY Dock-IN White & Red guide the truck driver in the best possible way for an easy and safe docking.

#### 1.7.7.4 Available Options

- Indication Light Inside, built into the 950 control box  
A Green LED light on the control box to indicate that the control box functions are released. The operator of the loading bay equipment knows exactly when he can start loading or unloading. The green LED light will help to save energy and to control the complete loading process.

- Second Red LED

A second Red LED bar can be added to have the red LED traffic light on both sides of the docking bay. This is an option for terminals with left and right hand drive international trucks.

- Wheel chock connection

To increase the safety it is possible to connect the ASSA ABLOY wheel chock to the traffic light function ASSA ABLOY Dock-IN Red or ASSA ABLOY Dock-IN White and Red. The control box will be interlocked until the truck is detected and the wheel chock is in place.

Note:

Make sure the LED bars will not be covered by the Dock shelter.

Lowest possible truck is max. 2000 mm below the sensor position.

## 2. Selection guide

### 2.1 Load capacity according to EN 1398

The EN 1398 describes 3 key definitions about loads.

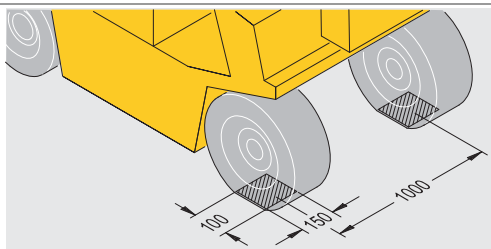
#### 2.1.1 Rated load

The rated load is the total weight of the goods, the forklift truck and the driver.



#### 2.1.2 Axle load

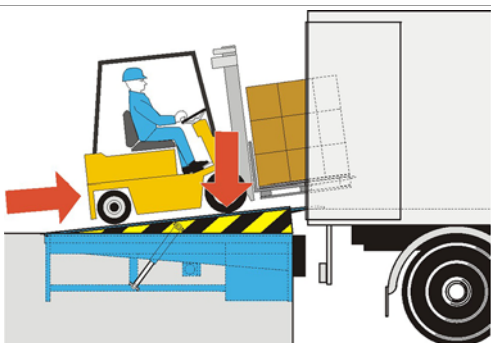
Axle loads shall be taken acting over two rectangular contact areas at 1 m lateral distance. These areas shall only apply if the actual conditions do not call for more severe loading. The size of the footprint [mm<sup>2</sup>] is derived from the wheel load [N] divided by 2 [N/mm<sup>2</sup>]. The ratio of the rectangular print is W:L = 3:2.



In the drawing measures for a leveler with a load capacity of 100kN or 150kN are shown.

#### 2.1.3 Dynamic load

The dynamic load is the movement of the rated load and is the pressure on the leveler platform caused by the moving forklift truck.



### 2.2 Select the load capacity

The load capacity of a dock leveler must always be higher than the rated load.

#### 2.2.1 Example

|                                       |              |
|---------------------------------------|--------------|
| Weight of forklift truck              | 3600 kg      |
| Weight of goods                       | 1500 kg      |
| Weight of driver                      | 100 kg       |
| Total weight/rated load               | 5200 kg      |
| Suitable load capacity of the leveler | 6000 kg/60kN |

The 6 tonnes (60kN) DL6020TI teledock isodock is as a standard equipped with a tear plate of 8 mm (8/10).

### 2.3 Select the leveler length

When determining the leveler length, measure the maximum height difference between the truck bed and the dock level. Next, determine which vehicles will be used and lookup the maximum gradient the vehicles are allowed to be used on.

| Vehicle                       | Max gradient |
|-------------------------------|--------------|
| Roll cage                     | 3%           |
| Hand pallet truck             | 3%           |
| Electric pallet truck         | 7%           |
| Forklift truck (battery)      | 10%          |
| Forklift truck (gas / petrol) | 15%          |

#### 2.3.1 The calculation

Minimal leveler length = height difference / gradient (%)

#### 2.3.2 Example

|               |   |
|---------------|---|
| Vehicle:      | Electric pallet truck (max 7% gradient) |
| Truck height: | 1350 – 1000 mm                          |
| Dock height:  | 1150 mm                                 |

The difference between Truck height and Dock height  
= 175 mm

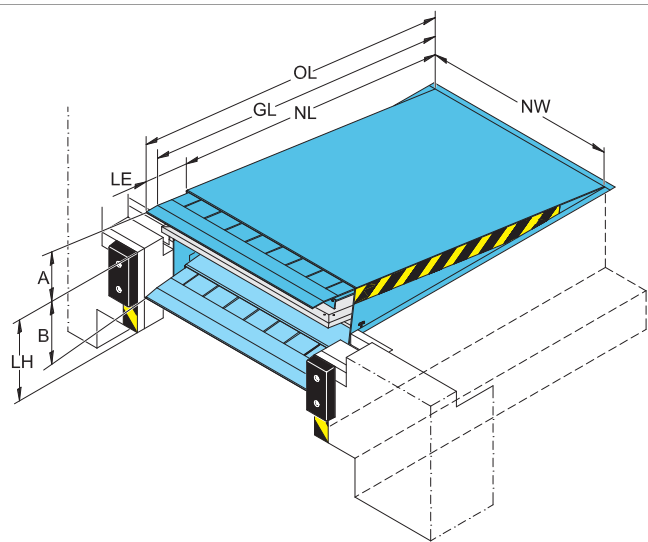
175 mm / 7% = 2500 mm leveler length

### 2.4 Nominal width

The ASSA ABLOY DL6020TI teledock isodock is available with a nominal width of 2000 or 2200 mm. The correct nominal width must exceed the widest loading vehicle by at least 700 mm.

# 3. Specifications

## 3.1 Dimensions



|    |                                |
|----|--------------------------------|
| NL | Nominal length                 |
| OL | Overall length                 |
| GL | Gradient length                |
| NW | Nominal width                  |
| LE | Leveler extension              |
| LH | Leveler height                 |
| A  | Working range above dock level |
| B  | Working range below dock level |

| Dimensions |     | Vertical working range |     |     |
|------------|-----|------------------------|-----|-----|
| NL         | LH  | A                      | B   | PD  |
| 2000       | 830 | 380                    | 460 | 850 |
| 2500       | 830 | 450                    | 450 | 850 |
| 3000       | 900 | 520                    | 450 | 920 |

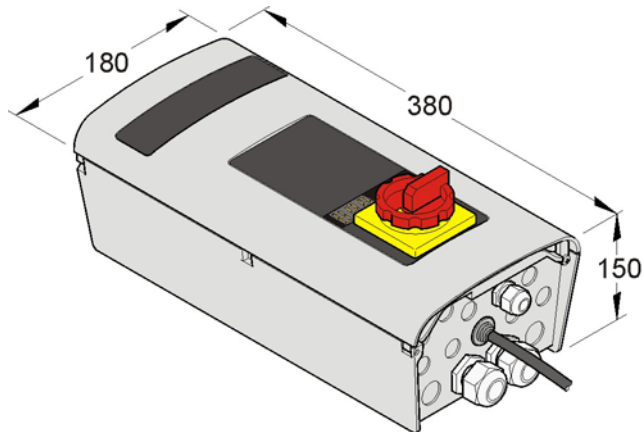
Nominal width (NW) 2000, 2200 mm for all sizes.

## 3.2 Platform thickness

| Thickness   | Max. point load         |
|-------------|-------------------------|
| 8 mm (8/10) | 6,5 N / mm <sup>2</sup> |





## 3.3 Control units

### 3.3.1 Dimensions



950 Series

### 3.3.2 Functions

| Functions included       | LA-TD   | DSA-TD  | LSA-TD  | DLSA-TD   |
|--------------------------|---|---|---|---|
|                          |  |  |  |  |
| Hold to run button       | ■   | ■   | ■   | ■   |
| Close (hold to run)      | ■   | ■   | ■   | ■   |
| Impulse auto button      | ■   | ■   | ■   | ■   |
| Extend lip (hold to run) | ■   | ■   | ■   | ■   |
| Mains isolator           | ■   | ■   | ■   | ■   |
| Emergency stop button    | □   | □   | □   | □   |
| 400V                     | ■   | ■   | ■   | ■   |
| 230V                     | □   | □   | □   |   |
| Maintenance indicator    | ■   | ■   | ■   | ■   |
| 3 Digit display          | ■   | ■   | ■   | ■   |
| Memory function          | ■   | ■   | ■   | ■   |
| BUS network interface    | □   | □   | □   | □   |
| ASSA ABLOY eye           | □   | □   | □   | □   |
| Wheel chock              | □   | □   | □   | □   |
| Door control             |   | ■   |   | ■   |
| Shelter control          |   |   | ■   | ■   |

■ Standard

□ Option / Available

## 4. CEN Performance

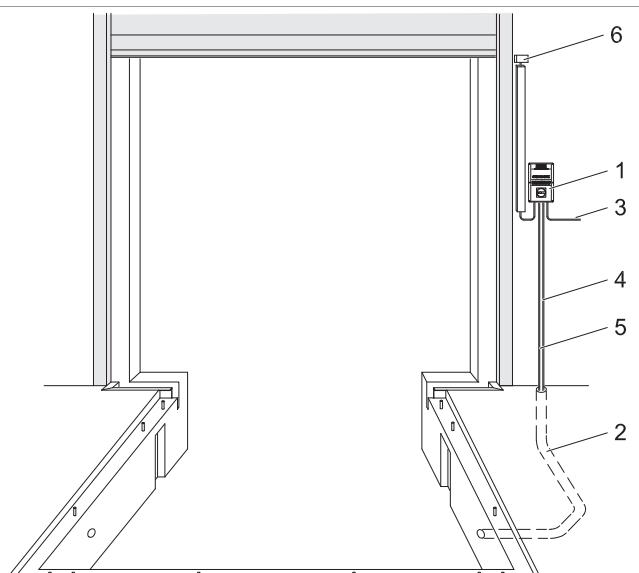
### 4.1 Safety according to the European Standard EN 1398

- Emergency Stop Function.
  - Safety valves block lowering movement after max. 6% of the nominal length of the leveler.
  - Two lift cylinders make sure the leveler stops in a horizontal position.
- Free floating position.
- Platform torsion. Lateral deflection of at least 3% of nominal width.
- Toe guards cover gap between platform and pit in leveler's highest position.
- Working range gradient max. 12,5% ( $\sim 7^\circ$ ).
- Warning stripes on side plates and on frame (black/yellow).



## 5. Building and space requirements

### 5.1 Electrical preparations



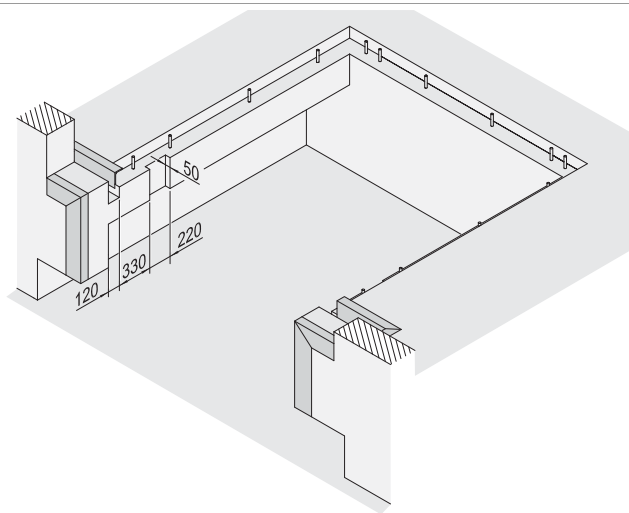
- |   |   |
|---|---|
| 1 | Control unit (included in the delivery)   |
| 2 | Conduit for wiring internal diameter 70, angles <45° (by others)  |
| 3 | Mains supply: 3/N/PE AC 50 Hz<br>400V 3-phase, 230V 3-phase<br>Mains fuse: D0 10 A gL<br>Motor power: 1,5kW |
| 4 | Cable: 7 x 0,75 mm <sup>2</sup>   |
| 5 | Motor cable: 4 x 1,5 mm <sup>2</sup>  |
| 6 | Optional safety switch on sectional door to disable leveler when door is closed*                            |

\*Non standard

### 5.2 Pit preparations

This illustration indicates the required pit preparations for the ASSA ABLOY DL6020TI teledock isodock.

#### 5.2.1 T - frame

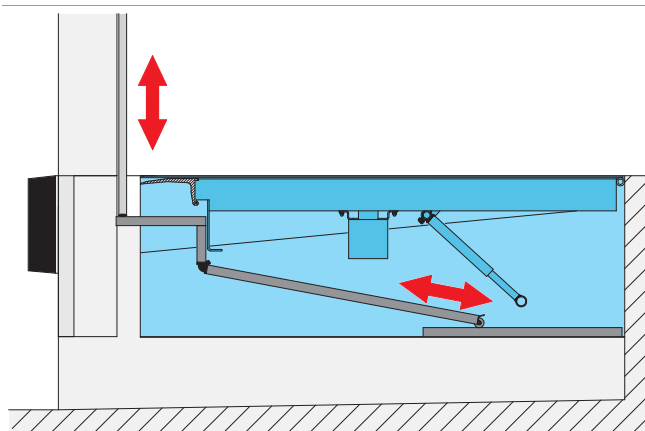


Pit drawing 5145.0141

#### 5.2.2 General overview

This illustration shows the leveler in parking position. In this position the insulated overhead sectional door is driven directly onto the horizontal part of the insulation which is installed underneath the dock leveler. The result is perfect sealing.

The ASSA ABLOY DL6020TI teledock isodock always has a lip length of 1000mm. The lip needs to be that long in order to reach the loading vehicle, as the complete dock leveler is installed behind the overhead sectional door of the loading bay.



General drawing 5145.0140



## 6. Service

### Preventive Maintenance Program and Modernization Services

As your entrances are part of your business flow, there's every reason to keep them working well. ASSA ABLOY Entrance Systems offers you a maintenance and modernization expertise to rely on. Our Maintenance Programs and Modernization Services are backed by a extensive expertise for all types of industrial door and docking systems, independent of brand. At your disposal is a team of dedicated expert technicians, proven through decades of maintenance, service and satisfied customers.

#### Preventive Maintenance Programs

Minimizing lost time, lost energy and unexpected hassle is our team's constant objective. Our service organization can support you 24/7 in maintaining all industrial door and docking systems, independent of brand. If you want to be one step ahead of break-downs, explore our portfolio of Pro-Active Care plans. Naturally, we also offer entrance upgrades to suit your specific wishes and business needs.

#### Pro-Active Care - Maintenance plans to fit your business

Regular maintenance can extend the lifetime of your equipment and help prevent unexpected problems. Our technician arrives on-site equipped with the knowledge and tools to service all automatic entrances, independent of brand.

##### • Pro-Active Bronze

The base on which all Pro-Active Plans are built provides the security of knowing that your equipment is regularly inspected and certified for safety, as well as performing optimally. It includes a number of planned on-site visits depending on your needs. Any unplanned service calls required during the term of the contract (including labor, travel and parts) are billed at special Pro-Active Care prices.

##### • Pro-Active Silver

This plan provides all the benefits of Pro-Active Bronze with the added advantage of labor and travel being included for service calls during regular business hours. The only additional charge would be for any parts that may be needed throughout the term of the contract.

##### • Pro-Active Gold

This plan provides the ultimate protection for your automatic entrance investment. It includes all the benefits of Pro-Active Silver, plus replacement of any parts required during an unplanned repair or planned maintenance visit. Pro-Active Gold is an excellent way to budget your automatic door expenses annually.

##### • Pro-Active Tailor-Flex

Our most flexible maintenance and service offering. The Pro-Active Care plan is designed by you, our customer. The plan allows you to balance your maintenance expenses against your real-world budget and presents the option to add or delete a number of maintenance elements to suit your budget goals, while meeting your overall performance and safety needs.

#### Modernization

Your entrances are a long-term investment, from which you always want the best. Products develop over time, so do regulations and your business. Let us help you increase energy savings and meet today's standards. We provide advice and modernization kits for outdated installations, ensuring your investment meet requirements and performs optimally for many more years to come.

| Re-Active Service |             | Pro-Active Care   |                   |                 |                        |   |
|-------------------|-------------|-------------------|-------------------|-----------------|------------------------|---|
|                   |             | Pro-Active Bronze | Pro-Active Silver | Pro-Active Gold | Pro-Active Tailor Flex |   |
|                   |             | ○                 | ○                 | ○               | ●                      | Other customized requests such as Response Time, Performance InfoPack and Advanced User Training                    |
|                   |             | ○                 | ○                 | ●               | ○                      | Replacement of worn parts according to preventive Consumable Exchange Program                                       |
|                   |             | ○                 | ○                 | ●               | ○                      | Replacement of spare parts on breakdowns  |
|                   |             | ○                 | ●                 | ●               | ○                      | Travel and labor for additional call-out visits   |
|                   |             | ●                 | ●                 | ●               | ●                      | Preventive maintenance visits 1-4 times per year  |
|                   |             | ●                 | ●                 | ●               | ●                      | Travel and labor for preventive maintenance visits  |
|                   |             | ●                 | ●                 | ●               | ●                      | Response time and priority on call-outs <24h  |
|                   |             | ●                 | ●                 | ●               | ●                      | Preventive planned maintenance that meets the most demanding standards in the market                                |
|                   | ●           | ●                 | ●                 | ●               | ●                      | Safety and quality checks according to applicable regulations and norms. Documentation of test results provided     |
| ●                 | ●           | ●                 | ●                 | ●               | ●                      | Documentation of equipment status, assessment and service provided, all generated on site                           |
| ●                 | ●           | ●                 | ●                 | ●               | ●                      | Highly trained professional technicians with extensive knowledge, state-of-the-art tools and the right spare parts* |
| ●                 | ●           | ●                 | ●                 | ●               | ●                      | Dedicated Professional Customer Care Hotline  |
| Corrective        | SafetyCheck | Pro-Active Bronze | Pro-Active Silver | Pro-Active Gold | Pro-Active Tailor Flex |   |

● = Included as standard  
○ = Available at special prices  
\* Well-stocked service vehicles with genuine and new spare parts

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