

# Product datasheet

Dock leveller  
Crawford DL6020TI

**ASSA ABLOY**

ASSA ABLOY Entrance Systems

The global leader in  
door opening solutions



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# Technical facts

## Features

Sizes - leveller 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	Leveller control Door control Shelter control 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	1,1kW
Mains supply	400V 3-phase, 230V 3-phase
Control unit protection class	IP54
Allowable oil types	Crawford standard hydraulic oil (-20°C - +60°C) Crawford low temperature hydraulic oil (-30°C - +60°C) Crawford 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

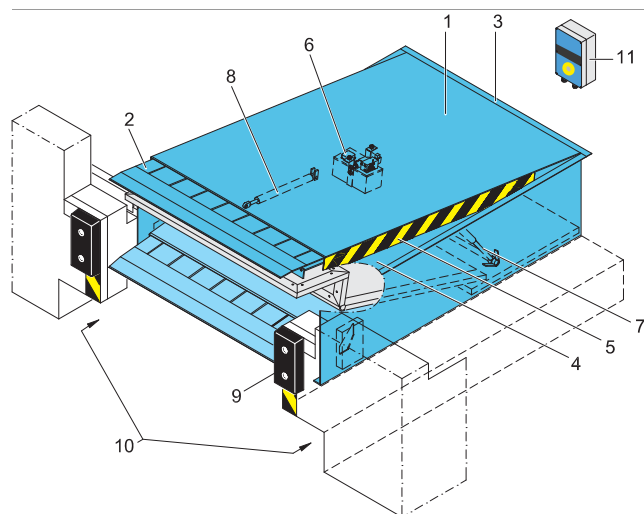
The Crawford DL6020TI teledock isodock is the optimal energy saving solution for loading and unloading in temperature controlled supply chains. The telescopic lip precisely bridges the gap between the ramp and the lorry bed. The leveller is provided with a polyurethane filled insulation construction that achieves an energy cost reduction of up to 75%. The Crawford 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 Crawford DL6020TI teledock isodock is based on an electro-hydraulic telescopic lip, controlled by a semi-automatic control unit.

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

### 1.1.3 Overview



- 1) Leveller platform
- 2) Telescopic lip
- 3) Leveller 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 Two hydraulic lift cylinders One hydraulic lip cylinder
Lip	Steel lip Lip length 1000mm
Energy & Ergonomics	EPDM seal Platform insulation

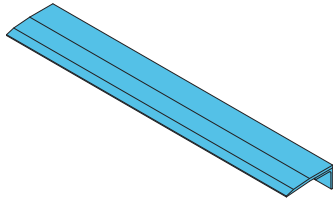
### 1.1.5 Options DL6020TI

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

## 1.2 Telescopic Lip

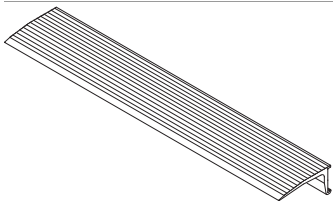
### 1.2.1 Lip material

#### 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.

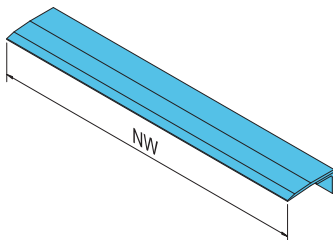
#### 1.2.1.2 Aluminium telescopic lip



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

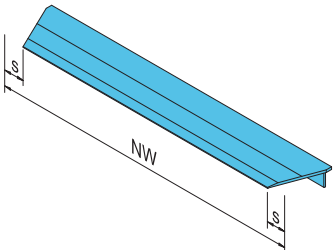
### 1.2.2 Lip shapes

#### 1.2.2.1 Standard telescopic lip



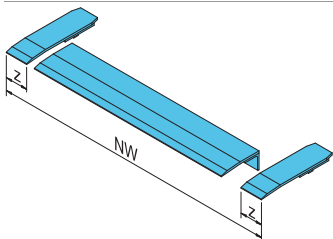
The standard telescopic lip is a single rectangular lip for use with a fleet of vehicles that is a standard size.

#### 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.

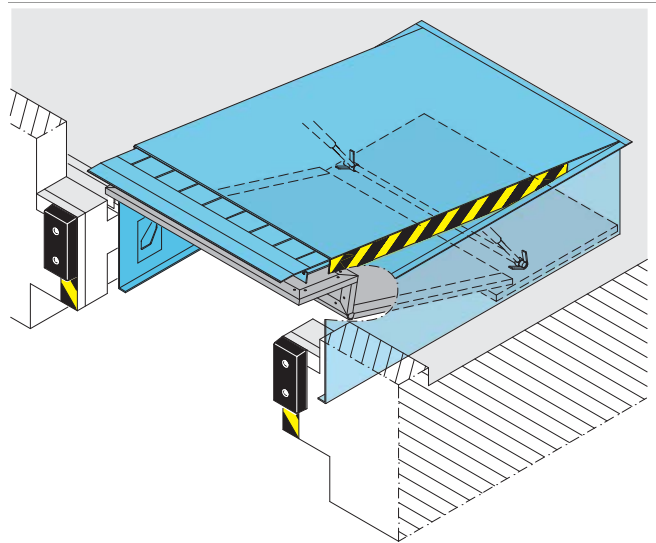
## 1.3 Platform

### 1.3.1 Insulation system

The Crawford 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.



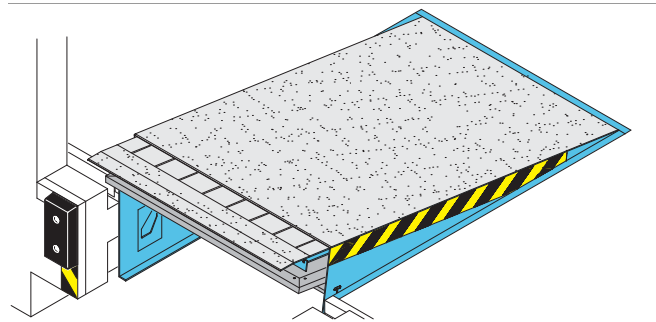
### 1.3.2 Platform tear-plate thickness

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

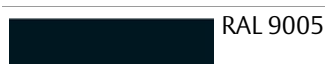
### 1.4.1 Painting

#### 1.4.1.1 Colours

The dock leveller standard finish is painted. The standard colour is:



Colours available as option are:



#### 1.4.1.2 Standard paint class

If the dock leveller 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 leveller 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

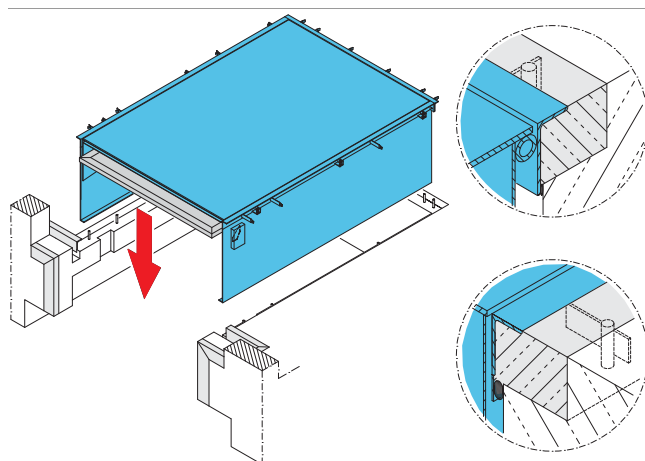
To increase corrosion protection to C4 for saline coastal areas or C5-I for aggressive or humid atmospheres, the dock leveller can be delivered with hot dip galvanised (80 µm) steel parts.

## 1.5 Frames - connection to building

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

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

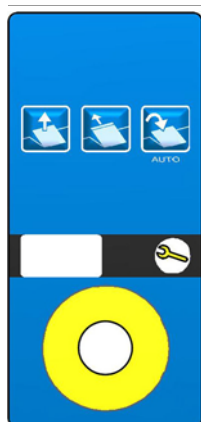
The T-frame is installed in one step. The leveller is directly embedded in concrete.





## 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 leveller back in parking position.
- Mains isolator or emergency stop button.
- Interface to incorporate Crawford 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 leveller back in parking position.
- Mains isolator or emergency stop button.
- Interface to incorporate Crawford 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 leveller back in parking position.
- Mains isolator or emergency stop button.
- Interface to incorporate Crawford 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 leveller back in parking position.
- Mains isolator or emergency stop button.
- Interface to incorporate Crawford Eye and/or wheel chock.
- Designed to operate an overhead sectional door and an inflatable shelter in the docking station.

## 1.7 Monitoring systems

As an option on all our products, a Crawford Monitoring System can be installed. This system helps to ensure efficiency and security in daily operations. All doors or docking stations are connected to the Monitoring System's server, which gives the opportunity to supervise, monitor and report a wide variety of aspects in a facility.



### 1.7.1 Saving energy

A monitoring system reduces energy costs and contributes to a better environment. Energy is lost every time a door is open. If a door is open when no truck is at the bay, even more energy is lost.

A Crawford Monitoring System automatically ensures that no door will open unless there is a truck at the bay and even set it to close when there an activity is delayed.

### 1.7.2 Security enhancement

Closing and locking doors is an obvious daily routine. However, checking this manually can be time consuming in a busy facility.

A Crawford Monitoring System can automatically ensure that all doors are closed and locked when they need to be. It can also activate all doors and locks from its remote location, and give a real-time overview of the building's situation.

### 1.7.3 Dock management

A good way to increase throughput and thereby efficiency at a logistics facility is to reduce the time of having no truck – or the wrong truck – at a loading bay.

A Crawford Monitoring System makes visible – in real-time – which bays are occupied or free, and for how long. It makes it possible to reserve bays for docking activities and to inform drivers via SMS. Since it incorporates information from cameras and other inputs (RFID, card readers, etc.), the system stays updated in real-time.

### 1.7.4 Facility management

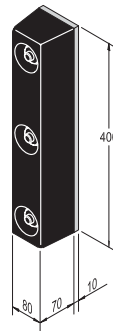
The Crawford Monitoring System gives a real-time service status for all your door and docking equipment. If an error code occurs, the Crawford service organisation is automatically notified, and will respond quickly. Other maintenance information can easily be integrated, further reducing the overall costs.

## 1.8 Equipment

### 1.8.1 Buffers

Buffers placed in front of the dock leveller 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.

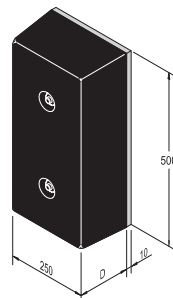
#### 1.8.1.1 RS



#### Application

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

#### 1.8.1.2 RB



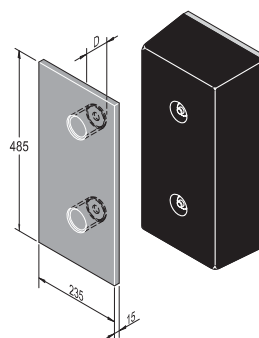
#### Application

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

Available depths:

- 90 mm
- 140 mm

#### 1.8.1.3 RB with steel front plate



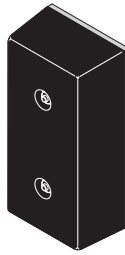
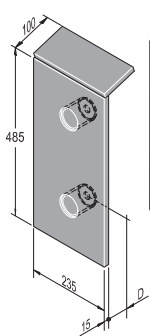
#### Application

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

Available depths:

- 90 mm
- 140 mm

1.8.1.4 RB with steel front and top plate



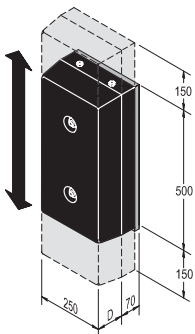
**Application**

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

1.8.1.5 EBF



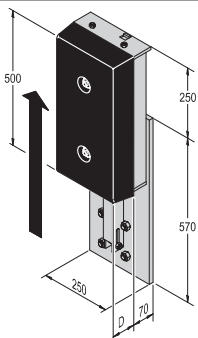
**Application**

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

1.8.1.6 EBH



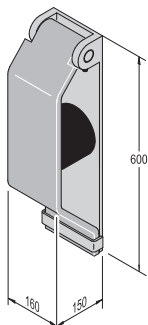
**Application**

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

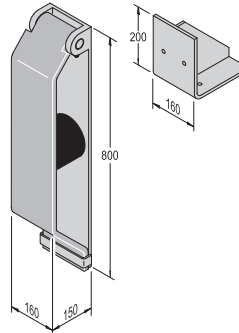
1.8.1.7 Steel spring buffer 600



**Application**

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

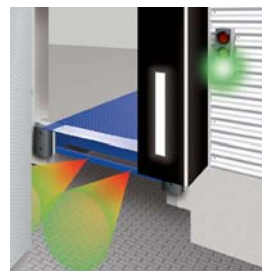
1.8.1.8 Steel spring buffer 800



**Application**

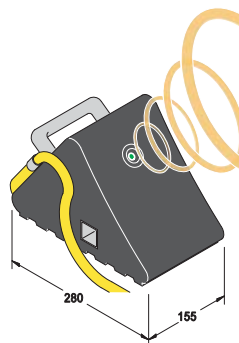
The 800 mm steel spring buffer is designed for applications where vehicles generally are higher than ramp level.

1.8.2 Crawford DE6090E Eye



The Crawford 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.

1.8.3 Crawford DE6090WC Wheel chock



The wheel chock has a sensor to detect the presence and position of the vehicle and is connected to the dock leveller 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.

1.8.4 Crawford DE6090TS Traffic light system

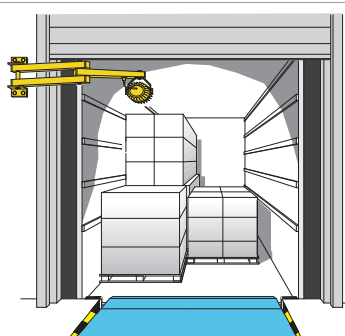


The traffic light system either has a sensor above the dock leveller that measures the presence of the vehicle or it is a wheel chock that detects the vehicle.

If there is no vehicle (dock leveller is free), the traffic light inside is red, outside is green.

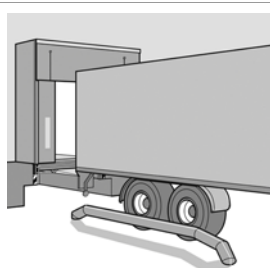
The traffic light can also be combined with a wheel chock, Crawford Eye or door/leveller interlocking.

### 1.8.5 Crawford DE6090DL Dock light Heavy Duty LED



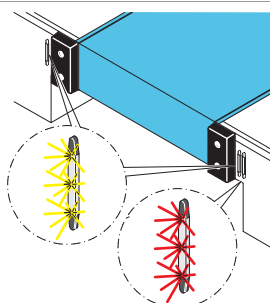
Where dock lights are often a vulnerable object in the docking area, the virtually indestructible Dock Light Heavy Duty LED is the perfect solution to bring light in the truck and docking area. It is designed for the most demanding environments and can withstand possible hard hits from a moving forklift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

### 1.8.6 Parking guides



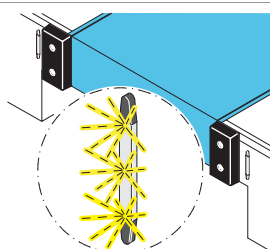
This visual aid makes it easier to park the vehicle and reduces the risk of collision. Especially advantageous for docking stations with wide leveller lips and cushion shelters. Parking guides can be bolted or cast in concrete on the floor before the leveller.

### 1.8.7 Crawford DE6090DI Dock-IN



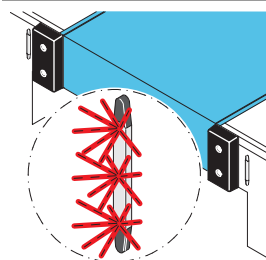
Crawford Dock-IN offers a complete line of guide- and traffic lights that align the truck with the docking bay to make the dock-in procedure easy and safe. Crawford Dock-IN is based on modern LED technology and stands for high reliability and low energy consumption.

#### 1.8.7.1 Dock-IN White



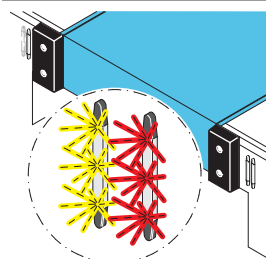
Crawford Dock-IN White consists of two white LED light bars. It is designed to help guide a truck to the dock. Crawford Dock-IN White offers much more visual aid than white stripes on the shelter or asphalt. Mounted on the wall they are always clearly visible, less exposed to wear and tear and not hidden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

#### 1.8.7.2 Dock-IN Red



Crawford 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.

#### 1.8.7.3 Dock-IN White & Red



Crawford 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. Crawford Dock-IN White & Red guide the truck driver in the best possible way for an easy and safe docking.

#### 1.8.7.4 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 Crawford wheel chock to the traffic light function Crawford Dock-IN Red or Crawford 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.

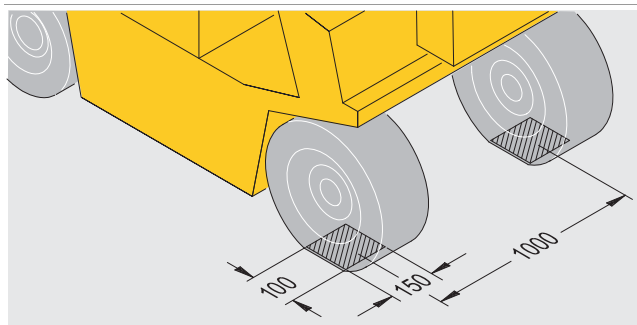
#### 2.1.1 Rated load

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



#### 2.1.2 Axle load

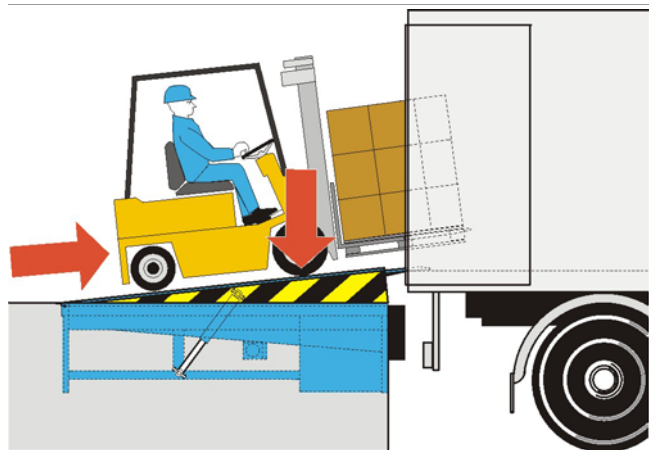
Axle loads shall be taken acting over two rectangular contact areas at 1 m lateral distance. These areas shall only apply if the actual conditions do not call for more severe loading. The size of the footprint [mm<sup>2</sup>] is derived from the wheel load [N] divided by 2 [N/mm<sup>2</sup>]. The ratio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



In the drawing measures for a leveller with a load capacity of 60kN are shown.

#### 2.1.3 Dynamic load

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



### 2.2 Select the load capacity

The load capacity of a dock leveller 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 leveller	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 leveller length

When determining the leveller 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 leveller 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 leveller length

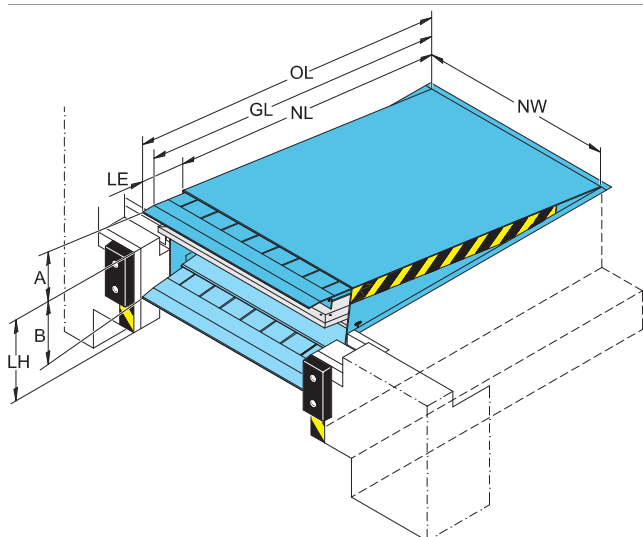
## 2.4 Nominal width

The Crawford 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	Leveller extension
LH	Leveller 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, 2200mm for all sizes.

### 3.2 Platform thickness

Thickness	Max. point load
8 mm	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	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Close (hold to run)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Impulse auto button	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Extend lip (hold to run)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Mains isolator	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Emergency stop button	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
400V	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
230V	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Maintenance indicator	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
3 Digit display	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Memory function	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Connection to Crawford Monitoring System	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BUS network interface	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crawford eye	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wheel chock	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Door control		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
Shelter control			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Standard

Option / Available

## 4. CEN Performance

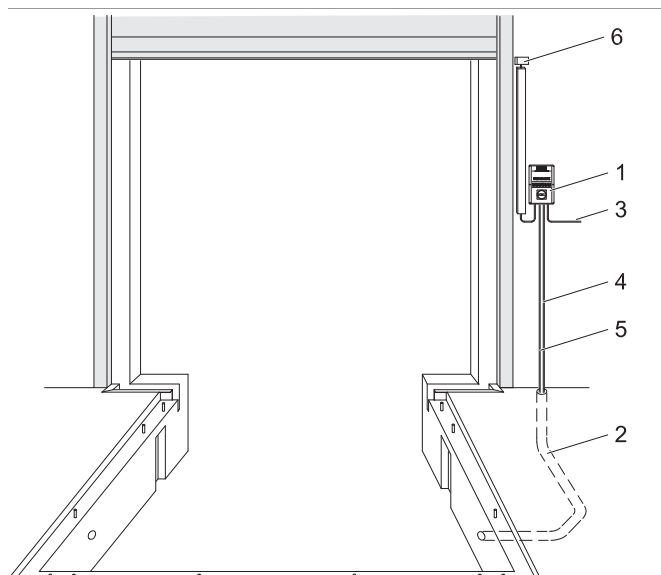
### 4.1 Safety according to the European Standard EN 1398

- Emergency Stop Function.
  - Safety valves block lowering movement after max. 6% of the nominal length of the leveller.
  - Two lift cylinders make sure the leveller 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 leveller's highest position.
- Working range gradient max. 12,5% (~7°).
- Warning stripes on side plates and on frame (black/yellow).



# 5. Building and space requirements

## 5.1 Electrical preparations



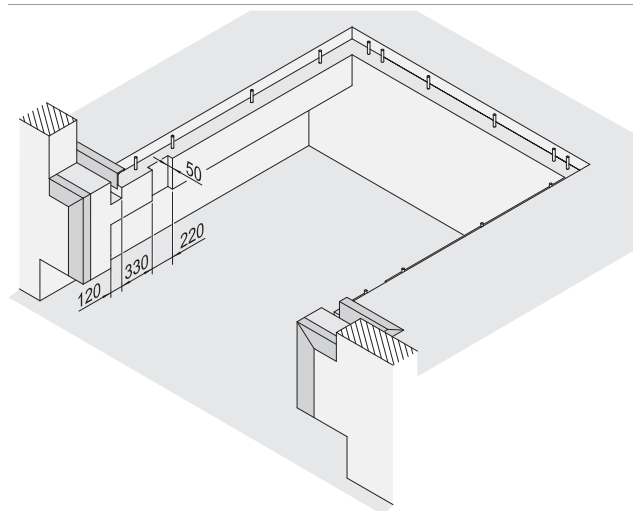
- |   |   |
|---|---|
| 1 | Control unit (included in the delivery)   |
| 2 | Conduit for wiring internal diameter 70, angles <math><45^\circ</math> (by others)                          |
| 3 | Mains supply: 3/N/PE AC 50 Hz<br>400V 3-phase, 230V 3-phase<br>Mains fuse: D0 10 A gL<br>Motor power: 1,1kW |
| 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 leveller when door is closed*                           |

\*Non standard

## 5.2 Pit preparations

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

### 5.2.1 T - frame

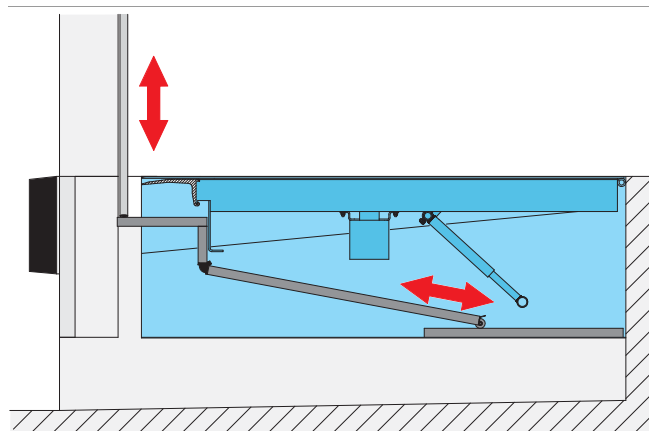


Pit drawing 5145.0141

### 5.2.2 General overview

This illustration shows the leveller 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 leveller. The result is perfect sealing.

The Crawford 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 leveller 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				
Corrective	SafetyCheck	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

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

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