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# Technical facts

## Features

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<tbody>
<tr>
<td>Sizes – leveler height</td>
<td>700, 800, 900 mm</td>
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<td>Sizes – nominal length</td>
<td>2000, 2500, 3000, 3500, 4000, 4500 mm</td>
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<td>Sizes – nominal width</td>
<td>2000, 2200 mm</td>
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<td>Vertical working range - above dock</td>
<td>0 - 530</td>
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<tr>
<td>Vertical working range - below dock</td>
<td>0 - 440</td>
<td>0 - 390</td>
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<tr>
<td>Platform tear plate</td>
<td>8mm (8/10)</td>
<td>10mm (10/12)</td>
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<td>Option:</td>
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<td>RAL 3002</td>
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<td></td>
<td>Door control</td>
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<td></td>
<td>Shelter control</td>
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<td>Fault &amp; service indicator</td>
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* Other sizes are available on request

## Performance

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<td>15 tonnes</td>
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<tr>
<td>Max. point load</td>
<td>6.5 N/mm²</td>
<td>6.5 N/mm²</td>
</tr>
<tr>
<td>Motor hydraulic unit</td>
<td>1.5 kW</td>
<td>1.5 kW</td>
</tr>
<tr>
<td>Mains supply</td>
<td>400V 3-phase, 230V 3-phase</td>
<td></td>
</tr>
<tr>
<td>Control unit protection class</td>
<td>IP54</td>
<td></td>
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<tr>
<td>Allowable oil types</td>
<td>ASSA ABLOY standard hydraulic oil(-20°C - +60°C)</td>
<td>ASSA ABLOY low temperature hydraulic oil(-30°C - +60°C)</td>
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<tr>
<td></td>
<td>ASSA ABLOY low temperature hydraulic oil(-30°C - +60°C)</td>
<td>ASSA ABLOY bio hydraulic oil(-20°C - +60°C)</td>
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<td>Magnetic valves</td>
<td>24V/DC 18W S1</td>
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<td>80 μm Corrosive Category C2 M acc. DIN EN ISO 12944-2</td>
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<tr>
<td>Surface treatment paint class 3</td>
<td>160 μm Corrosive Category C3 M acc. DIN EN ISO 12944-2</td>
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<td>Hot dip galvanised 80 μm Corrosive category C4 &amp; C5-I M acc. DIN EN ISO 12944-2</td>
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</tbody>
</table>
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1. Description

1.1 General

1.1.1 Application
The ASSA ABLOY DL6121T teledock is the optimal efficiency solution in general industry and logistics applications. The telescopic lip precisely bridges the gap between the ramp and the lorry bed. The ASSA ABLOY DL6121T teledock 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 DL6121T teledock 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

<table>
<thead>
<tr>
<th>Frames - connection to building:</th>
<th>T-frame (fishtails frame)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Surface</td>
<td>Painting RAL 5010 or RAL 9005</td>
</tr>
<tr>
<td>Hydraulic Equipment</td>
<td>Low noise hydraulic unit</td>
</tr>
<tr>
<td></td>
<td>Two hydraulic lift cylinders</td>
</tr>
<tr>
<td></td>
<td>One hydraulic lip cylinder</td>
</tr>
</tbody>
</table>

| Lip | Lip length 500 mm |
|     | Steel lip |

1.1.5 Options

| Frames - connection to building: | W-frame [frame for welding] |
|                                 | B-frame [box-frame] |
| Surface                         | Painting RAL 3002 or RAL 6005 |
|                                 | Hot dip galvanised |
| Hydraulic equipment             | Low temperature oil |
|                                 | Bio oil |
| Lip options                     | Lip length 1000 mm |
|                                 | Tapered lip s = 125 mm |
| Energy & ergonomics             | EPDM seal |
|                                 | 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 high durability, while it provides medium comfort.

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. \( s = 125 \text{ mm} \)

1.3 Platform

1.3.1 Platform tear-plate thickness

The 10 mm (10/12) 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.

1.3.2 EPDM seal

To seal the gap between leveler and pit, an EPDM seal can be factory-installed between the flexible platform and frame. By reducing draughts into the building, working conditions improve and energy savings increase.

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 colors are:

<table>
<thead>
<tr>
<th>Color Code</th>
<th>Color</th>
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<tr>
<td>RAL 5010</td>
<td></td>
</tr>
<tr>
<td>RAL 9005</td>
<td></td>
</tr>
</tbody>
</table>

Colors available as option are:

<table>
<thead>
<tr>
<th>Color Code</th>
<th>Color</th>
</tr>
</thead>
<tbody>
<tr>
<td>RAL 3002</td>
<td></td>
</tr>
<tr>
<td>RAL 6005</td>
<td></td>
</tr>
</tbody>
</table>

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 DL6121T teledock is available with different frame types. The frame can be embedded in concrete or installed via screws or welding. All frames are illustrated with the tail lift recess. The levelers are also available without tail lift recess.

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.

1.5.2 W - leveler frame for welding
The W-frame is designed to weld the leveler directly to the floor slab. In case of future replacement, the welding points can be ground away.
## 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.
- Designed to operate an overhead sectional door 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.

### 1.6.3 950 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.

### 1.6.4 950 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 RB with steel construction

Application
The RB buffer with steel construction is designed to create a security gap between your dock leveler with 1000mm telescopic lip and the truck.

1.7.1.6 RB with steel construction and steel front plate

Application
The RB buffer with steel construction is designed to create a security gap between your dock leveler with 1000mm telescopic lip and the truck. The steel protection front plate increases the building protection and the buffer service life.

1.7.1.7 Roller buffer

Application
The Roller buffer is a robust solution for docking stations where vehicles make notable vertical movements when loading or unloading. The Roller buffer is designed for vehicles without protruding elements below the rear door.
**Product datasheet**
**Dock leveler**
**ASSA ABLOY DL6121T**

### 1.7.1.8 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

### 1.7.1.9 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

### 1.7.1.10 Steel spring buffer 800

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

### 1.7.1.11 Steel spring buffer 600

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

### 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 DE6190WC 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 Autodock
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. 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 EN1398

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 [mm²] is derived from the wheel load [N] divided by 2 [N/mm²]. The ratio of the rectangular print is W:L = 3:2.

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.

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

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

<table>
<thead>
<tr>
<th>Weight of forklift truck</th>
<th>100kN</th>
<th>150kN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weight of goods</td>
<td>5000 kg</td>
<td>8000 kg</td>
</tr>
<tr>
<td>Weight of driver</td>
<td>100 kg</td>
<td>100 kg</td>
</tr>
<tr>
<td>Total weight/rated load</td>
<td>8600 kg</td>
<td>14600 kg</td>
</tr>
<tr>
<td>Suitable load capacity of the leveler</td>
<td>10000 kg/100kN</td>
<td>15000 kg/150kN</td>
</tr>
</tbody>
</table>

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.

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 DL6121T teledock is available with a nominal width of 2000 mm or 2200 mm. The correct nominal width must exceed the widest loading vehicle by at least 700 mm.
2.5 Free space under lip

2.5.1 Steel lip

![Diagram of Steel lip with dimensions 150 and 285]
3. Specifications

3.1 Dimensions

<table>
<thead>
<tr>
<th>Dimensions</th>
<th>Vertical working range</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>150kN</td>
</tr>
</tbody>
</table>

### Dimensions Vertical working range

<table>
<thead>
<tr>
<th>LE 500 mm</th>
<th>LE 1000mm</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</table>

<table>
<thead>
<tr>
<th>NL</th>
<th>OL</th>
<th>GL (LE-150)</th>
<th>LH</th>
<th>A</th>
<th>B</th>
<th>A</th>
<th>B</th>
</tr>
</thead>
<tbody>
<tr>
<td>2000</td>
<td>NL + LE</td>
<td>700</td>
<td>260</td>
<td>340</td>
<td>330</td>
<td>390</td>
<td></td>
</tr>
<tr>
<td>2500</td>
<td>NL + LE</td>
<td>700</td>
<td>330</td>
<td>310</td>
<td>400</td>
<td>350</td>
<td></td>
</tr>
<tr>
<td>3000</td>
<td>NL + LE</td>
<td>800</td>
<td>390</td>
<td>360</td>
<td>460</td>
<td>390</td>
<td></td>
</tr>
<tr>
<td>3500</td>
<td>NL + LE</td>
<td>800</td>
<td>390</td>
<td>360</td>
<td>460</td>
<td>390</td>
<td></td>
</tr>
<tr>
<td>4000</td>
<td>NL + LE</td>
<td>900</td>
<td>460</td>
<td>410</td>
<td>510</td>
<td>410</td>
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</tr>
<tr>
<td>4500</td>
<td>NL + LE</td>
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<td>480</td>
<td>370</td>
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<td></td>
</tr>
</tbody>
</table>

Nominal Width (NW) : 2000, 2200 mm.

### Thickness Platform thickness

<table>
<thead>
<tr>
<th>Thickness</th>
<th>Max. point load</th>
</tr>
</thead>
<tbody>
<tr>
<td>8mm (8/10)</td>
<td>6,5 N/mm²</td>
</tr>
<tr>
<td>10mm (10/12)</td>
<td>6,5 N/mm²</td>
</tr>
</tbody>
</table>

Nominal Width (NW) : 2000, 2200 mm.
3.3 Control units

3.3.1 Dimensions

![Control unit dimensions diagram]

950 Series

3.3.2 Functions

<table>
<thead>
<tr>
<th>Functions included</th>
<th>LA-TD</th>
<th>DSA-TD</th>
<th>LSA-TD</th>
<th>DLSA-TD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hold to run button</td>
<td>☑</td>
<td>☑</td>
<td>☑</td>
<td>☑</td>
</tr>
<tr>
<td>Close (hold to run)</td>
<td>☑</td>
<td>☑</td>
<td>☑</td>
<td>☑</td>
</tr>
<tr>
<td>Impulse auto button</td>
<td>☑</td>
<td>☑</td>
<td>☑</td>
<td>☑</td>
</tr>
<tr>
<td>Extend lip (hold to run)</td>
<td>☑</td>
<td>☑</td>
<td>☑</td>
<td>☑</td>
</tr>
<tr>
<td>Mains isolator</td>
<td>☑</td>
<td>☑</td>
<td>☑</td>
<td>☑</td>
</tr>
<tr>
<td>Emergency stop button</td>
<td>☑</td>
<td>☑</td>
<td>☑</td>
<td>☑</td>
</tr>
<tr>
<td>400V</td>
<td>☑</td>
<td>☑</td>
<td>☑</td>
<td>☑</td>
</tr>
<tr>
<td>230V</td>
<td>☑</td>
<td>☑</td>
<td>☑</td>
<td>☑</td>
</tr>
<tr>
<td>Maintenance indicator</td>
<td>☑</td>
<td>☑</td>
<td>☑</td>
<td>☑</td>
</tr>
<tr>
<td>3 Digit display</td>
<td>☑</td>
<td>☑</td>
<td>☑</td>
<td>☑</td>
</tr>
<tr>
<td>Memory function</td>
<td>☑</td>
<td>☑</td>
<td>☑</td>
<td>☑</td>
</tr>
<tr>
<td>BUS network interface</td>
<td>☑</td>
<td>☑</td>
<td>☑</td>
<td>☑</td>
</tr>
<tr>
<td>ASSA ABLOY eye</td>
<td>☑</td>
<td>☑</td>
<td>☑</td>
<td>☑</td>
</tr>
<tr>
<td>Wheel chock</td>
<td>☑</td>
<td>☑</td>
<td>☑</td>
<td>☑</td>
</tr>
<tr>
<td>Door control</td>
<td>☑</td>
<td>☑</td>
<td>☑</td>
<td>☑</td>
</tr>
<tr>
<td>Shelter control</td>
<td>☑</td>
<td>☑</td>
<td>☑</td>
<td>☑</td>
</tr>
</tbody>
</table>

- ☑ 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% (~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 <45° (by others)
3. Mains supply:
   Mains fuse: 3/N/PE AC 50 Hz
   Motor power: 10 A gl
   1,5 kW
4. Cable: 7 x 0,75 mm²
5. Motor cable: 4 x 1,5 mm²
6. Optional safety switch on sectional door to disable leveler when door is closed*

*Non standard
# 5.2 Pit preparations

This section illustrates the required pit preparations for each frame type for the ASSA ABLOY DL6121T teledock.

## 5.2.1 T-frame

<table>
<thead>
<tr>
<th>With tail lift recess</th>
<th>Without tail lift recess</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pit drawing 51510019 for 100 kN</td>
<td>Pit drawing 51510022 for 100 kN</td>
</tr>
<tr>
<td>Pit drawing 51510013 for 150 kN</td>
<td>Pit drawing 51510016 for 150 kN</td>
</tr>
</tbody>
</table>

## 5.2.2 W-frame

<table>
<thead>
<tr>
<th>With tail lift recess</th>
<th>Without tail lift recess</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pit drawing 51510020 for 100 kN</td>
<td>Pit drawing 51510023 for 100 kN</td>
</tr>
<tr>
<td>Pit drawing 51510014 for 150 kN</td>
<td>Pit drawing 51510017 for 150 kN</td>
</tr>
</tbody>
</table>
5.2.3 B - frame
6. Service you can rely on

Gold
The ultimate protection
With full coverage, Gold Service enables you to plan and budget your expenses annually.
- Spare parts for emergency calls
- Labor and travel costs for emergency calls
- Replacement of components according to preventive maintenance schedule and to fulfill legislative and safety requirements

Silver
Added advantages
With cover for all service calls during business hours, Silver Service offers you peace of mind.
- Labor and travel costs for emergency calls
- Preventive maintenance

Bronze
Scheduled Service
With scheduled on site visits, Bronze Service means you know that your doors and docking systems will be regularly serviced and inspected.
- Preventive maintenance

Included in all packages
| 1-4 scheduled maintenance visits per year | 24/7 priority service hotline and fast response | Safety, compliance and quality control checks | Documentation reports provided on site |

Expert service you can rely on
A healthy business enjoys a steady flow of goods, services and people through its entrances every day. But heavy traffic puts entrances under pressure as every component works to keep them running.
ASSA ABLOY Entrance Systems offer the industry’s most complete, flexible service solutions. Because even something as robust and well-engineered as an ASSA ABLOY door or docking system needs to be serviced to stay in great working order.

Pro-active care packages
An ASSA ABLOY service agreement gives you service you can rely on. We have specialized local service technicians on call to take care of your service needs. Equipped with a wide range of spare parts and expertise, to keep your industrial doors and docking systems running.
With an ASSA ABLOY service agreement you can ensure reliable, safe and sustainable operations at every entrance under your agreement, including doors and docking systems, independent of brand.

ASSA ABLOY e-maintenance™ (optional add-on)
For an online overview of your entrance systems and history, add ASSA ABLOY e-maintenance™ to your service package for:
- Easy access to real-time data on all your doors
- Planning, order and service information
- Overview that helps you control lifecycle costs
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The ASSA ABLOY Group is the global leader in access solutions. Every day, we help billions of people to experience a more open world.

ASSA ABLOY Entrance Systems provides solutions for efficient and safe flow of goods and people. Our offering includes a wide range of automated pedestrian, industrial and residential doors, loading dock equipment, perimeter fencing and service.