Model EM Owner's Manual



NORDOCK®

DEDICATED PEOPLE ~ SUPERIOR PRODUCTS

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www.nordockinc.com



DO NOT install, operate or service product unless you have read and understand the Safety Procedures, Warnings, Installation and Operating instructions contained in this manual. Failure to do so could result in serious injury and/or death.

Safety Procedures



WARNING: Read and understand all safety practices and operating instructions before installing, operating or servicing the dock leveler. Failure to follow the safety practices and operating instructions may result in property damage, serious bodily injury and/or death.

If you do not understand the safety procedures or the instructions, ask your supervisor to explain the safety procedures and/or teach you how to use the dock leveler.



CAUTION: The installer and/or operator MUST be very familiar with the operation, function and various parts of the NORDOCK Edge of Dock Leveler PRIOR to installation and/or operation. If this is not the case, it is IMPERATIVE that the installer and/or operator read, and fully understand, the entire contents of this manual. **Be certain to read and understand all warning and caution statements contained in this manual prior to any installation, operation or servicing of this unit.**

1 Do not operate this equipment while under the influence of drugs or alcohol.

2 Do not stand in the driveway between the dock leveler and a truck backing or pulling away.

3 Be sure the truck wheels are chocked, or the truck is held in place by a restraining device, before attempting to load or unload the truck.

4 Do not use the dock leveler if it looks broken or does not seem to operate correctly. Tell your supervisor immediately.

5 Do not operate the leveler with equipment, material or people on the platform and/or lip or in front of the leveler.

6 Be certain that equipment, material and/or people are not on the dock leveler before allowing a truck to back in or pull out.

7 Keep clear of the dock leveler when it is moving. Never place your hands, arms, feet or legs in the position where a moving dock leveler or a moving load could cause injury. **If in doubt, do not do it!**

8 If the dock leveler is not working properly, using the operation instructions in this manual, **do not use the dock leveler.** Contact your authorized NORDOCK representative.

9 Never attempt to work under the dock leveler, for service or repair, without proper placement of safety bracing.

10 Damage to the dock leveler, personal injury or death can result from abuse and/or negligent use of this equipment.

11 If you have any questions, or if a malfunction occurs which is not understood, ask your supervisor to contact your authorized NORDOCK representative for assistance PRIOR to attempting any corrective measures.



THIS IS THE SAFETY ALERT SYMBOL. IT IS USED TO ALERT YOU TO POTENTIAL PERSONAL INJURY HAZARDS. OBEY ALL SAFETY MESSAGES THAT FOLLOW THIS SYMBOL TO AVOID POSSIBLE INJURY AND/OR DEATH.



INDICATES A POTENTIALLY HAZARDOUS SITUATION WHICH, IF NOT AVOIDED, COULD RESULT IN SERIOUS INJURY AND/OR DEATH.



KEEP THIS MANUAL AND ALL SAFETY PROCEDURES IN A SECURE LOCATION WITH EASY ACCESS.



WARNING! READ AND UNDERSTAND THIS ENTIRE MANUAL PRIOR TO OPERATING.



WARNING! A DOCK LEVELER CAN BE A POTENTIAL THREAT TO PERSONS AND PROPERTY, IF NOT USED PROPERLY. SAFE OPERATION IS THE RESPONSIBILITY OF THE OPERATOR.



WARNING! DO NOT ENTER THE AREA IN FRONT OF OR BELOW THE DOCK LEVELER. SERIOUS PERSONAL INJURY AND/OR DEATH MAY RESULT.



WARNING! DO NOT ATTEMPT TO INSTALL, MAKE REPAIRS OR ADJUSTMENTS. ONLY A TRAINED AND AUTHORIZED SERVICE TECHNICIAN SHOULD PERFORM REPAIRS OR ADJUSTMENTS. ONLY A QUALIFIED CONTRACTOR/SUB-CONTRACTOR SHOULD PERFORM THE INSTALLATION PROCESS. CONTACT YOUR LOCAL NORDOCK DEALER FOR ASSISTANCE.

SECTION 1

INSTALLATION INSTRUCTIONS
RECEIVING AND HANDLING

RECEIVING:

WARNING

WARNING! Use caution when unbanding the EOD Leveler. Keep hands clear of pinch points and wear appropriate safety attire - Glasses, Gloves, and Work Boots.

Check for possible damage or missing parts immediately upon receipt of unit. Note any damage on receiving papers.

Prepare any claims against carrier if necessary.

NOTE: Damage noticed after receipt must be reported to carrier within 15 days.

Notify NORDOCK of any damage or missing parts.

HANDLING:

WARNING

WARNING! Use caution when lifting or moving the EOD Leveler. DO NOT ATTEMPT to lift without suitable hoisting equipment capable of lifting as much as 600 lbs.

Unit is easily handled for installation by hooking directly to the center plate. (EM Series)

INSTALLATION INSTRUCTIONS
INSTALLATION

GENERAL INFORMATION:

WARNING

DO NOT EXCEED DOCK LEVELER CAPACITY. OVER LOADING DOCK LEVELER COULD RESULT IN SERIOUS INJURY OR DEATH.

Edge of Dock Levelers are designed to service trailers 5" above to 5" below dock level.

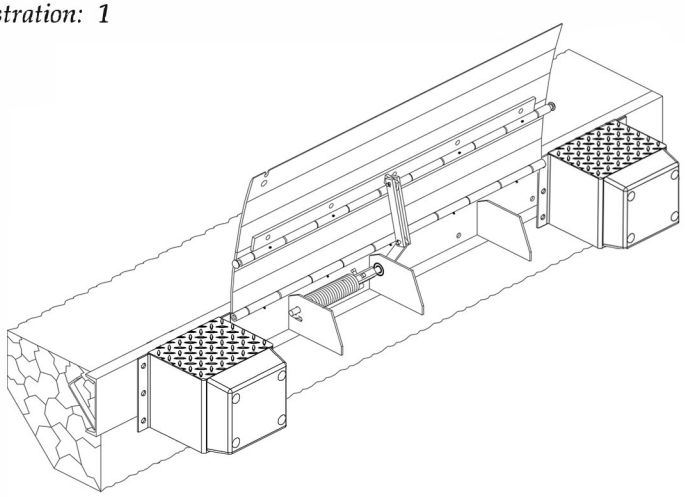
The dock levelers are shipped banded without tension on spring. Adjustment should be accomplished when installed.

Prior to installation, clean the dock face and dock area.

All prepunched holes are 13/16" diameter. Use 4" to 6" x 3/4" anchor bolts.

WARNING: Before you start to install the leveler, use proper safety signs and barriers to separate the work area from the remainder of the dock.

Illustration: 1



WELD ON—NEW CONSTRUCTION

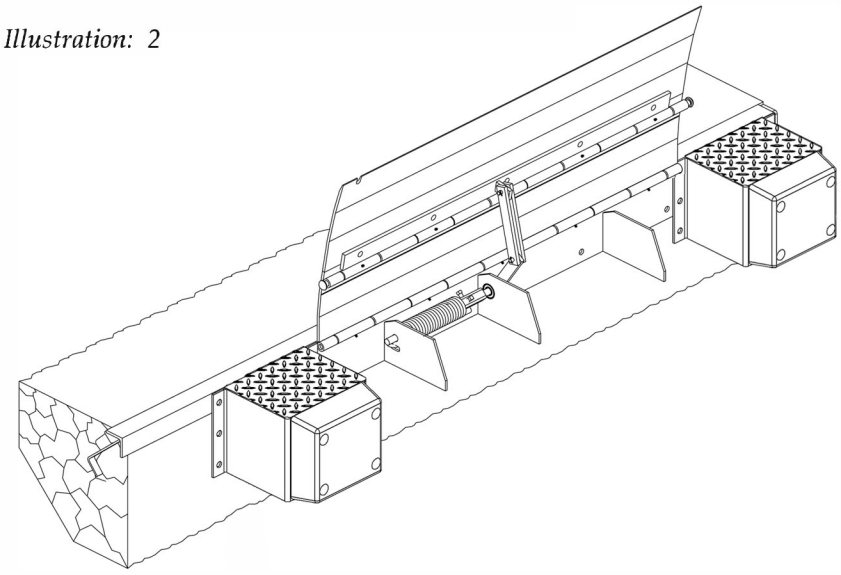
Use when dock edge vertical steel is 8" or wider. At dock edge, mark the center of chosen leveler location. Mark dock edge 33" either side of center (36" for 72" models; 39" for 78" models; 42" for 84" models).

Locate leveler with top of rear hinge flush with top of dock. This will place top of base plate approx. 1/4" below dock surface.

Tack weld ends of base plate to dock face steel, the top edge of base plate being 1/4" below dock. Tack weld both bump blocks at left and right ends of leveler allowing 1/4" space for weld between base plate ends and bump block.

Continuous weld bump blocks and base plate along top and all vertical edges while holding leveler firmly against dock. Spot weld all prepunched holes along the bottom of the base plate.

Illustration: 2



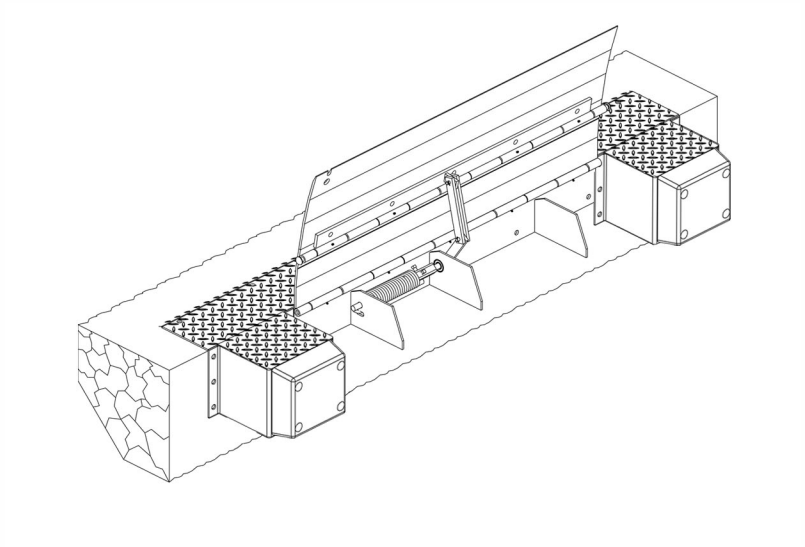
WELD ON/BOLT ON—EXISTING CONSTRUCTION

Use when dock edge steel is securely anchored, but not large enough for weld-on method.

Complete all steps of instruction under “Weld On–New Construction.”

Bolt leveler and bump blocks to dock face using all 13/16" prepunched holes furnished.

Illustration: 3



WARNING

All anchor bolts must be installed in accordance with the manufacturer's instruction. Improper installation may result in serious personal injury or death.

DO NOT install anchor bolts in cracks of expansion joints in concrete. Installation in cracks or expansion joints may cause the anchors to come loose and pull out. Use of improperly installed anchor bolts may result in serious personal injury and/or death.

BOLT ON + APPROACH PLATE — EXISTING CONSTRUCTION

Use when dock edge has no steel, or steel is poorly anchored, and dock face is adequate for bolting. Mark and drill holes for dock leveler centered 6-1/4" below dock edge; base plate to be raised 1/8" above dock edge for welding to approach plate. Install two (2) anchor bolts in end holes, position leveler on bolts and partially tighten nuts to hold leveler secure.

Place approach plate in position on floor, front edge being 1/8" behind base plate. Mark floor along rear edge of approach plate.

Slide the plate forward 2" and cut a groove in the floor along the line previously marked. Move 2" toward the dock face and cut another groove parallel to the first (along the long dimension of the approach plate) and to the edge of the dock. Groove to be 2" wide and 1/8" deeper than the thickness of the approach plate.

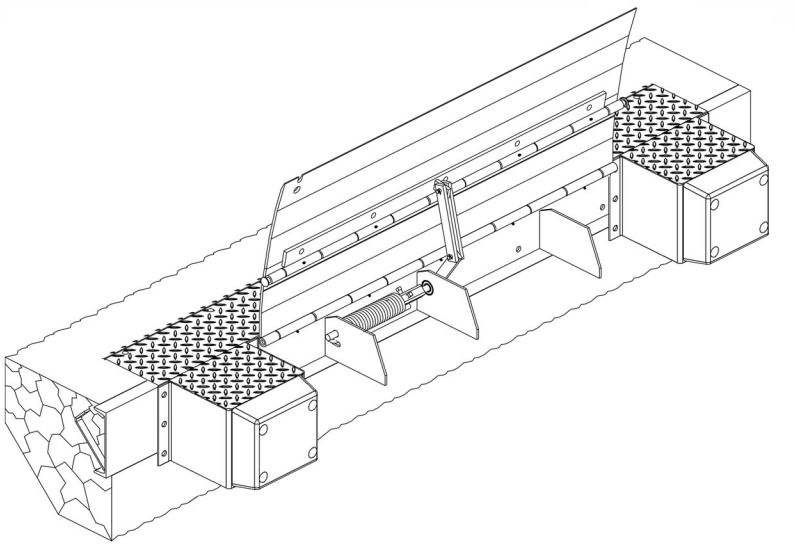
If the approach plate is flat and beveled DO NOT cut a groove in the floor. Place the approach plate on the floor with the front edge flush with the dock edge.

Drill holes in floor using plate holes as guide. Install anchor bolts in plate (See General Information page 1). Weld and grind bolt heads to approach plate to a smooth dome shape. **Continuous weld** approach plate to top of base plate. Complete bolting phase of unit.

NOTE:

All anchor bolts lengths must suit local codes and conditions. Type and depth of concrete will determine type and length of' anchor bolts required.

Illustration: 4



WELD ON AND RAISE APPROACH PLATE

Use when dock edge is sound but height is less than adequate (bolting may also be required). At dock edge, mark the center of chosen leveler location. Mark dock edge 33" either side of center (36" for 72" models; 39" for 78" models; 42" for 84" models).

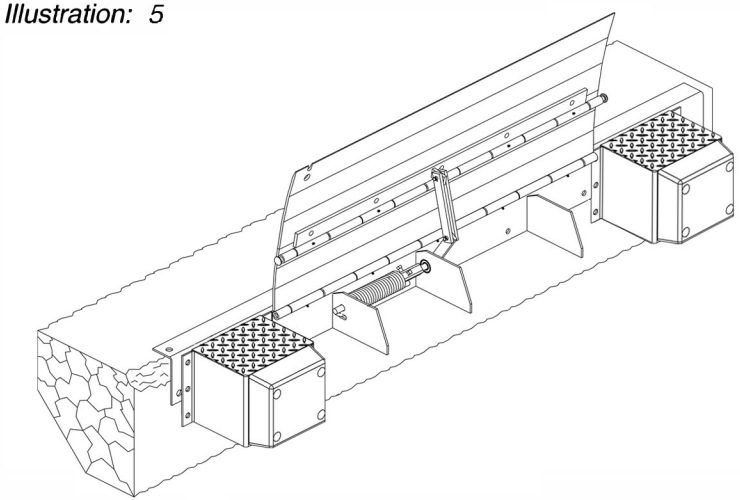
Raise leveler and bump blocks to desired height (3" max.), and weld back of base plate to dock edge steel. Tack weld both bump blocks at left and right ends of leveler allowing 1/4" space for weld between base plate ends and bump block.

Cut groove in floor, position approach plate at top edge of base plate and tack weld to unit and bump blocks. *(See Illustration 3 for details.)*

If the approach plate is flat and beveled DO NOT cut a groove in the floor. Place the approach plate on the floor with the front edge flush with the dock edge.

Complete bolting phase of installation, then continuous weld all points of contact between leveler, dock steel and approach plate.

Illustration: 5



FORMED ANGLE-WELD ON—RAISED APPROACH PLATE

Use when dock edge is badly crumbled and dock edge is slightly low.

Unit must be raised approximately 2" in this application!

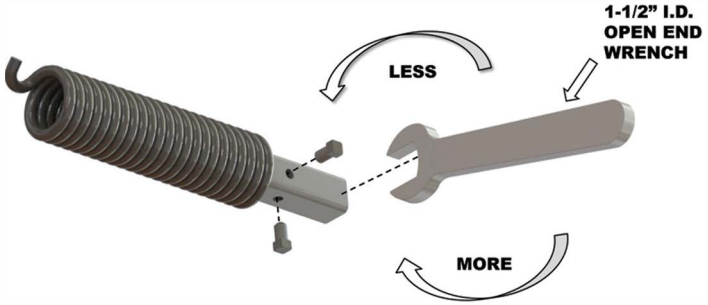
Position formed angle at desired location, mark holes, remove angle, drill holes and install angle. Install unit and approach plate according to methods described for "Existing Construction" *(See Illustrations 3 & 4).*

SECTION 1 — INSTALLATION INSTRUCTIONS
INSTALLATION

EDGE OF DOCK MODELS

After installation of EOD and Bumpers is completed, remove bolt from lifting bar, insert bar into bracket (handle facing forward) and reattach bolt.

SECTION 2 — MAINTENANCE



ADJUSTING TENSION ON RAMP

Units are shipped with no tension on ramp. After dock leveler is installed, adjust tension as follows:

1. Fully raise centerplate and lip plate.
2. Loosen the two set screws in spring winding assembly.
3. Place 1-1/2" wrench on square tubing and rotate tubing toward you approximately 1/4 turn. Hold tube in this position and tighten set screws.
4. Test the unit for lifting ease. Repeat steps 1 and 2 as necessary to provide easy lifting.

⚠ WARNING

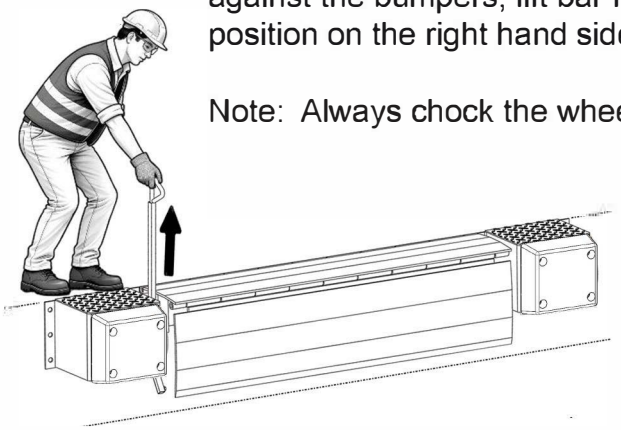
WARNING! DO NOT allow lip and ramp to fall free. Allowing dock leveler to fall free could result in dock leveler coming free from dock or damaging linkage resulting in property damage, serious injury and/or death.

LUBRICATION PROCEDURE

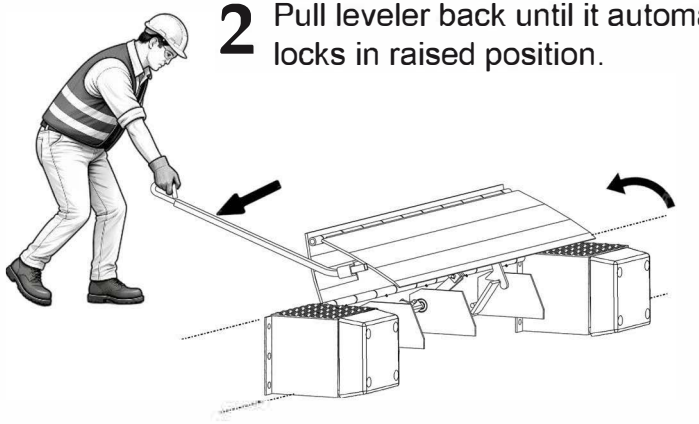
For proper operation of your dock leveler, cleaning and lubrication should be performed every 90 days. Lubricate prior to attempting to adjust your leveler.

1 After the truck has backed into postions against the bumpers, lift bar from the stored position on the right hand side below the deck.

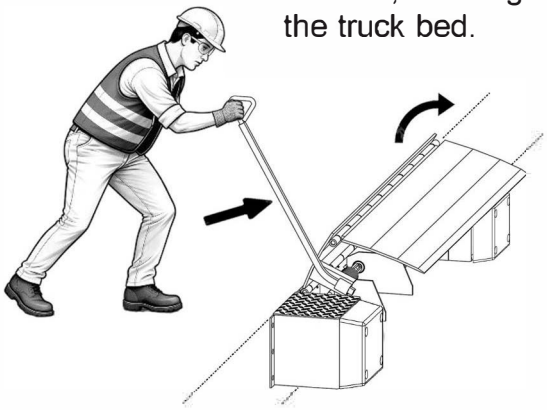
Note: Always chock the wheels for safety.



2 Pull leveler back until it automatically locks in raised position.

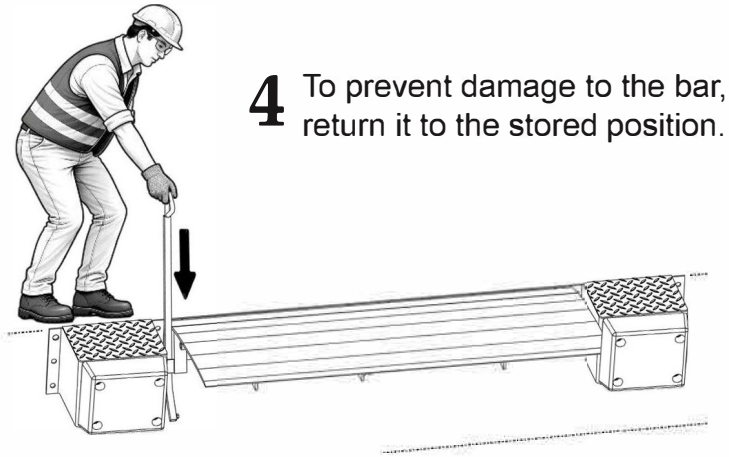


3 Using the bar as a lever, push the bar forward, allowing the lip to ride onto the truck bed.



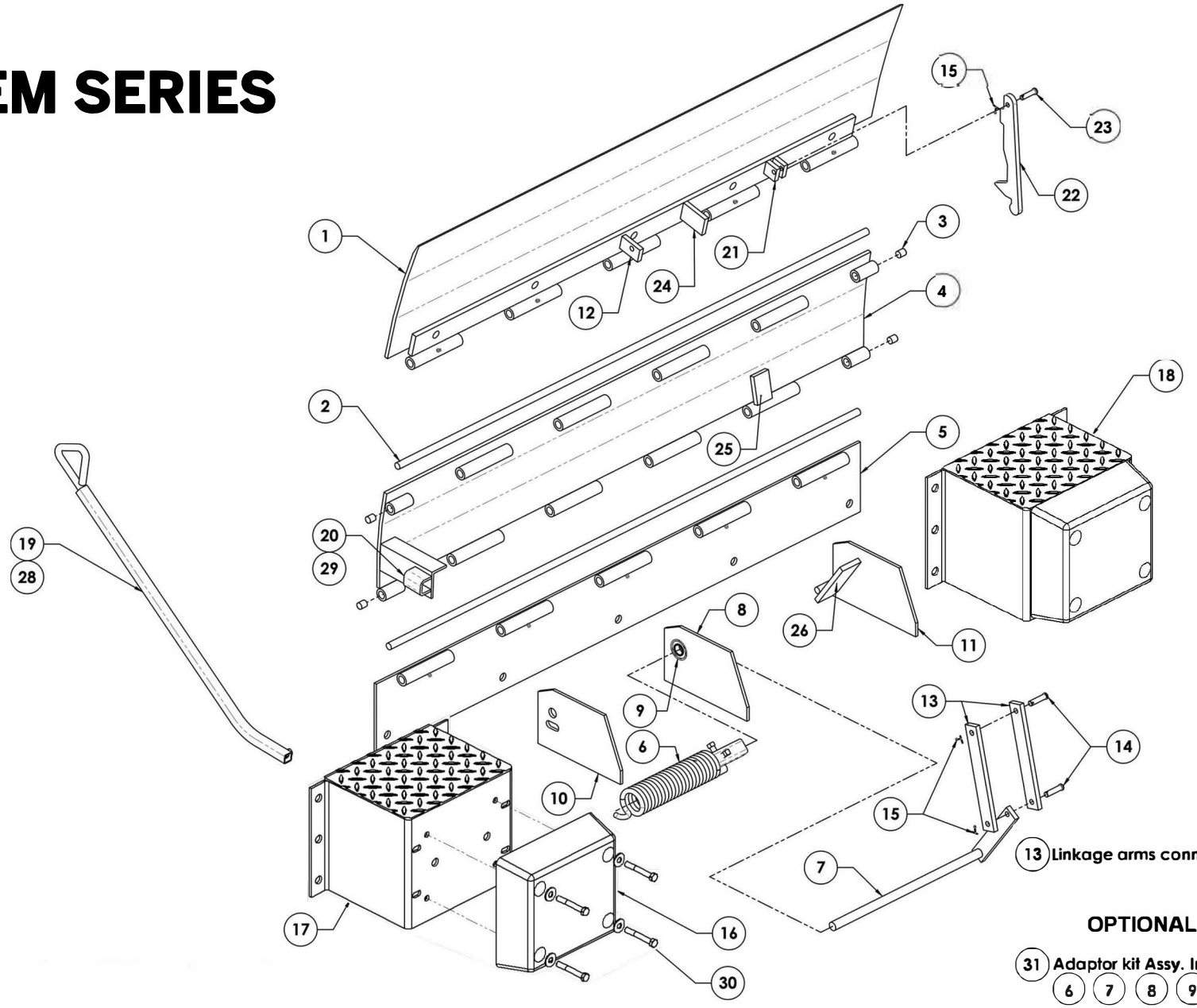
VERY IMPORTANT!

4 To prevent damage to the bar, return it to the stored position.



5 Recycle the leveler to the closed position prior to truck departure

EM SERIES



13 Linkage arms connect to 12 tab

OPTIONAL

31 Adaptor kit Assy. Includes:

6 7 8 9 10
11 12 13 14 15

Model EM

Illus#	Part#	Part Description
1	------	15" Lip Plate Assembly All Models
1	------	17" Lip Plate Assembly All Models
2	0115	Lip Hinge Pin 66" units
2	0189	Lip Hinge Pin 72" units
2	1462	Lip Hinge Pin BL78
2	0481	Lip Hinge Pin BL84
3	1751	End Tube Plug (4 ea. Req.)
4	0153	Center Plate Assy. BL66 & BL6617
4	0183	Center Plate Assy. BL72 & BL7217
4	1762	Center Plate Assy. BL78
4	1765	Center Plate Assy. BL84
5	0151	Base Plate Assy. 66" Units
5	0184	Base Plate Assy. 72" Units
5	1763	Base Plate Assy. 78" Units
5	1766	Base Plate Assy. 84" Units
6	0111-A	Torsion Spring Winding Assy.
7	0149	Torsion Arm & Linkage Assy.
8	0156	Gusset w/Bearing
9	0128	Bearing, Torsion Arm
10	0157	Gusset w/Retainer
11	0107	Gusset
12	0122	Lip Tab 1/2" x 1 1/2" x 2 1/2"
13	0123	Lip Linkage Arms (2 ea. Req.)
(13) Opt.	0123-R1	Lip Linkage Arms for 17" Lip Unites (2 ea. Req.)
14	A37	Clevis Pins (1/2" x 2") (2 ea. Req.)

Illus#	Part#	Part Description
15	0235	Cotter Pin Keys (3 ea. Req.)
16	0137	Molded Rubber 4 hole
(16) Opt.	9243	Molded Cord Rubber (2 hole) (4" x 10" x 12")
(16) Opt.	0137	Molded Cord Rubber (4 hole) (4" x 12" x 13")
(16) Opt.	0500	Molded Cord Rubber (18" tall) (4" x 10" x 18")
17	0138	Bump Block Steel w/ Cover (4 hole)
(17) Opt.	9270	Bump Block Steel w/ Cover (2 hole)
(17) Opt.	0898	18" Bumper Block Steel w/Cover (4 hole)
18	0139	Bump Blcok Assy. Orange w/Molded Bumpers
(18) Opt.	1771	Bump Block Assy. (2 hole - Optional)
(18) Opt.	0208	18" Bump Block Assy. (Optional)
19	2006	BarLift Handle Assy. 1"
20	2012	BarLift Holder Assy. For 1" Bar Handle
(21) Opt.	0445	Lip Linkage Tabs (2 ea. Req.)
22	0446-R2	Lip Kickout Bar
23	0251	Lip Kickout Pin
24	1017	Lip Stop Tab
25	1017	Kick Out Bar Guide
26	1405	Lip Release Tab
28	1726	1 1/4" BarLift Handle
29	1725	1 1/4" Handle Bracket
30	0276	4 Hole Bumper Hardware
(30) Opt.	1787	2 Hole Bumper Hardware
31	0192	Adapter Kit Assembly

NOTES

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Warranty Procedure

The information on the Warranty Claim Request Form must be provided with all warranty claims.

When a call is received with a warranty problem a Customer Service number (CSF ####) will be issued for that problem only and cannot be used again without prior approval. This number must be on all invoices submitted for payment and on all correspondence.

Before and after pictures of all the work performed must be supplied with each claim. If you take digital pictures, e-mail them to techservice-nordock@4frontes.com.
If you use a film camera forward the film to techservice-nordock@4frontes.com.

PO Box 338 Spring Hill Tn 37174,
Attn: Warranty Dept.

No claim will be considered for processing without the required information.

Nordock's warranty policy for labor (once approved) requires a formal invoice from the customer performing the warranty. Nordock must receive labor invoice within 30 days of warranty authorization. Upon receipt of labor invoice, a check will be processed.

Replacement Part under Warranty

Any replacement parts will be invoiced and a credit will be given when the damaged parts are returned to Nordock. Nordock will determine the only exception, if the parts are not to be returned. A copy of the credit memo will be sent to your billing address. If a check payment is required, the request must be in writing. The request then has to be approved by Nordock's accounts payable department.

Replacement parts will be sent at Nordock's discretion either UPS ground or OTR truck. Any other request for shipments will be charged to the dealer. I.e. UPS next day-FedEX etc.

All returned parts will be issued a Return Goods Authorization Number (RGA ####). A form will be faxed to you with this number, the signed copy is to be faxed to 1-931-486-0316 or returned with the parts. The Return Authorization is only good for 30 days. **The RGA # must be listed on all returns, using the RGA form as a packing list.**

No credits will be issued without proper authorization. **No Credit will be given on non-Nordock parts.**

A copy of the credit memo will be sent to your billing address. The credit will be given against the invoice issued for the replacement parts.

Any questions regarding Warranty or Return Authorization should be directed to Customer Service at techservice-nordock@4frontes.com or 1-866-885-4276.

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Warranty claim request form

The Following Information Must Be Supplied To Process Any Claim

Dealer Name: *_____

Contact Person: * _____

Pioneer Invoice Number : _____ Date Of Purchase: _____

End User Name And address:

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Product: _____

Model Number: *_____ Serial Number: *_____

Customer Complaint: *

_____
_____
_____

Scope of Service Performed: *

_____
_____
_____
_____

Estimated Repair: Hours: *_____ $ *_____
If multiple repairs list hours and $ for each item.
Pioneer requires an invoice for all claims requiring a payment.

***Before And After Pictures Must Be Supplied With All Work Performed**
Purchase a disposable camera and send it to Nordock along with the receipt.

***Required to process all warranty claims.**

EDGE OF DOCK WARRANTY

All NORDOCK DOCK LEVELERS carry a comprehensive structural warranty. NORDOCK guarantees its EDGE OF DOCK LEVELERS against defects in material and workmanship for a period of TWO (2) years, beginning at Date of Shipment.

NORDOCK accepts full responsibility for the cost of materials, labor and freight for any warranty claim and reserves the right to either repair or replace any defective parts. NORDOCK'S STANDARD WARRANTY PROCEDURES MUST BE FOLLOWED.

A claim for breach of warranty will be honored if the product has been properly installed, maintained and operated within its capacity, and not damaged by abuse.

NORDOCK SHALL NOT BE LIABLE FOR LOSS OF USE OF ANY EQUIPMENT OR INCIDENTAL DAMAGES. PIONEER EXPRESSLY DISCLAIMS ANY AND ALL IMPLIED WARRANTIES.

All NORDOCK products meet or exceed Federal Occupational Safety and Health Act Standards, Commercial Standards 202-56, and American Society of Mechanical Engineers Specifications ANSI MH14.1-84.

Nordock reserves the right to make product improvement at any time without prior notice.

Warranty Phone # 1-866-885-4276