

2200 Series End Drive Conveyors

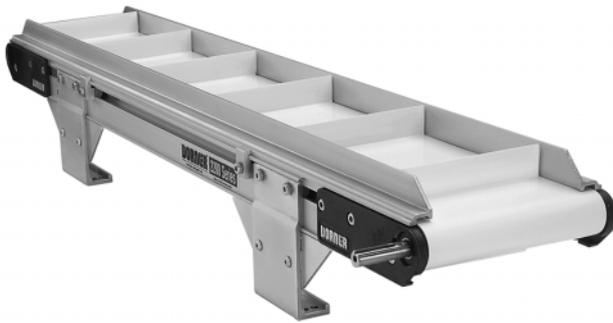


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Warnings – General Safety

	WARNING	
<p>The safety alert symbol, black triangle with white exclamation, is used to alert you to potential personal injury hazards.</p>		

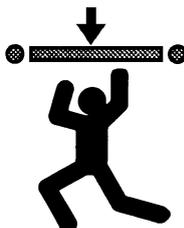
		WARNING
<p>Gearmotors may be HOT. DO NOT TOUCH Gearmotors.</p>		

		DANGER
<p>Climbing, sitting, walking or riding on conveyor will cause severe injury. KEEP OFF CONVEYORS.</p>		

		WARNING
<p>Dorner cannot control the physical installation and application of conveyors. Taking protective measures is the responsibility of the user.</p> <p>When conveyors are used in conjunction with other equipment or as part of a multiple conveyor system, CHECK FOR POTENTIAL PINCH POINTS and other mechanical hazards before system start-up.</p>		

		DANGER
<p>DO NOT OPERATE CONVEYORS IN AN EXPLOSIVE ENVIRONMENT.</p>		

		WARNING
<p>Exposed moving parts can cause severe injury. LOCK OUT POWER before removing guards or performing maintenance.</p>		

		WARNING
<p>Loosening stand height or angle adjustment screws may cause conveyor sections to drop down, causing severe injury. SUPPORT CONVEYOR SECTIONS PRIOR TO LOOSENING STAND HEIGHT OR ANGLE ADJUSTMENT SCREWS.</p>		

Introduction

IMPORTANT: Some illustrations may show guards removed. DO NOT operate equipment without guards.

Upon receipt of shipment:

- Compare shipment with packing slip. Contact factory regarding discrepancies.
- Inspect packages for shipping damage. Contact carrier regarding damage.
- Accessories may be shipped loose. See accessory instructions for installation.

Dorner's Limited Warranty applies.

Dorner 2200 series conveyors are covered by Patent No. 5,174,435 and corresponding patents and patent applications in other countries.

Dorner reserves the right to make changes at any time without notice or obligation.

Product Description

Refer to Figure 1 for typical conveyor components.

Typical Components	
A	Conveyor
B	Gearmotor Mounting Package
C	Gearmotor
D	Guiding & Accessories
E	Mounting Brackets
F	Return Rollers
G	Support Stand
H	Variable Speed Controller
I	Drive End
J	Idler/Tension End

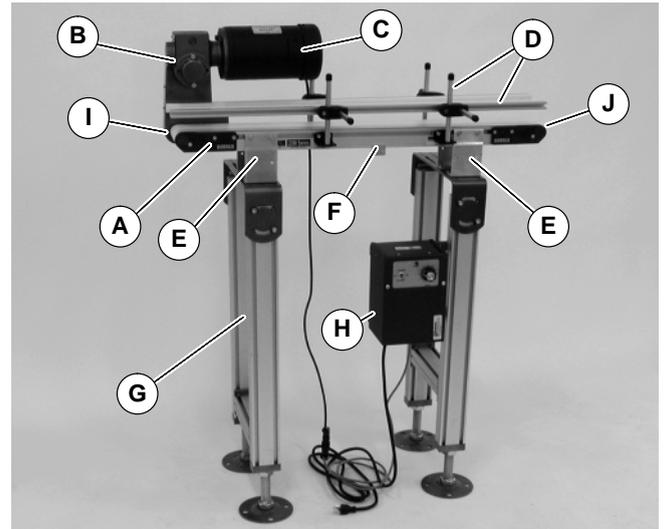
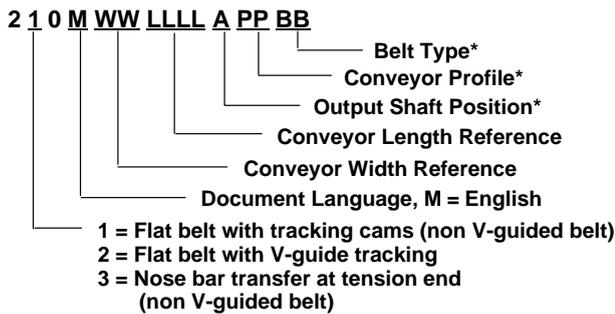


Figure 1

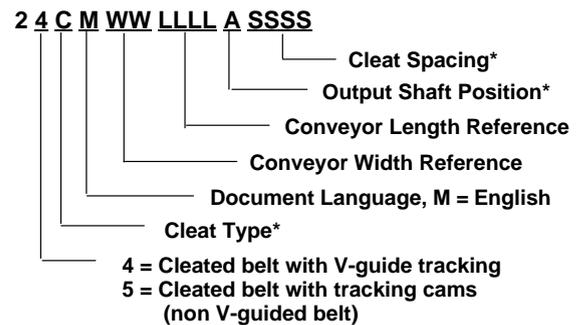
Specifications

Models:

Flat Belt 2200 Series Conveyor



Cleated Belt 2200 Series Conveyor



* See Ordering and Specifications Catalog for details.

Conveyor Supports:

Maximum Distances:

K = 457 mm**

L = 1829 mm***

M = 457 mm

** For Heavy Load Bottom Mount Package, mount support under gear head.

*** For conveyors longer than 3962 mm, install support at joint.

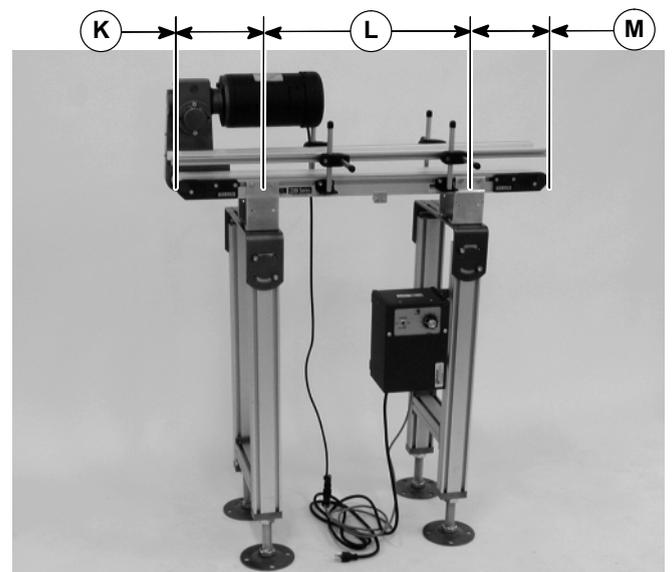


Figure 2

Specifications

Specifications:

Conveyor Width Reference (WW)	02	03	04	05	06	08	10	12	18	21	24
Conveyor Belt Width	44mm	70mm	95mm	127mm	152mm	203mm	254mm	305mm	457mm	533mm	609mm
Maximum Conveyor Load* (See NOTE Below)	14kg	16kg	19kg	23kg	27kg	32kg	36kg	36kg	36kg	36kg	36kg
Conveyor Startup Torque*	0.5Nm	0.6Nm	0.7Nm	0.8Nm	0.9Nm	1.1Nm	1.4Nm	1.4Nm	1.4Nm	1.4Nm	1.4Nm
Belt Travel	88 mm per revolution of pulley										
Maximum Belt Speed*	80.5 m/minute										
Belt Takeup	10 mm of stroke = 19 mm of belt take-up										

Conveyor Length Reference (LL)	02	03	04	05	06	07	08	09	10	11	12	13**	14**	15**	16**	17**	18**
Conveyor Length Up to 5486mm in any length to nearest 3mm	610 mm	914 mm	1219 mm	1524 mm	1829 mm	2134 mm	2438 mm	2743 mm	3048 mm	3353 mm	3658 mm	3962 mm**	4267 mm**	4572 mm**	4877 mm**	5182 mm**	5486 mm**

* See Ordering and Specifications Catalog for details.

** Lengths available only in 152 mm & wider conveyors.

NOTE: Maximum conveyor loads based on:

- Non-accumulating product
- Product moving towards gearmotor
- Conveyor being mounted horizontal

Installation

NOTE: Conveyor **MUST** be mounted straight, flat and level within confines of conveyor. Use a level (N of Figure 3) for setup.



Figure 3

Installation Component List

- O Conveyor frame (two sections if longer than 3658mm)
- P Conveyor brackets (4x)
- Q Return rollers (for longer conveyors)

Required Tools

- Hex-key wrenches:
4 mm, 5 mm
- Level
- Torque wrench

Recommended Installation Sequence

- Install support stands (see accessory instructions)
- Assemble conveyor (if required)
- Attach mounting brackets to conveyor
- Attach conveyor to stands
- Install return rollers on conveyor (optional)
- Mount gearmotor mounting package (see accessory instructions)
- Attach guides/accessories (see accessory instructions)

Conveyors Up to 3962 mm

No assembly is required. Install mounting brackets and return rollers. Refer to “Mounting Brackets” on page 6 and “Return Rollers” on page 7.

Conveyors Longer Than 3962 mm

1. Locate conveyor sections (O Figure 4)

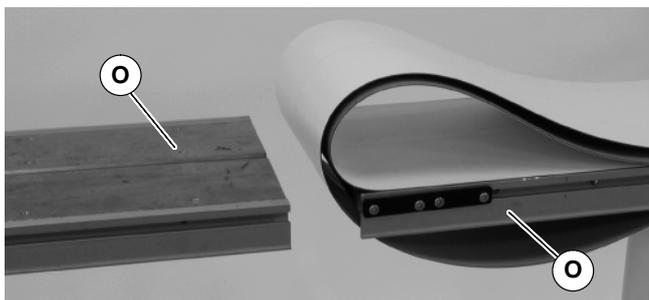


Figure 4

2. On tension end of the conveyor, identified with a  label (R of Figure 5), push in head plate assembly (S): On both sides of conveyor, loosen and move cam tracking assemblies (T) (if equipped) away from head plates, then loosen fastening screws (U) and push head plate assembly inward.

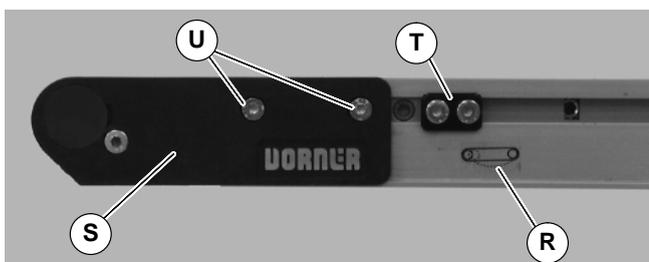


Figure 5

3. Roll out conveyor belt and place conveyor frame sections (O of Figure 6) into belt loop.

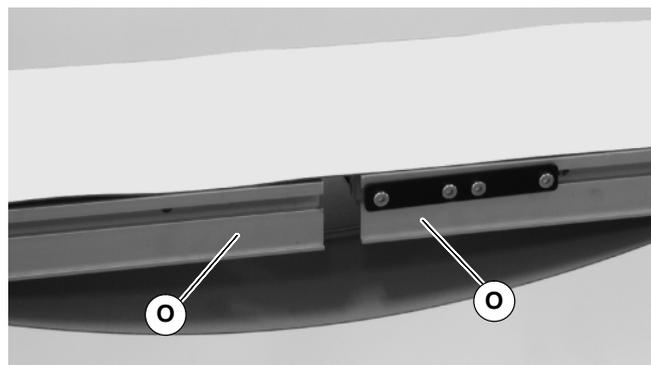


Figure 6

4. Join conveyor sections and install connector brackets (V of Figure 7) or connector/mount brackets (VA) and screws (W) on both sides as indicated. Tighten screws to 7 Nm.

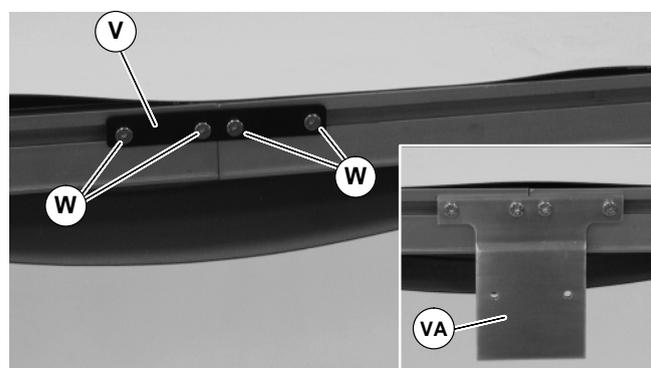


Figure 7

5. With a 5 mm hex-key wrench, rotate pinion gear (X of Figure 8) to tension the conveyor belt. Tighten fastening screws (U) on both sides of conveyor to 9 Nm. For proper tensioning, refer to “Conveyor Belt Tensioning” on page 11.

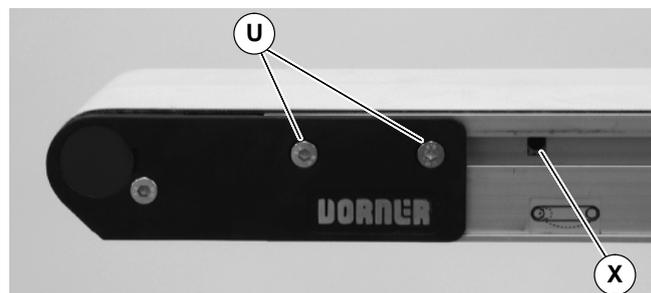


Figure 8

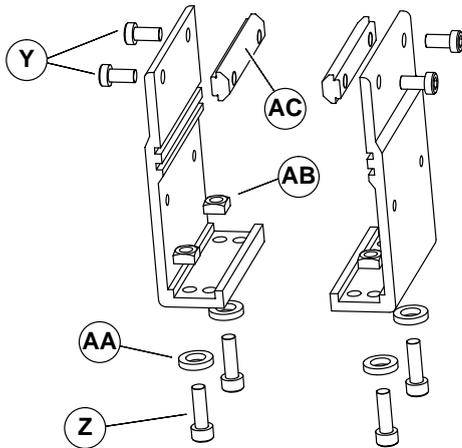
6. Install mounting brackets and return rollers. Refer to “Mounting Brackets” on page 6 and “Return Roller” on page 7.

7. If equipped with cam tracking assemblies (T of Figure 5), reposition and adjust belt tracking. Refer to “Conveyor Belt Tracking” on page 12.

Installation

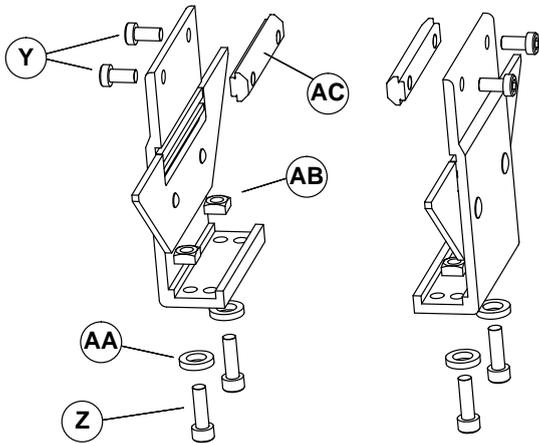
Mounting Brackets

1. Locate brackets. Exploded views shown in Figures 9 & 10.



Mounting Brackets for Flat Belt Conveyor

Figure 9



Mounting Brackets for Cleated Belt Conveyor

Figure 10

2. Remove screws (Y & Z of Figures 9 & 10), washers (AA), nuts (AB) and T-bars (AC) from brackets.
3. Insert T-bars (AC of Figures 9 & 10) into conveyor side slots (AD of Figure 11). Fasten brackets (P of Figure 11) to conveyor with mounting screws (Y).

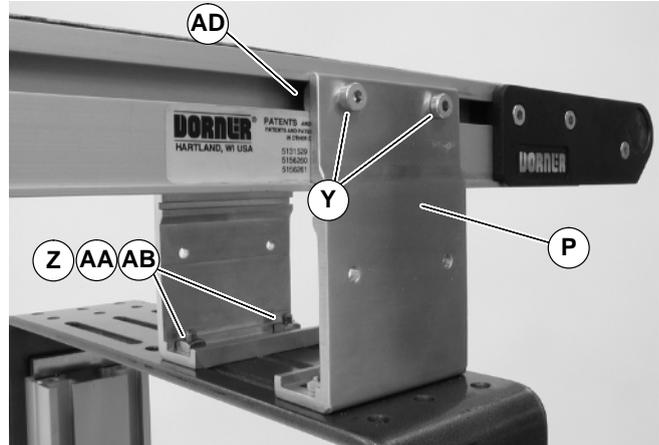


Figure 11

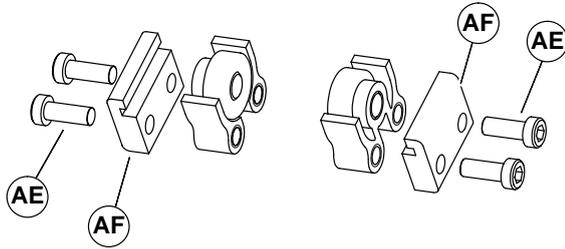
NOTE: Mounting brackets for flat belt conveyors shown.

4. Fasten brackets to support stand with mounting screws (Z of Figure 11), washers (AA) and nuts (AB).
5. Tighten screws (Y & Z of Figure 11) to 7 Nm.

Return Rollers

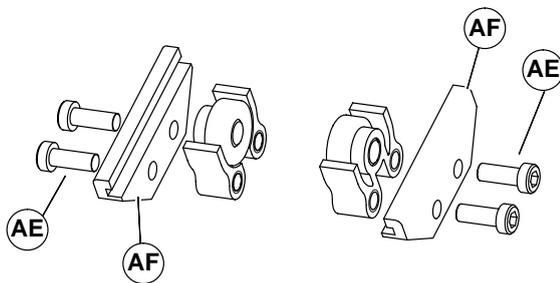
Cleated Belt and 51–152 mm Wide Flat Belt Conveyors

1. Locate return rollers. Exploded views shown in Figures 12 & 13.



Return Rollers for Flat Belt Conveyor

Figure 12



Return Rollers for Cleated Belt Conveyor

Figure 13

2. Remove screws (AE of Figures 12 & 13) and clips (AF) from roller assembly.
3. Install roller assemblies (Q of Figure 14) as shown. Tighten screws (AE) to 7 Nm.

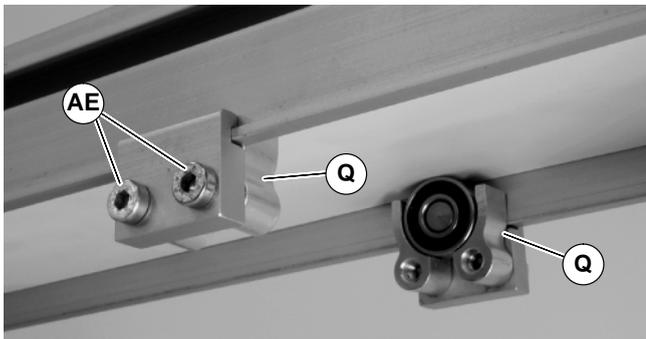


Figure 14

203–610 mm Wide Flat Belt Conveyors

1. Locate return rollers. Exploded view shown in Figure 15.

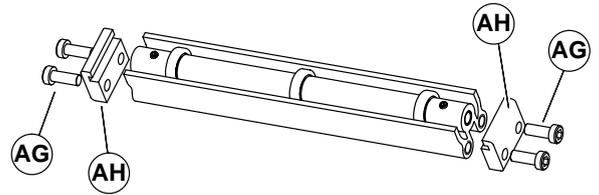


Figure 15

2. Remove screws (AG of Figure 15) and clips (AH) from roller assembly.
3. Install roller assembly as shown (Q of Figure 16). Tighten screws (AG) to 7 Nm.

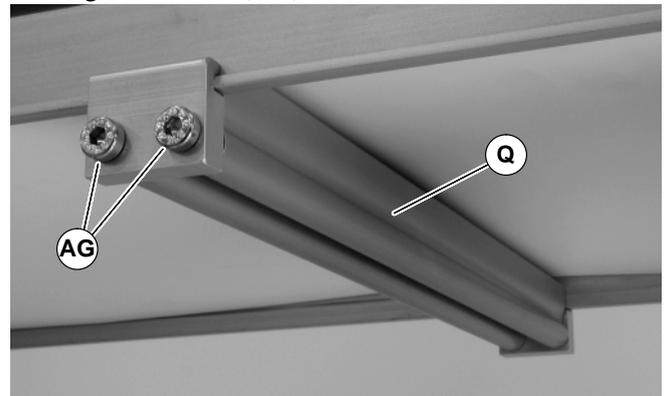


Figure 16

Preventive Maintenance and Adjustment

Required Tools

Standard Tools

- Hex-key wrenches:
2.5 mm, 4 mm, 5 mm

- Arbor press

Special Tools

- 807–1078 Sealed Bearing Removal Tool
- 450292 Sealed Bearing Installation Tool

Checklist

- Keep service parts on hand (see “Service Parts” section for recommendations)
- Keep supply of belt cleaner (part # 625619)
- Clean entire conveyor and knurled pulley while disassembled
- Replace worn or damaged parts

Lubrication

No lubrication is required. Replace bearings if worn.

Maintaining Conveyor Belt

Troubleshooting

Inspect conveyor belt for:

- Surface cuts or wear
- Stalling or slipping
- Damage to V-guide

Surface cuts and wear indicate:

- Sharp or heavy parts impacting belt
- Jammed parts
- Improperly installed bottom wipers (if installed)
- Accumulated dirt in wipers (if installed)
- Foreign material inside the conveyor
- Improperly positioned accessories
- Bolt-on guiding is pinching belt

Stalling or slipping indicates:

- Excessive load on belt

- Conveyor belt or drive timing belt are not properly tensioned
- Worn knurl or impacted dirt on drive pulley
- Intermittent jamming or drive train problems

Damage to V-guide indicates:

- Twisted or damaged conveyor frame
- Dirt impacted on pulleys
- Excessive or improper side loading

NOTE: Visit www.dorner.com for complete list of troubleshooting solutions.

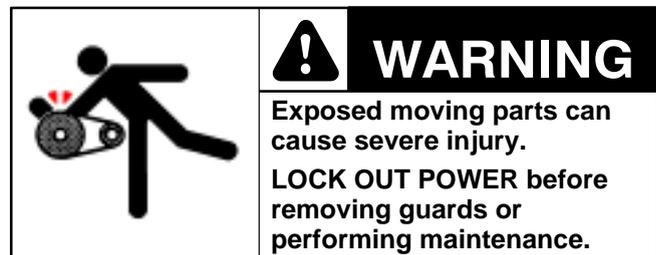
Cleaning

IMPORTANT: Do not use belt cleaners that contain alcohol, acetone, Methyl Ethyl Ketone (MEK) or other harsh chemicals.

Use Dorner Belt Cleaner (part # 625619). Mild soap and water may also be used. Do not soak the belt.

For /05 woven polyester and /06 black anti-static belts, use a bristled brush to improve cleaning.

Conveyor Belt Replacement



Conveyor Belt Replacement Sequence

- Remove old conveyor belt:
 - Conveyor without Stands or Gearmotor Mounting Package
 - Conveyor with Stands and Gearmotor Mounting Package
- Install new conveyor belt
- Tension conveyor belt

Preventive Maintenance and Adjustment

Belt Removal for Conveyor Without Stands or Gearmotor Mounting Package

1. If equipped, remove bottom wipers (AJ of Figure 17): Remove fastening screws (AI) then remove wiper (AJ).

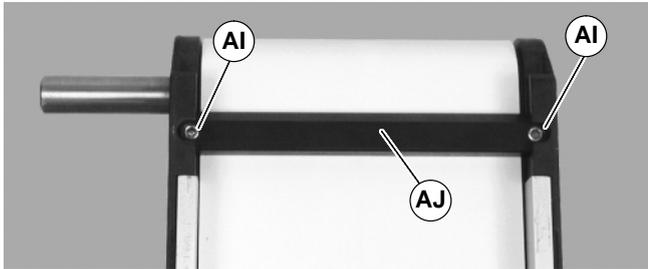


Figure 17

2. If equipped, remove return rollers and guiding and accessories from one side of conveyor.
3. On tension end of the conveyor, identified with a  label (R of Figure 18), push in head plate assembly (S): On both sides of conveyor, loosen and move cam tracking assemblies (T) (if equipped) away from head plates, then loosen fastening screws (U) and push head plate assembly inward.

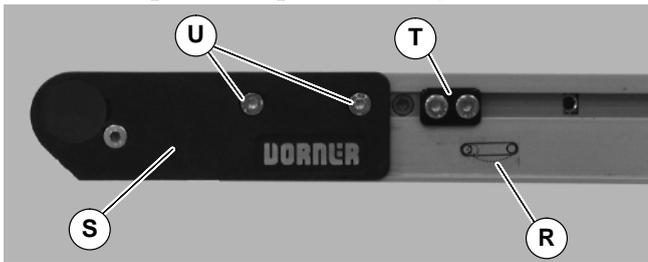
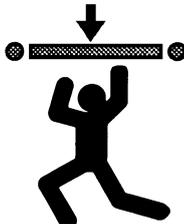


Figure 18

4. Remove conveyor belt.

Belt Removal for Conveyor With Stands and Gearmotor Mounting Package

	<p>WARNING</p> <p>Removing mounting brackets without support under gearmotor will cause conveyor to tip, causing severe injury.</p> <p>PROVIDE SUPPORT UNDERNEATH THE GEARMOTOR WHEN CHANGING THE BELT</p>
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1. Place temporary support stands (AK of Figure 19) at both ends of the conveyor. Place an additional support stand under the drive motor (AL), if equipped. See **WARNING**.

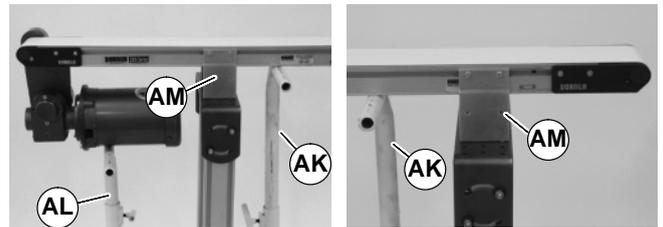


Figure 19

2. Remove mounting brackets (AM of Figure 19) from one side of conveyor. (Reverse steps 3 & 4 of “Mounting Brackets” section on page 6.) If equipped with heavy load drive package, remove brackets from side opposite drive cover (AN of Figure 20).
3. If equipped, remove bottom wipers (AJ of Figure 17): Remove fastening screws (AI) then remove wiper (AJ).
4. If equipped, remove return rollers, guiding and accessories from side opposite drive cover (AN of Figure 20).

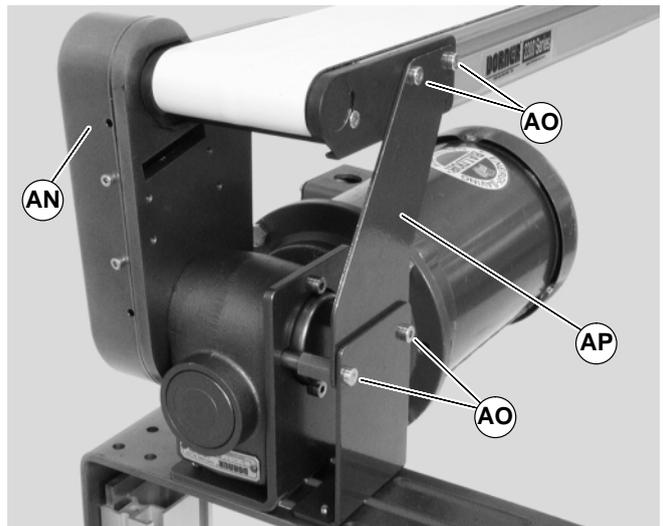


Figure 20

5. If equipped with heavy load drive package, remove drive support bracket (AP of Figure 20): Remove bracket screws (AO) then remove bracket (AP).

Preventive Maintenance and Adjustment

- On tension end of the conveyor, identified with a  label (R of Figure 21), push in head plate assembly (S): On both sides of conveyor, loosen and move cam tracking assemblies (T) (if equipped) away from head plates, then loosen fastening screws (U) and push head plate assembly inward.

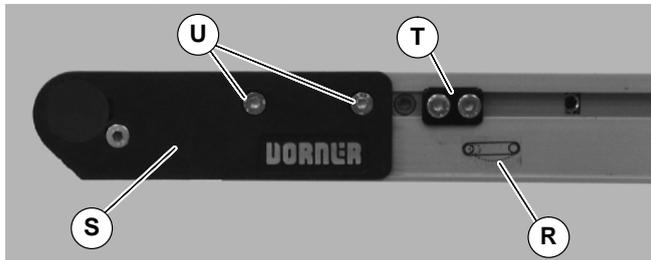


Figure 21

- Remove belt (AQ of Figure 22) from conveyor.



Figure 22

Belt Installation for Conveyor without Stands or Gearmotor Mounting Package

- Orient belt so splice leading fingers (AR of Figure 23) point in the direction of belt travel as identified by the conveyor directional label (AS).

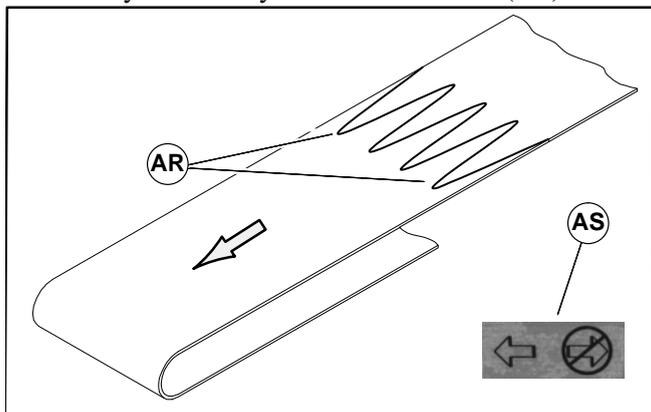


Figure 23

- Slide belt onto the conveyor frame assembly.
- Tension belt. Refer to “Conveyor Belt Tensioning” on page 11.
- If equipped, install wipers, return rollers and guiding.

Belt Installation for Conveyor with Stands and Gearmotor Mounting Package



- Ensure temporary support stands (AK of Figure 19) are placed at both ends of the conveyor. Place an additional support stand under the drive motor (AL), if equipped. See **WARNING**.
- Orient belt so splice leading fingers (AR of Figure 23) point in the direction of belt travel as identified by the conveyor directional label (AS).
- Install belt (AQ of Figure 24) on conveyor. Lift conveyor slightly to avoid pinching belt on temporary support stands.



Figure 24

- Re-install conveyor mounting brackets. Refer “Mounting Brackets” on page 6, steps 3 through 5.
- If equipped with a heavy load drive package, re-install drive support bracket (AP of Figure 20).
- Tension belt. Refer to “Conveyor Belt Tensioning” on page 11.
- If equipped, re-install wipers, return rollers and guiding.

Preventive Maintenance and Adjustment

Conveyor Belt Tensioning



Conveyors with 32 mm Diameter Pulleys

1. On tension end of the conveyor, identified with a  label (R of Figure 25), adjust head plate assembly (S): On both sides of conveyor, loosen fastening screws (U) and rotate pinion gear (X) to adjust head plate assembly.

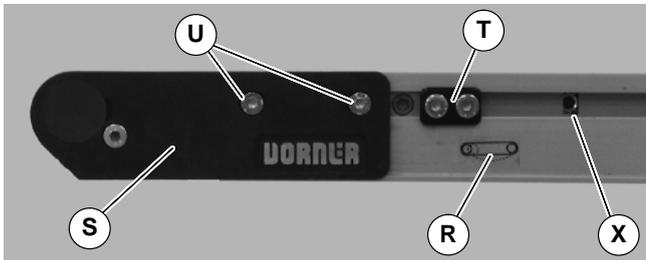


Figure 25

2. Adjust head plate assembly so end of conveyor frame aligns with or between the head plate tensioning marks (AT & AU of Figure 26). Replace belt if proper tensioning can not be obtained while aligning

the end of the conveyor frame with or between the tensioning marks. See NOTE.

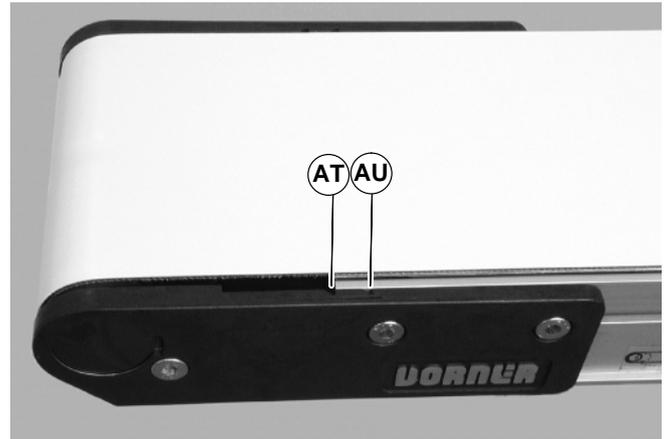


Figure 26

NOTE: On pinion gear, do not exceed a torque of 2.8 Nm for 44 – 305mm wide conveyors and 4.5 Nm for an 457 – 610mm wide conveyor. Over tensioning the conveyor belt could cause excessive pulley bearing load and early failure.

3. After adjusting proper tensioning, tighten fastening screws (U of Figure 25) on both sides of conveyor to 7 Nm.
4. If equipped with cam tracking assemblies (T of Figure 25), position against head plates and adjust belt tracking. Refer to “Conveyor Belt Tracking” on page 12.

Preventive Maintenance and Adjustment

Conveyors with Nose Bar Idlers

1. On tension end of the conveyor, identified with a  label (R of Figure 27), adjust head plate assembly (S): On both sides of conveyor, loosen fastening screws (U) and rotate pinion gear (X) to adjust head plate assembly.

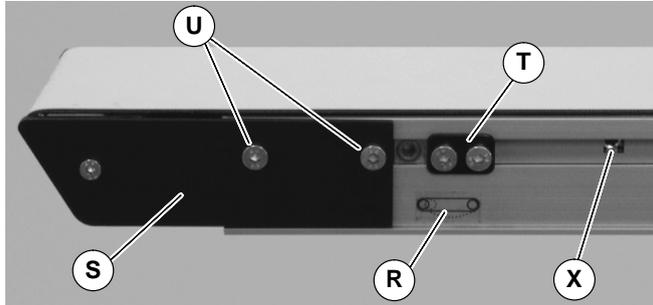


Figure 27

2. Adjust head plate assembly so the edge of the axle support plate (AV of Figure 28) is separated from the end of the conveyor (AW) by 29 mm. Replace belt if proper tensioning can not be obtained within a distance of 38 mm. See NOTE.

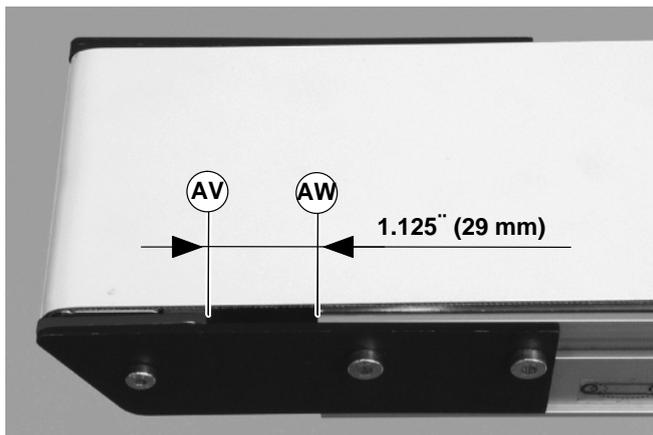


Figure 28

NOTE: On pinion gear, do not exceed a torque of 2.8 Nm for 44 – 305mm wide conveyors and 4.5 Nm for an 457 – 610mm wide conveyor. Over tensioning the conveyor belt could cause excessive pulley bearing load and early failure.

3. After adjusting proper tensioning, tighten fastening screws (U of Figure 27) on both sides of conveyor to 7 Nm.
4. If equipped with cam tracking assemblies (T of Figure 27) position against head plates and adjust belt tracking. Refer to “Conveyor Belt Tracking”, next section.

Conveyor Belt Tracking

V-Guided Belts

V-guided belts do not require tracking adjustment.

Non V-Guided Belts

Non V-guided belt conveyors are equipped with belt tracking cam assemblies (T of Figure 29) for belt tracking adjustment.

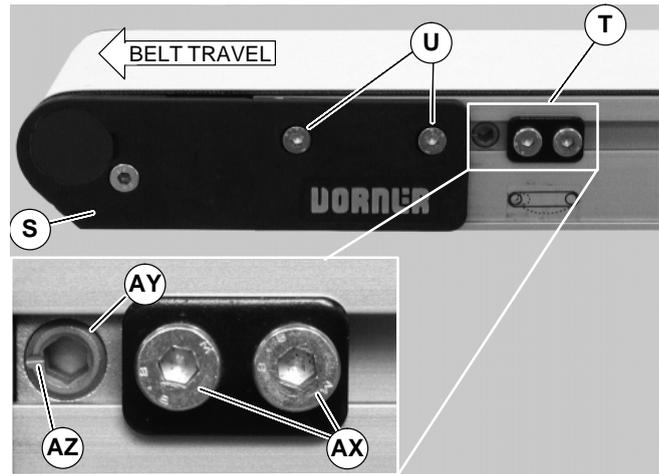


Figure 29

When adjusting belt tracking, always adjust the discharge end of the conveyor first. To adjust belt tracking:

1. Ensure head plate fastening screws (U of Figure 29) on both sides of conveyor are tightened.
2. On both sides of conveyor, loosen two (2) cam fastening screws (AX). Adjust cams (AY) until indicator slots (AZ) are horizontal and facing end of conveyor. Then slide cam assemblies against head plates (S) and re-tighten cam fastening screws (AX) to 7 Nm.
3. On the side toward which the belt is tracking, loosen head plate fastening screws (U).
4. With the conveyor running, use a 5 mm hex-key wrench to rotate the tracking cam (AY) in small increments until the belt tracks in the center of the conveyor. Then while holding the cam in position, re-tighten the head plate fastening screws (U) with a 4 mm hex-key wrench to 7 Nm.

Preventive Maintenance and Adjustment

Pulley Removal



WARNING

Exposed moving parts can cause severe injury.

LOCK OUT POWER before removing guards or performing maintenance.

Remove conveyor belt to access pulley(s). See “Conveyor Belt Replacement” on page 8. Remove the desired pulley following the corresponding instructions below:

- A – Idler Pulley Removal
- B – Drive Pulley Removal

A – Idler Pulley Removal

1. On both sides of conveyor, loosen two (2) fastening screws (U of Figure 30). Then slide idler pulley assembly out from the conveyor frame.

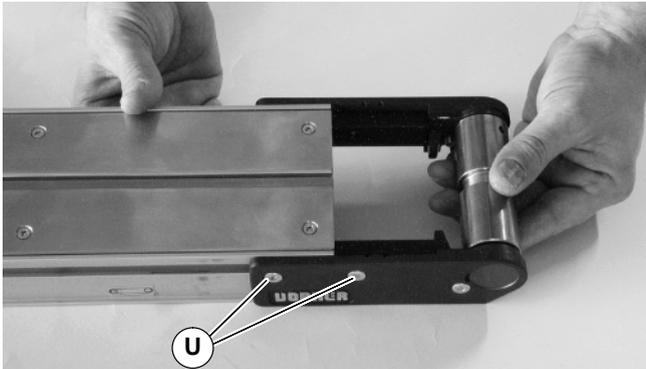


Figure 30

2. Remove bearing covers (BA of Figure 31).



Figure 31

3. With 4mm hex-key wrench, loosen pulley taper screw (BB of Figure 32). Steady pulley with second hex-key wrench (BC) inserted into pulley hole. Repeat procedure for opposite side of pulley.

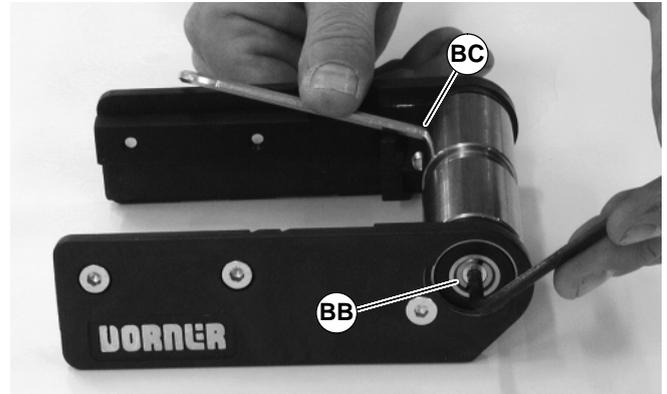
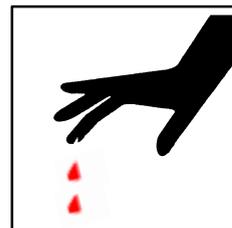


Figure 32

4. Pull head plates with bearings off from the pulley.

B – Drive Pulley Removal



WARNING

Drive shaft keyway may be sharp.

HANDLE WITH CARE.

1. On both sides of conveyor, loosen two (2) fastening screws (U of Figure 33). Then slide drive pulley assembly out from the conveyor frame.

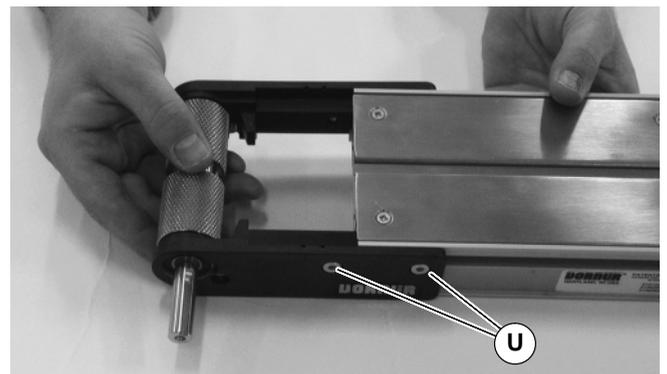


Figure 33

Preventive Maintenance and Adjustment

2. Remove bearing cover (BA of Figure 34) from side opposite of drive shaft.



Figure 34

3. On side opposite of drive shaft, loosen pulley taper screw (BB of Figure 35) with 4mm hex-key wrench. Steady pulley with second hex-key wrench (BC) inserted into pulley hole.

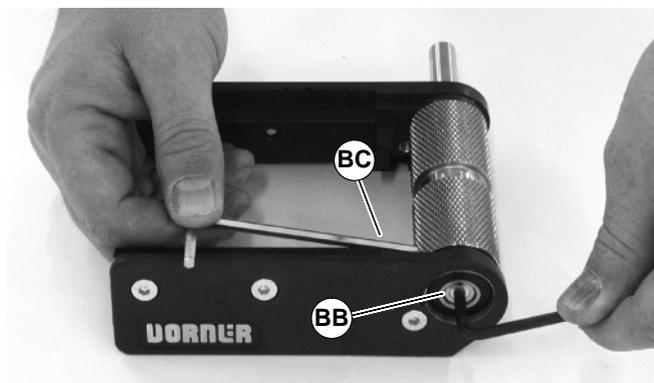


Figure 35

4. On side opposite of drive shaft, pull head plate with bearings off from the pulley.
5. With bearing removal tool, (BD of Figure 36), part number 807-1078, remove head plate from drive shaft side of pulley. Connect tool jaws at indicated points (BE).

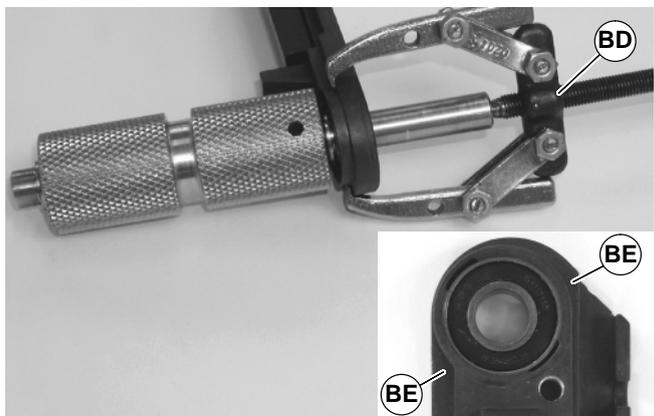


Figure 36

Bearing Removal & Replacement

Removal

1. Turn bearing (BF of Figure 37) to align with slots (BG) in head plate. Then remove bearing.



Figure 37

Replacement

1. Inspect head plate bearing surface. If worn or damaged, replace head plate. See "Service Parts" on page 18.
2. Insert bearing (BF of Figure 38) into head plate slot and twist bearing to fit into bearing enclosure.

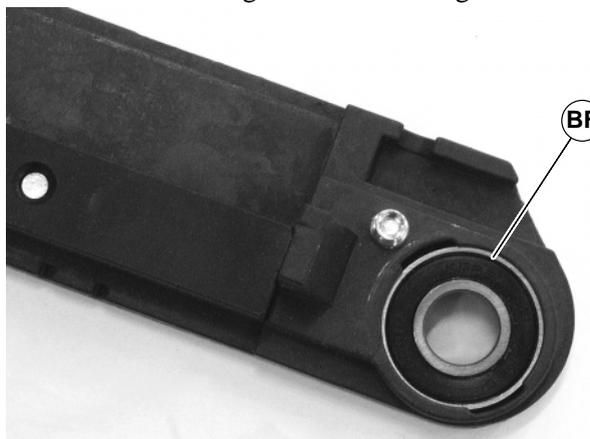


Figure 38

Preventive Maintenance and Adjustment

Pulley Replacement

Drive Pulley

1. With bearing installed in head plate, use a bearing installation tool, (BH of Figure 39), part number 450292, to press the bearing onto the drive shaft.

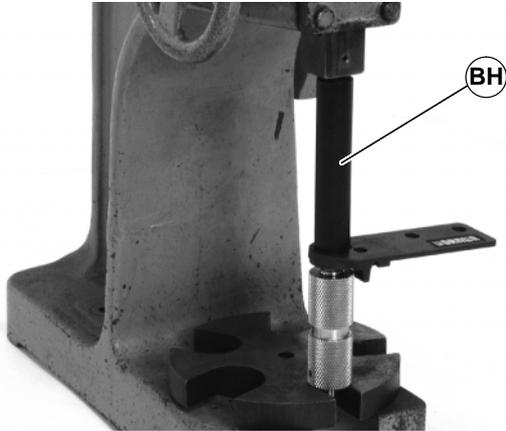


Figure 39

2. With bearing installed in head plate, press bearing on to non-drive shaft (BI of Figure 40) of pulley.

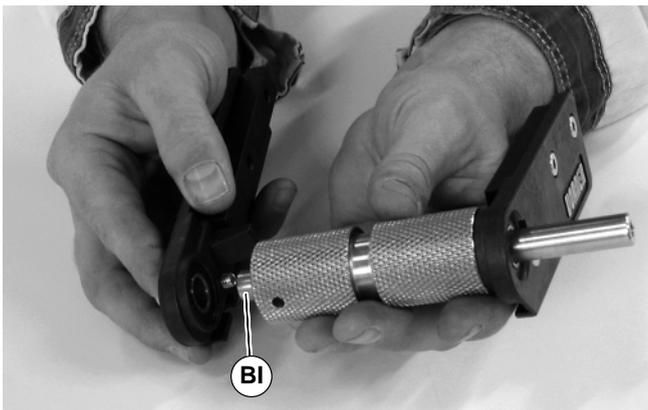


Figure 40

NOTE: DO NOT tighten non-drive shaft bearing taper screws at this time.

3. Install pulley assembly on conveyor. On both sides of conveyor tighten fastening screws (U of Figure 41) to 7 Nm.

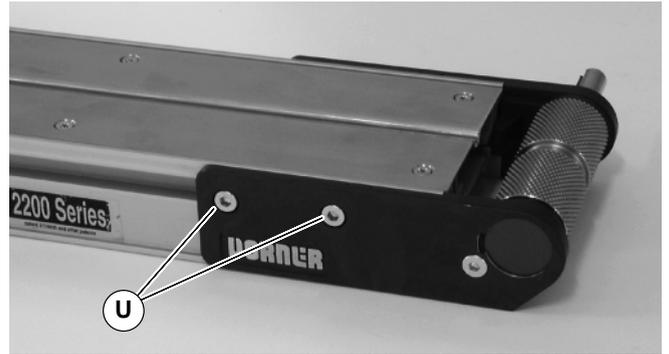


Figure 41

4. With 4mm hex-key wrench, tighten pulley taper screw (BB of Figure 42) to 4 Nm. Steady pulley with second hex-key wrench (BC) inserted into pulley hole.

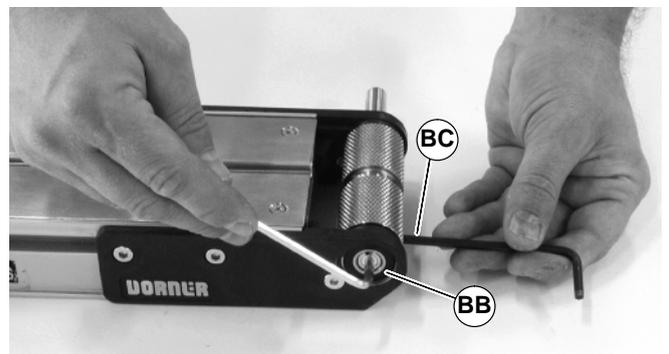


Figure 42

5. Install bearing covers (BA of Figure 43).

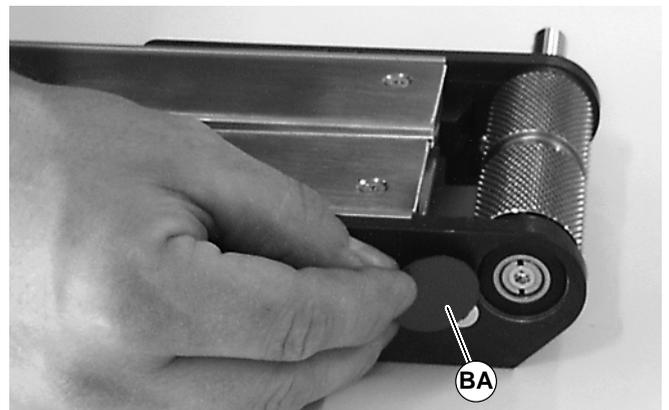


Figure 43

Preventive Maintenance and Adjustment

Idler Pulley

1. With bearing installed in head plate, press bearing on to shaft (BI of Figure 44) of pulley. Repeat for both sides of pulley.

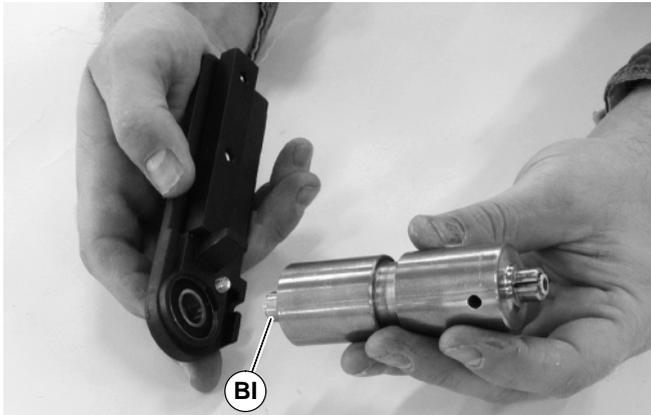


Figure 44

NOTE: DO NOT tighten shaft bearing taper screws at this time.

2. Install pulley assembly on conveyor. On both sides of conveyor, hand tighten fastening screws (U of Figure 45).

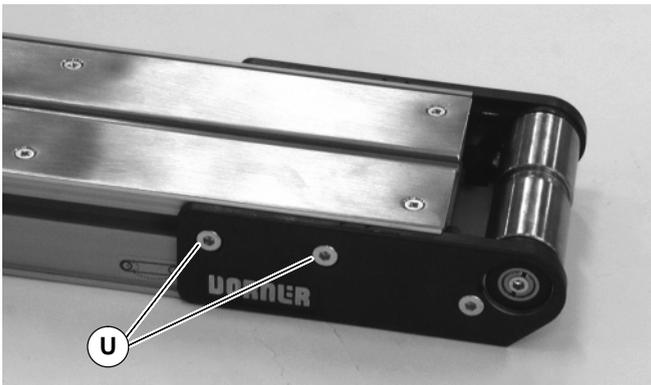


Figure 45

3. On both sides of pulley, use a 4mm hex-key wrench to tighten pulley taper screw (BB of Figure 46) to 4 Nm. Steady pulley with second hex-key wrench (BC) inserted into pulley hole.

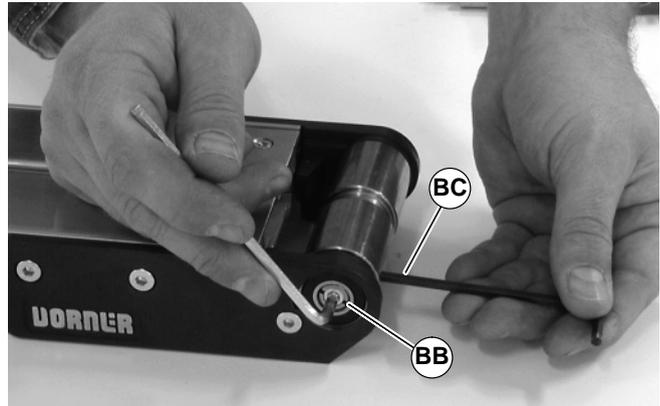


Figure 46

4. Install bearing covers (BA of Figure 47).



Figure 47

Preventive Maintenance and Adjustment

Nose Bar Bearing Replacement

1. On both sides of conveyor, use a 4 mm hex-key wrench to loosen cam fastening screws (BJ of Figure 48) and slide cam assemblies toward the center of the conveyor.

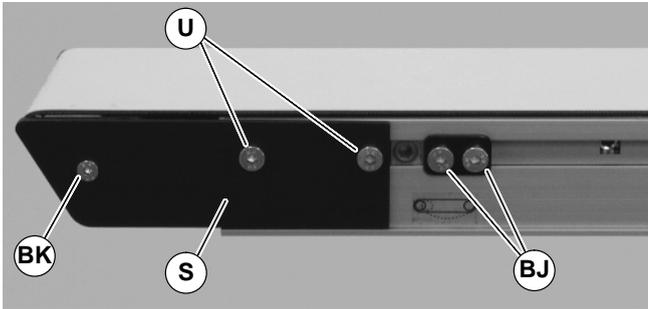


Figure 48

2. On both sides of conveyor, use a 4 mm hex-key wrench to loosen head plate fastening screws (U) to remove belt tension. Then remove belt from end of conveyor.
3. On one side of conveyor, use a 3 mm and 4 mm hex-key wrench to remove head plate fastening screws (BK & U) and remove head plate (S).

4. Slide bearing rods (BL of Figure 49) out side of conveyor and replace bearings (BM) as necessary.

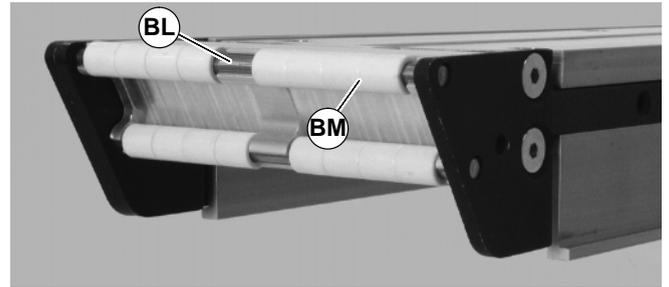


Figure 49

5. After replacing bearings, re-install head plate (S of Figure 48). Use a 3 mm hex-key wrench to tighten one (1) fastening screw (BK) to 3.4 Nm. Leave two (2) fastening screws (U) loose for belt tensioning.
6. Re-install belt on end of conveyor, then tension the belt. See “Conveyor Belt Tensioning” on page 11.
7. Re-position the cam assemblies against the head plates and adjust belt tracking. See “Conveyor Belt Tracking” on page 12.

Service Parts

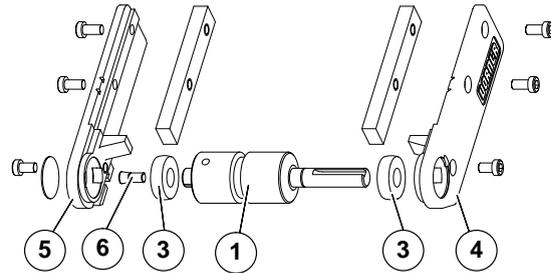
Replacement Parts

NOTE: For replacement parts other than those shown on this page, contact an authorized Dorner Service Center or the factory.

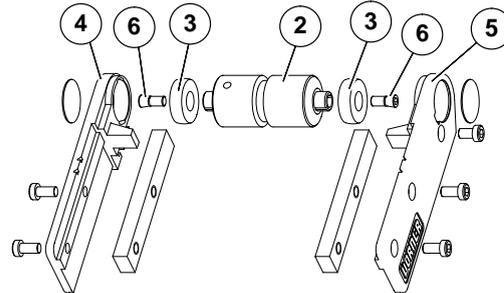
Item	Part No.	Part Description
1	2406WW*	Drive Pulley
2	2407WW*	Idler Pulley
3	240328	Pulley Bearing
4	240325	Head Plate, Left-Side
5	240326	Head Plate, Right-Side
6	240330	Bearing Taper Screw
7	241125	Outside Head Plate (2x)
8	241126	Right Inside Head Plate
9	241127	Left Inside Head Plate
10	2412WW*	Bearing Extension Support
11	2413WW*	Bearing Shaft (2x)
12	801-122	Bearings
13	240825	Roller Assembly (flat & cleated belts)
14	240826	Return Roller Wheel (3x)

NOTE: WW = conveyor width

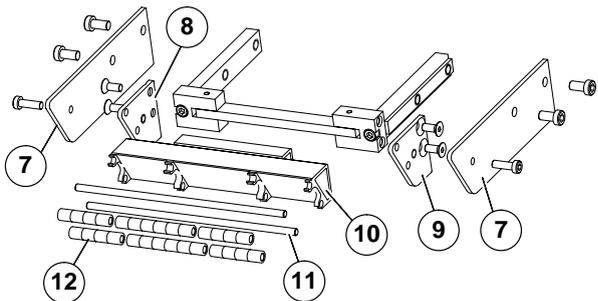
Drive Head Plate Assembly



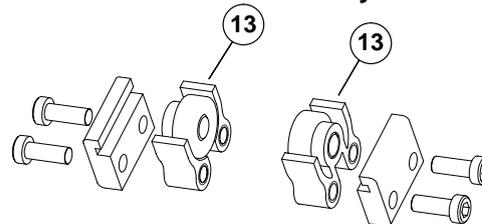
Idler Head Plate Assembly



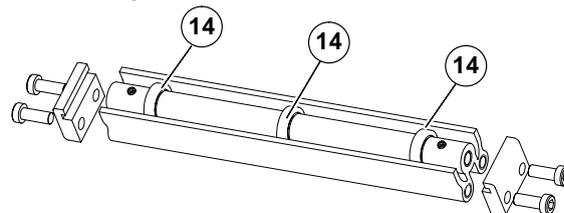
Nose Bar Assembly



Return Roller Assembly for Cleated Belt and 51-152mm Wide Flat Belt Conveyors



Roller Assembly for 203-610mm Wide Flat Belt Conveyors



Conveyor Belt Part Number Configuration

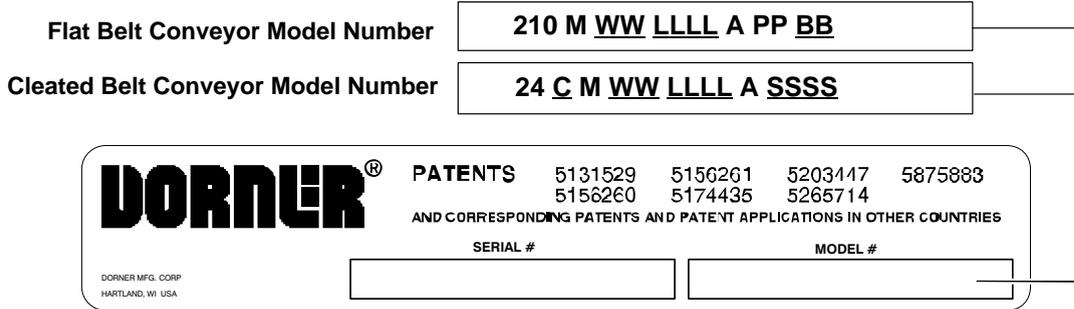


Figure 50

Flat Belt Part Number Configuration

Refer to Dorner patent plate (Figure 50). From the model number, determine conveyor width (“WW”), length (“LLLL”) and belt type (“BB”). Use data to configure belt part number as indicated below. *Add “V” for V-guided belts.

22 - WW LLLL / BB V *

22- _____ (Fill In) / _____ V *

Cleated Belt Part Number Configuration

Refer to Dorner patent plate (Figure 50). From the model number, determine conveyor width (“WW”), length (“LLLL”), cleat type (“C”) and cleat spacing (“SSSS”). Use data to configure belt part number as indicated below. *Add “V” for V-guided belts.

22 - WW LLLL C SSSS V *

22- _____ (Fill In) _____ V *

Return Policy

No returns will be accepted without prior written factory authorization. When calling for authorization, please have the following information ready for the Dorner Factory representative or your local distributor:

1. Name and address of customer.
2. Item(s) being returned.
3. Reason for return.
4. Customer's original order number used when ordering the item(s).
5. Dorner or distributor invoice number.

A representative will discuss action to be taken on the Returned items and provide a Returned Goods Authorization Number to reference.

There will be a 15% restocking charge on all new items returned for credit where Dorner was not at fault. These will not be accepted after 60 days from original invoice date. The restocking charge covers inspection, cleaning, disassembly, and reissuing to inventory.

If a replacement is needed prior to evaluation of returned item, a purchase order must be issued. Credit (if any) is issued only after return and evaluation is complete.

Dorner has representatives throughout the world. Feel free to contact Dorner for the name of your local representative. Our technical sales and service staff will gladly help with your questions on Dorner products.

For a copy of Dorner's Limited Warranty, contact factory, distributor, service center or visit our website at www.dorner.com.

**For replacement parts, contact an authorized
Dorner Service Center or the factory.**

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