

# Dersheng Product Information

## 1.0 Product Information and Determined Use

Wheels and castors are defined as components that are exchangeable and can be attached to units, furniture, transport systems or similar products to render them mobile.

This product information refers to castors and wheels, particularly to swivel castors (not steer castors) which are used on non-powered equipment at a speed not exceeding walking pace and not being under continuous motion.

For casters and wheels used on electric powered equipment, the product information provided by Dersheng are only for reference only. The user should choose the proper casters themselves based on their own working environment and condition. Dersheng is not responsible for the caster decision made by users.

The wheels will give a long and troublefree life if the following points are adhered to:

- a) Correct and secure fitting at the designed position.
- b) The fitting must have adequate strength and material for a secure fitting.
- c) The function of the castor must not be changed nor affected by the fitting.
- d) The swivel action axle must be vertical at all times.
- e) Fixed castors must have their wheel axles in alignment.
- f) If fixed castors are used in conjunction with swivel castors then all castors must be compatible and recommended by the manufacturer.
- g) The weight distribution of the equipment/ load that casters and wheel carries should be evenly distributed. Also the movement of the equipment/ load should not cause the load to be concentrated on specific one or some casters or wheels.

If castors are used in areas such as:

outdoors, coastal areas, corrosive and/or aggressive areas, special products have to be specified.

For use in temperatures below 5 °C and above 30 °C and speed faster than walking pace (4 km/h) the efficiency of the castor can be impaired, particularly the normal load capacity as published can be affected when used in temperatures below/above those stated herein. Special products can be specified.

Component parts are assembled into a complete castor. The manufacturer is only liable for the original component parts making the complete castor.

Clients must take all possible loads into consideration when selecting castors. If they are not taken into consideration, additional safety factors should be used

## 2.0 Incorrect use

The following situations are some examples where wheels and castors are being used incorrectly:

- a) The wheels and castors are used to carry loads in excess of the maximum load capacity on our website in the catalogue.
- b) The product is used on an unsuitable and uneven floor.
- c) The product is used at temperatures that are too high or too low.
- d) A unit is forcibly moved when the brake is activated or if the brake is used to slow down.
- e) The product could be affected by particularly aggressive substances.
- f) The product is affected by unusually severe loads as a result of impact or falls.
- g) Foreign bodies could penetrate the press-on band.
- h) The wheels and castors are operated at an excessively high speed.
- i) Changes are made that were not approved by the manufacturer.

### **3.0 Product performance**

If no specific information is provided about product performance on our website or in our catalogues, brochures, service descriptions, etc., you must contact us to determine if our wheels and castors or their components meet your requirements. Please refer to the relevant ISO, EN and ANSI standards for guidance. Customer-specific designs may deviate from the requirements defined in the relevant standards. Differing from the standard approach for wheels and castors, the brake forces of castors with brake systems are designed to ensure the optimal balance between high brake forces and low actuation forces.

### **4.0 Product maintenance**

Recommended annual maintenance / inspection:

- a) Lubricant should be added once a year for products with a grease nipple until a small amount of grease comes out of the bearings. We recommend using a multi-purpose calcium complex based grease (such as Renolit CX-EP 2) with a temperature range of between -30°C and 140°C. We recommend using a different grease if the product is used in different application conditions.
- b) Check that all of the screw fittings are secure.
- c) Check that the wheel, swivel head, lock, directional lock, brakes and other options are functioning properly.

### **5.0 Obligation to provide information and instructions**

In order to comply with our obligation to provide information, we provide the following:

- for retailers:

catalogues and our website with product and user information

- for processors:

catalogues and our website with product and user information

- for users:

product and user information

Additional information is available on our website: <https://www.dersheng.com.tw>

In order to make sure that wheels and castors function properly

- Retailers are obliged to comply with this product information (see 1.0–5.0) and the user information. They are also required to request this information from the manufacturer and pass it on to processors if necessary.

- Processors are obliged to comply with this product information (see 1.0–5.0) and the user information. They are also required to request this information from the manufacturer and pass it on to users if necessary.

Diagrams, drawings, dimensions, etc. are subject to change and are therefore provided on a non-binding basis. We reserve the right to make design-related changes in the interest of technical progress.