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SVI Lock

Mounting instructions

WN 059741 45532/14377

2019-07

EN

1 Information about this document

1.1 Contents and purpose

SVI locks are mounted in the fixed leaf and SVA locks in the active leaf of a 2-leaf unit. The locks are available in various designs for tubular frame doors and solid doors. This manual describes how to mount an SVI lock and how to mount the components from the other sets required.

1.2 Target group

The locks must only be mounted by technically qualified personnel.

1.3 Other applicable documents

- Manual for the connection cable SVP-A 1100/2100 (not necessary for SVI 5000)
- Mounting instructions for the SVA lock on the active leaf
- Mounting instructions for the components used, e.g. the door handle

1.4 Abbreviations

SVI	Inactive, self-locking (anti-)panic lock for the fixed leaf in 2-leaf door units
SVA	Active, self-locking (anti-)panic lock for the active leaf in 2-leaf door units
2000/2000F, 4000, 5000	All versions of a lock; the exact lock type is marked with 3 digits instead of zeros.
RR	Tubular frame locks
VB	Solid door locks
G	Active leaf
S	Fixed leaf

1.5 Symbols used

1.5.1 Hazard categories



WARNING

This signal word indicates a possible hazardous situation which may result in death or serious injury if not averted.



ATTENTION

This signal word indicates a situation of potential risk, which could lead to damage to property or the environment if not averted.

Example of an integrated warning



Caution!

Danger of injury from cutting!

1.5.2 More symbols



TIPS AND RECOMMENDATIONS

This signal word indicates useful information for efficient and trouble-free operation.

1.

2.

Sequence of action steps

1

2

Item numbers used in image caption

2 Safety

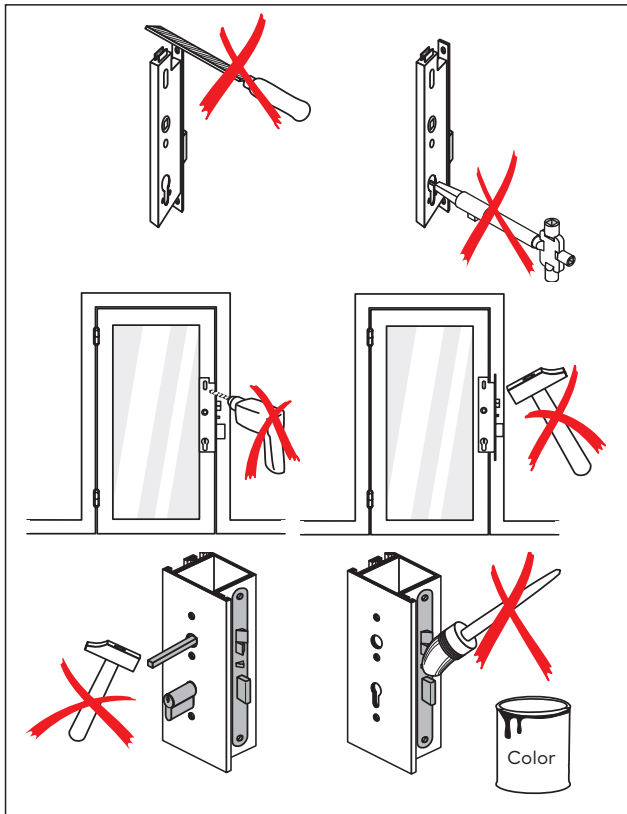


Fig. 1 Do not damage the product

2.1 Intended use

SVI locks are used to lock doors automatically and securely each time they are closed.

The locks can be opened from the panic side either via the fixed or active leaf in the escape direction at any time via the fitting.

- Only mount combinations of lock and fitting that have been tested and approved in accordance with EN 179 or EN 1125. The list of approved components can be found in the constancy of performance certificate at www.dormakaba.com. Other combinations on request.
- Use only in combination with the SVA locks offered by dormakaba. Combinations with locks from other manufacturers must be approved by dormakaba.
- Panic locks may only be mounted on fire and smoke protection doors if the usability certificates for these doors provide for the mounting, and if the requirements in the usability certificates are followed.
- The following SVI locks are suitable for use on fire and smoke protection doors: SVI 5000, SVI 4000, SVI 2000F.
- The SVI 2000 may only be used in fire and smoke protection doors in combination with the external Power Reserve module "SVP-PR DCW®" (item no: 70922601).

2.2 Not intended use

- The lock may not be opened by third parties. If the lock is opened by a third party, there is a risk that safety-relevant functions (e.g. escape/panic functions) will no longer exist.
- The identification plate on the lock contains important information required by law and must not be damaged or obscured.

2.3 Limitations on use

- Cannot be combined with SVP locks.
- Do not make any changes to the door unit that are not described in this manual.
- If door seals (e.g. profile seals, floor seals) are used, they must not impede the intended function.

3 Product description

The SVI lock on the fixed leaf serves as a strike box for the SVA lock. The SVI lock locks automatically by extending the espagnolette bolt as soon as the fixed leaf is closed.

The SVA lock on the active leaf locks automatically after each closing by automatically pushing the bolt forward into the SVI lock (insurance-compliant lock). At the same time, the cross latch locks so that a two-point locking system is created. This offers additional security against manipulation or breaking of the door. In case of emergency, the locks can be unlocked and opened at any time in the escape direction. These features ensure that locks comply with EN 179 for emergency exit locks and EN 1125 for panic exit locks. The SVI locks 4000, 2000 and 2000F can query the status of the espagnolette bolt and the door handle/panic bar.

3.1 Installation situation

3.1.1 Mechanical opening

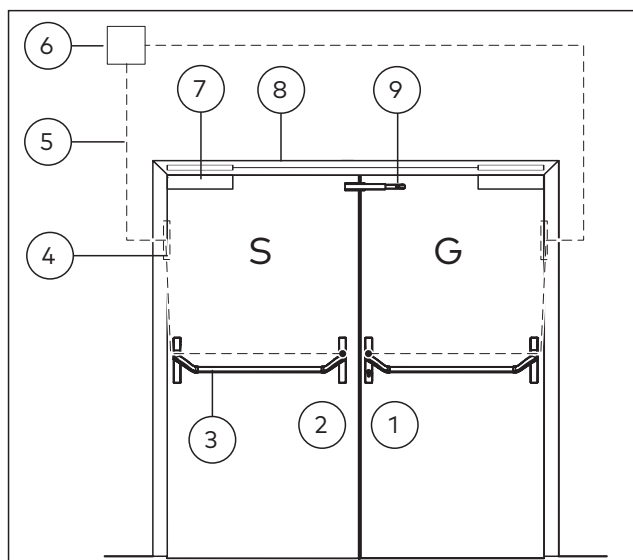


Fig. 2 Mechanical installation situation (example)

- 1 Active leaf with SVA 5000 (SVA 4000 or 6000)
- 2 Fixed leaf with SVI 5000 (SVI 4000)
- 3 Panic door fitting
- 4 Cable transfer CT, cable spiral CS and if necessary detachable cable transfer DT
- 5 Connecting cable SVP-A 1100/2100
- 6 External control unit
- 7 Door closer
- 8 Sequential locking control
- 9 Carry bar

3.1.2 Automatic opening

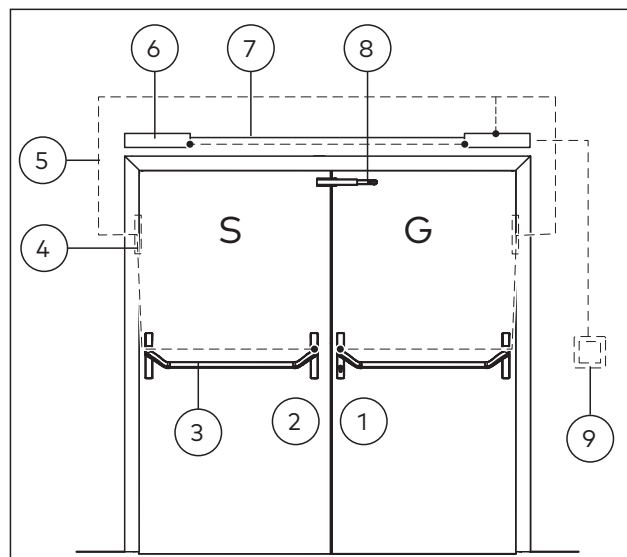


Fig. 3 Electrical installation situation (example)

- 1 Active leaf with SVA 2000/2000F
- 2 Fixed leaf with SVI 2000F
- 3 Panic door fitting
- 4 Cable transfer CT, cable spiral CS and if necessary detachable cable transfer DT
- 5 Connecting cable SVP-A 1100/2100
- 6 Operator inc. control unit (e.g. ED100/250)
- 7 Sequential locking control
- 8 Carry bar
- 9 Access control components

3.2 Technical information

All SVI locks		
Temperature range	-25°C to +70°C	
Relative humidity:	up to 95 % at 55°C; no condensation	
DIN direction:	can be used left/right	
Installation position:	vertical	
	Tubular frame locks	Solid door locks
Backset:	35, 40 or 45 mm	65, 80 or 100 mm
Rear backset:	15 mm	33 mm
Nut to inner square:	9 mm	9 mm
Forend	24 mm wide	20 mm or 24 mm wide
SVI 5000		
Forend	310 mm high, angular/ square	235 mm high, round square
SVI 4000		
Forend	310 mm high, angular/ square	235 mm high, round square
Contact load capacity:	100 mA at max. 30 V DC	
Bolt contact's contact load capacity:	0.5A at max. 30 V DC *	
SVI 2000 and SVI 2000F		
Forend:	380 mm high, angular/ square	235 mm high, round square
Supply voltage:	24 V DC stabilized (+/- 15 %)	
Max. power consumption:	0.5 A	
Quiescent current consumption:	0.08 A	
Bolt contact's contact load capacity:	0.5A at max. 30V DC	
"Locked" signal:	output switches to GND, 30 mA at max. 30 V DC	

*only for special items

3.3 Variants

Versions of the SVI locks are available for various applications:

- The **SVI 5000** is a mechanical lock. When the door is closed, the lock locks automatically.
- The **SVI 4000** is an electrically monitored lock. When the door is closed, the lock locks automatically.
- The **SVI 2000** is a motorized lock whose function can be controlled electronically. When the door is closed, the lock locks automatically. It is operated separately (Stand Alone) or on an external control unit via a DCW® bus or a CAN bus. The SVI 2000 can be switched to "permanently open". Operation on an electric door operator with integrated control unit is also possible, e.g. with the ED 100/ED 250. The SVI 2000 may only be used in fire and smoke protection doors in combination with the external Power Reserve module "SVP-PR DCW®" (item no: 70922601)!
- The **SVI 2000F** is a motorized lock with the same functions as the SVI 2000, which is also approved for use in fire and smoke protection doors. The SVI 2000F contains an integrated Power Reserve module. The SVI 2000F cannot be switched to "permanently open" because this function is not permitted for use on fire and smoke protection doors.

3.4 Overview

3.4.1 Tubular frame locks

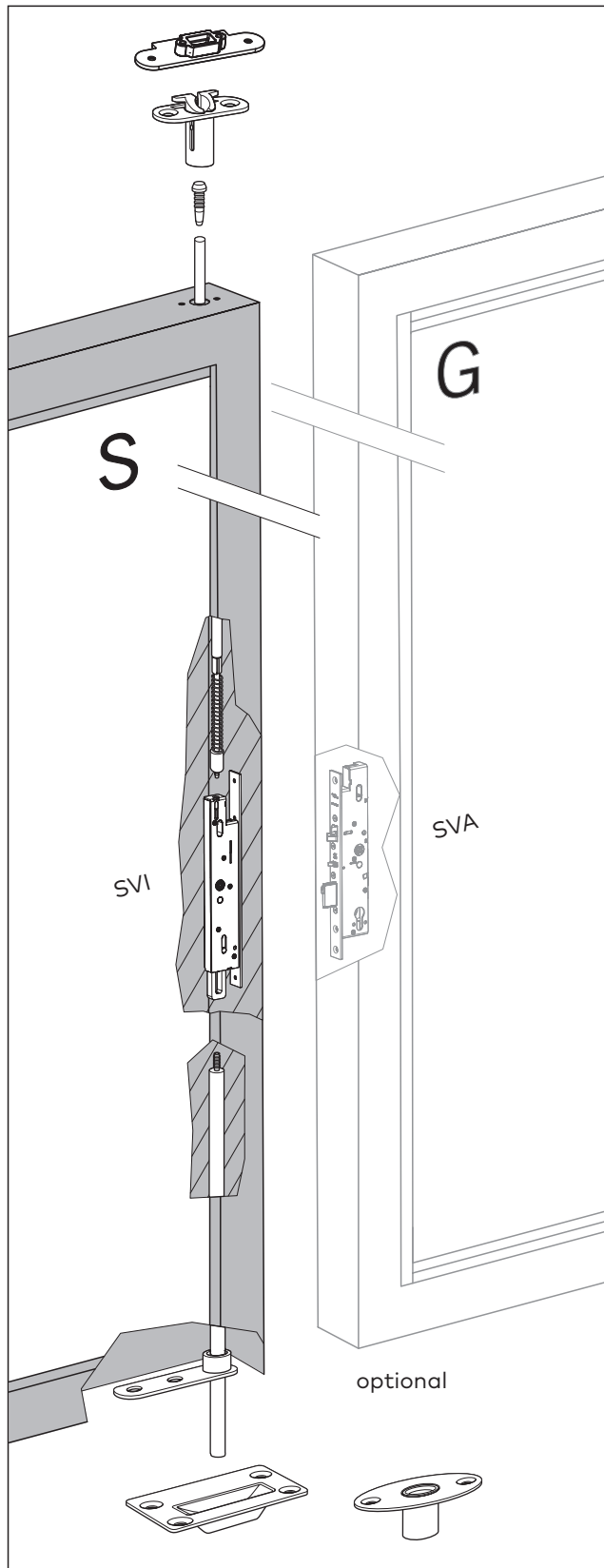


Fig. 4 Fixed leaf with tubular frame lock

3.4.2 Solid door locks

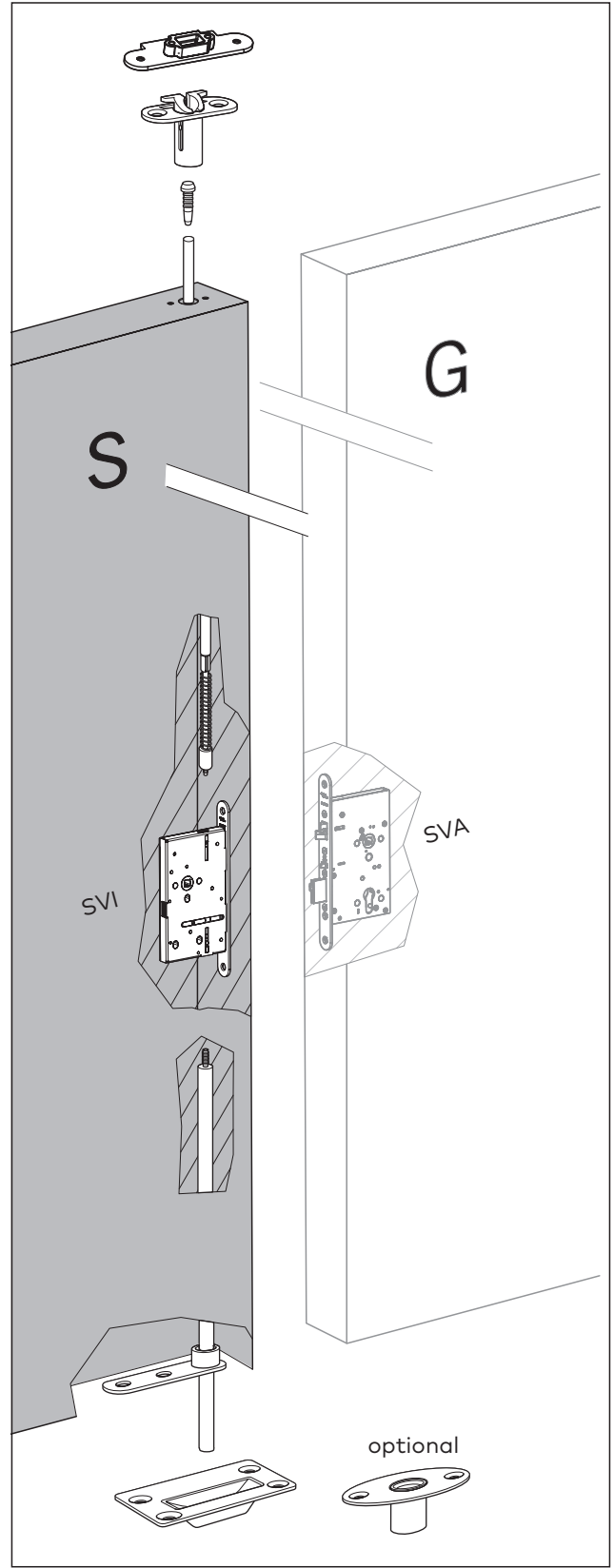


Fig. 5 Fixed leaf with solid door lock

3.5 Classification

3.5.1 Tubular frame locks

CE		dormakaba Deutschland GmbH DORMA Platz 1 - 58256 Ennepetal											
		0432-CPR-00026-11										18	
SVI 2000 RR	EN 179:2008	3	7	7	B*	1	4	5	2	A	C		
SVI 2000F RR		3	7	7	B	1	4	5	2	A	C		
SVI 4000 RR		3	7	7	B	1	4	5	2	A	C		
SVI 5000 RR		3	7	7	B	1	4	5	2	A	C		
DOP_0166													

		0432-CPR-00026-01										18	
SVI 2000 RR	EN 1125:2008	3	7	7	B*	1	4	2	1/2	A/B	C		
SVI 2000F RR		3	7	7	B	1	4	2	1/2	A/B	C		
SVI 4000 RR		3	7	7	B	1	4	2	1/2	A/B	C		
SVI 5000 RR		3	7	7	B	1	4	2	1/2	A/B	C		
DOP_0167													

* only with external PR module "SVP-PR DCW®" (item no: 70922601)

3.5.2 Solid door locks

CE		dormakaba Deutschland GmbH DORMA Platz 1 - 58256 Ennepetal											
		0432-CPR-00026-11										18	
SVI 2000 VB	EN 179: 2008	3	7	7	B*	1	4	5	2	A	C		
SVI 2000F VB		3	7	7	B	1	4	5	2	A	C		
SVI 4000 VB		3	7	7	B	1	4	5	2	A	C		
SVI 5000 VB		3	7	7	B	1	4	5	2	A	C		
DOP_0162													

		0432-CPR-00026-02										18	
SVI 2000 VB	EN 1125: 2008	3	7	7	B*	1	4	2	1/2	A/B	C		
SVI 2000F VB		3	7	7	B	1	4	2	1/2	A/B	C		
SVI 4000 VB		3	7	7	B	1	4	2	1/2	A/B	C		
SVI 5000 VB		3	7	7	B	1	4	2	1/2	A/B	C		
DOP_0163													

* only with external PR module "SVP-PR DCW®" (item no: 70922601)

3.6 Tubular frame locks

3.6.1 Parts included

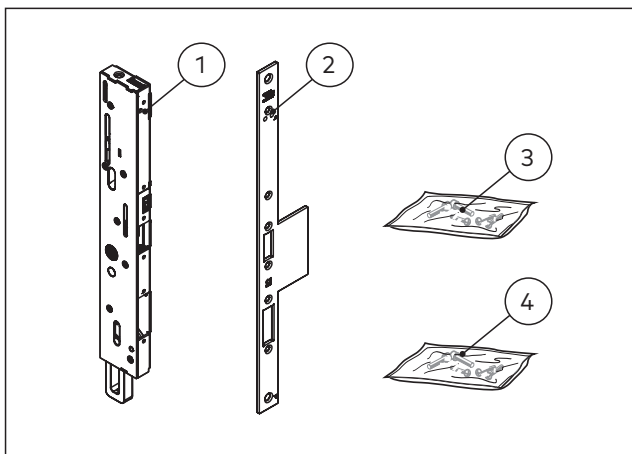


Fig. 6 Parts included

- 1 SVI Lock
- 2 Forend (pre-mounted if necessary)
- 3 Screws for mounting the lock
- 4 Screws for mounting the forend

Other required sets

- SVI Accessories Set 24mm or SVI Accessories Set 20mm
- Lower espagnolette bolt
- Upper espagnolette bolt
- Masking plate (depending on item ordered)

3.6.2 Lock dimensions

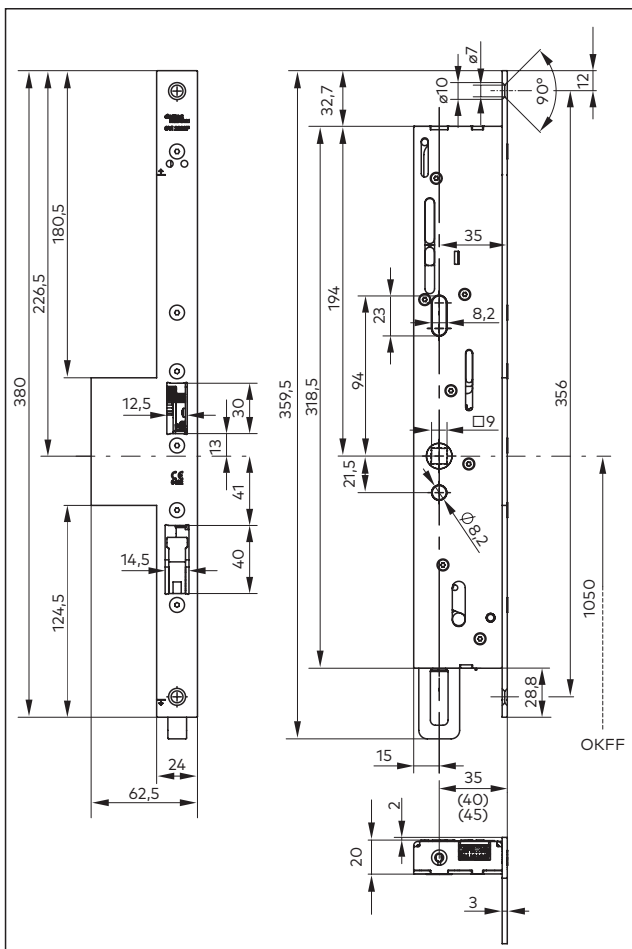


Fig. 7 SVI 2000/2000F

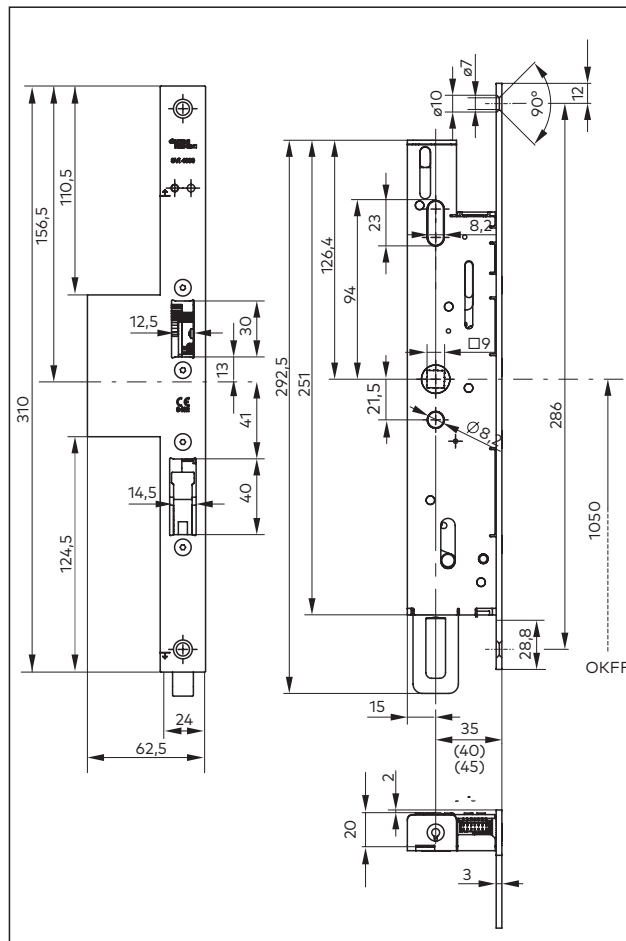


Fig. 8 SVI 4000 / SVI 5000

3.7 Solid door locks

3.7.1 Parts included

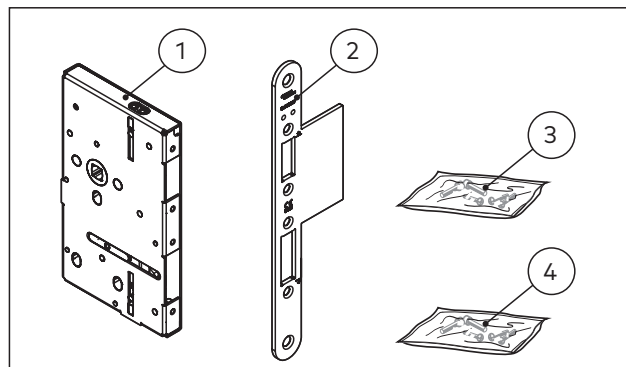


Fig. 9 Parts included

- 1 SVI Lock
- 2 Forend (pre-mounted if necessary)
- 3 Screws for mounting the lock
- 4 Screws for mounting the forend

Other required sets

- SVI Accessories Set 24mm or SVI Accessories Set 20mm
- Lower espagnolette bolt
- Upper espagnolette bolt
- Masking plate (depending on item ordered)

3.7.2 Lock and forend dimensions

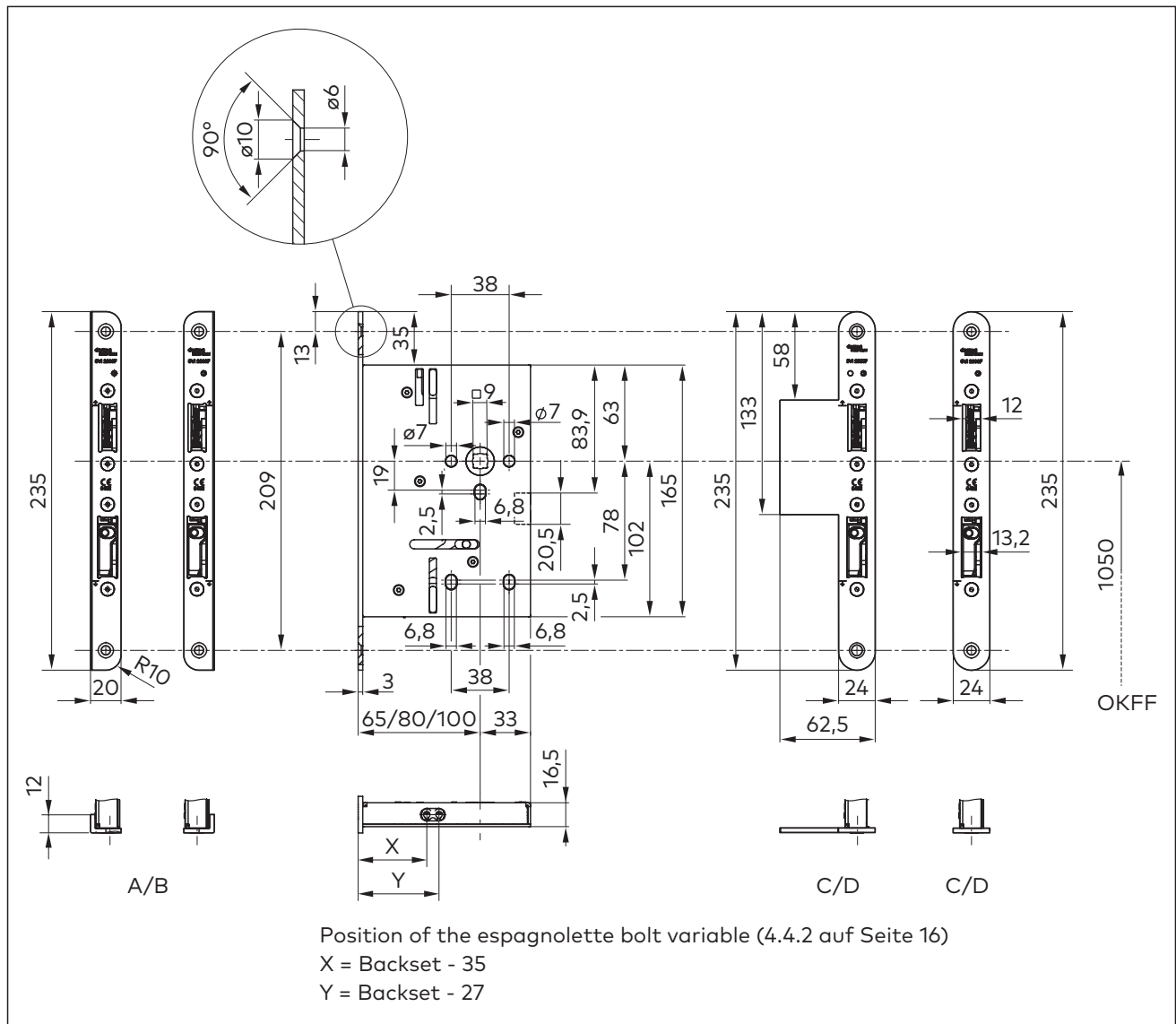


Fig. 10 Lock and forend dimensions
 (forend depending on item ordered)

3.7.3 Door versions

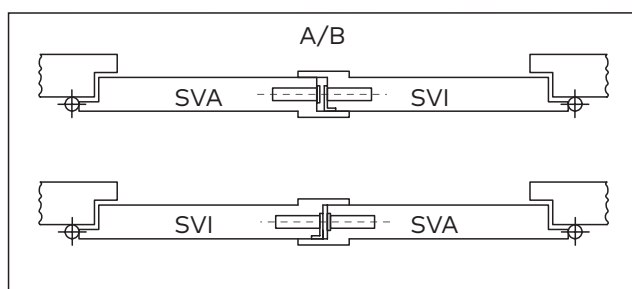


Fig. 11 Folding doors

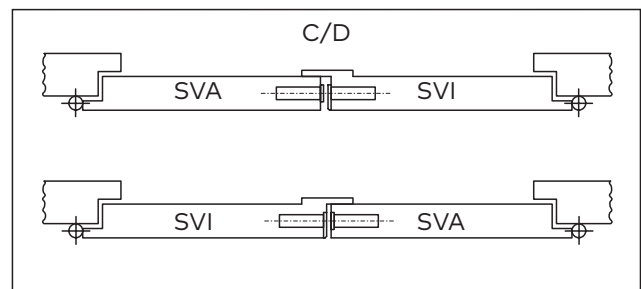


Fig. 12 Rebated doors

3.8 Other components

3.8.1 Masking plate

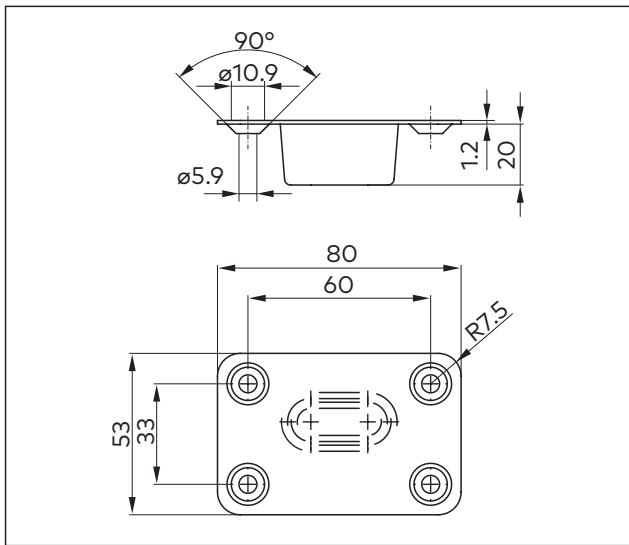


Fig. 13 Masking plate dimensions

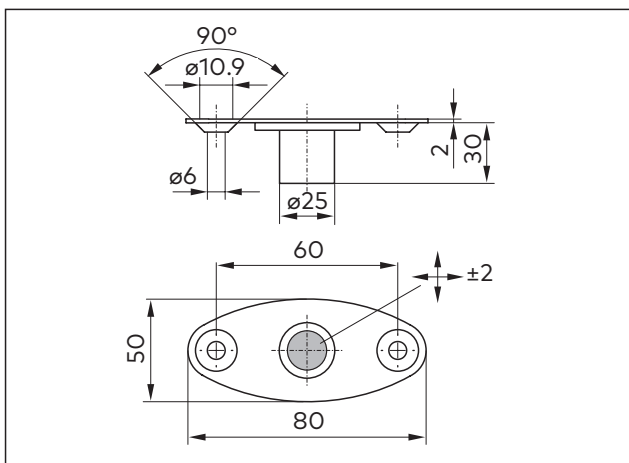


Fig. 14 Adjustable masking plate (optional)

3.8.2 Rod striking plate

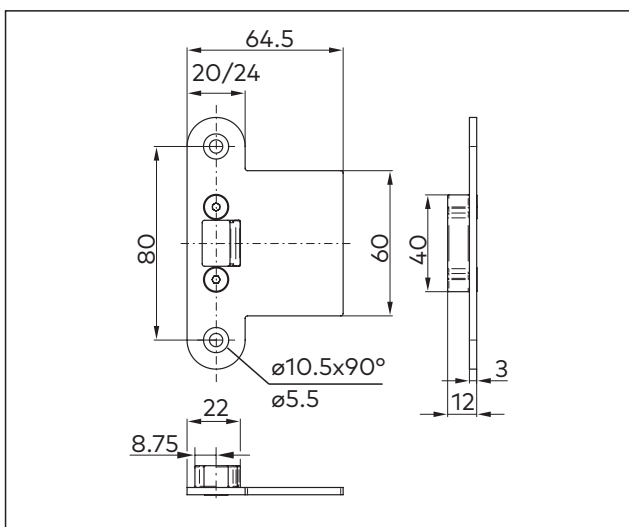


Fig. 15 Rod striking plate dimensions

3.8.3 Switch lock

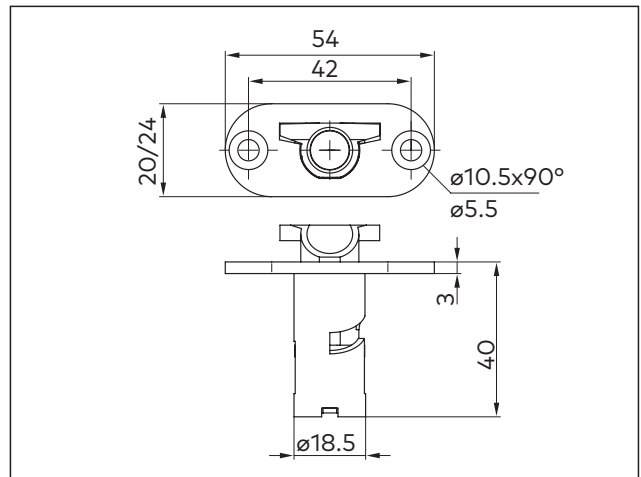


Fig. 16 Switch lock dimensions

3.8.4 Lower rod guide

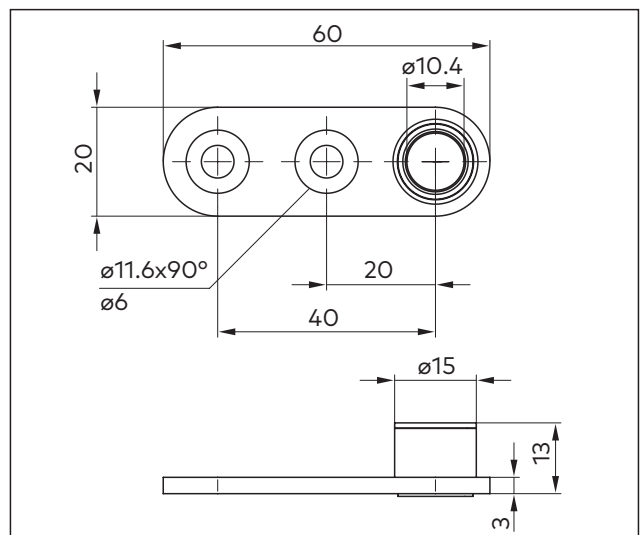


Fig. 17 Lower rod guide dimensions

4 Mounting

4.1 Safety during mounting



WARNING

Danger to life from crowding in front of a jammed door.

If the door leaf is deformed by more than 5 mm, the door may not always open reliably!

- SVI/SVA locks should only be installed in doors with a maximum deformation of 5 mm!
- In case of more severe deformation, verify that the door opens reliably with the fitting!



WARNING

Danger to life due to incorrect mounting on fire and smoke protection doors.

Mounting on fire and smoke protection doors is only permitted if the usability certificates for these doors provide for the mounting.

- Observe the requirements in the usability certificates.



TIPS AND RECOMMENDATIONS

- The mounting is shown on a DIN-left door. For a DIN-right door, the procedure must be mirror-inverted.
- The mounting is shown with a long plate. For other door fittings, other mounting points may have to be used.

4.2 Requirements for mounting

- The door corresponds to the specifications in Abb. 18 and is deformed by a maximum of 5 mm.
- For mounting along escape routes:
The door opens in the escape direction. If the door opens in the opposite direction to the escape direction, a building authority permit must be obtained.
- There are recesses and pre-drilled holes in the (fixed leaf) door leaf (see chapter 4.3).
- For all locks except SVI 5000:
The door leaf is equipped with the connection cable SVP-A 1100/2100.

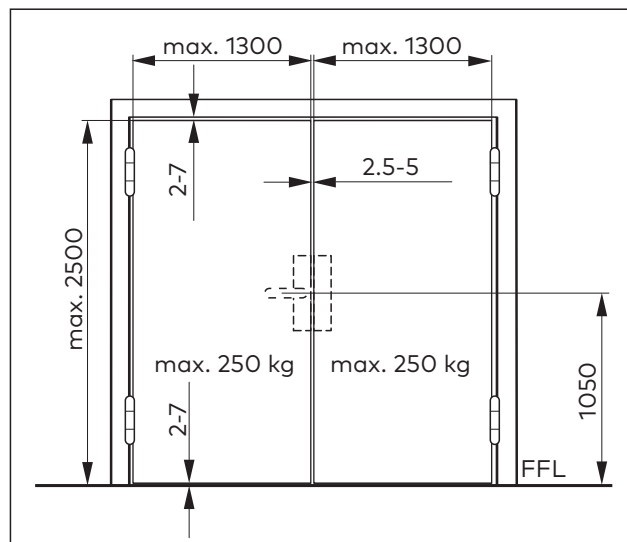


Fig. 18 Requirements for the door

4.3 Preparatory work

4.3.1 Mill-cut and drill door leaf for tubular frame locks

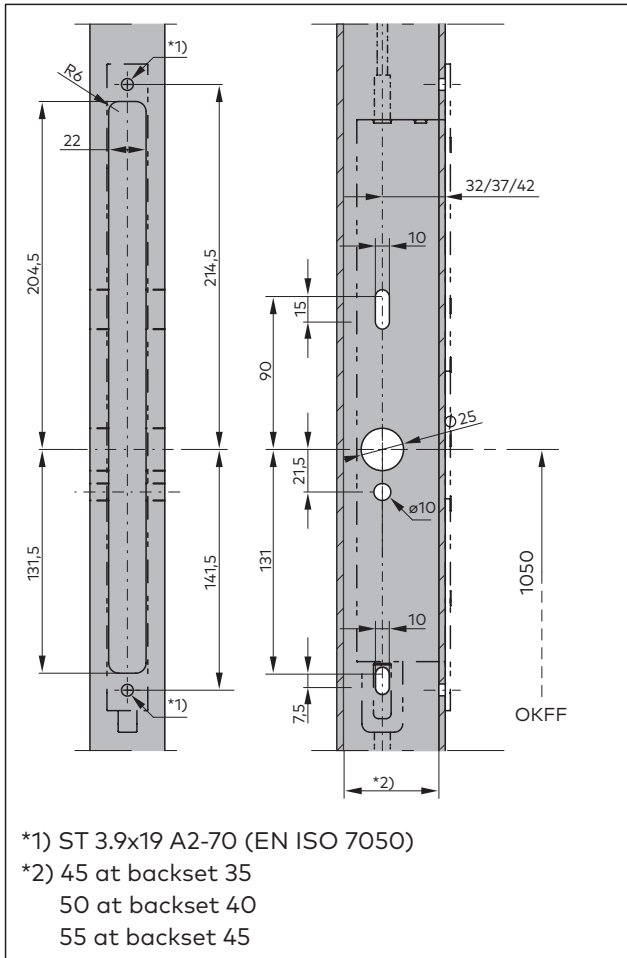


Fig. 19 SVI 2000/2000F

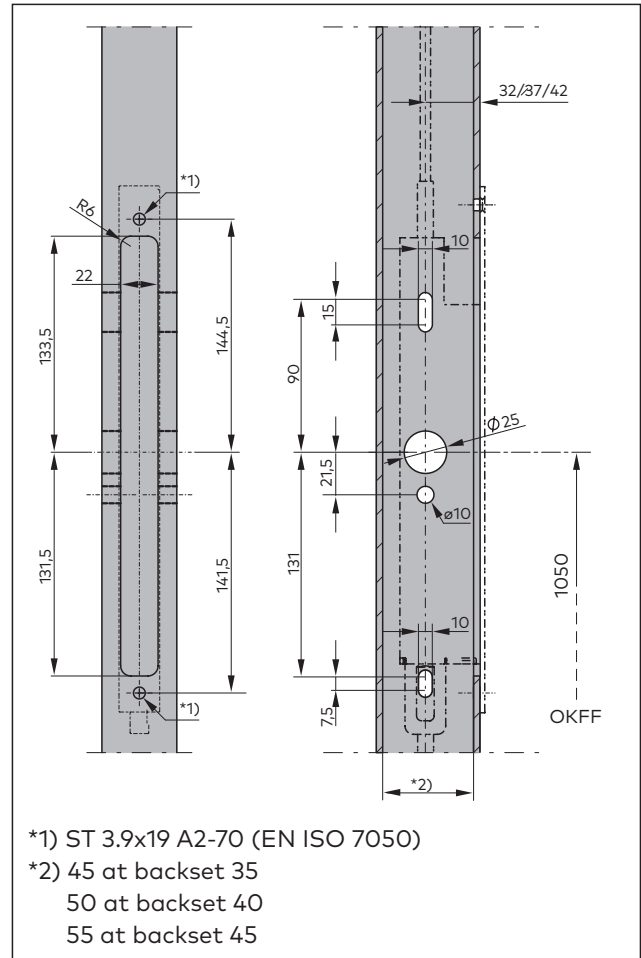


Fig. 20 SVI 4000/SVI 5000

4.3.2 Mill-cut and drill the door leaf for solid door locks

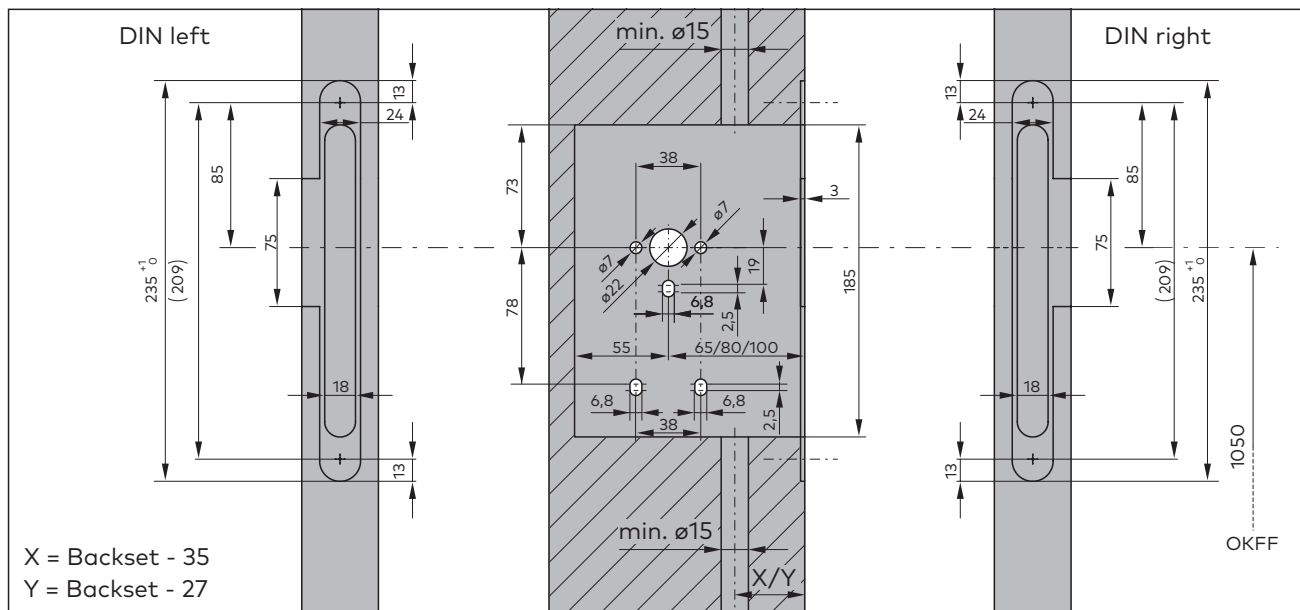


Fig. 21 Recesses and pre-drilled holes in door leaf with a lipped forend

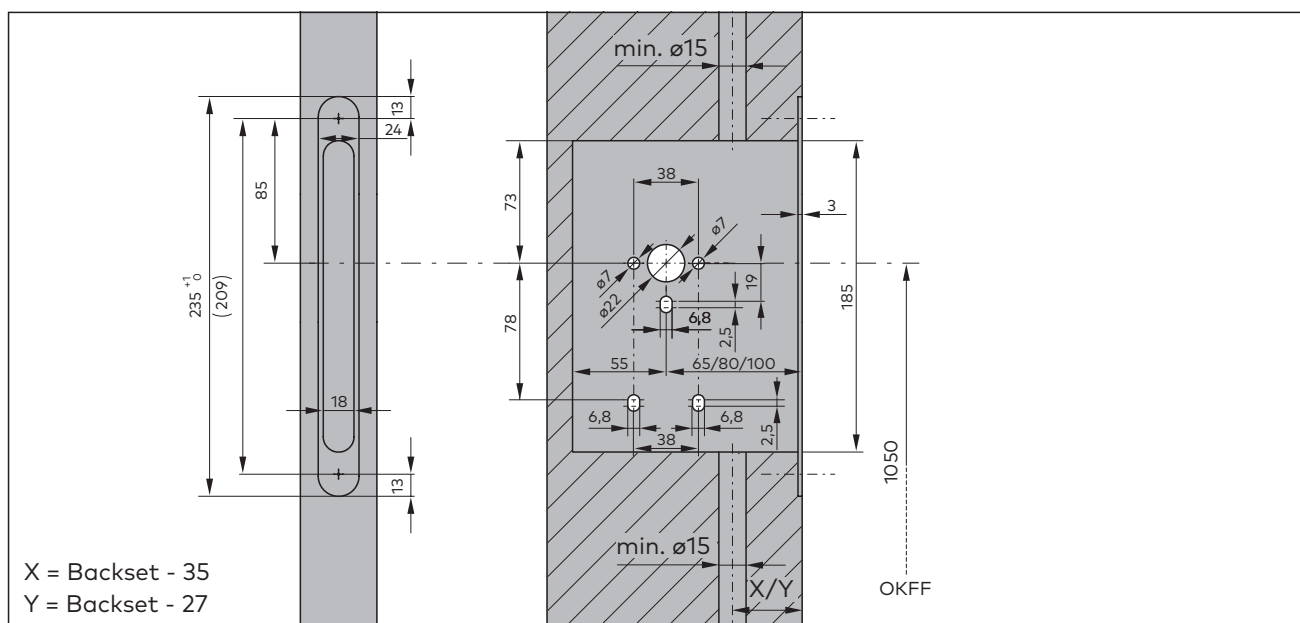


Fig. 22 Recesses and pre-drilled holes in door leaf with a flat forend

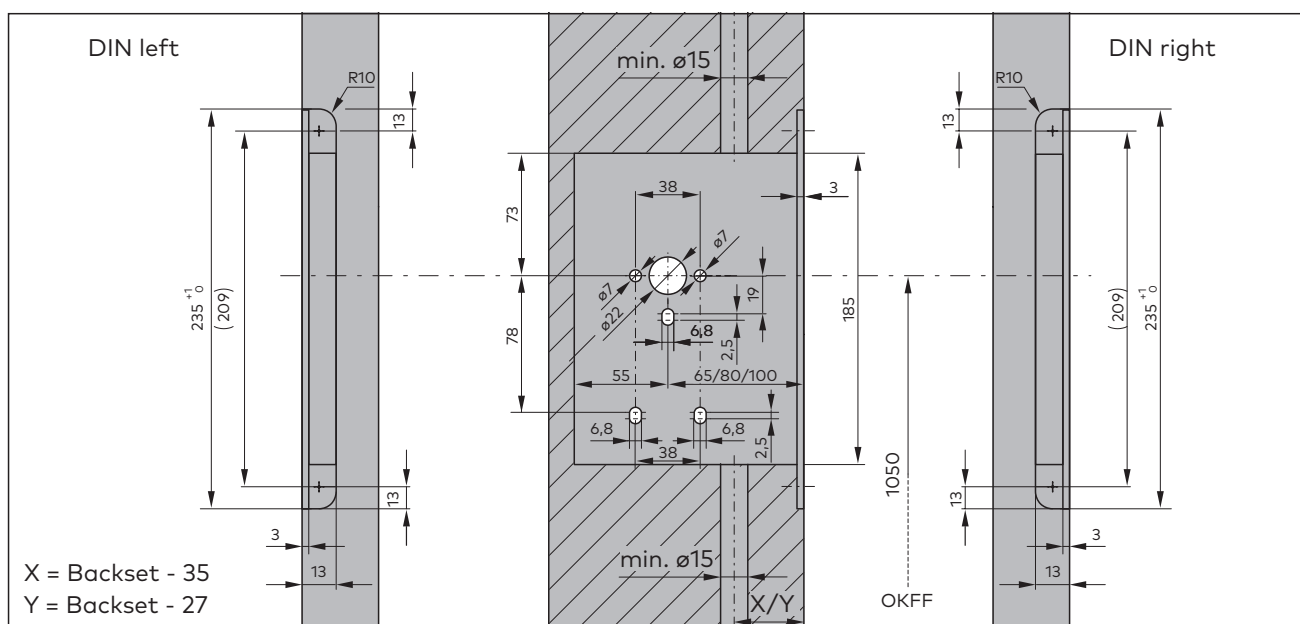


Fig. 23 Recesses and pre-drilled holes in door leaf with an angled forend

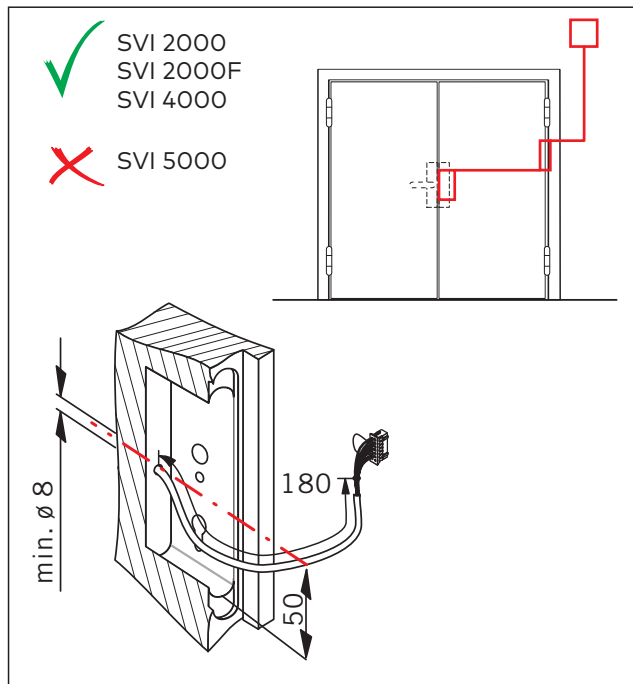


Fig. 24 Recesses and pre-drilled holes in the door leaf for wiring

4.3.3 Prepare the floor for the masking plate

Variant	X mm
PHA 2122-0 (0 mm)	26.5
PHA 2122-2 (2 mm)	24.5
PHA 2122-4 (4 mm)	22.5

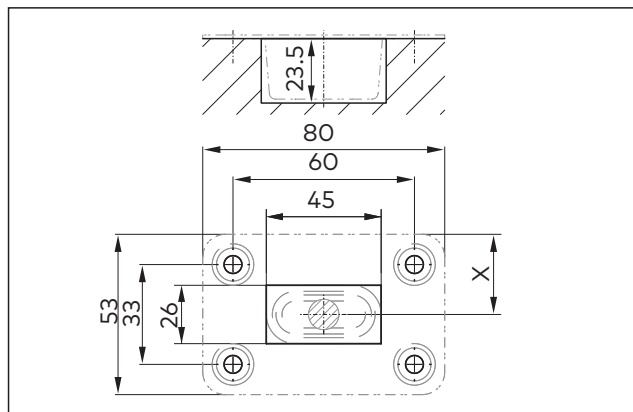


Fig. 25 Recesses for the masking plate

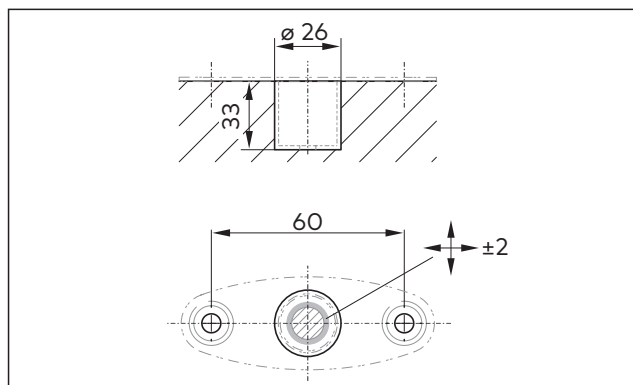


Fig. 26 Recess for an adjustable masking plate (optional)

4.3.4 Prepare the door frame for the rod striking plate

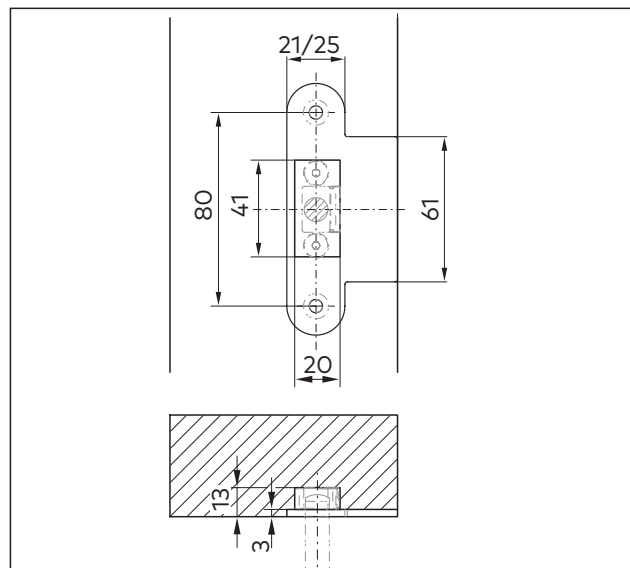


Fig. 27 Recesses for the rod striking plate

4.3.5 Prepare the door leaf for the switch lock

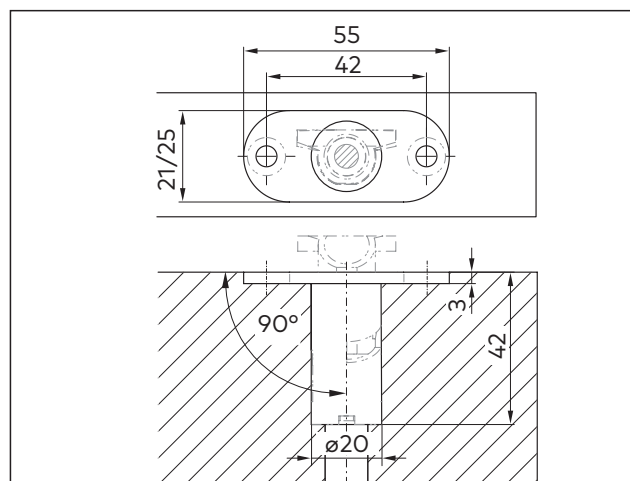


Fig. 28 Recesses for the switch lock

4.3.6 Prepare the door leaf for the lower rod guide

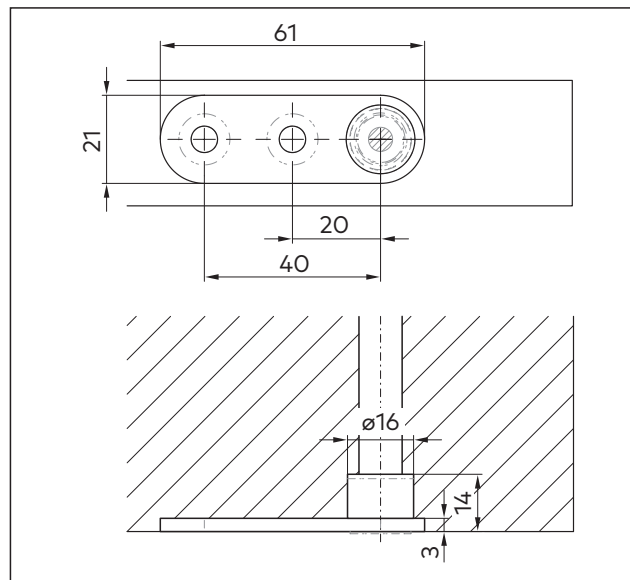


Fig. 29 Recesses for the lower rod guide

4.4 Mount locks

4.4.1 Mount tubular frame lock

1. Adjust the forend (Abb. 30).

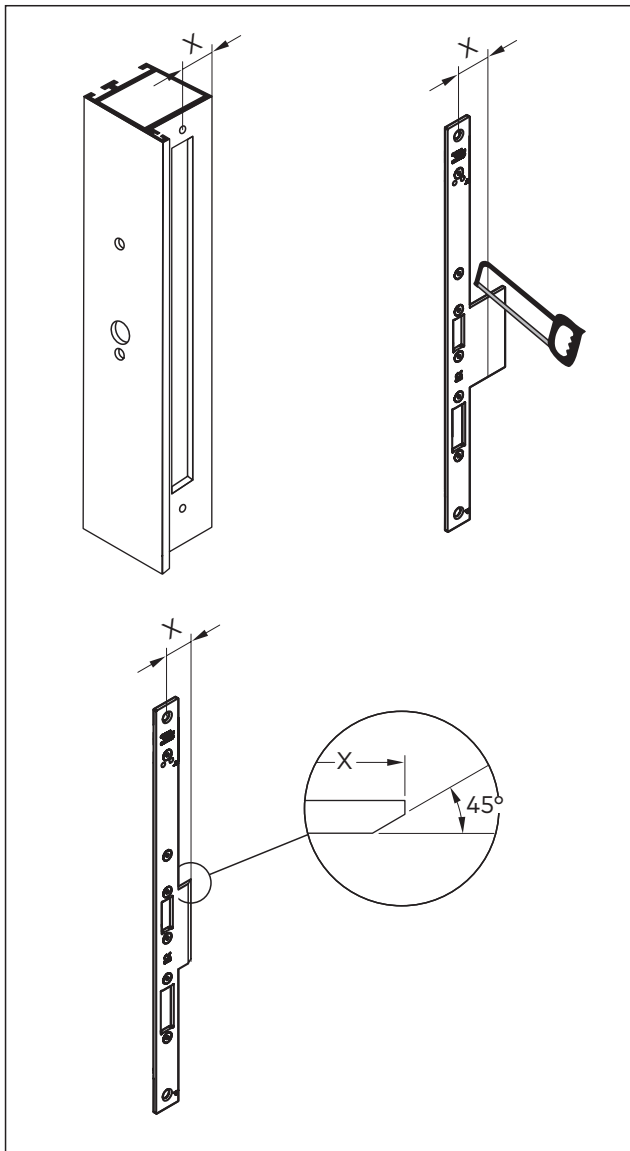


Fig. 30 Dimensions of the adjustments

2. If necessary, screw the forend to the lock with 1.5 Nm (Abb. 31).



TIPS AND RECOMMENDATIONS

Only use the self-locking screws supplied.
If these screws are loosened again, they must be replaced by new self-locking screws.

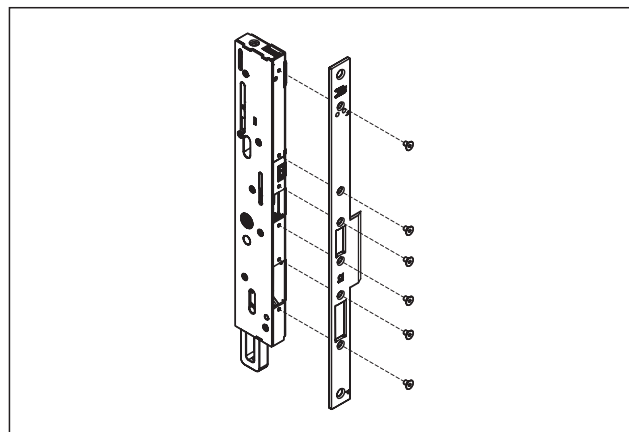


Fig. 31 Screw on forend

3. Pull in the connecting cable SVP-A 1100/2100 and connect it to the lock (Abb. 32).

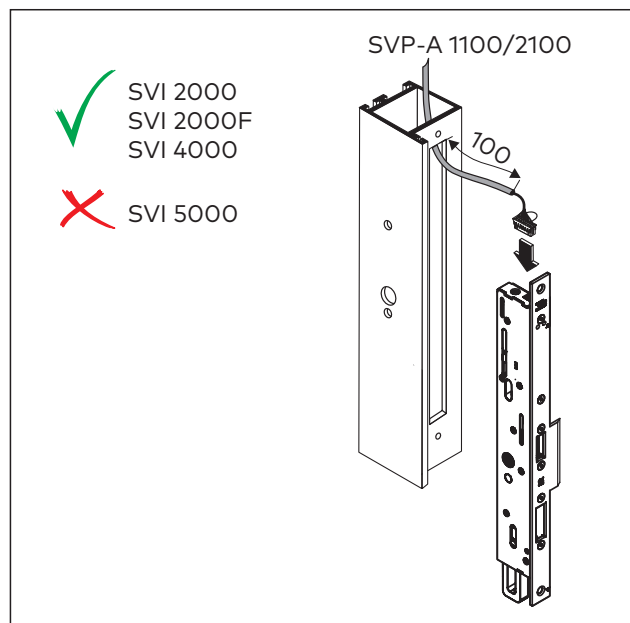


Fig. 32 Connect cable

4. Insert the lock into the door leaf recess (Abb. 33).

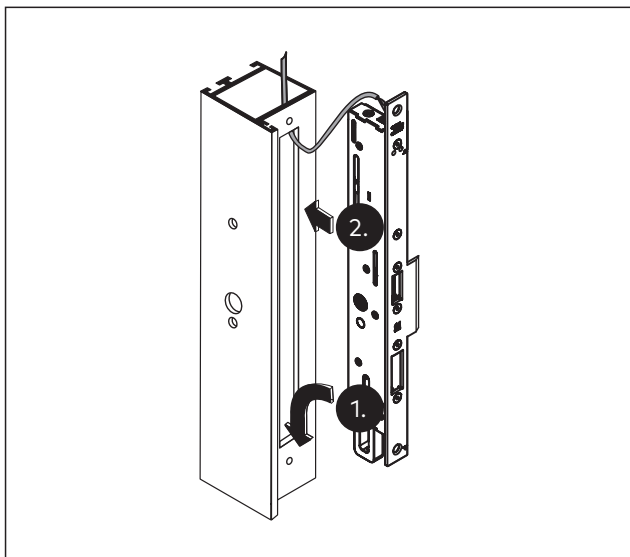


Fig. 33 Insert lock

5. Screw lock tight (Abb. 34)

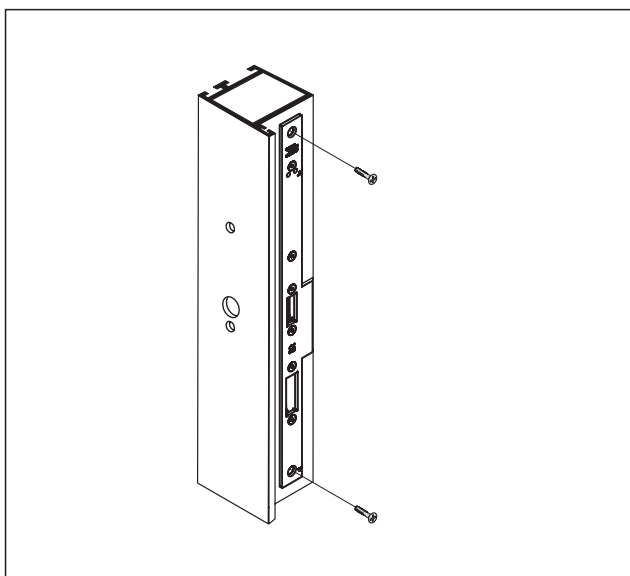


Fig. 34 Screw lock tight

4.4.2 Mount solid door lock

1. Adjust the forend (Abb. 35).

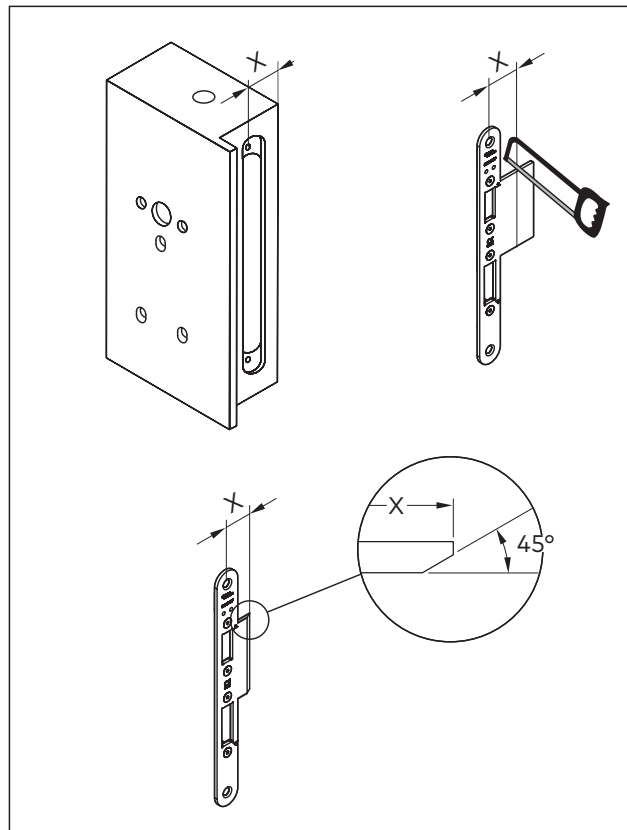


Fig. 35 Dimensions of the adjustments

2. If necessary, screw the forend to the lock (Abb. 36) with 1.5 Nm according to the DIN direction of the door.



TIPS AND RECOMMENDATIONS

Only use the self-locking screws supplied.
If these screws are loosened again, they must be replaced by new self-locking screws.

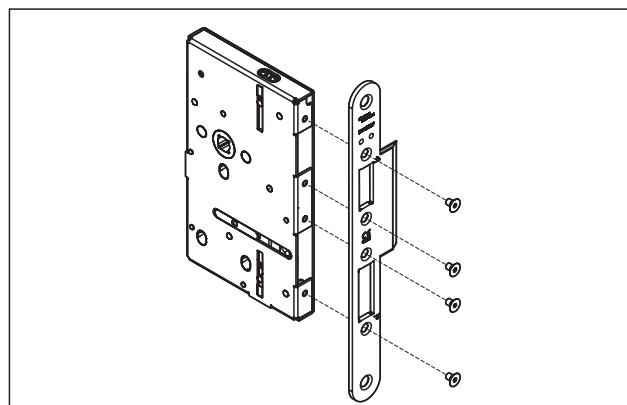


Fig. 36 Screw on forend



WARNING

Danger to life from jammed door.

Incorrect positioning of the grub screw at the top of the lock may prevent the door from opening reliably!

- If necessary, change the screw-in position of the espagnolette bolt.



ATTENTION

Risk of property damage due to missing grub screw.

A missing grub screw at the top of the lock can cause the lock to be damaged!

- Always screw the grub screw back into the lock.

3. To change the screw-in position of the espagnolette bolt if necessary: Screw the grub screws at the top of the lock from one drill hole to the other (Abb. 37).

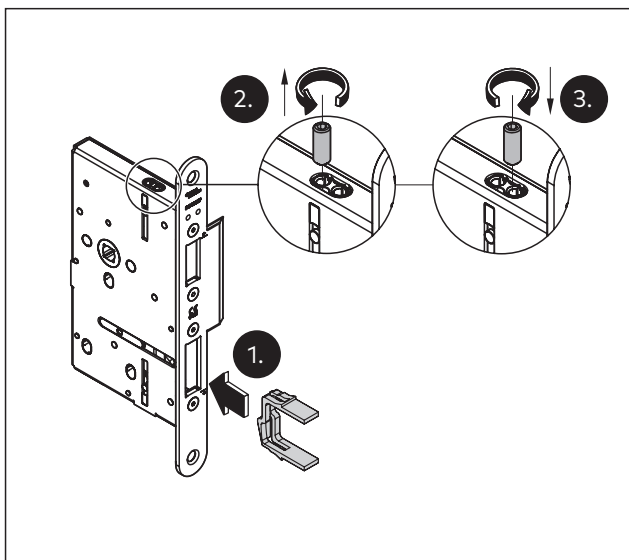


Fig. 37 Move the position of the espagnolette bolt

4. Pull in the connecting cable SVP-A 1100/2100 and connect it to the lock (Abb. 38).

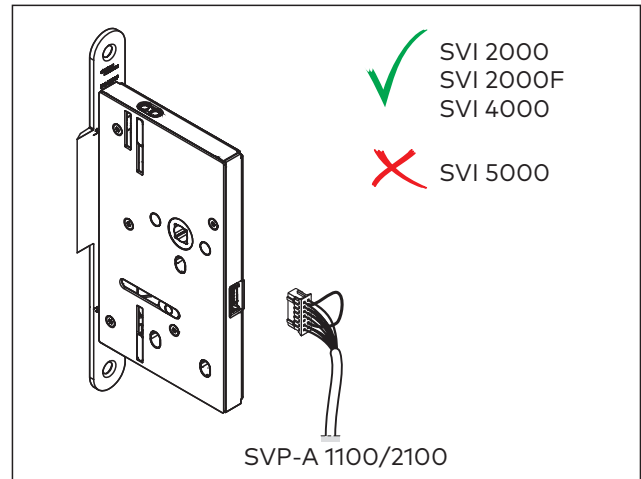


Fig. 38 Connect cable

5. Insert the lock into the door leaf recess (Abb. 39).

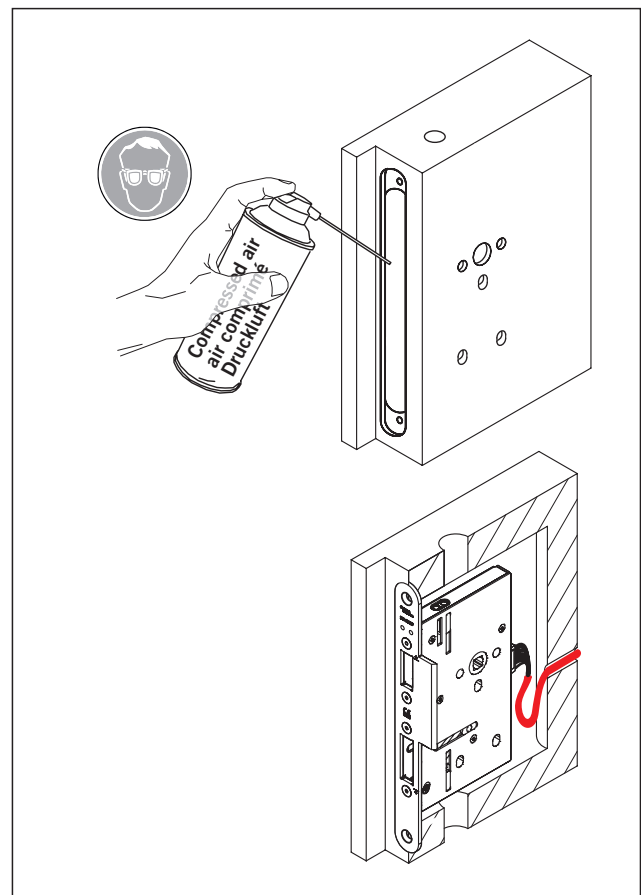


Fig. 39 Insert lock

6. Screw lock tight (Abb. 40)

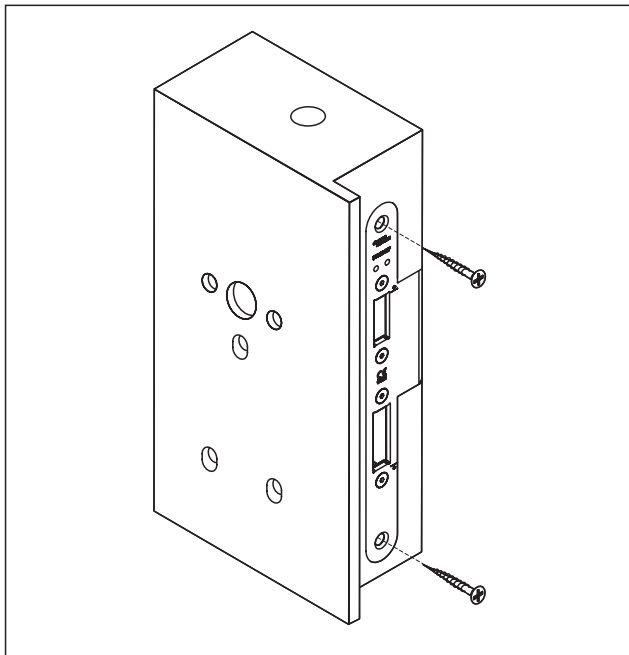


Fig. 40 Screw lock tight

4.5 Mount fixed leaf

TIPS AND RECOMMENDATIONS

- The parts to be mounted are included in the other required sets.
- Observe the mounting sequence. Mount the espagnolette bolts completely before mounting the complete fixed leaf.

4.5.1 Mount espagnolette bolt

1. Adjust the preload of the spring on the upper espagnolette bolt in relation to the door height according to the table (Abb. 41).

Door height in m	Number of spacers
2 - 2.55	0
2.55 - 2.85 *	1
2.85 - 3.15 *	2
3.15 - 3.50 *	3

* Special size

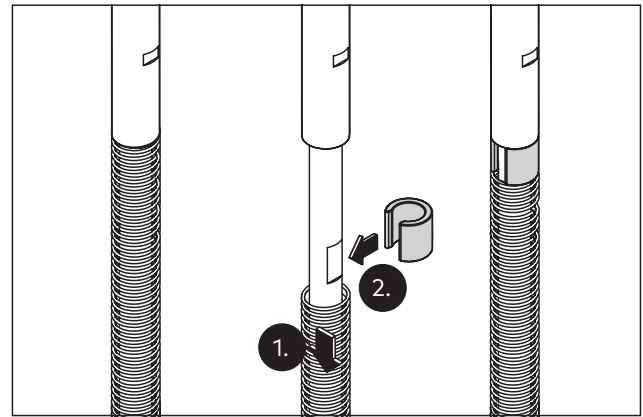


Fig. 41 Mount spacers

2. Determine and mark the length of the upper espagnolette bolt (Abb. 42).

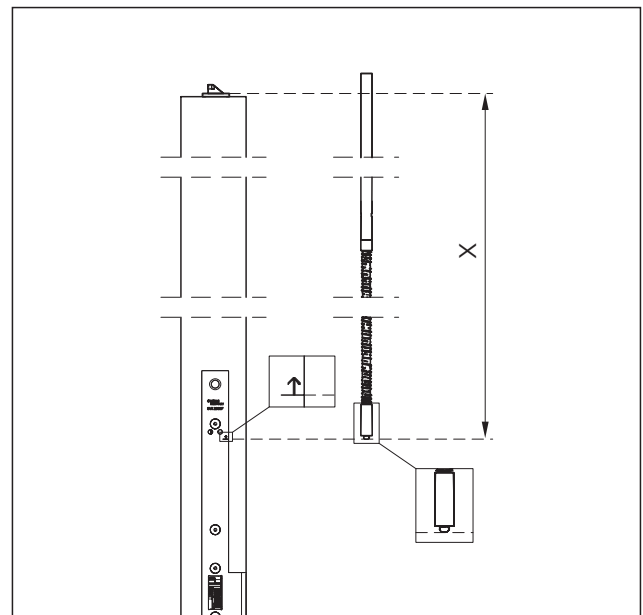


Fig. 42 Determine the length of the upper espagnolette bolt

3. Determine and mark the length of the lower espagnolette bolt (Abb. 43).

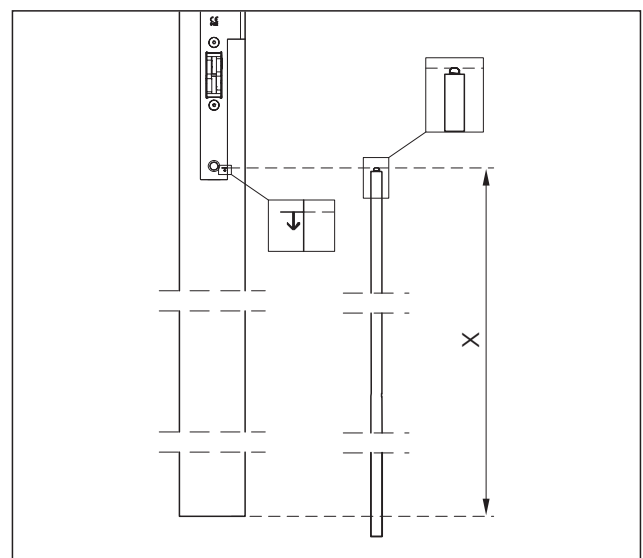


Fig. 43 Determine the length of the lower espagnolette bolt

4. Shorten the two espagnolette bolts to the determined length and deburr.
5. Completely insert the plastic plug into the upper espagnolette bolt (Abb. 44).

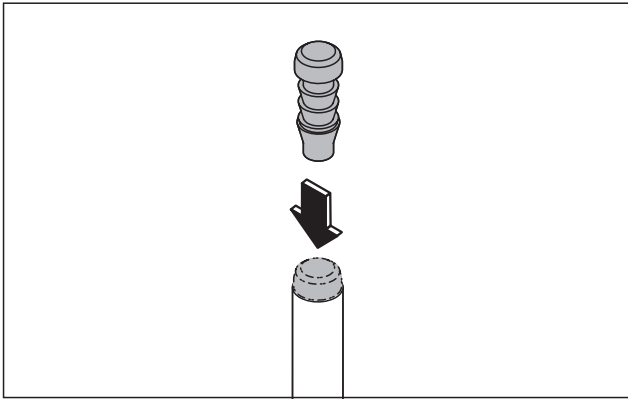


Fig. 44 Insert plastic plug

- 6.** Insert the locking clamp into the SVI lock (Abb. 45).

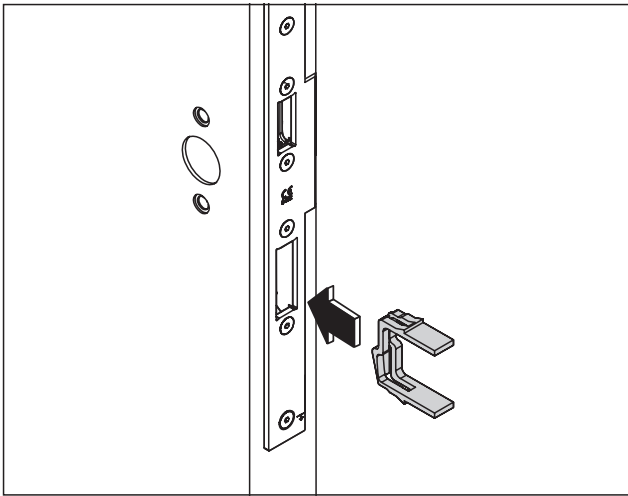


Fig. 45 Insert locking clamp

- 7.** Mount the lower guide for the espagnolette bolt on the fixed leaf (Abb. 46).

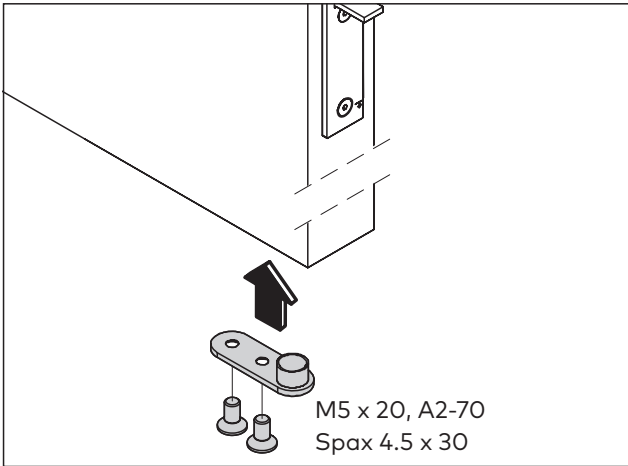


Fig. 46 Mount lower guide

- 8.** Insert the upper espagnolette bolt into the fixed leaf and screw it completely into the lock by hand (Abb. 47) so that the espagnolette bolt can still be adjusted later.

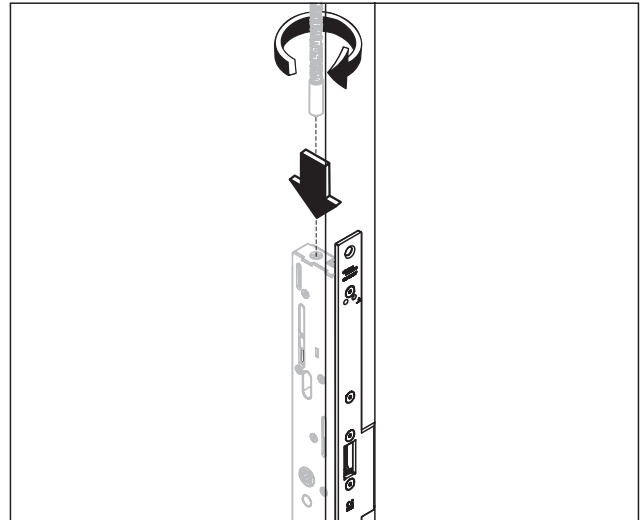


Fig. 47 Screw in upper espagnolette bolt

- 9.** Insert the lower espagnolette bolt into the fixed leaf and screw it into the lock with 3.5 Nm (Abb. 48).

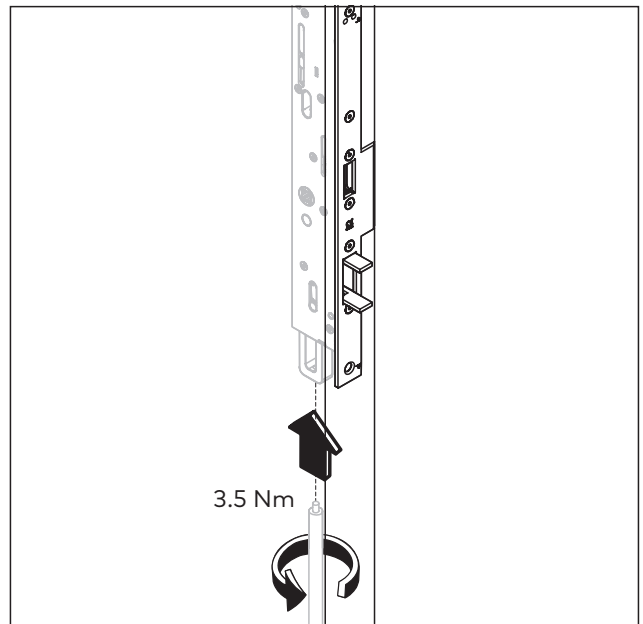


Fig. 48 Screw in lower espagnolette bolt

- 10.** Remove the locking clamp from step 6 from the SVI lock.
- 11.** Mount the switch lock at the top of the fixed leaf so that the inclined surface faces the door frame (Abb. 49).

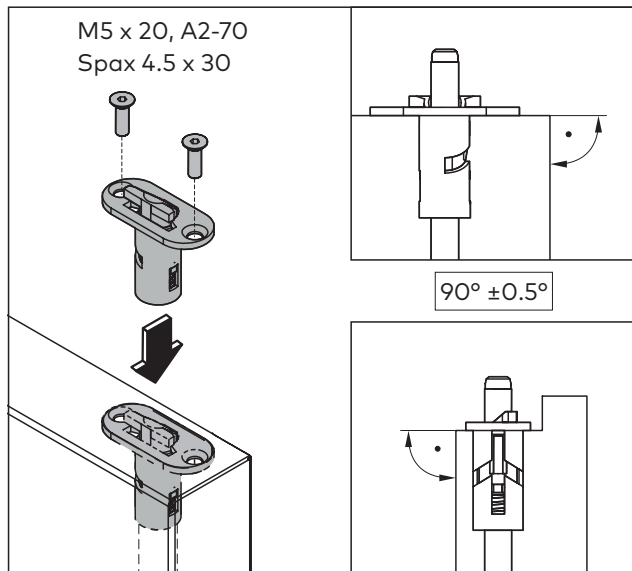


Fig. 49 Mount switch lock

- 12.** Function test: Operate the switch lock and check whether the rod extends (Abb. 50).

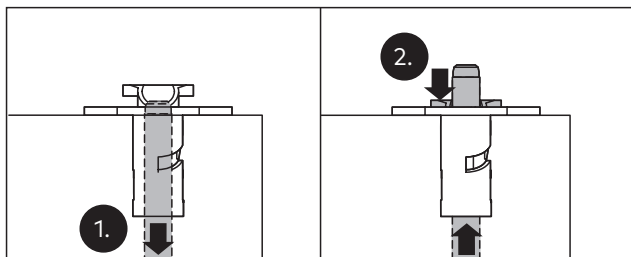


Fig. 50 Perform a function test

- 13.** Operate the lock so that the espagnolette bolts are retracted.
- 14.** Mount the fixed leaf and align it in the door frame (Abb. 18).
- 15.** Mount the masking plate for the lower espagnolette bolt in the floor (Abb. 51).

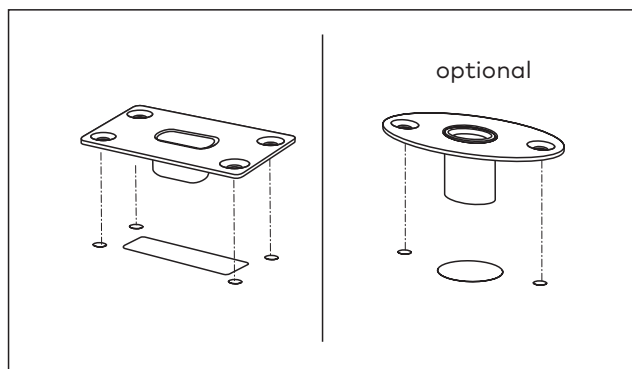


Fig. 51 Mount masking plate

- 16.** Adjust the rod striking plate (Abb. 52).

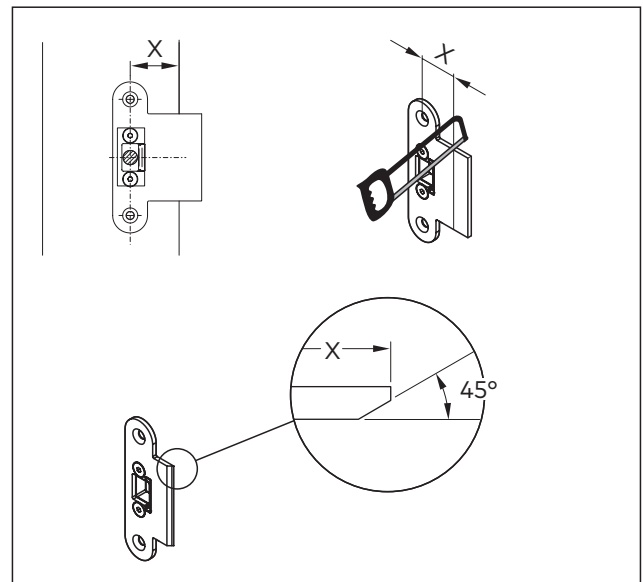


Fig. 52 Dimensions of the adjustments

- 17.** Mount the rod striking plate for the upper espagnolette bolt in the door frame (Abb. 53).

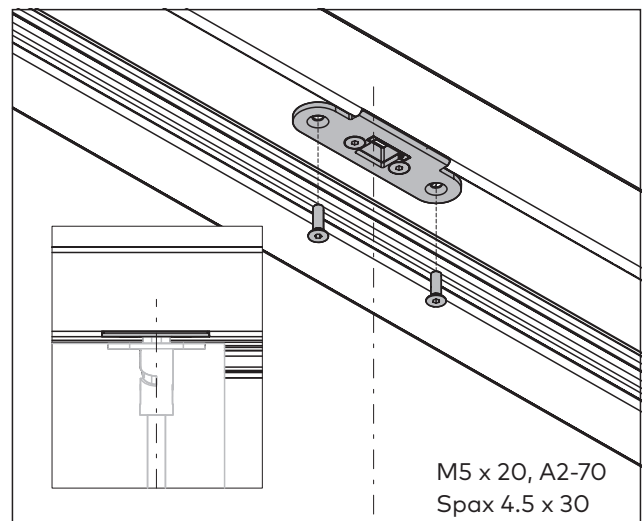


Fig. 53 Mount rod striking plate

4.5.2 Adjust upper espagnolette bolt

- 1.** Disassemble the switch lock again.
- 2.** Operate the lock or push the upper espagnolette bolt fully into the lock.
- 3.** Open the fixed leaf.
- 4.** Completely attach the adjusting tool with the smooth side on the espagnolette bolt (Abb. 54).

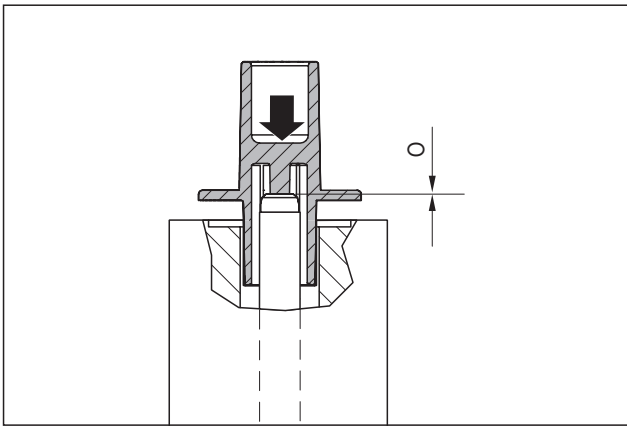


Fig. 54 Completely attach the adjustment tool

5. Move the fixed leaf in the closing direction and check how much air there is between the adjusting tool and the rod striking plate in the door frame.
6. Adjust the espagnolette bolt by unscrewing it so that the adjustment tool's collar is flush with the rod striking plate.

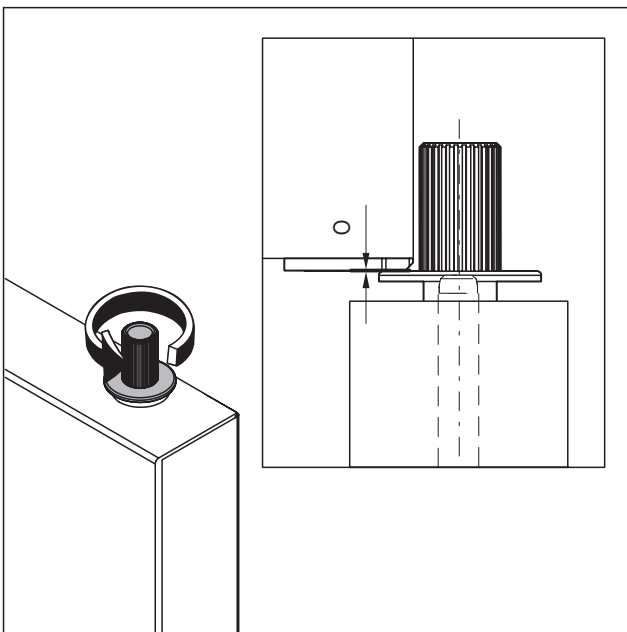


Fig. 55 Plate in the middle of the adjustment tool flush with rod striking plate

7. Remove the adjustment tool from the upper espagnolette bolt.
8. Mount the switch lock at the top of the fixed leaf again so that the inclined surface faces the door frame (Abb. 49).

4.6 Fix upper espagnolette bolt

4.6.1 Tubular frame lock

1. Operate the lock so that the espagnolette bolts are retracted.
2. Fix the upper espagnolette bolt through the drill hole in the forend with 1 Nm (Abb. 56).

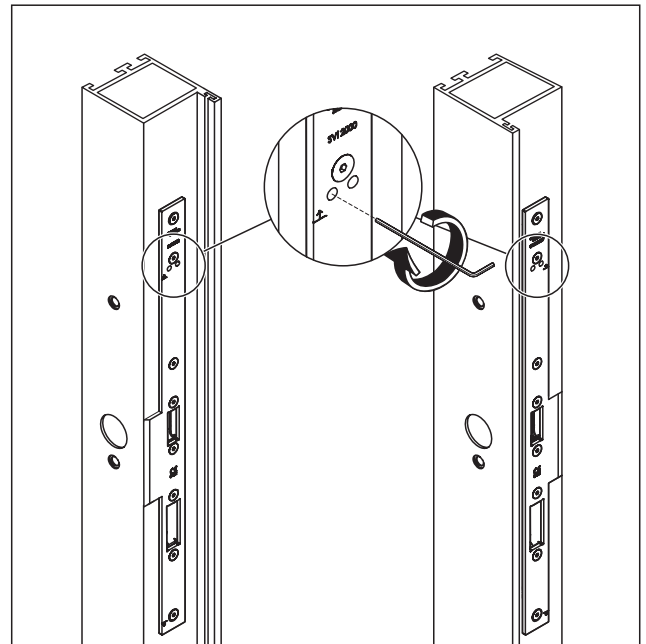


Fig. 56 Fix espagnolette bolt

4.6.2 Solid door lock

1. Close the fixed leaf so that the espagnolette bolts are extended.
2. Fix the upper espagnolette bolt through the drill hole in the forend with 1 Nm (Abb. 57).

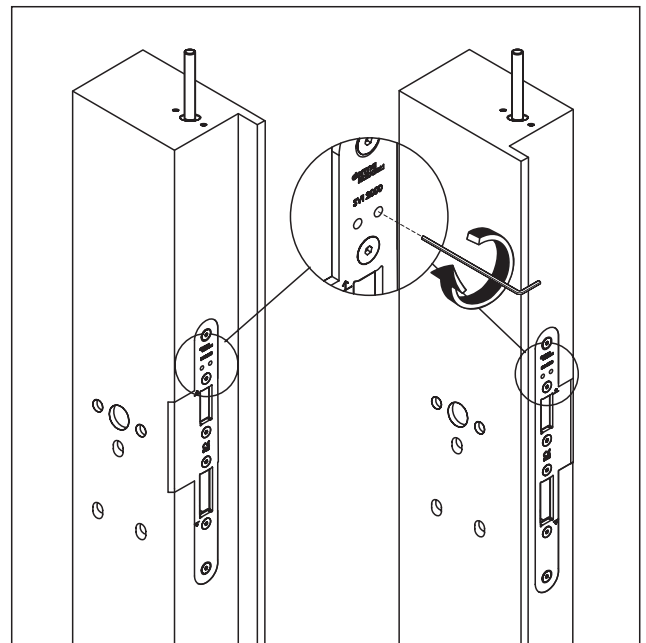


Fig. 57 Fix upper espagnolette bolt

4.7 Mounting active leaf



TIPS AND RECOMMENDATIONS

- Observe the applicable documents for the SVA lock.

4.8 Mounting fittings



TIPS AND RECOMMENDATIONS

- Observe the applicable documents for the fittings.
- Other manufacturers' fittings must correspond to the intended use.

1. Mount the fittings (door handle, panic bar or knob).
2. Check the fittings' function.

5 Displays

5.1 LED display

With the SVI 2000/2000F, colored light signals in the area around the latch holder indicate general operational readiness. In addition, the LED display shows the error messages („8 Fehlermeldungen“ auf Seite 23).

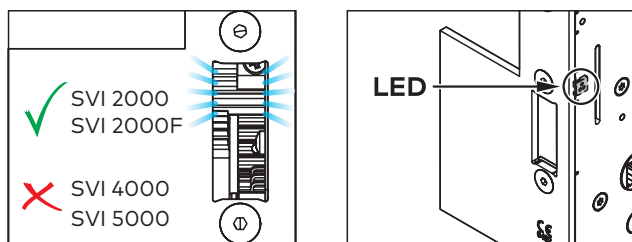


Fig. 58 LED displays in the latch holder

LED display	Color	Duration
Ready for operation		2000 ms

6 SVA 2000F integrated Power Reserve module test

The internal Power Reserve module is tested 5 minutes after the power is turned on and then every 48 hours. If the test completes with an error, the corresponding flashing code appears once according to the error messages (see chapter 9). The test is then performed a second time after a further 5 minutes. If this test is also negative, the flashing code is permanently displayed.

7 Pin assignment SVI 2000(F)






	SVP-A 1100/2100 cable colors	Wiring
PIN 1	bk	GND
PIN 2	rd	-
PIN 3	wh	+24V DC
PIN 4		-
PIN 5	bn	-
PIN 6	vio	Locked, output switches to GND, 30 mA at max. 30 V DC
PIN 7	rd/bu	-
PIN 8	bu	-
PIN 9	gn	-
PIN 10	pk/gy	Bolt contact *
PIN 11	ye	Bolt contact *
PIN 12		-
PIN 13	gy	RS485 N
PIN 14	pk	RS485 P

* only for special items

8 Complete mounting

1. Check all gaps. If necessary, adjust the door leaf in the door frame (Abb. 18).
2. Check that all the parts provided have been mounted and that no subsequent modifications have been made or additional locking devices added.
3. Make sure that the locking points are not blocked.
4. Use a force gauge to measure and record the actuating forces required to release the escape door lock. The actuating forces may be max. 70 N for emergency exit locks according to EN 179, max. 80 N for panic exit locks according to EN 1125.
5. Clean the masking plate.
6. This manual must be handed over to the facility operator and regular maintenance and recording duties must be observed (see chapter 8).

9 Error messages

LED display	Cause	Action
	Power supply outside the tolerance range (24 V DC +/- 15 %)	Check power supply unit.
	Power Reserve function test is faulty (SVA 2000F only)	Call dormakaba Service.
	Unlocking/locking not successful	Check whether the bolt is blocked from outside the lock. If not, call dormakaba Service
	General error	Disconnect and reactivate the power supply for the door. If the error persists, call dormakaba Service.
	SVA-SVI bus connection interrupted	Check correct wiring, especially the wiring of the SVA and SVI lock.

10 Maintenance

Perform the following maintenance steps **at least once a month** to ensure safe use of the SVA/SVI lock:

1. Check and operate all parts of the door lock. Ensure that they are fully operational.
2. Ensure all the parts provided have been mounted and that no subsequent modifications have been made or additional locking devices added.
3. Make sure that the locking points are not blocked.
4. Use a force gauge to measure and record the actuating forces required to release the escape door lock. The actuating forces may be max. 70 N for escape doors according to EN 179 and max. 80 N for escape doors according to EN 1125. The actuating forces must not have changed significantly compared to the measurement after the initial installation.
5. Clean the masking plate.
6. Note the date of maintenance, the corrective actions taken and the name of the person performing the work.



TIPS AND RECOMMENDATIONS

The SVI solid door locks have a permanent dry lubrication with bonded coating.

- If necessary, supplementary lubrication with Teflon spray (acetone-free) is permitted.

11 Disassembly and disposal

Disassembly is carried out in reverse order of the mounting instructions.



The product must not be disposed of in domestic waste.

Dispose of the product in an environmentally friendly manner at the arranged acceptance and collection points.

Refer to the statutory regulations for your country.