

# Airport Solutions

/ LUGGAGE TROLLEYS

/ ACCESS MANAGEMENT

# Welcome to Wanzl

First class travel starts here



[YouTube: Wanzl // Airport & Access Solutions \(2020\) EN](#)



## Airport Solutions

# Luggage Trolleys

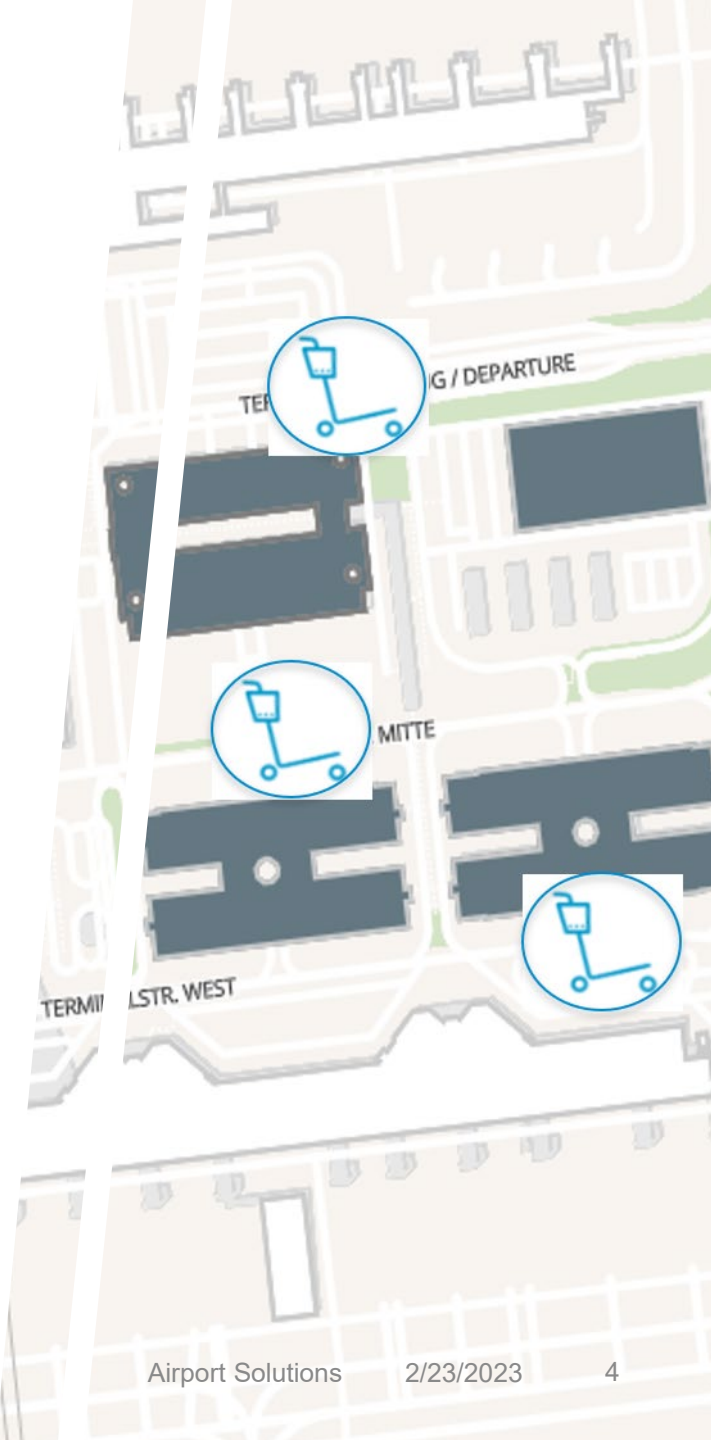
01



# / Content

## 01 Luggage Trolleys

1. Trolleys & Trolley Handling
  - *Landside Trolleys*
  - *Airside Trolleys*
  - *Groups, Families, VIPs*
  - *Trolley Transportation*
2. Trolley Vending
3. Trolley Tracking
4. Trolley Management





**Airport Solutions**

# **Trolleys & Trolley Handling**



# / Trolleys & Trolley Handling



## Integral part of passenger service

→ Positive customer experience



## High maneuverability



## For landside, public areas, outside the terminals and adjacent parking facilities

In smaller sizes also on **airside**

→ Transport of carry-on or duty-free items



## Trolley transportation via scooters or truck & trailers



## Minimum space requirement

→ Positive customer experience



## Unrivalled total cost of ownership (TCO)

→ High quality material and craftsmanship combined with long lifetime and minimum maintenance requirement

# / Trolleys: Quality Highlights

- ✓ **Most reliable and most durable wheels on the market**, type Wanzl “Bonded On”, smooth rolling, dust proof with double-sealed precision ball bearings and an extraordinary high carrying capacity
- ✓ **Strong back wheel covers, shock absorbing**, preventing people from squeezing fingers between brake and wheel section
- ✓ **Maintenance-free, self-adjusting brake mechanism**, covering up to 12 mm wheel abrasion. Invisible brake system.
- ✓ **UV resistant injection molded plastic parts**
- ✓ **Handle** with imprinted user instructions and additional transparent **anti-bacterial surface treatment**
- ✓ **Substantial advertising options**, both on basket and main frame
- ✓ **In-house processes and production** from product development and design over state-of-the-art bending, welding, surface treatment “made by Wanzl”
- ✓ **Most suitable pulling or pushing devices**, tailored to the respective trolley characteristics





## Trolleys & Trolley Handling

# Landside Trolleys



**Voyager Evolution 3000**



**Voyager 3000**



**Travel 300**



**Travel 300 BL**



**Travel 400**



**Combi E300**



**Combi C400**



**Tourist 3000**



**Eurosprinter**

# Voyager Series

## Landside Trolleys

Lightweight aluminum construction

- ✓ Generous advertising spaces
- ✓ Maintenance-free brake rod
- ✓ Large luggage rack in extended version



**Voyager Evolution 3000 / 3000 BL**



**Voyager 3000 / 3000 EX**

# Travel Series

## Landside Trolleys

Sturdy steel or stainless-steel construction.

- ✓ Generous advertising spaces
- ✓ Self-adjusting, maintenance-free brake
- ✓ Suitable for efficient transport via Airport Scooter transport



**Travel 300**



**Travel 300 BL**



**Travel 400**



# Combi Series

## Landside Trolleys

Wanzl quality trolleys to be nested with other brands.

- ✓ Sturdy steel construction
- ✓ Self-adjusting, maintenance-free brake



**Combi E300**



**Combi C400**

# / Tourist 3000

## Landside Trolleys

The entry-level model at an attractive price!

- ✓ Sturdy steel construction
- ✓ Self-adjusting, maintenance-free brake
- ✓ Can be nested with other brands



**Tourist 3000**

# / Europrinter

## Landside Trolleys

Safe transport on escalators.

- ✓ Solid appearance, maneuverable
- ✓ Automatic braking upon nesting
- ✓ Nested trolleys are easily pushed and pulled along



**Europrinter**



## Trolleys & Trolley Handling

# Airside Trolleys

For hand luggage and duty-free purchases.



**Airport-Shopper NG**



**Easy 88**



**Easy 400**

# Easy Series and Airport-Shopper

## Airside Trolleys

Different models of airside trolleys for a maximum on load and space of bags.

- ✓ Generous advertising spaces
- ✓ Large bumper rail
- ✓ High-quality swivel castors with quiet rubber treads



**Airport-Shopper NG**



**Easy 88**



**Easy 400**



## Trolleys & Trolley Handling

# Groups and Families



**Easy 300**  
with baby seat



**Airport-Shopper NG**  
with baby seat



**Kiddo®**



**Kiddolino**



**Fun Mobil Compact**



**Fun Mobil 80**



**Porter Trolley 2000**  
**NG**



**GS-Group**



**GS-Lobby**



**GS-Compact**



# / Ideal solutions for all customer groups



## Trolleys for babies and toddlers

- Stress-free journey through the terminal facilities for families
- Increasing the customer experience



## Trolleys for group luggage

- Handling of group luggage in various numbers and sizes supported by a porter service
- For First Class and VIP passengers or groups like sports teams or orchestras

# Airside trolleys suitable for babies

## Airport Shopper NG and Easy 300

These airside trolleys are optional available with baby seat.

- ✓ For toddlers up to 36 months
- ✓ Washable seat upholstery
- ✓ Locking brake as standard
- ✓ 5-point children's harness for buckling up



**Easy 300** with baby seat



**Airport-Shopper NG** with baby seat



# Trolleys for toddlers

## Kiddo® and Kiddolino

A certified and robust pushchair for the safety of your customers' children.

- ✓ Heavy-duty design for many years of use
- ✓ Washable seat upholstery
- ✓ Locking brake as standard
- ✓ 5-point children's harness for buckling up



**Kiddo®** for toddlers



Optional with coin lock systems and flagpole (for easy visibility and theft protection).



**Kiddolino** certified for babies and toddlers aged 6 to 36 months

# Trolleys for toddlers

## Fun Mobil

With the two Fun Mobil models, fun is guaranteed even when you have to take your little ones through the terminal. This family-friendly option increases customer loyalty and attracts new customers because kids love to go wherever there is a car.

- ✓ Attractive, robust plastic chassis
- ✓ Fun element for greater customer loyalty
- ✓ 5<sup>th</sup> wheel for top directional stability and easy manoeuvring
- ✓ Break mechanism



**Fun Mobil Compact**



**Fun Mobil 80**

# Trolleys for group luggage

Porter trolleys in various designs, covering all requirements for groups as well as individuals

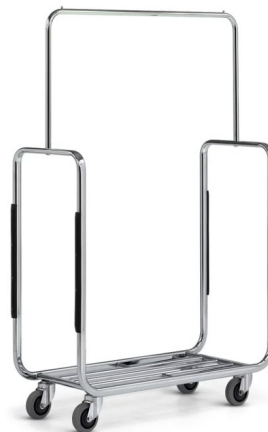
**Porter Trolley 2000 NG:** The high-capacity luggage collection trolley with huge advertising space and optional foot brake and clothes rail.

**GS-Group:** With detachable clothes hanger, made for families and even single travelers.

**GS-Lobby:** the perfect solution for higher standards, such as VIP, First & Business Class terminals as well as hotels, with foot brakes and all-round bumpers to protect the inventory.



Porter Trolley 2000 NG



GS-Group



GS-Lobby



GS-Compact



## Trolleys & Trolley Handling

# Trolley Transportation

Efficient and cost-effective transport and collection of luggage trolleys.



**Airport-Scooter**



**M9**

# Airport-Scooter

## Trolley Transportation

Top speed: 6 km/h

- ✓ For transporting and collecting trolleys
- ✓ Push and pull mode
- ✓ Pushing version can be remote controlled



**Airport-Scooter** (with pulling adapter)

# M9 Electric cart puller

## Trolley Transportation

The powerful electric trolley mover.

- ✓ Tow capacity: up to 3,000 kg
- ✓ For indoor and outdoor use
- ✓ Button for 5-speed adjustment (up to 4.5 km/h)
- ✓ Optional remote control



M9







## Airport Solutions

# Trolley Vending



# / Trolley Vending



## Reducing operational and investment cost

- Lesser staff requirement and smaller trolley fleet



## Guaranteed availability of trolleys



## Realtime overview of trolley operation from remote

- Technical functionality of vending depots, trolley and cash management



## Generating revenues

- Quick return on investment and to finance the trolley operation



## Contactless payments

- PCI compliant standards



## Generating floor space

- Smaller trolley fleet and dedicated trolley depots, creating an orderly fashion



## Return on Invest

- Usually in or after year 2 of operation, through staff cost reduction and generated revenues

# Trolley Vending: Your benefits

- ✓ **Online control** of luggage trolley fleet and trolley service from remote (trolley management, revenue management, technical service)
- ✓ System made **for all Wanzl or non-Wanzl luggage trolleys** by using Wanzl trolley adapters
- ✓ **Multiple trolley track system** reducing the requirement for vending unit cabinets (1 unit can control up to 4 rows)
- ✓ **Modular track system** and multiple track control allow designing of trolley depots according to infrastructure requirements and passengers' trolley needs
- ✓ Flexibility in accepting **cash, cashless and contactless payments**
- ✓ Flexibility in **selecting and changing the trolley system** (pay, refund or hybrid system)
- ✓ Generating **substantial number of statistics and reports** from day of inauguration
- ✓ **Best after sales service setup** ensuring a smooth operation after installation and handover

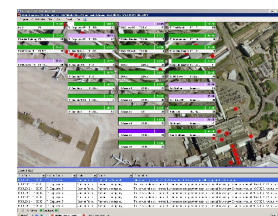


## Trolleys & Trolley Handling

# Trolley Vending Unit



**Vending Unit NG**



**ETISS NG control**



**Guide rails**



# Vending Unit NG

## Trolley Vending

- ✓ Single or multiple row trolley provision
- ✓ Coin acceptance with automatic sorting
- ✓ Integrated alarm system
- ✓ Mechanical cash container locking
- ✓ Anti-theft multiple locking
- ✓ Graphics-enabled ticket/receipt printer
- ✓ LAN interface for data exchange



Vending Unit NG

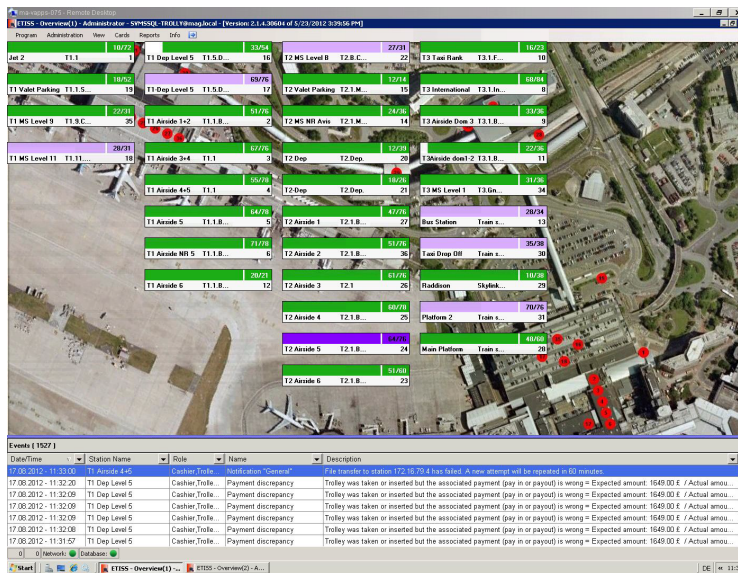


# ETISS NG

## Trolley Vending

The ETISS NG application manages the trolley vending units in the airport network and integrates them into existing work processes.

- ✓ Database (SQL, My SQL)
- ✓ Interface for data exchange with existing IT systems



Events ( 1527 )				
Date/Time	Station Name	Role	Name	Description
17.08.2012 - 11:31:00	T1 Airside 4+5	Cashier,Trolle...	Notification "General"	File transfer to station
17.08.2012 - 11:32:20	T1 Dep Level 5	Cashier,Trolle...	Payment discrepancy	Trolley was taken or ir
17.08.2012 - 11:32:09	T1 Dep Level 5	Cashier,Trolle...	Payment discrepancy	Trolley was taken or ir
17.08.2012 - 11:32:09	T1 Dep Level 5	Cashier,Trolle...	Payment discrepancy	Trolley was taken or ir
17.08.2012 - 11:32:09	T1 Dep Level 5	Cashier,Trolle...	Payment discrepancy	Trolley was taken or ir
17.08.2012 - 11:32:08	T1 Dep Level 5	Cashier,Trolle...	Payment discrepancy	Trolley was taken or ir
17.08.2012 - 11:31:57	T1 Dep Level 5	Cashier,Trolle...	Payment discrepancy	Trolley was taken or ir

## ETISS NG control

# Guide Rails

## Trolley Vending

Sturdily constructed from stainless steel and suitable for interior or exterior use, these barrier rails ensure that trolleys are compactly stored and ready for use. The trolleys are guided at the side.

- ✓ Stainless steel tube electropolished with high-gloss finish
- ✓ Can be extended to any length
- ✓ Extensive advertising options
- ✓ Installation in single or multiple rows



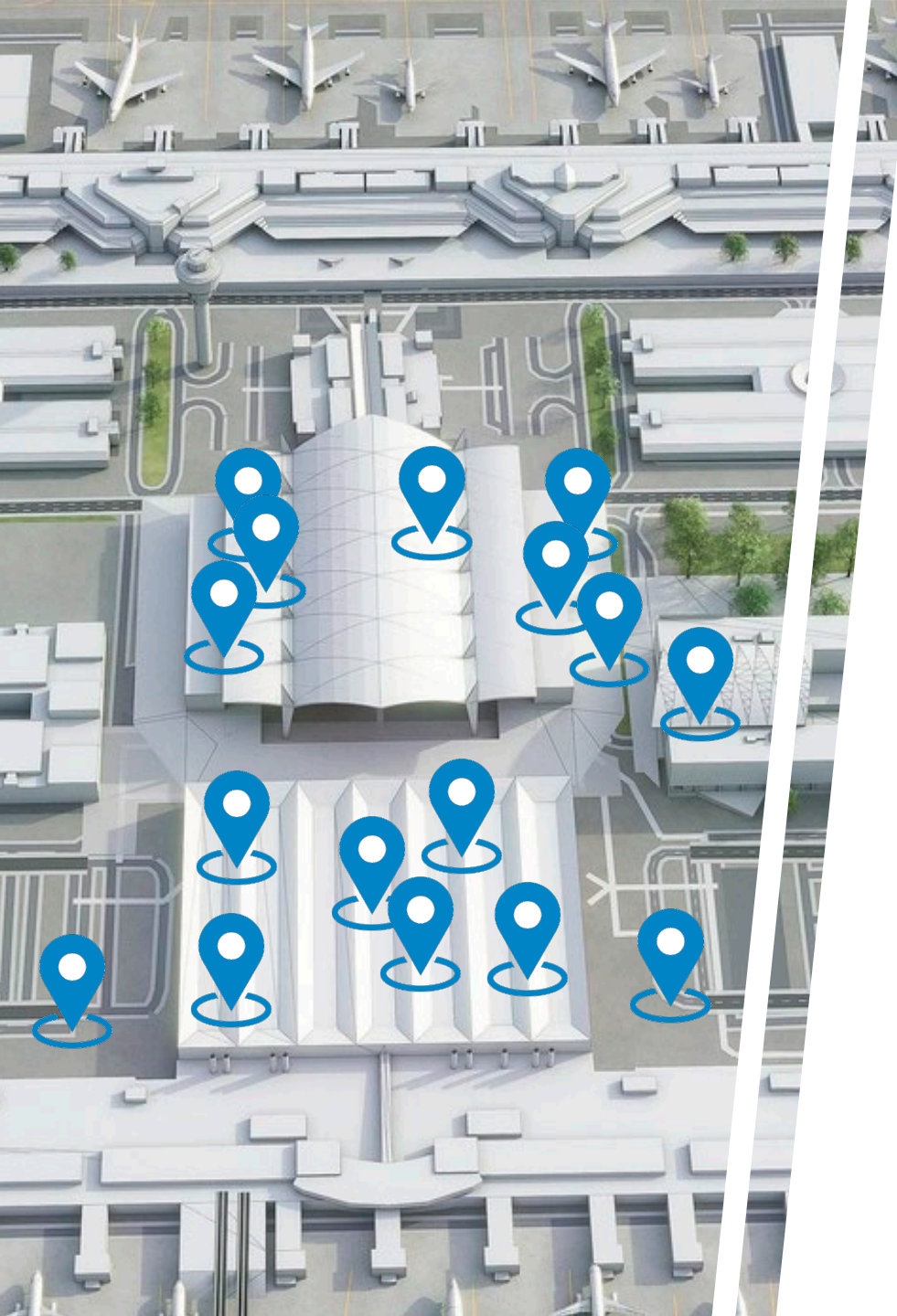
**Guide rails** with optional acrylic glass panel



**Guide rails** with advertising panel

Airport Solutions

# Trolley Tracking



# / Trolley Tracking

## Tracking of...



### Trolleys in zones

- Defining the important zones and monitoring passages between the zones

### Trolley depots

- Counting the availability of trolleys in each assigned trolley depot

### Entrances and exits

- Counting the overall availability and measuring the trolley flow from certain areas



### Optimized staff disposition

- Reduces inefficient search times for trolleys and lowers operational cost



### Improved trolley availability

- Higher customer satisfaction



### Overseeing trolley buffer areas

- Helps serving the traffic peaks



### Locating trolleys in remote areas and at the airport vicinities

- Helps keeping track of the fleet



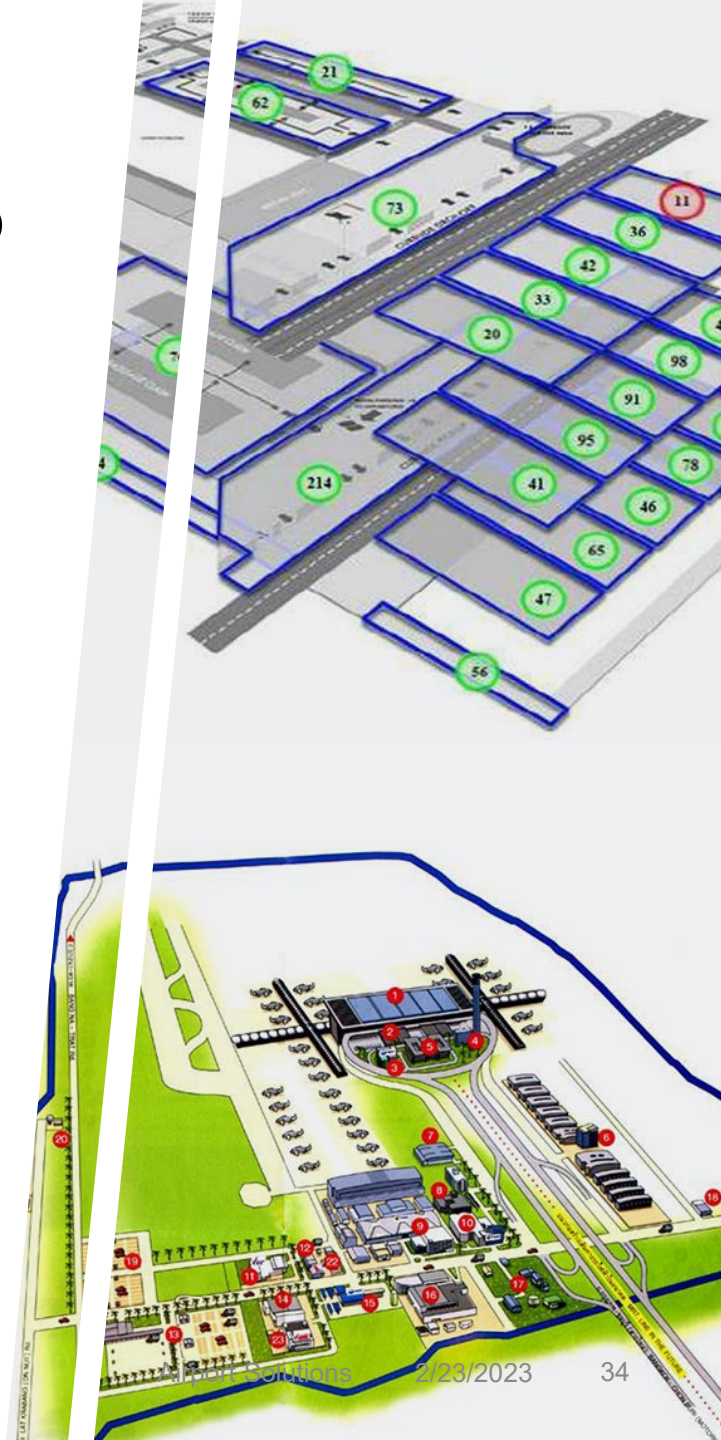
### Knowing the overall number of trolleys for the daily operation



# / Trolley Tracking – Technical setup

## General

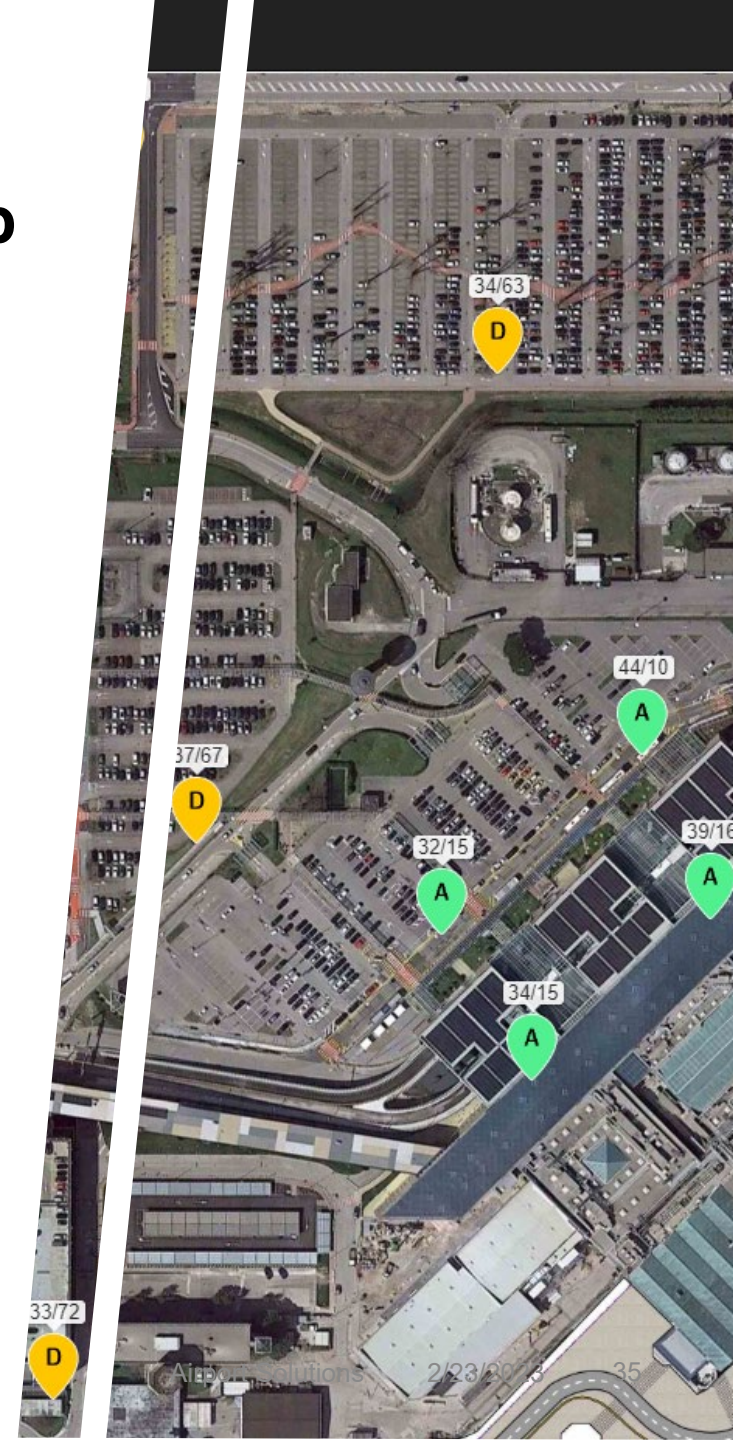
- System working indoors and outdoors
- Minimum cabling / infrastructure requirements
- Almost real-time information
- Possibility to retro-fit in existing infrastructure



# / Trolley Tracking – Technical setup

## Specific

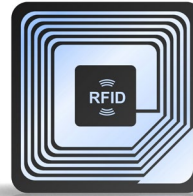
- **Wireless active RFID tag** (mobile at trolley, fixed throughout airport facilities) allows for long range asset tracking and creates a meshed system
- **Long lasting battery life** reduces the maintenance work
- **Tag protection** by IP 65 waterproof housing
- **Tamper proof location** at trolley (i.e., below basket)
- **Powered gateways collecting tag data** in strategic areas (i.e., trolley depots in baggage claim, zones in parking)
- **Gateways communicate to main gateway or directly to the server** via 2G telephone line
- **Server is connected to the workstations** via airport network
- Workstations show **customized layout** of airport premises
- **Basic information** are the trolleys in and out of operation, battery status of tags, trolley filling status in depots, trolley locations in specific zones – all with threshold settings
- **Additional information** via collecting historical data and interfacing to flight and baggage information systems to proactively collect trolleys and feed them to trolley depots “just in time”



# / Trolley Tracking – Product features

## Tracking components:

- RFID tag for trolley
- Reader / gateway
- Server / software database / cloud
- Workstation / user software



## Optional software features:

- Trolley maintenance
- Trolley initial reception upon delivery
- Alarm management
- Theft prevention
- Work orders
- Interfacing to various airport systems

## Benefits:

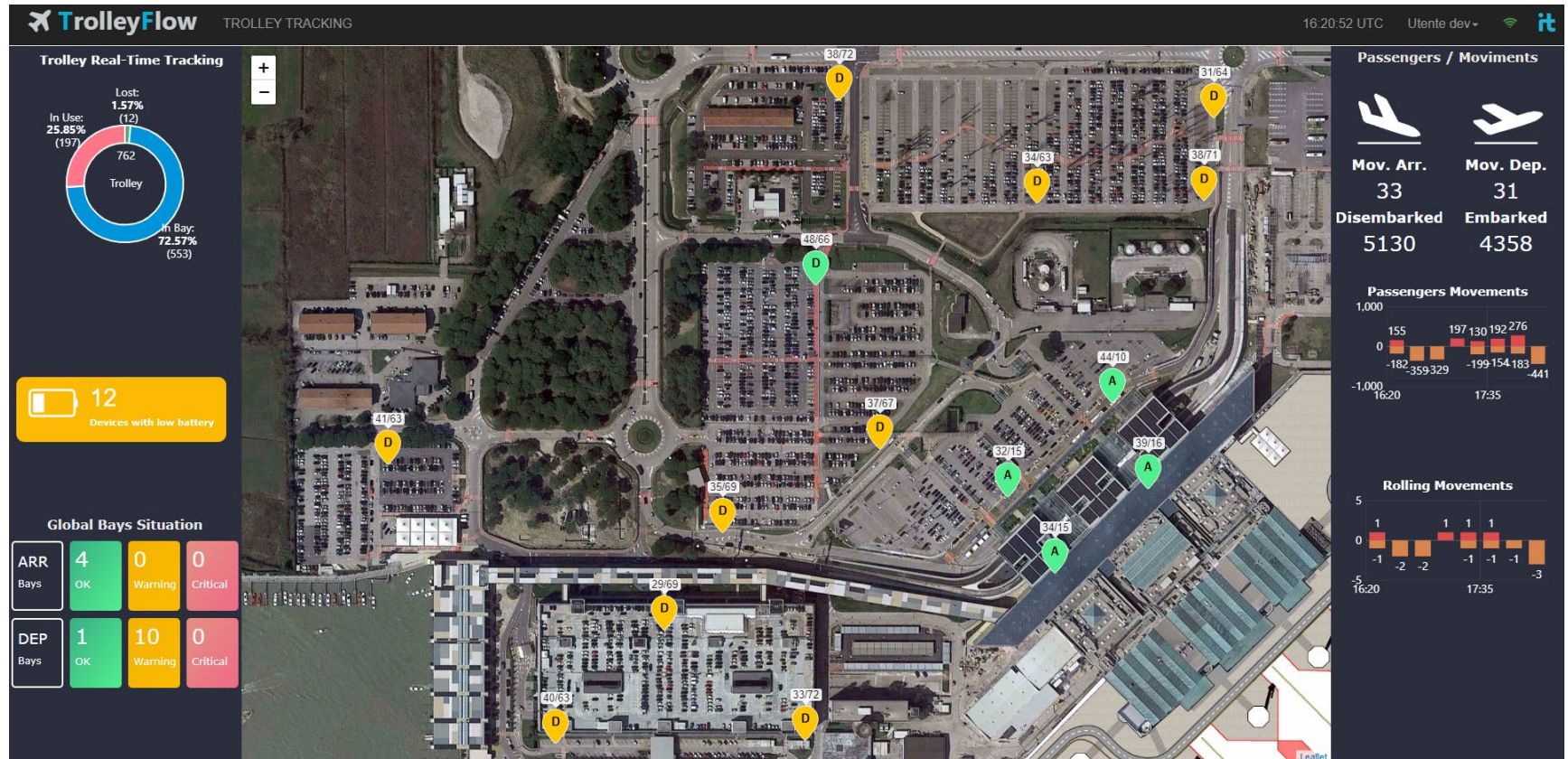
- Supervision of Service Level Agreements with 3<sup>rd</sup> party
- Dwell time of trolleys
- Used routes outside in inside the buildings
- Hot spots of touch points (Important for revenue streams)





# Dashboard example

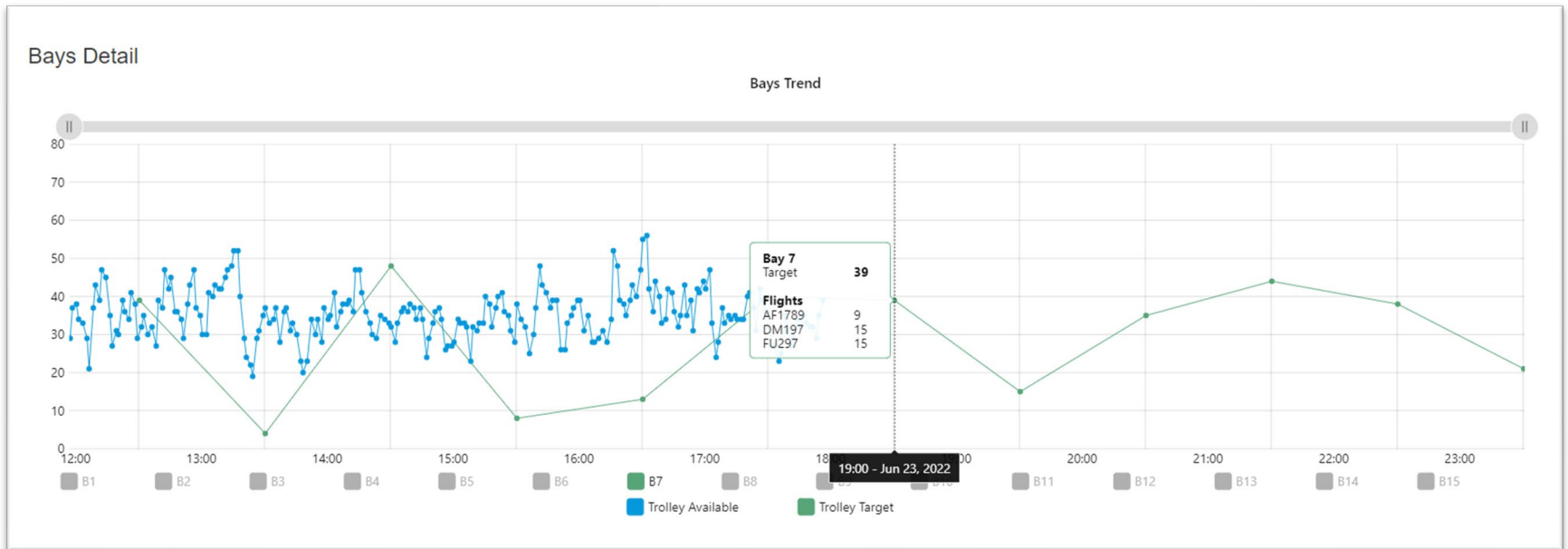
## Trolley Tracking





# Dashboard example

## Trolley Tracking



Airport Solutions

# Trolley Management



# / Trolley Management

Wanzl provides solutions for all questions arising around managing of trolley fleets:

## Fleet management



### **Trolley inventory and maintenance**

with scanners and Wanzl software



### **Trolley repair**

supported by video tutorials, spare part list and exploded drawing of trolley in operation



### **Trolley coin lock system**

with starter rail

## Trolley concession



### **Trolley consulting**

Recommending suitable trolley solutions to customers worldwide



### **Placement of a service partner**

The service partner takes over the implementation.

# Trolley Management – Your benefits

- **In-house software-based inventory and maintenance management**
- **In-house development, production and assembly** allow detailed support in repair schedules (complete spare part lists, exploded drawings, video tutorials and long-term spare part availability)
- **Flexibility of managing trolley fleets** free of charge for passengers, trolley fleets in a vending system and trolley fleets controlled by a coin lock system
- **Creating trolley corrals** for proper trolley staging and for generating of substantial advertising revenues due to large corral ad panels
- **Built-in trolley disinfection** (integration in depots and conveyors)
- **Extensive know-how in the aviation industry** allows for tailormade luggage trolley solutions and useful quantities for each terminal operation

Maintenance

Date: 2011-05-11

Technical insp. auth: 2012-11 15

Description: yearly check

Repairs

Repair:

Nesting shoe

Work time (min):

15

Add repair

Used materials

Description:

Misceallanous

From database

Single price: 12,54 EUR Item count: 2

Add material

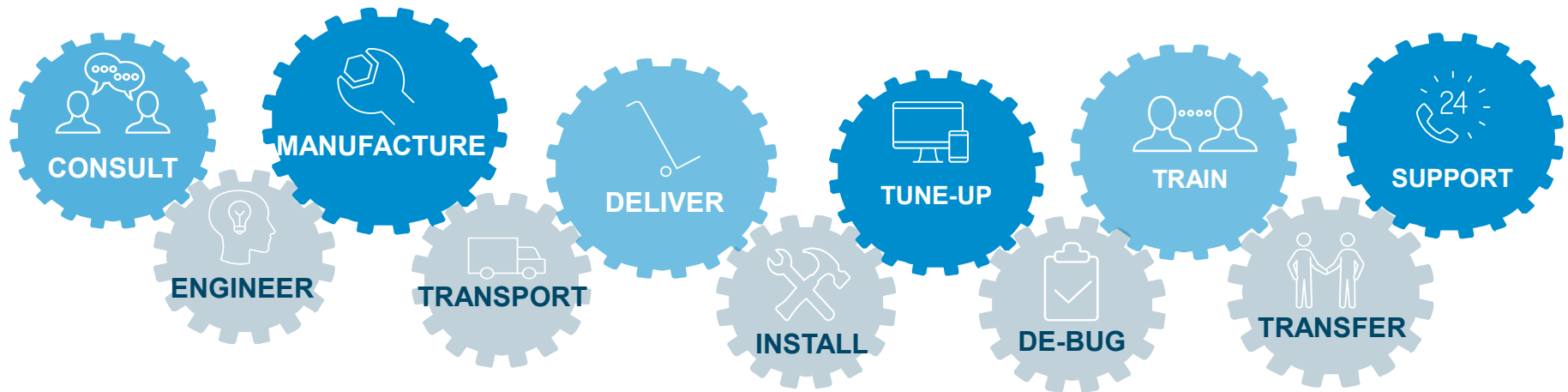
Save data

Cancel



# **Trolley Management – Your benefits**

Only one-stop-shop for luggage trolley requirements within the industry



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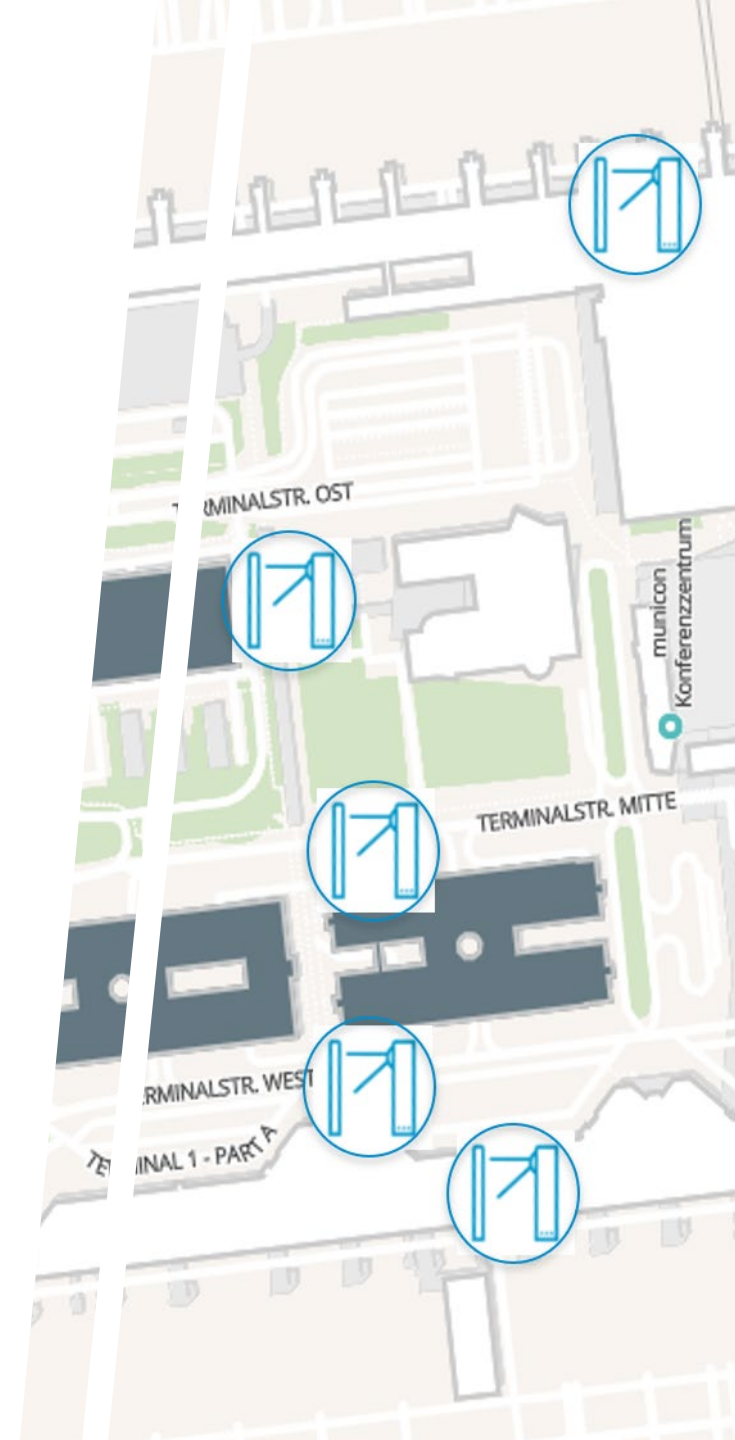
# Access Management

02

# / Content

## 02 Access Management

1. Lounge Access
2. Boarding
3. Fast Lane
4. Pre-Security Check
5. Meet & Greet
6. Staff Access
7. Health & Safety

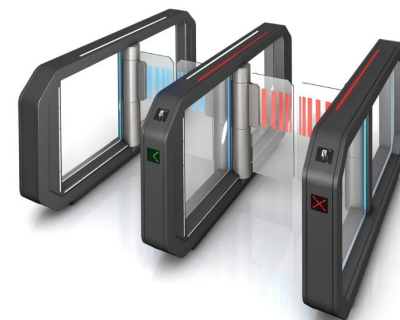


## Airport Solutions

# Lounge Access



Vending Unit V21



Galaxy Gate



# Lounge Access: Galaxy Gate with Vending Unit



## Secured access

to your lounge for status passengers



## Wanzl Management Software

including tracking of passenger dwell times in the lounge



## Free access

to status passengers with boarding pass or frequent flyer card



## 24/7 operation



## Paid access

for Economy Class passengers  
→ Generating extra revenues



## COVID-19 management add-ons

such as temperature control and face mask detection



## Contactless payments

→ No cash handling



## Made in Germany



## Intuitive operation

via instruction screens



## Return on Invest

→ Staff reduction  
→ Extra revenues from paid entry

# Access management for exclusive lounges

## Galaxy Gate and vending unit V21

- ✓ **Award winning design**
- ✓ **Individual surfaces and colours** to match the existing interior design.
- ✓ Integration of **barcode / QR code readers** and **card readers** into the frame
- ✓ **Crawl under** (standard) and **jump over alarm** (optional)
- ✓ Gates can be operated in **bi-directional mode** (entry and exit)
- ✓ **Paid lounge access** with vending unit V21, cash or cashless



# **Galaxy Gate for exclusive lounges**

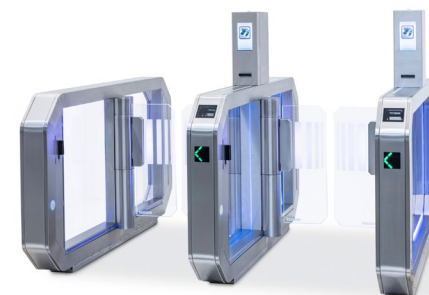
- **Safety glass panels** with unique maximum height of up to 1800 mm
- **Minimum footprint** due to tandem units (two drive units at one slim frame)
- **Adjustable passage widths** of up to maximum 1200 mm (flexible size of safety glass panels)
- Serial **panic and alarm function** with automatic reset
- **53 sensors detecting the walk through** and recognizing an irregularity (detection of obstacles as small as 100 x 100 x 100 mm)
- **LED lights** supporting the passenger and staff processes (i.e., validity of boarding card for lounge access or staff badge)
- **Easy operation** and **clear navigation** via information screen
- **Wanzl Access Manager software** for the gates including parameter settings (digital dashboard allows for remote log-in for technical support)
- **Low maintenance mechanism** with lifespan of drive engines of at least 2 million cycles
- **High throughput** of up to 30 people per minute and per gate





## Airport Solutions

# Boarding



**Galaxy Gate**



# Boarding: Galaxy Gate



## Controlled access

For passengers to the boarding bridge or to the bus with valid boarding pass (direct access to the aircraft or to the shuttle bus)



## AEA certified



## Triple security

- ✓ Boarding pass reader
- ✓ Use of biometrics
- ✓ Prevention of tailgating attempts



## Verification of boarding pass

Related to passenger type (First, Business and Economy Class) and interfacing to airline DCS system



## 24/7 operation



## COVID-19 management add-ons

such as temperature control and face mask detection



## Made in Germany

# Galaxy Gate for boarding areas

## Access management

- ✓ **53 sensors detecting the walk through** and recognizing an irregularity (detection of obstacles as small as 100 x 100 x 100 mm)
- ✓ **High throughput** of up to 30 people per minute and per gate
- ✓ Integration of **barcode / QR code readers** and **card readers** into the frame
- ✓ **Crawl under** and **jump over alarm settings**
- ✓ Gates can be operated in **bi-directional mode** (entry and exit)



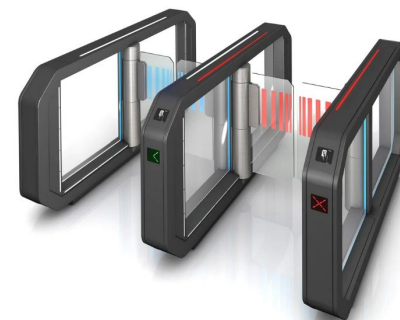
# Galaxy Gate for boarding areas

- **Award winning design** in a modular stainless-steel frame
- **Safety glass panels** with unique maximum height of up to 1800 mm
- **Minimum footprint** due to tandem units (two drive units at one slim frame)
- **Adjustable passage widths** of up to maximum 1200 mm (flexible size of safety glass panels)
- **Serial panic and alarm function** with automatic reset
- **LED lights** supporting the passenger and staff processes (i.e., validity of boarding card for lounge access or staff badge)
- **Easy operation** and **clear navigation** via information screen
- **Wanzl Access Manager software** for the gates including parameter settings (digital dashboard allows for remote log-in for technical support)
- **Low maintenance mechanism** with lifespan of drive engines of at least 2 million cycles



Airport Solutions

# Pre-Security Check



Galaxy Gate



# Pre-Security Check: Galaxy Gate



## Controlled access

For originating passengers with valid boarding pass (before entering the passenger security screening or the passport control)



## Verification of boarding pass

- Related to passenger type (First, Business and Economy Class)
- Related to travel dates, terminal, concourse (interface to flight information system)



## Triple security

- ✓ Boarding pass reader
- ✓ Multiple light sensors
- ✓ Prevention of tailgating attempts



## COVID-19 management add-ons

such as temperature control and face mask detection



## 24/7 operation



## Made in Germany

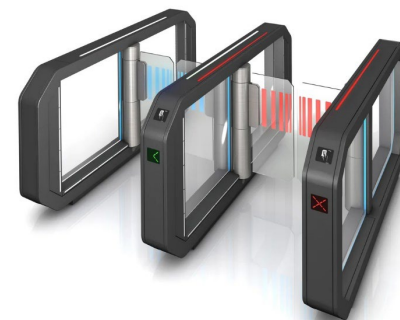
# / Galaxy Gate for pre-security check

- **Award winning design** in a modular stainless-steel frame
- **Safety glass panels** with unique maximum height of up to 1800 mm
- **Minimum footprint** due to tandem units (two drive units at one slim frame)
- **Adjustable passage widths** of up to maximum 1200 mm (size of safety glass panels only)
- **Crawl under and jump over alarm settings**
- **Serial panic and alarm function** with automatic reset
- **53 sensors detecting the walk through** and recognizing an irregularity (detection of obstacles as small as 100 x 100 x 100 mm)
- **LED lights** supporting the passenger processes (i.e., validity of boarding pass)
- Integration of **barcode / QR code readers** and **biometrics** into the frame
- **Wanzl Access Manager software** for the gates including parameter settings (digital dashboard allows for remote log-in for technical support)
- **Reporting and saving of all events** happening in connection to the gates
- **Low maintenance mechanism** with lifespan of drive engines of at least 2 million cycles
- **High throughput** of up to 30 people per minute and per gate



## Airport Solutions

# Staff Access



Galaxy Gate

# Staff Access: Galaxy Gate



## Controlled access

between various security relevant areas for airport staff (i.e., from landside to airside)



## Wanzl Management Software

including staff dwell times in security relevant areas of the airport



## Triple security

- ✓ Badge reader
- ✓ Use of biometrics
- ✓ Prevention of tailgating attempts



## 24/7 operation



## COVID-19 management add-ons

such as temperature control and face mask detection



## Online monitoring and registering

of staff entry and exit activities



## Made in Germany



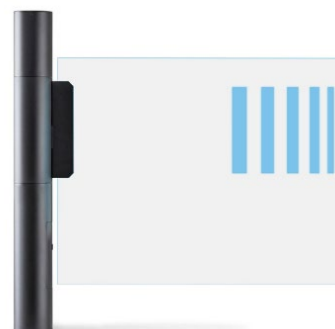
# Galaxy Gate for staff access

- **Award winning design** in a modular stainless-steel frame
- **Safety glass panels** with unique maximum height of up to 1800 mm
- **Minimum footprint** due to tandem units (two drive units at one slim frame)
- **Adjustable passage widths** of up to maximum 1200 mm (flexible size of safety glass panels)
- **Crawl under and jump over alarm settings**
- Serial **panic and alarm function** with automatic reset
- **53 sensors detecting the walk through** and recognizing an irregularity (detection of obstacles as small as 100 x 100 x 100 mm)
- **LED lights** supporting the staff processes (i.e., validity of badge)
- Gates can be operated in **bi-directional mode** (entry and exit)
- Integration of **RFID readers, card readers** and **biometrics** into the frame
- **Wanzl Access Manager software** for the gates including parameter settings (digital dashboard allows for remote log-in for technical support)
- **Reporting and saving of all events** happening in connection to the gates
- **Low maintenance mechanism** with lifespan of drive engines of at least 2 million cycles
- **High throughput** of up to 30 people per minute and per gate

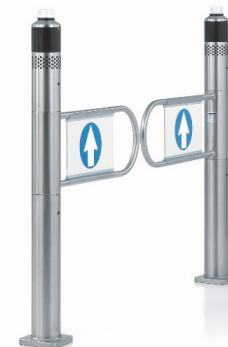


## Airport Solutions

# Meet & Greet



**Galaxyport**



**Technoport**

# / Meet & Greet: Galaxyport or Technoport



## **Controlled exit and Return flow protection**

i.e., from baggage claim into meeters & greeters hall, one-way passenger flow



Connection to the airport's **Building Management System (BMS)** and **Fire Alarm System (FAS)**



## **Single or double gate**

→ Opening in one direction only



**24/7 operation**



## **Voice alarm**

in an attempt of violation

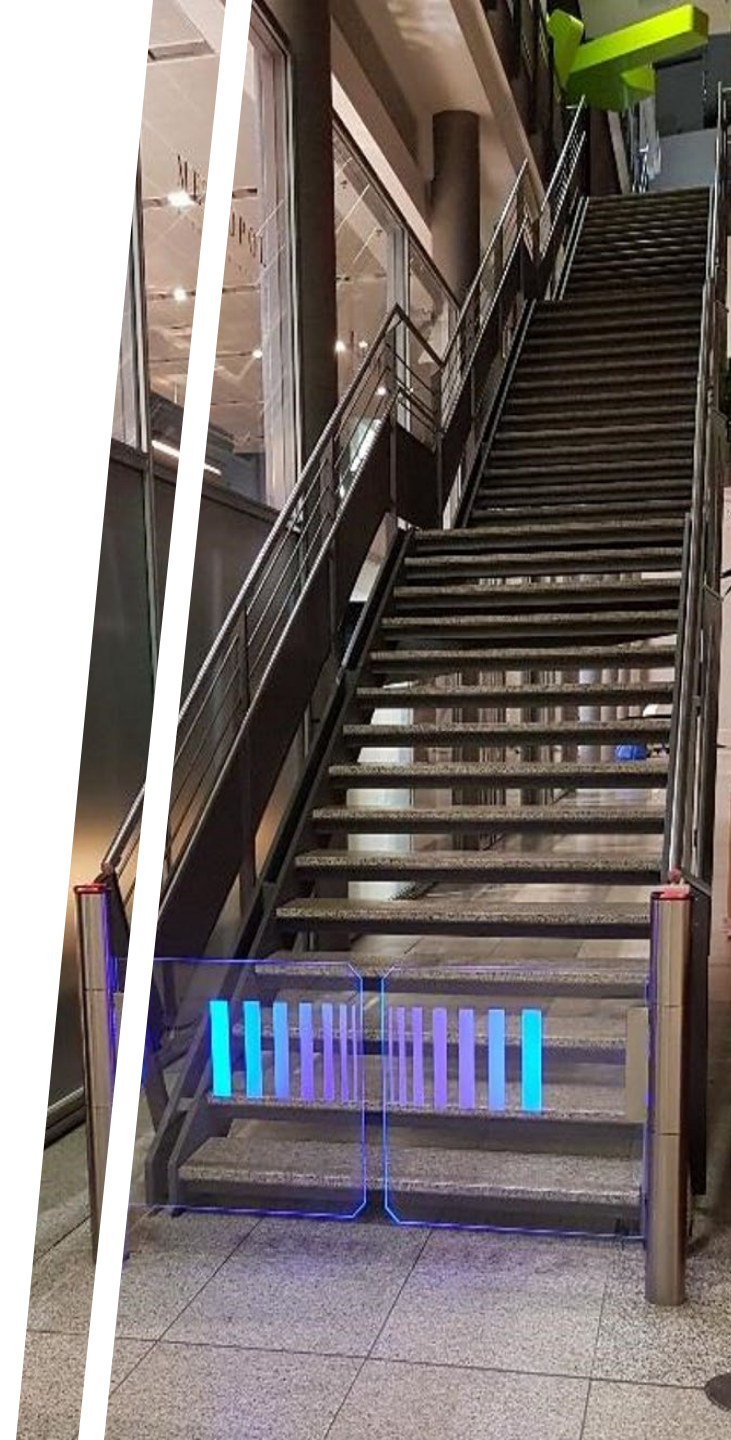


**Made in Germany**



# / Galaxyport – Your benefits

- **Award winning design** in a stainless-steel stanchion
- **Safety glass panels**
- Serial **panic and alarm function** with automatic reset
- **One or two-way operation** with integrated sensor system to detect opening direction
- **Integration of RFID card readers** into the stanchion
- **Remote access via FMCU** (status identification, workflow adjustments, error analysis, updates, service and maintenance)
- **Low maintenance mechanism** with lifespan of drive engines of at least 2 million cycles
- **High throughput** of up to 10 people per single opening (depending upon process and setting)





# / Technoport – Your benefits

- **Highly functional** stanchion and arm frame in stainless steel (outdoors and indoors) or chrome (indoors)
- **One or two-way operation** with integrated radar technology
- Serial **panic and alarm function** with automatic reset
- **Crawl under and jump over alarm settings (optional)**
- **Customer frequency analysis**
- **Low maintenance mechanism** with lifespan of drive engine of at least 2 million cycles



Airport Solutions

# Service & Support

03



# Service & Support



## Global Service

[Airport-Service@Wanzl.com](mailto:Airport-Service@Wanzl.com)



## Training and handover

We provide you with individual, expert support immediately after installation.



## Planning and consulting

From design to production and project planning to processing.



## After Sales and spare parts

Benefit from our tailor-made services, a high level of availability for original spare parts and fast response times.



## Installation

The installation and commissioning is carried out only by authorized, qualified professional staff from Wanzl.



## Subsidiaries and agencies

[Click here...](#)



**Airport Solutions**

# References

04



# **Global Market Leader**

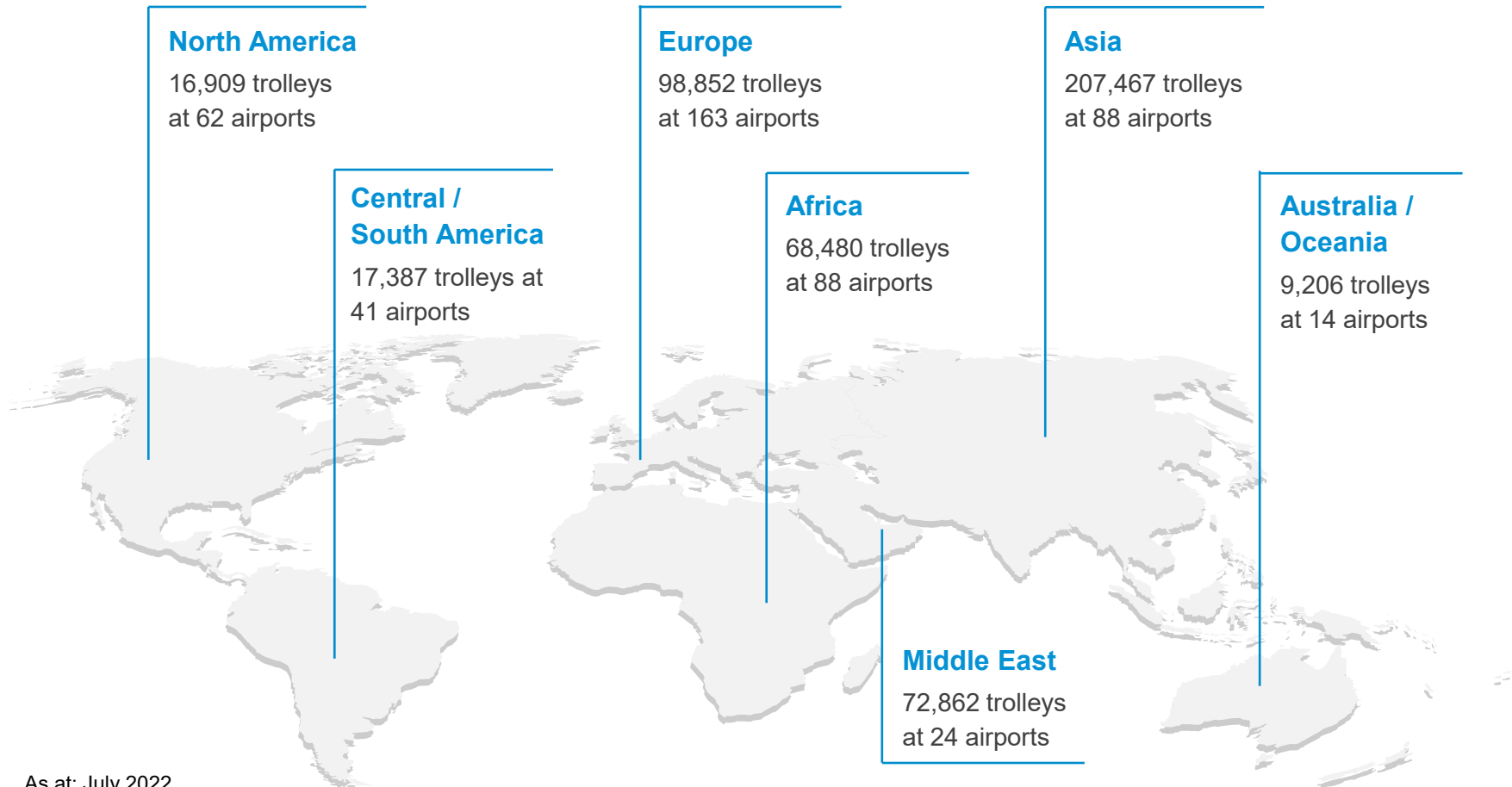
**We are No. 1 in passenger luggage trolleys**



**More than half a million**  
passenger luggage trolleys  
for around **500 airports**  
sold worldwide!

**Worldwide, every third**  
passenger luggage trolley  
is one of Wanzl's.

# Passenger Luggage Trolleys Worldwide



As at: July 2022

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