

Customer Success Story



Hydraulic Dock Leveler Removal and Replacement The Westin Resort and Spa Whistler

Whistler, BC













Project Overview

The Westin Resort and Spa had an old hydraulic dock leveler that was becoming worn out and having issues. In addition, they had daily deliveries that were becoming difficult without a usable dock leveler. So, they reach out to us for a service call, are our technician was able to fix what he could to get it operational. However, he noted that it was getting to a point where it would be unsafe to use unless major repairs were completed.

As a result, we provided the Westin Resort and Spa with an estimate for the major repairs. But due to the age of the dock, the client decided that it would be better to invest in a replacement dock leveler rather than risk future breakdowns.

So our Equipment Installation team got to work on removing the old dock and installing the new Blue Giant hydraulic dock leveler. Time was of the essence, so we expedited the process to install the dock for them in about a seven-week turnaround. This way they could get their deliveries flowing smoothly again.

To protect their new hydraulic dock leveler, we installed steel face dock bumpers. The previous laminate dock bumpers had been worn down. So if they had been left with the improper projection, there was a risk that backing up delivery trucks could accidentally damage the new dock. By adding new steel face bumpers, they are able to protect the new equipment that they just invested in.

The Westin Resort and Spa reported that the new dock leveler is operating safely and smoothly with their daily deliveries.

✓ Improve safety ✓ Easy operation

✓ Workplace productivity
✓ Long lasting

Featured Products Hydraulic Dock Leveler

(Workhorse)



- Heavy-duty cylinders.
- Rust-resistant powder coat.
- A full hydraulic operation to automatically extend the lip.
- Simple operation with single
- NEMA4X operators.
- Less maintenance and wearable parts than mechanical models.



