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# RHINO TECHNICAL SUPPORT

Sorry to hear that you are experiencing issues with your Locinox gatecloser. Please follow the steps below to the best of your ability so our agents can solve the issue as soon as possible.

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## 1. What are your **gate parameters**?

Gate width (mm)\*

Gate height (mm)\*

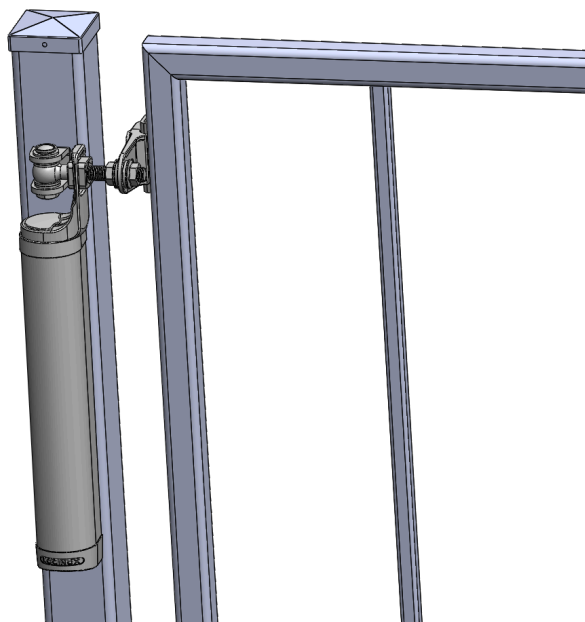
Gate weight (kg)\*

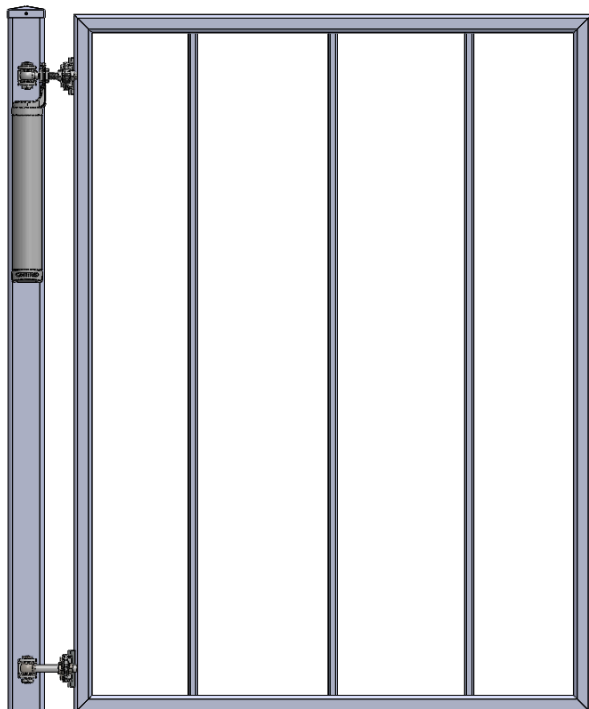
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## 2. Please take **pictures and a video** of how your gate is functioning according to the examples below.

Full view of the gate

Close view of the gate closer





Gate closer video



For the video:

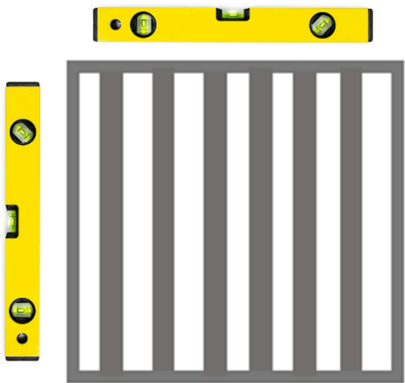
1. Make sure the entire gate is visible in the video
2. Open the gate to the widest possible angle (max. 180°)
3. Record the full movement of the gate

Upload the pictures and video onto [WeTransfer](#), and paste the sharing link below.

3. Please inspect the critical dimensions of your installation.



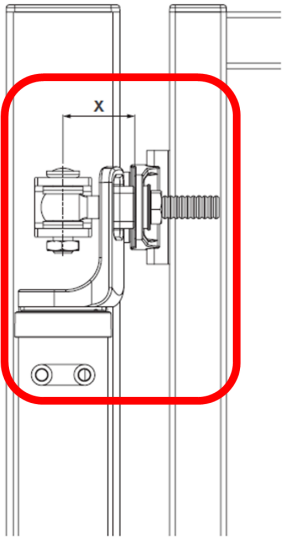
Please check **hinge condition**. Any rust and dirt will reduce the effectiveness of gate closer. Please clean and lubricate the turning point of the hinge.



Please check that the gate is properly installed **using a spirit level**. Uneven installation reduces the effectiveness of the gate closer.

Please double check correct accessories to your gate hinge situation:

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	mm	inch	mm	inch
4D M16	$42 < X < 52,5 \text{ mm}$	$1\text{-}5/8'' < X < 2\text{-}1/16''$	$X \geq 52,5 \text{ mm}$	$X \geq 2\text{-}1/16''$
1034ROLL-HDG-M16	$43 < X < 53 \text{ mm}$	$1\text{-}11/16'' < X < 2\text{-}1/16''$	$X \geq 53 \text{ mm}$	$X \geq 2\text{-}1/16''$
4D M20	$46 < X < 62 \text{ mm}$	$1\text{-}13/16'' < X < 2\text{-}7/16''$	$X \geq 62 \text{ mm}$	$X \geq 2\text{-}7/16''$
1034ROLL-HDG-M20	$49 < X < 65 \text{ mm}$	$1\text{-}15/16'' < X < 2\text{-}9/16''$	$X \geq 65 \text{ mm}$	$X \geq 2\text{-}9/16''$

X - Distance between turning point of the hinge and hinge gate grip (mm):

4. Please provide more detail about your problem below.

Serial number

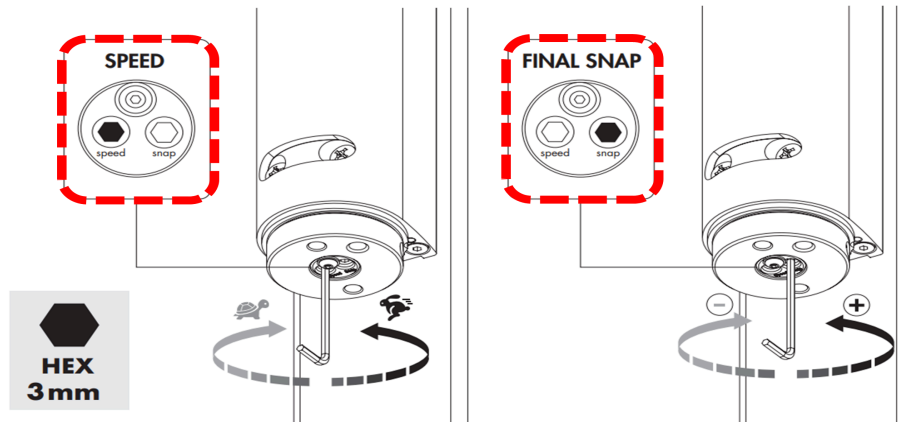
Where was the product bought?\*

When was the product first installed?\*

dd/mm/yyyy

When did the problem first occur?\*

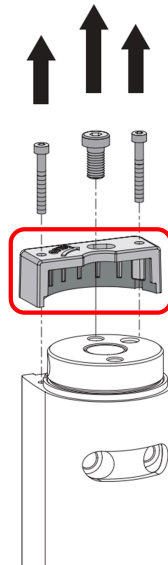
Are the speed and final snap pin regulated correctly? [Click here to see how to do it.](#)\*



Is there any oil visible on the gate closer? \*

Complaint description\*

Did you remove the two orange caps at the same time during installation?\*



If yes, please [watch this video](#) to restore the pre-tension.

How many gates are having the same issue?

5. How can we contact you?

First Name\*

Last Name\*

Company Name\*

E-mail\*

Mobile Phone\*

Enter the characters you see

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