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SAMSON-2 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.

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

Gate width (mm)*

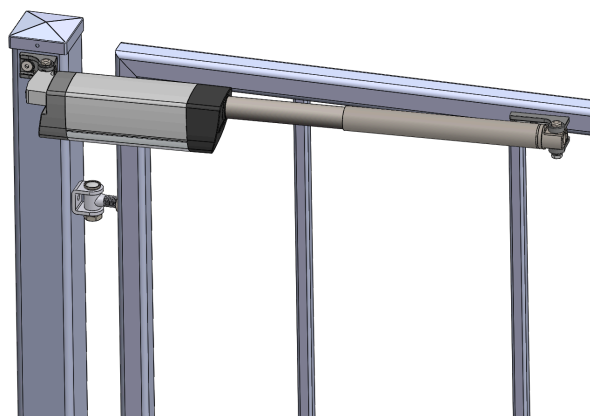
Gate height (mm)*

Gate weight (kg)*

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

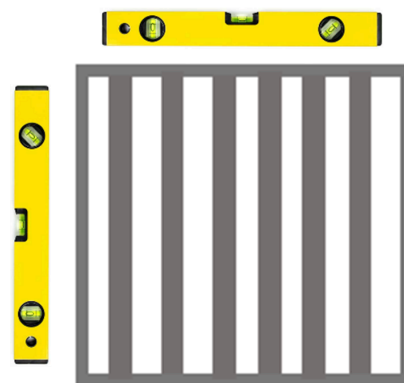
Upload the pictures and video onto [WeTransfer](#), and paste the sharing link below.

WeTransfer link*

3. Please inspect the critical dimensions of your installation.

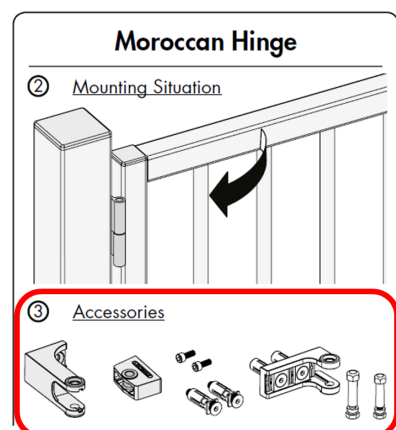
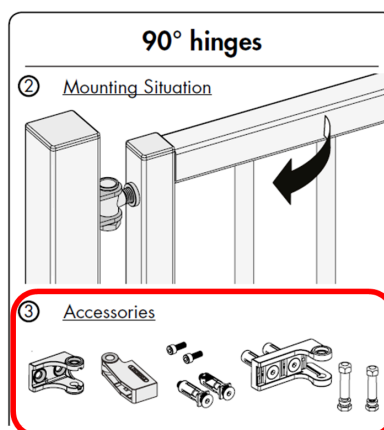
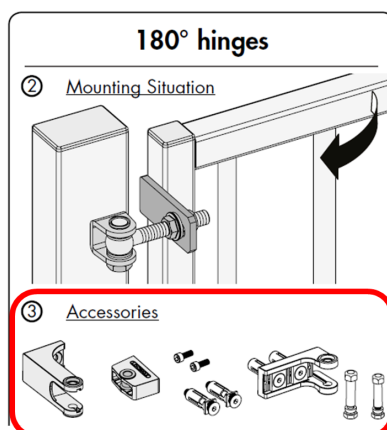


Please check **hinge condition**. Any rust and dirt will reduce the effectiveness of gate closer. Please clean and lubricate the turning point of the hinge.



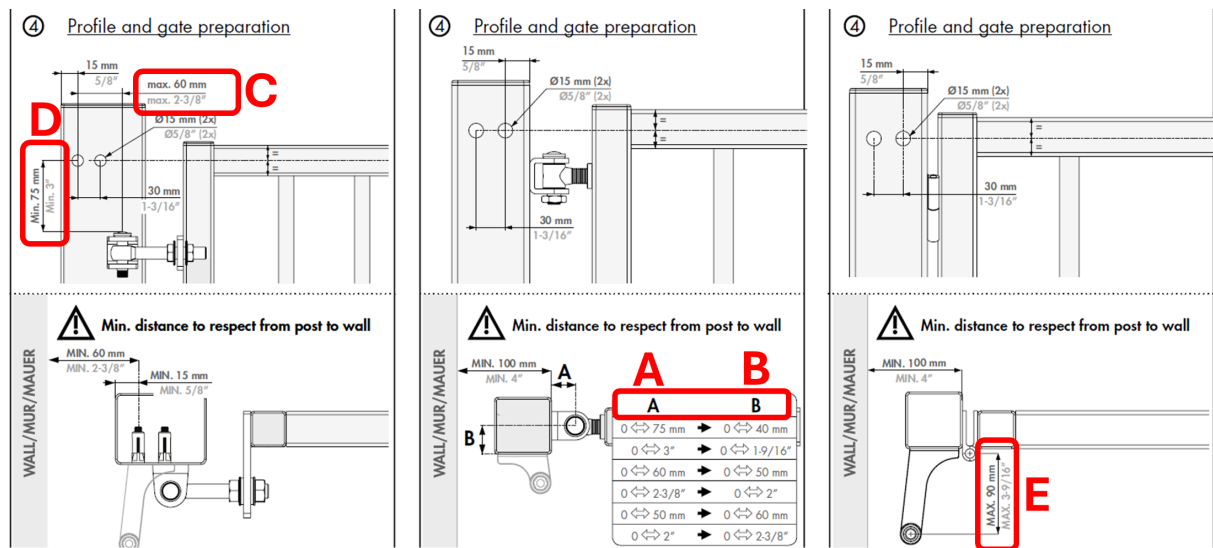
Please check that the gate is properly installed **using a spirit level**. Uneven installation reduces the effectiveness of the gate closer.

Please double check correct accessories to your gate hinge situation:



Selecting the wrong accessories may reduce the closing force or completely prevent the gate closer from working properly.

Please double check critical dimensions to your gate hinge situation:



C - Distance between turning point of the hinge and the middle of fork fixation hole (mm):

D - Distance between top of the hinge and middle of fixation holes (mm):

A - Distance between turning point of the hinge and first edge of the profile (mm):

B - Distance between turning point of the hinge and second edge of the profile (mm):

E - Distance between turning point of the Samson-2 fork and the turning point of the moroccan hinge type (mm):

4. Please provide more detail about your problem below.

Serial number

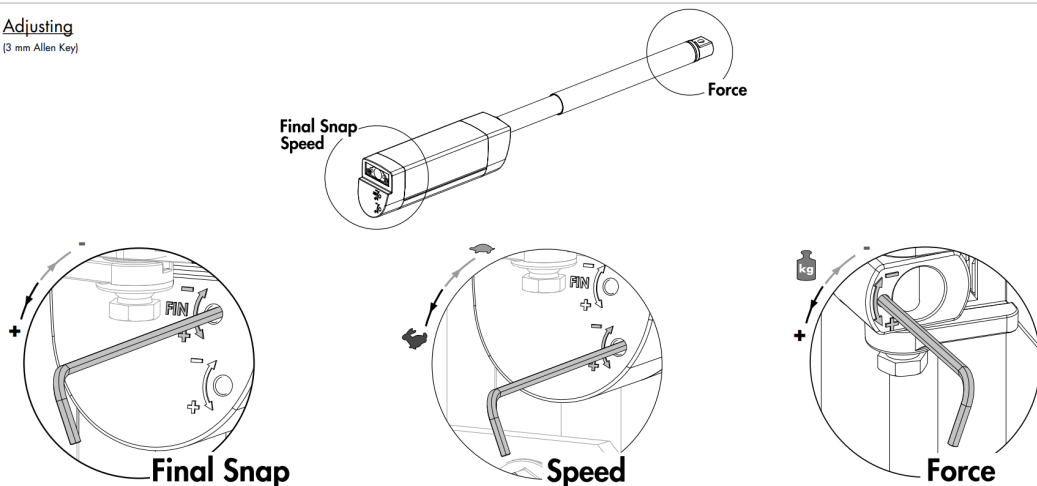
Where was the product bought?*

When was the product first installed?*

When did the problem first occur?*

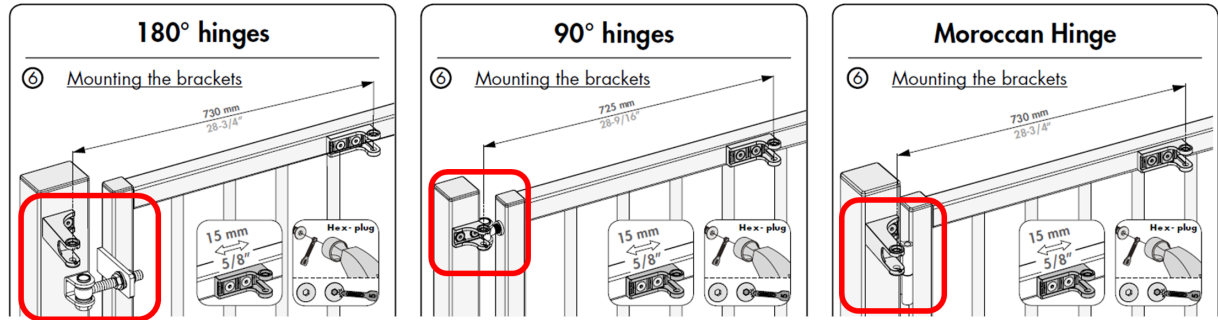
Are the speed and final snap pin regulated correctly? [Click here to see how to do it.*](#)

Adjusting
(3 mm Allen Key)



Is there any oil visible on the gate closer? *

Did you correctly installed the bracket for your gate hinge situation?*



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

Complaint description*

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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