

## NHN 10 Year No Quibble\* Guarantee:

\* We are not fans of asterisked conditions either, but we still need to be sensible! The **Ten-year No Quibble Guarantee** for NHN 80 series Door Closers does hold the condition that the product be returned to us by *you, the purchaser* (i.e. 'back-to-base' - to the street address listed below) for our technicians to check that the product is actually faulty. If we don't have a record of your purchase on file, you will need to provide proof-of-purchase. We are *very* happy to honour the asserted *no-quibble* status of this guarantee (rarely necessary) but we do reserve the right to assess and identify whether the asserted faulty product is indeed flawed or not. We also reserve the right to ask you questions about the weight and width of the door that the door closer has been installed on, e.g. If the [technical information](#) we provide pre-sale on an NHN 83 says the door closer is rated to swing a door 'up to 80kg' and 'up to 1100mm wide' and you install it on a 114kg door that is 1250mm wide and the door closer fails, obviously that is not covered by the guarantee (because you should have purchased/used an NHN 85 which is rated to suit doors up to 120kg and 1400mm wide). **If an NHN 83 is installed on a door that is up to or equal to 80kg and up to or equal to 1100mm wide, and it fails, it will be replaced** (provided the failure *is* a manufacturing fault and not a failure due to vandalism) with no further clarifying questions asked by Progressive Controls' staff. Fair enough? We think so! Further, if an NHN product is returned but shows obvious evidence of vandalism (e.g. bashed by hammers and/or severely bent arms), that would clearly *not be* an example of a manufacturing fault. Don't imagine us to be combative/argumentative! **We have not yet said "no"** to replacing an NHN Door Closer that a customer has returned as flawed. We've sold thousands of these door closers and had only a handful returned to us for replacement. We buy and sell NHN Door Closers because they are extremely reliable. We love this product range. It has contributed to our business success. You can specify NHN, purchase it and install it with confidence. Freight to return and resupply is at the buyer's expense.



from



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