

IMPORTANT NOTICE:

Faulty Hinge for Glass Fencing

Dear Customer,

We understand that the safety of our families is of the greatest importance.

It is our intention to provide the very safest fence and gate systems, and we regret to advise that we have found some instances of failure with some glass gate hinges sourced from our New Zealand supplier.

These hinges have been sold throughout New Zealand for a long period of time and only a small number of failures have been recorded. There have been no reported injuries or incidents arising from this fault, however, as a reputable and trustworthy supplier, it is important that we be proactive and find every instance where a faulty hinge may have remained undetected. We need your help; to ensure your peace of mind, and ours also.

Please accept our sincere apologies for any inconvenience caused, and we thank you very much in advance for helping us to make the homes and properties of New Zealand families as safe as possible.

You have received this message, because at some time we sold you glass fencing. If you have since moved from a previous property where we supplied and/or installed glass fencing, please contact us.

MAIL MERGE FIELDS

Please continue to read the following instructions:

The Product:

			
USH1000 Standard Hinge, glass-to-glass	UHW2000 Standard Hinge, glass-to-wall	UHS1000 High Performance glass-to-glass	UHW1000 High Performance Hinge, glass-to-wall

The Defect:

Safety gate hinges are manufactured with spring loaded tension to allow the gate to self-close. This is a regulation requirement for all safety gates, especially swimming pool gates.

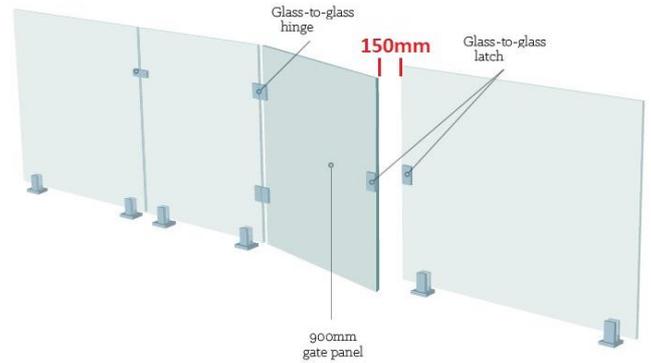
In some instances, typically over time, the hinge can lose it's spring tension which causes the gate to stay open and not self-close.

The Hazard:

If the gate does not self-close, then there is the possibility that it would be inadvertently left open and/or unlatched, allowing an unsupervised child to enter an unsafe area.

What You Need To Do:

1. Please check that your gate(s) is working correctly. To meet safety regulation, the gate must be opened to 150mm from closed/latched position, and then when let go, it must self-close and latch. Please conduct this test three (3) times.
2. If any gate fails this test on the second or third attempt, please isolate the danger by locking or blocking the gate and putting a notice on it that it is 'unsafe', and that it must be manually closed and checked that it is latched securely
3. We need to know the results of your test. Please click on this link below and submit your findings to us **before Friday May 4th 2018: [Glass Fencing Gate Report](#)** . If you have not submitted your test by this date, we will endeavour to contact you by phone. **PLEASE NOTE – IT IS IMPORTANT THAT YOU TELL US, EVEN IF YOUR GATE IS WORKING CORRECTLY.**
4. If your gate(s) does not pass this test, we will contact you to arrange for a site inspection as soon as possible. We will check and adjust your hinges to ensure they work correctly, or if necessary, organise a replacement set of hinges at no cost to you.
5. Please click [here](#) for a copy of the attached *Care & Maintenance Guide*. Please follow these guidelines to ensure the ongoing performance and safety of your fence and gate.



If you have any questions, please do not hesitate to contact our Customer Service Team on **0800 003 006**, or email enquiries@boundaryline.co.nz.

Very many thanks for your understanding and cooperation.

King Regards,

Will McGaveston
PRODUCTS MANAGER
Boundaryline Fencing Systems