



DRIVEGUARD AUTOMATIC · 2026

Serviced, covered and looked after.

Your DriveGuard Automatic comes with a 12-month warranty and two service visits. This guide explains how they work together, what to do if something goes wrong, and how to look after your bollard between visits.

YOUR COVER

12 months

From the installation date on your invoice, while your service visits go ahead.

SERVICE PLAN

2 visits a year

A full inspection and service about every 6 months, included in your first year.

IF IT ISN'T COVERED

£250 call-out

Including VAT, plus any parts and labour. You'll know before anyone visits.

SOMETHING WRONG?

Tell us first

contact@wentworthprotection.co.uk or 07975 686773.
We aim to reply within 3 working days.

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PART 1

Your warranty and Service Plan

Two things that work as one: regular servicing keeps your bollard running, and the warranty covers you while it does.

Who gives this warranty

This warranty is given by **Wentworth Protection Limited** (company no. 15430644), 1 The Quadrant Center, Limes Road, Weybridge, Surrey KT13 8DH. We sold and installed your DriveGuard Automatic, so your agreement is with us, and we handle every warranty claim and service visit.

Why the two go together

An automatic bollard has a motor, a battery and moving parts, and it lives outside all year. Without regular servicing, it will wear out. That's why every DriveGuard Automatic comes with our Service Plan, and why your warranty depends on the service visits going ahead.

At each service visit

We contact you to book a visit about every 6 months. The engineer we send will:

- ✓ inspect the bollard and check it operates properly;
- ✓ replace any wearing parts;
- ✓ apply any available updates to the unit;
- ✓ check that all connecting screws are secure and the wiring is undamaged.

Keeping your warranty active

- Please give the engineer reasonable access to the bollard at the agreed time.
- If a date doesn't suit you, tell us and we'll offer another.
- If a service can't go ahead because we couldn't get access, and it isn't rebooked within 30 days, your warranty ends from that point. Anything you reported before then is still covered.

How long it lasts

12 months from the installation date on your invoice. We may offer to renew it for a further 12 months at a time (see page 5). If you report a problem within your cover, it's covered even if the visit takes place after the cover ends.

Having work done on your driveway?

Before any building work, driveway work or jet washing near the bollard, cover it completely with masking tape so no dust, grit, cement or water can get in. Remove the tape once the work is finished. If the bollard isn't covered and the work gets into or damages it, the warranty won't cover that damage or any fault it causes later.

PART 2

What's covered

Faults in the bollard itself, and in how it was fitted, are put right free of charge.



COVERED

Product faults

If part of your DriveGuard Automatic fails under normal use because of a defect in its materials or manufacture, we'll repair or replace it free of charge.



COVERED

Installation faults

If a problem comes from how your bollard was fitted, we'll put it right free of charge.

About spare parts

Replacement parts come from the manufacturer. We order them as soon as a fault is confirmed and keep you updated, but delivery times are set by the manufacturer and are outside our control.

What isn't covered

- ✗ Damage from vehicles, impact or attempted break-ins.
- ✗ Vandalism.
- ✗ Misuse, such as forcing the bollard, or driving over the top of the unit.
- ✗ Damage or faults caused by building work, driveway work or jet washing when the bollard wasn't fully covered with masking tape.
- ✗ Faults caused by not following the care steps in this guide, such as letting the battery run completely flat.
- ✗ The remote control fobs (see below).
- ✗ Normal wear and tear, and cosmetic marks such as scratches.
- ✗ Opening up, repairing or changing the bollard by anyone other than us or an engineer we send.
- ✗ Damage from flooding, storms, ground movement or other events outside anyone's control.

The remote control fobs

Fobs are handled every day and are easily dropped, lost or exposed to water, so they aren't covered by this warranty. Replacement fobs are available to buy from us. This doesn't affect your legal rights if a fob was faulty when supplied.

If your car is stolen

If a thief breaks through your Wentworth bollard to take your car, the Wentworth Gold Guarantee refunds your installation in full. Terms apply: see wentworthprotection.co.uk/guarantee.

PART 3

If something goes wrong

Many problems are a flat fob, a low battery or a fob that needs re-pairing. Check the quick fixes on page 9 first. If that doesn't help, here's what happens.

1

Tell us what's happening

Email contact@wentworthprotection.co.uk or call **07975 686773**. Please include your name and address, your invoice number or installation date, what's wrong, and a **short video** showing the problem. We aim to reply within 3 working days.

We'll explain how the warranty works, and that if the fault turns out not to be covered, a visit would be chargeable. You'll always know the cost before anyone visits.

2

We take a look

We review your details and video. If it's something you can fix in a few minutes, like swapping the battery or re-pairing a fob, we'll talk you through it.

3

We book an engineer

If it needs a visit, we arrange one with you. The engineer confirms on site whether the fault is covered by the warranty.

4

Covered: we fix it free

The repair or replacement is **free**. If a part is needed, we order it from the manufacturer, keep you updated, and come back to fit it.

5

Only if it isn't covered

For example, damage from a vehicle, vandalism or misuse. The engineer explains why, and the **£250 call-out and diagnosis** charge applies. If a repair is needed, we quote for parts and labour first, and only go ahead if you agree. We then send you an invoice, payable within 7 days.

PART 4

Charges, renewal and your rights

If a visit isn't covered

CHARGE	PRICE INC. VAT
Call-out and diagnosis The engineer's visit and finding the cause	£250.00
Parts and labour Only if a repair is needed, and only once you've agreed the quote	Quoted first
Replacement remote fob	Ask us

Invoices are payable within 7 days. Prices include VAT at 20% and are correct at October 2026.

Renewing your cover

Before your 12 months end, we'll let you know whether we can offer a renewal. Renewing continues both your service visits and your warranty for another 12 months.

We'll tell you the price in writing before you decide. After that, it rises by no more than CPI inflation each year. Nothing renews automatically: it's always your choice.

Renewal is at our discretion. We may decide not to offer it, and we don't have to give a reason.

If your cover isn't renewed

Your warranty and service visits end after 12 months. You can still call us out at any time: the £250 call-out and diagnosis charge applies, plus any parts and labour, unless the fault is one we're responsible for under your legal rights.

Your legal rights

This warranty is in addition to your rights under the Consumer Rights Act 2015 and doesn't reduce them. Your bollard must be of satisfactory quality, fit for purpose and as described, and our installation must be carried out with reasonable care and skill. If they aren't, you may be entitled to a repair or replacement, or in some cases a price reduction or refund, whether or not this warranty applies or your cover is active.

For free, independent advice, contact Citizens Advice on 0808 223 1133 or at citizensadvice.org.uk.

PART 5

Using your bollard safely



Never drive over the top of the unit

Not even when it's fully lowered. Always steer your wheels past the bollard, never across it. Driving over it can damage the mechanism, and that damage isn't covered by the warranty.



Keep hands and feet clear of the bollard while it's moving. It can pinch or crush.



Wait until it's fully lowered before you drive past it.



Keep the remote fobs away from children at all times.



Keep the cover closed over the up and down buttons on the fob when you're not using it.



Don't open up or modify the bollard. It can be dangerous and damage the unit.



Avoid constant use in extreme conditions: below -40°C, above 70°C, or in heavy rain or snowstorms.

EVERY MONTH

Ten minutes of care

- ✓ **Clear the area.** Remove leaves and debris from around the bollard so it can move freely.
- ✓ **Clean it.** Warm water and a mild detergent. Avoid harsh chemicals and abrasive pads, and never use a jet washer on it.
- ✓ **Look it over.** Check for dents, scratches or rust, and tell us if you spot any damage.
- ✓ **Lubricate the cylinder.** Spray the rising column with WD-40 Specialist Silicone Lubricant. In bad weather, spray the outside of the bollard too.
- ✓ **Check the battery.** Charge or swap it as soon as the light strip starts flashing (see page 7).

Leave the inside to us

Screws, wiring and internal parts are checked at every service visit. Please don't open the unit yourself.

PART 6

Battery and remote care

Your DriveGuard Automatic runs on a rechargeable lithium-ion battery, and comes with two. Look after them and they'll look after you.

The battery

- How long a charge lasts depends on how often you use the bollard. Keep an eye on the light strip.
- When the light strip **flashes continuously**, the battery is low. Swap or recharge it straight away.
- **Never let it run completely flat.** It shortens the battery's life.
- Keep your spare battery charged, so you can swap it in the moment the warning starts.
- If you rarely use the bollard, fully charge the battery and let it run down a little at least once a month.
- Charge each battery for at least 10 hours every 6 months, however much you use it.

Before you charge, read the battery safety advice on page 8.

The remote fobs

- Bollard not responding? Check the fob's battery first.
- Keep the cover over the up and down buttons when you're not using it, to avoid pressing them by accident.
- Store fobs somewhere dry, away from extreme heat and cold.
- Signal problems? Make sure you're within range of the bollard.

Fobs aren't covered by the warranty, so a little care saves the cost of a replacement.

HOW TO

Pair a remote fob with your bollard

- 1 Disconnect the battery** and wait 5 seconds.
- 2 Reconnect the battery.** The bollard's light starts flashing quickly.
- While it flashes quickly, **press and hold the up and down buttons together** until the light stays solid.
- 4 Test it.** Raise and lower the bollard with the fob to check it's paired.

Still not responding? Repeat the steps. Re-pairing is normal and won't harm the bollard.

PART 7

Battery safety

Your bollard's batteries are lithium-ion, like those in e-bikes and power tools. They're safe when looked after, but a damaged or badly charged lithium battery can overheat and catch fire. This advice follows London Fire Brigade guidance.

Charging safely

- Only use the charger supplied with your bollard. The wrong charger can overload the battery.
- Charge on a hard, flat surface that won't burn, where heat can escape. Never on a bed, sofa or carpet.
- **Stay nearby while it charges.** Never charge while you're asleep or out of the house.
- Unplug the charger as soon as the battery is full.
- Charge away from hallways and exits, so a fire couldn't block your way out, and fit a smoke alarm where you charge.
- Let a hot battery cool down, or a cold one warm up to room temperature, before charging. Never charge a frozen battery.

Warning signs: stop using it

A battery that gets very hot, swells or bulges, leaks, has a damaged case, hisses or crackles, or gives off a strong chemical smell may be failing. If it's safe to, unplug it. Don't use or charge it again, and contact us.

Storing and handling

- Keep your spare indoors, somewhere cool and dry, out of direct sunlight and away from heaters.
- Don't leave batteries outside, or anywhere they could freeze or get wet.
- Never use a battery that has been soaked or submerged in water.
- Keep the terminals covered, so keys, coins or tools can't touch them and cause a short circuit.
- Don't drop, crush, puncture or open a battery. One that's been dropped hard may be damaged inside.

If it smokes or catches fire

Get out, stay out and call 999. Raise the alarm and don't try to put the fire out yourself. Lithium battery fires spread fast and give off toxic smoke.

Disposing of an old battery

- ✓ **Never put it in your household bin or recycling.** Lithium batteries cause fires in bin lorries and recycling centres.
- ✓ **Cover both terminals with tape** before you take it anywhere.
- ✓ **Take it to your local household waste recycling centre** and use the battery container, or tell the staff it's lithium-ion. It's too big for the small battery bins in shops. Find your nearest site at recycleyourelectricals.org.uk or on your council's website.
- ✓ **Swollen or damaged?** Handle it carefully, tape the terminals and keep it away from anything that could burn. Contact us or your council before taking it in.

PART 8

Quick fixes

Try these before you contact us. If they don't work, tell us and we'll help.

PROBLEM	LIKELY CAUSE	WHAT TO DO
Doesn't respond to the fob	Out of range, a flat fob or bollard battery, or the fob needs re-pairing	Move closer. Charge the fob. Check the bollard's battery. Re-pair the fob (page 7).
Slow to rise or lower	Low battery (the light strip flashes)	Swap in your spare battery and recharge the used one.
Won't rise or lower at all	Power, motor or control fault	Check the battery is charged and connected. If it still won't move, contact us. Please don't open the unit.
Won't lower fully into the ground	Water and air trapped in the cylinder after very heavy rain	Raise it fully, then lower it fully. Repeat 2 or 3 times to push out the trapped water and air.
Water visible inside the casing	Rainwater getting in, which is normal	No action needed. It drains away over time, and the electrical parts are sealed to IP67.
Jammed by glue	Vandalism	Apply Nitromors paint stripper carefully, following the safety instructions on the tin. Once softened, rinse with warm soapy water. Still jammed? Contact us. Not covered by the warranty.
Bent, or won't go down after being hit	Vehicle impact or a ram attempt	Don't force it: that makes the repair harder. Contact us to arrange a replacement inner section. Not covered by the warranty.

Cold weather

- Use a good-quality de-icer to prevent mechanical problems and corrosion.
- Spray the outside and the cylinder with WD-40 Specialist Silicone Lubricant before and during cold spells.
- Fully charge the battery before cold weather: low temperatures reduce its performance.

Still not working?

Email or call us with a short video of the problem. Page 4 explains what happens next.

PART 9

The small print

About this warranty

This warranty and Service Plan are offered by Wentworth Protection Limited in addition to your legal rights. They apply to the DriveGuard Automatic bollards listed on your invoice, supplied and installed by us in the UK.

Our responsibility to you

If we fail to meet this warranty or our contract with you, we're responsible for loss or damage you suffer that is a foreseeable result of that failure. We're not responsible for loss that wasn't foreseeable when you placed your order. If you bought as a business, we're not responsible for loss of profit, loss of business or business interruption.

Nothing in this warranty limits our liability for death or personal injury caused by our negligence, for fraud, or for anything else that can't be limited by law.

Let us put it right first

Please give us a fair chance to fix any problem before anyone else works on the bollard. We can't cover work done by anyone other than us or an engineer we send, or any damage it causes. This doesn't affect your legal rights.

Your information

To handle a claim or a service visit, we may share your name, address, contact details, photos and videos with the engineer we send and with the manufacturer. They use them only to assess and fix the problem. Our privacy notice at wentworthprotection.co.uk/privacy explains more.

Complaints and the law

If you're unhappy with how a claim or visit was handled, email us and we'll do our best to put it right. This warranty is governed by the law of England and Wales. If you live in Scotland or Northern Ireland, you can also bring a claim in your local courts.

Need help? Tell us first.

We aim to reply within 3 working days.

✉ contact@wentworthprotection.co.uk

☎ **07975 686773**

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