

TELESCOPIC SECURITY BOLLARDS · 2026

Your bollard is covered for 12 months.

This guide explains your warranty, exactly what happens if something goes wrong, and the simple care that keeps your bollard working smoothly for years. Please keep it somewhere safe.

YOUR COVER

12 months

From the installation date on your invoice.

PRODUCT FAULTS

Covered by Marshalls

The manufacturer. Rhino Security, who supply us, arrange the engineer.

INSTALLATION FAULTS

Covered by Wentworth

We put right any problem with how your bollard was fitted, free of charge.

SOMETHING WRONG?

Tell us first

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

Applies to the Marshalls Rhino telescopic bollards we supply and fit: models RT/RD4, RT/R8 and RT/SS5, sold as our Powder-Coated, Heavy-Duty and Premium Stainless bollards.

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PART 1

Your warranty

Who stands behind your bollard, what's covered, and for how long.

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 bollard, so your agreement is with us and we're your first point of contact for anything to do with it.

Two companies stand behind us: **Marshalls**, who make your bollard, and **Rhino Security**, the specialist supplier we buy it from. Rhino handles the technical side of product claims: booking engineer visits and explaining what the engineer found.



MARSHALLS, VIA RHINO

Product faults

If part of your bollard fails because of a defect in its materials or manufacture, including the locking mechanism, Marshalls will repair or replace it free of charge.



WENTWORTH

Installation faults

If a problem comes from how your bollard was fitted, for example the sleeve isn't set level or secure, we'll send an installer back to put it right free of charge.

How long it lasts

12 months from the installation date on your invoice. If you report a problem within those 12 months, it's covered even if the visit takes place after they end.

What isn't covered

- ✗ Damage from vehicles, impact or attempted break-ins.
- ✗ Vandalism, including glue or objects pushed into the lock.
- ✗ Misuse, such as dropping the post instead of lowering it, or forcing the key or lock.
- ✗ Faults caused by not following the care steps in this guide, such as a lock that has seized because it was never lubricated.
- ✗ Normal wear and tear, and cosmetic marks such as scratches or weathering of the finish.
- ✗ Repairs, changes or reinstallation by anyone other than Wentworth, Rhino Security or Marshalls.
- ✗ Damage from flooding, storms, ground movement or other events outside anyone's control.

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 2

If something goes wrong

Every step, who you'll hear from, and when. Many problems are sorted with a quick tip from us, without a visit.

1

Tell us what's happening

WENTWORTH

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

WENTWORTH

We review your details and video. If it's a care issue, like a stiff lock, we'll talk you through the fix. If it's an installation fault, we deal with it ourselves. If it looks like a product fault, we send a warranty claim and your video to Rhino Security.

3

Rhino confirms your claim

RHINO SECURITY

Rhino emails you directly to confirm they've received it and to give you the expected timeframe. The email comes from a Rhino Security address, and we're copied in.

4

Marshalls approves the claim

MARSHALLS

Rhino sends your claim to Marshalls, the manufacturer, for approval. This usually takes **3 to 10 working days**. If Marshalls declines it at this stage, Rhino will tell you why, and you can decide whether you'd like a paid visit.

5

Rhino books the engineer

RHINO SECURITY

Rhino contacts you to arrange a visit. When booking, they'll confirm:

- the engineer will check on site whether it's a warranty fault;
- if it isn't, the visit is chargeable, and why that might be;
- your zone, and what the visit would cost (see page 4).

6

The engineer visits

RHINO SECURITY

If it's a warranty fault, the repair or replacement is **free**. Rhino sends the engineer's report to Marshalls to complete the claim.

7

Only if it isn't covered

RHINO

WENTWORTH

Rhino emails you the reasons and the charge, with us copied in. Rhino bills us, not you, because we sold and installed your bollard. We then send you an invoice for exactly the same amount.

PART 3

If a visit isn't covered

You only pay if the fault isn't covered by the warranty, and you'll know the price before the visit.

CHARGE	PRICE INC. VAT
Engineer call-out, Zone 1	£120.00
Engineer call-out, Zones 2 and 3	£240.00
Engineer call-out, Zone 4	£282.00
Engineer call-out, Zone 5	£300.00
Service charge Per bollard	£42.00
Replacement lock Only if needed	£50.17

These are Rhino Security's charges, passed on at cost: we make no profit on them. Rhino confirms your zone and the price when booking. Prices include VAT at 20% and are correct at October 2026.

Example

One bollard in Zone 1 that needs a new lock: £120.00 call-out + £42.00 service + £50.17 lock = **£212.17**.

How payment works

- Rhino invoices Wentworth, not you.
- We send you an invoice for the same amount, with Rhino's charges shown.
- Please pay within 7 days of the invoice.

Installation faults

If the problem is with how your bollard was fitted, Rhino isn't involved. We arrange the repair ourselves, free of charge.

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.

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

PART 4

Looking after your bollard

Your bollard lives outside all year. A few minutes of care keeps the lock smooth and the post moving freely, and avoids the problems the warranty doesn't cover.



EVERY WEEK

Lubricate the lock

Spray Ambersil 40+, WD-40 or a similar lubricant into the lock. Push the thin straw from the can into the slot at the top of the lock to flush out grit.



EVERY MONTH

Clean and check

- Clear leaves and debris from around the bollard.
- Wash it with warm water and mild detergent.
- Look for dents, scratches or rust.
- Check the lid opens fully.



IN WINTER

Prepare for frost

Use a good-quality de-icer before freezing nights, and lubricate the lock more often in cold, wet weather. Frozen lock? See page 6.

Cleaning

- Use warm (not boiling) water and a mild detergent.
- Avoid harsh chemicals, bleach and abrasive pads, especially on powder-coated bollards.
- For light marks or rust on stainless steel, use a little general-purpose lubricant and a soft scourer, rubbing with the grain.

The folding lid

- Check now and then that the lid opens fully.
- Clear dirt from behind the hinge with a screwdriver or similar tool.
- Lubricate the hinge with the same spray you use on the lock.

Day to day

- ✓ **Lower the post gently by hand.** Dropping it bends parts over time.
- ✓ **Never force the key or the post.** If something feels stuck, stop and try the quick fixes overleaf.
- ✓ **Keep the area around the bollard clear** so the post and lid can move freely.

PART 5

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
Key won't turn, or the lock is stiff	Dirt or grit in the lock	Spray lubricant generously into the lock (it won't harm it) and gently work the key. Take the key out, wipe it, and spray again. Repeat until it turns freely: it can take 10 to 15 goes.
Lock frozen	Ice in the lock	Follow the steps below.
Lid won't open fully	Dirt behind the hinge	Clean behind the hinge and lubricate it.
Water in the sleeve	Rain getting in, which is normal	It should drain away through the drainage beneath the sleeve. If water is still standing after a few dry days, contact us.
Glue in the lock or on the post	Vandalism	Apply Nitromors paint stripper carefully, following the safety instructions on the tin. Once the glue softens, rinse with warm soapy water. Still stuck? Contact us. Not covered by the warranty.
Post bent, or won't lower after being hit	Vehicle impact or a ram attempt	Don't force it down: that makes the repair harder. Contact us to arrange a replacement inner post. Not covered by the warranty.

Frozen lock

- 1 Warm some water in a jug (not boiling) and have a dry cloth ready.
- 2 Pour it over the top of the bollard, focusing on the lock.
- 3 Quickly wipe away the excess so it doesn't refreeze.
- 4 Insert the key and gently wiggle it side to side to free any remaining ice.
- 5 Spray the lock with lubricant to stop it freezing again.

Still not working?

Email or call us with a short video of the problem. Page 3 explains what happens next.

PART 6

The small print

About this warranty

This warranty is offered by Wentworth Protection Limited in addition to your legal rights. It applies to the Marshalls Rhino telescopic 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 Wentworth, Rhino Security or Marshalls, or any damage it causes. This doesn't affect your legal rights.

Your information

To handle a claim, we share your name, address, contact details, photos and videos with Rhino Security and Marshalls. They use them only to assess and fix the problem. Our privacy notice at wentworthprotection.co.uk/privacy explains more.

Charges

Charges for visits that aren't covered may change over time. Rhino will always confirm the price before a visit is booked.

Complaints and the law

If you're unhappy with how a claim 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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