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Avenger xtc canopy spares

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Here's my bill (I bought something else too): After the top was mounted my truck stayed parked for a few weeks in my home as I had an alternative vehicle to use on my long daily commute, which was much more fuel efficient. The Nissan Navara is for my new job (which I will not start until mid-June). On the morning of April 30th, I found the big, close window on my hard top. Since my parking safety was neither a chance nor evidence of a crime, and since the truck was not used, there is no chance that it is caused by the stone chips. It was mounted on the top pedestal in accordance with the instructions received. All fastenings are tightened with the torque wrench set to the correct resistance. The shattered glass also damaged the truck's main body directly above the wheel arch. As for a number of scratches and chips, which, you will need to repair correctly, you will need the truck to go into the body shop where the panel can be filled and re sprayed. I contacted Hard Tops UK regarding this situation and said from a non-precariou point of view an employee named Neil that it is hard to believe that this happened and furthermore that the glass does not apply to the warranty. Not at all during the purchase I said that the glass does not cover I have never received any documentation by email or in printed form, which this Hard Tops UK website also does not mention that the glass does not cover the warranty The only the warranty on the product side of the hard top I bought states The Avenger Avenger comes with a one year warranty... the best in the business! After browsing the warranty page of the Hard Tops UK website read the following, Guarantee Claims If you have a warranty query please fill out the form below. Our warranty department will review and contact you within 7 working days. When sending photos, make sure that the photos are detailed, zoomed, and cover the same area. Please note: - if any of the necessary information is missing, the claim will not be reviewed. To improve the service and products, all defective parts must be returned to us at hardtops UK.com, there are three options: - 1. The product will be returned HardtopsUK.com, so that our engineers can remove the defective part and fit into a new replacement. 2. The faulty part is back to full. When you receive this, we will send you the new replacement unit. 3. A deposit of £40.00 will be made by the time we become the sender of our new unit. When the incorrect part is returned, the deposit will be refunded. Please make sure that the serial number and the photo of the serial number are included, otherwise your claim will not be reviewed. (The serial number is located either on the left rear door column or on the right side of the back water channel). The cost Hardtopsuk.com the goods returned shall be at the expense of the consignor. Again, no mention of the glass does not cover. After the initial refusal of Hard Tops UK to assist I asked that the company's director, Josh Toogood, contact me directly to discuss the matter, but I never had to call him back several times in the past week or so. Having sought independent advice, I believe that the Hard Tops UK guarantee is 90% 100% 100% of the value of the product, as defined in the Goods Sales Act, if the product was not of satisfactory quality. As such, I think I have the right to redress. As for broken glass: I had this professionally improved Autoglass through my insurance paying my excess £75. The technician that attended explained that the issues with these tops are extremely common and explained how due to screws passing directly through the glass as well, they tend to break without notice. Moreover, the technician proved just how badly the windows fit by simply moving some rubber seal back from the window to reveal sunlight when they need a tight seal. I am currently awaiting a letter of support from Autoglass for this purpose to assist in my goal of seeking redress from Hard Tops UK. As for the repair costs of the bodywork (which is of greater concern to me) I'm probably looking somewhere in the region of £1,000 for a professional job at the Nissan dealership. I'm not rich in any stretch and I simply don't have this money to spare something that I feel is due to the substandard, in fact, unsafe product. Especially after shelling out more than £1,300 for the top too. Hda was driving the truck with my dog in the back I could have also been facing an even heftier repair bill if he was showered in the broken glass. I started this blog hoping that I would attract the attention of potential consumers to make them aware of their own experiences before saying goodbye to their own cash. I also hope to appeal to the better nature of Josh Toogood and Hardtops UK with a view to them paying for the costs of these repairs due to damage caused by their own defective product. If I don't hear anything in a few days, I'm going to file a lawsuit through the small claims court. I hope, however, that we can be a peaceful enemiator. You can contact me at the Get In Touch link in the upper right corner of this page. Thank you for reading it, Paul. One of the most common problems in obtaining spare parts for the lid or hardtop is the identification of the manufacturer or model of the battery. Just send us a photo of sales@4x4bitz.ie, and we'll identify... Mehr you are in front of ordering parts. We stock a wide range of canopy/hardtop components & replacement glass from all major manufacturers, including OEM products. Check out www.4x4bitz.ie or call 066 719 5424Page 2One of the most common problems with identifying replacement parts for the lid or hardtop. Just send us a photo of sales@4x4bitz.ie, and we'll identify... Mehr you are in front of ordering parts. We stock a wide range of canopy/hardtop components & replacement glass from all major manufacturers, including OEM products. Check out www.4x4bitz.ie or call 066 719 5424Page 3 Avenger Top's highly regarded design team has come up with a sleek new Hard top giving it the look of an SUV. The new XTC model features finely curved lines that complement the OEM's body style, an all-glass back door and tinted, frameless side windows with a comfortable pop-out system. The hard top is done with a finished edge that serves to mix it into the UTE's bed, while each XTC is painted with a hard top cover to fit the ute. Debate Starter #1 • April 30, 2013 Woke up this morning and thought I'd treat it this morning and use the Nav on my drive to Manchester – unfortunately I was presented with this.... The glass was all on the floor as opposed to the truck, and as it crashed it indicated it wasn't the glass as well. Well, I was very careful and ensured that the top was fitted with the screws set with the right torque, so you can imagine how disappointed I am. Autoglass called me and by the way - it will give Hardtops UK a call soon and see what they say. He's so annoyed now - That's not good, man. Are you sure it wasn't some toe rag that sprained on it and tried to break in (the glass will end up on the floor) :- - Was it to fit the windows or did they come pre-installed? Glass can be stress points for manufacture, I've had windshield crashes nothing more than manufacturer defects says Or as above - Keynote #14 • Apr 30, 2013 I didn't have to the windows or did they come pre-installed? Glass can be stress points for manufacture, I've had windshield crashes nothing more than manufacturer defects, according to Autoglass. Or as above The bottle was pre-installed. According to Autoglass it is a common thing for them to go pop when the glass is mounted before the top goes to the truck. Positively, it's not something ne'er well as the parking lot is safe, just a road in/out. Waiting hardtops uk ring back now! good luck! Just out of curiosity... When was it installed? Vita starter #15 • Apr 30, 2013 Equipped it about 3 weeks ago and then re-tightened last night to 15nm as the instructions recommended after putting a few miles of truck in the top fitted. I talked to Hard Tops, and they say the bottle isn't covered by the warranty, so I'm alone. The glass damaged the truck itself when it exploded and went out some of the paint. S enough to say I'm not thrilled to be told all this is something costing in excess of £1,000 - It's not acceptable at all!!! Get a written report from Autoglass or similar, obviously the imperfection in the bottle, regardless of whether the warranty on the item is not fit for purpose. Quote: Refusing to help hard peaks will result in legal action against them due to faulty goods Worth a try to start Cheers Biggi, More bothered by the polishing of the truck itself now that it won't be cheap. I was really annoyed that hardtops were washing their hands as well. I feel like you're paying for the top and you're more of an aluminum work! - Debate Starter #9 • April 30, 2013 Small Update. Guy I was talking to at hardtopsuk said the company manager is back off holiday tomorrow and he will mention my complaint to him and call me back but does not think I will get anything further based on his experience and as they don't include glasses in warranty. However, having an appearance round and having a word with a family friend for me that is not mindful of their warranty demand, they can be responsible for this kind of thing for a few YEARS after purchase on the basis that the article is meant to be fit for purpose and safe. Glass crashing randomly within 3 weeks of purchase is not normal. The guy at Hardtops said it could have been a window in my car, but in this case I was still the manufacturer given a smashed without warning. Auto glass is said to be a joint release, just as the body shop who I went to. New bottles only cost my insurance surplus of £75 as I'm claiming that. The bodywork is too big for chips so there is a quote from a recommended body body My neighbor's been using it for years. £120. Only from £200 all in. I don't think it's unreasonable to expect Hardtopsuk to mutily mutrie him. Failing that, I'm pretty sure I can ask them for a refund of £1500 or whatever it is all over the top! I'm fine with it, I'm fine with it. - yes, there's a 30-day no-way guarantee for anything you buy. If it's smashed, it's not fit for purpose. You're going to have to bite the bullet. Id mention this post and the disgust of the members. Im sure a lot won't be buying from there after seeing this thread. - All purchased must last a reasonable period of time. 3weeks is hardly reasonable. Kick ass time - Vita Starter #12 • April 30, 2013 Part of me is thinking of just getting a full refund as I worry it will happen again now either on the other side or in the replacement pane. I don't see the point in getting the bodywork sorted while there is an option that can happen again, so it might be better to just remove it and get a full refund. - If you're messing with you about not the same back buddy back your money. - Hmmm good luck with this..... As you said, you need something from an independent source that has faulty glass, the dealer comes back to prove it. I can say anything caused as tightening, poorly equipped in the first place (unless you fitted that of course) criminal damage, or you've seen another make/model, and now in an engineering way reject the goods. I'm afraid onus is still on you to prove not fit for purpose ops sorry - Since the guys have said that they have rights despite what the company says, if you go for a qualifier/refund sooner it is always better than later in these situations. From what you said, the bottle went due to the stress of the top being tightened again, so in my opinion, with such a top, it's more than likely to happen again, so that's the only reason I'd get a refund. If you need a top, get something else. As for this being a common issue, I think it's the first ever that's posted on this forum about this, so that's hard to believe I think? Don't suck at the bar mate that you choose: wink: Cheers mate - I don't hang out and hate to be pushy with these companies, but I don't think it's unreasonable in my request. My old man was right - that leasing vehicle is probably better to just do a DIY touch up on it now and get it all corrected properly in the bodyshop as the rental approaches to end as who knows what will happen between now and then. I like to keep my cars looking as close to showroom status as possible, so it's very frustrating, though. He reported that hearing back to HardtopsUK today if the director is back in the office, so hopefully that's good news. I don't blame the staff for doing it because they advise me I think. I'll base my decision on the outcome of that call because there will be a huge pain in removing and shipping that thing back south! - Debate Starter #17 • May 1, 2013 Quick update on things including the next steps I take ... There was a recall from one employee of Hard Tops UK only now advertising that he had caught up with the director of the business and their position had not changed. I asked the principal to call me himself, and if I don't hear back by the end of the day, I'm going to contact a lawyer. They advised that the glass should bear the appropriate markings to comply with the law. As I bought the top more than a month ago (March) I was advised I wasn't eligible for a refund – the top sat inside the packaging until 3 weeks ago and was signed unchecked at the time of delivery. I was advised it's hard to believe that I have a truck that I don't really drive. For those who do not know, we currently have a Volvo V60 at work. I'm changing jobs next month, and I got the Navara was so soon because the rental offer was amazingly good value and I didn't want to miss it. I am booking an appointment with a solicitor to look into the small claims route for the £200 repair to be paid. I also created a blog to document my experiences with Hard Tops UK. As I work on digital media and I know a bit about Google; I'll be funding some advertising to raise awareness that when people enter Hard Tops UK on Google they will see the ad on my blog – hopefully this will help people who are in the market at the top, so they are fully aware of their policies. - Debate Starter #18 • May 1, 2013 Another update ... Autoglass just showed up, and that's the second one he's got today, and he always gets these. He explained to me the other common point of failure at the top. He also advised her to be fully lined inside so that she would be required to cut a small portion of that away as the manufacturer lined over the screws to hold the window open! The only way to get to him is to cut through the lining. You will have your phone autoglass a little to see if you would be kind enough to get a letter of support. I don't see how I ended up making money from these things breaking, but it's nice to know that I'm not alone and that it's not just me that's embarrassing. - Debate Starter #19 • May 1, 2013 So the Helpful man Autoglass just left. He's going to talk to his boss about the letter, and he's going to call me back tomorrow. I said that there are more and more Hardtop companies that are now not dealing with the problems I have experienced myself. He also thinks he pointed out the reason it was smashed - it has to do with how the windows are fastened to the hardtop frame as well. I took a few pictures below to illustrate what you showed me. The windows themselves simply screw the frame. However, it showed me that very little of the glass actually sits opposite the rubber seal or fiberglass frame in any way most of the weight is supported by 4 metal screws that pass directly through the glass itself. He's a bit tinkering with that window as flush with the rubber seal is possible, but he can still move the seal and see sunlight through it on both sides - not a very comfortable fit at all. The gap is even larger on the passenger side, which is still the original window. Page that was repaired: Side of the original glass is still in place: The glass is narrowest on the top & bottom side that is very loose. I imagine this will result in some kind of tilting action that will place the bottle under stress. E-candidate or not, it's not a very good execution. - Sounds to me like your case is going to be a good cause, documenting everything... Good luck, I love it when the pun handle the big boys with a win

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