



Got a question about one of our products or the way that we work here at Camloc Motion Control? Well, here are some of our most popular FAQ's but as always, our team is always more than happy to talk to you and answer your questions so if you need us, just get in touch.

Q: What is the difference between a gas strut and a gas damper?

Gas struts/gas springs use the pressure contained within them to generate movement and push the lid open at the required speed.

Gas dampers are used to control or slow the movement of a closing object. When used to close a door or lid, it can be opened easily but the closing motion is controlled to your requirement, preventing it from suddenly dropping.

Q: How do you mount a gas strut correctly?

If mounted incorrectly, the life of the gas strut will be reduced, and the hinges will become damaged. A correctly installed gas strut will ensure the internal oil lubricates the seal, preventing nitrogen from escaping and providing damping at the end of the stroke. Unless specified the rod should always be fitted rod down. We have a video demonstrating this on our YouTube channel. Find us at: <https://www.youtube.com/c/Camloc/videos>

Q: Why do you ask for so much information on your forms?

For us to deliver the best solutions for your application, we find that the more information we have at the outset the better the process is.

We want to minimise the design iterations for our customers and if we know accurately the weights, the mounting restrictions and any other factors, we can deliver the right solution in the shortest amount of time.

Q: Why don't you have an online calculator?

We want our customers to have the best experience of using our products, with the best handling forces optimised to the action they want to achieve from the end product. For this reason, we prefer to collaborate directly with our customers to deliver this rather than using an online calculator that takes a 'near enough is good enough' approach.

Online calculators work to a defined set of rules, within limited operational parameters and limited product range. They do not understand the intricacies of an application or customer's needs, and what can be achieved by subtly altering parameters or mounting positions to achieve the best result as a qualified engineer can.

Q: How do I measure an existing gas strut?

Measuring an existing gas strut is really quite simple, but once we start clouding it in industry specific terminology it can appear far more complicated than it really is.

Our simple guide how to measure a gas strut which can be found in the help centre section of our website will show you how <https://camloc.com/uk/help-centre/finding-the-right-gas-strut/how-to-measure-a-gas-strut/>.

Q: What are the smallest and largest size springs that you manufacture?

The smallest diameter rod that we manufacture is 6mm, the largest tube we manufacture is 28mm. We can produce gas struts from as little as 20mm stroke to over 2m extended length.



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Q: What are the smallest and largest size springs that you manufacture?

The smallest diameter rod that we manufacture is 6mm, the largest tube we manufacture is 28mm. We can produce gas struts from as little as 20mm stroke to over 2m extended length.

Q: Can you customise your gas struts?

Absolutely, because we manufacture our products here in our Leicester factory, we have complete control over how they are made. We believe in delivering the right solution for our customer's needs, not necessarily our own. So, for instance, our 8-18 size range of fixed force compression gas struts can be manufactured in over 8 billion possible combinations.

Q: What is the operating temperature range of your gas struts?

As standard our gas struts have an operating temperature range of -30°C to +100°C. If you need a strut that works outside of this range please contact one of our team and we can design something to suit your requirements.

Q: Where do you make your products?

Our gas struts are made here in Leicester, UK, by our expert team, many of whom have been making gas struts for the majority of their working life. We use the best materials we can source and make products that last.

Q: How long will my gas struts take to manufacture?

All our gas struts are made to order, which means our products might take a little longer to supply than our competitors. We typically work on a 20-day lead time, but this also means our products are brand new, fresh off the production line, they have not been sitting in a warehouse, possibly for months with the potential for seals drying and force loss to occur.

Q: Do you sell gas struts direct?

No, sorry we do not sell our gas struts direct to individual customers or hold products in stock. As a manufacturer, we have to make a sufficient volume to make production viable. We sell a range of products via our distribution network that individual customers can buy in more economical quantities.

Of course, if you are struggling to find a replacement for an existing Camloc strut, simply contact our friendly team who will do their best to source an equivalent gas strut for you through one of our customers or distributors.

Q: What is the warranty on your products?

Our products carry a 12-month warranty from the date of manufacture.

Q: Do you have a minimum order value?

Yes, our minimum order value is £250.

Q: What are the inner workings of a gas strut?

The core components of the gas strut that ensures the life and longevity of the motion control solution are; the rod, the tube, the guide and seal package, the piston assembly and the end plug.

Q: What do you need to create my ideal gas spring?

The information that you provide our team of specialised engineers when enquiring about gas springs for your project helps us to understand what you are trying to achieve. Information such as size, shape and speed all have their part to play when it comes to the design and manufacturing of your bespoke gas springs.

Still can't find what you are looking for? Our friendly team are more than happy to help. Call us on +44 (0)116 274 3600 today.