

## THE OUTDOOR LOOK

# Fully Frameless Balustrade Trouble Shooting Guide

### Introduction

This guide is designed to assist with diagnosing and resolving common issues related to installation, adjustment, and long-term maintenance of the Fully Frameless Balustrade System.

Constructed with precision-engineered aluminium channels and a glass wedge-locking mechanism, this system ensures strength, alignment, and simplicity when correctly installed and maintained.

### Common Installation Issues

#### Glass Panels Not Level or Misaligned

**Cause:** Uneven substrate surface or incorrect channel alignment.

**Solution:** Re-check the substrate using a spirit level. Adjust packers beneath the channel to achieve a level installation. Ensure consistent gap spacing between glass panels using a string line for alignment.

#### Glass Movement or Loosening

**Cause:** Insufficient wedge tension or debris within the locking channel.

**Solution:** Clean out all debris, check wedge positioning, and tighten wedges evenly using the provided adjustment tool. Ensure each metre includes four wedges for consistent pressure.

#### Water Retention in Channel

**Cause:** Blocked drainage holes or incorrect sealing.

**Solution:** Confirm all drainage paths are open and unobstructed. Remove any sealant blocking weep holes and reseal using a neutral-cure silicone if required.

#### Channel Instability or Lifting

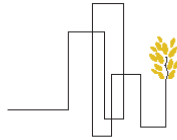
**Cause:** Inadequate fixings or uneven substrate surface.

**Solution:** Remove the affected section, verify substrate strength and levelness, and re-install using approved mechanical anchors. Ensure torque settings match manufacturer specifications.

#### Glass Edge Chipping During Installation

**Cause:** Improper handling or contact with hard materials.

**Solution:** Always use protective edge guards and rubber spacers during fitting. Replace damaged glass immediately to maintain safety compliance.



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#### Common Maintenance Issues

##### Surface Discolouration or Fading

**Cause:** Salt or chemical residue on the aluminium surface.

**Solution:** Clean with mild detergent and warm water. For stubborn marks, use an anodised aluminium restorer. Rinse thoroughly and dry.

##### Glass Stains or Water Spots

**Cause:** Hard water residue or incomplete drying.

**Solution:** Clean with ammonia-free glass cleaner and dry immediately using a microfiber cloth or squeegee.

##### Loose or Vibrating Glass Panels

**Cause:** Thermal expansion, settling, or loose wedges.

**Solution:** Check wedge tension across the entire run. Adjust evenly to secure the glass without over-compression.

##### Noise or Rattling

**Cause:** Uneven wedge pressure or vibration under wind load.

**Solution:** Inspect wedges for wear or compression. Re-tension evenly along the glass edge and ensure packers are seated correctly.

##### Corrosion and Surface Marks

**White Oxidation or Staining:** Caused by salt or chemical exposure. Clean immediately with mild detergent.

**Rainbow Discolouration:** Residue from cleaning products; rinse thoroughly.

**Pitting or Rough Surfaces:** Indicates long-term neglect. Polish lightly and recoat if necessary.

#### Preventive Maintenance Tips

- Clean glass and aluminium every 2–3 months.
- Inspect wedge locks and channel fixings twice annually.
- Keep drainage holes clear at all times.
- Avoid corrosive or abrasive cleaning materials.
- In coastal areas, rinse weekly with fresh water.