

# Post & Handrail Glass Balustrade System

Care & Maintenance Guide — 42.4 mm stainless steel posts and handrail with 10 mm toughened glass — black and satin

This guide sets out what the Post & Handrail system is made from, how long it can be expected to last, and the routine care that keeps it looking as it should. None of it is difficult, but in a coastal or poolside setting none of it is optional.

## 01 MATERIALS & EXPECTED LIFE

| COMPONENT                          | MATERIAL                                            | EXPECTED LIFE                                                                            |
|------------------------------------|-----------------------------------------------------|------------------------------------------------------------------------------------------|
| Satin posts, handrail and fittings | 316 marine-grade stainless steel, brushed, uncoated | Decades with occasional cleaning — 316 resists corrosion, including in coastal locations |
| Black posts, handrail and fittings | 304 stainless steel, black powder-coated            | Long outdoor life with routine cleaning; not recommended for coastal or poolside sites   |
| Glass                              | 10 mm toughened safety glass to BS EN 12150         | Does not weather; keep the edges free of chips                                           |

316 is the most corrosion-resistant stainless grade in common architectural use. On the black finish the powder coating is the protection, so it should be kept clean and any chip in the coating reported to us.

### What shortens its life

- Installation that does not follow document TOL-PH-BAL Technical Specification
- Black powder-coated components installed at coastal or poolside sites
- Glass installed without the gaskets, or clamped directly against metal
- Harsh chemicals, solvent-based or abrasive cleaners
- Contact with carbon steel, steel wool or non-stainless fixings
- Any modification to posts, clamps, fittings or glass

## 02 MAINTENANCE SCHEDULE

| TASK                             | STANDARD SETTING | COASTAL OR POOLSIDE           |
|----------------------------------|------------------|-------------------------------|
| Clean stainless steel            | Every 2–3 months | Rinse weekly with fresh water |
| Clean glass                      | As needed        | As needed                     |
| Check saddle and handrail screws | Twice a year     | Twice a year                  |
| Check clamp screws and gaskets   | Twice a year     | Twice a year                  |
| Full inspection                  | Annually         | Every 6 months                |

## 03 MAINTENANCE DETAIL

### Satin — 316 stainless steel

- Wash with warm water and mild detergent, wiping along the grain
- Dry with a microfibre cloth to avoid water marks
- Rinse with fresh water after salt spray or pool splash

### Black — powder-coated 304 stainless steel

- Wash with warm soapy water and a soft cloth
- Never use abrasive pads or solvent cleaners — they damage the coating
- Report chips in the coating promptly so they can be assessed

### Handrail

- Check the handrail sits firmly in every saddle and the screws are tight
- Check in-line joints are closed up and end caps, scroll ends and wall flanges are secure
- The handrail is handled more than any other part — clean it as often as the posts

### Glass

- Clean with a non-abrasive glass cleaner or warm soapy water and a soft cloth
- Never use scrapers, blades or abrasive pads on the glass
- Check the edges for chips during each inspection

### Clamps and gaskets

- Check clamp screws are tight and every gasket is in place
- Replace a damaged or missing gasket before re-tightening the clamp

## 04 TEA STAINING

Brown surface marks on stainless steel are tea staining — airborne contaminants and salt bonding to the surface. It is cosmetic. It does not affect the strength of the system and it is not a material defect. It removes with a non-abrasive stainless steel restorer, and cleaning more often in exposed locations is how it is prevented.

## 05 CLEANING PRODUCTS

| USE                                        | NEVER USE                                                       |
|--------------------------------------------|-----------------------------------------------------------------|
| Mild detergent and warm water              | Bleach                                                          |
| pH-neutral stainless steel cleaner (satin) | Hydrochloric acid or acidic descalers                           |
| Non-abrasive glass cleaner                 | Abrasive pads and creams                                        |
| Microfibre cloths                          | Steel wool — leaves carbon particles that rust into the surface |
|                                            | Solvent cleaners on powder-coated components                    |

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## 06 REPORTING A PROBLEM

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1. Check every pane on delivery and report any transit damage within 48 hours
2. For any other problem, email [info@theoutdoorlook.co.uk](mailto:info@theoutdoorlook.co.uk) with your order number, a description and clear photographs of the affected area and the whole installation
3. Do not remove or modify the affected items before we have looked at it

Call 01282 526428, Monday to Friday 9 to 5. This guide does not affect your statutory rights.

This document supersedes all previous warranty and maintenance statements for the Post & Handrail glass balustrade system.