

Post & Handrail Glass Balustrade System

Troubleshooting Guide — 42.4 mm stainless steel posts and handrail with 10 mm toughened glass — black and satin

Common problems on Post & Handrail installations, what causes them and how to put them right. If you are stuck, call 01282 526428 — we would rather talk it through than have you guess.

01 SETTING OUT AND GLASS FIT

Pane too wide or too narrow for the gap

Cause: posts not set at the drawn centres · a post moved while the anchors cured.

1. Measure the post centres and compare them with the approved drawing.
2. Each clamp allows 18 to 38 mm between the glass edge and the post face. Within that range the pane can be centred.
3. Outside it, reset the post before the anchors cure, or call us. Toughened glass cannot be cut, so a pane that does not fit has to be remade.

Gap between glass and posts uneven

Cause: pane not centred before the clamps were tightened.

1. Loosen the clamps on both posts, centre the pane, then tighten evenly top and bottom.

Handrail not level along the run

Cause: posts set at different levels on an uneven substrate.

Correct the substrate so the base plates sit at one level. Where the ground genuinely steps, the run takes a blank post and an adjustable elbow at the step — call us before changing the layout, as it changes the parts count.

02 POSTS

Posts leaning or out of plumb

Cause: substrate not strong enough or the wrong fixing for it · glass or handrail fitted before the anchors had set.

1. Remove the handrail and the glass from the affected bays.
2. Re-secure or replace the anchors, using resin anchors where the substrate requires them.
3. Get every post plumb before refitting. Ground fixings are not supplied because the right one depends on the surface.

Post moves when pushed

Cause: fixing into deck boards rather than the structure beneath · loose anchor.

On decking, posts must fix into joists or added blocking, not the boards alone. Re-fix into solid structure.

03 HANDRAIL

Handrail will not sit in the saddles

Cause: posts out of line · saddles not square to the run · wrong saddle on a stair post.

1. Check the posts are in a straight line and plumb.
2. Turn each saddle square to the run before fixing the tube.
3. Stair posts need adjustable saddles; fixed saddles will not follow the pitch.

Handrail moves or rattles

Cause: saddle screws loose or not fitted.

1. Support the rail and re-tighten the screws at every saddle.
2. Fit any missing screw before the run is used.

Gap at a tube joint

Cause: tube not pushed fully onto the in-line connector · tube cut out of square.

Close the joint fully onto the connector. A tube end cut out of square must be re-cut square before refitting.

Handrail does not follow the stair pitch

Cause: fixed saddles used on stair posts · no adjustable elbow where the pitch changes.

Fit adjustable saddles on every stair post and an adjustable elbow at each change of pitch. Call us if parts are missing from your order.

End cap, scroll end or wall flange loose

Cause: not fully seated · fixing not set.

Remove, clean both faces, refit and allow any adhesive to cure before the rail is used. A wall flange must fix into sound masonry or structure.

04 CLAMPS AND GLASS

Pane rattles or moves in the clamps

Cause: clamp screw loose · gasket missing or displaced.

1. Support the pane, refit any missing gasket, then tighten the clamp evenly.

Glass must never be clamped directly against metal.

Glass will not go into the clamp

Cause: wrong glass thickness.

The clamps are made for 10 mm toughened glass only. Thicker or laminated glass is not used on this system.

Chip or crack in a pane

Cause: impact · edge damage during handling or installation · transit damage.

1. If the pane is cracked, cordon off the area and keep people away from it.

2. Toughened glass cannot be repaired — the pane must be replaced.
3. Damage found on delivery must be reported within 48 hours.

05 IN USE

Brown marks on satin stainless steel

Cause: tea staining — airborne contaminants and salt bonding to the surface.

Clean with a non-abrasive stainless steel restorer and clean more often in coastal and poolside locations. It is cosmetic and does not affect the strength of the system. See document TOL-PH-BAL Care & Maintenance.

Marks or chips in the black finish

Cause: abrasive cleaning · impact.

Clean only with warm soapy water and a soft cloth. Report chips in the coating to us with photographs.

06 PREVENTIVE MAINTENANCE

- Clean the stainless steel every 2 to 3 months, and rinse weekly in coastal and poolside locations
- Check saddle, handrail and clamp screws and the gaskets twice a year
- Check the glass edges for chips at each inspection
- Keep carbon steel, steel wool and corrosive chemicals away from the system

If a problem is not listed here, or a repair would involve modifying a post, fitting, clamp or pane, contact us before proceeding. Do not modify posts, fittings, clamps or glass.