

Side Mounted Glass Balustrade System

Troubleshooting Guide — 42.4 mm side fix stainless steel posts and handrail with 10 mm toughened glass — satin 316

Common problems on side mounted 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 fixings were set.

1. Measure the post centres and compare them with the approved drawing.
2. Within the clamp adjustment the pane can be centred.
3. Outside it, reset the post, 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: post tops not set at 978 mm above finished floor level · an edge that is not level.

Each post top must be 978 mm above the finished floor level at that post. Where the edge structure is not level, set each post to the floor level, not to the edge. Where the floor genuinely steps, call us before changing the layout, as it changes the parts count.

02 POSTS

Post leaning out or in

Cause: post not plumb when fixed · fixings not tight · uneven face behind the post.

1. Remove the handrail and the glass from the affected bays.
2. Loosen the fixings and plumb the post. If the face behind it is uneven, call us before packing it out.
3. Re-tighten before refitting the glass and handrail.

Post moves when pushed

Cause: fixed into cladding or fascia boards rather than the structure behind · loose or undersized fixings.

Side fix posts must fix into solid structure, such as the rim joist of a deck, added blocking or a concrete edge. Re-fix into solid structure. Fixings are not supplied because the right one depends on the structure.

Corner post bracket does not sit flat

Cause: corner not square · wrong bracket for the corner.

External corners take the external corner post and inside corners the internal corner post. Check you have the right one, and call us if the corner is not 90°.

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 the area below the edge, 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 the 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-PHS-BAL Care & Maintenance.

Staining on the structure below a post

Cause: water running down the post · non-stainless fixings.

Use stainless steel fixings only and keep the post and the face behind it clean. Replace any fixing that is rusting.

06 PREVENTIVE MAINTENANCE

- Clean the stainless steel every 2 to 3 months, and rinse weekly in coastal and poolside locations
- Check post fixings, saddle and handrail screws, clamp screws and 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, bracket, fitting, clamp or pane, contact us before proceeding. Do not modify posts, brackets, fittings, clamps or glass.