

Semi-Frameless Glass Balustrade System

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

Common problems on semi-frameless 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 CAD 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.

Glass tops 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 is split into separate sections with a blank post 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 fitted before the anchors had set.

1. Remove 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 re-glazing. 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 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.

04 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-SF-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.

Need to guard a higher drop

Cause: the drop is 600 mm or more.

This system is not a guarding barrier and cannot be adapted into one. Use our Post & Handrail, aluminium or frameless glass system.

05 PREVENTIVE MAINTENANCE

- Clean the stainless steel every 2 to 3 months, and rinse weekly in coastal and poolside locations
- Check 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, clamp or pane, contact us before proceeding. Do not modify posts, clamps or glass.