

Spigot Glass Balustrade System

Troubleshooting Guide — square Duplex 2205 stainless steel spigots with 10 mm or 17.5 mm glass — black and satin

Common problems on spigot 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

Panels do not fit the run

Cause: spigots not set at the drawn positions · run measured differently from the drawing.

1. Measure the run and the spigot positions and compare them with the approved drawing.
2. Joints between panels can take up 12 to 32 mm. Within that range the panels can be spaced out evenly.
3. Outside it, reset the spigots before the anchors cure, or call us. Toughened glass cannot be cut, so a panel that does not fit has to be remade.

Joints between panels uneven

Cause: panels not spaced before the spigots were tightened.

1. Loosen the affected spigots, space the panels evenly at about 20 mm, then tighten.

Tops of the panels not level

Cause: spigots set on an uneven base.

The spigots must sit flat on a level base. Correct the base under the affected spigots rather than forcing the glass. Where the ground genuinely steps, call us before changing the layout.

02 SPIGOTS

Glass leans or is out of plumb

Cause: spigot not sitting flat · base not level · glass fitted before the anchors had set.

1. Remove the glass from the affected spigots.
2. Re-secure or replace the anchors, using resin anchors where the structure requires them.
3. Get every spigot flat and level before refitting the glass.

Spigot moves when the glass is pushed

Cause: fixing into paving, screed or deck boards rather than the structure beneath · loose anchor.

Each spigot must fix into a solid structural base. Re-fix into solid structure. Ground fixings are not supplied because the right one depends on the structure.

Spigots more than 700 mm apart on a guarding run

Cause: panels wider than 1000 mm · spigots moved out from the panel edges.

At a drop of 600 mm or more, panels are no wider than 1000 mm and each spigot sits 150 mm in from the panel edge. Reset the spigots to the drawing.

Base plate cover will not sit down

Cause: anchor head or packing proud of the base plate · debris under the cover.

Clear the base plate and check nothing stands proud of it, then refit the cover.

03 GLASS

Glass loose or rattles in the spigot

Cause: spigot not tightened · packer missing or wrong for the glass thickness.

1. Support the panel, fit the packer for the glass thickness, then tighten the spigot.

Glass must never be clamped directly against metal.

Wrong glass for the drop

Cause: 10 mm toughened glass used where the drop is 600 mm or more.

Where the drop is 600 mm or more, the system uses 17.5 mm toughened laminated glass only. Replace the panels before the balustrade is used. Call us.

Chip or crack in a panel

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

1. If a panel is cracked, cordon off the area and keep people away from it. A cracked laminated panel stays in place but must still be replaced.
2. Toughened glass cannot be repaired — the panel must be replaced.
3. Damage found on delivery must be reported within 48 hours.

04 TOP RAIL

Rail will not sit down on the glass

Cause: wrong gasket for the glass thickness · panel tops not level.

1. Check the gasket: 8–11 mm for 10 mm glass, 16–17.5 mm for 17.5 mm glass.
2. Level the panel tops (see section 01) before fitting the rail.

Gap at a rail joint

Cause: rail not pushed fully onto the internal connector · rail cut out of square.

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

Rail does not follow the stair

Cause: no break at the change of pitch.

Where the rail changes from level to the stair pitch, it is mitre-cut on site and runs as a new piece. There is no fitting for this.

Rail missing on a stair run

Cause: rail left off.

Stairs need a handrail. Where any part of the balustrade runs up stairs, the top rail is fitted along the whole balustrade. Call us if parts are missing from your order.

End cap loose

Cause: not fully seated.

Remove, clean both faces and refit fully. Two end caps are used per rail section.

05 IN USE

Brown marks on satin spigots

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-SP-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.

Clouding or bubbles at the edge of laminated glass

Cause: water standing against the panel edge for long periods · edge damage.

Report it to us with photographs. Keep panel edges clear of standing water and debris.

06 PREVENTIVE MAINTENANCE

- Clean spigots, covers and rail every 2 to 3 months, and rinse weekly in coastal and poolside locations
- Check spigots, covers and rail 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 spigot, fitting or panel, contact us before proceeding. Do not modify spigots, covers, rail, fittings or glass.