

Wire Balustrade System

Care & Maintenance Guide — swageless 316 stainless steel wire system

This guide sets out what the wire balustrade system is made from, how long it can be expected to last, and the routine care that keeps 316 stainless steel 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
Posts — 48.3 mm, welded base	316 marine-grade stainless steel	Decades with occasional cleaning, including coastal
Wire rope — 3 mm	316 marine-grade stainless steel	Decades with occasional cleaning; re-tension as it settles
Swageless connectors, turnbuckles, locking collars	316 marine-grade stainless steel	Decades with occasional cleaning
Handrail, saddles and fittings	316 marine-grade stainless steel	Decades with occasional cleaning, including coastal

Every component is 316 marine-grade stainless steel, the most corrosion-resistant stainless grade in common architectural use.

What shortens its life

- Use where the fall height is 600 mm or more — this system is not a guarding barrier
- Installation that does not follow document TOL-WIRE-BAL Technical Specification
- Over-tensioning the wire, or tensioning against a post or structure not designed to carry the load
- Galvanic corrosion from contact with dissimilar metals, including non-stainless fixings
- Wire bent, kinked or damaged by impact
- Holes drilled on site in the wrong place, or any modification to connectors, turnbuckles or posts

02 MAINTENANCE SCHEDULE

TASK	STANDARD SETTING	COASTAL OR POOLSIDE
Clean stainless surfaces	Every 2–3 months	Rinse weekly with fresh water
Inspect connectors	Twice a year	Twice a year
Check wire tension	Annually	Annually
Full inspection	Every 6–12 months	Every 6 months
Protective polish	As needed	Every 3–6 months

Expect to re-tension once in the first few weeks. New wire settles under tension. One pass with the turnbuckles about a month after installation is normal and is not a fault.

03 MAINTENANCE DETAIL

Wire — 3 mm 316 stainless

- Clean with warm water and mild detergent
- Dry with a microfibre cloth to avoid water marks
- Check tension consistency across all 7 wires
- Re-tension annually using the turnbuckles

Swageless connectors and tensioners

- Keep the internal locking jaws free of debris
- Do not lubricate the internal gripping cones. They are designed to operate dry, and lubricant inside a connector can allow the wire to slip
- Check turnbuckles are fully engaged with equal thread showing each side

Posts and handrail

- Check welded bases for any sign of stress or movement
- Check all M6 eyebolts are clean, undamaged and correctly tightened
- Clean the tube and saddles with a pH-neutral stainless steel cleaner
- Check saddle set screws remain tight
- Clean posts monthly in coastal or chlorinated environments

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 corrosion. It removes with a non-abrasive stainless steel restorer. Cleaning more often in exposed locations is how it is prevented.

05 CLEANING PRODUCTS

USE	NEVER USE
Autosol Stainless Steel Cleaner	Bleach
3M Stainless Steel Polish	Hydrochloric acid or acidic descalers
Mild detergent and warm water	Abrasive pads and creams
pH-neutral stainless cleaner for handrails	Steel wool — leaves carbon particles that rust into the surface

06 REPORTING A PROBLEM

1. Check your order on delivery and report any transit damage within 48 hours
2. For any other problem, email info@theoutdoorlook.co.uk with your order number, a description, and clear photographs of the affected area and the whole installation
3. Include where the system is installed, how long it has been in place, and the site conditions

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 wire balustrade system, including TOL-WIRE-BAL Warranty & Maintenance Rev 1.0, which is withdrawn.