

Wire Balustrade System

Warranty & Maintenance Guide — swageless 316 stainless steel wire system

This guide sets out the warranty cover on the wire balustrade system and the maintenance needed to keep it valid. Routine cleaning is what 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 WARRANTY COVER

COMPONENT	PERIOD	AGAINST
3 mm 316 stainless wire rope	5 years	Corrosion and manufacturing defects
Swageless connectors — turnbuckles, plain buckles, locking collars	5 years	Material and manufacturing defects
Posts — 48.3 mm, welded base	5 years	Structural failure and weld defects
Eyebolts and associated fixings	2 years	Defects under normal operating conditions

Cover runs from the date of delivery and requires the system to have been installed and maintained in accordance with this guide and with document TOL-WIRE-BAL Technical Specification.

What is covered

- Structural integrity of the posts, welded bases and factory-fitted eyebolts
- Corrosion resistance of 316 components, where maintained as set out below
- Manufacturing defects present at delivery
- Functional performance of the swageless tensioners and connectors

What is not covered

- Damage from improper installation, or from over-tensioning the wire
- Failure to clean and maintain the stainless steel surfaces
- Galvanic corrosion from contact with dissimilar metals, including non-stainless fixings
- Tea staining and surface discolouration from environmental contaminants — see Section 4
- Wire damaged by bending, kinking or impact
- Holes drilled on site, and anything affected by them
- Any modification to connectors, turnbuckles or posts
- Use of the system where the fall height is 600 mm or more

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 a material defect, which is why it sits outside the warranty.

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 MAKING A CLAIM

1. Provide proof of purchase
2. Send photographs and a written description of the issue
3. Include where the system is installed, how long it has been in place, and the site conditions

Approved claims may result in repair, replacement or refund. Call 01282 526428, Monday to Friday 9 to 5, or email info@theoutdoorlook.co.uk.

Warranty terms are those in force at the date of purchase. This document supersedes all previous warranty statements for the wire balustrade system.