

THE OUTDOOR LOOK

Troubleshooting Guide Post & Rail Balustrade System

This guide covers common issues that may arise when installing or maintaining the Post Handrail System and provides practical solutions to get your installation back on track.

The stainless steel tube does not sit securely on the saddles

Cause: The tube may not be cut straight, or it may not be aligned correctly with the saddle brackets.

Solution: Check that the tube ends are cut square and deburred. Align the tube carefully into the saddle before securing with fixings. If necessary, use a spirit level or template to maintain a consistent line.

The handrail feels loose after installation

Cause: The fixing screws securing the tube to the saddle may not have been tightened sufficiently.

Solution: Re-check all saddle fixings and tighten firmly. If screws are stripped or damaged, replace them with stainless steel screws of the correct size. Ensure all posts are fully secure before re-fixing the tube.

Post alignment appears uneven

Cause: Posts may not have been set plumb during installation, or base fixings may have loosened.

Solution: Use a spirit level to check alignment. If posts are leaning, adjust or re-fix the base plates. For concrete fixings, ensure expansion bolts are fully tightened. For timber, use suitable structural screws and check for movement in the decking boards.

The tube joints are misaligned

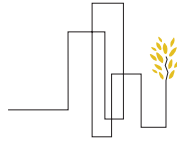
Cause: The in-line connectors or elbows may not be fully seated into the tube.

Solution: Ensure that the 42.4 mm tube is cut precisely and pushed fully into the connector fittings. A small amount of silicone lubricant can help slide components into place.

Black finish components show early signs of wear

Cause: Black components are made from 304 stainless steel with a satin black coating. If used in harsh coastal environments or exposed to standing water, they may show wear more quickly than 316 stainless steel.

Solution: Clean regularly with warm soapy water and a soft cloth. Avoid harsh chemicals or abrasives. For coastal applications, we recommend the satin 316 stainless steel version for maximum corrosion resistance.



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The handrail tube is difficult to cut

Cause: Standard blades may struggle with stainless steel.

Solution: Use a dedicated stainless steel cutting disc or saw blade. Always cut slowly and wear appropriate PPE. After cutting, file or sand the edges to remove burrs for a smooth fit into connectors and saddles.

Post saddle brackets don't line up on stair runs

Cause: Standard saddles are fixed for flat runs only.

Solution: For staircases or angled runs, always use the Handrail Saddle Bracket with Adjustable Spigot. This allows precise adjustment to match the stair pitch and ensures a safe, continuous handrail.