THE OUTDOOR LOOK

Spigot Balustrade System
Trouble Shooting Guide

Introduction

This Troubleshooting Guide is designed to help both installers and end users identify, diagnose, and resolve common issues associated with The Outdoor Look's Spigot Handrail System.

Our frameless glass balustrade systems are manufactured from Duplex 2205 stainless steel and toughened safety glass, ensuring long-lasting performance when installed and maintained correctly.

This guide covers both installation-related and ongoing maintenance problems, providing recommended solutions and preventive actions to ensure your system remains safe, secure, and visually flawless.

Common Installation Issues

Glass panels not level or misaligned

This is usually caused by an uneven base surface, incorrect spigot positioning, or insufficient adjustment during setup.

Solution: Re-check the base alignment using a spirit level. Adjust spigot packers or base plates until panels are level. Use a string line to maintain consistent visual alignment across all glass sections.

Glass movement after installation

Movement can occur when the spigot clamps are not tightened evenly or when rubber gaskets have been fitted incorrectly.

Solution: Loosen the clamps, clean any trapped debris, re-fit the gaskets correctly, and re-tighten bolts gradually to ensure even pressure on both sides of the glass.

Water pooling inside spigots

This typically indicates that the drainage holes are blocked or that spigots were installed facing the wrong direction.

Solution: Confirm that the drain holes face outward and are clear of any debris or adhesive. Flush through with clean water if needed.

Spigots rocking or unstable

An uneven substrate or the use of incorrect fixings can cause this issue.

Solution: Remove the spigot and check the substrate surface. Ensure the correct M10 or M12 fixings are used and tightened securely. Do not overtighten as this may damage the substrate.

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Glass edge chipping during installation
Chipping often occurs when glass edges contact metal or hard surfaces during fitting.
Solution: Always use edge protectors and rubber spacers during installation. Handle glass carefully and replace any damaged panels immediately.

Common Maintenance Issues
Surface discolouration or “tea staining”
This is a cosmetic effect caused by airborne contaminants, salt, or chlorine residue.
Solution: Clean with a non-abrasive stainless steel cleaner such as Autosol or 3M Stainless Steel Polish. Rinse thoroughly and dry. In coastal areas, rinse the system weekly with fresh water and polish every 3–6 months.

Rust-like marks on stainless steel
These marks are typically due to contact with iron particles or metallic debris.
Solution: Clean affected areas with a stainless steel restorer and a non-metallic pad. Avoid steel wool or wire brushes that may reintroduce contamination.

Water spots or streaks on glass
Often caused by hard water or failure to dry after cleaning.
Solution: Wipe glass with a soft cloth and ammonia-free glass cleaner. Dry immediately with a microfiber cloth or squeegee to prevent mineral deposits.

Loose or vibrating glass panels
This can result from thermal expansion, minor settling, or uneven tightening of spigot clamps.
Solution: Re-check all bolts and fittings. Tighten evenly without overtightening, ensuring the glass remains secure but stress-free.

Noise or rattling sounds
This may occur if rubber gaskets are worn or pressure is uneven between spigot clamps.
Solution: Inspect gaskets and replace any that appear compressed or damaged. Re-seat glass and tighten fixings evenly.

Glass Alignment and Adjustment
Uneven glass heights or inconsistent gaps between panels are typically caused by variations in spigot height or shifting over time.
Solution: Use adjustable packers under spigots to create a level top line. Check spacing between panels before final tightening. If spacing changes after installation, inspect gaskets and replace if necessary.

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Corrosion and Surface Marks

- Brown or “tea-stained” patches: Caused by salt or pollution build-up. Clean immediately with stainless steel polish and apply a protective coating.
- Rainbow or iridescent stains: Result from chemical residues or heat exposure. Rinse thoroughly with warm water and mild detergent, avoiding acidic or caustic cleaners.
- Pitting or rough surfaces: Indicates long-term neglect or contact with chlorinated water. Polish lightly with stainless steel cleaner; if damage is deep, replacement may be required.

Noise, Movement, and Vibration

- Creaking or clicking: A natural result of glass expansion and contraction with temperature changes. Ensure gaskets are flexible and not compressed too tightly.
- Rattling in windy conditions: Often due to loose bolts or aged rubber components. Check all fixings, tighten where necessary, and replace any worn gaskets.
- Movement under pressure: If the glass visibly moves when pushed, check for inadequate fixings or substrate weakness. Reinforce or re-secure spigots as required.

Preventive Maintenance Tips

- Clean glass and stainless steel regularly with mild, non-abrasive products.
- Rinse with fresh water weekly in coastal or poolside areas.
- Apply stainless steel polish every 3–6 months to reduce staining.
- Inspect all components twice per year, tightening fixings if needed.
- Keep drainage holes clear at all times.
- Avoid corrosive cleaners like bleach or hydrochloric acid.
- Prevent direct contact between stainless steel and other metals.

Consistent upkeep will prevent most issues and ensure long-term performance of your Spigot Handrail System.

Corrective Actions Summary

If you encounter a problem:

1. Identify the issue using the sections above.
2. Clean, tighten, or adjust as recommended.
3. Replace any damaged components immediately.

Maintain regular cleaning and inspection to prevent recurrence.