

THE OUTDOOR LOOK

Warranty & Maintenance Guide Post & Rail Balustrade System

This document outlines the warranty coverage and recommended maintenance practices for the Post Handrail System. Please read carefully to ensure your installation remains compliant with UK Building Regulations and covered under warranty.

Warranty

The Post Handrail System is supplied with a structural warranty, provided that installation follows our official guidelines and the system is maintained correctly.

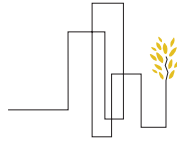
- Satin components are manufactured from 316 Grade stainless steel for maximum corrosion resistance.
- Black components are manufactured from 304 Grade stainless steel with a satin black coating, offering durability and a bold modern appearance.
- Glass panels are toughened safety glass, compliant with UK Building Regulations.

Exclusions: Normal wear and tear, cosmetic changes, damage caused by misuse or incorrect installation, and the use of black 304 components in highly corrosive coastal environments are not covered.

Warranty Depreciation Schedule

Metal Components (Posts, Saddles, Tubes & Fittings): 10-Year Warranty

| Year | Cover |
|-------|-------|
| 0 - 1 | 100% |
| 2 | 90% |
| 3 | 80% |
| 4 | 70% |
| 5 | 60% |
| 6 | 50% |
| 7 | 40% |
| 8 | 30% |
| 9 | 20% |
| 10 | 10% |
| 10+ | 0% |



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Glass Panels: 5-Year Warranty

| Year | Cover |
|-------|-------|
| 0 - 1 | 100% |
| 2 | 80% |
| 3 | 60% |
| 4 | 40% |
| 5 | 20% |
| 6 | 0% |

Maintenance

Regular maintenance is essential to preserve the appearance and performance of your Post Handrail System.

- Clean all components at least twice per year with warm water and mild detergent.
- In coastal, poolside, or high-pollution environments, increase cleaning frequency to monthly.
- Avoid harsh chemicals, bleach, or abrasive cleaning pads.
- Satin 316 stainless steel requires minimal care; wipe down periodically to maintain its satin finish.
- Black 304 stainless steel should be cleaned with a soft cloth to protect the black coating. Avoid abrasives or scouring pads which may damage the finish.

Care Tips

- Inspect saddles, tubes, and connectors regularly to ensure all fixings remain secure.
- After cutting tubes, always deburr edges and clean before installation to prevent corrosion.
- Stair installations should be inspected more frequently, as adjustable spigot brackets are subject to higher use.
- Minor scratches on satin stainless steel can be polished using a finishing pad. Black components can be touched up with suitable black paint if required.