

THE OUTDOOR LOOK

## **Spigot Balustrade System Warranty & Maintenance Guide**

### **Warranty Information**

Thank you for choosing The Outdoor Look's Spigot Handrail System. Our frameless glass balustrade system combines premium Duplex 2205 stainless steel with toughened safety glass for a modern, minimalist design that's built to perform. This guide outlines your product's warranty coverage and essential maintenance information to help preserve its appearance, safety, and durability for years to come.

### **Warranty Coverage**

#### **Duration of Warranty**

- Stainless Steel Spigots and Fittings: 5-year warranty against structural failure or manufacturing defects.
- Toughened Glass Panels: 5-year warranty against manufacturing defects such as delamination or inclusions.
- Rubber Inserts and Gaskets: 2-year warranty against material failure under normal use.

### **Scope of Warranty**

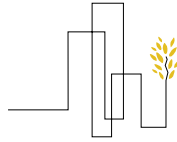
#### **This warranty covers:**

- Structural integrity of Duplex 2205 stainless steel components under normal residential or light commercial use.
- Corrosion resistance of stainless steel when maintained according to the care instructions.
- Manufacturing defects present at delivery (not damage caused during installation or use).

### **Warranty Exclusions**

#### **This warranty does not cover:**

- Damage caused by incorrect installation, misuse, or neglect.
- Corrosion or discolouration from lack of regular cleaning.
- Contact with harsh chemicals, saltwater exposure without proper maintenance, or installation within 5 miles of a coastal area without additional protection.
- Scratches, scuffs, or staining from abrasive cleaning products.
- Glass breakage caused by impact, misuse, or thermal stress.
- Unauthorised alterations, repairs, or component replacements.



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### Maintenance Instructions

#### Stainless Steel Components

- Frequency: Clean every 2–3 months, or monthly in coastal or poolside environments.
- Cleaning Method:
  1. Use warm water with a mild detergent or pH-neutral stainless steel cleaner.
  2. Wipe using a soft cloth or non-abrasive sponge.
  3. Rinse thoroughly with clean water and dry using a microfiber cloth.
- Avoid: Bleach, hydrochloric acid, steel wool, or abrasive pads.

#### Glass Panels

- Clean with a soft cloth and a non-ammonia glass cleaner.
- Remove dust, fingerprints, and water spots regularly to maintain clarity.
- Check glass edges and spigot clamps for dirt or debris and ensure a snug, even fit.

#### Spigot and Glass Interface

- Inspect rubber gaskets and securing bolts every 6 months.
- Tighten evenly if necessary — avoid overtightening.
- Ensure all drainage holes in the spigots remain clear.

#### Maintenance in Coastal or Poolside Environments

Although Duplex 2205 stainless steel provides outstanding corrosion resistance, additional care is recommended:

- Rinse the system weekly with fresh water to remove salt or chlorine residue.
- Apply a stainless steel protective polish every 3–6 months.
- Do not allow standing water, salt, or pool chemicals to remain on surfaces.

#### Cleaning Products

We recommend:

- Stainless Steel: Autosol, 3M Stainless Steel Polish, or similar mild, non-acidic cleaners.
- Glass: Autoglym Fast Glass or ammonia-free glass cleaner.

Always test cleaners on a small area first and rinse thoroughly.

#### Warranty Claims

To submit a warranty claim:

1. Provide proof of purchase.
2. Include photographs and a clear description of the issue.
3. Email your claim to [support@theoutdoorlook.co.uk](mailto:support@theoutdoorlook.co.uk).

All claims are subject to inspection by The Outdoor Look. If approved, we will repair, replace, or refund the defective component at our discretion.