



Spigot Glass Balustrade System

Complete System Guide

Technical Specification | Installation | Warranty & Maintenance | Troubleshooting

Part 1 — Technical Specification

System Overview

- Toughened glass held on square, floor-mounted 316 stainless steel spigots — a frameless appearance with only discreet base fixings on show.
- Suited to level, straight runs: decking, patios, terraces and pool surrounds.

Specifications

- Spigots: square profile, 316 marine-grade stainless steel, with oval base plates; base plate covers conceal the fixing bolts.
- Fixing: base-fix (surface-mounted), bolted through the base plate into solid structural material — no core drilling.
- Spigots per pane: 2. Maximum pane width: 1100 mm.
- Fixing bolts not supplied (substrate-dependent).
- Optional: cap rail (suits glass 10–21.5 mm) and glass stiffeners (adjustable, 90°, 180°, wall-mounted).

Glass (selected by fall height and rail choice)

- 12 mm and 15 mm toughened: with a top rail fitted or low fall heights.
- 17.5 mm and 21.5 mm toughened laminated: where a drop over 600 mm is protected without a handrail — 17.5 mm residential (with cap rail), 21.5 mm public/commercial (1.5 kN/m).
- All glass BS EN 12150 compliant, cut to order with polished edges; CAD approval prior to manufacture.

Materials & Finishes

- Both finishes are 316 marine-grade stainless steel — black is powder-coated over 316; satin is bare brushed 316. The difference is purely the look.

Compliance

- Designed in line with BS 6180:2011 and Approved Document K.
- BS 6180:2011 Section 8.5.2: a drop greater than 600 mm requires a handrail unless laminated toughened glass that remains in situ if a panel fails is used — the basis of the 17.5/21.5 mm specifications.
- Guarding 1100 mm for external drops over 600 mm; 100 mm sphere rule; domestic loading 0.36 kN/m.

What's Included

- Kit: spigots (2 per pane), base plate covers, and glass cut to order in your specified thickness.
- Optional extras: cap rail, glass stiffeners. Not included: fixing bolts.

Delivery, Returns & Lead Times

- Glass is cut to order: custom-size panes approximately 3–4 weeks; stocked panes 3–10 days.
- Glass deliveries are scheduled in advance to allow safe offloading.
- Custom-cut glass is made to order and non-returnable unless faulty (glass is cut only after CAD approval).
- Standard items: returns within 28 days of delivery — unused, in original packaging; refunds within 5–14 working days of inspection.

Part 2 — Installation Guidance

- Setting out is the critical step: a spigot out of position by a few millimetres affects the whole panel run. Mark every spigot position with a string line or laser level per your approved CAD drawing (two spigots per pane, panes up to 1100 mm).
- Confirm the substrate is level, clean and structurally sound before drilling — spigots must fix into solid structural material, with reinforcement beneath decking boards where needed.
- Bolt each spigot down through its oval base plate using fixings suited to the substrate (not supplied); level and shim spigots before any glass is fitted.
- Fit glass with the protective gaskets in place; clamp evenly and do not overtighten. Glass in laminated thicknesses is heavy — use appropriate handling equipment and two people.
- Fit base plate covers once alignment is confirmed.

Warranty

- 10-year warranty across the system against manufacturing defects.
- Exclusions: damage caused by incorrect installation, misuse or modification; glass breakage after installation (unless proven to be a manufacturing fault); natural wear and tear, or damage from impact, abrasion or chemical cleaning agents.
- Coastal and poolside areas: warranty remains valid provided the recommended cleaning schedule (below) is followed.
- To claim: provide proof of purchase and installation date; send clear photographs of the affected area; contact the team by email or phone for assessment; do not remove parts or attempt repairs before approval, as this may invalidate the warranty.

Maintenance & Care

General

- Clean metal components every 3–6 months using warm soapy water and a soft cloth; rinse with clean water and dry with a soft towel to avoid streaking.
- Avoid abrasive pads, wire brushes and harsh chemicals (bleach, acidic cleaners).
- Satin stainless steel: wipe in the direction of the grain to maintain the brushed finish; tea staining can occur if contaminants are left — regular cleaning prevents it.
- Black finish: durable coating, but avoid abrasive contact and take care with tools near coated surfaces; clean with a soft cloth only.

Coastal & Poolside

- In coastal areas or near swimming pools, airborne salt or chlorine can cause staining if not removed.
- Clean all metal surfaces at least once a month and always rinse thoroughly with fresh water to prevent residue build-up.

Glass Panel Care & Inspection

- Wash glass panels regularly with warm soapy water or a proprietary glass cleaner; avoid strong alkaline or abrasive products; rinse and dry with a microfibre cloth.
- Inspect panels for chips or damage and replace immediately if safety is compromised.
- Annually, check that all fixings remain tight and covers remain secure.

Part 5 — Troubleshooting

Problem: Glass panels not aligned across the run

- Alignment problems almost always trace back to spigot positions or levelling — check positions against the CAD drawing and re-level/shim spigots before adjusting the glass.

Problem: Glass feels loose in a spigot

- Check the gaskets are in place and undamaged, re-seat the pane and tighten the clamp evenly; do not overtighten.

Problem: Base plate cover will not seat

- Confirm the spigot is fully bolted down and the plate is flush; covers seat squarely once the plate is level.

Problem: Movement or wobble in a pane

- Stop use and check the fixings and substrate beneath the affected spigots; if movement persists, contact us before continuing — do not add improvised supports.

Problem: Finish marks

- Clean as described in Maintenance & Care; black powder coat: avoid abrasives; satin: wipe along the grain.

If in doubt

- Anything involving stability, load, glass specification or compliance: stop and call us on 01282 526428 before proceeding — do not improvise structural fixes.

Specifications correct at July 2026 and subject to revision. This guide is general product information, not project-specific advice — for anything structural or safety-critical, confirm requirements with your builder or building control, and call us on 01282 526428 (Mon–Fri 9am–5pm).