



Fully Frameless Balustrade Warranty & Maintenance Guide

Warranty Information

The Fully Frameless Balustrade system provides a modern, uninterrupted glass finish suitable for residential and commercial applications. Constructed from high-quality aluminium with precision-engineered channels and locking wedges, the system ensures durability, easy installation, and compliance with structural requirements up to 1.5 kN.

Warranty Coverage

Duration of Warranty

- Aluminium Base Channels and Fittings: 5-year warranty against structural failure or manufacturing defects.
- Toughened or Laminated Glass Panels: 5-year warranty against delamination or manufacturing faults.
- Rubber Wedges and Packers: 2-year warranty against material deterioration under normal use.

Scope of Warranty

This warranty covers:

- Structural integrity of the aluminium channel and wedge locking system under normal residential or light commercial use.
- Surface finish quality of the aluminium when maintained as per the instructions provided.
- Manufacturing defects present at the time of supply (excluding damage during installation or misuse).

Warranty Exclusions

This warranty does not cover:

- Damage caused by incorrect installation, modification, or neglect.
- Corrosion or discolouration caused by lack of maintenance or abrasive cleaning.
- Contact with chemicals, salt, or chlorinated water without appropriate cleaning.
- Installation within 5 miles of coastal or poolside environments without enhanced maintenance.
- Scratches, scuffs, or marks from abrasive pads or harsh cleaners.
- Glass breakage caused by impact, misuse, or thermal shock.
- Any unauthorised repair, modification, or replacement of system components.



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Maintenance Instructions

Proper maintenance ensures continued compliance, appearance, and safety.

Aluminium Channel

- **Frequency:** Clean every 2–3 months in standard environments, or monthly in coastal/poolside settings.

- **Cleaning Method:**

1. Wash using warm water and a mild, pH-neutral detergent.
2. Wipe with a soft cloth or non-abrasive sponge.
3. Rinse thoroughly with clean water and dry with a microfiber cloth.

- **Avoid:** Acidic, caustic, or solvent-based cleaners, steel wool, or abrasive pads.

Glass Panels

- Clean glass surfaces regularly using a non-ammonia, non-abrasive glass cleaner.
- Remove fingerprints, salt residue, and water marks promptly.
- Inspect glass edges and ensure proper seating within the channel and packers.

Wedge Locking Mechanism

- Inspect and adjust wedge tension every 6 months.
- Ensure each metre of channel includes four wedges, correctly seated and tensioned.
- Remove debris or buildup from inside the channel before adjusting wedges.

Maintenance in Coastal or Chlorinated Environments

Extra care is required in high-exposure areas:

- Rinse all exposed components weekly with fresh water.
- Dry and inspect for early signs of corrosion or staining.
- Apply a light protective coating to aluminium if required.

Cleaning Products

Recommended products:

- Aluminium: Mild household detergent or anodised aluminium cleaner.
- Glass: Ammonia-free glass cleaner and microfiber cloths.

Always test products on a small area before full use and rinse thoroughly.



THE OUTDOOR LOOK

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Warranty Claims

To submit a warranty claim:

1. Provide proof of purchase and installation date.
2. Include clear photographs and a written description of the issue.
3. Contact your supplier for claim review and processing.

Claims are subject to inspection, and approved claims may result in repair, replacement, or refund at the supplier's discretion.