

THE OUTDOOR LOOK

Troubleshooting Guide

Problem 1: My rail doesn't fit between the posts

Possible Cause: Rails are cut too long

Fix:

- Ensure the rail is cut 3.5mm shorter than the gap between the posts to allow for bracket clearance.
- Trim using a metal saw or hacksaw.
- Always cut equal amounts from both ends for symmetrical picket spacing.

Problem 2: The brackets don't align properly on the posts

Possible Cause: Posts are not plumb (perfectly vertical) or brackets were marked incorrectly

Fix:

- Use a spirit level to check that the post is vertically straight.
- Loosen the post fixings slightly and adjust as needed.
- Shim the base plate if fixing to uneven ground.
- Use the stencil included with the post to correctly mark the screw hole positions for the brackets. This ensures consistent and accurate placement.

Problem 3: Pickets don't line up evenly with the spacers

Possible Cause: Rails were cut unevenly

Fix:

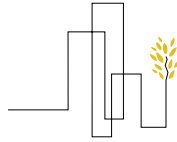
- Remove the rails and remeasure.
- Cut both ends of the rail evenly to maintain proper picket spacing.
- Ensure pickets are pushed fully into the top and bottom rail channels.

Problem 4: Screws are difficult to drive in or strip easily

Possible Cause: Wrong driver bit or overtightening

Fix:

- Use the correct driver bit size (typically #2 Phillips or square drive).
- Pre-drill holes when fixing into hardwood or composite materials.
- Tighten screws until flush, not overtightened.



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Problem 5: Brackets are loose or wobble after install

Possible Cause: Screws have missed solid fixing material

Fix:

- Ensure brackets are fixed into solid joists, noggins, or structural materials.
- If mounting to composite, tile, or masonry, use suitable anchors or plugs rated for outdoor structural use.

Problem 6: Bottom rail support is too tall or short

Fix:

- The bottom rail support foot is adjustable.
- Trim it with a hacksaw to match the installed rail height, ensuring the rail sits level.

Problem 7: I have an angled corner or stair run that doesn't fit

Fix:

- Use a Swivel Bracket for angled corners that aren't 90°.
- Use a Stair Bracket for runs on steps.
- Both are sold separately.

Problem 8: Rust spots on screws or fixings

Possible Cause: Stainless steel reacting to salt or metal particles

Fix:

- Clean gently with warm soapy water and a soft cloth.
- Apply a light coat of clear silicone spray for added protection in coastal areas.
- Avoid harsh or acidic cleaners.

Problem 9: I'm missing parts or unsure what goes where

Fix:

- Refer to your Installation Guide and Exploded Diagram Sheet.
- Contact us with your order number and we'll help right away.
- Missing items will be replaced or explained based on your delivery contents.

Still stuck?

We're here to help.

Email: info@theoutdoorlook.co.uk

Please include photos if possible — it helps us get you a faster solution.