

THE OUTDOOR LOOK

Swageless Wire Balustrade System Warranty & Maintenance Guide

Warranty Information

The Swageless Wire Balustrade System is designed to provide a contemporary, minimal wire-infused aesthetic using 316 stainless steel components and pre-assembled structural posts. Engineered for durability, corrosion resistance, and compliance with UK barrier safety standards, this system is suitable for residential and commercial applications.

This guide outlines your warranty coverage and essential maintenance procedures to ensure continued safety, longevity, and visual performance.

Warranty Coverage

Duration of Warranty

- **316 Stainless Steel Wire (3 mm):** 5-year warranty against corrosion or manufacturing defects.
- **Swageless Connectors (Turnbuckles, Buckles, Locking Collars):** 5-year warranty against material or manufacturing defects.
- **Pre-Assembled Posts (48.3 mm Diameter):** 5-year warranty covering structural failure or weld defects.
- **Eyebolts and Associated Fixings:** 2-year warranty under normal operating conditions.

Scope of Warranty

This warranty covers:

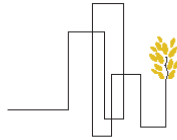
- Structural integrity of 48.3 mm posts, welded bases, and pre-installed eyebolts.
- Corrosion resistance of 316 marine-grade stainless steel components when maintained.
- Manufacturing defects present at delivery.
- Functional performance of swageless tensioners and connectors.

Warranty Exclusions

The warranty does not cover:

- Damage caused by improper installation or over-tensioning of wire.
- Misuse, neglect, or failure to maintain stainless steel surfaces.
- Galvanic corrosion caused by contact with dissimilar metals.
- Tea staining or discoloration due to environmental contaminants.
- Wire damage due to bending, kinking, impact, or using incorrect swaging tools.
- Any modifications to connectors, turnbuckles, or posts.

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Maintenance Instructions

Stainless Steel Wire (3 mm 316 Grade)

- Clean every 2–3 months using warm water and mild detergent.
- Dry thoroughly with a microfiber cloth to reduce water marks.
- Inspect for tension consistency along all 7 wire rows.
- Re-tension annually using the turnbuckles to maintain system rigidity.

Swageless Connectors & Tensioners

- Inspect all swageless connectors (turnbuckles, plain buckles, locking collars) twice per year.
- Ensure the internal locking jaws are free from debris.
- Do not lubricate internal gripping cones — stainless steel connectors are designed to operate dry.
- Verify turnbuckles are fully engaged with equal thread exposure to avoid uneven load distribution.

Pre-Assembled Posts (48.3 mm Diameter)

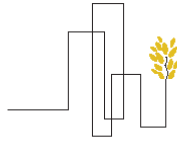
- Check welded bases for signs of stress or movement.
- Ensure all M6 eyebolts (7 or 14 depending on the post type) are clean, undamaged, and correctly torqued.
- Clean posts monthly in coastal/chlorinated environments.

Glass or Handrail Interface (if saddle handrail is used)

- Clean saddles and tube handrail with pH-neutral stainless steel cleaner.
- Confirm saddle set screws remain tight.

Coastal or Poolside Environments

- 316 stainless steel provides excellent corrosion resistance, but additional care is required:
- Rinse entire system weekly with fresh water.
- Polish stainless steel with a protective coating every 3–6 months.
- Remove salt, chlorine residue, or fertilizers immediately.



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Cleaning Products

Recommended cleaners:

- Autosol Stainless Steel Cleaner
- 3M Stainless Steel Polish
- Ammonia-free glass cleaner (for handrails/tube if used)

Avoid:

- Bleach
- Hydrochloric acid
- Abrasives
- Steel wool

Warranty Claims

To submit a claim:

1. Provide proof of purchase.
2. Send photos and a written description of the issue.
3. Include installation details and site environment conditions.

Approved claims may result in repair, replacement, or refund.