

THE OUTDOOR LOOK

Semi Frameless Glass Balustrade System Warranty & Maintenance Guide

Warranty Information

- Material Guarantee: All Semi Frameless components are manufactured from 316 marine grade stainless steel (Satin or Black finish) and come with a 10-year structural warranty against manufacturing defects.
- Glass Panels: Supplied in 10 mm toughened safety glass, guaranteed against manufacturing faults for 5 years.
- Exclusions: The warranty does not cover:
 - 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 caused by impact, abrasion, or chemical cleaning agents.
- Coastal Areas: Warranty remains valid provided recommended maintenance cleaning schedules are followed (see below).

General Maintenance (All Installations)

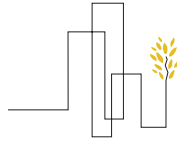
- Clean stainless steel posts and fittings every 3–6 months using warm soapy water and a soft cloth.
- Always rinse thoroughly with clean water and dry with a soft towel to avoid streaking.
- Avoid abrasive pads, wire brushes, or harsh chemicals (bleach, acidic cleaners).
- For Satin: wipe in the direction of the grain to maintain the brushed finish.
- For Black: avoid abrasive contact; use a soft cloth only.

Coastal & Poolside Maintenance

- In coastal areas or near swimming pools, airborne salt or chlorine can cause staining if not removed.
- Clean all stainless steel surfaces at least once a month.
- Use a non-abrasive stainless steel cleaner if needed.
- Always rinse thoroughly with fresh water to prevent residue build-up.

Glass Panel Care

- Wash glass panels regularly with warm soapy water or a proprietary glass cleaner.
- Avoid strong alkaline or abrasive cleaning products.
- Rinse and dry with a microfibre cloth to reduce streaks.
- Inspect panels for chips or damage; replace immediately if safety is compromised.



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Specific Finish Notes

- Satin Stainless Steel: Low maintenance, but tea staining may occur if contaminants are left. Regular cleaning prevents this.
- Black Finish: Durable coating, but may show scratches if impacted with sharp objects. Clean gently and avoid abrasives.

Claiming Under Warranty

To make a warranty claim:

1. Provide proof of purchase and installation date.
2. Send clear photographs of the affected area.
3. Contact our customer service team via email or phone for assessment.
4. Do not remove or attempt repairs before approval, as this may invalidate the warranty.