

Online Balustrade design- TECHNICAL DRAWINGS APPENDIX, Delivery information and Instructions

- The balustrade system drawn, and to be supplied includes: all the profiles (bottom rails, posts, handrails), brackets, rubber gaskets, glasses, and in some cases accessories for installation i.e. wall brackets, glass packers, rubber pieces (this depends on the type of system supplied).
- The finished height of the balustrade is shown in the section drawing/s.
- Steel posts (structural vertical uprights) are usually designed to be prefixed underneath the finished floor level, with the plate and the bolts hidden. When the post plate is visible (if the post is fixed directly onto the finished floor) the bolts will remain exposed and showing. If your posts are fixed on top of the finished floor/mounting surface please ensure that the correct system (above FFL) has been chosen to address this. The steel post section detail included with the drawings will show the agreed position of the base plates in relation to the floor.
- Glasses are polished on the visible edges. Mostly glasses will be supplied polished all around but please note that in some cases edges that are encapsulated in the bottom rail and/or top rail may be supplied as not polished and could be rough.
- Glass panel widths will vary according to the specific drawing. Panel sizes are designed to be easy to handle for health and safety, delivery and packing purposes. Glass panel sizes are shown on the drawings and will be supplied as is shown.
- Vertical gaps between glass panels, corners, posts, and walls are designed with a tolerance of between 10-50mm. Gaps between the glasses are left open in the bottom track and are not filled in.
- Toughened glasses are supplied not heat soaked. Heat soaking can be requested and is at an additional cost.
- It is a requirement that the toughening stamp remains visible after installation and each glass panel will have a visible toughening stamp.
- Visual quality testing of glass shall be carried out at a distance of one and a half (1.5) meters from the viewed surface of the glass at a viewing angle which corresponds to the normal usage of the room/area and carried out under diffuse daylight conditions (e.g. overcast sky), without direct sunlight or artificial lighting. It is acceptable to have up to three micro scratches (L<30mm W< 1mm) in a square metre of glass.
- The toughening process produces areas of different stress in the cross section of the glass. These areas of stress produce a birefringent effect in the glass, which is visible in polarised light. This phenomenon is known as anisotropy (iridescent effects). At certain viewing angles this may cause the areas of stress to show up as rainbow-like pattern, oil slick, grey stripes, or coloured zones, sometimes known as 'leopard spots'. Anisotropy is not a defect but a visible effect.
- Silicone and sealants are not supplied.
- Fixings i.e. screws, bolts to secure the balustrade to the wall/floor/structure etc. are not specified, nor supplied by Balconette.
- We recommend that the fixings and suitability of the supporting structure be carefully inspected. Calculation of suitability and type of fixings should be determined by the structural engineer on the project.
- Generic calculations, test information, installation instructions and installation videos are available on our website to assist in implementation.
- Before commissioning installation please confirm that you have received all the required parts and accessories and that nothing is missing. Make sure all the parts correspond to the drawings and are of acceptable quality.

Mitres – Handrail corners are mitred and will be supplied with a Mitre Protection Plates (MPPs). On Hybrid® Aerofoil & Hybrid® Orbit systems, where a straight length is made from more than one section of handrail, straight (180°) Mitre Protection Plates (MPPs) will also be supplied for the straight handrail joins.

Logo plate – A small logo plate may be affixed to one of the ends of the handrails with the Balconette branding

Frameless and laminated glass.

- Please note that edges of laminated panels will not always be 100% flush, panels may have as much as a 3mm step. Laminated glass tolerances comply with the minimum requirements pertained within BS EN 12543:2011
- Glass corners are usually supplied with dubbed corners to eliminate sharpness. Radiused corners can be supplied at an extra cost. If the use of the area is such that human traffic frequents the edge of the glass then this should be considered in the specification or request to us and a rounded corner or handrail requested. (extra charges will apply)
- **Frameless glass panels are very heavy and special consideration needs to be given to this fact. Please assess and prepare accordingly for offloading, handling and installation** in such a way that takes this into consideration. If you have a question as to the delivery or weight of any panel please contact us.

Paint and Anodised Finishes

Powder coated paint - Note that as powder coating is a commercial finish, it is typical for powder coated finishes to have an orange peel appearance, speckles, bubbles, craters, pinholes and processing marks that occur during manufacturing, these are not considered defects. **Anodised finishes** –Note that it is typical for anodised finishes to have colour variations and dye and processing marks that occur during manufacturing, and these are not considered defects. Visual quality of surface finishes shall be carried out at a distance of three (3) metres three from the viewed surface at a viewing angle which corresponds to the normal usage of the area and carried out under diffuse daylight conditions (e.g. overcast sky). It is acceptable to have a micro scratch (L<30mm W<0.5mm) in a linear metre of profile. Maintenance of powder coated and Anodised finishes must follow the simple maintenance procedure of regularly washing the profile with warm soapy water. **Do not try to clean the products with solutions containing bleach, acids or abrasive cleaners.**

WHEN RECEIVING A DELIVERY PLEASE TAKE NOTE OF THE BELOW AND FOLLOW THE PROCEDURE:

- 1) Any paid delivery is for one delivery with all items to the named address. **The delivery price excludes offloading on site.**
- 2) Balconette uses outside couriers for delivery and are dependent on their service and information. It is normal for a delivery slot to be on a weekday between 9:00am to 6:00pm. Special deliveries can be arranged at an extra cost.
- 3) On delivery of the goods PLEASE MAKE A CURSORY INSPECTION OF THE GOODS to see and note any visible damage to the goods or packaging. IF YOU SEE ANY DAMAGE EITHER TO THE GOODS OR TO THE PACKAGING – PLEASE ENDORSE THE DELIVERY NOTE AS “DAMAGED” It is important to understand that no action can be taken by us to claim or rectify any damage CAUSED IN TRANSIT if the damage is not noted on the carriers’ delivery note.
- 4) In the event that the courier’s driver will not wait while the receiver is checking the delivery, the carriers’ delivery note should be endorsed as “received damaged as driver would not wait while I checked it” The client should then check it immediately after delivery and if any defects, immediately contact Balconette.
- 5) Any missing items must be notified within five working days following delivery. Any defect or damage which is not reasonably apparent on receipt shall be notified to us within thirty days following delivery. Please include pictures.
- 6) Although over 95% of deliveries do run smoothly, some do incur problems and/or delays. We request not to book installation before the goods arrive and you have checked them. We will not be able to compensate against failed, delayed or other delivery issues.
- 7) Contact details for Balconette are as follows: Email: sales@balconette.co.uk Tel: 01342 410411 Fax: 01342 410412 Mail to: Balconette, Unit 6 Systems House, Eastbourne Road, Blindley Heath, Surrey RH7 6JP