



## **Grab Rail Customer Information**

Thank you for purchasing your grab rail from us. We are a small family run business based in Sussex. All of our products are crafted by ourselves. We always welcome any comments and feedback, so please get in touch. If you misplace this information, the latest version is available on our website.

### **Returns**

If you change your mind simply return your product (unused and undamaged) within 30 days of receipt. We will then refund you fully, although you are responsible for paying the return packaging and postage. If you do return a product please put a note of your name, address and invoice number inside the package and return it to Obsydian Metal Products Ltd, 6 Seabeach Lane, Eastbourne, East Sussex, BN22 7NZ. There may be a delay in us being able to refund you, if this information is not provided.

### **Guarantee**

All our products are guaranteed for two years against faulty workmanship. The terms and conditions of the guarantee are attached.

### **Customer Services**

Our phone line is open between 8.30am and 2pm Monday to Friday, excluding bank holidays. If it does go to answer phone please leave your name and number and we will call you back as soon as possible. We are a small family business that prides itself on providing personal customer service.

## **Home & Garden Guarantee Terms and Conditions**

Products manufactured and supplied by Obsydian Metal are guaranteed against material and manufacturing faults for the duration of the guarantee period, two years, subject to the following terms and conditions.

- The product must be correctly installed and used for its intended purpose.
- The guarantee period commences on the date of dispatch.
- During the guarantee period, any product or component which is proved to be faulty or defective in manufacture, will be repaired or replaced free of material or labour charges, providing we have authorised or carry out the repair or replacement.
- We will not accept or reimburse the costs of any third party who undertakes any work on the product or fits parts, unless we have approved such work in advance of it being carried out.
- The guarantee period will not be extended even if we repair or replace any product or part
- If we replace any component or product, the part or product removed will become our property.
- Any claim made under the terms and conditions of this guarantee must be made within the guarantee period.

The manufacturers guarantee does not apply to

- Rust. Rust is a natural affect on iron.
- Damage caused by faulty installation, theft, tampering, neglect, misuse, accident, fire, flood, explosion, lightening, storms, frost or other bad weather conditions.

If you find yourself in the unfortunate position of needing to claim under your guarantee please call us on 01323 430932 in the first instance to talk your claim through.

Please retain your invoice, you will need it to make a claim under our guarantee.

## Installation Guidance

Please note that this is just a guide and everyone's installation environment is different. Below you will find tips for how to install all our grab rails (not all pictured). You may find that installation is easier with two people.

1. Decide on the location for your grab rail, try and avoid having to put a raw plug into a cement joint, as this will give you a less secure fixing. Our grab rails can be installed diagonally, vertically or horizontally. The fixings are not suitable for interior plaster boarded walls. If you need to fix into plaster board, please seek advice from a local hardware specialist.
2. Position the grab rail against the wall in the location that you want it. You may need a spirit level or similar for this. Mark where the first hole is to be drilled, take the handrail away and drill a hole. Please see the table below for which size drill bit to use and how deep to drill.

Grab Rail	Type of bolt supplied	Drill bit required	Depth of hole required
Jabaz	M6 thunder type bolts plus screws with brown raw plugs	M6 x 150mm M6.5 -M7	120-150mm 70mm
Laban	M6 Thunder type bolts	M6 x 150mm	120-150mm
Mahala	Screws with brown raw plugs	M6.5-M7	70mm
Hanan	M8 frame fixings	M8 x 100	100mm
Zerah	M8 frame fixings	M8 x 100	100mm
Tanboor	M8 frame fixings	M8 x 100mm	100mm

3. Then tap the raw plug in if using one and screw one of the screws through the handrail into the hole you have drilled loosely.
4. Whilst the handrail is still supported in the correct position by someone, drill the remaining holes for the grab rail. Unscrew the screw and tap the raw plugs in if applicable and then replace the handrail on the wall and screw in all the screws.

### Tips:

Try to keep the drill steady and straight as you drill to ensure that your hole does not widen. When cleaning off any brick dust off the grab rail, do not brush or wipe it as it scratches the paint work. Instead use either a Hoover, water or air.

If you are unsure about installing your grab rail, please give us a call on 01323 430932 or alternatively most landscapers, handymen and builders would be able to undertake the task.

## Care for your handrail

**Bare metal** – if you have ordered a bare metal product, we strongly recommend that you coat it in your choice of finish immediately as your product will begin the process of rusting straight away.

**Black zinc primed** – your product has had one coat of a zinc based paint, a further coat is strongly recommended either before installation or shortly afterwards. You will then need to further coat your product periodically as you traditionally would with any wrought iron style product. Please do not store your product outside for any length of time, whether installed or still wrapped in its packaging, without applying the second coat of paint. Protection against rust is built up with every layer of paint that you apply.