



Handrail Customer Information

Thank you for purchasing your handrail 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 our handrails on one concrete in post and a wall bracket. You may require two people for installation.

1. Decide on the location for your handrail, caution should be exercised when digging holes to avoid wires, cables and pipes.
2. Assemble your handrail and position it where you intend to install it. You will need to hold it at the gradient that you intend it to sit at once installed. This will then allow you to mark where the hole is to be dug. This may require two people.
3. We recommend that the hole is at least 40cm x 40cm x 50cm deep. You may have to opt for a larger hole and therefore more concrete depending upon your exact location. You can use stones/bricks under the post to alter the height level if this is required to achieve the right gradient for you and allow the handrail to sit at approx 90cm from the ground level.
4. Once you have the post level and sat in the hole, you can attach the handrail and then the wall bracket. Once you are happy with the position of the wall bracket against your wall, bearing in mind that a handrail should ideally sit at 900mm from the ground, you can drill the holes through the wall bracket. You will need a 7mm drill bit and we recommend that you drill each hole at least 100mm long. Use the raw plugs and screws supplied to attach the wall bracket. A spirit level or similar can be used to check that your wall plate is level if required.
5. Finally fill the dug hole with concrete or postcrete, to secure the post. You will want to check that the post is level again at this point.

Concrete or postcrete can be used. Always follow the instructions provided with the product that you opt for.
Tips:

If your thunderbolt squeals as you tighten it then you have a good tight fitting that should hold securely. Try to keep the drill steady and straight as you drill to ensure that your hole does not widen.

Always check the area where you intend to drill, to ensure there are no obstructions or hidden dangers such as cables, wires or pipes.

When cleaning off any brick dust off the handrail and posts, do not brush or wipe it as it scratches the paint work (if you opted for a coated rail). Instead use either a Hoover, water or air.

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

Caring for your product

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.