

## Frequently asked questions...

### **Q. How do I maintain my balustrade system?**

A. In order to preserve the quality and appearance of the stainless steel it requires "deep cleaning" approximately every 3 months. This however, is dependent upon the environment. YES Window Company provide stainless steel deep cleaning products, please ask one of our advisors.

### **Q. Are there different types of stainless steel to choose from?**

A. Yes, we recommend you use AISI304 stainless steel for internal use and AISI316 Marine Grade for external projects.

### **Q. What is Low Iron glass and do I need it?**

A. Low iron glass is a highly transparent extra clear glass, which has very little residual colour. It has a unique appearance and very specific optical qualities. Its very low iron oxide content gives it optimum clarity. We do not advise spending the extra if your installation is outside but it can be much more attractive when used internally on balustrades or staircases as it is virtually colourless when used in thick configurations.

### **Q. Should I pay for a Heat-Soak test?**

A. Heat-Soak tests on your glass are optional, please ask for an extra over cost when obtaining a quotation from one of our team. To reduce the risk of toughened glass spontaneously breaking due to the presence of critical nickel sulphide (NiS) inclusions in the sheets of glass, it is advisable to put the toughened glass through an additional heat treatment known as the Heat-Soak test (BS EN 14179). This is a destructive test which eliminates the majority of glass that is at risk. Although it is considerably reduced, the process cannot eliminate 100% of the risk of spontaneous breakage. We highly recommend this treatment for all installations where the stability of the structure, the maintenance of the barrier and the safety of users maybe at risk if the glass should break.

### **Q. Do the various systems meet building regulations?**

A. The various systems have been tested to ensure they meet the strength requirements mentioned in relevant British Standards and Building Regulations. Whilst we are happy to advise on other aspects of the regulations, ultimately, the designer/installer/end-user will need to ensure the system is approved by local planning.



*Yielding Excellent Service*  
*Window Company Ltd*



*Glass Balustrade Systems*

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**Yielding Excellent Service**  
Stainless Steel Modular Balustrade Systems

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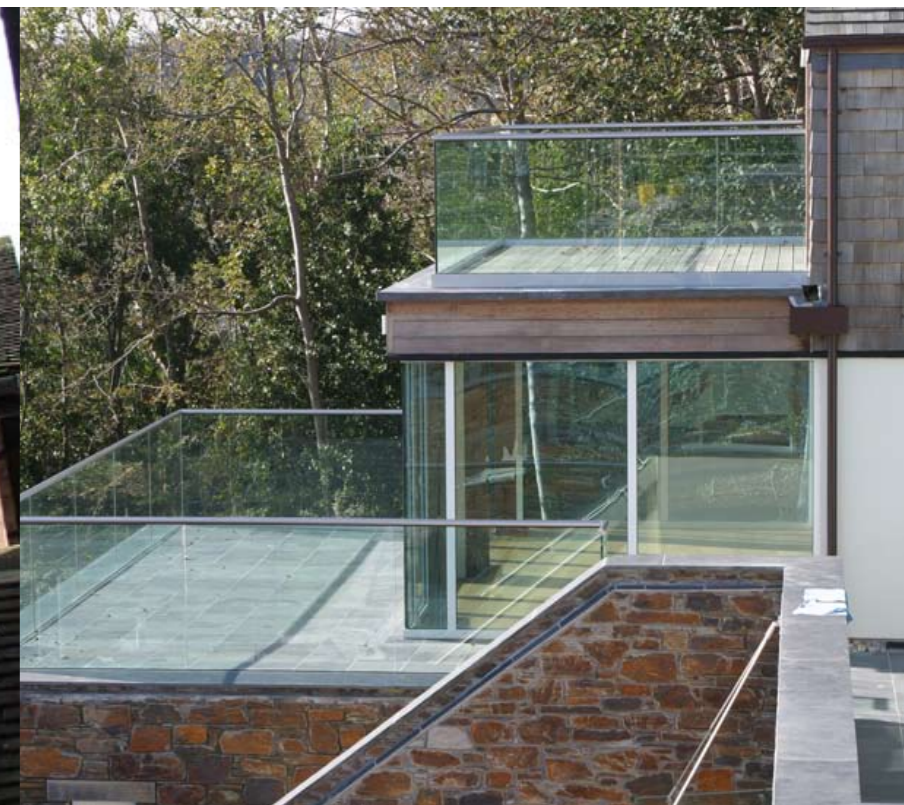
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YES Window Company Ltd

“Our glass balustrade systems allow complete freedom of design on almost any construction project, whilst still achieving a high quality contemporary appearance”

This range is supplied in the highest quality 320 grit brushed stainless steel finish and is available in two different grades, dependent upon the application. AISI 304 is suitable for internal use, whilst AISI 316 is a marine grade stainless steel that we recommend for use on any external projects.



## Innovate • Design • Create

### Integrated Infills

The flexibility of the systems allows it to incorporate various infills such as toughened glass, horizontal and vertical wire or horizontal and vertical 12mm solid stainless steel bar. We also supply bespoke infill as required.

### Domestic or Commercial Use

The system is available in various strengths, in order to meet the standards required by current building regulations in either domestic or commercial use. The product has been load-tested at the British Standards Institute (BSI).

### Installation

We are able to offer a full installation service for every customer on any size of project. We would welcome your enquiry.

### Designing your own system

Designing your balustrade system can be easier than you think. You can send us your sketches, drawings, photographs or technical drawings if you have them. Our friendly and experienced advisors can help you turn your idea into reality.

### System Advice Service

The YES Window team are always on hand to help each customer to clarify their exact requirements and will guide you through every step of the ordering process.



Staircases



Swimming Pool Surrounds



Juliet Balconies



Glass Channel System - Internal



Also Available... Wire Rope Balustrade