



Metal Order & Care Information



You've ordered a metal railing system, now what?

1. The first thing to do is simply to recheck your order, your billing and shipping, and most importantly, the Post Layout Drawing you should have. If anything is not lining up, please get in touch with us as soon as possible.
2. Wait to receive your tracking number. After you have received it, if it's saying "invalid" wait 24 hours and check again. Sometimes the numbers take some time for the carrier to log them into their tracking system. If after 24-48 hours it is still not showing up, feel free to reach out to us.
3. During the shipping process, it is important to have a plan in place for when you do receive the product. If you are installing it immediately, it may be beneficial to prep the worksite. If you are not installing it immediately, it will be important to have a place set aside for the product in a reasonably climate controlled environment.
 - a If you have a wood handrail, storing your product in a garage, for example, can cause the wood to absorb the humidity in the air and bow or swell. If your product is unfinished, it will be very important to be ready to finish and seal your wood within the first week.
4. If it's a larger order, likely you will have to sign for it. The carrier should reach out to you, however if you have noticed it is close or out for delivery and you have not received any information, feel free to call us or the carrier directly to find out when to expect the delivery.
5. Upon delivery, if there are any damages to the packing during transit, please report them to the driver and then please reach out to us immediately.
6. Once you have the product, it is always a good practice to open and examine the product. If you notice any defects, please contact us immediately. It is important to report shipping damages within the first week of delivery.
7. Now that the product has arrived, move it to the area you have prepared and continue onto the next step in your project. Typically this will be installation.

8. Depending on the location of your project, there is likely to be little to no maintenance over the years. Some common system needs are: yearly maintenance check or touch up of exterior wood products, using the Allen wrench to retighten any cable or rod runs that might have been stretched, or removal of dirt or leaf build up against the product.
- a In some circumstances your project may be on the coast or in a humid, salt water environment. As everyone knows, salt and metal don't typically mix well. However, Viewrail products on the coast are manufactured with marine grade metals and finishes. This means they are extremely resistant to salt corrosion and are built with these difficult conditions in mind. If your exterior project is in this salt water environment, there may be just a little additional maintenance. We recommend applying our Marine 31 Polish and Sealant to exposed stainless steel, specifically the cables as they have a lot of ridges and surface area. This adds a layer of protection between the steel and any salt build up.
 - b If you notice salt build up on your post or cables, you can usually wipe this down with a rag and a stainless steel cleaner. The Marine 31 Polish works well. Sometimes a surface rust can appear. Not to worry, surface rust is exactly what it sounds like, a surface condition. This does not mean your post is corroding, and nearly every time this can be removed. Simply use a stainless steel cleaner and a rag, and if that doesn't completely remove it you can use a Scotch-Brite pad for the more difficult areas.
 - c Other than this specific scenario, there isn't really maintenance to a metal railing system. You can have peace of mind knowing you have years and years of worry free, beautiful railing.



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