

TROUBLESHOOTING ClickitUp[®]

If **Maintenance ClickitUp[®]** has been performed and any problems persist or if there is another fault with the glass balustrade you will find our recommendations here in **Troubleshooting ClickitUp[®]**.

Depending on the cause of the fault, we recommend that the following is performed:

1. **If the glass does not go all the way up.** This can occur after a storm or a settlement in the ground.
Action: Help the moving part by hand to its upper position or check to see whether the balustrade is installed level. If the glass balustrade is not level, an adjustment may be necessary. Watch the installation video "How to install ClickitUp[®] glass balustrade" to see how the glass balustrade must be installed to achieve the best functionality.
2. **If the glass cannot be moved all the way down to the bottom:**
Action: Remove anything that may cause an obstruction, dirt or the like.
3. **If balancing of the glass does not work:**
Action: Return the gas strut to your seller.
4. **If the block sticks up on one side:**
Action: None. This is the result of one of the gas struts in one of the tubes not being equipped with a "click" function and this will therefore push itself upwards, thus the possible variation in height. Not a fault but is a part of the design.