



Balconies and balustrades  
make a difference

PROJECT PATHWAY

|                |       |
|----------------|-------|
| 1 Concept      | 4 7   |
| 2 Design       | 8 15  |
| 3 Procurement  | 16 17 |
| 4 Production   | 18 19 |
| 5 On-site      | 20 21 |
| 6 Post-project | 22 25 |

ABOUT US

|                    |       |
|--------------------|-------|
| Our balustrades    | 26 31 |
| Our balconies      | 32 37 |
| Corporate overview | 38 43 |





Project  
pathway

# 85%

Sapphire has worked on projects with 85 of the UK's top 100 contractors and developers



## Make a difference

Beautiful balustrades and balconies make a difference. Internally they can make a compact living area feel more spacious, and upgrade a 'nice' apartment into something very special. Externally they can often create the architectural signature that sets one building apart from the ordinary.

Get the balcony and balustrade package right and they'll pay for themselves in added-value; but get it wrong and it will show. Recent research shows that 88% of persons looking to purchase or rent an apartment felt a balcony would make a property more desirable

At Sapphire we have the experience, expertise and scale to make a difference. Because we're a market leader, we've worked with a great number of architects and developers. Be inspired by the galleries and case studies on our web site. Call us and we'll give you personal advice from the earliest project sketches.



## Design resources

Let us work with you from creating concepts through to detail design stage... from the earliest stages we provide comprehensive design resources. Information is freely available on our website or provided personally.

### CABS

To make your job easier and quicker we have created CABS (our free on-line Computer Aided Balustrade Specifier) for the best route through the design process. Visit [www.sapphirebalustrades.com/cabs](http://www.sapphirebalustrades.com/cabs)

### NBS

To support you with creating exact specifications our product specification clauses are available both on NBS Plus and our own website

### CAD

We've created a helpful CAD document library on our website to make your life easier. And if you can't find exactly the CAD detail you need just ask and we can create it for you.

### SES

Our various design tools will automatically give recommendations for baluster (post) diameter, glass thickness etc. When you've completed your outline design we can use our Structural Evaluation System for complete peace of mind that you comply with all relevant regs and standards.



The journey to achieving great looking balustrades was just as good as the aesthetics, thanks to Sapphire's high quality product and service package

BARRATT HOMES

## Beautiful, bespoke balustrades

Inspired design is a combination of great vision and attention to detail. It's also about being able to convert initial concepts into cost-effective, buildable projects.

We believe design should never be limited by a catalogue of standard parts. Nor do we recommend you start with a blank sheet of paper to 'reinvent the wheel' on every project. Instead we create 'bespoke' solutions for individual applications starting with essential elements from our core ranges, mixing-and-matching innovative ideas from our huge bank of design permutations, and adding individual touches unique to your project.

When 'ordinary' is not good enough, let's work together to create an inspired design for beautiful balustrades and balconies. Let's work together to make a difference.



### Not just off-the-shelf

We design and manufacture our products using mechanical and welded connections, made to project dimensions rather than compromise by using glued together multi application components which may require regular joints and cause other problems such as coming apart due to frost damage.



### Off-site manufacture

By utilising off-site manufacture our skilled fabricators benefit from a range of high-tech precision machinery in the safety of our own facilities to create a level of quality which is almost impossible to achieve on site.



### Speed, cost and aesthetics

By streamlining off-site processes we achieve a low cost base, better aesthetics and faster production times. Once on site this approach significantly cuts installation time and safety risks (e.g. hot works).

## Design the best balconies

Involve Sapphire at an early stage and we can help you design the best balconies, not only for functionality and aesthetics, but also to enjoy all the benefits of off-site construction. With our experience we can avoid common problems which cause programme delays. We can assist you in maximising sales appeal whilst minimising costs by pre-fabricating complete balconies in our quality-assured factories ready for delivery and erection with minimum time, cost and risk on site.

## Unique details

At Sapphire we don't just manufacture good balconies; we've spent years developing details to make better balconies, and now we're launching a series of innovations that truly define the best balcony solutions. Our continuous development programme isn't just focused on balcony hardware; we couple it with our legendary personal service – our target is to make a difference at every moment you need us.



Special thanks go to their contracts team that delivered a quality product on time. They were always ready when we needed them

JARVIS HOMES



# VE

True value engineering: with Sapphire you don't have to accept a 'cheap' looking alternative in order to cut cost



## Estimating strategy

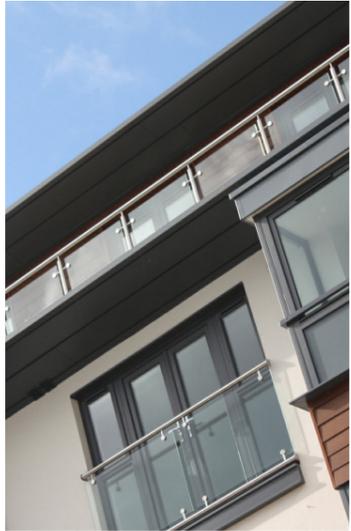
We don't like to boast but two factors set us above our competitors – personal service and true value engineering. This approach helps us to understand and provide meaningful estimates centred around your needs.

## Personal service

Our aim is to help you by prompt response to enquiries and by preparing detailed estimates with clarity and honesty – no “ticking bombs” which look attractive but end up costing money and causing disputes.

## True value engineering

Some of our clients want the cheapest solution; others want our help to add value to a project or development. To some 'value engineering' means make it cheaper; to us 'true value engineering' means identifying ways to make it better or maintain aesthetics whilst reducing or minimising the cost.



## Preparing for site

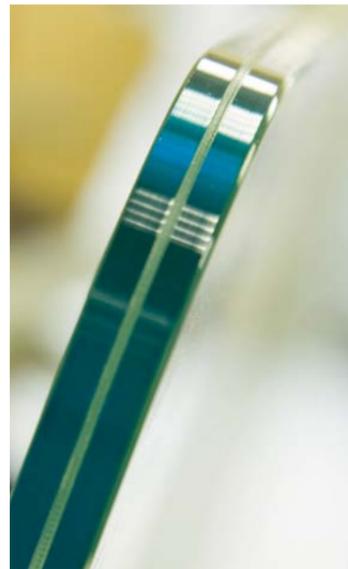
We spend our time wisely preparing for site so that you don't have to waste time expensively when things go wrong on site. One of the UK's largest developers commended the way Sapphire "parachute in and out at exactly the right time".

## Intelligent engineering

When you involve us from an early design stage we continually assess to make sure that we can fabricate your balcony or balustrade efficiently from stock or short-lead-time components. We calculate designs to ensure they are achievable, materials are right, connections are practical, and timescales are workable.

## Planning and programming

Let us assist you in programme planning through procurement, manufacturing, and just-in-time delivery. Trust us to propose realistic programming for your balcony and balustrade installation alongside other trades on site. At Sapphire we know that good pre-site communications can make a difference to the successful running of a contract. So that's what we try to do.



“... praise your extremely hard working and polite operative that carried out the works with little disruption to the occupants and residents.

GALLIFORD TRY

# 97%

Measure of customer satisfaction with OSQA  
– Sapphire's Onsite Safety and Quality Assurance procedure



## Delivering results on time, on budget

By analysing the project pathway step-by-step we have identified where we can make a difference on site. We know that time and budgets are critical to you but it is actually achieving them that matters.

## Strict supply chain management

By maintaining high stock levels of key components and good management of critical path suppliers we'll be ready to start on time exactly in-line with site requirements.

## Off-site manufacture

By pre-fabricating and pre-assembling as much as possible in our quality-assured manufacturing facilities we can minimise the need for storage on site and can reduce the duration of scaffolding - saving you money.

## On-time delivery

We can't always do the impossible, but through our personal liaison we can prioritise to achieve best-in-class performance against tight deadlines.

## OSQA

Our Onsite Safety and Quality Assurance process allows us to tackle challenging targets and monitor performance on site. Because we set high standards for quality-assurance, and by critical self-assessment we aim to put right any details before they become snags.

## Speedy O&M

Little details can make a big difference; we'll ensure that we create the O&M documentation early on so you're not waiting when you need them.

## Project feedback

By regular communications throughout the project we keep you up to date and in control at every stage. We also pro-actively seek out your feedback about our performance as part of our ongoing quest to make a difference.



## Quality you can hold on to

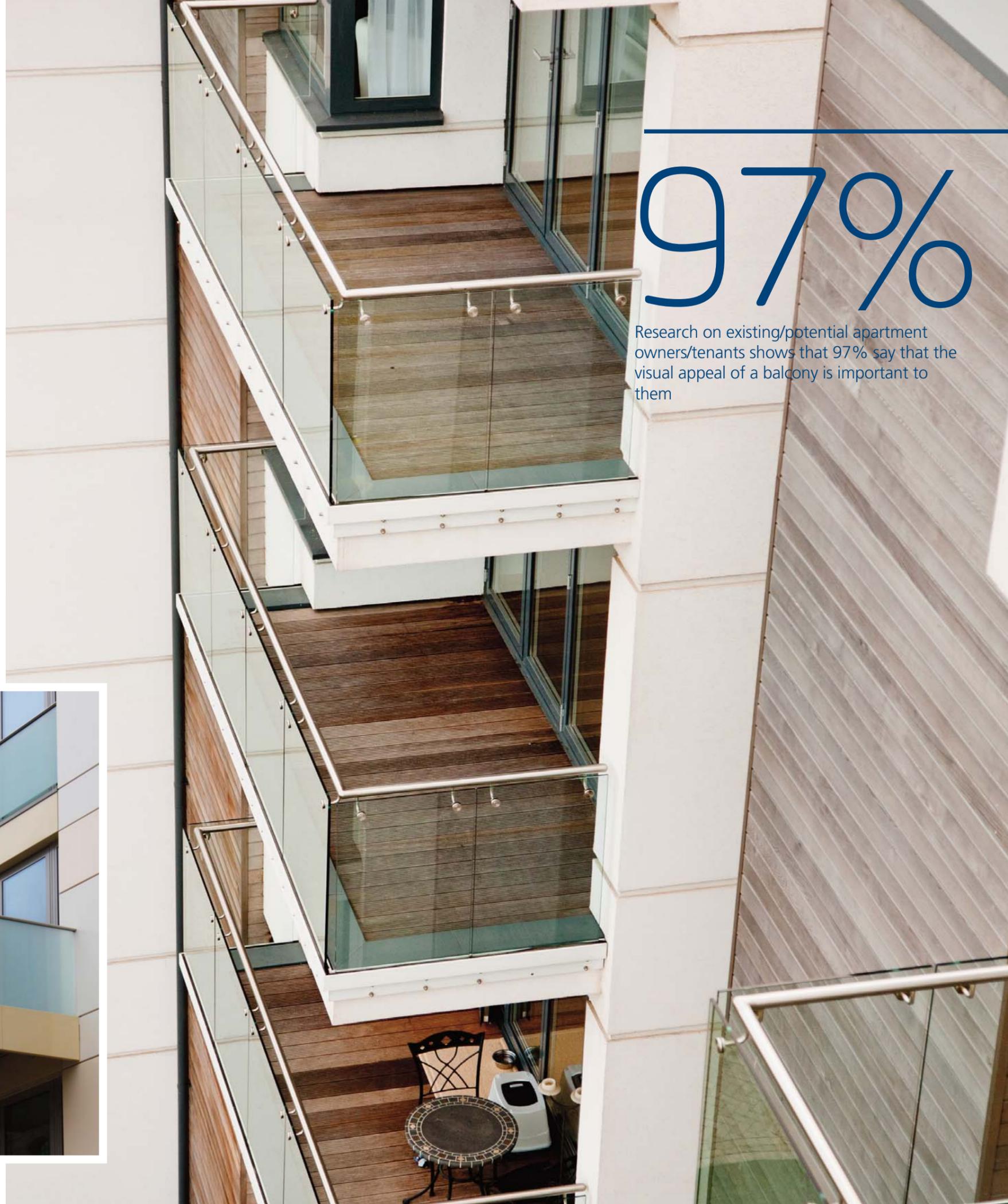
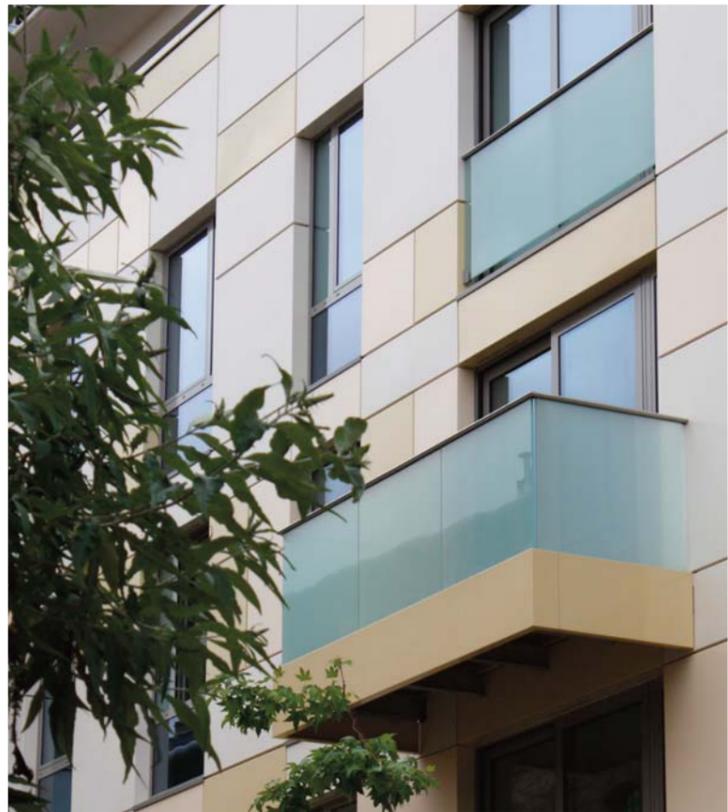
Getting the right quality of balcony or balustrade can be a big factor in the perceived value of a whole residential development. The balustrade quality is a key 'touch' point in forming initial impressions of a much larger project. Yet quality is notoriously difficult to define; so we've identified a series of steps to assist in measuring it.

## Warranty

It's so simple... we offer a 12 year peace of mind warranty.

## Low maintenance

It's not until after the design, fabrication and installation that you can measure user satisfaction and low problem rates; customer survey evidence shows that Sapphire consistently performs to the highest expectations.



# 97%

Research on existing/potential apartment owners/tenants shows that 97% say that the visual appeal of a balcony is important to them

# 98%

Almost all our customers would recommend us to others – by continuous improvement we get ever closer to 100%





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# About us

# CABS

Try our CABS (Computer Aided Balustrade Specifier) for the best route through the design process. Visit [www.sapphirebalustrades.com/cabs](http://www.sapphirebalustrades.com/cabs)

Our logical step-by-step process for balustrade design gives you maximum design freedom whilst making sure you consider every angle.



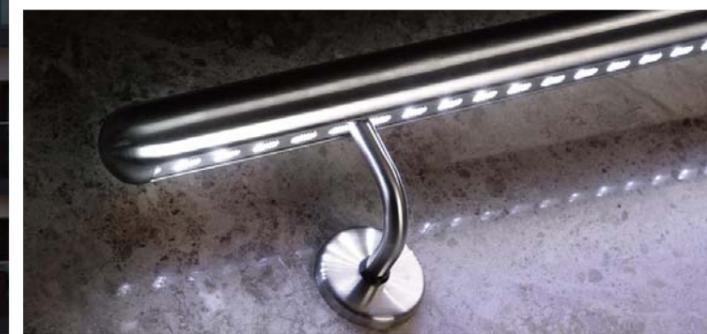
## 1 Environment and regulation

Let us guide you through all relevant considerations including loadings in different applications, DDA regulations where appropriate, and selection of materials such as grade 316 stainless steel in a marine environment.



## 2 Balustrade systems

Select a unique balustrade system whether it's our frameless structural glass or our metal baluster (upright post) and handrail combined with infill panels of glass or metal.



## 3 Additions and enhancements

Specify natural wood or wood-effect handrails; consider anti-vandal coatings; imagine the stunning effect of LED lighting set into the bottom of the handrail; let CABS prepare your NBS doc.



## 4 Support: make a difference

Use our CABS (Computer Aided Balustrade Specifier) for the best route through the design process, order samples from any of our offices, or call for technical support through our SES (Structural Evaluation Service). At Sapphire we know that personal service can make a difference

## Crystal

Frameless structural glass panels which provide a perfectly clear view and an understated lightness that complements both classic and modern buildings.



## Onyx

Tubular stainless steel balusters and smart fixings for infill panels; a great looking, low-maintenance solution that's ideal for residential or public areas.



## Jasper

Flat stainless steel baluster system with slim, contemporary sightlines. The range can easily incorporate customised baluster profiles.



## Opal

Attractive, head-wearing coated steel baluster system delivers a superb balance of durability, quality and value for most specifications



## Aluma

Aluma takes its visual style from a range of aluminium extrusions in various shapes, sizes, finishes and colours.



# 5

Five unique systems created over more than two decades of specialising in balustrades

I would have no hesitation in recommending Sapphire to others as a very helpful company that offers good quality products and services

WATES LIVING SPACE

Four logical steps to make sure you consider all the issues and select the best options for your balcony project.



## 1 Balcony type

Consider whether your balcony should be a 'Juliet' with no platform, an integrated balcony built in to the building structure, a self-supporting structure with its own columns, or an 'add-on' platform cantilever-fixed to the structure.



## 2 Structural connection

Each balcony has to be structurally efficient, thermally isolated to minimise cold bridging, and buildable within realistic site tolerances. We work with you to build balconies from the slab outwards and can provide all associated stubs and thermal breaks.



## 3 Balcony guarding

All balconies need balustrades; the best balconies are designed with integrated balustrades and enhancements such as privacy separation screens, underside cloaking and rainwater solutions.



## 4 Support: make a difference

Use our project support team from the earliest possible stage to ensure design flexibility, fabrication efficiency, and on-site buildability. At Sapphire we know that personal service can make a difference.

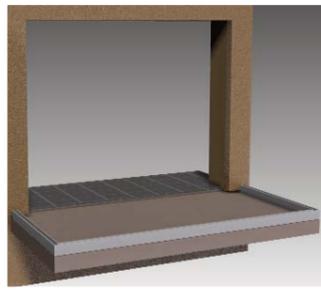
## Juliet

Made famous by Shakespeare, but made beautiful by Sapphire, the Juliet (or Juliette) is a specialist balcony commonly used to protect openings such as French door on an upper floor.



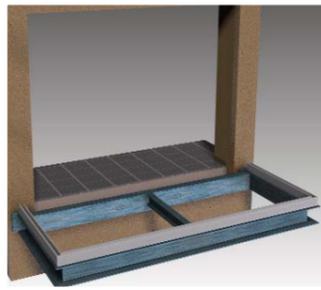
## Integrated

Here the balcony platform is an integral part of the building's structural frame. This may be anything from a cantilever concrete deck to a roof-top terrace with a parapet wall.



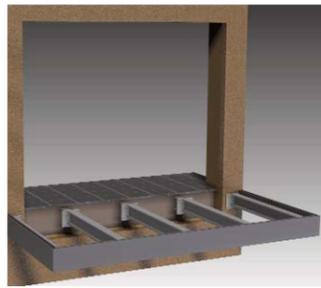
## Steel structure

The balcony is a steel structure which cantilevers from the building frame. We can manufacture the complete balcony and balustrade off-site and crane onto our slide-on, clip-on or bolt-on connections.



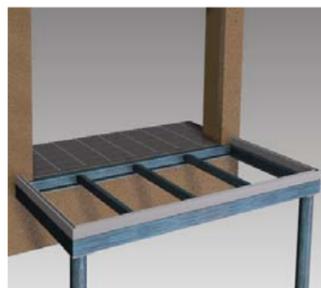
## Ultra slim

For the most elegant design the fixings for the balustrade are concealed using a unique slim balcony structure. This concept offers a dual solution of a neat fascia and balustrade base channel.

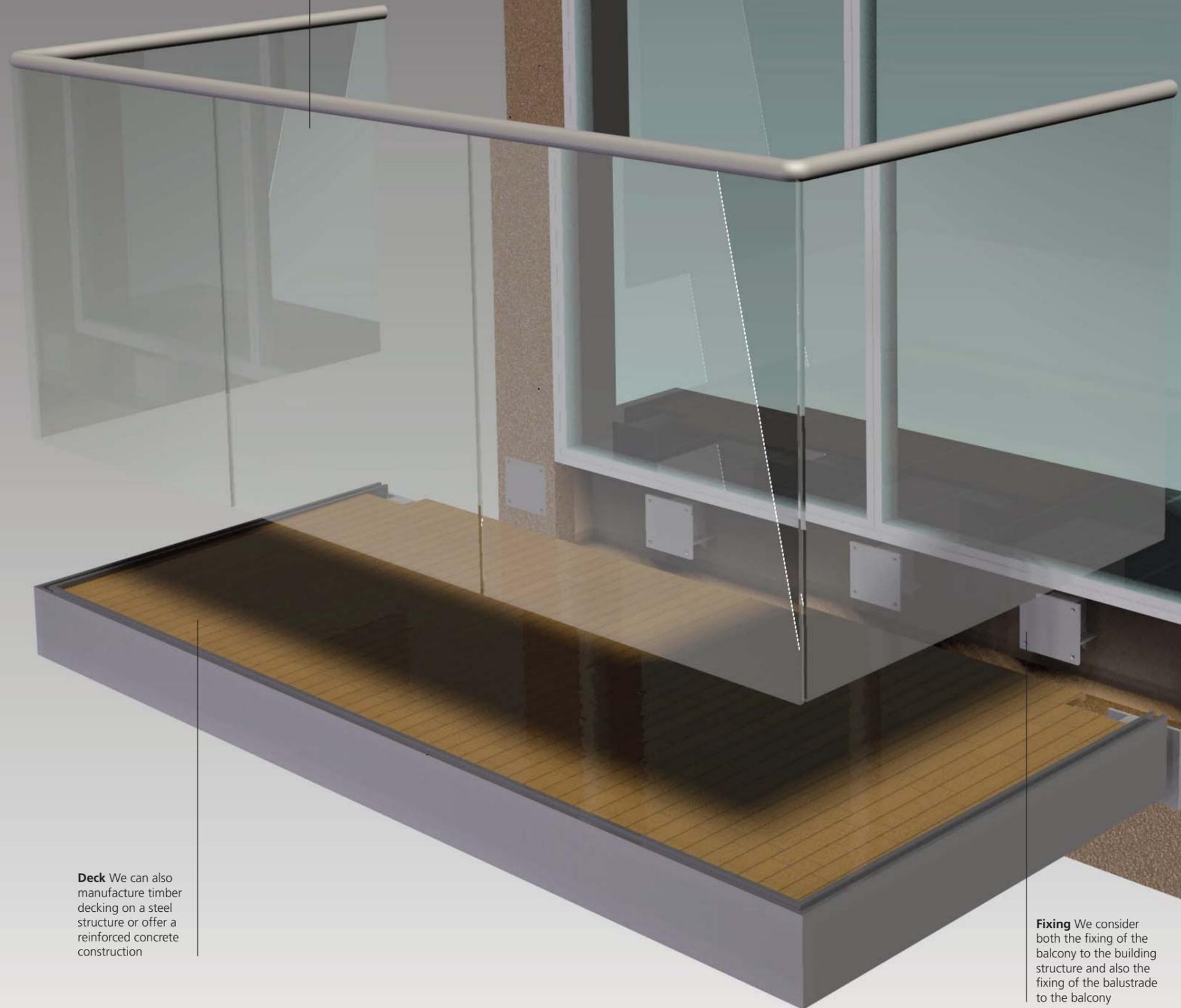


## Self-supported

The weight of the balcony structure, deck and balustrade are supported by columns or 'legs' to minimise the cantilever forces normally taken by the building frame.



**Glazing** We offer frameless structural glazing, or safety glass infill panels supported by steel or aluminium balusters and handrails



**Deck** We can also manufacture timber decking on a steel structure or offer a reinforced concrete construction

**Fixing** We consider both the fixing of the balcony to the building structure and also the fixing of the balustrade to the balcony



We would like to personally thank you for the role your company played in achieving completion at Eltham and look forward to working with you again in the future.

**WILMOTT DIXON HOUSING**

# 15

The number of unique design elements for which we have designs registered with the patent office



## Let's make a difference

By understanding how to make a difference at every stage we believe we are fit to be your partner for beautiful balconies and balustrades.

## Sapphire people and ethos

Our investment in training and developing our people is not just about functional or process improvement. Since 1992 we have consistently focused on building on our ethos of integrity, problem-solving, and 'going the extra mile' for our clients. We inspire and reward hard work.

## Sapphire facilities

Investment in intelligent stock levels, state of the art CNC / CAM equipment, and a skilled and flexible workforce in multiple locations ensures optimum opportunity to meet challenging deadlines.

## Global expertise

We are part of a global community of like-minded and supportive partners operating in seven countries from America to Australia which means we can continuously develop world-wide best practice methods of manufacturing and service.

## Informed by experience

By making every experience an opportunity to improve, and by constant innovation, we have become market leaders. Our aim now is to impress you in your experience of Sapphire. Together we can make a difference.



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# 9/10

9 out of 10 customers rate our products as either good or excellent





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Sapphire reserves the right to alter specifications and designs without prior notice. Most designs are owned / registered by Sapphire. All details are given as guidance only, these details may vary according to project application.

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*Quality you can hold on to.*

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