

## How to Use Liveconfigurator

### Welcome to Liveconfigurator

This leaflet is a guide to using Liveconfigurator. We have tried our best to make the step by step approach as simple to use as possible. If you follow the steps you will be sent a quote, listing all the parts you have chosen, within a few minutes, and you will also receive a scale drawing of your design which will show all the selections you have made. If you place an order you will also receive a full set of technical drawings by email.

#### Step 1

From the Home page simply click on the **GET STARTED** button. This will take you directly to our **Products**. Some will be active already, whilst others are still a work in progress. We are continuously working to add new products to the range. Inside each Product category you will find a range of possible variations.

#### Step 2

Click on your chosen Product. For example, if you have selected **Pre-Assembled Post Systems**, you will find a brief description followed by a choice of **Templates**. The templates will offer the most popular layouts. Hopefully you should find a layout to suit your own situation by selection the options. If you have a large project, it may be possible to break it down in sections. Failing that please contact us at [info@liveconfigurator.co.uk](mailto:info@liveconfigurator.co.uk) and one of our team will be pleased to help or advise.

#### Step 3

After choosing your Template, you will be taken to our configurator. This section will offer you various options. Simply follow the numbers and click on your choices and Liveconfigurator will do the rest. You will notice that the adjacent images will change to match your choice. If any writing is coloured pale grey then this choice is not available for your chosen option.

You may notice comments as you proceed, such as 'Tested to 1.5kN' or the 'Overall height'. These are to provide you will additional information.

#### Step 4

At Q 6, you will have two options to select your length. The first is to select the length from the centre of the first post to the centre of the last post. If you chose this then the total length may well be longer. The second option is to select the overall length. This will provide the total length including any ends or sittings and will be longer than the post centres. This is illustrated in the diagram.

#### Step 5

Finally after making your choices, you will be offered a choice of Accessories. Amongst them you will be notified how many fixing screws and bolts you will require to install your system (where applicable).

#### Step 6

If you have not already Registered you will be asked to fill in your details and submit them. If you have registered previously you will require your email address and your password and to click that you have checked your dimensions.

#### Step 7

After a few minutes you will receive an email with a letter, a quote and a drawing. After checking that everything matches your requirements you can contact your local branch to place the order with one of our sales team. After placing an order you will receive a full set of detailed CAD drawings by email.

#### My Account

In **MY ACCOUNT** you will be able to view all the Quotes and Configurations you have done, complete with the date and reference number. Your History will be stored in Liveconfigurator for a minimum of 12 months.

## Help

If you have any technical questions about the site, wish to change your password, or need assistance with the website, please email [support@liveconfigurator.co.uk](mailto:support@liveconfigurator.co.uk).

## Further Information

### Your Location

Your location may well have a bearing on which grade and finish you need on your new stainless steel system. In coastal and urban areas there are contaminants which can damage the surfaces of all steels.

The most common grades of stainless steel used for balustrades and railings are as follows:

Grade 304      This grade is most often used for work which is indoors.  
Grade 316      Grade 316 is most often used for external work

Although their appearance is the same they perform differently depending on their location. The reason for this is that they have different chemical compositions.

Grade 304      Approximate Composition – 18% Cr 8% Ni (exact composition ranges vary between EN and ASTM standards).

Grade 316      Approximate Composition – 16% Cr 10% Ni 2% Mo (exact composition ranges vary between EN and ASTM standards). The Mo (molybdenum) contained in this grade enhances corrosion resistance.

### Surface Finishes

The most popular finish we sell is Satin, with the option of a Mirror finish for use in some areas or if a highly polished surface is required. At present Liveconfigurator offers a Satin finish, but if you require a Mirror finish please contact our sales staff or email [info@liveconfigurator.co.uk](mailto:info@liveconfigurator.co.uk)

### Satin

Satin finish which is a 320 grit finish is our most popular and the most widely used finish. The grit refers to the type of sanding belt used.

### Any Questions?

If you have any questions which are not covered here, please check our FAQ (Frequently Asked Questions).

### Contact Us

By email: [info@liveconfigurator.co.uk](mailto:info@liveconfigurator.co.uk)

By phone:      If you prefer to speak to someone in person, we have branches around the UK. Please contact your nearest branch and speak to one of our team, who will be happy to help in any way. If you have questions specific to your site sending us photos can be very useful.

Please call one of our branches to place an order or ask a question:

Rainham	Tel: 01708 25 35 45	Ilkeston	Tel: 0115 930 2070
Southampton	Tel: 023 8070 3333	Birmingham	Tel: 0121 565 8282
St Helens	Tel: 01942 86 88 88	Glasgow	Tel: 0141 773 6699

### Please Note

- We recommend that you should always double check your measurements
- It is advisable to read our information and advice sheets prior to placing an order
- Please note that we cannot offer surveys and do not install
- Our parts contain enough parts to complete the installation to your sizes, but some cutting, drilling or gluing may be needed
- All prices will be held for a minimum of 60 days. After that you may need to check them again.