



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. Inside each product category you will find a range of possible variations for you to decide which options you need.

If you follow the steps, within a few minutes you will be emailed a quote, listing all the parts you have chosen, and you will also receive a full set of technical drawings of your design which will clearly show all the selections you have made. If you also download **e-Drawings** which has a free version, you can view a 3D model.

Please check the drawings and if you want to make any changes or look at alternatives you can run your measurements though again and receive an updated alternative for you to compare.

Our staff are also continuously working to add new products to the range. Different products may have slightly different stages, but we have endeavoured to make them as simple as possible.

Step 1

From the Home page simply click on the product you are interested in and click on the **Start designing** or **View products** buttons. From there simply click on the links which guide you through the process.

Step 2

Click on your chosen Product.

(As an example, we 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 into smaller sections. Alternatively, please don't hesitate to contact us at info@liveconfigurator.co.uk where our staff will be happy to help.

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**' which will 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

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. You can also request a call back.

If you have registered previously, you will require your email address and your password and to click that you have checked your dimensions. **If you have forgotten your email, there is also a link to click.**

Step 7

After a short delay whilst our software prepares everything, you will receive an email with a letter, a quote, and a detailed set of drawings. After checking that everything matches your requirements you can contact your local branch to place the order with one of our sales team.

**Please note that different products may have different steps.*

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** is stored in Liveconfigurator™ for a minimum of 12 months.

Help

If you have any technical questions about the site, or wish to change your password, please email: support@liveconfigurator.co.uk.

Further Information

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.

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 aren't covered here, please check our FAQ (Frequently Asked Questions).

Decking

This section is a calculator* and does not configure decks. Our Deck calculator has been carefully designed to help estimate the quantities of boards and clips you might need.

Please select the type of boards you prefer, choose your colour, and enter the length and width of your deck. The length should be along the length of your boards and the width will be along the edges of your boards. Either side can be longer. The calculator

will round up to the nearest full board, although we advise that you add extra to cover any wastage.

* **Please note that our Decking Calculator will send an email with the estimated number of boards and clips, but not a technical drawing.**

Glass

Our Glass Configurator will provide technical drawings of the shapes of your glass panels. You can add holes and change angles, order quantities of different shapes and sizes. It will save the need for creating templates. You will receive a quote by email after a short time.

Contact Us

By email:

For general enquiries or questions about our products: info@liveconfigurator.co.uk

For technical enquiries about Liveconfigurator™: support@liveconfigurator.co.uk

By phone:

Our national line is 01708 398 020, or please call your local branch to place an order or ask a question. For your local branch please enter your post code in the search facility in our **Contacts** area and details will appear.

Please Note

- We recommend that you should always double check your measurements or angles
- 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 system contains 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 5 days. After that you may need to check them again.

Finally, we are here to help and pride ourselves on our service. We always welcome feedback, ideas, and suggestions for future configuration projects. We also love to receive any photos of projects you have completed.