



Sapphire Balconies

Delivering on  
our promise

# The Sapphire Brand Guarantee

## Rigid.

We promise that every balcony using Sapphire anchors will be Rigid, and can be scientifically proven to deflect less than half the amount British Standards allow.

## Ready.

We promise that every balcony will be fully Ready for delivery before the agreed date.

## Right.

We promise to have traceable proof that each balcony has been inspected to the required standard, so that every balcony is supplied Right.

## Goodwill

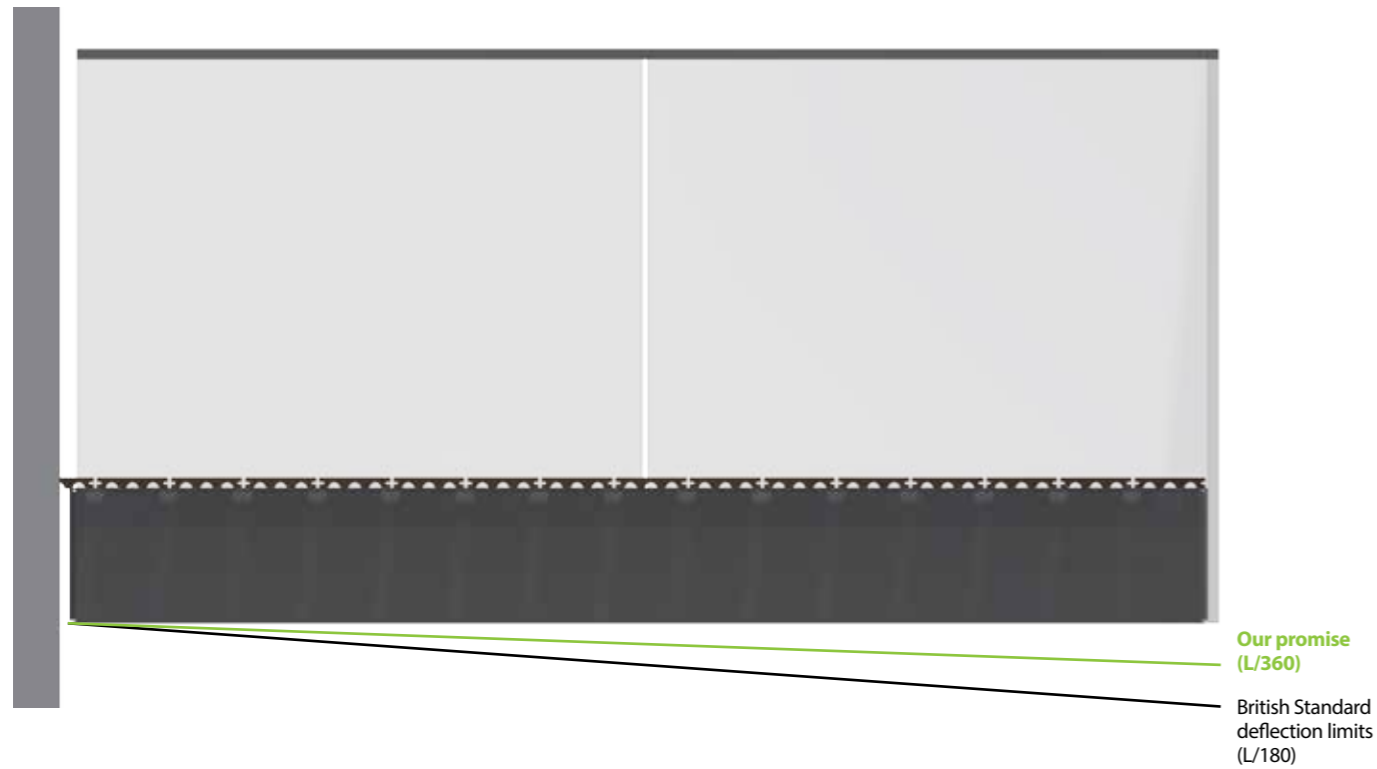
**Why make a promise?** Our promise of achieving what clients care about is a high standard. It sets clear goal posts we can measure our performance against and provides a catalyst for self improvement, driving us to do everything necessary for delivering it. Our goodwill guarantee provides a self imposed extra consequence. This synergy creates the dedication needed to turn our promise into reality.

**What if the promise isn't kept?** If you are concerned our promise hasn't been delivered, the first thing is to report it. By reporting it, we will investigate it according to which part of the promise applies, and once resolved will implement our goodwill guarantee.

**Our goodwill guarantee?** We know the most important action, if a problem has occurred, is to resolve the issue. Once rectified, our goodwill guarantee, a refund of £100 per balcony affected (up to £300 per balcony), is given to you as an apology for not delivering our high standards of Rigid.Ready.Right. first time.

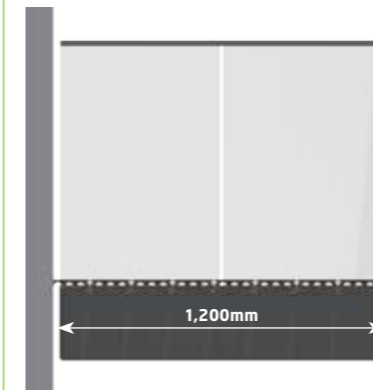
## Our promise: Rigid balconies

British Standards allow L/180 (length of projection divided by 180). Therefore a balcony of 1,800mm would be allowed to deflect 10mm.



Pomona Wharf

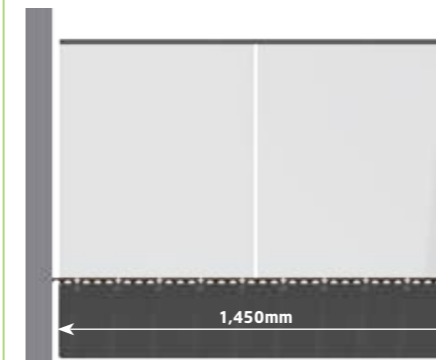
Gold Standard achieved



Point load test: 1.5mm

Fulham High Street

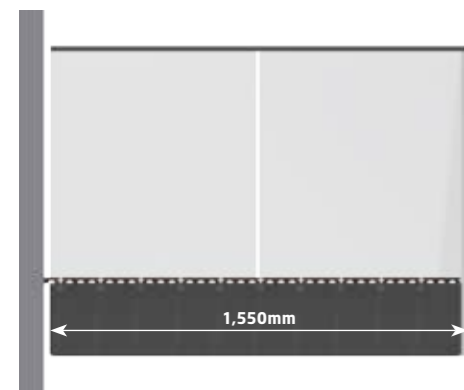
Gold Standard achieved



Point load test: 1.5mm

Royal Arsenal

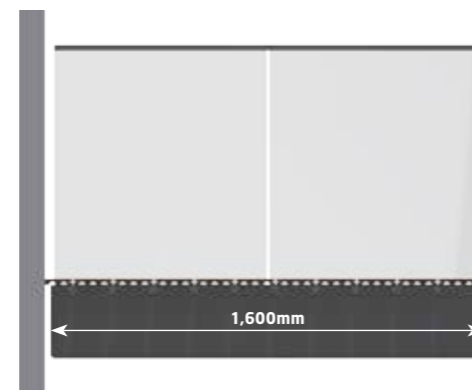
Gold Standard achieved



Point load test: 2mm

London Dock

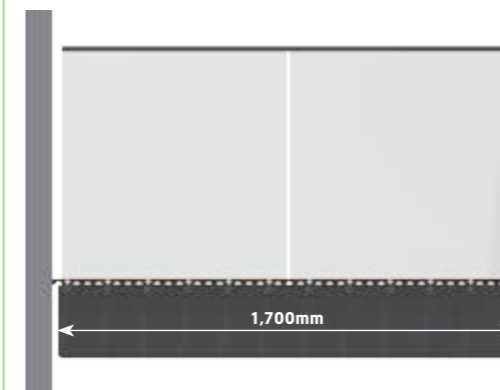
Gold Standard achieved



Point load test: 3mm

Wembley Alto (NW06)

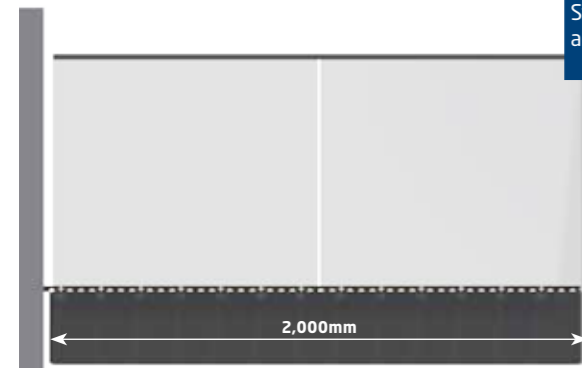
Gold Standard achieved



Point load test: 1.5mm

Greenwich Peninsula plot 103

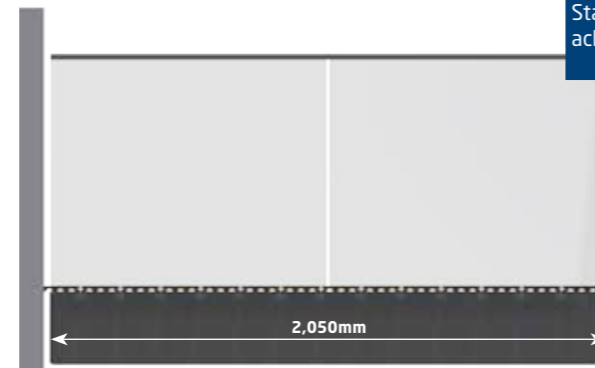
Gold Standard achieved



Point load test: 3mm

Fosters Care Home

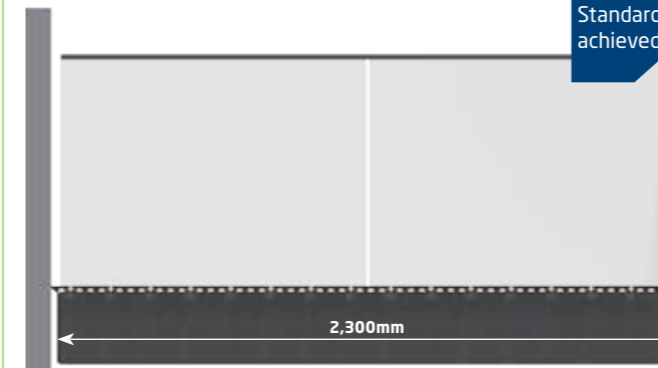
Gold Standard achieved



Point load test: 4mm

Greenwich Peninsula plot 103

Gold Standard achieved



Point load test: 5mm



What does Rigid mean?

British Standards require cantilever structures to deflect no more than L/180. We guarantee that every balcony fixed using Sapphire Anchors, will achieve our Gold Standard (L/360), which means 50% less deflection than the limits in BS EN 1993-1-1:2005.

50%  
less deflection than the BS EN limits

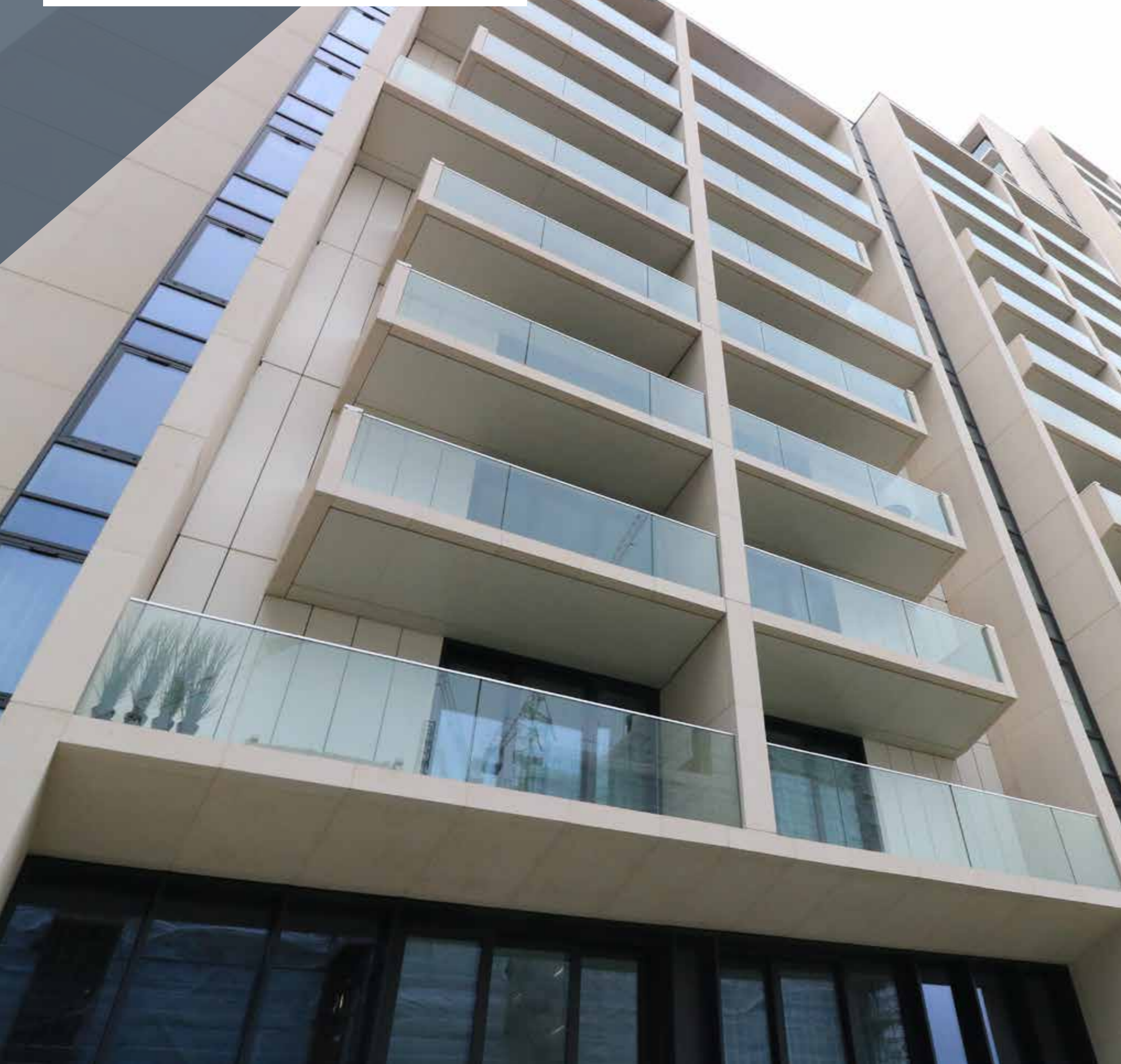
100%  
of rigidity tests we did last year met our Gold standard (L/360)

Watch our video



[www.sapphire.eu.com/rigid](http://www.sapphire.eu.com/rigid)

Watch our video


[www.sapphire.eu.com/rigid](http://www.sapphire.eu.com/rigid)


Delivering on our promise

## Rigidity results worthy of a trophy at Wembley Alto apartments

Sapphire's innovative Glide-On™ connectors enabled a Rigid connection back to the building that far outperforms the British Standards L/180 structural deflection limits at Wembley's new Alto development.

Some of the balconies had a 1725mm projection. Applying BS EN Standards, this balcony would be allowed to deflect by 9.6mm at the extent. Sapphire Rigidity tests across a few of these size balconies recorded an average of 1.25mm deflection – a massive improvement in the Rigidity and comfortably achieving Sapphire's Gold standard.

A phased development by Wates Construction, Alto creates a dynamic new residential quarter of London's Wembley Park with four stunning towers. The beautiful glass balconies by Sapphire offer impressive views of the iconic Wembley Stadium and the capital beyond. Project Director for Wates Construction comments: "I can't fault Sapphire's products or service on this challenging project. The team went out of their way to be helpful and the installation was brilliantly executed."

Balcony Cassettes® were manufactured by Sapphire in a range of widths to suit different-sized apartments at Alto. They were delivered to site as preassembled balcony units, complete with glass balustrades, decking, soffits and fascias, ready to be lifted into position and fixed back to the façade.



Rigid.



### Our promise

We promise that every balcony using Sapphire anchors will be Rigid, and can be scientifically proven to deflect less than half the amount British Standards allow.

Required

# 9.6mm

Promised

# 4.8mm

Delivering on our promise

# Beating the bounce

Thanks to Sapphire there are no 'bouncy' balconies at Fosters, a new £7m independent living scheme for older people in Woodley, Berkshire.

Rigid glazed balconies, purpose-designed by Sapphire for the project, passed the company's stringent Rigidity tests. The results were better than L/360, which is less than half the amount of deflection BS EN standards allows (BS EN = L/180).

The beautiful glass balconies were installed by one of Sapphire's trained and accredited installers and a specialist in a wide range of metalwork services for the construction industry. The balconies provide elderly residents in the 34 self-contained apartments with access to outdoor space overlooking the development's landscaped gardens.



Nick Haughton, Sapphire's head of marketing, says the Fosters' residential project is a clear demonstration of Sapphire's commitment to beat the bounce on balconies. Through an extensive R&D programme, Sapphire has created a way to scientifically test balcony rigidity in a bid to rid the market of this all-too common problem one project at a time.

He concludes: "Despite having a projection of 1.9m the balconies only detected 3.8mm maximum deflection when point load tested, making them twice as rigid as standards require. Needless to say our client, and Fosters' residents, are delighted with their safe, Rigid balconies."

Rigid.



## Our promise

We promise that every balcony using Sapphire anchors will be Rigid, and can be scientifically proven to deflect less than half the amount British Standards allow.

Required

10.6mm

Promised

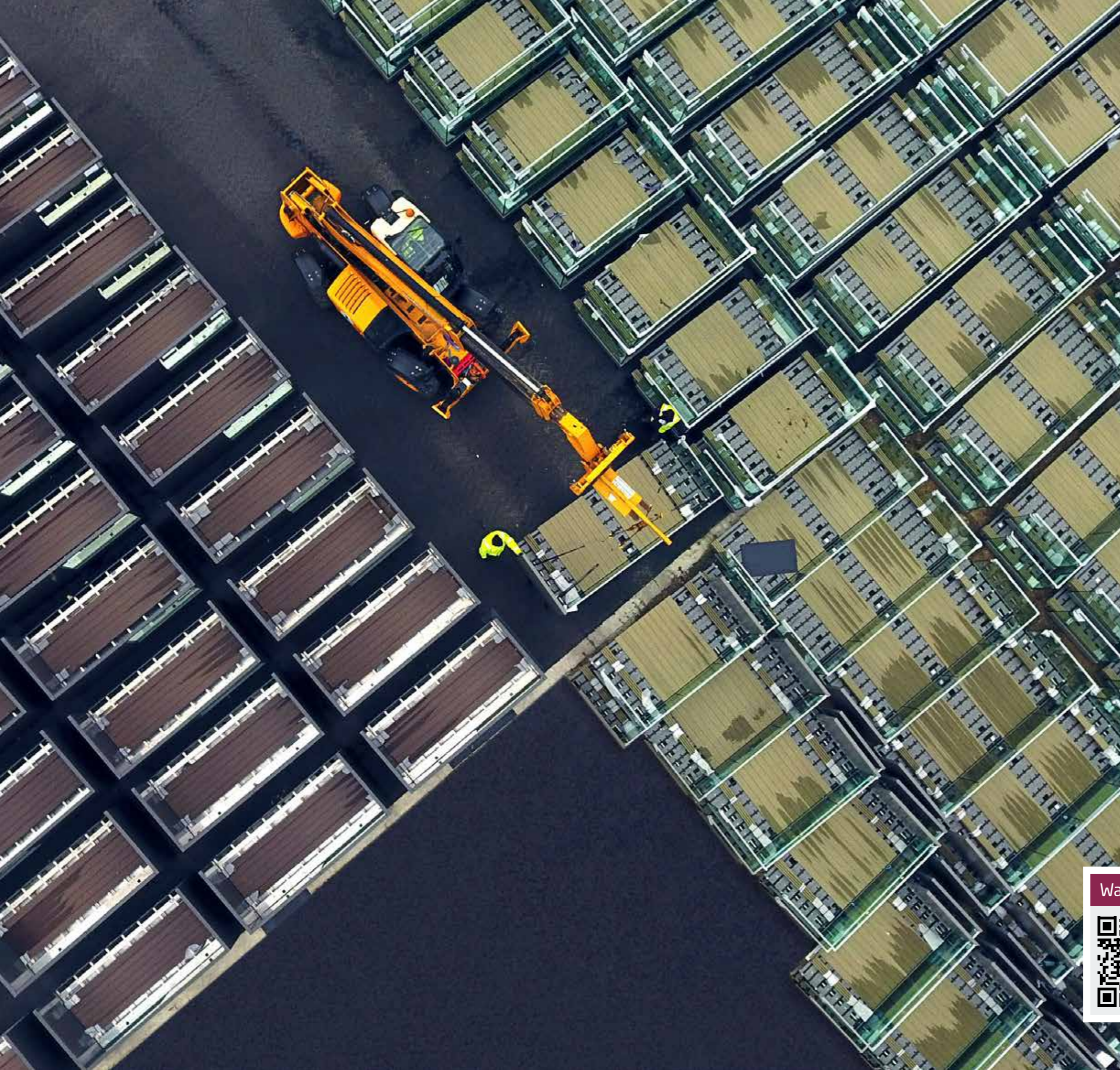
5.3mm



Watch our video



[www.sapphire.eu.com/rigid](http://www.sapphire.eu.com/rigid)



# Ready.

## What does Ready mean?

Based on the contract dates which are agreed at point of order, we will schedule in every balcony to be manufactured in advance of the delivery dates, to ensure that your balcony is Ready before the agreed date. They are usually made several weeks in advance and stored in one of our safe storage areas.

---

# 1000

Over 1000 fully assembled balconies were in secure storage during 2018 Q2

---

# 100%

scheduled at order point

---

Watch our video



[www.sapphire.eu.com/ready](http://www.sapphire.eu.com/ready)

Delivering on our promise

# On schedule for London Dock development

## Ready.



## Our promise

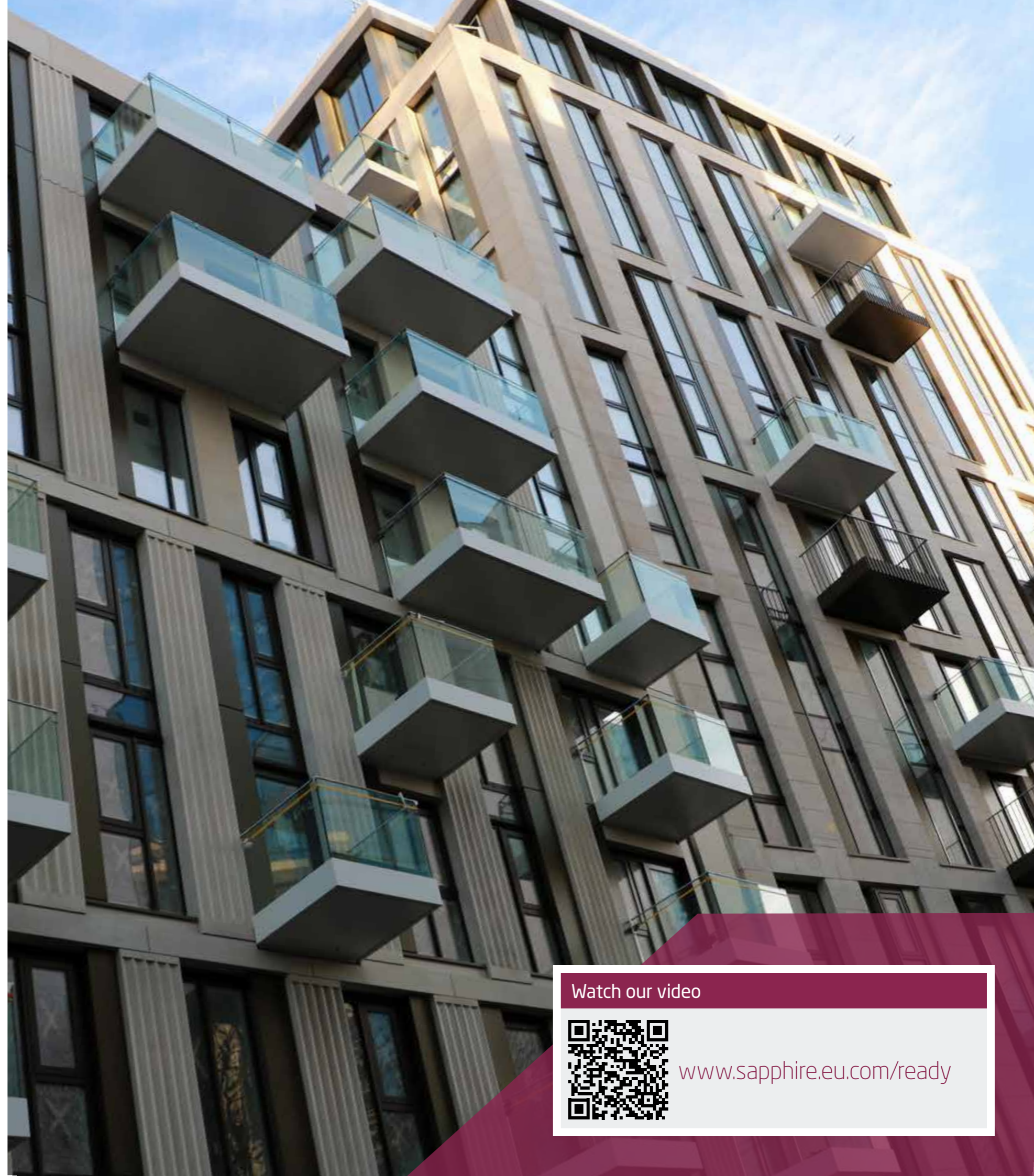
We promise that every balcony will be fully Ready for delivery before the agreed date.

Installing balconies at this major residential development in London involved carefully planning and coordination with other trades to achieve best-in-class performance, often against tight deadlines.

The projecting balconies to over 200 apartments feature a mix of glass and vertical bar balustrades. A special metallic powder coating to the bars creates an eye-catching shimmer in the sunlight, enhancing the building's bronze-coloured aluminium cladding. In addition to individual apartment balconies, Sapphire's balcony concept combines the speed and efficiency of offsite production with Glide-On™ connections for rapid and rigid installation.



Essential to keeping this project on schedule was specialist lifting equipment – Counter Balance Lifter (CBL) – which was developed by Sapphire. The CBL offsets the crane hook by using weights to counter balance the balcony, opening the door of opportunity to a wide range of install sequences. This includes top down installation, which was a significant benefit at London Dock, says the project manager at one of Sapphire's specialist install partners: "Because the build sequence meant we weren't always able to access lower levels to install balconies from the ground up, the flexibility to work top down was invaluable in keeping the job on track. Sapphire's unique and patented innovation was much safer as teams weren't constantly working under a balcony as all the fixings could be done from above."



Watch our video



[www.sapphire.eu.com/ready](http://www.sapphire.eu.com/ready)

Watch our video



[www.sapphire.eu.com/ready](http://www.sapphire.eu.com/ready)



Delivering on our promise

## Sapphire's ready solution for Greenwich Peninsula

Sapphire's versatile balcony system along with the company's manufacturing expertise provided the perfect solution for this project at Greenwich Peninsula diverse design requirements and balcony structures – around 400 balconies arranged over 10 multi-occupancy buildings.

Due to the contractor encountering issues with the doors in a number of apartments, this meant that the install became out of sequence, also resulting in a much higher need for health and safety risk assessment.

Sapphire produced the balconies in advance and stored them until required. This was advantageous as the flexibility of supply aided the changing installation sequence. The balconies were transported from storage, on Sapphire's double stack trailers, minimising transport carbon emissions and costs. Once on-site the innovative counter balance, developed exclusively by Sapphire, allowed balconies to be installed under other balconies so it could work out of sequence and still stay on programme.



Ready.



**Our promise**

We promise that every balcony will be fully Ready for delivery before the agreed date.





## What does Right mean?

**Supply:** Each balcony has a unique identity and is subjected to a series of individual quality checks to ensure that balcony meets the required standard. We like to build prototypes ahead of time so that clients can visit and agree on what their required standard is.



Sapphire's QA app (a balcony's permit to move)

**Install:** If you use one of our accredited installers, any damage to a balcony before the issue of an Installation Completion Certificate will be promptly attended to and rectified by Sapphire.



Sapphire's installer accreditation scheme

Watch our video



[www.sapphire.eu.com/right](http://www.sapphire.eu.com/right)

Delivering on our promise

# Sapphire does it right for Berkeley's Royal Arsenal apartments

Right.



## Our promise

We promise to have traceable proof that each balcony has been inspected to the required standard, so that every balcony is supplied Right.

Sapphire has kept its promise to supply balconies Right for this high rise tower project at Royal Arsenal, London; producing a total of 588 balconies, including both projecting and inset.

The slimline Cassette® balconies are designed to very tight tolerances to suit the project specification and assist rapid and rigid installation. Coupled with this Sapphire has developed specialist lifting equipment for use by fitting teams and also provides expert offsite theory and practical training as part of its comprehensive support.

Unlike traditional steel balconies that need elements such as decking and soffits added after install, Sapphire delivers a snagged, prefinished product that is ready to fit, says the Project Director of Berkeley Group at Royal Arsenal. "With Sapphire you get a complete offsite-manufactured balcony that can be installed with very little fuss," he comments. "This pioneering approach means minimal finishing is required on site – saving time and reducing the risk of damage to apartments that are predominantly completed by this stage of the build".

Sapphire takes its promise to supply each balcony 'Right' seriously investing in a number of its own trailers, specially adapted to allow double stacking of balconies to minimise vehicle movements, emissions and transport costs. Trailers also have pre-fitted guardrails and certified slings are attached at the point of dispatch to enable quick offload without having to climb onto each of the balconies.



Watch our video



[www.sapphire.eu.com/right](http://www.sapphire.eu.com/right)

Watch our video



[www.sapphire.eu.com/right](http://www.sapphire.eu.com/right)

Delivering on our promise

## Right on time

Right.



### Our promise

We promise to have traceable proof that each balcony has been inspected to the required standard, so that every balcony is supplied Right.

Sapphire's pioneering balcony design and intelligent engineering has delivered the dynamic reimagining of an iconic 1970s office building into highly desirable apartments close to the capital.

Sapphire was able to overcome the potential problem of limited access on site by delivering seven balconies per flatbed lorry. Using the company's fast-track install method, featuring its pioneering Glide-On™ connectors, it was possible to install all the balcony sections for one floor's L-shaped walkway in a day

Project Manager for the developer, Durkan, scored Sapphire ten out of ten for product and service performance and commented: "Sapphire balconies are an excellent design, resulting in high quality and rapid installation." RMA Architects, the award-winning architectural practice behind Northway House, also gave Sapphire top marks. "The finished

product was a very high standard," praised the project architect and added: "Sapphire's team was easy to work with and produced a good level of drawings and details that we could coordinate with the rest of the design team."

Although Sapphire's Cassette® balconies are made off site, which minimises on site trade coordination, there are still plenty of other trades which need to work together in synergy. Sapphire sees the product and trade interface as a critical aspect of a smooth balcony installation. OCL Facades, the specialist façade contractor for Northway House, was particularly impressed by Sapphire's willingness to work collaboratively and overcome joint issues. As a result, a member of OCL's installation team concludes: "I would be more than happy to recommend Sapphire for another project."



## About Sapphire

### Quality since the start

Established in 1992, Sapphire's commitment to quality – in terms of service as well as product – has delivered two decades of steady growth. Today the company is one of the market's leading providers of ingenious balcony solutions.

Sapphire's dedication to product and service innovation has resulted in the design of lightweight® Cassette balconies with Rigid anchors that require fewer penetrations and ensure less thermal bridging and deflection.

### Clever innovation

Sapphire are uniquely positioned by being solely focused on the high rise residential market. It's this laser-like focus which has lead Sapphire to continually innovate with truly beneficial and unique balcony solutions, a number of which have patent applications.

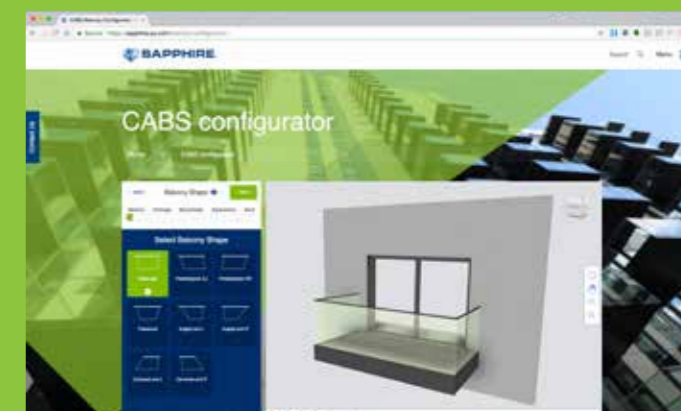
### Enabling easy and rapid installation

**34 balconies have been installed in just 6 hours:** Sapphire's unique and patented Glide-On™ Cassette® balcony system, enables the installation of fully assembled balconies in rapid times and with improved safety compared with the traditional bolt-on balcony approach. The current record stands at 34 balconies installed in just 6 hours at Pomona Wharf, Manchester.

## CABS 3D balcony configurator

Developed by Sapphire CABS is a unique, free to use balcony configurator. This clever tool guides you sequentially through various decisions to specify the style and structure of your balcony. In as little as 15 clicks you can create a bespoke balcony model, which you can then receive as:

- 3D BIM compatible objects
- 2D CAD drawings
- Dimensioned PDF drawings
- Rendered CGI graphics
- NBS style specification



 Rigid.Ready.Right.



Sapphire Balconies Limited 11 Arkwright Road Reading RG2 0LU  
0344 88 00 553 | [sales@sapphire.eu.com](mailto:sales@sapphire.eu.com) | [www.sapphire.eu.com](http://www.sapphire.eu.com)