



# Quality Alert

## DDA Doc M Fixing Failure

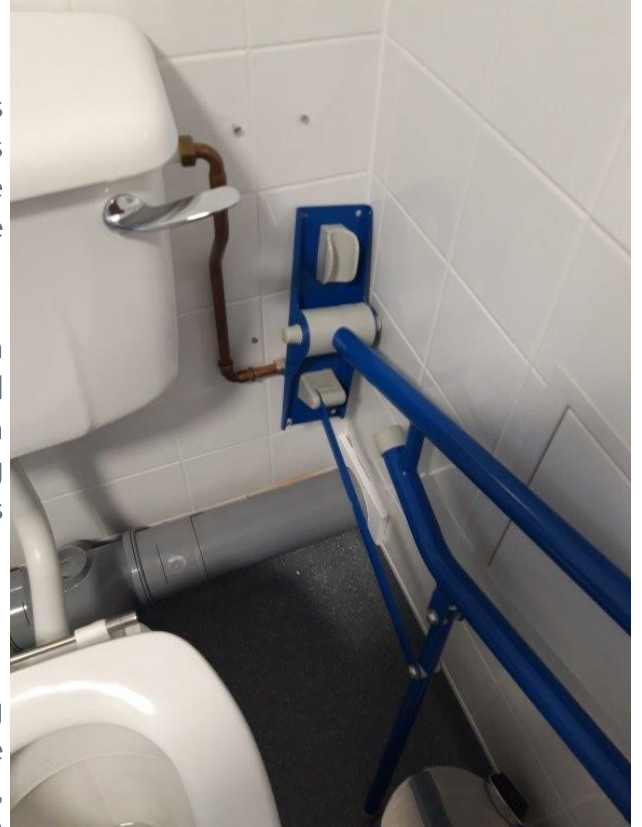
A Doc M pack disabled drop down handrail was installed with improper fixings resulting in the screws pulling through the fixing holes of the rail during use post handover causing the end user to fall with the potential of personal injury.

There were no fixings specified as part of the design and the manufacturers instructions did not detail fixing type or size required due to the unknown make up of the substrate. The only fixing recommendation within the manufacturers instructions were the fixings should be stainless steel.

### Learning

Fixings of DDA components, especially those needing to support the weight of a person, need to be specified by either the manufacturer of the product, or by the project designers. The lack of fixing specification was not picked up by the project team or the subcontractor, resulting in the wrong fixing being used with too smaller head.

All future projects must ensure that the required details are provided and not to proceed without investigation and confirmation.



This advice should be used, where the above is applicable. It is absolutely imperative, that the substrate is structurally sound to retain the rail when any loading is applied. Discuss with your team referencing the below points:

- The substrate has minimal to zero flexing, (tiled or IPS walls will incur damage if flexing takes place)
- The substrate is of sufficient depth to retain the fixing length. If the fixings are not specified, change the product for one that does specify the fixings in a given substrate or have the fixings calculated by the manufacturer of the rail or a fixing.
- Where raw plugs are used along with a specified fixing, a pull out test is recommended.
- A sample wall would confirm if the installation will work
- When checking the rails for compliance, a greater proportion of your weight need to be applied.



*Everyone has the right to be*

**100% Safe**