

Promenaid FAQ Help Sheet

GENERAL

1. Where is Promenaid made?

Promenaid handrails, grab bars, and components are manufactured in North America.

2. What materials are used?

Handrails and main accessories are made from aluminium.

SPROCKETLOCK™ SYSTEM

3. What is Sprocketlock™?

A patented locking system that allows handrails, grab bars, and guardrails to be adjusted and securely fixed at almost any angle—even on uneven surfaces.

Key features:

- 360° Pivoting: Interlocking teeth and a central sprocket allow full rotation with 90 locking positions.
- Simple adjustment: No precise angle measurements required—adjust and lock with an Allen key.
- Versatility: Smooth transitions between flat, angled, and vertical sections.

INSTALLATION & ASSEMBLY

4. How do I cut the rail?

Use a drop saw with an aluminium blade. A hacksaw can also be used.

5. How do I connect bends to rails?

Use a Channelgrip Connector (sold in packs with fasteners).

6. How far apart should wall brackets be?

Maximum spacing is 1.2 m.

7. What is the bracket load capacity?

255 kg.

8. Are fasteners included?

Yes, accessories include fasteners. Wall brackets include lag bolts for timber. Use appropriate fixings for other materials.

9. How do I join two rails?

Use a Promenaid Splice Kit for straight connections.

10. Can I increase the gap between the wall and rail?

Yes;

Spacer: +12.7 mm

Collar: +25 mm

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11. Can I mount handrails on glass?

Yes, using our Glass Mounting Kit (glass must be pre-drilled by a supplier).

OUTDOOR & WET USE

12. Can Promenaid be used outdoors?

Yes—anodized finishes (Silver and Satin Black) are weather-resistant and suitable for indoor and outdoor use.

13. Can it be used in showers or baths?

Yes—anodized finishes and hardware are rust-proof and suitable for wet environments.

14. What is anodized aluminium?

A treated aluminium surface that is highly resistant to scratches and corrosion.

Note: TrueWood rails are recommended for indoor use only.

DESIGN & CUSTOMISATION

15. What bend angles are available?

5°, 14°, 32°, and 90°.

16. What if I need a custom angle?

Combine bends to create nearly any angle. <https://www.youtube.com/watch?v=ptOTktWJ-hA>

MEASUREMENTS & COMPLIANCE

17. How do I measure stairs for handrails?

Guides are available at: <https://psp.co.nz/products/promenaid>

18. What is the correct handrail height?

Stairs: 900–1000 mm above pitch line

Residential landings/balconies: minimum 1000 mm

Commercial landings/balconies: minimum 1100 mm

CHANNELUX™ LED LIGHTING

19. How are LED modules installed?

Modules fit flush inside the rail channel and connect in a daisy chain.

20. Are they waterproof?

Yes suitable for indoor and outdoor use.

21. Can I install them myself?

Modules (24V) are DIY-friendly. A licensed electrician may be required for concealed power supplies.

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CHANNELUX™ LED LIGHTING (CONTINUED)

22. How many modules should I use?

3 modules ≈ brightness of one 60W bulb

Space modules ~1.2 m apart for even lighting

Use fewer for accent lighting

23. How are they powered?

24VDC drivers (24W, 40W, 60W, 100W).

Each module uses 2W.

Up to 48 modules can run on a 100W driver.

24. How are they controlled?

Standard wall switch (basic)

Dimmable driver + compatible dimmer

Smart dimmers (Google Home, Alexa, Apple HomeKit compatible)

OTHER

25. Can I still buy the original Promenaid system?

Yes — contact your local PSP office for availability.

Auckland

320 Rosedale Road
Albany

P. 09 415 2800

E. aucklandsales@psp.co.nz

Hours: Mon–Fri 08:00 – 17:00

Christchurch

23 William Lewis Drive
Christchurch

P. 03 341 0248

E. christchurchsales@psp.co.nz

Hours: Mon–Fri 08:00 – 17:00

Wellington

61 Seaview Rd
Seaview, Wellington

P. 04 568 7180

E. wellingtonsales@psp.co.nz

Hours: Mon–Fri 08:00 – 17:00

Hamilton

43 McKee St
Pukete, Hamilton

P. 07 850 6280

E. hamiltonsales@psp.co.nz

Hours: Mon–Fri 08:00 – 17:00