

## Glass showers important info & terms

### LEAD TIMES

Our custom glass showers usually take around 3-4 weeks from measure, acceptance of the quote, confirmation of design and payment of the deposit to installation (this can be longer for some designs and hardware choices).

### DELAYS

All the lead times and dates we offer are provisional and subject to change due to unforeseen circumstances. Such as manufacturing delays, quality control, staff shortages or breakages etc.

### PAYMENT

We ask for a £50 survey deposit (this comes off the final bill). Then following the survey & final quote we request a 50% deposit, with the remaining 50% balance due on completion.

### WATER TIGHTNESS

Frameless glass showers are not designed to be 100% water tight. If water is directed at the door seals, hinges or bottom of the door some water seepage will occur. We advise using an under-door threshold strip as well as standard seals. This provides a lip under the door to help stop water escape, however if the water isn't draining quickly or there is excessive splashing then some seepage may occur. All frameless showers will have a small amount of water escape, this is treated as normal and not a fault.

### GLASS SHAPING

Our frameless showers can be shaped to accommodate sloping ceilings (roof spaces/loft conversions) and out of plumb walls and floors, cut-outs can be added for dwarf walls, ceiling beams or other items.

### HARDWARE

3D visual & full parts list can be provided for approval should you wish to proceed

### SHOWER SUPPORT

Depending on the layout and size of the shower screen or enclosure, a stabilising support bar or corner brace may be required, alternatively for minimal use of hardware we can use UV bonded glass header supports (depending on the design) we can offer advice on these options for individual shower designs.

If you have requested or we have suggested the following:

**Corner brace support, please note:** The panel will be fixed safely and securely, however there will still be some movement. Other more rigid support bars may be suitable, but will have a less minimal appearance.

**No support, please note:** The panel will be fixed securely, however there will be some movement. To eliminate this a support will need to be added.

### ACCEPTABLE GLASS DEFECTS

All glass, when fabricated, may have hairline scratches, marks or other imperfections noticeable at close range. "Acceptable defects" are those that are not visible when the glass is viewed in a vertical position from 3m under normal lighting. We cannot be held responsible for any damage occurring after the installation. Please report any damage within 3 days.

### GUARANTEE

Our guarantee is 12 months for the installation and 5 years for the product. This does not include damage or breakage following installation, general wear and tear or any issues caused due to lack of maintenance. Maintenance includes replacing silicone if it comes loose leaving gaps for water ingress, as well as checking hardware is secure and in working order.

### CLEANING AND CARE

Glass showers can be cleaned using a squeegee, glass or surface cleaner and a cloth or tissue. No abrasive cleaners should be used. Silicone should be checked and replaced if coming away or gaps appear over time.