



Product & Warranty Agreement

3 year limited warranty

A 3 year limited warranty is extended to our customers starting from the date of installation. If an issue arises during the stated warranty period, Affordable Frameless Shower Door Inc. will honor the below warranty at no cost to the original purchaser.

If you purchased an EnduroShield Glass Treatment during tempering, the warranty for this product is handled directly by EnduroShield and not by Affordable Frameless Shower Door Inc. and you will need to register your order with EnduroShield to activate.

What's Included

- Fixed and stationary panels are warrantied against water leakage. *See below regarding swinging/sliding/movable frameless panels and doors.
- Service calls to adjust the improper function of sliding or swinging panels; including binding or closing issues and roller adjustments. For frameless doors hinged off fixed panels you may experience a small flex to your glass, this is normal because there is no frame around the glass and is not considered a warranty or improper installation issue.
- Hardware finish and function; premature flaking of hardware finishes in chrome, matte black, oil rubbed bronze, brushed nickel are covered and will be replaced at no charge. Avoid abrasive cleaning products on your hardware, if used this will void the warranty, refer to our recommended care instruction. *See below regarding clear coated brass and copper hardware finishes
- Polycarbonates; polycarbonate pieces are warrantied for the first 90 days. Replacement pieces are available for purchase online or at our showroom.

What's Not Included

- *Leakage from a frameless swinging/sliding/movable panel. It's crucial to recognize that our frameless shower doors, which can be swinging or sliding, as well as movable transom panels, are not engineered to be waterproof against direct streams of water. Consequently, leaks can occur on these movable parts and are not covered under warranty. This distinction is important for setting the right expectations regarding the performance and limitations of frameless units. It's worth noting that when significant leaks occur it's often due to a shower that is curbless or the pitch of the curb is backwards. We are not responsible for leakage that is a result of an improper curb installation.
- *Clear coated brass and copper hardware finishes are not covered under warranty as minerals can cause tarnish or discoloration to these special color hardware finishes.
- Damage or wear due to use beyond or different from the units intended purpose. This includes but is not limited to; glass breakage by negligence, misuse, abuse, or accidents including scratches to glass.
- Spotting on the glass or hardware from soap scum build up, mold, mildew or bacteria. These are typically due to conditions within the home environment and, as such, fall outside our warranty coverage. It is the responsibility of the customer to keep their unit clean. EnduroShield Glass Treatment products are covered under their warranty, not by Affordable Frameless Shower Door Inc.
- Silicone; to create a seal from your tile to your fixed and/or stationary panels silicone is used. Issues such as mold, mildew and bacteria growth under or on the silicone are typically due to conditions within the home environment and, as such, fall outside our warranty coverage. It is the responsibility of the customer to keep their unit clean.

Glass Dynamics

It's important to understand that, due to the nature of frameless designs, a slight flex in the glass panels is normal and expected. This flexibility is intentionally designed to reduce stress on the glass, ensuring its longevity and safety. This characteristic does not compromise the enclosure's strength or safety and is not considered a warranty or improper installation issue.

Our tempering plant follows the ASTM Standards (American Society for Testing and Materials). Tempered and Heat Treated glass is not as flat as Annealed glasses. The overall bow and warpage tolerances depend on such factors as glass thickness, width, length, and other variables. The larger the panel the more likely it will have a visible bow. If bowing or warpage occurs in your glass this is not considered a warranty or defected panel.

Order Process

Units are fabricated to your specific project needs and are non-refundable. Your order is put into production when your 50% deposit is paid. We are not able to make changes to the glass type, thickness, unit size, hardware selection or add EnduroShield coating during production. Final payment is due the day installation is complete. For customers who do not provide a method of payment for a deposit and wish to pay directly online, payment will be due in full before production begins. We do not offer net terms. In the event a check is returned by the bank for insufficient funds a \$25.00 NSF fee will be assessed. Attempted credit card chargebacks and stop payments placed on checks for non-fraudulent transactions will be subject to investigation and to the fullest extent of the law. By providing payment for your order you signify acceptance of our warranty, order and installation terms.

Installation Process

Once fabrication of your unit is completed our Scheduling department will reach out with your installation date and arrival time. The process of fabricating tempered glass and potential back order of specialty hardware by the manufacturer can cause delays. When planning your project, please keep this in mind. Unfortunately, we cannot offer refunds or discounts for such delays, as they are often beyond our control.

- **Removals;** our installers will exercise caution when removing the existing shower enclosure. However, we are not responsible for damage that may occur to the shower walls, pan, tub, sink, counter, or loose tiles during the removal. We are not responsible to fix any tile that may have become discolored under the tracks of the previous shower door. Exposed holes from where the previous unit existed will be filled with clear silicone only, we will not color match grout.
- **Glass Tiles;** due to the fragile nature of glass tile, cracking and breakage can, and often does occur during the installation process. In addition, as a result of the substantial vertical and lateral loads placed on the tile surface when supporting heavy frameless glass, cracking can occur days and even weeks later. There is no warranty for glass tile damage of any kind.

Our installers must follow strict safety guidelines, which include wearing proper footwear to prevent accidents on the job site. Because of this, we cannot accommodate requests to work without shoes or to wear protective booties over them while handling glass materials. This policy ensures we can safely deliver and install your unit without risking injury.

Easy-to-Follow Cleaning Guide for Your Shower Enclosure

Keeping Your Hardware Sparkling:

To ensure your shower hardware stays looking as good as new, it's crucial to give it the right care. Without regular maintenance, the hardware may not last as long as it should. The simplest and most effective method to keep the hardware's finish in top condition is to dry it off with a towel after each shower. This step prevents the buildup of mineral deposits that could later require cleaning with a soap solution.

If drying after every use isn't possible, aim for a weekly clean-up. For this, use a gentle mix of mild liquid soap with warm water. Just a few drops of soap in a cup of water will do. Then, with a soft cloth that won't scratch the surface, clean the hardware gently. Once cleaned, rinse it well with more warm water and dry it off.

Important Caution:

Avoid abrasive cleaners entirely. The hardware is often coated with a clear lacquer that's sensitive to strong chemicals and rough cleaning tools. Using such products can cause irreversible damage.

Shower Glass Care:

Maintaining the glass is equally important to ensure your unit remains pristine. Left unattended, glass can get cloudy with water spots and mineral deposits over time. A daily squeegee routine after using the shower is the

best defense against such water spots. It's a small effort that can significantly reduce the need for more intensive cleaning later.

For a deeper clean, a homemade solution of half white vinegar and half water is both safe and effective. It won't damage any special coatings on the glass or affect the hardware's finish.

Your Investment Deserves Care:

By choosing a high-quality shower enclosure, you've added value to your home. Following these straightforward cleaning tips will help protect your investment, ensuring the hardware and glass continue to serve you well for years to come.