



Willow-Ridge Glass, Inc.

Limited Warranty

Shower Doors & Enclosures

All Shower Doors & Enclosures installed by Willow-Ridge Glass, Inc. carry a (1) year limited labor warranty. No information or advice given by Willow-Ridge Glass, Inc. employees will in any way increase the scope or duration of this warranty. This warranty is effective for (1) year from the date of installation and or purchase.

This warranty covers leaks, defective glass, defective or discolored hardware and all workmanship. In the even that the product fails within the (1) year warranty period, Willow-Ridge Glass, Inc. will take action to repair or replace the defective item and resolve the issue.

Willow-Ridge Glass, Inc. specifically does **NOT** warrant against the following:

- Mold and or mildew that forms around the caulk. We use a mildew resistant silicone to try to prevent this, but ultimately it is up to the owner of the shower enclosure to ensure proper ventilation, maintenance and care.
- Water spots that may become permanently etched into the glass. (Unless the customer has purchased Guardian ShowerGuard Glass, in which case see Guardian's website for warranty claims.)

Willow-Ridge Glass, Inc. reserves the sole right to inspect all defective enclosures and determine whether any condition exists, which would void the warranty.

The warranty will be **VOID** if the shower enclosure is:

- Broken or scratched due to negligence by the owner or any other contractors that may be performing work where the enclosure is installed.
- Improperly repaired by someone other than Willow-Ridge Glass, Inc.
- Exposed to materials or solutions such as, but not limited to, cleaning products that may contain abrasives or any other solution that can react with the shower hardware, glass or vinyl.

All warranty claims must be made to Willow-Ridge Glass, Inc. as soon as the defective condition is noticed. This warranty applies only to the original owner and is non-transferable. Proof of original purchase may be required before services are rendered.

GENERAL: Your Semi-Frameless or Frameless Shower Door or Enclosure carries a (1) year warranty for labor; meaning that the door is aligned properly and operates as intended; Semi-Frameless Doors & Enclosures are composed of 3/16 or 1/4" thick glass, Frameless Doors & Enclosures are composed of 3/8" or 1/2" thick "Heavy" glass. Often with "Heavy" glass it is required to push the door into the shower area, in order to allow the bottom seal to clear the threshold, before opening out. The (1) year warranty will cover any adjustments in hinge alignment, panel alignment or similar as needed to either type of door or enclosure.

CAULKING/SILICONE SEALANT: CRL Mildew Resistant Clear 33S Silicone Sealant; designed for use for glazing industry- safe for use in living spaces (i.e. Indoors). It is a one component, room temperature curing, acetic cure, 100% silicone elastomer that does not require the addition of activators, stabilizers, or catalysts to achieve optimum performance. As all silicones required for use with glazing applications, flexibility is required. 33S is warrantied to stay flexible for at least ten years. Mildew resistant product - does not prevent mildew growth, but will reduce and resist growth. In a shower area, as with any caulking product, a proper cleaning agent and proper ventilation is required for use to prohibit mildew growth. Mildew will grow in any environment, which is damp and not properly ventilated. Caulking which has become stained in any fashion is not a warrantee item as this is a situation that is not due to the product nor application, but rather an environmental factor and not able to be controlled by anyone other than the user. Enclosure will carry a (1) year silicone seal warrantee against leaking. If seal has broken due to misuse, gouging or other environmentally related abuse warrantee would be void.

POLYCARBONATE (PLASTIC) STRIPS: Frameless Doors and Enclosures are installed with use of polycarbonate strips along the perimeter of any operating parts of the enclosure. This includes the door area and the transom area (if applicable) These strips are used to help keep water in the shower area. Your enclosure is not a fish tank and is not designed to hold water; its purpose is to deflect water into the shower location. Please remember, unlike the framed doors of the past, your frameless door is a European styled door with minimal use of metal (i.e. jambs etc.). The European bath's, for which the frameless door is styled after, feature a drain not only in the shower area, but also feature a drain outside of the shower as well- so situations such as water over spray are not a concern of theirs. However, they are a concern to us and thus we make use of the polycarbonate strips. **The strips are a maintenance item and will eventually need replacement. We warrantee the installation of the strips for a period of (1) year from installation, after which the replacement is a service charge.**

***NOTE:** The Polycarbonate Strips are attached to the edge of the glass by use of an adhesive tape manufactured by the 3M company. 3M states that this adhesive has a cure time of 72 hours (3 days). Failure to comply with this cure time could result in the Strips falling off prematurely! If possible, please wait the recommended cure time.*

HINGE VOIDS: Water that is aimed directly at operating parts of the enclosure, such as door area or operating transoms, will cause water to escape the enclosure. Door and transom hinges have voids, on certain styles, which are required to allow for proper operation. To seal these voids completely would cause the door or transom to bind when attempting to operate or possibly damage the hinge.

TOWEL BARS & HANDLES AS GRAB BARS: The towel bars and handles on your shower door or enclosure are installed through holes that have been drilled through the glass. It is because of this that you **DO NOT** want to use either of them to support your weight. This can cause the glass to shatter. Glass breakage from misuse of towel bars and handles is **NOT** covered under warranty.

GLASS BREAKAGE: Although generally unlikely, As with any glass product, there is no warranty against glass breakage. Your glass is tempered safety glass, as required by government code - it is stronger than regular annealed glass and if it should break, it will break into smaller, less dangerous pieces rather than large shards. Please keep in mind that all glass products should be treated with extreme care! Do not allow children to operate enclosures in a "rough" or awkward fashion, as this can be dangerous! Parents please supervise children when operating enclosures! We cannot be responsible for damage caused by everyday use or by accidents beyond our control.

GLASS HAS BEEN THOROUGHLY EXAMINED FOR DEFECTS, INCLUDING: SCRATCHES, CHIPS OR BURN MARKS (A POSSIBLE RESULT OF TEMPERING PROCESS). All glass contains various types of flaws or blemishes, which may be visible to the naked eye. This is unavoidable - even the finest raw materials contain minor flaws. The federal government mandates that no defects should be visible in the glass when it is viewed horizontally or vertically from 11 feet away under normal lighting. All of our glass meets these standards.