

TITAN Tempered Mirrors 5-Year Limited Warranty

Dreamwalls TITAN Tempered Mirrors, proudly manufactured in North Carolina, come with a 5-year limited warranty. This warranty is extended solely to the original purchaser of the new, unused product and applies only to mirrors installed within the United States or Canada.

These mirrors are guaranteed to meet the safety criteria of ANSI Z97.1 and CPSC 16 CFR 1201. They also comply with the quality and strength specifications outlined in ASTM C1036 and ASTM C1048 for Heat-Treated Flat Glass: Kind Fully Tempered.

Characteristics of Tempered Mirrors

Tempered glass is used in mirror manufacturing primarily for safety. Due to the nature of the tempering process, tempered mirrors may not meet the same visual quality standards as annealed mirrors. Potential surface blemishes, such as scratches and rubs, may occur because the glass is tempered before the silvering process. These blemishes can appear on both the face and the silvered surfaces of the mirror.

Silver overspray on the edges of tempered, polished-edge mirrors is typical due to the production process: the glass is edged before tempering, with silvering as the final step. Additionally, tempered glass can exhibit increased levels of distortion, including bowing or warping, resulting from the energy trapped during tempering. This visual distortion may be further amplified by the application of the silver reflective coating.

Quality Considerations

If the visual quality of a safety product is a critical factor, we recommend considering laminated mirrors or annealed mirrors with Category II Vinyl Backing.

Warranty Coverage

This warranty guarantees against significant defects in the silver film which substantively affect the mirror's appearance for a period of 5 years from the date of purchase, provided that the mirror is properly installed in a suitable environment, using compatible glazing materials, and maintained correctly. Proper maintenance includes using appropriate cleaning materials.

Warranty Limitations and Exclusions

The glass we use to make tempered mirrors is supplied by primary glass manufacturers in compliance with ASTM C1036 specifications and selected for mirrors. The mirrors are manufactured in accordance with ASTM C1503. Inherent in the float glass process are some small gaseous inclusions and minor abrasions. Occasional small "bubbles" and hairlines are, therefore, perfectly normal and acceptable under these Standards and should be virtually unnoticeable from a normal viewing distance.

The tempered mirrors must be installed according to industry-accepted glazing processes and with commercially acceptable glazing materials. This limited warranty does not cover:

- Any characteristics inherent in the tempered mirror manufacturing process, as described above.
- Deterioration caused by contaminants attacking the silver layer at an exposed edge.
- Scratches, chips, water spots, or breakage.

- Damage to the edges.
- Costs associated with removal or reinstallation.
- Damage resulting from improper use, storage, shipping, handling, installation, or modification.
- Damage due to natural disasters or other uncontrollable events.
- Mirror that has been subject to standing water or other liquids.
- Mirror that has been fitted with any type of solar control film applied to the glass surface.
- Installations in high-moisture environments including, but not limited to, swimming pool enclosures, bath enclosures, watercraft, greenhouses, commercial refrigeration products, etc.
- Installations in high-vibration environments including, but not limited to, motor vehicles and trailers.
- Outdoor, unusual, or exotic installations.
- Material that has not been paid for in full or has been discarded or destroyed.

In the event of a warranty claim, Dreamwalls, at its discretion, will either:

1. Repair the mirror,
2. Replace the mirror (F.O.B Dreamwalls' plant), or
3. Refund the purchase price.

All claims must be submitted in writing to Dreamwalls and must include proof of purchase.

Installation and Maintenance Guidelines

- Do not install mirrors on unpainted plaster, drywall, or cement walls, as lime can leach through the mirror backing.
- Avoid installing mirrors on newly painted walls as solvents can soften the mirror backing.
- Ensure adequate air space between the mirror and the supporting wall or surface.
- In wet areas such as bathrooms and kitchens, install mirrors off the bases to prevent water pooling at the bottom edge.

Additional Terms

Dreamwalls reserves the right to inspect the product and conduct its own tests to determine the cause of any defect. Dreamwalls shall not be liable for any special, consequential, or incidental damages arising from the use or application of its tempered mirror products.

Any replacement mirrors provided under a warranty claim are covered only until the expiration of the original warranty period for the replaced mirror.