

Frequently Asked Questions

HERMITAGE BATH

For product support, please email: steven@hermitagebath.com

1. Is the surface of the glass resistant to spots and stains due to spot guard treatment?

The glass surface features an easy-clean coating, which prevents liquid from adhering to it, thereby achieving anti-stain performance.

Tip: Screen-printed glass does not come with an easy-clean coating. This applies to the following models: HB7151C-7660SV, HB7151C-7660BL, HBSD7151CB-7660MB, HB7051C-7660BL, HB7051C-7660SV, HB7051C-7660BN, HB7051C-7660G, HBSS1010A-3472MB, HBSS1010B-3472MB, HBSS1010C-3472MB

2. Is this compatible with fiberglass bathtub walls?

Yes, our products are compatible with most of the bathtubs available on the market.

3. Are the 2 doors sliding or just 1?

The 2 doors are sliding.

Tip: Models HBS-7051BN, HBS-7051MB, HBS-7051SV, H7051-6060BN, H7051-6060MB, and H7051-6060SV are single sliding doors. Models HBSS1010A-3472MB, HBSS1010B-3472MB, HBSS1010C-3472MB are shower panels.

4. Is water leakage an issue with this door?

No one has said this problem yet.

5. Are there PFAs added to this product?

Although this product does not contain PFA, it offers excellent isolation effectiveness, making it a highly cost-effective choice.

6. Does the tub and shower doors come frosted glass?

Our bathtubs and shower doors are made from transparent tempered glass, not frosted glass.

7. Do you offer installation service, and what's the cost?

We sincerely apologize, but we do not offer on-site installation services.

8. Is this easy to DIY?

It's easy if you have extensive cutting experience, otherwise we recommend hiring a professional.

9. What is the most critical step during installation?

Ensuring the frame/track is perfectly level and plumb. This is the foundation of the entire installation. Even a slight misalignment can cause improper door operation, accelerated wear on rollers, or poor sealing.

10.What preparations are needed before installation?

Before installation, please ensure:

- Floor & wall surfaces are fully completed: Tiles, flooring, and the bathtub must be installed and fully cured.
 - Surfaces are level and plumb: Use a spirit level and plumb line to check. Uneven surfaces may cause installation issues, poor sealing, or even glass stress fractures.
 - Sufficient clearance is available: Ensure there is enough space for the door to open smoothly without hitting obstacles like toilets or vanities.
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11.Why doesn't the door close properly or feel shaky after installation?

- Poor sealing: Often caused by an unlevel frame, preventing magnets or seals from engaging correctly. Debris in the track may also be the culprit.
 - Shakiness: Loose mounting screws or insufficient wall stability can cause movement. Check all connection points for tightness.
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