

Frequently Asked Questions

For product support, please contact us at: ☎ +1 (833) 853-8808

✉ pax@taimeibath.com.

1. What material is the mirror made of? Is it tempered glass?

Answer: Yes, this mirror is made of tempered glass.

2. Can this mirror be mounted horizontally?

Answer: Yes, it can be mounted either horizontally or vertically. The package includes two swivel hinges, allowing you to choose the installation orientation based on your preference.

3. Does the mirror have shatterproof or explosion proof features for safety?

Answer: Yes. For your safety, our mirrors are made with 4mm tempered glass, which is much stronger than regular glass. Even in the rare event of breakage it will not form sharp shards, greatly reducing the risk of injury.

4. Is the reflection distortion-free? Will the image appear bent or warped?

Answer: No distortion. Our mirrors use high-quality 4mm tempered glass that undergoes precision polishing and strict flatness testing during production ensuring clear, true-to-life reflections without distortion.

5. Is this a framed mirror? What are the thicknesses of the mirror and frame?

Answer: No, this is a frameless mirror made of premium 4mm tempered glass for clarity and durability.

6. Can I order a custom size, or is it only available in standard sizes?

Answer: For custom sizes, please contact our customer service team at pax@taimeibath.com

7. Does the mirror come with an installation manual?

Answer: Yes. A PDF version of the installation manual is available on the product page, and a printed copy is included in the package for your convenience.

8. Can I hang this mirror in the bathroom? Will it rust in a high-humidity environment?

Answer: Yes, this mirror is suitable for bathroom use. The mirror surface is tempered glass, the frame is made of high-quality aluminum alloy, and the back panel is made of anodized aluminum for long-lasting rust resistance.

9. How to install this mirror? Does it come with mounting hardware, or do I need to buy my own?

Answer: Yes, the mirror comes with all necessary mounting hardware. The package includes two swivel hinges, four screws, four expansion bolts, and four airplane-style wall anchors — everything you need for easy installation.

10. Do I need to leave extra space around the mirror to allow it to rotate?

Answer: Yes. Please make sure there is at least 3 inches of clearance above and below the mirror to allow proper tilting.

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11. Is the hinge installation difficult? Anything special I should pay attention to?

Answer: When installing the hinges, make sure they are centered along one side of the mirror. The hinges are divided into left and right parts. When mounting, ensure the tension adjustment screw faces downward.

12. Does the mirror have to be mounted on wall studs, or can it be installed on drywall?

Answer: The mirror can be mounted on wooden studs using the included expansion screws. For drywall or wooden walls, airplane-style wall anchors are also provided.

13. Can this mirror be used in places other than the bathroom, such as a dining room or hallway?

Answer: Yes. This mirror's modern and elegant design makes it a great fit not only for bathrooms but also for dining rooms, living rooms, bedrooms, hallways, or entryways.

14. Is the packaging safe for shipping? I want to make sure it arrives intact.

Answer: Yes. Each mirror is packed with professional-grade, shatterproof packaging — thick foam padding and reinforced cardboard boxes — to ensure it arrives safely. In the rare case of shipping damage, we offer a worry-free replacement or refund service.

15. Are there specific drilling requirements for different wall types or thicknesses?

Answer: The drilling depth should always be 1½ inches. Depending on your wall condition:

Wall Thickness	Drill Hole Diameter	Installation Type
Over 3/8 in. to 1/2 in.	5/16 in.	Use expansion bolt
Under 3/8 in.	3/8 in.	Use airplane-style wall anchor

16. What is the rotation range of the mirror?

Answer: The adjustable angle varies depending on the installation orientation:

Size	Hinge Position	Rotation Angle
20 in. W x 30 in. H	Long side	0°–6°
20 in. W x 30 in. H	Short side	0°–9°
24 in. W x 36 in. H	Long side	0°–5°
24 in. W x 36 in. H	Short side	0°–7°

17. How much does the mirror weigh?

Answer: Package weight varies by size:

Size	Weight(lb)
20 in. W x 30 in. H	8
24 in. W x 36 in. H	12

18. What is the total shipping weight?

Answer: To protect the product, the mirror and hinges are shipped in separate packages.

Size	Mirror Package Weight (lb)	Hinge Package Weight (lb)
20 in. W x 30 in. H	11	0.75
24 in. W x 36 in. H	16	0.75

19. Does the mirror come with a warranty?

Answer: Yes, warranty periods vary by product line:

Product line	Warranty Period
LED Vanity Mirror	2-year limited warranty from date of purchase
Framed Mirror	2-year limited warranty from date of purchase
Medicine Cabinet	2-year limited warranty from date of purchase
Shower Door	3-year limited warranty from date of purchase
Tub Door	3-year limited warranty from date of purchase

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