

Frequently Asked Questions

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

✉ pax@taimeibath.com.

1. What sizes are available?

Answer: Our mirrors are available in multiple sizes to suit different spaces. The smallest size is 24"W x 36"H and the largest is 48"W x 36"H.

2. What are the mounting options?

Answer: All sizes support both horizontal and vertical mounting orientations, providing flexible installation options for different bathroom layouts.

3. How is the design and durability?

Answer: All mirrors feature a super-slim 1.1-inch profile with safe tempered glass that's moisture resistant, durable, and easy to clean. The LEDs are fully enclosed with anti-leak protection.

4. What special features are included?

Answer: All models include: energy-efficient LEDs (30,000+ hours lifespan) with adjustable color temperature (3000K-6500K, 90+ CRI); a manual on/off defogging function; and touch controls with memory function.

5. Where is the power cord connected on the back of the mirror?

Answer: The power cord is connected on the lower right for models under 48" wide and centered for models 48" wide.

6. What are the power requirements?

Answer: All models require 110-120V AC input with 12V output.

7. How should I clean the mirror?

Answer: Clean with mild soapy water and a soft cloth, avoiding abrasive materials or strong chemicals. For detailed instructions, refer to the product's Use and Care Manual.

8. What are the safety certifications and warranty?

Answer: All sizes are fully ETL & cETL certified for safety and come with a 2-year limited warranty. If you have any questions, please contact our customer service team at pax@taimeibath.com.

9. Can the brightness be controlled with a standard wall dimmer switch or by plugging into an outlet?

Answer: Yes, this mirror offers dual compatibility. It can be hardwired to a standard wall dimmer switch for integrated brightness control (professional installation recommended), or simply plugged into a standard electrical outlet for convenient operation.

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

Answer: Custom sizes are available. If you have any questions, please contact our customer service team at pax@taimeibath.com.

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11: What are the specific dimensions and other information?

Answer:

Size	Product Width (inch)	Product Height (inch)	Product Thickness (inch)	Product Plate (inch)
24 in. x 36 in.	24	35 3/4	1 1/16	1
30 in. x36 in.	30	35 3/4	1 1/16	1
36 in. x36 in.	35 3/4	35 3/4	1 1/16	1
42 in. x36 in.	42	35 3/4	1 1/16	1
48 in. x36 in.	48	35 3/4	1 1/16	1

12: What are the product's net weight and gross weight (including packaging)?v

Answer:

Size	Product Net Weight	Product Gross Weight (including packaging)
24 in. x 36 in.	16	21
30 in. x36 in.	19	25
36 in. x36 in.	22	30
42 in. x36 in.	26	33
48 in. x36 in.	29	41

12: What is the lumen output for each model?

Answer:

Size	24 in. x 36 in.	30 in. x 36 in.	36 in. x 36 in.	42 in. x 36 in.	48 in. x 36 in.
Lumen Output	2240-2470lm	2500-2760lm	2770-3050lm	3030-3340lm	3300-3630lm