

## Frequently Asked Questions

For product support, please contact us at: ☎ +1 (833) 853-8808  
✉ [pax@taimeibath.com](mailto:pax@taimeibath.com).

### 1. What sizes are available?

**Answer:** Our mirrors are available in multiple sizes to suit different spaces. The smallest size is 20"W x 30"H, and the largest is 72"W x 36"H.

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### 2. What are the mounting options?

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

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### 3. How is the design and durability?

**Answer:** All mirrors feature a super-slim 1.1-inch profile with safe tempered glass that is moisture resistant, durable, and easy to clean. The glass thickness is 3.2mm (approx. 1/8") for widths under 48 inches, and 4mm (approx. 5/32") for widths over 48 inches. The LEDs are fully enclosed with leak-proof protection.

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### 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.

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### 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" and above.

### 6. What are the power requirements?

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

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### 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.

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### 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.

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### 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](mailto:pax@taimeibath.com).

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### 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](mailto:pax@taimeibath.com).

# TaiMei

11: What are the specific dimensions and other information?

Answer:

Size	Product Width (inch)	Product Height (inch)	Product Thickness (inch)	Heating Plate Quantity
20 in. x 30 in.	20	35.8	1.1	1
24 in. x 36 in.	24	35.8	1.1	1
30 in. x 36 in.	30	35.8	1.1	1
36 in. x 36 in.	36	35.8	1.1	1
42 in. x 36 in.	42	35.8	1.1	1
48 in. x 36 in.	48	35.8	1.1	1
60 in. x 36 in.	60	35.8	1.1	2
72 in. x 36 in.	72	35.8	1.1	2

# TaiMei

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

Answer:

Size	Product Net Weight	Product Gross Weight (including packaging)
20 in. x 30 in.	9.9	23.2
24 in. x 36 in.	15	17.9
30 in. x 36 in.	16.8	19.4
36 in. x 36 in.	18.7	22.7
42 in. x 36 in.	26	33
48 in. x 36 in.	23.1	29.6
60 in. x 36 in.	24.7	32.6
72 in. x 36 in.	33.7	47.4

# TaiMei

13: What is the lumen output for each model?

Answer:

Size	Lumen Output
20 in. x 30 in.	1610-1700lm
24 in. x 36 in.	1970-2070lm
30 in. x 36 in.	2180-2290lm
36 in. x 36 in.	2390-2510lm
42 in. x 36 in.	2600-2730lm
48 in. x 36 in.	2810-2960lm
60 in. x 36 in.	3260-3420lm
72 in. x 36 in.	3680-3870lm