

## 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.

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### 2. 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.

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

**Answer:** Yes. Our mirror uses 3.2mm tempered glass, which is much stronger than ordinary glass. Even in rare cases of breakage, it will not form sharp shards, greatly reducing the risk of injury.

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### 4. Is the mirror distortion-free without bending or warping of reflections?

**Answer:** Yes. Made from premium 3.2mm tempered glass and polished with strict flatness testing, the mirror ensures true-to-life, clear, and distortion-free reflections.

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

**Answer:** Yes, it is a framed mirror. The mirror uses 3.2mm tempered glass for clarity and durability. The frame is about 1.3 inches thick and made of high quality aluminum alloy.

### 6. Can the mirror be mounted horizontally?

**Answer:** Yes. Four pre-installed hooks allow both vertical and horizontal installation.

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### 7. How do I install this mirror? Does it come with hardware, or do I need to prepare it myself?

**Answer:** The mirror comes with installation hardware. The package includes four pre-installed hooks on the back panel, two screws, two expansion bolts, and two wing-shaped wall anchors for easy setup.

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### 12. Is this mirror only for bathrooms, or can I hang it elsewhere?

**Answer:** This mirror is versatile. Its modern and elegant design makes it perfect not only for bathrooms but also for dining rooms, living rooms, bedrooms, hallways, and entryways, etc.

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### 9. Does the mirror have a raised edge or is it flush with the frame?

**Answer:** It has a slightly raised edge. The mirror and frame are almost flush, but this design protects the glass and enhances the overall look.

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### 10. Does the mirror need to be fixed to wall studs, or can it be hung on drywall?

**Answer:** It can be installed on wall studs using the included screws. For drywall or wooden walls, we provide airplane-shaped anchors for safe installation.

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## 11. Does it have a mounting bracket? If yes, is it adjustable?

**Answer:** Yes, it comes with a mounting bracket fixed to the back panel, but it cannot be adjusted or moved.

## 12. Does the mirror include an installation manual?

**Answer:** Yes. A PDF version is available on the product page, and a printed installation manual is included in the package.

## 13. Is the mirror packaged with shatterproof protection?

**Answer:** Yes. Each mirror is packed with thick foam and a reinforced carton for maximum shipping safety. In the rare case of shipping damage, we offer worry free replacements or returns.

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

**Answer:** Custom sizes are available. Please contact our customer service team at [pax@taimeibath.com](mailto:pax@taimeibath.com).

## 15. What is the package weight of the mirror?

**Answer:** Package weight varies by size:

Size	Weight(lb)
24 in. W x 30 in. H	14
30 in. W x 30 in. H	17
36 in. W x 30 in. H	20

## 16. What is the weight of the mirror?

**Answer:** Weight varies by size:

Size	Weight(lb)
24 in. W x 30 in. H	10
30 in. W x 30 in. H	12
36 in. W x 30 in. H	14

## 17. Does the mirror come with a warranty?

**Answer:** Yes, warranty periods vary by product line.

Product line	Warranty Period
Framed Mirror	2-year limited warranty from date of purchase
LED Vanity 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

## 18. What is the spacing between the mounting holes?

**Answer:** The spacing depends on the mirror size and installation method. For warranty support, please contact [pax@taimeibath.com](mailto:pax@taimeibath.com).

### Reference chart:

Size	Hole Spacing (in) (Width Installation)	Hole Spacing (in) (Height Installation)
24 in. W x 30 in. H	19.5	26.875
30 in. W x 30 in. H	25.5	26.875
36 in. W x 30 in. H	31.5	25.5