

Mirror Guidelines and Warranty

Guidelines for Allowable Standards in Custom Mirror Installation:

Mirror, a thing of beauty –but like a diamond, is not perfect. It hides its imperfections in many sparkling facets. To see them requires great magnification – but they are there, nonetheless.

A mirror, having only one facet, is many times larger. It's manmade – both the glass and the silvering. Because the glass is silvered, it magnifies and accentuates tiny flaws. Most cannot be seen at less than 10 degree angles or from more than two to three feet distance. This is the common industry standard of measurement for minute imperfections in the mirror. They take nothing away from the mirror's brilliance, beauty or life.

Allowances are also necessary for the off true conditions of walls that are to support the custom mirror installation. Often, walls can be made to seem true through the design and installation of mirror. However, some wall surfaces bow in and out many times from corner to corner and may require an installation tolerance of up to 3/16" out of plane for adjoining sheets of mirror. While every effort will be made to eliminate distortion of reflection, some may occur where bows and bellies on the wall are too great.

An important consideration in the installation of a wall of mirror is the allowance for motion in the walls. They expand, contract and vibrate with weather conditions, trains, planes, traffic, etc. Because they do, a maximum of 1/16" allowance is made where mirror joins mirror and up to 5/32" at ceilings and corners.

For insets, the edge of a radius top or special pattern cut should allow up to 3/16" between mirror and side walls. This allows for wall motion and permits the installer to make the installation without damage to mirror or sidewalls.

While clear mirror is normally thought to be without color, it is nonetheless, silvering on glass. The glass, when viewed from the edge of the mirror against white ceilings, could vary slightly in shade or color from sheet to sheet. Every effort will be made to match color tints as closely as possible.

We are concerned with quality and always strive to give the most satisfactory mirror installation. We use the best products available to us in mirror, tools, adhesives and hardware. Our experienced technicians are well trained in the latest techniques of custom design and installation.

Each custom mirror is subject to several inspections during design, cutting, fabricating, and installation. We invite your inspections too - but please let us know quickly, within the first 5 business days, of any imperfections that are beyond the allowable standards. You can find these standards in our [Quality Specifications](#) guide on our website. These quality specifications are based on the ASTM industry standard for mirror.

Warranty:

We offer a **Five (5) year** limited warranty from the delivery date against discoloring, clouding, spotting, or other silver film blemishes.

Customers should understand that we cannot be responsible for any defects in the mirror resulting from (i) improper usage, use of cleaners, solvents, acids, alkalis or any other chemicals on or around finished product; (ii) faulty building construction or design; (iii) glass breakage, whether spontaneous, accidental or from any other cause; Acts of God, including, but not limited to, hurricanes, flooding, earthquakes or other types of natural disasters and/or abnormal weather conditions; (iv) negligent acts or omissions, or the misuse or abuse of the product; (v) improper installation; (vi) failure to comply with our technical data sheets and other written instructions, applicable building codes and regulations, and standard industry practices; (vii) incompatibility with other coatings, sealants, gaskets, lubricants, insulation or any other materials; (viii) normal wear and tear due to usage; and/or (ix) scratches or abrasions to the product. This warranty will be null and void in the event that full payment is not received for goods and services within the agreed upon terms of sale.

This warranty does not cover qualities or characteristics which are considered acceptable under the *Quality Specifications* standard in effect at the time of purchase.

It isn't unusual for a customer to want to clean a newly installed wall mirror before the mastic that supports and adheres it to the wall has time to set up. The pressure applied to the mirror surface pushes and holds the mirror in a warped configuration, creating distortion that cannot be corrected without replacement of the mirror at the expense of the customer.

Northwestern Glass Fab's liability under this warranty shall be limited to replacement of the mirror(s), or at our option, to refund the original purchase price. We shall not be liable for cost of removal or installation of the mirror(s) or any other incidental cost incurred in connection with the mirror(s). This warranty is the only warranty made to any person by Northwestern Glass Fab. No person has any authority to alter this warranty.

Rev. 7-21-2020