

## **FREQUENTLY ASKED QUESTIONS**

### **How is a LiteMirror made?**

Our glassless mirrors are made from a highly reflective metalized film. The film is vacuum stretched around an aluminum frame to form a mirror. The raised lip of the frame provides an air space between the back of the film and the rigid foam core inside.

### **Does a LiteMirror weigh as much as a glass mirror?**

No, a glassless mirror is a fraction of the weight of a glass mirror. For example, a glassless mirror panel 48" x 72" x 1 1/4" weighs approximately 10 pounds and a glass mirror of the same size weighs approximately 72 pounds.

### **Will a LiteMirror break or shatter like glass?**

No, a glassless mirror has an inherent safety factor because of its soft surface and is light weight. However, if you were to hit it, you could puncture or tear the surface, but there will be no shards of broken glass.

### **Fire Rating Standards**

Our mirrors have been tested and evaluated by ASTM International. They are a not-for-profit organization that provides a forum for the development and publication of voluntary standards developing organizations in the world. They set the Standards for which other companies use.

Based upon the testing of our mirrors, the Flame Spread Index, calculated according to ASTM E84, meets Class A - Flame Spread Index 25 or less and Smoke Developed Index 85.

### **How is a LiteMirror cleaned? Are there any special maintenance requirements?**

Because the mass of the glassless mirror film is so little, the problem of static electricity attracting dust particles to its surface is practically non-existent. In a room that is free of cooking grease or smoke fumes, little cleaning is required. If a panel should get dirty, it can be cleaned by using a mild glass cleaner and a soft cloth to avoid scratching the surface. Do not use paper towels or tissues, which are usually abrasive. An interesting property of glassless mirrors is that they will not normally fog in high humidity areas such as bathrooms or swimming pools.

### **Does a LiteMirror panel have value as a thermal insulation?**

Yes, the polyurethane foam makes a glassless mirror panel a thermal insulator. The foam itself has an "R" value of 3.3 to 6.5 and the reflective quality of the film with its dead air space enhances this value.

### **Can a LiteMirror panel be used outdoors?**

Yes - it can be used outdoors, but we would need to know at the time of placing the order. Special considerations are made for outdoor mirrors, however they must be protected from windblown debris and bird strikes. Contact us for recommendations.

### **Can a LiteMirror be used as an optical or front surface mirror?**

Yes, a special grade of glassless mirror (94% reflectivity) is made specifically for use as front surface mirrors for optical purposes. These are available on special order (call for quote) and are most often used instead of glass when large size optical mirrors are required. We suggest that for optical applications, the projected image be contained within 1" of the edges of the glassless mirror surface to avoid minor image distortions that would be magnified in projection. Glassless mirror used for general purposes have a reflection of 85-86%.

### **Can a LiteMirror be decorated, painted on, etc.?**

Yes, a glassless mirror panel can be silkscreened or painted with acrylic paints for decorative effects or graphic treatments.

### Can a LiteMirror panel be cut or fitted on the job site?

No, each panel is a structural entity and cannot be cut in the field. Cut outs for HVAC and electrical can be made at the factory to your specifications, upon receipt of your drawings.

### Does a LiteMirror panels have an acoustical dampening property?

Yes, because of its structural nature, a glassless mirror panel tends to absorb sound rather than reflect it the way a hard polished surface material (such as glass) will. A glassless mirror panel has sound-absorbing properties which become stronger as the frequency (Hz) range grows higher, making the glassless mirror panel particularly effective for public gathering places and schools with high noise levels.

### What is the delivery time of an order?

Standard sizes are usually in stock and will often ship out same or next day. If your item is not in stock, we expect to ship within approximately 3 weeks.

Actual delivery times may vary, it may take 1- 4 days to arrive. We can arrange a specific delivery day if needed. For very large quantities, we will discuss the order and delivery time with you.

### How do I receive the freight?

Please inspect all boxes **before** accepting shipment and signing delivery receipt. If the box has visible damage, it must be shown to the driver immediately. That box should be opened, and contents inspected by both receiver and driver to ensure the mirrors are in pristine condition. **DO NOT ACCEPT IF DAMAGED.**

If the box looks like it is in good condition - kindly write "SUBJECT TO INSPECTION" on the delivery receipt. Contents of the boxes **MUST** be inspected within 24 hours of receipt. LiteMirror **MUST** be notified within that time frame for a claim to be made. Anything accepted and later discovered to be damaged, the customer is at loss and no claim can be made.

If you are receiving multiple boxes, inspect all and only accept the boxes in good condition. We will send replacements for the returned boxes.

All mirrors are packed and handmade to order.

### Damaged boxes should not be accepted. Deny delivery and we will resend.

NO MIRROR SHIPS with scratches, holes or marks. If there is any of these issues, it would be due to shipping or during the removal of the mirror from the box. Please read ALL INSTRUCTIONS prior to opening the box. LiteMirror is NOT responsible for the damages incurred by customer or by freight company so please inspect the boxes carefully prior to accepting shipment. This includes: Any scratches, holes, wrinkles or marks was incurred while opening the box. **Never drop the box**, do not lay it flat and **DO NOT USE** a knife. Open the **box lid entirely and lift it off. DO NOT DRAG BOX OUT OF SIDE.** *Lift off the lid entirely.*

Tracking information will be provided when it ships. Please check spam folder.

Have assistance when carrying boxes. Freight drivers are not allowed in homes.

LiteMirror will not be responsible for damages to the mirror during installation – this includes twisting or forcing the mirror.

### What is the thickness of the film?

The film is industry standard of 1.42mil.

### Limited Warranty

LiteMirror/Glassless Mirror Manufacturers Inc. will only accept returns due to manufacturing defects.

This warranty lasts for the period of 90 days from the date of sale.

**Terms & Conditions**

All customers must pay for mirrors at time of placing the order.

Returns will not be accepted unless authorized by Glassless Mirror Manufacturers, Inc. If mirror is damaged by freight carrier, refuse it, write a report and if possible, take pictures.

Mirrors must be returned in original packaging and in good condition. Customer will be charged a 25% restocking fee for stock size mirrors and must be shipped pre-paid freight. No return on custom size mirrors.

Glassless Mirror Manufacturers, Inc. will charge a 40% of list price to resurface mirrors.