

Barrier-free shower pan installations

Follow these steps for successful installations of our barrier-free shower bases:

- 1. Inspection:** when the product is received, inspect it for damages and proper drain location. The side of the box can be easily opened to view the base. If it is not possible to inspect when it is received be certain to inspect the base prior to taking to your customer's house and, preferably, before you "demo" the bathroom.
- 2. Drain cup:** the drain cup of the barrier-free pan will protrude or stick out beyond the bottom of the pan. An opening in the sub-floor (wood or concrete) must be provided so that this drain cup area does not come in contact with the sub-floor. Failure to do this will cause the drain area to be pushed up and water to not drain properly.
- 3. Levelling:** the most important step is to assure that the pan is installed so that it is level. If the bathroom floor is only slightly un-level (1/8" or less) the pan can be shimmed. Modified thin-set can also be used to both adhere the pan to the sub-floor and to level the pan when the floor is only slightly out of level. Three tubes of silicone adhesive, applied in large dollops or "piles", can be used in place of modified thin-set to chemically bond (glue) the pan to the subfloor. If the sub-floor is significantly out of level a liquid floor leveler should be used. The pan will also be mechanically anchored by screws that are driven through the nailing fin into the studs. Place a level on the ledge of all three tiling flanges to assure that the pan is level.
- 4. Testing for proper drainage:** prior to installing the wall panels or wall covering material, the draft-to-drain must be checked. If testing with water is not possible, place a level on the floor of the pan from the corners of the pan to the drain cup. Use a tennis ball to test for proper pitch. Place the tennis ball in all four corners and assure that it rolls to the drain cup.
- 5. Damage, defects, and warranty claims:** if damage or defect is discovered in the product **prior to taking it to your customer's home**, the problem can be more quickly and efficiently resolved without inconveniencing your customer. Minor surface damage or blemishes (chips or cracks) in the finished surface can be fully repaired by our nationwide team of professional surface refinishers at your place of business. The full warranty remains in place for any product that is repaired under warranty. If the outcome of such a warranty repair does not meet with your satisfaction, the product will be replaced. Reports of damaged products, after they have been installed, become much more difficult to resolve as it may not be known when and how the product was damaged and your customer may not approve of the repair process. Some repairs and product defects may require the removal and replacement of the pan. Factory warranties do not cover the costs of removing or replacing wall panels/wall materials, including accessories and plumbing fixtures. Therefore, it is critically important that all pans be installed and inspected as described above prior to installing the wall panels.
In the event of damage, defect, or warranty claims, please provide us with photographs of the product including the affected area and the entire pan.