

1. **Where is the serial number of my tub located?**
2. **What can I use to clean my tub or shower?**
3. **What is an Above Floor Rough-in?**
4. **Can I replace my towel bar?**
5. **What are grommets?**
6. **Why do some bathing fixtures have to be shimmed?**
7. **Can I use a rubber mat in my new bathing fixture?**
8. **My jets are not working or one is more powerful than another?**
9. **Do you make custom bathing units?**
10. **Can I purchase products directly from your customer service department?**
11. **How can I find a retail store that carries the bathing fixture I am looking for? Do you have a list of stores that carry your product in my area?**
12. **Do you make a shower or tub shower that is handicap accessible?**
13. **What type of caulk do you recommend for my bathtub or shower? Can I use 100% silicone caulk?**
14. **Is the product I am looking to purchase UPC/IAPMO approved?**
15. **I am installing a shower door or shower enclosure with patterned glass, should the rough side of the glass be on the inside or the outside of the unit?**
16. **Can the bathtub or shower wall be cut to fit a smaller sized alcove?**
17. **Do I need a special bathtub to work with an Aqua Glass branded bathtub wall?**
18. **Are the direct-to-stud styled bathing fixture ensembles caulk-less? Where is the correct place to caulk?**
19. **Does the sub floor need to be level before I install my new direct-to-stud bathtub or shower base?**
20. **Do you recommend a backer board or insert be used when installing a tub or shower door over with my direct-to-stud ensemble?**
21. **Do I have to leave a 1/8" gap between the tub ledge and the wall material?**
22. **What kind of adhesive should I use when installing my bathtub wall? How much will I need?**
23. **To what types of material should I adhere my bathtub or shower wall?**
24. **Do I have to remove my ceramic tile before I adhere my new bathtub or shower wall? Why can't I install my wall over ceramic tile?**
25. **How do I ensure a watertight seal?**
26. **What kind of caulk should I use to seal the seams of my new bathtub or shower wall? How much will I need?**
27. **How do you recommend that I finish or trim around a window in the bath or shower area?**
28. **How do I get adhesive off of the surface of the bathtub or shower wall?**
29. **Why are there four holes in the enclosure but only two access caps included in the parts kit?**
30. **Should I remove the foam underneath the shower base before installation?**
31. **Specifically how do I measure to install the wall jambs?**
32. **If I need to install a filler strip what should I use to create it?**
33. **How do I get the doors on my corner entry shower to roll smoothly?**

1. Where is the serial number of my tub located?

The serial number can be located by standing facing your bathing fixture then looking in the right, lowest corner of the tub or shower. First look for the shiny Aqua Glass logo, then just below it, the serial number can be found on a small sticker.

2. What can I use to clean my tub or shower?

We recommend a non-abrasive, non-caustic cleaner used with a soft cloth. We do not recommend the use of any cleaners that are spray on and leave applications. Please read all directions and warnings on any cleaner before using.

3. What is an Above Floor Rough-in?

An above floor rough is the distance from the bottom of the drain to the floor of the installation area on a tub or shower that is a minimum of 2 1/2" that allows for the installation of the drain pipe above the floor without having to cut the floor.

4. Can I replace my towel bar?

Yes, but the new bar will need to be installed with grommets to prevent leakage around the bar.

5. What are grommets?

Grommets are protective gaskets that are used to secure the towel bar from moving when installed and to prevent water from escaping around the bar to the back of the unit.

6. Why do some bathing fixtures have to be shimmed?

Shimming adds support to the base of the fixture as well as support for the installation of the unit thereby eliminating the weight of being supported only by the flanges.

7. Can I use a rubber mat in my new bathing fixture?

You may do so if you remove and completely dry the mat and the surface of the bathing fixture after every use, however, should you choose to use a rubber mat; the warranty of the bathing fixture is void.

8. What do I do if my jets are not working or one is more powerful than another?

If your jet is not performing or has less force, gently rotate the flowered escutcheon (middle) of the jet clockwise to open the jet or counterclockwise to lessen the flow of water.

9. Do you make custom bathing units?

Aqua Glass distributes a wide variety of products in various sizes, colors and styles. Both our retail and wholesale distributors can special order items from our catalogs with specific options that are available. While many of our products can be adapted to suit specific installation situations, we recommend that

you refer to the product installation requirements, available in the product section of this website, before purchase.

10. Can I purchase products directly from your customer service department?

Aqua Glass products are sold through a wide variety of plumbing wholesalers and retail home centers. In some instances replacement parts are available for purchase through our customer service department.

11. How can I find a retail store that carries the bathing fixture I am looking for?

Do you have a list of stores that carry your product in my area? Many of our plumbing wholesale showrooms and retail home centers feature a number of our products; however, they also have the ability to special order any product available in our catalogs.

12. Do you make a shower or tub shower that is handicap accessible?

Yes. Aqua Glass has a great selection of Special Care and universal design showers and tub-showers to meet just about everyone's need.

13. What type of caulk do you recommend for my bathtub or shower?

Can I use 100% silicone caulk? We recommend a latex acrylic caulk with less than 40% silicone.

14. Is the product I am looking to purchase UPC/IAPMO approved?

Many of our products are listed by IAPMO. Please refer to the product catalog, price book page or the individual product specification sheet.

15. I am installing a shower door or shower enclosure with patterned glass, should the rough side of the glass be on the inside or the outside of the unit?

For all bathing fixtures featuring patterned or silk-screened glass, the rough or relief side of the glass should always be facing the outside of the shower or tub.

16. Can the bathtub or shower wall be cut to fit a smaller sized alcove?

Because of the way that a direct-to-stud wall is designed for installation; the walls will only fit the alcove size specified on the package and installation instructions.

17. Do I need a special bathtub to work with an Aqua Glass branded bathtub wall? What brands/types will work?

We manufacture bathtubs that match our direct-to-stud bathtub walls. However the wall sets can also fit any standard 30" x 60" bathtub.

18. Are the direct-to-stud styled bathing fixture ensembles caulk-less? Where is the correct place to caulk?

To avoid leaking, you must caulk the corner seams in addition to all of the outer edges of the wall set. Please refer to the product installation manual for more specific details.

19. Does the sub floor need to be level before I install my new direct-to-stud bathtub or shower base?

Yes, if your sub floor is not level, the bathtub and the wall set panels will not align properly therefore creating an increased risk that water could get behind the panels and/or bathtub ledge.

20. Do you recommend a backer board or insert be used when installing a tub or shower door over with my direct-to-stud ensemble?

Yes, the backer board needs to be placed behind the portion of the wall that the shower door will attach to. It provides the necessary surface for securing the door jambs to your bathtub wall. The backer board needs to be butted up towards the top of the panel or it will interfere with the alignment locator on the bathtub or shower base.

21. Do I have to leave a 1/8" gap between the tub ledge and the wall material?

Yes, keeping a small gap between the tub ledge and the wall material helps to reduce the chance of water getting into the wall board. This small space allows the caulk to seep under the wall board providing a watertight seal.

22. What kind of adhesive should I use when installing my bathtub wall? How much will I need?

As outlined in the bathtub or shower wall installation manuals, Aqua Glass recommends 4-6 (10.5 oz.) tubes of adhesives suitable for use with polystyrene material. CAUTION: Do not use a torch in the bathroom where a wall has just been installed. Area must be ventilated first. Lingering solvent fumes are extremely flammable! Please read all precautions listed on product packaging before beginning your installation.

23. To what types of material should I adhere my bathtub or shower wall?

Walls should be standard wallboard (drywall), water resistant wallboard (greenboard). We do not recommend installing panels over existing ceramic tile or plywood. Surfaces must also meet the following criteria: free of dirt, film, waxes or any other residues, painted surfaces must be sanded and wallpaper should be removed.

24. Do I have to remove my ceramic tile before I adhere my new bathtub or shower wall? Why can't I install my wall over ceramic tile?

The solvent in the adhesive is unable to saturate and properly adhere to the ceramic tile as it would through drywall or greenboard. This causes the adhesive to leach into the polystyrene bathtub wall panels and can cause the panel to soften or melt as the adhesive cures. Some of the wall styles that are made of thinner material will soften and the ceramic tile grout lines could become visible beneath the wall panel.

25. How do I ensure a watertight seal?

The wall panels can be both overlapped and trimmed. If you chose to overlap the panels you will need to apply a small bead of adhesive plastic to plastic. Please make sure all of the seams are also caulked.

26. What kind of caulk should I use to seal the seams of my new bathtub or shower wall? How much will I need?

We recommend that you use 1 tube of any latex/acrylic caulk that is suitable for use with polystyrene. Be sure to choose a latex acrylic caulk with less than 40% silicone. This can be found at most major home centers, hardware stores and plumbing wholesalers.

27. How do you recommend that I finish or trim around a window in the bath or shower area?

If the window has a casing around it, you can butt the surround panels up to the casing and caulk where they meet. If the window has a plaster or a drywall corner, you can cap the corner by purchasing a plastic outside corner molding (clear or color-matched) readily available at home centers or hardware stores.

28. How do I get adhesive off of the surface of the bathtub or shower wall?

Immediately after spill follow these steps:

- Pick up excess adhesive with paper towels taking care not smear or rub the adhesive.
- Use duct tape or masking tape to blot up remaining adhesive.

If the adhesive has dried:

- Gently cut or scrape off the excess adhesive with a razor blade scraper, pocketknife, etc. Take special care not to scrape or cut into the surface of the wall surround.
- Use isopropyl (rubbing) alcohol on a soft cloth to soften and remove the remaining adhesive. Note: Test the alcohol on an out-of-the way area to make sure it will not mar the surface.
- Wash the entire area that was in contact with the alcohol with soap and water to remove any residue. Mineral spirits and a putty knife may also be used with care.

29. Why are there four holes in the enclosure but only two access caps included in the parts kit?

The two provided caps are meant to cover the access holes at the bottom of the framing. When installed, the header rail will attractively cover the two other holes at the top.

30. Should I remove the foam underneath the shower base before installation?

The foam acts as a support for the base after installation. If it is removed the base could be damaged or crack during use. After installation the foam will not be visible.

31. Specifically how do I measure to install the wall jambs?

To install the wall jambs the plumb line is to be drawn 1 1/2" back from the front of your base. Be sure to center the wall jamb on the plumb line.

32. If I need to install a filler strip what should I use to create it?

A filler strip can be made out of a piece of wood or plastic. We recommend a material that is solid and water resistant.

33. How do I get the doors on my corner entry shower to roll smoothly?

To insure smooth rolling, try loosening the clips or the rollers at the bottom of the door. The hardware may be over tightened, thereby preventing the door from rolling smoothly.