

Frequently Asked Questions

What is the exact width of my unit?

Your Symphony part number defines the width of your unit. For example a 57.75" x 76" unit is 57-3/4" wide by 76" tall. Widths are shown in decimal equivalents where .25" = 1/4" .50" = 1/2" and .75" = 3/4". The size listed is the "nominal" size and it is **adjustable by -1/8" and +3/8"**. Symphony units are available in 1/4" increments.

Can I measure my rough opening and adjust for the anticipated thickness of the tile, granite or other wall covering?

Absolutely Not! Measurements must be based on the finished opening.

Can this unit be installed on a fiberglass or acrylic shower?

If the fiberglass or acrylic has a radius in the corners between the horizontal curb and the vertical walls where the unit will attach – **you will not be able to install this unit.** Also, if the walls where the unit will attach are not reinforced with structural material such as a wooden stud which the unit may be attached to – **you will not be able to install this unit.**

What if my walls are not plumb?

You should check your walls for plumb using a level and a straight piece of wood equal to the height of your unit (76" or 80").

For the wall where your door will install:

If the wall **leans in or out by no more than 1/4"** you will be able to compensate by varying the overlap of the hinge to the door. If the wall **leans in or out by more than 1/4"** you will not be able to install these stock doors and you should check locally for a custom door.

For the wall where your panel will install:

If the wall **leans out up to 3/8"** you will be able to compensate by adjusting the width of the caulk joint between the panel and the wall.

If the wall **leans out more than 3/8"** you will need to order the optional Caulk Adaptor. On the Overstock.com site search for "Caulking Adaptor" and add the abbreviation for your finish. For example "Caulking Adaptor MB" for Matte Black; "Caulking Adaptor CH" for Chrome and "Caulking Adaptor BN" for Brushed Nickel. Installation instructions are included with the adaptor.

If the wall **leans in up to 3/8"** you will be able to compensate by adjusting the width of the caulk joint between the panel and the wall. However since this wall condition reduces the space available to install the unit, **you should adjust your width.** For example, if you measure 46-1/2" at the curb and your wall leans in by 1/4", you should order your unit based on a revised measurement of 46-1/4".

If the wall **leans in more than 3/8"** you will need to order the optional Caulk Adaptor as detailed above. You will also need to adjust your width as described above. For example, if you measure

46-1/2" at the curb and your wall leans in by 3/4", you should order your unit based on a revised measurement of 45-3/4".

How many people are required to install this enclosure?

Due to the weight of the glass panels, you will need two people to install your unit.

What tools will I need?

You will need the following:

- Level
- Flat Blade screwdriver
- Phillips screwdriver
- A "Screw Gun" with a #2 Phillips Bit
- Drill with 1/4" bits appropriate for your wall type (check with your hardware store)
- Razor Knife
- Hacksaw
- Measuring Tape
- Wooden Shims (available at your hardware store)
- Caulking gun and a tube of clear silicone
- Mallet

For more details reference the .pdf instructions on the Overstock.com site. A printed copy of the instructions is also included with each unit.

Which direction does the door swing?

The door swings in and out. However, for safety reasons and to meet building codes, the out-swing of the door must not be blocked by a toilet, sink, wall, etc.

What is the purpose of the "drip rail"?

The drip rail presses on the bottom of the door and fills the 1/2" gap between the bottom of the door and the curb. The "deflector" protrudes to the interior and helps divert water running down the door into the shower. The flexible "wiper blade" keeps water from passing under the door. If the curb does not have a slight slope to the interior the optional "dam strip" should be applied.

Can this unit be installed on a tub?

Generally, no. The 76" or 80" height is not intended to be installed on top of a tub. And in the case of steel or porcelain tubs, you cannot screw the bottom clip to the tub without damaging the surface.

How "clear" is the glass?

All glass has a slight greenish tint due to the presence of iron in the raw materials.

Does the Caulking Adaptor come with the unit?

No, the Caulk Adaptor must be ordered separately. Order:

- Caulking Adaptor BN if your finish is Brushed Nickel
- Caulking Adaptor MB if your finish is Matte Black
- Caulking Adaptor CH if your finish is Chrome

Will water leak thru the 1/8" gap between the door and the panel and the 5/16" gap between the hinges and the wall.

Relative to the 1/8" gap between the door and the panel. .. In most cases, the shower spray is directed across the 1/8" gap, not into the gap, and little to no water will pass thru the gap and onto the floor*. In smaller showers, homes with extremely high water pressure or installations with multiple shower heads this may be a problem and can be corrected with the Acrylic Strike described below.

Relative to the 5/16" gap between the glass and the wall where the hinges are installed.... Most units are installed with the hinge side of the door closest to the shower head. In this case the shower spray does not spray directly into this area and leakage is unlikely*. If the door hinges from the opposite wall, the spray will go across the gap, not into the gap and leakage is unlikely*.

- Please note that frameless units are designed for a clean site line of clear glass with minimal amounts of hardware covering the glass. With these design elements, frameless units are not waterproof and some minor leakage is inherent to the design. The units can be made more waterproof by adding the Acrylic Strike described below but this interrupts the clean appearance of the unit.

Does the Acrylic Strike come with the unit? Do I need an Acrylic Strike?

The acrylic strike is optional and may be ordered by searching for "Acrylic Strike". The strike is a clear polycarbonate that presses over the edge of the fixed panel and the door closes against it. Some homeowners prefer this to keep the door from swinging into the shower. The strike also includes a soft acrylic blade that seals against the door and helps prevent water from penetrating the 1/8" gap between the door and the panel. Use is optional and the need for this part varies with the design of the shower. If the shower is small or if the shower spray is directed at the gap between the door and the panel the Acrylic Strike is an appropriate addition to the unit.

The packaging on my unit was damaged during shipment. Do I need to order a new door?

The 3/8" tempered glass used in Symphony Hinged Frameless Doors is very heavy. A typical door weighs in excess of 70 pounds. The glass and the glass panel are packaged in separate boxes with multiple layers of protection. Since these products can only be shipped and delivered by commercial freight carriers, the outer cardboard layer may be scuffed, slightly torn, etc. in transit. If the door and/or panel is not damaged there is no need to replace the unit.