

ALPINE KB

Shower Screens

Warranty Schedule & Care Guide

This Warranty Schedule applies specifically to Alpine KB Frameless, Semi-Frameless, and Sliding Shower Screens purchased in Australia for domestic use. This schedule must be read in conjunction with the Alpine KB General Warranty Terms & Conditions, which govern all claims, exclusions, labour limits (1 year maximum for labour), and statutory rights under the Australian Consumer Law.

1. Warranty Coverage & Periods

Your new Alpine KB shower screen comes with a Lifetime Warranty for domestic applications. If it is a manufacturing fault, we will supply any replacement parts free of charge.

Component / Category	Warranty Period	Remedy Coverage
Aluminium Frame & Glass Panel Structure	Lifetime	Replacement Parts or Complete Product
Hinges, Brackets & Wall Profiles	Lifetime	Replacement Parts
Wear & Tear Components (<i>Sliding wheels, rollers, magnetic strips, and PVC rubber seals</i>)	1 Year	Replacement Parts

Note: Glass breakages, scratches, self-installation issues, and corrosion caused by improper cleaning or harsh water are strictly excluded.

2. Critical Exclusions & Store Policy

No Returns Policy on Opened Boxes

Clear Box Dimensions: All Alpine KB shower screen packaging and sales literature explicitly state the exact minimum and maximum fitting dimensions (e.g., wall-to-wall adjustment ranges) for each model.

Strict No Returns: Once the packaging box has been opened, the shower screen cannot be returned or exchanged under any circumstances. Customers and installers must measure the shower space accurately before unsealing the box to verify that the chosen model fits within the specified minimum/maximum ranges.

Toughened Safety Glass & Breakage Policy (Strictly Excluded)

Zero Warranty on Broken Glass: Spontaneous or post-purchase glass breakages, chips, cracks, stress fractures, or shattered panels are strictly not covered under warranty under any circumstances. Once glass leaves our premises intact or is unboxed on-site, Alpine KB accepts no liability for glass failure.

Why Safety Glass Is Mandatory for Shower Screens: Under the National Construction Code (NCC) and Australian Standards (AS/NZS 2208 and AS 1288), standard window glass (annealed float glass) is strictly illegal in bathrooms. Bathrooms are classified as high-risk wet impact zones where slipping or falling is common. If standard glass breaks, it shatters into massive, knife-like shards that can cause fatal injuries. Grade A Toughened Safety Glass is required by law because it is 4 to 5 times stronger than standard glass and engineered to break safely.

Understanding Grade A Toughened Safety Glass (AS/NZS 2208): All Alpine KB shower screen panels are manufactured from Grade A Toughened Safety Glass in accordance with AS/NZS 2208:1996.

How Toughened Glass Works: During manufacturing, glass is heated to over 600 degrees and rapidly chilled with high-pressure air. This process creates intense compressive stress on the outer surface and high tensile tension inside the core. While this makes the flat face of the panel exceptionally strong, the edges and corners remain inherently sensitive to impact and localised pressure.

Safe Fragmentation (Implosion): When toughened glass breaks—even days or weeks after an initial edge strike—it is designed to instantly disintegrate into thousands of tiny, blunt granules rather than sharp, dangerous shards. This rapid, crumbling implosion is a compulsory life-safety feature, not a product failure.

Detailed Causes of Post-Purchase Glass Breakage: Toughened glass cannot break without an external trigger. Breakages are almost universally caused by one of the following factors during transport, unboxing, installation, or building movement:

Corner & Edge Contact During Handling (Delayed Shattering): The single most common cause of glass failure occurs during transit, unboxing, or dry-fitting. Resting a glass panel edge directly on hard floor surfaces (tiles, concrete, pavers, or metal screws) or clipping a corner against a wall tap creates microscopic edge fractures. Because the glass core is under extreme tension, these micro-fractures can slowly propagate over hours, days, or even weeks before the panel suddenly shatters without warning, often when no one is in the room.

Direct Metal-to-Glass Contact: Hinge clamps, wall brackets, and handle fittings must never touch bare glass. Failing to use supplied rubber/PVC gaskets, or over-tightening metal screws directly against the glass surface, creates extreme point-pressure binding. Thermal expansion will eventually cause the glass to explode at that pressure point.

Out-of-Plumb Walls & Hinge Pinching: Forcing a flat, rigid glass panel into an out-of-plumb wall profile twists the pane. Tightening hardware onto a twisted pane creates permanent torsional stress across the glass face.

Building Settlement & Tile Contact: Houses naturally move and settle over time. If a shower screen is installed without adequate clearance or silicone buffer gaps between the glass and adjacent floor/wall tiles, structural movement will force bare tiles against the glass edge, causing catastrophic failure.

Thermal Shock & Impact: Exposing cold shower glass to sudden, boiling hot water, or subjecting panels to violent door slamming, forcing hinges past their stop points, or hanging heavy caddies on frameless glass doors.

Mandatory Pre-Installation Inspection: Installers and homeowners must thoroughly inspect every glass panel around all four edges and corners before installation begins. Installing a panel, mounting hinges, or applying silicone constitutes full acceptance of the glass's physical integrity.

Aluminium Corrosion & Finish Exclusions (Not Covered)

Causes of Frame Corrosion: Aluminium extrusions and coated finishes (Chrome, Matte Black, Brushed Gold, etc.) do not corrode naturally under normal water exposure. Corrosion, pitting, bubbling, or peeling occurs when:

- Chemical cleaner fumes, harsh bleach, or acid-based tile cleaners attack the protective oxide/anodized coating.
- Soap scum and hard water minerals sit in frame tracks and crevices without routine washing, creating stagnant chemical deposits.
- Trapped moisture sits continuously in unventilated bathrooms.

Corrosion Exclusion: Surface pitting, oxidation, and discolouration resulting from lack of routine cleaning, chemical attack, or bore water buildup are excluded from this warranty.

Frameless Shower Screen Water Containment Disclaimer

Buyers must note that frameless shower screens are designed for aesthetic minimalism and are not 100% watertight structures. Because frameless panels lack a continuous perimeter frame, minor water escape, deflection, or misting through hinge gaps, door perimeters, or under bottom sweep seals is an inherent design trait of frameless glass, not a product or manufacturing defect.

3. Dedicated Shower Screen Care & Maintenance Guide

Your new Alpine KB shower screens come with a lifetime warranty. However, like everything, shower screens need regular care and maintenance to maintain the performance and life of these products. Our shower screen experts have put together guidelines to ensure you will get the most out of your Alpine shower screens. These guidelines will provide expert tips and methods for keeping your shower screens in pristine condition, focusing on gentle, regular maintenance to prevent damage and ensure safety.

Please ensure you clean and maintain your Alpine shower screens in accordance with the information and guidelines provided to maintain your warranty on the finish.

Maintaining the elegance and functionality of your Alpine KB shower screens is crucial for their longevity and performance.

Regular Cleaning: The Key to Durability

Maintaining the pristine condition of your Alpine KB shower screens not only enhances the appearance of your bathroom but also extends the life of the product. Regular cleaning, done correctly, is essential to prevent damage, particularly from corrosion, and ensure the longevity of both the glass and aluminium components.

Frequency and Timing

Clean your shower screens every one to two weeks. This may need to be adjusted based on the hardness of your water supply; harder water can leave more mineral deposits and may require more frequent cleaning.

How To Clean Shower Screen Glass

Step 1: Preparation of Cleaning Materials

Gather your supplies: a mild soap or detergent, a bucket or bowl for mixing the cleaning solution, clean water, a squeegee, and a soft, lint-free cloth or microfiber towel.

- Prepare a mixture by combining a small amount of gentle soap or detergent with warm water in a bucket or bowl. It is crucial to use only mild soap or detergent solutions for cleaning. The solution should be sudsy but not overly concentrated.

Step 2: Cleaning the Glass Panels

- Start by wetting the glass panels with clean water to remove any loose dirt or debris.
- Using a non-abrasive sponge or cloth, apply the soapy water solution to the glass in a gentle, circular motion. Avoid applying too much pressure. Under no circumstances should abrasive, caustic, or scouring products be used. Non-compliance with these cleaning instructions may cause decorative finishes to deteriorate and could adversely affect the safe operation of the enclosure.
- Focus on any spots or stains but be gentle to avoid damaging the hydrophobic coating.

Step 3: Rinsing the Glass Panels

- After thoroughly washing the glass, rinse the panels with clean water. You can use a handheld showerhead or a clean, wet cloth.
- Ensure all soap suds and cleaning solutions are completely removed, as residue can leave marks and reduce the effectiveness of the hydrophobic coating.

Step 4: Squeegeeing

- Use a squeegee to remove excess water from the glass panels. Start from the top and move downwards in a smooth, continuous motion. This step is crucial to prevent water spots.

Step 5: Drying and Polishing the Glass

- After squeegeeing, any remaining droplets should be gently dabbed or wiped off with a soft, dry cloth or microfiber towel.
- Polish the glass in a circular motion to prevent streaks, ensuring a clear, streak-free finish.

Cleaning the Frame and Hardware

- Apply the same soap solution to the frame and hardware using a soft cloth.
- Pay special attention to crevices and joints where soap scum and water spots are more likely to accumulate.
- Rinse thoroughly with clean water and dry with a soft cloth to prevent water spots and corrosion.

Final Tips

- Regular cleaning is not just about aesthetics; it's about preserving the functionality and safety of your shower screen.
- Always use gentle, non-abrasive materials and techniques to protect the surfaces and finishes of your shower screen.
- By following these detailed steps, you ensure that your Alpine KB shower screens remain clean, clear, and in excellent condition, thus extending their lifespan and maintaining their elegant appearance.