

TROUBLESHOOTING DOCUMENT

DISPOSITION OF PROBLEM

Shower Glass Door or Panel Shattered for no obvious reason

CAUSES OF PROBLEM

Tempered Glass or Toughened Glass is a type of safety glass processed by controlled thermal or chemical treatments to increase its strength compared with normal glass. Tempering puts the outer surfaces into compression and the interior into tension.

There are multiple reasons for Tempered Glass to spontaneously shatter some of those reasons are.

- Chipped or nicked edges during installation
- Stress caused by binding in the frame
- Internal defects
- Thermal stress placed on the glass

REMEDIES

Robertson take a neutral stance on shattered glass doors and will as a good will gesture always replace a shattered shower glass panel or door.

The replacement panel or door is replaced free of charge as a part only replacement, the cost of replacing the glass is up to the home owner.

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