

# Walk-In Shower

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## Questions to Ask During Your Walk-In Shower Consultation

### **How low is the threshold?**

The threshold height determines how easy and safe it is to step into the bath. A lower threshold makes entry and exit safer, reducing the risk of tripping or falling.

### **How many safety handrails are there?**

Handrails or grab bars provide additional support and stability. Check the number and position of handrails to ensure you can securely enter and exit the bath.

### **Are slip-resistant surfaces used throughout the floor of the bath?**

Slip-resistant surfaces help prevent falls by providing better traction. Confirm which areas of the bath have these surfaces to ensure your safety while bathing.

## USABILITY AND COMFORT

### **Can I reach the controls easily?**

The controls should be within easy reach while you are bathing. If the controls are too far or at an awkward angle, it may be difficult to operate the shower safely and comfortably.

## CUSTOMIZATION AND WARRANTY

### **Can I customize the look of my bath?**

Customization options like decorative shower walls and shelving allow you to personalize your shower. Ask about these options to ensure your new shower fits your style and needs.

### **Does the bath come with a warranty? What does it cover?**

A good warranty offers peace of mind and protection for your investment. Ensure the warranty covers important aspects and provides long-term coverage, ideally for the lifetime of the bath.



## INSTALLATION AND FINANCING

### **How quickly can you install my walk-in bath?**

Installation time can vary based on the brand and any issues identified during the in-home consultation. Some companies, like Yankee Home, can install a walk-in bath in as little as one day. Ask about the typical installation timeframe.

### **Do you offer financing options?**

Financing plans can make purchasing a walk-in bath more affordable by spreading the cost over time. Ask about available plans, eligibility, and how they can fit your budget.

## CONTRACTOR RELIABILITY

### **Who is actually doing the work?**

The person who sells you the shower might not be the one installing it. Some contractors subcontract the work, which can affect quality. Ensure the installers are experienced and reliable.

### **How many of these jobs do your installers do every month?**

Frequent installation experience indicates expertise. Make sure the installers specialize in walk-in showers and handle these installations regularly.

### **Where's your business located?**

A physical business location (not just a P.O. Box) shows accountability and reliability. Ensure the contractor has a real, accessible address.

### **Are your installers W2 employees or tenured subcontractors?**

A transparent company will provide information about its team. Look for names, faces, and credentials on their website to ensure they stand behind their work and their people.

### **What is your service process? Who are your service techs?**

Knowing the service process and who will handle issues is crucial for smooth operation. Ensure there is a clear point person for any problems that arise during the project.



**How long have your installers worked for you?**

Long-term installers suggest a stable, reliable operation. Ask about the longevity and stability of the team to ensure they are experienced and dependable.

**When was the last time a customer used the warranty? How did you handle it?**

A good warranty is backed by excellent customer service. Ask for examples of how warranty issues were handled to ensure the company stands by their product and resolves issues effectively.