



How to Select, Specify, & Order A Custom Sloan Sink Q&A Summary

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Q: Which sink would you recommend for children's sinks that are required to be ADA compliant?

A: We have three potential options to recommend:

- Our [Molded Waterfall](#) sink includes a section that meets ADA clearances for child height.
- When specifying a Sloan custom fabricated sink you can customize a portion to meet the appropriate height.
- A [Sloan vitreous china sink](#) can also be specified and hung at the appropriate height.

From [2010 ADA Standards](#):

“A knee clearance of 24 inches (610 mm) minimum above the finish floor or ground shall be permitted at lavatories and sinks used primarily by children 6 through 12 years where the rim or counter surface is 31 inches (785 mm) maximum above the finish floor or ground”

Q: Can you explain the difference between a Strategic Account Manager (SAM) and an Architect and Designer (A&D) Rep?

A: A Strategic Account Manager (SAM) is a direct employee of Sloan who works primarily with Architects & Designers. A Sloan A&D Rep is a direct employee of an official Sloan Rep – also working primarily with Architect's & Designers but also representing other product manufacturers.

Q: Can I get a copy of this presentation?

A: Yes. Links to all of the materials will be sent to all attendees. You can also view the webinar recording, a copy of the slide deck, and a copy of the Q&A summary for all previous webinars in this series [HERE](#)

Q: How do you define how many “stations” there are at a sink? Can stations can be equated to number of users you would like to have access to the sink at one time?

A: Yes. Sloan defines a Station as the number of hand washing zones per sink deck. For instance, one sink might have 5 stations for hand washing, which accommodates 5 persons washing their hands at the same time.

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Q: Are drawings prepared for all sizes and types of projects?

A: Sloan custom fabricated sinks always come with drawings for sign-off before construction. Drawings can also be requested for standard sized [Sloan Designer Series](#) or [AER DEC](#) sinks.

Drawings for [SloanStone](#) molded sinks, [vitreous china](#) or [stainless steel](#) sinks can always be found on our Spec Sheets on the Sloan website. An example is at the link below:

<https://www.sloan.com/spec-sheet/ELRF82000>

Q: Can you please explain the importance of including a custom sink in the plumbing spec and not in the spec for cabinetry/millwork?

A: Sloan provides the deck, basin, enclosure, frame and the fittings as one unit, therefore the millwork/cabinet contractor would not be involved.

Q: I'm an engineer. Is my local New England Sloan plumbing Rep who helps me with flush valves etc. also my best first contact for obtaining sink design information?

A: Yes they are. You can find the contact information for your local Sloan representative using our [Sloan Rep Locator](#) tool.

Q: In the picture of the AER DEC sink with the LED in the trough on slide 14, was that a Detroit Tigers logo on the faucet?

A: Yes. Sloan offers [Custom Engraving](#) on our BASYS faucets and other products for an elevated branding experience.



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Q: What can Sloan put special finishes on to help me achieve a unified look?

A: Sloan PVD [Special Finishes](#) can be specified on many models of faucets, soap dispensers, flushometers and deck mounted (AER DEC) hand dryers. We also have the ability to add special finishes to sink enclosures (powder coat, laminate, Corian and others)

Q: I have a very demanding client who wants exceptional design and remarkable products that cannot be found anywhere else. Can Sloan supply custom sinks to meet that criteria?

A: Yes, whatever you can dream up we can help turn into reality. Our state-of-the-art design and manufacturing facility in Mesa, AZ is the place to go. To learn more about our [Stone and Steel](#) branded workshops we highly recommend an on-site visit to explore the full range of delightful options our craftsmen and designers can create for your clients.

Q: If a client has a custom Sloan sink that gets scratched or cracked, can Sloan come out and repair it?

A: Sloan maintains a network of independent specialists who have been pre-approved to repair Sloan products that have been damaged. Contact our [Technical Support](#) department for more information should these services ever be required.

Q: Are there CEU credits for attending this presentation?

A: There are no CEU credits for this presentation. Sloan does have a variety of CEU courses that are eligible for credits - please see our Continuing Education offerings [HERE](#). Your local Sloan representatives are trained and certified to provide CEU courses on a number of subjects. To contact your local Sloan Representative use the [Sloan Rep Finder Tool](#) on our website.

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Additional Questions? Please feel free to contact Sloan Customer Service or Technical Support.

Sloan Customer Care Center

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Training Comments, Questions, or Suggestions?

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