



Laser Engravings

Custom Engravings for
Faucets and Flushometers

Q&A Summary

Laser Engravings – Custom Engravings for Faucets & Flushometers **Q&A Summary**

Q: Do faucets and flushometers ship with engravings on them, or are the engraved components shipped separately?

A: Customers order standard non-engraved faucets and flushometers first. These can be shipped and installed as needed. The engraved components are ordered separately and ship to the site afterwards to be retrofitted onto the faucets and flushometers either prior to installation or afterwards.

We do it this way so that customers do not need to order entire faucets or flushometers every time they want engravings. All you need to order are the engraved BASYS crown backs and the engraved Continental covers. This also makes it easier to order spares or replacement engravings any time the company logo is updated or when another design is desired.

Q: What is delivery time for custom engravings?

A: After an order is received and accepted, the estimated delivery time is 4-6 weeks.

Q: Can engravings be in color?

A: No. Either a space is engraved or it is not. There are no colors or “shades” of engravings. This is why we ask for a black and white “vector drawing” of a logo or pattern.

Q: Is there a minimum order quantity requirement for engraved faucets or flushometers?

A: There is no minimum order quantity (MOQ) for engraved polished chrome BASYS Faucet crown backs or engraved polished chrome Continental Flushometer covers.

Q: Can a logo on a faucet just go across the top of the crown back, or can it be placed anywhere on the crown back?

A: The logo or design can go anywhere on the BASYS crown back that you want it. It can be horizontal, vertical, diagonal, or in almost any form you can imagine. Once your logo or pattern is digitized, it can be applied to the crown back in any way you want.

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Q: Is it possible to receive a sample Chicago Cubs baseball team engraved crown back?

A: No. Trademarked logos and patterns are only available with the expressed permission of the owner – which in this case would be the Chicago Cubs and Major League Baseball.

We occasionally receive requests from sports “super fans” for engraved products that they have seen in customized facilities and the answer is always “No.” This policy applies equally to both samples and finished products.

It is up to the trademark owner to decide if they want to provide engraved products with trademarked designs to their team members, customers, or others.

Q: Can Sloan also engrave the backs of soap dispensers and hand dryers?

A: No. These surfaces are permanently attached to other components and therefore cannot be engraved.

Q: What is the cost for custom engravings?

A: The prices below are “list price.” Contact your local Sloan Rep to determine what “net price” is likely to be.

Before any items are engraved, it is necessary to convert the logo or design into a digital file that can be loaded into the laser engraver. There is a one-time USD \$420 list price fee to digitally convert the designs. Once the file is digitized, it never needs to be converted again.

The list price for each polished chrome engraved retrofit BASYS Faucet crown back is USD \$53.98 each.

The list price for each polished chrome engraved retrofit Continental Flushometer cover is USD \$122.00 each. This price includes the inside cover for the unit.

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Q: This is an awesome process! Would Sloan consider engraving other products besides faucets & flushometers?

A: We consider custom projects on a case-by-case basis. Some projects will not be possible due to the angles, curves, or finishes present. Others might not be possible because the surface to be engraved is connected to sensitive electronics or other components that might be damaged by a laser.

If you have a custom engraving project, please contact your local Sloan Rep. We'd be happy to consider the project and provide advice on whether or not we believe it would be technically feasible or cost effective. We also might be able to provide advice on how to go about the project in a better way based upon our years of engraving experience.

Q: Do engravings have different care and cleaning instructions?

A: The care and cleaning instructions for engraved products are identical to the products that they are placed on.

Q: Do engravings come with a warranty? Do they change the warranty of the product they appear on?

A: Engraved products come with the standard Sloan warranty and do not impact the warranty of the products they are placed on. You can review the full Sloan warranty and return policy [HERE](#).

Q: Can a Sloan EAF-350 Faucet be engraved?

A: No. The crowns of these faucets have another component attached underneath that prevents most laser engraving. The surface is also slightly inclined away from the user and is therefore not the best option for engraving because it is not at the optimal angle for end user view.

The position and angle of the BASYS Faucet crown backs make them ideal for laser engraving in ways that engage and captivate customers.

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



Sloan Customer Care Center

P: 800.982.5839

F: 800.447.8329

Hours: 7:00 AM - 5:00 PM
(CST) Monday – Friday

customer.service@sloan.com



Sloan Technical Support

P: 888.756.2614

F: 800.737.3061

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Training Comments, Questions, or Suggestions?

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