

## FAQ - Shampoo Units

**Do you have to plumb your units from the back or the bottom?** Our shampoo units can either be plumbed from behind or from underneath the unit. Very few of our items can also be plumbed from the side. See the product description and features for full details.

**Can your shampoo units be mounted to the wall?** No, our full shampoo units do not have wall-mounting capability. We do offer sinks composed of ABS plastic that can be mounted to the wall.

**Is there a minimum distance the units have to be from the wall?** For tilting shampoo bowls, you will need approximately 6 inches of space away from the wall to avoid damaging your bowl. However, we recommend a full 12 inches of space between the bowl and the wall.

**What is the shampoo bowl made of?** Majority of our shampoo units have ceramic bowls, fiberglass bases, and seats upholstered with PVC vinyl. See the product description and features for full details.

**What is the hole in the back of the unit for?** Some units have a hole in the back to run plumbing lines through.

**What are the connection sizes?** The hot and cold water lines have a diameter of 1/2 of an inch. The sprayer connection is 3/8 of an inch.

**What is a vacuum breaker? What is a hair trap? Are they required?** A vacuum breaker is a backflow prevention device used to avoid backflow or negative pressure in a plumbing system. It allows air to enter the water system if a siphon attempts to form. Inside this elbow is a poppet valve that is held "up" by the water pressure found in the system, closing the air entrance to the device. If the pressure in the "upstream side" is reduced to atmospheric pressure or below, the poppet valve drops and allows air to enter the system, breaking the siphon. It allows for quick and trouble-free draining and is often required by municipal water codes. Water codes vary from county to county. Check with your city code prior to installing a shampoo unit. A hair trap prevents loss of jewelry, contact lenses, and other valuables while eliminating clogs. The patented mesh filter eliminates potential pest infestations from sewer lines and prevents clogs, keeping hair from flowing through the plumbing and eliminating costly repair bills. The filter will stop hairpins, stir sticks, tissue paper, hair, and other small items. Quick and easy to install, a hair trap replaces the old P or S traps on existing sink drains.

**Does the vacuum breaker come with the connection hose?** Yes, the vacuum breaker comes with the connection hose. It is 20 inches in length and the connection size is 1/2 of an inch.

**What accessories come with the shampoo unit?** Every shampoo unit comes with the faucet, sprayer, and drain assembly.

**Are the shampoo units adjustable?** Every shampoo unit has its own features. Some bowls tilt. Some seats move forward, backward, or recline. Some units have an adjustable footrest. It varies by item. See the product description and features for full details.

**Can you return a shampoo unit?** Shampoo units that have been plumbed into your facility are not eligible for return. See our Return Policy for full details.

**What is the weight limit for your shampoo units?** For our full shampoo units, the weight limit is up to 350 pounds.

**How do you hook a shampoo unit up to the plumbing?** Every shampoo unit needs to be installed by a licensed plumber. If it is not installed by a licensed plumber, the warranty for the unit will be void. A receipt may be requested for proof of professional installation.

**Is this unit compatible with any brand of vacuum breaker?** Use of any 3<sup>rd</sup> party accessories with these units will render the warranty void. This includes, but is not limited to, vacuum breakers, hair traps, sprayers, faucets, and any other accessory not purchased through SalonGuys.com.

**Is the shampoo bowl color resistant?** Yes, the shampoo bowl is color and stain resistant. The upholstered chair may stain if chemicals or hair color are not cleaned off quickly and thoroughly.

**My shampoo bowl is leaking. What should I do?** Contact SalonGuys as soon as possible. A customer service representative will help you troubleshoot the problem and provide you with the proper course of action to preserve your warranty.

**Do you carry replacement parts?** The shampoo parts we carry are for the shampoo units we carry. They are not universal. We cannot guarantee the parts we have will fit your unit if it was purchased elsewhere.

**Why does my shampoo bowl drop down or not stay in the position I put it in?** Contact SalonGuys as soon as possible. It is possible the tilting mechanism needs to be replaced. A shampoo bowl moves freely when a piece inside the tilting mechanism breaks. The piece inside cannot simply be replaced.

**Why does my shampoo bowl wobble?** The tilting mechanism may be loose. There are rubber feet that connect the mechanism to the base of the shampoo unit. Simply tighten the screws to expand the rubber feet to create a more secure hold.

**Do you have specification sheets or “rough ins”?** The product specifications or assembly instructions can be found in the product listing under the “Attachments” tab. Simply click on the file and print.

**If I purchased a few shampoo units from SalonGuys previously and have placed another order for the same exact units, then why do the new units look different than the old ones?**

The manufacturer reserves the right to modify the product's design at any time without notice. Most commonly, this issue is the result of separate batches of fabric created at different times resulting in colors that are not 100% identical to one another. We are not able to guarantee the exact hue unless all of the units are purchased at the same time on the exact same order.