

A modern, high-end restroom featuring a long white marble vanity with gold faucets, a large mirror, and wood-paneled stalls. The floor is dark grey tile, and the ceiling has recessed lighting.

# Clark Street and Rush Street Collections Launch

Q&A Summary

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**Q: I like the fact that the sensors on the new faucet designs are not visible to users. Was that intentional?**

**A:** Yes. We intentionally designed the Clark Street and Rush Street faucets so that users cannot see the sensors while approaching or using the faucets. This was to allow the form of the faucet to be continuous, clean, sleek, and uninterrupted in ways that complement the vision of the restroom designer.

When Sloan invented automatic sensor faucets back in 1974, this would not have been possible. The public did not know how to use touch-free automatic sensor faucets, and it took more than 10 years for them to become accustomed with how they operate. Back then, the activation mechanism had to be obvious in commercial restrooms and we used to include “how to use” signs in the box to be mounted next to the faucet.

Today, the public is very familiar with touch-free automatic sensor faucets, and with few exceptions, does not require a visual cue – they instinctively place their hands in front of the spouts. This evolution frees Sloan designers to focus on form as much as function. Look for this to continue on our premier products moving forward.

**Q: You mentioned that it’s difficult to tell the difference between a Rush Street ETF-420 faucet with a 0.35 gpm (1.3 Lpm) sprayhead and a 0.5 gpm (1.9 Lpm) sprayhead. That’s a very big deal! How is that possible?**

**A:** To conserve water, drive sustainability, and meet LEEDv4 compliance requirements for LEED credits or other programs, a 0.35 gpm (1.3 Lpm) flow rate is mandated. The appearance and feel of the water supply from most low flow faucets can be disappointing to users. The multi-laminar spray pattern, angle, and engineering fluid dynamics in the design of the Rush ETF-420 all come together to make 0.35 gpm (1.3 Lpm) look and feel like 0.5 gpm (1.9 Lpm) across a very wide range of system water pressures.

**Q: Are you considering colors for china fixtures other than white? A Sloan graphite-finished toilet or lavatory perhaps?**

**A:** No, not at this time.

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**Q:** The webinar referred to special finishes on the faucets and soap dispensers being “PVD.” What is this, and why does it make a difference?

**A:** PVD is an acronym for Physical Vapor Deposition and is an advanced finishing process that actually uses a plasma chamber to apply the finish to the faucet or soap dispenser in a way that actually bonds the finish to the metal at a molecular level. It’s how Sloan applies all of our [special finishes](#).

Polished Chrome is still the most popular finish, but it’s not as durable as a PVD special finish. PVD finishes are at least three times more resistant to chemical degradation and physical abrasion than chrome plating. It also does not fade, peel, or bubble over time like epoxy coatings or galvanized finishes. This is why we always recommend specifying only PVD when sourcing finishes other than Polished Chrome.

To learn much more about PVD and Sloan special finishes, please watch our webinar by clicking [HERE](#).

**Q:** Could you tell us why the new [Rush ESD-420 soap dispenser](#) is not identical to the [Rush ETF-420 faucet](#)? They match, but the silhouette is slightly different.

**A:** All of the Sloan line of automatic soap dispensers use the same mounting system, motor, and soap dispensing mechanisms. This makes it much easier for facilities to move back and forth between designs and simplifies spare parts and consumables replacement considerably.

The Rush Street collection is different from others by design. It’s characterized as a “fun, bold, joyful, exuberant, and defiant” design language, and both the Rush ETF-420 faucet and Rush ESD-420 soap dispenser live up to that. It’s not a “cookie cutter” design and does not aspire to that. For designers looking for identical designs across faucets and soap dispensers we have many other pairings available [HERE](#).

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**Q:** When you mention that the Clark Street and Rush Street faucets are “smart” and “connected,” what does that mean? Is there some sort of smart technology built into these products?

**A:** Clark Street and Rush Street faucets use the same control and mounting platform as the Sloan EBF and ETF families of faucets that were upgraded into “smart” products in 2018. All of these faucets are shipped with Bluetooth communications capability built into them. Customers do not need smartphones or other devices to install or operate them and might not even be aware that these features exist.

Sloan smart faucets and flushometers that use the Sloan Connect app that is free to download from the Apple App Store and Google Play have amazing capabilities that can save hours of service and maintenance time. To learn more about Sloan connected products, please click [HERE](#), [HERE](#), and [HERE](#). To learn all about the free Sloan Connect app in a short video, please click [HERE](#).

**Q:** On one of the slides I saw a Sloan [ELGR Gradient](#) sink with a custom enclosure available that was new to me. Is this available with different dimensions and clearances depending on local codes and regulations?

**A:** There are so many exciting custom sink and enclosure options available from Sloan that we’re not surprised you noticed an enclosure that you’ve never seen before. Sloan continues to offer many “standard” products, but the number of potential custom options is growing and literally endless.

We recently uploaded a training webinar on how to [Select, Specify, and Order A Custom Sink from Sloan](#). This includes guidelines for selecting custom materials, dimensions, and clearances as required. In general, all of our sink products are designed to comply with important codes and regulations.

Since you are based outside of the United States and may have unique local requirements, we suggest you contact [Sloan Designer Sink Team](#), your Local Sloan Rep, or our [Sink Product Line Manager](#) directly to discuss your specific needs.

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**Q: Do the special finish versions of the new Clark Street and Rush Street faucets and soap dispensers have minimum order quantities?**

**A:** That's an excellent question. When we launch new faucet designs with [special finish](#) options, we select the most popular models to be available from inventory with no minimum order quantity required.

To quickly find exactly which models are available in a special finish with no minimum order quantity, you can visit our product finder tools to drill down to the exact models, spec sheets, and even add them to a [Sloan DesignSpec](#) project with a single click. Just use the product selection tools below to choose the model and special finish type you are interested in.

- [Sloan Faucet Selection Tool](#)
- [Sloan Soap Dispenser Selection Tool](#)

If the model you want with a special finish is not listed, it is likely subject to a minimum order quantity and a longer lead time. Contact [Sloan Customer Service](#) to confirm this.

**Q: Are you developing any new wall-mounted soap dispensers?**

**A:** As a privately owned company, our new product development maps are very confidential. When a new product is about to be released, you will hear about it. If you want to discuss new products or designs that you would like to see from Sloan, please feel free to contact the [Sloan Faucet, Soap Dispenser, and Hand Dryer Product Line Manager](#) or your Local Sloan Rep at any time.

**Q: How easy is it to change the flow rate of the Clark Street and Rush Street faucets in the field?**

**A:** It's very easy. The 0.35 gpm (1.3 Lpm) inserts and a 0.5 gpm (1.9 Lpm) insert are completely interchangeable using a simple "key" that comes in the box with the faucets. Facilities can switch from one to another in seconds without disconnecting or disassembling the faucets.

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**Q: Will the new Clark Street and Rush Street hand dryers be available separately or only when combined with faucets and soap dispensers on a Sloan [AER-DEC](#) sink?**

**A:** They will only be offered as part of a set on a Sloan AER-DEC sink and not separately. This is because the units are designed to be used together in combination with each other to ensure an outstanding and unique customer experience.

**Q: Is Sloan thinking about designs for flushometers that match your faucets, soap dispensers, hand dryers, and other products?**

**A:** We think about this all the time. For existing Sloan products we have [special finishes](#) and [engravings](#) that help tie designs together. Our [Collections](#) portfolio makes the process of matching designs easier. Our [New Design Inspiration and Specification Tools Training Webinar](#) is also available. Keep an eye open for news about new products, too.

**Q: When will the Clark Street and Rush Street versions of the Sloan [AER-DEC](#) sinks be available for shipment?**

**A:** Barring any unforeseen circumstances, our intention is to begin shipping these units sometime in the middle of 2021. As mentioned in the webinar, if you are interested in being part of the field trials for these units or the wall-mounted versions of the faucets, please contact your local Sloan Rep as soon as possible. There are only a few units still available for field trials, and they are going fast.

Use the [Sloan Rep Locator tool](#) to find your local Sloan Rep.

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Additional Questions? Please feel free to contact your local Sloan Representative, Sloan Customer Service or Technical Support.

Contact your local Sloan representative for more information about:

- Local codes and regulations
- Existing sites to view Sloan products
- Product knowledge and training
- Onsite or online consultation
- Product pricing and availability

[Sloan Rep Locator Tool](#)

**Sloan Customer Care Center**

Phone: 800.982.5839

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

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### Training Comments, Questions, or Suggestions?

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