



# Sloan Sinks – Designing with Hygiene, Quality, and Customization Q&A Summary

# Presenters



**Gina Wilkins**  
Strategic Account Manager  
Los Angeles, CA



**Morgan Butts**  
Sr. Product Line Manager  
Franklin Park, IL

# Sloan Sinks – Designing with Hygiene, Quality, and Customization Q&A

**Q: Do the Wall Mount Hand Dryers that include a HEPA filter have a replaceable filter part number and a recommended replacement interval?**

**A:** Yes. The wall mounted [EDH-501 and EHD-502](#) (both standard and Eco versions), use HEPA filter part 3366132. For the [AER-DEC Dryer](#) the HEPA filter part number is #0366014. We recommend replacement every 3 years on average. It may need to be replaced more frequently depending on conditions and maintenance levels in the bathroom.

**Q: Can we purchase the AER-DEC hand dryer on its own?**

**A:** No. You can't purchase the AER-DEC hand dryer on its own. The AER-DEC basin has a patented air-dam that minimizes/eliminates blow back on the user and keeps the air and water in the basin. The air dryer has been engineered to work with the angle of our AER-DEC sink basin.

**Q: What is the best way to clean a faucet and sink deck?**

**A:** The best way to clean is to use just soap and water, making sure the components and sink are fully dried to avoid water spots. If disinfection is required you can access guidelines and EPA approved cleaners from the CDC (US Centers for Disease Control and Prevention) at the links below:

[Link to CDC Cleaning Guidelines](#)

[Link to EPA Approved Cleaning Products](#)

These are guidelines for community facilities (schools, daycare centers, and business settings) that are visited by the general public and describe how to clean and disinfect hard (non-porous) surfaces. They recommend following the manufacturer's instructions for all cleaning and disinfection products for concentration, application method and contact time, etc.

# Sloan Sinks – Designing with Hygiene, Quality, and Customization Q&A

**Q: Does Sloan supply a cleaning fluid or baby wipe dispenser for the baby changing table so users can clean them before and after each use?**

**A:** We can add these to your design, but we don't supply the actual dispensers themselves. If you want these included in your designs let us know in advance and we'll engineer your products with inserts to fit, based upon the specifications you provide.

**Q: In your presentation you showed a two level sink with an enclosure (covering/shroud) below it. Was this ADA compliant and if so, how was it designed to be at two levels.**

**A:** Yes, this design is ADA compliant. Our enclosures are built for each individual project so we can design an enclosure that has 2 different heights. We adjust the bottoms of the enclosure to ensure there is appropriate knee and leg clearance.

**Q: Where do we find the baby changing option on the Sloan website?**

**A:** This option can be selected on our Architectural Sink Worksheet found [HERE](#).

**Q: Do you have any portable touch-free wash stations in development?**

**A:** Yes. For more information reach out to [designteam@stoneandsteel.com](mailto:designteam@stoneandsteel.com)

**Q: What's current availability for the sinks shown in this presentation?**

**A:** All of the products shown are available for order. Please note that lead times will depend on the model selected and customization required. Reach out to your local Sloan Representative for more details. Find contact info [HERE](#).

# Sloan Sinks – Designing with Hygiene, Quality, and Customization Q&A

**Q: Does Sloan use UV (Ultraviolet Light) lamps and sanitation equipment in your designs for commercial and or residential bathrooms?**

**A:** Sloan manufactures products only for commercial bathrooms and their demanding requirements – though some do end up in residential ones. We have incorporated UV light in custom designs. If you require these reach out to [designteam@stoneandsteel.com](mailto:designteam@stoneandsteel.com) to discuss our capabilities.

**Q: Are the stainless enclosures on the “Good” SloanStone sinks identical to the enclosures on the “Better” and “Best” sinks?**

**A:** No. The standard [SloanStone](#) sink system stainless enclosure is a “hook-and-hang” style. The door will be removed to access under the sink. “Better” and “Best” sink designs are upgraded to magnet and hinge access for ease of maintenance. Any of our enclosure designs can also be customized at an increased price point.

**Q: Do you have a link to the AER-DEC video that was shown in the presentation?**

**A:** Yes. You can see the video [HERE](#). Two Height AD-86000.

**Q: Do you expect solar energy harvesting technology to lead touchless fixture power in the future?**

**A:** We do expect that hybrid power in general will continue to grow in popularity. Sloan offers power harvesting with photovoltaic (solar) cells on our [solar](#) faucets and [flushometers](#). We also offer turbine power on many of our [turbine](#) faucet designs. For a copy of recent Sloan webinars covering best practices for converting from manual to automatic touch-free faucet and Flushometer operation that includes these features and others, please reach out to your local Sloan Representative for more details. Their contact information can be found [HERE](#).

# Sloan Sinks – Designing with Hygiene, Quality, and Customization Q&A

**Q: Does the AER-DEC sink system qualify for additional LEED credits?**

**A:** Yes. The [AER-DEC](#) can qualify for additional LEED credits based on the faucet type selected (for water usage) and the sink material chosen (if it contains recycled content).

**Q: How do you address the need for face drying at locations that want that?**

**A:** The usual solution is a paper towel holder at the sink furthest from the door. We find this helps reduce paper towel usage but provides customers with the ability to find them if needed. For customers that are installing an AER-DEC with hand dryers but have concerns about completely removing paper towels because of face drying - this is often the best option to select on the Architectural Sink Worksheet [HERE](#).

**Q: Is it possible to repair solid surface sinks on-site in case there are installation problems (unrelated to the sink design)?**

**A:** Yes. Solid surfaces are usually repairable, especially if it's a clean break or chip. Reach out to [sinkclaim@sloan.com](mailto:sinkclaim@sloan.com) if this occurs.

**Q: Is Sloan installation supervision physically on-site or “virtual” using phone and email contact?**

**A:** Sloan installation supervision can be either on-site or virtual. Depending upon the number of sinks and your location we may recommend one or the other. If you opt for virtual installation supervision we recommend setting up a FaceTime or other video communications connection so that we can see the set-up process in real time. In certain locations we also have Sloan Application Engineers available to visit sites (when travel is permitted again).

# Sloan Sinks – Designing with Hygiene, Quality, and Customization Q&A

**Q: Is the bag holder touchless?**

**A:** No. The bag holder is not touchless, but it includes a soft close design to minimize contact.

**Q: Where can I learn more about the Sloan-Tec Glaze you mentioned?**

**A:** To learn more about this option please click [HERE](#).

**Q: What is the warranty for Sloan Sinks?**

**A:** Sloan Sinks have a 3 year warranty. You can review all of the details of the Sloan Limited Warranty [HERE](#). Our Sink Terms, Conditions, Cancellation, and Return Policy is located [HERE](#).

**Q: For vitreous china sinks do you require carriers or do you supply the brackets?**

**A:** Yes, we supply a bracket for nearly all of our vitreous china sinks. The only exception to this is the [SS-3004](#).

**Q: Do the wall mounted sinks come with mounting systems?**

**A:** All Sloan molded and fabricated sinks can be ordered with mounting systems. We recommend using Sloan mounting systems for optimum performance.

**Q: What is the normal lead time for sink products?**

**A:** Normal lead time is estimated at 8-10 weeks from the date drawings are approved and the order is entered. We have some sinks in inventory, so reach out to your local Sloan Sales Representative or [customer.service@sloan.com](mailto:customer.service@sloan.com) for the exact lead time.

# Sloan Sinks – Designing with Hygiene, Quality, and Customization Q&A

**Q: Do Sloan sinks require trained or certified plumbers to perform the installation in order to guarantee the manufacturers product warranty?**

**A:** No. We always recommend that our customers use certified/professional installers. We do require that the installer follow Sloan's installation instructions but we don't specify who completes the installation. Compliance and conformity to local codes and ordinances is the responsibility of the installers.

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

## **Sloan Customer Care Center**

Phone: 800.982.5839

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

[customer.service@sloan.com](mailto:customer.service@sloan.com)

## **Sloan Technical Support**

P: 888.756.2614

F: 800.737.3061

[techsupport@sloan.com](mailto:techsupport@sloan.com)

# Training Comments, Questions, or Suggestions?

**Andrew Warnes**

Manager – Technical Training

Sloan Valve Company

10500 Seymour Avenue

Franklin Park, IL USA 60131-1259

Office: +1-800-982-5839

E-mail: [training@sloan.com](mailto:training@sloan.com)

Web: [sloan.com](http://sloan.com)