

Design and Ordering Procedures and Limitations

When designing in Closet Pro, there are some limits to part sizing and requirements that the system may allow you to exceed. When this happens, it could cause issues with getting your orders processed promptly. Please see the list below and use this as a guide when designing to help avoid potential issues. This Guide covers a majority of design issues that may be encountered when designing in Closet Pro and machining modifications in Allmoxy. Being familiar with it's content and using it as a reference when creating and modifying orders will assist with making sure your design falls within our ordering parameters as well as assuring that your parts are received as expected. Order will be processed, and bids in Allmoxy created, based on these guidelines. Any orders containing any of these issues or concerns will be processed as described here. **This Guide should be considered your notification for all instances that may be encountered.**

1) Drawer face minimum heights are as follows:

Flat Melamine: 4.89" (3.75" is available but can only be used with melamine or dovetail. Zargen is not an option. When using with concealed soft close undermount slides, it cannot be used in an application with a fixed shelf directly below. If you submit a design in this configuration, the fixed shelf will be removed when we process.)

Traditional #4300: 7.44"***

Traditional #4307: 6.19"***

Transitional #4741: 6.19"

Small Shaker #4459: 6.19"

Large Shaker #4546: 7.44"

Oxford: 6.19" for 2.375" rail, 7.44" for 2.75" rail

***When choosing the Traditional profile in Closet Pro, the default profile is #4300. If your design includes 6.19" drawer faces, those will be changed to #4307 which have a smaller rail width. Once the bid is processed, you can leave this as-is or make any changes if you prefer that your profiles all match.

Orders submitted through Closet Pro with drawers that are smaller than these minimum sizes will be processed to a bid in Allmoxy and those faces will be altered to Flat melamine. You will then be able to adjust to suit your needs prior to submitting the Allmoxy order.

2) Minimum and maximum doors sizes are as follows:

Flat melamine and all 5 piece with melamine panel insert or Frame only with no insert:

If hinging is required: 25" shelf width maximum for single door / 48" maximum shelf for pair / 94.409 height

7.5" shelf width minimum for single door / 15" Minimum shelf for pair

If no hinging is required: 35" shelf width maximum for single door / 48" maximum shelf for pair / 94.409 height

7.5" shelf width minimum for single door / 15" Minimum shelf for pair

5-piece door with clear or frosted tempered glass: 25" shelf width maximum for single door / 48" maximum for pair
90.63 maximum height.

Door hinged at top or bottom to flip up or down: 35.375" Maximum shelf width

7.44" minimum height

Closet Pro orders submitted with doors exceeding these limitations will be processed as designed and changed to a pair of doors. You will not receive additional notification of this change.

3) If you are outsourcing drawer fronts and pick the "Box" only option, Allmoxy will require you to uncheck the option to "Mount faces and supply glides". By doing this, Allmoxy also removes the drawer slides from the hardware list. Make sure to individually add the slides back into your bid through the hardware section (The price will be adjusted accordingly when you remove the face and glides).

If ordering custom sized doors using the “Finished door size” option, choosing hinging only includes drilling for the hinges. You must order the required hinges in the hardware section. Use the hinge quantity chart in the door section to determine hinge quantity per door based on height. Note that this does not apply to ordering doors through the “Closet Doors” option which includes an option to supply the hinges.

Please see the Door and Molding Color Availability Chart below. Any orders submitted that require doors or molding in a color not available will be released back to you. **Note that this chart does not reflect updates to color availability as of 1-1-2021. This information was provided prior to that date and can be accessed through the “2021 Updates and changes” link in Allmoxy.**

- 4) When designing using backs, be aware that the back panels will reduce the useable interior depth by $\frac{3}{4}$ ". This may affect your drawer depth. It is recommended to not use backs behind drawer sections. If you do, your drawers may be reduced in depth. If there is an open section with a back below a drawer, you must use a fixed shelf below the bottom drawer. If there is no shelf, we will add one in order to calculate the back size correctly. This will incur material and labor upcharges. The use of backs in closets requires advanced installation techniques. If you opt to design using backs, it is up to your installers to have the knowledge and experience to handle the installation difficulties associated with backs.
- 5) Bottom drawers may be reduced in depth to allow for base notches. If the bottom drawer would need to be reduced to a dimension less than that available for the drawer type, the bottom drawer will be left at the minimum depth, and you will have to cut the base molding behind that drawer.
- 6) If you use drawers in an area that is wall mounted, drawers sharing space with the rails and suspension brackets, your drawers will be provided at a reduced depth to allow clearance for the suspension bracket. If the required reduced depth for the drawer box is less than the minimum available drawer box depth, the drawers will be provided at the full designed depth. It will be your responsibility to make any modifications to your parts in Allmoxy.
- 7) Closet Pro offers the option to add scooped front rollouts to your designs. These can be accessed in the “Customize” screen. The default configuration for these rollouts is dovetail boxes with undermount slides and scooped fronts (Note that at the moment, the 3D views and renderings will not show the scoop). If you do not require a scoop, or would prefer side mount slides, you can modify these specifications in your bid in Allmoxy. If entering these directly into an Allmoxy order, select “Dovetail Rollout” for the color and face profile, follow the notifications to correctly input the remaining options. If using these behind doors, you must order spacer blocks and adjust the opening width accordingly. 1” spacer blocks for full overlay options and 1.5” spacer blocks for half overlay options. If submitting through Closet Pro you must make these modifications once your bid is created or you will receive your rollouts sized as designed. Spacers are available in Closet Pro accessories so you can add them to the order.
- 8) Available drawer depth and minimum interior depth for each drawer type are as follows:

Zargen: 14" Drawer / 14" minimum interior depth
16" drawer / 16" minimum interior depth
18" drawer / 18" minimum interior depth
18.875 drawer / 19" minimum interior depth
20.25 drawer / 20.5 minimum interior depth
21.625 drawer / 22" minimum interior depth

Hardrock maple melamine with side mount slides:

10"/12"/14"/16"/18"/20"/22": all require a minimum interior equal to the drawer (Clearance is factored in)

Hardrock melamine and dovetail with concealed undermount slides: Require drawer depth +1" minimum interior depth.

9" drawer / 10.5" minimum interior depth (Requirements based on a change to the available slide)

12" drawer / 13" minimum interior depth
14" drawer / 14" minimum interior depth (This is a special slide and does not require the 1" additional clearance)
15" drawer / 16" minimum interior depth
18" drawer / 19" minimum interior depth
21" drawer / 22" minimum interior depth

For under mount drawer slides, the faces are mounted in a different location for the bottom drawer if there is a fixed shelf directly below the drawer. Allmoxy requires that bottom drawers be specified when undermount is chosen. This will typically be done automatically and should not require any action on your part although it is always good to check before submitting your order when confirming your bid. Whenever under mount slides are picked, each line item in Allmoxy will give a warning note in yellow regarding this issue. This is only a reminder to confirm whether a drawer is a bottom drawer or not. Please do not mistake this for a note telling you that you must check the bottom drawer checkbox for every drawer. If you change all of your drawers to bottoms, we will mount the faces as specified.

If you chose a lock for a drawer, the hole for the lock will be drilled and the lock assembly supplied loose to be installed by you. Minimum drawer face height required for lock installation is 6.19". You will also see a warning in yellow reminding you to choose a lock groove. This means that you need to find the fixed shelf that is mounted directly above the drawer and, in the drop-down menu, change the type to "SF: Lock Groove". If you are adding a lock to a drawer that is not directly below a fixed shelf, you will need to add one. If the fixed shelf line item for that unit has a multiple quantity, you may have to revise the quantity of standard shelves and then add the shelf for the groove. Locks will not be drilled in doors. If you need a door lock, you can order a cam lock kit and drill them yourself.

9) Hamper Options:

- a) **Chrome steel hamper kits are available in Closet Pro and Allmoxy. Ordering these kits provides the hamper door, basket, basket mounting bracket, support arms and hinges. Standard door height is 25.118". We also offer 26.378" and 27.638" high options so you can match heights of various drawer configurations. All hampers added to Closet Pro designs default to 25.118", if you require 26.378" or 27.638", this must be changed in Allmoxy. 18 or 24" shelf width only, and 14 or 16" minimum interior depth. If your design requires any sizes that differ from these limits, all components within the kit can be ordered separately through the accessories options and you can order a door with bottom hinging. These hamper kits do not come with a canvas basket liner included. They can be ordered separately in the Hamper Accessory options.**
 - b) **Black Nylon baskets are available 18", 24" and 30" wide. All require minimum 14" interior depth. These are not available in kit form. You must order a door with bottom hinges and the basket and support arms separately in the Hamper Accessories.**
- 10) When designing in Closet Pro, please be aware that when viewing the 2D drawings, some details may be "washed" out. To make sure the design details are correct, it is best to view the "Tech" drawings as well (Example: There may be a double vertical panel in a location that a shared panel was intended). If your design will function as drawn, you will be supplied the parts to match that design. If those details create a potential issue, you will be notified by email and the order will be placed on hold pending your response or your order may be released accompanied by an email explaining the issues that need to be resolved. Note that lead time delays will be incurred if the issue is not resolved promptly.
- 11) Crown molding height is 3" actual height. We recommend at least 4.5" of clearance from the top of doors to the ceiling when there are doors extending to the top of your units. More or less clearance may be required depending on the conditions of your job site. Please allow for this when designing your job. Regardless of whether there is crown in the design or not, you will receive your doors at the height that you design. Note that areas with no doors may extend higher and you can drop the bottom edge of your nailing strip below the top fixed shelf. (We supply 1 piece of melamine 3.75 x 96 with 1 long edge banded to use as a crown nailer for each piece of crown ordered. This only applies to face mounted profiles. Any additional blocking that you may require will need to be supplied by you, whether you add items in Allmoxy or supply some other type of blocking material)
- 12) Corner shelf units allow for whatever wiggle room value is in your settings in Closet Pro. The default setting is 1/2". Since corner shelves are installed into the corner of your wall, this now puts all of your wiggle room clearance to one side in a single corner shelf application. We recommend using fillers to the wall in these applications rather than allowing just the wiggle room clearance. Another option is to increase the wall dimension to allow the units to be built with a tighter tolerance.
- 13) In multiple corner shelf applications, the wiggle room amount will cause the vertical panels on adjacent walls to be pulled away from the wall. To correct for this issue, when you submit a design using multiple corners we will add to your corner sections the amount of the wiggle room value that is in your settings. This will cause your units to fit fully into the corners. Note that our corner shelf is designed with a 1/8" taper at the back to allow for irregularities in the corner. If you do not need us to make this modification, or if you need the size adjustment to be a value other than your wiggle room setting, notify us by adding a note in

the "Shipping Notes" section of your order in Closet Pro. If no specific instructions contrary to this standard procedure are given, we will automatically make these modifications as described.

- 14) Corner units with back panels are now available. Unlike standard corner shelves, these will not be tapered to accommodate irregularities in your walls. The shelves are cut back from the wall 7/8" so that when you install the backs, they will be set 1/8" in from the wall. Back panels are the full height of the Vertical panel and run behind all corner shelves. Each back panel has a row of holes at the back corner and the shelves with cams match these holes for assembly. Installation and assembly of these units requires that your installers are capable of either screwing the backs in through the vertical panels or using pocket screws. There is no assembly hardware machined into these back panels. By submitting a design that utilizes corner units with backs, you acknowledge your understanding of the installation requirements.
- 15) Corner units cannot have a base notch that is higher than the installed height of the bottom fixed shelf. These shelves cannot be cut back to accommodate base notches. VP-H corner shelf supports cannot be notched. If you design a room combining base notches and corner units, you will still have notches in all other standard vertical panels, and all bottom fixed shelves will be cut to clear the notch as usual.
- 16) Corner shelves are all right hand corners by default. If you submit a design that utilizes corner shelves in two or more corners, we will modify the shelves so that the notch locations for the corner support panels will "mirror" each other. Unless you specify which walls you would prefer your support panels to mount against, we will adjust in what we feel is the most appropriate way. This also applies to designs with 3 or more corners as all of them cannot be mirrored.
- 17) Maximum corner shelf sizes are 48" x 48". The default radius of the inside corner is 1". If you require a different radius, you can make this change in Allmoxy. The width of each side must be greater than the combined total of the corresponding depth and radius.
- 18) Baskets require the interior depth to be equal to that of the basket's specified depth (example: 14" basket requires 14" interior depth.) If your design includes back panels, make sure to add enough depth to allow for the 3/4" back thickness. If you do not allow for this, you will still be supplied the baskets as ordered and you will encounter an issue during installation with the baskets extending past the front edge of the panel.
- 19) Pullout Baskets are supplied for 18" and 24" and 30" openings. At these dimensions, there can be no doors. If you intend to put the baskets behind the doors, you must increase the width of the shelf to allow 1.5" of clearance at each side that has a hinge. You can then order filler material to create our own spacer block. This applies to all standard closet configurations that use a 1/2 overlay hinge. If you are using double panels with the intention of changing to full overlay, then the space requirement for hinge clearance is reduced to 1". If you are stacking multiple baskets behind doors, you must factor in the location of the hinges and make sure they will not interfere with the operation of the basket. Hinging information can be found in the door section of Allmoxy. Note that Closet Pro will not prevent you from putting doors in front of a basket in your design. It is your responsibility to create the clearance for spacers. Once the shelf size is increased for the spacers, Closet Pro will no longer allow you to drag the basket into the design. You will have to order the basket(s) separately in the accessories options.
- 20) Closet Pro does not accommodate drawers behind doors. If you design using doors and drawers in the same space to accomplish this, your design will not function correctly. The best way to accomplish this is to make a complete drawer unit that will fit inside the cabinet behind the door, leaving 1.5" of space at any side with a hinge. Make the depth 3" less than the main unit to allow access to hinge adjustment. Add an additional shelf to use as a counter to finish it at the top of the drawers. You can accomplish this by either designing in a separate layer (You are responsible for all part sizing and confirming that everything will fit. See notes regarding the use of layers), or simply putting these drawer inserts into a separate room or on a separate wall so they are included in your cutlist and pricing. This is our recommended method of accomplishing this but is not the only option. If you prefer to accomplish this in another way, you are fully responsible for all engineering, parts ordering, and installation. We offer no technical support for any way other than our approved method.
- 21) Slanted shoe shelves are available in the following standard sizes: 12", 18", 24", 30", 36" (Design-R series only available in 18", 24", 30"). The actual fence size allows for a shelf that is 3/4" less than the standard size (example: 24" = 23.25" minimum). If your size is less than the minimum, your shelves will be drilled for the next size smaller fence. Depending on the size of the shelf, you may be left with an undesirable amount of space at the ends. If you require a custom size, the TAG and Design-R fence can be custom cut.

You can order a shelf that is not drilled for the fence and order an oversized fence. You can then cut the fence and drill the shelf yourself to accommodate your custom fence size. We have recently added a shelf drilling option that will drill the shelf in the same proportions as standard sizes. You can then cut your fence 1.5" less than the shelf opening and it will match the custom drilled holes.

- 22) Accessory finishes: Hardware and accessories come from various manufacturers and there may be variations in finishes of the same name. All TAG accessories will match each other. There is no guarantee that they will match any non TAG product even if the color name is the same. For non TAG accessories, we have the following finishes available: Polished Chrome, Satin Nickel, Satin Brass, Black, Oil Rubbed Bronze. Items with these finish options will match to what we consider an acceptable degree. We will not guarantee that you, nor your customer, will agree with our evaluation of the match. By ordering items in these finishes, you accept that there may be variations. The only way to guarantee that the finish matches will be acceptable is to order samples to show your customers. Not all items are available in all finishes. It is your responsibility to confirm availability of an item before committing it to your customer.
- 23) ALL vertical panels produced through Closet Pro are drilled fully from top to bottom on any side that requires drilling. Closet Pro does not automatically produce partially drilled panels. If you require any panels to be partially drilled, you must make changes to the required panels in Allmoxy before submitting the order. Note that changing standard panels to partially drilled will increase your final price. If you would like us to make these changes for you, you must specifically note each panel that you wish to be modified as we do not make assumptions as to where the partial drilling needs to be, regardless of how obvious it may seem. Any changes made by us will also include a labor upcharge as well as increased parts costs.
- 24) Closet Pro will allow you to design using a top shelf default height up to 144". This enables you to build up to tall ceilings by stacking floor mounted and top units. You can then add an upper unit to a limit of 180". This feature is to assist in designing closets where high ceilings exist. Except for White, all material in Closet Pro is only available up to 96". It is the responsibility of the designer to limit individual vertical panel, back and filler heights to 96". If you require a material other than White at heights above 96" with a maximum of 108", you must create a proposal (Do not submit as an order) and notify us of the color that you want. We will check cost and availability of your requested material and provide you with a quote and lead time which will be valid for 30 days. We will also notify you if the door and molding profiles in your design are available in that color. Any request for a color that is not listed in the system will require this same process. Be aware that we cannot commit to a time frame on providing a quote as we must wait for our suppliers to get back to us with the required information.
- 25) When stacking units on top of each other or on top of a counter, the final height will be taller than, and not be equal to that of the taller vertical panel (Even though the drawing may make it seem as though it does). There is an option in Allmoxy to change the upper vertical panels so that a specific amount can be cut off the bottom to make your stacked components equal that of an adjacent taller panel. The amount to be cut off is your responsibility to determine since we may not always have accurate information regarding the counter thickness you will be using.
- 26) If you stack units directly on top of each other with no counter, and both units have doors, there will be a 7/8" gap horizontally between the doors. This is due to the 1/2" overlay at each section. If you remove the bottom shelf of the upper unit and modify the top vertical panel to cut 7/8" off the bottom in Allmoxy, you're overall height will now be that of a standard vertical panel, only taller than your material choice allows. The top doors will now overlap the top shelf of the lower unit and will create the standard 1/8" gap between the doors. This option can be used to create units taller than the available size of the material, or it can be utilized to design using material that is less expensive to ship. You can connect the stacked panels together in a variety of ways, but we suggest using a biscuit joiner. If the horizontal seam is visible and is undesirable, you can add finished end panels.
- 27) When designing using vertical dividers, the divider quantity above a shelf should match the quantity below. A fixed shelf can only be drilled to mount vertical dividers that are the same above and below. If your design includes a different quantity on either side of the shelf, then the shelf will only be drilled on the side with the closet fittings. Holes on the opposite side will need to be done by hand by your installer.
- 28) Vertical dividers extending to the top shelf of a rail mounted section will have a clearance notch for the rail, but no mounting holes for suspension brackets will be provided. If vertical dividers extend to the bottom shelf in an area that is notched to clear base

molding, the divider will have no notch. The bottom fixed shelf that is drilled to mount the divider will be cut to clear the base molding, but note that some shelf depths may cause the rear fitting to not align with the real line boring in the vertical panel.

29) Islands are available in single sided and double sided configurations

-Single side are available in the following depths: 12", 14", 16", 18", 20", 22", 24". The side panels will be extended 3/4" at the back and edgebanded. This will capture the back panel between the extended sides. The interior will be the full depth that you specify. There are visible seams between the back and Vertical Panels. Make sure to take this into account when calculating counter sizes.

-Double Sided islands consist of a single Vertical panel at the ends that is drilled from both edges at the depth specified. The back panel is continuous between the left and right side. This creates a seamless end panel as opposed to placing two separate units back to back. Middle vertical panels and shelves on each side are the standard depth. Available depths for double sided islands are 10", 12", 14", 16", 18", 20", 22". Note that to allow for the back panel to be shared between both sides of the island, the final panel depth is the sum of both sides plus 3/4" (Example: 14" on both sides yields a final panel size of 28.75). Both sides must also be equal. If your depths do not use these sizes and/or are not equal, your order will be released back to you. If you must have depths that do not conform to these conditions, then you must design using single sided islands and install them back to back. You can order an end panel to cover the seam. Be sure to apply correct overhangs on island countertops. Your counter will be provided as designed. It will be your responsibility to confirm the final size of the counter once your bid is created in Allmoxy.

30) Make sure that your browser's zoom settings are at 100%. If they are not, you may cause the system to cause an issue that may delete some bottom fixed shelves on floor mounted units. If we notice this, we will add the missing shelves which will increase your final cost. If we do not notice the issue, we will not be responsible for missing parts as it is your responsibility to review your tech drawings and confirm that your design is correct.

31) The minimum width for shelves is 6". The minimum width for shelves that are drilled for vertical dividers is 9". If you utilize vertical dividers in your design, be sure to check the math so that the spaces between dividers is not less than 6" if the sections have any shelving within them. Designs with an overall section width less than 9" will be supplied without divider mounting holes. If shelves less than 6" are required between dividers, the shelves will be supplied at the minimum width of 6". It will be your responsibility to cut them to your required size.

32) The filler shelf feature in Closet Pro allows you to connect units at a corner. You can use a top shelf only, or you can include a bottom shelf and toe kick. These components are supplied 6" over the size in your design to allow you to cut to fit in the field. The shelves are simply a fixed shelf with fittings on both sides. Once cut to size, the fitting will allow you to connect to the vertical panel. To connect the cut edge to the front edge of the top shelf on the opposite wall, we recommend attaching on top with mending plates. These are not included but can be ordered separately by the bag. Note that if you try to create this look at the corner by inserting a shelf unit and removing a vertical panel, the shelves and kick will be provided at the exact size designed. They will not be oversized to allow cutting in the field. If you design this way and require the shelves to be oversized, it is your responsibility to alter the size of these parts in your bid prior to submitting your final order. If you add a back to this filler shelf section, the back will be provided the full height of the vertical panel and the shelves will be reduced by 3/4" to allow the back to fit behind them. The back will also be provided 1" wider than the opening you designed to allow you to cut it to fit in the opening, or you can leave clearance on the opposite wall to allow the back to fit behind the vertical panel.

33) Countertop dimensions will be provided as designed. Be sure to design in Closet Pro to add appropriate overhangs at the front and finished end as well as extra for scribing in the field. Also note that the front overhang is calculated from the front edge of the unit, and if there is a drawer face or door, you must also add that thickness to your overhang. Since Closet Pro automatically allows for clearance at the end of a wall using the "wobble Room" feature, your counter will also fall short of the end walls as well unless you add additional overhang in Closet Pro. If you have trouble, or forget to add overhangs, you can always alter your counter dimension in Allmoxy.

34) If your counter or filler length exceeds the maximum size allowed based on the color that you choose, you will be provided with 2 or more counters/fillers of equal length to match the original size. These counters will also have all 4 sides edgebanded, so there will be edgebanding at the seams. If you prefer to have the seam at another location, or prefer to remove the edgebanding from the seam, you can make the appropriate changes in Allmoxy. Also note that while some colors may allow lengths up to 108", there may be additional material costs and extended lead times due to the need to order "Non-Stock" material. When ordering countertops with radiused corners, be sure to allow enough overhang to accommodate the radius size that you choose. The same

applies to filler material. Minimum filler sizes are 4" w x 6" h. Any filler material that does not meet the minimum required dimensions in width and/or length will be adjusted in your bid. When adding material in Closet Pro, Cleats are intended to run the grain vertically. If you add material with a "Width" dimension that exceeds 48", your part will be rotated so it can be made from one piece. All grain on cleats runs along the "Length" dimension. Also note that all cleat, shelf and vertical material can be placed wherever needed in the design for visual reference, or it can simply be added so it is included in your cutlist. All of this material defaults to edgebanding on all sides. If you do not need all sides edgebanded, you can choose only the edges that are required.

- 35) The minimum allowable depth for shelves and vertical panels is 6". If you are using backs, make sure to use a depth that will allow at least 6" interior after the back is installed. Any order designed using 6" depth with backs will be supplied with 6" interior shelves and it will be your responsibility to cut them to fit on site.
- 36) Glass shelves are available to input into your designs. We now supply glass shelves as part of your order. Glass shelves have limited sizing available. Depths: 6"-16" in ¼" increments. Widths: 12" to 36" in ¼" increments. If your design contains glass shelves within these limitations, you will be charged for, and supplied, the shelves. If your design does not adhere to these limits, the glass will be removed from your order and we will assume that you intend to source your own. Glass shelves are ¼" thick tempered glass with all edges polished. Depth is 1/8" less than the unit interior depth and 1/16" less than the section width (Example: 14 x 24 section = 13.75" x 23.9375" glass shelf).**
- 37) If a vertical panel has a base notch that is higher than the bottom fixed shelf, the fixed shelf will be cut off the back at an amount to equal the notch depth. If the depth is greater than ¾", the rear fitting on the shelf will be relocated to 37mm (1.457") off the back edge. This helps prevent an issue with some panel depths that would have the fitting too close to the back. In this case, there will not be a hole in the vertical panel to connect the rear fitting of the bottom shelf. This location will always be 37mm off the edge of the base notch and up from the bottom to align with the front hole directly above the toe kick. We suggest making a simple drilling fixture (similar to a door pull drilling fixture), that will allow you to easily drill for whatever toe kick height you are using.
- 38) Fixed shelves in front of a back panel or a base notch that is ¾" or less will be cut down to match the remaining interior depth. The location of the rear holes in a vertical panel, and the rear fitting of a shelf, is determined by the size range of the depth. If the final reduced depth of the shelf falls within a different size range than the original depth of the unit, the rear holes and the rear fittings may not align. Since we offer depths in increments of ¾", every size may or may not work correctly. Rather than enter the depth of the shelf at the exact reduced size, you must enter the depth to be that same as the vertical panel, then indicate the amount to be cut off the back. This makes sure that the fittings and holes align, provided that the cut back amount does not exceed ¾". Note that when you submit an order through Closet Pro, this is all addressed automatically although it is always best to review your bid in Allmoxy. This is mainly a concern for those that manually enter their orders directly into Allmoxy.
- 39) Any designs incorporating floor and wall units together along a wall, whether shared or doubled vertical panels, will be provided with rail notches on all panels. If floor and wall mounted units are on separate walls, then only the wall mounted units will be provided with rails. Rails can be added to, or removed from, any wall or floor mounted vertical panel once in Allmoxy. You can change this detail to accommodate your installation preference. You can also use the Top and Bottom cleat features in Closet Pro to add cleat material, cut to size, for attaching to the wall. Note that unless specified, all floor mounted units have no rails or cleats and it is up to your installers to secure the components to the wall in their preferred manner.
- 40) Closet Pro offers the ability to create designs using multiple colors. This feature is typically turned on until you request access to it. We will then make it available to you. The advanced color option is accessible in the setting tab at the right side of your design. You will have the ability to choose the color of individual parts, edges, doors, etc. If you are viewing all walls of the design, then your changes will be global. If you are looking at and editing only one wall, then these changes will apply to that wall only. Closet Pro recently added the option to further separate colors by layer. This allows you to now create multiple color options along the same wall (See the section on "Layers").**
- 41) Color availability for parts is based on the product brochure. Closet Pro may allow you to design using a color for parts in which it is not available (Example: AGT colors are only available in slab doors and miscellaneous flat material such as counters and back panels. Closet Pro will allow you to design using this color for the casework also). If you submit an order that does not follow the availability listed in the brochure, your order will not be accepted and will be released back to you.

- 42) All wall hung vertical panels have a rail notch cut all the way through the panel when against a return wall. If the panel is exposed, the notch will be cut partial except where the units return around a corner. Note that if you choose to design with just a simple straight wall and do not draw the return walls, your panels will be made with partial notches. It is best to always design your walls as they are on site.
- 43) When wall hung units are stacked on top of floor mounted units, there are no rail notches machined into the vertical panels and no rails or suspension brackets are supplied. If you stack units on top of wall hung units, only the lower unit will have rails and notches provided. In all cases, you have the option to add or remove any notches, brackets and rails in Allmoxy to suit your needs. If you combine wall hung and floor mounted units together, ALL vertical panels in that area will have rail notches.
- 44) When creating a "Dresser" type area with deeper drawer base units inset between taller shallow units with units above, check for design symmetry on both sides. When adding the "Top" unit, be sure to check the left and right side details and make sure that they are not only the same, but that you choose the option that achieves your desired look. 1) Single: Extends the bottom vertical panel all the way to the top, sharing it with the top section. This causes a problem if the top and bottom sections are different depths. 2) Stacked: This makes the top unit vertical panel extend to, and sit on top of the bottom unit or counter if one is included. (This may cause an issue with the overall height. See the stacked unit notes in item #19). 3) Open: This creates a wall hung vertical panel that is only the actual height of the top section and leaves an open space between the top and bottom units. This can be seen more easily by using the "Tech" drawings. Any units designed without the left and right side details being the same will be released back to you.
- 45) The layer feature allows for the opportunity to create more complex designs in Closet Pro. Note that each layer works independently of other layers and it is possible for parts to overlap each other. When parts on multiple layers are expected to align with each other, it is your responsibility to assure that all calculations are correct. Parts from multiple layers that align with each other may not have the appropriate machining since the system treats each layer independently. If we find a potential error, we may opt to release the order back to you, or we may make you aware of our concern in the confirmation email. You can then make the necessary changes in Allmoxy before finalizing your order. Canary Closets and Cabinetry assumes no responsibility for issues arising from incorrect designs. It is your responsibility to make sure everything is correct. Whenever using layers, it is highly recommended to conduct a final review of your design in the Tech drawings. Layers are typically turned off until you require them and request that they be turned on. We will then turn the option on in your account once you acknowledge your understanding of the process in which layers work.
- 46) Closet Pro allows the addition of strip and puck lighting into your designs. When you add strip lights, your Tech Drawings will indicate the light location in "Blue". This will indicate to us that a groove must be machined in the specified location. Closet Pro does not account for the cost of each groove automatically. You must add this cost in the "Labor Upcharges" category in Accessories. The lighting is typically turned off when your account is created. It is only turned on and made available when requested and an understanding of how the lighting program works. If the lighting is turned on in your system, this means that you have been made aware of these policies and understand all policies and procedures related to lighting. Lighting components are not included in the design or pricing. Strip lights are machined for Flexy-LED silicone light strips 1/4" x 1/4" by default. We offer options for other light channels, these can be modified in Allmoxy. All available lighting components can be found in the "Lighting Components" category in Accessories. If you need assistance determining which components are needed for your application, please contact us. If you add strip lights to your design and do not include the necessary lighting components, and you do not contact us for assistance, we will process your order as submitted with grooves machined and no lighting components supplied. Puck lights require that you machine your own holes. We offer a drilling fixture for 2.25" puck lights which will allow you to drill blind holes for the lights as well as the wire access hole through the back of the shelf. While we offer strip lights in shelving, we recommend using puck lights for horizontal applications. If you opt to order strip lights in shelves, you must design in a way that allows your designers the ability to properly route the wiring. We do not offer customer support for this application.**
- 47) When using the Garage options in Closet Pro, slatwall and legs are used in your design for graphic purposes only. This will not create pricing nor will it add the slatwall or legs to your order. While you can design with no restrictions, slatwall is sold as**

individual 12" x 96" pieces in packs of 4 only. You must use the "Accessories" option to add the slatwall, edge trim, hooks, legs etc. to your order. When you create designs using legs, Closet Pro treats your sections as wall hung and all wall rail SOP's apply.

- 48) File drawers are not available to input in designs, but we do offer them. You must design using the proper drawer sizes for the file configuration that you need. You must then add the appropriate upcharge in the "Accessories" section for the configuration being used. When you submit your order, note in the shipping and notes section which drawers are to be used as files. If you need the sizing requirements for each file configuration, please contact us.
- 49) Base molding is made 4.5" high. Be aware that in most cases, this will need to be cut on site to fit properly to the floor. If your floor is straight and level, you may only need to make a simple straight cut. If your floor slopes or dips, you may be required to make more complicated irregular cuts. It is your responsibility to possess the tools and skills to complete these operations. If you prefer to have base cut at a specific size, you can use melamine filler material as a base instead of the profiled base molding that we normally supply and can make this change to your bid in Allmoxy. Also note that if you want your base to stick out past the doors or drawers, you must add additional blocking.
- 50) All correspondence regarding any order issues will be made by email. Please be sure to include the appropriate email address in the designer information for your order. This is where any issues will be sent, be sure to check your email for any notifications from us regarding your order. Order submission dates and lead times will be based on the date that issues are resolved, and the order can be placed using standard procedures. Any request for us to make changes will also result in extended lead times. Please be sure to read the bid confirmation emails that we send as these will inform you of any issues that need your attention before finalizing your order. If you disregard these emails and finalize the order anyway, Canary Closets and Cabinetry will assume no responsibility for issues encountered during installation.
- 51) For orders that require delivery, all shipping information must be provided (Street address, city, state, zip code). If any information is missing, your bid will be created as "Customer Pickup". You can then input the correct information before ordering. If you do not and you provide shipping information later, we may not have a courier available for the time and/or date you request.
- 52) **Bids are provided exactly as designed. We may find issues and notify you of them, but we do not take responsibility for any design issues that cause issues during your installation. Also note that while we may notify you of potential issues on an order, you should not assume that no notification is a confirmation that there are no concerns. Our responsibility is to provide your order as designed and any notification is a courtesy that should not be expected. This guide should be considered notification of possible issues. Familiarizing yourself with it will help to avoid potential problems.**
- 53) Notes in designs: Since your orders are submitted as designed, we do not make any changes based on notes placed in your design. These notes are assumed to be reminders to yourself, or for the benefit of your customer. If you need assistance with anything, you must communicate with us directly regarding your specific issues. It is best to do that prior to submitting your order or committing anything to your customer. If we assist you with a design issue, it may result in significant price and/or design changes. Procedures for requesting assistance from us on a design or order are included in this guide. All requests for assistance must include the Closet pro Proposal #, Allmoxy # if bid is created, Room #, Wall # and section #. Without this information, we cannot provide assistance.
- 54) Once your Closet Pro order is submitted to Allmoxy, you can make changes before submitting and paying for your order. Once the final order is placed, there can be no changes or cancellations. If you decide to cancel the bid and go back to Closet Pro to re-submit a revised order, you will be charged a reprocessing fee. Fees start at \$25 per room but may be more depending on the size and complexity of your order. Remember to carefully review your order in Closet Pro before submitting. Confirm all details and specifications as well as reviewing all "Tech" drawings.
- 55) Maximum depth for any panel that requires custom drilling (partial or staggered) on both sides of a panel is 28". Closet Pro will allow you to exceed this limit. Any design that exceeds this limit will be released back to you for revision.

- 56) All rooms that are part of a single order, regardless of color, must be submitted in the same proposal from Closet Pro. If you submit each room as a separate order, they will be processed individually and may not be put into production at the same time. This may cause them to receive separate due dates. If you request to have them all processed as one with the expectation that they will be shipped together on the same pallet, yet separated by job number, there will be fees applied for this service.
- 57) Released orders: If your design consists of issues we deem too problematic to fix easily in Allmoxy, we may release your order back to you. Once released, the rooms will appear back in your closet designs in Closet Pro. It is suggested to create separate customer files in Closet Pro and to distinctively name each room. If an order is released, or if you have questions, it will be much easier to find the rooms in question and address issue.
- 58) Resources: The resources page on our website provides documentation and tutorial videos that may be helpful. There are separate videos for Closet Pro and Allmoxy, ranging from basic to more advanced. Please review these videos as we add and update them periodically. We also welcome suggestions as to what additional info you would like us to provide.
- 59) Million dollar errors: You may experience an issue in Closet Pro in which your price is in millions of dollars. The most common causes are either using a height that exceeds the limit of the material or you are using a back or base notch in a unit that requires the drawers to be reduced to less than the minimum slide length. If the issue is not one of these, please contact us for assistance. If you have a price issue that is exceptionally high but not in the millions, you may have incorrectly set up the Custom and Accessory markups for that customer.
- 60) When creating designs, Closet Pro provides a default design name "closet design". It is recommended to give every room a unique name. This makes it easier when you require assistance because we can find the correct room more easily. Each part has its location within the design specified on the label and packing list. When a proposal is created, each room in the proposal is issued a number. In the "Room" section of the label and packing list, this is indicated with the letter "C". The wall withing the room is "W", and the section on that wall is "S". For example, C1-W3-S4 means Closet #1, Wall #3, Section #2. In addition, this is followed by the first three letters of the design name. If each design is uniquely named as suggested above, then that is an additional way in which your installer can more easily sort out the parts on site.

Allmoxy allows many more options for more complex designs than Closet Pro. If you need something that Closet Pro does not allow, you can submit your order, then make the necessary changes in Allmoxy once you receive confirmation that your bid has been processed. The more familiar that you make yourself with what Allmoxy has to offer, the easier it will be for you to make the modifications that you need. If you require us to make changes, there will be customization fees added to your order. These fees start at \$50 minimum but may increase depending on the amount and complexity of your changes. Whether we make the changes, or you do them yourself, modified parts will also incur additional fees. If you know changes need to be made, we suggest factoring these costs into the final price that you quote your customer. Any parts, hardware or accessories that you delete (i.e. a doubled panel or wall rails and suspension brackets) will also reduce the final cost as well. Requests for modifications must be provided in the shipping notes section of your order. Please note the room # and wall in which the changes will need to be made. If you need to provide more detail, you can send an email in addition to those notes, or you can add notes to the drawing. Unless information is provided in the shipping notes section, ALL notes on drawings will be dismissed and any accompanying email may not be seen at the time of processing.

Be aware that we may refuse to make these changes if we have safety concerns or if we feel that the changes are too complex and create a high likelihood of problems during installation. We would then opt to either allow you to make all your changes yourself and assume all responsibility, or we can release your order back to you for revisions in Closet Pro. We will not make any changes to your order in Allmoxy if Closet Pro provides the capability to do it correctly in the original design. Changing things manually in Allmoxy that could be done properly in Closet Pro creates unnecessary risk and liability.

If you are unsure how any of these parameters may affect your design or need clarification as to what something means, please email Tony at tony@canarycc.com so he can assist you so that you can make sure that your final design can be processed with no issues. **The amount of, and complexity of the assistance you need will determine if any labor fees will be applied and how much they will be.**

Please note that this list is not 100% of issues that may be encountered. If any new issues come up, we will notify you, as well as notify you if any of these issues get resolved and are no longer a concern.

