

FREQUENTLY ASKED QUESTIONS

GENERAL

WHAT DOES THE MAXIMUM PRODUCT WEIGHT MEAN?

The maximum product weight is the total maximum combined weight of the unit and all of the contents. This capacity is largely determined by the load rating of the casters – the larger the load rating, the more weight the cabinet will hold. Please consult your owner’s manual to find the maximum product weight for your unit.

HOW DO I CLEAN AND MAINTAIN MY TOOLBOX?

Lubricate casters with high-quality bearing grease, once a year. Lubricate slides with a product like WD40 or another quality lubricant, twice a year. This is especially important in low temperatures, which can cause the bearing to become stiff. Periodically clean drawer fronts, drawer trim and other surfaces with mild detergent and water. Grease and oil can be removed with most standard cleaning fluids. For safety, use a nonflammable cleaning fluid.

THE TRIANGLE

SHOULD I CHOOSE A STEEL OR AN ALUMINUM TOOLBOX?

Steel is the more traditional material for toolboxes as it is heavier, tougher and more resistant to dents. Steel toolboxes are covered with a powder coat finish to protect the steel from corrosion. Aluminum, meanwhile, will not rust or deteriorate, and is also durable and lightweight. Our aluminum toolboxes have a rugged diamond plate pattern.

WHAT IS YOUR WARRANTY POLICY?

Most of our products are warranted to be free from defects in materials and workmanship for a period of five (5) years from the date of original purchase.

If the product is determined to be defective, we will replace the defective part at no cost to you. In the event it becomes necessary for your product to be returned, we will notify you how to proceed. A copy of your original purchase receipt must accompany the returned product.