



FAQ's... and A's

Have a question about Waterloo and its products? We've got the answers!

How do I find specifications about Waterloo products?

Either explore our products by product type or product series. Every product we offer is shown on this website with photos, full product specifications, features and shipping information.

Where do you find the model number of each unit?

A white label is located in the upper right-hand drawer of the unit. The model number and Parts & Services phone number is located on the tag.

What is the Posi-Latch® Drawer Retention System and what is its advantage?

This exclusive, patented feature is found on our Professional HD and Professional Series products. It's a latching mechanism that holds drawers in place, preventing accidental opening of drawers. And it's easy to use – simply lift the drawer trim to open the drawer.



What is your warranty period?

- Professional HD Series and Professional Series – 10 Year Limited Warranty
- Waterloo Series and Workspace Storage products – 7 Year Limited Warranty
Waterloo Series chest and cabinet with intermediate chest
- Shop Series, Specialty Series and Portable Series – 1 Year Limited Warranty