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FREQUENTLY ASKED QUESTIONS

The following is a list of Frequently Asked Questions which cover a wide range of topics. If you don't find what you're looking for here, try to browse our Cleaning & Maintenance PDF or Installation Instructions PDF under General Information or if you wish, send us an email message at Service@Metpar.com with your questions, suggestions or any general comments.

Q. *How do I open a handicap door in case of an emergency?*

A. To better illustrate how to disengage a door, we've prepared a one-page instruction sheet with diagrams to help you. Simply click [here](#) to download the self-extracting file.

Q. *On SH700 shower bases, how can you tell the difference between the front and back?*

A. When you're installing the base of our standard square SH700 shower cabinets, the flange with a notch in it should be located in the front of the shower unit.

Q. *Plywood Core? What does it look like? When would I use it?*

A. From the exterior, plywood core doesn't look any different because it's installed within the cavity of the material. Plywood core is used when a much stronger material is needed for greater structural stability and to withstand harder "wear and tear". This option is available on all of our Powder Shield, Stainless Steel and Plastic Laminate products. Feel free to contact us or your local Metpar distributor for more information and help.

Q. *What are those little circles on the layout drawings? What does it mean by "P1", "H-2", "SIL", etc.?*

A. The small circles on the drawings indicate the hardware to be used in that location. For example a "P1" represents a panel bracket with 1 ear. For more detailed instructions on our hardware, visit our Installation Guide web page.

Q. *What is a Multi-Cam® Hinge?*

A. This is a full height stainless steel hinge used primarily for "heavy duty" construction. To learn more about this unique hinge, or to read the specifications/details, click [here](#)!

Q. *What is an "In-Use Indicator" on the door slide latch?*

A. The small circle on the outside of the stall door will show red if the door is locked and being used. On the other hand... it will show green if the latch is not engaged and the door is open.

Q. *What is Solid Phenolic?*

A. Solid Phenolic, technically speaking, is a melamine surface produced with resin impregnated materials compressed together resulting in a solid, dense, water resistant product. Phenolic is made by the same companies that manufacture the plastic laminate materials. But, unlike plastic laminated partitions which are made up of a particle board core and the plastic sheets of material laminated all around it, phenolic partitions are a solid core material that will not separate when exposed to water making this an ideal product for shower areas.

Q. *How do I adjust the door swing on metal doors?*

A. To illustrate how to adjust a door swing, refer to Step 7 on page 5 of the Metpar Installation Manual or [click here](#) to open the pdf file now.

Q. *Are custom colors available?*

A. Yes, custom colors and textures are available on all metal products. Nonstocking colors for Polly, Phenolic and Plastic Laminate can be ordered as a special color option.

Q. *Where do I attach the coat hook?*

A. The coat hook also acts as a door bumper so it is important to locate the coat hook on the door so that it hits the panel before the door does. Handicap stalls are governed by Federal, State and Local ADA codes. Please refer to the installation instructions guide under the General Information tab.

Q. *How do I connect a panel to a pilaster that is “in-line” for an alcove configuration?*

A. For this configuration attach the panel to the pilaster using the #155 alcove angle clip or the #157 flat offset alcove clip provided in the alcove hardware pack.