

# MAKING SURE YOU GET WHAT YOU WANT

## MOBILE SHELVING

When ordering shelving units that are to be assembled on mobile carriages, add a "-M" (for Mobile) suffix to the model number, i.e., LCT-9-3612-7-M. This will *automatically* re-configure the components that make up the unit to allow for flush attachment to a flat top carriage through the shelf supports. This consists of substituting the standard front base(s), double rivet supports, and thin reinforcements (if applicable) with single rivet supports and heavy reinforcements (if applicable). This also typically results in a modest cost reduction which will also be reflected in the order.

## REFERENCE SHELVES

Our retractable reference/work shelves consist of two components: the reference shelf with factory-attached glides and a pair of mounting brackets. The reference shelf is offered in two sizes — Model RS-2412 (24" x 12") for use on 30"-wide shelving and the Model RS-3012 (30" x 12") for use on 36", 42" and 48"-wide units. The RSZB-xx mounting brackets, which are used with either shelf, should match the overall front-to-back depth of the shelving. These components are shown on page 28 under REFERENCE SHELF and REFERENCE SHELF BRACKETS. Also shown on page 28 is a chart labeled REFERENCE SHELF KIT. These are complete kits which include an RS-3012 shelf and the appropriate mounting brackets. **THERE IS NO KIT WHICH INCLUDES THE RS-2412.** Reference shelf components (shelf and mounting brackets) for 30" wide shelving units **MUST** be ordered separately.

A reference shelf takes up 1" of vertical shelf space. To maintain standard clearances in all shelf openings when incorporating a reference shelf in one of them, units normally equipped with a 4" front base must be substituted with a 2" front base. Units normally equipped with a 2" front base must be substituted with single rivet bottom shelf supports. Units normally equipped with single rivet bottom shelf supports (7 shelf/6 opening x 64"H and 9 shelf/8 opening x 97"H) cannot accommodate a reference shelf without loss of a filing level.

If you want a reference shelf on both sides of a double-entry shelving unit, all you need is an additional RS-2412 or RS-3012.

## SHELF CLEARANCES

Among the variables that must be factored in when calculating the clearance between shelves are the height of the upright, shelf profile, 1/2" shelf adjustment, number of shelves, and whether a front base is desired or not. Please contact us for assistance for these custom situations.

## BROKEN CARTON CHARGES

Purchase of material that is stocked in our inventory, as denoted by the icon in front of the model number or a note at the top of the page in this book, will not incur a broken carton charge. However, non-stock or special color shelves and uprights will incur this nominal charge for broken carton quantities. This is a pass-through from the factory.

## MISCELLANEOUS HELPFUL INFO

- Shelf slots for dividers are on 2" centers
- Subtract 2" from overall shelf width to calculate net filing inch capacity.

- Thin shelves go with thin supports and thin reinforcements. Heavy shelves go with heavy supports and use heavy reinforcements, if required. The SHS-single rivet bottom shelf support is used with both thin and heavy shelves.
- Top shelves do not typically require reinforcements.
- Specify material color choice on your PO.
- To modify a standard unit, such as reducing or increasing the number of dividers, just put a message on your PO and we will be glad to accommodate your request. If we have any questions, we will call.
- Order acknowledgments are faxed within one business day of order placement. If you do not receive it, call immediately.
- Please check acknowledgments.

## PLEASE... HELP US TO HELP YOU.

Here are five easy steps to assure your order goes smoothly.

- 1) Call our Customer Service Department to check stock availability **before** making delivery commitments.
- 2) Fax or mail your order to us.
- 3) Orders for in stock Quick Ship items faxed to us by 3:00 PM e.s.t. will be shipped in 48 hours (2 business days).
- 4) Please verify the information on the acknowledgment we fax back to you to make sure we are doing what you intended. Call us with corrections as soon as possible.
- 5) **IMPORTANT:** If you are going to have labor on site to meet an inbound shipment **AND HAVE NOT ALREADY MADE SHIPPING AND DELIVERY ARRANGEMENTS**, please call our Shipping Department at 615-740-7966 after 9:00 A.M. e.s.t. the business day after the shipment date indicated on your acknowledgement. You will be provided your order's PRO number and carrier telephone number. This will allow you to track the shipment, coordinate with the carrier, and avoid downtime.

**GUARANTEED DELIVERY — LTL SHIPMENTS.** Direct Line does not guarantee time/date specific arrival of LTL shipments via common carrier. Guaranteed delivery is offered by many carriers at additional cost. Rate quote upon request.

**GUARANTEED DELIVERY — POOL TRUCK SHIPMENTS.** You will be advised by our Shipping Department if your order is being shipped via Direct Line Contract Carrier. If time specific delivery is required, Direct Line will guarantee delivery within a 2-hour window at additional cost. Rate quote upon request.

**DIRECT LINE** stocks the most popular sizes in the most popular colors. Please refer to the icons, they indicate which items are stocked in which colors. If an entire page is stocked, there will be a text box which will inform you of the color stocked. On the component pages, the icon will precede the part #.

- ☐ = Items are stocked in Light Grey and Sand
- = Items are stocked in Sand
- ▲ = Items are stocked in Bone White

Where no icon appears, product is not stocked. Contact Direct Line for availability.

Place your Direct Line Order by FAX: **703-234-0337**  
Questions? Problems? Need Help? **800-822-4000**