

Frequently Asked Questions

Shipping and Production

Q: Does the price of a table change if I want it made in a custom size that is not listed as standard?"

A: Customization that is very detailed can add to the cost. All pricing is based on dimensions, materials required, plus man hours for manufacture, and all such calculations will be taken into account in your final quote.

Q: What are the general lead times on Isinglass products?

A: Our normal lead time is **6 –10 weeks** of the receipt date of the Purchase Order and deposit. However, it's best to call our offices to confirm lead time, as it can change due to the size of the order and the number of orders ahead of yours. Please note that because our products are made to order, **all orders require deposits and are not** put into the production queue until the **deposit is received**.

Mobile Units

Q: What is the test weight for casters?

A: Up to 175 lbs per caster.

Q: What is the test weight for wheels?

A: Anywhere from 300 lbs - 600 lbs, depending on application. For instance, tables with quartz tops or our back bars require heavier-duty wheels to safely bear their weight.

Q: How do I know whether to choose wheels or casters?

A: Casters are ideal for lighter weight tables and offer a less commercial/industrial look. For heavier application, such as back bars, serving stations and tables with quartz tops, we suggest using wheels. **Wheels** used on these products will increase ease of movement at higher weight requirements.

Selecting a Tabletop

Q: Why should I buy quartz tops rather than granite?

A: Quartz is just as durable as granite, but is **much more versatile and practical**. Quartz is **non-porous and never needs to be sealed**. Granite is a porous stone and needs to be sealed regularly with a chemical treatment. Quartz is NSF certified for food use, making it incredibly beneficial for use within the hospitality industry. Quartz may look and feel similar to granite, but its strength far surpasses the latter.

Q: What are the differences between a flush table top, a recessed table top and an overhanging table top?

A: A flush table top sits **on top** of the frame, lined up with the vertical edges of the frame. With flush tops, there is more usable surface area and cleanup is faster.

Recessed tabletops are set down **inside** of the table frame. These tops have more protection against everyday use since they are nestled within the frame. One drawback that comes with the recessed style is that cleanup can be more time consuming. Liquids and food debris may fall within the space between the frame and the glass, making cleanup more of a hassle at times.

Overhanging tabletops **may extend past** the frame 1" to 6", depending on the customer's requirements. We **do not recommend** the use of overhanging tops on table frames with wheels or casters, due to increased likelihood of damage. This tabletop style works best on fixed tables.