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# INSTALLATION INSTRUCTIONS



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**closets.com**



The detailed installation instructions that follow are designed to make your installation smooth and flawless. The indexing will help you to find the specific answer and/or illustration you need to understand the engineering and assembly process.

Each part is labeled with the closet, wall and section where it is to be installed. These labels tie to the installation plan you received with the project making the staging of the job and the install process clear. If you can't find the answer you are looking for you can call 844-431-6690 and speak with a professional in our Customer Service Department.

Continuous improvement in our operation is taken seriously. If anything in this publication is not clear or complete, please let us know.

Sincerely,

**The CLOSETS.COM Team**



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# OVERVIEW

## STAGING THE INSTALLATION

Prior to beginning your closet system installation, you must first prepare and stage your closet space. Below is a list of necessary steps to take in consideration to ensure your space is ready for your new closet system.

1. First remove existing poles and shelves.
  - 1.1 Start in the corner of the closet and pull the cleat first off the side wall, and continue by removing the cleat from the back wall.
  - 1.2 To remove caulked or adhesive shelving from the wall, use a razor/utility knife around the outside of all cleats and shelves. This will aid in preventing sheet rock from unnecessarily being torn from the wall, as well as reducing the amount of chipped paint.
  - 1.3 If your previous shelving unit consisted of wire shelving, use pliers to remove clips, screws, and wires attached to the wall.
  - 1.4 In order for your closet to look its best, Spackle any holes and re-paint prior to proceeding with installation of your new system.
2. Unpack your new closet system.

- 2.1 First, open the package and locate the box labeled "hardware." This will contain necessary hardware, and your system's specific design.



**Note:** Immediately upon receiving your system, verify that the box does not have any visual damage. If damage is found, immediately call CLOSETS.COM at 1-844-431-6690 for replacement parts.

Damage must be reported within 5 business days. If the box received no visual damage during shipment, proceed to the next step.

In any installation, it is paramount to have the right tools handy for the job. The following is a list of the tools required for successful installation of your closet system.

## INSTALLATION TOOLS

- A. ELECTRIC/CORDLESS DRILL
  - I. COUNTERSINK BIT
  - II. 5MM DRILL BIT
  - III. BIT EXTENDER
  - IV. PHILLIPS/SQUARE DRIVE BITS
  - V. 1/2" SPADE BIT FOR SUPER TOGGLES
- B. STUD FINDER
- C. LEVEL
- D. PHILLIPS SCREWDRIVER
- E. TAPE MEASURE
- F. PENCIL



Dremel multi-purpose saw (not pictured) used for removing baseboard if needed. Jig saw (not pictured)

If your closet has an existing system in place, the following tools may be necessary for removal prior to installing your CLOSETS.COM system.

- A. PRY BAR
- B. HAMMER WITH CLAW
- C. PLIERS
- D. FLAT-HEAD SCREWDRIVER
- E. SPACKLE
- F. PUTTY KNIFE



# SYSTEM HARDWARE AND COMPONENTS

ITEMS NOT PICTURED TO SCALE



SINGLE PUSH-IN DOWEL



EURO UNIVERSAL BRACKET  
(FOR TOE KICK)



THROUGH ANCHOR



#10 - 1 1/2"  
COUNTERSINK SCREW



#6 - 3/4" PHILLIPS  
ROUND HEAD SCREW



#6 - 3/8" FLAT  
PHILLIPS SCREW



1 1/4" FLAT BLACK SCREW



#10 - 2 1/2"  
SUSPENSION RAIL SCREW



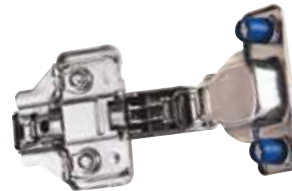
1 1/2" DRYWALL SCREW



SMALL "L" BRACKET



EURO SCREW 10 MM



SOFT CLOSE HINGE  
with HINGE PLATE



13 MM SUSPENSION  
BRACKET SCREW



ADJUSTABLE SHELF PIN



OVAL OR ROUND  
ROD CUPS (Available in  
multiple finishes)



PIN IN PLACE SHELF PIN



OVAL OR ROUND RODS  
(Available in multiple finishes)



SUSPENSION  
BRACKET (Right and left  
available)



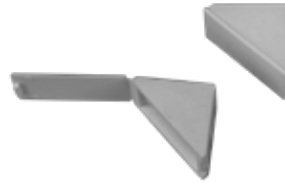
PAINTABLE  
BRACKET COVER  
(Available in White, Black, Brown, Silver, Bronze,  
Warm Cherry, Antique White —  
and in left and right)

# SYSTEM HARDWARE AND COMPONENTS (CONT...)

ITEMS NOT PICTURED TO SCALE



SNAP TOGGLE ANCHOR



TRIANGULAR CORNER BRACKETS



SNAP TOGGLE BOLT



ZIP-ITS/TORNADOES  
(For triangular corner brackets)



FAST CAPS  
(AVAIL IN ALL MATCHING  
LAMINATE COLORS)



BASKET & WINE RACK SLIDES



FILLER STICK WHITE  
(Available in matching  
laminate colors)



14" UNDER MOUNT  
SOFT CLOSE  
DRAWER RUNNER



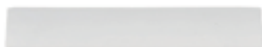
WOOD JOINING DOWEL



SUSPENSION RAIL



DOOR BUMPER



PAINTABLE  
SUSPENSION RAIL COVER



MENDING PLATE



14" SHELF CONNECTOR  
(Available in White, Black,  
Brown, Silver, Bronze, Warm  
Cherry, Antique White)



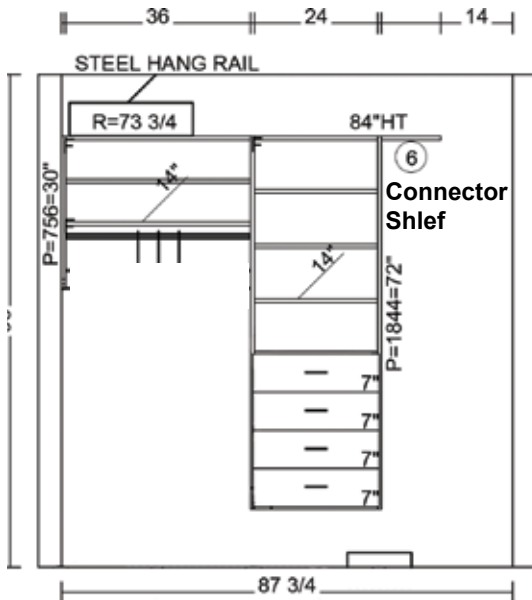
1 1/2" SPACER  
(Available in White, Black,  
Brown, Silver, Bronze, Warm  
Cherry, Antique White)

# HOW TO READ YOUR PLANS

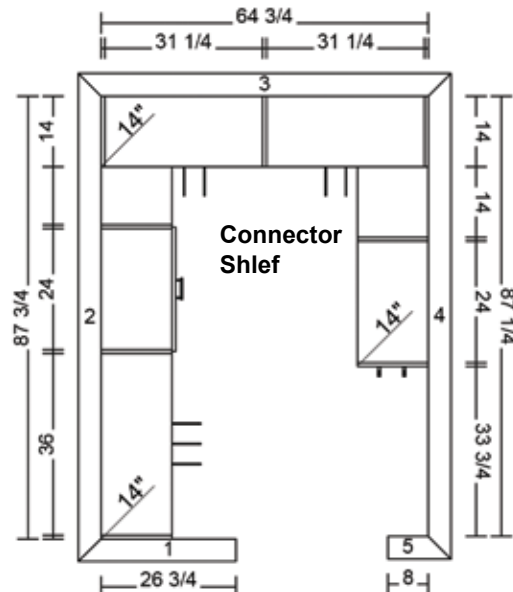
Understanding how to read and interpret your closet design plans is an important step to successfully install your closet system. In this section of the guide, you will find a brief overview on how to read and interpret those plans. You will also find a detailed plan specific to your closet design included in your installation kit.

**Plans:** Top view and wall elevations are provided for each closet. The vertical panels are  $\frac{3}{4}$ " and each section size will be indicated below the elevation on the wall view. Sizes indicated above the elevation may contain the panel dimension and will always indicate the total wall size. Vertical panels and sections are numbered on each wall elevation. The section numbers will refer to all items contained within that section (between two vertical panels). Shelves, drawers, baskets and doors etc. within that section will be labeled with that section number.

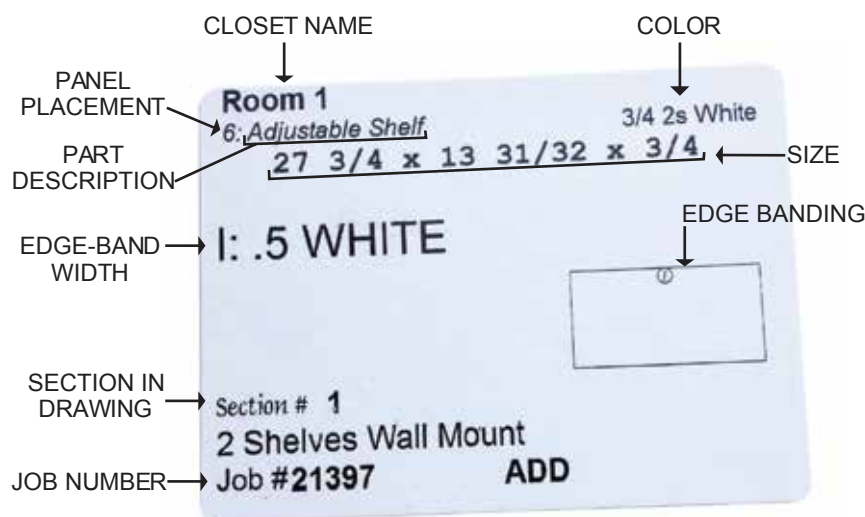
## WALL ELEVATIONS



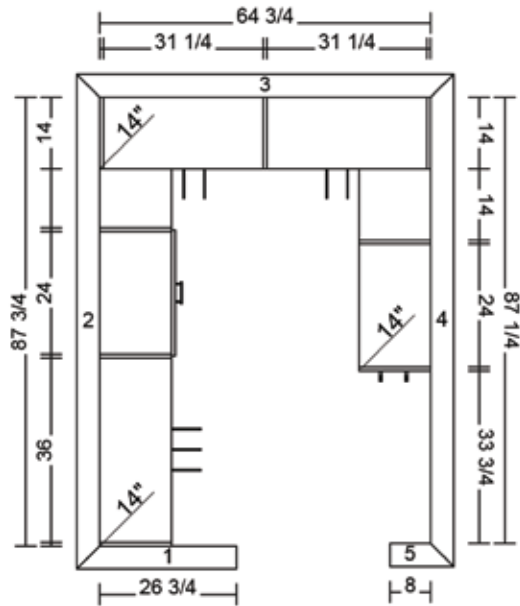
## TOP VIEW



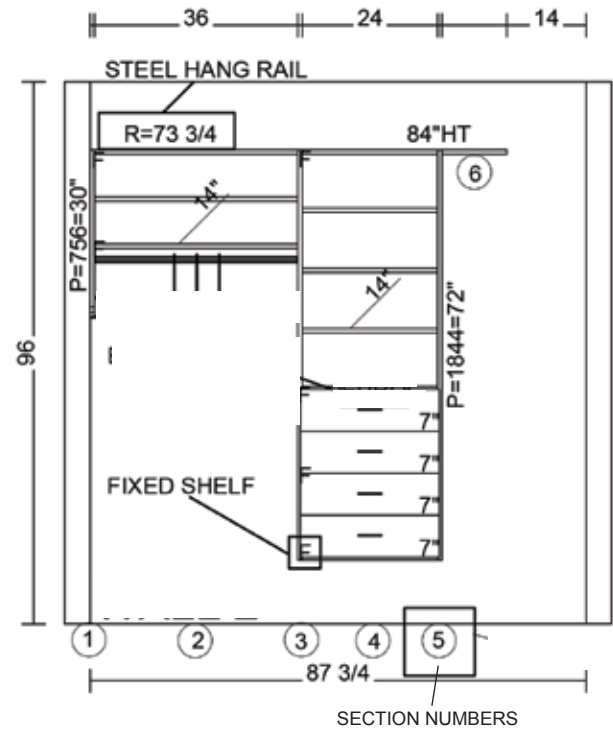
## LABEL VIEW



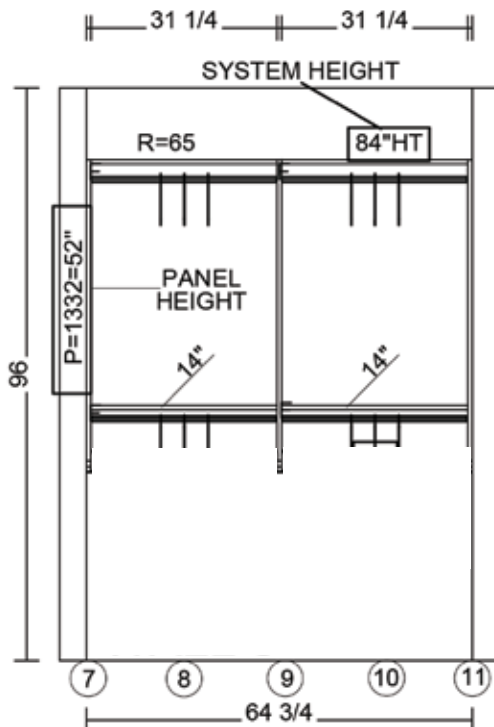
## PLAN VIEW



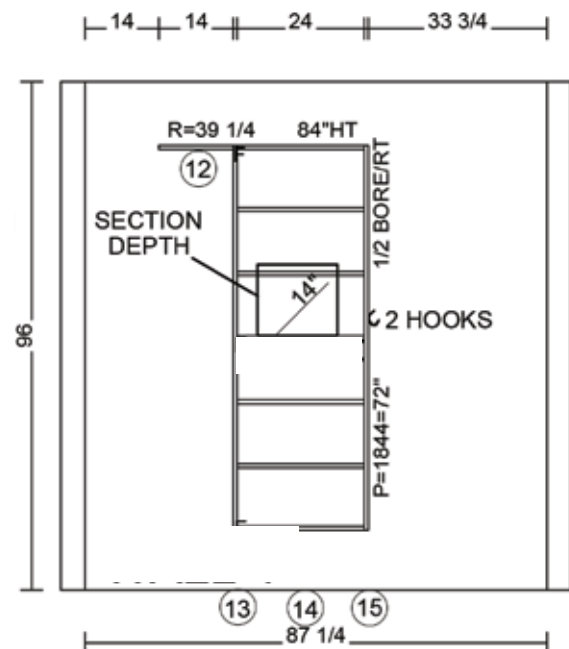
## WALL 2



## WALL 3

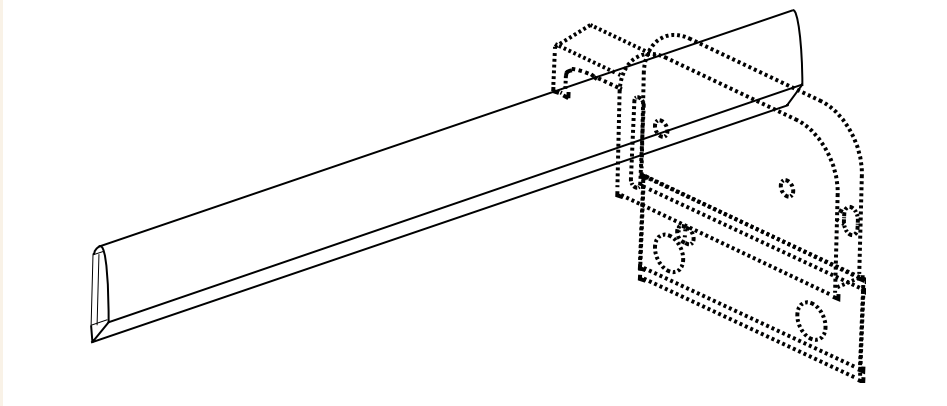


## WALL 4



## CONSTRUCTION METHODS

Suspension rail is used on all closets. The rail is secured to the wall using screws and/or toggle bolts depending on your wall construction. The closet panels are then attached to the rail. This rail is used with suspended, floor-based and mixed closet systems. Your project will require using a rail construction method.



**RAIL:** Both the suspended and wall mount closet systems will be manufactured to accommodate rail. Triangular corner brackets are provided to secure the system to the wall and keep everything plumb.

## TYPES OF CLOSET INSTALLATION METHODS

There are three basic types of closet installations. Your closet can either be suspended where all components hang from the wall, floor-based so that each section sits on the floor, or a mix of both of these techniques.

### 1. Suspended system with rail



### 2. Floor-based system with rail



### 3. Mixed system with floor-based and suspended components in place.



# INSTALLING SNAP TOGGLE ANCHORS

Snap Toggle anchors should be used in place of 2 ½" suspension screws if you have a metal stud wall rather than a wood stud wall. You will need to install Snap Toggles about every 16 inches just like it was wood studs in order to properly support the suspension rail. A panel should NOT be located more than 3" away from any screw or Snap Toggle anchor. In addition to use on metal frame walls, Snap Toggles can be used to provide support on a wood frame wall if you need to locate a closet panel more than 3" from a stud.

## PREPARATION

**STEP 1:** After you have made marks on the wall indicating where each stud is located (see step 1D on page 15, Installation Steps) and where each panel will be located, temporarily hold the rail on the line and level with the line you have drawn.

**STEP 2:** With the rail in place, make marks inside the holes in the rail to indicate where your Snap Toggle anchors will be drilled. Then remove the rail from the wall. Check other side of wall for obstructions.

**STEP 3:** Using a ½" drill bit, drill through the drywall where your Snap Toggle anchor will go. Repeat this step in all locations requiring a Snap Toggle.

**STEP 4:** The metal end of the Snap Toggle anchor is collapsible. Gently fold the metal end towards the plastic loop so that it can be inserted into the hole you drilled in the wall. Push it through the hole while holding the plastic loop end with your other hand. Once the metal anchor is inside the wall it will open again.

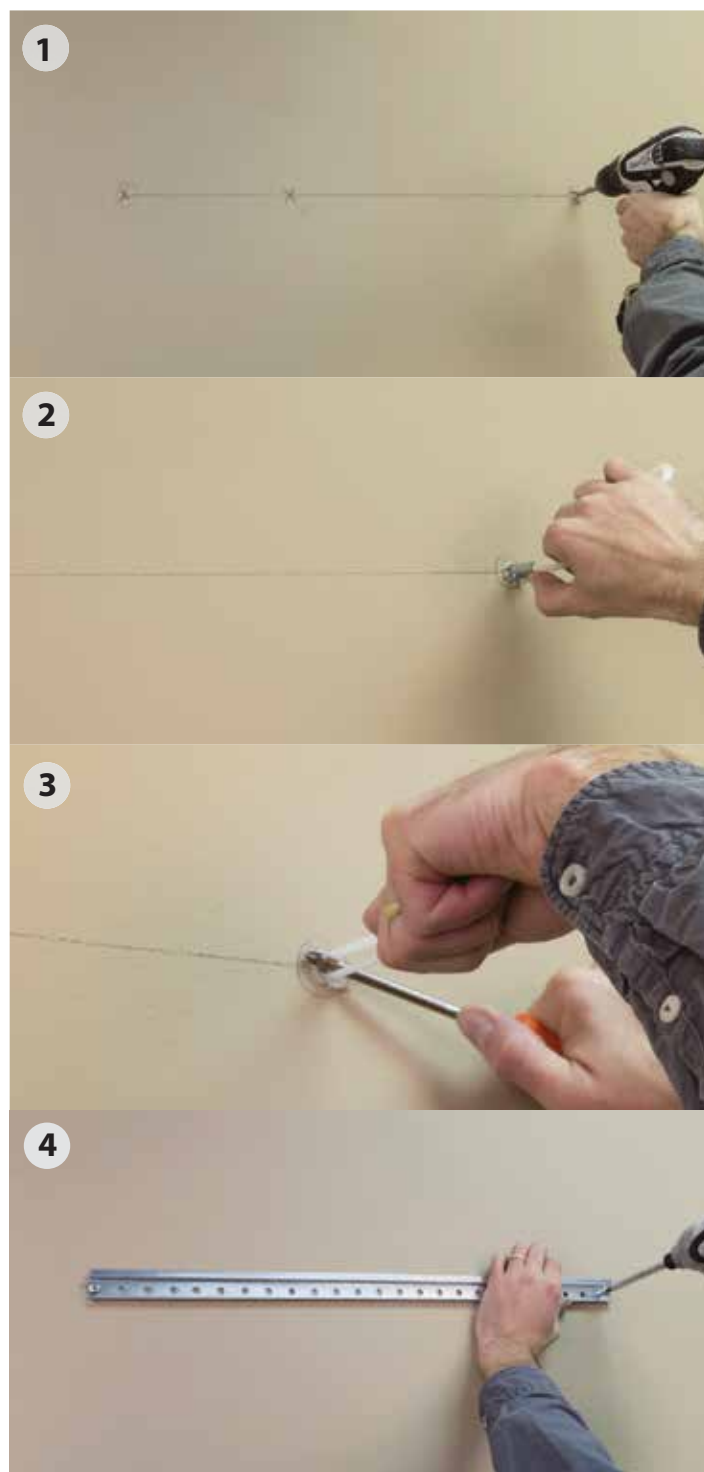
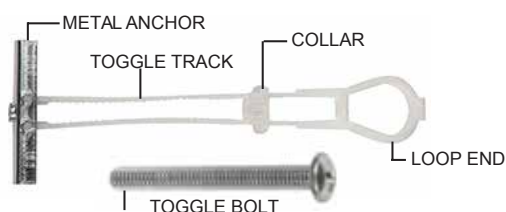
**STEP 5:** While holding the plastic loop, keep tension on the toggle pulling it towards you so that the metal end is snug against the inside of the wall. Next, slide the plastic collar along the toggle track until it meets the wall pressing it firm against the wall.

**TIP:** Use a screwdriver to slide the collar onto the wall while holding tension on the loop.

**STEP 6:** Once the collar is snug against the wall, bend the loop from side to side to snap off the tail end of the anchor. Discard the tail.

**STEP 7:** Insert the toggle bolt through the rail and slide the toggle bolt into the threaded anchor you installed. Hand tighten the toggle bolt confirming it is seated in the hole. Then tighten the screw all the way to the rail using your drill. Do not over tighten bolt — will break drywall.

**STEP 8:** Repeat steps 1 through 4 along the rail anywhere you have a toggle bolt being installed.



U.S. Patent no. 6,161,999 and foreign counterparts thereof. TOGGLER and SNAPTOGGLE are worldwide registered trademarks of Mechanical Plastics Corp.

## INSTALLING RAIL – 3 SCENARIOS

There are three combinations (a, b, c) of anchoring systems that are used when installing rail.

When laying out your closet system and preparing to hang the rail it is important to locate where your panels will be hanging and where the studs are in the wall.

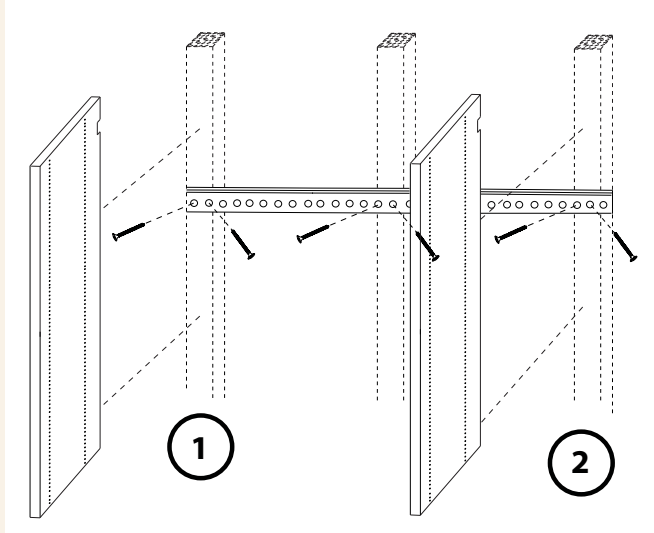
**Rule:** Any vertical panel hanging in the system should not be located more than 3" to the left or right of an anchor location. An anchor location is anywhere the rail is secured to the wall either by screwing to a stud behind it or by using a toggle anchor. Snap Toggle anchors are used when there is no stud within 3" of where the panel will be located or if you have a metal stud wall, as the metal framing does not have the gripping power for our rail system.

*\*See Snap Toggle anchor installation next page*

### SCENARIOS

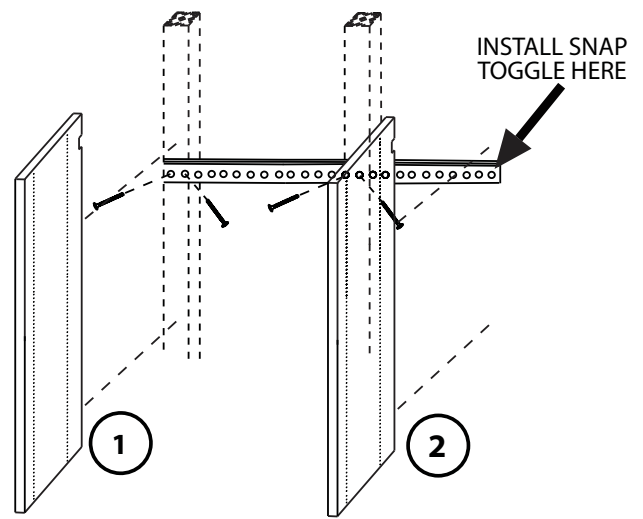
- A. Hang the rail using 2 ½" screws
- B. Hang the rail using both 2 ½" screws and Snap Toggle anchors
- C. Hang the rail using only Snap Toggle anchors

**Scenario A**



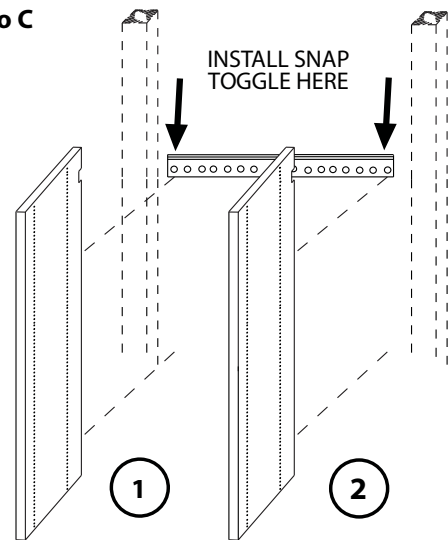
In this scenario panels 1 and 2 will be installed within 3 inches of a wood stud and so the rail is screwed to the studs using 2 ½" screws. Two screws are used. One is screwed straight in and another is screwed in on an angle to secure the rail to the wall. (See scenario A diagram above).

**Scenario B**



In this scenario panel 1 will be installed within 3" of a wood stud and so the rail is screwed to the stud using two 2 ½" screws at that location. Panel 2 will hang more than 3" to the right of a wood stud and so a Snap Toggle anchor (see directions on installing Snap Toggle anchors) must be used at that location. (See scenario diagram above and the arrow pointing to the location where a Snap Toggle should be installed).

**Scenario C**



In this scenario, panels 1 and 2 will hang where there are no studs directly behind the rail. (See scenario C diagram above and the arrows pointing to the locations where Snap Toggles should be installed).

## MIXED SYSTEM INSTALLATION

**A mixed system installation is a combination of both floor-based and suspended systems.**

1. Install floor based portions of system first. This is a critical step, as the floor-based section will determine the height of your hang rail. Install floor-based sections according to instructions in manual.  
Level units around the room (if it involves more than 1 wall that has connector shelves). Otherwise, just leave floor based section.
2. Once these are level, mark a line 2 1/4" down from the top of the floor-based section.
3. Level section "a" then measure down 2 1/4" from top of panel 3 to establish a center line of rail for section "b."
4. Complete installation according to the suspended system instructions.

## CUTTING YOUR OWN RAIL

If you opted out of pre-cut hanging rails in your closet order, the following guide will walk you through the steps to cut your own rail. Refer to your design to determine the length of the metal rail that will need to be cut to size.

### Tips:

1. Install toggles at the 2nd hole from each end to secure. Seam rail behind a panel. If this is not possible, seam in the middle of a section if there is no wood stud at seam
2. Use a jigsaw with a metal blade.
3. For half bore panels, deduct 3/8" from overall measurement.

**Note:** Do not cut your rail until you are positive of the length it should be. Call Closets.com for questions.

## CORNER SHELF OVERVIEW

There are several ways of handling corner shelves in a closet. They can be a bit difficult to get right. The most common and least expensive type of corner shelving is to use standard rectangular adjustable closet shelves with a butt joint where the shelves meet on the two perpendicular walls. You will need to use a shelf connector at the joint with this solution. Alternately, curved shelves create nice inside corners and eliminate the joint, but are more expensive. Which ever you choose, make sure your measuring is spot on when working with corner shelves.

### STRAIGHT SHELVES WITH SHELF CONNECTORS



The most popular way to connect two perpendicular walls of closet shelving in the corner is with standard rectangular shelves. These are the same adjustable shelves used on your flat walls. They simply meet in the corner with a butt joint.

You must use a shelf connector at the joint. A shelf connector is a kind of plastic sleeve that slips over the edge of both sections of shelving at the joint. It provides a smooth transition between the shelves and extra support at the joint. It comes in seven different colors to blend with the color of your closet. This is the simplest and least expensive way to join shelves from adjoining walls in the corner of the closet.



### CURVED CORNER SHELVES



If you don't want to see the plastic shelf connector in the corners of your closet, use curved shelves instead. Curved shelves provide a higher-end look than straight shelves with plastic shelf connectors. A curved shelf is always a custom item. Therefore, it costs a little more than the straight shelves with connectors. Use them when your shelf corners will be highly visible, such as an open pantry. It's a more expensive look, but worth it in certain situations.

Installation is a little less work than the straight shelves because there is no joining with shelf connectors involved. They install with a shelf pin in each corner just like a regular adjustable shelf. The only difference is that the vertical panels are perpendicular to each other. However, you need to be very precise in your measurements and installation practices with these shelves. They will be shipped to size and there is no room for error. Check for crooked walls and floors before you place your order.

# SUSPENDED CLOSET SYSTEMS

## INSTALLATION INSTRUCTIONS

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#### I. Closet System Installation Concepts

#### II. Installation Steps for Closet Systems

##### STEP 1 - Hang the Rail

##### STEP 2 - Suspend the Panels

##### STEP 3 - Install Fixed Shelves

##### STEP 4 - Level + Plumb System + Secure to Wall

##### STEP 5 - Install Adjustable Shelves & Rods



### RECOMMENDED TOOLS

#### A. ELECTRIC/CORDLESS DRILL

#### B. PHILLIPS DRIVER #2 BIT

#### C. PHILLIPS SCREW DRIVER

#### D. STUD FINDER

#### E. TAPE MEASURE

#### F. ½" DRILL BIT (FOR SUPER TOGGLES)

#### G. LEVEL

#### H. PENCIL

#### I. PRY BAR

#### J. 5MM DRILL BIT

#### K. 4' LEVEL

#### L. JIG SAW WITH WOOD AND METAL BLADE

#### M. TORPEDO LEVEL

#### N. PLIERS

#### O. SMALL LADDER

### CLOSET SYSTEM INSTALLATION CONCEPTS FOR SUSPENDED UNITS

We recommend you read through this manual entirely before you install your system. Keep it nearby as a reference as you do your installation.

We have devised what we think is a clear method and chronology for installing your closets. Our suspended systems are designed to hang from the wall.

Systems are made of vertical elements (panels) and horizontal elements (shelves). As a general rule when hanging panels we suggest that you start your installation on either end of the closet working from left to right or right to left whichever you prefer.

With your product packaging you will find a box of parts and pieces (hardware kit) that are used for the assembly of your system. Each item is illustrated and labeled here in this manual with a description of how the part is used.

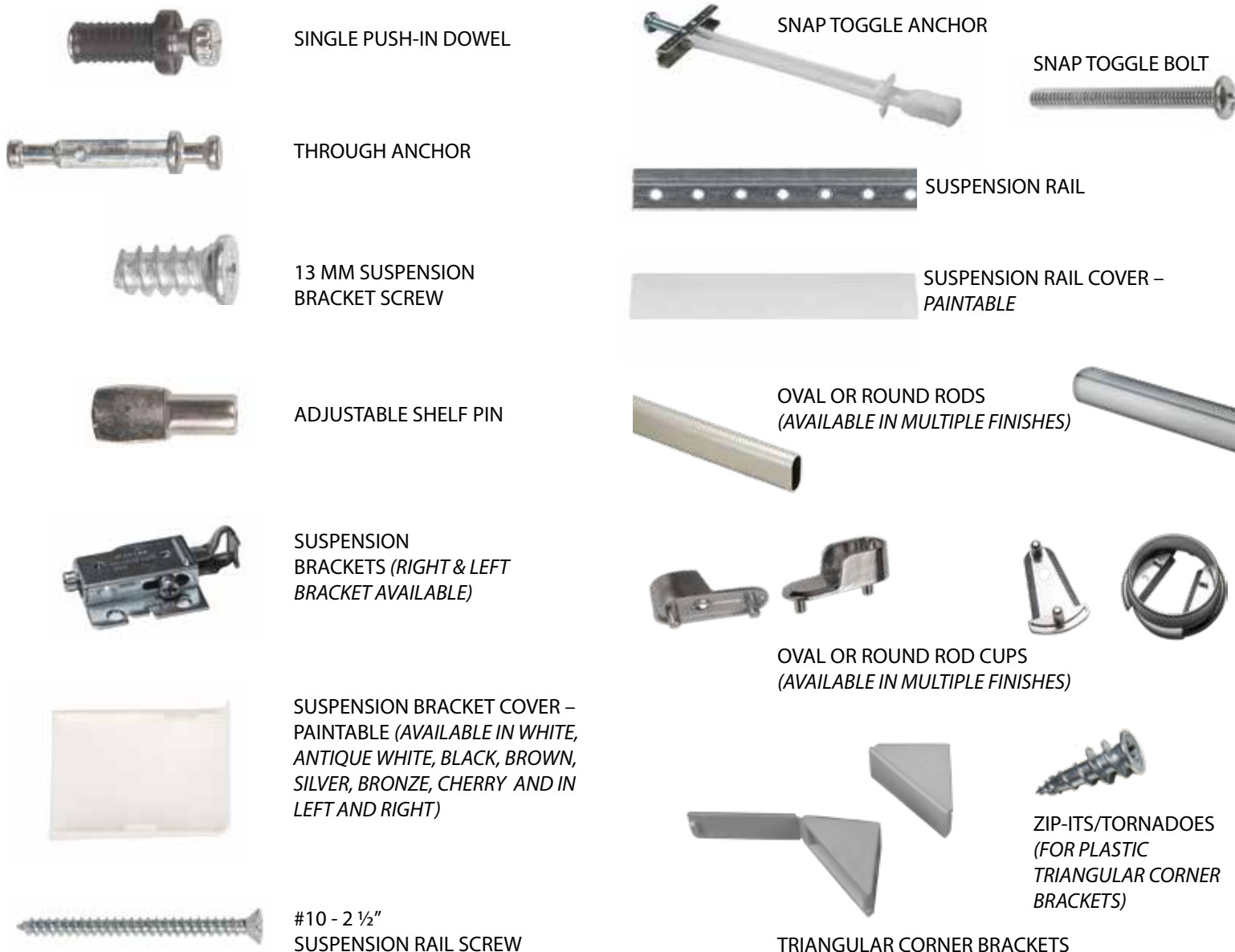
Once the rail is properly secured to the wall, you should hang the panels. Next, install the fixed shelves starting with the top shelves and then the bottom. Next, secure any center shelves that need to be installed. Lastly, put adjustable shelves, drawers, and hanging rods in place. Plumb and level and secure to wall before adjustable shelves and drawers.

Fixed shelves are fixed with two different types of anchors. Use a push-in single dowel to fix an end shelf or a shelf that will not continue on to the next section at the same height.

Use a **through anchor dowel** between sections where shelves continue through at the same height.

**Note:** When locking a shelf that uses a through anchor, lock the narrow end of the through anchor first and then the wide end (shoulder).

## SUSPENDED SYSTEM HARDWARE



## STEP 1: HANGING THE RAIL

**A.** Measure the wall and make sure your assembled system will fit in the space you will be installing your system. Look at your drawing to confirm system width.

**B.** Use your tape measure to measure from the floor to your desired finished height of the closet system and make a mark on the wall 2 1/4" inches below that height.

**Note:** If the finished height of your assembled closet is 84" off the floor, then make your mark at 81 3/4". Most rails will be installed at 81 3/4" unless otherwise noted or requested.

**C.** Use your **level** and draw a line on the wall the length of your suspension rail at 81 3/4" off the floor. (This will be where your suspension rail is installed and will determine the width of your system as well. (Figure A).



**Note:** On longer runs or closets with several sections, there may be more than one rail used in the installation. If more than one rail is used, always secure the rail end to the wall where two rails come together. Rail can also be cut to length with a hack saw.

**D.** Once your line is drawn on the wall you will need to locate studs inside the wall with your **stud finder**, marking the left and right edge of the stud when you find one. Between the two marks will be your center. Locate all studs inside the wall along the entire length of the rail. Place a small "x" on the line where each stud is located. (See figure B).

## STEP 1: HANGING THE RAIL *continued*



FIGURE B

**TIP:** If you are unable to locate any studs in the wall, or if metal studs, go back to page 10: *Installing Snap Toggle Anchors*.

It is not uncommon for the rail to be installed using both Snap Toggle anchors and 2 1/2" **SUSPENSION RAIL SCREW** screws in combination. Any Snap Toggles being used must be installed before the rail is secured to the wall.

**Note:** If a panel hangs more than three inches to the left or right of any stud along the rail, you should proceed to installing Snap Toggles in those areas.

**E.** Next, measure from one side of the rail line and roughly mark where each vertical panel will hang. Refer to your drawings to determine spacing between panels. Spacing is determined by shelf width.

**F.** Install your **suspension rail** on the wall and secure with two 2 1/2" screws in every stud using your drill with no. 2 Phillips bit. Secure one straight in and one on angle towards the center. Repeat this across the entire length of the suspension rail until the rail is secured. (See figure C).



FIGURE C

**Note:** The metal suspension rail should be installed with the hook edge facing up.

**G.** Once the rail is secured to the wall, snap on the rail cover over the suspension rail and your system is ready to be suspended. (See Figure D).



FIGURE D

**TIP:** The narrow edge of the rail cover faces up towards the ceiling and the wider edge faces the floor. Place the rail cover on the rail starting at one end. Hook the top edge on first all the way along the length of the rail. Use a closed fist to tap along the cover to snap the bottom edge of the cover onto the rail. Rail cover can be removed by prying under the bottom edge with a flat head screw driver.

## STEP 2: SUSPEND THE PANELS

**A.** Attach **suspension brackets** to panels. (There are two holes at the top of each panel near the notch) Attach bracket to the panel with two **13mm suspension bracket screws** using your drill with no 2 Phillips bit. Repeat step 2.A until all suspension brackets are installed. (See figure E).



13MM SUSPENSION  
BRACKET SCREW

SUSPENSION  
BRACKET



FIGURE E

**B.** Once all of the **suspension brackets** are secured to the panels, hook them onto the rail. Lift the panel vertically and with the suspension bracket above the rail, slowly lower the panel so that the suspension bracket securely hangs off the rail. (See figure F).

**TIP:** Make sure the farthest left and right vertical panels have their suspension brackets facing towards the inside of the system. Alternate every other panel with left then right sided suspension brackets. Hang the vertical panels on suspension rail roughly where they will go.



FIGURE F

**Note:** Panels are numbered and correspond to your drawings. Each panel has a specific place. Confirm panel location with your drawing.

## STEP 3: INSTALL FIXED SHELVES

- A.** Install top fixed shelves first, then bottom fixed shelves, then middle fixed shelves. Place a single push-in dowel in the top holes of the furthest left and right end panels. Work from one side to the other locking each shelf. (See figures G, H, I, and J).



**SINGLE PUSH-IN**



**THROUGH ANCHOR**



**FIGURE G**

- B.** Place a through anchor dowel in the top holes of any panels that are between left and right end panels. (See figure H).

**TIP:** Work from left to right locking one side then the next. When using through anchors, lock the narrow side first as this will pull the wide side snug to the panel.



**FIGURE H**

**Note:** Through anchor bolts are anchors used between fixed shelves where a shelf will continue onto the next section at the same height.



**FIGURE I**

- C.** Gently drop fixed shelves in place lowering them down onto the push-in dowels on the end panels and the through dowel on inside panels. (See figure J above).



**FIGURE J**

- D.** Fix locking shelves in place by using your #2 Phillips screw driver and turning the lock 180 degrees to lock the shelf in place. You will know the shelf is locked when the flat side of the screw is facing away from the vertical panel. Locking mechanism on fixed shelves should always face down. (See figures K and L).

**TIP:** If fixed shelves are difficult to line up (most often due to walls not being flat) and lock, see step 4.A on adjusting the in/out direction of the bracket.



**FIGURE K**



**FIGURE L**

- E.** Fix bottom shelves in place across the system. Repeat steps 3.A through 3.C for the bottom shelves and center shelves. In areas where double hang sections are being installed, measure up from the floor to half the height of the system and install the lower shelf there.

### TIPS:

1. For systems that are 84" finished height the lower shelf in a double hang section should be installed at 42" from the floor.
2. If you have drawers going into the system review directions on installing drawers. Shelf placement for top and middle shelves in drawer areas.

**Note:** The suspension brackets have both up and down and forward and backward adjustments on them. This can be useful when trying to get locking shelves to line up in addition to leveling.

## STEP 4: LEVEL, PLUMB, SECURE TO WALL

- A.** Once fixed shelves are in place the system can be leveled. This is done by placing a level on the center or top fixed shelf in each section and adjusting the height compensation screw on each suspension bracket. Each vertical panel can be adjusted up or down up to  $\frac{3}{8}$ " by turning the height adjustment screw on the suspension bracket working from one side to the other. Level each section and then move on to the next if applicable. The screw located on the underside of the bracket adjusts the height while the screw on the end adjusts forward and

**FIGURE M**



- B.** Once your system is level, secure the bottom of the vertical panels to the wall using the triangular corner brackets. The brackets should be attached to the underside of the vertical panel using a Zip-It/Tornado anchor. (See figures N and O).



**FIGURE N**



**FIGURE O**

- C.** Install your right and left suspension bracket covers. There should be one for each bracket. They are snapped on to each left and right bracket by holding them up against the underside of the top shelf and sliding them along the panel and onto the bracket. You will know when they are in place when they cannot be pushed any further and you hear a snapping sound. (See figure P).

**FIGURE P**



## STEP 5: INSTALL ADJUSTABLE SHELVES & RODS

- A.** Install all adjustable shelves in any location by placing adjustable shelf pins in place in any holes and setting a shelf on top of them. Four pins hold a single shelf in place. See your drawings for recommended location. (Figure P).



**FIGURE P**

### OVAL AND SIGNATURE RODS:

Look at your design drawings to confirm the location of your hanging rods. Each rod will need two rod cups to hold it in place. Just push the cups into place. Place hanging rod in the cups starting on one side and pulling the other side down into the cup. (See figures Q and R).

**TIP:** Rods are movable along the drilling pattern and can be placed at any height. For hanging sections we suggest that you leave one hole between the rod cup and the underside of the shelf above the rod.



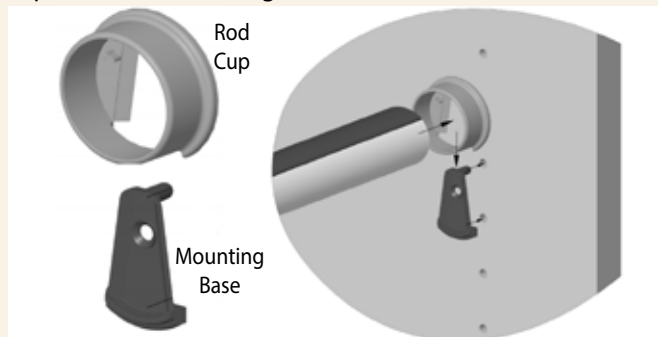
**FIGURE Q**



**FIGURE R**

### ROUND RODS:

If you selected round rods, they install using the 2-piece round rod cups provided. To use these cups, first mount the bases into the system holes at the desired height. Then place the cups over the ends of the closet pole/rod. Drop the pole with cups onto the mounting base.



# FLOOR-BASED CLOSET SYSTEMS

## FLOOR-MOUNT INSTALLATION CONCEPTS AND INSTRUCTIONS

We have devised what we think is a clear method and chronology for installing your organizational system. The floor-based system is designed to be placed against a wall. It is secured to the wall by use of a suspension rail and triangular corner brackets. Additionally, all closet units will extend and are supported by the floor. Each section includes a base with toe kick.

Systems are made of vertical elements (panels) and horizontal elements (shelves). Locate each panel that is included with your system. Each part has a sticker on it that corresponds to a part listed on the drawing. If you have a one section system you will have two panels, a two section system will have three panels, a three section system will have four, and so on.

### UNPACKING YOUR PRODUCT

With your purchase you will have a drawing that illustrates your product in both a plan and elevation view. Locate your drawing included in your hardware box and set it out in front somewhere you can easily see it.



Systems are made of vertical elements (panels) and horizontal elements (shelves). Locate each panel that is included with your system. Each part has a sticker on it that corresponds to a part listed on the drawing. If you have a one section system you will have two panels, a two section system will have three panels, a three section system will have four, and so on.

### PREPARING THE SPACE

Start with a clean space near where you will be installing your system. De-install any existing systems that may be in place. Spackle and paint.

Unpack items, placing the items nearby and keeping them grouped together. Inspect all parts and pieces as they are unpacked for any damage or missing parts.

Report any missing or damaged parts immediately to [help@closets.com](mailto:help@closets.com) customer service.

**Note:** We recommend you read through this manual entirely before you install your system. We strongly recommend that the product be assembled with the help of at least one additional person.

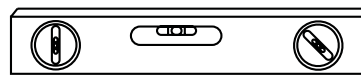
### TOOLS NEEDED FOR INSTALLATION



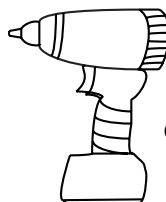
NO 2 PHILLIPS SCREW DRIVER



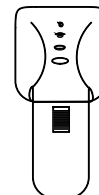
NO 2 PHILLIPS DRIVER BIT FOR DRILL



LEVEL



CORDLESS DRILL



STUD FINDER

## FLOOR-BASED SYSTEM HARDWARE



SINGLE PUSH-IN DOWEL



THROUGH ANCHOR



13 MM SUSPENSION  
BRACKET SCREW



ADJUSTABLE SHELF PIN



SUSPENSION  
BRACKETS (*RIGHT & LEFT  
BRACKET AVAILABLE*)



SUSPENSION BRACKET COVER –  
PAINTABLE (*AVAILABLE IN WHITE,  
ANTIQUE WHITE, BLACK, BROWN,  
SILVER, BRONZE, CHERRY AND IN  
LEFT AND RIGHT*)



#10 - 2 1/2"  
SUSPENSION RAIL SCREW



#10 - 1 1/2"  
COUNTERSINK SCREW



FAST CAPS



EUROPEAN  
UNIVERSAL BRACKET  
(*FOR TOE KICK*)



SNAP TOGGLE ANCHOR



SNAP TOGGLE BOLT



SUSPENSION RAIL



SUSPENSION RAIL COVER –  
PAINTABLE



OVAL OR ROUND RODS  
(*AVAILABLE IN MULTIPLE FINISHES*)



OVAL OR ROUND ROD CUPS  
(*AVAILABLE IN MULTIPLE FINISHES*)



TRIANGULAR CORNER  
BRACKETS



ZIP-ITS/TORNADOES  
(*FOR PLASTIC  
TRIANGULAR CORNER  
BRACKETS*)



#6 3/4" PHILLIPS  
ROUND HEAD SCREW

## HANG SUSPENSION RAIL

Both suspended and floor-based closet systems use rail to secure the system to the wall. Review pages 14-15 for details on hanging the rail and panels for your closet system.



A: Install the rail to be used by your closet system. Snap on the rail cover after the rail is hung.

B: Install the suspension brackets on your panels so that they can be hung from the rail.



## INSTALL DOWELS & EURO BRACKETS

A: Place a push-in dowel in the top front and back holes of each panel and in the fourth hole from the bottom. (See diagram & image 1). Locate where your center shelf will be and place two more push-in dowels at the same level on each panel. **NOTE:** In this example, instructions illustrate a single section unit. If your system is more than one section, refer to step 3B in the suspended system instructions.

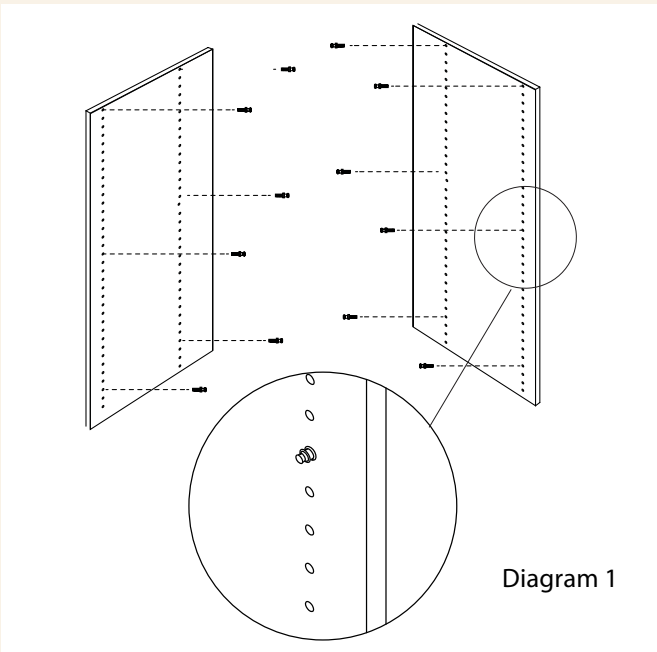


Diagram 1

IMAGE 1



B: Install a European universal bracket in holes 2 & 3 from the bottom of the panel near the front edge. This will later be used to install your toe kick in Step 4. Use two European 10mm screws. Holding the short side of the universal bracket against the panel, fix the bracket to the panel with your cordless drill on both left and right panels. (Diagram 2, image 2).

**TIP:** Install the European universal bracket with the short side against the panel.



IMAGE 2

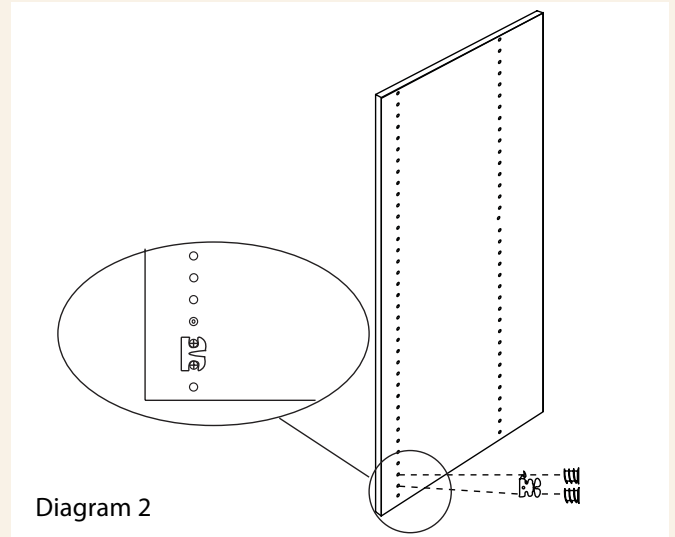


Diagram 2

C: Suspend the prepped panels from the rail installed in Step 1. Review page 15 (suspended systems) for details.



**Note:** Panels are numbered and correspond to your drawings. Each panel has a specific place. Be sure to confirm panel location with your drawing.

## INSTALL FIXED SHELVES

**A:** Install top shelf and lock it in place. Next install the middle shelf and lock it in place. (Diagram 3, 4, image 3).

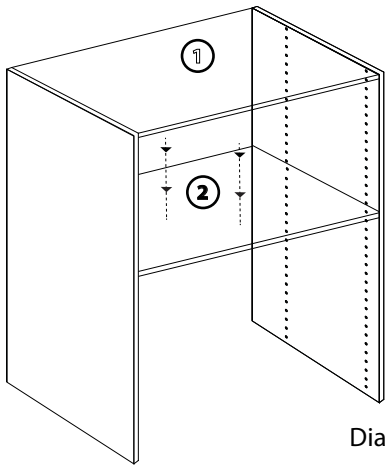


Diagram 3

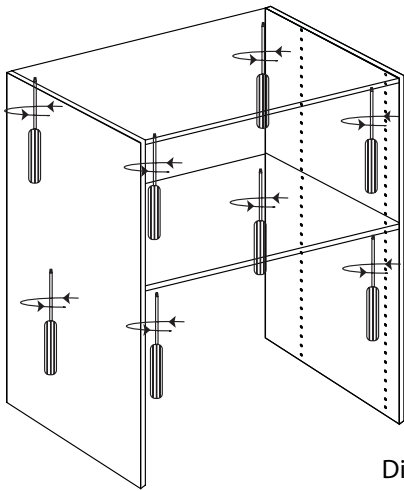


Diagram 4

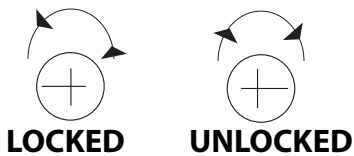


IMAGE 3

## INSTALL TOE KICK

**A:** Install toe kick by placing it against the universal brackets and screwing through the bracket and into the toe kick using  $\frac{3}{4}$ " screws. Do this on both left and right sides accessing through the inside of the cabinet. (Diagram 5, image 4).

**TIP:** When screwing toe kick down to the universal brackets, lift the toe kick up slightly to about  $\frac{1}{16}$ " off the floor. This will allow the bottom shelf to fit snug on top of the toe kick.

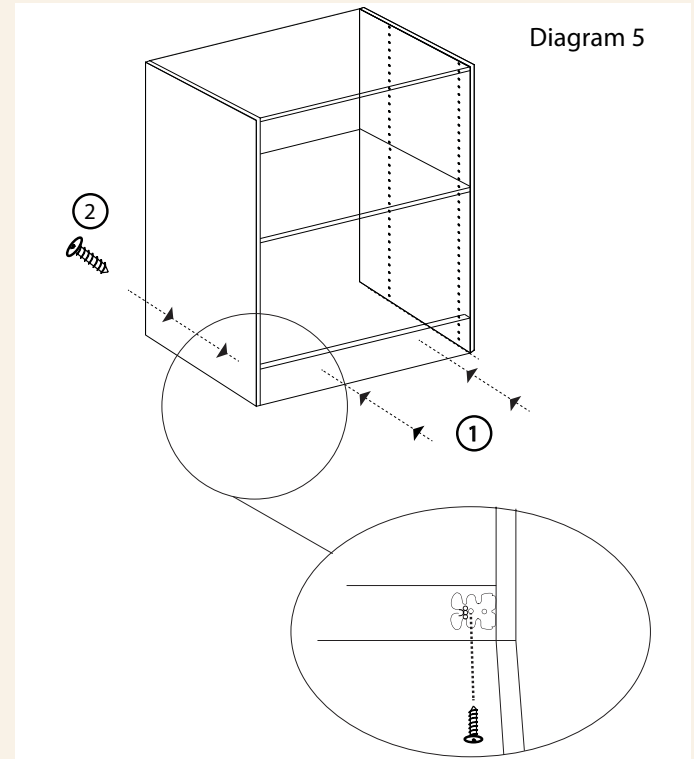


Diagram 5



## LEVEL & PLUMB THE SYSTEM

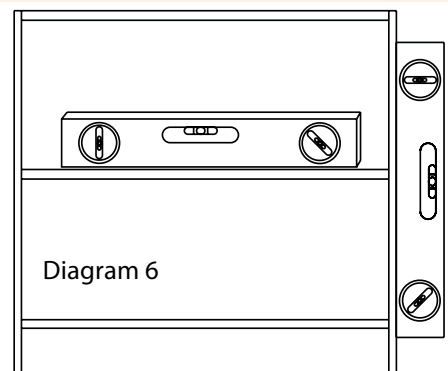


Diagram 6

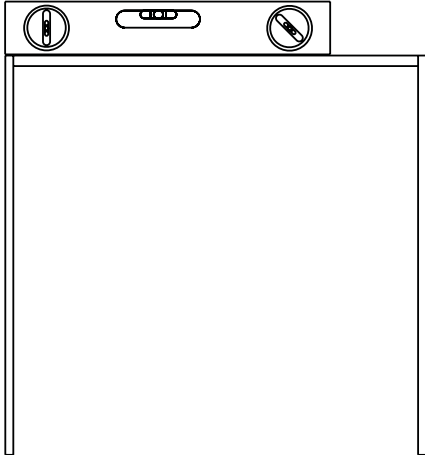
**A:** When dealing with floor-mounted sections, place a level on the floor to make sure the floor is level (Diagram 7). If not, look for your highest side.

Diagram 7



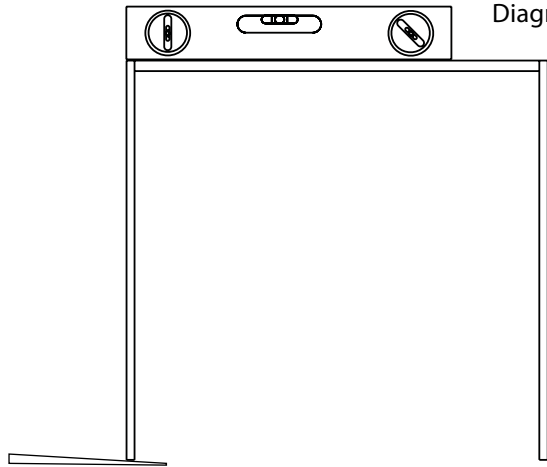
- B. Start to build the unit only installing all top shelves, only if all floor-mounted.
- C. Place level on each section starting at the highest point and see where you're at (Diagram 8).

Diagram 8



- D. For any section that is not level, add a shim until you have reached your level point (Diagram 9).

Diagram 9



**Note:** You should only use 1 shim per panel  $\frac{1}{4}$ " off the floor unless you have carpet. You could get away with 2.

- E. If you level the system and it still needs more shims, then remove all shims and start leveling sections from the lowest point. You may have to cut panels down with a jigsaw using a wood blade until you have reached the height needed. This may require you to cut more than one panel.

**Note:** If and when cutting panels, you will have to cut toe kicks to the panel height. To bypass the last step, if floors are not even and you find yourself with a large gap, you may first want to install some kind of a base molding to cover gaps.

## CORNER BRACKETS



TRIANGULAR CORNER BRACKETS

ZIP-ITS/TORNADOES  
(FOR PLASTIC CORNERS)

- A. Secure to wall with triangular corner brackets. Once your system is leveled and plumbed, but before the bottom shelf is installed, you should install corner brackets. The triangle shaped corners will secure the system to the wall. Place a corner bracket inside the unit near the bottom of the panel against the wall (make sure the bracket will be above any base moulding).



Double check for level and plumb.

- B. Secure the corner brackets to the inside back corner towards the bottom of each floor based closet section. The brackets must be lower than the toe kick so as not to interfere with installation of the bottom shelf. The flip cover of each triangular bracket should be facing you when open. Secure a bracket to each panel using a #8  $\frac{3}{4}$ " screw.



Secure corner brackets to panel below toe kick.

- C. Next, secure the corner brackets to the wall using the tornadoes. You do not have to pre-drill the holes into the wall.



The Zip-It/Tornado anchor is a one-piece self drilling anchor designed specifically for use in gypsum wallboard.



Repeat for each corner bracket. Your floor based panels should now be tight to the wall.

## INSTALL BOTTOM SHELF

A: Install bottom shelf and lock in place. Lock shelf in place by turning Phillips screw driver in a counter clockwise direction. Cam turns 180 degrees to lock.



Use either a screwdriver or a ratchet to secure the bottom shelf and lock it in place by turning counter clockwise.

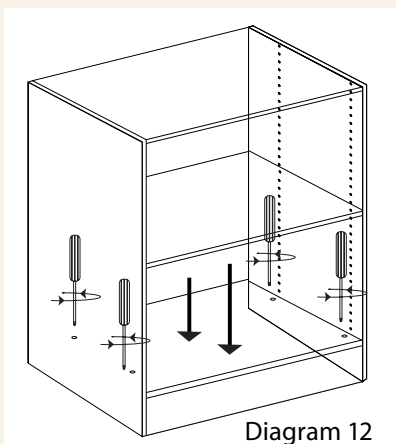
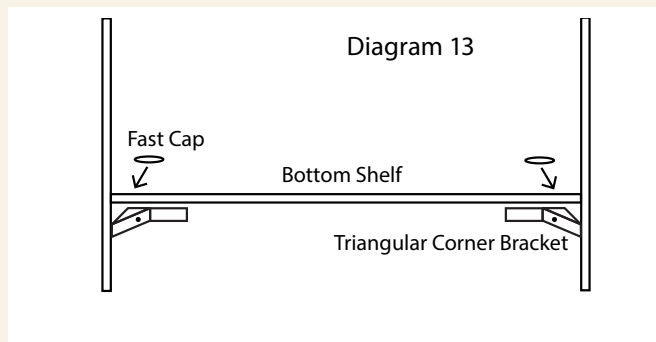


Diagram 12



B: Cover any holes on the bottom shelf with fast cap stickers provided to match your system color. (Diagram 13).



**Note:** Secure corner brackets under bottom shelf so they are hidden. After installing bottom shelf, use fast caps to cover cams.

## ADJUSTABLE SHELVES & RODS

Give your suspension brackets a final tightening and install your suspension bracket cover caps. Install your adjustable shelves and rods by inserting the adjustable shelf pins and rod cups. Review page 17 for details.

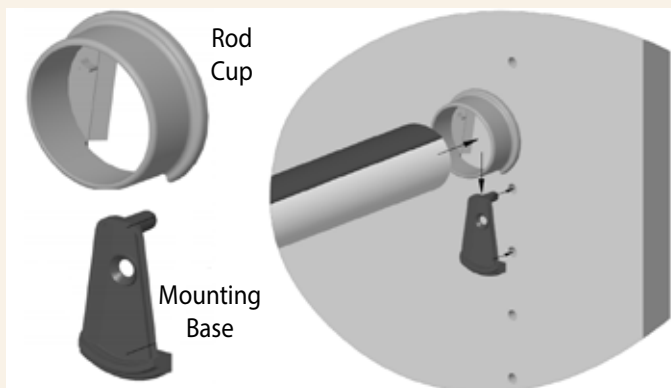


### OVAL AND SIGNATURE RODS:

Look at your design drawings to confirm the location of your hanging rods. Each rod will need two rod cups to hold it in place. Just push the cups into place. Place hanging rod in the cups starting on one side and pulling the other side down into the cup.

### ROUND RODS:

If you selected round rods, they install using the 2-piece round rod cups provided. To use these cups, first mount the bases into the system holes at the desired height. Then place the cups over the ends of the closet pole/rod. Drop the pole with cups onto the mounting base.



# OPTIONS

## DRAWERS, DOORS, ISLANDS, BACKING, PANTRY PULL-OUTS & ACCESSORIES

# UNDER MOUNT DRAWER ASSEMBLY & INSTALLATION

## UNPACKING YOUR PRODUCT

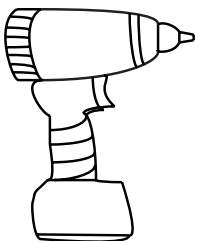
Unpack your product. Each birch drawer box comes with:

- Two under mount drawer slides with soft close
- Pre-assembled drawer box with drawer front in your selected color and style
- Adjustable drawer "clip" hardware with release lever (pre-installed on underside of drawer box)
- Screws to secure slides to cabinet

Your organizational system will arrive to you in boxes that contain all the parts and pieces you will need to assemble it. If you have

drawers being installed in your system they will be assembled. Runners are under mount and consist of a single part and drawer box. You will need to install the drawer glides to the inside of each panel (see diagram 1) where a drawer will be inserted. Drawer glides should always be installed with one panel hole visible between the underside of the installed glide and the fixed shelf below it. When the drawers arrive, the handles will be installed facing the inside of the drawer box. They will need to be removed and reinstalled on the outside of the drawer face. Use your Phillips no 2 screw driver to release and reattach the handles to the drawer face.

## RECOMMENDED TOOLS



CORDLESS DRILL



NO 2 PHILLIPS SCREW DRIVER



NO 2 PHILLIPS DRIVER  
BIT FOR DRILL

## HARDWARE FOR DRAWER RUNNERS



RIGHT AND LEFT DRAWER GLIDES (SOFT CLOSE, UNDER MOUNT)



EURO SCREW 10MM



## DRAWER GLIDE LAYOUT FOR UNDER MOUNT RUNNERS

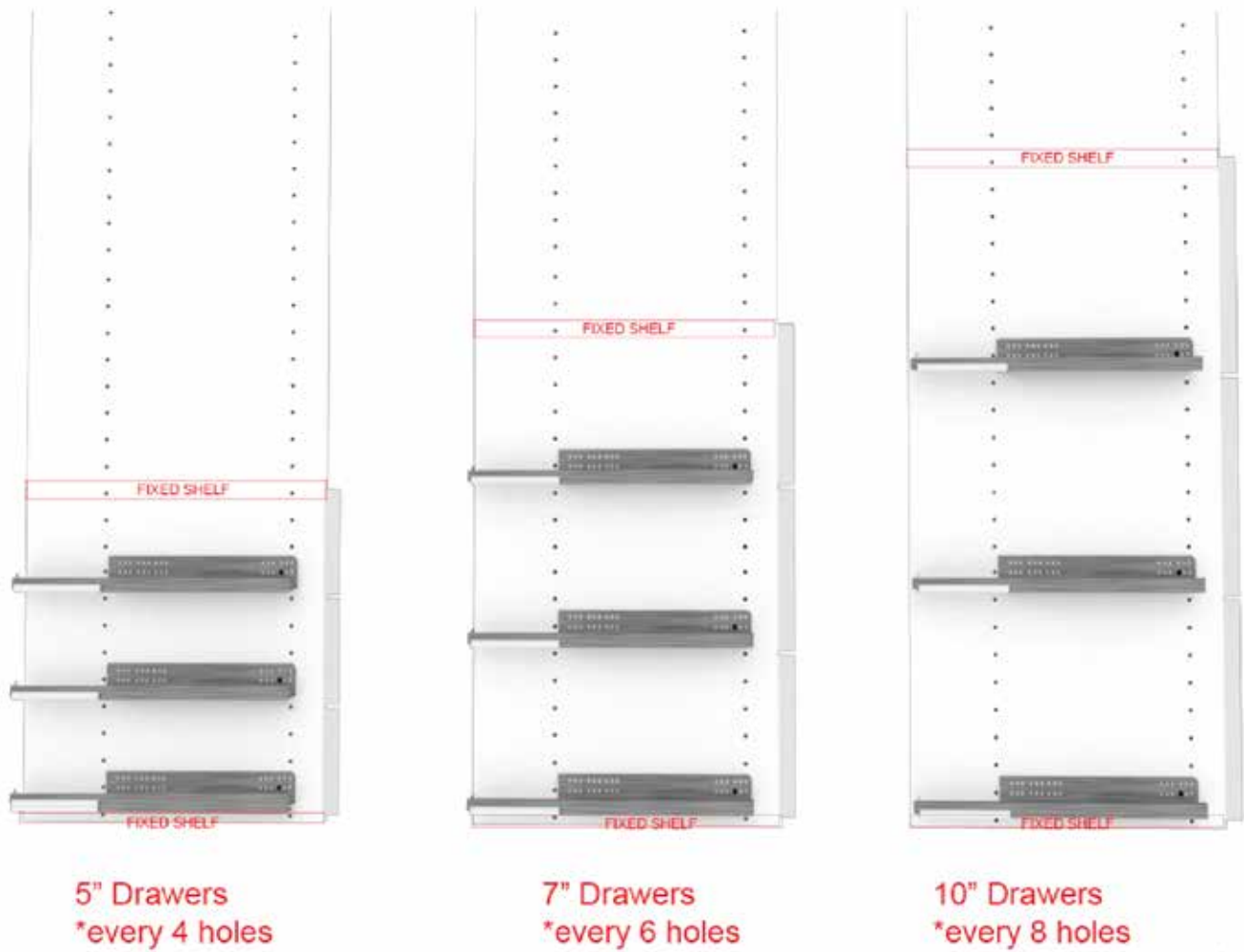


Diagram 1



Figure A

### STEP 1: LAYOUT RUNNER LOCATIONS

Mark the location of where each runner will be placed. Depending on the drawer size, the spacing between each runner will differ. In this example the runners are spaced every six holes to accommodate 7" drawers. SEE DIAGRAM ABOVE

**Note:** Drawers should only be installed once the entire system has been assembled, leveled and fixed in place.

### STEP 2:

Locate the **third hole** (second down and third over) in the front of the metal slide. Resting the slide against the shelf, align this hole with the pre-bored hole in the side panel. The rear hole will automatically align with another pre-bored hole in back. (Runners that are resting directly on shelves, may require the screws to be inserted on a slight angle down).



### STEP 3:

Secure the first drawer slide to the system panel using the supplied screws. Starting with the right slide, front holes, align the **third hole** of the slide to panel's pre-drilled hole and secure it with the Euroscrew screw 10mm x 7/16" (item 1149).



### STEP 4:

Proceed to secure the rear hole of the slide with another Euroscrew 10mm x 7/16" screw. The holes will automatically align with one of the pre-bored panel system holes if step 2 was correctly completed.



### STEP 5:

Repeat steps 1-3 to install the opposite drawer slide.



### STEP 6:

Push runners back. Slide drawer in — it will lock into place.



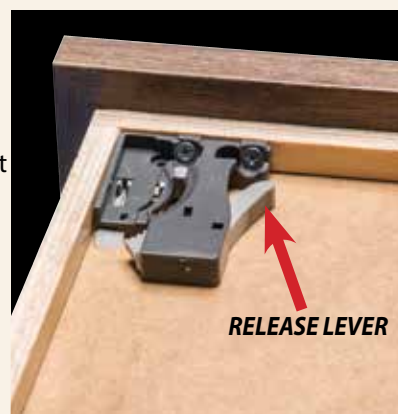
### STEP 7:

All drawers adjustable up and down by moving the adjustment knob the corner of drawer clips (see picture). Use this knob to fine tune the space between drawer fronts.



### STEP 8:

To Remove Drawer Box: Open drawer, reach under drawer and depress the "Release Lever" in the front right and left side of the underside of the drawer box. Then drawer can be lifted out of the system.

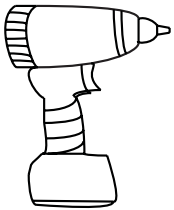


# DOOR ASSEMBLY & INSTALLATION

If you will be placing doors on your system, they will arrive to you packed face to face with a protective material placed between each door. Your drawings will also show the doors that you ordered and will be pictured installed on the system.

Doors can be hung individually or in pairs. You will notice that once installed, the door will overlap the panel it is connected to as well as the top and bottom shelf of the space it will cover. The overlap is about  $\frac{3}{8}$ ". Keep in mind when you install doors on your system that they can be adjusted. Adjustments are made by turning screws on the hinge parts. There are three adjustments that can be made. The hinge itself consists of two parts, a hinge plate which is connected to the vertical panel and the pivoting hinge. Installing your doors involves five simple steps. Two people suggested.

## TOOLS FOR INSTALLATION



CORDLESS DRILL



NO 2 PHILLIPS DRIVER  
BIT FOR CORDLESS



NO 2 PHILLIPS SCREW DRIVER

## HARDWARE FOR INSTALLATION

SOFT CLOSE HINGE w/ HINGE PLATE



DOOR BUMPERS



## HINGE KEYS

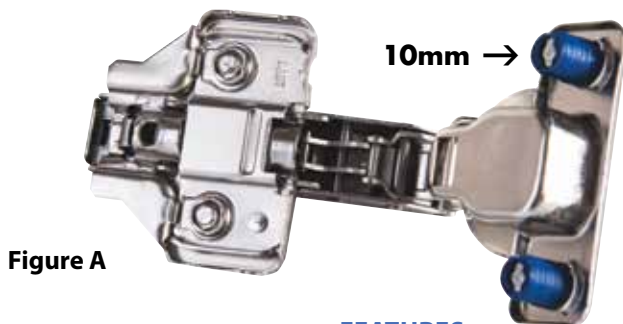


Figure A



Figure B

### FEATURES:

- Wider range of adjustability
- Opens 120 degrees
- Large expansion screw to secure hinge to door — 10mm
- Premounted euro screws for easy installation
- Soft close design

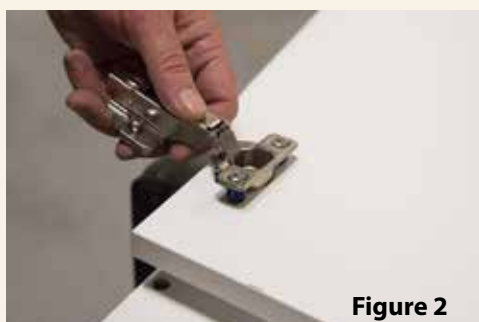
## DOOR INSTALLATION

If your system includes optional doors, install these at this time.

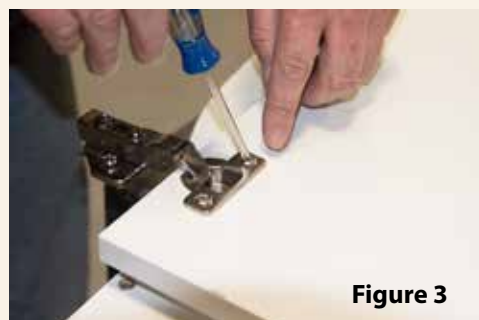
1. Install hinges onto the door panels by inserting them into the predrilled holes and tightening the screws (Figure 1, 2, 3).



**Figure 1**



**Figure 2**



**Figure 3**

3. Hinges install into the pre-drilled holes (Figure 4).



**Figure 4**

4. Install door with hinges using the provided screws (Figure 5a, 5b).
5. Repeat for each door.



**Figure 5a**



**Figure 5b**



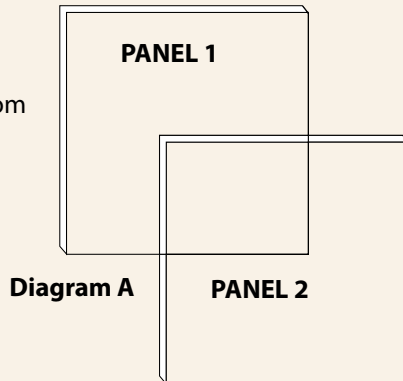
Congratulations! Your closet system now has doors.

# CLOSET ISLANDS

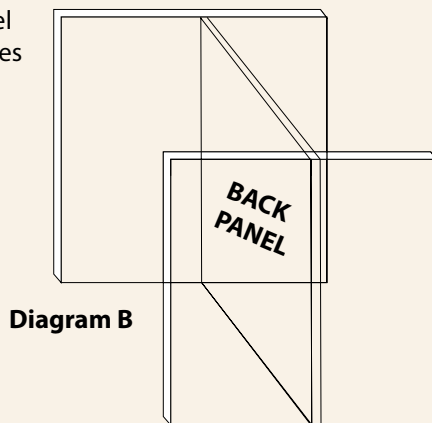
If your new closet system came with an island, the following directions will help ensure proper installation for maximum usability and functionality.

## ISLAND INSTALLATION

A: After locating in your closet where your island will be placed, take the first outside panel and stand it upright in that precise location.



B: The second side panel should be placed parallel from the first in the same upright position (Diagram A).



C: Lock the  $\frac{3}{4}$ " back panel to separate the two halves of the island sections (Diagram B).

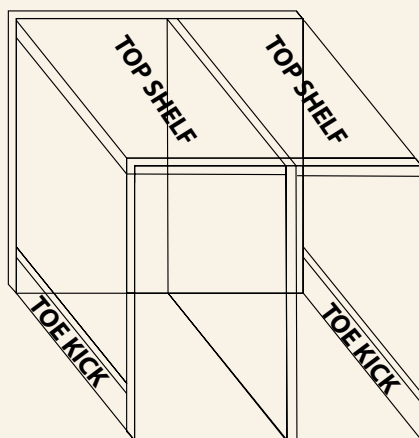


Diagram C

TIP: Be sure to attach toe kicks before bottom shelf for ease of installation of both parts. Review page 21 for toe kick installation.

E: Attach bottom shelves above toe kick (Diagram D).

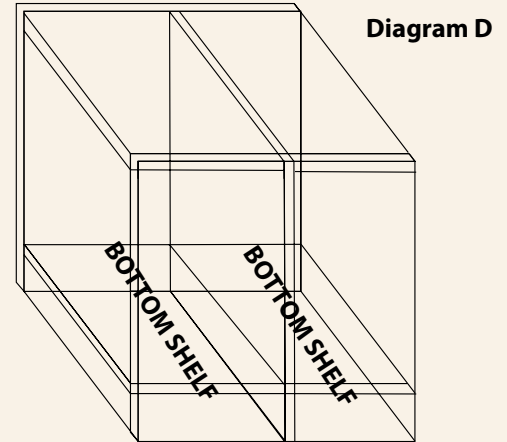
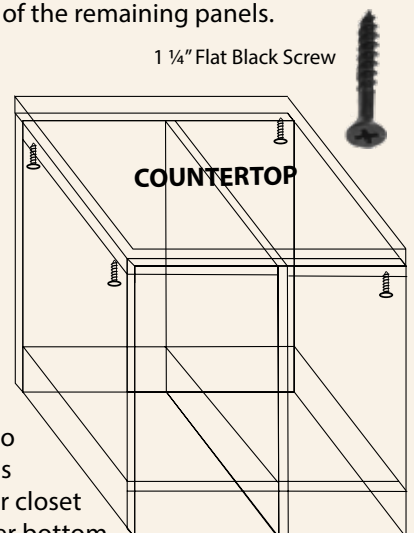


Diagram D

F: Repeat steps 1-4 on each of the remaining panels.

G: Included in your CLOSETS.COM system is the island countertop. Place the counter on top of the island and secure with 1  $\frac{1}{4}$ " flat black screw through the top locking shelf (Diagram E).



1  $\frac{1}{4}$ " Flat Black Screw

Diagram E

H: If the island is one-sided, (drawers on only one side) it will need to be attached to the floor. Ensure the island is placed appropriately in your closet space. Use 'L' brackets, under bottom shelf attached to side panels, to secure unit to floor if one-sided.

I: Finish by installing drawers and making necessary adjustments for alignment.



# BACKING INSTALLATION

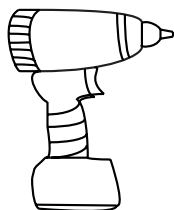
If your new system includes optional backing, please follow the directions below to ensure proper installation procedure. Backer will be installed in the same manner as a bottom shelf.

1. If applicable, insert cam-locks into backing. Insert the cam-locks into the holes square to the edge of the shelf.
2. With the cam-lock opening facing outward from the back, gently pound the cam-lock into place until it is flush square with the shelf edge.
3. Attach the backing to the vertical panels by pushing backer with cams facing wall over the dowel studs and turning the cam screw ½ turn counter-clockwise. Do not force the cam lock. If it does not move easily, check that the cam lock is in the "open" position and that the back is pushed completely over the dowel stud.
4. Attach all of the unit backing in the same way.



# ACCESSORIES INSTALLATION

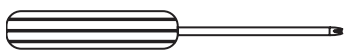
## TOOLS FOR INSTALLATION



CORDLESS DRILL



NO 2 PHILLIPS DRIVER  
BIT FOR CORDLESS



NO 2 PHILLIPS  
SCREW DRIVER

## HARDWARE FOR INSTALLATION



EURO SCREW 10MM



#6 - 5/8" FLAT  
PHILLIPS SCREW



STANDARD RUNNER



BASKET RUNNER



WINE RUNNER

## PANTRY PULL-OUT

The slide systems used with our drawers are the exact same group of components that are used when installing pantry or sweater pull-outs.

The system uses a two part runner. Pull-out boxes will have the guides already fixed to the pull-out box. You will need to install the pullout glides to the inside of each panel (See diagram 1) where a pullout will be inserted. Glides for pull-out boxes should always be installed in the first visible hole on the panel above the fixed shelf.

**A:** Install pull-out glides on the inside of the panel. Each pull-out will have two glides per box. There is a center hole drilled in the panel for installing the glide to the panel. In the example below, there are two glides being installed. Hold the pull-out runner up to the panel with the front of the runner aligned with the front edge of the system. Secure the center hole screw in the center of the runner using a **10mm euro screw**. Use your cordless drill with a no 2 Phillips bit attached to secure it to the panel. Align the front largest hole of the runner to the front hole on the panel and secure to the panel with another **10mm euro screw**. Do the same for the third hole. (See diagram 1 & image 1 & 2).

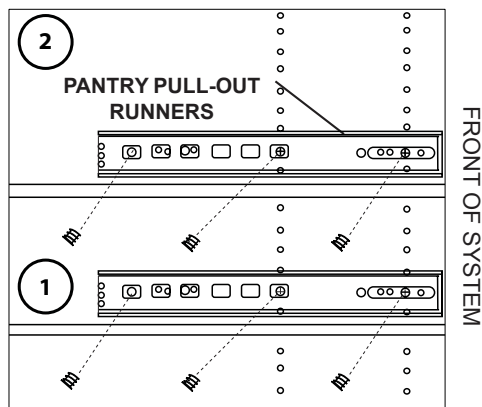


Diagram 1



**STEP 2:** Repeat step 1 on the left panel. Once all pantry pull-out runners are installed on the inside of the panels, the pull-out boxes are ready to be put in place.

**STEP 3:** Place a pull-out box into the runner by holding it level and parallel to the panels. Rest the box up against the runner and slowly push it into place. You will feel a small amount of resistance half way through. Continue pushing the box in until it is fully inserted. Open the pullout to confirm it is on the track correctly. (See image 3 to view the pantry pull-out in operation).



**TIP:** Pull-outs can be removed by opening the box while pressing the black release levers on the side of the box. One lever should be pressed down while the other is pulled up. This disengages the locking mechanism so the pull-out box can be removed.

**Note:** When sliding boxes in place, make sure the slide attached to the panel is pushed fully closed before the drawer is put in place.

**Note:** Pull-outs should only be installed once the entire system has been assembled, leveled, and fixed in place.

**Note:** Slide bearing cages to front of runner for ease of install.

## BASKET INSTALLATION

The runner system used with our baskets are the exact same runners that are used when installing a wine rack pull-out.

For baskets, the runners must be installed no less than four holes below a shelf. This is to allow the basket to fully close.

**Note:** For both wine rack and basket runners there is a left and a right runner.

**STEP 1A:** To install a basket runner, first confirm left and right runners. Arrange the runners on your left and right so that the rubber end is facing you and the hooks are facing up.

**1B:** Hold the basket runner up to the panel, keeping it fully extended open. Locate the first hole in the runner closest to the front edge of the panel and use a 10mm euro screw to fix it to the panel. Do the same for the rear hole. (See image 4).



**1C:** Repeat step 1.B for all basket runners that need to be installed.

**STEP 2A:** Hang the basket in place by pulling the basket runners fully open and dropping the basket in place. Start with one side and lower the basket onto the front hook of the runner in the first wire opening. (See image 5 & 6).



## ACCESSORY: WINE RACK INSTALLATION

The runner system used with our baskets are the exact same runners that are used when installing a wine rack pull-out.

For pull-out wine racks the runner should always be installed in the first visible hole on the panel above the fixed shelf.

**STEP 1A:** To install a wine rack runner, first confirm left and right runners. Arrange the runners on your left and right so that the rubber end is facing you and the hooks are facing up.

**1B:** Hold the wine rack runner up to the panel, keeping it fully extended open. Locate the first hole in the runner closest to the front edge of the panel and use a 10mm euro screw to fix it to the panel. Do the same for the rear hole. (See image 7).



**1C:** Repeat step 1.B for all wine rack runners that need to be installed.

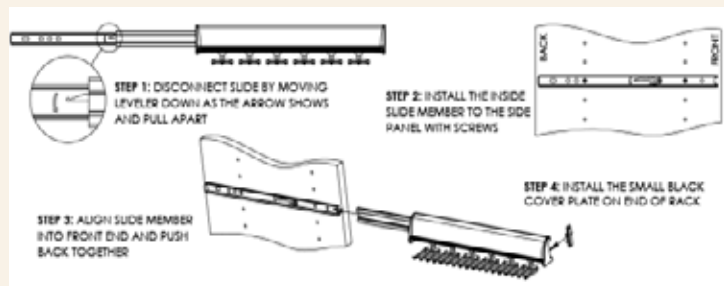
**STEP 2A:** Simply rest the wine rack in the runners. Drop the rack in from above and lower it down onto the wine rack runners, seating it in the hooks on both the left and the right.

Belt racks and tie racks follow a similar installation procedure. The following details installation procedures for both telescoping slide-out tie and belt racks.

## TELESCOPING TIE RACK



- Telescoping rack attaches to left or right vertical panel and slides out for easy viewing.
- Attach to top section of double hang.
- If multiple tie racks are required, both top and bottom sections in double hang can be used.
- Single tie rack should be mounted at 72" high.
- Two tie racks mounted should have the top mounted at 80" high and the bottom at 40" high.
- Dimensions are 14"w x 2 3/4" h. Depth is 3" at widest point.
- 14" Rack holds 22 single layered ties.



## TELESCOPING BELT RACK



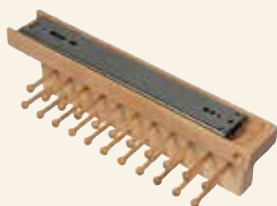
- The telescoping belt rack attaches to left or right vertical panel and slides out for easy viewing.
- Standard mounting height is 50" from the floor for adults, 42" high for children or belt length plus 2".
- Can also be attached in corner access space or vertical panel.
- Can be used for belts, necklaces, ties and narrow scarves.
- Rack comes 14" wide x 2 3/4" high.
- Depth is 3" at widest point.

## TELESCOPING VALET POLE

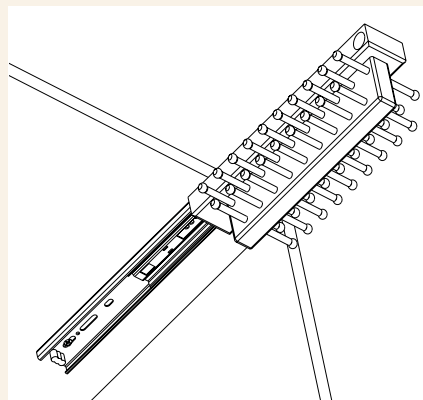
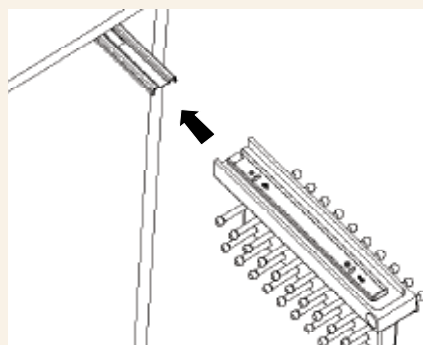
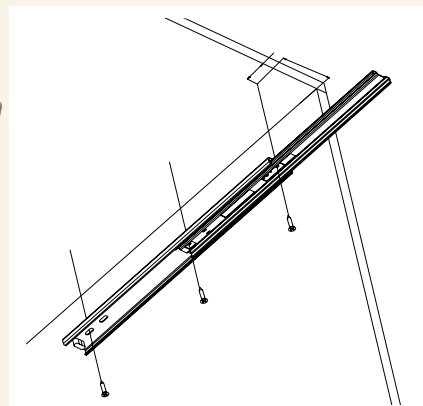


- Great for separating a garment from the rest, packing for a trip, brushing lint off clothing, transferring dry cleaning, clipping price tags, steaming wrinkles, etc.
- Rods slide out of the way when not in use and don't take away any storage space.
- Install at 70" high for adults and at 60" high for children.
- Use provided screws to secure to a closet panel.

## TIE BUTLER



- Use provided screws to secure slide to underside of fixed/locking shelf.
- Tie butler slides onto the bottom slide section.
- Each rack requires 8" w of space and can be installed with or without doors. The door needs 110° hinges.
- Racks can be installed in an open shelving area or behind a door. The standard size is 10" wide for a tie butler cabinet.
- Two racks can fit in an 84" high section one above another.



# POLICIES

## DAMAGED OR MISSING PRODUCTS

- CLOSETS.COM will replace pieces damaged during shipping at no cost to the customer providing the information necessary to make a claim is furnished.
- Products damaged during shipping MUST be reported within 5 days of receipt. If we are not notified in a timely fashion you may be responsible for replacement parts.
- Please call 1-844-431-6690 to report damaged goods.
- Please take pictures of all damaged parts and email them directly to [help@closets.com](mailto:help@closets.com). We will then follow up with you regarding the next step.
- All sales are final.

## WARRANTY

We are pleased to inform you that our customers have expressed a level of satisfaction that is second to none. Still though, we think it's important to offer a limited 3 year warranty backing our commitment to quality materials.

We hope that this further encourages your "peace" of mind. If your closet system is properly installed it should offer years of performance, enhancing your ability to feel organized.

CLOSETS.COM will examine the product and decide, at its sole discretion, if it is covered under this limited warranty. If considered covered, CLOSETS.COM will then, at its sole discretion, either repair the defective product or replace it with the same or a comparable product.

### What is not covered under this limited warranty?

This limited warranty does not apply to products that have been stored or installed incorrectly, used inappropriately, abused, misused, altered, or cleaned with wrong cleaning methods or cleaning products.

This limited warranty does not cover normal wear and tear, cuts, scratches, or damage caused by impacts or accidents. This limited warranty does not apply if products have been placed outdoors. This limited warranty does not cover consequential or incidental damages.





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PART# 15 *EC CLOSET ASSEMBLY INSTRUCTIONS*