



## Hook and Hook Rail FAQs

### 1. How much weight do hooks/hook rails hold?

All of the hooks and hook rails are tested to hold 35 pounds. The key rails are tested to hold 5 pounds.

### 2. How do I mount this to my wall? What tools do I need before I start? Is installation hardware included?

Hooks and hook rails are easily installed via front-mount installation, and all mounting hardware and anchors are included. You will need a drill, level, and measuring tools for installation. Please read our detailed instructions for more information.

### 3. What material are these made out of?

Hooks are made of metal which can vary from steel to zinc or aluminum. All hooks come with a limited lifetime warranty. Key rails are made of plastic and also come with limited lifetime warranty. Hook rail back boards are constructed of medium density fiberboard unless otherwise stated.

### 4. How do I care for the hook/hook rail after I install it?

Our products should be cleaned with a dry cloth to maintain the quality of the finish. See our detailed care instructions for more information.

### 5. Where can I find the dimensions of this item?

Our items come in a variety of shapes and sizes. To see dimensions of your item, please look at its dimension image, instruction sheet or refer to the description and additional information section on the product page.

### 6. I have an issue with my hook/hook rack, what should I do?

Please reach out to our Customer Care team at 1-800-542-3789 for assistance.