

FREQUENTLY ASKED QUESTIONS



1. What are the weight limits for each shelving material?

- Finished walnut with optimus clamps: 40 pounds
- Finished walnut with support-bar-system: 60 pounds
- Acrylic with support-bar-system: 100 pounds.

Note: we have built supportbars to hold 175 pounds per shelf.

2. Function of visco-elastics (ve):

For many years, ve has been widely accepted within the audio/video industry for their acoustical isolation properties.

Within particular, they are part of a multi - step- isolation-approach (msia) to offer superior isolation platforms. As you know, particular has received numerous international engineering + design awards. You can be assured that we have done everything to let your equipment perform at its best.

3. What is the correct placement of viscoelastic's (ve)?

Place them on top of support-bar and underneath the shelf. Ideally, the ve are placed in a visual reference line with the equipment feet. This provides the shortest traveling distance for resonances into the ve as receptical. As you know, not only water or we humans like to travel the way of least resistance, resonances do the same and hence the importance to make it as easy as possible for the resonances to travel into ve away from the equipment.

This means less exposure of the equipment to its own resonances, leading to less distortison of the signal and better sound is the result.

Cylindrical ve is capable of supporting 12 pounds of weight each.

4. How to use the ve without al:

place the adhesive side towards the supportbar and the other side towards the shelf.

5. Calculations of how many ve are needed?

Ve: if you place one of the ve in each corner of the shelf (which equals four) and one underneath the center of the shelf, you can support 60 lbs. ($5 \times 12 = 60$) pounds. Now subtract the weight of the shelf and one can estimate that your equipment should not be heavier than 52 pounds to offer adequate isolating properties for the equipment.

6. How do i use the ve with aluminum discs (al)?

Ve: place the adhesive side of ve inside the al, the other side is facing towards the shelf.

7. Why use the combination of ve +al?

Research and development have shown that, in general, visco-elastics have only isolating properties when the weightbearing capacity of the ve is not exceeded and/or the ve is not deformed beyond a specific point (even before the maximum weight bearing capacity is reached, for example nonsymmetrical or point compression).

You just learned: 1) know the total weight being placed on the ve (shelf and equipment) and 2) prevent the deformation of the ve by placing it in a recessed surface of al.

The correct use of ve is one of the most inexpensive and correct ways to offer adequate isolation to your equipment. All our isolation platforms are purchased with ve.

8. What to do if my equipment is heavier?

Use the above mentioned formula to calculate the number of ve needed. For example: how many ve do i have to use if i have to support 96 pounds? Each ve supports 12 pounds; $96 \text{ pounds} : 12 = 8$.

In general, if you are close or at the maximum weightbearing capacity of a ve, use an extra one. Never save a few dollars to compromise this important isolation step.

In the case used above we would recommend to purchase 9.

You can place three on the front part of the shelf, three in the back and three along the centerline of shelf.

9. Why does the al have two recessed surfaces?

The surface area of al facing towards the supportbar is minimized by the recession. The smaller the surface contact, the less resonances from support-bar can be transferred into the ve.

Some customers wanted to have the ability to place a ve as an additional isolation step towards the supportbar. This works well with equipment, where weight distribution is fairly even. Keep in mind that visco-elastics have plasticity and will deform/adapt to the heavier weighted part of equipment. Hence we recommend to use only one ve /al, if necessary to support heavier corners of equipment with two al+ve next to each other.

10. Summary of ve:

Even such a small item like ve, is an intricate part of a sophisticated approach to offer proper isolation to the electronic equipment.

Rest assured, the complete engineering was done in germany and took considerable time.

Besides the ve and al, we are using seven different material densities within the suspension frame to optimize the performance of your investment. Yes, you are correct when thinking, that the engineering determined the industrial design. Nevertheless, we enjoy your comments and appreciation for the look, functionality and versatility of our products.

11. Which isolation platform is the most versatile?

- 1) Basis +optimus = as non-suspension platform
- 2) Summit = as semi-suspension platform
3. Triangle = as full suspension platform.

- Look at basis and you will find that you can add to either side as many additional units as you like. Yes you can even build into corners and continue. We have buildt systems that are 20'wide and 8'tall, displaying pret-ty much everything in the living room, starting with books, tv, glass collections
- You can custom order the length of rods and build the shelving like a pyramid, starting low on one side and going up or having both outer parts tall and the center section low to accommodate the plasma on the wall: unlimited options, from different shelf-sizes in width to different depths....

Summit can be extended to either side. You just have to add additional supportbars and two rods in front and back. The new support bars will share two existing rods front and back and would connect to the new rods added.

Triangle can be extended to either side as well. Just add one new leg in the front and one new in the back. Connect the new support bars with the existing leg(it can pivot all the way back, so that the 45 degree angle on the top is facing towards you) and with the two new legs. Looking from the ceiling of the room down, you would see two triangles, sharing one leg in the front center.

12. Can i convert triangle from a three point suspension to a fourpoint suspension?

Yes you can, just add one leg with rod in the back and move the existing rear leg to one side in the back.

The good part: the new support bar system is premachined to do this. No extra expenses as it is part of our philosophy to protect not only your initial investment, but anticipate your future expansion.

13. How do the channels mount to the frame?

They don't!!!

The channel's design allows them to be self-standing. Once the interconnects and power plugs are pulled through the holes, the channel, will be held in place and can't tip.

14. Do you offer customization?

Of course, we do it reguarly. Contact us if you haven't found what you are looking for. It helps us tremendously if you know what your needs/requirements are. Write them all down. We can make it happen.

15. What is the best performing isolation platform in the product line?

Triangle and ypsilon are the reference platforms.

Triangle, due to its engineering, is more suitable for a turntable set-up. It offers greater accessibility on the top.

In comparison, ypsilon could be used for a turntable set-up; you would lower the top-shelf so it gives you the desired access. Ypsilon allows placement of stereo amp underneath the stainless steel subframe.

As you can tell, each isolation platform has its unique place and function/application in the complete product line. No platform is redundant.

16. Which products offer wood inlays to match existing home decors?

Tandem, duetto and upright have been embraced by those, who want to achieve a cohesive look in their home. All the extrusions are custom made. The material is aircraft grade aluminum. It is the strongest aluminum available, allowing us to create a unique look without having to compromise our industrial design.

17. Pricing of architectural shelving products:

Pricing is very straightforward. If you have chosen your product, shelf size, shelf material and frame finish. All frames come with a standard black finish.

Some ideas:

Optimus: starting at \$700 with an unfinished shelf

Summit: starting at \$1950 with a finished walnut shelf

Triangle: starting at \$4500 with opaque acrylic

Ypsilon: starting at \$5200 with opaque acrylic \$5200 with black acrylic.

18. What custom colors do you offer?

Custom colors like you see with montego blue, tandem or upright are more easily available as we have more ready access to them, starting at \$450 (frame, only) and up.

Yes we have done products in ferrari red and yellow, mercedes silver, audi pearl white, british racing green.... Do expect some real upcharges. Just having to purchase them in minimum quantities, fedexing them, special preparation...Usually starts at \$850.

19. Which product belongs to the collector's edition?

Euryhtmy, migration, inferno, odysee, montego blue

- Only 16 available of each model.

20. Where are the products handsigned and numbered?

All suspension platforms are handsigned and numbered at the top-portion of the frame, usually at the piece where the stainless steel subframe is mounted.

We do not sign optimus, maximus, or solo.

Serial numbers and their assigned value:

The serial number usually has four digits. Exceptions might be with the units we have built 12+ years ago.

The magic 0001 to 0010:

001 is not available, as it stays within the private collection of the chief industrial designer of the company.

We do receive inquiries about low serial numbers on a regular basis, especially for those units that have received international design awards or are included in a permanent collection of a museum. Please contact us for the units you are specifically interested in and we will check for its availability.

General pricing guidelines:

0002 Purchase price = double of the regular retail price

0003 = 75% Upcharge

0004 = 60%
0005 = 50%
0006 = 40%
0007 = 30%
0008 = 20%
0009 = 10%
0010 = Regular price

- What is unique with the units 0001 to 0009:
The complete units are built by Volkmar Druebbisch.
- Units starting at 0010 , only the frame is welded by Volkmar Druebbisch, the unit is completed by the particular team.
- The upcharge is collected and used to support the development of local communities , or such disasters
As the tsunami catastrophe, dafour, medical doctors without borders, leukemia society, cancer research....

Prior to establishing particular, volkmar druebbisch had spent 15 years in the medical/pharmaceutical field and wishes to support networks that provide necessary medication and staff to the less privileged (more detail can be found in the section about us with dedicated articles to volkmar druebbisch's professional life before founding particular).

21. Custom orders:

They are always welcomed, and we will create the product based on your specifications and requirements.

Please keep in mind that custom orders are exempt from return and require a 50% deposit to place the order into the manufacturing schedule. We will be ordering the custom materials when your funds have cleared and upon receipt will inform you about the estimated arrival of shipping.

22. Trade-ins:

We offer that option, but reserve the right to make it dependent on various facts that will allow us to re-sell the item. We always encourage the seller to use online facilities that specialize in selling used equipment.

23. How are the products shipped?

In order to minimize shipping cost for worldwide delivery,we are shipping the products disassembled.

24. Assembly of products:

The units have won design awards due their simple way to be assembled. The mainframe of ypsilon, novus, summit, parallel, rectangle can be assembled with only two screws.

We have sent out hundreds of units and had never received a unit back for being too difficult to be assembled.

As a matter of fact, we never had a customer that purchased our product and didn't like it.