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## **SECTION 10440 INTERIOR SIGNAGE**



### **PART 1 GENERAL**

#### **1.1 SECTION INCLUDES**

- A. Interior signage of the following types:
  1. ADA compliant interior signage, with raised borders.
  2. ADA compliant interior signage, without borders.
  3. ADA compliant interior signage, custom construction.
  4. Wood framed interior signage, 1/2 inch (13 mm) wall width.
  5. Wood framed interior signage, 7/8 inch ( 22 mm) wall width.
  6. Solid hardwood interior signage.
  7. Captive message signs.
  8. Changeable message signs
  9. Word and picture signs.
  10. Fire evacuation, area of rescue assistance and specialty signs.

#### **1.2 RELATED SECTIONS**

- A. Section 10410 - Directories.
- B. Section 10420 - Plaques.
- C. Section 10430 - Exterior Signage.

#### **1.3 REFERENCES**

- A. ICC/ANSI A117.1 - Accessible and Useable Buildings and Facilities; 1998.
- B. USATBCB - Americans with Disabilities Act (ADA), Accessibility Guidelines for Buildings and Facilities (ADAAG).

#### **1.4 SUBMITTALS**

- A. Submit under provisions of Section 01300.
- B. [ [Product Data](#) ]: Manufacturer's descriptive literature.
- C. Shop Drawings: List sign styles, lettering, locations and dimensions of each interior sign.
- D. Selection Samples: One complete set of color chips representing manufacturer's full range of available colors.
- E. Verification Samples: Two full size samples, representing type, style and color specified including method of attachment.

#### **1.5 QUALITY ASSURANCE**

- A. Regulatory Requirements: Comply with requirements of ICC/ANSI A117.1 and

ADAAG.

## 1.6 DELIVERY, STORAGE, AND HANDLING

- A. Inspect products upon receipt. Store products in manufacturer's packaging until ready for installation.

## 1.7 PROJECT CONDITIONS

- A. Maintain environmental conditions (temperature, humidity, and ventilation) within limits recommended by manufacturer for optimum results.

## PART 2 PRODUCTS

### 2.1 MANUFACTURERS

- A. Acceptable Manufacturer: Best Sign Systems; 1202 N. Park Avenue, P. O. Box 577, Montrose, CO 81402. ASD. TEL: (800)235-BEST. FAX (970) 249-0223. Email: [sales@bestsigns.com](mailto:sales@bestsigns.com) [www.bestsigns.com](http://www.bestsigns.com).
- B. Substitutions: Not permitted.
- C. Requests for substitutions will be considered in accordance with provisions of Section 01600.

### 2.2 INTERIOR SIGNS

- A. **ADA-Compliant Interior Signage:**
  1. Style: HC300 ADA System by Best Sign Systems.
  2. Type: Four-in one construction with raised borders; three-ply melamine plastic laminate with phenolic core signs with lettering and symbols raised 1/32 inch (1 mm) from sign plate face; and 3/8 inch (10 mm) wide, 1/32 inch (1 mm) raised perimeter border with 1/8 inch (3 mm) inside radius.
  3. Sign Thickness: 1/8 inch (3 mm) thick or 1/4 inch (6 mm) thick as required.
  4. Construction: One-piece; added-on or engraved characters not acceptable.
  5. Lettering Style: Standard Medium, upper case.
  6. Lettering Style: Selected from manufacturer's standard sans serif or simple serif typefaces, upper case.
  7. Braille: Grade 2 braille, placed directly below last line of letters or numbers.
  8. Performance: Non-static, fire-retardant, and self-extinguishing.
  9. Contrast: Letters numbers and symbols shall contrast with background.
  10. Corners: Outside radius, 1/2 inch (13 mm).
  11. Color of Plastic: As selected from manufacturer's standard colors.
  12. Finish of Plastic: Matte.
  13. Color of Background: As selected from manufacturer's standard paint colors, or selected custom colors.
  14. Letter and Number Sizes:
    - a. Room numbers, 5/8 inch (16 mm).
    - b. Lettering for room usage and directional identification, 5/8 inch (16 mm).
    - c. Lettering for restroom identification, 5/8 inch (16 mm) high; corresponding symbols 3 inches (76 mm) high.
  15. Sign Margins: Letters and numbers centered on sign.
  16. Sign Sizes:
    - a. Restroom signs, 6 inches by 8 inches (152 mm by 203 mm)
    - b. Directional signs, 6 inches by 6 inches (152 mm by 152 mm).
    - c. Room identification signs, 6 inches by 6 inches (152 mm by 152 mm).

- d. Room identification signs, 8 inches by 6 inches (203 mm by 152 mm).
- e. Room identification signs, 8 inches by 8 inches (203 mm by 203 mm).
- f. Room identification signs, 10 inches by 3 inches (254 mm by 76 mm).
- g. Room identification signs, 6 inches by 6 inches (152 mm by 152 mm) with 5 inches by 1 inch (127 mm by 25 mm) window opening for occupant's name; insert shall be 5-9/16 inches by 1-1/8 inches (141 mm by 29 mm).
- h. Room identification sign insert cover, Lexan, size as required.
- i. Room identification signs, 8 inches by 8 inches (203 mm by 203 mm) with 8 inches by 1 inch (203 mm by 25 mm) slot opening for occupant's name; insert shall be 8 inches by 1 inch (203 mm by 25 mm).

**B. ADA-Compliant Interior Signage:**

- 1. Style: HC200 ADA System by Best Sign Systems.
- 2. Type: Three-in-one construction without borders; three-ply melamine plastic laminate with phenolic core signs with lettering and symbols raised 1/32 inch (1 mm) from sign plate face.
- 3. Sign Thickness: 1/8 inch (3 mm) thick or 1/4 inch (6 mm) thick as required.
- 4. Construction: One-piece; added-on or engraved characters not acceptable.
- 5. Lettering Style: Helvetica Medium, upper case.
- 6. Lettering Style: Selected from manufacturer's standard sans serif or simple serif typefaces, upper case.
- 7. Braille: Grade 2 braille, placed directly below last line of letters or numbers.
- 8. Performance: Non-static, fire-retardant, and self-extinguishing.
- 9. Contrast: Letters numbers and symbols shall contrast with background.
- 10. Corners: Square.
- 11. Color of Plastic: As selected from manufacturer's standard colors.
- 12. Finish of Plastic: Matte.
- 13. Color of Background: As selected from manufacturer's standard paint colors, or selected custom colors.
- 14. Letter and Number Sizes:
  - a. Room numbers and floor name on floor module, 7/8 inch (22 mm) high.
  - b. Lettering for room usage and directional identification, 5/8 inch (16 mm) high
  - c. Floor number on floor module, 3 inches (76 mm) high.
  - d. Lettering for restroom identification, 7/8 inch (22 mm) high; corresponding symbols 4 inches (102 mm) high; symbol on symbol only signs minimum 3-1/2 inch (89 mm) high.
  - e. Arrows, 4 inches (102 mm) high.
  - f. Lettering for exit signs, 2 inches (51 mm) high.
- 15. Sign Margins: Letters and numbers, 1/2 inch (13 mm) left margin and 3/8 inch (10 mm) top margin.
- 16. Sign Sizes:
  - a. Restroom and symbol signs, 8 inches by 8 inches (203 mm by 203 mm).
  - b. Directional signs, comprised of 4-3/4 inch by 4-3/4 inch (121 mm by 121 mm) arrow sign and 9-1/2 inches by 4-3/4 inches (241 mm by 121 mm) room identification sign.
  - c. Room identification signs, 9-1/2 inches by 4-3/4 inches (241 mm by 121 mm).
  - d. Room number signs, 4-3/4 inches by 4-3/4 inches (121 mm by 121 mm).
  - e. Arrow signs, 4-3/4 inches by 4-3/4 inches (121 mm by 121 mm).
  - f. Changeable message signs, 4-3/4 inches by 4-3/4 inches (121 mm by 121 mm) with 3-3/4 inches by 3/4 inch (95 mm by 19 mm) window opening of occupant's name; inserts 4-5/16 inches by 7/8 inch (110 mm

- by 22 mm).
- g. Changeable message sign insert cover, Lexan, size as required.
- h. Exit signs, 8 inches by 4 inches (203 mm by 102 mm).
- i. Floor identification signs for directional header plate, 14-1/4 inches by 4-3/4 inches (362 mm by 121 mm) .

**C. ADA-Compliant Interior Signage, Custom Design:**

1. Style: Custom Design ADA Signs by Best Sign Systems.
2. Material: Three-ply melamine plastic laminate with phenolic core.
3. Material: Wood, species as selected.
4. Material: Corian.
5. Material: Avonite.
6. Material: Marble.
7. Material: Glass.
8. Material: Tile.
9. Sign Thickness: 1/8 inch (3 mm) thick for laminate; 1/4 inch (6 mm) thick for laminate slot signs; as selected for other materials.
10. Tactile Characters/Symbols: Raised 1/32 inch (1 mm) from sign plate face.
11. Construction: One-piece; added on or engraved characters not acceptable.
12. Lettering Style: Typeface as selected from manufacturer's standard sans serif or simple serif typefaces, upper case letters.
13. Braille: Grade 2 braille, placed directly below last line of letters or numbers.
14. Contrast: Letters, numbers and symbols shall contrast with background.
15. Corners: Square corners.
16. Corners: Radius corners.
17. Corners: Custom corners.
18. Color of Material: As selected from manufacturer's standard colors.
19. Finish: Matte.
20. Color of Background: As selected from manufacturer's standard paint colors, or selected custom colors.
21. Letter and Number Sizes:
  - a. Room numbers, 5/8 (16 mm) inch.
  - b. Lettering for room usage and directional identification, 5/8 (16 mm) inch.
  - c. Lettering for restroom identification, 5/8 inch (16 mm) high; corresponding symbols 3 inches (76 mm) high.
22. Sign Margins: Letters and numbers centered on sign or insert custom location.
23. Sign Sizes:
  - a. Restroom signs, 6 inches by 8 inches (152 mm by 203 mm).
  - b. Directional signs, 6 inches by 6 inches (152 mm by 152 mm).
  - c. Room identification signs, 6 inches by 6 inches (152 mm by 152 mm).
  - d. Room identification signs, 8 inches by 6 inches (203 mm by 152 mm).
  - e. Room identification signs, 8 inches by 8 inches (203 mm by 203 mm).
  - f. Room identification signs, 10 inches by 3 inches (254 mm by 76 mm).
  - g. Room identification signs, 8 inches by 8 inches (203 mm by 203 mm) with 8 inch by 1 inch (203 mm by 25 mm) slot opening for occupant's name; insert shall be 8 inches by 1 inch (203 mm by 25 mm). Confirm availability in material selected.
  - h. Room identification signs, 6 inches by 6 inches (152 mm by 152 mm) with 5 inches by 1 (127 mm by 25 mm) inch opening for occupant's name; 5-9/16 inch by 1-1/8 inch (243 mm by 29 mm) inserts. Confirm availability in material selected.

**D. Wood-Framed Interior Signage:**

1. Style: 1300 Wood Frame System by Best Sign Systems.

2. Type: Three-ply melamine plastic laminate with phenolic core signs with wood frames and with lettering and symbols raised 1/32 inch (1 mm) from sign plate face.
3. Sign Thickness: 1/8 inch (3 mm) thick for laminate.
4. Lettering Style: Helvetica Medium, upper case.
5. Lettering Style: Selected from manufacturer's standard sans serif or simple serif typefaces, upper case.
6. Braille: Grade 2 braille, placed directly below last line of letters or numbers.
7. Performance: Non-static, fire-retardant, and self-extinguishing plastic laminate.
8. Contrast: Letters numbers and symbols shall contrast with background.
9. Corners: 1/4 inch radius.
10. Color of Plastic: As selected from manufacturer's standard colors.
11. Finish of Plastic: Matte.
12. Color of Background: As selected from manufacturer's standard paint colors, or selected custom colors.
13. Letter and Number Sizes:
  - a. Room numbers, 5/8 inch (16 mm) high.
  - b. Lettering and arrows for room usage and directional identification, 5/8 inch (16 mm) high.
  - c. Lettering for restroom identification and other symbol signs, 5/8 inch (16 mm) high, corresponding symbols 4 inches (102 mm) high.
14. Sign Margins: Letters and numbers centered on sign except for 1 inch left margin on directory.
15. Sign Frames:
  - a. Wood Species for Frame: Oak.
  - b. Wood Species for Frame: Walnut.
  - c. Frame Size: 3/4 inch (19 mm) with 1/2 inch (13 mm) wall width.
  - d. Corners: Outside radius corners 7/8 inch (22 mm); inside radius 3/8 inch (10 mm).
  - e. Face Edges of Frame Wall: Rolled 1/8 inch (3 mm).
  - f. Reveal: Between inside frame wall and sign, 1/8 inch (3 mm).
16. Sign Sizes:
  - a. Room name signs, 12 inches by 6 inches (305 mm by 152 mm) overall.
  - b. Restroom and other symbol signs, 7-1/4 inches by 9 inches (184 mm by 223 mm) overall.
  - c. Room name and number signs, 18 inches by 6 inches (457 mm by 152 mm).
  - d. Room number signs, 6 inches by 6 inches (152 mm by 152 mm).
  - e. Directories, 18 inches by 18 inches (457 mm by 457 mm).

**E. Wood-Framed Interior Signage:**

1. Style: 1400 Wood Frame System by Best Sign Systems.
2. Type: Three-ply melamine plastic laminate with phenolic core signs with wood frames and with lettering and symbols raised 1/32 inch (1 mm) from sign plate face.
3. Sign Thickness: 1/8 inch (3 mm) thick for laminate.
4. Lettering Style: Helvetica Medium, upper case.
5. Lettering Style: Selected from manufacturer's standard sans serif or simple serif typefaces, upper case.
6. Braille: Grade 2 braille, placed directly below last line of letters or numbers.
7. Performance: Non-static, fire-retardant, and self-extinguishing plastic laminate.
8. Contrast: Letters, numbers and symbols shall contrast with background.
9. Corners: 1/4 inch (6 mm) radius.
10. Color of Plastic: As selected from manufacturer's standard colors.

11. Finish of Plastic: Matte.
12. Color of Background: As selected from manufacturer's standard paint colors, or selected custom colors.
13. Letter and Number Sizes, Room Name and Number Signs:
  - a. Room numbers, 3/4 inch (19 mm) high.
  - b. Room name, 5/8 (16 mm) inch upper case.
14. Letter and Arrow Sizes, Directional Signs:
  - a. Room names, 3/4 inch (19 mm) high, upper and lower case.
  - b. Arrows, 2 inches (51 mm).
15. Size of Copy and Maps for Directories: Sized to fit; full-size computer-ready art supplied by Owner.
16. Sign Frames:
  - a. Wood Species for Frame: Oak.
  - b. Wood Species for Frame: Walnut.
  - c. Wall Width: 7/8 inches (22 mm).
  - d. Corners: Outside radius corners 1-1/2 inches (38 mm); inside radius 5/8 inch (16 mm).
  - e. Face Edges of Frame Wall: Rolled 1/2 inch (13 mm).
  - f. Reveal: Between inside frame wall and sign, 1/8 inch (3 mm).
17. Sign Sizes:
  - a. Directories, 36 inches by 18 inches (914 mm by 457 mm) overall, with engraved 1/8 inch (3 mm) MP plastic insert .
  - b. Room name signs, 8 inches by 8 inches (203 mm by 203 mm) overall.
  - c. Directional signs, 19 inches by 4 inches (483 mm by 102 mm) overall with copy engraved or raised 1/32 inch (1 mm) on plastic and arrow engraved on wood.

**F. Solid Hardwood Interior Signage:**

1. Style: 1500 Solid Hardwood System by Best Sign Systems.
2. Type: Raised 1/2 inch (13 mm) solid maple signs with lettering, symbols and borders raised 1/32 inch (1 mm) from sign plate face; one-piece construction with added-on or engraved characters unacceptable.
3. Lettering Style: Helvetica Medium, upper case.
4. Lettering Style: Selected from manufacturer's standard sans serif or simple serif typefaces, upper case.
5. Braille: Grade 2 braille, placed directly below last line of letters or numbers.
6. Contrast: Letters numbers and symbols shall contrast with background.
7. Corners: Square.
8. Letter and Symbol Sizes:
  - a. Letters and numbers, 5/8 inch (16 mm) high.
  - b. Symbols, 4 inches high (102 mm).
9. Sign Sizes:
  - a. Symbol signs, 6 inches by 6 inches (152 mm by 152 mm).
  - b. Room name signs, 7 inches by 3 inches (178 mm by 76 mm).
  - c. Directional signs, 10 inches by 5 inches (254 mm by 127 mm).

**G. Captive Message Signs:**

1. Style: Captive Message Signs by Best Sign Systems.
2. Type: Wood/wood captive message signs, 12 inches by 6 inches (305 mm by 152 mm) with wood frame, slide and back; species as selected. Copy engraved and paintfilled one standard paint color.
3. Type: Wood/brass captive message signs, 11-1/2 inches by 4-1/2 inches (292 mm by 114 mm) with wood frame and satin brass slide and back; wood species as selected. Copy engraved and paintfilled one standard paint color.
4. Type: Wood/'ES' plastic captive message signs, 11-1/2 inches by 4-1/2 inches (292 mm by 114 mm) with wood frame and 'ES' plastic slider and

- back; wood species as selected. Copy engraved to core.
5. Type: M134 captive message signs, 13 inches by 4 inches (330 mm by 102 mm) with 'MP' plastic frame, slider and back. Copy engraved to core
  6. Type: M62 captive message signs, 6 inches by 2-1/4 inches (152 mm by 57 mm) with 'MP' plastic frame, slider and back. Copy engraved to core.
  7. Type: M94RB captive message signs, 9-1/2 inches by 4-3/4 inches (241 mm by 121 mm) with 'MP' plastic frame, slider and back. Copy and Grade 2 braille raised 1/32 inch; braille placed directly below last line of letters or numbers. Core of slider painted a contrasting color.
  8. Sign Thickness: 1/8 inch (3 mm) thick for laminate; as required for other material.
  9. Lettering Style: Helvetica Medium, upper case.
  10. Lettering Style: Helvetica Medium, upper and lower case.
  11. Lettering Style: Selected from manufacturer's standard sans serif or simple serif typefaces, upper case.
  12. Lettering Style: Selected from manufacturer's standard sans serif or simple serif typefaces, upper and lower case.
  13. Letter and Number Location: Centered on sign.
  14. Contrast: Letters, numbers and symbols shall contrast with background.
  15. Corners: Square.
  16. Letter and Number Size: 1/2 inch (13 mm) height.
  17. Letter and Number Size: As selected.

#### **H. Changeable Message Signs:**

1. Style: Changeable Message Signs by Best Sign Systems.
2. Type: Three-in-one construction without borders; three-ply melamine plastic laminate with phenolic core signs with lettering and symbols raised 1/32 inch (1 mm) from sign plate face.
3. Sign Thickness: 1/8 inch (3 mm) or 1/4 inch (6 mm) thick as required.
4. Construction: One-piece; added on or engraved characters not acceptable.
5. Lettering Style: Helvetica Medium, upper case.
6. Lettering Style: Selected from manufacturer's standard sans serif or simple serif typefaces, upper case.
7. Braille: Grade 2 braille, placed directly below last line of letters or numbers.
8. Performance: Non-static, fire-retardant, and self-extinguishing.
9. Contrast: Letters, numbers and symbols shall contrast with background.
10. **\*\* NOTE TO SPECIFIER \*\*** Select corner style from two paragraphs following, delete other.
11. Corners: 1/2 inch (13 mm) radius.
12. Corners: Square.
13. Cutouts: Minimum 1/2 inch (13 mm) border between windows and around outside edges; size and quantity as selected.
14. Backplates: 0.030 inch (8 mm) thick Lexan attached to back as required by manufacturer if mounting is other than holes and screws.
15. Inserts: Side removed, 1/16 inch (2 mm) thick 'ES' plastic with copy engraved to core.
16. Insert Cover: Lexan.
17. Color of Plastic: As selected from manufacturer's standard colors.
18. Finish of Plastic: Matte.
19. Color of Background: As selected from manufacturer's standard paint colors, or selected custom colors.
20. Sign Sizes:
  - a. Room number signs with 2 cutouts, 6 inches by 6 inches (152 mm by 152 mm).
  - b. Room number signs with 4 cutouts, 6 inches by 8-1/2 inches (152 mm by 216 mm).

- c. Room name and number signs with 1 cutout, 6 inches by 6 inches (152 mm by 152 mm).
- d. Room number signs with 1 cutout, 7 inches by 5 inches (178 mm by 127 mm).
- e. Room number signs with 2 photo cutouts and 2 name cutouts, 14 inches by 6 inches (356 mm by 152 mm).

**I. Word and Picture Signs:**

- 1. Style: Word and Picture Sign System by Best Sign Systems.
- 2. Type: Three-ply melamine plastic laminate with phenolic core signs with lettering and symbols raised 1/32 inch (1 mm) from sign plate face.
- 3. Sign Thickness: 1/8 inch (3 mm) thick
- 4. Construction: One-piece; added-on characters not acceptable.
- 5. Lettering Style: Standard Medium, upper case.
- 6. Performance: Non-static, fire-retardant, and self-extinguishing plastic.
- 7. Contrast: Letters numbers and symbols shall contrast with background.
- 8. Corners: Square.
- 9. Braille: Grade 2 braille.
- 10. Bilingual Message: Required, language as selected.
- 11. Copy: Two sided copy.
- 12. Wall Mount: Edge mounted with bracket on required side.
- 13. Ceiling Mount: Ceiling bracket.
- 14. Color of Plastic: As selected from manufacturer's standard colors.
- 15. Finish of Plastic: Matte.
- 16. Color of Background: As selected from manufacturer's standard paint colors, or selected custom colors.
- 17. Sign Size: 6 inches by 8 inches (152 mm by 203 mm).

**J. Fire Evacuation, Area of Rescue Assistance and Specialty Signs:**

- 1. Style: Fire Evacuation and Area of Rescue Assistance Signs by Best Sign Systems.
- 2. Fire Evacuation Signs: In Series 1400 Wood Frame, species as selected; 12 inches by 16 inch size (305 mm by 406 mm). Inserts 'MP' plastic with copy and maps engraved and paintfilled one standard paint color. Full-size computer-ready artwork provided by Owner.
- 3. Fire Evacuation Signs: 8 inches by 10 inches (203 mm by 254 mm) satin bronze with copy and maps surface oxidized brown. Full-size computer-ready artwork provided by Owner.
- 4. Area of Rescue Assistance Signs: 8 inches by 14 inches (203 mm by 356 mm) 'MP' plastic with copy, symbol and Grade 2 braille raised 1/32 inch (1 mm).
- 5. Evacuation Plans Signs: 12 inches by 12 inches (305 mm by 305 mm) 'MP' plastic with copy and map engraved and paintfilled 2 standard paint colors. Full-size computer-ready artwork provided by Owner.
- 6. Emergency Exit Only Signs: 18-1/2 inches by 6-1/2 inches (470 mm by 165 mm) 'MP' plastic with copy raised with background and symbol painted 2 standard paint colors.
- 7. Maximum Capacity Signs: 12 inches by 6 inches (305 mm by 152 mm) 'MP' plastic with copy engraved and paintfilled one standard paint color.
- 8. Lettering Style: Typeface as selected, upper case.
- 9. Lettering Style: Typeface as selected, upper and lower case.
- 10. Letter and Number Size: 5/8 inch (16 mm) height.
- 11. Letter and Number Size: As selected.
- 12. Lettering Location: Centered on sign.
- 13. Lettering Location: As selected.
- 14. Symbol Height: 6 inches high (152 mm).

15. Symbol Height: As selected.
16. Braille: Grade 2 braille, placed directly below last line of letters or numbers.
17. Corners: Square.
18. Corners: As selected.

### **PART 3 EXECUTION**

#### **3.1 EXAMINATION**

- A. Examine installation areas to ensure that conditions are suitable for installation.
- B. Examine signage for defects prior to installation. Do not install damaged signage.

#### **3.2 PREPARATION**

- A. Verify mounting heights and locations for interior signage will comply with referenced standards.
- B. Clean mounting locations of dirt, dust, grease or similar conditions that would prevent proper installation.

#### **3.3 INSTALLATION**

- A. Install signs level, plumb, without distortion, and in proper relationship with adjacent surfaces using manufacturer's recommended standard mounting system.
  1. Mount with vinyl foam tape.
  2. Mount with screws.
  3. Mount with silicone and vinyl foam tape.
- B. Remove adhesive from exposed sign surfaces as recommended by manufacturer.
- C. Clean signs after installation as recommended by manufacturer.
- D. Replace damaged products before Substantial Completion.

#### **3.4 INTERIOR SIGNAGE SCHEDULE**

- A. Refer to the list of interior signs required for the project as attached to this Section.

END OF SECTION

**For Questions and More Information Call Mike at 800.318.9070**



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