

FREQUENTLY ASKED QUESTIONS

Q: How does the X-Cart collapse?

A: By holding the top rails, simply press in both sides to unhinge the cart. Then using your foot, lift up the bottom shelf on the side where the “X” is in the frame. Keep hands clear of sliding rails when collapsing.

Q: What size options are available?

A: Choose from three different X-Cart options: 4-Bushel/150L (#1881749), 8-Bushel/300L (#1881750), or Multi-Stream/2x 4-Bushel/150L bags (#1881781) systems. A bushel is simply a unit of measure that refers to dry volumes standard weight capacity. Replacement bags are also available.

Q: Is the weight load capacity different for each of the X-Cart options?

A: No. Regardless whether using the 4, 8, or Multi-Stream model, each system provides 220 lbs. weight load capacity.

Q: Does the X-Cart have a lid/cover option?

A: The X-Cart will have a lid option available by Late Q4 2013.

Q: Is the X-Cart Bag launder-able or bleachable?

A: The X-Cart bag is not intended to be laundered. Additionally, bleaching the bag is not recommended and may adversely affect the black vinyl material (i.e. color fading).

Q: Is the X-Cart MRI safe?

A: No. Since the frame is metal, the X-Cart is not MRI safe.

Q: Are there different color options for the bag?

A: At this time, the X-Cart’s standard color option is black. If a different color option is requested, please submit the request through RCP Specials. MOQ for custom colors or variations is 500 units.

Q: What makes the X-Cart’s weight-load capacity over 2x more than other systems?

A: First, RCP’s high-quality best-in-class casters deliver optimal weight-bearing support. Secondly, the steel ribs along the base of the frame provide additional weight bearing support (other systems either don’t have that feature integrated into their design or simply have a canvas based).

Q: Are the X-Cart casters replaceable?

A: Since the casters are pressed into an insert on the cart, they are designed to not come out. Forcing them out may damage the undercut that captures the caster stem. If they do come out, they may have potential issues with them falling out. If damaged over time through standard use, the entire frame will need to be replaced, and RCP will provide replacements with the 1 year warranty period.

Q: What type of casters comes with the X-Cart? Are there different options available?

A: Premium, 3" Thermoplastic rubber (TPR) swivel casters. TPR casters absorb shock, and provide floor surface protection (non-marking) and quiet operation. Chemical and water resistant as well. No other caster options are available at this time.