



GRASS Elite Undermount Drawer Slides Adjustment & Troubleshooting Guide

Contractor / Client Training Handout

Applies To	Most GRASS Elite-style undermount slides (including full-extension soft-close and similar variants).
Goal	Set even reveals, stop rubbing/binding, and ensure smooth close/soft-close function.
Time Needed	10-20 minutes per drawer (typical).

Tools & Safety

- Recommended tools:
- Phillips #2 screwdriver
- Small flat screwdriver (for cams/adjusters if needed)
- Tape measure or ruler
- Pencil (marking)
- Shims (optional, for out-of-square cabinets)
- Safety notes:
- Support the drawer when removing/reinstalling to prevent drops or slide damage.
- Do not force a drawer closed if it binds - correct alignment first.

Know the Parts

Most GRASS undermount systems adjust at the FRONT and sometimes at the REAR.

- Front locking devices (left and right):
- Located under the front corners of the drawer box. They lock the drawer onto the slides and provide adjustment.
- Rear brackets / rear adjusters (if equipped):
- Located at the back of the cabinet or on the slide end. Used for tilt/pitch and sometimes height.

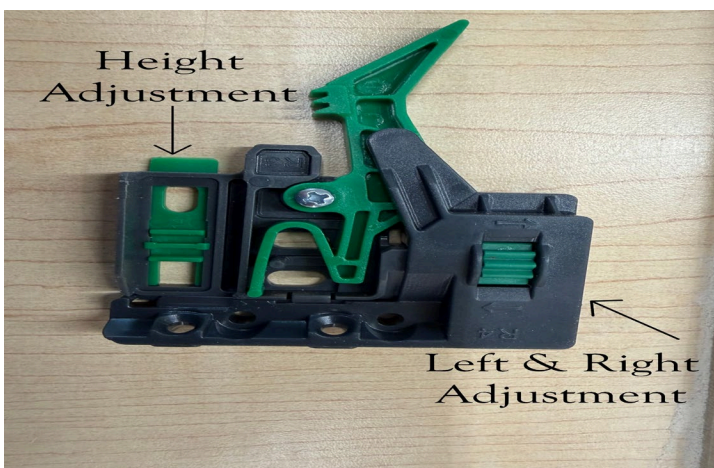


Figure 1. Front locking device (locking clip) showing height and left/right adjustment.

Adjustment Quick Reference

Symptom	Adjustment	Where to Adjust
Uneven left/right gap (reveal)	Side-to-side	Front locking devices (cam/screw)
Drawer front not level	Up/down height	Front locking devices (height cam/screw)
Front not flush with doors / top sticks out	Tilt / in-out	Rear adjusters (if equipped) or check seating/squareness
Drawer rubs, hard to open/close	Correct binding	Verify cabinet/sides, slide parallel, drawer width spec
Soft-close bounces or won't catch	Engagement + alignment	Ensure fully seated on both slides; correct binding

Step-by-Step: Adjusting a Drawer

Step 1 - Confirm the Drawer Is Fully Seated

1. Pull the drawer out about 6-10 inches.
2. Look under the drawer front and confirm BOTH front locking devices are snapped/locked onto the slides.
3. Push the drawer in and out a few times. If one side feels delayed or rough, the drawer may not be seated evenly.

Step 2 - Set Side-to-Side (Center the Drawer Front)

Use this when the left and right gaps are not even.

1. Pull the drawer out slightly so you can access the front locking devices.
2. Locate the side-adjust cam/screw on each locking device.
3. Turn the cam/screw in SMALL increments (1/8 turn).
4. Re-check the gaps and repeat until centered.

Tip: If the gap is tight on the left, move the drawer slightly right (adjust left device first), then fine-tune the other side.

Step 3 - Set Height (Level the Drawer Front)

Use this when the drawer front is high on one side or the top/bottom reveal is uneven.

1. Locate the height-adjust cam/wheel on the front locking device.
2. Adjust ONE side at a time to level the drawer front.
3. Re-check the reveal above/below and confirm the drawer face is square with adjacent drawers/doors.

Step 4 - Set Tilt / Flushness (If Equipped)

Use this when the top of the drawer front sticks out or sits too far in compared to doors.

1. Check for rear adjusters or rear brackets with cams/screws.
2. Turn the rear adjuster to bring the TOP of the drawer in or out.
3. Re-check flushness and operation.

If no rear adjuster is present: flushness issues are usually caused by cabinet out-of-square, slides not parallel, or drawer not fully seated.

Step 5 - Final Test

1. Open/close the drawer 10 times.
2. Confirm the drawer does not rub and the soft-close engages smoothly (if soft-close model).
3. Verify reveals stay consistent when the drawer is fully closed.

Troubleshooting

Drawer Rubs or Feels Tight

- Common causes:
- Cabinet opening out of square or not plumb.
- Slides not parallel (one slide slightly higher/forward).
- Drawer box width not built to the slide specification (too wide can bind).
- Fasteners over-tightened and twisting the slide.
- Move all adjustments back to neutral to release pressure.
- Loosen slide mounting screws slightly, re-square/level, then retighten.
- Re-check seating in the front locking devices.
- If the cabinet is out of square, shim behind the slide mounting points.

Soft-Close Won't Catch / Drawer Bounces Open

- Common causes:
- Drawer is not fully engaged on one slide (one side not clicked in).
- Binding prevents the closing mechanism from reaching the catch point.
- Drawer box is too long/short for the slide length.
- Fix:
- Remove the drawer and reinstall, ensuring both sides lock in evenly.
- Correct rubbing/binding first (see section above).
- Confirm slide length matches drawer box length.

Drawer Won't Release / Hard to Remove

1. Pull the drawer fully open.
2. Press the release levers on BOTH front locking devices at the same time.
3. Lift slightly and pull forward to remove.

If the drawer is loaded heavily, unload it first to reduce tension.

Completion Checklist

- Drawer front is level (no corner high).
- Left and right reveals are even.
- Drawer face is flush with adjacent fronts/doors.
- Drawer runs smooth with no rubbing.
- Soft-close engages smoothly (if equipped).
- All slide mounting screws are snug (not over-tightened).

When to Call for Service

- Stop and contact your installer/cabinet shop if:
- The cabinet opening is visibly out of square or the box is racked.
- The drawer box appears the wrong size for the slides.

- A slide is bent, damaged, or the soft-close mechanism is broken.

Notes / Job Info:

Job #: _____ Location/Room: _____

Drawer / Opening ID: _____ Date: _____

Adjusted by: _____ Contact: _____