



TANDEMBOX



FAQ

Quick facts:

- Available in 3 colours:- Silk white, Aluminum grey and Orion grey
- Available in 30kg and 65kg with smooth running motion
- With soft-close BLUMOTION to close softly and effortlessly
- TANDEMBOX offers minimal opening forces and a feather-light glide
- Country of origin: Austria
- Motion technologies: BLUMOTION, SERVO-DRIVE
- Material / Drawer sides in epoxy coated steel / Drawer runners in zinc plated steel
- Cabinet width: from 300mm to 1200mm

FAQ sections:

[Basic Product
Information](#)

[Technical
information](#)

[Trouble
shooting](#)



Basic product info

What is TANDEMBOX?

TANDEMBOX is our versatile metal box system with concealed runners for drawers and pull-outs.

All TANDEMBOX applications are based on the proven TANDEMBOX cabinet profile, giving you a feather-light glide and enhanced opening and closing ease.

What material is TANDEMBOX made of?

The drawer sides are made of **epoxy coated steel**.

The drawer runners are made of **zinc plated steel**.

What colors is TANDEMBOX available in?

TANDEMBOX is available in **3 different colors**:-



Aluminium grey

Orion grey

Silk white

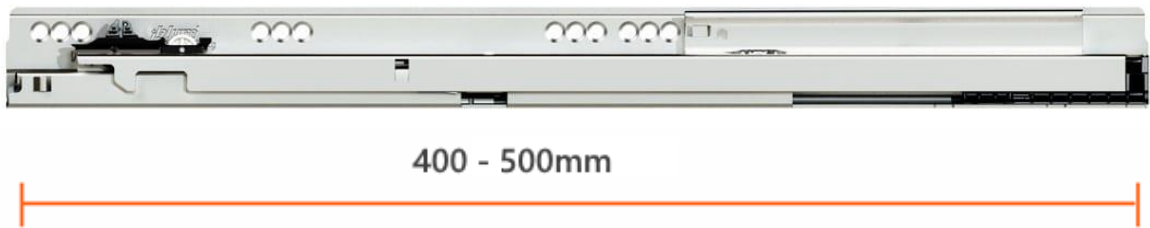


Basic product info

How many **lengths** is **TANDEMBOX** available in?

TANDEMBOX is available in the following lengths:-

- **400mm, 450mm, 500mm**



All TANDEMBOX runners are based on the tried and tested TANDEMBOX cabinet profile. Its feather-light glide has been impressing users for many years.

The secret lies in the low-friction cylindrical nylon rollers that guarantee top quality motion and dynamic carrying capacities of 30 kg and 65 kg.

How many **load capacities** are available?

TANDEMBOX runners are available in the following load capacities:-

- **30kg & 65Kg**

Load capacity	Available length
30 kg 	 400 - 500mm
65 kg 	 450 - 500mm

How many **different types of TANDEMBOX** are available?

There are **8 different types**:-

- 4 types of Standard drawers S1, S2, S3 & S4 (attached to the drawer front)
- 4 types of Inner drawers i3, i4, i5 & i6 (inside the cabinet)

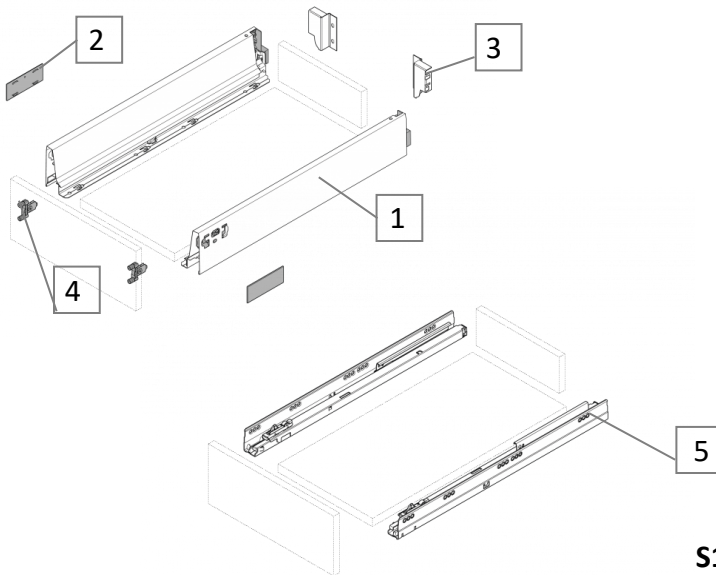
Standard drawers



Inner drawers



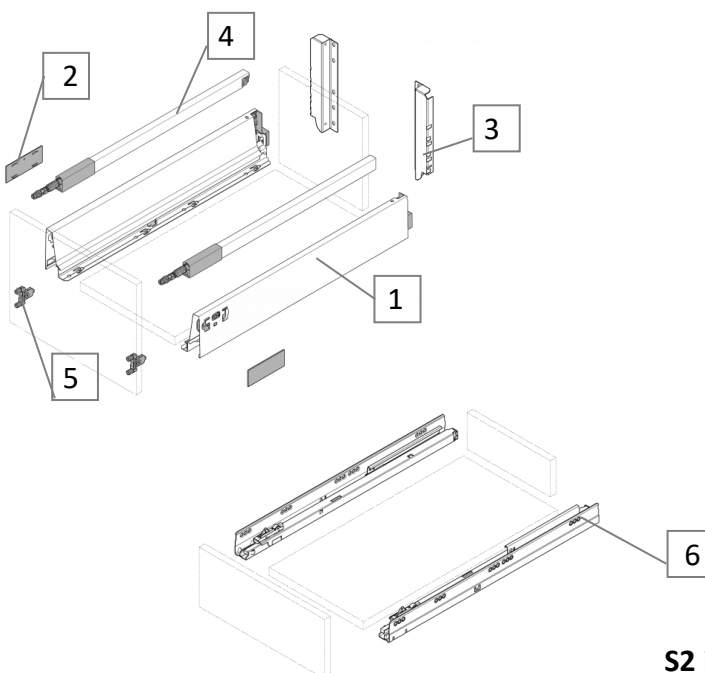
S1



1. Drawer side (3 colours available)
2. Blum logo cover cap (2)
3. Back fixings (2)
4. Front fixings (2)
5. Drawer runner (30kg or 65kg)

S1 is 84mm high and has a min. height requirement of **98.5mm inside the cabinet**

S2



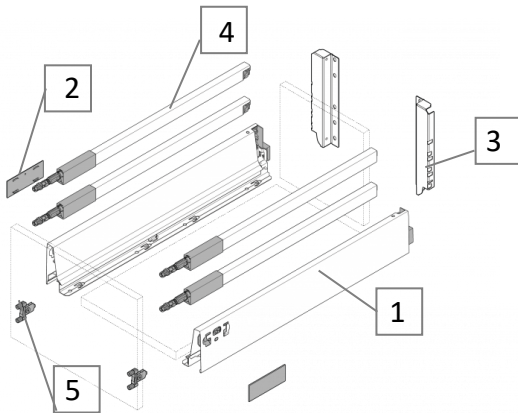
1. Drawer side (3 colours available)
2. Blum logo cover cap (2)
3. Back fixings (2)
4. Gallery rods (2)
5. Front fixings (2)
6. Drawer runner (30kg or 65kg)

S2 is 171mm high and has min. height requirement of **192mm inside the cabinet**

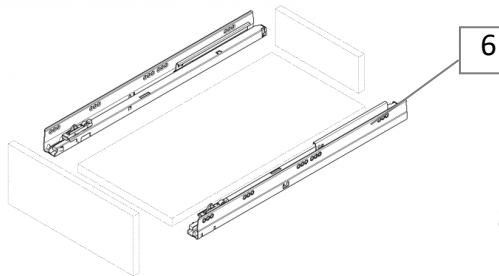


Basic product info

S3

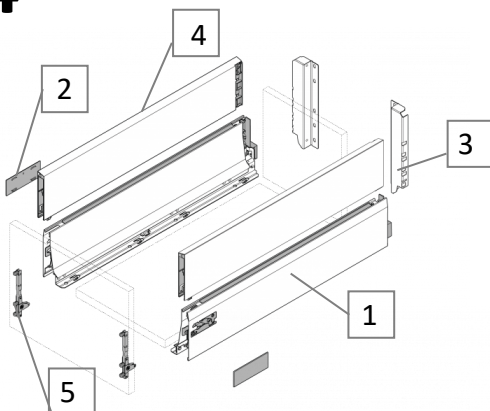


1. Drawer side (3 colours available)
2. Blum logo cover cap (2)
3. Back fixings (2)
4. Gallery rods (4)
5. Front fixings (2)
6. Drawer runner (30kg or 65kg)

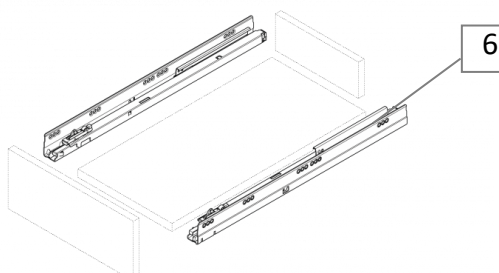


S3 is 203mm high and has min. height requirement of **224mm inside the cabinet**

S4

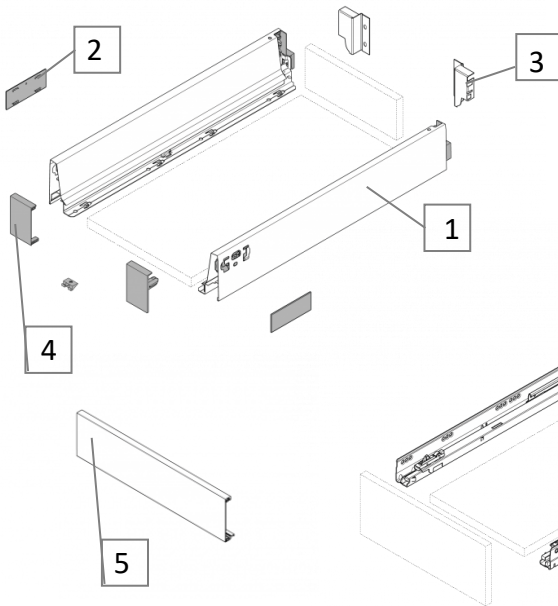


1. Drawer side (3 colours available)
2. Blum logo cover cap (2)
3. Back fixings (2)
4. Box caps (2)
5. Front fixings (2)
6. Drawer runner (30kg or 65kg)



S4 is 200mm high and has min. height requirement of **224mm inside the cabinet**

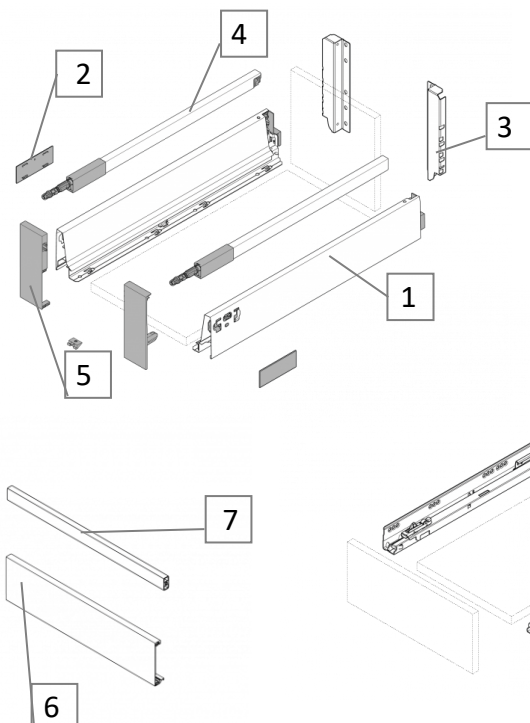
i3



1. Drawer side (3 colours available)
2. Blum logo cover caps (2)
3. Back fixings (2)
4. Inner front panel fixing (2)
5. Inner front panel section
6. Drawer runner (30kg or 65kg)

i3 is 84mm high and has a min. height requirement of **106mm inside the cabinet**

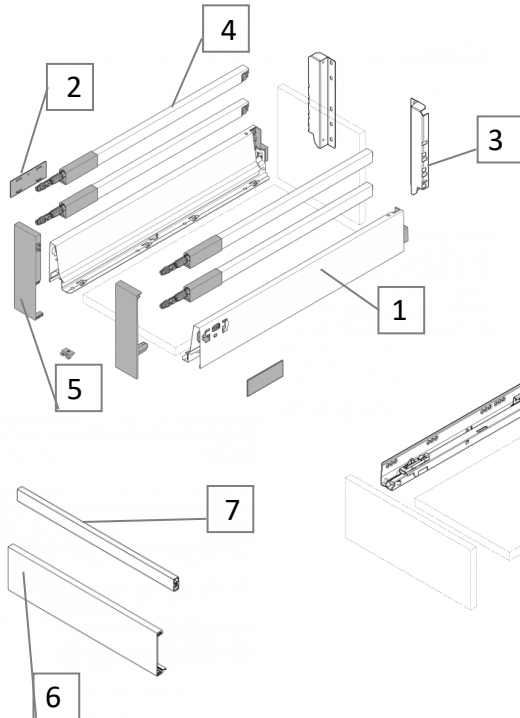
i4



1. Drawer side (3 colours available)
2. Blum logo cover caps (2)
3. Back fixings (2)
4. Gallery rods (2)
5. Inner front panel fixings (2)
6. Inner front panel section
7. Cross gallery
8. Drawer runner (30kg or 65kg)

i4 is 171mm high and has a min. height requirement of **192mm inside the cabinet**

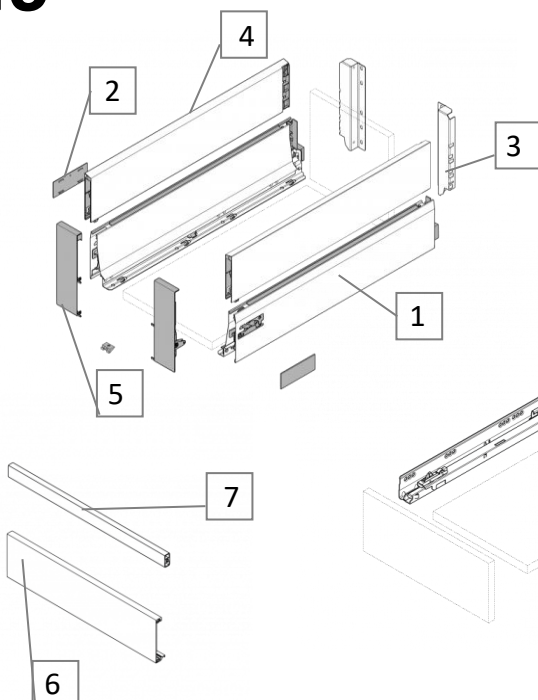
i5



1. Drawer side (3 colours available)
2. Blum logo cover caps (2)
3. Back fixings (2)
4. Gallery rods (4)
5. Inner front panel fixings (2)
6. Inner front panel section
7. Cross gallery
8. Drawer runner (30kg or 65kg)

i5 is 203mm high and has min. height requirement of **224mm inside the cabinet**

i6



1. Drawer side (3 colours available)
2. Blum logo cover caps (2)
3. Back fixings (2)
4. Box caps (2)
5. Inner front panel fixings (2)
6. Inner front panel section
7. Cross gallery
8. Drawer runner (30kg or 65kg)

i6 is 200mm high and has min. height requirement of **224mm inside the cabinet**

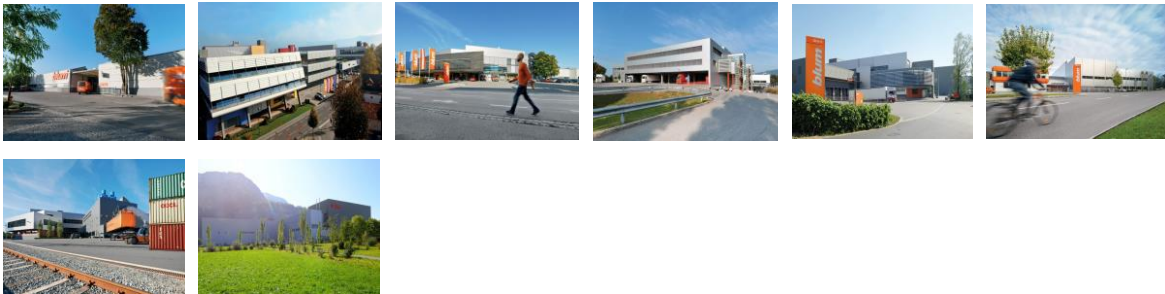


Basic product info

What is the **country of origin**?

TANDEMBOX is made in 1 of our **8 factories in Austria**.

[Right-click here](#) to learn more about our factories in Austria.



What is the **warranty** for TANDEMBOX?

All Blum mechanical products come with a lifetime warranty.

Please [Right-click here](#) to download our warranty.

How is TANDEMBOX **tested**?

All TANDEMBOX are tested for **100,000 opening and closing cycles**.

[Right-click here](#) to learn more about Blum Quality and how we test our products.

Where can I find **more information about TANDEMBOX**?

1. You can [Right-click here](#) to open the TANDEMBOX page on **blum.com**
2. You can also find many **application images** on **connect.blum.com**.
[Right-click here](#) to see how TANDEMBOX can be applied to various places around your home.



Basic product info

Can I use TANDEMBOX for **handle-less designs**?

Yes! There are 2 options for you to achieve this.

1. The **drawer front can be designed to have a 45-degree finger pull** on the top or bottom part of the drawer.
2. You can also combine the **BLUMOTION** runner with the **SERVO-DRIVE** electrical motion support system.



45-degree finger pull



SERVO-DRIVE equipped drawers

What **motion technologies** does TANDEMBOX offer?

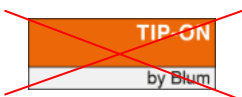
TANDEMBOX comes in soft closing **BLUMOTION** as well as with the electrical motion support system **SERVO-DRIVE**.

- **BLUMOTION** is for **soft closing** solutions – normally when the door is fitted with a handle.
- **SERVO-DRIVE** is for **handle-less** designs. The drawer opens with a light push against the front panel



Can I **open** TANDEMBOX with **TIP-ON**?

No. TANDEMBOX does not have a TIP-ON option.





Basic product info

Can I **still open** my SERVO-DRIVE TANDEMBOX if the **power is out**?

Yes! When the power goes out, SERVO-DRIVE for TANDEMBOX is not activated.

However, you can continue to open and close manually without restrictions. Once the power has been restored, you can carry on using everything as normal without having to make any additional adjustments.

How do I **maintain** my TANDEMBOX?

Blum products are generally maintenance-free.

However, during assembly and usage of Blum products, it is inevitable that stains or other kinds of contamination will appear on the product or its surfaces.

When cleaning, make sure to treat the protective areas and materials with care. Avoid applying abrasive chemicals as they will cause damage to the product.



For more information on cleaning and general maintenance instructions, please [Right-click here](#) to download our “**Cleaning and maintenance**” manual.

What is the **min/max cabinet width** for TANDEMBOX?

The **minimum cabinet width** is 300mm.
The **maximum cabinet width** is 1200mm.

Can I design my cabinet **wider than 1200mm**?

No! TANDEMBOX will not be able to function properly if the cabinet dimension are exceeding the specifications stated by Blum.

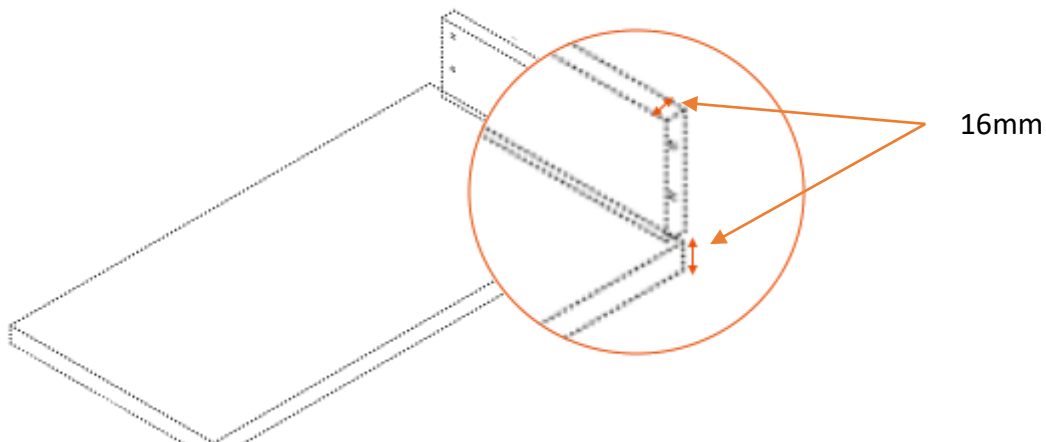
Furthermore, **the warranty might be voided** as it is considered as “**not used for the products intended purpose**”

Can I design my cabinet **narrower than 300mm**?

Yes! But you have to use a special construction call **SPACE TWIN** for this.

What is the correct base panel and back panel thickness?

The correct thickness is 16mm.



When I choose to use **SERVO-DRIVE** – what extra items do I need?

You need to purchase the following items in addition to the TANDEMBOX BLUMOTION mechanism.

Drive units and a transformer

- The Drive unit triggers the opening signal with a single touch on the front.
- The 24-watt transformer is mounted to the back of the cabinet with a transformer housing



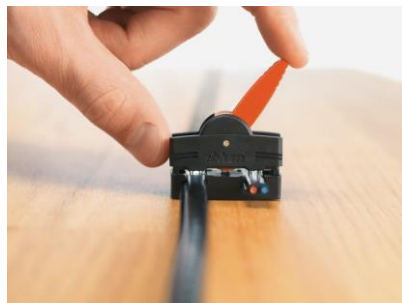
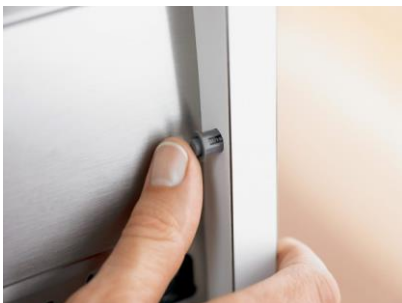
Bracket profile

Flexible attachment of drive units to suit the individual positions of the pull-outs



Distance bumpers & cabling

- Distance bumpers ensure the required trigger path of at least 2 mm.
- Cables can be connected via our flexible piercing technology



How many drive units do I need?

You need 1 drive unit per drawer.

The drive units are always mounted **behind the drawer** at the back of the cabinet.

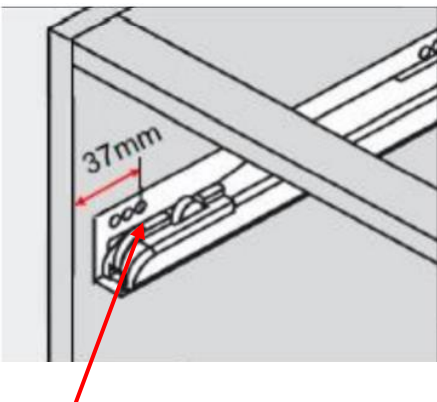


Do I need a SERVO-DRIVE transformer for every cabinet?

No! One Blum SERVO-DRIVE transformer can be shared across up to 50 TANDEMBOX drive units.

What is the correct installation position of the runner?

The correct position is : 3rd hole at 37mm



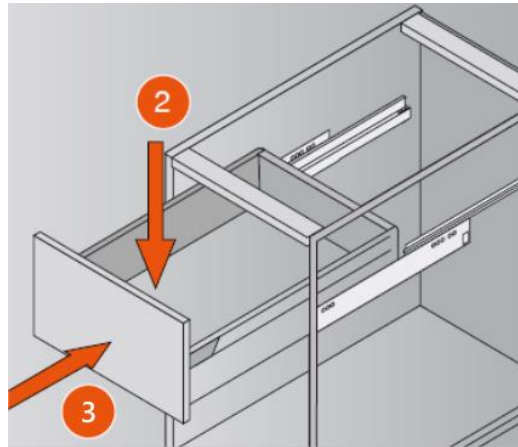
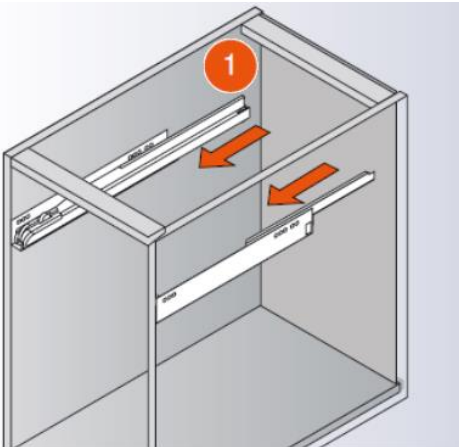
Correct installation. Screw is positioned at 37mm into the 3rd hole of the runner.



Wrong! The carpenter/installer did not follow Blum guidelines.
If the drawer does not function properly, ask your carpenter to correct the installation.
This is **not a product defect issue** but an installation problem.

How do I **insert** the drawer into the cabinet?

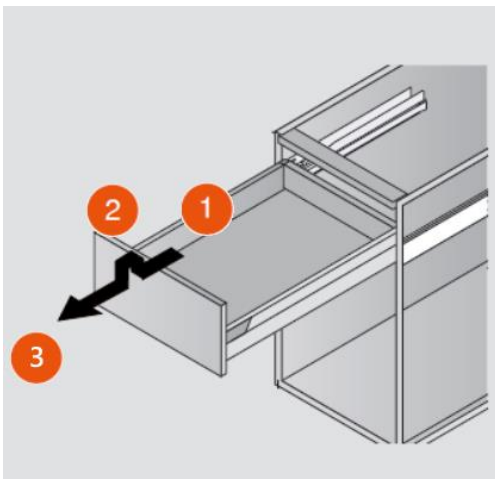
1. **Pull out both runners (L&R) all the way**
 2. Place drawer on **top of the runners**
 3. **Push the drawer into the cabinet – all the way** – until you hear a '**click**'.
- Now the drawer is connected to the runners, and you can use it as per normal.



How do I **remove** the drawer from my cabinet?

1. **Pull the drawer out – all the way**
2. **Lift the front** of the drawer slightly **AND**
3. **THEN pull the drawer towards you** while keeping the drawer lifted

Careful! Once you have detached the drawer from the runners, you will have to carry all the weight of the drawer. Make sure that the drawer is completely empty before removing the drawer!





Trouble shooting

Why is my drawer front panel coming off the drawer?

This is **due the incorrect installation of the drawer front fixing bracket**.

The front fixing bracket has **not been secured properly against the drawer front panel**. This causes the drawer front to drop off after a while



If you encounter this, please ask your carpenter to fix this for you as it is **not a product defect issue** but an installation problem.

My TANDEMBOX drawer does not run smoothly anymore. Why?

This can have multiple reasons:-

1. **The drawer has been overloaded.** Do not load more weight into the drawer than it has been designed for – either 30kg or 65kg – depending on the runner type.
2. Your drawer runner **was not protected (covered) during installation.** Saw dust and other dirt from the job site work has clogged up the mechanism and causes it to fail. (see image below)

I can hear a **squeaking sound** when I close my drawer

The most common reason is that the **drawer runners were unprotected during installation.**

Saw dust and other dirt from the job site work has clogged up the mechanism and causes it to make this noise.



Sawdust from cutting/drilling

Please Note: Neither of the above-mentioned problems are covered via the warranty!

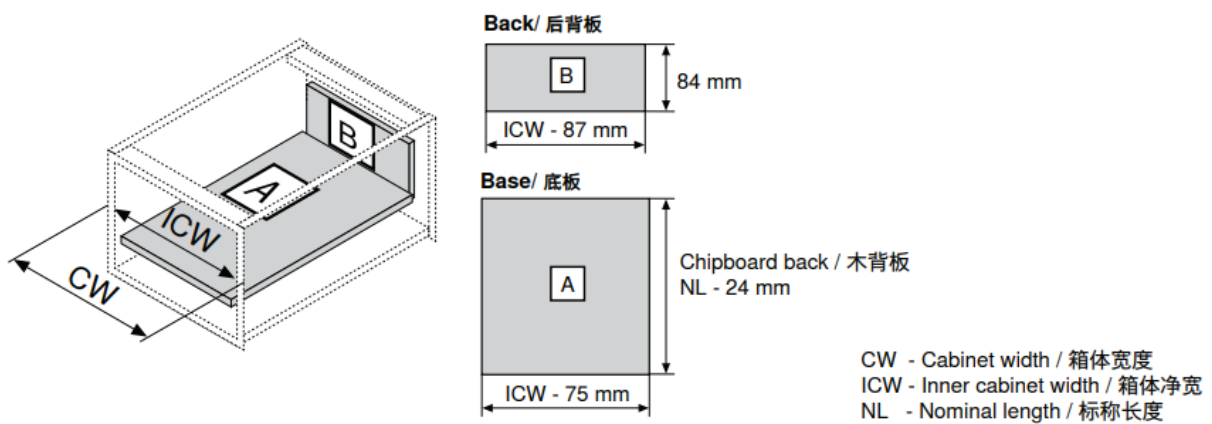


Trouble shooting

My TANDEMBOX feels very tight when I pull it out. Why?

The most common reason is a **typical installation error**. Either the base panel or the back panel was **not cut-to-size properly** (too wide or too narrow)

Please refer to the proper cutting dimensions below and **ask your carpenter to correct the mistake**.



There is a **clicking sound** when I close my TANDEMBOX drawer

The most common reason is that the back panel of the drawer has not been cut-to-size properly. See proper cutting dimensions above.

Can I **exchange the product** after Installation?

No. Once the product was installed, it is no longer eligible to be returned, exchanged or refunded.