

VALLEY-DYNAMO FAQ GUIDE TO CUSHION RAILS – JULY 2026 UPDATE

So much of our “Frequently Asked Questions about Old Pool Tables” document had to do with Cushion Rails – at least 1/3, and sometimes those questions didn’t apply exclusively to old pool tables.

This document focuses ONLY on **CUSHION RAILS**

- we don’t call them “Bumpers” because that’s what we call those things in the middle of a Bumper Pool table
- we don’t call them “Rubbers” because only *part* of the cushion rail is rubber.
- and we don’t call them “Rails” as that refers to the wooden top part of the table through which the Cushion Rails are bolted.

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This document exists to address the many, many, many inquiries from those customers who found an old table, or bought one, or had it in the family for generations. We have tried to post most of the answers you are looking for because we have a small staff kept busy with the manufacture and shipment of new products, only TWO of whom were with Valley before the company’s move to Texas in the late 1990s. Years and years of answers and

knowledge have been assembled to create this very in-depth document. This is why if you call and “want to just ask a few questions about ‘bumpers’” we will very strongly encourage to you read this through.

BUT WHY CAN'T I JUST CALL IN AND ORDER PARTS?

The WebStore is better for a number of reasons:

* WE LIST CUSHION RAIL MEASUREMENTS ON THE PAGE. Measure your table and compare with measurements of the cushions you're ordering, and if those measurements don't agree with your measurements, you can check to see if maybe you should be ordering a different size. We find Verbal orders for cushions end up incorrect probably 30% of the time (and even online orders are wrong about 3% of the time) because customers make the “bar box” assumption. And seriously, people get mad when we ask this. Please: measure the table. Always, always remember: NOT ALL BARS ARE THE SAME SIZE, NOT ALL “BAR BOXES” ARE THE SAME SIZE.

* There is some “fine print” when it comes to placing an order, returns, credits, shipping, etc. This includes that due to a few bad apples, any suspected-defective cushions need to be returned for inspection before we can send replacements. We know you're honest, it's the other people who screwed it up. We want to make sure you have a chance to read it so there are no unpleasant surprises later.

* You know your address better than anyone. No chance we heard something wrong

* Many people most adamant about “wanting to talk to a human” seem to be on a mobile connection that's probably worse than two cans connected with a string, and are continually dropping out during the call

* Callers always ask how much it'll cost to ship. On the store you get estimates based on what's ordered and your ZIP Code for ground, overnight and second-day shipping.

* Your credit card information stays secure. We never see it and it's not going to get pulled out of a dumpster someplace ...or you can pay with PayPal and not have to let us know your PayPal login information.

* You get instant confirmation the order was placed with an order number, when it ships, and a tracking number when available – **gmail is notorious for sending our notices to spam to be sure parts@valley-dynamo.com is a “Safe Sender”**

When someone tries to describe what they are looking for and it ends up being a different part, it turns into a colossal headache for everyone—you included-- returning and shipping additional parts. If you purchase the wrong size of cushion rails and want to exchange them, you pay to ship them back AND we charge a restocking fee because the cushions will obviously need reboxed. Save \$60 or so and 10-14 days of your life - confirm the measurements before ordering.

Next, always keep in mind what we call the “after it leaves our dock” rule. All we know are what these tables looked like, worked, like, etc. when we shipped them. It's anyone's guess how they were repaired or modified once sold.

SHOULD I REPLACE MY CUSHION RAILS? Commercial locations' well-used rails can require replacement as often as every other year. Rails used on a home table get less usage—unless you keep that table seriously busy-- but the rubber will begin to dry out and crack after 10 years. For the last few years we've date-stamped the back of our rails, look for it. Unless the previous owner

knows, assume the rails on a newly-acquired old table probably need replacement, and then you know exactly how old they are.



“I HAVE A VALLEY-DYNAMO POOL TABLE...” No, you don’t. That’s like saying you went to the dealership in this photo and bought a Buick-Pontiac-GMC car. Valley and Dynamo tables are separate products designed and developed by companies that were competitors. Since Valley and Dynamo merged in the late 1990s we’ve tried to share some components and hardware like leg levelers or push chute extensions, but the tables were designed separately by competitors. Before you contact ANYONE, or attempt to order ANY parts, confirm if your table is a Valley or Dynamo. It may be very important, or it might not because...

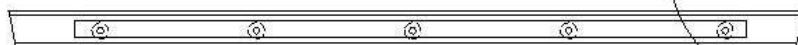
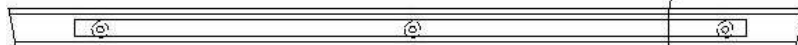
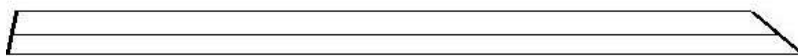
“SO NOW YOU ONLY SELL ONE TYPE OF CUSHION?” We’ve made two significant changes that we expect will simplify things for the customer and streamline our processes and inventory so we can fill orders far more quickly with less potential for error and fit issues.

The next two pages will explain these changes in detail

as of 2024 there are no “three bolt” Valley cushions

55 years of Valley Cushion history - from top to bottom

- Valley 3-bolt Side Rail from early 1970s – 1999
- Valley 3-bolt Side Rail from 1999 - 2009
- Valley 5-bolt Side Rail from 2009 - present



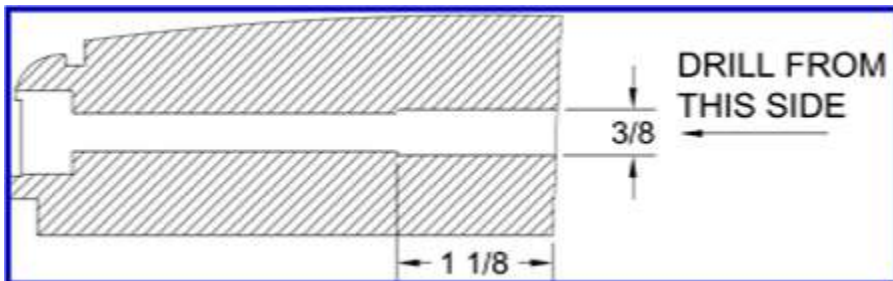
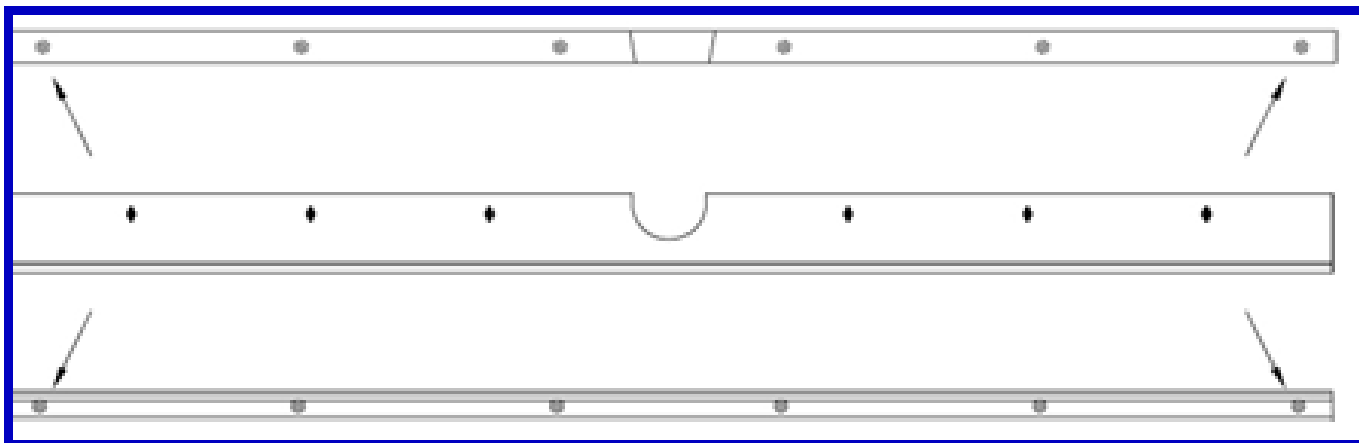
FIRST BIG THING: when we went from 3 bolts to 5, we simply added two attachment points to each rail. Just because there are 5 bolt holes in the backside of the rail doesn't mean you must put 5 bolts in.

If you used the older 3-bolt rails – **THE HOLES THAT MATTER TO YOU DID NOT CHANGE**

SECOND BIG THING: the change in 1999 moved 4 of the 18 bolt holes used to attach the rails by exactly 1/8". THAT is the difference between “old Valley” and “new Valley” – 1/8". Literally so close it wasn't physically possible to put in two inserts side-by-side (we tried!!).

FOURTEEN OF THE EIGHTEEN HOLES DID NOT CHANGE.

HOW CAN I POSSIBLY USE THE CURRENT RAILS ON A VALLEY TABLE MORE THAN 28 YEARS OLD? On the four side rail bolt holes noted below...



Use a 3/8" diameter drill bit. From the cushion side, drill no deeper than 1 1/8". This allows just enough movement of the rail bolt so it can be angled to attach securely. End rails need no modifications.

There are no plans to EVER AGAIN stock 3-bolt rails. Not for four holes with a 1/8" discrepancy.

Once supplies are gone there are no Dynamo-only cushions



Top – Dynamo Rail - Bottom – Valley 5-bolt rail

The “three bolts that matter” to the Dynamo owner are in the correct places on a Valley rail set.

WORST CASE : for Dynamo tables more than 25 years old (typically those with weighted cue ball separators) **it may be necessary to shave or sand 1/8” from the bottom of the cushion wood so the rails will mount low enough.**

There is no “high hole” or “low hole” placement for Dynamo rails. The wood changed.

We have created a Dynamo Fit Gauge we will send you free of charge. You can use this on your table with an existing rail bolt to see if the current-style rails work on your Dynamo table without modifications. Send your address to parts@valley-dynamo.com to request a free fit gauge.

If you get a fit gauge, check your table, order the correct-size rails and they don't mount correctly – we will refund your price in full with no restocking fee.

If you do not get the gauge, order rails and they do not mount correctly, a restocking fee will be charged.

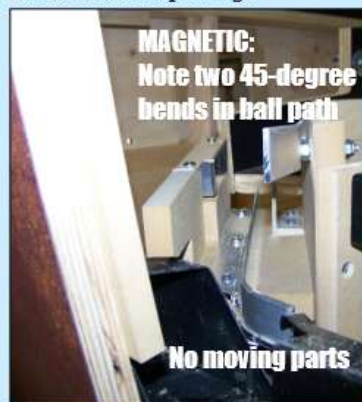
Look directly to the left inside your Dynamo table's Ball View Door opening.



Tables built prior to 1993 used a weighted cue ball and the separator (which has moving parts) looks like the photo on the left.

Tables built since 1995 use a magnetic cue ball. If you see something like this shot of the separator to the RIGHT, you've

likely got magnetic separation.



If you're unsure that this may need done, and don't take our advice to get a free Fit Gauge – we recommend ordering UNCOVERED rails so there's no need to remove the cloth to shave or sand the wood.

**There are no plans to EVER AGAIN stock Dynamo-only rails.
Not when Valley rails fit the last 25 years of Dynamo table production.**

WOW! SO MANY CUSHIONS LISTED, HELP ME PICK WHICH ONE TO ORDER?

It's actually very simple. There really aren't THAT many, but there are three variables:

- SIZE of your table
- ORIGINAL EQUIPMENT or RIDGEBACK
- If RIDGEBACK, what style (we'll discuss later)
- If original equipment, CLOTH – covered or uncovered
- COLOR IF COVERED – green or burgundy are the two colors offered

WAIT, YOU SELL RIDGEBACK RAILS? WHO MAKES THEM? Valley-Dynamo purchased Ridgeback Rails in January 2023. Ridgeback Rails can be purchased under [VALLEY PARTS](#) and [DYNAMO PARTS](#), as appropriate. As there are a number of variables and options, we *do not* accept verbal orders for Ridgeback Rails. [We can help answer questions](#), but the order must be placed on the website.

CAN YOU TELL WHAT CUSHIONS I NEED BASED ON THE PHOTO I HAVE SENT YOU? Only if there is a photo of a ruler included. *Once again, [measure your table](#).*

SOMEONE TOLD SOMEONE ELSE WHO TOLD ME IT'S A 7-FOOT TABLE, DOES THAT HELP? Not everyone's ideas of a 7-foot table agree with ours. This, again, is why we use 88, 93 and 101. 7-feet is 84" and as the chart below will demonstrate, there's no measurement on ANY table in ANY size that's 84".

DOES MY MODEL NUMBER HELP? Not always. As you can see, we sell rails as

- Model 88 (= Dynamo model 27/28)
- Model 93 (= Dynamo Model 37/38)
- Model 101 (= Dynamo Model 47/48)

That's it!! These numbers correspond to the length of your table in inches. The size chart following shortly will explain better. It gets complicated and intimidating to list that Model 93 rails will fit the Valley table models CPB, BBB, HEB, 32, 39, 37, 35, 33 and 510939. All these tables are 93" long. That's what counts - [measure your table](#).

For Dynamo, SOMETIMES the model number, if available, will answer the "Model #7 vs Model #8" question.

DOES MY SERIAL NUMBER HELP? *It never does*, that's only a build sequence number and reveals nothing about table size. If you have the serial number, you can [measure your table](#).

OK, YOU WANT ME TO MEASURE IT. WHAT SIZE IS MY TABLE? People throw around the term "bar box" or "bar sized", but there is **no such thing**. After all, don't bar sizes vary?

IMPORTANT: avoid inconvenience, returns, restock fees and additional shipments; **be absolutely sure of your table's size before looking for parts**. Third time we've said this in this document: never say "it's a bar table." We know this business. Trust us, there are definitely different sizes. Never assume "it's a 7-footer" because you see above our 6½ foot table measures 7 feet-*ish* from end to end, or our 8 foot table has a 7 feet-*ish* playing surface! Measure! Measure! Measure! Please ask if you are not sure.

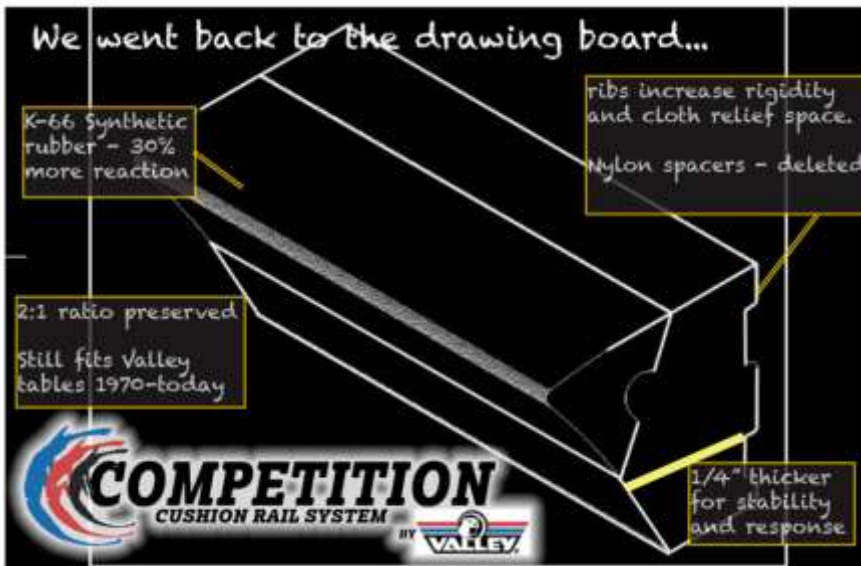
This chart will help explain:

What we call it	v101/d48	v93/d38	v88/d28	v85/d18	v78
<i>(because from end-to-end it measures)</i>	101"	93"	88"	85"	78"
<i>(and this wide)</i>	57¼"	52¾"	50"	49"	45"
<i>we also call it</i>	8-foot	7-foot	6½ foot	6½ foot or 6-foot or "New Yorker"	6-foot
playing surface	44" x 88"	40" x 80"	37" x 74½"	36" x 72"	32½" x 65"
slate size	47½" x 91½"	43" x 83"	40¼" x 77½"	39" x 75"	35½" x 68"
slate thickness	7/8"	¾"	¾"	¾"	¾"
Approximate Cushion Rail Width (at widest point)	40"	36"	33½"	32"	28½"
Approximate length of side trim	82¼"	73¾"	68¼"	65¾"	58⅝"
Approximate length of end trim	38¼"	33¾"	31"	29¼"	26⅛"
In the current Valley model number format, the third letter is:	A	B	C	D	E
Valley model number from the 1970s- 1980s is formatted as	4#	3#	2#	1#	1#
Currently produced	Yes	Yes	Yes	Not for 30+ years	Not for 40+ years

Prior to 1964 there were some really odd dimensions used – 75", 70", etc. We don't cover those here because there are no parts available for those tables and never will be again.

WHAT'S SO SPECIAL ABOUT THE VALLEY COMPETITION CUSHION RAIL SYSTEM?

SOMEONE ON THE INTERNET SELLS CHEAPER RAILS THAT FIT YOUR TABLES, AND THEY SAY THEY'RE BETTER. We engineered a better version of our existing 5-bolt rail that responded to player feedback and preference, and sent these rails to a number of tournaments for comparison play and further refinements.



- Valley replacement rails are literally from stock that goes into the production of new tables. There is no "budget line" for replacement parts.
- Valley rails use a proprietary formulation of K-66 profile rubber by D&R Championship, for improved lively action
- Valley rails are shaped so your table retains the 2:1 size ratio tournament players prefer.
- Valley Covered rails have the exclusive Valley Teflon Ultra cloth by

D&R/Championship. Spills can be wiped right off the cloth before they have a chance to set. Your table will look better, longer.

- Valley Rails use Threaded Inserts instead of T-Nuts. This eliminates the small 'dead spot' some players find in the rubber at each bolt position. In the event your bolts are cross

threaded, the threaded inserts can be removed and replaced by using a hex key. The old T-nuts required removing the rubber from the wood to access for replacement. If you remain Really Into the T-Nuts (despite the issues), that style is how Ridgeback Rails are constructed.

- We added a thicker skirt to the wood backing for greater rigidity and reshaped the wood backing allowing for a greater contact area while still leaving space for cloth relief (allowing us to delete the nylon inserts on Valley cushion rails).
- The Valley Panther tables use a 5-bolt rail system. These rails are designed to work on both new Panther and existing Valley tables. A quick, one-time modification to any tables built between roughly 1969 up to 1999 allows them to use the current rails (see “there are no more “three bolt” Valley cushions” shown above). There is no legitimate old rail vs. new rail question, and no need to stock multiple sets of rails if you’re an operator with old and new tables on your route.

WILL NEW RAILS REALLY FIT MY OLDER THAN 1970 TABLE? The current Valley rails will only fit tables that use rail bolts to attach the rails (beginning with the model 510 series: from late 1969-present). If the rails are attached with wood screws, the best option will be to have the rubber replaced on the current rails and have them covered in new felt.

WILL NEW RAILS REALLY FIT MY OLDER THAN 2000 (BUT NOT OLDER THAN 1970) TABLE? this whole new rails/old table issue is important. Every couple of months someone raises a big stink because current model rails didn’t just bolt right on to their 50 year old table, or they attempted to do so and proceeded to install multiple rail sets in the same way they always have and damaged every set.

*Let’s pause here: isn’t it reasonable that a slight modification might be needed for current parts to be used on a 28 year old product? On that note, for some time people have simply thought “Aw, 2000 wasn’t that long ago so this table isn’t that old.” But now it’s 2026. For years that built-in-2000 table has been legal to buy a beer. Something dating back to 2000 is **pretty doggone old** at this point.*

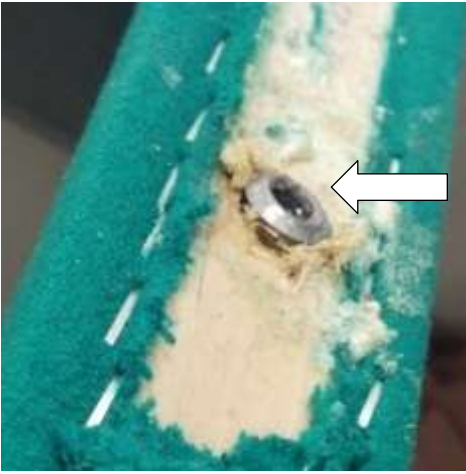


As noted on the outside of every cushion rail box, we ask you to just read the [Instructions included in that box](#). If your table is a Valley of 1970-1998 vintage, the directions easily show how to use current model Cushion Rails on older tables (which we covered earlier), and correctly mount any cushion rails. It says that failure to follow the instructions could result in damage to your new set of cushions, and that this damage is not covered under Warranty. Regardless of your table’s age, it’s wise to

review that guide, because improper cushion rail height can have a huge effect on your table’s playability.

Seriously: we wouldn’t pack [an instruction sheet with every cushion rail set](#) if we did not think it was important.

WHY DID YOU USED TO INCLUDE A BAG OF NYLON INSERTS WITH EACH RAIL SET? AND WHY DID YOU STOP? For about 8 years, our cushions had a relief gap we added to the backside of the wood for strength and cloth attachment. To fill that gap, it was necessary to use one nylon insert with each rail bolt – otherwise there was risk of pulling out the rails’ threaded inserts.



The wood on Valley cushions rails since 2018, Dynamo rails since 2020 and ALL Ridgeback rails has eliminated this need. For new rails, there is no need for the inserts and none are provided. If reusing old rails, continue to use the inserts; but now those rails are at least 5 years old.

WHAT DO YOU MEAN BY “APPROXIMATE” RAIL WIDTH? C’MON THIS ISN’T ROCKET SCIENCE? (this was actually asked in Dec 2017). That’s partly correct, it’s not rocket science. Rocket scientists need to be exactly precise, and there are not multiple suppliers of parts for 20-year-old rockets, or rocket service people who will come to your home and custom build

parts for your rocket, or league rocketeers who want tighter pockets on their rockets. We’ve had customers tell us “I don’t think your cushions will work on my Valley or Dynamo table because you say yours measure 36 1/8” and mine measure 36 3/16”.” Yes, seriously. If your cushions vary by fractions of inches, it’s going to be just fine. If your cushions are several inches wider or narrower than the number listed here, maybe you need a different size?

Note from the sections above :

[The “once it leaves our dock” rule](#)

[Not all BARS are the same size, not all BAR TABLES are the same size.](#)

If you order an incorrect size of rail, you’ll need to pay return shipping, and there’s a restock fee. Avoid the pain...

DO YOU SELL JUST THE RUBBER? No. The proprietary rubber we use is a Valley exclusive. If we sell it separately, someone puts it on “Brand X” table’s rail backing or “Brand Z” aftermarket rails and claims it’s ‘as good as a Valley.’

DO YOU SELL JUST THE BLANKS? No. We buy wood by the pallet because we’re in the business of building cushion rails, we’re not comfortable with setting you up to be in the business of building cushion rails.

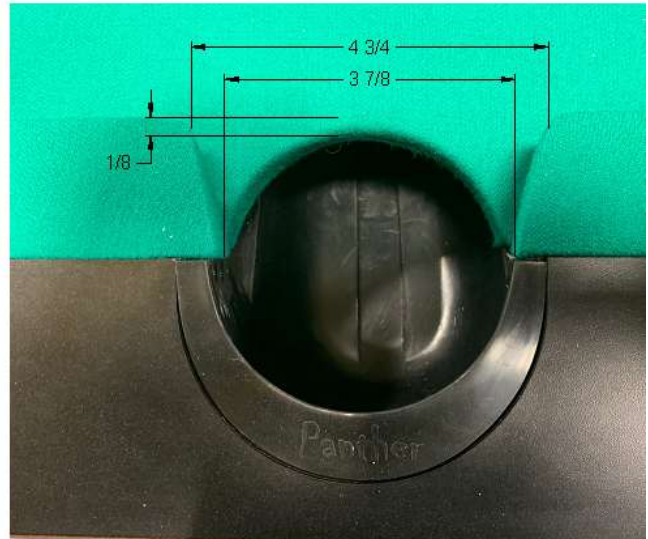
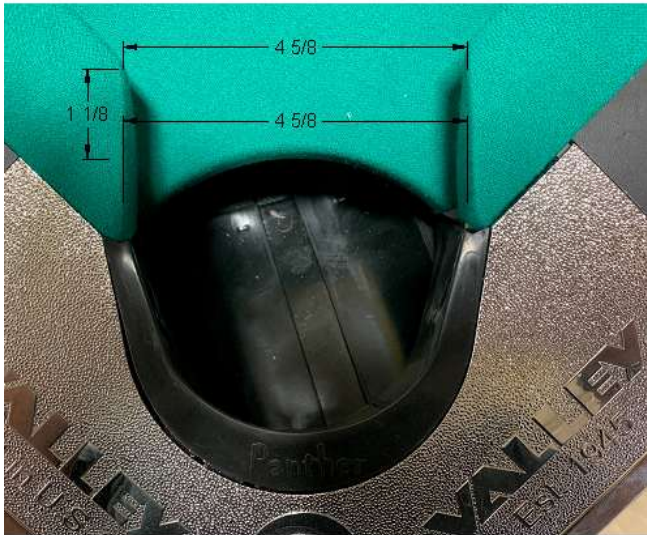
MY OLDER TABLE’S RAILS USED K-55 OR U-23 RUBBER; CAN I GET RAILS WITH RUBBER WITH THAT PROFILE INSTEAD OF THE K-66? Years of evaluation at tournaments and feedback from players led to the decision to begin using K-66 rubber in 1999 (meaning that’s been our profile of choice now for nearly 25 years). The wood backing on the current rails is shaped to allow proper mounting and preserve your table’s 2:1 ratio.

Where you run into problems is putting new rubber on wood backing designed for rubber of a different profile. Meaning, if your table had K-55 rubber and you want the existing rails refreshed with new rubber and recovered: insist on K-55 again. Do not change. However, if you are purchasing a new set of rails with K-66 rubber to bolt onto your existing table, you should be fine.

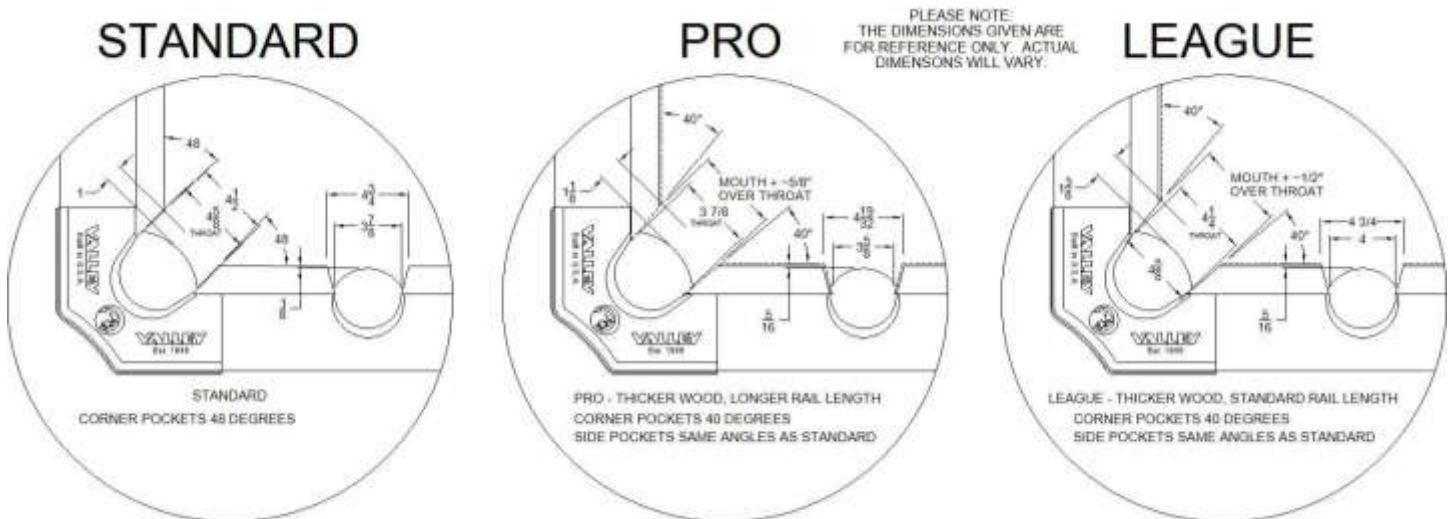
CAN I USE A PROFILE OTHER THAN K-66 ON MY TABLE? Yes, but there are side-effects: The wood backing on our K-66 rails assumes you’ll have K-66 rubber on them. If you put a different profile of rubber on the existing wood, it will compromise the 2:1 Ratio of your playing area. OK, we’re talking fractions of an inch but chances are if you are particular about rubber

profiles you are a serious enough player that even a small deviation from the 2:1 Ratio will be significant to you.

WHAT ARE THE POCKET DIMENSIONS WITH THE VALLEY COMPETITION RAILS?



CAN I GET RAILS WITH TIGHTER POCKETS? Try Ridgeback Rails Professional Pocket option. Or you can simply attach [extra facings](#) to your cushions before covering them. The following drawings will help show the available Ridgeback options.



WHAT IS THE TORQUE SPEC FOR RAILS? We tighten rails to **65 inch-pounds** (as we clearly print on the box – see, here it is again), but for consistent quality play it is far more important that rails are properly aligned, also noted in the [Valley Cushion Rail Service Bulletin](#). Rails do not need to be super tight, just snug (and tightening them super-tight risks breaking loose the threaded inserts, which is not a covered Warranty Issue because—AS SHOWN -- we even print on the boxes “Do not overtighten – Torque spec is 65 inch pounds”) –

We do not cover the damage to your table that absolutely will result if you fail to follow the instructions and attempt to tighten your cushions to 65 FOOT-pounds.

We recommend 65 inch-pounds. 65 foot-pounds = 780 inch-pounds = WAY WAY too tight

Notice – again we referred to the [Valley Cushion Rail Service Bulletin](#), and it won't be the last. It contains some seriously important information.

WHY ARE MY RAILS BULGING RIGHT BEHIND THE RAIL BOLTS? We suspect this is not a new table and is a few decades old. Over time, as Operators replace the cushion rails, the wood in the side rail gradually gets compressed by the rail bolts, allowing them to dig further and further into the wood. Shorter rail bolts would fix this, but we found shorter rail bolts may not fully attach the cushions to newer tables.

Just add washers in the outside rail bolt holes to compensate for the compressed wood, and this will provide enough clearance without affecting the fit and attachment of your cushion rails.



MY CUSHION RAIL RUBBER HAS SMALL FLAWS IN IT LIKE THIS, IS THIS A DEFECT? When the rubber is manufactured there is a form. Cloth, and then a pliable “noodle” of the rubber, is placed into the form. The press closes, pressing the “noodle” into the form (cushion profile, embedding the cloth, etc.) Problem is, if there is any loose thread of cloth it will get embedded, as will any debris in the form. The effect of flaws so minor on the behavior of the cushion will be completely undetectable once the rail is covered with cloth

I'VE GOT ONE OF THOSE ANCIENT TABLES WHERE THE RAILS ARE ATTACHED WITH WOOD SCREWS. AM I SCREWED TOO? Any pool table service professional in your area can probably use the existing backing and replace the rubber and felt. It's not as convenient as simply buying and bolting on a new set, but it's a lot more convenient than replacing the table. Unlike some specialty suppliers, we do not offer a “Rail recovering” service.

Some creative customers have attempted (important note: 'attempted', not 'succeeded' “We went out to replace the rails but it is an older table with wood screws. The side rails will work but the ends won't”) to modify Valley cushion rail sets to fit pre-1970 tables, or modify the tables themselves. We advise against this, you will void all warranties if you attempt it, and we will not issue refunds or credits for the cushion rails when (not “if”) this plan fails. We say don't even try it, so do this only at your own risk.

I'VE ONLY GOT ONE DEAD RAIL; WHY CAN'T I JUST BUY ONE REPLACEMENT? For several reasons, all good:

- Mixing old and new rails on a table guarantees inconsistent play. That one “bad” rail becomes the one “brand new” rail.
- Rails come in different profiles and rubber configurations which will have different play characteristics even if they are the same age.

- Our wood is sized to maintain a 2:1 table ratio. Someone else's wood might not be.
- Replace just one and expect to have a different dead rail a few months later and have to go through the whole process again, and again, and again. Those of you who own a printer with a bunch of different color cartridges will understand this.
- The dye lot of a single rail may be just enough from the others to be obvious.

This is not a conspiracy to force you to buy rails by the set, no more than that evil conspiracy making shoe stores only sell shoes in pairs. They will match, they'll look like they match, and you'll know the age of all six rails on your table.

WHAT SHOULD I KNOW WHEN ORDERING CUSHION RAILS? Be abso-freakin-lutely sure about...

- The size and age of the table – *not all bars are the same size, not all bar tables are the same size.*
- If your table is a Valley or Dynamo (the rails are not interchangeable)
- If you want them uncovered, or pre-covered in Tournament Green Mercury Ultra felt or Burgundy.

The [Valley Pool parts breakdown](#) and the [Quick Guide to Rail sets](#) on site will list part numbers for all available rail sets. Rail sets are not available for 78" and 85" Valley tables.

JUST TO BE CLEAR, WHAT CUSHION RAILS ARE NO LONGER AVAILABLE?

- ☠ Rails for any 9-foot tables, Valley or Dynamo
- ☠ Rails for Valley tables prior to the 1970's that are attached with wood screws
- ☠ Dynamo rails with the shorter wood profile
- ☠ Rails for 78" (none for 40 years) or 85" (none for 30 years) Valley tables
- ☠ Rails for Model 17 or 18 Dynamo tables
- ☠ 4-Bolt Rails for the Brunswick Metro Coin

WILL YOUR CUSHION RAILS FIT TABLES MADE BY -----?

COMPANY POLICY: As the manufacturer of Valley and Dynamo tables, we only manufacture cushions to fit Valley or Dynamo products. Some other manufacturers have gone to great effort to make their tables different, others knew a good design when they saw it and tried to copy it. Someone may cleverly be able to adapt our parts for use elsewhere, but we make no guarantees.

We do not know if our cushions fit other manufacturers' vintage pool tables. We have enough going on with new table production without "let's bring in someone else's old pool table and see if our stuff fits on it."

There was a recent incident where a customer bought one of our cushion rail sets thinking he could adapt it to a "no longer in business third party" table—against our advice. He damaged the cushions in the process, and then wanted us to exchange them for good cushion rails.

We'd really rather you found a [third-party boutique rail manufacturer](#) than buy our cushions and hope they fit. Often times if your table is something long since discontinued, they can custom make a set based on measurements you send them.

Ridgeback USED to do this, but the process was not "We have the drawings for a 1972 Irving Kaye table, sure thing" and a lot more "send us your old rails and we'll eyeball it best we can—without having the table available to test them out on-- and build a new set, and maybe they'll work, and if

they don't send them back and we'll work on them some more." We simply don't have the resources to do that, nor do you want a lot of back and forth trying to get the rails to work.

We simply have no service information, documentation, advice, or parts for competing products. It's like asking that Mustang fanatic to come work on your Yamaha ATV or propane fork lift because they both have 4 wheels and a motor.

Google, Yahoo and Bing are your friends...

I WORK ON A LOT OF POOL TABLES IN MY AREA, CAN YOU SET ME UP WITH DEALER PRICING? "Dealer" pricing is reserved for Dealers who stock and sell our tables (Pool, Hockey, Shuffleboard, Foosball, etc.). Pricing better than retail but maybe not on the level of a Table Reseller is offered to customers who order from our Webstore on a repeated basis – such as Pool Table service professionals or route operators.

Repeated and fairly-regular orders are the key. If you're ordering one cushion rail set or a couple of pocket liners every two or three years, you're not as big-time a route operator as you think.

I AM A DEALER OR OPERATOR WHO ALREADY HAS A VALLEY-DYNAMO ACCOUNT; CAN I USE YOUR WEBSTORE? Contact the [Parts department](#) to obtain a password to order online using your account.

DO I NEED TO USE PAYPAL OR A CREDIT CARD? If your account has payment terms established with us, just enter your PO number at checkout and we'll invoice you.

if your account does not have payment terms established and you just enter a PO number at checkout, your order will be canceled

BEFORE CONTACTING VALLEY-DYNAMO. An e-mail without a title or an unsolicited e-mail with an attachment, or an e-mail copying every available address, WILL NOT get through the Spam filter. And if it does, our IT guy recommends we should delete the e-mail without opening it. Always title your e-mail, e-mail only the most appropriate party, and contact us first prior to sending large attachments such as photos or send a link to where you have a photo posted.

As we already said on page #6 - never send a photo of your table and ask "what cushion rails do I need?" because the photo doesn't reveal the table's size.

And also said on page #6 : never send the serial number of your table and ask "what cushion rails do I need?"- that's frequently just a build sequence number and reveals nothing about table size.

[Measure your table](#) and tell us if it's Valley or Dynamo. That's all you need to do.

Yes, I spend an hour a week working on wonderful documentation like this and the entire rest of the week taking calls and e-mails from people where the reply is usually "just look at our wonderful documentation"

If you looked here—all the way through-- and still could not find the answer you seek, [click on this link to contact us](#)

(and please don't contact us, and then contact the sales department, and contact tech support, and leave a voice mail in the general mailbox, and leave a voice mail with part sales, and one with tech support, and one with equipment sales, and one with accounting. Yes, it happens a lot more often than you want to think.)