



**Figure 904.4 (Exception)**  
**Alteration of Sales and Service Counters**

**904.4.1 Parallel Approach.** A portion of the counter surface that is 36 inches (915 mm) long minimum and 36 inches (915 mm) high maximum above the finish floor shall be provided. A clear floor or ground *space* complying with 305 shall be positioned for a parallel approach adjacent to the 36 inch (915 mm) minimum length of counter.

**EXCEPTION:** Where the provided counter surface is less than 36 inches (915 mm) long, the entire counter surface shall be 36 inches (915 mm) high maximum above the finish floor.

**904.4.2 Forward Approach.** A portion of the counter surface that is 30 inches (760 mm) long minimum and 36 inches (915 mm) high maximum shall be provided. Knee and toe *space* complying with 306 shall be provided under the counter. A clear floor or ground *space* complying with 305 shall be positioned for a forward approach to the counter.

**904.5 Food Service Lines.** Counters in food service lines shall comply with 904.5.

**904.5.1 Self-Service Shelves and Dispensing Devices.** Self-service shelves and dispensing devices for tableware, dishware, condiments, food and beverages shall comply with 308.

**904.5.2 Tray Slides.** The tops of tray slides shall be 28 inches (710 mm) minimum and 34 inches (865 mm) maximum above the finish floor or ground.

**904.6 Security Glazing.** Where counters or teller windows have security glazing to separate personnel from the public, a method to facilitate voice communication shall be provided. Telephone handset devices, if provided, shall comply with 704.3.