



# SupportLine Electric

## USER MANUAL

## MOUNTING INSTRUCTION

Keep this manual with the product at all times

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It is important to read this manual prior to mounting and use

# 1. Symbols used in this manual

<b>Warning Symbol</b> Indication of potentially hazardous situation. If not avoided, it can result in serious injury or death.	
<b>Caution Symbol</b> Indication of potentially hazardous situation which may result in minor or moderate injury. It may also be used to alert against unsafe practices.	
<b>Notification Symbol</b> This symbol is used to notify correct use and handling of the product.	

## 2. General safety

	<p>This manual must be read and understood before use. Always keep this manual in close proximity of the product.</p> <p>The use, installation and service of this product must be in compliance with this manual to avoid accidents and serious personal injury.</p> <p>Never use or handle this product in other ways specified in this manual as it can result in personal safety hazards and/or cause damage to the product.</p> <p>Persons installing and/or using this product either as operator or user should have the necessary safety information and access to this manual.</p> <p>If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified designated persons in order to avoid a hazard.</p>
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Do not perform repairs, disassembly or assembly operations, add-ons, re-adjustments or modification of the product beyond what is described in this manual. These must be carried out by Ropox or Ropox authorized personnel. Do not perform service while in use.

This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.

Do not use the product if it has defects or have become damaged before being repaired or replaced.  
If the control box makes unusual noise or smells, switch off the mains voltage immediately.

Take care that the cables are not damaged.

Unplug the mains cable on mobile equipment before it is moved.

The products must only be used in an environment that corresponds to their IP protection.



The information in this manual is based on correct installation in accordance with installation instructions for this product.

Ropox cannot be held liable if the product is used in any way that differs from stated in this manual and/or installation instruction.

Ropox reserve the right to amend this manual and reference documents without prior notice.

## 2.1 Product Unit label

**ROPOX** WEB.: [www.ropox.dk](http://www.ropox.dk)  
 Ropox A/S,  
 Ringstedgade 221, DK-4700 Naestved  
 TLF: +45 5575 0500, E-mail: [Info@ropox.dk](mailto:Info@ropox.dk)

 2 min  
 18 min  
 Duty cycle max. 10%

  40°C  
 -5°C  
 Transport & storage

 2022-08  
 REF 40-44016-2  SN N43-XXXX  
**Wash basin** IP X6  
 U In: 100-240V ~ 50/60 H U In: Max. 2,0 A

SupportLine electric left

Max load: 200 kg Mass of product: 46 kg



\*05707581000218N43-XXXX\*



	This product is UKCA-marked in accordance with:  UK SI 2002 No. 618 - <i>The Medical Devices Regulations 2002</i> , and its amendments
	This product is CE-marked in accordance with:  European Medical Device Regulation (EU)2017/745  Council Directive 2011/65/EU, RoHS
	Manufacturer name and address
	Date of production
	Stock number
	Serial number
	Operating interval of electrically operated equipment. The use of electrical height adjustable equipment can run at maximum 2 minutes, followed by an 18-minute break.
	Type BF applied part. The product complies with IEC 60601-1 requirements to provide protection against electric shock.
	Consult manual for important safety related information, warnings and safety precautions.
	Class II, double isolated electrical components.
	Do not dispose as unsorted municipal waste. Product must be returned to a designated recycling station.
	Mobile phones or other portable RF emitting equipment should be no closer to the product than 30cm.
	Operating and storing temperatures may not exceed 5-40°C
	Consult manual before use

## 3. General requirements

### 3.1 Product information

<b>Manufacturer</b>	<b>Ropox A/S</b> Ringstedgade 221 DK-4700 Naestved +45 55 75 05 00 <a href="mailto:Info@ropox.com">Info@ropox.com</a>	<b>UK Responsible Person</b>	<b>Qserve Group UK, Ltd</b> 282 Farnborough Road, Farnborough, GU14 7NA Hampshire, United Kingdom +44 740 885 936 3 <a href="mailto:info@qservegroup.com">info@qservegroup.com</a>
<b>Product models</b>	<b>Part number</b>	<b>Model</b>	<b>Configuration</b>
	40-44016 40-44017	SupportLine SupportLine	Electric Electric
<b>Expected service life</b>	5 years		
<b>MDR Class 2017/745</b>	<b>Class I</b>		
<b>Applied part classification 60601-1</b>	<b>Type BF</b> applied part		
<b>MEE Class 60601-1</b>	<b>Class II</b>		
<b>Height adjustment</b>	71-96cm		
<b>Maximum user weight according to DS/EN 17966:2016</b>	300kg		
<b>Power supply</b>	230V ~50Hz		
<b>I in</b>	Max 2.5A		
<b>Intermittence</b>	2min use / 18min pause		
<b>IP rating</b>	IPX6		
<b>Ambient temperature range</b>	-10 °C to +50 °C Transport and storage +5 °C to +40 °C Operation		
<b>Relative humidity</b>	20% to 80% - non-condensing		
<b>Intended environments</b>	This product is to be used only in:  Professional Healthcare Environment Homecare Environment  <i>The device is not intended for use in special environments as defined by IEC 60601-1-2</i>		
<b>Materials in contact with patient</b>	Washbasin	Synthetic/marble composite	
	Frame Mixer tap	Welded steel tube St. 37, aluminum Chrome	
<b>Accessories</b>	40-40935	Plug with overflow	
	40-44026	Fixed press pad	
	40-44040	Mixer tap	
	40-44023	Cover, left	
	40-44024	Cover, right	

### 3.2 Product description

The SupportLine is a disability-friendly and stable washbasin, which is adjustable in height, based on the needs of the individual. The washbasin is specifically designed for use by people with difficulty walking. It has integrated grab rails, to prevent fall injury.

### 3.3 Intended use

The SupportLine is especially suitable for walking-impaired because you can use the integrated, ergonomic grab rails as support and as help when getting up or sitting down. The washbasin is available with fixed height and with height adjustment. It is possible to choose between manual or electrical height adjustment. This makes it able to suit the individual user who will be using the washbasin.

### 3.4 Intended operator

Reading and understanding this manual will be sufficient training for an intended operator. Children under the age of 16 or patient are not considered intended operator.

### 3.5 Essential performance

The product does not have essential performance, as the patient and user do not experience any risk in case of loss of product function/performance.

### 3.6 Nonclinical functions

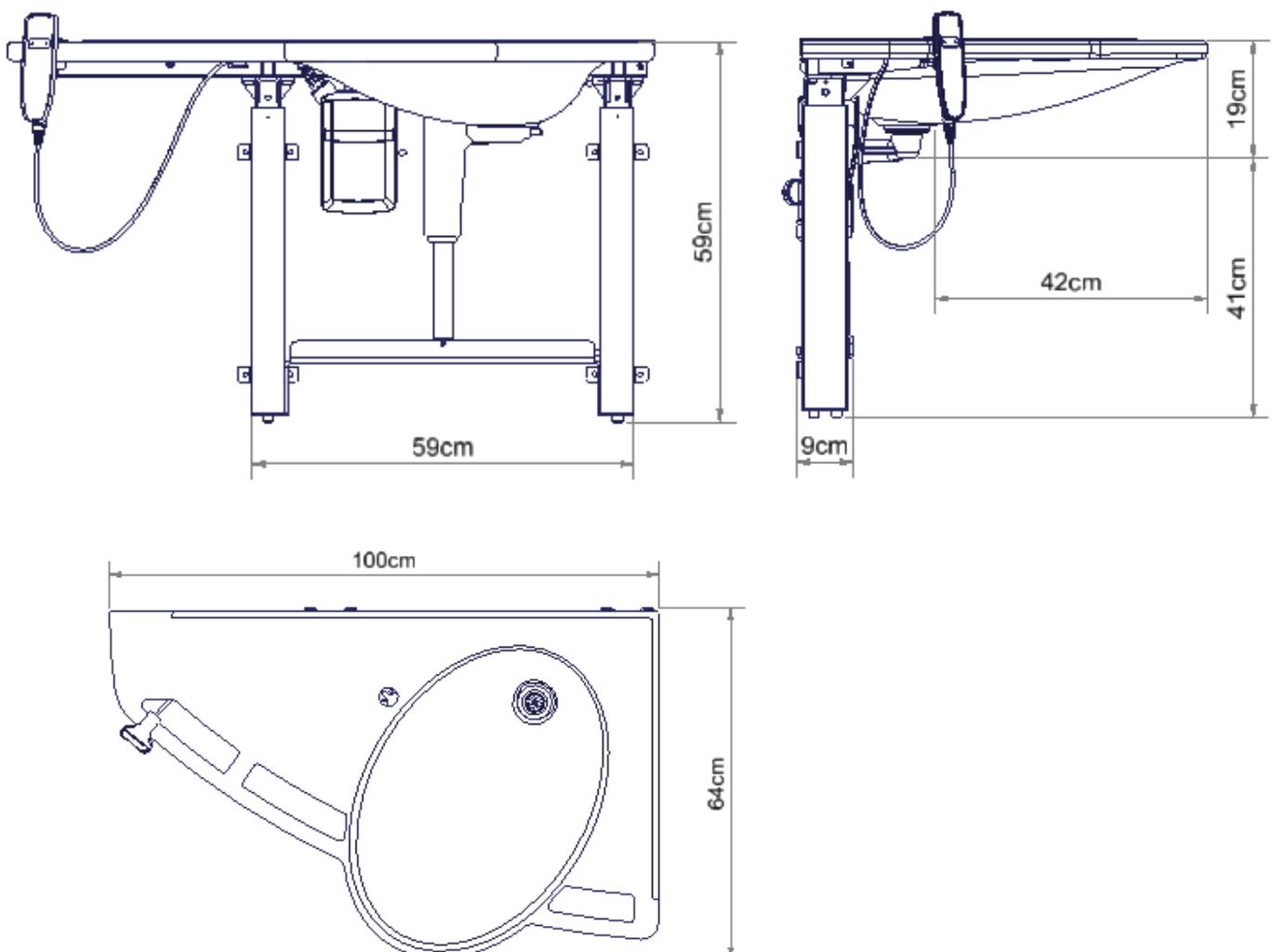
Height adjusting offers better ergonomics to the user.

### 3.7 Clinical functions

The product does not have any clinical functions.

### 3.8 Product dimensions

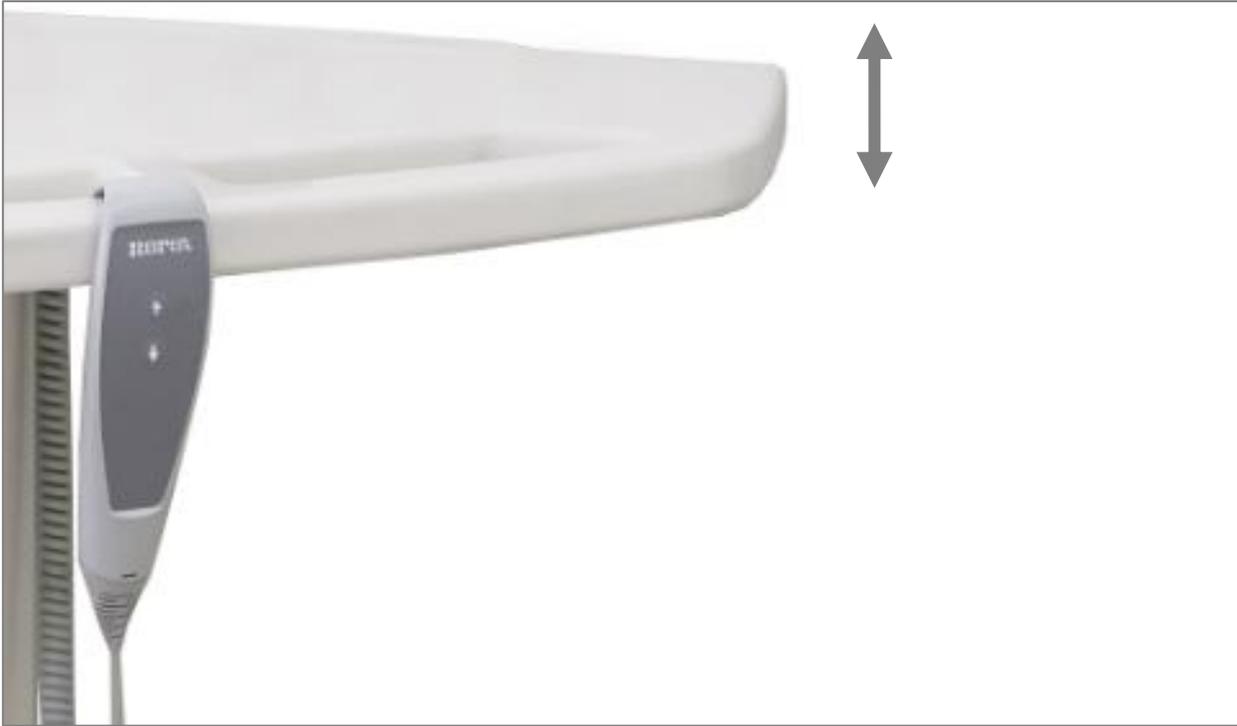
40-44016 (Left)



### 3.9 Operation

Press the up symbol to raise/lift washbasin and to lower, press the downwards symbol.  
The washbasin stops as soon as the control button is released.

#### Height adjustment using handheld control switch with spiral cable (standard)



#### Fixed control switch (option)



#### Warning!

The product should always be able to travel the full range of actuation without colliding with objects. Failing to do so will compromise the product stability and introduce risk of squeezing body parts.

Special care should be taken in ensuring that no children or adults are sited under the product as severe injury from entrapment may occur.

# 4. Mounting instruction

## 4.1 Installation interfaces

### Construction

The wall must be made of material suitable for screwing and approved for damp rooms. Tested in accordance with DS/ISO 17966:2016, max user weight is 300kg/661lb.

Max. load of upper screws: 71kg/156lb / screw.  
Minimum areas for reinforcement of wall are the hatched areas.

### Power

Recommended positioning of power supply point in wall for optimum and hidden wiring. In case of alternative location, the cable of the control unit has a length of 3.2 m / 126 in.

### Water

The drain is Ø32mm/1,3in and ends with an Ø32x88.5° drain elbow.  
Connection of drain and elbow should not protrude more than 90mm/3,5in from the wall owing to the cover plates.

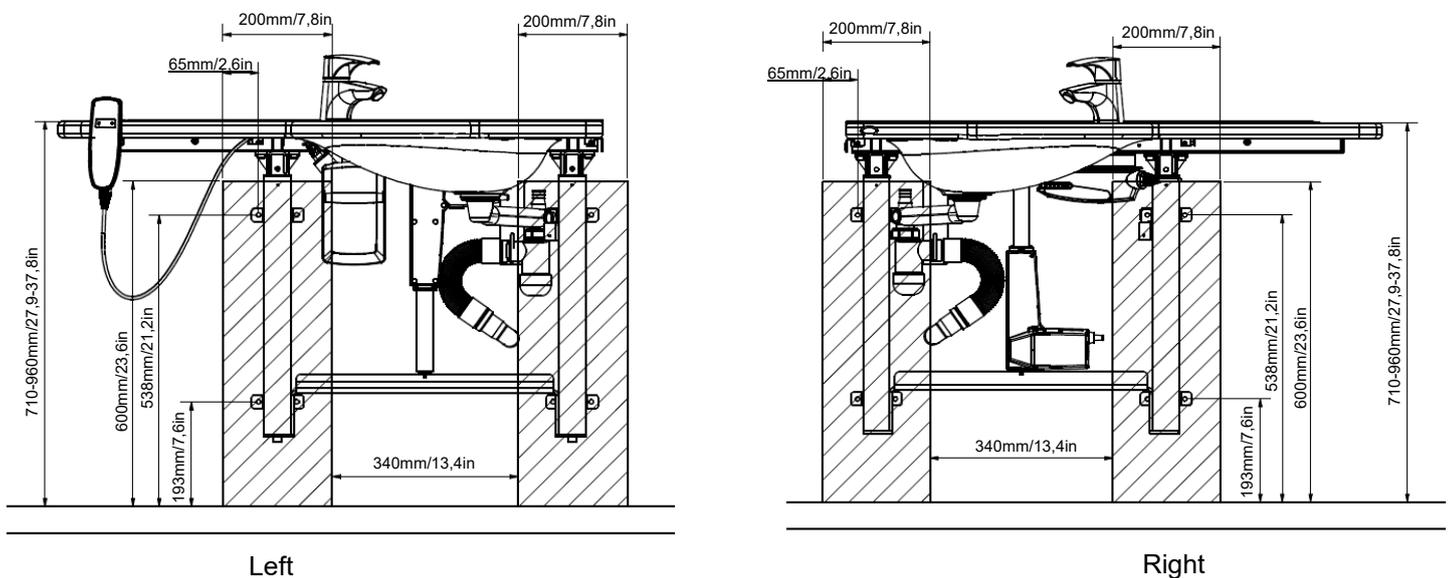
The water supply ends with two 90° stop valves with ½" outside thread. Location and optimum orientation as illustrated.

The stop valves should not protrude more than 90mm/3,5in from the wall owing to the cover plates.

We recommend positioning of water and drain installations as illustrated. All hoses for water and drain installations must be flexible to ensure unhindered movement within the height adjustment range of 71-96 cm / 28-37,8 in (including washbasin).

If another location of water supply and drain is required, the Support Washbasin will be without cover plates.

The drain may also be positioned in the floor, but in that case the cover plates cannot be used.

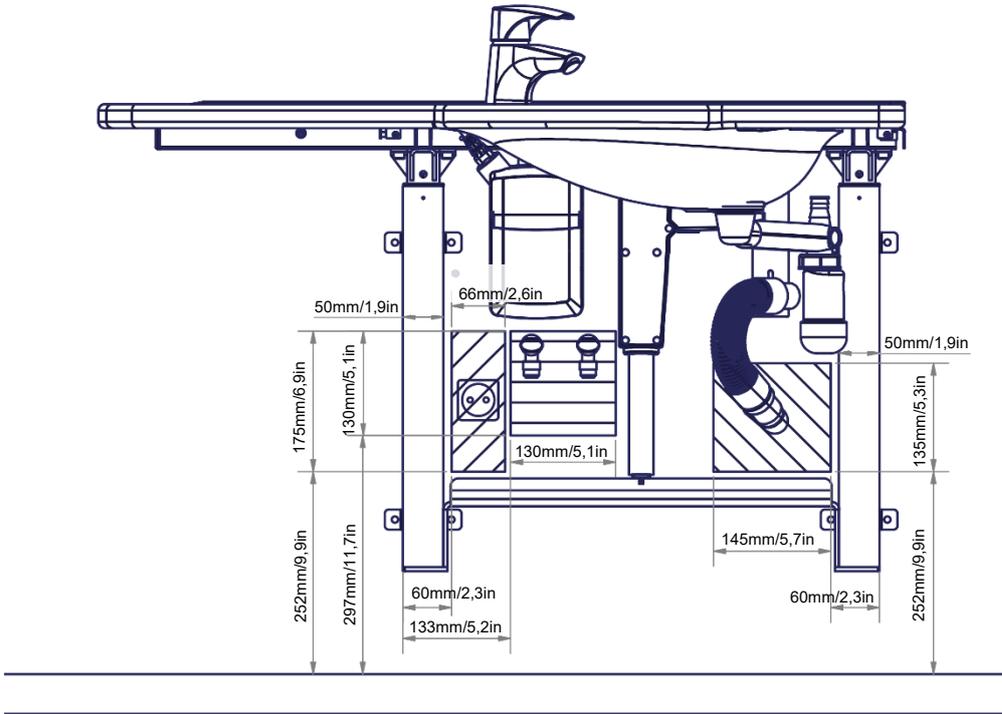


### 4.1.1 Positioning of water supply, drain and power

 = Power    
  = Water supply    
  = Drain

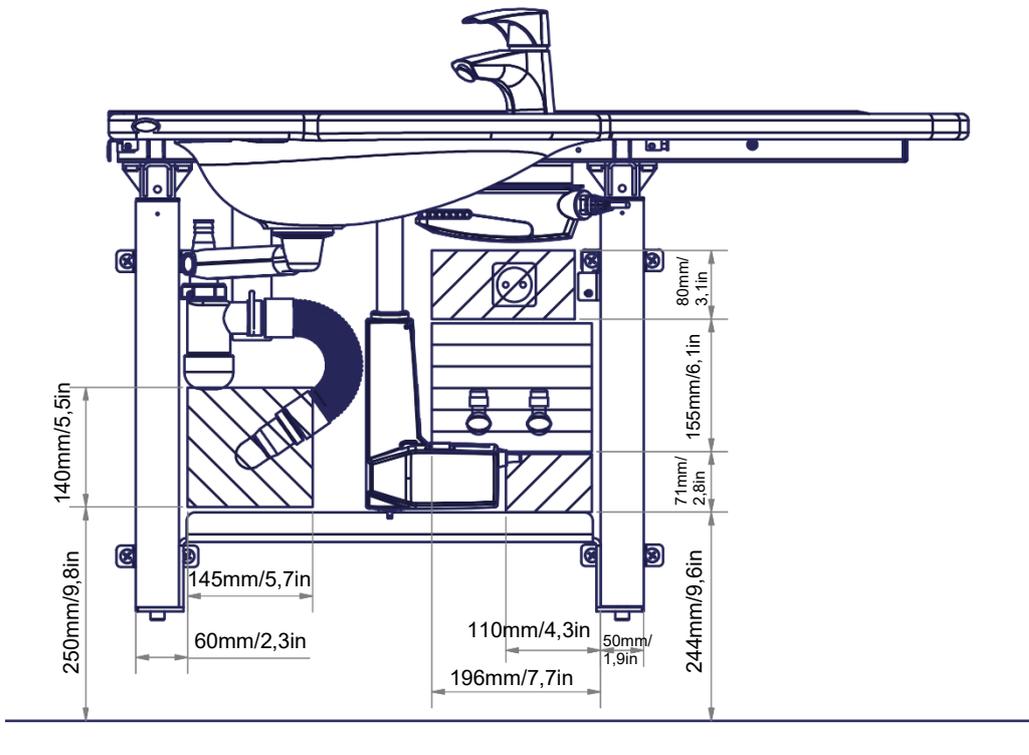
#### 40-44016

Note: Stop valves pointing downward.



#### 40-44017

Note: Stop valves pointing upward.



## 4.2 Connection adapters

If the recommendations cannot be met, the components shown below are available depending on the type of installation in the building.

### Water connection adapters

Hoses from washbasin	Adapter	Installation in room (not provided)
 1/2"	No adapter required	 1/2" Thread
	 1/2" -> 3/8" Item No. 97001670	 3/8" Thread
	 1/2" -> 15mm/0,6in Item No. 97001666	 15mm/0,6in Pipe

### Hose extension

Hose from washbasin	Coupling piece	Extra hose
	 1/2" -> 1/2" Item No. 97001662	 1/2" x 1/2", 0,5m, steel Item No. 97001123
		 1/2" x 1/2", 1m, plastic Item No. 97001120

### Drain adapters

Drain hose from washbasin	Adapter	Installation in room (not provided)
 Ø32mm/1,3in	No adapter required	 Ø32mm/1,3in
	 Ø32mm/1,3in -> Ø40mm/1,6in Item No. 97001660	 Ø40mm/1,6in
	 Ø32mm/1,3in -> Ø50mm/1,9in Item No. 97001661	 Ø50mm/1,9in

### Drain hose extension

Drain hose from washbasin	Coupling piece	Extra drain hose
 Ø32mm/1,3in	 Ø32mm/1,3in-Ø32mm/1,3in Item No. 97001662	 Ø32 Flex hose, 40-110cm/15,7-43,3in Item No. 97001161
		 Ø32 Flex hose, 27-62cm /10,6-24,4in Item No. 97001162

### 4.3 List of components

#### **SupportLine Electric, left, 40-44016**

40*44010-064:	Top plate with washbasin, left-oriented	1 (one)	
Incl.	Top frame, left oriented	1 (one)	

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#### **SupportLine Electric, right, 40-44017**

40*44010-070:	Top plate with washbasin, right-oriented	1 (one)	
Incl.	Top frame, left oriented	1 (one)	

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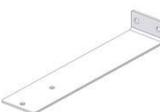
#### **Common parts**

30-67636:	Flexi legs	2 (two) sets	
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40*44016-003:	Motor bracket	1 (one)	
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40*44016-023:	Siphon plate	1 (one)	
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40*44016-012:	Bottom bracket	1 (one)	
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97000483:	Motor	1 (one)	
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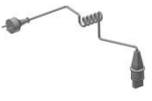
40*44016-204:	Control box bracket	1 (one)	
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97001691:	Control box CA30	1 (one)	
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40*44016-024:	Siphon hanger	1 (one)	
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40*44010-094:	Adjustment foot M10	2 (two)	
97001655:	Hand control	1 (one)	
97001738:	Motor cable L=1000mm	1 (one)	
97000429:	Blind plugs	3 (three)	
97000427:	Control box cable	1 (one)	
97001601:	Siphon	1 (one)	
97001125:	Connecting hose, 1/2" x 1/2", 50cm / 19,7in	2 (two)	
97001012:	Coupling piece 1/2"to 3/8"	2 (two)	
97001035:	ø32x88.5° angle	2 (two)	
97001162:	Flexible drain hose ø32/32 pipe stub	1 (one)	

## 4.4 Installation of product



### Warning!

Before use always make sure that mains cable and hand control cable will be able to travel freely without the risk of squeezing or disconnecting the product as result of the movement.



### Caution!

When connected to the mains the product must be placed in a manner according to power outlets so that the operator will be able to disconnect the product during use in case of an emergency.

### Installation must be done by qualified personnel

Prior to assembly check that all parts have been provided according to the list of components.

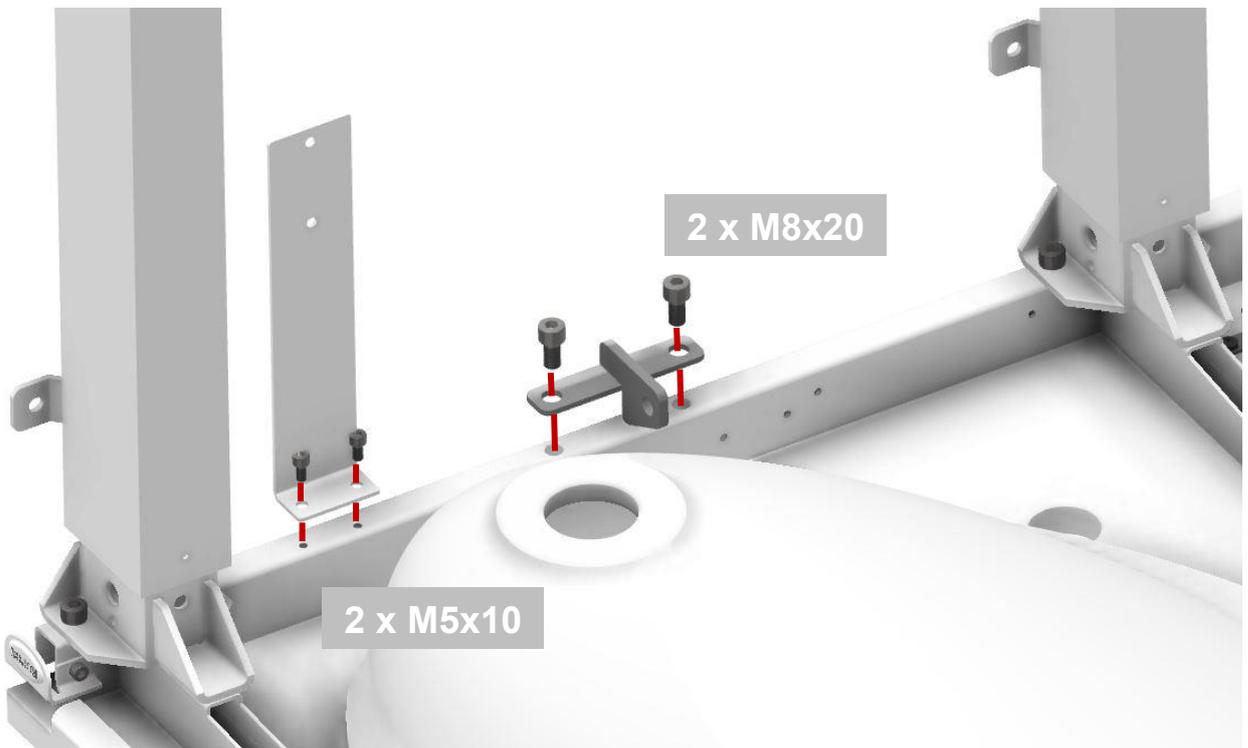
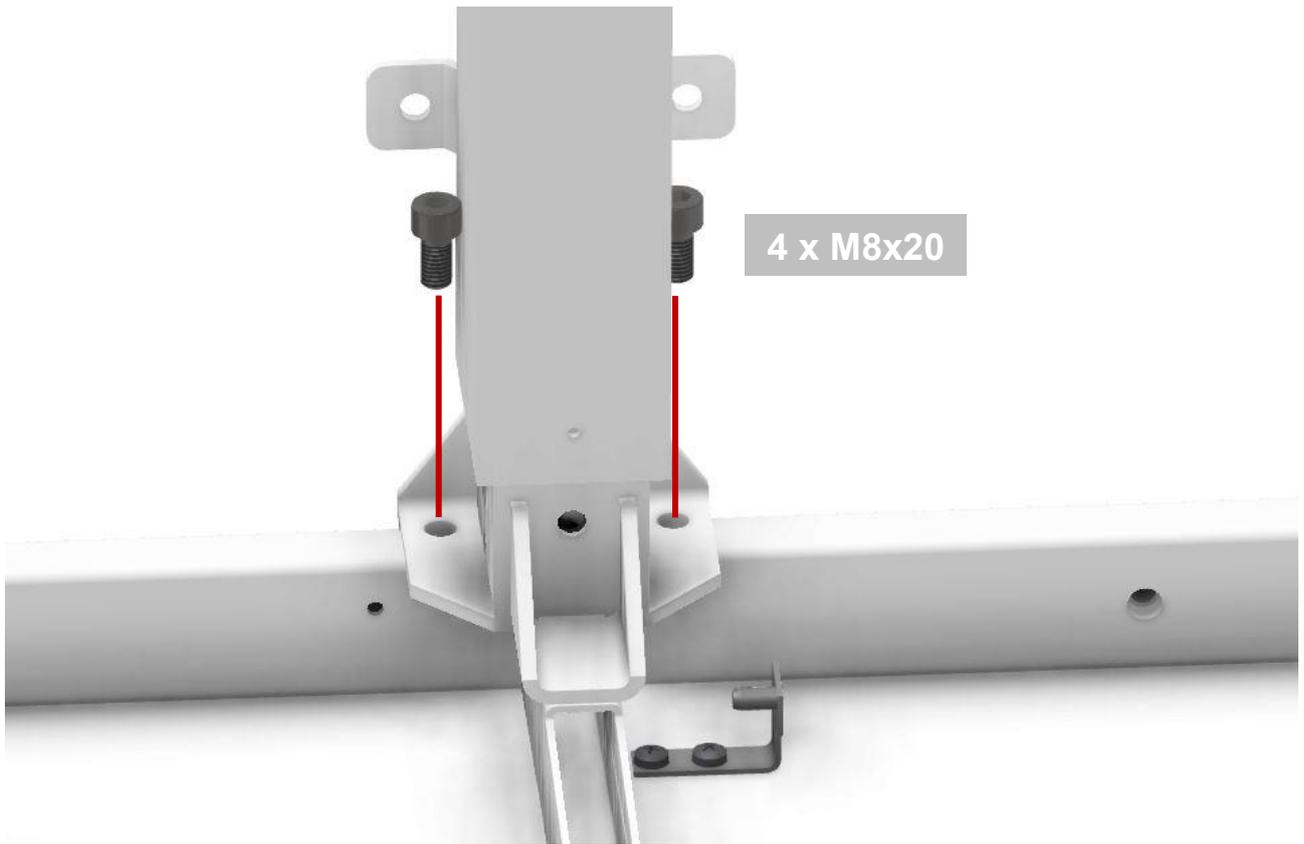
#### 4.4.1 SupportLine Electric, left

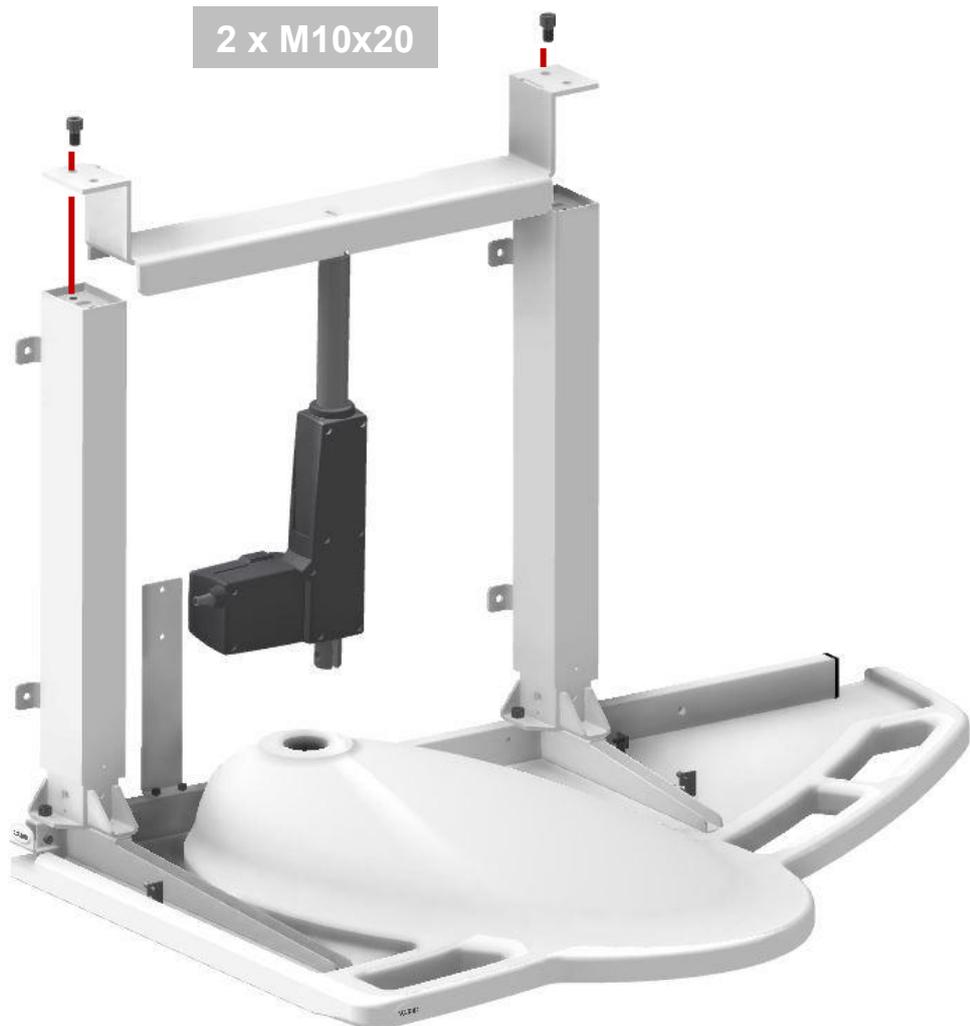
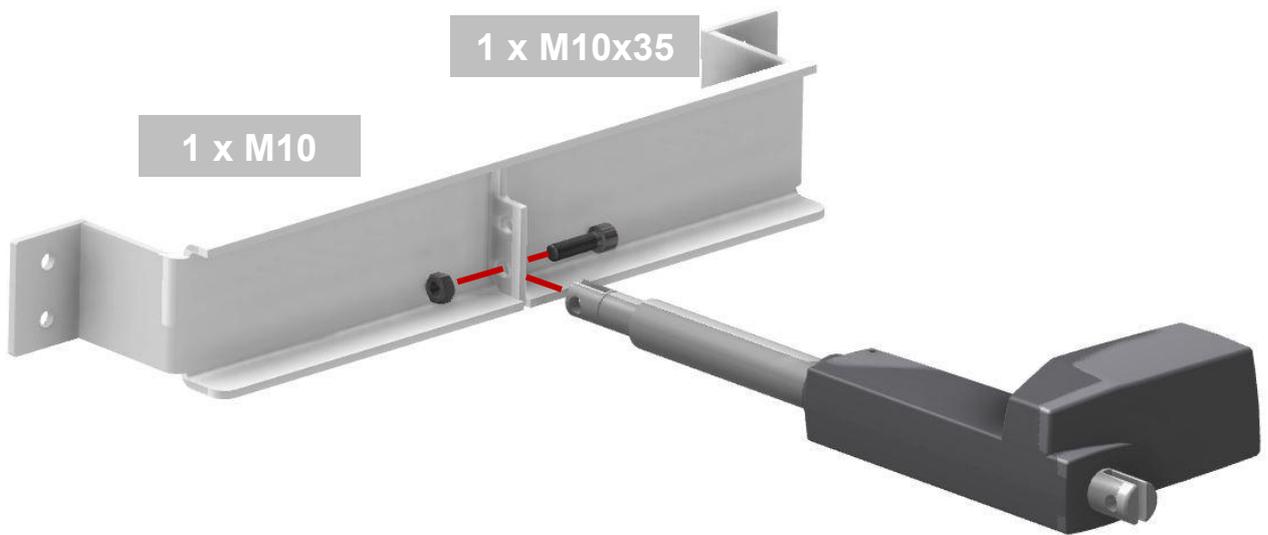
40-44016

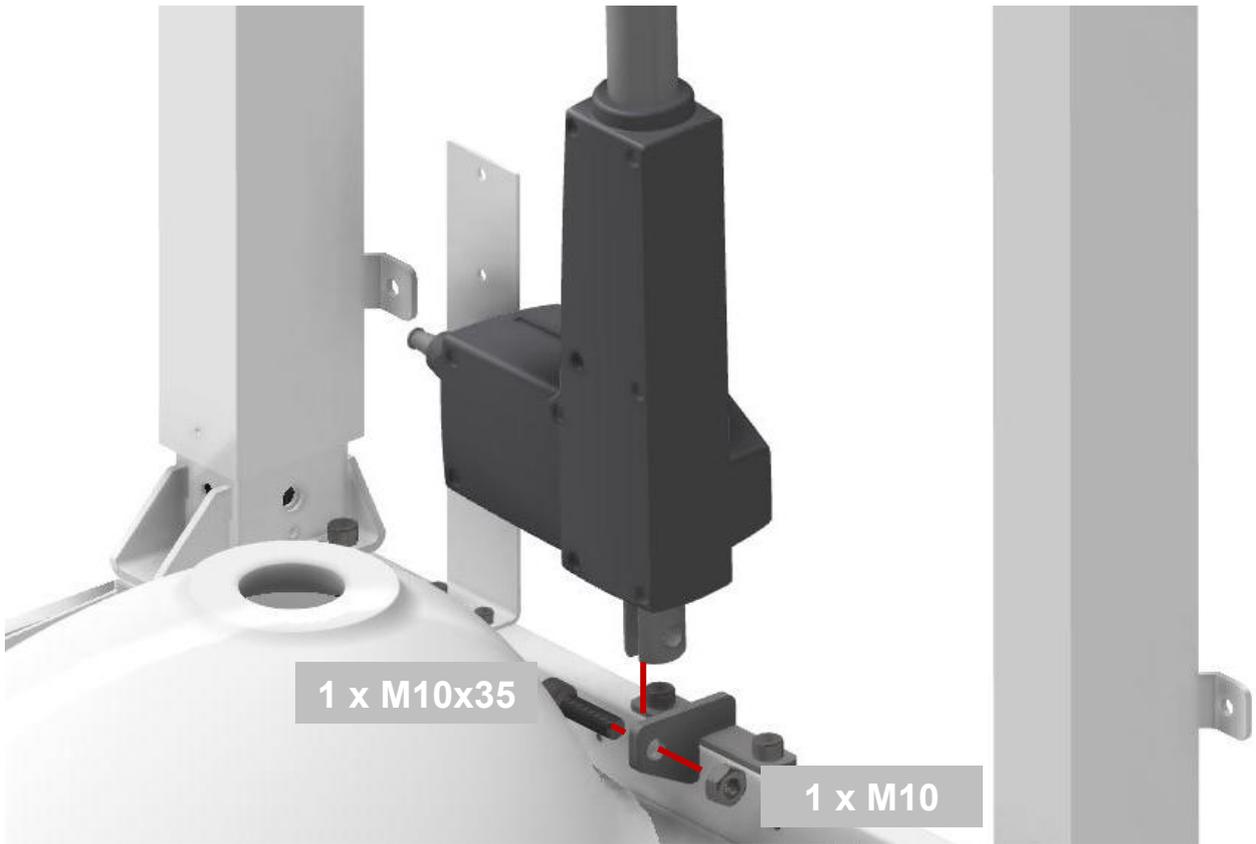
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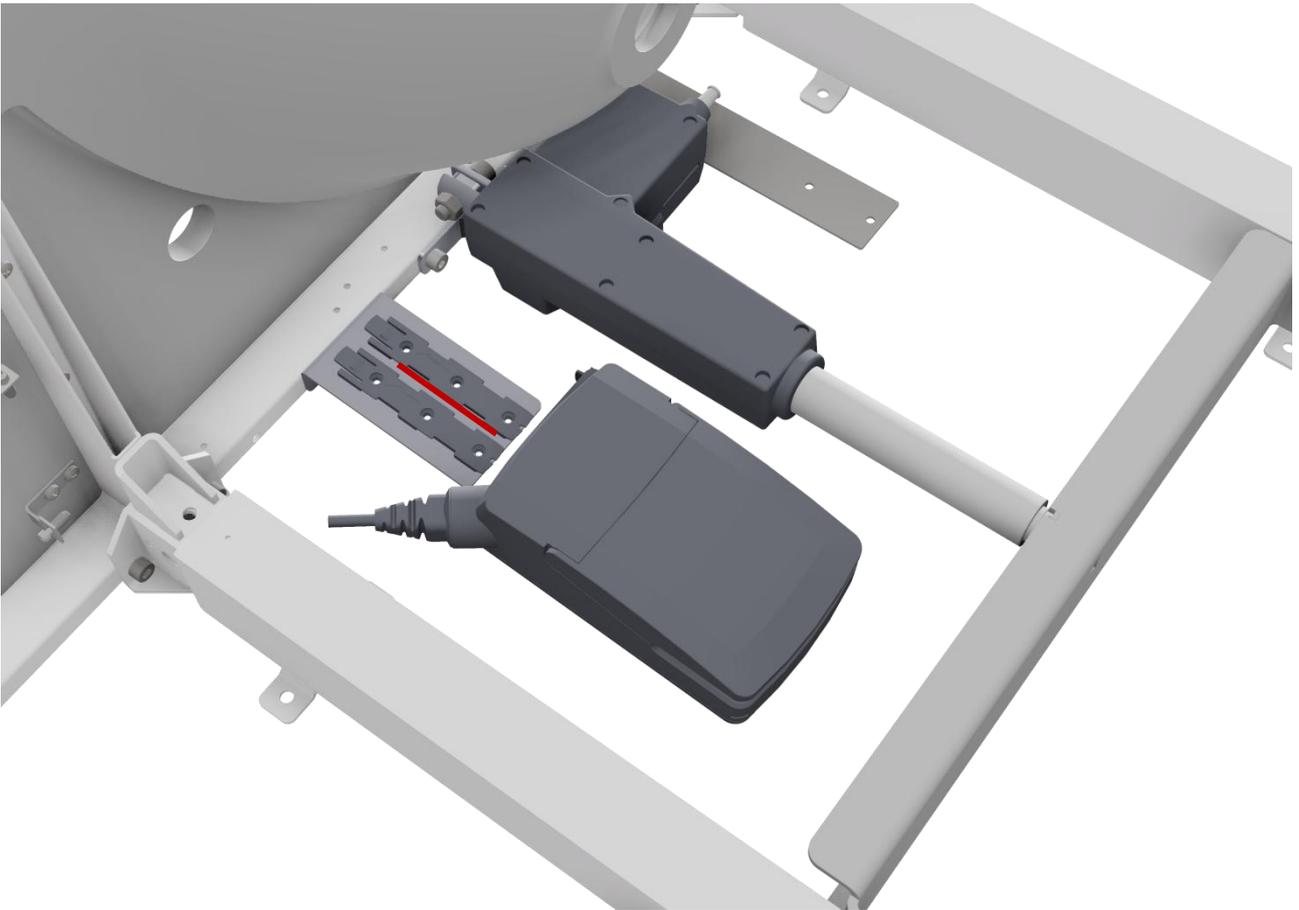
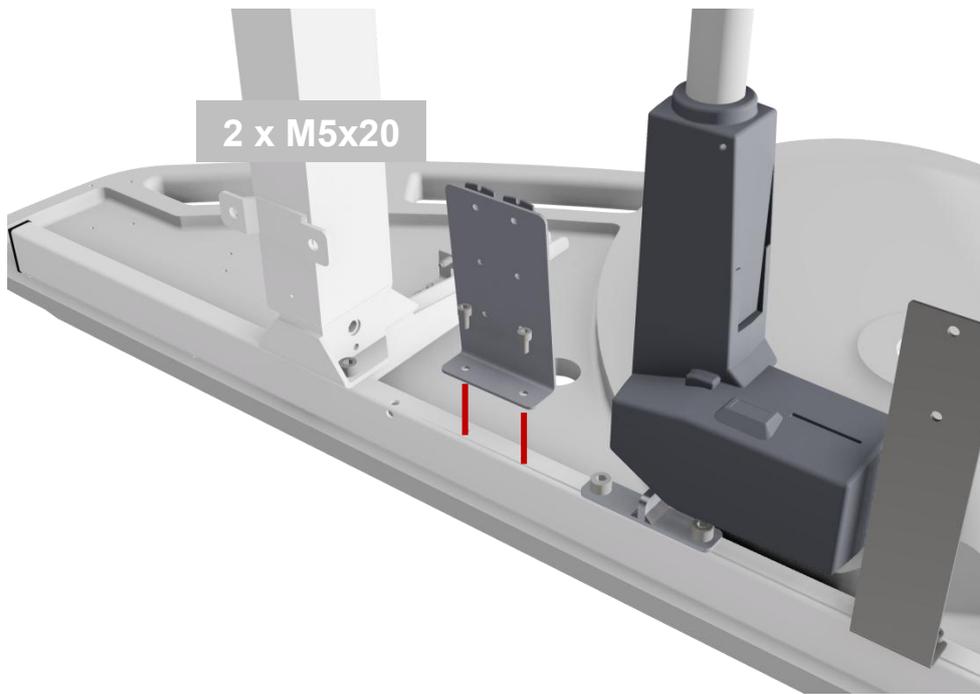
Make sure the washbasin does not get scratched while upside down

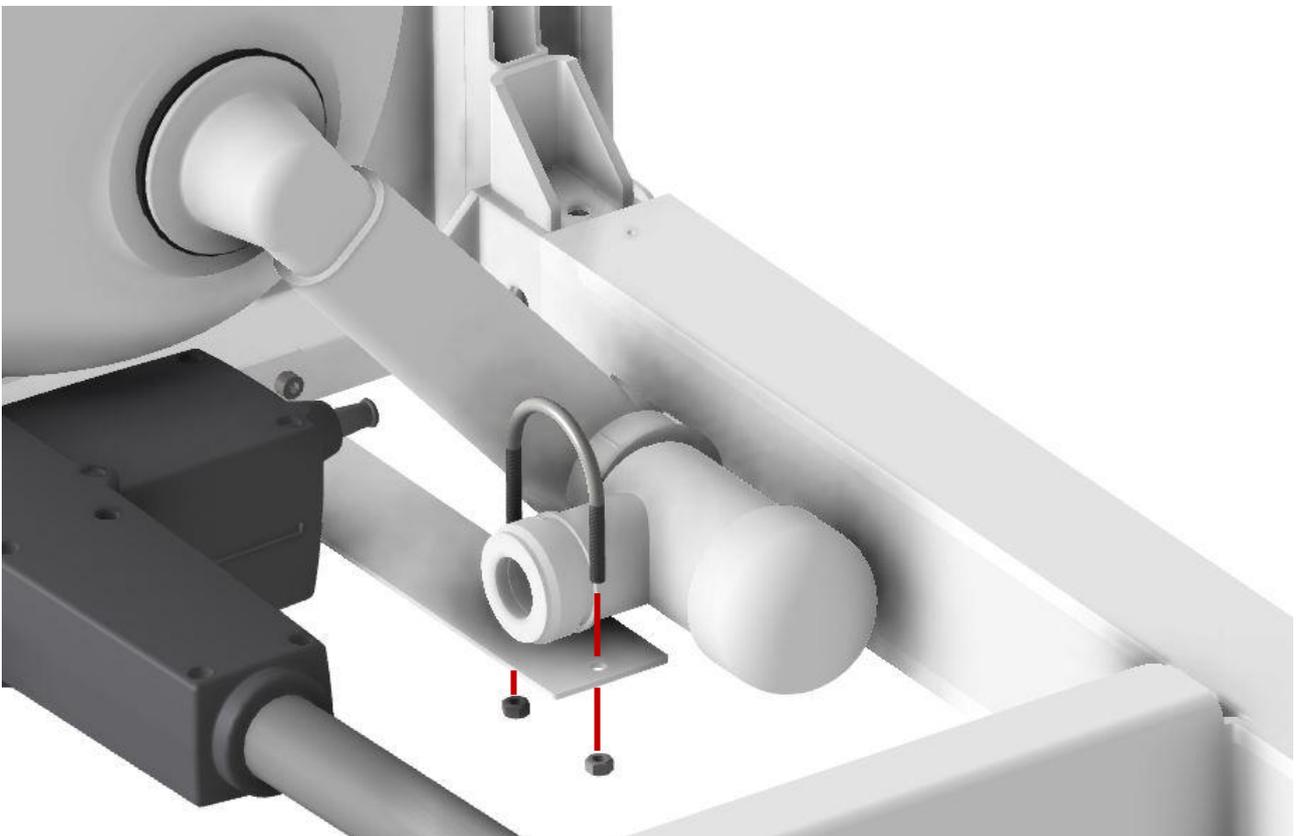
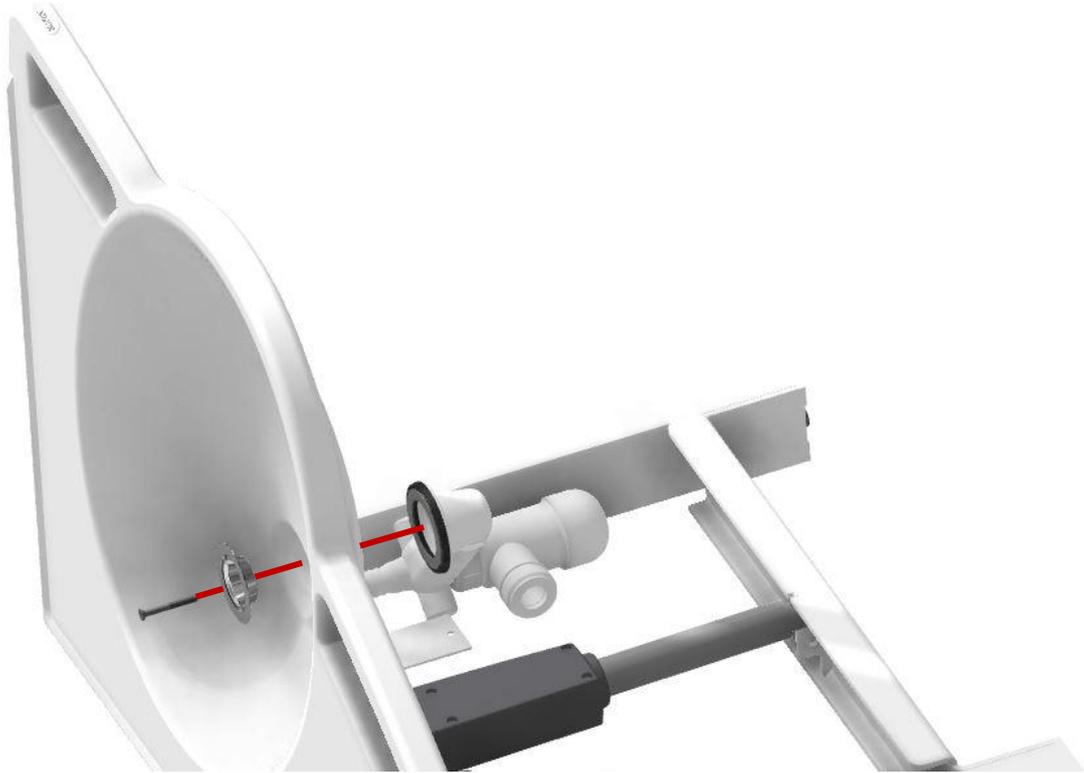


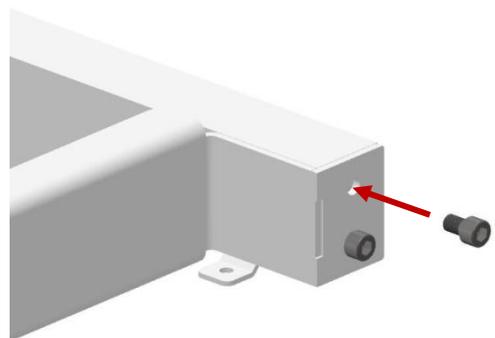
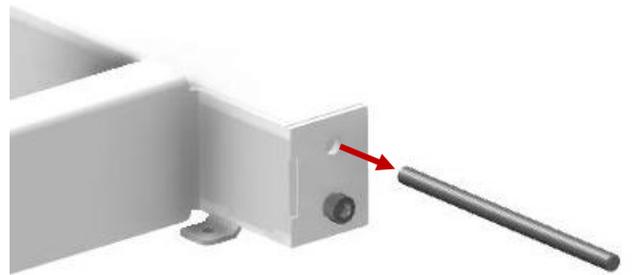
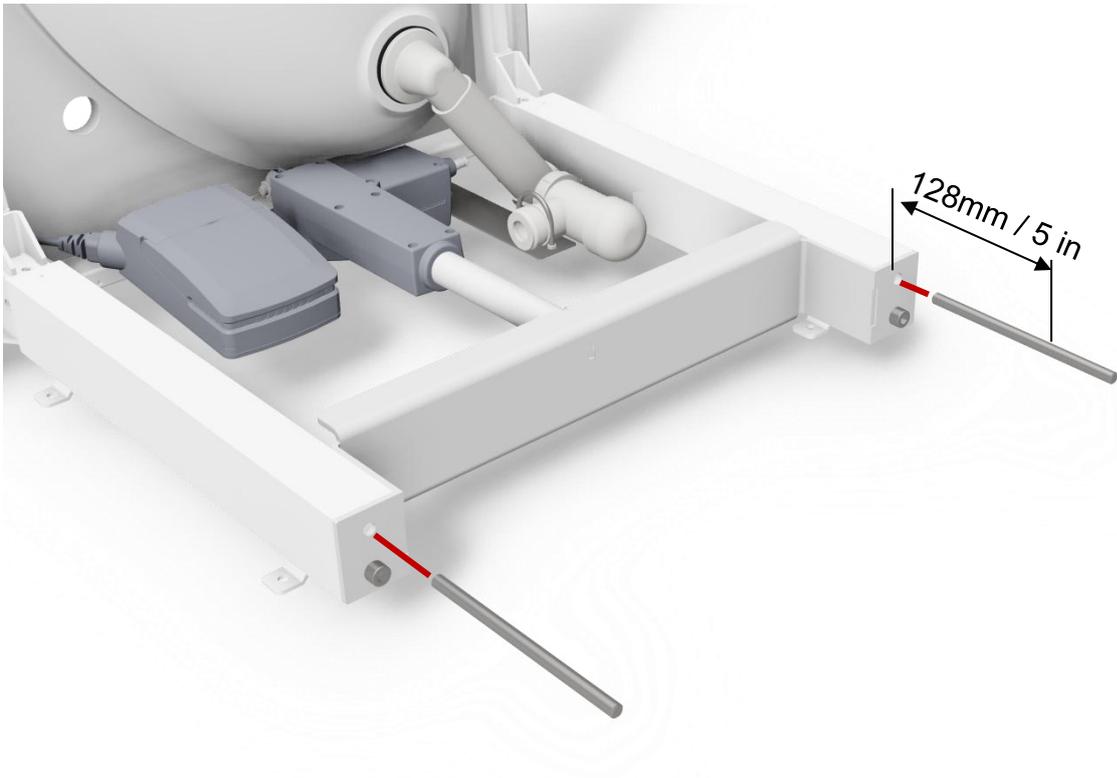


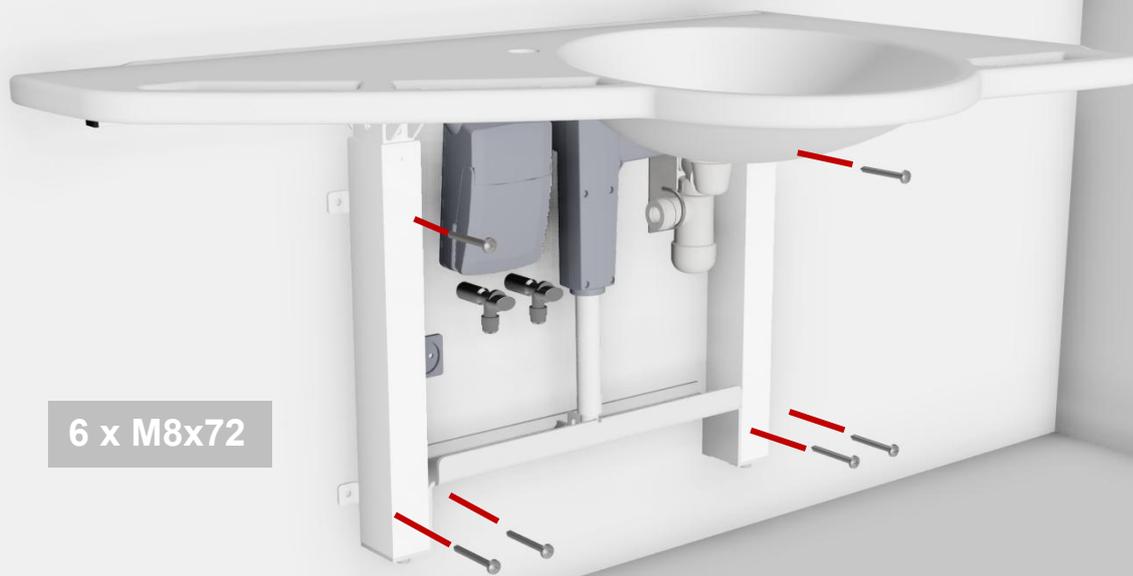
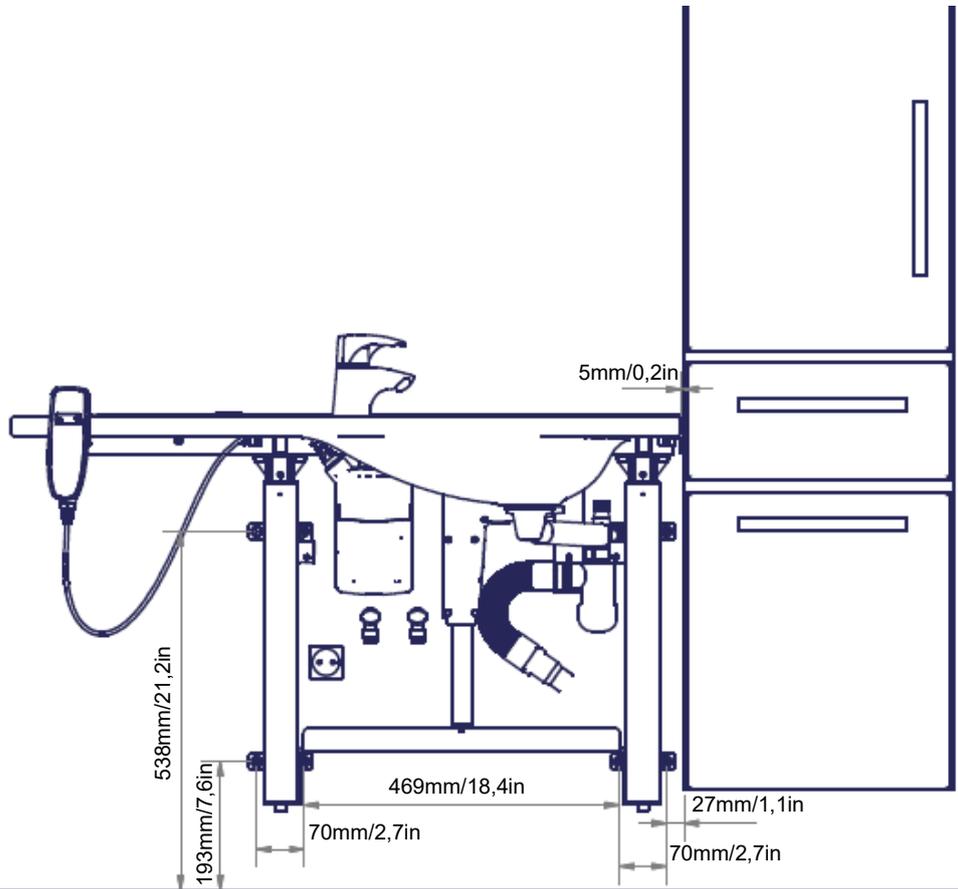






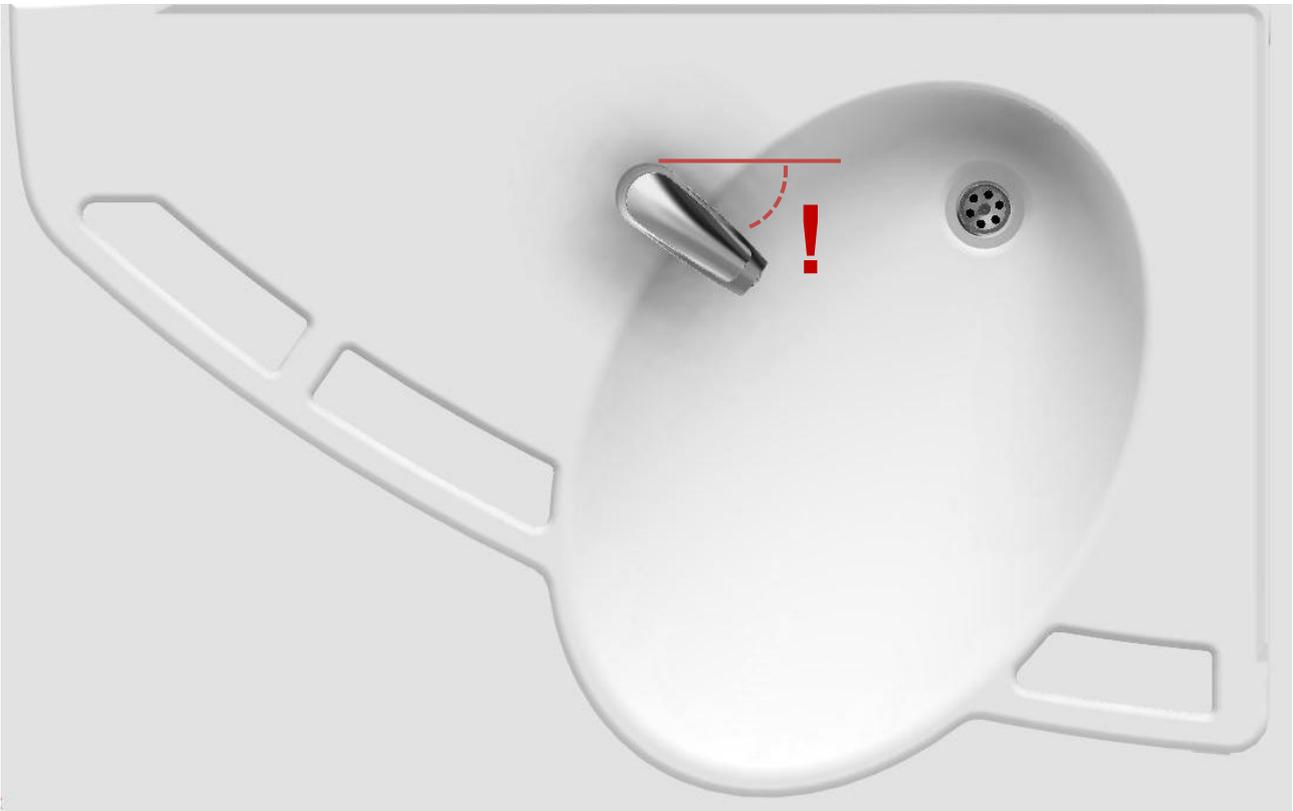


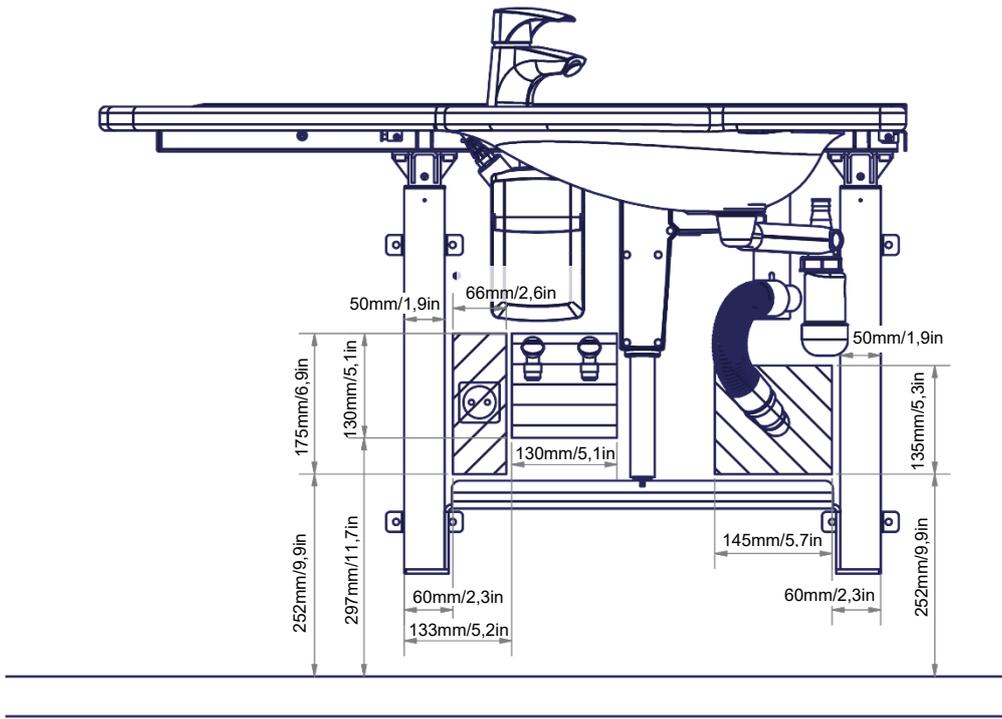




**NOTE:** Depending wall type, choose other suitable screws, as required.  
**Max. load on upper screws: 71 kg / 156 lb /screw**

**NOTE: Mixer tap is accessory**

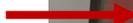




Fixate  
excess  
cables



Recommended  
placement  
of  
electrical  
installation



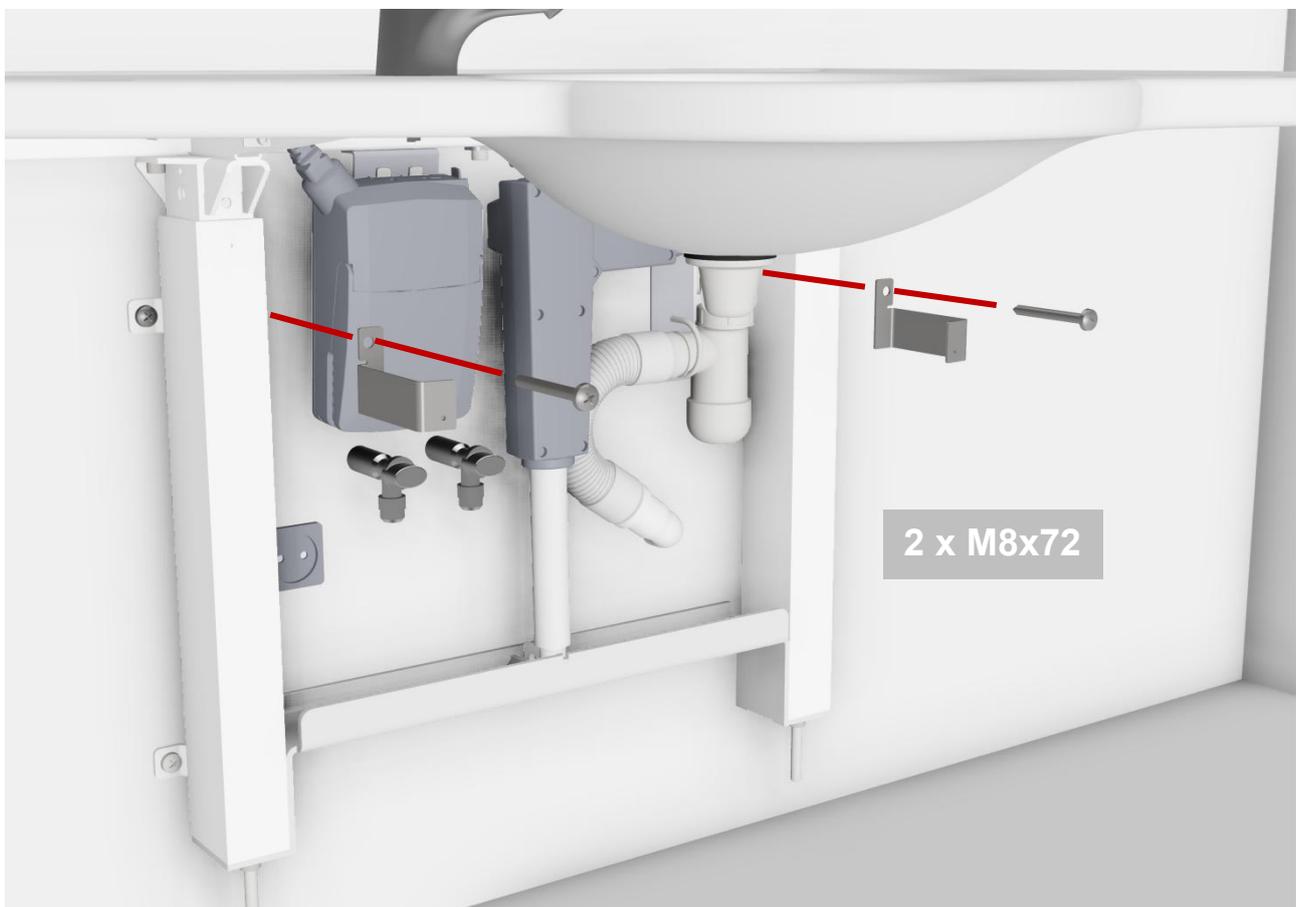
## Wiring diagram

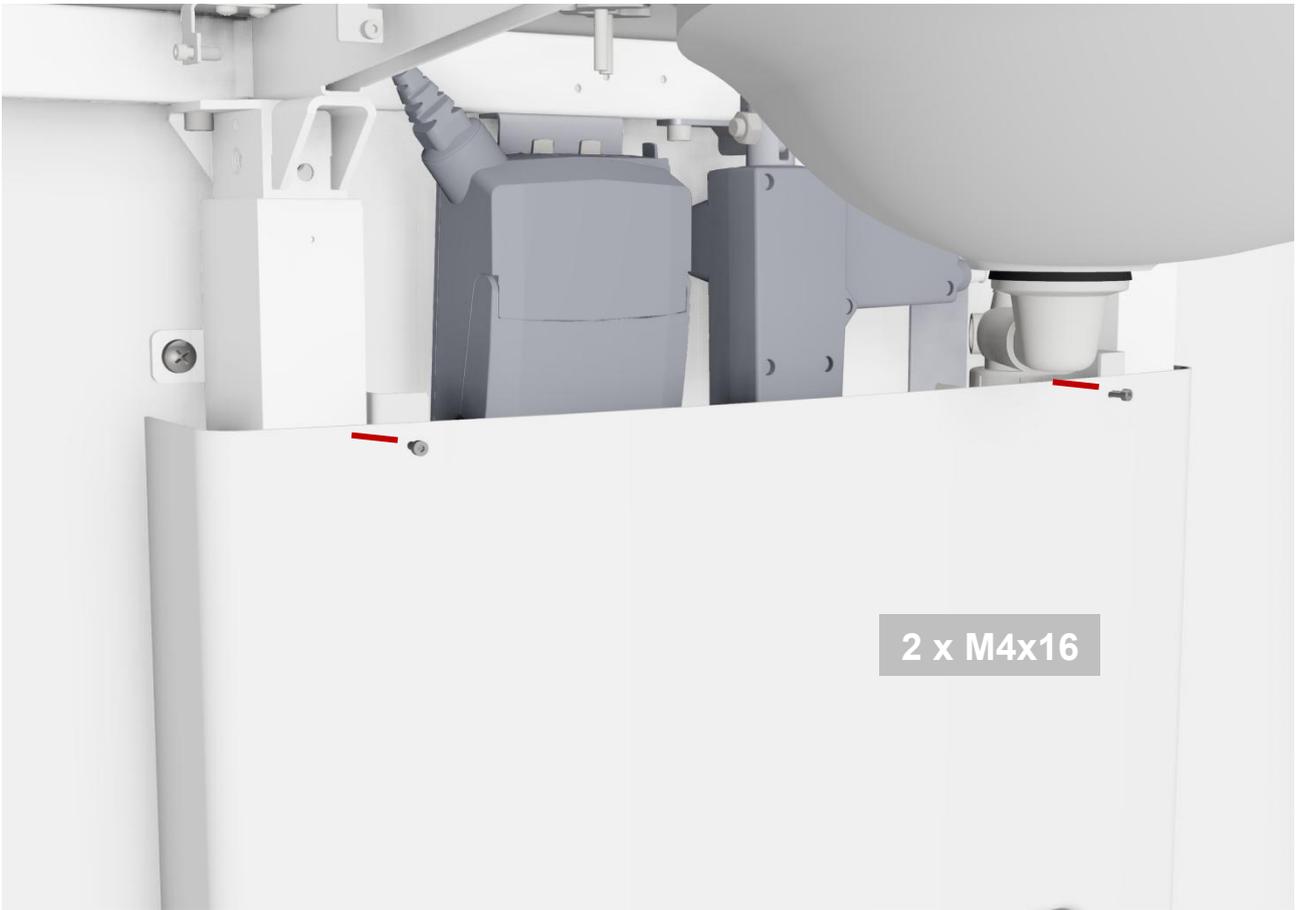


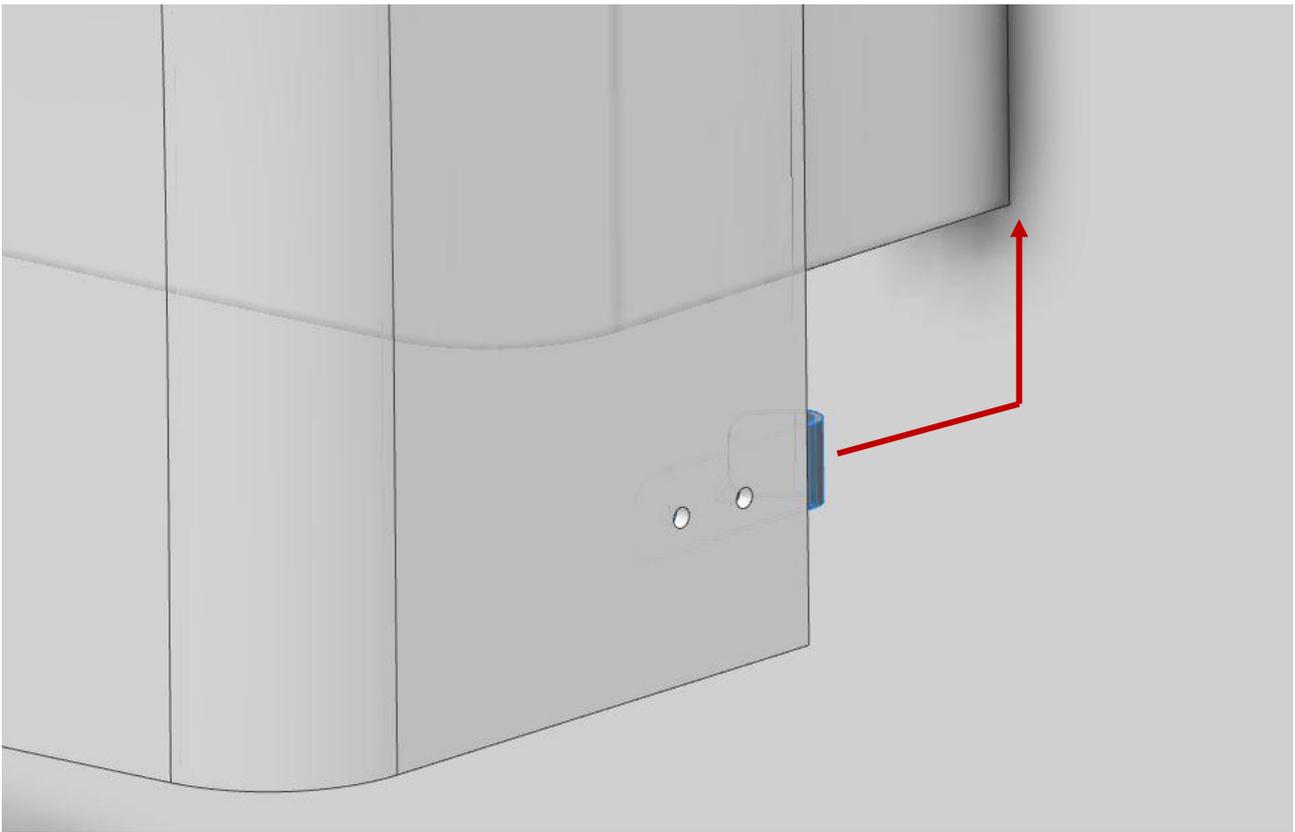
Adjust the washbasin to its highest and lowest position to make sure the wires and hoses are mounted correctly and do not conflict during the adjustment

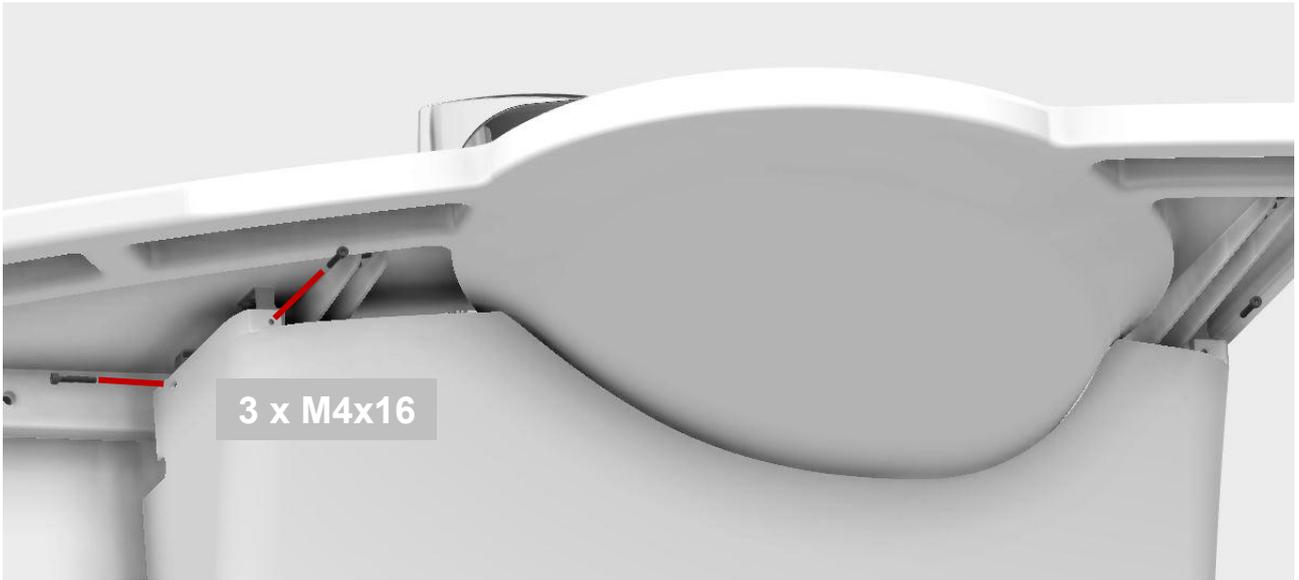
## Mounting of covers

Covers are accessories







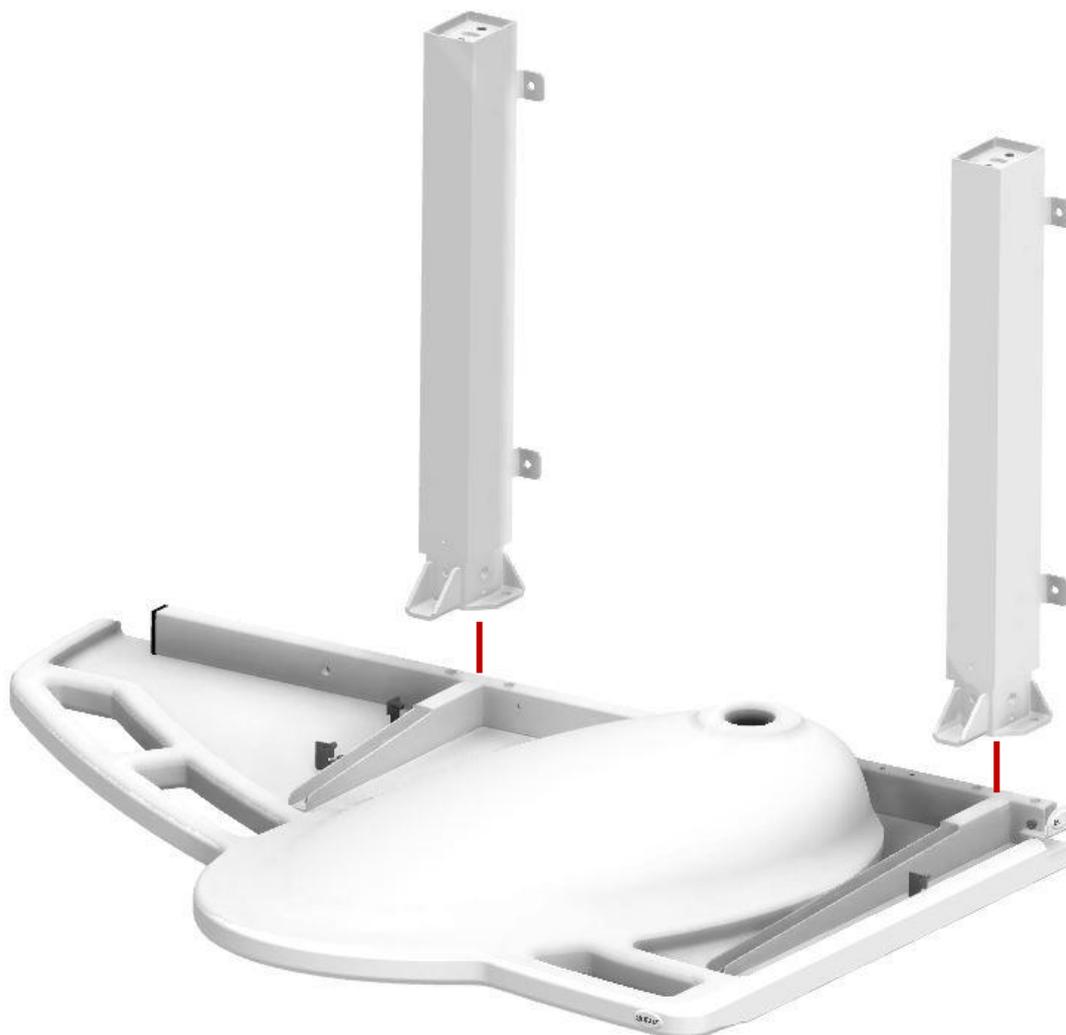


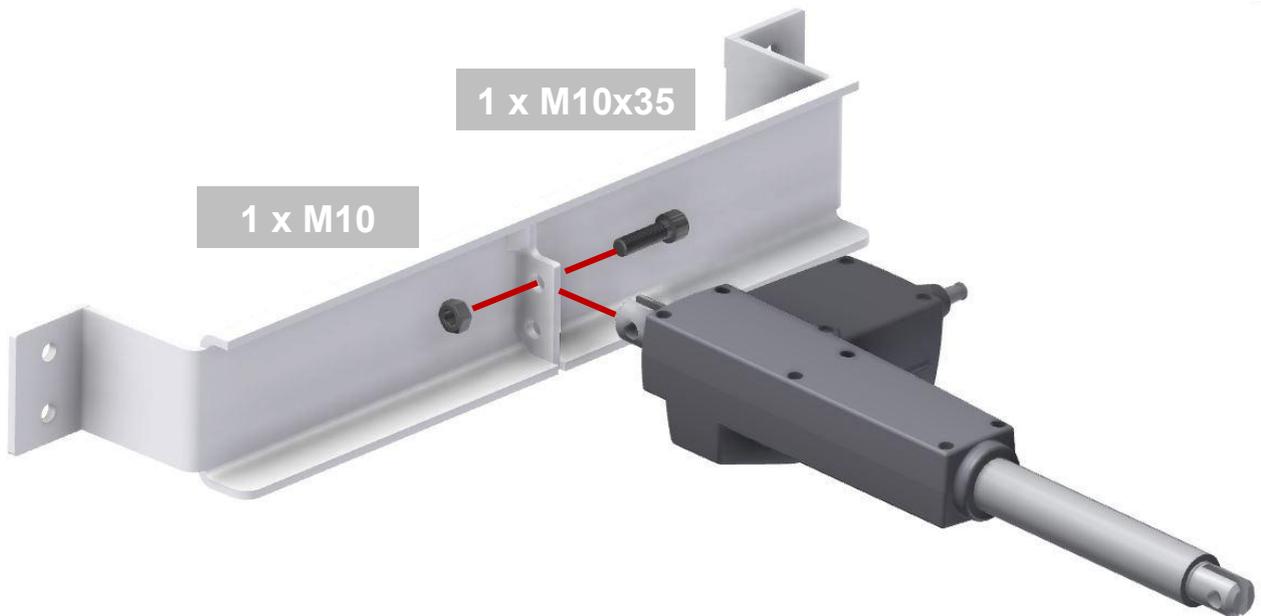
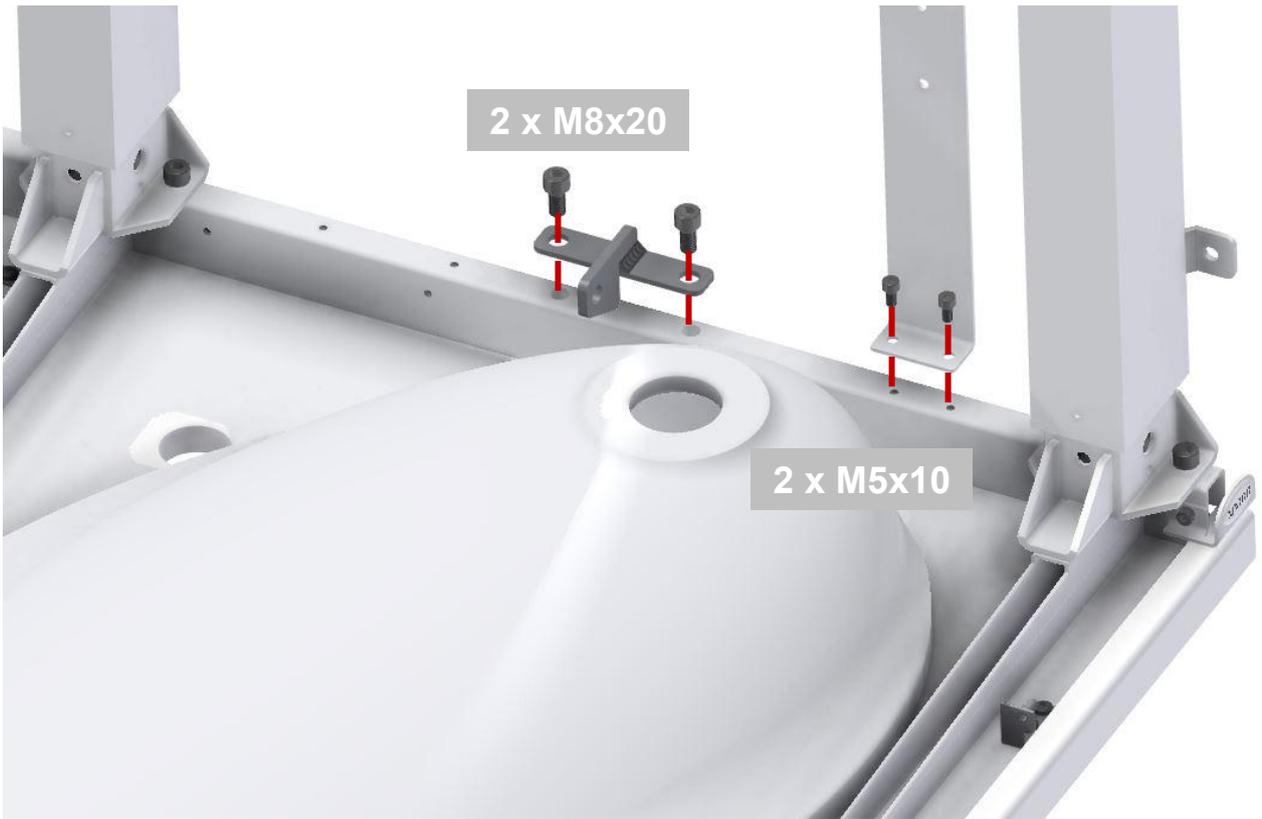
#### 4.4.2 SupportLine Electric, right

40-44017

**Note**

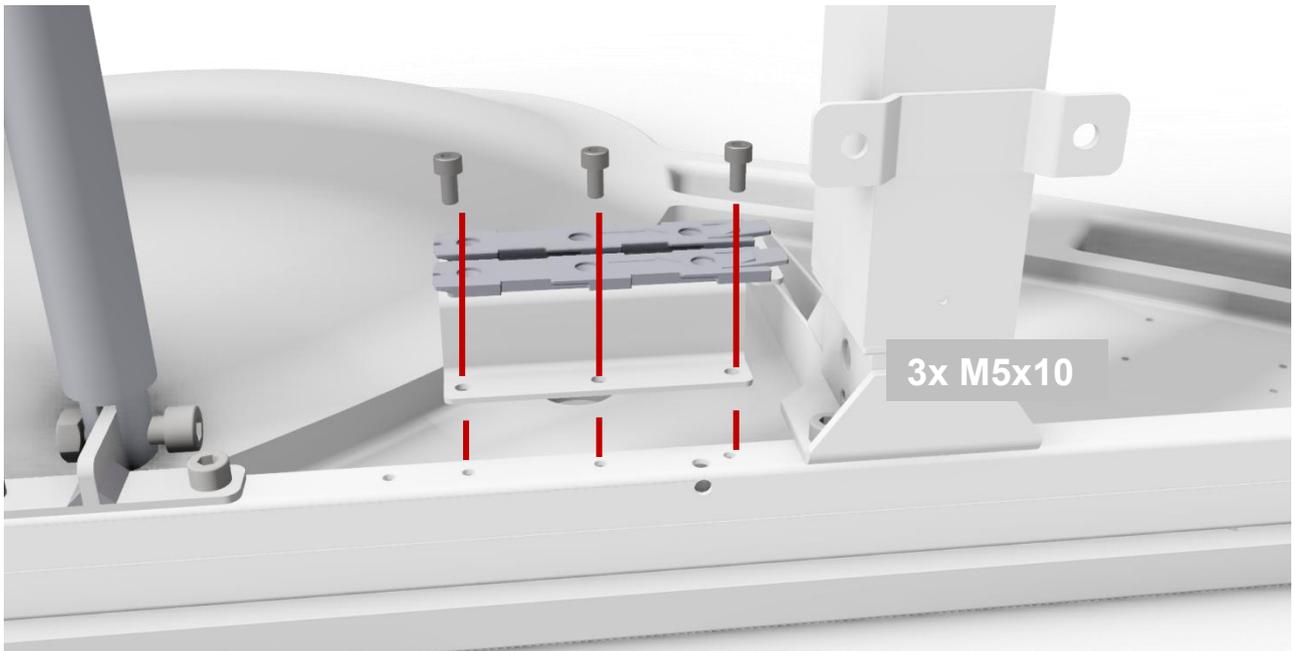
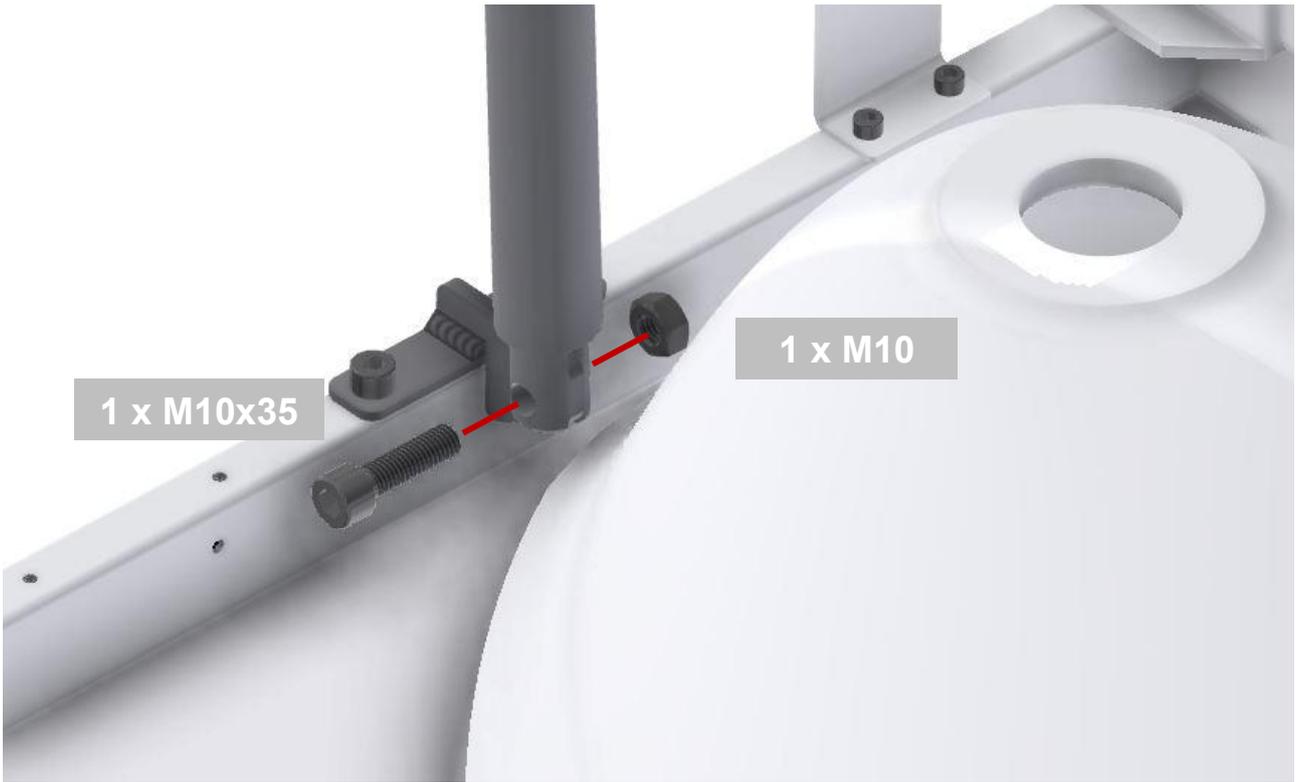
Make sure the washbasin does not get scratched while upside down

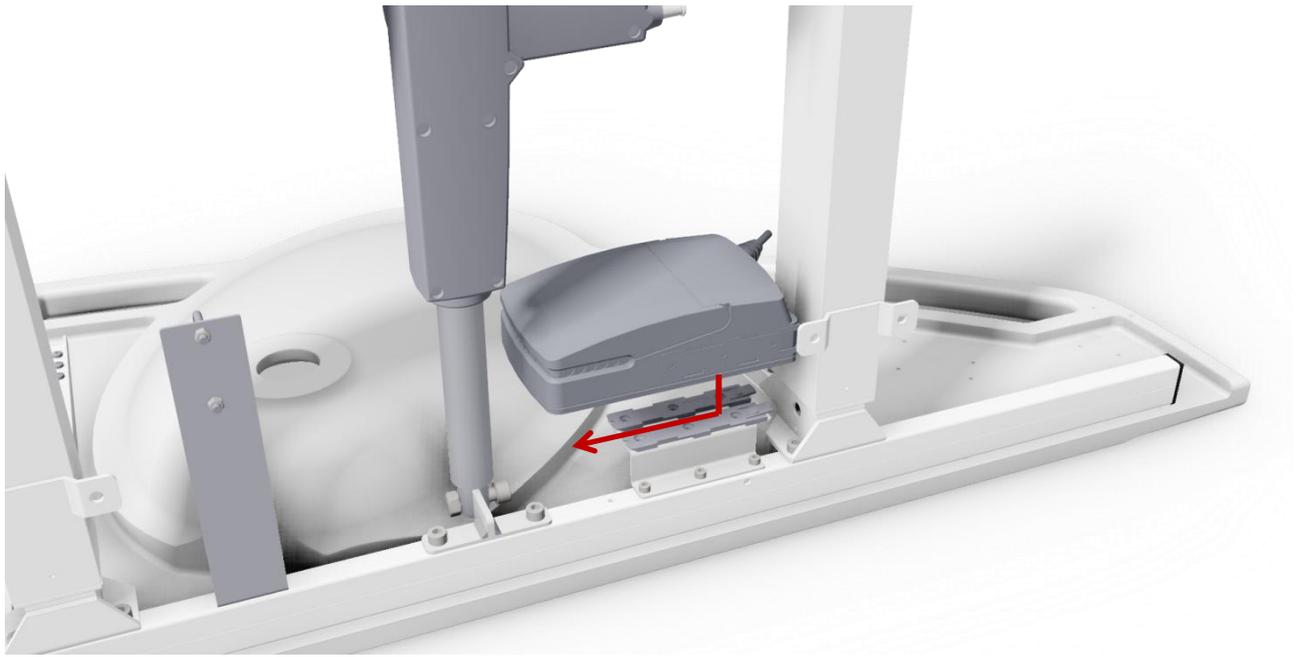


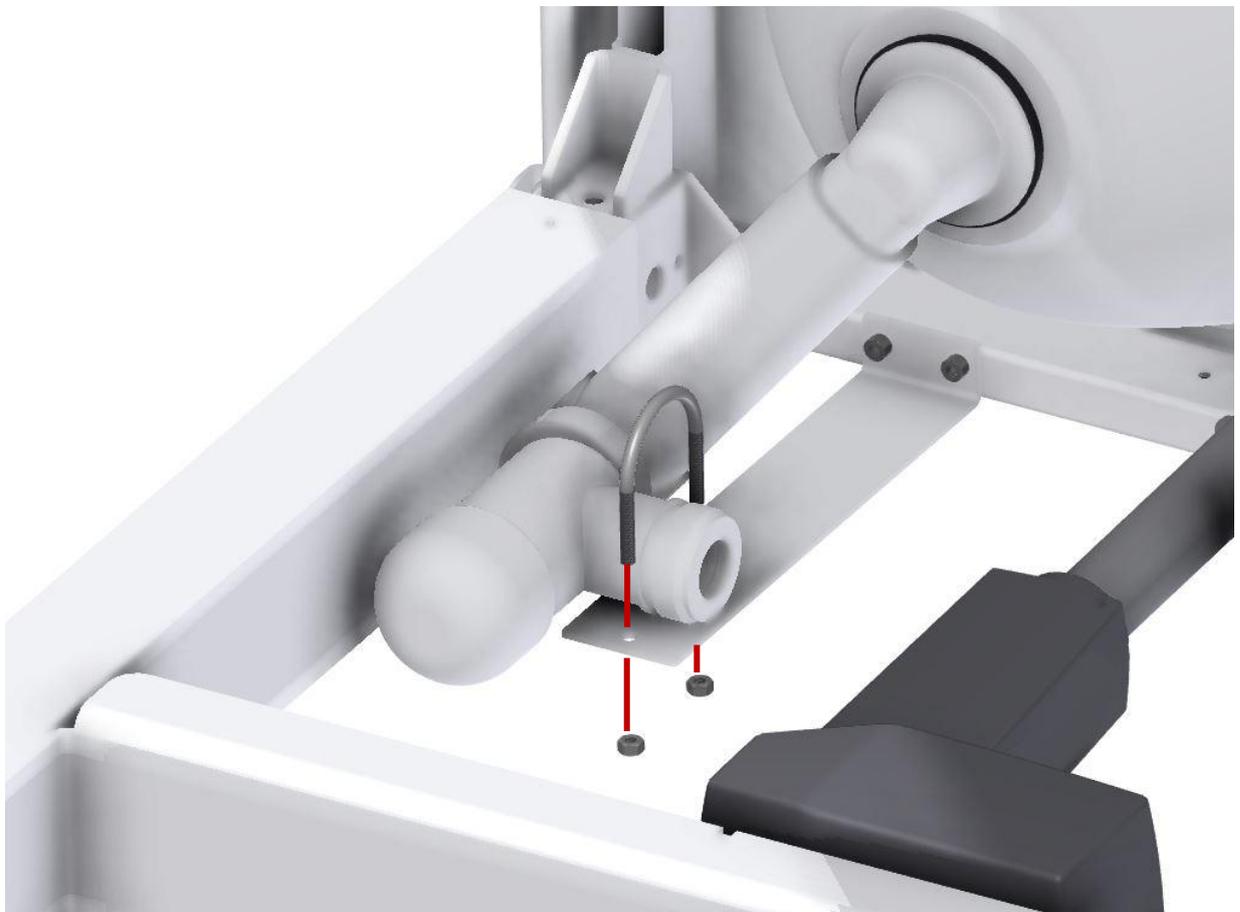


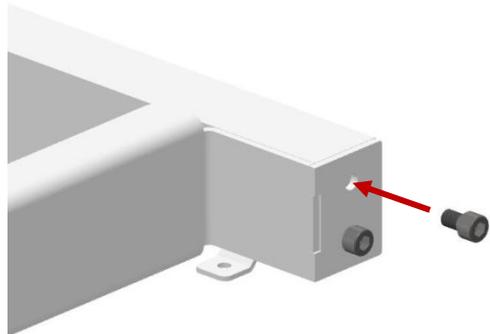
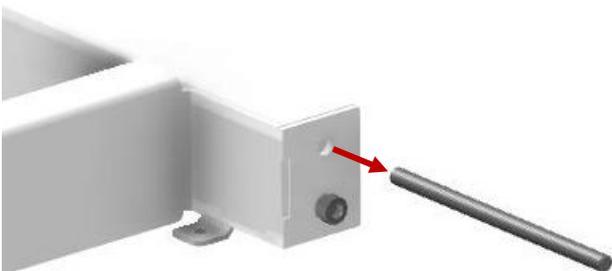
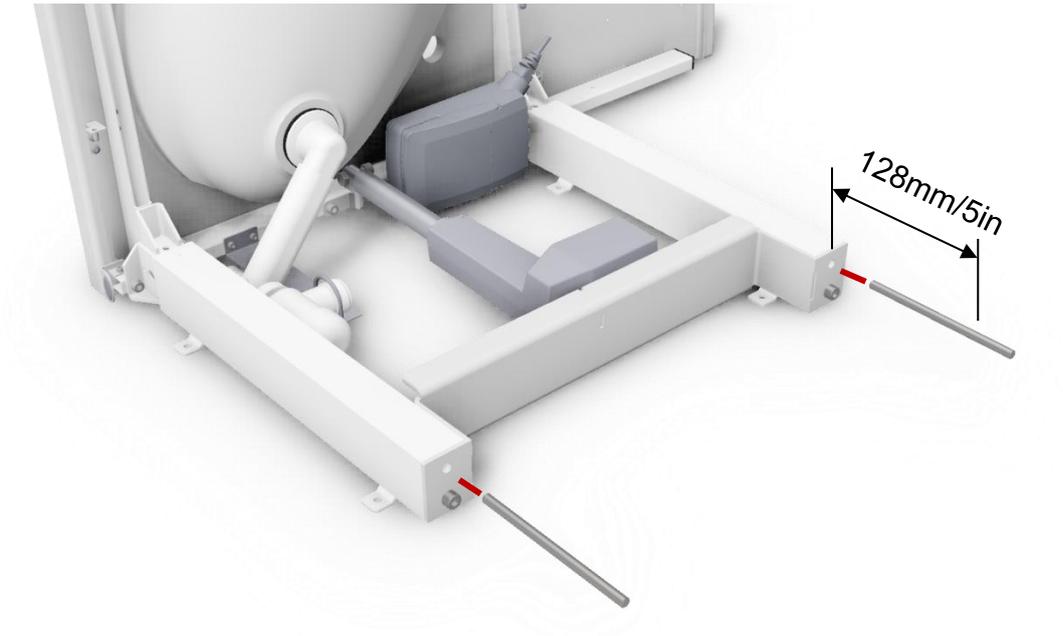


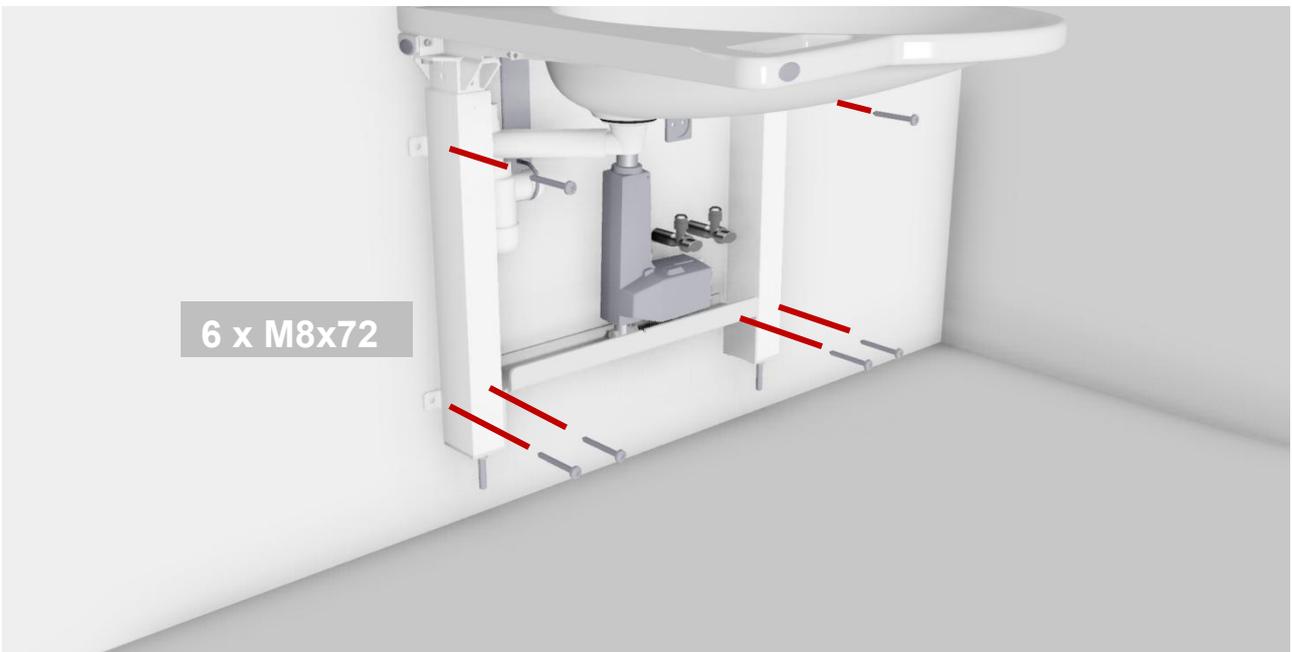
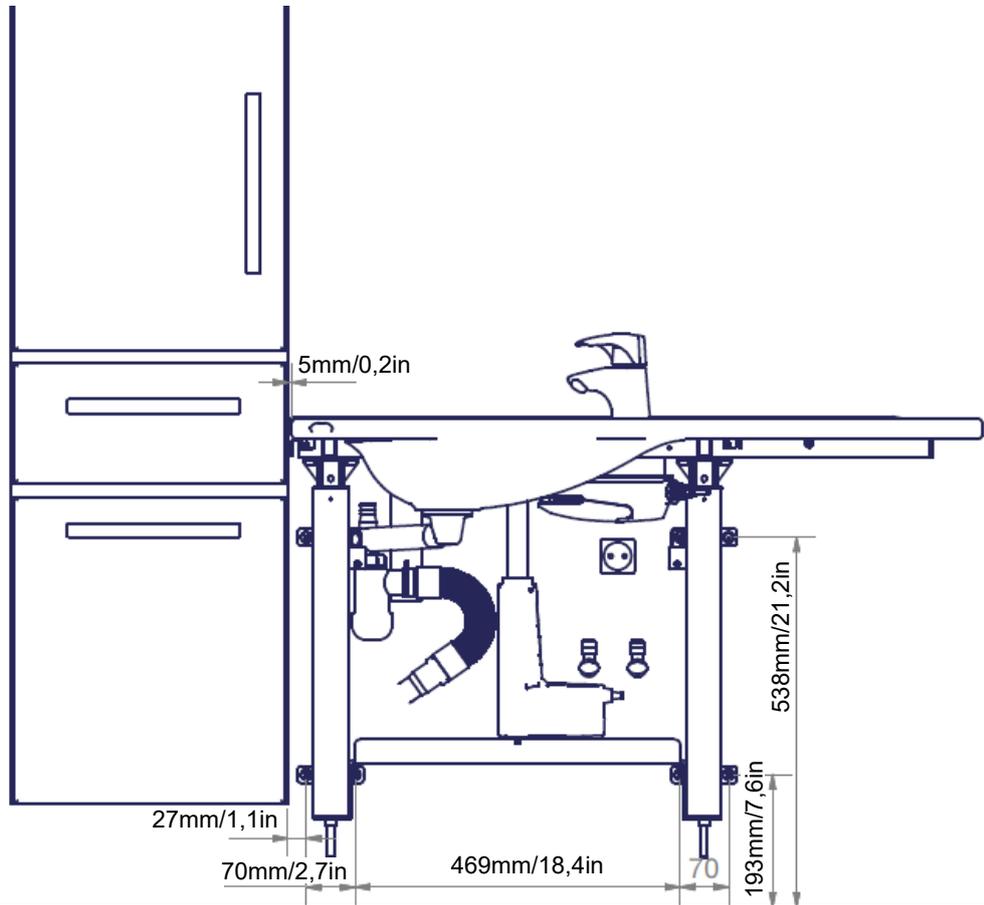
2 x M10x20





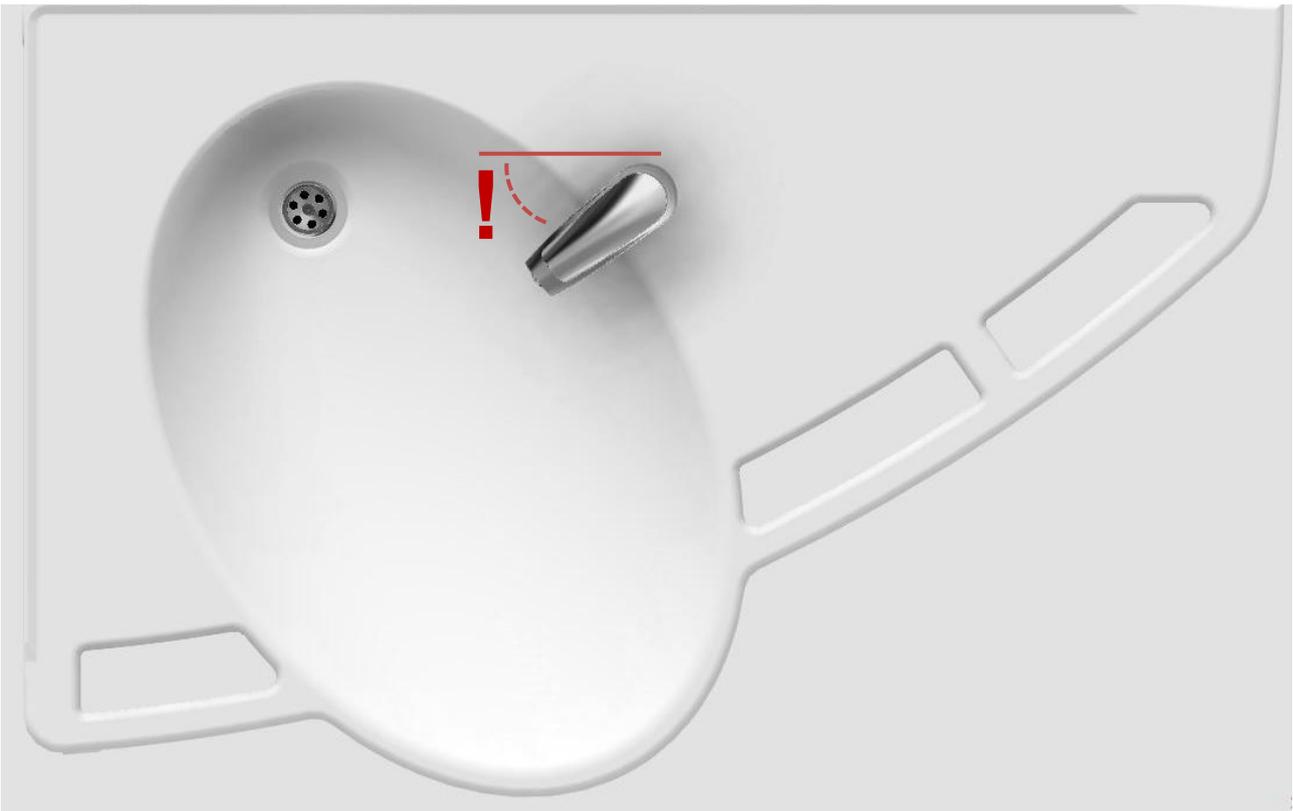


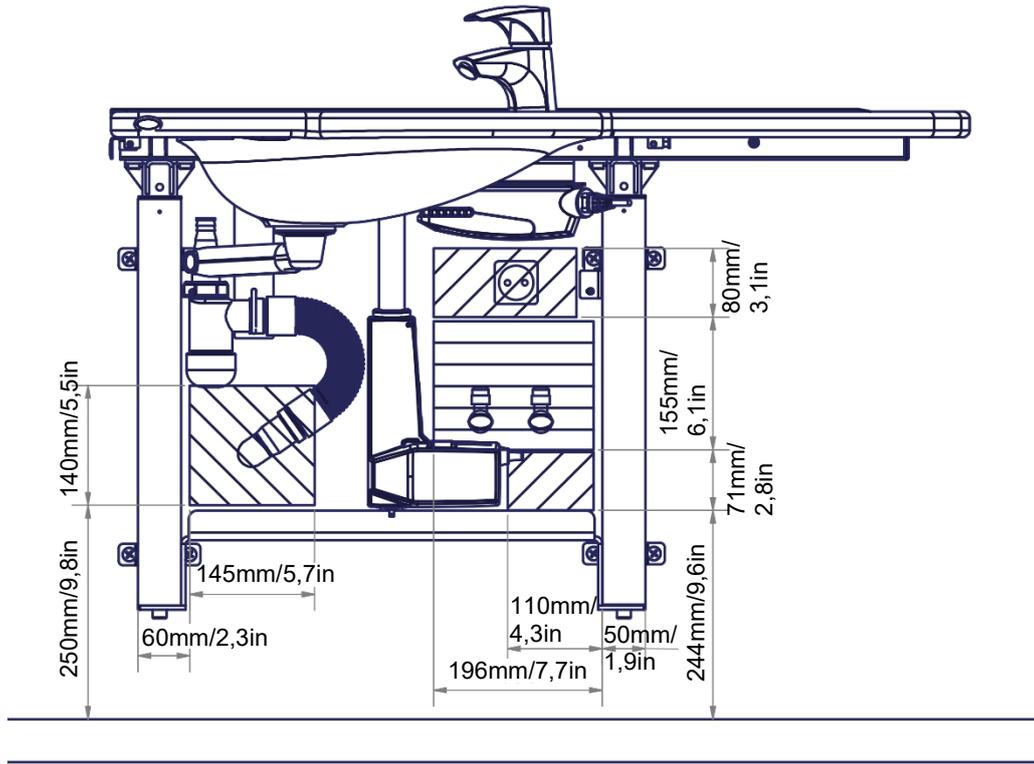




**NOTE:** Depending wall type, choose other suitable screws, as required.  
**Max. load on upper screws: 71 kg / 156 lb /screw**

**NOTE: Mixer tap is accessory**



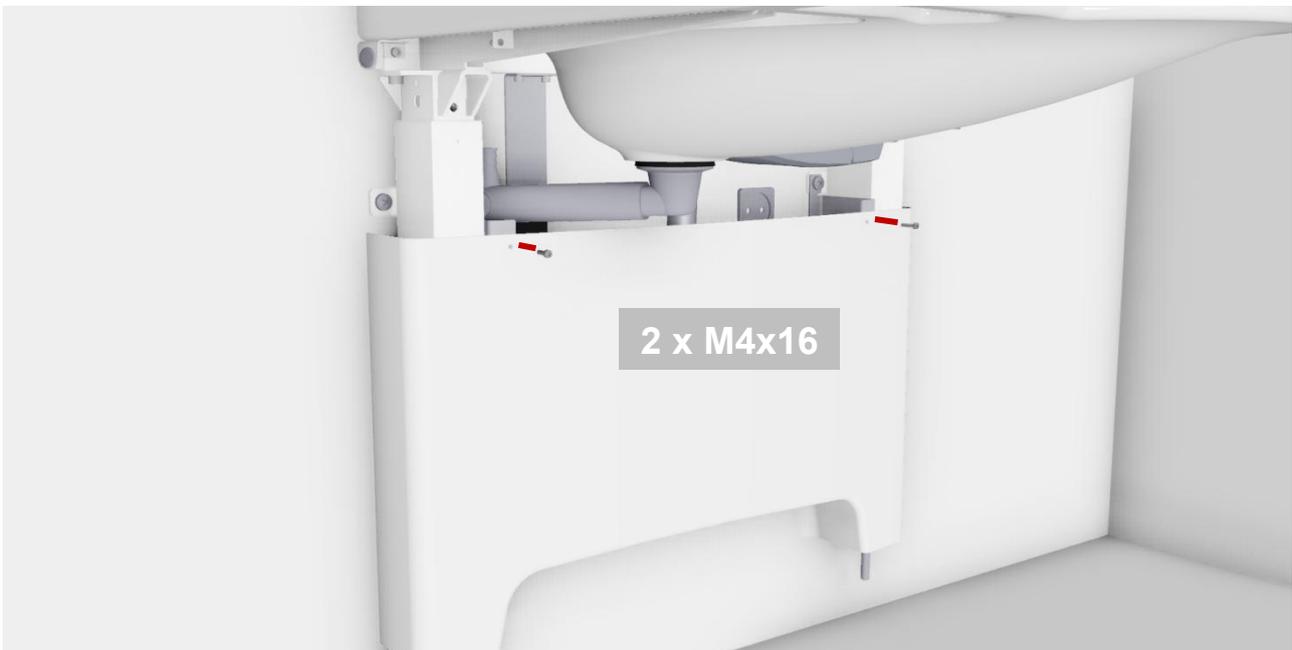
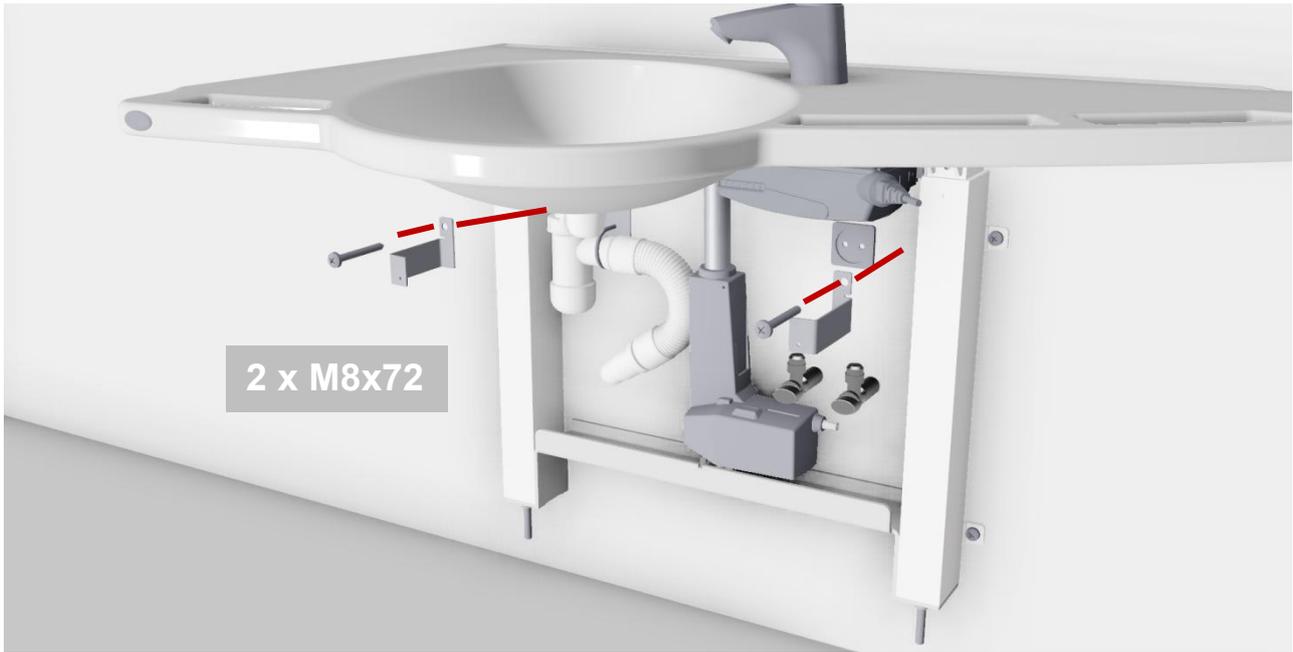


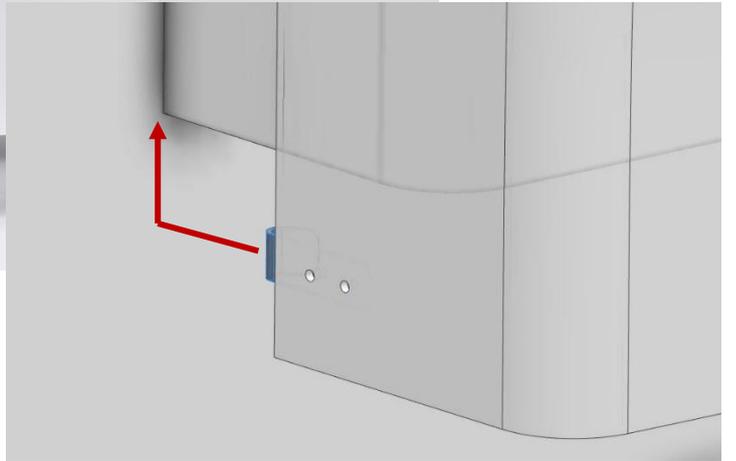
Recommended  
fixation of the  
hoses and wires

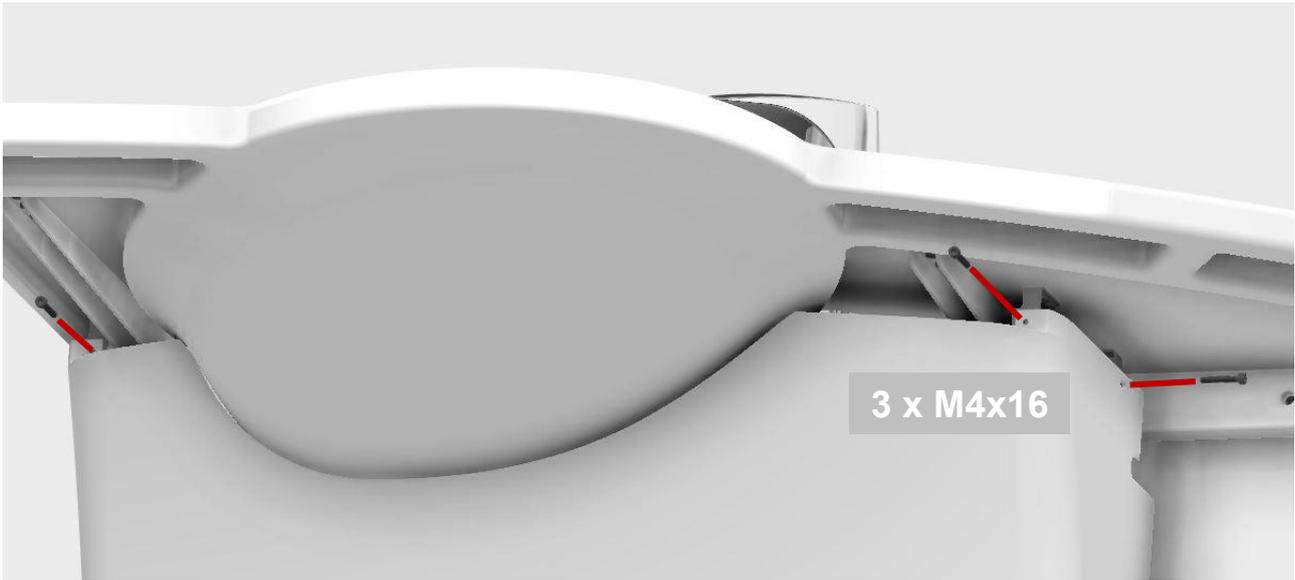


## Mounting of covers

Covers are accessories







## 5. Performance test

After installation and prior to use, all functions of Support Washbasin must be tested. The test must be carried out by competent personnel. Subsequently the test shall be carried out at least once a year:

### **Testing prior to connection of mains voltage:**

1. Check that the mounting instructions have been followed.
2. Check that all bolts have been tightened.
3. Check that all cables have been connected correctly and that the plugs have been pressed down.
4. Check that there is no load on the washbasin.
5. Check that there is nothing preventing the washbasin from moving freely within the height adjustment range.

### **Connect main power to control box and continue testing:**

1. Press and hold the UP and DOWN buttons and keep them depressed until the control unit has beeped approx. ten times.
2. Press DOWN on the control switch, move the frame to bottom position, check that the movement is even and smooth. Make sure that the hose connections follow the movement of the frame and that they do not get squeezed. The frame is now reset.
3. Press UP on the control switch, move the frame to top position and check that the movement is even and smooth. Make sure that the hose connections follow the movement of the frame and that they do not get squeezed.

If all these tests are ok, the washbasin is ready for use. See section "Safety instructions".

## 6. Safety instructions

- The height adjustment of SupportLine Electric should only be operated by persons who have read and understood these instructions.
- Do not use SupportLine Electric as a lifting table or person lifter.
- Always use the washbasin in a manner excluding the risk of damage to persons or property. The person operating the washbasin is responsible for avoiding damage or injury.
- If the washbasin is used in publicly accessible locations where children or persons with reduced observation capacity may get near it, the person operating the washbasin must pay attention to those present in order to prevent dangerous situations.
- Make sure that there is free space above and underneath the washbasin to allow height adjustment.
- Do not overload the washbasin and make sure that the load distribution is correct.
- Do not operate the washbasin in case of defects or damage.
- Modifications, which may influence the operation or construction of the washbasin, are not allowed.
- Be aware that the washbasin becomes slippery when wet.
- Be aware that if there is water in the washbasin when it is height adjusted, it may spray on the floor.
- Be aware that if the drain stops when the water is running, the floor will get wet.
- Be aware that electrical cord does not get damaged during unit movement and exposes user to electricity
- Be aware that user does not trip over remote chord
- Installation, service, and repairs should always be carried out by competent personnel.
- During inspections, service or repairs load should be removed from the washbasin.
- If purchased without covers, ensure no person or object is placed inside unit during actuation

## 7. Positioning of control switch



The handheld control switch may be placed in one of the three grab handles or on the wall on the bracket provided.



Recommended positioning of fixed control switch (option) as illustrated. If another location is required, please state when ordering.

# 8. Cleaning

Cleaning can be done with lukewarm water and a suitable all-purpose cleaning agent. Use a cloth or soft sponge to wash the product.

If the water has high calcium content, calcareous deposits will often occur. These deposits should be removed at least once a week by using a detergent containing citric acid, acetic acid or phosphoric acid. Leave the detergent to work for 5 to 10 minutes depending on the thickness of the deposits and clean thoroughly with a soft scouring sponge.

For surface disinfection, chlorine-based disinfectants may be used in accordance with the product specification and safety precautions for these products, however, not at a solution greater than 1.000 ppm of active chlorine.

Likewise, ethanol-based disinfectants may be used in accordance with the product specification and safety precautions for these products.

The following agents have been tested by Ropox, and can be used, as long as they are diluted according to the instructions on the container.

## 8.1 Preapproved disinfection products

Tradename	Solution
Diversey Suma Tab D4	1.000 ppm
Rodalon ®	Ethanol 70% v/v

Immediately after cleaning or disinfection, the product must be wiped down with a cloth wrung in clean water, then a dry rag, as some materials may otherwise become discolored and stained, and the surface coating may deteriorate.

Keep in mind, after prolonged use of the product, with regular cleaning intervals, it can be expected that certain surfaces will not have the same sheen as initially. The product can be disinfected regardless.

	<p><b>Note!</b></p> <p>Do not use cleaning agents containing abrasive e.g., scouring powder, steel wool, scouring sponge.</p> <p>This product is not designed to be sterilized. Autoclaving and sterilization beyond normal means may change the product safety and function.</p>
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# 9. Maintenance

## 9.1 Maintenance

	<b>Note!</b> Failing to comply with periodic maintenance may result of degrading of product function and safety.
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	<b>Note!</b> Ropox will make parts list and circuit diagrams available for maintenance and repair beyond what is described in this manual. Only use Ropox original spare parts as replacement parts. If other parts are used, the guarantee may become void. Repair beyond what is described in this manual may only be done by Ropox designated service personnel.
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The frame is maintenance-free, and the moving parts have been lubricated for life. For reasons of safety and reliability we recommend inspection of the frame once a year.

### During inspections:

- Check that all bolts have been tightened.
- Check that the frame moves freely from bottom to top position without problems.
- Resetting the washbasin: Press DOWN on the control switch and move the frame to bottom position. Press DOWN once more and keep the switch depressed for 5 sec. to reset the control unit. Check that the movement is even and smooth. Make sure that the mains cable moves freely.
- Check that water and waste pipes are tight and undamaged.
- Check that all cables have been fitted correctly and are undamaged.

After each inspection the service schedule shall be filled in.

## 9.2 Service schedule, operation and maintenance

<b>Service and maintenance Serial No.</b>
<b>Date:</b> _____
<b>Signature:</b> _____
<b>Remarks:</b>
_____
_____
_____

<b>Service and maintenance Serial No.</b>
<b>Date:</b> _____
<b>Signature:</b> _____
<b>Remarks:</b>
_____
_____
_____

<b>Service and maintenance Serial No.</b>
<b>Date:</b> _____
<b>Signature:</b> _____
<b>Remarks:</b>
_____
_____
_____

<b>Service and maintenance Serial No.</b>
<b>Date:</b> _____
<b>Signature:</b> _____
<b>Remarks:</b>
_____
_____
_____

# 10. Fault finding

## Resetting:

Press and hold the UP (▲) and DOWN (▼) buttons and keep them depressed until the control unit has beeped approx. ten times. Now adjust the washbasin to the bottom position for resetting.

Problem	Solution
The washbasin does not move up or down when the control switch is pressed	Check whether <ul style="list-style-type: none"> <li>➤ 230V has been connected and current is available,</li> <li>➤ the motor has been connected with the control unit,</li> <li>➤ the control switch has been connected with the control unit,</li> <li>➤ the motor is overloaded (note: 2 min. operation, 2 min. pause)</li> </ul>
Control switch defective	Check whether <ul style="list-style-type: none"> <li>➤ the height adjustment works with another control switch</li> </ul>
When pressing the UP and DOWN buttons you only hear "clicks" from the control unit, the washbasin does not move	<ul style="list-style-type: none"> <li>➤ The plugs may not have been inserted correctly.</li> <li>➤ Dismount all cables from the control unit and insert them again.</li> <li>➤ Resetting may be required.</li> </ul>
The washbasin seems unstable	<ul style="list-style-type: none"> <li>➤ Tighten all screws of the pedestal, cf. mounting instructions.</li> </ul>
The washbasin cannot be adjusted in height or height adjustment is very difficult	<ul style="list-style-type: none"> <li>➤ Make sure that there are no objects preventing height adjustment.</li> </ul>
It takes too long for the water to leave the washbasin	<ul style="list-style-type: none"> <li>➤ Check the siphon for clogging-up and clean, if required.</li> <li>➤ Check that the flexible hose has not been fitted on the wall at a height resulting in the formation of an extra siphon, cf. recommendations in "Installation interfaces"</li> </ul>

# 11. Spare parts

<b>Handheld control switch</b> Item No. 97001655	
<b>Motor</b> Item No. 97000483	
<b>Control unit</b> Item No. 97001691	

	<b>Caution!</b> Only use original Ropox spare parts as replacement parts. If other parts are used, the warranty may be void.
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## 12. Environmental protection

The product is not intended to be disposed as municipal waste. Proper disassembly, sorting and disposal of components must be done by waste disposal professionals.



Part	Disposal recommendation
Wash basin	Ceramic
Main unit	Steel
Mixer tap	Steel
Cover	Plastic
Actuator	Electronic
Control box	Electronic

## 13. Electromagnetic compatibility

### 13.1 Suitable Environments

The device is suitable for use at home, at daycare centers, at day centers for persons with physical or mental disabilities or at hospitals except near active HF surgical equipment and the RF shielded room of a medical electrical system for magnetic resonance imaging, where the intensity of electromagnetic disturbances is high.

### 13.2 Adjacent and stacked use



**Warning!**

Use of this equipment adjacent to or stacked with other equipment should be voided because it could result in improper operation. If such use is necessary, this equipment and the other equipment should be observed to verify that they are operating normally.

### 13.3 Cables

Cable component	Length
Power cable	3,2m
Hand control spiral cable	Approx. 5m extended



**Warning!**

Use of accessories, transducers and cables other than those specified or provided by the manufacturer of this could result in increased electromagnetic emissions or decreased electromagnetic immunity of this equipment and result in improper operation.

### 13.4 RF portable equipment



**Warning!**

Portable RF communications equipment (including peripherals such as antenna cables and external antennas) should be used no closer than 30 cm (12 inches) to any part of the device, including cables specified by the manufacturer. Otherwise, degradation of the performance of this equipment could result.

# 14. Complaints

See General Terms of Sale and Delivery on [www.ropox.com](http://www.ropox.com)

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