



# SupportLine - Washbasin

Fixed – Basic - Manual

USER MANUAL

MOUNTING INSTRUCTIONS

Keep this manual with the product at all times

# Table of Contents

<b>1.</b>	<b>SYMBOLS USED IN THIS MANUAL .....</b>	<b>3</b>
<b>2.</b>	<b>GENERAL SAFETY .....</b>	<b>3</b>
2.1	PRODUCT UNIT LABEL .....	5
<b>3.</b>	<b>GENERAL REQUIREMENTS .....</b>	<b>6</b>
3.1	PRODUCT INFORMATION .....	6
3.2	PRODUCT DESCRIPTION .....	6
3.3	INTENDED USE .....	6
3.4	INTENDED OPERATOR .....	7
3.5	ESSENTIAL PERFORMANCE .....	7
3.6	NONCLINICAL FUNCTIONS .....	7
3.7	CLINICAL FUNCTIONS .....	7
3.8	PRODUCT DIMENSIONS .....	7
3.9	OPERATION .....	10
<b>4.</b>	<b>MOUNTING INSTRUCTIONS .....</b>	<b>11</b>
4.1	INSTALLATION INTERFACES .....	11
4.2	CONNECTION ADAPTERS .....	14
4.3	LIST OF COMPONENTS .....	15
4.4	INSTALLATION OF PRODUCT .....	19
4.4.1	<i>Support Washbasin, Fixed (40-44010/11) .....</i>	<i>19</i>
4.4.2	<i>Support Washbasin with Basic frame (40-4012/13) .....</i>	<i>20</i>
4.4.3	<i>Mounting of covers for 40-44012/13 (accessories) .....</i>	<i>25</i>
4.4.4	<i>Support Washbasin with Manual frame (40-44014/15) .....</i>	<i>29</i>
4.4.5	<i>Mounting of covers for 40-44014/15 .....</i>	<i>37</i>
<b>5.</b>	<b>PERFORMANCE TEST .....</b>	<b>41</b>
<b>6.</b>	<b>SAFETY IN USE .....</b>	<b>41</b>
<b>7.</b>	<b>CLEANING .....</b>	<b>42</b>
7.1	PREAPPROVED DISINFECTION PRODUCTS .....	42
<b>8.</b>	<b>MAINTENANCE .....</b>	<b>42</b>
8.1	INSPECTION .....	42
8.2	SERVICE SCHEDULE .....	43
<b>9.</b>	<b>FAULT FINDING .....</b>	<b>43</b>
<b>10.</b>	<b>LIST OF SPARE PARTS .....</b>	<b>44</b>
<b>11.</b>	<b>ENVIRONMENTAL PROTECTION .....</b>	<b>44</b>
<b>12.</b>	<b>COMPLAINTS .....</b>	<b>44</b>

# 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.

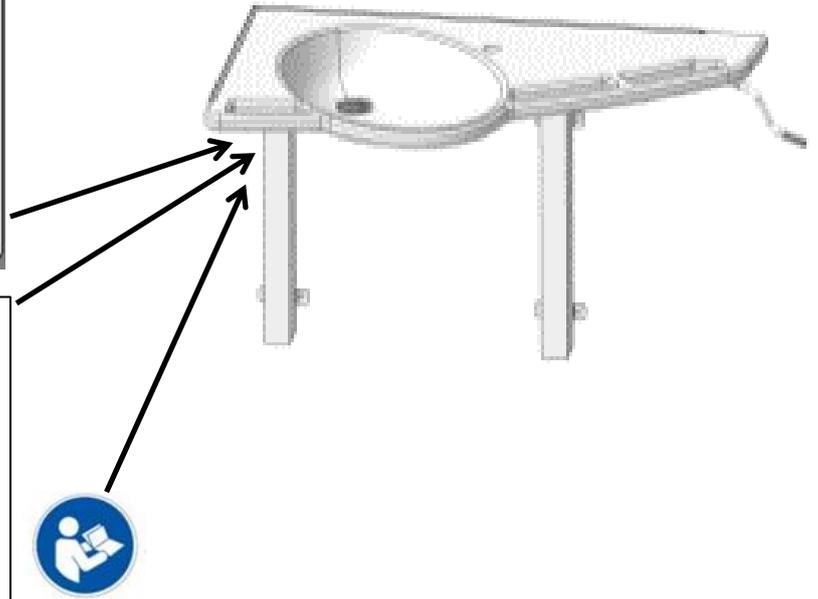
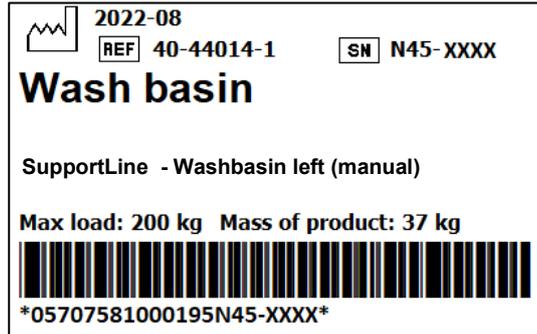


The information in this manual is based on correct installation in accordance with installation instructions for this product.

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



	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
	Consult manual for important safety related information, warnings and safety precautions.
	Do not dispose as unsorted municipal waste. Product must be returned to a designated recycling station.
	Operating and storing temperatures may not exceed 5-40C°
	Consult the instructions for 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>
	40-44010	SupportLine - Washbasin	Fixed L
	40-44011	SupportLine - Washbasin	Fixed R
	40-44012	SupportLine - Washbasin	Basic L
	40-44013	SupportLine - Washbasin	Basic R
	40-44014 40-44015	SupportLine - Washbasin SupportLine - Washbasin	Manual L Manual R
<b>Expected service life</b>	5 years		
<b>MDR Class 2017/745</b>	<b>Class I</b>		
<b>Intended environments</b>	This product is to be used only in:  Professional Healthcare Environment Homecare Environment		
<b>Height adjustment</b>	Basic = 71-101cm Manuel = 71-101cm		
<b>Maximum user weight according to ISO 17966:2016</b>	300 kg / 661 lbs		
<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>Materials in contact with patient</b>	Wash basin	Synthetic/marble composite	
	Frame	Welded steel pipes St. 37, aluminum	
	Mixer tap	Chrome	
<b>Accessories</b>	40-40935	Plug with overflow	
	40-44021	Cover plates left, for Fixed and Basic	
	40-44022	Cover plates right, for Fixed and Basic	
	40-44027	Cover plates left, for Manual	
	40-44028	Cover plates right, for Manual	
	40-44040	Mixer tap	

### 3.2 Product description

SupportLine - Washbasin 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

SupportLine - Washbasin 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**

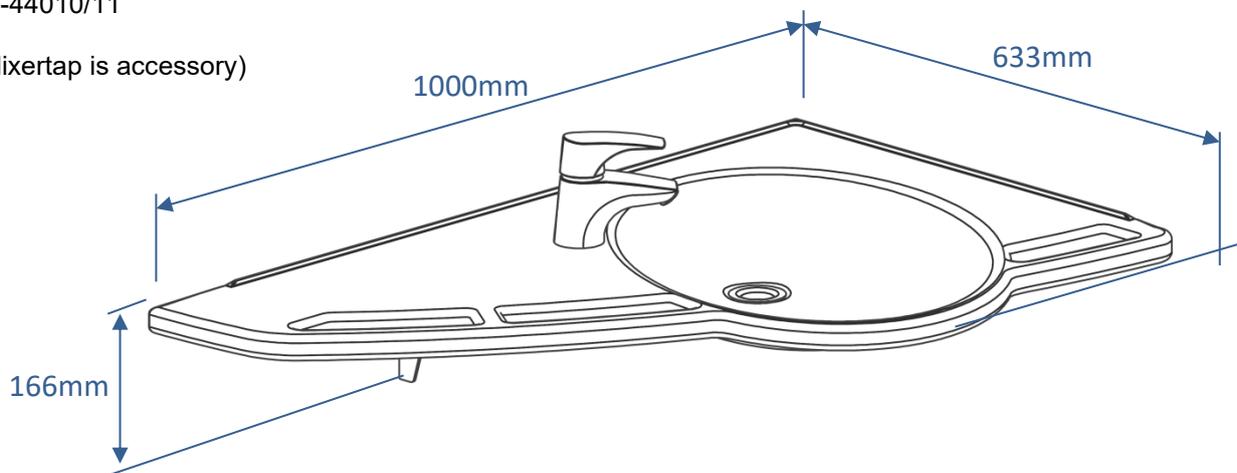
The product does not have any clinical functions.

### **3.8 Product dimensions**

#### **Fixed**

40-44010/11

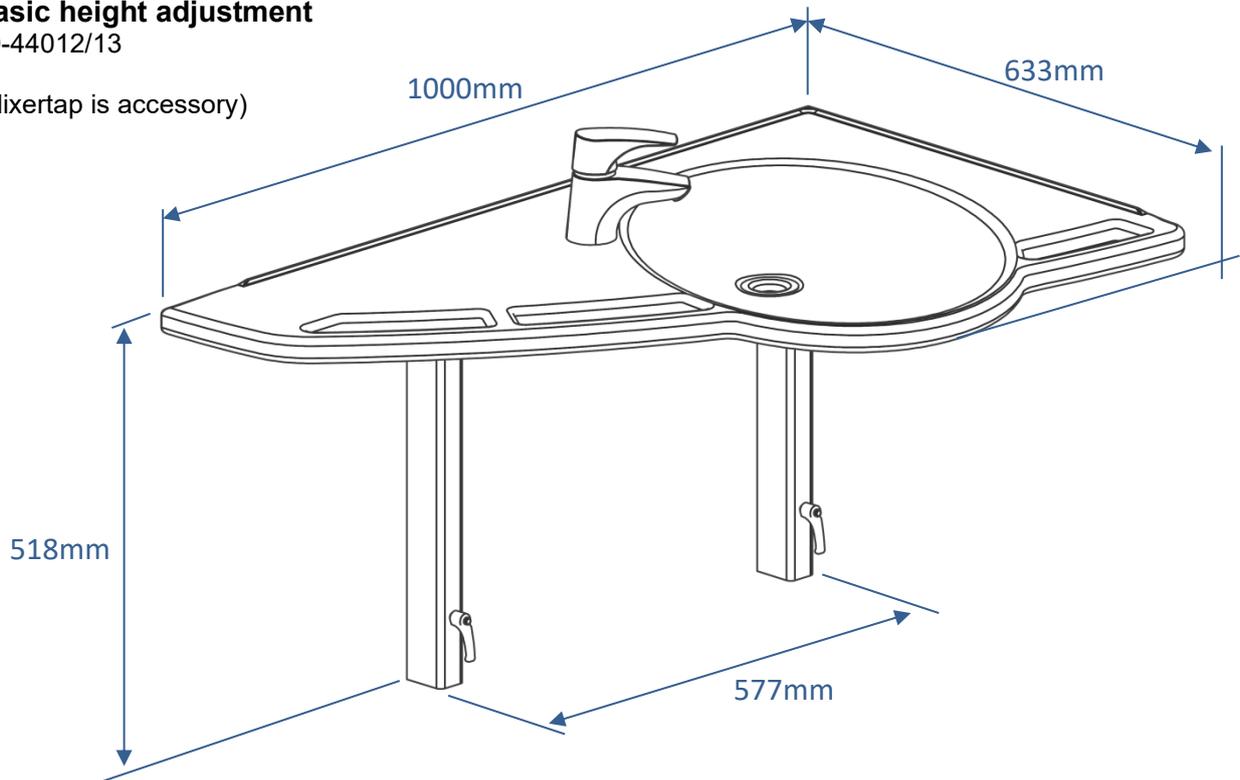
(Mixertap is accessory)



**Basic height adjustment**

40-44012/13

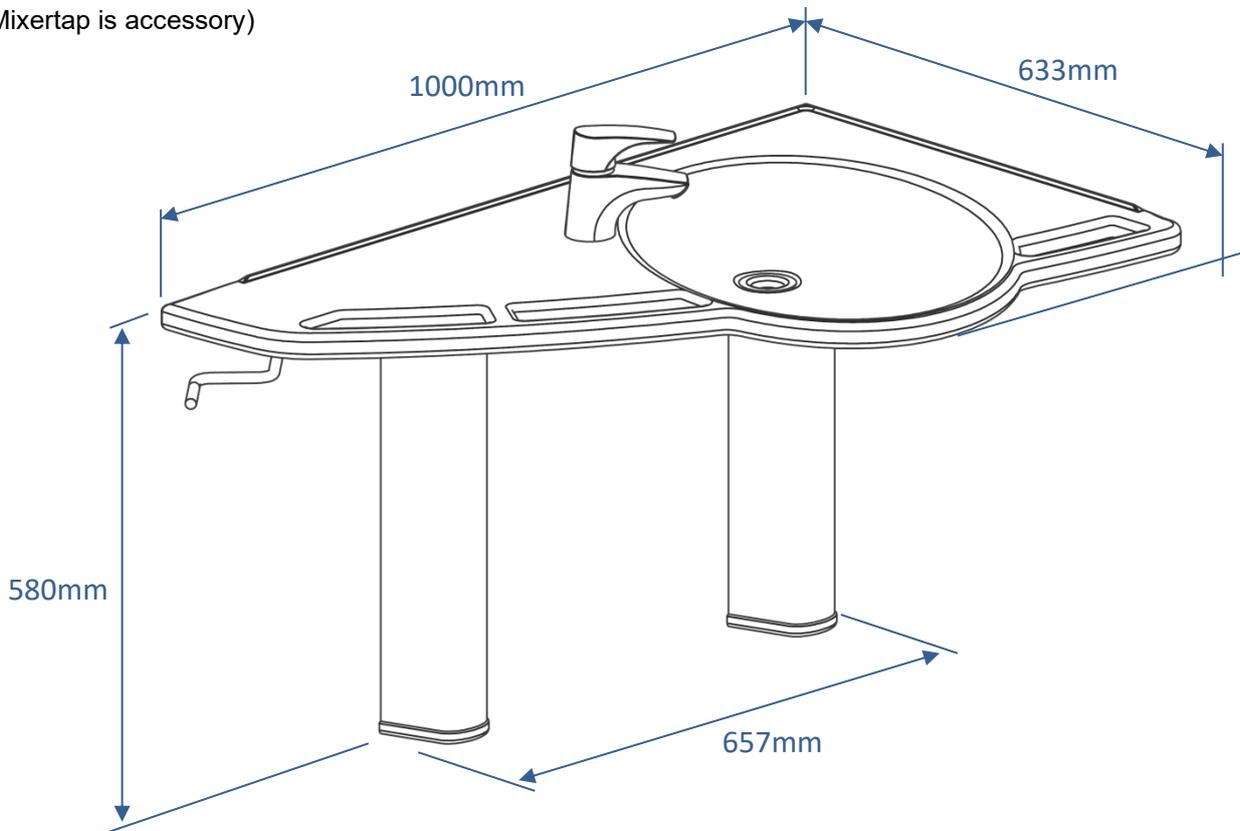
(Mixertap is accessory)



**Manual height adjustment**

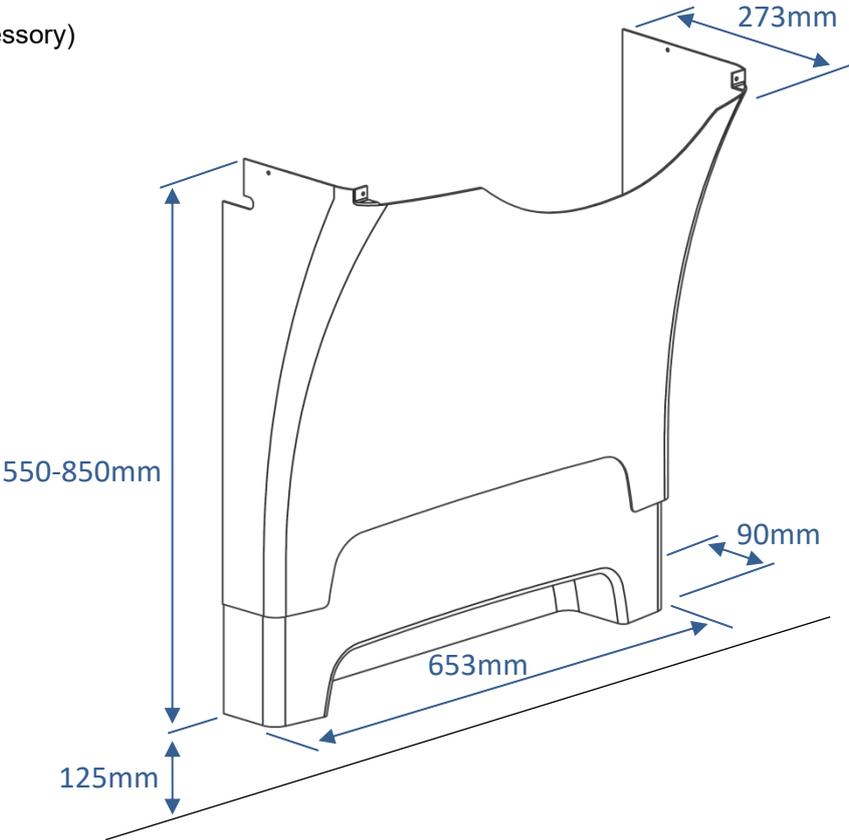
40-44014/15

( Mixertap is accessory)



**Covers**

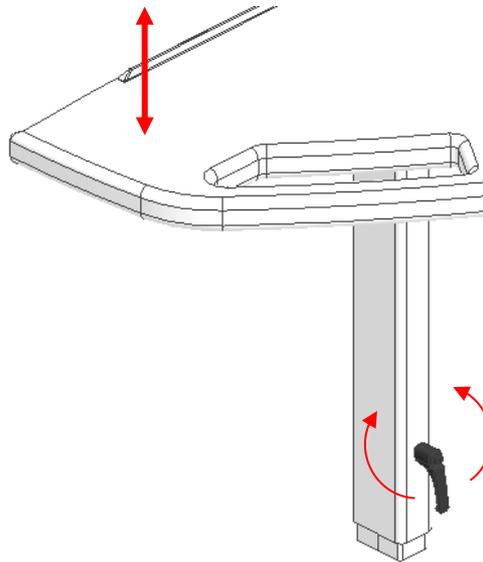
40-44021/22 (accessory)



### 3.9 Operation

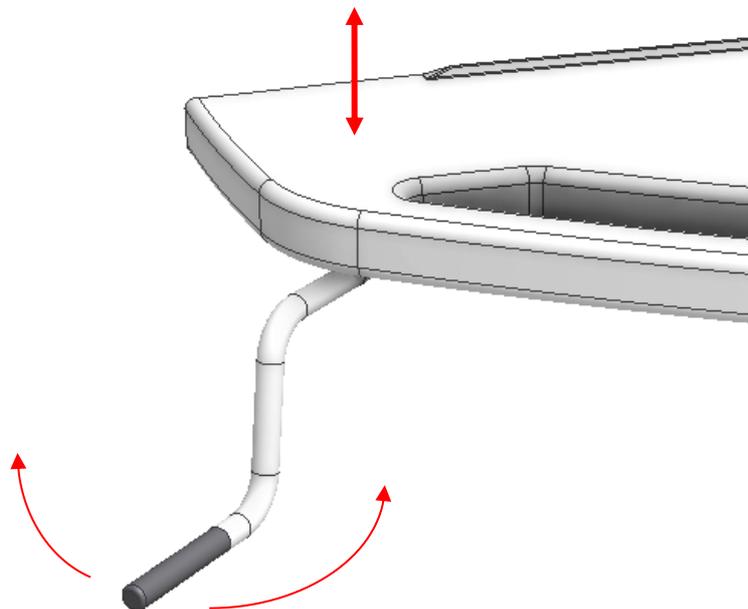
#### Basic height adjustment (applying to 40-44012/13)

The height of the washbasin may be adjusted by loosening the two handles. Note that the washbasin must be supported while loosening the handles in order to prevent it from falling to the bottom position. Covers, if any, must be removed before adjustment of these models.



#### Manual height adjustment (applying to 40-44014/15)

The height of the washbasin may be easily adjusted by means of the detachable hand crank.



	<p><b>Warning!</b></p> <p>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.</p> <p>Special care should be taken in ensuring that no children or adults are sited under the product as severe injury from entrapment may occur.</p>
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# 4. Mounting instructions

## 4.1 Installation interfaces

### Fixed

(40-44010 and 40-44011)

### Construction

The wall must be made of a material suited for screw mounting and approved for damp rooms. The hatched area is the minimum area for reinforcement of the wall. Reinforcement from floor to ceiling is advisable.

Load-tested in Accordance with DS/ISO 17966, the maximum user weight has been fixed at 300kg (881 lbs).

### Max. tensile load of upper screws

160kg/screw (353 lbs)

The washbasin is supplied with a set of 6 screws and rawlplugs suitable for mounting on a concrete wall. The fitter should always consider the material, condition and strength of the wall and use screws and rawlplugs suitable for the specific wall type.

### Plumbing

The drain is  $\varnothing 32$  (1 1/4") and ends in an  $\varnothing 32 \times 88.5^\circ$  drain elbow.

The maximum protrusion of drain connection and elbow from the wall is 90mm (3 1/2") to allow for the covers.

The water supply ends in 2 (two) 90° shut-off valves with 1/2" outside thread pointing downward (not included).

The maximum protrusion of the shut-off valves from the wall is 90mm (3 1/2") to allow for the covers.

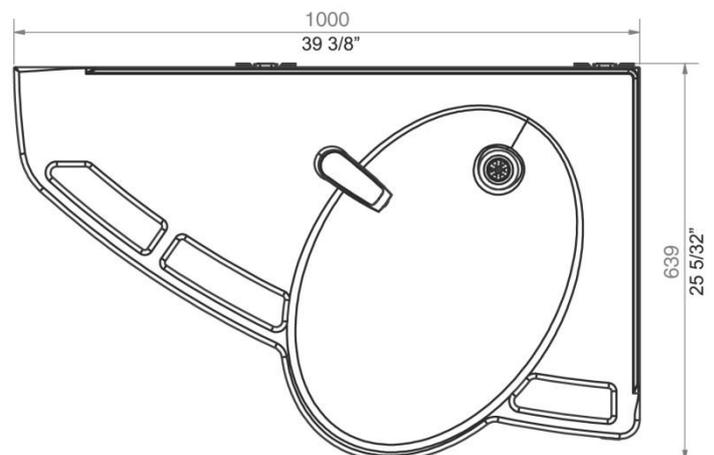
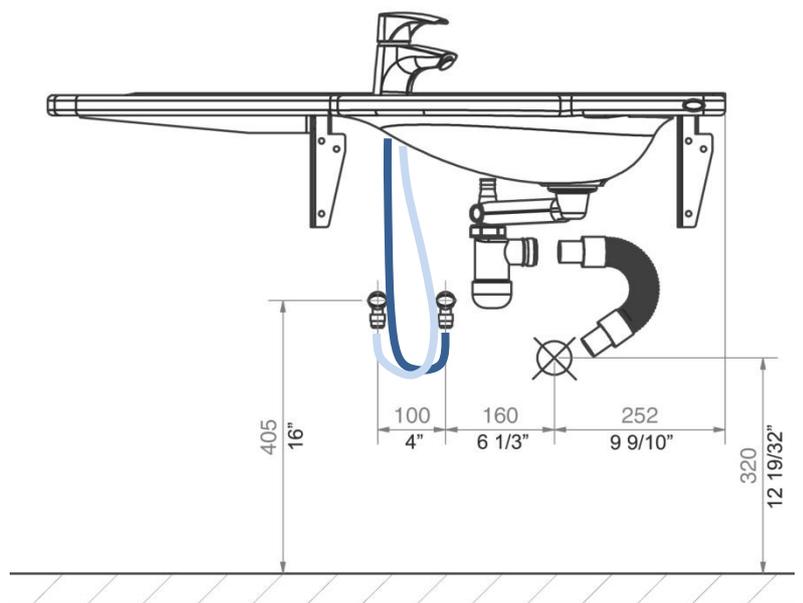
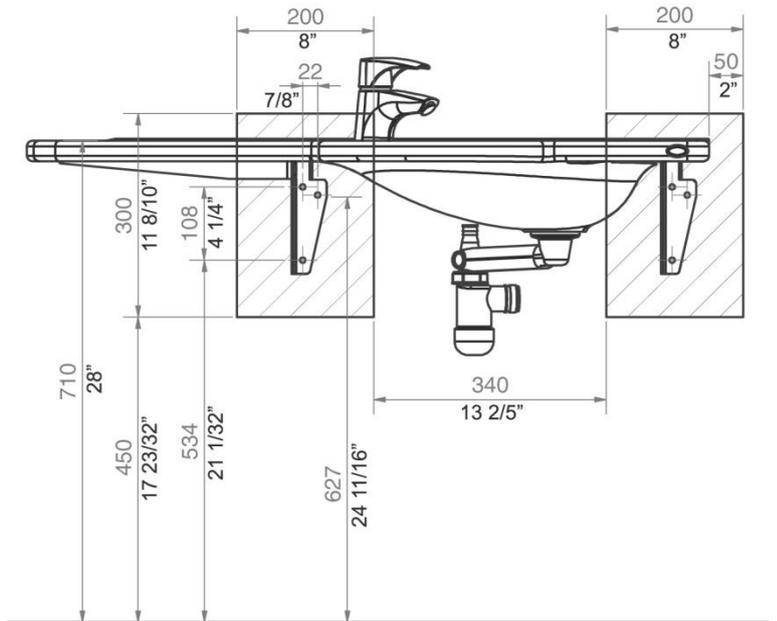
If a location of the water supply and drain different from the recommended positioning is required or if there is a floor drain, the Support Washbasin will have no covers.

For purchase of adapters for connection to various standard installations, see "Connection Adapters – Other Washbasins".

### Note

All dimensions are based on a washbasin height of 710mm (28") above floor level. If a change of this height is required, the recommended dimensions must be changed accordingly.

The illustrations show the left-hand model 40-44010



## Basic

(40-44012 and 40-44013)

### Construction

The wall must be made of a material suited for screw mounting and approved for damp rooms.

The hatched area is the minimum area for reinforcement of the wall.

Reinforcement from floor to ceiling is advisable.

Load-tested in Accordance to DS/ISO 17966, the maximum user weight has been fixed at 300kg (881 lbs).

### Max. tensile load of upper screws

85kg/screw (187 lbs)

The washbasin is supplied with a set of 6 screws and rawlplugs suitable for mounting on a concrete wall. The fitter should always consider the material, condition and strength of the wall and use screws and rawlplugs suitable for the specific wall type.

### Plumbing

The drain is  $\text{Ø}32$  (1 1/4") and ends in an  $\text{Ø}32 \times 88.5^\circ$  drain elbow.

The maximum protrusion of drain connection and elbow from the wall is 90mm (3 1/2") to allow for the covers.

The water supply ends in 2 (two) 90° shut-off valves with 1/2" outside thread pointing downward (not included).

The maximum protrusion of the shut-off valves from the wall is 90mm (3 1/2") to allow for the covers.

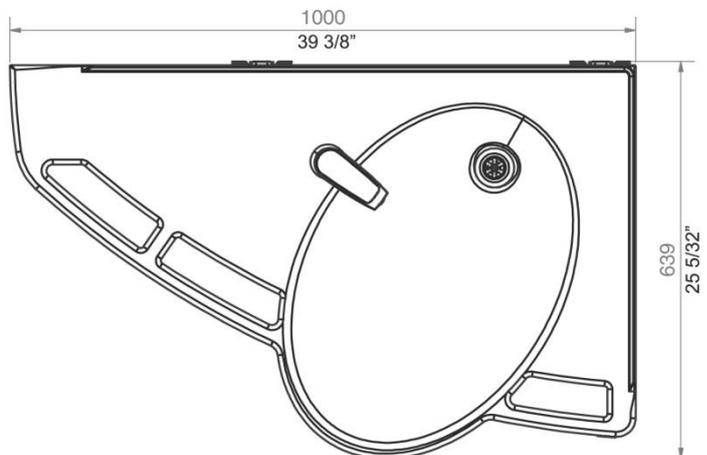
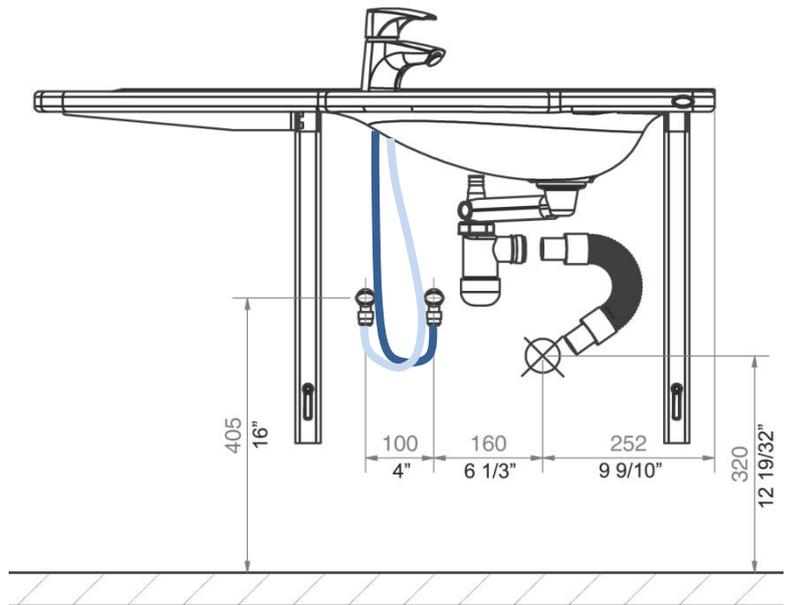
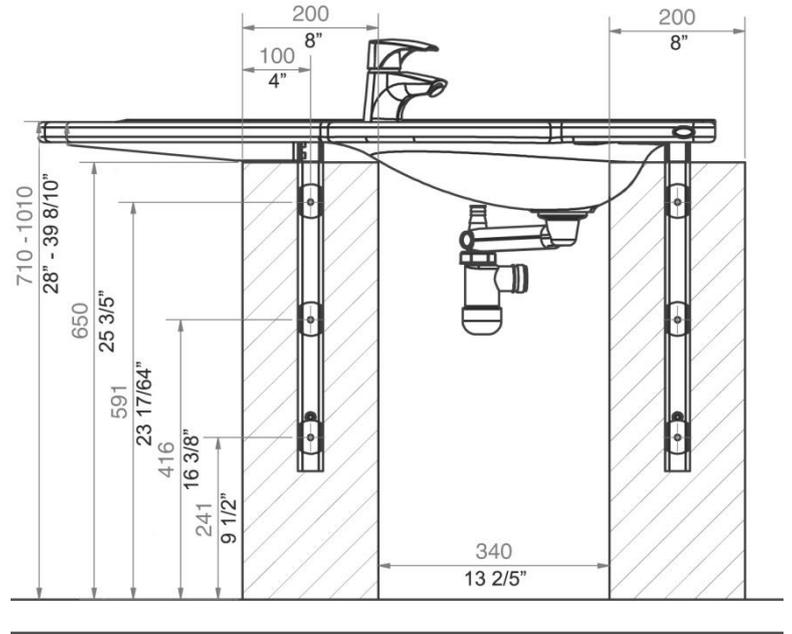
It is important that all hoses for water connection and drain are flexible to allow the frame to move freely within the height adjustment range of 710-1010mm (28" – 39 8/10") (including washbasin).

If a location of water supply and drain different from the recommended positioning is required or if there is a floor drain, the Support Washbasin will have no covers.

For purchase of adapters for connection to various standard installations, see "Connection Adapters – Other Washbasins".

### Note

The illustrations show the left-hand model 40-44012



**Manual**  
(40-44014 and 40-44015)

**Construction**

The wall must be made of a material suited for screw mounting and approved for damp rooms.

The hatched area is the minimum area for reinforcement of the wall.

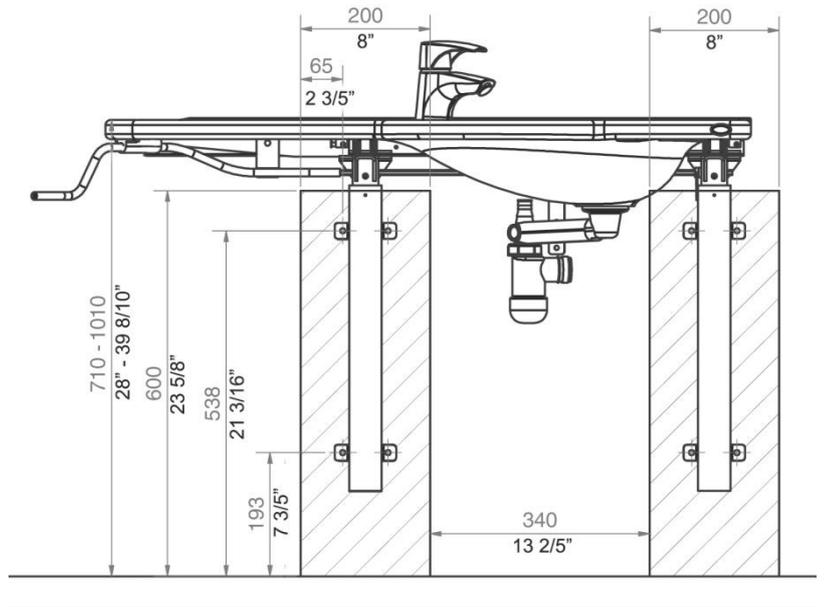
Reinforcement from floor to ceiling is advisable.

Load-tested in Accordance with DS/ISO 17966, the maximum user weight has been fixed at 300kg (881 lbs).

**Max tensile load of upper screws**

71kg/screw (157 lbs)

The washbasin is supplied with a set of 8 screws and rawplugs suitable for mounting on a concrete wall. The fitter should always consider the material, condition and strength of the wall and use screws and rawplugs suitable for the specific wall type.



**Plumbing**

The drain is Ø32 (1 ¼”) and ends in an Ø32x88.5° drain elbow.

The maximum protrusion of drain connection of elbow from the wall is 90mm (3 ½”) to allow for the covers.

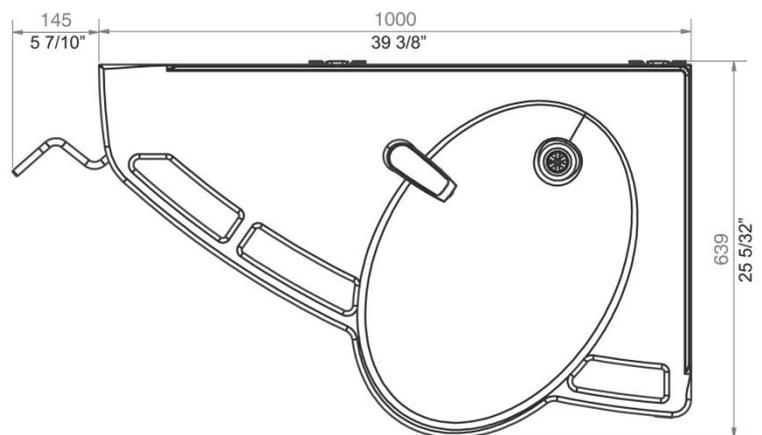
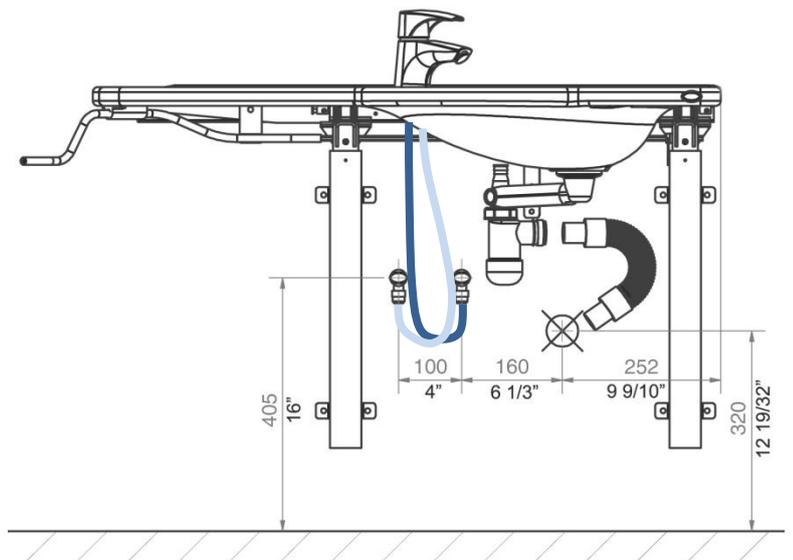
The water supply ends in 2 (two) 90° shut-off valves pointing downward (not included). The maximum protrusion of the shut-off valves from the wall is 90mm (3 ½”) to allow for the covers

It is important that all hoses for water connection and drain are flexible to allow the frame to move freely within the height adjustment range of 710-1010mm (28” – 39 8/10”) (including washbasin).

If a location of water supply and drain different from the recommended positioning is required and if there is a floor drain, the Support Washbasin will have no covers.

For purchase of adapters for connection to various standard installations, see "Connection Adapters – Other Washbasins".

**NOTE:** The illustrations show the left-hand model 40-44014



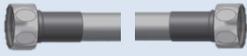
## 4.2 Connection adapters

The highlighted components can be bought separately depending on the type of building installation requirements.

### Water supply

Hoses from basin	Adapters	Installation in room (not included)
 1/2"	No adapter necessary	 1/2" Thread
	 1/2" -> 3/8" Item no. 97001670	 3/8" Thread
	 1/2" -> 15mm Item no. 97001666	 15mm Pipe

### Water hose extensions

Hose from basin	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

Drain pipe from basin	Adapters	Installation in room (not included)
 Ø32	No adapter necessary	 Ø32
	 Ø32 -> Ø40 Item no. 97001660	 Ø40
	 Ø32 -> Ø50 Item no. 97001661	 Ø50

### Drainpipe extensions

Drainpipe from basin	Coupling piece	Extra drainpipe
 Ø32	 Ø32-Ø32 Item no. 97001662	 Ø32 Flex hose, 27-62cm Item no. 97001162
		 Ø32 Flex hose, 40-110cm Item no. 97001161

### 4.3 List of components

#### **SupportLine - Washbasin, Fixed, left, 40-44010**

40*44010-064:	Top plate with washbasin, left-oriented	1 (one)	
Provided with:			
40*44010-063:	Fixed wall bracket, long	1 (one)	
40*44010-062:	Fixed wall bracket, short	1 (one)	
40*44010-048:	Frame Basic side bracket	1 (one)	

#### **SupportLine - Washbasin, Fixed, right, 40-44011**

40*44010-070:	Top plate with washbasin, right-oriented	1 (one)	
Provided with:			
40*44010-063:	Fixed wall bracket, long	1 (one)	
40*44010-062:	Fixed wall bracket, short	1 (one)	
40*44010-048:	Frame Basic side bracket	1 (one)	

#### **SupportLine - Washbasin, Basic height adjustment, left, 40-44012**

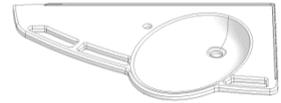
40*44010-064:	Top plate with washbasin, left-oriented	1 (one)	
Incl.	Basic height-adjustment brackets	1 (one) set	
40*44010-025	Long bracket		
40*44010-026	Short bracket		
40*44010-020	Inside legs		
97800-022	Threaded plate		
97001631	Adjustable handles		
40*44010-048	Frame Basic side bracket		

#### **SupportLine - Washbasin, Basic height adjustment, right, 40-44013**

40*44010-070:	Top plate with washbasin, right-oriented	1 (one)	
Incl.	Basic height-adjustment brackets	1 (one)	
40*44010-025	Long bracket		
40*44010-026	Short bracket		
40*44010-020	Inside legs		
97800-022	Threaded plate		
97001631	Adjustable handles		
40*44010-048	Frame Basic side bracket		

**SupportLine - Washbasin, Manual height adjustment, left, 40-44014**

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



Provided with:

Incl. 40\*44010-042 40\*44010-057 Top frame, left oriented Frame Manual support, left Hand crank assembly left 1 (one)



30-67600: Flexi legs, Manual 2 (two) sets

Incl. Cover Distance blocks



40\*44010-038: Hexagonal shaft 1 (one)

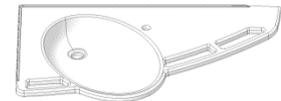


20\*60320-548: Hand crank 1 (one)



**SupportLine - Washbasin, Manual height adjustment, right, 40-44015**

40\*44010-070: Top plate with washbasin, right-oriented 1 (one)



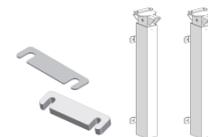
Provided with:

Incl. 40\*44010-077 40\*44010-082 Top frame, right-oriented Frame Manual support, right Hand crank assembly, right 1 (one)



30-67600: Flexi legs, Manual 2 (two) sets

Incl. Cover Distance blocks



40\*44010-038: Hexagonal shaft 1 (one)

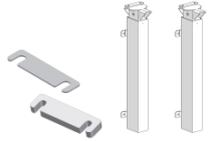
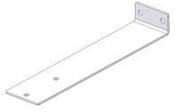


20\*60320-548: Hand crank 1 (one)



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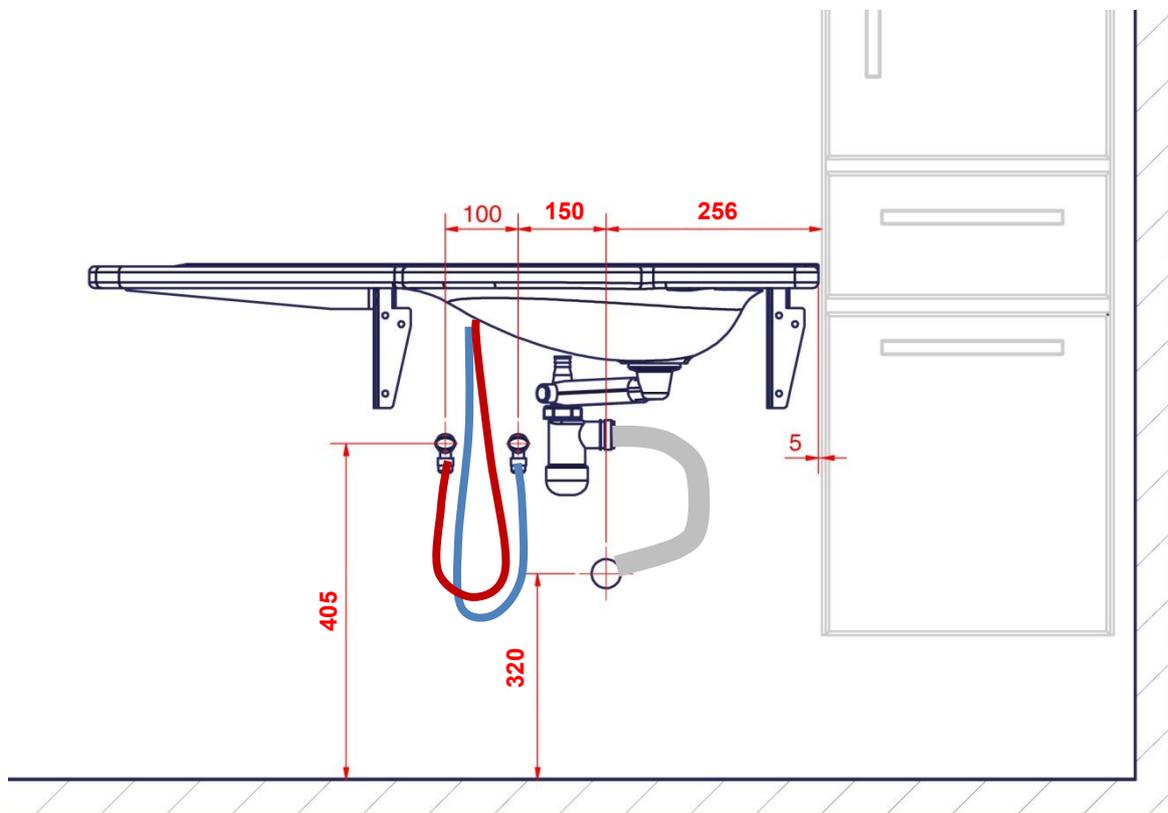
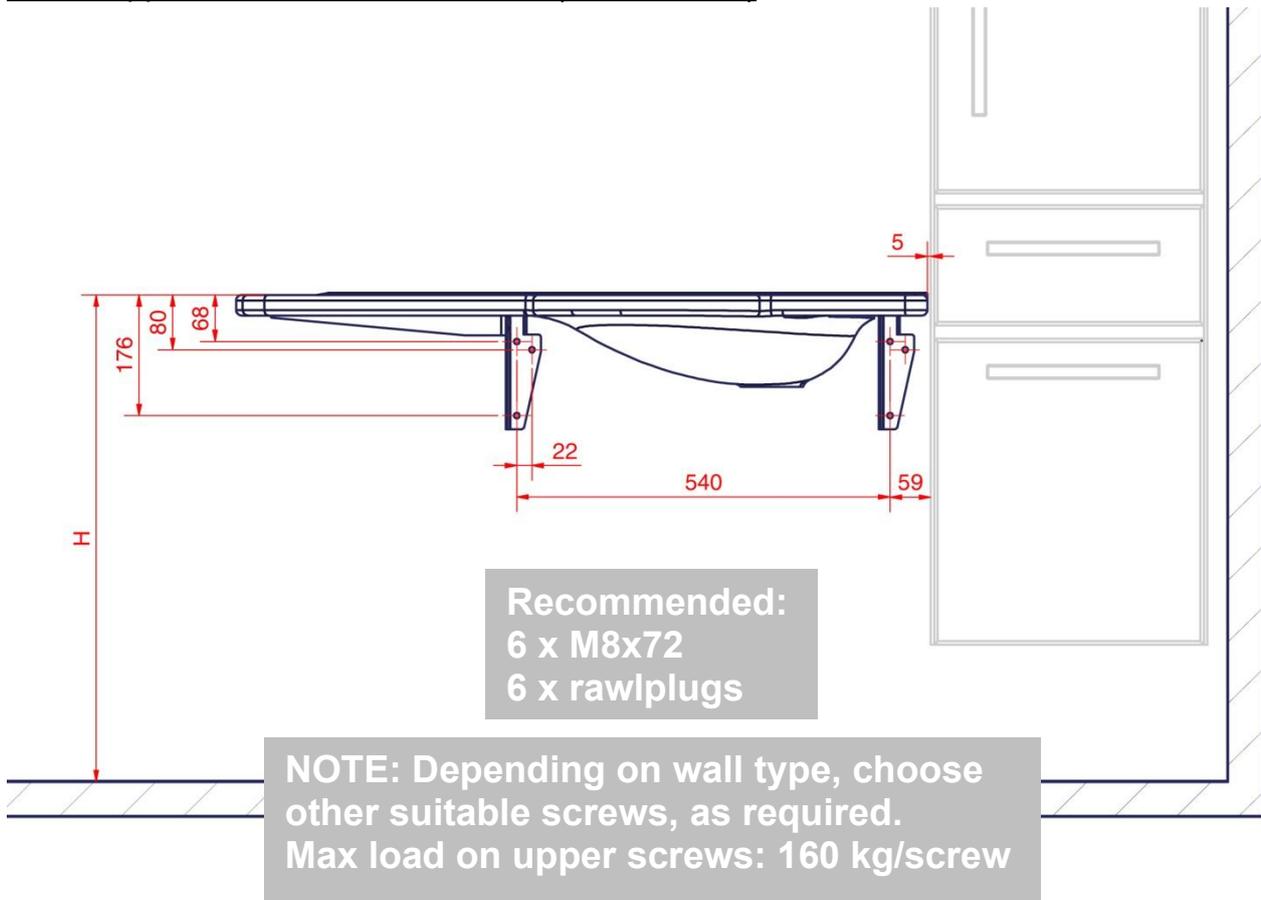
## **Common parts**

30-67636:	Flexi legs	2 (two) sets	
40*44016-003:	Motor bracket	1 (one)	
40*44016-023:	Siphon plate	1 (one)	
40*44016-012:	Bottom bracket	1 (one)	
97000483:	Motor	1 (one)	
40*44016-204:	Control box bracket	1 (one)	
97001691:	Control box CA30	1 (one)	
40*44016-024:	Siphon hanger	1 (one)	
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)	

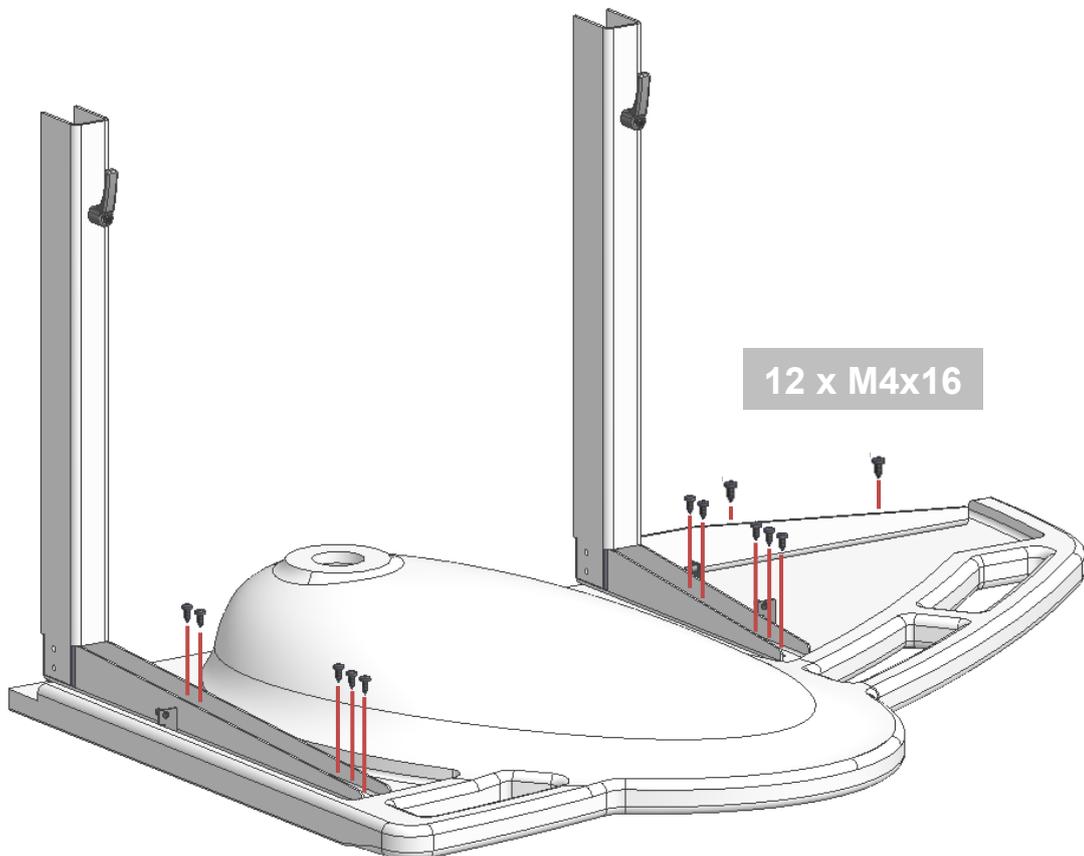
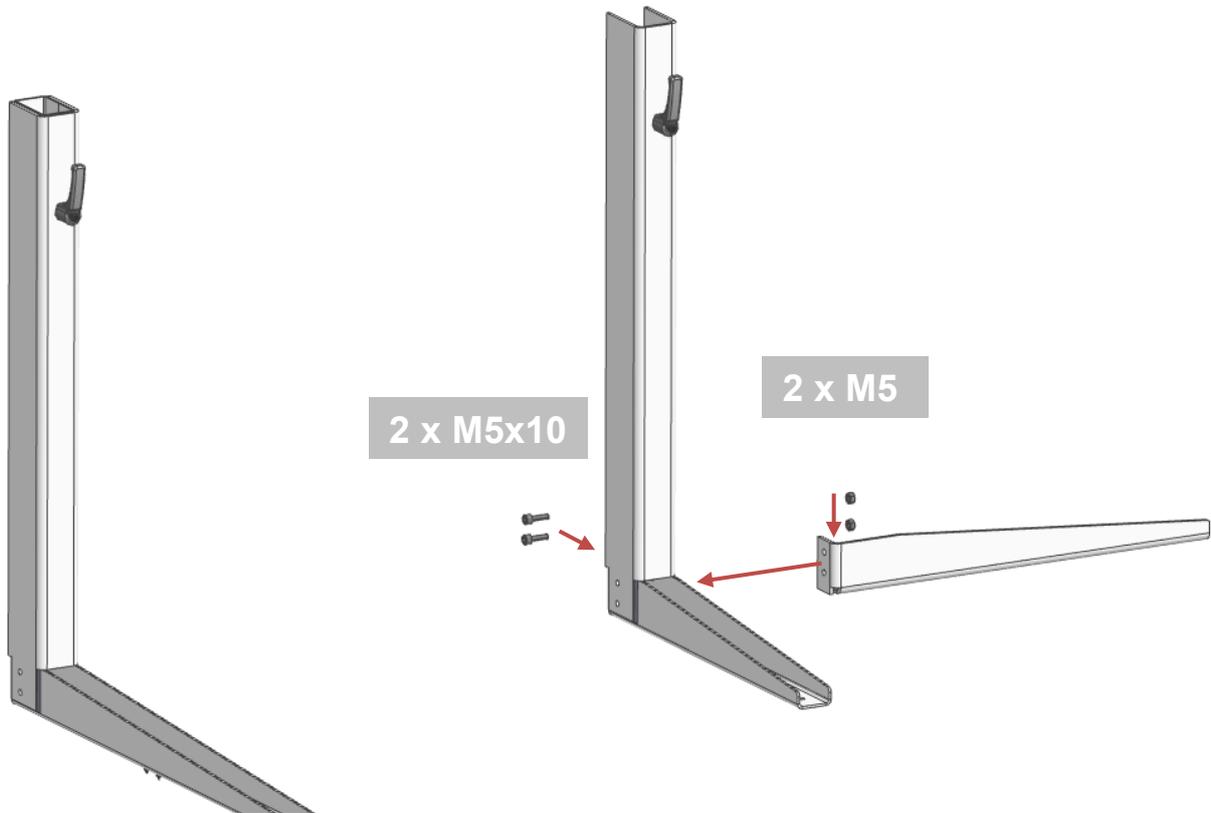
97000427:	Control box cable	1 (one)	
97001601:	Siphon	1 (one)	
97001125:	Connecting hose, 1/2" x 1/2", 50cm / 19,7in	2 (two)	
97001012:	Coupling piece 1/2"to 3/8"	2 (two)	
97001035:	ø32x88.5° angle	2 (two)	
97001162:	Flexible drain hose ø32/32 pipe stub	1 (one)	

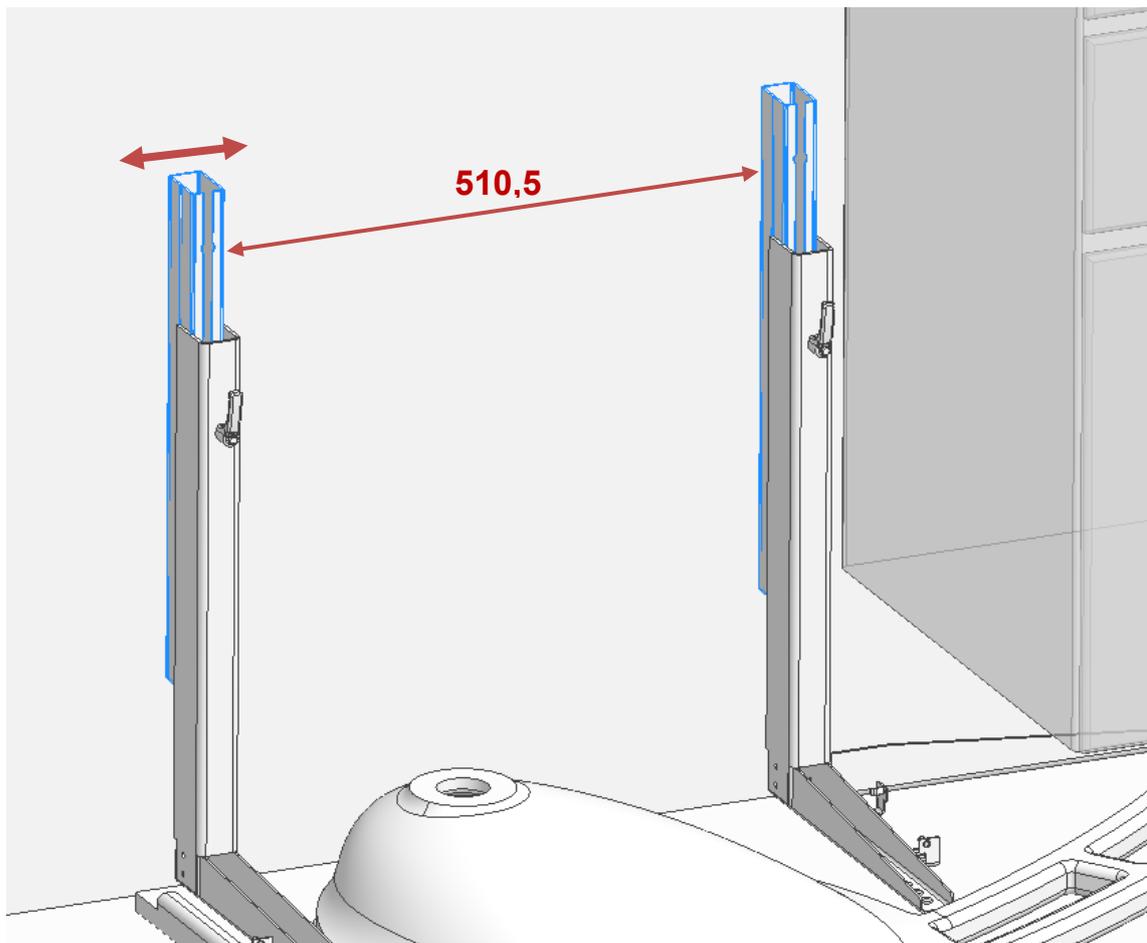
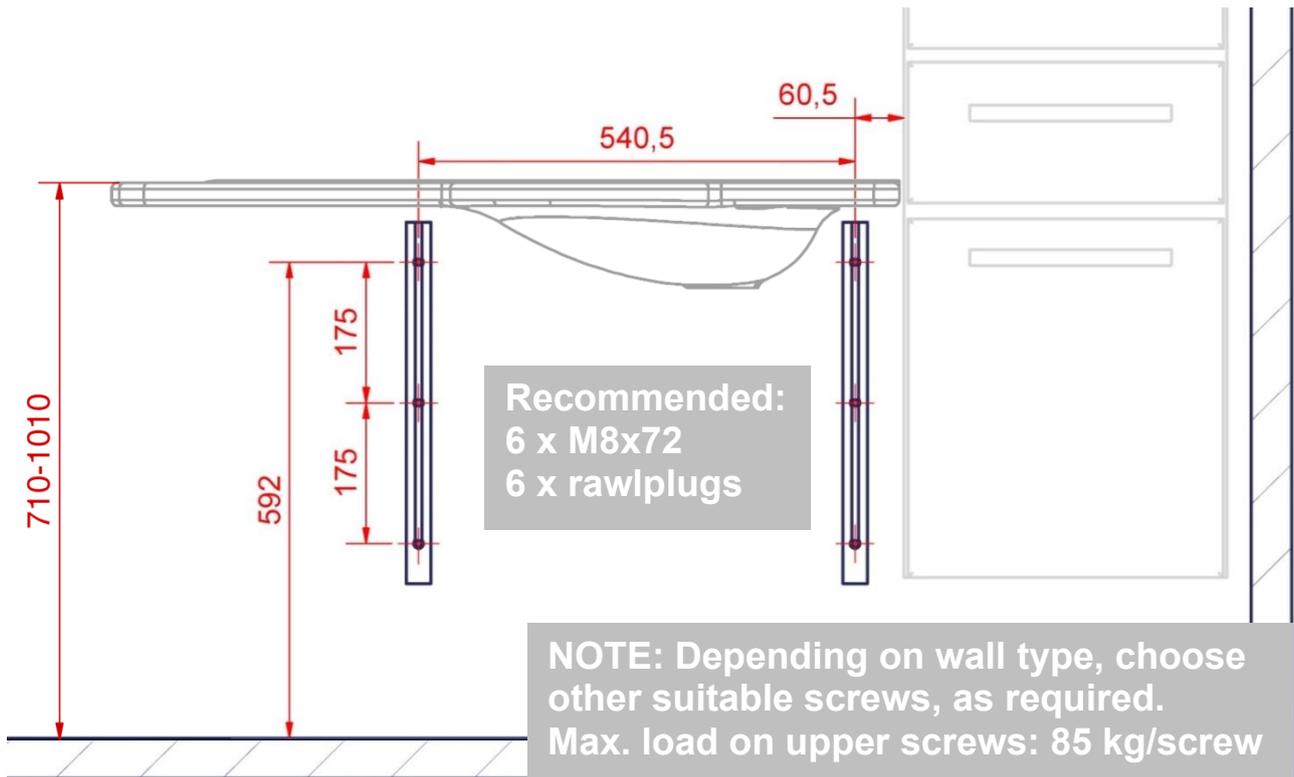
## 4.4 Installation of product

### 4.4.1 SupportLine - Washbasin, Fixed (40-44010/11)

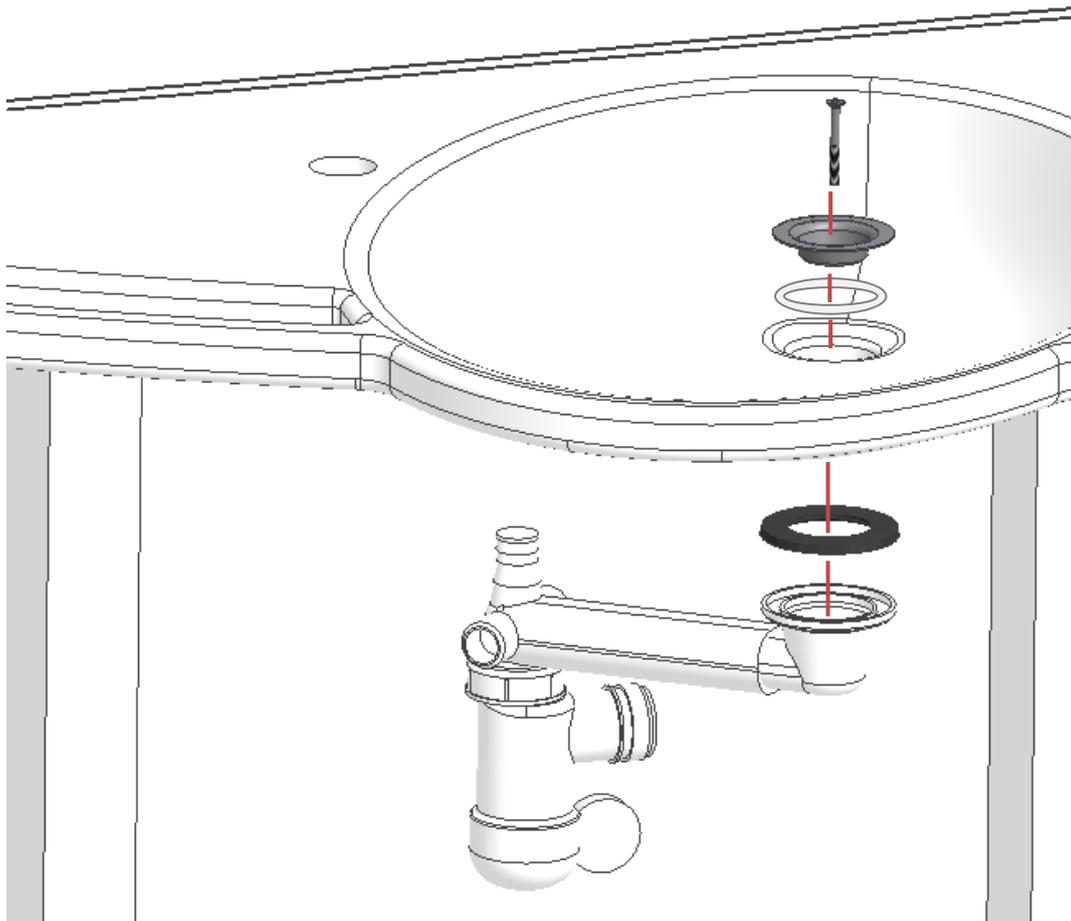
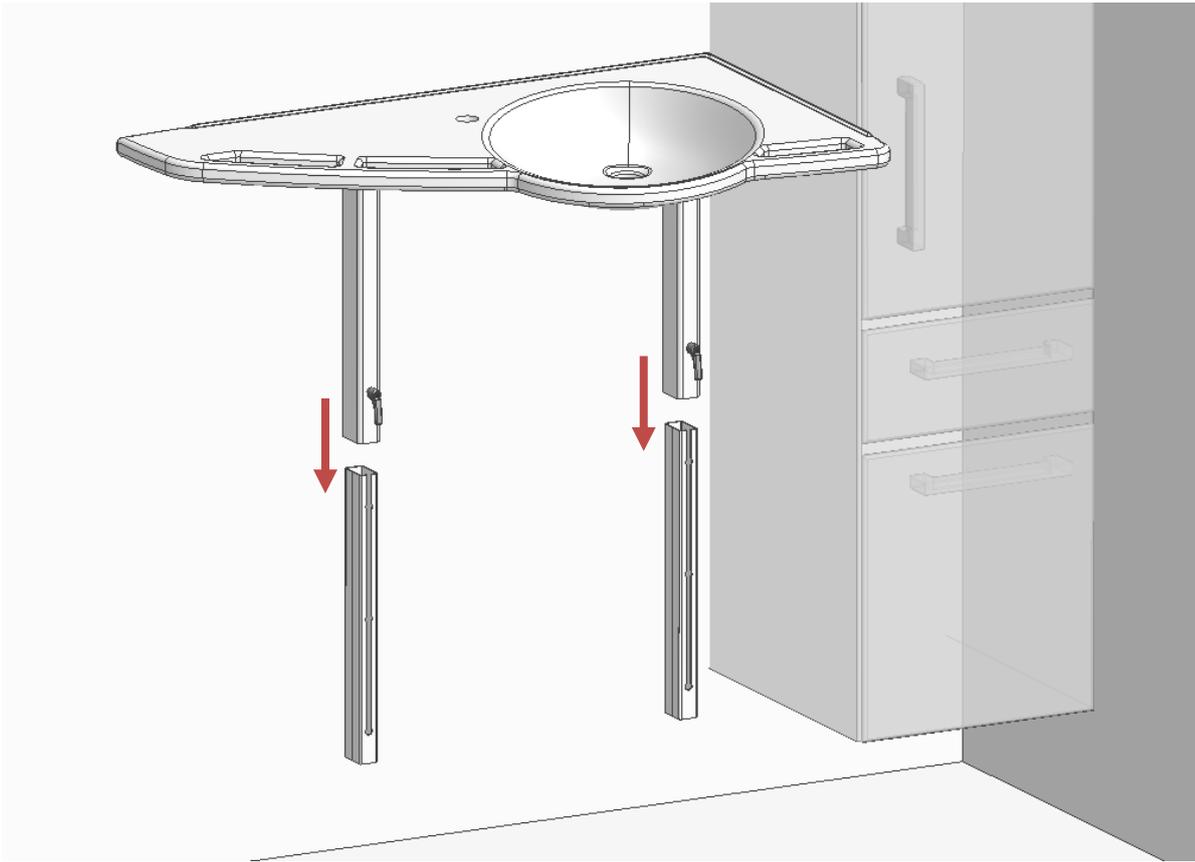


4.4.2 SupportLine - Washbasin with Basic frame (40-4012/13)

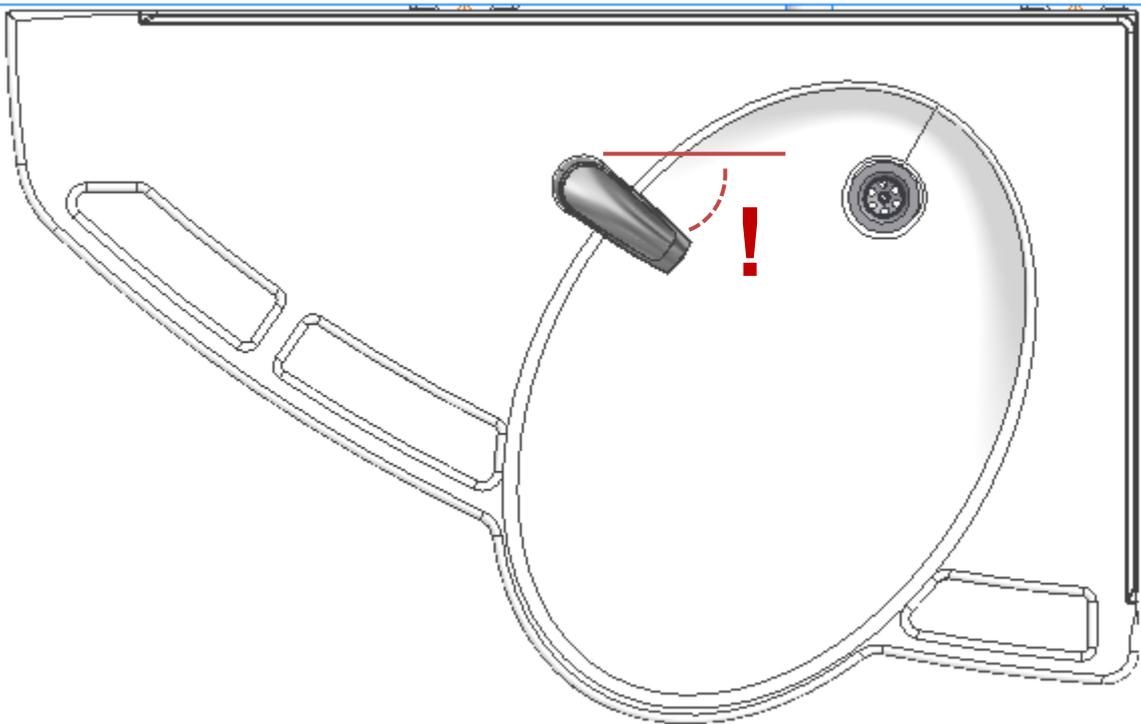
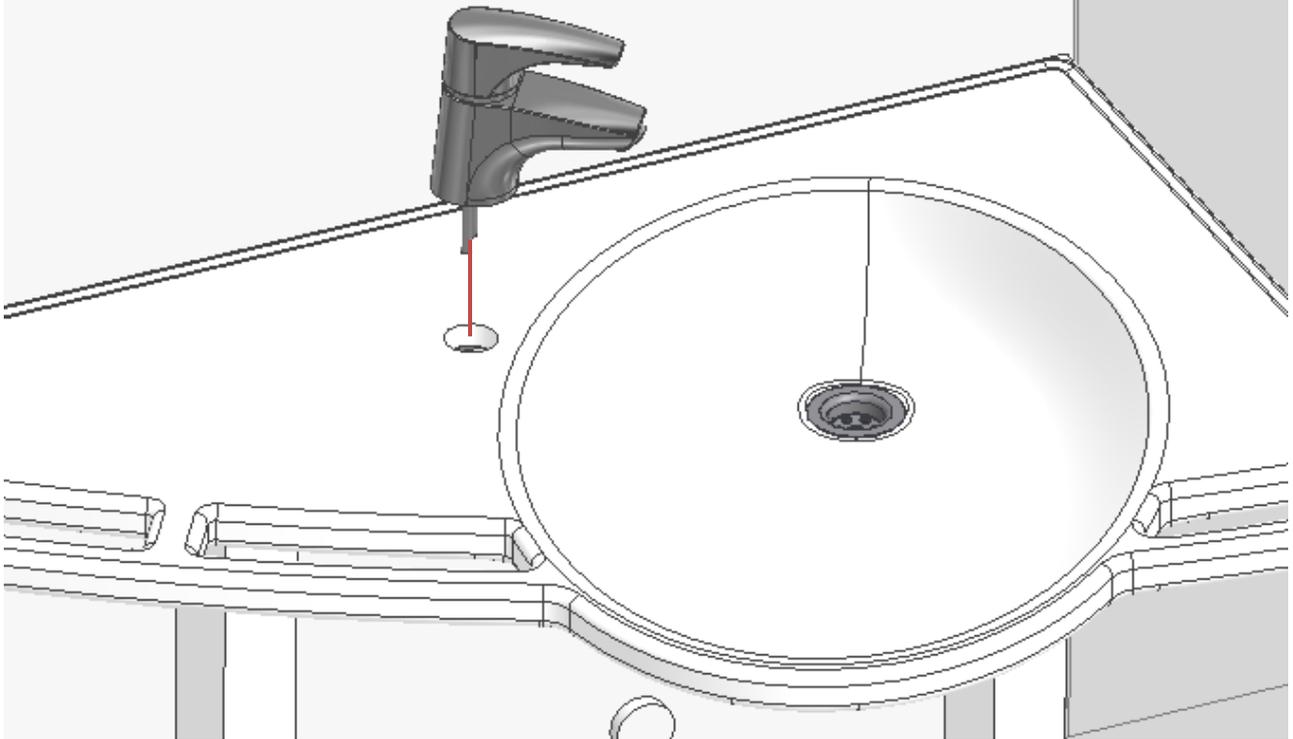


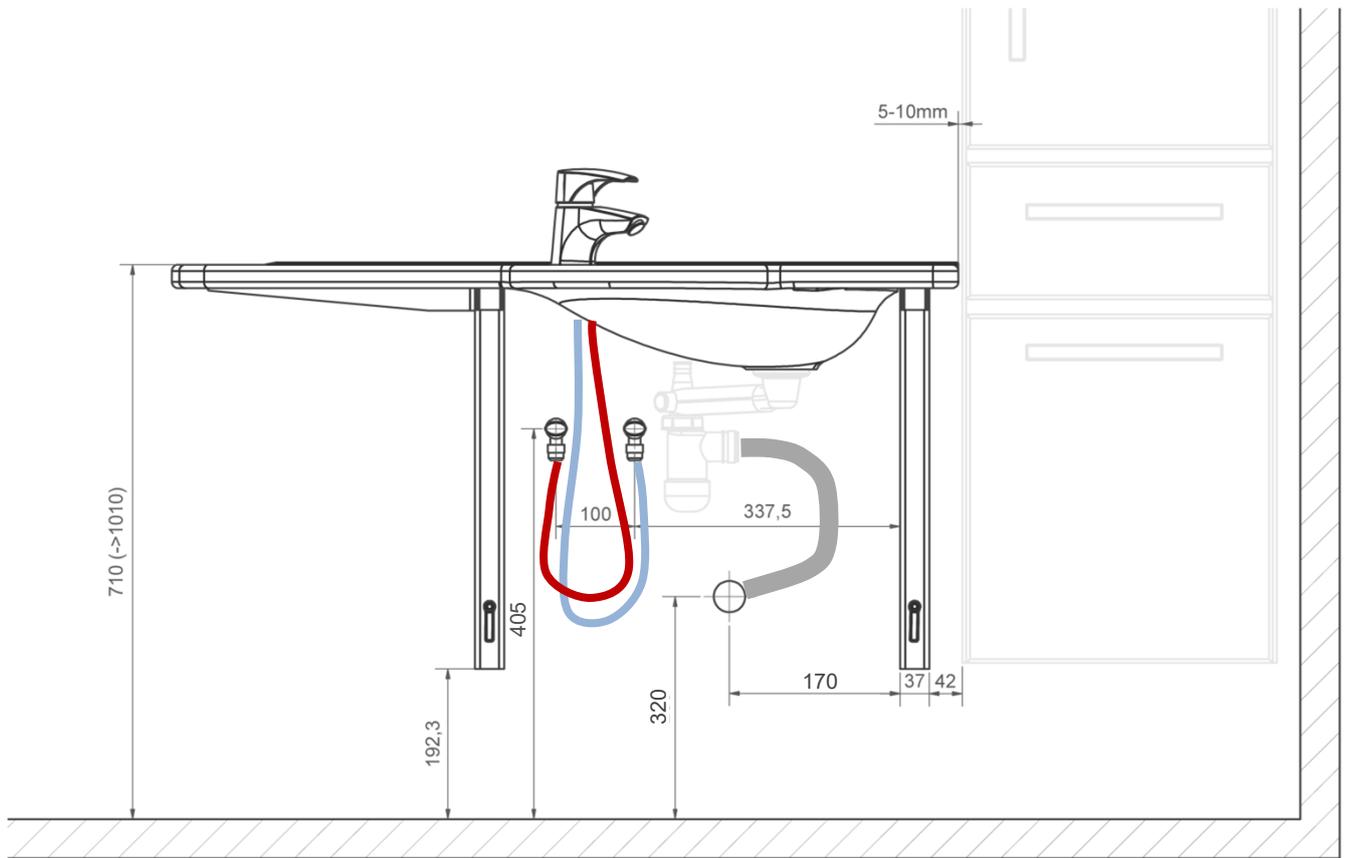


Fine adjustment of wall fitting – use legs on washbasin as a guide

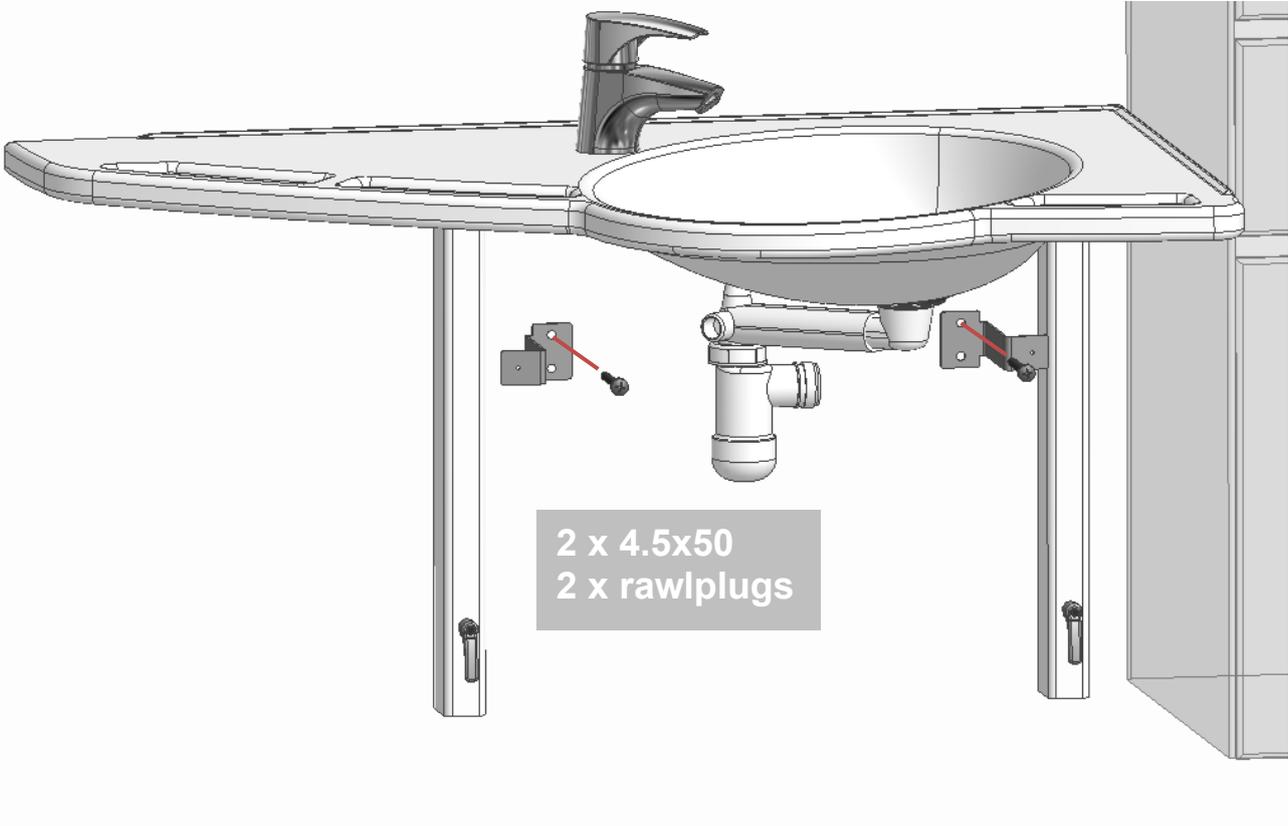
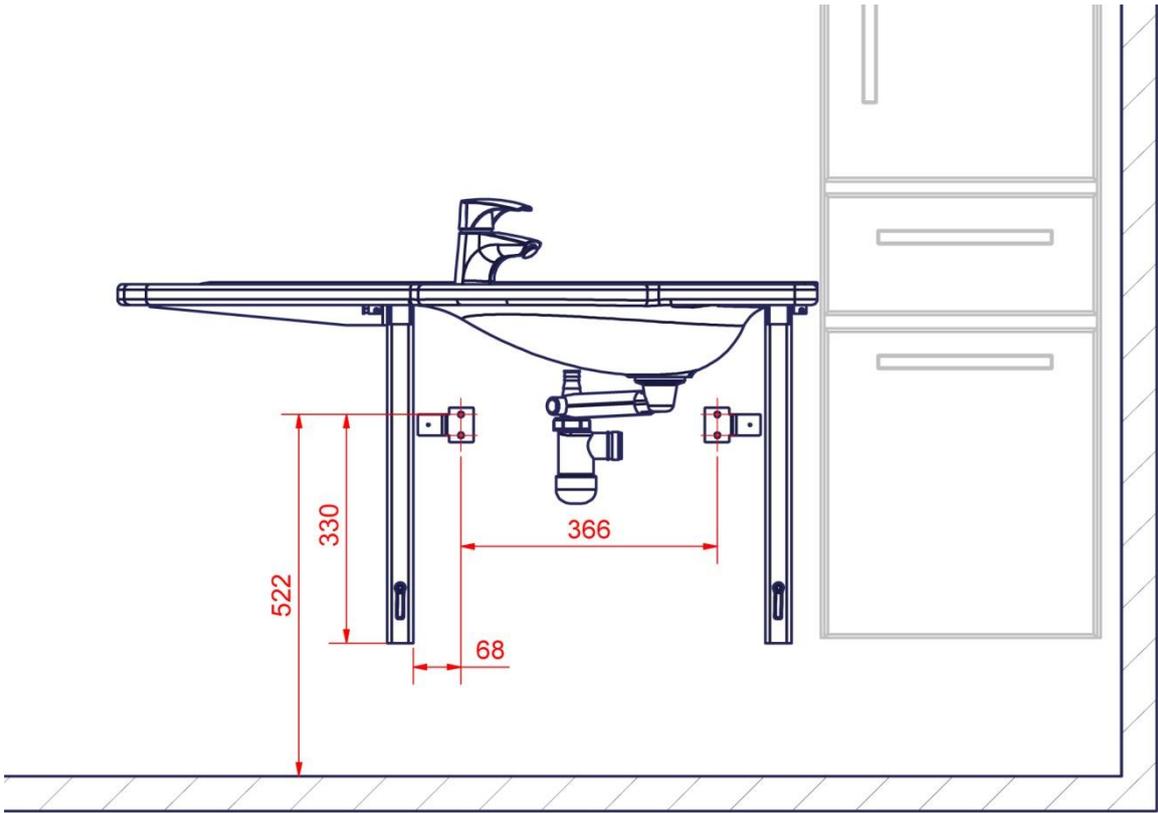


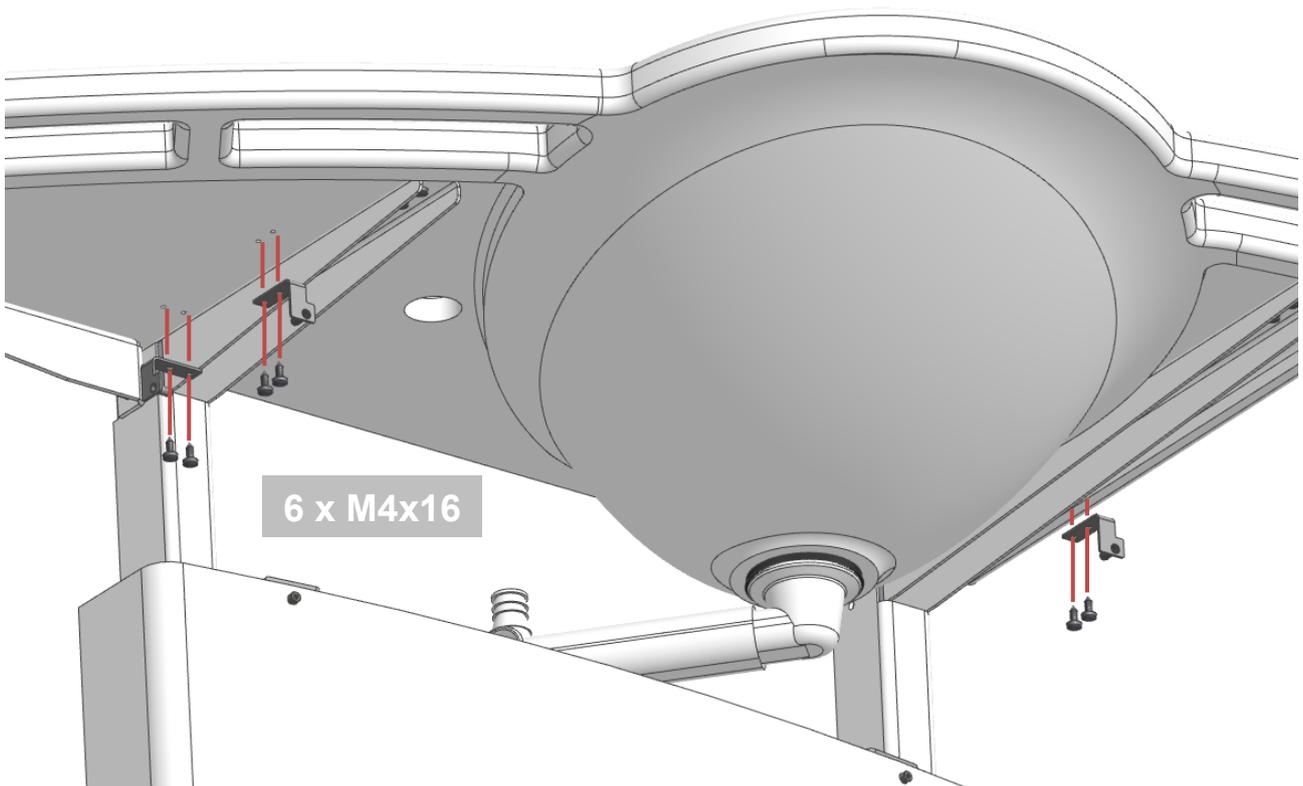
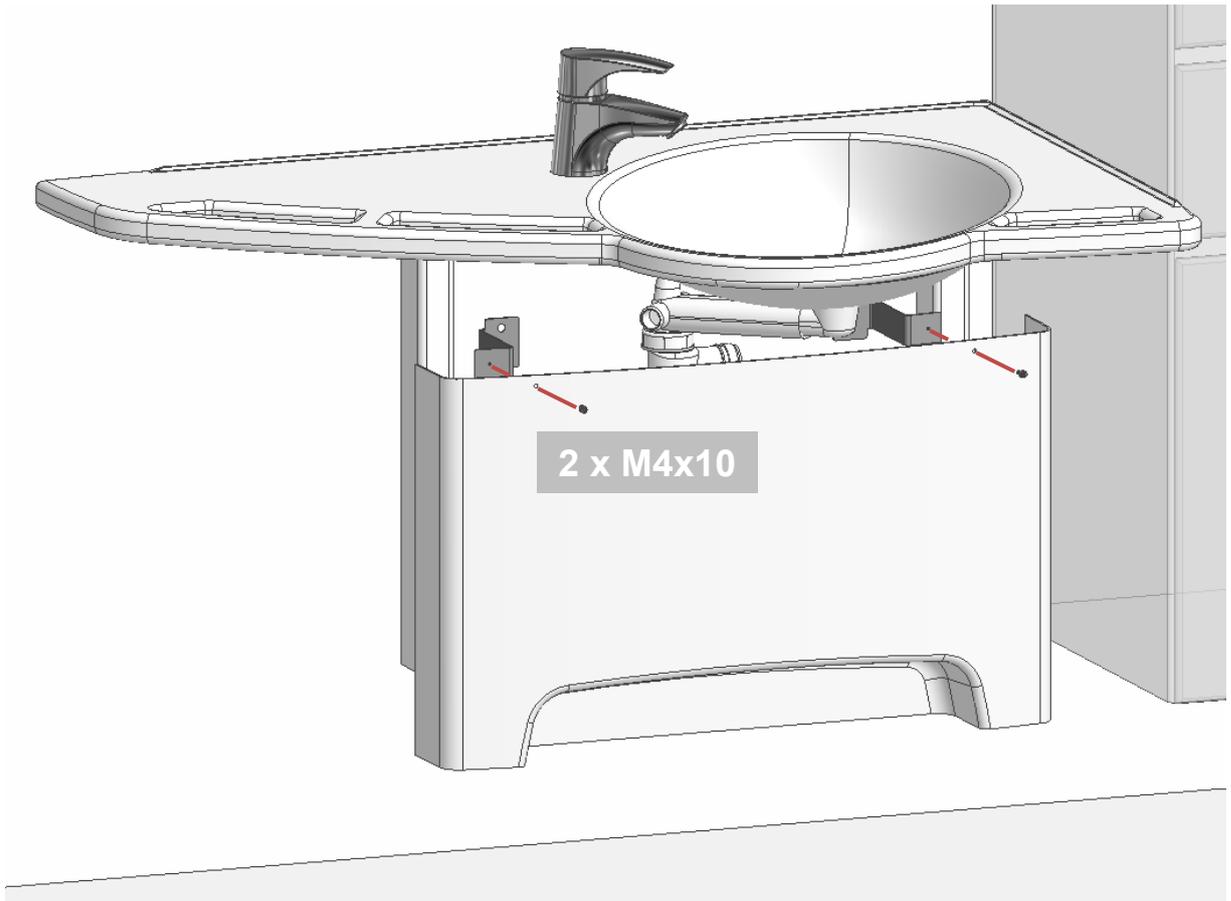
Mixer tap is accessory

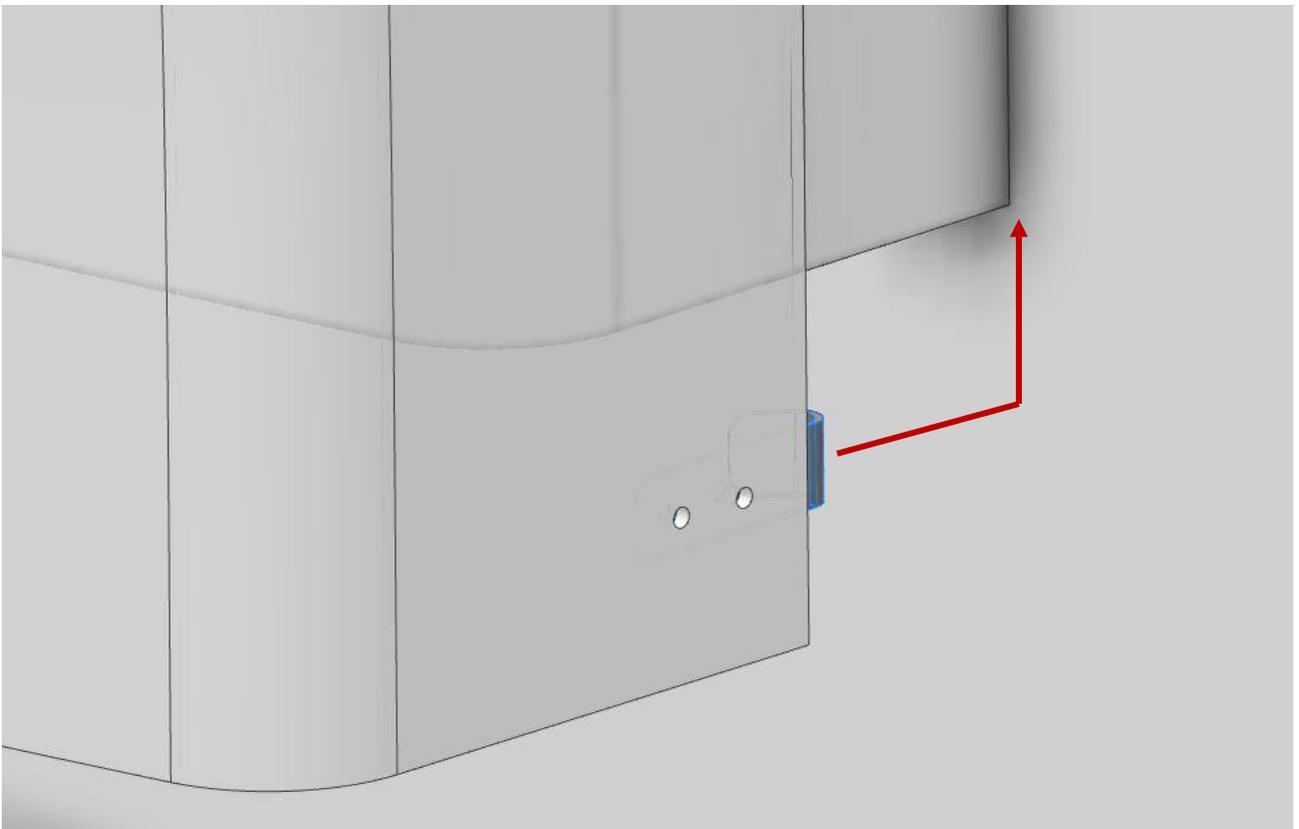
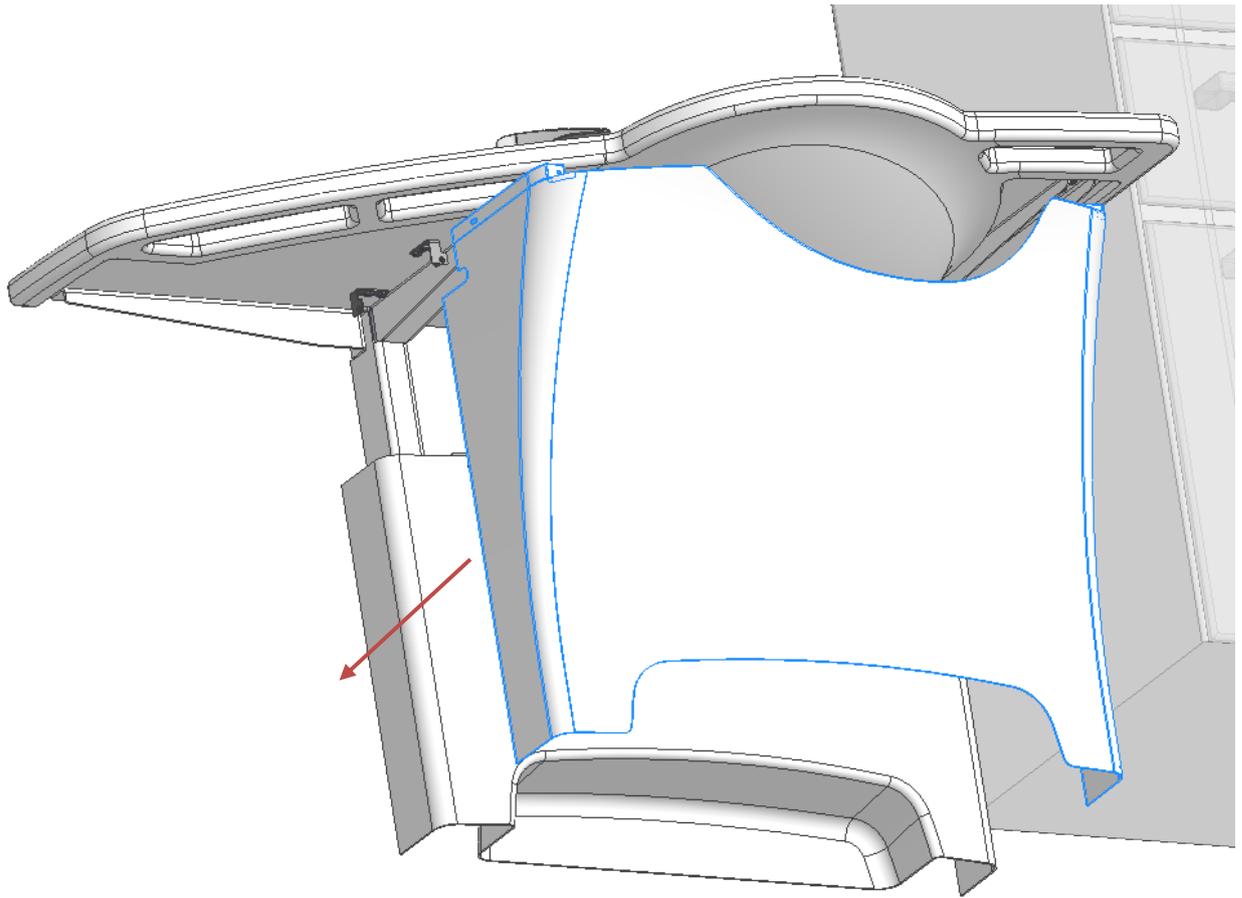


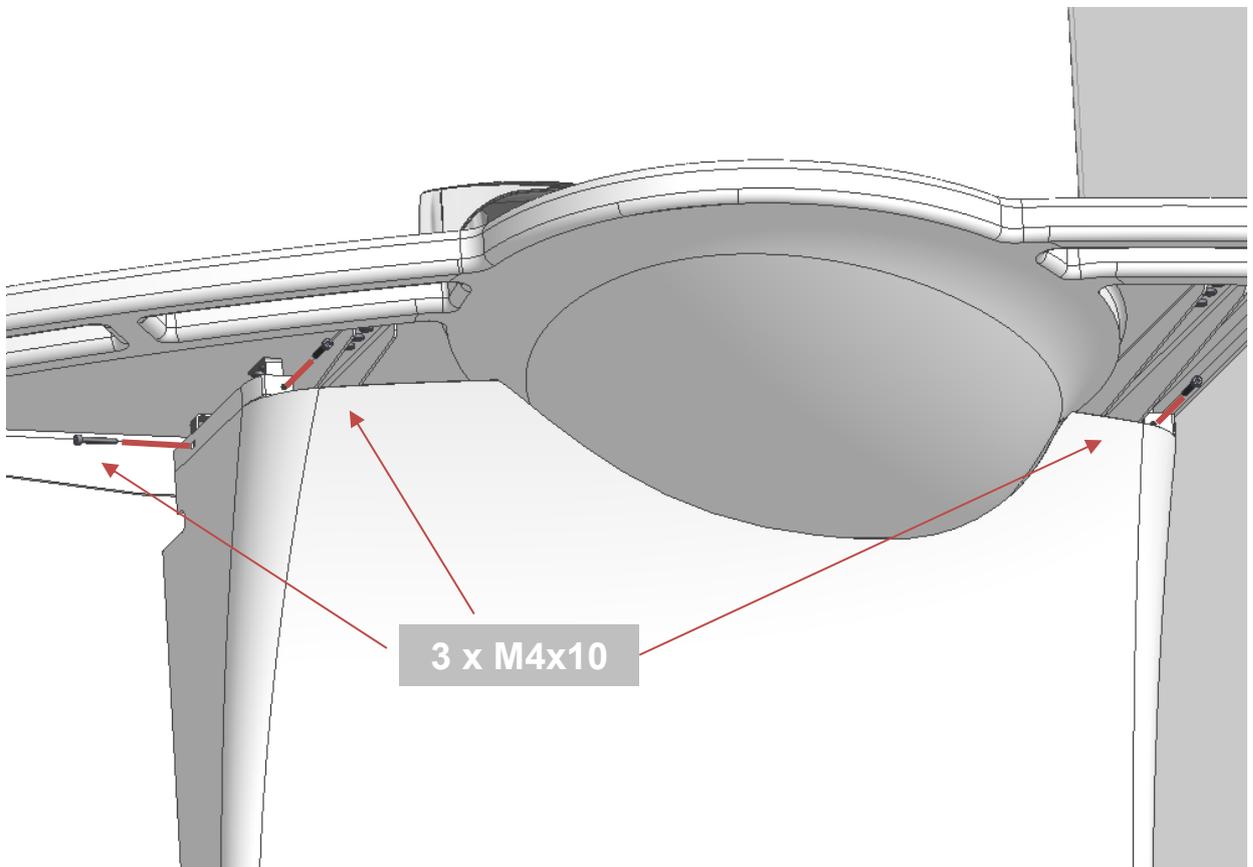


4.4.3 Mounting of covers for: 40-44012/13 (accessories)

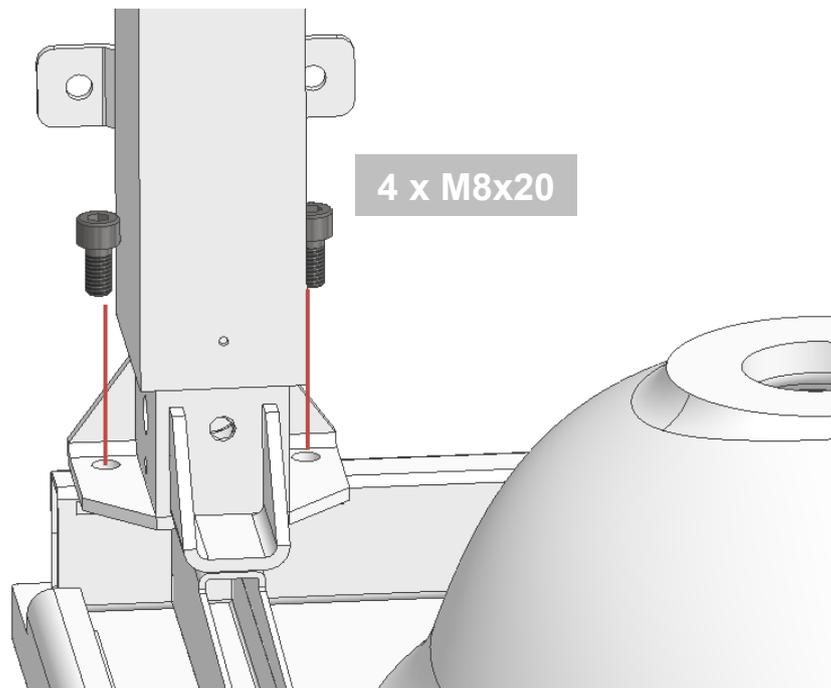
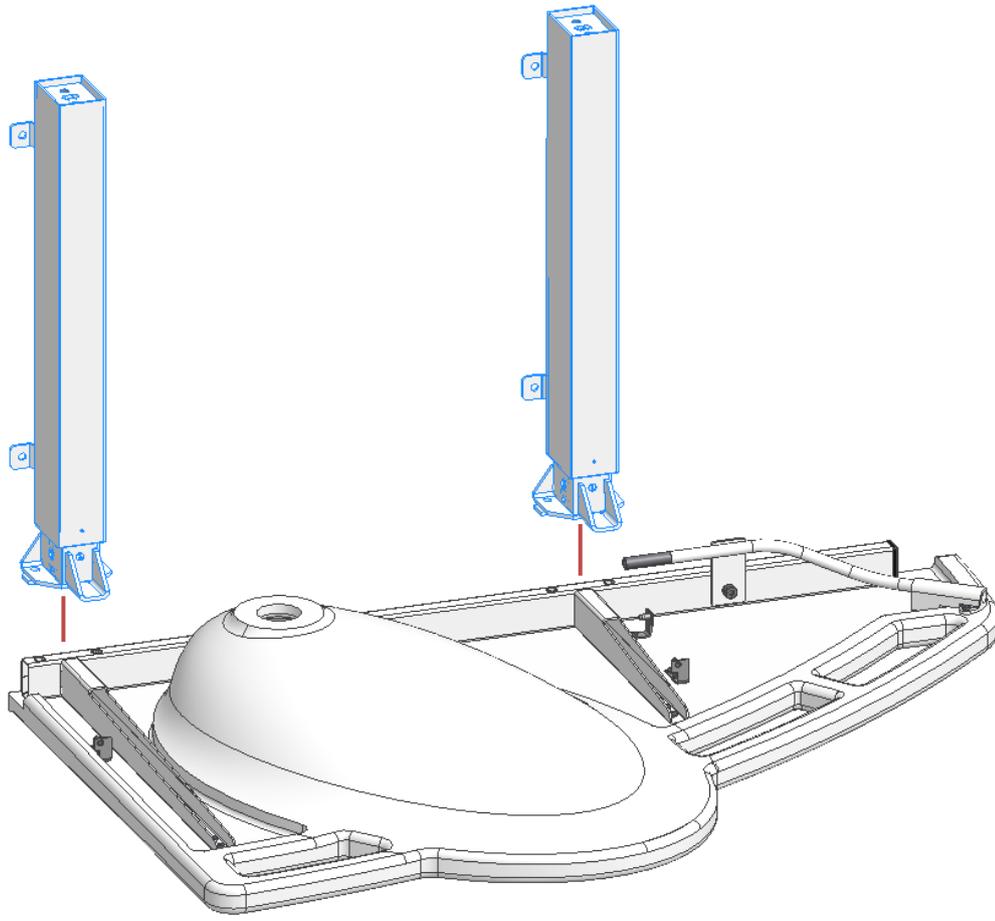


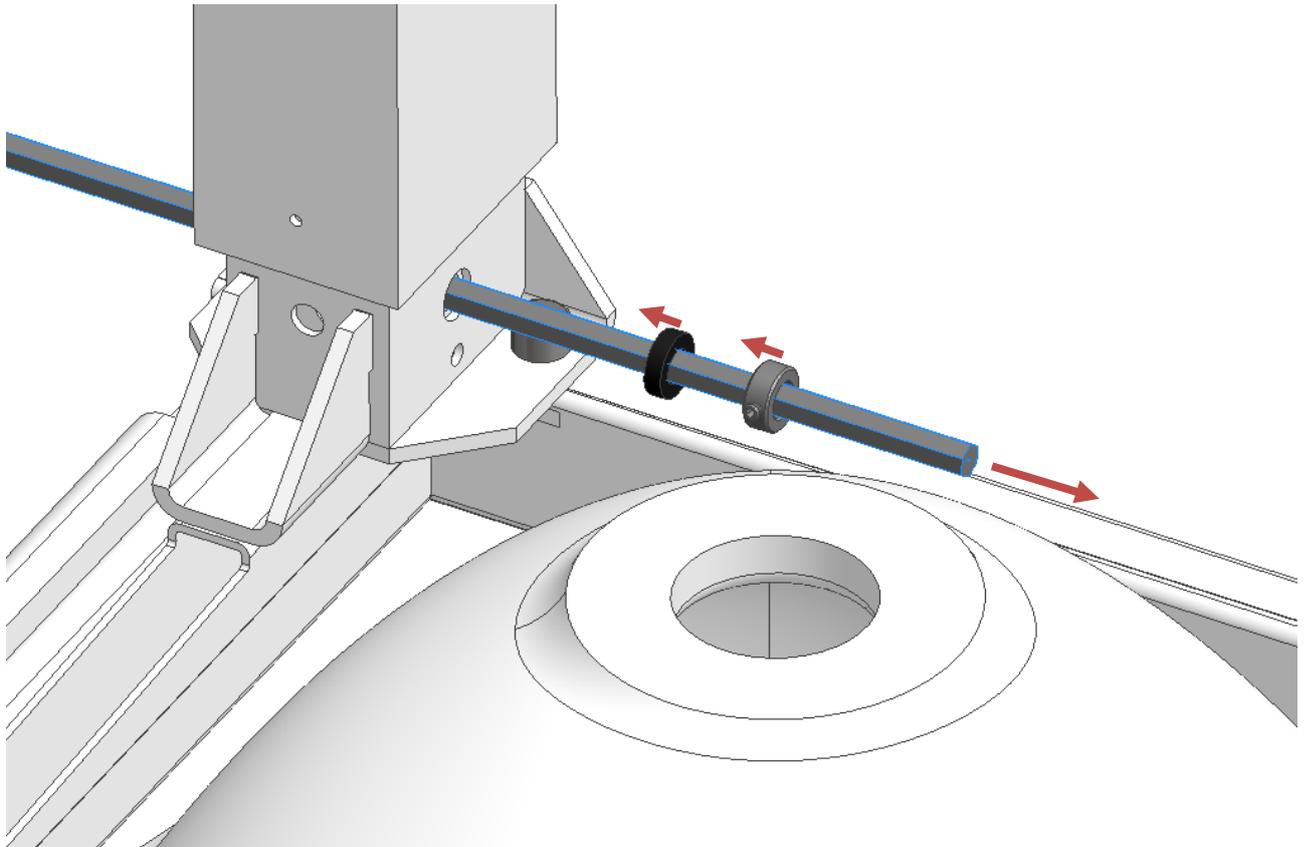
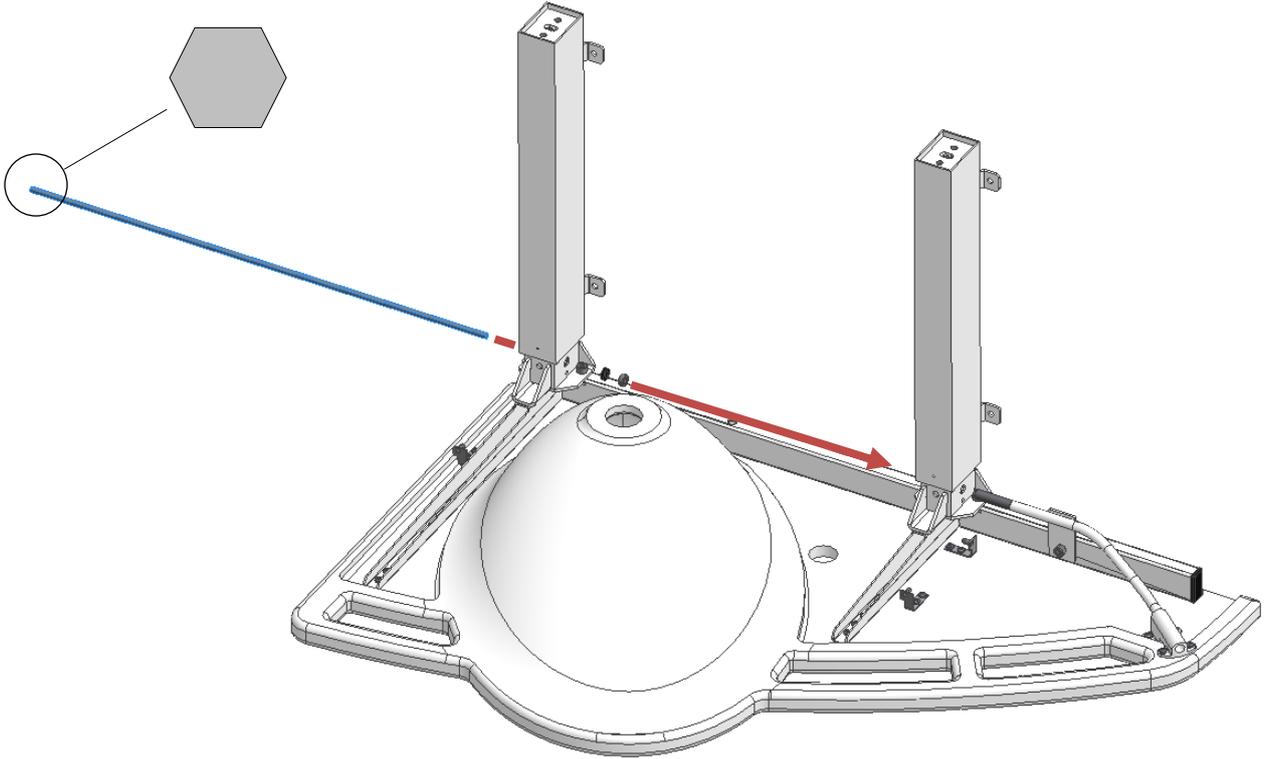


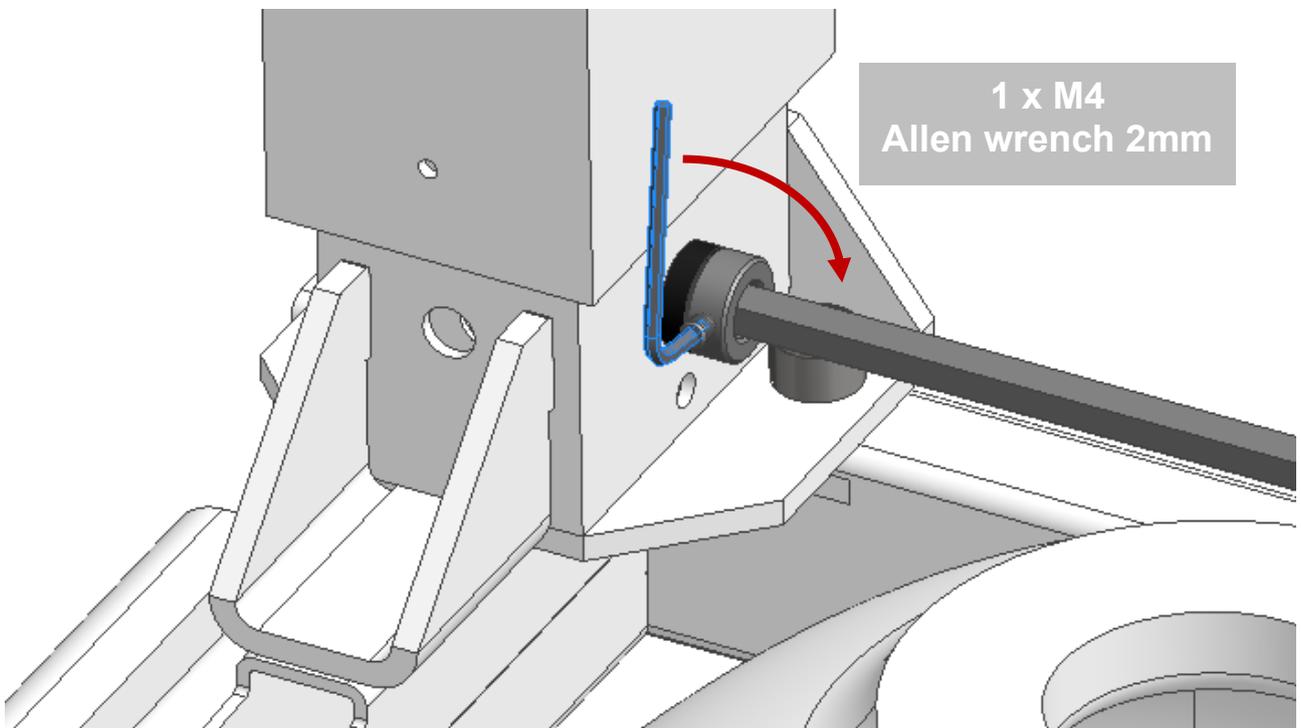
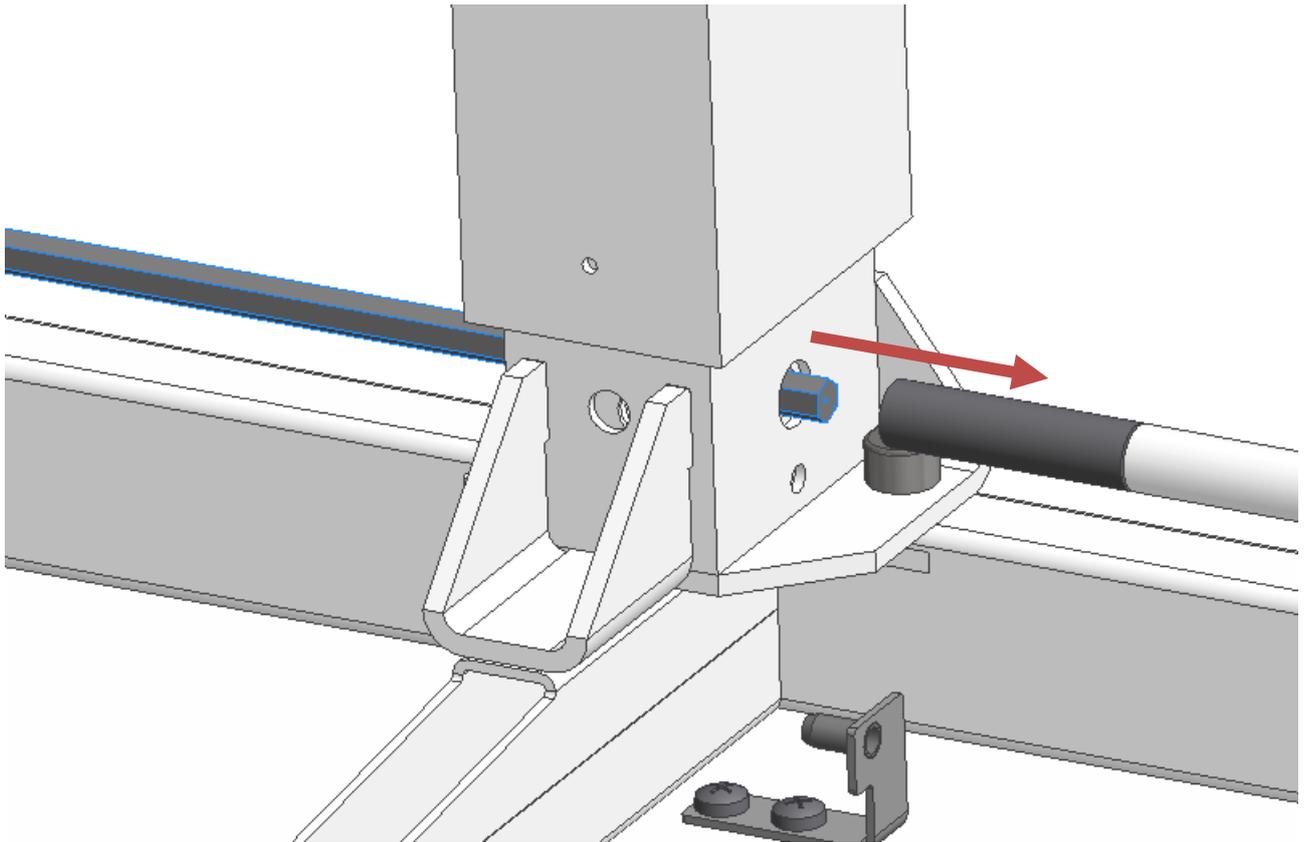


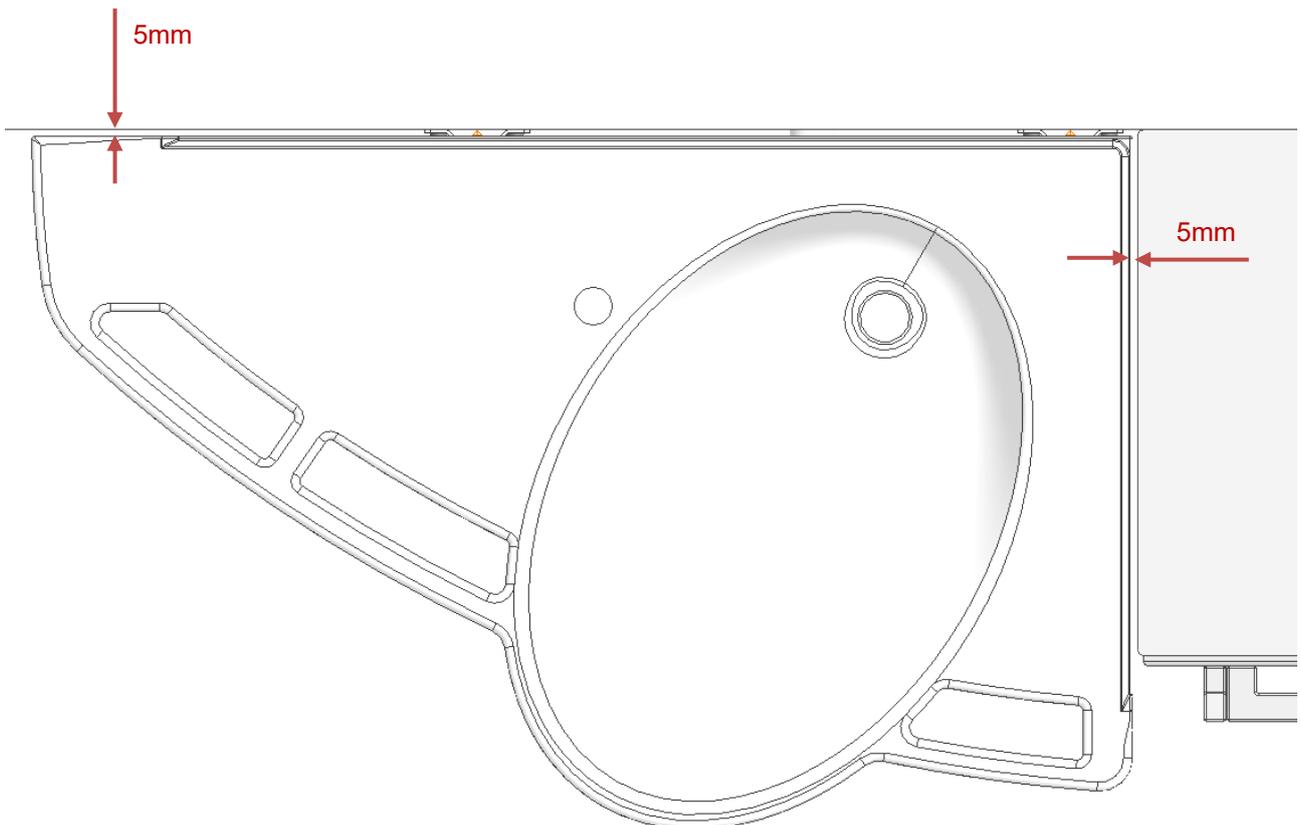
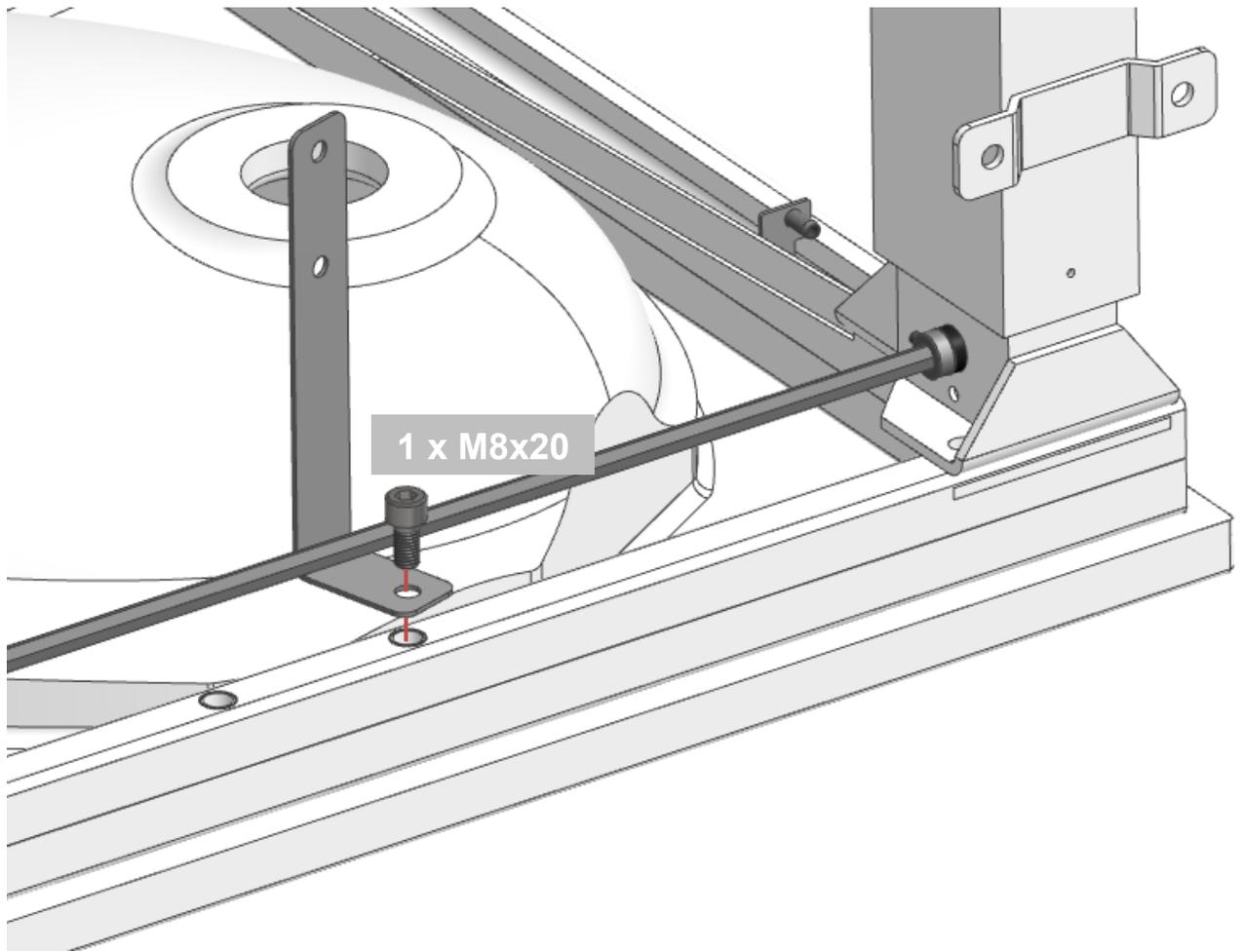


#### 4.4.4 SupportLine - Washbasin with Manual frame (40-44014/15)

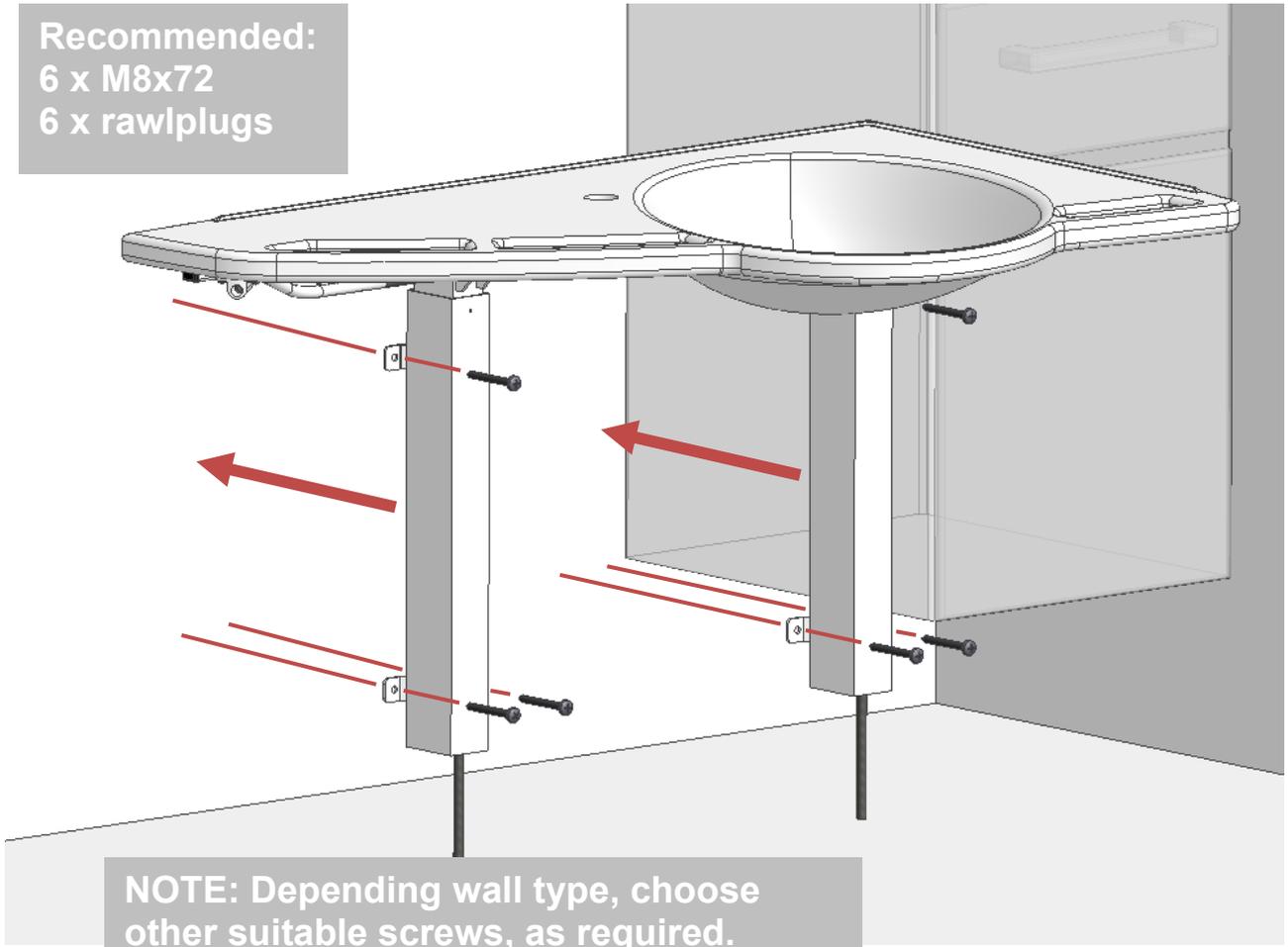




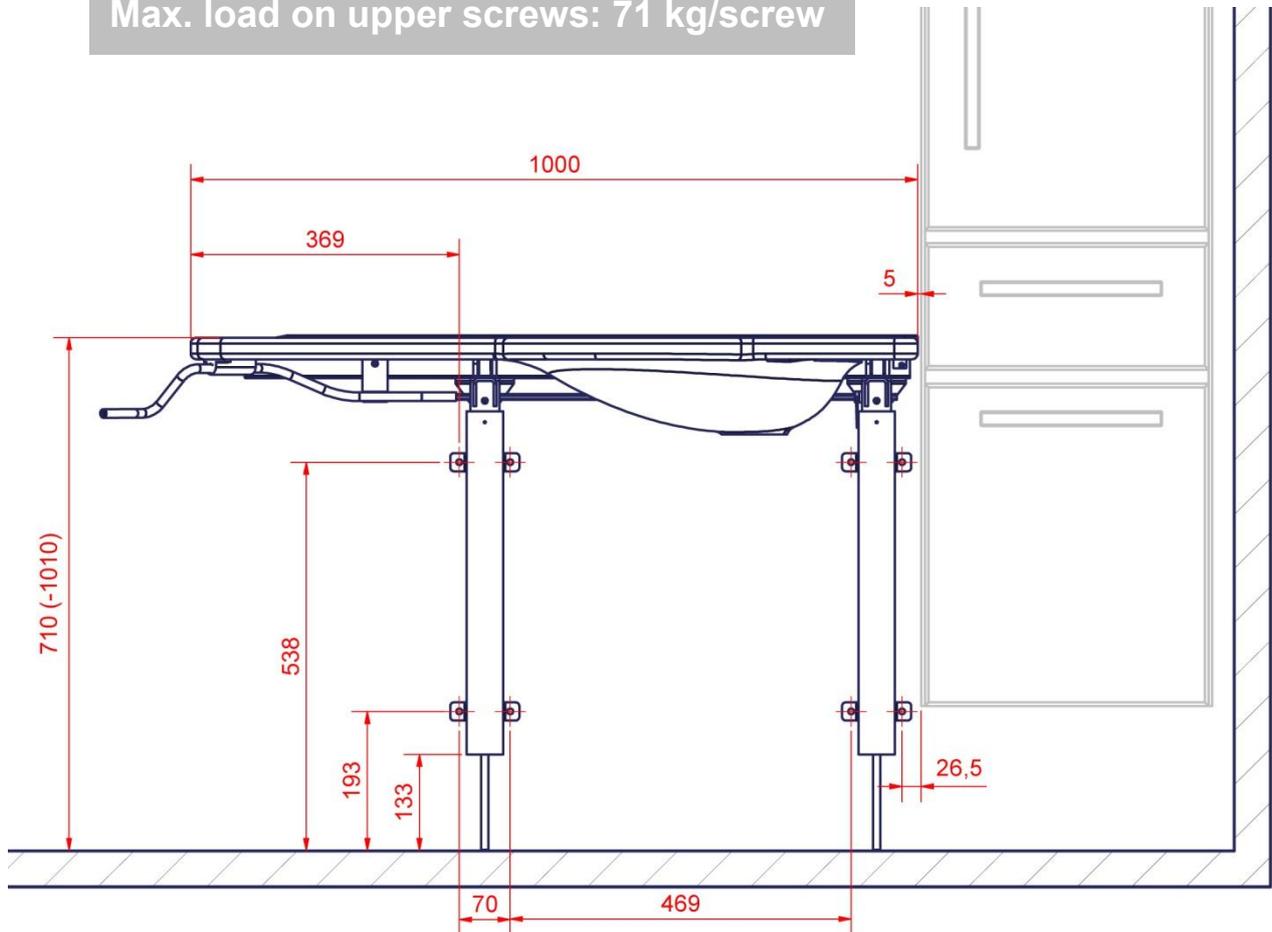


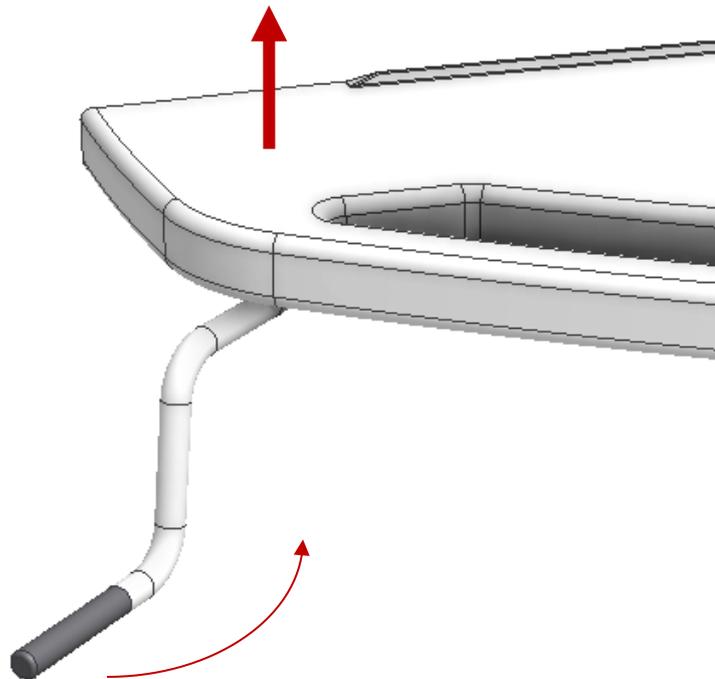
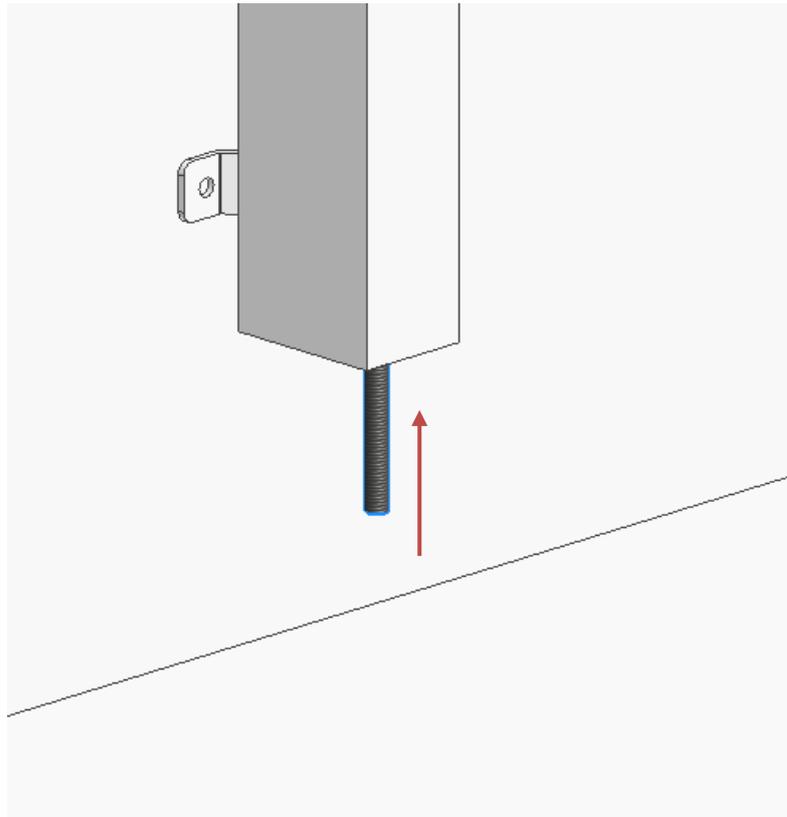


Recommended:  
6 x M8x72  
6 x rawlplugs

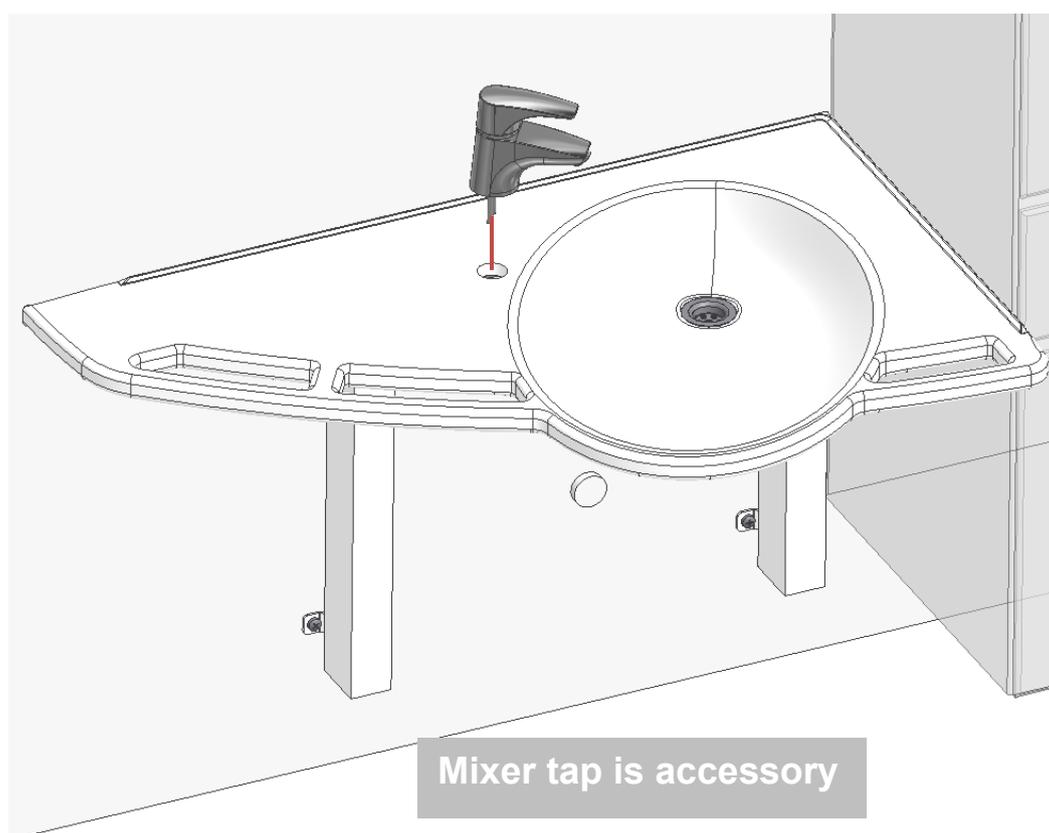
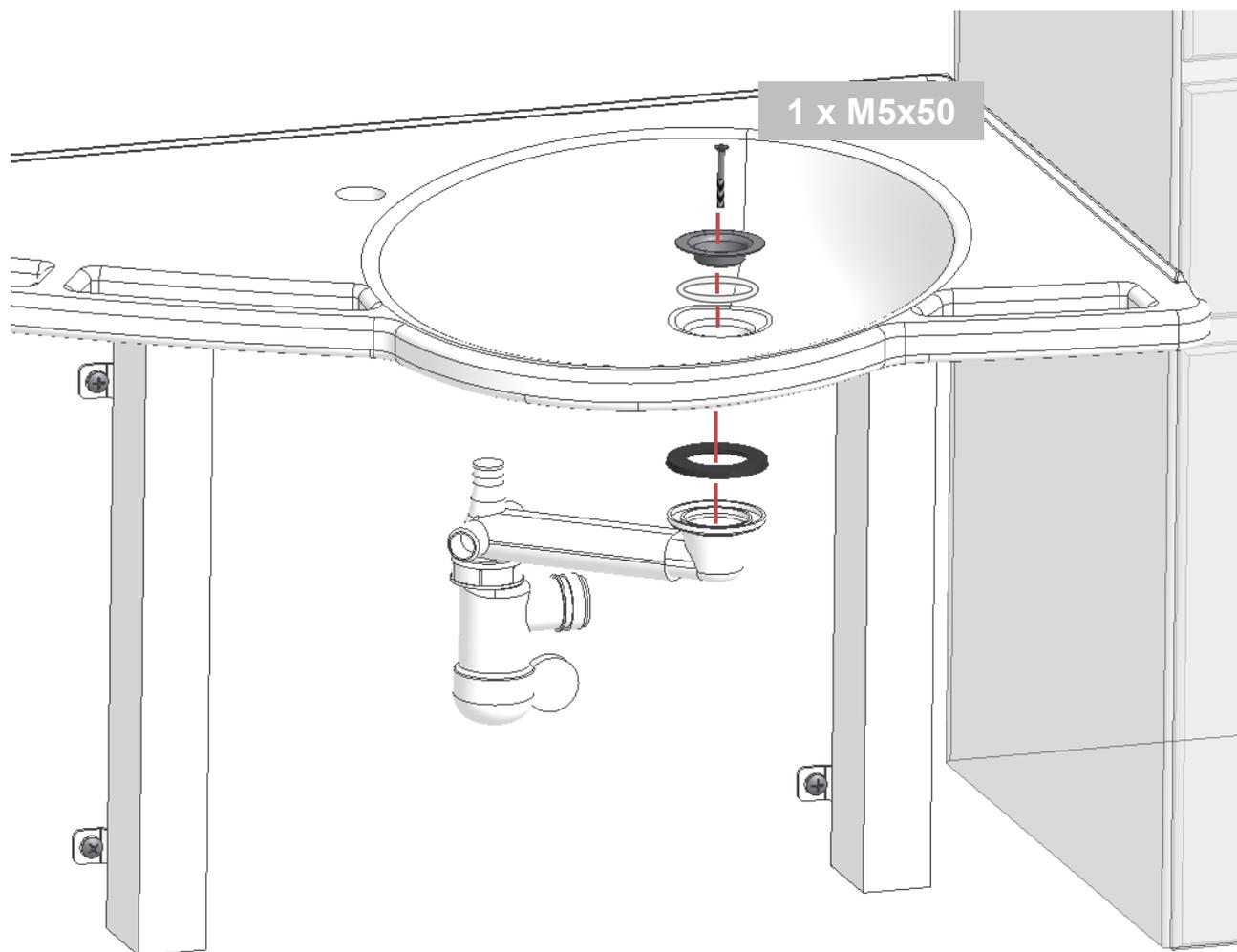


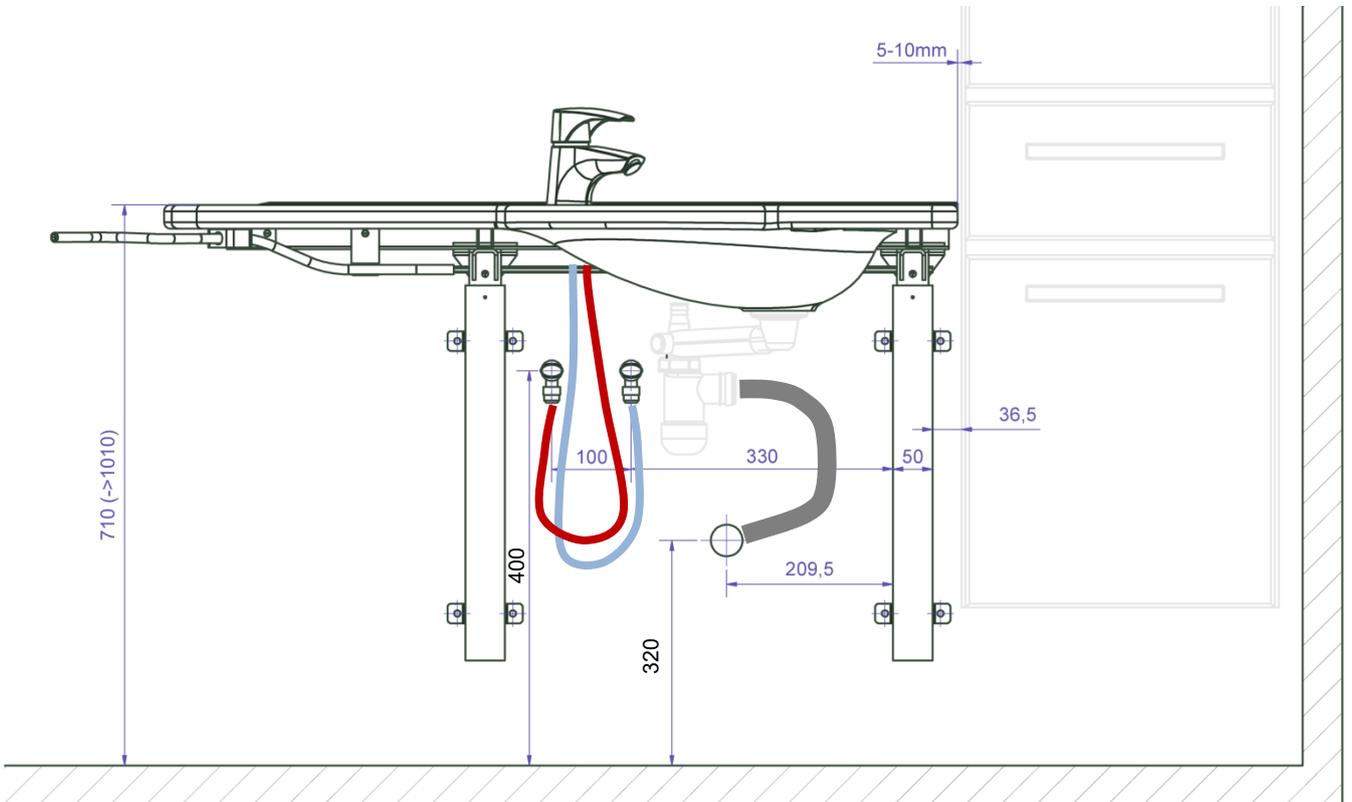
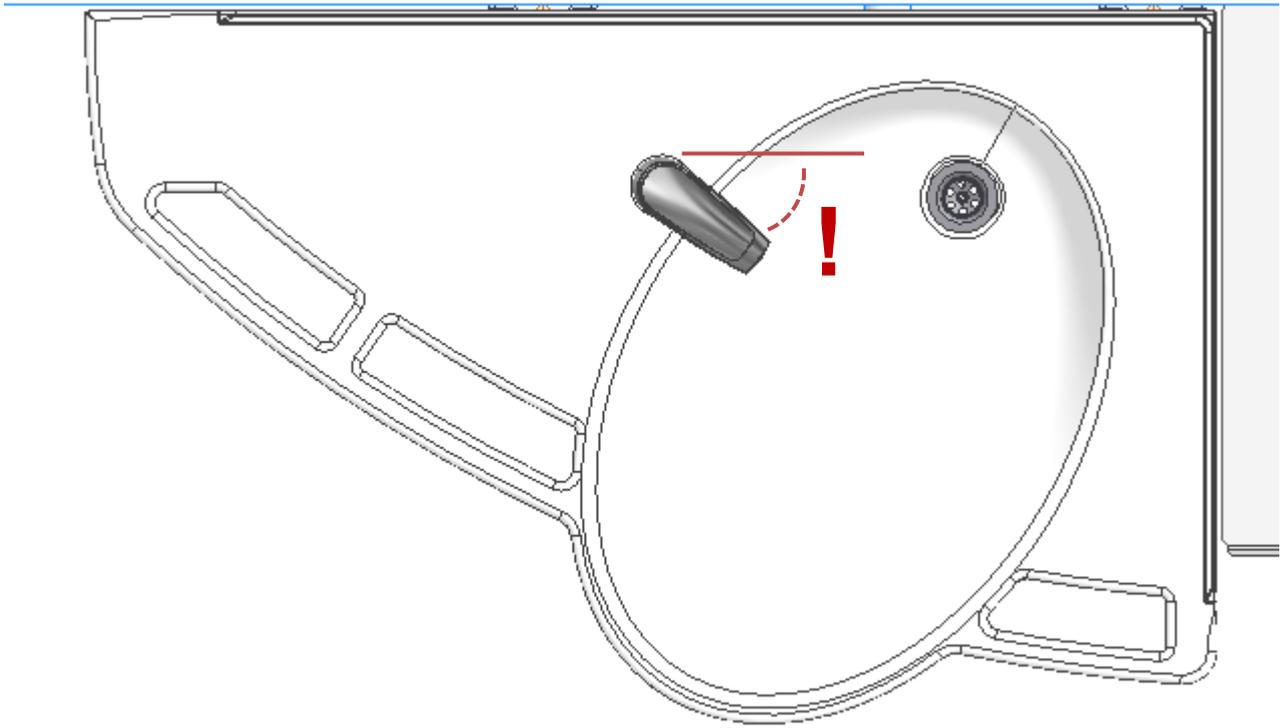
NOTE: Depending wall type, choose other suitable screws, as required.  
Max. load on upper screws: 71 kg/screw



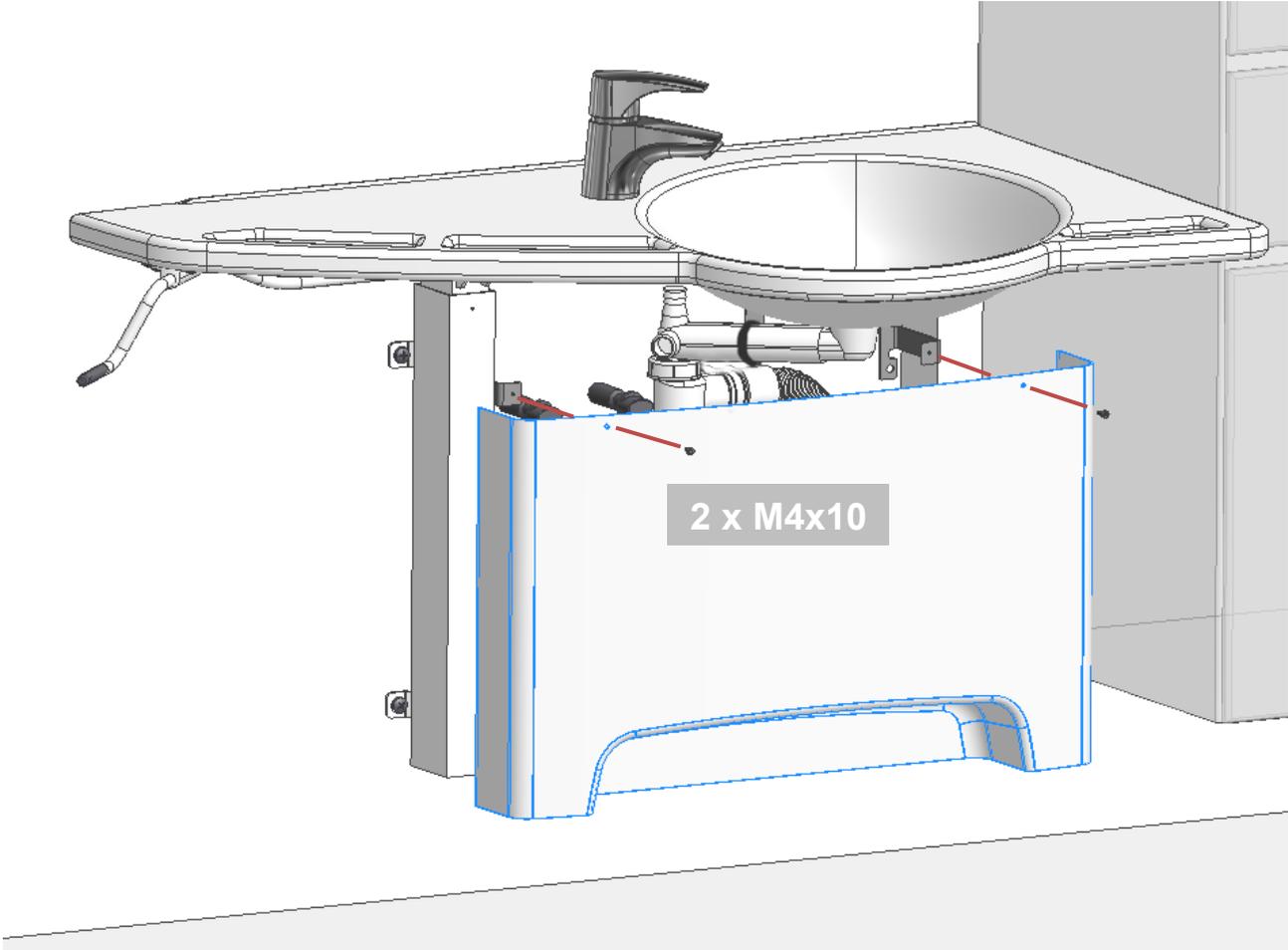
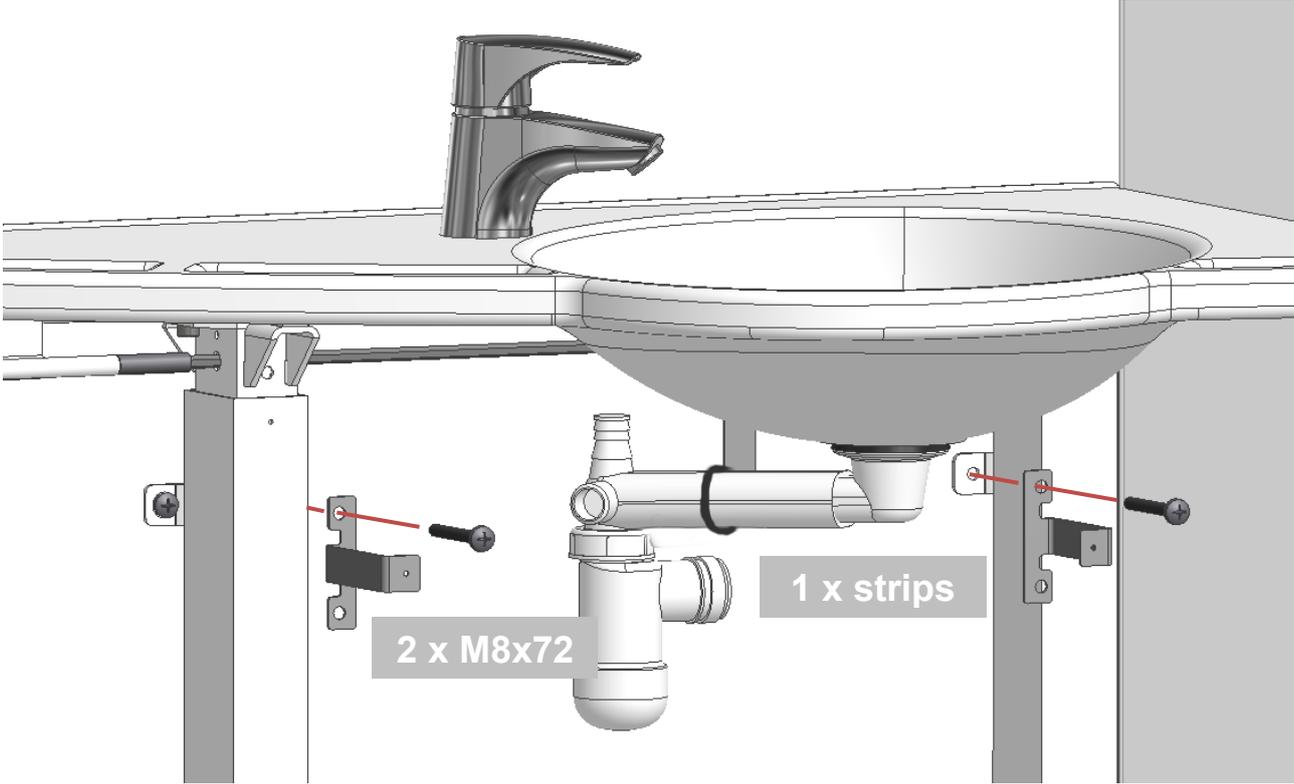


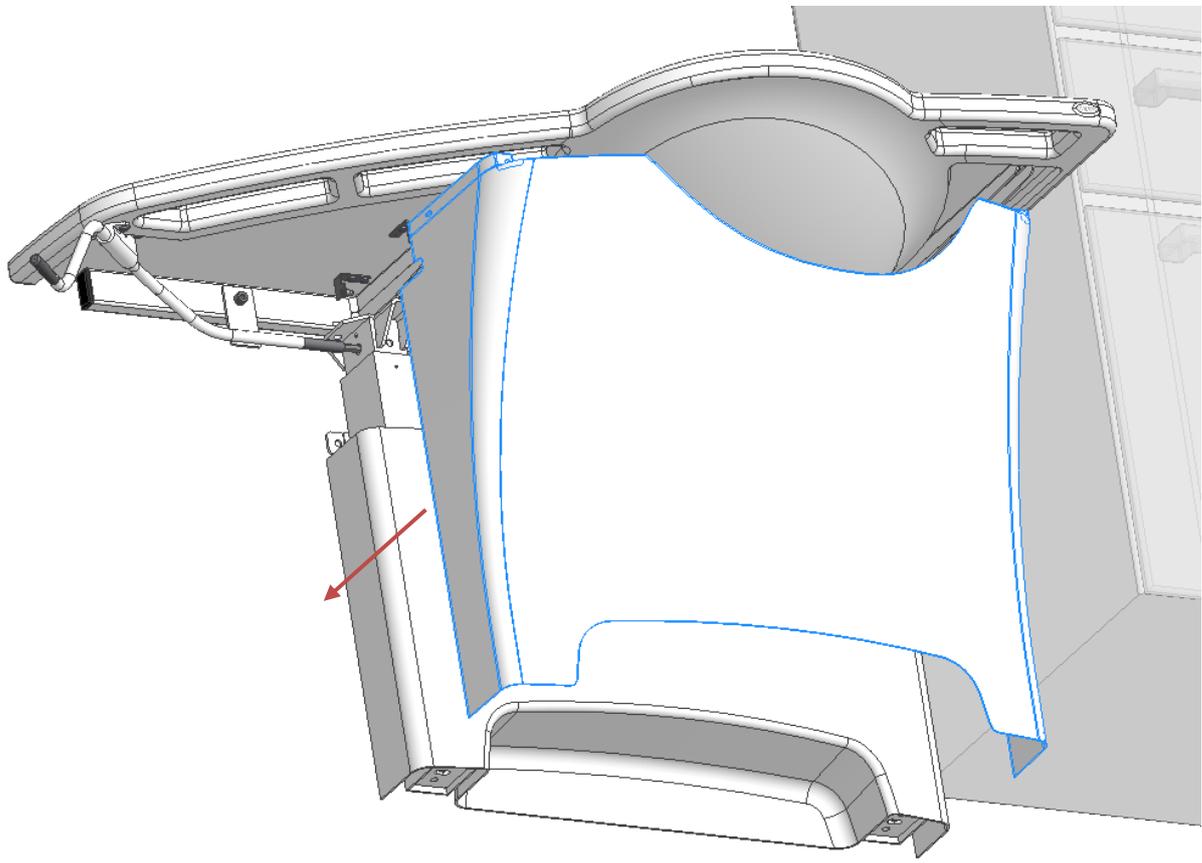
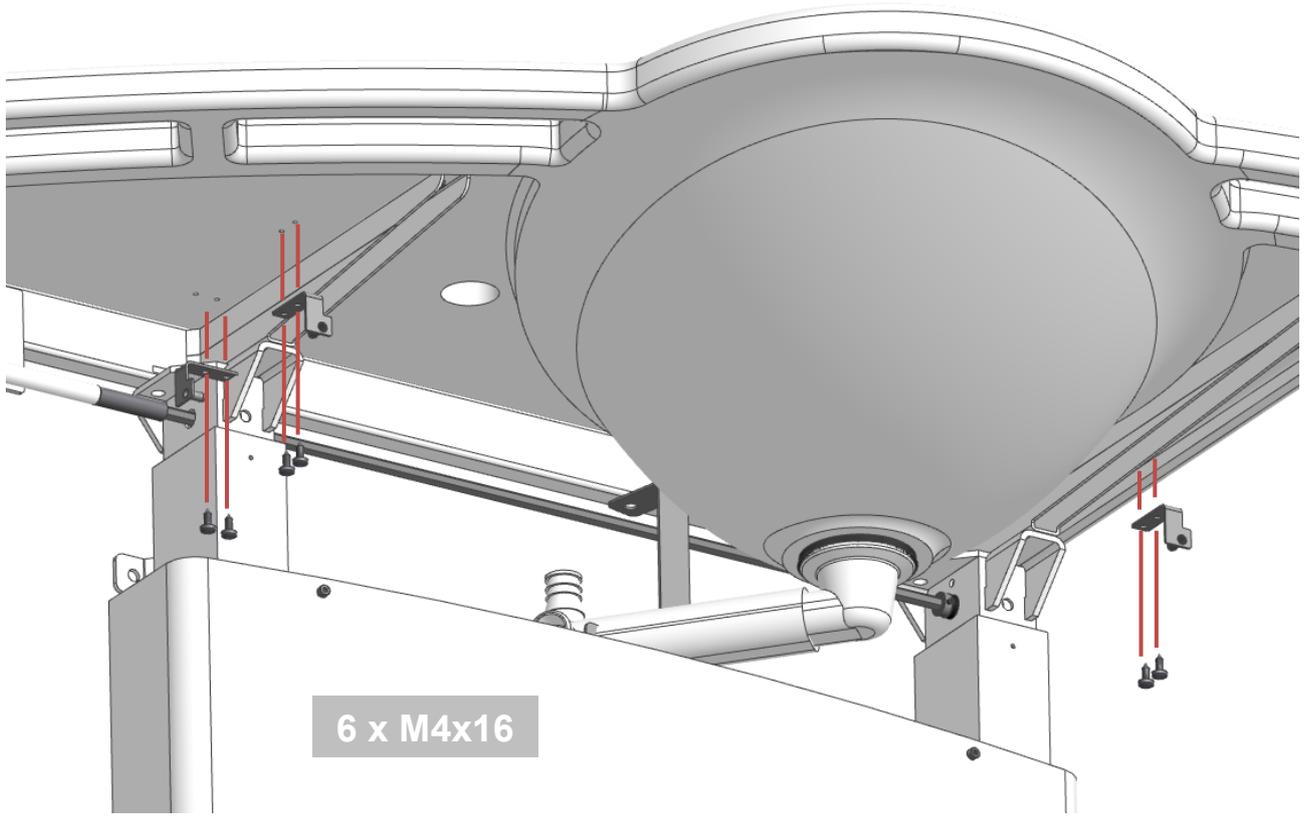
**Tip: Move washbasin to top position to facilitate further mounting**

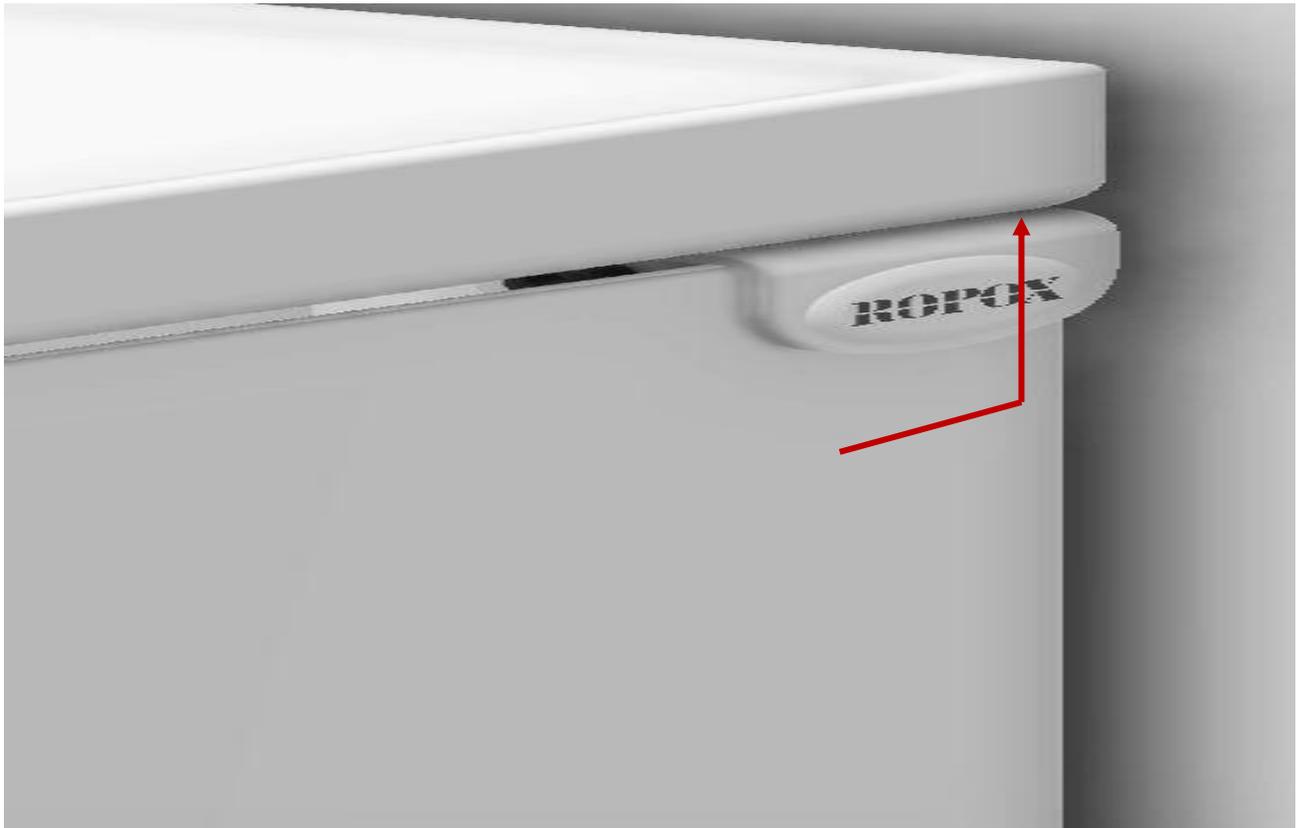




4.4.4 Mounting of covers for 40-44014/15 (accessories)









## 5. Performance test

After completed installation and before use, all functions of the SupportLine - Washbasin must be tested. After that, a performance test must be carried out at least once a year by competent personnel.

1. Check that the mounting instructions have been followed.
2. Check that all bolts and screws have been tightened.
3. Check that all drains and hoses have been correctly connected.
4. Ensure that there is no load on the frame.
5. Ensure that there are no objects preventing the frame from moving freely within the height adjustment range.

When these tests have been carried out successfully, SupportLine - Washbasin is ready for use. See Section "Safety in use".

## 6. Safety in use

- SupportLine - Washbasin must only be adjusted in height by persons who have read and understood these instructions.
- Some models of SupportLine - Washbasin are height-adjustable and must not be used 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 below the washbasin to allow height adjustment.
- Do not overload SupportLine - 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 performance or design of SupportLine - 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.
- Installation, service and repairs must be carried out by competent personnel.
- During inspection, service or repairs any load must be removed from SupportLine - Washbasin.

# 7. 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.

## 7.1 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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# 8. Maintenance

## 8.1 Inspection

	<p><b>Note!</b></p> <p>Failing to comply with periodic maintenance may result of degrading of product function and safety.</p>
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	<p><b>Note!</b></p> <p>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 for replacement. If other spare parts are used, the whole guarantee may become void. Repair beyond what is described in this manual may only be done by Ropox designated service personnel.</p>
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The frame of SupportLine - Washbasin is maintenance-free. Moving parts have been lubricated for life. For reasons of safety and reliability, we recommend inspection of the frame once a year.

**Annual inspection:**

- Check that all bolts and screw have been securely tightened.
- Check that the frame moves freely and without problems from bottom to top position.
- Check that water hoses and drain hoses are tight and functional.

After each inspection, complete the service schedule.

**8.2 Service schedule**

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

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

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

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

## 9. Fault finding

**The frame seems loose or unstable**

- The assembly screws of the frame have not been securely tightened.
- Retighten all screws of the frame according to the mounting instructions.

**The washbasin cannot be adjusted in height / adjustment is very difficult**

- Check that there are no jammed objects preventing adjustment.

**It takes too long for the water to leave the washbasin**

- Check the siphon for clogging and clean it, if required.
- Check that the flexible hose on the wall has not been positioned so high that it acts as an extra siphon. Cf. recommendation section 6.

## 10. List of spare parts

<p><b>Handle M6</b></p> <p>Item No. 96000177 Applies to 40-44012/13 only</p>	
<p><b>Hand crank</b></p> <p>Item No. 20-60320-548 Applies to 40-44014/15 only</p>	

	<p><b>Caution!</b></p> <p>Only use original Ropox spare parts as replacement parts. If other parts are used, the warranty may be void.</p>
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## 11. 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 (accessories)	Steel
Cover (accessories)	Plastic

## 12. Complaints

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



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