

Care 700 Series Care Support Arms with Care Seat

Installation and Maintenance Instructions

CAREARM
CAREARM-WDF



technical data

Material	Frame: powder coated stainless steel
Load Rating	Maximum 60kg each support arm
Compatibility	CARE700 series toilet with Care seat

NOTE: Enware Australia advises:

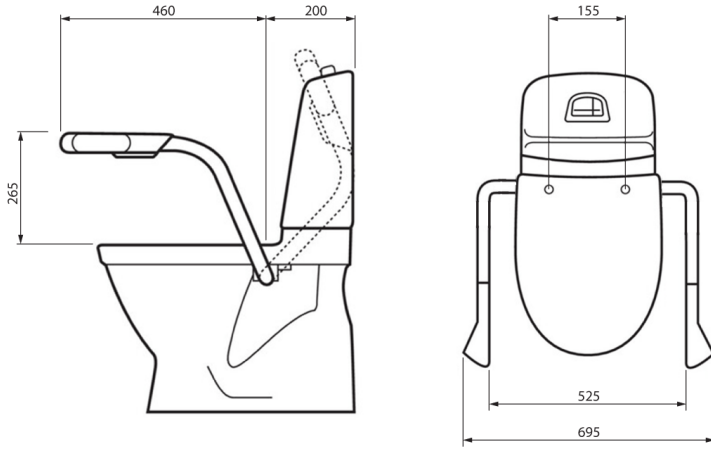
1. Due to ongoing Research and Development, specifications may change without notice.
2. Component specifications may change on some export models.

I00636_18 Feb 2025

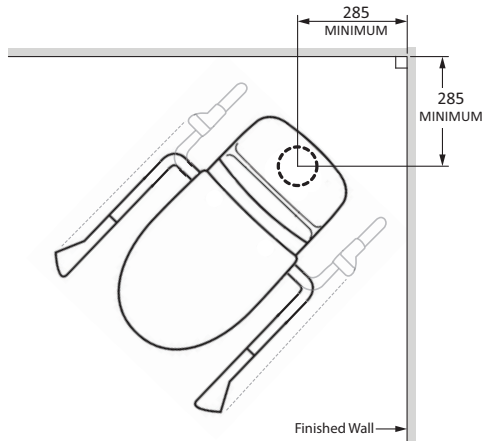
1300 369 273 | info@enware.com.au | enware.com.au

ENWARE
A WATTS Brand

dimensions



45° Corner Set Up



installation

IMPORTANT:

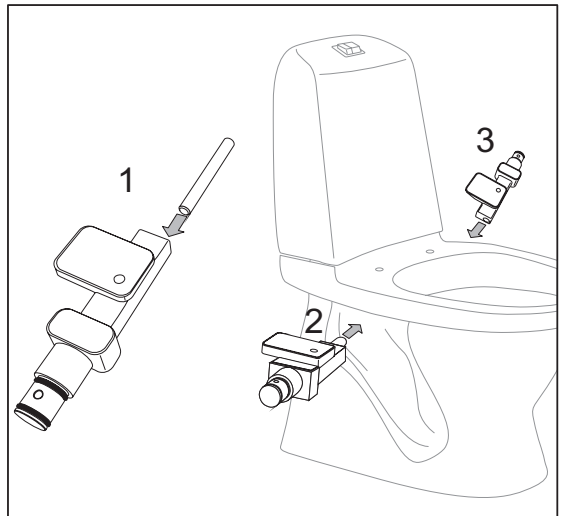
Ensure WC pan is securely fixed to the floor with pan screws or floor mounting bracket so that the WC pan is able to withstand the extra force applied by the arm supports. Fixing pan to the floor with only silicone sealant will not be an adequate method of fixing. (See CARE700 Series toilet installation instructions for more details.)

NOTE:

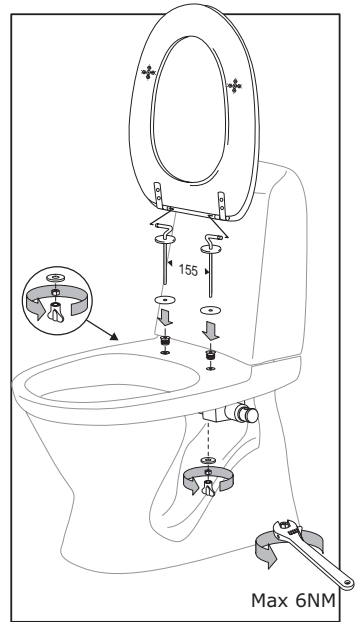
The Support Arms cannot be installed on their own without a matching Care toilet seat hinge fixing.

ASSEMBLY INSTRUCTIONS

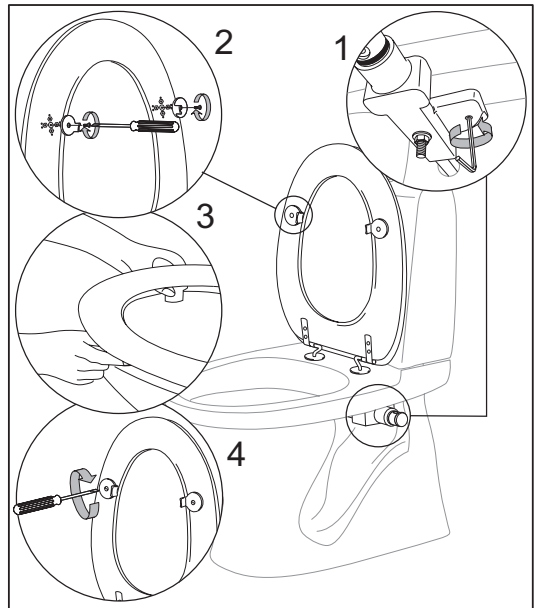
1. Fit connecting bar to one of the base frames, feed the bar through the hole in the pan. Fit the other base frame from the other side.



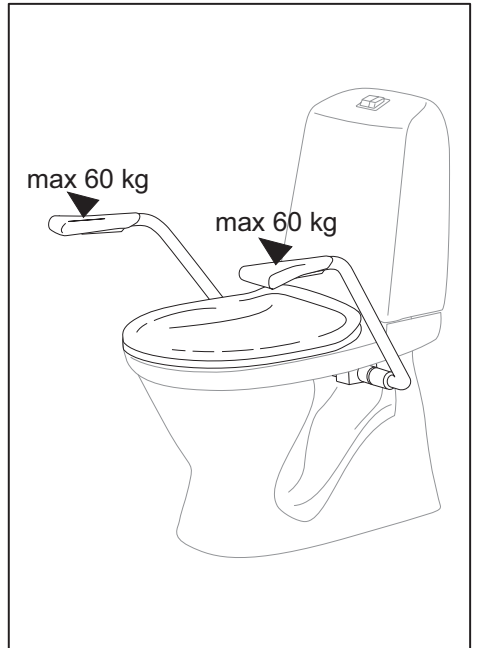
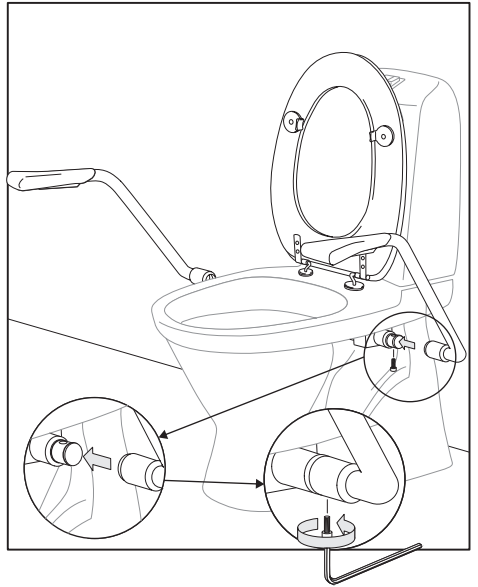
2. Fit hinge fixing bolts to the seat, then fit the seat from top of pan. Fix the seat in place with washers and nuts from underneath, and tighten the nuts. (max. torque 6Nm)



3. From the underside, locate the adjustment screw on base frame next to seat fixing bolt. Wind the adjustment screw in so that the screw touch the pan, for added stability. Repeat the above on the other side.
4. Attach lateral stability lugs on the underside of seat on the left and right front corners. Adjust the position of the lugs so that they touch the inside rim of pan, and fix them in place with screws.



5. Attach support arms to base frame, then tighten the screws to secure the arms in place.



maintenance

CLEANING

- Enware Products should be cleaned with a soft damp cloth using only mild liquid detergent or soap and water.
- Do not use cleaning agents containing a corrosive acid, scouring agent or solvent chemicals.
- Do not use cream cleaners, as they are abrasive.
- Use of unsuitable cleaning agents may damage the surface. Any damage caused in this way will not be covered by warranty.

spare parts

DESCRIPTION	PART CODE
Care toilet seat double flap white	CARESEAT-WDF
Care support arms	CAREARM
Care support arms with Care toilet seat double flap white	CAREARM-WDF
Hinge kit for Care seat	CARE-S027
Toilet roll holder for support arm	CARE-TRH

product warranty statement - WATTS AUSTRALIA

EFFECTIVE FROM 20 November 2023

This Warranty Statement applies to products supplied by Australian Valve Group Pty Ltd (ACN 068 227 270) (**AVG**) or Enware Pty Ltd (ACN 662 302 767) (**Enware**) (each of AVG and Enware, a Supplier) and installed within Australia.

Subject to the terms and conditions outlined in this Warranty Statement, each Supplier warrants to its customers that a product supplied by it (**Product**) will be free from all defects in material and workmanship under normal usage for the applicable Warranty Period (as set out in the Warranty Table below). The Warranty Period commences from the date of delivery of the relevant Product.

1. Conditions

The warranty provided under this Warranty Statement will not apply in respect of a Product (or any Product defect, fault or resulting damage) if:

- (a) the Product is not installed and maintained in accordance with the requirements of the applicable laws, standards and codes (including, without limitation to, the National Construction Code Volume Three – Plumbing Code of Australia, associated reference standards as applicable at the time and AS/NZS 3500);
- (b) the Product is not installed and maintained by a qualified technician in accordance with the relevant installation and operation manual and instructions; and
- (c) any Product defect, faulty or resulting damage arises from:
 - (i) failure by you or any other person to follow the relevant manual or instructions (relating to the handling, storage, installation, fitting, connection, adjustment, maintenance or repair of the Product) published or provided by the Supplier;
 - (ii) failure by you or any other person responsible for the fitting, installation, or other work on the Product to follow or conform to applicable laws, standards and codes (including, without limitation to, the AS/NZ 3500 set of Standards, all applicable State and Territory Plumbing Codes, the Plumbing Code of Australia and directions and requirements of local and other statutory authorities);
 - (iii) any parts or components not manufactured by the Supplier (or otherwise not authorised by the Supplier) are installed or combined with the Product, without the prior authorisation of the Supplier; or
 - (iv) any act or circumstance beyond our control including, without limitation to, accident, abnormal use, vandalism, fouling caused by foreign material, damage from adverse water conditions, chemical, acts of God, damage to buildings, other structures and infrastructure and loss or damage during transit or transportation of the Product, or any abuse, misuse, misapplication, improper installation or connection, or improper maintenance or alteration of the Product.

2. Make a claim

To make a claim under this Warranty Statement, you must notify the relevant Supplier in writing within 7 days of any alleged defect in the Product coming to your attention and provide the Supplier with proof of your purchase of the Product to the relevant Supplier:

- (a) If the Product is supplied by **AVG**, please contact AVG by telephone at 1800 284 287, or by email via its online portal <https://www.wattsau.com.au/support>.
- (b) If the Product is supplied by **Enware**, please complete the Product Service Request form (ENF091), which is available on request from our office (see contact details below), or online via <https://www.enware.com.au/warranty-service-form/>. All notifications and accompanying forms must be sent to Enware marked for the attention of Enware, 9 Endeavour Road, Caringbah NSW 2229. Enware can also be contacted by telephone (1300 369 273) or by email (info@enware.com.au).

On receipt of a notification from you of a claim under this Warranty Statement, the relevant Supplier may contact you requesting you provide reasonably additional evidence, information or details about your claim, or requiring that the relevant Product should be returned to the Supplier (in accordance with the Supplier's instructions) for inspection and testing.

Your failure to comply with any such request within a reasonable amount of time may result in your claim under this Warranty Statement being rejected.

3. Our responsibilities

(a) In the event that the Supplier is reasonably satisfied that there is a defect in the relevant Product within the applicable Warranty Period, the Supplier will, at its option, replace the Product, supply an equivalent product or repair the Product, free of charge. Your costs in making a warranty claim under this Warranty Statement, including any costs in relation to freight, collection, delivery and installation, are to be borne and paid by you. However, in respect of a Product, it is indicated in the Warranty Table that labour support will be provided, and the Supplier is reasonably satisfied that a defect in the Product takes place during the period that labour support will be provided as indicated in the Warranty Table, the Supplier will bear the costs for delivery, repair and installation of the replacement Product (as applicable).

(b) TO THE EXTENT PERMITTED BY LAW AND SUBJECT TO PARAGRAPH 4 BELOW AND THE OPERATION OF THE AUSTRALIAN CONSUMER LAW:

- (i) THE WARRANTY SET OUT IN THIS WARRANTY STATEMENT IS GIVEN EXPRESSLY AND IS THE ONLY WARRANTY GIVEN BY THE SUPPLIER WITH RESPECT TO THE RELEVANT PRODUCT;
- (ii) THE SUPPLIER MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED;
- (iii) THE SUPPLIER HEREBY SPECIFICALLY DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE; AND
- (iv) THE REMEDY DESCRIBED IN THIS WARRANTY STATEMENT SHALL CONSTITUTE THE SOLE AND EXCLUSIVE REMEDY FOR BREACH OF WARRANTY, AND THE SUPPLIER SHALL NOT BE RESPONSIBLE FOR ANY INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, OR LOST PROFITS OR THE COST OF REPAIRING OR REPLACING OTHER PROPERTY WHICH IS DAMAGED IF THE PRODUCT DOES NOT WORK PROPERLY.

4. Australian Consumer Law

This paragraph 4 applies if you are a 'Consumer' (as defined in section 3 of the Australian Consumer Law (**ACL**)) and the Product or services supplied to you falls within the goods or services which, for the purposes of the ACL, are of a kind ordinarily acquired for personal, domestic or household use or consumption.

The Products and services provided by the Supplier come with guarantees that cannot be excluded under the ACL, and noting in this Warranty Statement should be interpreted as attempting to exclude, restrict or modify such guarantees or your rights under the ACL. For major failures with any services, you are entitled:

- (c) to cancel your service contract with us; and
- (d) to a refund for the unused portion, or to compensation for its reduced value.

You are also entitled to choose a refund or replacement for major failures with Products. If a failure with the Product or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the Products and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the Products or service*.

5. Warranty table

*the applicable period commences on the date of delivery of the Product.

PRODUCT GROUP	PRODUCT SERIES CODES	WARRANTY PERIOD (YEARS)*	LABOUR SUPPORT (YEARS)
Sanitaryware	ENWARE WELLBEING	2	2