

Care Support Arms - Aluminium with Grey Handles for Care 700 Series Toilets

Installation and Maintenance Instructions

CAREARM3
CAREARM3XL
CAREARM3XR

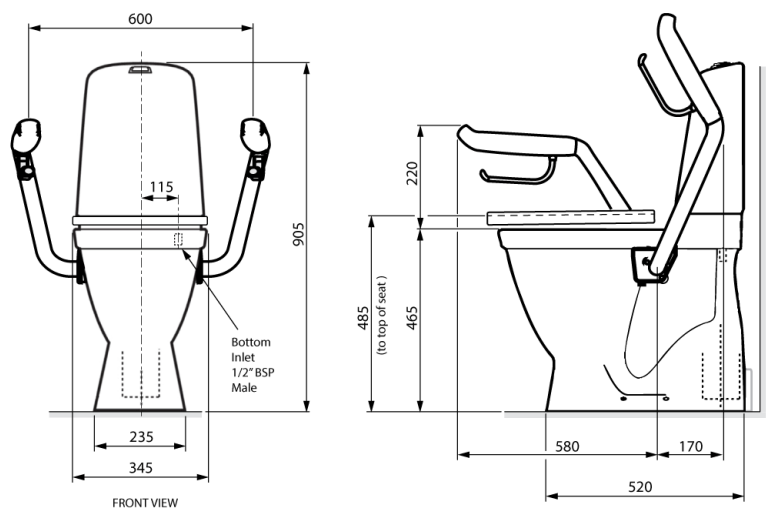


technical data

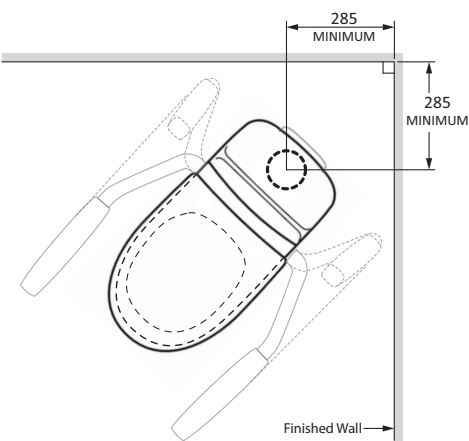
Material	Anodised aluminium and ABS
Load Rating	Maximum user weight, total: 150 kg. Maximum load per arm support: 75 kg
Compatibility	CARE700 series toilet with Care seat

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.

dimensions



45° Corner Set Up



Operation and maintenance manual (OMM) for this product is enclosed in the box. Please hand over to the user.

Mounting Instruction:

Please read and carefully follow these instructions. Find the product number on the product label and ensure that these assembly instructions match your product.

WARNING: Failure to comply with these instructions may result in accidents involving serious personal injury or the product being damaged.

WARNING: If you suspect that any individual parts may be damaged, contact Enware or service provider. Do not remove, attempt to repair or install parts yourself, unless directed to do so by Enware or its agents.

WARNING: No modification of this equipment is allowed without express authorization from Enware.

WARNING: These instructions must be followed, and the product must be installed professionally by a qualified person; e.g. a licensed plumber, in order to avoid personal injury or property damage while using the product.

WARNING: Enware cannot be held liable for injury to persons or damage to property caused by faulty mounting.

Installation location

This product is designed for indoor use in a wet environment, such as a bathroom or washroom. It may only be used in an environment corresponding to the system's IP rating. Ensure that the installation location environment also complies with the following operating parameters of the product:

Environmental factor	Operating range
Temperature	-30°C to 80°C
Relative humidity	20% to 90% @ 30°C (condensation free)
Atmospheric pressure	700 to 1060 hPa

WARNING: Special precautions must be taken when using medical electrical equipment. Electromagnetic compatibility (EMC): It is very unlikely that the user will experience problems with the product due to insufficient electromagnetic compatibility. However, electromagnetic immunity is always relative, and the standards are based on defined environments of use. Portable and mobile RF communication equipment may affect medical electrical equipment. When the product is connected to the local mains power supply, it is recommended to use electromagnetic shielding and take appropriate measures to avoid conducted emissions. When choosing an installation location, ensure that there will be adequate space for movement of—and access to—the product.

Assembly and installation

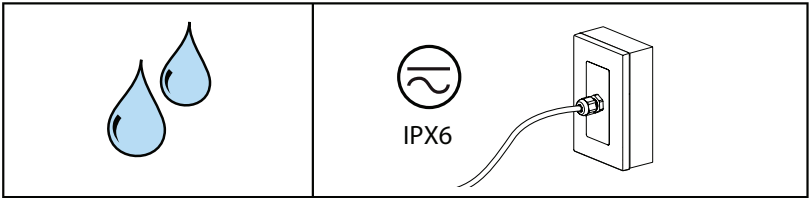
Mount the product in accordance with the illustrations in this assembly instruction.

WARNING: External cables need to be fixed in such a way that users cannot stumble and injure themselves.

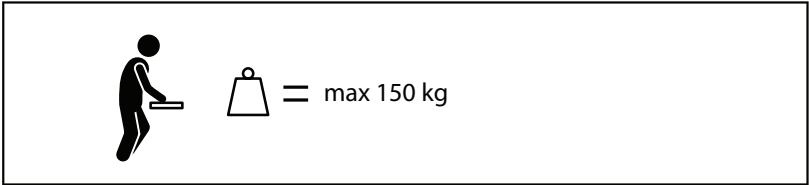
When using the product's nurse call button, ensure that the connected equipment complies with the applicable electrical safety regulations in Australia.

Ingress protection rating: IPX6

Water projected in powerful jets—from a nozzle size up to 12.5 mm/0.49” — against the product from any direction shall have no harmful effects.



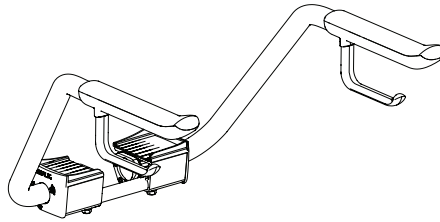
R1193 R1194	Max P	U	Max I
	4 W	40V	0.1A



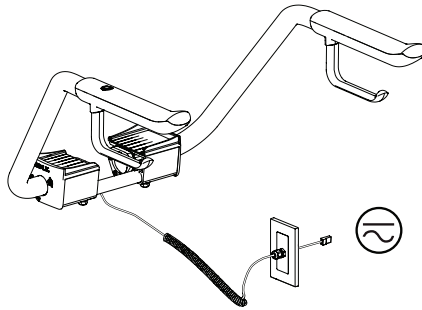
CAUTION: Never allow children to operate this product unless under supervision. The product is not intended for play.

CAUTION: Never use the product if it is defective or damaged. Do not use a defective product before it has been repaired.

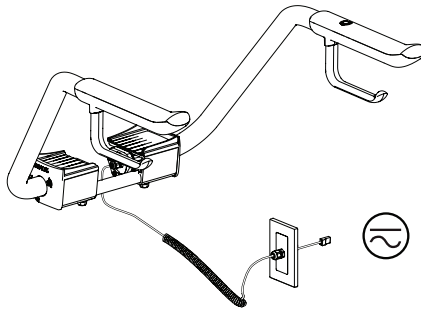
WARNING: Enware cannot be held liable for injury to persons or damage to property if the product is used in any way which differs from that described in the guide.



CAREARM3



CAREARM3-XR



CAREARM3-XL

installation

IMPORTANT:

Check the load-bearing capacity of the floor before installation.

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.)

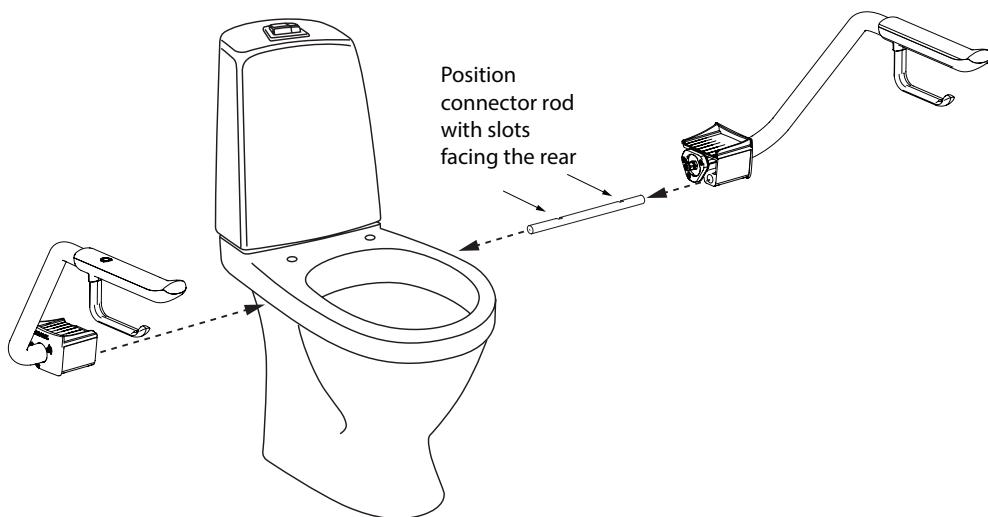
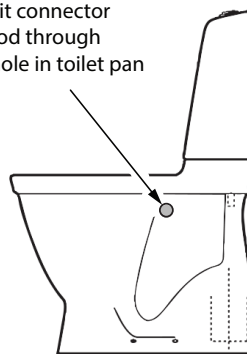
NOTE:

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

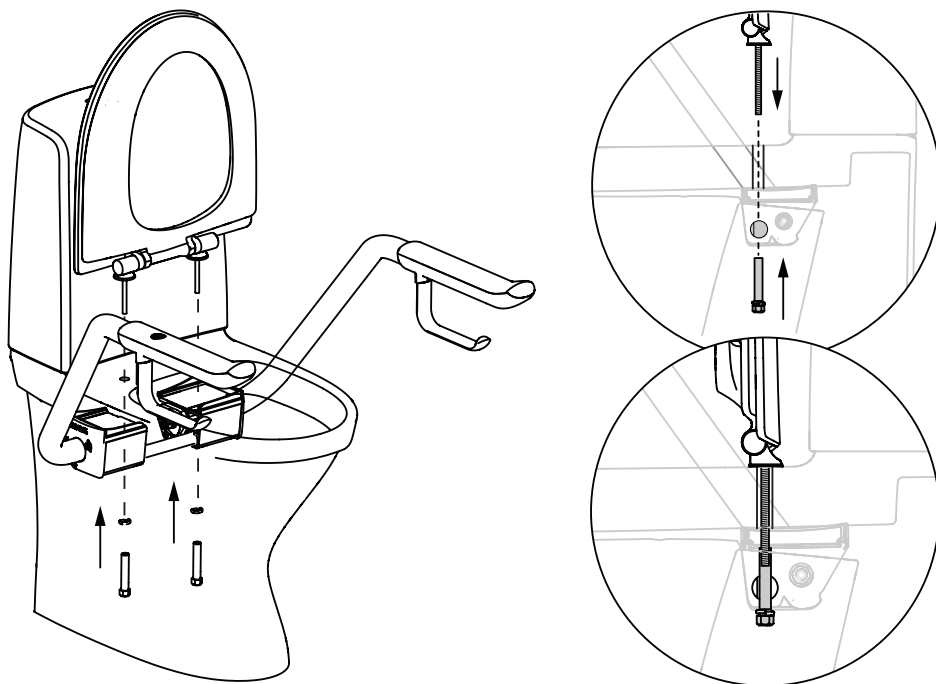
ASSEMBLY INSTRUCTIONS

1. Fit hinge fixing bolts to the seat, ready for mounting onto pan.
2. Fit connector rod to a support arm base. Feed the rod through the hole in the pan. Fit the other support arm base from the other side, and hold the arms in position.

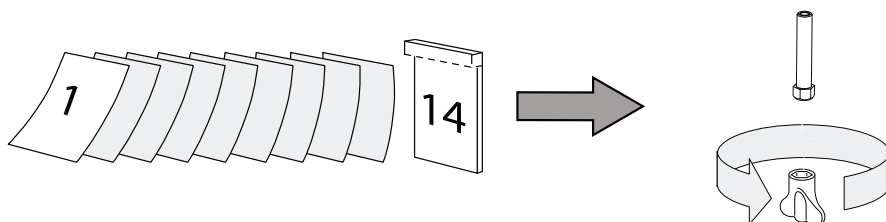
Fit connector rod through hole in toilet pan



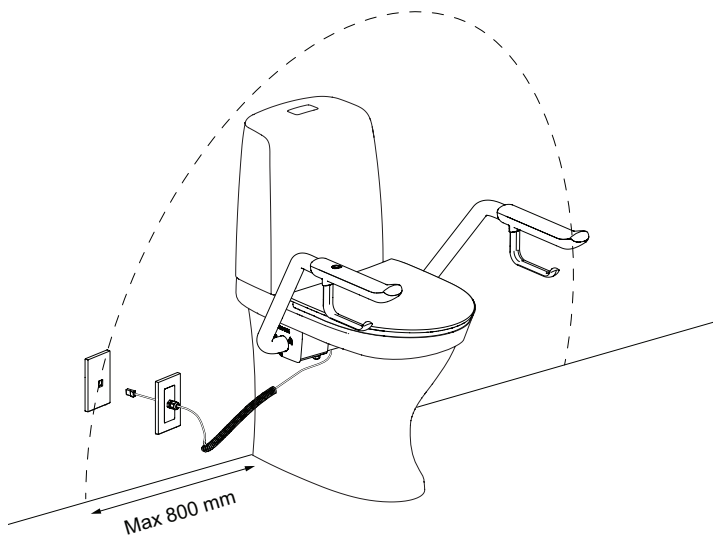
3. While holding the arms in position, check that the bolt holes in the support arm bases align with the two holes on the pan.
4. Fit the seat from top of pan, feeding the hinge fixing bolts through the holes in the pan and the support arm bases.
5. From underneath, feed spring washer and cylinder nut up through the hole on the support arm base, and screw onto hinge fixing bolt. Repeat on the other side.
6. Tighten the cylinder nuts to fix the seat in place. (Max. torque 6 Nm)



7. Re-tighten cylinder nuts after a few weeks of initial use.



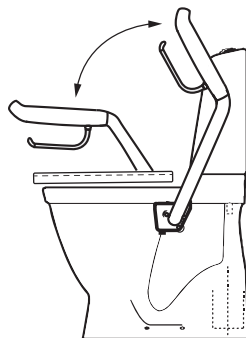
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8. Nursecall connection (for CAREARM3-XL and CAREARM3-XR models):
Cable connection point on wall for nursecall system should be located no further than 800mm from the toilet.



operating instructions

The two arm supports can be folded up and down individually. Fold them both up when not in use.

CAUTION: Take care to avoid injury to hands when in the vicinity of closing moveable parts.



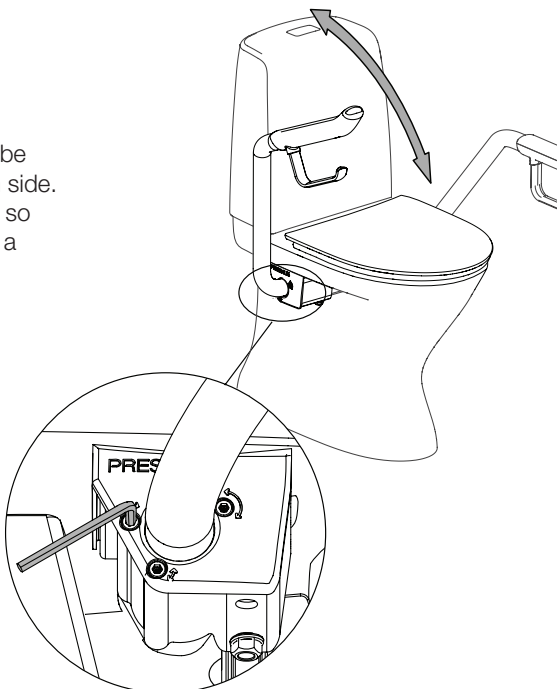
NURSE CALL BUTTON

The support arm models CAREARM3XL and CAREARM3XR are equipped with a nurse call button on either left or right arm. Press the button to call for help. The button must be connected to a call system.



ADJUSTMENT

The movement of the support arms can be adjusted using the three screws on each side. It is recommended to tighten the screws so that the arms can only be lowered when a certain amount of force is applied.

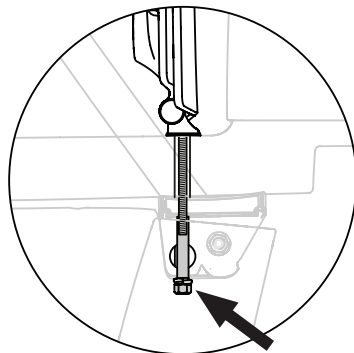
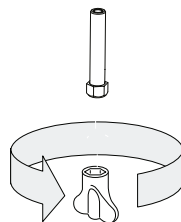
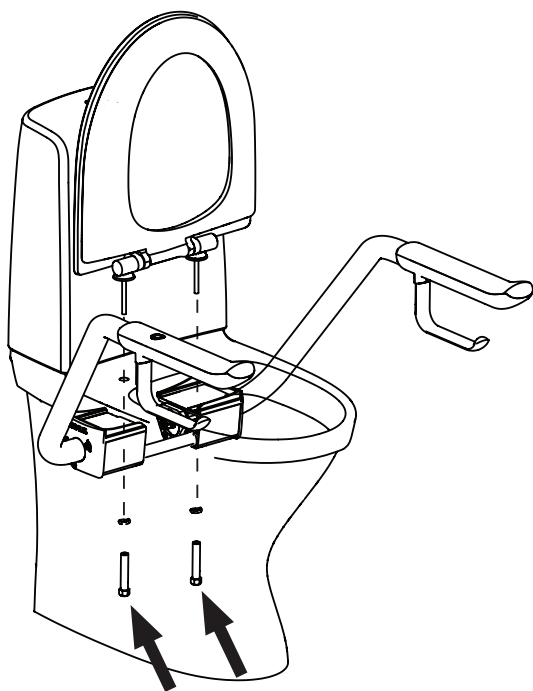


maintenance

It is recommended to carry out a maintenance inspection once a year.

MAINTENANCE INSPECTION

- Retighten the mounting screws as needed.
- Check that the spring washer is mounted correctly and that there is no rust.
- Use only original hinges – replacements must be made with identical spare parts.



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.

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, if 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