



## Product User Guide

# Assist Classic Basin Range



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PLEASE READ THIS USER GUIDE CAREFULLY BEFORE USE



# Assist Classic Range

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# Assist Classic Range

## Product Overview



This product manual has been written to cover the user operation and maintenance information for the Assist Class Basin Range. This range includes:

- Assist Classic Basin
- Assist Classic Plus Basin
- Assist Classic Artisan Basin

The Assist Classic range consists of a basin mounted on top of a lifter. The height adjustable basin moves up and down, ensuring that everything is at the specific correct height for each individual user.

Choose from either the Corian Calm or Corian Energy Bowls which will both give a large area for washing, whilst providing additional space around the basin for support.

Complete with Pop up Waste and Bluetooth Wireless Control Handset.

Choose from a variety of options and add-ons including: Taps, Illuminated Mirror on Corian Up-stand, overflow and Grab Handles.



# Important Safety Instructions



Please read these instructions carefully before using your Kingkraft product.

Be sure to keep the instructions safe for future reference.

Please ensure that all persons who use the basin are familiar with these instructions.

All safe-use instructions should be adhered to every time the product is in use.

## Warning Symbols

The symbols below are used in this user manual to draw attention to hazards which may be encountered whilst using this product.



**WARNINGS** given in this manual identify possible hazards in procedures or conditions, which if not correctly followed, could result in death, injury or other serious adverse reactions.



**CAUTIONS** given in this manual identify possible hazards in procedures or conditions, which if not followed, could result in equipment damage or failure, and indicate moderate risk.



**WEIGHT HAZARD** symbols appears when there is a potential weight related hazard. This could be component weight, or a caution about Patient/User weight or loading.

If you have any doubt in the safe use of this basin, please contact Kingkraft for further advice on 0114 269 0697. A digital copy of these instructions can be downloaded from [www.kingkraft.co.uk](http://www.kingkraft.co.uk). It is recommended you download and save a digital copy, in the event that your printed booklet is damaged or lost.

# Important Safety Instructions



**WARNING.** Maximum Safe Working Load (SWL) = 50kg. Do not overload the Basin.



**WARNING.** Always read the product instructions before using the Basin.



**WARNING.** Always carry out a risk Assessment before using the Basin, on both the individual(s) who will use it, and the environment in which it is used.



**WARNING.** Always ensure the User has been Clinically Risk Assessed as to their suitability before prescribing the Basin, in particular their size and medical/mental health condition.



**WARNING.** Do not sit or stand on the basin,



**WARNING.** The basin is supplied with a splined actuator. If something were to become trapped underneath, the actuator will simply stop moving so no damage is inflicted. If trapping does occur, simply raise the basin top upwards.



**WARNING.** It is not recommended that patients should be left unattended with the product unless they are competent independent users.



**WARNING.** Do not attempt to modify or repair the basin, its components or any of its accessories in any way, doing so could potentially result in a hazard. Only competent individuals should maintain and repair the Basin.



**WARNING** It is the owners responsibility to perform a visual inspection prior to each use to check for any damage on the unit. If you suspect damage to the unit, contact Kingkraft for further advice, maintenance or repair.



**WARNING** The basin is provided with a TMV3 tap to limit water temperatures, however temperatures should always be checked prior to use. We recommend this should be done using a calibrated thermometer.

If you are in any doubt about the safe use of this product or require to arrange a repair, contact Kingkraft on 0114 2690697.

# Product Operating Instructions



## Raising & Lowering The Basin



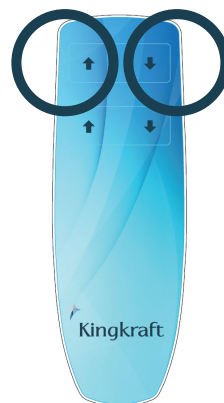
Prior to adjusting the height of the basin, it is vital that a visual inspection is done to ensure that no persons or equipment are positioned where lowering or raising the basin could cause harm/damage.

### To Raise the Basin

Holding the wireless Bluetooth remote control, simply press the UP ARROW.

### To Lower The Basin

Holding the wireless Bluetooth remote control, simply press the DOWN ARROW.



## Using the Tap

As standard, all Kingkraft products are fitted with Thermostatic Mixer Taps.



PLEASE NOTE: If the pressure of the water supply to the basin and tap is too high, there is a possibility of water overflow from the basin.

### Controlling the tap to utilise Hot/Cold/OFF Functionality

- Turn the lever to the RIGHT to turn on hot water
- Turn the lever to the LEFT to turn on cold water
- Turn the lever to the middle position to switch OFF



Mixed temperatures are blended when the lever is moved towards the middle setting. REMEMBER: the water temperature must be checked on EVERY occasion before a dependent person uses the basin- this should ideally be done using a calibrated thermometer.

### Contemporary Infrared Sensor Tap Upgrade:

If you have chosen to upgrade to the infrared sensor taps, please note that operation is different. The sensor taps are thermostatically controlled and the temperature is pre-set. The tap is operated by the presence of the users hands being detected in front of the sensor,

### Assist Sense Infrared Sensor Upgrade (Assist Plus / Artisan only):

If you have chosen to upgrade to the infrared sensor taps, please note that operation is different. The sensor taps are thermostatically controlled. The hot setting is indicated with a red circle and the cold setting is indicated with a blue circle. The taps have been set to cut off after 15 seconds of use. These can be increased in 5 second intervals. Contact Kingkraft if you wish to change this setting.



## Operating the Pop Up Waste

Filling your basin is easy and hand-operated. Simply push the pop up waste button down to close.

To empty your basin, simply push down again to open the plug- this will empty the water from your basin.

# Installation & Maintenance Information



## Installation

Installation of your Kingkraft product should have been carried out by a competent person or Kingkraft engineer. The pre-installation guides should have been adhered to at all times. If you are in any doubt about the safety of your product, please contact Kingkraft for further advice.

If you require the basin to be relocated for any reason, Kingkraft can offer this service. Alternatively, instructions are available.

**Units with electrical service must only be wired in accordance with the IEE wiring regulations. This product must NOT be connected via a plug and socket!**

The power supply to the basin must be wired into the supply via an isolator which supplies only the basin and must have double pole switching with contact separation of at least 3mm. If the isolator is not within sight of a person maintaining the unit, it must be lockable in the 'off' position.

We recommend that your basin is connected via a Residual Current Circuit Breaker (RCD) with an operating current of no greater than 30mA.

Ensure that the wall and floor on which the basin is to be installed can withstand the full weight load of the unit load as well as the user leaning on it for support.



## Maintenance Guide:

- If your basin is not going up and down, firstly check that the mains power supply has not been turned off.
- If you find any faults with the unit, ensure they are rectified in any event before the basin is next used.
- We recommend that the Assist Classic product is serviced annually. Kingkraft are able to carry out this work for you, please contact us for further advice.
- Do not attempt maintenance until the basin is empty.
- Check the unit regularly for any damage. If you are unsure about the safe use of the basin, consult Kingkraft for further advice.
- The unit must be installed by a competent person who must connect it to a circuit breaker mechanism provided by others to ensure safety. If a fault has occurred in the electrical supply, the circuit breaker is designed to cut out. The fault must be traced and rectified by a competent person before the reset switch on the circuit breaker is operated. The frame and control system itself should not be tampered with as it is only designed for repair by a competent person. In all cases, safety advice should be sought from Kingkraft.



# Installation & Maintenance Information



## Maintenance Information:

- If you find any faults with the unit, ensure they are rectified before the basin is next used.
- Only suitably qualified personnel should perform servicing, We recommend that the Assist Classic product is serviced annually. Kingkraft are able to carry out this work for you, please contact us for further advice.
- For spare parts please contact Kingkraft.



**RISK OF SCALDING.** Your Assist Classic Basin has been installed as standard with a TMV3 Tap to minimise any risk of scalding. Users must be aware that this is not fail safe. We recommend that the water temperature is independently verified on every occasion it is used, BEFORE use. We recommend that a calibrated thermometer should be used.



**WARNING.** Do not attempt to modify or repair the basin, it's components or any of its accessories in any way, doing so could potentially result in a hazard. Only competent individuals should maintain and repair the Basin.



Contact Kingkraft immediately if the water is too cold or too hot. Do not use the basin until the problem is corrected.



Certain chemical additives may damage the plastic used for the covers on the basin, especially if they contain bleach or other corrosives. Use only water, normal soap and approved cleaning agents. If in doubt, please contact Kingkraft for advice about the suitability of the additives you wish to use.



We recommend that your Kingkraft Classic Basin should be cleaned and disinfected with a non-bleach, non-abrasive solution such as 'Chemgene' which is available to buy from us. See the section on cleaning below for instructions on how to safely and completely clean your unit. Under no circumstances must acid bleach based cleaners be used. If such products are used, this will immediately invalidate your product guarantee.



Do not use pressurised water jets to clean any areas of the basin, including the controls. Do not steam clean.



Do not attempt maintenance unless the basin is empty.



Check the unit frequently for damage. If you find signs of damage, do not use the basin. Contact Kingkraft as soon as possible to arrange for service or repair.

# Pairing Instructions For Bluetooth Remote



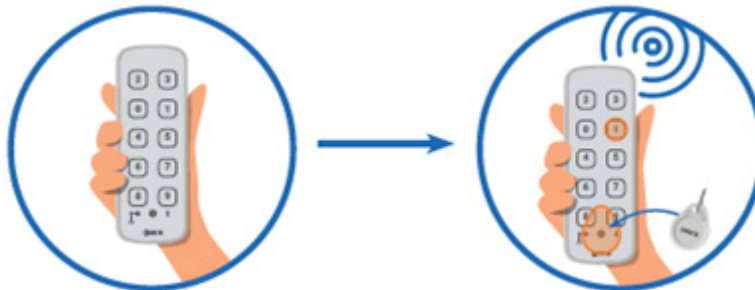
Your Assist basin is supplied pre-paired with a Bluetooth remote control. If you need to re-pair the controller with the basin, or you have taken delivery of a new remote control, simply follow the 3 steps below:

## Direct Pairing to your Assist Range Basin

Your Assist Basin requires pairing to a new remote control prior to successful operation.

### 1. Entering Pairing Mode

Place the supplied magnet over the "hall" sensor element. Press and hold key number '1' for 3 seconds to enter pairing mode.



### 2. Move the hand controller close to the basin

Try to position the handset close to the control box on the underside of the basin.

### 3. Pair the controller with the control box on the basin

When in pairing mode, the control box buzzer will begin to beep, and the LED will begin to blink. The control unit LED will also begin to blink at the same rate as the control box.



# Serial No & Guarantee Information



Below is an example of a product sticker that will be located on your basin:



**Assist Classic**  
Manufacture date:  
Serial No:

Weight load: 50kg – do not exceed limit

Never leave anyone unattended with this product who is unable to help themselves. Read instructions before use. Annual servicing recommend.

Bleached based cleaning products may cause staining.

Kingkraft, 26D Orgreave Crescent, Dore House Industrial Est, Sheffield, S13 9NQ [www.kingkraft.co.uk](http://www.kingkraft.co.uk) [info@kingkraft.co.uk](mailto:info@kingkraft.co.uk) 0114 2690697



230v ~ 50/60Hz Int 10%. Max 2 min/18min IPX4



## YOUR SERIAL NUMBER

To keep your records up to date, ensure that you write your product serial number in the box provided

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## PRODUCT BAR CODE



5 060481 740227

## WEEE (Waste Electrical & Electronic Equipment Regulations 2006)

The aim of this Directive is to minimise the impact of electrical and electronic equipment on the environment when products become waste. All electrical components on this product must be disposed of in accordance with the WEEE 2006 regulations, either through reuse, recovery, recycling or environmentally sound disposal.

If this Kingkraft product is at the end of its life cycle and is being disposed of by people other than Kingkraft engineers, please contact Kingkraft to discuss arrangements regarding the disposal of any electrical equipment.

## Product Guarantee & Extended Warranties

Your Kingkraft Assist Classic range basin is guaranteed for two years. This covers any breakdowns and parts for this period only. Full terms and conditions of your guarantee can be found on our website.

In addition to this, you may have opted to take out an extended warranty of up to five years when you made your product purchase. If you are unsure, please check upon receiving your product whether you have an extended warranty as we cannot offer this once your item has been installed.

In the unfortunate event that you experience a breakdown and you think you are still covered under guarantee or extended warranty please contact our main office on 0114 2690697 or [info@kingkraft.co.uk](mailto:info@kingkraft.co.uk).

Product out of warranty? If you are experiencing problems, we can still attend, however charges will apply for our engineers to visit. Please ensure you know who would be funding this charge when you call us as we cannot attend a product without prior authorisation from the bill payer.

# Unsure About Anything? **Contact Us Today!**



This product user guide has been issued to provide all important user operation and maintenance details.

Please ensure you keep this document in a safe place so that you can refer to it when required.

Kingkraft are here to help and we want to ensure that our customers get the most out of using our products.

If you have any queries, or require clarification on any section of this guide, please contact a member of the team using the contact details below:

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