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## NRS Healthcare L97755

# NRS Healthcare Drop Down Toilet Support Rail User Manual

Model: L97755

## INTRODUCTION

The NRS Healthcare Drop Down Toilet Support Rail (Model L97755) is designed to provide stable assistance for individuals requiring support when sitting down or standing up from the toilet. This high-quality steel support rail offers a secure grip and can be folded up against the wall when not in use, optimizing space and facilitating transfers or care assistance. This manual provides essential information for the safe and effective installation, operation, and maintenance of your support rail.

## SETUP AND INSTALLATION

**Important Safety Note:** Installation should only be performed on a solid wall constructed of brick or concrete. Do not install on stud or partition walls unless specifically reinforced to support the required weight and forces. If you are unsure about your wall type or installation process, consult a qualified professional. This product is not suitable for use in showers.

The support rail must be securely mounted to the wall using appropriate fixings (not supplied, as wall types vary). Ensure all fixings are tightened properly before use.

### Determining Installation Height:

The optimal height for the support rail is at elbow height when the user is seated on the toilet. This ensures maximum leverage and comfort. Have the primary user sit on the toilet and measure the distance from the floor to their elbow to determine the ideal mounting height.



Image: The NRS Healthcare Drop Down Toilet Support Rail shown in the down, operational position, providing support next to a toilet. The rail is securely mounted to a tiled wall.



Image: The NRS Healthcare Drop Down Toilet Support Rail shown folded vertically against the wall, demonstrating its space-saving feature when not in use. This allows for easier access and transfers.

## **OPERATING INSTRUCTIONS**

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### **Deploying the Rail:**

To use the support rail, gently pull the rail downwards from its folded-up position until it locks securely into the horizontal position. Ensure it is fully locked before applying weight.

### **Folding the Rail Up:**

When the rail is no longer needed, press the release button or mechanism located near the wall plate (refer to specific product design for exact location) and gently lift the rail upwards until it locks into the vertical, folded position against the wall. This clears space for other bathroom activities or transfers.



Image: A close-up view of the NRS Healthcare Drop Down Toilet Support Rail in its folded-up position, highlighting the pivot point and the mechanism that allows it to fold and lock.

## MAINTENANCE

Regular maintenance ensures the longevity and safety of your support rail.

- **Cleaning:** Clean the rail regularly with a mild, non-abrasive household cleaner and a soft cloth. Avoid harsh chemicals or abrasive pads, as these can damage the powder-coated finish.
- **Inspection:** Periodically check all mounting screws and the pivot mechanism for tightness and wear. Ensure the rail moves smoothly and locks securely in both the up and down positions. If any components appear loose, damaged, or worn, discontinue use immediately and contact customer support or a qualified technician for repair or replacement.
- **Rust Prevention:** While the rail has a durable finish, avoid prolonged exposure to excessive moisture or standing water to prevent rust. Dry the rail thoroughly after cleaning.

## TROUBLESHOOTING

If you encounter issues with your NRS Healthcare Drop Down Toilet Support Rail, consider the following:

- **Rail does not lock securely:** Check for any obstructions in the pivot mechanism. Ensure the rail is fully extended or folded until it clicks into place. If the locking mechanism appears damaged, discontinue use.
- **Rail feels wobbly after installation:** This indicates improper installation. Re-check all mounting screws for tightness. Ensure the wall material is solid and capable of supporting the rail. If necessary, consult a professional for re-installation.
- **Squeaking or stiffness during operation:** A small amount of silicone-based lubricant can be applied to the pivot points if movement becomes stiff. Avoid oil-based lubricants as they can attract dirt.

For issues not covered here, please contact NRS Healthcare customer support.

## SPECIFICATIONS

Feature	Detail
Brand	NRS Healthcare
Model Number	L97755
Product Dimensions (Length x Depth x Tube Diameter)	700 mm x 260 mm x 25 mm (1 inch)
Base Plate Dimensions	200 x 100 mm (8 x 4 inches)
Item Weight	2.01 kg
Material	Steel
Color	White
Finish Type	Powder-coated
Maximum User Weight Limit	136 kg (21 stone)
Country of Origin	China

## WARRANTY INFORMATION

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Specific warranty details for the NRS Healthcare Drop Down Toilet Support Rail are typically provided at the point of purchase or within the product packaging. Please retain your proof of purchase for any warranty claims. For general warranty inquiries, please contact NRS Healthcare directly.

## CUSTOMER SUPPORT

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For further assistance, technical support, or to report any issues with your NRS Healthcare Drop Down Toilet Support Rail, please contact NRS Healthcare customer service. Contact details can usually be found on the official NRS Healthcare website or on your product packaging.

**Online Resources:** [www.nrshealthcare.com](http://www.nrshealthcare.com)