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› [Duravit D-Neo 25-11/16" Rectangular Ceramic Wall Mounted Bathroom Sink Instruction Manual](#)

Duravit 2367650000

Duravit D-Neo 25-11/16" Rectangular Ceramic Wall Mounted Bathroom Sink

Model: 2367650000

1. INTRODUCTION

This instruction manual provides essential information for the safe and proper installation, operation, maintenance, and troubleshooting of your Duravit D-Neo 25-11/16" Rectangular Ceramic Wall Mounted Bathroom Sink (Model: 2367650000). Please read this manual thoroughly before beginning installation or use, and retain it for future reference.



Figure 1: Duravit D-Neo Wall Mounted Bathroom Sink. This image shows the white ceramic sink with a pre-drilled single faucet hole, a chrome faucet installed, and a pop-up drain.

2. SAFETY INFORMATION

Please observe the following safety precautions to prevent injury and property damage:

- Always turn off the main water supply before beginning any installation or maintenance work.

- Wear appropriate personal protective equipment (PPE), such as safety glasses and gloves, during installation.
- Ensure the wall structure is capable of supporting the weight of the sink when filled with water. Consult a qualified professional if unsure.
- Handle ceramic products with care to avoid chipping or breakage.
- Do not use harsh chemicals or abrasive cleaners on the sink surface, as this may damage the finish.
- Ensure all connections are watertight to prevent leaks.

3. PACKAGE CONTENTS

Verify that all components are present and undamaged before proceeding with installation:

- Duravit D-Neo Ceramic Wall Mounted Bathroom Sink (Model: 2367650000)
- Mounting Hardware (screws, anchors, brackets as supplied by manufacturer)
- Installation Template (if provided)

Note: Faucet, drain assembly, and P-trap are typically sold separately and are not included with the sink unit.

4. INSTALLATION INSTRUCTIONS

This section outlines the steps for installing your wall-mounted bathroom sink. Professional installation is recommended.

4.1 Tools and Materials Required (Not Included)

- Drill and drill bits suitable for wall material
- Level
- Measuring tape
- Pencil
- Adjustable wrench
- Screwdriver set
- Sealant (silicone caulk)
- Faucet, drain assembly, and P-trap

4.2 Pre-Installation Steps

1. **Inspect the Sink:** Carefully unpackage the sink and inspect it for any damage. Do not install a damaged sink.
2. **Turn Off Water Supply:** Locate and turn off the main water supply to the bathroom.
3. **Prepare Wall:** Ensure the wall where the sink will be mounted is structurally sound and clean. Reinforce if necessary.

4.3 Mounting the Sink

1. **Determine Mounting Height:** Standard rim height for bathroom sinks is typically 31-34 inches (79-86 cm) from the finished floor. Refer to local building codes for specific requirements.
2. **Mark Mounting Points:** Using the provided template (if applicable) or by carefully measuring the sink's mounting holes, mark the precise locations on the wall for drilling. Use a level to ensure accuracy.
3. **Drill Holes:** Drill pilot holes at the marked locations, ensuring the drill bit size is appropriate for the wall anchors/mounting hardware.
4. **Install Anchors/Brackets:** Insert wall anchors into the drilled holes. Secure any mounting brackets or studs into the wall according to the hardware manufacturer's instructions.

5. **Mount Sink:** Carefully lift the sink and align its mounting holes with the installed hardware. Secure the sink to the wall using the provided screws or bolts. Do not overtighten, as this can crack the ceramic. Ensure the sink is level and firmly attached.

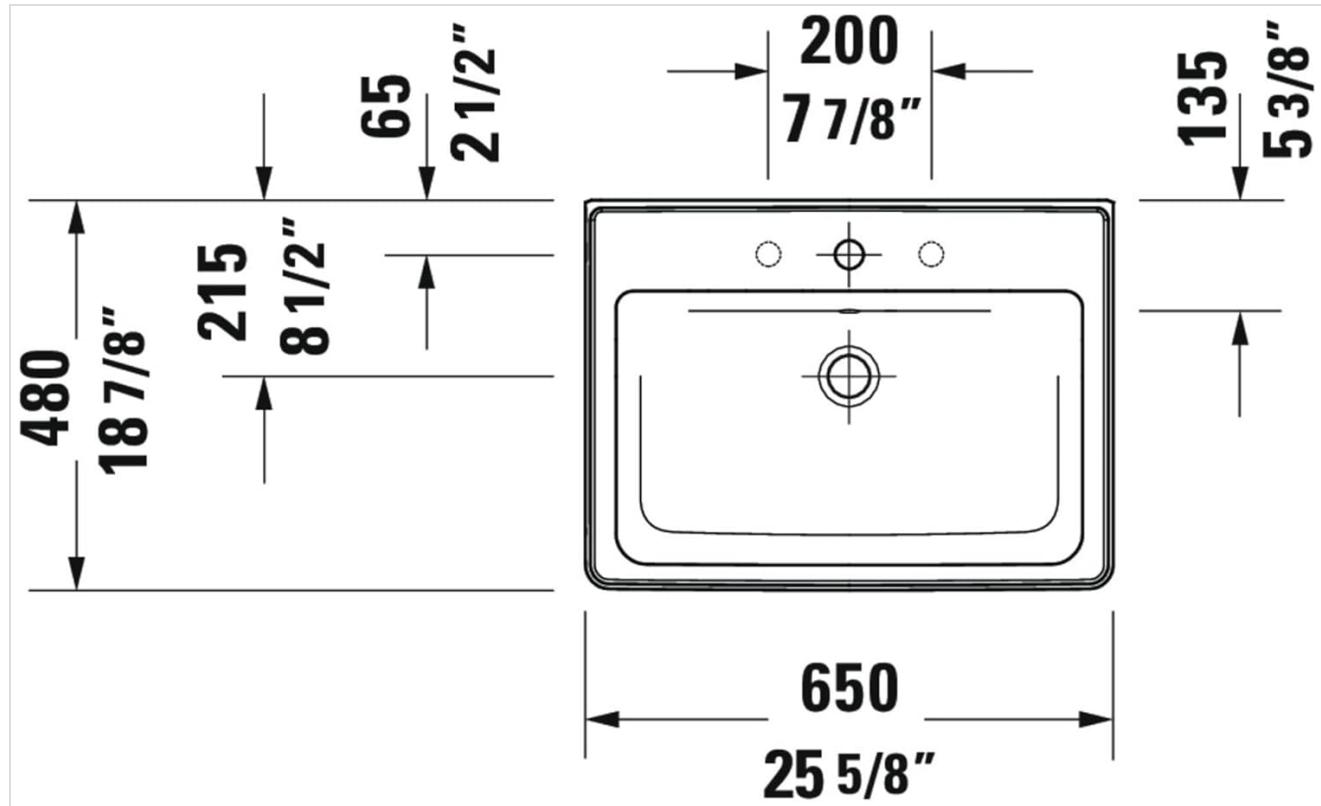


Figure 2: Top View Technical Drawing. This diagram illustrates the top-down dimensions of the sink, including width (650mm / 25 5/8"), depth (480mm / 18 7/8"), and faucet hole placement. All measurements are in millimeters and inches.

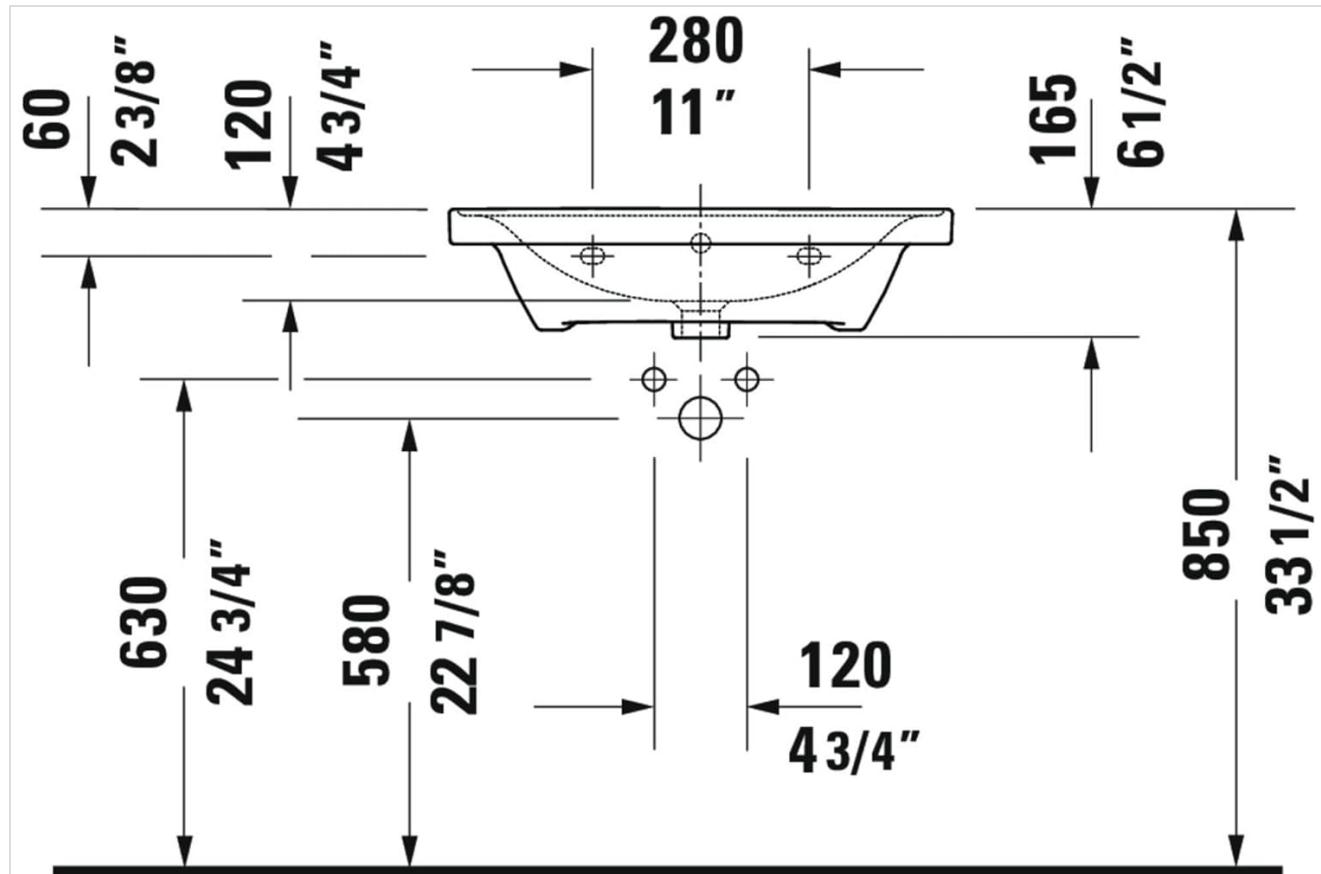


Figure 3: Side View Technical Drawing. This diagram shows the side profile dimensions of the sink, including height (165mm / 6 1/2") and recommended installation heights for plumbing connections. All measurements are in millimeters and inches.

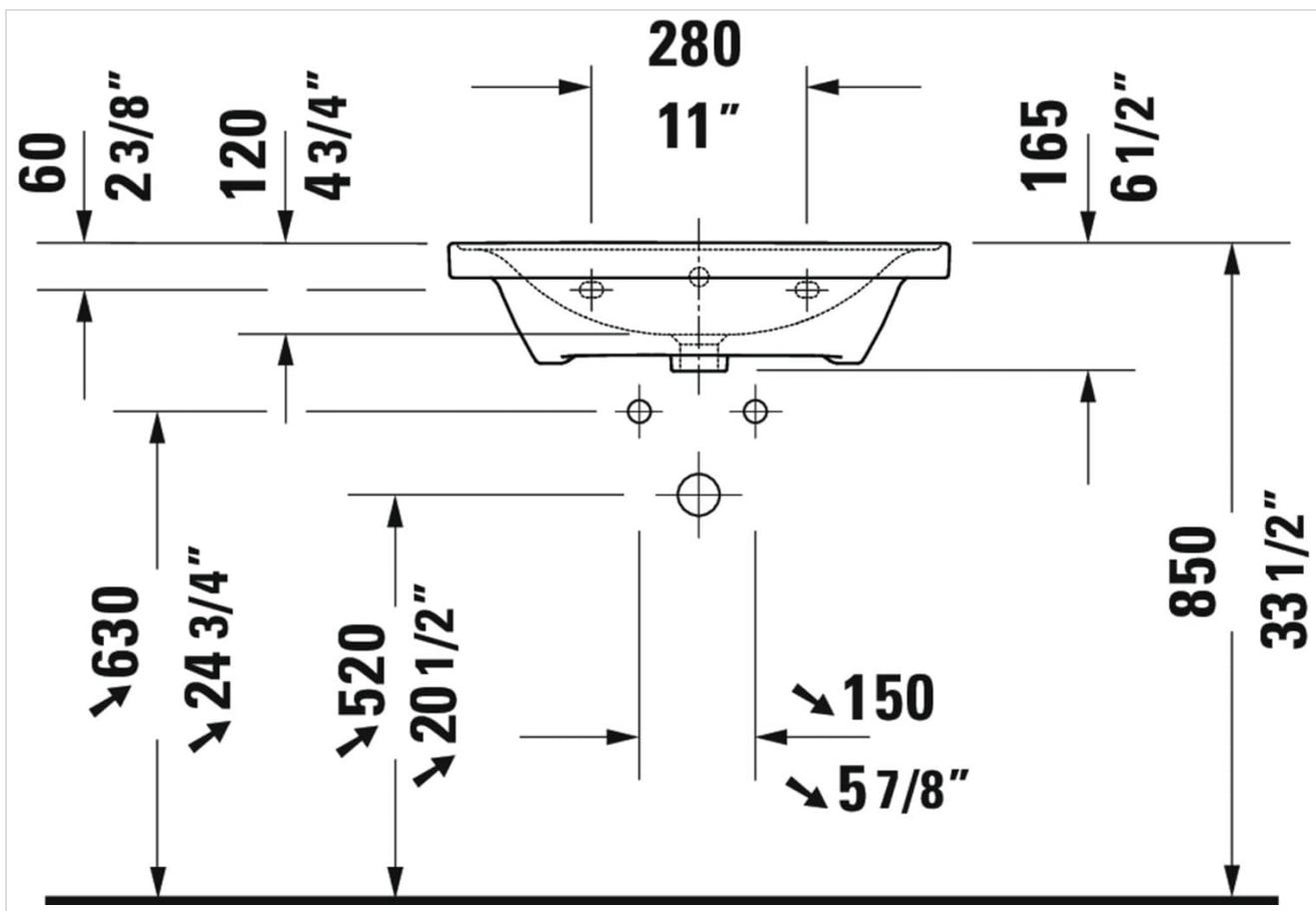


Figure 4: Alternative Side View Technical Drawing. This diagram provides additional side profile dimensions and plumbing connection heights, which may vary based on specific installation requirements. All measurements are in millimeters and inches.

4.4 Faucet and Drain Installation

- Install Faucet:** Follow the manufacturer's instructions to install your chosen single-hole faucet into the pre-drilled faucet hole on the sink. Secure it firmly.
- Install Drain Assembly:** Install the pop-up drain assembly into the sink's drain opening, ensuring a watertight seal with plumber's putty or silicone sealant as recommended by the drain manufacturer.
- Connect Water Lines:** Connect the hot and cold water supply lines to the faucet. Use an adjustable wrench to tighten connections, but do not overtighten.
- Connect P-Trap:** Connect the P-trap to the drain assembly and the wall drain pipe. Ensure all connections are hand-tightened, then use a wrench for a final snug fit.

4.5 Final Steps

- Check for Leaks:** Slowly turn on the main water supply. Open the faucet and allow water to run for a few minutes. Carefully inspect all water connections (faucet, supply lines, drain, P-trap) for any signs of leaks. Tighten connections as needed.
- Seal Edges:** Apply a bead of silicone sealant along the back edge of the sink where it meets the wall to prevent water from seeping behind the unit. Smooth the sealant for a clean finish.

5. OPERATION

The Duravit D-Neo sink is designed for standard bathroom use. Once properly installed and connected to a water supply and drain, operate it as follows:

- Water Flow:** Use the faucet handle(s) to control the flow and temperature of water.
- Drainage:** The sink features a standard drain opening. If a pop-up drain assembly is installed, use its

mechanism to open or close the drain for filling or emptying the basin.

6. MAINTENANCE AND CARE

Proper care will ensure the longevity and appearance of your ceramic sink.

- Regular Cleaning:** Clean the sink regularly with a soft cloth or sponge and mild, non-abrasive soap or ceramic cleaner.
- Avoid Harsh Chemicals:** Do not use abrasive cleaners, scouring pads, strong acids, alkalis, or chemical drain cleaners, as these can damage the ceramic glaze.
- Wipe Dry:** After cleaning, wipe the sink dry with a soft cloth to prevent water spots and mineral buildup.
- Prevent Scratches:** Avoid dropping heavy or sharp objects into the sink, which could chip or scratch the ceramic.

Product Care Instructions: Wipe with Dry Cloth.

7. TROUBLESHOOTING

Refer to this section for common issues and their potential solutions.

Problem	Possible Cause	Solution
Water Leakage	Loose connections at faucet, supply lines, drain, or P-trap. Improperly sealed drain.	Tighten all connections. Re-seal drain assembly if necessary. Ensure silicone sealant is applied where the sink meets the wall.
Slow Drainage	Partial clog in the drain or P-trap.	Remove and clean the P-trap. Use a plumbing snake or a non-chemical drain opener for minor clogs. Avoid chemical drain cleaners on ceramic.
Sink Not Level	Improper installation or uneven wall surface.	Re-adjust mounting hardware. Use shims if necessary to achieve a level surface before final tightening.

If you encounter issues not listed here or if solutions do not resolve the problem, please contact customer support or a qualified plumber.

8. SPECIFICATIONS

Attribute	Detail
Brand	Duravit
Model Number	2367650000
Material	Ceramic
Color	White
Installation Type	Wall-Mount
Shape	Rectangular
Product Dimensions (W x D x H)	25 5/8" W x 18 7/8" D x 6 1/2" H (approx. 650mm W x 480mm D x 165mm H)

Attribute	Detail
Item Weight	44.1 pounds (approx. 20 kg)
Faucet Holes	1 (pre-drilled)
Drain Type	Pop-Up (compatible)
Included Components	Sink unit, Mounting Hardware

9. WARRANTY INFORMATION

The Duravit D-Neo 25-11/16" Rectangular Ceramic Wall Mounted Bathroom Sink (Model: 2367650000) is covered by a **5 Year Limited Warranty** from the manufacturer.

This warranty typically covers defects in material and workmanship under normal use and service. Please retain your proof of purchase for warranty claims. For full details regarding terms, conditions, and limitations of the warranty, please refer to the official Duravit warranty documentation or contact Duravit customer service.

10. CUSTOMER SUPPORT

For technical assistance, replacement parts, or warranty inquiries, please contact Duravit customer support:

- **Manufacturer:** Duravit
- **Website:** www.duravit.us (or your regional Duravit website)
- **Contact Information:** Refer to the official Duravit website for the most current contact details, including phone numbers and email addresses for your region.

When contacting support, please have your product model number (2367650000) and proof of purchase readily available.