

**Please return to place of purchase unless you have a Warranty Issue!**



*Manufactured with rust free materials covered by a limited 3 year warranty and backed with a 30 day satisfaction guarantee.*

#### **Extend a Hand Three Year Warranty for the Extend A Hand Grab Bar**

Extend A Hand grab bars are warranted by the manufacturer against defects in materials and manufacturer workmanship for a period of one (1) year from the date of purchase, provided the recommended installation procedures have been followed. After the one (1) year warranty has expired, Extend a Hand will provide the additional two (2) years of coverage for pins and plastic parts replacement, this does not cover powder coating.

In the case of product failure due to defective material or manufacturer workmanship within the first year of the warranty from the date of purchase, the product will be repaired or replaced (at the manufacturer's option) and sent to the customer, if returned send product to Extend a Hand, 6082 W Seltice Way, Unit 121, Post Falls Idaho 83854 IMPORTANT: Call (208) 920-1044 for a Return Goods Authorization (RGA) number before returning to factory. Products received without the RGA number will not be accepted.

The manufacturer and Extend a Hand will not be responsible for any charges or damages incurred in the removal of the defective parts for repair, or the re-installation of those parts after repair. This warranty shall be considered void if damage to the product(s) was due to improper installation or use, or if damage was caused by lightning, wind, fire, flood, insects or other natural agent. This warranty gives you specific legal rights, and you may also have other rights which may vary from state to state. This warranty is in lieu of all other warranties, expressed or implied. NOTE: Verification of the warranty period requires copies of receipts or other proof of purchase. Please retain these records because it is not the responsibility of Extend a Hand to retain this information.

#### **Warrantee Returns Policy**

Products sold by Extendahand.com are warranted directly by the manufacturer. Return of items that are warranted by the manufacturer will be governed by that manufacture's policy. Return the defective part via either regular US mail, DHL or UPS ground (continental US) and the repaired part will be returned to you at the expense of Extend a Hand. Our office must receive all items before replacement parts can be shipped. There will be a charge for returning parts that are shipped to us without a return authorization number or additional parts that are shipped with parts that have been authorized for return.

#### **Advanced replacement returns Credit Policy**

Credit to be issued upon return and inspection of Extend A Hand product(s). Extend a Hand product returns received after 30 days from the date of shipment will be subject to restocking charges of 20%.

Product claimed as defective will be subject to restocking charges of 20% if no problem is found when evaluated by technician. If installer or user error caused the problem, no refund will be given for returned part.

**Extend A Hand**™   
Folding Grab Bar Solutions

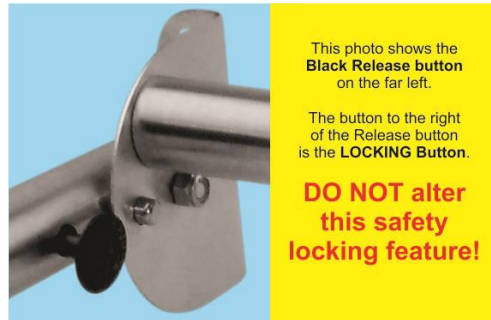
## IMPORTANT Proper Mounting Instructions:

**Extend a Hand (EAH) is designed to mount directly to wall studs on 16", 24" or 32" centers.** If the mounting wall has installed wood backing that meets ASTM standards you can mount EAH directly to this wood backing material. For the 11" EAH or if you need an alternative mounting method, you can mount a wood (or another compound) lateral across, it shall be 4" tall and 2" thick. It should bridge across 3 wall studs on the wall surface. This lateral is now where EAH can be mounted. Use this lateral as the mounting surface for the EAH product.

### PARTS INCLUDED in the package are:

- 1: Pre-assembled Extend A Hand (EAH).
- 4: 2 ½" Stainless Steel screws.

Your Extend A Hand is pre-assembled to ensure quality and proper torque at pivot point.



### Wood or Drywall Installation Steps:

- 1) Look at selected wall for mounting. By using a stud locator, zero in on stud center locations for the selected EAH width. The recommended height off the floor is 42 inches. Mark the wall stud locations with a pencil. Measure with a tape measurer this width marked on the wall. Your EAH is 16", 24" or 32" wide and this stud width should match the measured width. If this measurement does not match, use the alternative mounting method. EAH is built to mount directly to wall studs, preinstalled wall backing or alternative mounting method only.
- 2) Hold EAH on the wall at the qualified mounting position. Level by eye or by using a level. Mark through the end plate holes onto the wall, both left and right brackets and upper and lower mounting holes (4 location). Lower the EAH and place off to the side.
- 3) In mounting your EAH to drywall or wood, pre-drill 3/16th" holes 2" deep at all four (4) marked holes made in step 2. Make certain that you are drilling into wood studs, you should see wood shavings.
- 4) You can now place the EAH end plates over the pre-drilled holes and hand start the stainless steel screws provided. You will need a #3 Phillips head screwdriver. Use #3 ONLY to ensure that screw heads are not striped. Drive and tighten all 4 screws so that your EAH is secured to the mounted surface and there is NO movement of EAH on this mounted surface.

## Professional Installation is Recommended

5) Now you can exercise the EAH locking armature extension. Do this several times. The extension SHOULD automatically lock into position when raised by hand. Depress both left and right buttons to lower this extension armature.

### TILE INSTALLATION INSTRUCTIONS:

1) Look at selected wall for mounting. By using a stud locator, zero in on stud center locations for the selected EAH width. The recommended height off the floor is 42 inches. Mark the wall stud locations with a pencil. Measure with a tape measurer this width marked on the wall. Your EAH is 16", 24" or 32" wide and this stud width should match the measured width. If this measurement does not match, use the alternative mounting method. EAH is built to mount directly to wall studs, preinstalled wall backing or alternative mounting method only.

2) Hold EAH on the wall at the qualified mounting position. Level by eye or by using a level. Mark through the end plate holes onto the wall, both left and right brackets and upper and lower mounting holes (4 location). Lower the EAH and place off to the side.

3) You should have marked the mounting holes, if not go to step 1 of installation instruction.

4) Use a 1/4" carbon tipped drill bit. Pre-drill through tile ONLY. Now use the 3/16" drill bit to pre-drill holes into the wall studs or wall backing material 2" deep. Ensure that you are drilling through wood, you should see wood shavings.

5) Place silicon sealant or a water proofing coating in these pre-drilled holes. You can now place the EAH over the pre-drilled holes and hand start the stainless steel screws provided. You will need a #3 Phillips head screwdriver. Use #3 ONLY to ensure that screw heads are not striped. Place another coating or two of silicon sealant around screws before they are driven in and tighten. All 4 screws will need this if you are installing EAH in a shower area. Make sure that your EAH is secured to the mounted surface and there is NO movement of EAH on this mounted surface. The silicon sealant is used to ensure water cannot get past the screws and damage wall studs.

### IMPORTANT DISCLAIMER:

NOTE: The locking pins protrude through the end plates. The buttons allow the consumer to lower this extension armature. DO NOT use tape or ANY material to alter this safety-locking feature. Extend A Hand LLC will not be held liable for ANY alterations to this locking method or mechanism. This locking extension armature has been tested to withstand 600 pounds of sustained weight. This armature is an assistance device for grab bar use ONLY; we will not be liable for ANY injury from miss-use or alternative function. If you mount Extend A Hand (EAH) for anything other than an "assistance grab bar", Extend A Hand LLC will not be held liable.

**Failure to follow all instructions could result in injury. This product is not intended to be used in a bath or shower insert, or in a wall where there is no studding or back board. This product is not intended for use by children as a toy. Do not hang on, sit on, swing on or play on this device as serious injury could occur. This product is intended to be used as an assistance device only. Extend A Hand LLC is not responsible for improper installations. Extend A Hand LLC recommends professional bonded installers ONLY!**