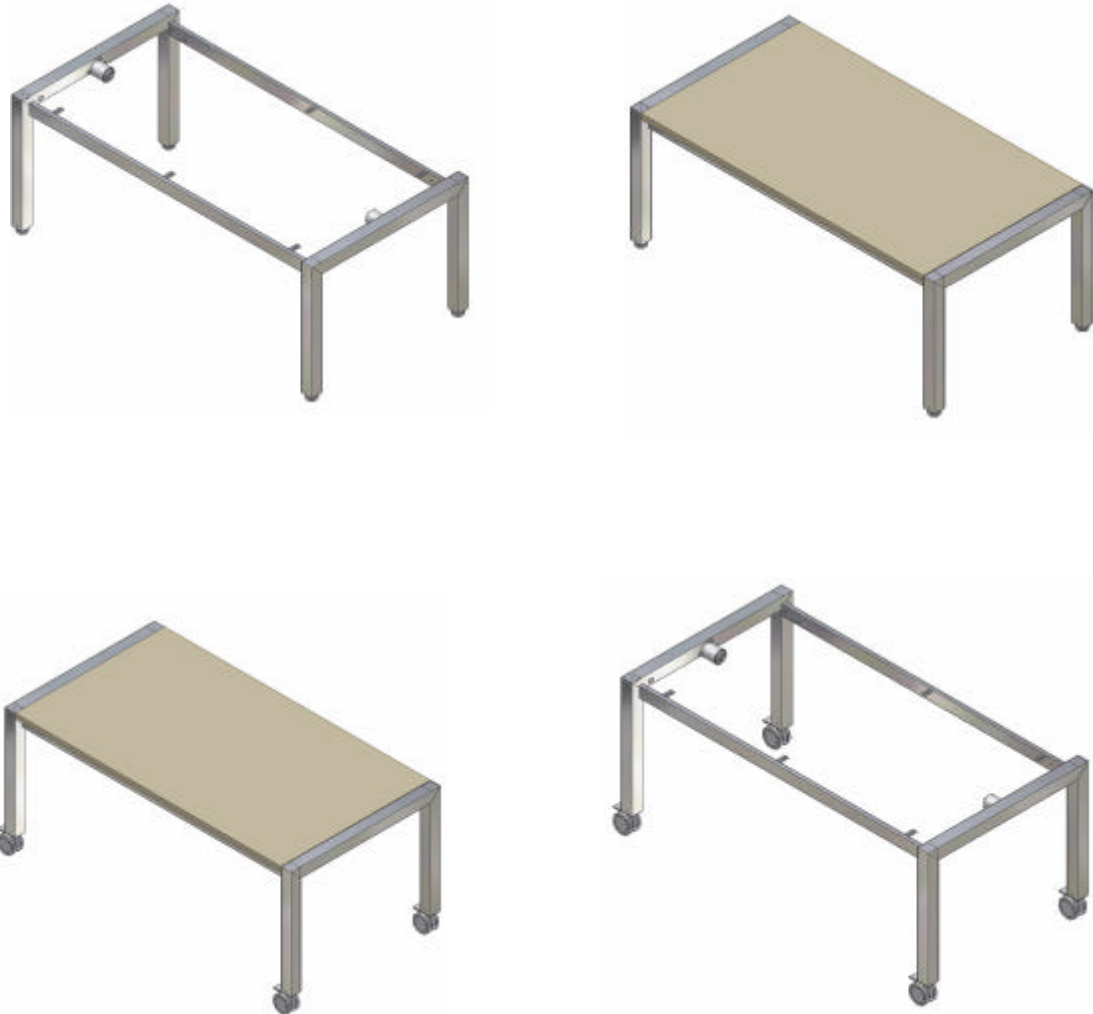


# 4Straight & 4Straight Complete

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## User Manual

Manual always to be kept along with the product



## Mounting Instructions

01.01.2008

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info@ropox.dk

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Better ways to better days

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01.01.2008

## 1. Introduction

4Straight is a multifunction table electrically adjustable to suit sitting or standing activities. Owing to the unique design the table is also ideal for wheelchair users. 4Straight may also be battery-driven to avoid inconvenient wires or cables.

If you have chosen the 4Straight frame then you are free to choose the tabletop design suiting your furniture. See tabletop drawings, section 7. If you have chosen a 4Straight Complete this already includes a laminate tabletop.



This document should always accompany the product and be read by and available to the user.

The users of this product must follow these instructions. It is very important that the instructions have been read and understood prior to operation of the product.

The instructions should always be available to the user and accompany the product in case of relocation.

The correct use, operation and inspection are decisive factors for efficient and safe performance.



As this product is electrically adjustable in height there is a risk of squeezing. The product must therefore always be operated by or under the guidance of an experienced adult, who has read and understood the importance of section 10 "Safety in use".

This table is delivered with an infrared remote. For safety reasons this remote shall always be kept out of reach of children or other persons with reduced observation capability.

## 2. Compliance with EU-Directives

This product has CE-marking according to the current Machinery, EMC and Low Voltage Directives and thus complies with the basic safety requirements. See separate CE-declaration, section 13.

If these table frames are assembled or otherwise connected with other electrical components, this will be considered a new unit. Consequently, the assembled unit must be subjected to a risk assessment, after which the CE mark may be awarded.

## 3. Application

4Straight is designed to obtain optimum working height for the user. It is an activity table not intended for lifting people or objects.

4Straight should be used indoor, at temperatures and humidity as described in section 4 and not in damp rooms.



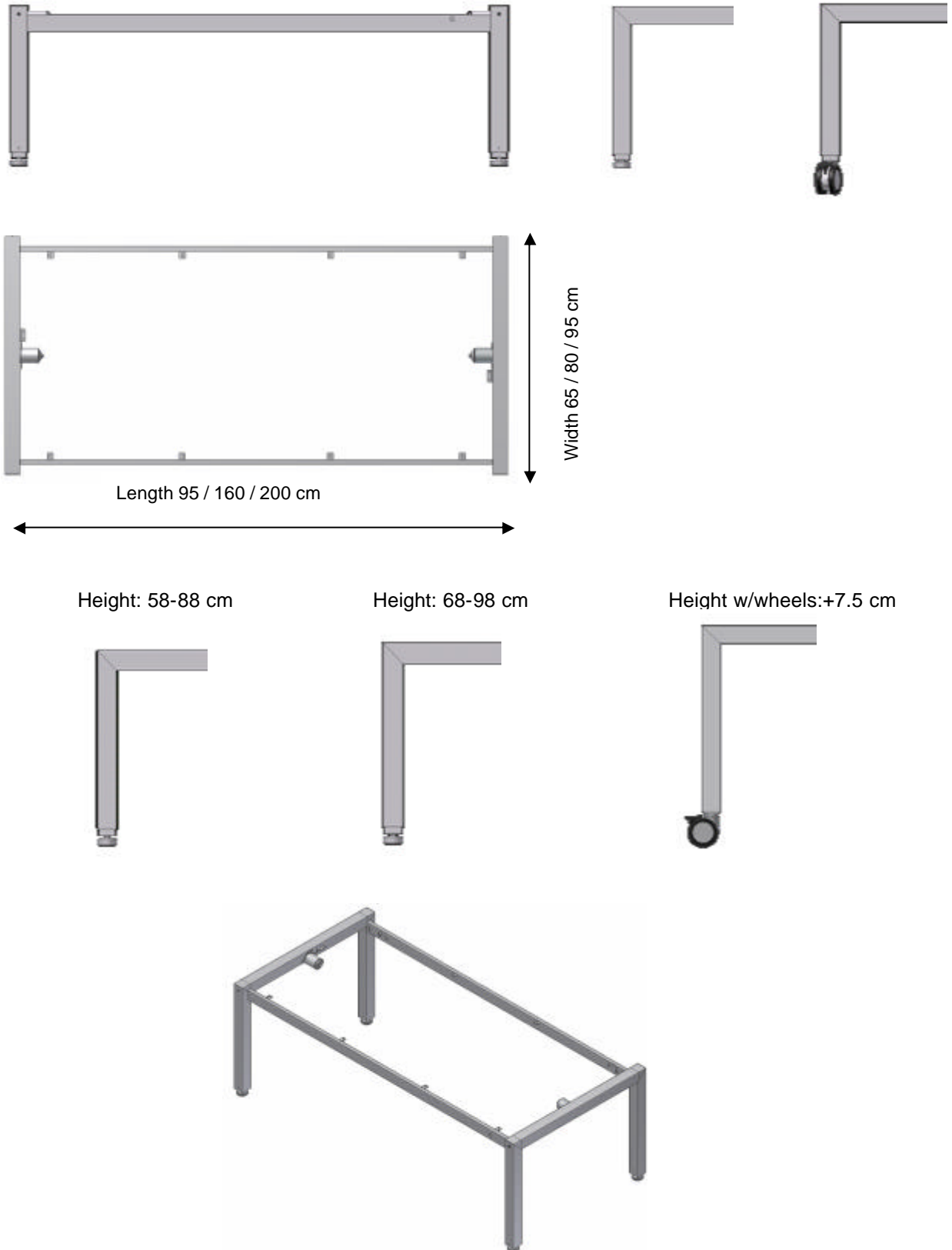
The control unit complies with IP32/II and must always be installed in accordance with the national Heavy Current Regulations or corresponding international standards.

## 4. Technical data

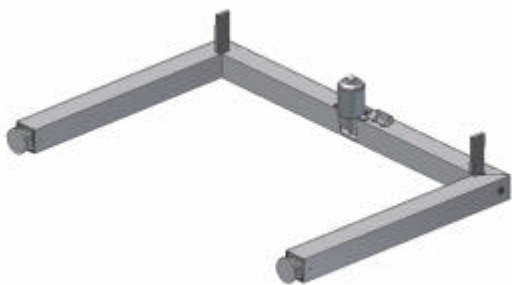
<b>Product:</b>	<b>4Straight</b>																																				
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Length 200 cm	20-11995	20-12995																																			
<b>Accessories:</b>	Wheels: Increase the height by 7.5 cm Battery: When using battery the performance is reduced by approx. 20-25%																																				
<b>Material:</b>	Welded steel tubes St. 37, various plastic components. Grey laminate tabletop, NCS6502-B for 4Straight complete																																				
<b>Surface treatment:</b>	Blue chromate, powder coating: Standard CWS 84965 RAL 9007 mat.																																				
<b>Power supply:</b>	230VAC / 2.5A / 50Hz alternative 120VAC / 50/60Hz																																				
<b>Standby primary:</b>	1W																																				
<b>Control voltage:</b>	24VDC																																				
<b>Duty circle:</b>	Max. 10% conform to 1 min. active/ 9 min. pause																																				
<b>Max. load of frame:</b>	130 kg evenly distributed over the entire frame																																				
<b>Speed/ lifting time:</b>	Approx. 32 <sup>mm</sup> / <sub>sec</sub> - 10 sec.																																				
<b>Increased load of frame:</b>	250 kg evenly distributed over the entire frame (option)																																				
<b>Speed/ lifting time:</b>	Approx. 12 <sup>mm</sup> / <sub>sec</sub> - 25 sec.																																				
<b>Temperature:</b>	5-45° C																																				
<b>Humidity:</b>	5-85% (non condensing)																																				
<b>Guarantee:</b>	See guarantee, section 14																																				
<b>Producer:</b>	Ropox A/S, DK-4700 Naestved, Tel.: +45 55 75 05 00, E-mail: info@ropox.dk - www.ropox.com																																				

## 5. Schematic diagram of 4Straight

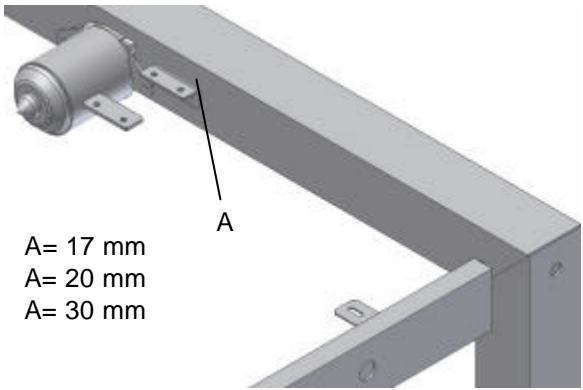
Electric connections to the control unit and table shall always be flexible to ensure that they move freely within the height adjustment range of the table.



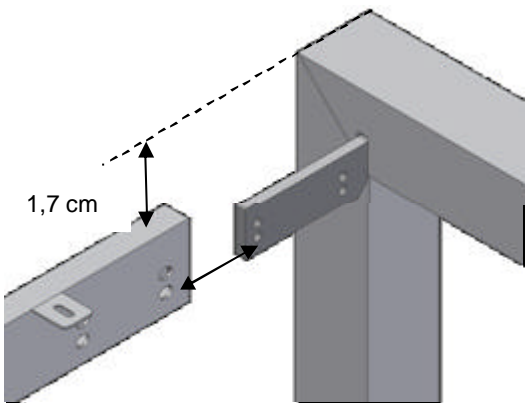
# 6. Mounting instructions, illustrations



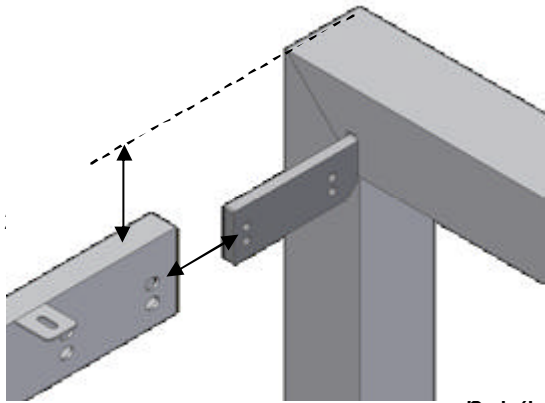
6.1.1



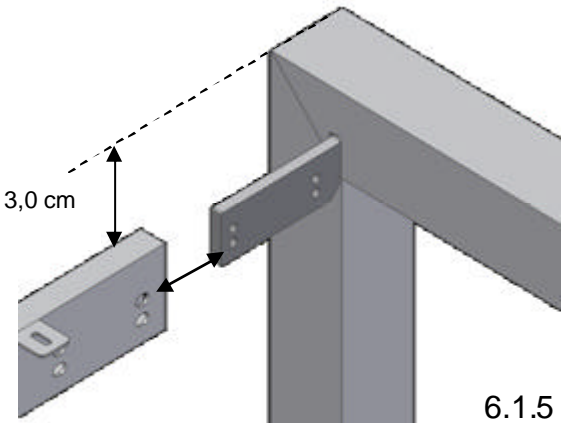
6.1.2



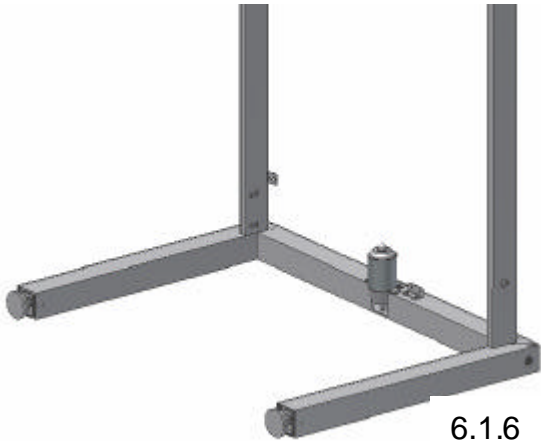
3



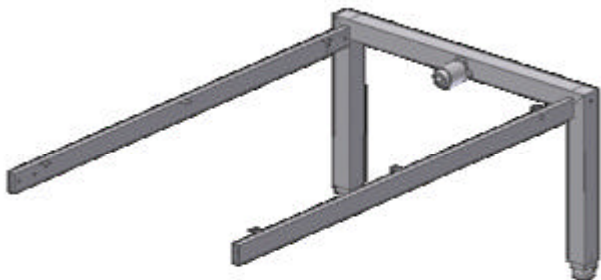
6.1.4



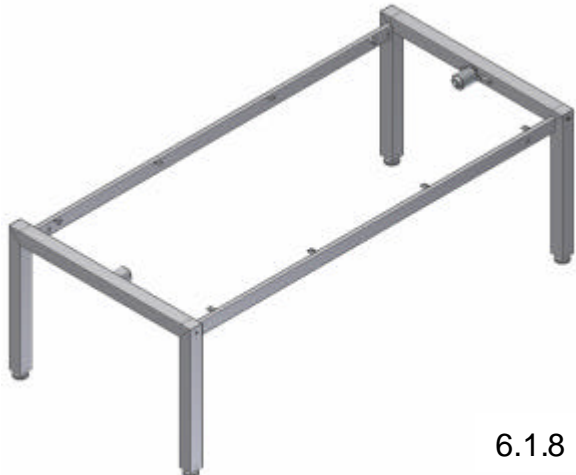
6.1.5



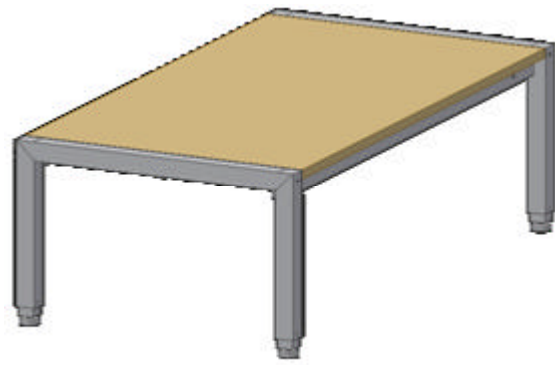
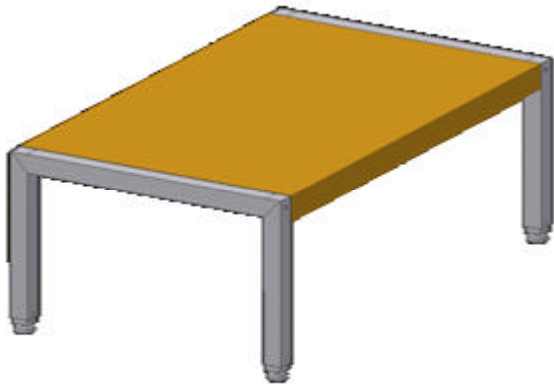
6.1.6



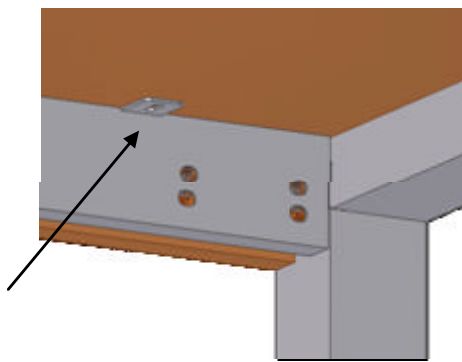
6.1.7



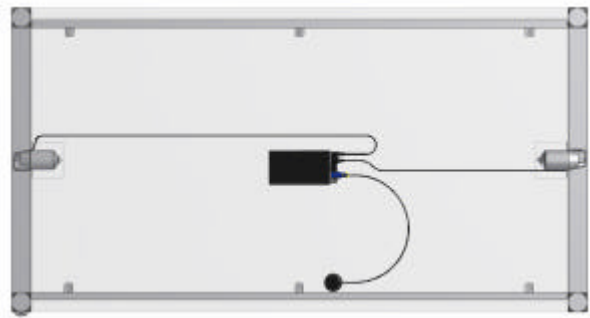
6.1.8



6.2.1b

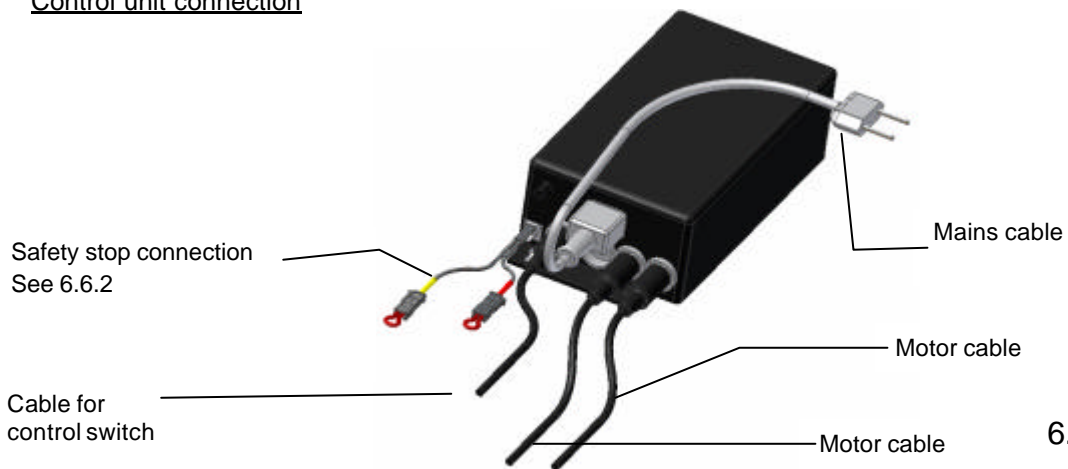


6.2.2

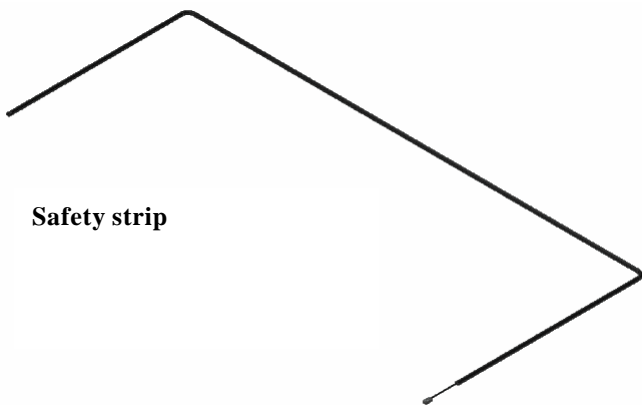


6.3.1

Control unit connection

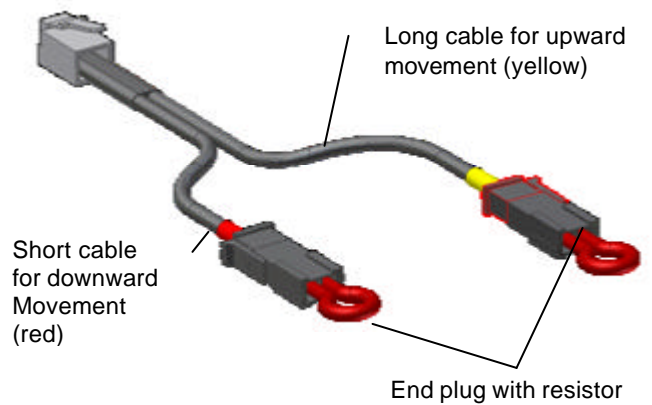


6.3.2



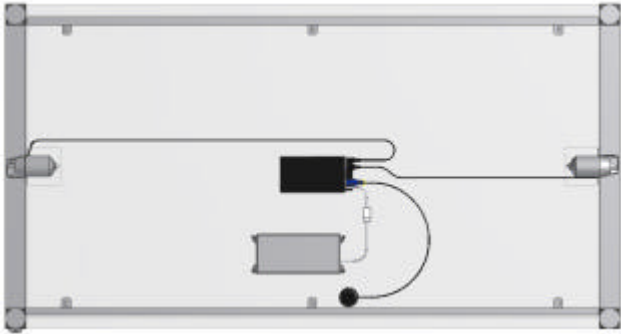
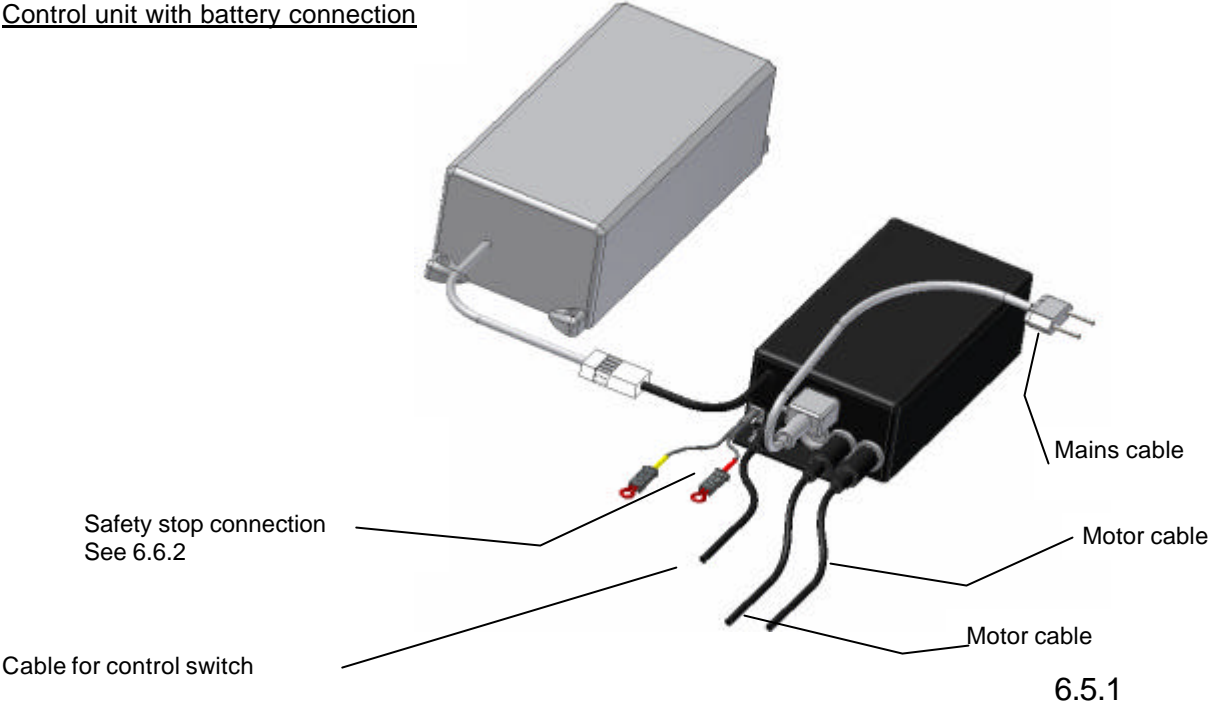
Safety strip

6.4.1



6.4.2

Control unit with battery connection

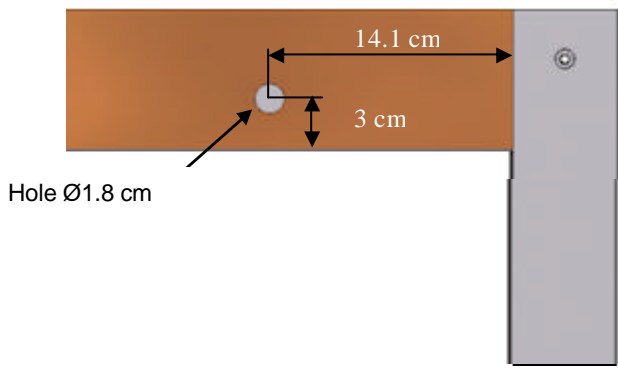


6.5.2



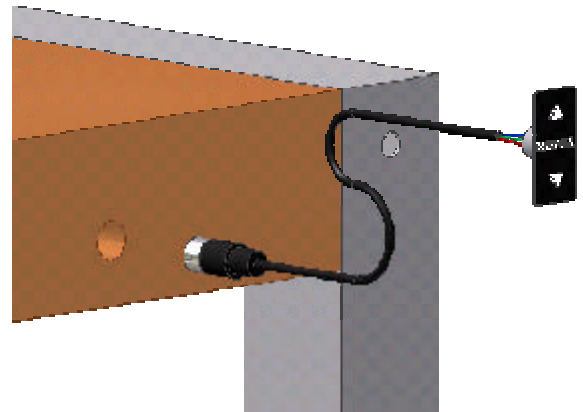
6.6.1

\* OPTION



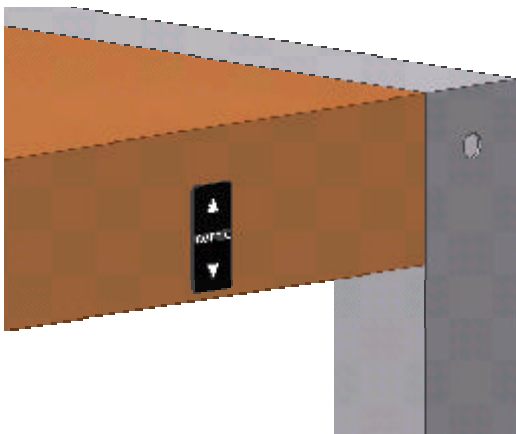
6.7.1

\* OPTION



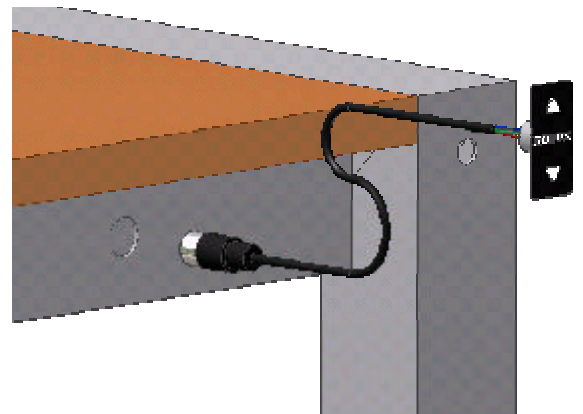
6.7.2

\* OPTION



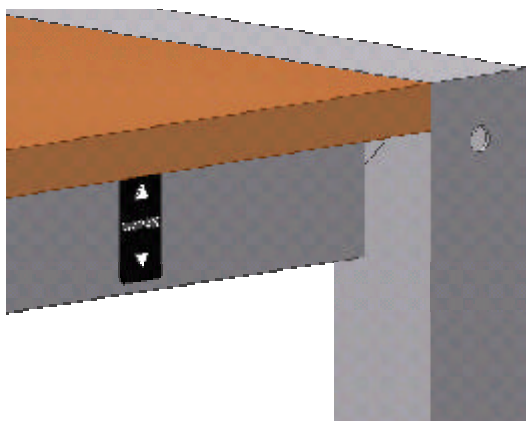
6.7.3

\* OPTION



6.8.1

\* OPTION



6.8.2

## 6. Mounting instructions, description



The equipment should always be assembled by competent personnel

Prior to assembly check that all parts have been provided. See list of components, section 8.

If the frame has already been assembled, proceed to 6.2. If the frame has been assembled and the tabletop has been fitted (4Straight Complete), proceed to 6.3.

### **6.1 Assembling the frame**

6.1.1 Place one end of the frame on the floor with the fascia fittings pointing upward.

6.1.2 Bracket to be mounted according to thickness of worktop (30 mm or 20 mm). By 17 mm worktop, mount the bracket 20 mm from the top, and the 3 mm distance plate when mounting the worktop.

#### **6.1.3 Tabletop, 1.7 cm**

Mount the fascias on the fittings at the end of the frame with the screw holes pointing inward. Use the lower holes of the fascia and the lower holes of the fish plate at the end of the frame.

#### **6.1.4 Tabletop, 2.1 cm**

Use the upper holes of the fascia and the upper holes of the fish plate at the end of the frame.

#### **6.1.5 Tabletop, 3.0 cm**

Use the upper holes of the fascia and the lower holes of the fish plate.

After assembly always make a check. The distance from the upper edge of the fascia to the upper edge of the frame end must correspond to the thickness of the tabletop.

6.1.6 Fasten the fascias with two M8 bolts each.

6.1.7 Raise the frame end so that the fitted fascias are horizontal.

6.1.8 Push the other frame end into the fascias and fasten with two M8 bolts in each fascia. Same hole combination both ends. Do not forget to tighten all screws.

### **6.2 Placing the tabletop**

6.2.1 Now place the tabletop on the frame so that it flushes with the frame on all sides.

6.2.2 Fasten the tabletop with screws through the holes of the flaps of the longitudinal fascias.

### **6.3 Mounting the control unit**

6.3.1 Fasten the control unit under the tabletop, if possible in the middle.

6.3.2 Connect motors and infrared control to the control unit.

Remove the protection paper and mount the receiver underneath the worktop.

Place loose cables in the cable tie clips, to be fitted under the tabletop.

## **6.4 Mounting the safety strips under the tabletop**

- \* Option: Ropox always recommends the use of safety strips for electrically operated frames.



Be careful not to bend or damage the safety strip during transport or mounting. Be careful when mounting the safety strip, bending or twisting can reflect on the performance of the safety strip.



The surface to which the safety strip is to be attached must be clean, dry and degreased to obtain optimum adhesion.

Please refer to safety strip mounting guide

- 6.4.1 Mount the safety strip on the bottom side of the wooden front fascia by means of the double-adhesive tape.

Remove the protective paper of the tape and press on the safety strip. Be aware of minimum bending radius (2 cm inside)

- 6.4.2 Pull out the red short circuit plug (E) of the short cable (A) (marked with red).

Connect the plug at the end of the safety strip (D) in the available short cable (A) (marked with red).

## **6.5 Mounting the battery**

- \* **Option** (Please see separate mounting instructions for the battery)

- 6.5.1 The control unit must have been prepared for battery back-up through the installation of a special plug.

Mount the battery and the control unit under the tabletop. See drawing 6.5.2. Connect the plug of the battery with the plug of the control unit. Fit the other cables as illustrated on drawing 6.5.1



The battery must be charged minimum 24 hours the first time, under normal use, it shall be charged at least once a day.

## **6.6 Mounting brake wheels**

- \* **Option**

- 6.6.1 Mount the wheels with screws at the bottom of the legs. Do not forget to place three washers between leg and wheel before fitting the wheel.

## **6.7 Mounting the control switch on the wooden fascia**

### **\* Option:**

Mount the control switch for height adjustment on the right side of the wooden fascia, one on each longitudinal side of the table.

The control switch is provided with a 150 cm long cable with a 7-pin DIN plug.

6.7.1 Drill a hole, Ø1,8 cm, in both wooden fascias, see dimension sketch.

6.7.2 Pull the cable through the hole of the wooden fascia and the hole of the metal fascia.

Insert the other end of the cable into the split cable of the control unit.

6.7.3 The switch has double-adhesive tape on the back. Remove the protection paper and fit the switch on the fascia. Make sure that the control switch does not project above or below the fascia.

Repeat the above procedure for the control switch on the other side of the table.

After fitting the switch, fasten the cable under the tabletop with cable tie clips so that it does not hang down.

## **6.8 Mounting the control switch on the metal fascia**

### **\* Option:**

On tables without a wooden fascia fit the control switch for height adjustment on the right side direct on the metal fascia, one on each longitudinal side of the table.

The control switch is provided with a 150 cm long cable with a 7-pin DIN plug.

6.8.1 Pull the cable through the hole of the metal fascia.

6.8.2 The switch has double-adhesive tape on the back. Remove the protection paper and fit the switch on the metal fascia. Make sure that the control switch does not project above or below the fascia.

Insert the other end of the cable into the split cable of the control unit.

Repeat the above procedure for the control switch on the other side of the table.

After fitting the switch, fasten the cable under the tabletop with cable tie clips so that it does not hang down.

## **6.9 Performance test**

After assembling and prior to use all functions of the table must be tested. Subsequently this test must be carried out by competent personnel at least once a year:

### Before connection to the mains voltage:

1. Check that the mounting instructions have been observed.
2. Check that all bolts have been tightened.
3. Check that all cables have been connected correctly and that the plugs have been pressed home.
4. Check that there is no load on the table.
5. Check that there is nothing preventing the table from moving freely within the height adjustment range.

### Now connect mains voltage to the control unit and continue the test:

6. Press DOWN on the switch and move the table to the bottom position. Now press DOWN again and keep the switch depressed for 5 sec. to reset the control unit. Check that the movement is even and smooth. Make sure that the mains cable moves freely.
7. Now press UP and move the table to the top position. Check that the movement is even and smooth and make sure that the mains cable moves freely.
8. If safety stop rails have been mounted under the tabletop, they must be tested: Press DOWN and let the table move 2-5 cm downward, at the same time activating the safety stop rails. The table must now stop the downward movement and move 1-2 cm upward and stop.

When the above mentioned items have been checked, the table is ready for use. See "Safety in use" section 10.

## 7. Tabletop models and sizes

To make 4Straight tabletops the following dimension sketches will be required:

- Model 1 has no side fascias
- Models 2 and 3 may be with or without side fascias.

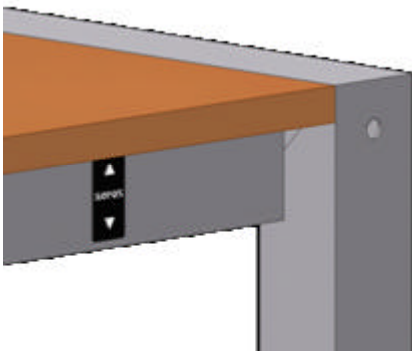
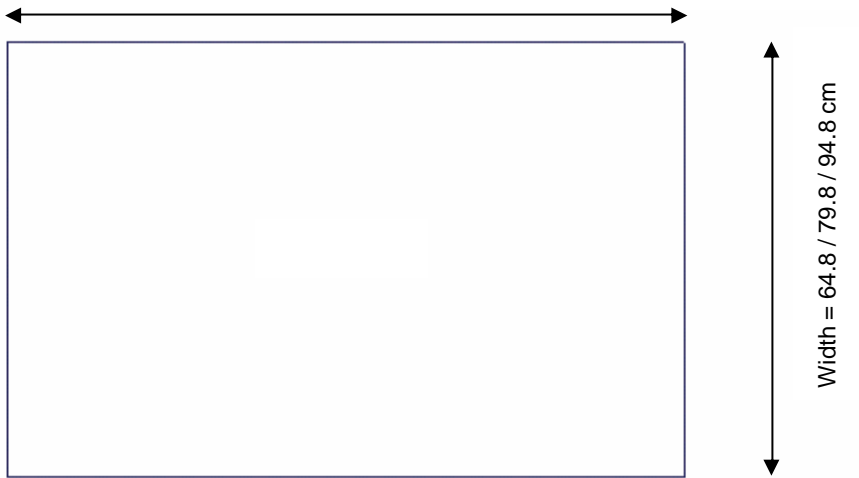
### 7.1 Model 1: Tabletop 1.7 cm

**Length of tabletop = Length of frame – 12.2 cm**

Length of tabletop = 95-12.2 cm = 82.8 cm

Length of tabletop = 160-12.2 cm = 147.8 cm

Length of tabletop = 200-12.2 cm = 187.8 cm



\* Control switch can be supplied as an option

## 7.2 Model 2: Tabletop 2.1 cm

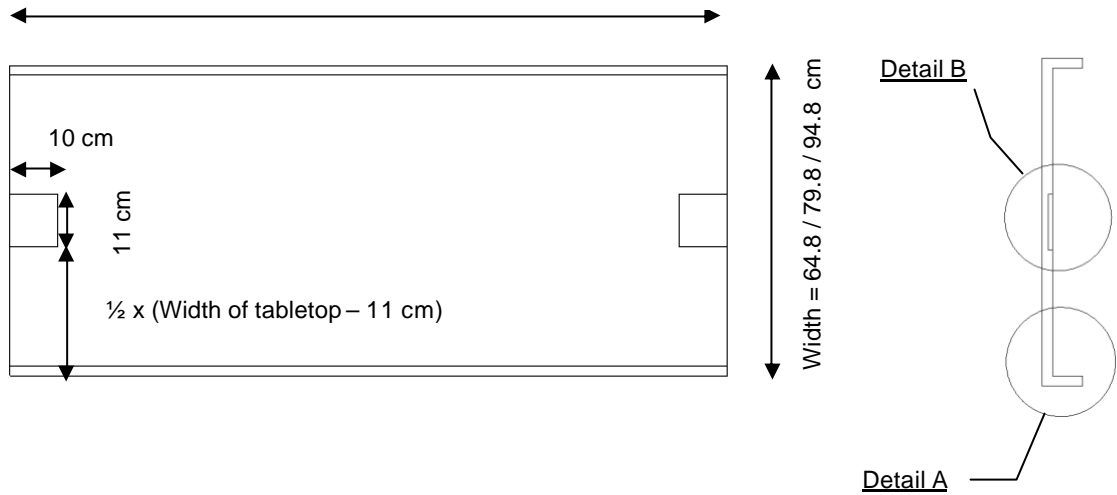
The groove for motor must be 0.9 cm deep.

**Length of tabletop = Length of frame – 12.2 cm**

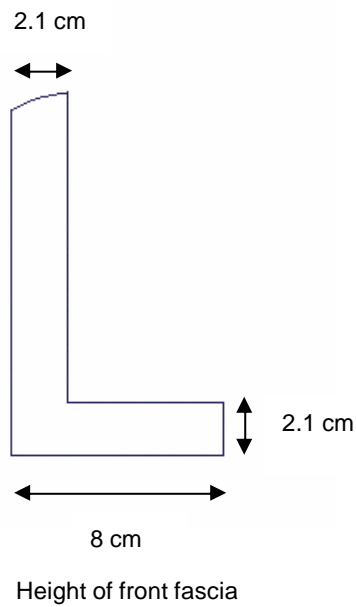
Length of tabletop = 95-12.2 cm = 82.8 cm

Length of tabletop = 160-12.2 cm = 147.8 cm

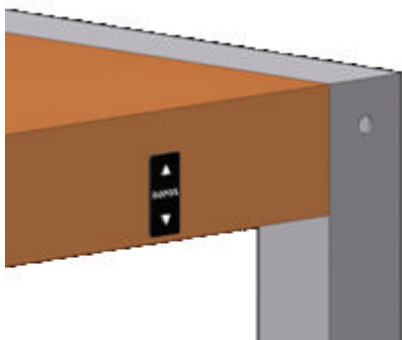
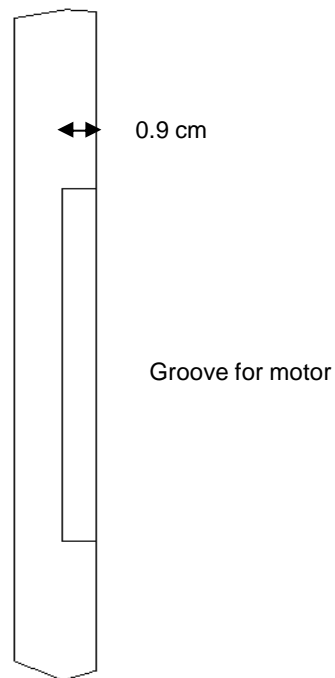
Length of tabletop = 200-12.2 cm = 187.8 cm



Detail A



Detail B



\* Control switch can be supplied as an option

### 7.3 Model 3: Tabletop 3.0 cm

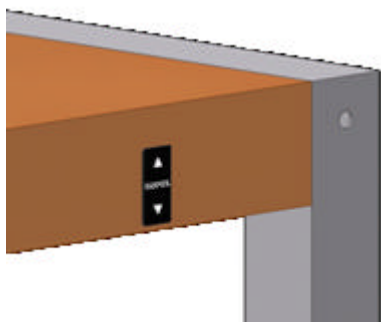
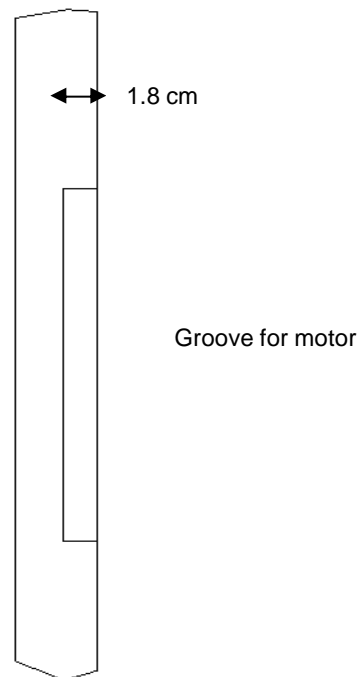
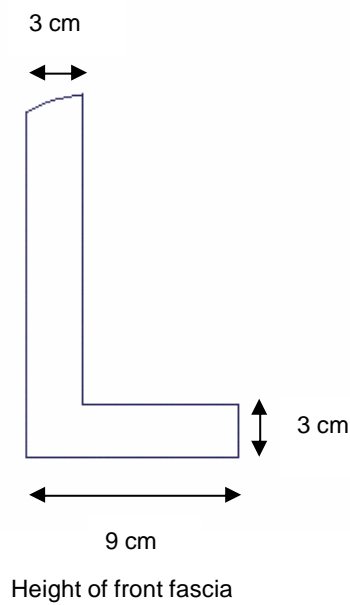
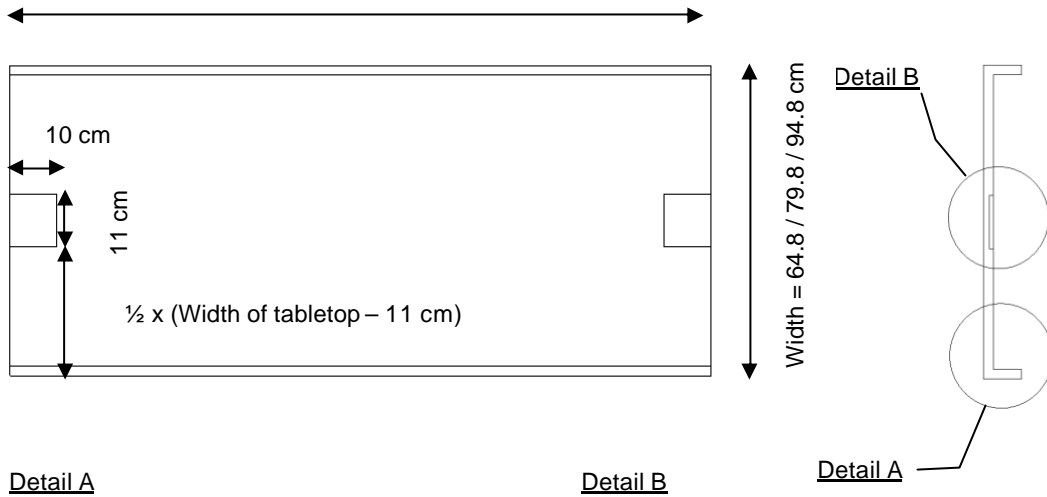
The groove for motor must be 1.8 cm deep.

**Length of tabletop = Length of frame – 12.2cm**

Length of tabletop = 95-12.2 cm = 82.8 cm

Length of tabletop = 160-12.2 cm = 147.8 cm

Length of tabletop = 200-12.2 cm = 187.8 cm



\* Control switch can be supplied as an option

## 8. List of components

### **Control unit (21,2x10,5x6,0 cm) 30-67855:**

Incl. mains cable (300 cm)

1 unit



*The control unit comprises:*

30-67847 Infra-red control:  
Remote infra-red control for height adjustment  
Range 150-200 cm  
Cable (250 cm)

1 pc.



98002014 Y-cable for safety stop:  
98002013 End plug with resistor:

1 pc.  
2 pcs.



96000158 Cable tie clips

15 pcs.



## 9. Options

### **Battery incl. control unit 30-67854:**

Incl. mains cable (300 cm), 230V / 50Hz  
Battery capacity approx. 50 lifting cycles  
**To be ordered with main order**

1 set



Contains the same parts as specified in 8

### **Battery incl. control unit 30-67853:**

Incl. mains cable (300 cm), 230V / 50Hz  
Battery capacity approx. 50 lifting cycles  
**Subsequent order**

1 set



Contains the same parts as specified in 8

### **Battery (27,2x11,7x7,8 cm) 30-67872:**

Incl. mains cable (300 cm), 230V / 50Hz  
Battery capacity approx. 50 lifting cycles  
**Spare part**

1 unit



### **Control unit for battery (21,2x10,5x6,0 cm) 30-67852:**

Incl. mains cable (300 cm), 230V / 50Hz  
Prepared for battery connection  
**Spare part**

1 unit



Contains the same parts as specified in 8

### **Battery incl. control unit 30-67864:**

Incl. mains cable (300 cm), 120V / 50/60Hz  
Battery capacity approx. 50 lifting cycles  
**To be ordered with main order**

1 set



Contains the same parts as specified in 8

**Battery incl. control unit 30-67863:**

Incl. mains cable (300 cm), 120V / 50/60Hz  
Battery capacity approx. 50 lifting cycles  
**Subsequent order**

1 set



Contains the same parts as specified in 8

---

**Control unit (21,2x10,5x6,0 cm) 30-67865:**

Incl. mains cable (300 cm), 120V / 50/60Hz  
**Spare part**

1 unit



Contains the same parts as specified in 8

---

**Control unit for battery (21,2x10,5x6,0 cm) 30-67862:**

Incl. mains cable (300 cm), 120V / 50/60Hz  
Prepared for battery connection  
**Spare part**

1 unit



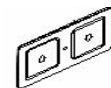
Contains the same parts as specified in 8

---

**Control switch, large surface (14x7 cm) 30-67841:**

Press pad for disabled persons  
To be used for worktops with wooden side fascia only

1 pc.



**Split cable for control 96000629:**

1 pc.



**Control switch, small surface (2,5x5 cm) 30-67840:**

Cable (150 cm)

1 pcs.



**Safety stop rail 30-67xxx:**

Length "x" in cm

1 pc.



**Set of brake wheels, black (4 wheels) 20-50345:**

Increase the height by 7.5 cm  
Incl. 12 pcs. spacers (95170510)

1 set



**Mains cable British standard 30-67879:**

1 pc.



**Increased lifting power 30-11001:**

Max. load evenly distributed 250 kg  
**To be ordered with the main order**

1 pc.

## 10. Safety in use

- The table should only be used by persons who have read and understood these instructions.
- This table is delivered with an infrared remote. For safety reasons this remote shall always be kept out of reach of children or other persons with reduced observation capability.
- 4Straight is an electrically height-adjustable table and we recommend the fitting of safety stop rails in order to guard against and avoid injury and accidents. Nevertheless, always make sure that there are no persons, animals or objects under the table during height adjustment.
- The table is not intended for lifting people or objects.
- Always use the table in a manner precluding the risk of damage to persons or property. The person, who operates the table, is responsible for avoiding damage or injury.
- Children and persons with reduced observation ability must only be allowed to operate the table under supervision.
- When the table is used in publicly accessible locations where children or other persons with reduced observation capability may get close to it, the person operating the table must pay utmost attention in order to prevent dangerous situations.
- Make sure that there is free space above and below the table to allow height adjustment.
- Do not operate the table in the case of errors or damage.
- Do not overload the table and make sure that the load distribution is correct.
- In connection with inspections, service or repairs make sure that the table is not loaded.
- When installing power and water connections the regulations of the national/ international authorities must be observed.
- Do not use the table in an explosive environment.
- Any modification of the table, which may influence its operation or construction, is forbidden.
- If the table has not been assembled in accordance with these mounting instructions, the guarantee may become void.
- Only use Ropox original spare parts as replacement parts. If other spare parts are used, the guarantee may become void.

## 11. Cleaning/ Maintenance



The frame must not be connected to the mains voltage during cleaning.  
Do not flush electrical components with water.



### 11.1 Frame

Clean the frame with a damp cloth using lukewarm water and ordinary cleaning agents. Do not use corrosive/ abrasive liquids or grinding cloths, brushes or sponges. Dry the frame after cleaning.

### 11.2 Worktop, laminated surfaces

Clean the Etronit-M surface with a soft cloth firmly wrung in hot water with a little liquid detergent. The detergent should be without sulphonic soap as this may result in a greasy surface. Stains that cannot be removed with water can often be removed with a mixture of equal parts chlorine bleaching and water or with acetone. When using these products see that the room is sufficiently ventilated and note that these products should not be used on the frame.

Stains from felt-tip pencils can be removed using methylated spirit and pencil strokes can be removed with a piece of eraser. In case of doubt, we recommend you to experiment on a spot that cannot be seen as certain products may damage the laminate, e.g. sulphuric acid etc.

Some chemicals, ink and strongly colouring fruit juices may cause discoloration if they remain on the table for a longer period of time as the pigmentation sticks to the surface.

Do not use steel wool, scouring powder and other abrasive products or detergents leaving a film on the surface, e.g. yellow soap.

After cleaning, wash the table with a soft cloth firmly wrung in clean water and dry with a cloth.

### 11.3 Maintenance



Inspections, service and repairs must be carried out by competent personnel.

The frame is maintenance-free and the moving parts have been lubricated for life. For reasons of safety and liability we recommend inspection of the frame once a year:

- Check that all bolts have been tightened.
- Check that the table moves freely and without problems from bottom to top position.
- **Resetting the table:** Press DOWN and move the table to the bottom position. Press DOWN again and keep the switch depressed for 5 sec. to reset the control unit. Check that the movement is even and smooth. Make sure that the mains cable moves freely.
- Check that feed and waste hoses, if any, are tight and undamaged.
- Check that the cable to hotplate, if any, is undamaged and moves freely.
- Check that all cables have been fitted correctly and are undamaged.

After each inspection the service schedule shall be filled in.

Only use Ropox original spare parts as replacement parts. If other spare parts are used, the guarantee may become void.

**11.4 Service schedule, operation and maintenance**

**Service and maintenance Serial No.**  
**Date:** \_\_\_\_\_  
**Signature:** \_\_\_\_\_  
**Comments:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Service and maintenance Serial No.**  
**Date:** \_\_\_\_\_  
**Signature:** \_\_\_\_\_  
**Comments:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Service and maintenance Serial No.**  
**Date:** \_\_\_\_\_  
**Signature:** \_\_\_\_\_  
**Comments:** \_\_\_\_\_  
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**Service and maintenance Serial No.**  
**Date:** \_\_\_\_\_  
**Signature:** \_\_\_\_\_  
**Comments:** \_\_\_\_\_  
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**Service and maintenance Serial No.**  
**Date:** \_\_\_\_\_  
**Signature:** \_\_\_\_\_  
**Comments:** \_\_\_\_\_  
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**Service and maintenance Serial No.**  
**Date:** \_\_\_\_\_  
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**Comments:** \_\_\_\_\_  
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**Service and maintenance Serial No.**  
**Date:** \_\_\_\_\_  
**Signature:** \_\_\_\_\_  
**Comments:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Service and maintenance Serial No.**  
**Date:** \_\_\_\_\_  
**Signature:** \_\_\_\_\_  
**Comments:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## 12. Trouble shooting

### **12.1 The table seems loose or unstable**

- The screws assembling the frame have not been securely tightened.
- Tighten all screws of the frame. See mounting instructions.

### **12.2 The table cannot be adjusted in height (adjustment seems very difficult)**

- Check mains voltage to the control unit and that the power is switched on.
- Check cables and plug-in connections between control unit and motors. Make sure that the plug for the motor cable has been pressed home.
- Check cable and plug-in connection between control unit and control switch.
- Check connection of cable for safety stop rails to control unit and safety stop rails. (If no safety stop has been fitted, there must be two end plugs with resistors on the safety stop cable. See mounting instructions fig. 6.4.2).  
If safety stop rails have been mounted:
- Check that the safety stop has not been activated. Relocate the end plug with resistor from the safety stop rails to the Y-cable of the control unit. See Mounting Instructions, fig. 6.4.2. If the table operates without connection of safety stop the safety stop rails have been activated.

### **12.3 The table does not have level movement**

- If the table does not move straight, "Resetting" must be made, see Maintenance 11.3.



In case of power failure always reset the table before using it again.

## 13. CE-marking

### 4Straight Complete Multi-function table, electrically height-adjustable

#### Height 58-88 cm

20-11295: 95 x 95 cm                      20-11995: 200 x 95 cm

#### Height 68-98 cm

20-12295: 95 x 95 cm                      20-12995: 200 x 95 cm

### 4Straight Multi-function frame, electrically height-adjustable

#### Height 58-88 cm

30-11265: 95 x 65 cm	30-11765: 160 x 65 cm	30-11965: 200 x 65 cm
30-11280: 95 x 80 cm	30-11780: 160 x 80 cm	30-11980: 200 x 80 cm
30-11295: 95 x 95 cm	30-11795: 160 x 95 cm	30-11995: 200 x 95 cm

#### Height 68-98 cm

30-12265 95 x 65 cm	30-12765 160 x 65 cm	30-12965 200 x 65 cm
30-12280 95 x 80 cm	30-12780 160 x 80 cm	30-12980 200 x 80 cm
30-12295 95 x 95 cm	30-12795 160 x 95 cm	30-12995 200 x 95 cm

conform to the following directives and standards:

### DIRECTIVES

EU-Directive 89/392/EEC on Machinery, modified by Directive No. 98/37/EC

73/23EEC, Low voltage directive, modified by 93/68/EEC

89/336/EEC, EMC-Directive, modified by 92/31/EEC and 93/68/EEC

### STANDARDS

DS/EN ISO	12001-1:	2003	DS/EN	55014-1:	2000
DS/EN ISO	12100-2:	2003	DS/EN	55014-2:	1997
DS/EN	527-2:	2002	DS/EN	60335-1:	2002
DS/EN	61000-6-3:2001, EN 55022 Class B				
DS/EN	61000-3-2:2001, EN 61000-3-3:1995, A1:2001				
DS/EN	61000-6-2:2001, EN 61000-4-2, -3, -4, -5, -6, -8, -11.				

Declarations of conformity can be supplied upon request.

## 14. Guarantee

The Ropox metal frames are guaranteed for five years. All moveable parts are guaranteed for two years, always provided that the products are not misused or overloaded.

In connection with the replacement of defective parts owing to errors of manufacture or materials covered by the guarantee, we supply the spare parts, but shipping costs, fitter hours and the like shall not be covered by Ropox.

Failing agreement to the contrary the Danish Sale of Goods Act shall apply and any dispute shall be settled in Denmark in accordance with Danish law.

For the guarantee to be effective, inspection and service shall be carried out in accordance with the maintenance instructions in item 11.3. and be verified through completion of the service schedule, section 11.4. This guarantee shall not cover expenses for normal maintenance, settings or adjustments as described in the instructions item 11.3.

In case of damage caused by erroneous installation or misuse, the guarantee shall become void.

Work under guarantee should not be commenced without prior agreement with Ropox A/S. Ropox A/S shall accept no guarantee costs, unless they have been agreed upon prior to commencement of the work.

Before returning parts estimated to belong under the guarantee Ropox must be notified, after which you will receive a complaints number to be attached to the goods on shipment.

In case of complaints please always state:

- Product name
- Type
- Serial number and year of construction
- Invoice number and date
- Detailed description of operating conditions and nature of the complaint



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