

Extend-A-Hand Folding Grab Bar

Installation, Use, Care and Warranty • Models 12S, 16S, 24S, 32S

READ BEFORE INSTALLING

This bar mounts horizontally only. The folding armature locks in the extended position. When stowed, it is held flat against the wall by gravity, which only works in a horizontal installation. Mounting the bar vertically or at an angle allows the arm to swing freely and is not a supported installation. Doing so voids the warranty.

Install only on solid, structurally sound framing. Land both mounting plates on wall studs, or on 2x4 blocking added behind the wall. Never install into drywall alone.

Do not alter the safety locking mechanism. The locking pins protrude through the end plates by design. Do not tape, block, shim, or modify them.

Failure to follow these instructions could result in serious injury. If you are unsure about your framing or fasteners, hire a qualified installer.

WHAT IS INCLUDED

- Extend-A-Hand stainless grab bar
- 4 stainless mounting screws, #14-10 x 2-1/2" pan head
- Paper mounting template
- Alcohol wipe

WHAT YOU WILL NEED

- Stud finder, level, pencil, tape measure
- Drill and bits for pilot holes
- Phillips screwdriver
- Safety glasses
- Tile or masonry: carbide or diamond bit and rated anchors

CHOOSE THE RIGHT MODEL FOR YOUR WALL

The model number is the hole-to-hole mounting distance. Find your studs with a stud finder and measure center to center before installing.

MODEL	MOUNTING REQUIREMENT
12S, 12" wide	Requires 2x4 wood blocking behind the wall. Works with any stud spacing. Cannot span a standard stud bay on its own.
16S, 16" wide	Mounts directly to studs spaced 16 inches on center. No blocking needed.
24S, 24" wide	Mounts directly to studs spaced 24 inches on center. Not compatible with 16 inch spacing.
32S, 32" wide	Mounts directly to studs spaced 16 inches on center, spanning two bays. Not compatible with 24 inch spacing.

PLACEMENT

- **Height:** typical residential installation is 33 to 36 inches from the finished floor to the top of the bar.
- **Orientation:** horizontal only. See the warning above.
- **Location:** beside a tub or shower, next to a toilet, along a hallway, or at bedside. Choose a spot where the user can reach the bar from a stable standing or seated position.
- **Codes:** check local building codes and ADA guidance for public or commercial installations.

FIND SOLID BACKING

- Locate wall studs with a stud finder. Confirm with a small test nail in an inconspicuous spot.
- Land both ends of the bar on studs. If only one stud is available, add 2x4 blocking behind the wall.
- Avoid plumbing and wiring. Use a live-wire detector if you are in any doubt.

MOUNTING THE BAR

1 Position and level

Tape the paper template to the wall where you want the bar, oriented horizontally. Use a level to confirm it is straight. Mark all hole locations.

2 Drill pilot holes

Wood studs: drill pilot holes slightly smaller than the screw diameter.

Tile: drill through the tile first with a tile bit, then continue into the stud with a wood bit.

Masonry: drill pilot holes and use rated masonry anchors sized for the load.

3 Fasten

Align the bar over the pilot holes. Drive the supplied stainless screws snugly. Do not overtighten. Confirm the bar does not rock and that the mounting plates sit flush against the wall.

4 Final check

Pull-test by hand with firm force in all directions. Recheck level. Raise the arm and confirm it locks. Press both release buttons and confirm it folds down and rests flat against the wall.

SURFACE-SPECIFIC NOTES

Tile	Use low speed, light pressure, and water to cool the bit. Tape over the drill spot to keep the bit from wandering.
Fiberglass surround	Fasten into solid backing only. If there is no backing behind the surround, add wood blocking or relocate to a stud. Do not fasten into the shell alone.
Masonry	Use rated anchors sized to the bar and the intended load.
Drywall alone	Not permitted. There must be a stud or 2x4 blocking behind every mounting plate.

USING THE BAR

- **To deploy:** raise the arm until it locks automatically.
- **To stow:** press both release buttons and lower the arm until it rests flat against the wall.
- Confirm the arm is locked before placing weight on it.

This is an assistance device for grab bar use only. Do not use it to support suspended body weight, and do not use it as a step.

It is not a substitute for a medical device and is not intended for use by children. Do not hang on, sit on, swing on, or play on this device.

Extend A Hand LLC is not liable for injury resulting from misuse, from alternative use, or from installation for any purpose other than as an assistance grab bar.

CLEANING AND CARE

- Wipe with mild soap and water, then dry.
- On stainless finishes, use a non-chloride stainless cleaner.
- Do not use bleach, abrasive pads, or any cleaner containing chlorides.
- **Inspect the screws and overall stability every 6 months** and tighten if needed.
- Replace any component that shows damage, looseness, or corrosion.

TECHNICAL INFORMATION

Material	304 or 316 stainless steel, brushed finish. Black powder coat available on select models.
Grab bar diameter	1-1/2 in. (38 mm)
Support bar diameter	1-1/4 in. (32 mm)
Extension when deployed	12 in. from the wall, all models
Projection when folded	3-1/2 in. (89 mm)
Load rating	Tested to withstand 600 pounds of sustained weight in a horizontal installation on solid framing. Actual capacity in use depends on installation quality and wall structure.
Mounting orientation	Horizontal only
Country of origin	Made in the USA

TROUBLESHOOTING

SYMPTOM	WHAT TO DO
Bar feels loose	Remove the cover plates, tighten the screws, or reinstall with proper backing or rated anchors.
Screws pull out or spin	Relocate to solid framing, or add 2x4 blocking behind the wall. Do not substitute drywall anchors.
Tile cracked while drilling	Use the correct bit, lower the drill speed, add water cooling, and avoid forcing the drill.
Arm does not lock	Confirm nothing is obstructing the locking pins and that no tape or material has been applied to the mechanism. Stop using the bar and contact us.

SYMPTOM	WHAT TO DO
Arm will not stay folded	Confirm the bar is installed horizontally. In any other orientation the arm will not rest against the wall.
Wrong size ordered	Contact us within 30 days of delivery for an exchange. See the return terms on the next page.

IMPORTANT DISCLAIMER

Locking pins protrude through the end plates. The buttons allow the user to lower the extension armature. Do not use tape or any material to alter this safety-locking feature. Extend A Hand LLC is not liable for any alteration to this locking method or mechanism.

This locking extension armature has been tested to withstand 600 pounds of sustained weight in a horizontal installation. Actual load capacity in use depends on installation quality and wall structure.

Do not install in a bath or shower insert, or in any wall without studs or solid backing. Failure to follow all instructions could result in injury.

WARRANTY AND SATISFACTION GUARANTEE

Manufactured from rust-free materials. Covered by a limited 3 year warranty and backed by a 30 day satisfaction guarantee.

PERIOD	WHAT IS COVERED
Year 1	Defects in materials and manufacturer workmanship. Product repaired or replaced at the manufacturer's option.
Years 2 and 3	Pins and plastic parts replacement only. Powder coating is not covered.
30 day guarantee	Not satisfied? Return within 30 days of delivery for a refund or exchange.

Warranty is void if damage resulted from improper installation, from mounting in any orientation other than horizontal, from misuse, or from acts of nature such as lightning, wind, fire, flood, or insects.

Keep your proof of purchase. Extend A Hand does not retain purchase records.

Not covered: removal or reinstallation labor costs, powder coating in years 2 and 3, and any modification to the safety locking mechanism.

RETURNS AND WARRANTY CLAIMS

1 Contact us first

Email support@extendahand.com or call (208) 770-1716 to obtain a Return Goods Authorization (RGA) number. Items received without an RGA number cannot be accepted.

2 Send us the details

Include your proof of purchase, photos of the installation, and a description of the issue.

3 Ship it back

Write the RGA number on the outside of the box and ship to the address below. On confirmed warranty defects, we reimburse your return shipping.

4 We repair or replace

Once received and inspected, we repair or replace the item and ship it back to you at no charge.

Returns received more than 30 days after delivery are subject to a 20% restocking fee.

Items claimed defective but found problem-free on inspection are subject to a 20% restocking fee, and return shipping is not reimbursed.

If installer or user error caused the problem, no refund will be issued.

If you purchased from a retailer other than extendahand.com, please return to the place of purchase for exchanges and refunds. Contact us directly for warranty issues.

CUSTOMER SUPPORT

PHONE (208) 770-1716

EMAIL support@extendahand.com

WEBSITE extendahand.com

ADDRESS 6082 W Seltice Way, Unit 121, Post Falls, ID 83854

Extend A Hand LLC. Manufactured in the United States by Mountain Manufacturing LLC, Post Falls, Idaho. Specifications subject to change without notice. Retain this document for the life of the product. Revision 2026.