



MONSAM
CUSTOMIZABLE PORTABLE SINKS

GENERAL INSTRUCTION MANUAL

Congratulations on your purchase of a
Monsam portable sink!

**Please read this manual carefully before first use of the
product and keep it in a safe location.**

**Contact Monsam Portable Sinks for customer service
and product-related questions:**

📞 Phone: (800) 513-8562

@ Email: customerservice@portablesink.com

To expedite service, please provide the serial number, model
name, the nature of the problem, and your contact information.

portablesink.com

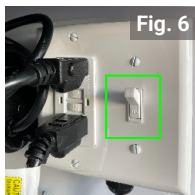
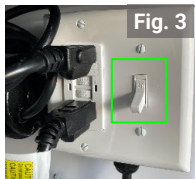
NOTE: This is a general instruction manual. Not all details
will be specific to your sink model. The manufacturer will
not be responsible for any injuries or damage caused by
improper setup of the product, incorrect use, or failure to
follow all instructions provided.

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Setup Instructions

IMPORTANT: IF UNIT ARRIVES WITH FAUCETS(S) OPEN, PLEASE **CLOSE THE FAUCETS BEFORE PROCEEDING.**



1. Remove the fresh water tank from the cabinet. Unscrew the cap and fill the tank with fresh water. Screw the cap back onto the tank and place tank inside the cabinet. **(Fig. 1)**

TIP: Straighten out the portion of the water tube that goes into the tank if it is curved. This will help the water flow through the tube properly.

2. Position the waste water tank under the drain or tube fitting. **(Fig. 2)**

3. Locate the GFCI outlet box inside the cabinet that has an ON/OFF switch. **Make sure the switch is in the OFF/down position.** **(Fig. 3)**

4. Locate the main power cord and pull it through the hole in the base or side wall of the cabinet. **(Fig. 4)**

5. Plug the main power cord into a grounded 20 AMP 110 Volt wall outlet. **(Fig. 5)**

6. On the GFCI outlet box inside of the cabinet, turn the switch to the ON position. **(Fig. 6)**

7. **For Preset Water Heater only** - Close the blue valve (horizontal setting) before using **(Fig. 7)**

- 8a. **ON FIRST USE: Allow at least 30 minutes for the water heater to warm up (do not turn on the faucet during that time).**

- 8b. Once the heater has warmed up, turn the hot water on (pump should activate) until there is a steady water flow, then turn off water. Complete this same process with cold water. NOTE: The electric water pump will turn off when the cold and hot water handles are off/closed.

Your Monsam portable sink is now ready to use!



Safety Tips

Please follow these instructions to reduce the risk of injury and to reduce the risk of damaging the product.

1. DO NOT plug sink into a wall outlet directly upon opening the product. To maintain warranty, please be sure to follow step-by-step set-up instructions.
2. Keep the fresh water tank filled to a sufficient level; we recommend at least 1/2 full.
3. Allow at least 30 minutes for the water heater to warm up (do not turn on the faucet during that time)
4. Always TURN OFF the electric switch inside the cabinet at the end of the day and open the faucet to release air.
5. AVOID FREEZING TEMPERATURES and DO NOT store the portable sink in temperatures below 45°F.
6. If the unit will remain unused for a prolonged period, then TURN OFF the electrical switch, unplug from wall outlet, and leave the faucet in the ON position. This will ensure optimal performance of the product's electrical components. **NOTE:** If storing in cold temperatures, please consult **Adjustable Heater Winterization Steps** in this document or contact us to request winterization steps.
7. Keep the floor surrounding the sink clean and dry to prevent any potential injuries.
8. We recommend using purified or distilled water, especially where local tap water is substandard. Hard water and water with heavy mineral content can cause excessive scale build-up in water heater and water pump, which may result in malfunction, voiding the warranty.
9. If you suspect a malfunction at any time, immediately turn the electric switch OFF, unplug the unit from the electric source, and call the manufacturer at 800-513-8562.
10. If you find yourself experiencing any setup or operational issues, please call the manufacturer at 800-513-8562.
11. Consult the manufacturer BEFORE attempting any repairs to ensure that repairs are conducted in a safe and authorized manner.

ANY UNAUTHORIZED REPAIRS WILL VOID THE WARRANTY.

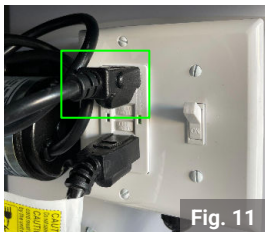
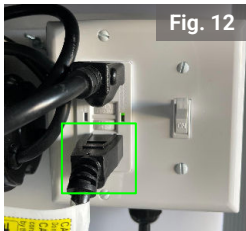
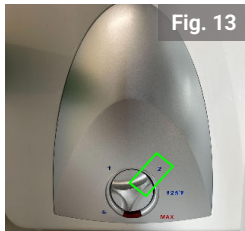
Maintenance

1. Empty the waste water tank at end of each day or when the water level reaches 2/3 of the tank.
2. Be sure to TURN OFF the portable sink at the end of the day and/or when the unit is not in use for more than five hours.
3. Keep sink strainer free from debris and obstacles.
4. Clean faucet aerator to remove any debris (See Fig. 8)
5. Clean the unit regularly (Recommend weekly):
 - a. Add 1 ounce of household bleach (*or any household cleaner - dish soap, vinegar, peroxide, etc.) for every 4 gallons of tank capacity to each tank.
 - b. Fill the rest of the tank with fresh, clean water.
 - c. Shake the tanks for thirty seconds and let sit for ten minutes.
 - d. Empty tanks and refill with fresh water, shake the tanks to rinse and then empty. Repeat multiple times as needed to ensure complete removal of household cleaner residue.
6. Clean the surrounding countertop and cabinet with an all-purpose cleaner.
7. Clean stainless steel sink or cabinet with all-purpose stainless steel cleaner.
8. To sanitize the tubing, fill the fresh water tank with 1-ounce of household bleach (*see above) for every 4 gallons of tank capacity, fill the rest with fresh water and let the entire tank run through the system.
9. To rinse, fill the tank with fresh water ONLY and let the entire tank of water run through the system. Repeat as needed to ensure complete removal of household cleaner residue.



NOTE: (Fig. 9) Overflow bottle catches excess water from the adjustable heater. Empty it as needed to keep water from spilling over.

Troubleshooting

Issue	Possible Cause / Solution
No power	1. Check the electric power cord connection to wall.
Pump fails to run	2. Make sure the switch inside the cabinet is in the ON/up position.
Sink will NOT turn on	3. Unplug the water pump.
	4. Push the lower RESET button on outlet. (Fig. 10)
	5. Push the top RESET button on outlet. You should hear a click.
	6. Plug the pump back in. (Fig. 11)
	7. Turn on the faucet; the pump should turn on.
	 
No hot water	FOR ADJUSTABLE WATER HEATER ONLY: 1. Confirm the water heater cord is connected to the switchboard inside the cabinet. (Fig. 12) 2. Make sure the heater switch is in the ON position and/or that the dial is set on #2 for optimal performance– applies to adjustable water heater only. (Fig. 13)  
	FOR PRESET WATER HEATER ONLY: 1. Ensure that the fresh water tank has room temperature water–applies to preset heater only.

Troubleshooting

Issue	Possible Cause / Solution
Pump runs continuously, even when faucet handles are off. There is no water flow, although the faucet handles are in the on position, and the pump is running.	This means that air has entered the tubing system. Check to see that the fresh water tank is sufficiently filled. If still experiencing an issue, then: 1. Turn OFF GFCI switch and open faucet(s). 2. Remove the fresh water tank from cabinet and unscrew tubing from tank to remove. 3. Remove blue clips (3) from cap and elbow fittings on the fresh water line (if no clips, continue to next step) 4. One at a time, remove tube from fitting by pressing in the inner ring on the fitting that is surrounding the tube. 5. One at a time, push tube back into fitting until you hear a click. Make sure all tubes are COMPLETELY pushed in. (Note: If the end of the tube is curved, gently straighten it, so it goes into the fitting correctly.) 6. Re-insert blue clips place to ensure tubing is sealed. 7. Please water line into fresh water tank filled with water. 8. Turn ON GFCI and the water should run like normal. PLEASE FOLLOW THESE STEPS AT LEAST 3-4 TIMES   If this does not work, please contact the manufacturer for further instructions.
Water leaking inside the cabinet.	Identify the source of the leak and contact the manufacturer for further instructions.

Product Warranty - A limited one-year manufacturer warranty is effective on the purchase date of the product. Proof of purchase must be presented upon claiming limited warranty. It does not cover any damage due to wear and tear or negligence. This warranty will be voided if product failure is a result of changes or alterations made to the product by the customer. Unauthorized repairs will void the warranty. This warranty does not cover repeated repairs or replacement parts. For any repair requests, please contact the manufacturer directly.

Adjustable Heater Winterization Steps

1. Empty water in the fresh and waste water tanks.
2. Take the tube from the fresh water tank out
3. Open faucet(s)
4. Let the water empty from the fresh water tube. When the water makes a gurgling noise, the water is empty.
5. Turn off the internal GFCI switch.
6. Unplug the Water pump outlet.
7. Unplug the Adjustable Heater outlet.
8. Turn the thermostat knob to the snowflake position.
9. Turn brass release valve located at the top of the heater to the up position.



Follow these additional steps if the unit will be stored in extreme cold temperatures (any temperature below freezing (32 degrees F)):

1. Disconnect the tubes from the hot and cold fittings on the heater. (It is important to **label the tubes** accordingly for reconnecting after winter.)
2. Unstrap the bungee cord. (Keep in mind that this bungee cord may be tight)
3. Tilt the heater to empty the water.

You can also disconnect the pump from the internal switchboard and bring it indoors. (We recommend taking a picture prior to removing to refer to when you are ready to place the pump back on the switchboard.) Simply unscrew the bolts keeping the pump attached and then disconnect the tubes from the fittings (NOTE: fittings stay on the pump.)

How to Refill Adjustable Heater After Emptying Water

IMPORTANT: Water **MUST** be added into the heater before using your portable sink. Follow these steps:

1. Fill up the fresh water tank
2. Plug in the pump.
3. Keep heater unplugged from GFCI switch inside the unit.
4. Set the heater temperature dial to cold ❄️ [snowflake].
5. Turn ON the HOT water faucet handle until the water comes out of the faucet.
6. When water flows out of the hot water faucet, turn ON the COLD water faucet handle.
7. After 5-6 seconds, close/turn OFF HOT and COLD faucet handle(s).
8. Plug the heater into the GFCI switch.
9. Turn the heater temperature dial to the #2 setting for optimal performance.
10. Please allow at least 30 minutes for the heater to warm up. Power should remain ON; faucet should remain OFF.
11. After 30 minutes, turn ON the hot water faucet until the water flows through.
12. Once the water comes out of the faucet, turn on the cold water faucet handle.

Your water heater is now set up and ready to use!



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