

# DO NOT RETURN THIS PRODUCT TO RETAILER FOR SERVICE.

If you require assistance or customer service for this product, please email [customerservice@fraserintl.com](mailto:customerservice@fraserintl.com)



## IMPORTANT INSTALLATION AND MAINTENANCE TIPS

Questions?  
Scan me for help!

- **DO NOT USE ANYTHING TO CLEAN THE BIDET EXCEPT FOR WARM WATER, OR ELSE THE PLASTIC WILL HARDEN AND CRACKS WILL FORM**
- **DO NOT USE TEFLON OR PLUMBER'S TAPE. IT WILL CAUSE CONNECTIONS TO LEAK**
- Refer to pg. 10 of the installation guide for the mounting screws. If the top mounting bolt provided will not fit in the mounting holes on your toilet, please use the black rubber underneath to screw the bolt in place. (see below)
- If you cannot access the underside of the bowl to screw in the bolts, use toggle bolts (see below)
- All our units are factory tested before shipping, sometimes creating moisture after packaging.
- 5% of older houses might have a toilet supply line hose that's incompatible with the T-Valve given. If this is the case, please go to your local hardware store and purchase a 12" or 16" Stainless Steel Braided Toilet Supply Line Hose
- The manual has a warranty misprint. The warranty for this model is **2-Year limited**, not 3-Year limited.
- Operation **ONLY** works when someone is sitting on the seat. **DO NOT PULL ON NOZZLE WITH YOUR HANDS!** Always use the buttons to make the nozzle come out or go back into the bidet



Stainless Steel Braided Toilet  
Supply Line Hose



## RETURN POLICY

Bidet seats which has been installed or used are non-returnable due to governmental regulations pertaining to personal hygiene products.

### WE CANNOT ACCEPT RETURN IF:

1. There are signs of use, like water spots on the bottom of the bidet  
AND
2. There is water in the water tank.

When we inspect the returned item, if we find the above to be the case, any refund received by the customer will be undone.

## WARRANTY POLICY

Products are protected from **internal hardware defects** with a 2-year limited warranty. Sales receipt is proof of purchase. Warranty is limited to original purchaser and is not transferable. Repairs within warranty are covered for RETURN SHIPPING ONLY. Distributor is not responsible for the cost of removal, receiving, nor installing the bidet.

### 2 Year Limited Warranty:

- 100% Coverage of cost of all parts and labor for the entire product for the first year from original date of purchase
- 50% Coverage of cost of all parts and labor for the entire product for the second year from original date of purchase

### Warranty Exclusions:

Within the warranty period, normal repair fees will still apply for the following warranty exception cases.

- damage or loss caused by improper use or maintenance, negligence, or abuse.
- damage or loss caused by improper installation, removal, repair, or modification
- damage or loss through natural disasters (flood, fire, electrical storm, etc.)
- damage or loss due to chemical, mineral, or sediment content in water system. A water softener or filter is recommended in areas with strong mineral content in the water. Highly chlorinated water and chlorine cleaners can also damage this product.
- Physical damage, such as cracks, scratches, dents, etc.



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