

DO NOT RETURN THIS PRODUCT TO RETAILER FOR SERVICE.

If you require assistance or customer service for this product, please contact
604 -552-7711 or email customerservice@fraserintl.com



QUESTIONS? VISIT OUR **ONLINE KNOWLEDGE PORTAL!**

- Q & A on common issues and problems
- Videos on installation, repair, operations
- Warranty Info
- Operation manual PDF downloads

Scan me for help!



Or visit our knowledge portal at:
www.cleantouch.ca

**WARNING! DO NOT USE BATHROOM
CLEANERS OR HARSH CHEMICALS TO
CLEAN BIDET!**



This bidet uses ABS plastic,
which is damaged by
alcohol, bleach, isopropyl
alcohol, lye, and turpentine.

**PLEASE ONLY USE SOFT HAND
SOAP TO CLEAN THE BIDET**

Do not overtighten the T-Valve!

The T-Valve has a rubber gasket that could warp and partially block the T-Valve opening and might cause a whistling noise while the toilet tank is filling, or might cause the toilet tank to fill very slowly.

Usually hand tight is enough, and if it still leaks, then just tighten it a bit more with a wrench.



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. The plastic bag of the installation kit containing the hoses is opened.
OR
2. There are water spots on the bottom of the bidet.
OR
3. 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 for the 2nd year.
- **DOES NOT COVER physical damage, such as cracks, scratches, dents, etc.**

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, cleaning with cleaners/chemicals 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.
- Stains or colour changes



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