

Warranty Policy

Lotus is proud to guarantee all our products with the longest, most complete coverage warranty in the electronic bidet world. Our policies are written in more detail below.

5 year limited warranty

This warranty covers the following models:

ATS-2000, ATS-1000, ATS-909, ATS-908

- The warranty is effective for 5 years from the date of purchase
 - The warranty covers costs of replacement parts and repair work
 - The warranty does not cover in-home repair trip or shipping charges
 - The warranty will be voided in the following cases:
 1. Problem caused by wrongful self installation
 2. Unit components opened by customers
 3. Damage and malfunction caused by abusive usage
 4. Damage and malfunction caused by actions prohibited on warning label
- The warranty is subject to change without prior notice
 - Lotus Hygiene Systems Inc has the right to explain the terms in case of dispute
 - USA only

2 year limited warranty

This warranty covers the following models:

ATS-800, ATS-500

- The warranty is effective for 2 years since the date of purchase
 - The warranty covers costs of replacement parts and repair work
 - The warranty does not cover in-home repair trip or shipping charges
 - The warranty will be voided in the following cases:
 1. Problem caused by wrongful self installation
 2. Unit components opened by customers
 3. Damage and malfunction caused by abusive usage
 4. Damage and malfunction caused by actions prohibited on warning label
- The warranty is subject to change without prior notice
 - Lotus Hygiene Systems Inc has the right to explain the terms in case of dispute

- USA only
 - Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.