

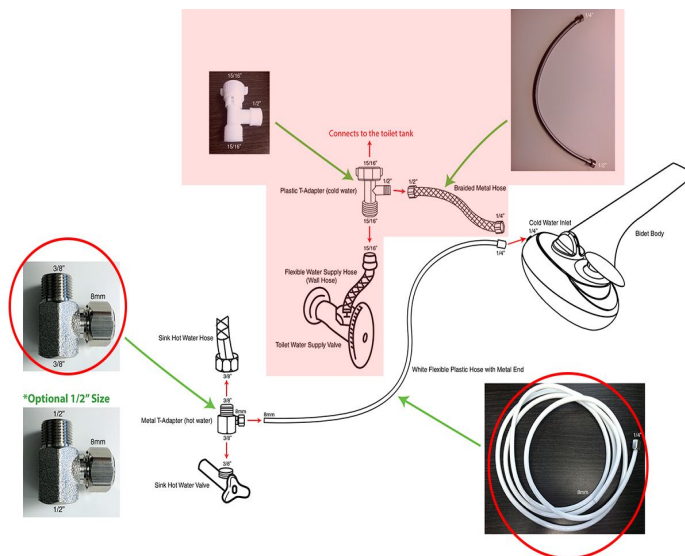
## CUSTOMER RESOURCES LUXE BIDET

### Does Not Fit Pipes, Use Alternative Installation Methods (cold water supply)

In the event that customers have difficulty installing the provided parts to the toilet tank, Luxe Bidet offers alternative solutions. We provide alternative parts free of charge to our customers who have any type of compatibility issues whether with the parts, fittings or different toilet types. The fittings we provide with our products are standard for North American plumbing. In the circumstances that some customers do not have access to the toilet's fill valve to attach the provided part, we provide free alternative installation parts for the customer to connect the bidet directly to the water supply valve behind the toilet or under the sink. We do our best to make sure each customer has the right fittings needed for their respective installation.

In the picture below, the highlighted red portion shows the normal installation method with the parts provided in the package. Below the highlighted red boxes is the alternative installation method with different parts we provide to our customers, given they cannot use the parts included.

We offer alternative T-adapter sizings for the cold and hot water connections, hose sizings, and other bidet parts.



## **This item does not work on every toilet, which is what it says it does in the item description.**

Some customers find that the Luxe Bidet does not fit comfortably underneath their toilet seat. If the bidet is causing a gap between the toilet bowl, and the toilet seat, we have Luxe Toilet Seat Bumpers that are about ½" in height available for purchase on the Accessories page of the Luxe Bidet website or on Amazon. For gaps that are larger than ½", we have a list of toilet seat recommendations that we have tested personally and know work with the Luxe Bidet.

Below is the list of toilet seats we recommend to our customers.

### **Elongated Toilet Seats**

Mayfair Slow-Close Elongated Toilet Seat with Twist Hinges (Model: 148E2 000)

<http://www.amazon.com/gp/product/B000TD4QLM>

Kohler Elongated Toilet Seat with Plastic Hinges (Model: K-4694-0)

<http://www.amazon.com/gp/product/B000UNU3H2>

Bemis Elongated Toilet Seat with Twist Hinges (Model: 1500EC00)

<http://www.amazon.com/gp/product/B0015C4YFO>

Kohler Elongated Toilet Seat with Quick-Release Hinges (Model: K-4774-0)

<http://www.amazon.com/dp/B0056LI5PK>

Kohler Brevia Q2 White Plastic Elongated Toilet Seat

<http://www.amazon.com/KOHLER-K-4774-0-Brevia-Quick-Release-Elongated/dp/B0056LI5PK>

Church 380SLOWT 000 Elongated Slow Close Toilet Seat

<http://www.amazon.com/Church-380SLOWT-000-Elongated-Toilet/dp/B003KMXW4G>

### **Round Toilet Seats**

Mayfair Slow-Close Round Toilet Seat with Twist Hinges (Model: 48E2 000)

<http://www.amazon.com/gp/product/B000SJ05QI>

Kohler Round Toilet Seat with Plastic Hinges (Model: K-4648-0)

<http://www.amazon.com/gp/product/B000TF0WMM>

Bemis Round Toilet Seat with Twist Hinges (Model: 500EC000)

<http://www.amazon.com/gp/product/B002R5B1CW>

Additionally, there could be cases the customer is not installing the bidet correctly. Although instructions are clear that all bolts/screws should be removed from the toilet bowl prior to laying the bidet and attachment parts down, some customers have difficulty and could possibly be installing the bidet incorrectly. The bidet can also be moved on the toilet bowl either forwards or backwards in order to find a sweet spot to lessen the space.

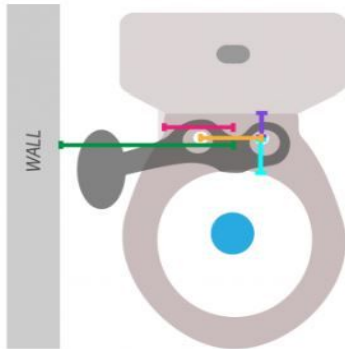
The Luxe Bidet website also provides sizing guidelines in our FAQ so customers can check whether a specific model will fit their toilet bowl: <https://luxebidet.com/faq/>.

Typically, the Luxe Bidet fits better with flat toilet seats that do not have a curved inner lip. The Luxe Bidet will fit less comfortably with one-piece toilets as the tank may rest too close to the bowl or may be curved around the bowl.

Pictured below is the fit chart we recommend customers refer to before purchasing a bidet to ensure that it is compatible with the type of toilet they may have.

How far does the bidet extend from the side of the toilet?

The bidet extends 4 to 5 inches, when measured from the back of the toilet bowl. We recommend that you have at least 5 empty inches between the back of the toilet bowl and the wall. See "E" in the chart below.



Fitting Guide				
Measurements	NEO Series		MB Series	
	Min.	Max.	Min.	Max.
Center of the Toilet to the Wall	11.5	N/A	12	N/A
Screw to the Toilet Tank	1	N/A	1	N/A
Screw to the Edge of Toilet Bowl	1.25	3.5	1.25	3.5
Distance Between Two Screw	3.5	8.25	5.5	7.5
Center of the Toilet to the Edge of Toilet	N/A	7.75	N/A	7.75



LUXE Bidet

## The size does not fit our fixture.

This issue is due to customer misunderstanding. All included parts are designed to meet North American Plumbing Standards. The included connection size is 7/8" (comparable to 15/16"). This size is stated in the product description prior to the customer ordering the item. In the rare case that alternative connection sizes are needed, we are happy to supply these to our customers completely free of charge. Customers may contact us with connection size issues via our Amazon Seller Support or through our website at <https://luxebidet.com/contact/>

Customers would also be able to find needed alternative sizings and parts on our website at <https://luxebidet.com/product-category/accessories/>. We offer alternative sizings that may not be included in the package, which we send to customers free-of-charge when they contact us.

**Below is our accessories page, which includes alternative sizing T-adapters, hose fittings, and any other bidet parts that customers may need.**

By Type

T-adapters

Hoses

Other

By Model

Neo 90

Neo 95

Neo 110

Neo 120

Neo 180

Neo 185

Neo 250

Neo 320

MB110

Categories

Towels

Bestsellers

Bidet Attachments

Handheld Bidets







Electronic Bidets

Accessories

Clearance

Recently Viewed

Neo Series: Guard Gate

		
<div><div>Cold Water Metal T-Adapter</div><div>(15/16" x 15/16" x 1/2")</div><div>\$7.95</div><div>SKU: METALT1310</div><div>✓ Included with Neo 110, 120, 180, 185, 250, 320</div></div>	<div><div>Cold Water Metal T-Adapter</div><div>(1/2" x 1/2" x 1/2")</div><div>\$7.95</div><div>SKU: METALT2ALL</div><div>✓ Alternative cold water connector for Neo 110, 120, 180, 185, 250, 320</div></div>	<div><div>Hot Water Metal T-Adapter</div><div>(1/2" x 1/2" x 8mm)</div><div>\$7.95</div><div>SKU: METALT12</div><div>✓ Alternative hot water connector for Neo 250, 320</div><div>✓ Alternative cold water connector for Neo 110, 120, 180, 185</div></div>
		
<div><div>Hot Water Metal T-Adapter</div><div>(3/8" x 3/8" x 8mm)</div><div>\$7.95</div><div>SKU: METALT38</div><div>✓ Included with Neo 250, 320</div><div>✓ Alternative cold water connector for Neo 110, 120, 180, 185, 250, 320 and MB110</div></div>	<div><div>Cold Water Plastic T-Adapter</div><div>(1/2" x 1/2" x 1/2")</div><div>\$7.95</div><div>SKU: PLASTICT12ALL</div><div>✓ Alternative cold water connector for Neo 110, 120, 180, 185, 250, 320</div></div>	<div><div>Cold Water Plastic T-Adapter</div><div>(15/16" x 15/16" x 1/4")</div><div>\$7.95</div><div>SKU: PLASTICT1310</div><div>✓ Alternative cold water connector for Neo 110, 120, 180, 185, 250, 320</div></div>


## Replacing Parts/Contact

Customers are encouraged to contact us on our website either via chat, email or phone with any questions. All of our contact information is listed on the product packaging - our website link, email ([customercare@luxebidet.com](mailto:customercare@luxebidet.com)), phone number (858-360-7780). The contact form on our website's contact page makes it easier for customers to specify their concerns and to provide the information that we need to send them the correct replacement part.

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Shop ▾ Register Your Bidet Help ▾

LUXE Bidet

My Account 

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Hello, how can we help you?

Select an option ▾

Select an option

I have an issue with my bidet.

I need help installing my bidet.

I need parts.


I am experiencing leaking.

I want to modify/cancel/return/refund my order.


Other

Still need help?


Our team is available to assist you from 7:00AM - 6:30PM PST, Monday to Friday.

 Live Chat

[Click here to chat](#)

 Call Us

(858) 360-7780

 Email Us

Please select an option from the dropdown menu to submit an inquiry.

## Bidet body leaks from within

This issue is extremely rare and could be due to customer misunderstanding of the installation process and/or incorrect usage of the bidet. We would need to know more information from the customer on exactly what the issue is, where it is leaking from, how they are using the bidet, and when it is happening. In the rare case that there is a manufacturing defect, we would offer a full replacement of the unit completely free of charge.

We have one of the best warranties in the industry that covers defects for 2 years. Oftentimes, at our discretion, we even offer full replacements many years after the warranty has expired.

More information about our warranty policy can be found at <https://luxebidet.com/warranty-policy/>.

## Bidet body leaks from water supply

If the leak is occurring from the water supply, this is usually due to the T-adapter. We send out replacement T-adapters that are made of plastic and or metal according to the toilet's fill valve connection. Additionally, our bidets by default are sent with standard American toilet and sink fitting sizes ( $\frac{7}{8}$ " for toilet tank fittings and  $\frac{3}{8}$ " for sink valve fittings). For older homes where the toilet tank valve is a different size (typically  $\frac{1}{2}$ " ), we offer the replacement part after being contacted by a customer. We also provide different hose lengths to best suit the needs of our customers. These can be found on our accessories page: <https://luxebidet.com/product-category/accessories/>

We have one of the best warranties in the industry that covers defects for 2 years. Oftentimes, at our discretion, we even offer full replacements many years after the warranty has expired. More information about our warranty policy can be found at <https://luxebidet.com/warranty-policy/>.

## Please provide User Manuals

While all of our products come with physical manuals, PDF manuals can also be found online in the installation guide section of our website: <https://luxebidet.com/bidet-installation/>

## Please provide Troubleshooting Guides:

Troubleshooting steps can be found in each manual. The link to the list of our installation guides is: <https://luxebidet.com/bidet-installation/> . Customers can also visit our FAQ page and click the troubleshooting link for answers to frequently asked troubleshooting questions: <https://luxebidet.com/faq/>

## Frequently Asked Questions

GENERAL	FEATURES	BEFORE BUYING	INSTALLATION	TROUBLESHOOTING	ACCESSORIES
There is a gap and/or slant between the seat and bowl after installing the bidet.					+
The water pressure from my bidet is too high.					+
The hot water is taking a long time to heat up.					+
My bidet's nozzles are off-center/not spraying forward anymore.					+
My bidet's nozzle is not retracting by itself.					+
My bidet is spraying water too far forward, how can I adjust this?					+
My bidet is spraying water down into the toilet.					+
My bidet is spraying water everywhere.					+

When customers encounter questions or concerns that are not addressed in our FAQ or troubleshooting within the FAQ, they are welcome to contact us on our contact form or to call us directly.

**For more information or resources, please refer to the following links:**

**Installation Guides for the Neo Bidets along with Video Installation Tutorial**

<https://luxebidet.com/bidet-installation/>

<https://luxebidet.com/wp-content/uploads/2017/07/Neo320-pdf-web.pdf>

**Accessories Page**

<https://luxebidet.com/product-category/accessories/>

**Frequently Asked Questions**

<https://luxebidet.com/faq/>

**Direct Link to our Contact Form**

<https://luxebidet.com/contact/>

**More Information about our Warranty**

<https://luxebidet.com/warranty-policy/>