

## **CUSTOMER RESOURCES LUXE BIDET**

**\*\*Note:** We have read the customer feedback provided and it appears that the majority of the issues (50%) are fitting and installation related, and not due to manufacturing defects. Installation issues are usually caused by user error or incompatible plumbing parts. These cases are extremely rare and we are always actively helping any customers that contact us with these issues. 30% of the feedback responses were "does not work" -type feedback, but since there is no detail provided on what parts did not work, it is hard to determine if these feedback were left based on defect or misuse of the product. It is common for customers to not use the product properly, especially when activating the self-cleaning function, as they often only activate the first knob (mode knob) and not the second knob as well (pressure control knob). The only serious feedback we saw were the 2 leaking-related feedback (leaking of hose and nozzle). We take these very seriously, however it is still difficult to determine if the leaking was caused due to actual manufacturing defect or user error during installation or use. Upon checking our overall inventory and overall feedback from customers, we do not see any serious reason for concern. Any defects which cause leaking are extremely rare, and we have stringent quality checks in our factory and manufacturing process to eliminate these issues. So based on all these facts, we believe that the issues were mostly caused by customer misunderstanding (on installation or use of the product)

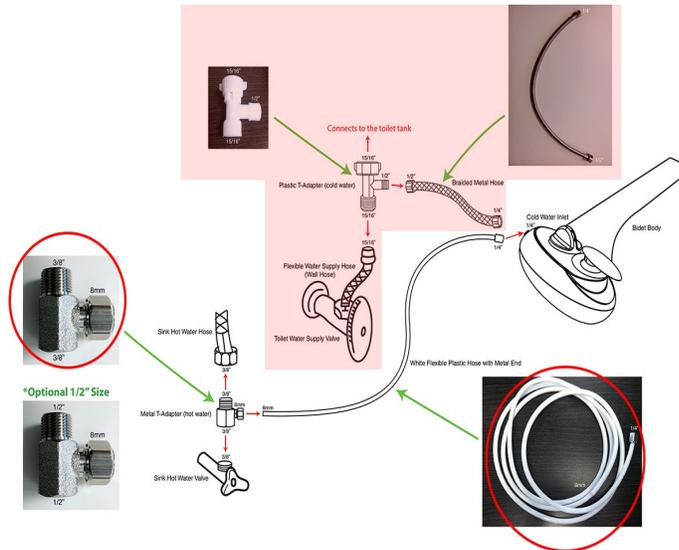
### **No Access to Toilet Tank (cold water supply)**

In the situation that customers have difficulty installing 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.

## Toilet Seat Compatibility Issues



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  $\frac{1}{2}$ " in height available for purchase on the Accessories page of the Luxe Bidet website or on Amazon. For gaps that are larger than  $\frac{1}{2}$ ", 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/B000SJO5QI>

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 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.

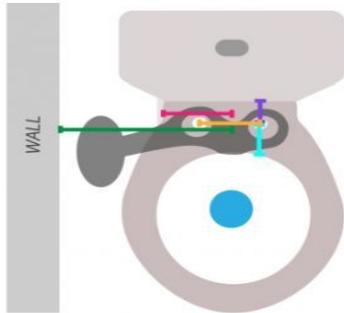
The Luxe Bidet website also provides sizing guidelines in our FAQ so customers can check whether a specific model will fit their toilet bowl: <https://luxebidet.com/faq/>.

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.



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

Toilet Compatibility for Toilet Seat Bidets



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/>

### The self cleaning feature does not work

This issue is due to customer misunderstanding. Customers sometimes misunderstand how the self cleaning features work or they do not activate the self cleaning functions correctly. These are the instructions we provide on our website: When using the self-cleaning setting, first turn

the lower knob all the way to the right, then turn the upper pressure knob to the right. The nozzle cleaning mode will not activate if the lower knob is not pointing all the way to the right. In other words, turning the mode knob to self-cleaning establishes this setting, but the water pressure knob still must be turned in order for the self-cleaning process to begin.

To turn on the self-cleaning nozzle mode, you must first turn the knob so that it points to Nozzle Cleaning. After that, you must also turn the pressure control knob so that it is on high (or lift the pressure-control lever for the [Neo 180](#), [Neo 250](#) or [Neo 320](#) models).

### How to Activate Self-Cleaning Nozzle Mode

Model: Neo 120



### How to Activate Self-Cleaning Nozzle Mode

Model: Neo 180



### How to Activate Self-Cleaning Nozzle Mode

Model: Neo 320



## 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 BidetMy 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.

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### **It leaks heavily from the nozzle, getting water all over the floor.**

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/>.

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/Neo120-pdf-web.pdf>

**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/>