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## **FAQ – Frequently Asked Questions**

### **I'm looking for a replacement seat, how should I measure my toilet seat?**

Determine the dimensions of your seat starting with the length by measuring from the back of the toilet seat to the longest point in the front of the seat. Determine the width by measuring the seat from side to side of the seat at the widest point. Finally, measure the bolt spread of the hinges from the centre of the hole that passes through the ceramic to the centre of the other hole.

### **How do I remove my old toilet seat?**

Depending on the seat you own, it can be removed with either a screwdriver or a wrench. Remember, your tools are steel and can easily chip the bowl, which is porcelain. If the bolts are rusty or badly calcified, you can spray them with WD-40<sup>®</sup> penetrating oil, but use only if you do not intend to use the seat again. Let the oil sit for ten minutes, and then try loosening the bolts again. If they still won't move, please consider calling a professional.

### **How to clean my Bemis toilet seat?**

We strongly recommend to only use warm soapy water (e.g. washing-up liquid) and a soft cloth to clean the surface & hinges. Use of harsh abrasives or cleaners containing bleach or alcohol to clean your toilet seat (e.g. general bathroom cleaners and wipes) can damage the surface of the seat and hinges and is not covered by warranty. When cleaning your toilet ceramic with strong bleach please make sure that the seat and cover remains in the upright position until the bleach has been completely flushed away. Wipe away urine splashes immediately with water to avoid marks.

### **My seat has a stain on it, what is the cause?**

Harsh and abrasive cleaners containing bleach or alcohol damage the surface of the seat and can cause staining on your toilet seat. We strongly recommend to only use warm soapy water (e.g. washing-up liquid) and a soft cloth to clean the surface & hinges of your toilet seat.

When cleaning your toilet ceramic with a strong bleach please make sure that the seat and cover remain in the upright position until the bleach has been completely flushed away. Wipe away urine splashes immediately with water to avoid marks.

Certain medications can also be a factor in the staining of your seat. When these medications are flushed through a person's system through urine or sweat and can cause staining. Once staining has occurred from any of these causes, it unfortunately cannot be removed.

### **Why do the chrome hinges of my toilet seat show blistering/ pitting?**

Cleaning with harsh cleaners and abrasives containing bleach or alcohol usually causes blistering/ pitting of chrome toilet seat hinges. The use of harsh abrasives or cleaners containing bleach or alcohol to clean your toilet seat can damage the surface of the hinge and seat. We strongly recommend to only use warm soapy water (e.g. washing-up liquid) and a soft cloth to clean the surface & hinges. Do ensure when cleaning your toilet ceramic with a strong bleach that the seat and cover remain in the upright position until the bleach has been flushed away.

### **The STA-TITE<sup>®</sup> nut has snapped?**

Congratulations. Your seat is correctly installed! The STA-TITE<sup>®</sup> nut is designed to have the bottom portion snap off once you have reached the optimum tightening torque. When the nut snaps off you are sure the seat is installed securely and will not loosen over time. If you do not snap off the bottom portion of the STA-TITE<sup>®</sup> nut your toilet seat is NOT correctly installed and could loosen over time.

### **Can I remove a STA-TITE<sup>®</sup> toilet seat after the bottom portion of the nut snaps off?**

Yes, the bottom portion of the STA-TITE<sup>®</sup> nut shears off solely to indicate the optimum tightening torque ensuring your seat stays tight. You can simply untighten the STA-TITE<sup>®</sup> nut with a wrench to remove your toilet seat.



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**Can I reattach a STA-TITE® nut once I remove it?**

You can reattach a STA-TITE® nut and it will still hold the seat secure, but it will not tell you when it has reached the optimum torque.

**What guarantees are offered on Bemis seats?**

Bemis toilet seats have a guarantee against defects in material and workmanship for a period of 2 years from the date of purchase. If the product is defective, your exclusive remedy will be a replacement product of equal value. The warranty will not extend with replacement. Within the first year, please contact your point of purchase. Expenses for removal and replacement are not covered. The warranty is voided without a valid proof of purchase.

This Limited Warranty is voided if the product has not been installed, used, or maintained according to the instructions, if the product has not been used for the intended application, or if it has been modified or repaired without Bemis's express written permission.

**Where can I buy Bemis toilet seats?**

Bemis toilet seats can be purchased at a variety of retail and wholesale locations across Europe, the Middle East and Africa as well as online dealers.

Please contact us to find the closest Bemis dealer to you.