

LUXE Bidet®

OWNER'S MANUAL



Model: NEO 185 Plus

Thank you for choosing LUXE Bidet®. This manual contains important information regarding your bidet. Before operating the bidet, please read this manual thoroughly, and retain it for future reference. Should you have any concerns about the product, please contact customer@luxebidet.com.

LUXE Bidet®

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PRODUCT INFORMATION

NEO 185 PLUS PRODUCT FEATURES

Simple, Convenient Controls

With clearly defined settings, and adjustable water pressure, the bidet can be easily operated by all ages, including children and the elderly.



NEO 185 Plus Modes

1 Rear Wash Mode

The NEO 185 Plus features a wash nozzle that cleans the rear with an adjustable stream of water, reducing the need for toilet paper while providing a better clean.

2 Feminine Wash Mode

This bidet also has a dedicated wash nozzle that cleans sensitive areas with a gentler water flow. Helps with monthly cycles and is highly recommended to new or expecting mothers.

3 Nozzle Clean Mode

An innovative nozzle cleaning feature that streams fresh water over the nozzles and guard gate for an easy, worry-free clean, before and after use.

** The NEO Plus Nozzle Clean feature rinses both the guard gate and nozzles, compared to the original NEO Series that only rinses the nozzles.*



U-Shaped Adjustment Plates

Our patented U-shaped adjustment plates eliminate the need to remove the toilet seat when installing the bidet.

Retractable Nozzle

After use, the nozzles automatically retract into a protective housing for hygienic storage and to keep the nozzles pristine.

Nozzle Guard Gate

Provides an extra layer of protection by shielding the nozzle housing, while also allowing easy access to the nozzles.

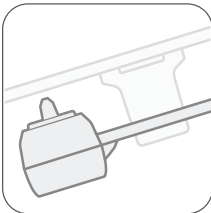
PRODUCT INFORMATION

NEO 185 PLUS PRODUCT FEATURES (cont.)



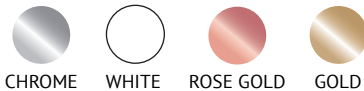
EZ-Lift Design **Conveniently Clean Difficult Areas**

This feature allows you to more easily clean your toilet and bidet by giving quick access to the back of the toilet bowl and bidet nozzles. Simply flip the bidet up at the hinges (similar to how you lift your toilet seat) and clean away!



Sleek Modern Look **Elevates Any Bathroom Style**

The NEO Plus is thinner and easier to clean than previous models. Its modern upgrade was inspired by multi-faceted designs. Available in four different colors:



CHROME

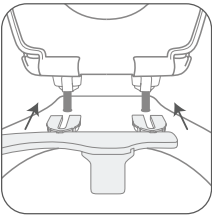
WHITE

ROSE GOLD

GOLD

PRODUCT INFORMATION

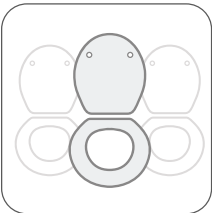
NEO 185 PLUS PRODUCT FEATURES (cont.)



Simplified Installation

No Need to Remove Your Toilet Seat

Our innovative, U-shaped adjustment plates eliminate the need to remove the toilet seat when installing the bidet. Simply slide the plates into the toilet seat hinges and retighten the toilet seat bolts!



Great Compatibility

Works with a Wider Range of Toilets

The U-shaped adjustment plates are compatible with a wider range of toilet seat configurations and also make it easier to adjust the placement of the bidet, even after installation.

PRODUCT INFORMATION

WHY LUXE BIDET?



Protects & Restores Forests

Bidets axe zero trees. Help protect our forests!



Easy on Your Skin

Water cleans better and is more gentle than paper.



Saves the Septic System

Reduce the need to empty septic tanks.



Good for the Bottom Line

Bidets pay for themselves in money saved on toilet paper.



Conserves Water & Energy

Bidets are an environmentally-friendly investment.



Simple & Quick DIY Installation

Install in less than 30 minutes! No electricity required.



Women Sanitary Needs

A relieving solution during that time of the month, pregnancy, and UTIs.



Privacy, Comfort, and Dignity

Improves autonomy and increases bathroom independence for seniors and those with restricted mobility or other medical needs.

Once you bidet, you never go back!

PRODUCT INFORMATION

SPECIFICATIONS

UPC: 859216005626

Retail Box Size: 16.7" x 7" x 4"

Retail Package Weight: 2.07 lbs

Connection Type: Cold Water

Water Control: White Plastic Dial

Mode Selection Control: White Plastic Dial

Nozzles: Dual-Nozzle

Bidet Body Material: ABS

Bidet Inlet Material: Nylon with Glass Fiber

Parts Material: 7/8" x 3/8" Hybrid Cold Water T-Adapter, 3/8" x 3/8" Cold Water Bidet Hose

Valve Construction: Metal-Ceramic

Working Pressure: 50 ± 20 psi

Manufactured In: China

Testing:

ASME A112.4.2-2021/CSA B45.16:21 Sections tested / evaluated:

Section 4.5 Bidet sprayers

Section 5.2 Bidet spray pressure tests

Section 5.4 Bidet sprayer life cycle test

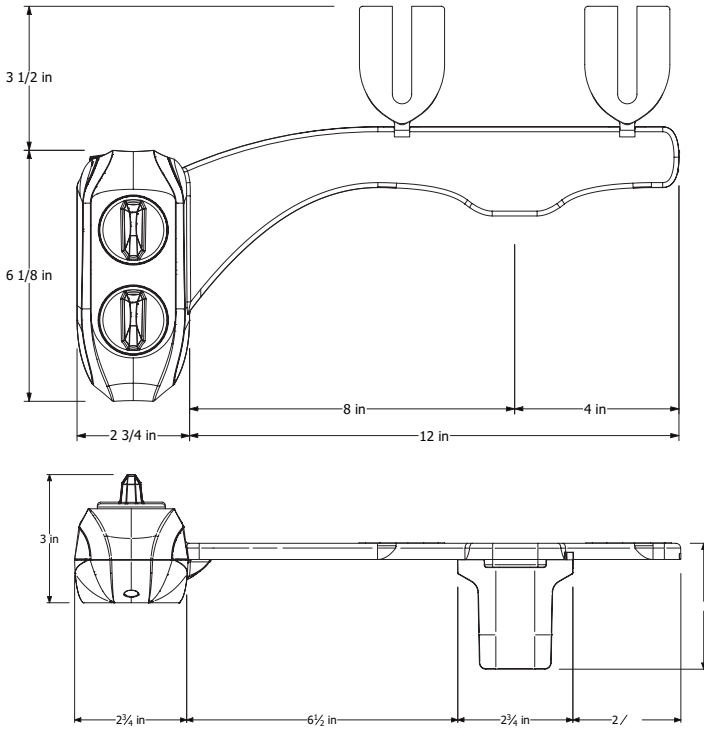
Section 5.7 Bidet sprayer self-cleaning test

Section 6 Markings and packaging

PRODUCT INFORMATION

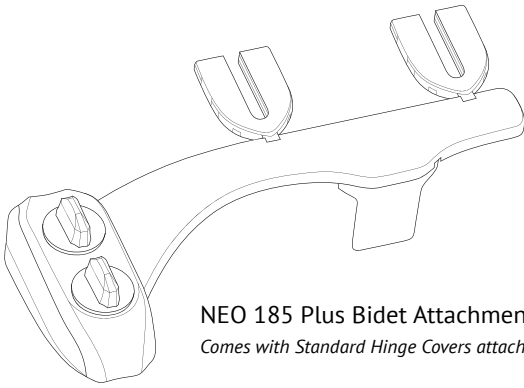
SPECIFICATIONS

Bidet Dimensions:

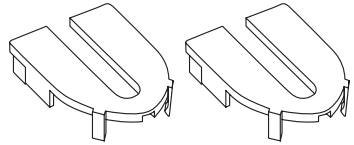


PRODUCT INFORMATION

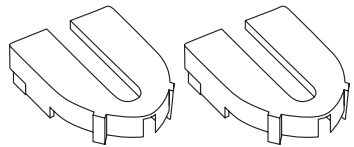
PARTS LIST



NEO 185 Plus Bidet Attachment
Comes with Standard Hinge Covers attached



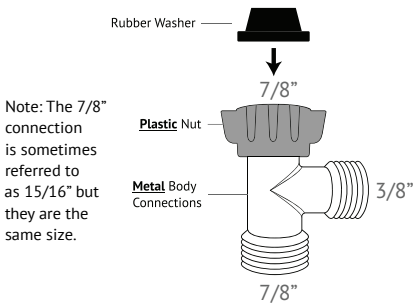
2 Alternative Hinge Covers
SKU: LuxeHingeCovers



2 Tall Hinge Covers
SKU:TallHingeCovers

Alternative Hinge Covers are for installation with a LUXE Toilet Seat. See Page 17 (Step 4) for more.

Tall Hinge Covers help with toilet seat compatibility. For more details, visit luxe.to/seatsupport.



Note: The 7/8" connection is sometimes referred to as 15/16" but they are the same size.

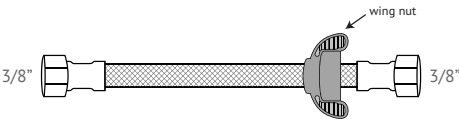
Hybrid Cold Water T-Adapter
(7/8" x 7/8" x 3/8")

SKU: HybridT38



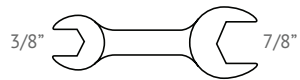
Plumber's Tape
SKU: PlumbersTape

Optional: The plumber's tape can be wrapped around the T-Adapter threads to create a stronger seal. To access tape, push the inner ring from the outer casing.



15" Cold Water Bidet Hose
(3/8" x 3/8")

SKU: 15inNPColdHose38to38



Wrench
(3/8" x 7/8")

SKU: Wrench1516to38

NOTE: For LUXE Customers upgrading from a NEO to a NEO Plus Series bidet, please use the new parts included with your kit. NEO Plus Series bidets come with standard 3/8" fittings, which are different from those on original NEO Series bidets.

BEFORE INSTALLATION

PLEASE READ BEFORE BEGINNING INSTALLATION

Below are important facts about your new LUXE Bidet® and answers to common questions. We hope that you will find them useful during the installation and use of this product.

INFORMATION REGARDING PARTS

For LUXE Customers upgrading from a NEO to a NEO Plus Series bidet, please use the new parts included with your kit. NEO Plus Series bidets come with standard 3/8" fittings, which are different from those on original NEO Series bidets.

If you determine that you need alternative parts, please contact us right away for assistance. Our parts are also available for purchase online at www.LuxeBidet.com. We offer a \$5 coupon when you register your LUXE ID at luxe.to/register.

WATER PRESSURE TOO HIGH?

The water pressure of your bidet will be the same as the water pressure of your home. If you have high water pressure, the stream of water from your bidet may feel too strong. In this case, we recommend installing a LUXE Bidet® Cold Water Shut-off T-Adapter (luxe.to/NPSCT) or Shut-off Hose (luxe.to/NPSCH) to allow for greater control of the water pressure at the cold water line. For the hot water line, we recommend the LUXE Bidet® Hot Water Shut-off T-Adapter (luxe.to/NHST).

OUR BIDETS FIT MOST STANDARD TOILET SEATS

LUXE Bidets® are compatible with most standard toilet seats. Installing a bidet with a less common toilet seat, such as those with a concave bottom, may result in a gap between the toilet seat and bowl. If you encounter any trouble with seat interference, please see the insert titled "Tall Hinge Covers", located with the parts.

HELPFUL TIP FOR WARM WATER BIDETS

Just like running a bath, it may take a few moments for the water in your bidet to warm up. To ensure that the water is warm, and to avoid a "cold splash," we recommend briefly running your bidet with warm water in Nozzle Clean Mode before switching to Wash Mode.

**\$5
OFF!**

REDEEM OFFER

Register your LUXE ID to get a \$5 coupon which can be used to purchase optional accessories or anything else at www.LuxeBidet.com.

BEFORE INSTALLATION

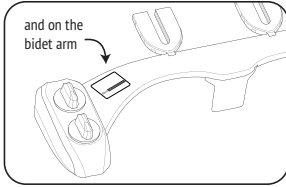
✓ LOCATE AND RECORD YOUR LUXE ID

Locate your LUXE ID and write it down below.

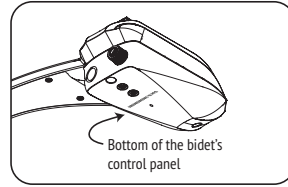
LUXE ID: _____

All LUXE Bidets come with an 18-month warranty. Register your bidet using the LUXE ID to extend the warranty period to 2 years.

The LUXE ID can be located on the sticker attached to the arm of the bidet **AND** on the bottom of the bidet's control panel.



AND



Scan this QR Code or visit luxelink.com/REG2TAA

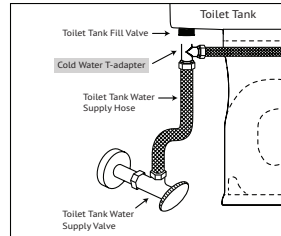
Use your LUXE ID to register your bidet to extend your bidet's warranty to 2 years and earn additional benefits.

✓ CONFIRM ACCESS TO THE TOILET TANK FILL VALVE

Check that you have access to the fill valve under the toilet tank.

The provided cold water T-Adapter should be installed at the fill valve under the toilet tank (as pictured), **NOT** at the cold water supply valve coming from the wall.

If you do not have access to the fill valve under the toilet tank, contact LUXE Bidet Customer Support at 858-360-7780 or customer@luxebidet.com for alternative installation options.



✓ CONFIRM THAT YOUR WATER SUPPLY LINE IS FLEXIBLE

Check that your toilet tank water supply line is flexible.

If your toilet tank water supply line is a rigid pipe, you will need to replace this pipe with a flexible water supply hose before installing the bidet.

The length of the hose you need may vary, but the top connection size should be 7/8" ballcock (to connect to the provided T-Adapter) and the bottom connection size should be 3/8" or 1/2" (to connect to your water supply valve).

BEFORE INSTALLATION

PLEASE READ BEFORE BEGINNING INSTALLATION

There are two installation options for your LUXE Bidet® depending on the type of toilet seat that you have:

Option 1: Standard Installation (pages 11-16). Please follow these instructions if you are installing your bidet with a standard toilet seat.

Option 2: Installation with LUXE® Toilet Seat (pages 17-22). Please follow these instructions only if you are installing your bidet with a LUXE® Toilet Seat.



Scan this QR Code or visit [luxe.link/NPinstall](https://www.luxe.link/NPinstall) to access detailed installation instructions (videos, images) on www.LuxeBidet.com!

STANDARD INSTALLATION

STEP 1 - Turn off the toilet tank water supply

Turn off the toilet tank water supply at the wall to stop the flow of water. Most valves will need to be turned clockwise (**Figure A**).

After turning off the toilet tank water supply, flush the toilet a few times and hold down the handle to completely empty the toilet tank.

TIP: Some toilet tank water supply valves have a "push-pull" mechanism. To turn off the water supply with these types of valves, pull the valve outwards.

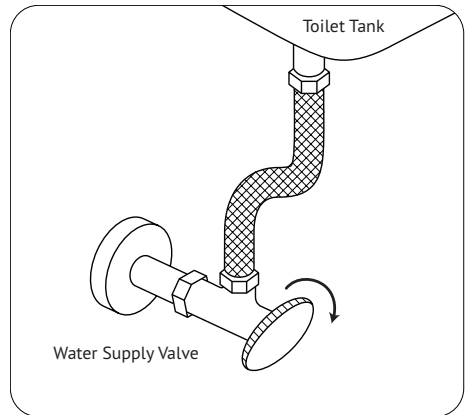


Figure A

STANDARD INSTALLATION (cont.)

STEP 2 - Loosen the toilet seat

To loosen the toilet seat, open the hinge caps to expose the toilet seat bolts. Use a flathead screwdriver to unscrew the toilet seat bolts while holding the nuts on the underside of the toilet in place (**Figure B**).

You do not need to unscrew the nuts all the way, but just enough so that you have enough space (at least **15mm, or 0.6in**) to slide the U-shaped adjustment plates into the toilet seat bolts (**Figure C**).

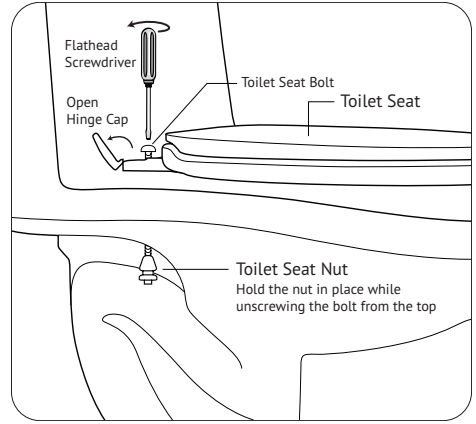


Figure B

TIP: If you have a twist-hinge toilet seat instead of a toilet seat with regular hinge caps, simply unscrew the nuts on the underside of the toilet to loosen the toilet seat (no need to twist to unlock the hinges because the toilet seat does not need to be removed to install the bidet).

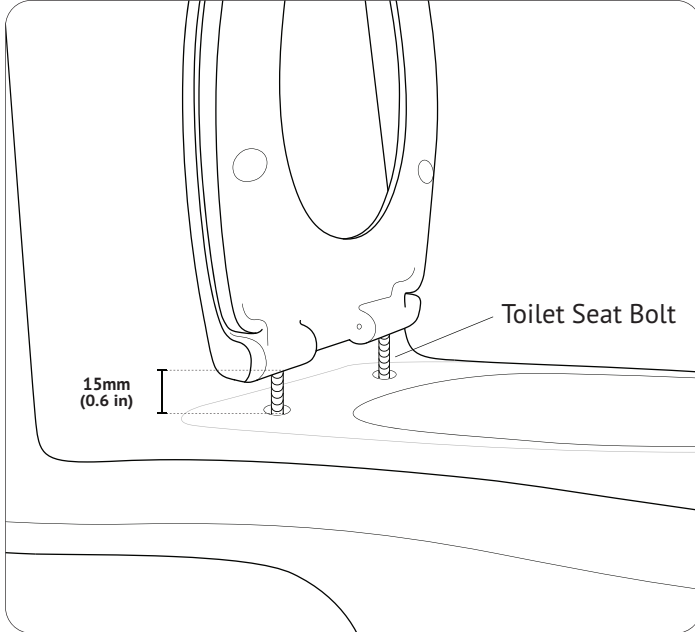


Figure C

STANDARD INSTALLATION (cont.)

STEP 3 - Slide your LUXE Bidet into the toilet seat bolts

Raise the toilet seat up 90°, then lift the entire toilet seat up while holding both the toilet cover and seat together to expose the toilet seat bolts. Align the opening of the U-shaped adjustment plates so they are centered up with the toilet seat bolts. You can adjust the positioning of the U-shaped adjustment plates by turning them left or right (**Figure D**).

Then, slide the U-shaped adjustment plates all the way into the toilet seat bolts (**Figure E**).

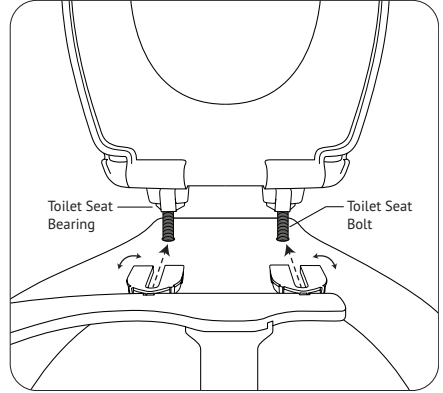


Figure D

IMPORTANT: After sliding the bidet adjustment plates into the toilet seat bolts, the toilet seat bearings should rest on top of the plates, but make sure that the bearings DO NOT cover the bidet's T-joints! This will ensure that the bidet can pivot up and down freely.

Figure F shows the correct positioning of the toilet seat bearing on the adjustment plates (the bidet's T-joint is not covered by the toilet seat bearing).

Figure G shows an incorrect positioning of the toilet seat bearing on the adjustment plate (the bidet's T-joint is covered by the bearing).

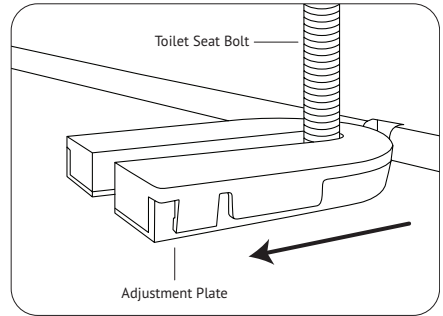


Figure E



If your toilet seat prevents the bidet from lifting or pivoting, please see the insert titled "Tall Hinge Covers", located with the parts..

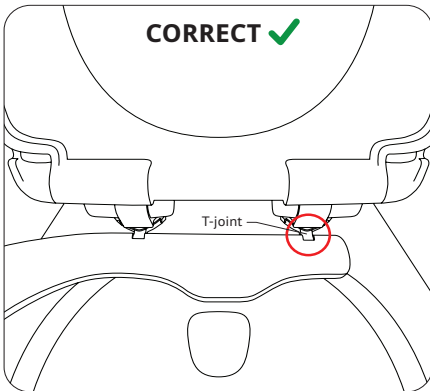


Figure F

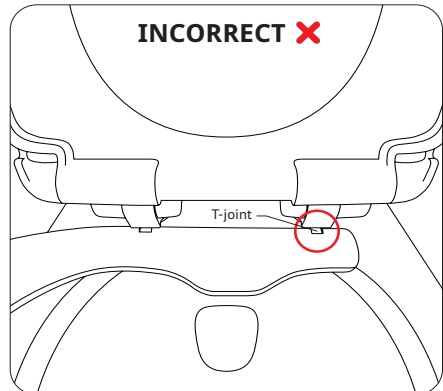


Figure G

STANDARD INSTALLATION (cont.)

STEP 4 - Tighten the toilet seat

To tighten the toilet seat, use a flathead screwdriver to screw on the toilet seat bolts while holding the nuts on the underside of the toilet in place (**Figure H**). Make sure to tighten the nuts and bolts securely so that the bidet attachment and toilet seat do not move.

TIP: If you have a twist-hinge toilet seat instead of a toilet seat with regular hinge caps, simply screw the nuts on the underside of the toilet to tighten the toilet seat.



If your toilet seat interferes with any function of your bidet, please see the insert titled "Tall Hinge Covers", located with the parts.

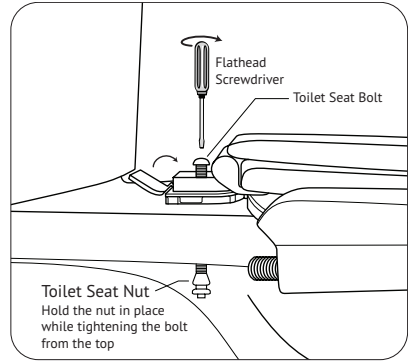


Figure H

STEP 5 - Disconnect the water supply hose

Make sure that you have turned off the toilet tank water supply and flushed the toilet to empty the toilet tank if you have not done so already, and place a towel or bucket underneath the toilet tank fill valve to catch any residual water. Then, disconnect the water supply hose from the toilet tank fill valve (**Figure I**).

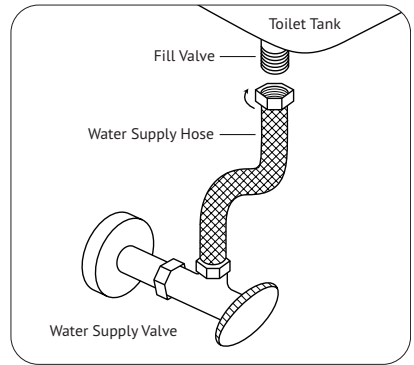


Figure I

STEP 6 - Check the cold water T-Adapter

Before installing the cold water T-Adapter, make sure that there is a black rubber washer inserted at the top of the T-Adapter. If the washer is not there, securely insert the washer, as shown in **Figure J**.

NOTE: For LUXE Customers upgrading from a NEO to a NEO Plus Series bidet, please use the new parts included with your kit. NEO Plus Series bidets come with standard 3/8" fittings, which are different from those on original NEO Series bidets.

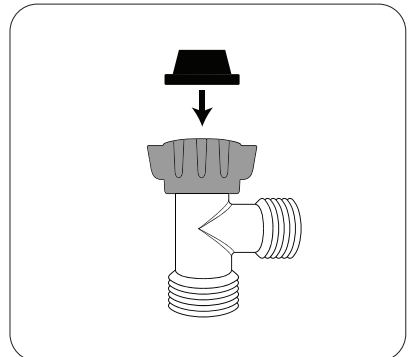


Figure J

STANDARD INSTALLATION (cont.)

STEP 7 - Connect the cold water bidet hose to the cold water T-Adapter and cold water bidet inlet

Connect the end of the cold water metal braided hose with the mesh filter to the cold water T-Adapter. Connect the other end of the hose to the bidet cold water inlet (**Figure K**).

TIP: Use the wing nut on the hose to fully tighten the connections at both ends of the hose.

TIP: Wrap some Plumber's Tape around the threads to ensure connections remain secure.

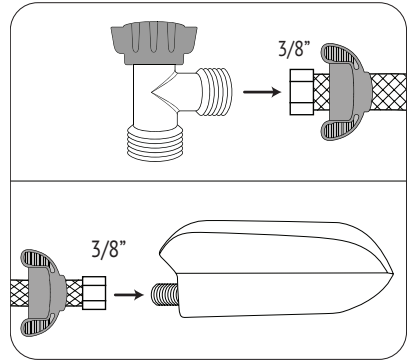


Figure K

STEP 8 - Connect the cold water T-Adapter to the toilet tank fill valve

Connect the top of the cold water T-Adapter to the toilet tank fill valve, taking care to align the T-Adapter straight onto the fill valve to prevent cross-threading. Next, connect the water supply hose to the bottom of the cold water T-Adapter (**Figure L**).

TIP: Wrap some Plumber's Tape around the threads to ensure connections remain secure.

TIP: Hand-tighten the T-Adapter until it's secured, then use a wrench to tighten a quarter-turn more.

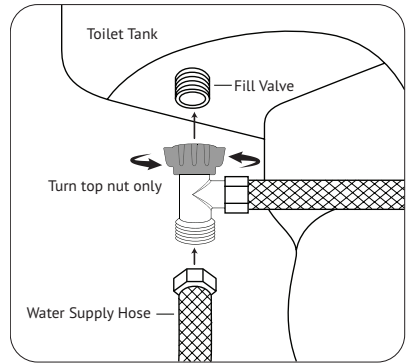


Figure L

STEP 9 - Turn on the toilet tank water supply

Turn on the toilet tank water supply at the wall. Most valves will need to be turned counter-clockwise (**Figure M**).

TIP: Some toilet tank water supply valves have a "push-pull" mechanism. To turn off the water supply with these types of valves, push the valve inwards.

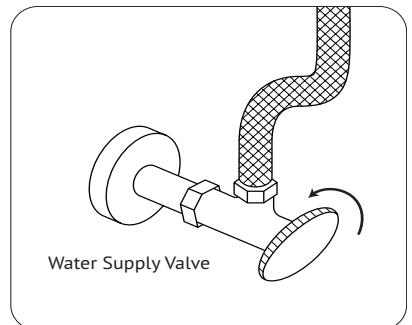


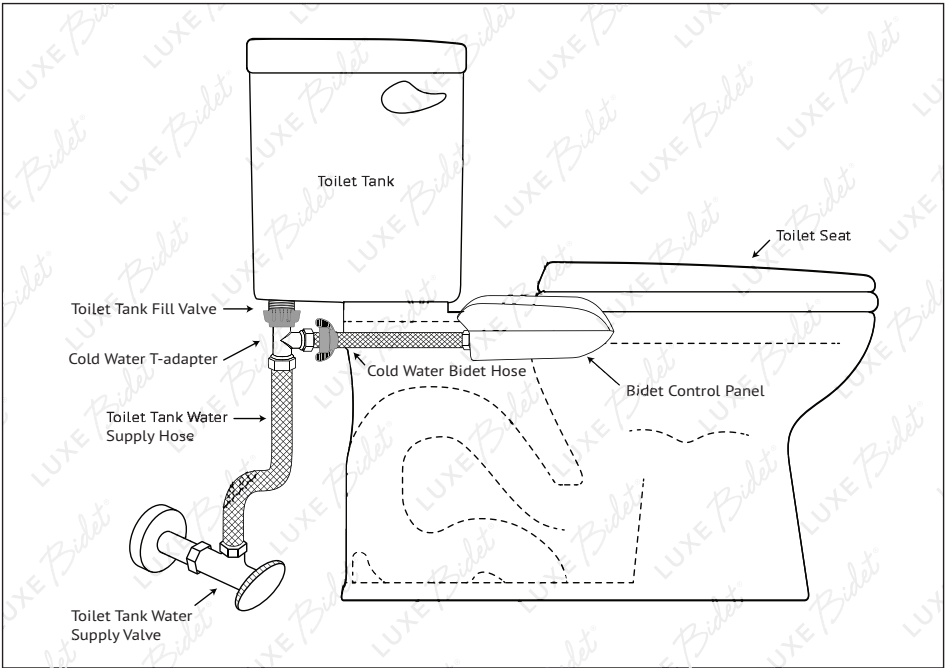
Figure M

STANDARD INSTALLATION (cont.)

Congratulations! You are ready to use the LUXE Bidet for the first time. Gently turn the water pressure control knob to reach your desired spray pressure.

IMPORTANT! Please reach out to customercare@luxebidet.com about any questions or issues. We will gladly assist with troubleshooting and questions.

ASSEMBLED UNIT



INSTALLATION WITH LUXE TOILET SEAT

STEP 1 - Turn off the toilet tank water supply

Turn off the toilet tank water supply at the wall to stop the flow of water. Most valves will need to be turned clockwise (**Figure A**).

After turning off the toilet tank water supply, flush the toilet a few times and hold down the handle to completely empty the toilet tank.

TIP: Some toilet tank water supply valves have a "push-pull" mechanism. To turn off the water supply with these types of valves, pull the valve outwards.

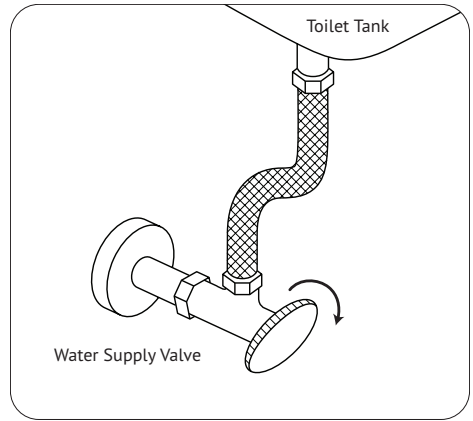


Figure A

STEP 2 - Remove your LUXE toilet seat and decorative covers

If you are installing a LUXE Toilet Seat for the first time, refer to the LUXE Toilet Seat manual and complete the instructions up to the installation of the bearings.

If you have already installed a LUXE Toilet Seat onto your toilet, you will need to remove it before installing your LUXE Bidet.

To remove your LUXE Toilet Seat, lift the toilet seat up 90°, then while holding both the toilet cover and seat together, simply pull up to release it from the toilet seat bolts (**Figure B**). Set the toilet seat aside and remove the decorative covers from the bearings (**Figure C**). The decorative covers are not required for the bidet installation.

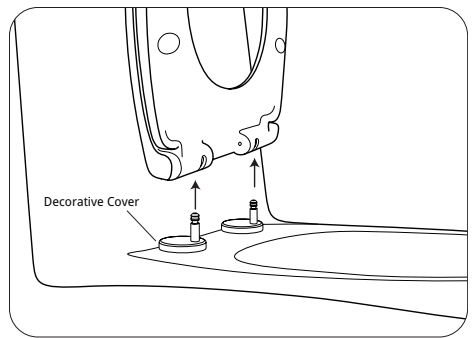


Figure B

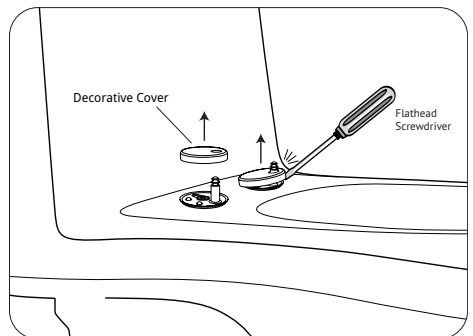


Figure C

TIP: To remove the decorative covers, twist them left and right to loosen, then pull them up off the bearings. You may also insert the tip of a flathead screwdriver between the covers and bearings to loosen before pulling them off.

INSTALLATION WITH LUXE TOILET SEAT (cont.)

STEP 3 - Loosen the toilet seat bolts

Use a Phillips screwdriver to loosen (but not remove) the toilet seat connecting bolts, while holding the nuts on the underside of the toilet in place. Loosen the connecting bolts until you have at least **15mm (0.6in)** of space between the bearing and the toilet bowl (**Figure D**).

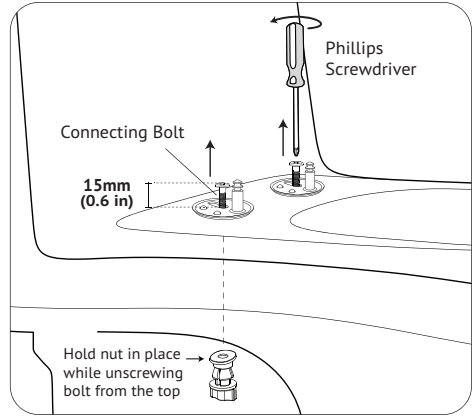


Figure D

STEP 4 - Replace the default hinge covers

Remove the default plastic hinge covers from the U-shaped adjustment plates by lifting from point A (**Figure F**).

Next, snap on the alternative plastic hinge covers designed exclusively for LUXE Toilet Seats onto both adjustment plates (**Figure G**).

The difference between the default and alternative plastic hinge covers is that the default covers are ridged and the alternative covers are hollow (**Figure E**). The hollow space in the alternative covers allows for the toilet seat bearings to slide in between the base of the adjustment plates and covers.

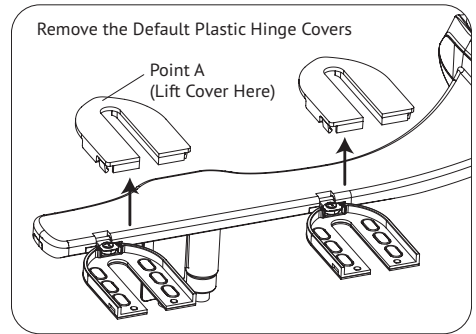


Figure F

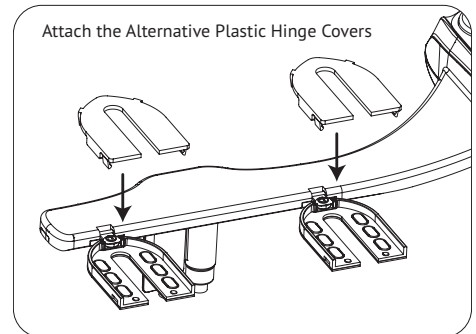


Figure G

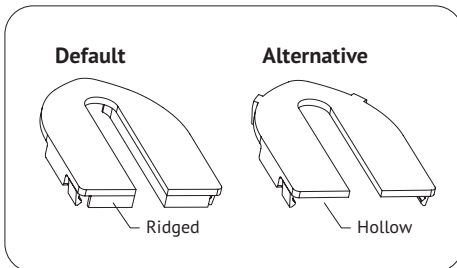


Figure E

INSTALLATION WITH LUXE TOILET SEAT (cont.)

STEP 5 - Insert adjustment plates into the toilet seat bearings

Align the opening of the U-shaped adjustment plates so they are centered with the posts. You can adjust the positioning of the U-shaped adjustment plates by turning them left or right (**Figure H**).

Then, while holding the post in place, lift the bearing slightly, and slide the adjustment plate around the bearing (**Figure I**).

The bearing should now be completely surrounded by the U-shaped adjustment plate, and the bearing will be captured between the adjustment plate on the bottom and the plastic cover on the top. Make sure to slide the adjustment plates all the way back, so that the posts touch the inner edges of the adjustment plates (**Figure J**).

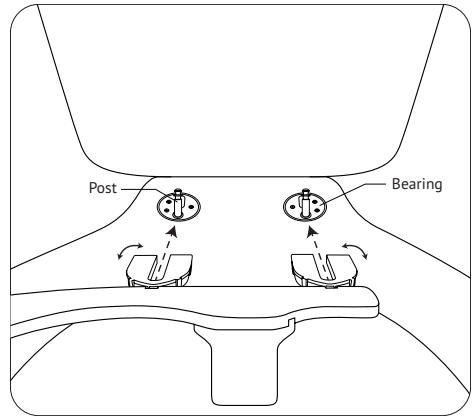


Figure H

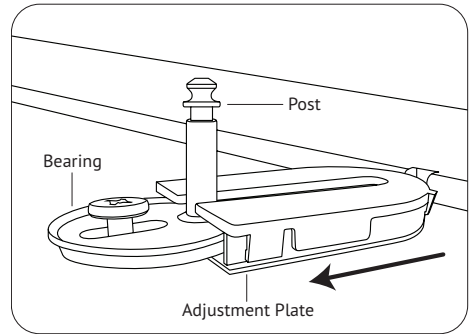


Figure I

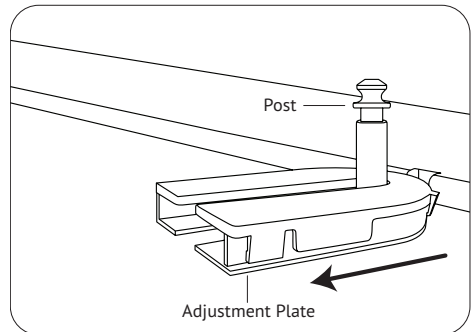


Figure J

INSTALLATION WITH LUXE TOILET SEAT (cont.)

STEP 6 - Tighten the connect bolts, reattach your LUXE Toilet Seat

Use a Phillips screwdriver to tighten the toilet seat bolts while holding the nuts on the underside of the toilet in place (**Figure K**).

Next, carefully lower the LUXE Toilet Seat onto the posts. Please note that the bottom of the seat will not sit completely flush on the adjustment plates (**Figure L**).

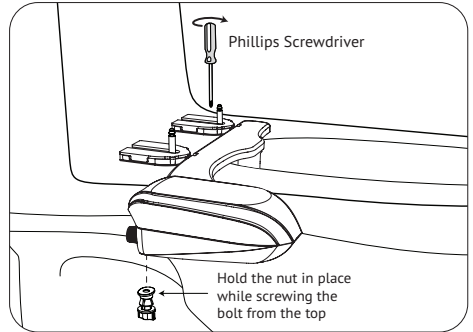


Figure K

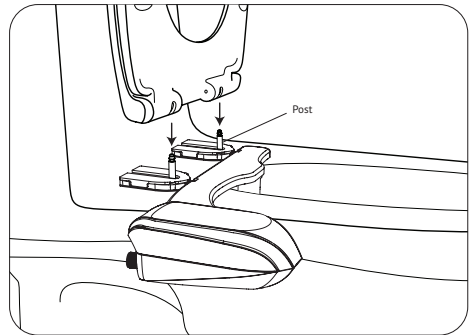


Figure L

STEP 7 - Disconnect the water supply hose

Make sure that you have turned off the toilet tank water supply and flushed the toilet to empty the toilet tank if you have not done so already, and place a towel or bucket underneath the toilet tank fill valve to catch any residual water. Then, disconnect the water supply hose from the toilet tank fill valve (**Figure M**).

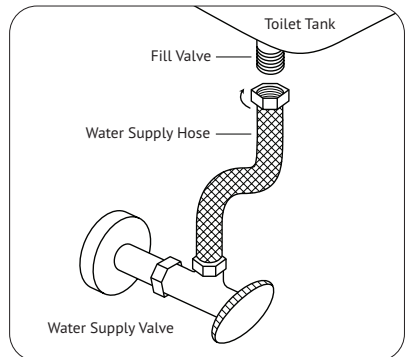


Figure M

INSTALLATION WITH LUXE TOILET SEAT (cont.)

STEP 8 - Check the cold water T-Adapter

Before installing the cold water T-Adapter, make sure that there is a black rubber washer inserted at the top of the T-Adapter. If the washer is not there, securely insert the washer, as shown in **Figure N**.

NOTE: For LUXE Customers upgrading from a NEO to a NEO Plus Series bidet, **please use the new parts included with your kit.** NEO Plus Series bidets come with standard 3/8" fittings, which are different from those on original NEO Series bidets.

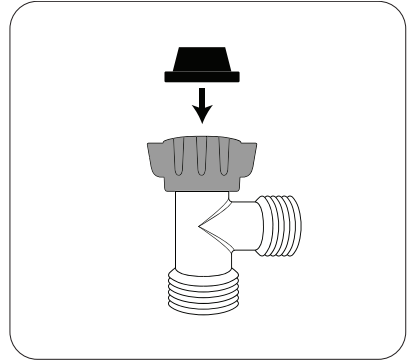


Figure N

STEP 9 - Connect the cold water bidet hose to the cold water T-Adapter and cold water bidet inlet

Connect the end of the cold water metal braided hose with the mesh filter to the cold water T-Adapter. Connect the other end of the hose to the bidet cold water inlet (**Figure O**).

TIP: Use the wing nut on the hose to fully tighten the connections at both ends of the hose.

TIP: Wrap some Plumber's Tape around the threads to ensure connections remain secure.

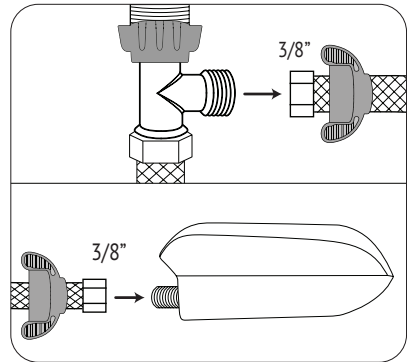


Figure O

STEP 10 - Connect the cold water T-Adapter to the toilet tank fill valve

Connect the top of the cold water T-Adapter to the toilet tank fill valve, taking care to align the T-Adapter straight onto the fill valve to prevent cross-threading. Next, connect the water supply hose to the bottom of the cold water T-Adapter (**Figure P**).

TIP: Wrap some Plumber's Tape around the threads to ensure connections remain secure.

TIP: Hand-tighten the T-Adapter until it's secured, then use a wrench to tighten a quarter-turn more.

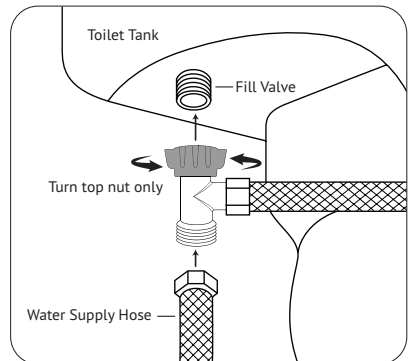


Figure P

INSTALLATION WITH LUXE TOILET SEAT (cont.)

STEP 11 - Turn on the toilet tank water supply

Turn on the toilet tank water supply at the wall. Most valves will need to be turned counter-clockwise (**Figure Q**).

TIP: Some toilet tank water supply valves have a "push-pull" mechanism. To turn off the water supply with these types of valves, push the valve inwards.

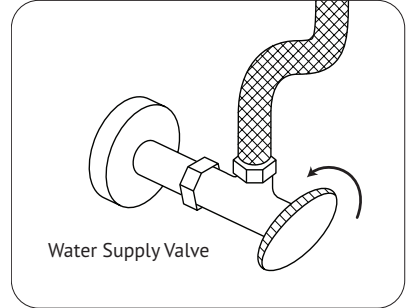
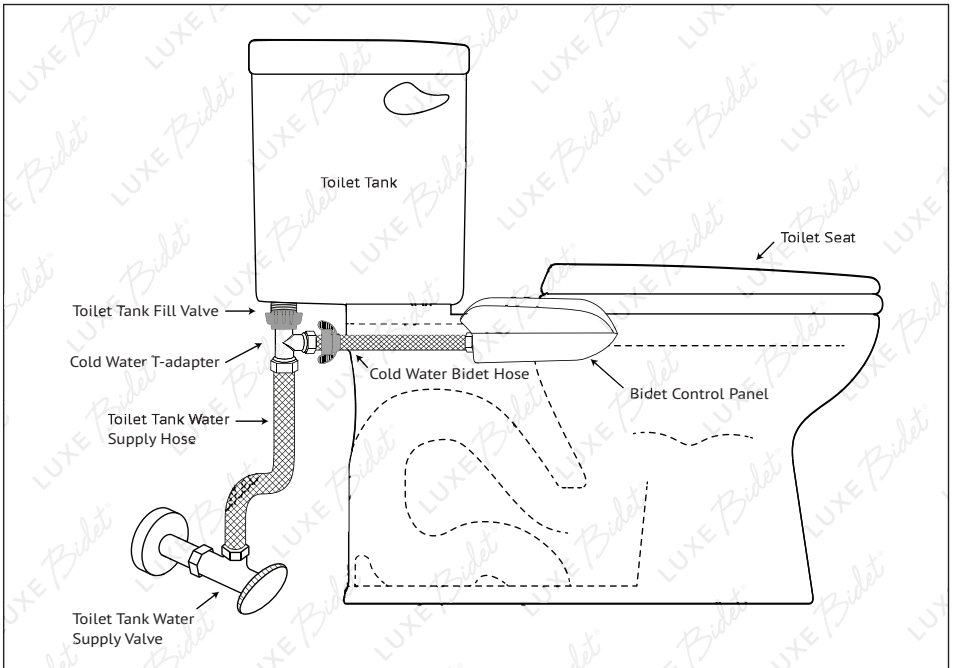


Figure Q

Congratulations! You are ready to use the LUXE Bidet for the first time. Gently turn the water pressure control knob to reach your desired spray pressure.

IMPORTANT! Please reach out to customercare@luxebidet.com about any questions or issues. We will gladly assist with troubleshooting and questions.

ASSEMBLED UNIT



PRODUCT OPERATION

TROUBLESHOOTING

Problem	Possible Causes	Possible Solutions
After installing the bidet, the toilet seat does not rest flat on the toilet bowl.	<ol style="list-style-type: none">1. The toilet seat has outer hinge tabs.2. There is a curve underneath the toilet seat.	<ol style="list-style-type: none">1. If the extra space is 1 inch or less, install toilet seat bumpers (available on luxebidet.com).2. Find a toilet seat that is flat at the bottom and does not come with outer hinge tabs. LUXE Comfort Fit Toilet Seat (available on luxebidet.com) fits seamlessly with all LUXE Bidet attachments!
The self-cleaning nozzle and guard gate feature is not running any water.	The water flow may not be activated, so water cannot flow through the bidet to clean the nozzles.	First, turn the mode knob to 'Nozzle Clean' then lift or turn the water flow lever or knob, respectively, to allow water to flow over the nozzles.
The nozzle gets stuck or does not extend / retract properly.	<ol style="list-style-type: none">1. There may be hard water deposit in or around the nozzle.2. The nozzle is too close to the toilet tank.	<ol style="list-style-type: none">1. Gently pull the nozzle up and down a few times to loosen it, or try cleaning the nozzle with paper towels soaked in vinegar to safely dissolve any hard water build-up.2. Move the bidet forward to make clearance for the nozzle to extend.
The water flow from the bidet is too strong.	<ol style="list-style-type: none">1. The water supply valve is opened too much.2. The household water pressure or flow is very high.	<ol style="list-style-type: none">1. Turn the water supply valve clockwise to decrease the water flow.2. Install a LUXE Metal T-Adapter with Shut-off Valve to reduce the water flow going into the bidet. (Can be purchased on luxebidet.com)
The toilet or hose(s) make a loud banging sound after flushing the toilet.	Air bubbles may have become trapped in the pipes during installation.	Turn off the water supply, uninstall all parts of the bidet, reattach the water supply hose, flush the toilet to empty it, then, reinstall the bidet.

PRODUCT OPERATION

TROUBLESHOOTING

Problem	Possible Causes	Possible Solutions
The toilet tank is filling up slower than normal after installing the bidet.	The water supply valve may not be fully opened.	Turn the water supply valve counter-clockwise to allow more water to flow to the toilet.
When the bidet is turned on, no water comes out of the nozzle.	<ol style="list-style-type: none">1. There may be hard water deposits in or around the nozzle.2. The water flow knob / lever is not turned on.3. The T-Adapter is not connected properly.4. The toilet seat or bowl is blocking the nozzle(s) from extending.	<ol style="list-style-type: none">1. Gently pull the nozzle up and down a few times to loosen it, or try cleaning it with paper towels soaked in vinegar to safely dissolve any hard water build-up. To prevent hard water build-up, we recommend installing a LUXE Bidet Water Filter (luxe.to/NPWF).2. Turn the nozzle mode knob to 'Wash' and activate the bidet.3. Check that the T-Adapter is tightened all the way so water can flow through it.4. Reposition the bidet on the toilet bowl to create clearance for the nozzle.
The nozzle(s) are spraying off-center or to the side.	<ol style="list-style-type: none">1. The nozzle(s) holes are not facing forward properly.2. The bidet is not installed completely straight.	<ol style="list-style-type: none">1. Open the guard gate to allow access to the nozzle(s), then fully retract the nozzle(s) into the bidet and turn the nozzle(s) counter-clockwise until the holes face forward.2. Adjust the positioning of the bidet on the toilet by a few degrees.

PRODUCT OPERATION

TROUBLESHOOTING

Problem	Possible Causes	Possible Solutions
The toilet seat bolts do not properly affix to the toilet after installing the bidet.	Some toilet seat bolts are shorter than required to accommodate the bidet.	Install longer bolts from toilet seat manufacturer to accommodate the bidet.
The cold water T-Adapter is leaking.	<ol style="list-style-type: none">1. The black rubber washer is not properly installed.2. The T-Adapter threads were cross-threaded or stripped during installation.3. There is a mismatch in the threading.	<ol style="list-style-type: none">1. Make sure that the black washer is seated flat side down on the top connection of the T-Adapter.2. Contact us via luxebidet.com to request a replacement T-Adapter.
There is leaking from the bidet body or hose connections.	<ol style="list-style-type: none">1. The black rubber washer(s) are not properly installed on the hose.2. The bidet inlet threads were cross-threaded or stripped during installation.3. The bidet or hose may be defective (very rare).	<ol style="list-style-type: none">1. Make sure that the black washer(s) are properly installed on both ends of the hose.2. Contact us via luxebidet.com to request a replacement.
The water supply hose cannot be unscrewed from the toilet tank and/or the water supply valve.	The water supply hose is permanently attached to the plumbing.	Please contact us via luxebidet.com to request alternative installation parts.
There is no room to fit the T-Adapter between the water supply hose and toilet tank.	The water supply hose is rigid or a solid pipe.	Replace the rigid water supply hose with a flexible hose (available on luxebidet.com).
The nozzle sprays too far forward.	The bidet is positioned too closely to the front of the toilet.	Reposition the bidet by pushing it back, towards the toilet tank.

Do the nozzle(s) always stay out when not in use?

The nozzle is retractable and only comes out when the water is turned on.

What kind of material is the bidet body made from?

LUXE Bidets are made from very strong (yet light and flexible) plastic. The smooth, high quality plastic is easy to clean and looks great on any toilet.

How do I clean or maintain the bidet?

Wipe the bidet with a disinfectant wipe, or a soft rag or toilet paper soaked with a mild household cleaning solution.

What is the plumber's tape for and how should I use it?

Plumber's tape can be wrapped around the threads of any connection (such as the toilet tank, T-Adapter, or the bidet inlet threads) to help tighten the seal and prevent leaking. It is an optional step for additional precaution against leaking. This may be necessary if the threads seem worn out.

Does the bidet come with a warranty?

Yes, all LUXE Bidets come with an 18-month warranty which starts from the day of purchase. You can extend this warranty to 24 months (2 years) by registering your bidet at luxebidet.com. Please contact us via luxebidet.com if you would like to make a warranty claim.

How do I install the bidet if my toilet seat comes with twist-hinges?

For Plus models, the installation of the bidet with a twist-hinge toilet seat will be the same as any other toilet seat. You will not need to remove the toilet seat completely, only loosen it. Locate the toilet seat nuts on the underside of your toilet and unscrew them until you have at least 15mm (0.6in) of space between the toilet and the toilet seat. You do not need to unscrew the nuts all the way, but just enough so that you have enough space (at least 15mm, or 0.6in) to slide the U-shaped adjustment plates into the toilet seat bolts. After sliding in the adjustment plates into the bolts, secure the bolts and nuts by using a flathead screwdriver to tighten the toilet seat bolts while holding the nuts on the underside of the toilet in place.

Do you offer bidets with left-sided controls?

We currently do not carry any models that have left-sided or left-handed controls.

How can I install the bidet if my toilet has a rigid or inflexible pipe, or if I have no access to my toilet tank connection?

You will need to replace the inflexible pipe with a flexible hose. If you are unable to remove the pipe or have no access to your toilet tank connection, we have an alternative installation method that may work better for you. Please contact us on luxebidet.com for more information.

FAQ (cont.)

What is the purpose of the guard gate? Is it supposed to open automatically?

The guard gate shields the nozzle(s) from debris and should remain closed at all times. During use, the nozzle(s) will drop down below the gate and spray water. When you turn off the bidet, the nozzles will automatically retract behind the gate. You may open it manually to access the nozzle(s) for cleaning.

Some bidets come with two nozzles. What is the difference between the two nozzles?

Our dual nozzle bidets (185, 320) feature a rear wash nozzle and a feminine wash nozzle. The rear wash nozzle is the standard nozzle that comes with all LUXE Bidet attachments, and cleanses the rear. The feminine wash nozzle is angled forward with a softer spray and cleanses sensitive areas. The nozzles can be operated separately or at the same time. To activate the nozzles at the same time, you can point the nozzle mode knob in between 'Rear Wash' and 'Feminine Wash'.

Can I install the NEO Plus bidet with the same parts from my old NEO bidet?

For LUXE Customers upgrading from a NEO to a NEO Plus Series bidet, please use the new parts included with your kit. NEO Plus Series bidets come with standard 3/8" fittings, which are different from those on original NEO Series bidets.

For additional troubleshooting tips or FAQ, please feel free to visit our FAQ page at www.LuxeBidet.com.

WARRANTY INFO

18-Month Limited Warranty

Every LUXE Bidet® product from 2Go Products, LLC undergoes a thorough quality test procedure before shipment from the manufacturer. If a product is determined to be defective due to a manufacturing defect during the warranty period, 2Go Products, LLC will replace the defective parts. This product is covered under warranty for 18 months from the date of purchase.

Terms

- (1) Warranty coverage excludes replacement of discolored or damaged parts as a result of strong cleaning or disinfecting chemicals.
- (2) Warranty coverage excludes damage or malfunction of the unit resulting from improper installation, negligence, misuse, abuse, or tampering by unauthorized repair personnel.
- (3) Under no circumstance will 2Go Products, LLC be held liable for any loss or damage, direct, consequential, or incidental, arising out of the use of or inability to use this product.
- (4) Owner of this product must immediately stop using and uninstall the product if any amount of leaking or dripping from the product is detected. Leaking can result from incompatibility of toilet fittings, improper installation, and use of old or damaged plumbing fixtures already present in the household.
- (5) Exposure to extreme temperatures, strong chemicals such as bleach, hydrochloric acid, etc., and high water pressure can cause damage to the product and can result in leaking or flooding. Therefore, the owner hereby releases 2Go Products, LLC, the manufacturer, and sellers of LUXE Bidet® products from any and all claims for bodily and property damage resulting from such conditions.
- (6) The owner hereby releases 2Go Products, LLC from any and all claims against damages to property or the product resulting from the misuse, improper installation, inadequate maintenance, or exposure to extreme temperature, water pressure, or strong chemicals.

Attention: Please register your product at www.LuxeBidet.com for more efficient support regarding warranty claims, returns, and technical assistance.

It is strongly recommended that connecting hoses be inspected and replaced every 3 to 5 years. Please contact us at www.LuxeBidet.com to receive a discount on replacement parts.

CONTACT

CONTACT US

If you have any questions or comments, please contact our customer care at any time and we will be able to assist you further. Thank you for choosing LUXE Bidet.

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