

## G. Troubleshooting

*Removal of toilet seat is usually easily done by popping open the plastic screw covers behind the seat using a flathead screwdriver and unscrewing. If screws are corroded metal and not plastic, they may be difficult to remove using a traditional screwdriver. In this case, you should use a hacksaw blade or bolt cutter to remove screws from the toilet. Be sure to protect your toilet from damage if a hacksaw is used.*

1. Water will not turn on:
  - Make sure water supply is connected AND turned on at the wall inlet.
  - Make sure vertical water control stick (Part no 2003.04) on **GoBidet**® is in cold water position. If hot water is not installed and water control stick is in hot water position, water will not flow.
  - Make sure hose is not kinked or twisted.
2. Water leaks from connections:
  - Turn water off and re-seal connections with Teflon tape. Turn water back on and check for leaks. Repeat if necessary.
3. Water leaks from location where shower head assembly connects to **GoBidet**:
  - Firmly tighten nut holding shower head assembly (Part no. 2003.01) to **GoBidet**.
4. Water leaks from **GoBidet** behind the bell handle assembly (Part no. 2003.04):
  - Insert screwdriver in hole at bottom of bell handle assembly and loosen set screw to remove bell handle assembly. Unscrew (counter clockwise direction) chrome nut cover (Part no. 2003.24) from the front of the **GoBidet** housing. This can usually be accomplished by hand.
  - Tighten (clockwise direction) large brass nut (Part no. 2003.45).
  - Replace chrome nut cover and bell handle assembly.
5. Shower head assembly (Part no.2003.01) will not move when sitting on the toilet:
  - If you used all of the included spacers (Part no 2003.11 ) on the side of seat without the **GoBidet** (Step "D.2") you can request more by contacting us at 1-800-681-0753.
  - If you cannot find taller, attachable bumpers, you may need a new toilet seat with taller bumpers or one with less seat contour.
6. **GoBidet** moves too much when manipulating the controls:
  - Snugly tighten threaded bushing (Step "B.4").
  - Firmly tighten chrome nut holding **GoBidet** to mounting bracket (Part no. 2003.09).
  - In some cases, you may need to also use a strong double-sided tape between the mounting bracket and the bowl. We recommend 3M industrial, double-sided tape.

***For all other issues, please visit [www.Go-Bidet.com](http://www.Go-Bidet.com) or call 800-681-0753***