

CARE OF YOUR TIMBER TOILET SEAT

Congratulations on the purchase of this high quality timber toilet seat, which will provide years of pleasurable service if looked after with an appropriate level of care.

UNPACKING:

Remove the seat from the box and carefully inspect it for any sign of damage. Although every effort is made to ensure this product reached you in perfect condition, please check for any possible damage that may have occurred since leaving our warehouse. If any damage is found, stop your installation and report the damage to whoever supplied you with this product.

DURING INSTALLATION:

The lifespan of this timber toilet seat may be shortened if your toilet is splashing water up on the seat when it flushes. Consult your plumber during installation if this is an issue and ensure that they restrict the flushing water to the bowl only.

Avoid installing radiators too close to your seat. Exposing the timber to large and rapid changes in temperature and humidity could result in splitting or warping of the timber.

DAILY CARE:

When using your toilet brush to clean the bowl, we recommend lifting both the lid and the seat to avoid unnecessary knocking of objects against the timber.

Sitting on the lid of your toilet seat may lead to the hinges pressing onto the toilet seat leaving an impression in the toilet seat. If you wish to avoid this, we recommend only sitting on the toilet seat itself. Standing on the lid is also not recommended as this could loosen the hinges and void your warranty.

Ensure that the seat is not left damp and any moisture on the seat should be wiped away immediately.

WEEKLY CLEANING:

If spraying toilet cleaner on the porcelain bowl, we recommend also lifting both the lid and the seat up and away from the porcelain to avoid unnecessary exposure of the timber seat to harsh chemicals.

To clean the timber toilet seat:

- Remove jewellery (especially rings) to avoid scratching the timber finish. Use a damp soft cloth, and if desired, a mild disinfectant such as Dettol Surface Cleaner to wipe over the surfaces.
- Do not use any neat chemicals directly from the bottle and under no circumstances use any form of acid or alkaline cleaners such as limescale removers.

To clean the metal hinges:

- Use a damp soft cloth, and if desired, a mild disinfectant such as Dettol Surface Cleaner.
- Avoid use of any abrasive metal polishes or chemical cleaners.
- Thoroughly rinse the seat and hinge with cold water and wipe dry.

OVER TIME:

Inspect your seat regularly, and apply a good quality wax polish every 6 months or as necessary.

ABOUT NATURAL TIMBER:

Timber toilet seats are made from natural wood. Each one will be unique in terms of colour and grain of the timber. Variation is perfectly natural and to be appreciated.

WARRANTY:

In Residence will repair or replace your seat if it is found to be faulty in materials or workmanship prior to installation up to a one (1) year period.

Please inspect your seat on delivery, and in the unlikely event that you are not happy with it, please return it for a replacement or refund. Once installed, the item is non-refundable, and we reserve the right to either repair or replace components or the complete seat at our sole discretion.

If you have an issue, please contact us with a description and digital photo of the fault. If you are advised to return the uninstalled seat, you will be asked to return it in the packaging in which it came, with corrugated cardboard between the seat and the lid. The hinges must be wrapped to prevent damage to the timber. Adequate insurance should be taken, as we will not be liable for loss or damage in transit.

We exclude damage caused by misuse of the seat, and not following instructions set out in this Care & Maintenance guide.