



# HAVEN 500

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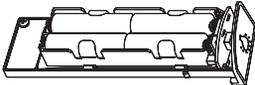
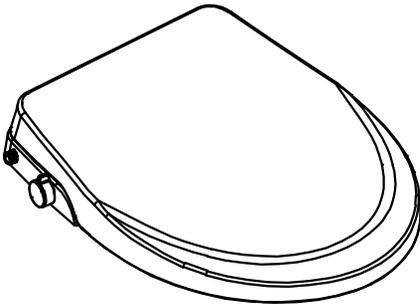
HV500E | HV500R



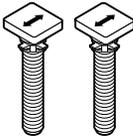
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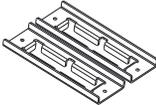
Battery Pack  
(AA batteries not included.)



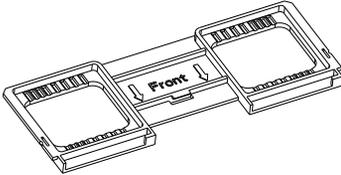
Stay-Tite® Bolts (2)



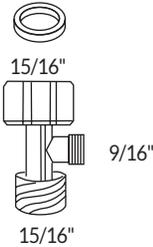
Stay-Tite® Nuts (2)



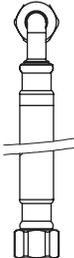
Mounting Brackets (2)



Mounting Plate



T-valve &  
Rubber Gasket



Bidet Supply Hose

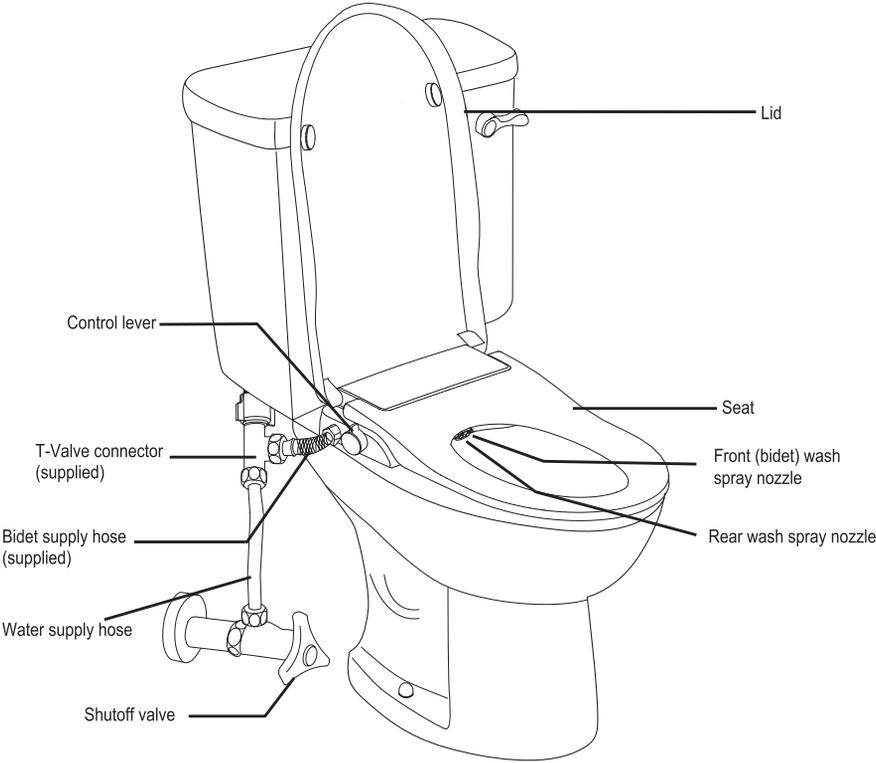
TOOL NEEDED

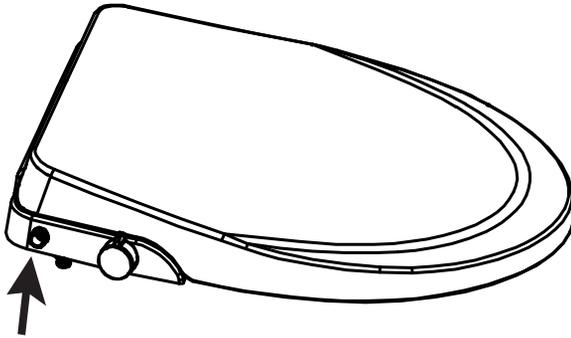


5/8" Wrench

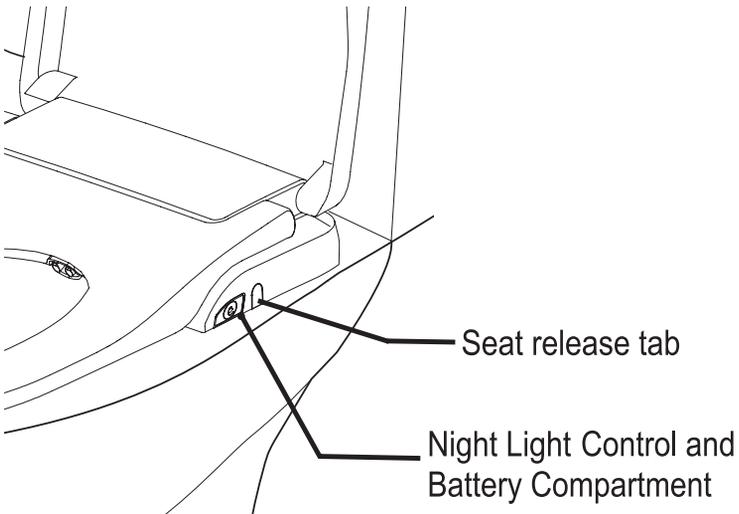
# PRODUCT DIAGRAM

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Metal water inlet



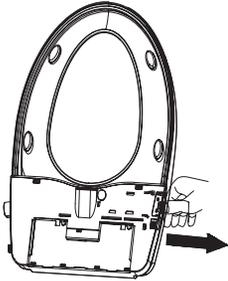
Seat release tab

Night Light Control and  
Battery Compartment

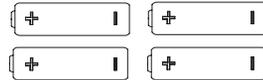
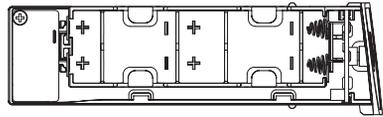
# BATTERY INSTALLATION

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1. Pull battery pack out.



2. Insert 4 AA batteries and push battery pack into seat.



3. During long periods of non-use, it is recommended to remove batteries from battery pack. Single-use AA batteries recommended.

## BEFORE INSTALLATION

Be sure that all parts are on hand before proceeding with the installation.

Residual moisture in the bidet at purchase ensures that your product was tested at the factory with pure water to meet the highest quality standards and performance.

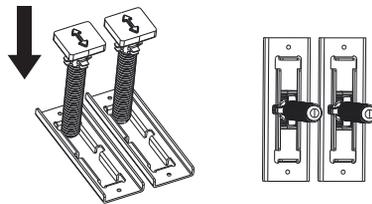
Check the line that connects the toilet tank to the water shut off valve. If it's a rigid line, you may need to purchase a flexible one to replace it before installation. The length of the hose and the size of the connections will vary.

Water pressure limit is 10 - 110 PSI. Please use as instructed. Water shutoff valve should be near installed product.

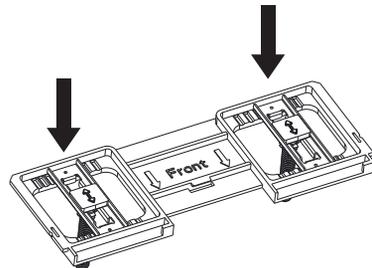
Please read installation instructions carefully.

## INSTALLATION

1. Insert bolts into metal mounting brackets, aligning the teeth on the bolt with the slots in the mounting bracket.



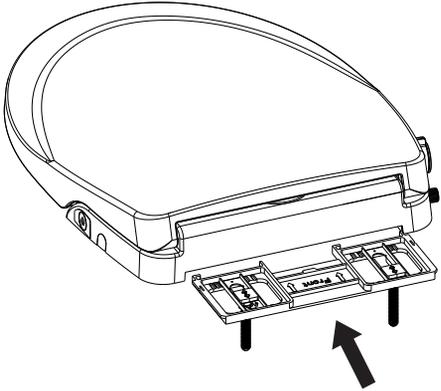
2. Insert bolt with brackets into mounting plate.



# INSTALLATION (cont.)

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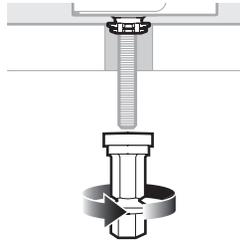
- 3. Slide mounting plate with bolts into seat until it clicks.



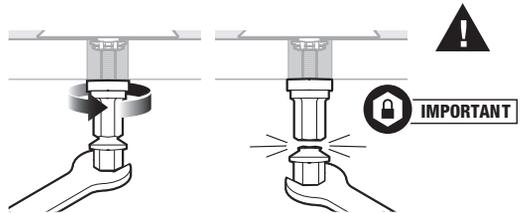
- 4. Place bidet seat on bowl, adjusting seat front-to-back and side-to-side for proper fit.



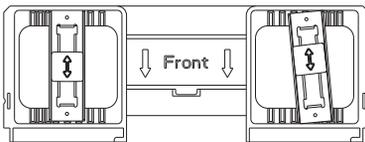
5. Lightly finger tighten Stay-Tite® nuts to the under side of the bowl. Adjust seat if needed.



6. Holding seat centered on bowl, tighten the Stay-Tite® nut until lower portions SNAP OFF to prevent over-tightening and will NEVER LOOSEN.



On thinner toilets, nuts can be further tightened if seat does not feel secure after snapping off the nuts.

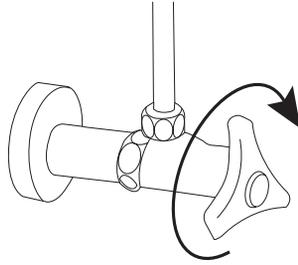


**NOTE:** Slight distortion of the bracket may occur due to the strong clamping force of Stay-Tite®. If bracket slightly shifts during tightening, this will not affect the firm hold of the seat in place.

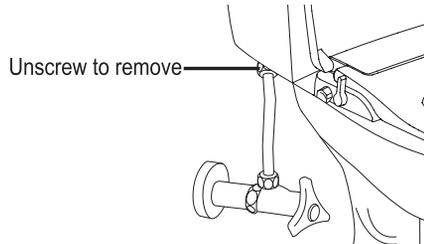
# WATER CONNECTION

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1. Close water supply valve.  
Flush toilet until toilet tank is empty.

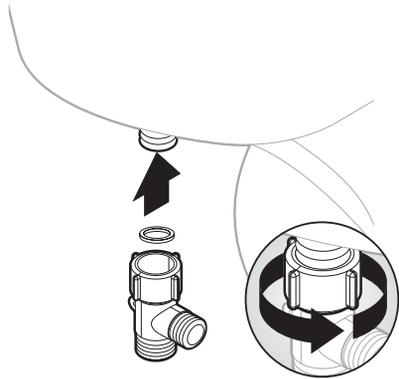


2. Place towel below tank to catch dripping water.  
Disconnect existing water supply line from toilet tank.

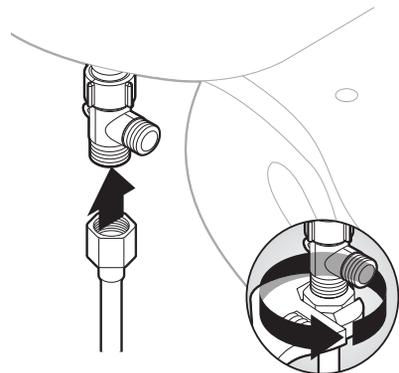


3. Ensuring rubber gasket is properly seated on top of T-valve. Attach T-valve to toilet TANK water supply fitting. Do not hold fill valve inside tank.

**IMPORTANT: T-VALVE INSTALLS AT THE BOTTOM OF TOILET TANK, NOT AT THE WALL.**



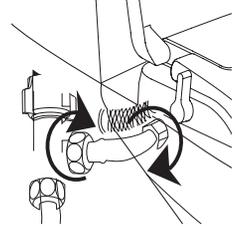
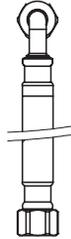
4. Connect water supply line coming from the wall to bottom of T-valve. Connect cold water supply only. If your water supply line is rigid, you may need to replace with a flexible hose line.



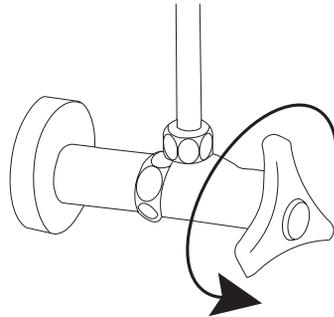
## WATER CONNECTION (cont.)

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5. Connect bidet hose directly to T-valve. Connect other end of bidet hose to seat's metal inlet, making sure it's firmly connected. Do not sharply bend or twist hose.



6. Slowly turn on water supply.



7. Wipe hoses and connectors thoroughly with a towel and carefully observe for any leaks on all connections for at least 10 minutes.

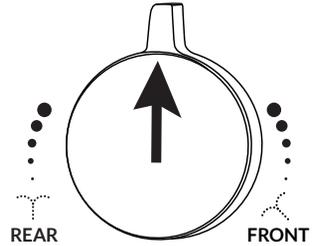
Gently tighten connections until leakage stops. If any leaks continue, turn off water supply and check older hoses for damaged or improperly seated gaskets. Plumber's tape may be used on connections to seal.

# WASH OPERATION

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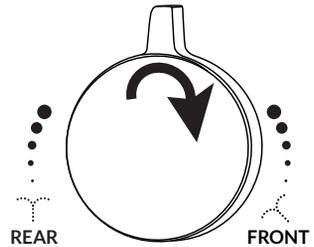
## STOP

Return knob to the upright position to turn off.



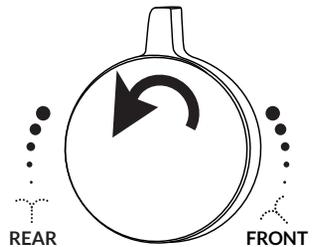
## FRONT WASH

Gradually turn knob forward until preferred pressure is reached.



## REAR WASH

Gradually turn knob back until preferred pressure is reached.



## OPERATION

- Press button once, the high light is on.
- Press again, the low light is on.
- Press a third time, light will turn off.

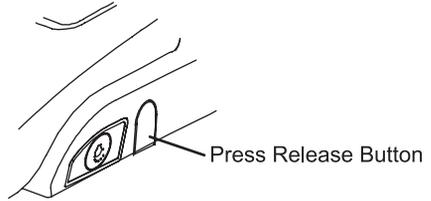
## IMPORTANT

- To prolong battery life, night light turns off after 7 hours.
- Pressing power button will reset 7 hour timer.

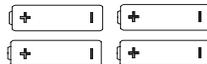
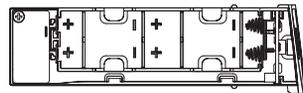
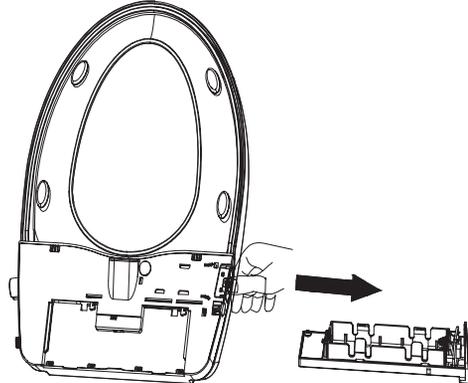
# BATTERY REPLACEMENT

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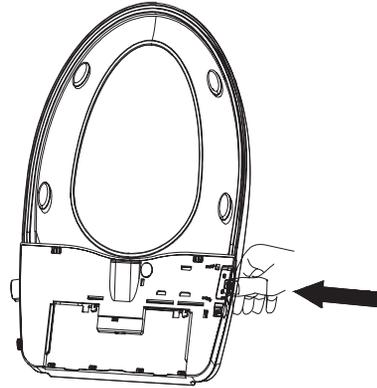
1. Press release button on bidet to remove seat from toilet.



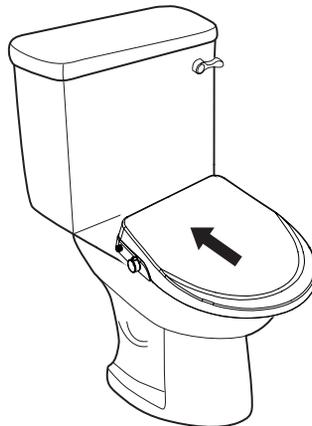
2. Remove battery pack, and replace 4-AA batteries.



3. Put battery pack back into seat.



4. Slide closed seat back onto the bracket to reinstall on toilet.

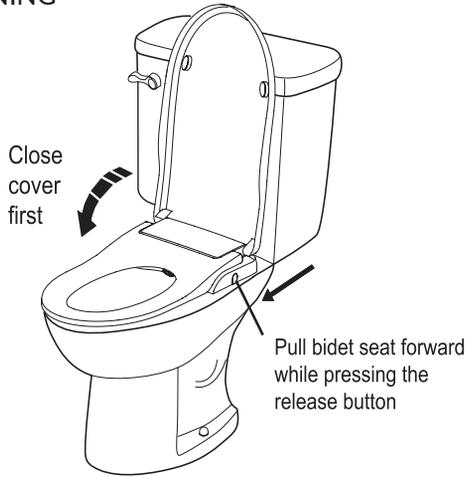


# CLEANING & MAINTENANCE

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## EASY-CLEAN® REMOVAL & CLEANING

Close cover. Push and hold seat release button, pulling seat forward to remove. Clean only with mild cleaners using a soft, damp cloth, & towel dry.

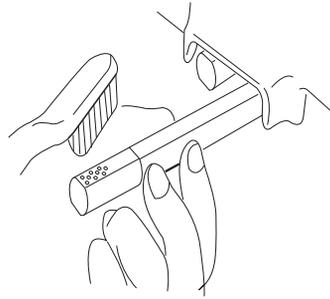


After cleaning, slide closed seat back onto the bracket to reinstall.



## CLEAN SPRAY NOZZLES

Pull out nozzle softly and use a smooth cloth, sponge or soft toothbrush to clean nozzle.



# TROUBLESHOOTING

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Status	Cause	Solution
Water pressure too low during WASH	Low water pressure of the unit	During use, turn knob forward or backward to highest setting
	Low water pressure of water supply	If water supply pressure is too low, contact your local water utility
Water does not come out during WASH	Water shut-off valve is turned off	Turn on water shut-off valve
	Nozzle head is stuck	Take off and clean nozzle head
	External water pressure is low	Increase external water pressure
Water is dripping from the nozzles when not using the unit	External water pressure is too high	Maximum water pressure of the unit is 110 PSI. If water supply pressure is, contact your local water utility
Night light doesn't work	Low batteries	Replace batteries

If any failure still occurs after above troubleshooting, please contact [Corp@Bemismfg.com](mailto:Corp@Bemismfg.com) or call 888.722.6488



Do not disassemble, repair, or remodel the unit, as this will void the warranty.

# SPECIFICATIONS

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Classifications	Description
Model Numbers	HV500E / HV500R
Wash Water Flow	0.35-1.8 L/min
Feminine Water Flow	0.35-1.8 L/min
Backflow Prevention	Check valve
Water Supply	Direct from water pipes
Water Pressure Range	10-110 PSI
Dimensions	19.68" (l) x 14.30" (w) x 2.25" (h)
Weight	4.85 lbs

# WARRANTY

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Bemis warrants that this product will be free of defects in material, workmanship, and title for a period of one (1) year from the date of original purchase.

If you provide written notice of a defect to Bemis within the applicable warranty period and provide adequate documentation or evidence that establishes a Product defect to Bemis's satisfaction, your sole remedy is the repair, replacement, or refund of the Product's purchase price (less shipping, if applicable), at Bemis's option.

Bemis may, at its option, require the return of any Product for inspection and testing before honoring any defect claim. This Limited Warranty excludes component parts not specified by Bemis, and excludes costs related to shipping and labor, including removal, disposal, repair, or replacement of the defective Product and installation of replacement Product (if applicable). Products returned for a refund must be in original packaging and in saleable condition, and may be subject to a restocking fee. Discontinued colors or models, and custom or specially ordered Products cannot be returned for a refund.

This Limited Warranty is void if: (a) the Product has not been installed, used, or maintained according to any applicable written materials, including written instructions, specifications, packaging, and manuals; (b) the Product is not used for the intended application, or (c) the Product has been modified or repaired without Bemis's express written permission.

THIS LIMITED WARRANTY IS PROVIDED IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. BEMIS EXPRESSLY DISCLAIMS LIABILITY FOR SPECIAL, PUNITIVE, EXEMPLARY, CONSEQUENTIAL OR INCIDENTAL DAMAGES ASSOCIATED WITH THE PRODUCT, INCLUDING LOST PROFITS OR BUSINESS INTERRUPTIONS. BEMIS'S LIABILITY UNDER THESE TERMS AND CONDITIONS SHALL NOT EXCEED THE PURCHASE PRICE OF THE PRODUCTS.

Please see [BemisMfg.com/terms-and-conditions](https://www.bemis.com/terms-and-conditions) for complete warranty terms.

Thank you  
for your Bemis<sup>®</sup> bidet  
seat purchase!



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[ToiletSeats.com](http://ToiletSeats.com)

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