

Distribution to TOTO Sales Directors, Sales Managers and Representatives

LT307 Lavatory shipped with incorrect wall mounting bracket

Models Affected

- **LT307** Lavatory with single hole
- **LT307.4** Lavatory with 4" faucet centers
- **LT307.8** Lavatory with 8" faucet centers
- **LT307A** Lavatory with single faucet hole and soap hole



Q: What happened to prompt this bulletin?

A: During routine product audit testing TOTO found that the wall mounting bracket supplied is incorrect. Given enough force the wall mounting bracket may bend causing the lavatory to become unlevel.

Q: Has bending of the wall mounting bracket condition occurred in the field?

A: No. TOTO has not received any notification of this condition. The incorrect wall mounting bracket was discovered during routine audit testing at TOTO.

Q: What if I have inventory in my warehouse?

A: Check the product label - if the date code reads in the range of June 1, 2017 to May 31, 2018, call TOTO Tech Support for an RGA in order to return the product to TOTO. When the RGA is received, replacement product will be sent to replace your inventory.

Q: What is the range of dates affected by this bracket?

A: The affected date range is June 1, 2017 to May 31, 2018 for models manufactured in the TOTO Mexico factory. The date code of assembly and packing is stamped on the box label.

Q: How to read the date code?

A: The image below represents the Date Code on the box. The first 2 characters are the month (05=May) the next 2 characters are the day (26=day of assembly), and the next 2 characters represent the year (18=2018). The final 2 characters represent the assembly and packing operator (31=Operator31).



Q: How do I know if new inventory from TOTO USA has the correct wall mounting bracket inside the box?

A: If there is blue dot on the product label then the wall mounting bracket in that box is correct. See the example below.



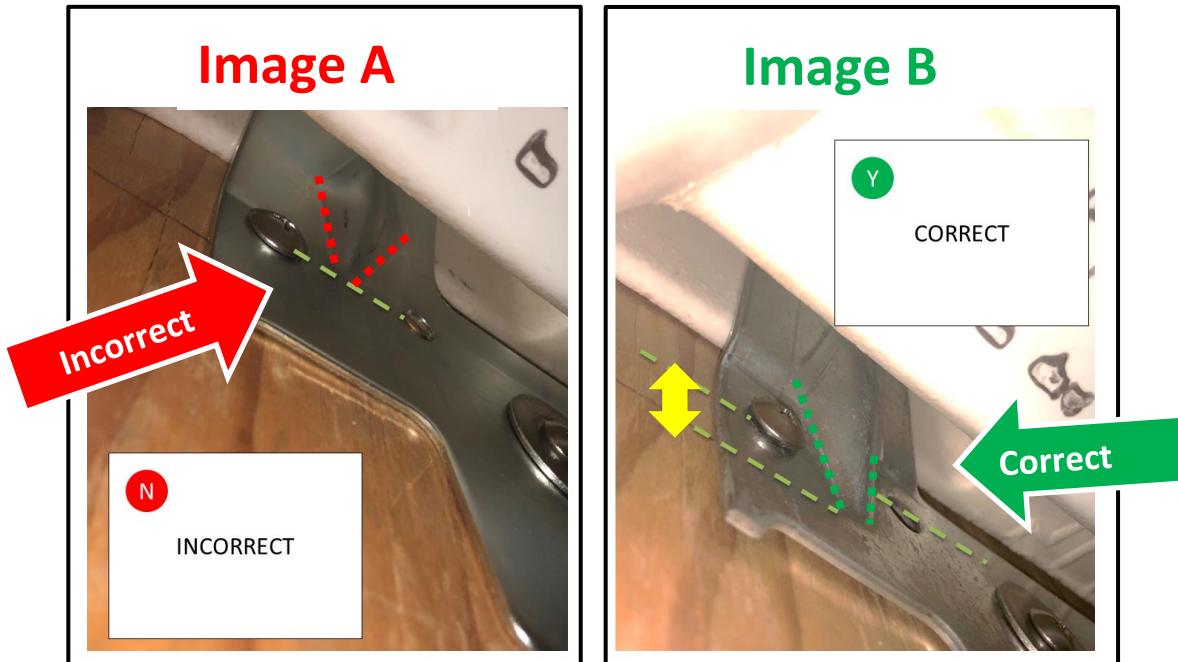
Q: What do I do if the lavatory is installed?

A: If the lavatory is installed, the wall mounting bracket should be inspected from underneath the installed lavatory. If the wall mounting bracket looks like **Image A** below, it is the incorrect bracket. **Important note:** If the lavatory is installed with the incorrect wall mounting bracket and there is a concealed arm system wall carrier installed also then no further action is required. If the incorrect wall mounting bracket is installed and there is not a concealed arm system wall carrier, then the unit should be removed and the correct wall mounting bracket installed. Please call TOTO at the number listed below for support of this change out.

AFTER INSTALLATION

Examine the bracket at underside of the installed lavatory. If it is the incorrect type of bracket it should be changed. Call TOTO Tech support as listed below to request a new correct Wall Mount Bracket.

Please note: If you have installed a concealed arm carrier there is no need to replace the incorrect bracket and no further action is required.



Q: What if I have sold this item to a plumber or other customer and the inventory is no longer in my possession?

A: For products that have been sold into the market, please provide the details of where the product was sold. TOTO would like name of the customer, address and phone number. You will receive a form that will outline the information required to determine where product is installed.

Q: Who do I call if I have any questions?

A: Technical Support can answer the questions that you may have regarding the LT307 wall mounting bracket.

Email LT307@toto.com

Phone 1-888-295-8134 option 4.

Hours: 8AM to 8PM EST - Monday to Friday

The Correct Wall Mounting Bracket Number 8BU002 – will be shipped from Tech Support upon request.