

LT307 Lavatory shipped with incorrect bracket

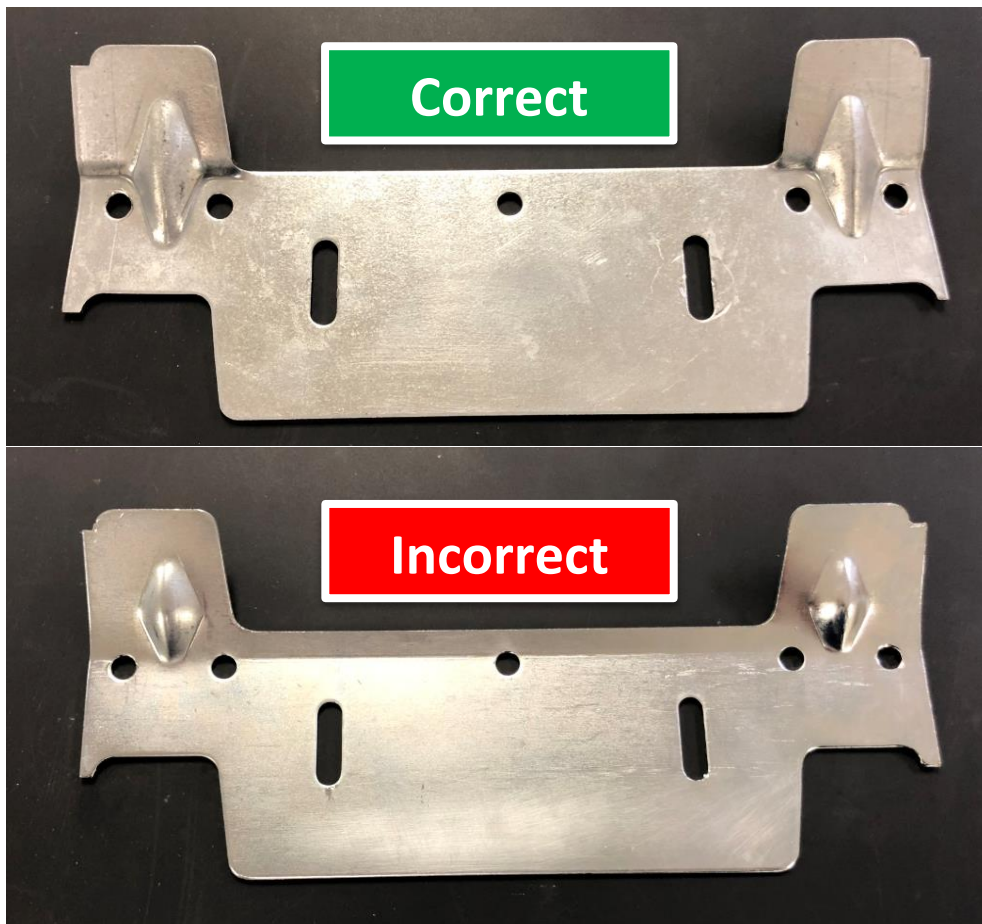
Models Affected

- **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



What Happened?

During the period from June 1, 2017 to May 31, 2018, LT307 model lavatories were packaged/boxed with an incorrect bracket.



What Should I do?

Product in Inventory

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 a Return Goods Authorization (RGA) to allow for return of the entire LT307 product to TOTO. When the RGA is received, replacement product with the correct bracket will be sent to replace your inventory. 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).



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



PRIOR TO INSTALLATION

Check the bracket, and determine the positioning of the gusset. See image below. If you have the incorrect bracket please contact TOTO Tech Support and a new bracket will be sent.

