



G30270AH Troubleshooting Guide – Optum 2692

Note: Refer to Product Instructions for Use of full instructions, warning, and contraindications.

Product Description

- Locking Raised Toilet Seat with Arms
- G30270AH



Troubleshooting Topics

Top Issue # 1 – Seat Not Locking

Yes No

- Has the customer followed installation instructions(See Page 5)?
- Is customer toilet seat elongated? If so, the product may not be compatible.
- Certain bowl types will require removal of toilet seat/lid before installing raised seat. Has customer tried this?
- Does the customers toilet seat have any raised points on the inner ring? If so, the product may not be compatible.
- Issue Solved? If not, continue to Complaint Form on Page 2

Top Issue # 2 – Arms Not Locking

Yes No

- Did the customer follow the Assembly Instructions(See page 5)?
- Do the arms appear damaged?
- Do the receptacle holes on the raised toilet seat appear damaged?
- Do the holes on the arms appear to be damaged in any way?
- Are the push (detent) buttons present and functional?
- Issue Solved? If not, continue to Complaint Form on Page 2



Complaint Form

- Troubleshooting was attempted and could not resolve the issue

Document the following information below. Do not leave blank fields.

Convey Representative Name	
Customer Name	
Customer Phone Number	
Customer Address	
Customer Email Address	
Item Number	G30270AH
Optum Item number	2692
Age of Product (estimated)	
Product Serial or Lot Number	
Photo Available?	
Defect Code Check as many error codes are applicable to the customer issue.	<input type="checkbox"/> Defect Code 1 <input type="checkbox"/> Defect Code 2 <input type="checkbox"/> Other: Please explain _____





Additional Information:

- Lot Number/Serial Placement: Lot# Located on Rear of Seat; Bottom of Box
 - Format of Lot # XXXYYZZ0001



Product Photos:



Item	Photo
<p data-bbox="267 499 597 533">Removable Armrests (2)</p>	
<p data-bbox="267 1003 349 1037">Paddle</p>	
<p data-bbox="267 1549 503 1583">Adjustment Knob</p>	



Assembly Instructions

1. With the detent buttons toward the front, insert the armrest tubing into the receptacle holes on the raised toilet seat until the detent button engages.

Installation Instructions

1. Lift the seat and lid of the toilet or remove.
2. Rotate adjustment knob counter-clockwise until the paddle is far enough back to clear the inner

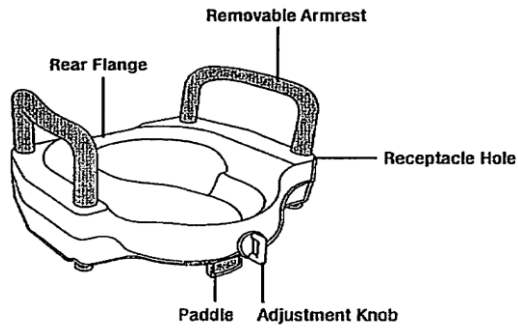


rim of the bowl.

3. Place the raised toilet seat onto the bowl, hooking rear flanges under edge of bowl. Check that raised seat rests flat on bowl rim. The knob must be at the front end of the toilet bowl.



Rear Flanges



4. Center raised seat on bowl rim and push it back as far as possible with your hands.



5. Rotate adjustment knob clockwise to tighten. Turn until resistance is felt, then turn an additional



1/8" turn until snug.

6. If the top rear of the raised seat is hitting the toilet seat or lid, remove the toilet seat and lid and repeat steps 2 to 5.