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| **1**.      | [I can not get my old seat off. Any suggestions?](http://www.sppi.com/faqd41d.html#a0)  |
| **2**.      | [**How do I install my seat?**](http://www.sppi.com/faqd41d.html#a1)  |
| **3**.      | [Can I get hardware, hinges or bumpers for my seat?](http://www.sppi.com/faqd41d.html#a2)  |
| **4**.      | [Do you make a colored seat with a metal hinge?](http://www.sppi.com/faqd41d.html#a3)  |
| **5**.      | [How do I match the color to my bowl?](http://www.sppi.com/faqd41d.html#a4)  |
| **6**.      | [How do I clean my toilet seat?](http://www.sppi.com/faqd41d.html#a5)  |
| **7**.      | [How do I clean stains from my soft seat?](http://www.sppi.com/faqd41d.html#a6)  |
| **8**.      | [How can I contact you?](http://www.sppi.com/faqd41d.html#a7) |

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|  | **I can not get my old seat off. Any suggestions?** |

After you have tried to loosen with a screwdriver or wrench with no luck, you might need to try a product like WD-40�. Remember to use caution because your bowl is porcelain, and too much force can cause your bowl too break. If the hinges are really stuck, you may need to call in a professional.

**How do I install my seat?**

Remove your old seat. Position your new seat on the bowl and insert the bolts through the holes on the bowl. Turn the nuts on the threaded bolts until they are secure and tight. Be sure to retighten the nuts after your seat has been in use for several weeks.

**Can I get hardware, hinges or bumpers for my seat?**

Our hardware is not available in the market. However, you can fill out the questionaire from the contact us section of this website and our customer service department will help meet your needs.

**Do you make a colored seat with a metal hinge?**

Yes, we do. For color information, check the reference section of our site or contact our Customer Service Department. Our Customer Service Representatives will point you to a retailer in your area who has what you need in stock. Plastic seats may be ordered with an additional PVD Expressions hinge kit to match your bathroom fixtures. Check the special features section of this site for hinge availability.

**How do I match the color to my bowl?**

Beneke and Magnolia supply a wide range of seat models and colors to meet your needs. Check our reference section for color availability.

**How do I clean my toilet seat?**

We recommend you use antibacterial soap and water. Stay away from hard chemicals, aersol sprays, abrasives and bleach.

**How do I clean stains from my soft seat?**

Vinyl seats should be cleaned with warm water and soap. Stay away from bleach, because over time it will cause your seat to fade.

**How can I contact you?**

The best way to contact our Customer Service Department is to fill out the contact us questionaire from this site. Or, you can contact Customer Service by calling 1-800-647-1042, Monday-Friday 8:00 A.M.-5:00 P.M. CST. Please specify Beneke, Magnolia, International, Portable Sanitation, Aircraft or Sani-Med Healthcare Customer Service.