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Hello,

On **30th March 2017** I logged a fault with regarding an intermittent problem with my toilet.
HSM Attend 31st March 2017 and referred it under warranty to Geberit.

Geberit came had a look and have said the unit can be maintained as was not installed correctly. It's on a plinth and has been seal my mastic.

<http://www.mage-net.net/wp-content/2017/07/Geberit-Report-2017-04-25.pdf>

Shows the toilet was incorrectly install by HSM.

<http://www.mage-net.net/wp-content/2017/08/Geberit-Report-2017-08-15.pdf>

Shows Geberit have refused to provide a warranty due to how it was wrongly installed.

Your instance on using HSM is making a mockery of a bad situation.

I suggest you get legal advice before making this again.

HSM's involvement is what has caused this issue. It will not allow HSM to further damage the unit. If they damage it more and I can't use it at all L&Q will have a major problem.

You are going to buy me a new Geberit Aquaclean Toilet, and have it installed by an approved Geberit installer.

Mr McMorrow