

Due to our programme of continuous product development and improvement, from June 2017, Trade Neutron Seats (Batch [PO4500015129](#)) will change to a new version (V5). This has been done so that we can remain competitive in this market segment.

As such, spares will be slightly different to previous versions so you need to identify with your customer which seat they have, as follows, in order to prescribe the correct spare parts.

Product Identification

Please use this guide to determine what seat your customer has to determine what spares to issue:

1) What seat does the customer have? This can be determined by looking at the hinges as follows:



V1 & V3

This seat has two push buttons for quick release. Once the seat has been removed, inside the slots where the pins locate the body will either be white OR black. Note pin type (right)



V2

This seat has two push buttons for quick release. These are easily identified as the body is chrome plated and protrudes from the moulding of the plastic ring and lid. Pin on hinge anchor is pointed with no sleeve at the bottom.



V4

Two push buttons for quick release like V1 / V3. The lid and ring mouldings are the same as V1/V3. Hinge bodies inside the slots are **Charcoal Grey for v4**. Hinge anchor metal pins have black sleeve around the base at the bottom



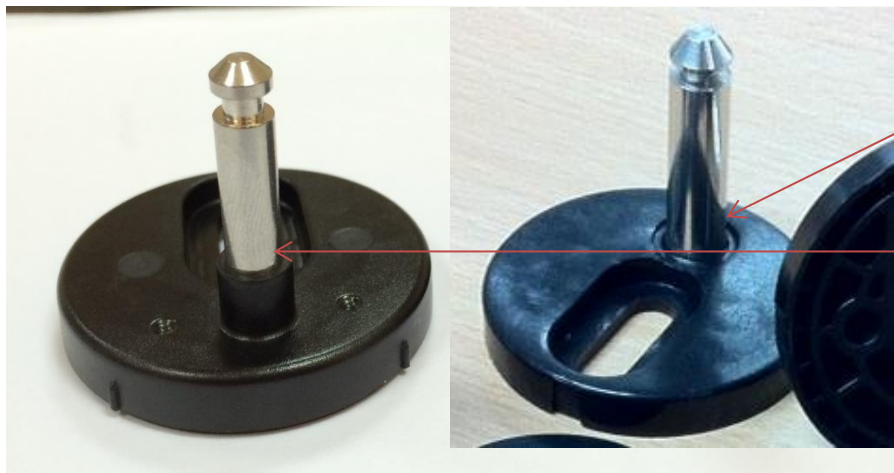
V5

This seat has two push buttons but inside the hinges there is an inner pin. Internal hinge body is off white and chrome push buttons are flat. The pin on the hinge anchor is also hollow (right)



Common Customer Queries / Scenarios

A) How to tell the difference between V1/V3 and V4 Hinge Anchors?



V1/V3 Hinges Anchors has a straight shaft with no collar around the base. Use TSP0903

V4 Hinges Anchors has a straight shaft with one step / indent like this. The shaft sits in a plastic collar on top of the main base also. Use SP14939



V1/V3 Hinges Anchors are supplied with a rubber seal that is separate to the hinge base. The rubber seal locates into the two holes shown here. For the correct fixing pack use TSP0903.

V4 Hinges Anchors are supplied with the rubber seal pre-moulded into the base. So they are not separate in the hinge pack. Use SP14939

B) How to identify V5 Hinge Anchors

These hinge anchors have hollow metal pins as shown to easily spot the difference with previous versions.



2.1 Spare Parts for V1 / V3 Seats

CODE	DESCRIPTION	IMAGE	NOTES
TSP0903	NEUTRON/ALPINE V1/V3 TOILET SEAT TOP FIXING PACK		
TSP0904	NEUTRON/ALINE TOILET SEAT BOTTOM FIXING PACK		x2 per pack
SP12679	NEUTRON/ALPINE V1/V3 SOFT-CLOSE DAMPER SET V2 BST		x2 per pack
TSP0906	NEUTRON TOILET SEAT WHITE LID BUFFER PACK		x2 per pack
TSP0907	NEUTRON TOILET SEAT WHITE RING BUFFER PACK		x4 per pack
SP12553	TOP FIX RUBBER INSERT AND SCREW		<p>x2 inserts x2 screws per pack</p> <p>Suitable for use with the following top-fix seats when the customer cannot use the plastic inserts:</p> <ul style="list-style-type: none"> - Mercury - Juno - Zenith - Minerva - Venus - Micra

2.2 Spare Parts for V2 Seats

CODE	DESCRIPTION	IMAGE	NOTES
SP13034	NEUTRON V2 TOILET SEAT TOP FIXING PACK		Components shown in picture packed in zip tie polybag
SP13035	NEUTRON V2 TOILET SEAT BOTTOM FIXING PACK		Components shown in picture packed in zip tie polybag
SP13036	NEUTRON V2 TOILET SEAT SOFT-CLOSE DAMPER SET		Components shown in picture packed in zip tie polybag
SP13037	NEUTRON V2 TOILET SEAT HINGE DAMPER STOP		Bulk packed in single poly bag
SP13038	NEUTRON V2 TOILET SEAT WHITE RING BUFFER		Bulk packed in single poly bag
SP13039	NEUTRON V2 TOILET SEAT WHITE LID BUFFER		Bulk packed in single poly bag

2.3 Spare Parts for V4 Seats

CODE	DESCRIPTION	IMAGE	NOTES
SP14939	NEUTRON / ALPINE V4 TOILET SEAT TOP FIXING PACK		This pack includes the underfix fixings also for V4 hinges
TSP0904	NEUTRON / ALPINE TOILET SEAT BOTTOM FIXING PACK		x2 per pack
SP14940	NEUTRON / ALPINE SOFT-CLOSE DAMPER SET V4		x2 per pack
TSP0906	NEUTRON / ALPINE TOILET SEAT WHITE LID BUFFER PACK		x2 per pack
TSP0907	NEUTRON / ALPINE TOILET SEAT WHITE RING BUFFER PACK		x4 per pack
SP12553	TOP FIX RUBBER INSERT AND SCREW		<p>x2 inserts x2 screws per pack</p> <p>Suitable for use with the following top-fix seats when the customer cannot use the plastic inserts:</p> <ul style="list-style-type: none"> - Mercury - Juno - Zenith - Minerva - Venus - Micra

2.4 Spare Parts for V5 Seats

CODE	DESCRIPTION	IMAGE	NOTES
SP17009	NEUTRON / ALPINE V5 TOILET SEAT TOP FIXING PACK		This pack includes the underfix fixings also
SP17012	NEUTRON / ALPINE V5 SOFT-CLOSE DAMPER SET		x2 per pack
SP17010	NEUTRON / ALPINE V5 SEAT WHITE LID BUFFER 2x PER PACK Dia 14mm x 7mm (h)		x2 per pack
SP17011	NEUTRON / ALPINE V5 SEAT WHITE RING BUFFER 4x PER PACK 46 x 18.5mm		x4 per pack
SP12553	TOP FIX RUBBER INSERT AND SCREW		x2 inserts x2 screws per pack Suitable for use with the following top-fix seats when the customer cannot use the plastic inserts: - Mercury - Juno - Zenith - Minerva - Venus - Micra