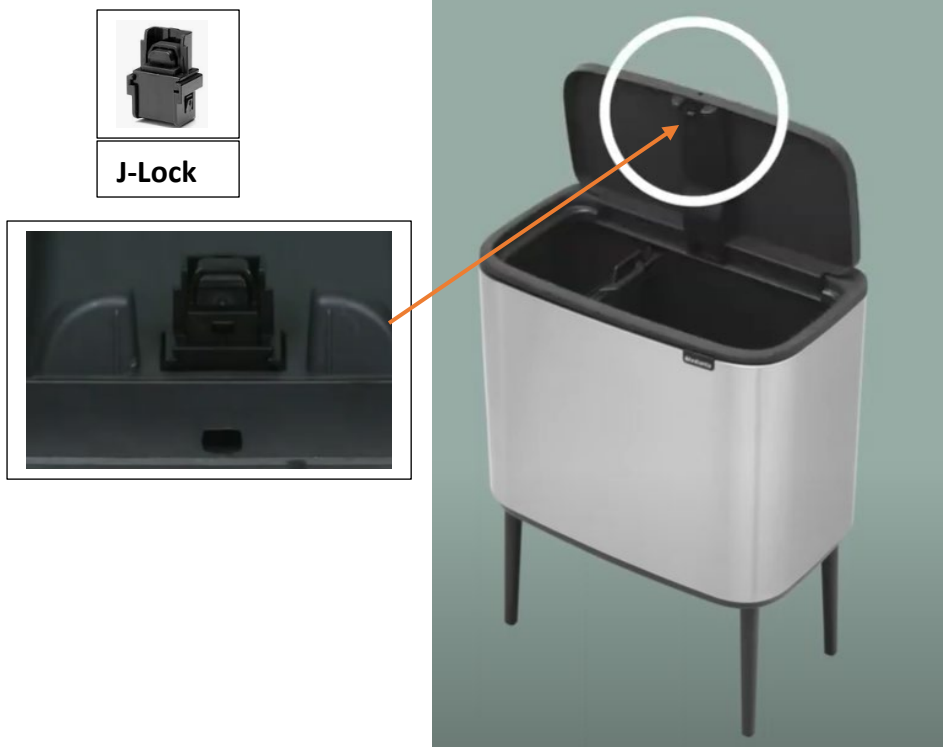


“The lid on my Brabantia BO Touch bin does not close”

The #1 most common reason for the BO Touch Bin Lid not closing is that the J-Lock is dirty. It is important that you clean the J-Lock on a regular basis, any dirt caught in the lock can cause it to malfunction.



Is your J-Lock still there?

If **yes**, it likely needs to be cleaned.

Please watch this video on how to remove the J-Lock: <https://youtu.be/BSnmox3wHtQ>

Then handwash the J-Lock or clean it in the dishwasher. Click back into place after cleaning.



You should remove and clean the J-Lock on a regular basis to keep it functioning. Any dirt particles caught in the lock mechanism may cause it to malfunction.

If cleaning does not fix the problem or if the J-Lock is missing: Please contact our Warranty Team: email warranty@sheldonandhammond.com.au or phone 1800 252 842