

Dear Customers

Thank you for purchasing V-Care.

V-Care will bring a new standard to your bathrooms with its design, comfort and improved personal hygiene with refreshing water cleaning.

This manual will help you with proper use of the product and in case you have any further questions.

V-Care has been produced and developed according to European and global safety standards. However, in order to ensure correct usage and personal safety, we ask you to read the following manual carefully before your initial usage.

Please keep this manual and product warranty safe for further usage.

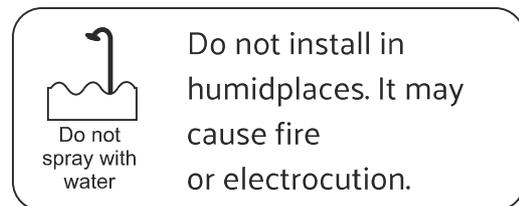
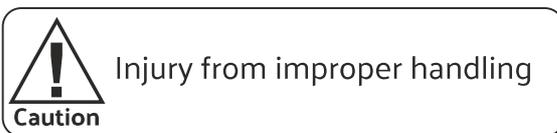
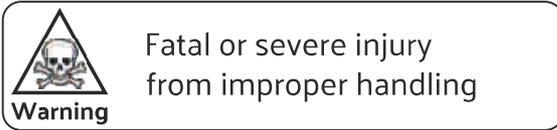
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Safety instructions

Please follow these instructions as it provides guidelines for the safe and accurate use of the product and prevents unpredicted danger or damage.

Safety Instructions are divided as follows depending on the severity of anticipated danger, damage, and the urgency of danger.



Product overview

- 1.** V-Care , the new generation of smart toilet from Vitra. Combines the functionality of a toilet and the cleaning properties of a bidet while offering an impressive WC design and increased comfort.
- 2.** High Quality Remote Control: V-Care offers hands-free cleaning with a remote control that allows the user to control all functions with one touch.
- 3.** Different cleaning options: equipped with oscillating, pulsating and micro bubble spray options for an enhanced cleaning effect.
- 4.** Seat / Water Temperature Adjustment: For cold winter days V-Care offers seat and water temperature adjustment for more comfortable usage.
- 5.** Soft open/close seat & cover: V-Care is equipped with soft-close damper system that allows the seat and cover to open and close softly.
- 6.** Stainless steel, self cleaning nozzle: V-Care is equipped with stainless steel nozzle to provide the users with more sanitary washing experience. The nozzle cleans itself before and after usage to provide more sanitary environment.
- 7.** Drying Options: For more comfortable usage V-Care offers drying function and also drying temperature adjustment after washing
- 8.** Sensor operated seat & cover: The seat and cover opens/closes automatically as the sensor detects the presence and/or absence of the user. The user may use the remote control to open and/or close the seat and cover.
- 9.** Auto deodorization / Odor absorption: The deodorizer automatically activates as soon as the user sits on the seat to minimize odor.
- 10.** Self Diagnostics: performs self-diagnostics and alerts the user via a blinking LED in case of any malfunction.
- 11.** Descaling: V-Care is equipped with descaling to get rid of unwanted calcium build-up periodically.
- 12.** Silent mode: The silent mode switches off the audible key sound during normal operation of the control.
- 13.** An ambient light is available for users comfort in the dark.

*Some of the above-mentioned properties vary from model to model. Please see the product model sheet for reference.



WARNING

1. When installing the product in humid places such as bathrooms, make sure to install a ventilation fan or otherwise, make sure the air is well circulated (this is to prevent the risk of fire or electrocution).
2. Make sure the electrical infrastructure has a properly working ground connection.
3. Do not connect or disconnect electric connector with wet hands (there is a risk of electrocution).
4. Disconnect electricity when cleaning (there is a risk of electrocution).
5. When assembling the water proof connector to the service wire within the wall, make sure that the grounding wire is properly connected before connecting the live and neutral wires (Inability to do so may cause product damage and/or electrocution).
6. Allow disconnection of the appliance after installation, by accessible plug or a switch in the fixed wiring, the disconnection must be incorporated in the fixed wiring in accordance with the wiring rules)
7. This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.

 - **Do not pull the water proof connector by force.**
Damaged cords and/or connector can cause electric leakage or fire.

 - **Make sure that the cords and connectors are not damaged before use.**
Damaged plugs can cause electrocution or fire. Please consult the vendor regarding repair of cords and plugs.

 - **Do not connect or disconnect the water proof connector with wet hands.**
Touching water proof connector with wet hands may cause electrocution.

 - **When discovering any abnormality such as strange smells or noises, disconnect the water proof connector.**
After checking that there is no issue with the product, call the service for repair.

 - **Do not spray water or detergent on the product and avoid using in humid areas.**
This may cause fire or electrocution.

**WARNING**

Disregarding these precautions may result in death or severe injury.



- **Do not use product when any part of it is damaged.**
This may lead to injury caused by electrocution.



- **Do not block the dryer and/or deodorization outlet.**
This can cause fire, breakdown and noise.



- **For safety reasons, disconnect the product from all electricity when cleaning.**
Inability to do so may cause fire, breakdown, and electrocution.



- **Do not stand on the product or apply any unnecessary force on the product.**
This can cause injury or breakdowns.



- **Always use a Power wire that has a ground line.**

**CAUTION**

Disregarding these precautions may result in injury or physical damage.

-  - **Do not connect the product to anything other than the tap water supply.**
Inability to do so may cause cystitis or dermatitis. It can also cause malfunction due to pipe blockage.
-  - **Do not apply excessive force on the toilet seat cover.**
It can cause damage to the seat cover causing injury.
-  - **Do not excessively pull on the water supply hose.**
This can cause water leakage.
-  - **Be careful not to get your fingers caught when opening and closing the seat and cover.**
-  - **Be careful not to wet the nozzle or air outlets with urine.**
This may cause an unpleasant smell or malfunction.
-  - **When moving the product, do not hold the product by the seat or the cover.**
Holding by the seat or cover alone can cause them to fall off causing injury.
-  - **If there is a power failure while the cycle is still in progress after descaling has been started,** repeat the descaling process without adding descaling liquid when the power is restored.
-  - **During UVC cleaning, never look into the bowl through the aperture of the lid and do not open the toilet lid.** UV light can cause serious injury to the human eye. In case of exposure to UV light, contact your nearest healthcare provider.



PROPER USE

Following these precautions may help you prolong the product's life span and save energy.

-  - **Set the air and seat temperature to lower levels during hot weather.**
This may help you save electricity.
-  - **Do not expose the product directly to the sun light.**
This may cause discoloration or make the toilet seat temperature to be uneven.
-  - **Keep the product away from flammable substances such as cigarettes.**
This may cause a fire.
-  - **Use diluted kitchen detergent when cleaning. Do not use the following substances (Toilet detergent, house detergents, benzene, thinner and powder detergent, nylon scrubber etc).**
This can cause the plastic to break and cause injury.
-  - **Do not put your finger or any other objects in the air outlets.**
This can cause burns or electrocution.
-  - **Do not flush down objects that can cause blockage such as newspapers, papers, diapers or sanitary towels.**
Items such as combs, toothbrushes, pencils will cause blockage inside. Therefore, if these are dropped, pull them out before flushing.
-  - **Do not connect the product to industrial water supply.**
This can cause skin inflammation.
-  - **Do not disassemble, repair or remodel.**
This can cause a fire or electrocution. This will also void your warranty.
-  - **Be careful not to wet the product and the water proof connector with water, detergent or urine.**
This can cause a fire or electrocution.
-  - **Disconnect the water proof connector when cleaning.**
Inability to do so could cause fire or electrocution.
-  - **It is recommended to use toilet paper before using dryer.**
Recommended for complete cleaning and shorter drying times.



PROPER USE

Following these precautions may help you prolong the product's life span and save energy.



- It is recommended to turn off the auto open-close seat feature for users who keep pets in residence.

Avoiding to risk of miscomfort of pets.



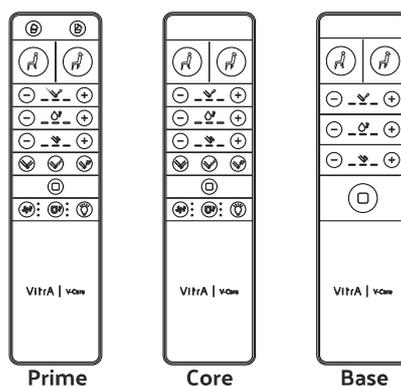
- Remote control must be treated gently and not to be used with sharp nails.

This can cause scratches on the remote control.



- Remote control starts blinking in case of low battery. Please replace all the batteries.

Inability to do so could lead malfunction of remote control.



Prime

Core

Base



-Do not apply excessive force to remote control buttons.

This may damage the plastics and the button mechanism on the remote control.



- It is recommended to press the flush button before using dryer.

Prevent to spread of bad odor



- After the product is powered up, wait for 1 minute for the product to become ready. Unless otherwise stated, do not press the side buttons on the product and the buttons on the remote control during this period.

Safety Precautions

When the product fails, please do not continue to use it;

Such as the product is abnormally hot;
the product emits smoke;



there is abnormal sound and odor;
the product has cracks or damage;
the toilet is blocked, etc.;

Consequences of continued use may cause electric shock, injury, fire or indoor water leakage.



Do not use gasoline, decontamination powder, nylon brushes or other (non-neutral) cleaning agents to clean the toilet lid, toilet seat and other plastic parts. Otherwise, chemical reactions or cracks may occur, causing damage to the product and/or personal injury.



Do not plug or unplug the power plug with wet hands, which may cause electric shock or fire.



Do not touch the power plug when there is thunder and lightning crashing, which may cause electric shock.



Do not connect the product to the same electrical outlet with other appliances to prevent electrical overloads. Otherwise, the product may cause fire due to overheating.



Do not splash detergent, water, cleaning agent or urine on the toilet and power plug, it may cause electric shock or fire.



Do not disassemble or repair the product yourself. All repairs should only be done by an authorized service center. Otherwise, damage to the product may occur.



Do not handle or damage the power cord plug and power cord;

If the power plug and power cord are damaged, they must be replaced by the manufacturer, to avoid danger its maintenance department or other professionals in similar departments .

Otherwise, short circuit, electric shock, fire and other risks may be caused.



Lighted cigarettes and other combustibles cannot be put into the toilet, and a heater should not be placed next to the product.

Safety Precautions



In the same room where this product is installed, it is necessary to install a water inlet valve angle valve switch at an accessible position for emergency situations, which can cut off the water circuit of this product without the aid of tools; otherwise, the unexpected failure of this product may cause loss of users.



In case of prolonged non-use, turn off the on/off valve at the water inlet, drain the water from the product using the water drain and cut off the power. Before reuse, make sure to run the water to prevent any skin rashes/irritation as a result of water remaining in the tubing of the product and deteriorating.



When the temperature outside drops below 0°C, drain the water from the water inlet tubing and other accessories by turning off the water inlet valve to prevent freezing damage to the water inlet tubing, external filter or other accessories. If the tubing is frozen, raise the room temperature and wait for the ice inside the tubing to melt before use. Otherwise, the product may not function normally.



When using this product in the bathroom, please install ventilation equipment to make the air flow in the bathroom smooth and keep the bathroom dry. This product is an electrical product, so please do not install it in a place that is prone to high humidity and is easily splashed by water, which may cause electric shock or fire.



Before cleaning this product, be sure to disconnect the power plug. Do not wash the product directly with water, otherwise it may cause electric shock or fire.



Store the product in the shade and do not expose to direct sunlight to prevent discoloration or deformation due to excessive heat.



Do not use industrial water, waste water, sea water, reclaimed water and other sewage, otherwise it may cause skin inflammation and other problems.



Persons (including children) with impairments in physical, perceptual, intellectual abilities or lack of experience and common sense must use this product under the guidance or supervision of others¹ otherwise it may cause electric shock, personal injury or fire.

Safety Precautions



Pay attention to the installation position of the electrical cable; the electrical connection should be enclosed in a watertight assembly. Make sure that the electrical connection is positioned more than 0.5m above the ground and away from showers, bathtubs and other items containing water. Otherwise leakage may occur.



When installing this product, please remove the old hose assembly owned by the user, and use the new hose assembly with this product for installation. Do not reuse the old hose assembly to avoid related safety problems.



The grounding cable must comply with the specified installation method and the grounding structure must be made in line with international regulations. Otherwise, hazards may arise.



Do not apply excessive force to the side panels on the right and left of the product. The side panels are not designed for load bearing. Excessive force may cause the panels to break.

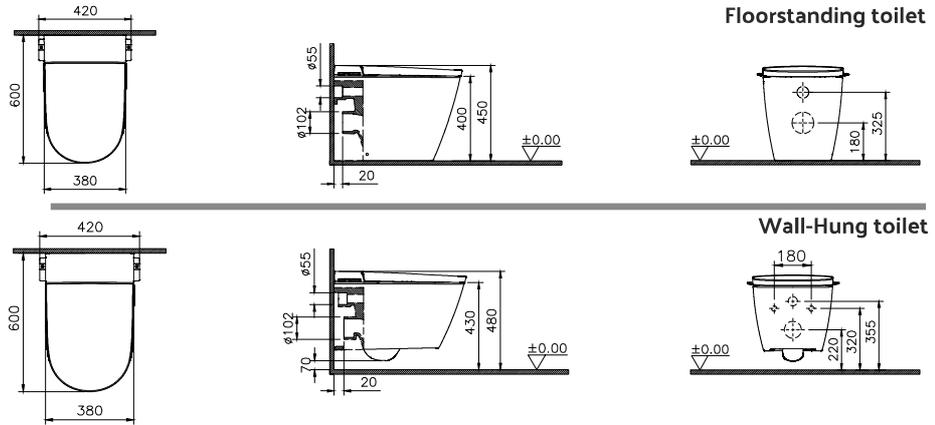
Product Features and Accessories

PRODUCT IMAGE			
PRODUCT FUNCTION	BASE	CORE	PRIME
-Lady wash	+	+	+
-Rear wash	+	+	+
-Nozzle position adjustment	+	+	+
-Water temperature and pressure adjustment	+	+	+
-Control via App	+	+	+
-Duroplast	+	+	+
-Oscillating cleaning	-	+	+
-Pulsating cleaning	-	+	+
-Warm air dryer	-	+	+
-Side panel	-	+	+
-Heated seat	-	+	+
-Deodorization	-	+	+
-Bowl light	-	+	+
-Micro bubble spray	-	+	+
-Night light	-	+	+
-Auto Open/Close	-	-	+
-UVC cleaning	-	-	+
-Ambient lighting	-	-	+

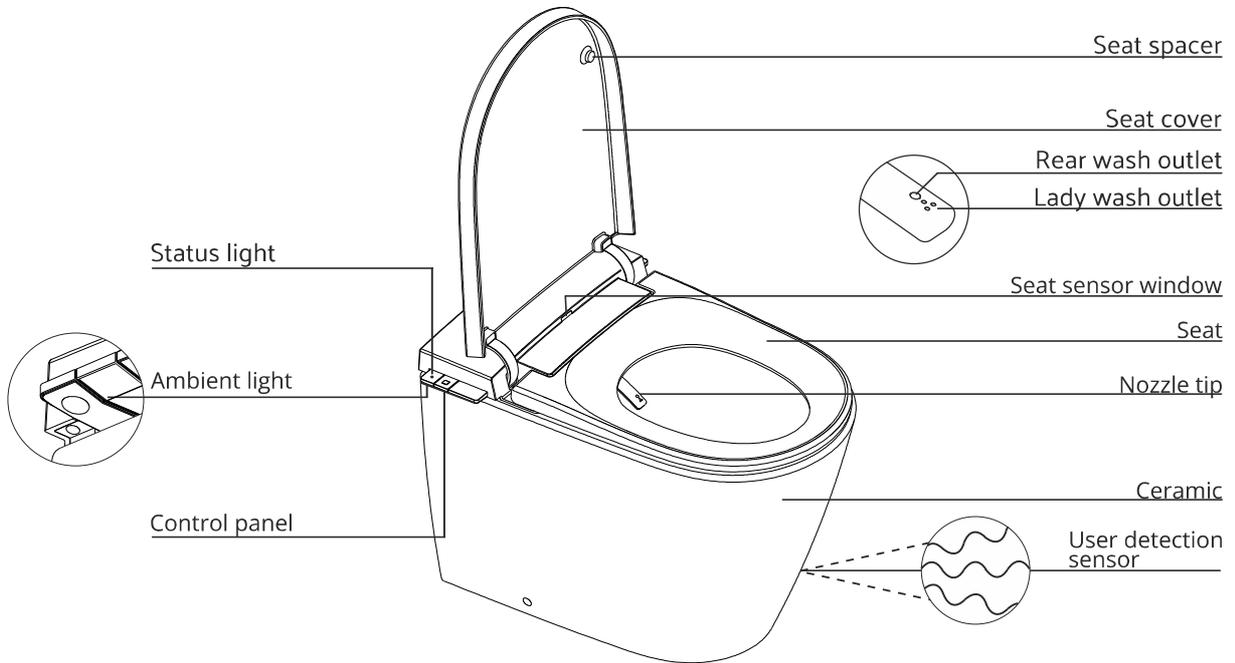
Product properties and accessories

Product Size

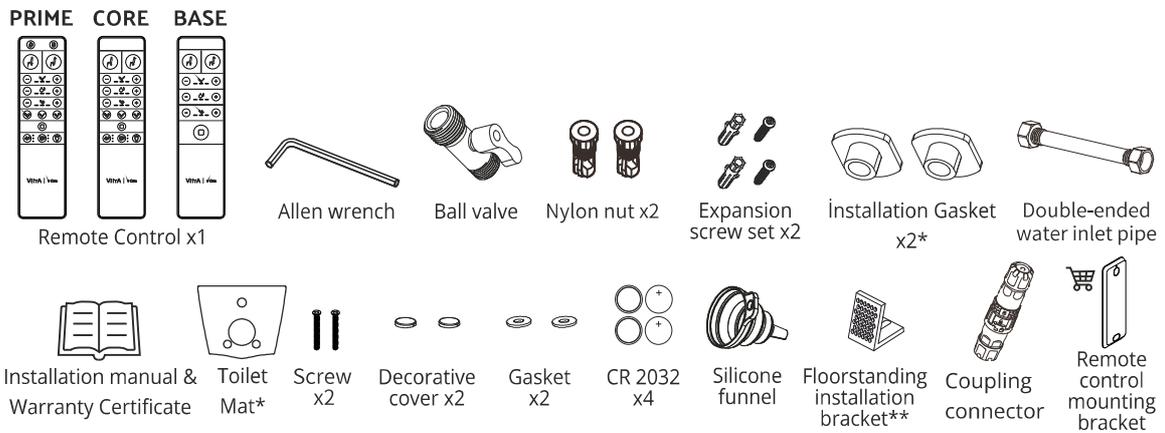
Unit: mm



Part Name



Accessory List

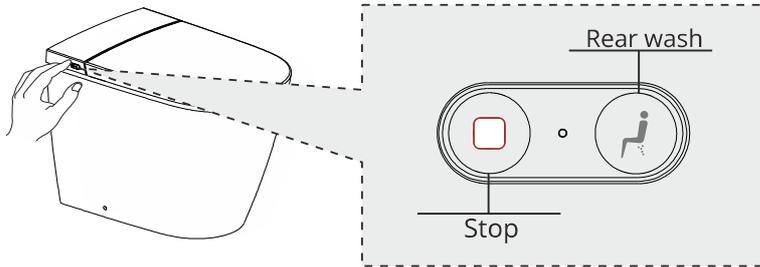


*Only available for products with wall-hung toilets

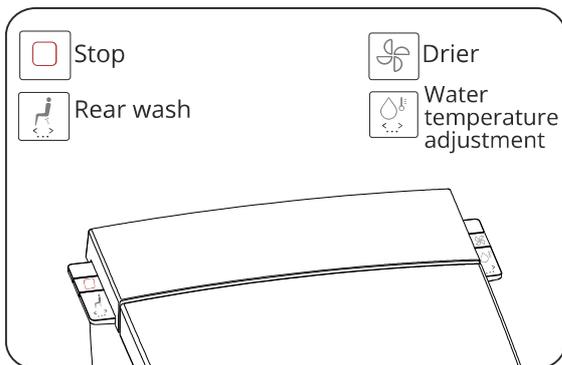
**Only available for products with floorstanding toilets.

Description of Side Button Functions

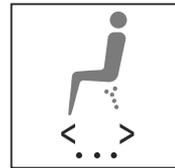
How to use the and Base model side panels



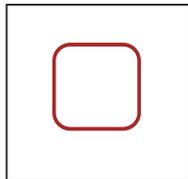
How to use the and Prime and Core model side panels



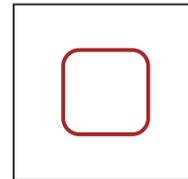
1. Rear Wash: To start the rear wash function, briefly press the “rear wash” button down or pull it up while seated. Press the button down again to reduce the water flow and pull it up to increase it.



2. Stop : Briefly press the “stop” button down or pull it up to stop all running functions.

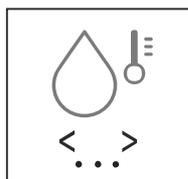


3. Standby: In the non seated state and not in descaling state, Press or pull the side panel Stop button for 5s to activate standby mode.

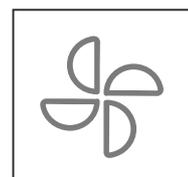


Press down
the “stop”
button for
5 seconds

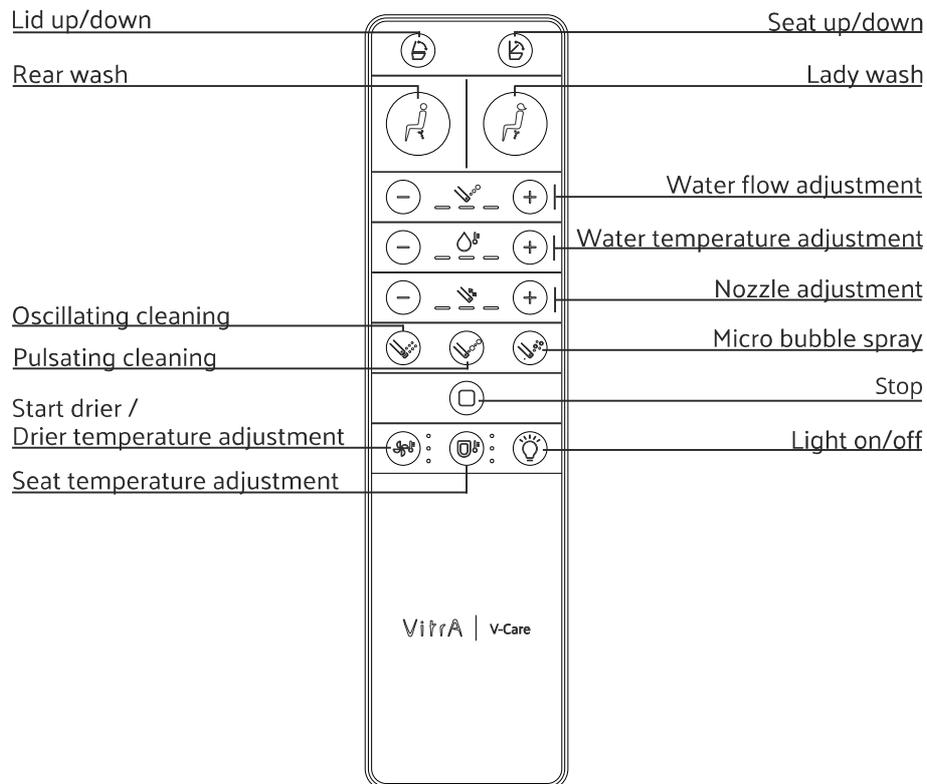
4. Water temperature: To adjust the water temperature, briefly press the “water temperature” button down to lower the temperature or pull it up to increase it.



5. Drier: While seated, briefly press the 'Drier' button down or pull it up to activate the drying function.

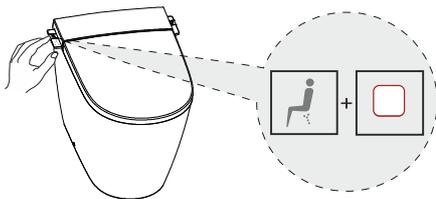


Remote Control Panel



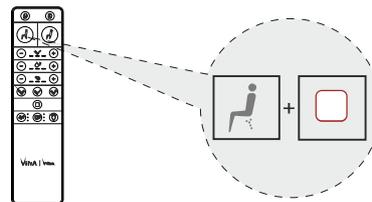
Code pairing (Step 1):

While not seated, press down or pull up and hold the "stop" + "rear wash" buttons on the side panel simultaneously for 5 seconds. The device will beep once to indicate that it has entered the remote control pairing mode.



Code pairing (Step 2):

To finish remote control pairing, press and hold the "stop" + "rear wash" buttons on the remote control simultaneously for 5 seconds. The device will beep once to indicate that remote control pairing has been finished.



Tip: When the product generates a "beeping" sound meaning that the product has entered the code pairing mode, the current pairing time is 1 minute. When the pairing is successful, a "beeping" sound will be heard from the product and the lights indicating the water temperature level indicator light will illuminate constantly for 3s, then turn off. When the duration (1 minute) has expired or the pairing has failed, the product will make two short "beeping" sounds as a warning. The remote control and the product will be delivered as paired in the initial setup. The code pairing should be used only in a contrary case or only in case a new remote control is purchased.

Remote Control Instructions

Rear wash: While seated, press the “Rear wash” button to start the 40 sec. rear wash function.



Lady wash: While seated, press the “Lady wash” button to start the 40 sec. lady wash function.



Water flow adjustment: Press the “+” button to increase or the “-” button to decrease water flow during rear wash/lady wash.



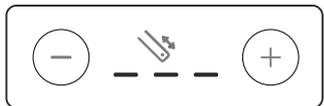
Water temperature adjustment: Press the “+” button to increase or the “-” button to decrease water temperature during rear wash/lady wash.



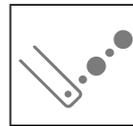
Note: When the lights between the buttons are off, the water temperature is turned off.

Note: When the lights between the buttons are off, the water temperature is turned off.

Nozzle position adjustment: Press the “+” button to move the nozzle forward or the “-” button to move it backward during rear wash/lady wash.



Pulsating cleaning: Press the “Pulsating cleaning” button on the remote control to turn pulsation on or off during rear wash or lady wash.

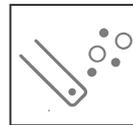


Note: Micro bubble spray and pulsating cleaning cannot be used simultaneously.

Oscillating cleaning: Press the “oscillating cleaning” button on the remote control to turn oscillation on or off during rear wash or lady wash.



Micro bubble spray: Press the “micro bubble” button on the remote control to turn micro bubble spray on or off during rear wash or lady wash.



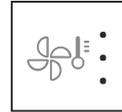
Note: Micro bubble spray and pulsating cleaning cannot be used simultaneously.

Remote Control Instructions

Stop: Press the “Stop” button to stop the running function.



Drier: While seated, press the “drier” button to start the drier; the drying function will last 180 seconds. Press the button again to increase or decrease the temperature. The temperature will change as follows. You can check the temperature level by the lights next to the button.



Note: Wind temperature is off when the lights next to the button are off.

Seat temperature adjustment: Press the button to increase or decrease the temperature. You can follow the temperature level from the lights next to the button.



Note: The seat temperature function will be disabled when the lights next to the button are out.

Lighting: Press the “lighting” button to turn the ambient and bowl lights on or off.



Note: When set the ambient and bowl light turn on/off according to environment in the APP, the remote control lighting button will become ineffective after 10 minutes.

Lid up/down: Press the “Lid up/down” button to move the lid up or down.

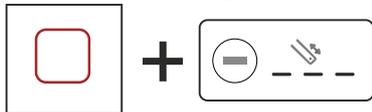


Seat up/down: Press the “Seat up/down” button to move the seat up or down.



Nozzle Backward Movement:

Press the “Nozzle backward” and “Stop” buttons simultaneously to move the nozzle out and clean it. You can return your bidet nozzle to its original position by pressing the stop button.

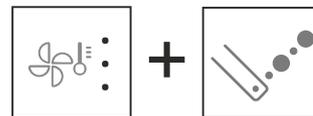


Note: While the nozzle is out, you can wipe it clean with a cloth.

Note 2: Do not stop the function without reinstalling the nozzle.

Descaling:

To start descaling, press the “Drier” + “Pulsating cleaning” buttons simultaneously to start the “Descaling” process.



Note: For the Base model, press the “Nozzle Position -” and “Water Temperature +” buttons simultaneously.

Mobile App Features



*This product has mobile applications for Android system and iOS system. You can access the mobile applications of the product via Apple Store and Play Store.

Voice Commands: You can run and control the features included in the mobile application of the product via the voice commands. You should instruct the voice assistant of your phone to open the application in order to gain access to the voice command screen.

Night Mode: The ambient light sensor allows the product to switch to night mode when there is no ambient light, provided that night mode is enabled.



Note: When night mode is on, it will be activated 10 minutes after the environment becomes dark.

Descaling:

To start descaling, you can go to “hygiene operations” on the app and start the descaling function of the product.



Auto Lid Open/Close:

This function is on by default. The lid opens automatically when the product detects the user. This feature can be set on the app to not detect the user, to detect at a distance, or to detect at very close range.



Ambient/Bowl Light on/off:

To turn the ambient or bowl lights on or off, go to “light settings” to enable ambient/bowl lights.



Washing Programs:

With the help of the mobile application, you can generate and run with a single key your own washing programs with different durations and properties, based on your personal hygiene preferences.



Basic Control Function:

With the help of the mobile application, you can use your phone to similarly apply and control all the product features available on the remote control.



Mobile App Features

Self-cleaning:

Press the “self-cleaning” button and the spray arm will move back and forth for self-cleaning.



Light intensity:

Press the “+” button on the app to turn up the ambient and bowl lights, and the “-” button to turn them down.

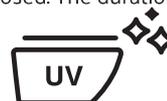


Silent Mode:

To switch the product to silent mode, you can go to the “modes” section on the app and switch the product to silent mode.



UVC cleaning: Press “Cleaning” button, while you are not seated on the toilet and while the lid is closed. The ultraviolet ceramic cleaning function will be enabled (the status light and the bowl light will turn dark blue) and the operation will take 10 minutes. The cleaning operation will stop when the lid is opened. The cleaning will be resumed when the lid is closed. The duration will not be reset.



Deodorization:

The deodorization function automatically filters bad odors in the bowl when the user is seated. It is deactivated when the user gets up. Press the “deodorization” button to turn this function on or off.



Note: One long “beep” means the function enabled, three short “beeps” means it is disabled.

Kids mode: To put the product into kids mode, you can go to the “modes” section on the app and put the product into kids mode.

Note 1: This feature should be used under parental supervision.

Note 2: This feature temporarily disables the seat sensor to meet the hygiene needs of children. Start the mode after making sure your child is seated.



Eco mode:

- 1- Once “Eco mode” is enabled, seat temperature will be automatically set to 24°C. Heating will remain off when seat temperature is turned off.
- 2- All light indicators are switched off in eco mode.
- 3- It is activated 300 seconds after the user stands up and no seating is detected.
- 5- Press the “Eco mode” button to turn the eco mode on or off.
- 4- One long “beep” means the function is enabled, three short “beeps” means it is disabled.

ECO

Description of Other Functions

Nozzle sterilization: After the user is away from the seat for 1 minute, the nozzle will automatically perform a deep ultraviolet sterilization for 2 minutes, and the sterilization will stop when it is seated again during the sterilization period.

Standby function (Sleep mode): Short press the "Standby/Descal" button on the body to turn on or off the standby function;
In the non seated state and not in descaling state, Press or pull the side panel Stop button for 5s to activate standby mode, turn off all the functions and lights and enter the standby state.

Auto Lid/Seat open/close:

The lid opens automatically when the user approaches the sensor range. After the user gets up from the seat followed by 90 seconds of inactivity, the lid and/or seat will close automatically. This function can be disabled via the ap^D.

Low temperature burn prevention:

V-Care is equipped with low-temperature burn prevention to prevent children, the elderly and people with disabilities from unknowingly burning themselves. When seat temperature remains above 38°C for more than 15 minutes, low temperature burn prevention activates automatically to reduce the seat temperature down to 32°C.

Working with V-Care smart panel:

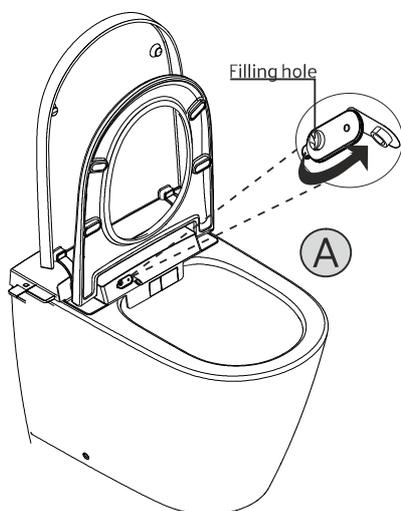
If you have V-Care Smart Panel product in addition to your V-Care smart toilet product, the toilet seat lid will automatically close in case there is no currently seated user, in order to prevent the bioaerosols from spreading into the ambience during the flushing action.

Basic maintenance

How to apply descaling cycle

While not seated, press the "Pulsating cleaning" + "Drier" buttons on the remote control simultaneously for 5 seconds to start "Descaling".

(A beep will sound from this moment on.)



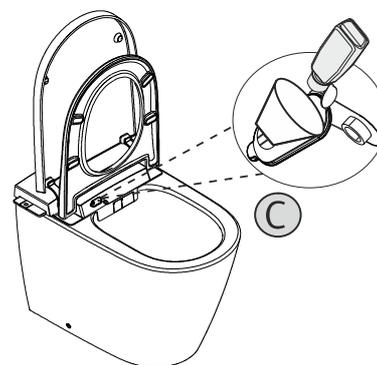
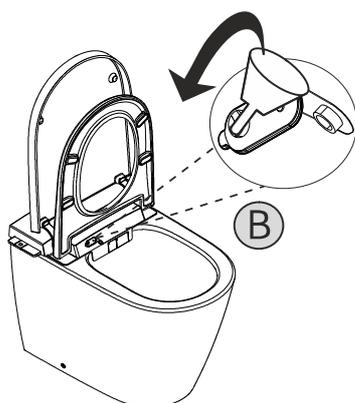
A) Take off the silicone cap.

B) Insert the funnel into the filling hole.

C) Pour 50-60 ml of descaling liquid into the filling hole and put the silicone cap back on.

Please use a food-grade descaling agent with the main components citric acid and organic acid, such as coffee machine descaling liquid.

Dosing: Mix an appropriate amount (solid: 30-40 g or liquid: 30-40 ml) of descaler with 50 ml of water and continue stirring until the descaler is completely dissolved. The entire descaling process takes a maximum of 10 minutes.



- Do not pour more than 60 ml descaling solution inside the product for one descaling cycle.
- Clean remaining water on the product after descaling cycle with a soft cloth.
- Do not use sharp objects for opening descaling hole cover.
- The descaling cycle should be applied once every two/three months in a year (4-6 times a year). This frequency may differ according to the lime content of the water in your area. The descaling process should be performed regularly to avoid damage to your product.
- Please clean the funnel with water before descaling cycle application to prevent dust, dirt etc.

Basic maintenance

! For proper descaling, the descaling process must be completed in order for the descaling liquid to be fully discharged from the device. If the device is turned off or there is a power outage during this process, the descaling procedure must be restarted. In such cases, the indicator lights on the side buttons of the device will remain on once power is restored, informing the user.

A device that has not been fully drained of solvent may display malfunctions. To avoid this, ensure that the descaling process has been completed.

Do not operate the device before completing the descaling process, as doing so may cause harm to the user.

The descaling agent must be used in accordance with the following instructions:

- If the descaling solution comes into contact with the eyes, rinse thoroughly with clean water for several minutes. The descaling solution is not suitable for use in or around the eyes.

- Wash your hands thoroughly after using the product.

- Use the product in well-ventilated areas and apply it with eye protection and a mask. Protect skin and eyes from contact with the product.

- Store the product tightly sealed, out of the reach of children, in a cool and well-ventilated place. Do not store near food, beverages, medicines, or animal feed.

- The descaling agent may irritate the eyes and contains irritating alkalis. In case of skin contact, rinse immediately with plenty of water and seek medical advice if necessary.

- Vapors from the descaling solution may irritate the throat, cause coughing, and negatively affect respiration. If respiratory irritation occurs, seek medical attention.

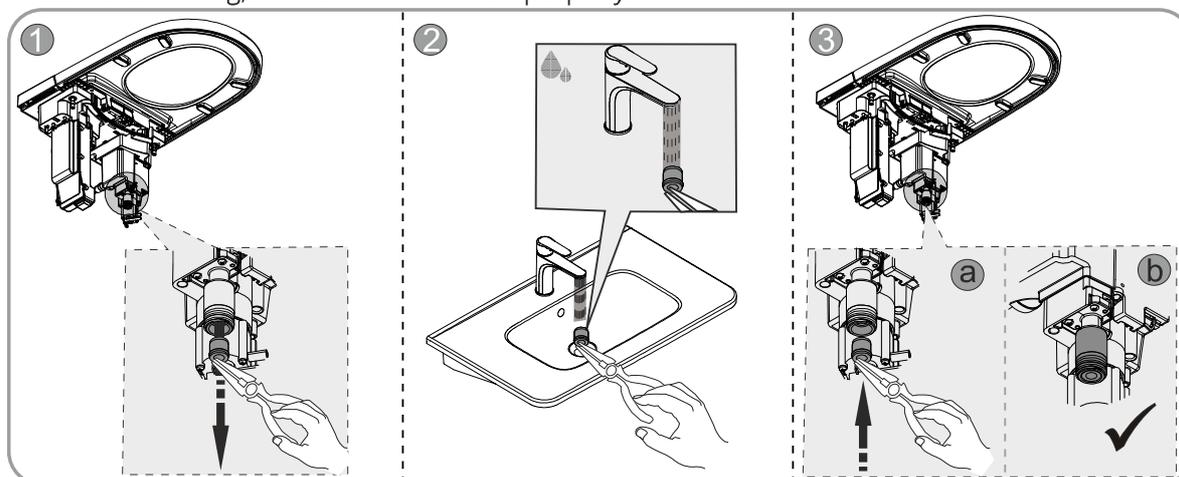
- May cause skin irritation upon contact, or redness when exposed to water.

- If the solution comes into contact with the eyes, remove contact lenses if present, and rinse eyes with plenty of water for several minutes. Consult an eye specialist if necessary.

- If swallowed, rinse the mouth thoroughly with water and drink plenty of water in small sips. Do not attempt to induce vomiting.

- In case of discomfort, seek medical advice.

! Please clean the water filter inside the product by following the steps indicated in the illustration below. Operating the product without the filter may cause serious malfunctions; after cleaning, make sure the filter is properly installed!



Basic maintenance

How to clean the main unit



- ① Soak a soft cloth in water and squeeze the cloth hard to rid of excessive water.
- ② Clean dirty areas by putting small amount of neutral detergent on the cloth and wiping the area.
- ③ Polish the cleaned area with separate dry cloth to finish.

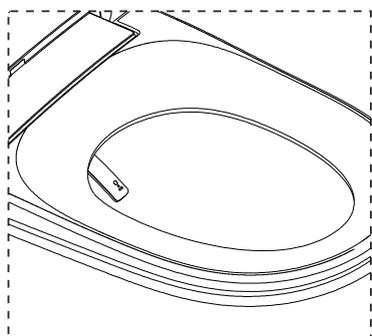


Remember the following when cleaning V-Care.

a. Do not use acid or alkaline detergents as this could cause rust on the metal parts.

b. Toilet detergents can damage the plastic part of the product because of the volatile gas in the substance. When cleaning with toilet detergents, finish cleaning quickly and keep the seat cover open after cleaning.

c. Make sure that the toilet detergent does not get on the plastic part of the product.

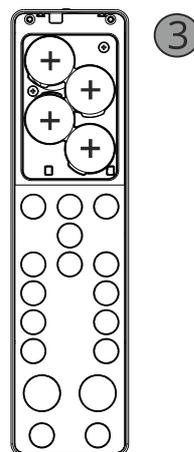
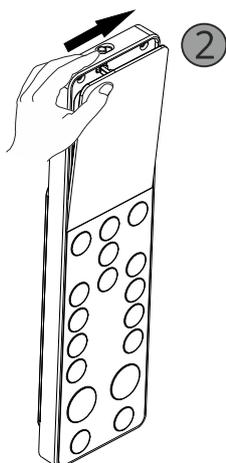


- ① Press the “nozzle retracts + stop” buttons on the remote control for 5 seconds or press the “nozzle cleaning” button on the app for the nozzle to come out.
- ② Gently wipe the nozzle with a soft cloth;
 - *Pull gently to pull the nozzle out.*Be careful not to damage the nozzle hole.
 - *Do not use rough cloth.
 - *Open the lid and seat.
 - *Gently hold the nozzle when cleaning.
 - *Insert the nozzle back in the same way as it was pulled out.
- ③ Press the “stop” button on the remote control or the “nozzle cleaning” button on the mobile app to return the nozzle to its original position.
- ④ The bidet nozzle does not perform the cleaning function while a user is seated on the product. If the nozzle has been manually pulled forward, it must be pushed back to return to its original position.

Remote Control Battery Replacement



- ① Remove the remote control from its holder.
- ② Slide the button on the bottom of the remote control to the left. The remote control cover will be pushed up by springs.
- ③ Make sure you insert the batteries in the correct polarity. For longer battery life, use alkaline batteries. (CR 2032)




 CR 2032

Recycling



This marking shown on the product or its literature, indicates that it should not be disposed with other household wastes at the end of its working life. To prevent possible harm to the environment or human health from uncontrolled waste disposal, please separate this from other types of wastes and recycle it responsibly to promote the sustainable reuse of material resources.

Household users should contact either the retailer where they purchased this product, or their local government office, for details of where and how they can take this item for environmentally safe recycling.

Business users should contact their supplier and check the terms and conditions of purchase contract. This product should not be mixed with other commercial wastes for disposal.

Troubleshooting

No	PROBLEM	POSSIBLE CAUSES	SOLUTION
1	Product not working	Power is connected, but the leakage protector is not powered	Please check whether the power plug is properly inserted. If the power light is on, the power supply is connected. Otherwise, the power supply is not switched on.
2	There is no response when pressing the Bidet wash cleaning, and Drying buttons.	No water comes out of the nozzle or very little water comes out	Please open the water inlet valve
3			Please press the stop button and wait for water supply before starting operation
4		The seat sensor did not detect the user sitting on the seat.	Please make sure to sit centered on the seat and ensure that your body is in contact with the seat
5	The nozzle suddenly stopped working during operation	For each cleaning function, the working time of the nozzle is 40 seconds, which means the	Please note that this is not a malfunction, but a safety feature of the product. If user want to extend the cleaning time, press the cleaning function again.
6		If the user moves too quickly or leaves the toilet. The seat sensor cannot detect the user within a short period of time, which will cause this situation to occur.	Please sit back to the sensing position of the toilet seat and press the function button.
7		If the water filter is not cleaned, a blockage may occur at the water inlet.	Clean the water inlet filter according to the basic maintenance instructions.
8	Low water pressure when using the Bidet wash function	Plumbing leak	Please check if there is any water on the ceramic bottom of the toilet bowl. If so, please seek professional help
9	The temperature of the toilet seat does not rise.	The seat sensor did not detect the user sitting on the seat.	Please make sure to sit centered on the seat and ensure that your body is in contact with the seat
10		Toilet seat temperature setting is low	Please use the remote control to adjust the appropriate seat temperature.
11	low water temperature	Temperature setting of water is low	Please use the remote control to adjust the appropriate temperature of water.
12		The water was a bit cold when it first came out.	Please note this is not a malfunction, the water may take a few seconds to heat up.
13	Low drying temperature	Temperature setting of "Drying" is low	Please use the remote control to adjust the appropriate temperature of "Drying".
14	Remote control not working	The battery of the remote control is too low	Please replace the battery.
15		The connection between the remote control and the toilet has stopped	While not seated, press down or pull up and hold the "stop" + "rear wash" buttons on the side panel simultaneously for 5 seconds. The device will beep once to indicate that it has entered the remote control pairing mode. To finish remote control pairing, press and hold the "stop" + "rear wash" buttons on the remote control simultaneously for 5 seconds. The device will beep once to indicate that remote control pairing has been finished.
16	The bottom seats fail to open.	The seat and the cover fail to function despite pressing the respective remote control buttons.	Turn off and on the product. Within 1 minute after the product has started, hold down the oscillating wash button on the remote control for 10 seconds. When a long beeping sound is heard, the device will verify the seat and cover positions and solve the problem by itself.
17	The product is not dispensing water.	The product may have been operated without water.	Observe the side button's red LED blinking four times. Press the 'Stop' and 'Pre-Wash' buttons on the remote control for 10 seconds. After a long beep, the product will take in water and exit the error mode.
		The water level in the tank may be abnormal.	Turn off the product and ensure water is present, then turn it on again. After starting, the product will restart and restore the water level to normal.

- In the next instances, please disconnect the water proof connector and call your service provider for assistance.
- The indicator light flashing on the side panel for alarming and does not function
- The water temperature constantly stays cold even when adjusted to be warm.
- When the remote control is dropped in water.
- There is a constant leak within the main unit.
- * Do not interfere the product if there is broken apart. Do not allow water leakage through the broken area and call authorized service.

Error code explanation

Error Code Definition	Error Code Led Indicator
The temperature of the inlet water is abnormal:	the red light on the side panel flashes once.
Abnormal water temperature:	the red light on the side panel flashes twice.
Abnormal air temperature:	the red light on the side panel flashes 3 times.
Abnormal seat heating component:	the red light on the side panel flashes 5 times.
The drying fan is abnormal:	the red light on the side panel flashes 7 times.
**Inlet water closed or no water error.	the red light on the side button blinks 4 times.
Abnormal water level error	the red light on the side button blinks 9 times and emits 5 long beeps.

**To resolve this error, follow the steps in the troubleshooting section. If the error mode still persists, contact the authorized service center for assistance.

When encountering the situations mentioned above, you should immediately stop using the product by cutting off its power supply. Contact an authorized service center promptly for assistance.

Notification Lights	
Normal operation	White
Error	Red (blinking)
Descaling ongoing	Green (blinking)
UVC cleaning ongoing	Dark blue (inside bowl)
App pairing	White (blinking)
Standby mode	Red light
Eco mod	Green light

Specifications

Rated voltage		220-240V~ 50-60Hz
leakage protection cable / connector cable		1500mm / 500mm
Cleaning device	Outlet water temperature range	35°C-42°C or turn off the water temperature
	Nominal water consumption	4.0L/ 6.0L
Seat surface temperature		Room temperature- 38°C
Soft closing method of the cover and the seat (Some models do not have this function)		Slow closing mechanism
		Remote control
		Auto sensing
Rated power		1180W
Max. power		1630W
Operating temperature		3°C - 40°C
Water temperature		3°C - 35°C
Water pressure		0.10MPa (static pressure) -0.75MPa (static pressure)
Waterproof grade		IPX4
Product size (Floor-Standing WC)		600x420x450
Product size (Wall-Hung WC)		600x420x480
Battery for remote control		CR 2032 (4 pieces)

* **Rated power:** Under the conditions of ambient temperature $20\pm 5^{\circ}\text{C}$, inlet water static pressure $0.18\text{MPa}\pm 0.02\text{MPa}$, and inlet water temperature $15\pm 1^{\circ}\text{C}$, under lady wash mode, the average power during 20 seconds of continuous and stable operation at maximum pressure setting, highest water temperature, and highest seat temperature.

* **Maximum power:** The maximum power at when the bidet wash works for a cleaning cycle under the condition of ambient temperature $23^{\circ}\text{C} \pm 2^{\circ}\text{C}$, inlet water static pressure $0.18\text{MPa} \pm 0.02\text{MPa}$, inlet water temperature $5^{\circ}\text{C} \pm 1^{\circ}\text{C}$ and the water volume, seat temperature and water temperature set is set to the highest.