

Operating Instructions

Suitable for the models of E435 series

Safety precautions

Explanation of symbols



DANGER

Refers to potentially dangerous situation that may cause serious injury or death.



NOTICE

Refers to potentially dangerous situation that may cause injury or property losses.



FORBID

Refers to forbidden to do.



MUST BE ABIDED

Refers to abide by the rules.



DANGER

The supplier shall not be liable for any loss arising from the failure to comply with the following regulations.

1. This equipment is "I" type electric appliance, must be completed connected to the grounding system.
2. If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
3. This equipment is electric appliance, please do not be installed at the place where can easily be splashed with water or high temperature. Please install exhaust fan or ventilation opening to make sure there is a good ventilation when using at Bathroom.



FORBID

1. Do not insert or remove power plug with wet hands. Otherwise there is a risk of electric shock.
2. Do not damage the power cord and plug. Otherwise there is a risk of electric shock, short-circuit and fire.

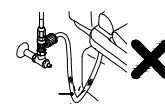


Safety precautions



FORBID

3. Do not use the loose socket.
Otherwise there is a risk of electric shock and fire.
4. The power supply must be accorded with regulation.
Otherwise there is a risk of damage the product and fire.
5. Do not disassemble, repair or reassemble the product.
Otherwise there is a risk of electric shock and fire.
6. Do not place a stove or a cigarette near the product.
Otherwise there is a risk of fire.
7. Make sure not to splash water, detergents or urine on the product and the power plug.
Otherwise there is a risk of electric shock, damage the product and fire.
8. Do not turn the product upside-down.
Otherwise this might cause product damage.
9. Do not bend or distort the inlet hose.
Otherwise there is a risk of water leakage.
10. This appliance can be used by children aged from 3 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.
11. The bidet and remote control contain magnets, which may interfere with the work of pacemaker, defibrillator or other medical devices. For safety consideration, please keep a certain distance between the the bidet and the medical devices.



Technical Specification

Model		E435A-W010	E435-W010	E435-W011	E435-W012	E435-W013	E435-W014
Wash	Rear wash	●					
	Female wash	●					
	Massage	●					
	Adjustable water temperature	5 Steps (Default 3rd)					
	Adjustable flow rate	5 Steps (Default 3rd)					
	Adjustable spray position	5 Steps (Default 5rd)					
Warm air	Air drying	●					
	Adjustable air rate	5 Steps (Default 3rd)					
	Adjustable dryer temperature	5 Steps (Default 3rd)					
Heated Seat	Heated Seat	●	●	—	—	—	—
	Adjustable seat temperature 5 Steps (Default 3rd)	●	●	—	—	—	—
Hygiene	Odour neutraliser	●	●	●	●	●	●
	Descaling	●	●	●	●	●	●
	Nozzle self cleaning	●	●	●	●	●	●
	Nozzle manually cleaning	●	●	●	●	●	●
	Waterway UVC sterilization	●	—	—	—	—	—
Display Screen		●	●	●	●	●	●
Remote Control		●	●	●	●	●	●
Night Light		●	●	●	●	●	●
Automatic Washing		●	●	●	●	—	—
Open Cover/Seat Automatically		●	●	●	—	●	—
Quick release Seat		—	—	●	●	●	●
Rimless Toilet		●	●	●	●	●	●
Installation of the toilet		Wall-hung					
Water Supply Connector		G 3/8					
Rated Voltage		AC220-240V, 50/60HZ					
Power		1200W					
Length of Power Cord		1.8m					
Water Supply Pressure		0.07~0.75MPa(0.7~7.5Bar)					
Water Supply Temperature		4~35°C					
Ambient Temperature		4~40°C					
Protection Degree		IPX4					
Wash device	Flow rate	350~650mL/min					
	Water temperature	31~39°C					
	Wash cycle time	3 Minutes					
	Heating model	Tank					
	Maximum heater power	1200W					
	Safety device	Thermal Cutoff Fuses\Liquid Level Switch\Thermostat					
	Backflow prevention	Air Gap of AB type					
Dry device	Maximum speed of air	≥4m/S					
	Maximum dryer power	350W					
	Dry cycle time	3 Minutes					
	Warm air temperature	OFF/35°C~50°C					
	Safety device	Thermal Cutoff Fuses\Thermostat					
Deodorization	Deodorization method	Odour Neutralisation					
	Deodorization cycle time	15 Minutes					

Technical Specification

Heated seat	Adjustable seat temperature	OFF/29 -37
	Maximum heater power	50W
	Safety device	Temperature Sensor\Thermal Cutoff Fuses\Thermostat
Remote control	Frequency range	2400-2520 MHz
	Maximum RF output power	0 dBm
	Type of batteries	3V CR2032
	Number of batteries	Two pieces
Operating frequency range		24.05-24.25 GHz
Maximum RF power		14 dBm
Other safety device		Residual Current Devices
Net weight		Approx.35Kg
Overall dimension		Approx.581*370*350 mm



The manufacturer reserves the right to change above specifications at any time without notice and without incurring obligations.

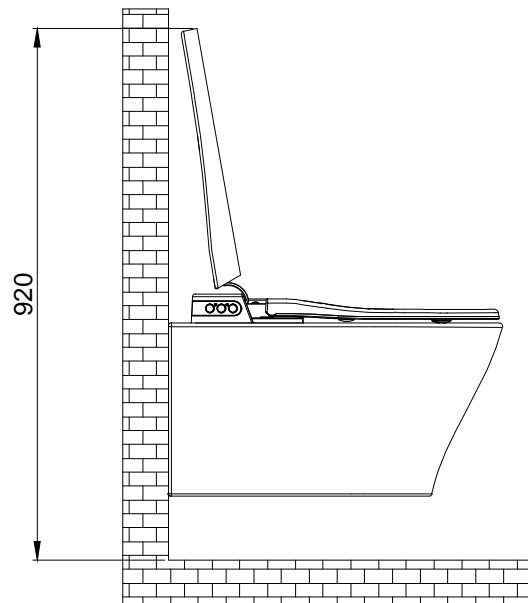
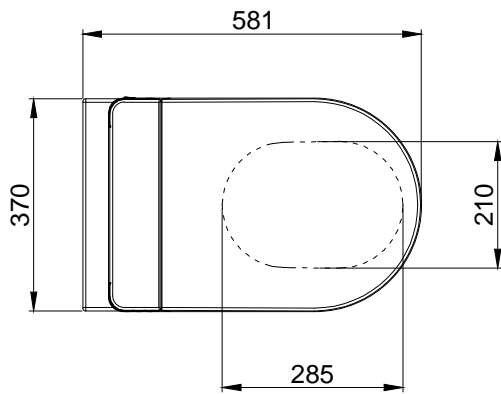
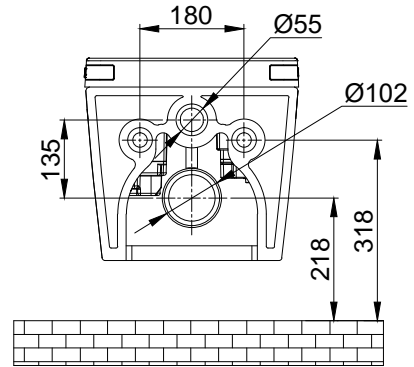
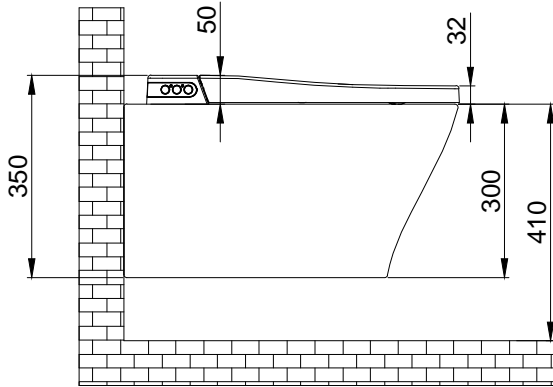
NOTICE

Please follow the real if it is different from the nominal in shape, color and accessories.

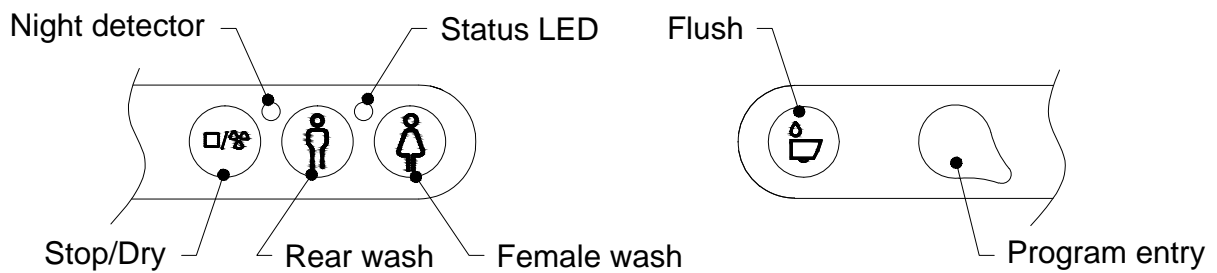
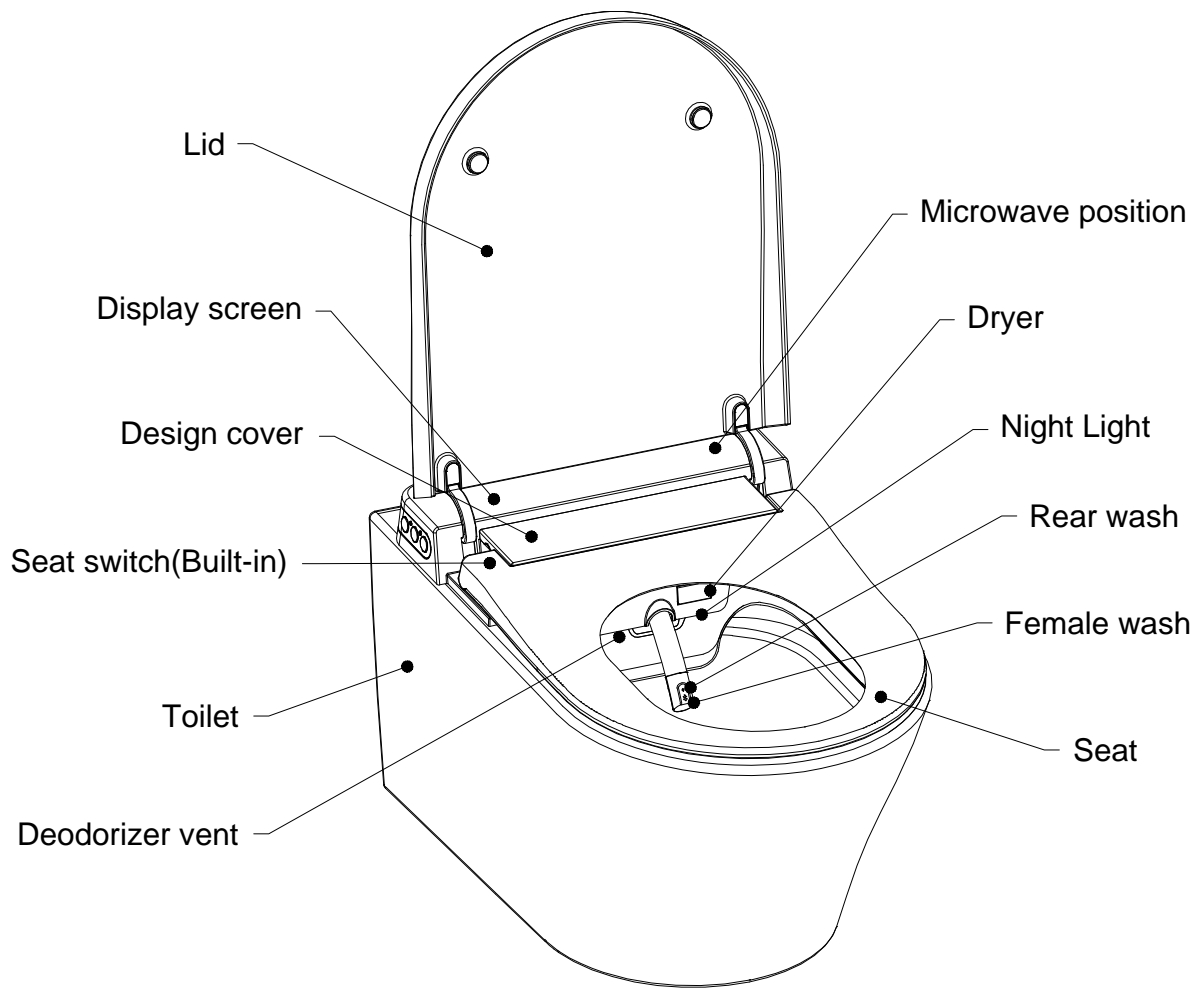
Technical Drawing

Unit:mm

E435-W010/W011/W012/W013/W014



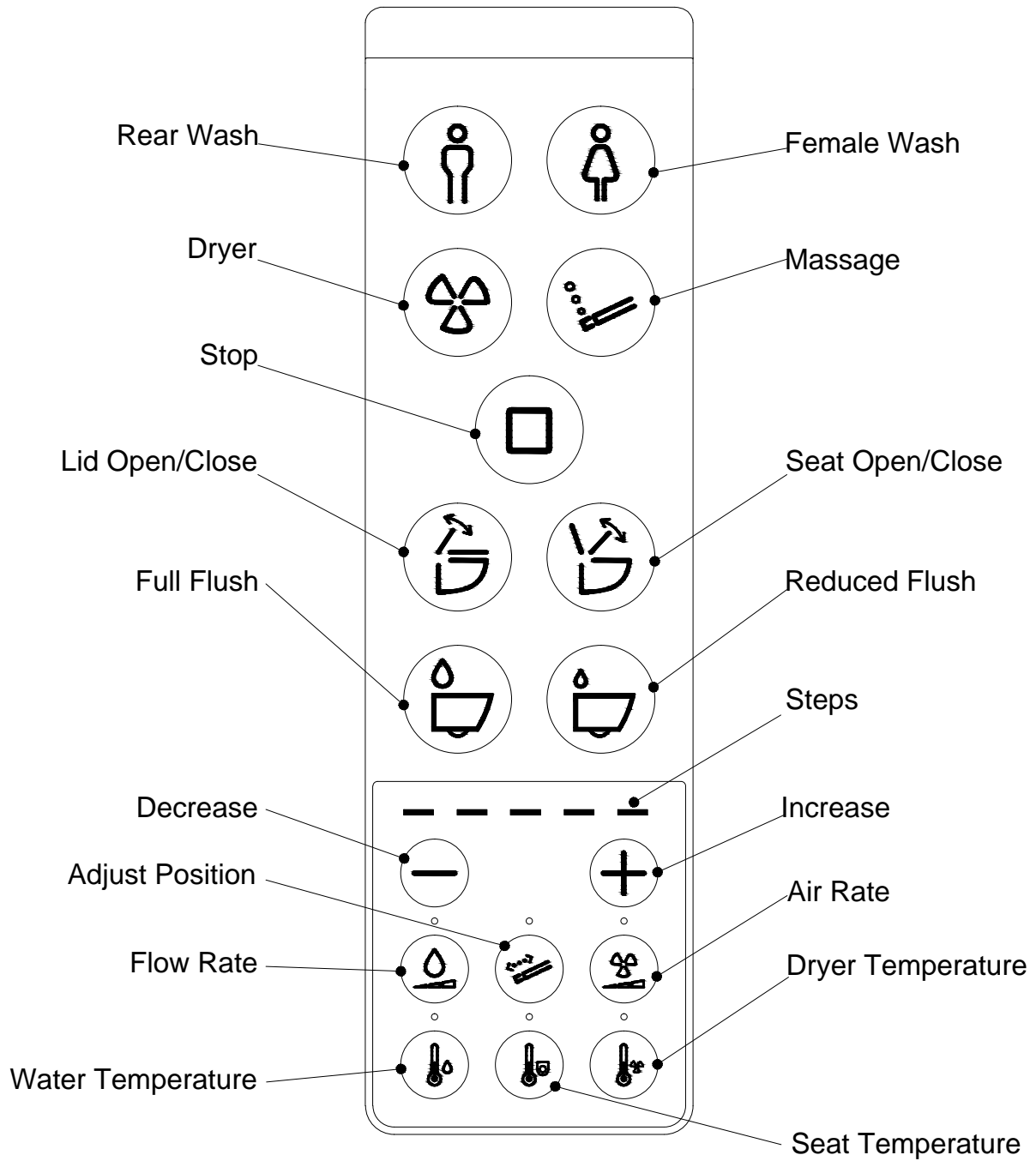
Configuration



NOTICE:

The pictures of this instruction is for reference only.
Please refer to the actual product.

Remote Control



NOTICE



1. The remote control requires two batteries.
(type 3V CR2032 Not supplied)
2. The following remote-control operation is only for the model with the remote control.
3. Versions of Software : V1.0
(The software updates will not be notified. Please follow the real remote control.)

Function Introduction



NOTICE

The manual is suitable for full function model. If the model you bought didn't include some functions, please ignore corresponding operations.

Initialization

- After the power supply is connected, please wait for about 2-3 minutes to initialize the bidet and don't operate during this period.

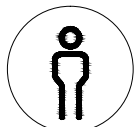
Waterway UVC sterilization

- When the deodorization function is turned on, the UVC sterilization function of the waterway is activated. When the deodorization function is turned off and the cleaning function and nozzle self-cleaning function are turned on, both the deodorization function and the waterway UVC sterilization function are turned on simultaneously. When the cleaning function and nozzle self-cleaning function are turned off, the UVC sterilization function of the waterway is turned off.

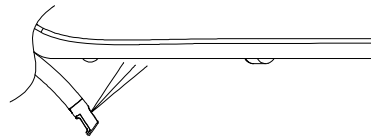
Wash Operation

- Be seated

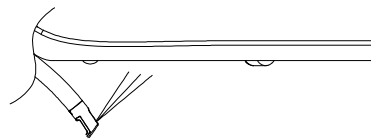
Press the "Wash" button on the remote control then it starts to wash. It will automatically stop after 3 minutes or you can stop washing by pressing the "Stop" button.



Rear Wash



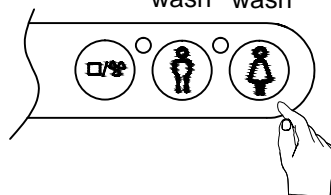
Female Wash



OR

You can operate by press the side buttons then it starts to wash.

Rear Female
wash wash



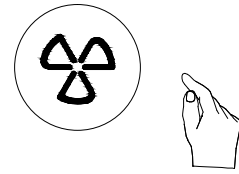
Note: While Rear wash or Female wash, it will wash at the fixed position for about 10 seconds, and movable wash for about 18 seconds, then regain to the fixed position until to the end.

Function Introduction

Dry Operation

- Be seated

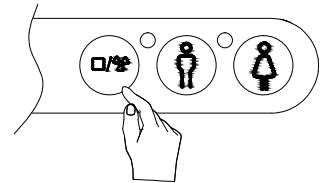
Press the "Dry" button on the remote control to start drying. It will automatically stop after 3 minutes or you can stop drying by pressing the "Stop" button.



OR

- Be seated

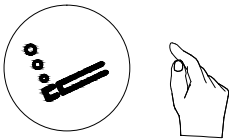
It is not in the process of Rear or Female washing. Press the side buttons then it start to dry. It will stop drying after 3 minutes or press it again to stop the function.



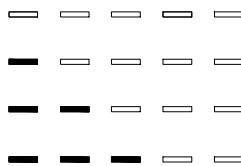
Massage Operation

- In the process of Rear or Female washing.

Press the "Massage" button on the remote control until you chose your desired spray mode.



Remote control
LEDS



Massage Mode

Close mode

Oscillating

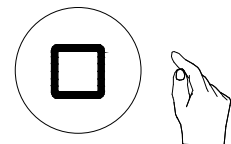
Pulsating

Oscillating + Pulsating

Stop Operation

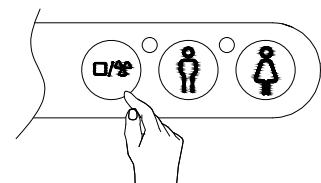
- In the process of Rear washing, Female washing or drying.

Press the "Stop" button on the remote control it will stop washing or drying.



OR

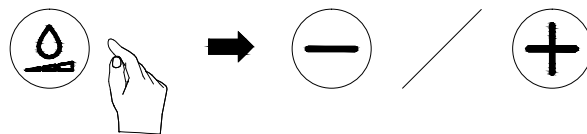
Press the side buttons it will stop washing or drying.



Function Introduction

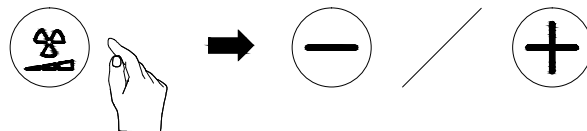
Adjusting water flow

- In the process of Rear or Female washing.
- Default 3 th.
Press the "Adjust flow" button on the remote control, then press the "Decrease" or "Increase" button to adjust the flow rate.



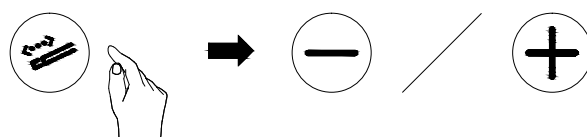
Adjusting air flow

- In the process of drying.
- Default 3 th.
Press the "Adjust flow" button on the remote control, then press the "Decrease" or "Increase" button to adjust the air rate.



Adjusting the nozzle position

- In the process of Rear or Female washing.
- By default in the 5th position.
Press the "Adjust position" button on the remote control, then press the "Decrease" or "Increase" button to adjust the nozzle position forward or backward.

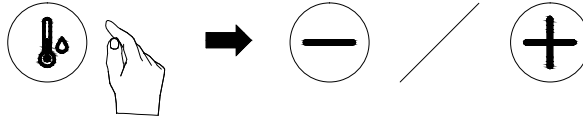


Function Introduction

Adjusting water temperature

- In the process of Rear or Female washing.
- Default 3 th.

Press the "Adjust temperature" button on the remote control, then press the "Decrease" or "Increase" button to adjust the water temperature.



Digital display function:

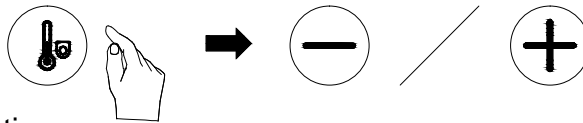
when the water temperature is adjusted, the screen will display the water temperature accordingly.



Adjusting seat temperature

- Default 3 th.

Press the "Adjust temperature" button on the remote control, then press the "Decrease" or "Increase" button to adjust the seat temperature.



Digital display function:

when seat temperature is adjusted, the screen will display the seat temperature accordingly.



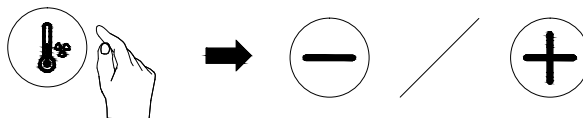
Scald prevention setting:

When the user sits down for more than 10 minutes, to prevent users from being scalded, the seat temperature will be kept at the lowest gear.

Adjusting air temperature

- In the process of drying.
- Default 3 th.

Press the "Adjust temperature" button on the remote control, then press the "Decrease" or "Increase" button to adjust the air temperature.



Digital display function:

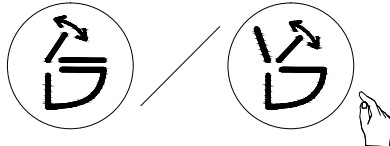
when air temperature is adjusted, the screen will display the air temperature accordingly.



Function Introduction

Lid/Seat Open or Close

Press the "Lid open/close" button on the remote control to open or close the lid, press the "Seat open/close" button to open or close the seat.



Notes: When seated, this function on the remote control will not respond.

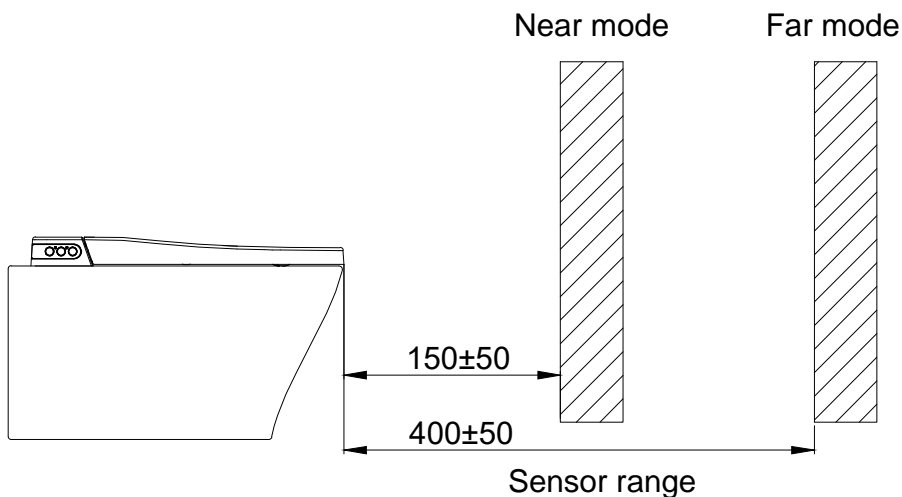
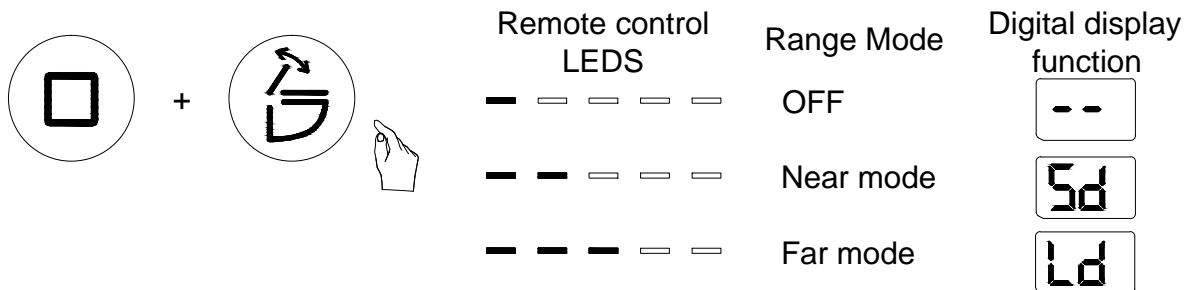
Auto lid opening/closing

Press and hold "Stop" and press "Lid open/close" on the remote control to adjust the different modes of the cover automatic open/close.

- Far mode is set by default.

Status light on the remote control will indicate current status:

One light indicates the automatic open/close for the lid is off, two lights indicates near mode and three lights indicates far mode.



Function Introduction

For the lid automatic open/close function automatic open/close, the lid will open automatically when the sensor detects person moving within the sensor range; the lid will close automatically after about 60 seconds when the sensor does not detect a person moving within the sensor range.



NOTES:

- 1.If the user moves slowly, the mode of the automatic open/close for the lid should be set to the near mode. So that the product can more easily sense the user's proximity. If there is still no response, please open or close the lid with the remote control or by hands.
- 2.The function of auto lid opening/closing works only when "Setting of lid opening/closing" in remote controller is "On".
- 3.When there is an object moving around the toilet (such as opening and closing doors or fluttering curtain), it may cause the lid to automatically open. (If it is often opened by mistake due to the bathroom environment, the automatic open/close mode can be turned off with remote control). When it's used by children, the microwave sensor may fail to detect.
- 4.It is forbidden to open or close the cover/seat forcibly. It is forbidden to open or close the cover and seat ring manually in reverse during the operation of the auto close/open function, otherwise it will cause product failure.

Manual mode

Users can open or close the lid and seat directly by hands. When user intends to open or close the lid and seat under normal condition, the lid/seat will open or close automatically against the trend of motion. User will not need to use force. Once being stopped by any obstacle during motion, the lid or seat will stop moving automatically.

Notes: During automatic open/close of lid and seat, do not use large force when opening/closing the lid or seat.

Function Introduction

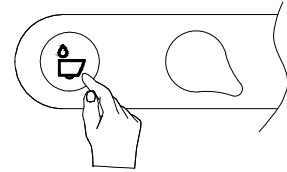
Flushing operation

Press the "Full Flush" or "Reduced Flush" on the remote control to flush.



OR

Press the side body knob "high flow flushing button" for short time to start low flow flushing. press "low flow flushing button" for about 3 seconds to start high flow flushing.



Auto-flushing

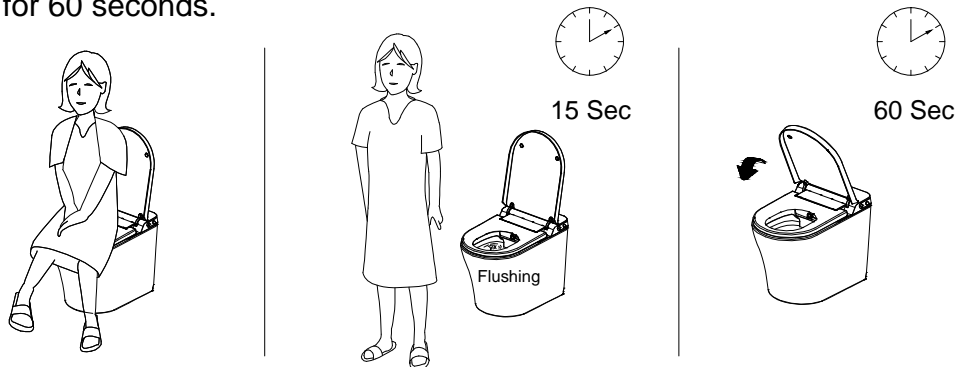
● Auto-flush function is on by default.

Press and hold the "Stop" and press the "Full Flush" on the remote control to open or close automatic flush function.

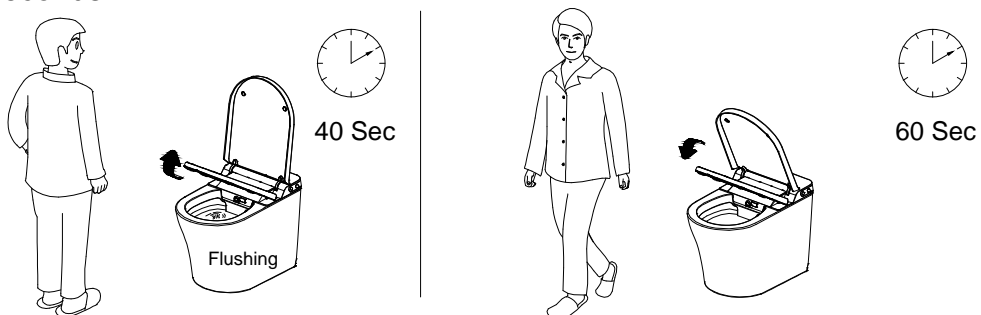
	Remote control LEDS	Mode	Digital display function
	— — — — —	Close automatic flush	--
	— — — — —	Open automatic flush	FL

Situation:

1. When it's seated more than 3 seconds, it will start full flush after 15 seconds when it's unseated. The cover will close automatically after detecting no one near by for 60 seconds.



2. After opening the ring for about 40 seconds, the bidet will carry out half flush automatically. The cover will close automatically after detecting no one near by for 60 seconds.

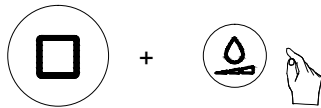


Function Introduction

Light Setting

- Smart mode for the night light by default.

Press and hold "Stop" and repeatedly press "Adjust Flow" on the remote control to change modes.



Remote control LEDS	Mode
— — — — —	Close mode
— — — — —	Always on mode
— — — — —	Smart mode

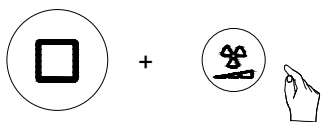
NOTE: The "smart" mode refers that the night light will light up in a dark environment and light off in a bright environment, if the room is too bright the light will not come on.

Odour Neutralisation Setting

- Smart mode for the deodorization by default.

It is on when the user sits down and it will be off after one minute when the user leaves. If there is no operation of washing or drying during being seated, it will be off after 15 minutes.

Press and hold "Stop" and press "Air Rate" on the remote control to open or close deodorization.

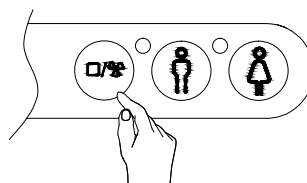


Remote control LEDS	Mode
— — — — —	Close mode
— — — — —	Smart mode

Power Standby Setting

- In the state without seating.

Press and hold the knob for more than 6 seconds, it will go into power standby mode. Press again the knob for more than 6 seconds to restart it.

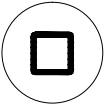



In the state without seating
≥6 Seconds

Function Introduction

Sound Setting

- The sound is on by default.
There is a BEEP when the bidet has received commands or signals.
Press and hold "Stop" and repeatedly press "Adjust Position" on the remote control to change modes.

	Remote control LEDS	Mode
 + 	— — — — —	Close mode
	— — — — —	Always on mode

Display function

- When person is close or it's during use, the display will open.
It shows seat temperature by default. (If the model is without seat heating function, it shows current water temperature).

When it starts washing, the display screen shows current water temperature.
When it starts drying, the display screen shows current air temperature.
When it's 5 seconds after stopping washing or drying, the display screen shows again the seat temperature.

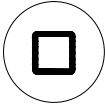
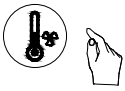


(If the model is without seat heating function, it shows current water temperature).

The display is automatically turned off after 120 Seconds away.



Change temperature unit

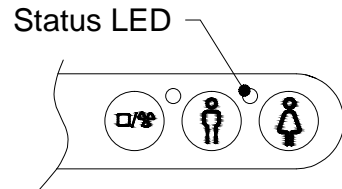
- The display window shows Celsius degree by default.
Press and hold "Stop" + press "Air temperature" on remote control to exchange the showing of the Celsius degree and Fahrenheit degree or turn off the display screen.

	Remoter control LEDS	Mode	Digital display function
 + 	— — — — —	Close the display	
	— — — — —	Celsius degree	
	— — — — —	Fahrenheit degree	

Function Introduction

Status LED

- When it's seated (Status LED: orange)
press "Rear wash" or "Female wash" side buttons to start the washing (status LED: red).
It will automatically stop after 3 minutes or you can press "Stop/Dry" side button to stop washing (status LED: orange).
When it's unseated and no any operation, the status LED is green.



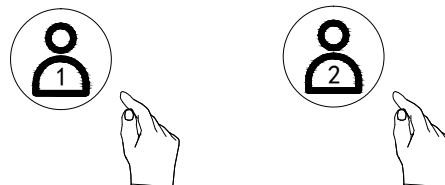
User Setting

1. Save the user setting

After adjusting the settings of water flow rate, temperature and nozzle position, Press and hold the "User 1" or "User 2" button on the remote control for more than 3 seconds to save the settings to "User 1" or "User 2".

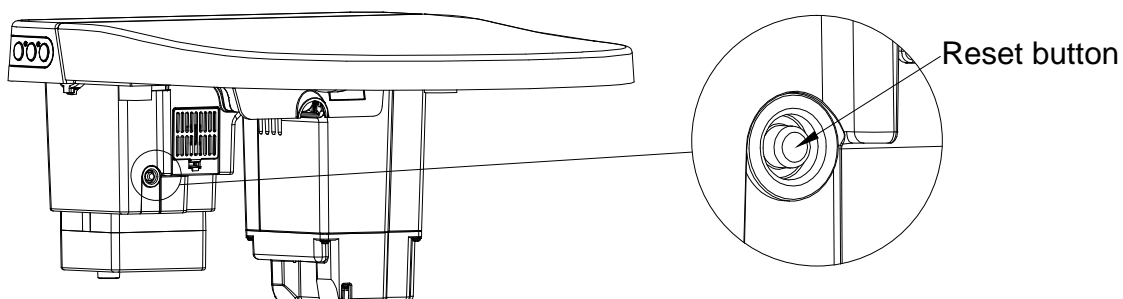
2. Retrieve the user settings

Before washing or drying press the "User 1" or "User 2" button on the remote control, then operate washing or drying. The flow rate, water temperature, nozzle position, and air temperature will be the same as saved.



Resetting the thermostat

- If the appliance needs to be reset (see troubleshooting) press the side reset button.



Function Introduction

Power Saving Mode

It includes intelligent power saving mode and timed power saving mode.

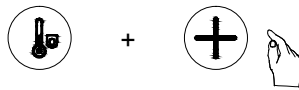
- Power saving mode is off by default.

Intelligent power saving mode: The product will detect the unused state, in this stage the seat temperature will maintain the lowest level.

Timed power saving mode: Set unused time range (6 or 9 hours), in which the seat will not be heated. The bidet will exit the mode automatically after 6 or 9 hours.

Intelligent + Timed power saving mode: If the two modes are set at the same time, the smart power saving mode could work even not in the timed power saving period.

Press and hold "Seat Temperature" and repeatedly press "Increase" on the remote control to change modes.



Remoter control LEDS	Mode	Digital display function
— — — — —	OFF	--
— — — — —	Time:6H	6H
— — — — —	Time:9H	9H
— — — — —	Intelligent	RI
— — — — —	Intelligent +Time:6H	6Hc
— — — — —	Intelligent +Time:9H	9Hc

Note: In power-saving mode, when detect a person in use, the seat will automatically heat to the set temperature.






Product Maintenance

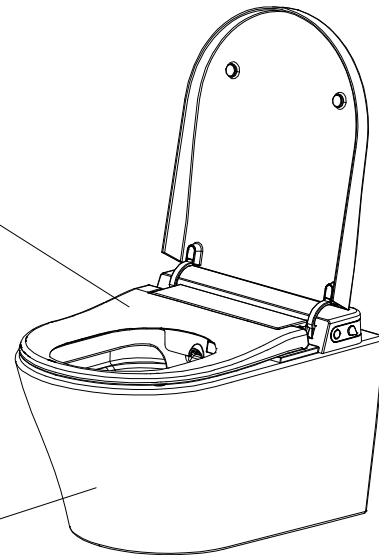
Care and cleaning

●General care and cleaning recommendations.

Maintaining interval	Maintaining activity
Daily	Remove water drops with a soft ,lint-free cloth to avoid limescale stains.
Weekly	Clean all surfaces and corners .Clean the spray nozzle if required.See "Nozzle cleaning ".
Monthly	Clean the WC ceramic appliance with a low acidic cleaning agents.
Every half year	Replace the filter if required.
Every year	Descal the device. See "Descaling the device".

●Cleaning agents and tools.

For E-bidet	
	soft cloths ,lint-free cloths
	mild cleaning agents that are kind to the skin
For WC ceramic appliance	
	soft cloths ,lint-free cloths
	low acidic cleaning agents e.g. heavily diluted citric acid.
	toilet brush.



Forbidden

Do not use the cleaning agents of strong acid and alkali.
 To clean the E-bidet,do not use the hard brush,e.g.toilet brush nylon brush
 To clean the WC ceramic appliance ,do not use the metal brush.
 Damage to the device from aggressive descaling agents.

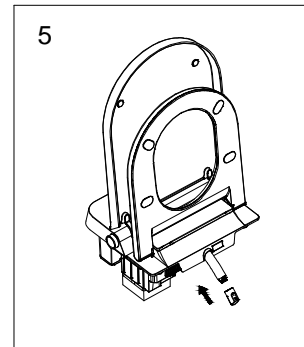
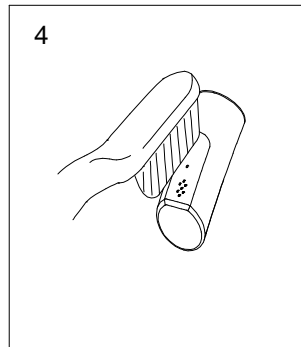
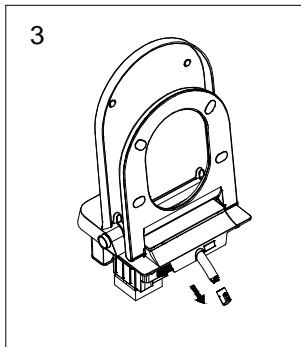
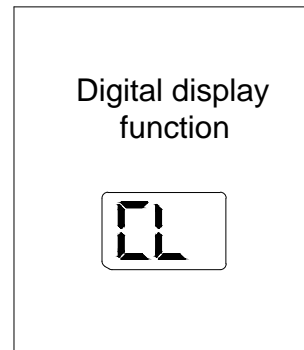
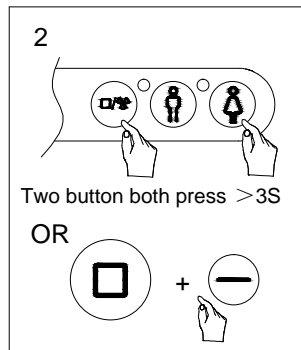
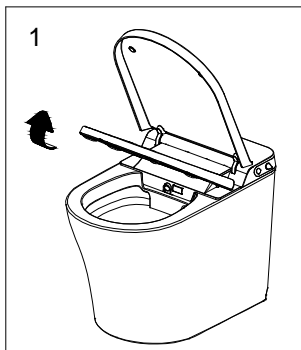
Product Maintenance

Nozzle cleaning

- Automatic: The nozzle will be automatically cleaned before washing and after washing.

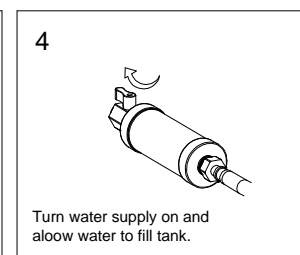
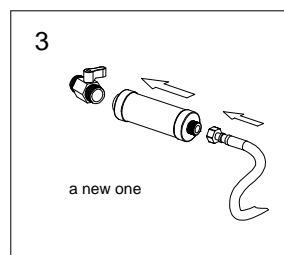
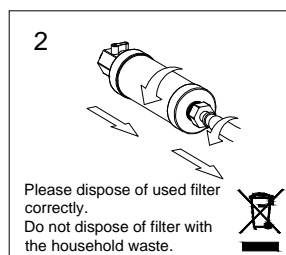
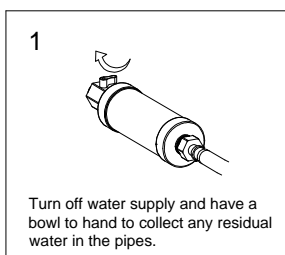
Manual: The operation of manual cleaning is as follows:

Open the cover and seat, press the "Stop" and "Female Wash" button on the bidet for > 3 seconds, or press and hold the "Stop" + press "Decrease" on the remote control, the nozzle will come out with water and the nozzle head can be removed and cleaned by manual. The nozzle will go back automatically after 5 minutes, or you can press the "Stop" button to make the nozzle go back.



Replacing the filter

- The filter has a service life of approximately 6 months depending on the type of water used. The filter should be replaced when the wash flow pressure is low.



Product Maintenance

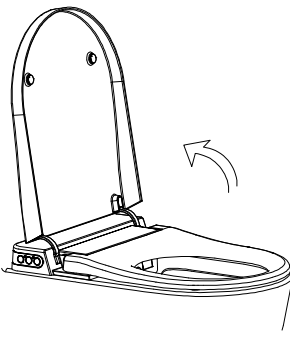
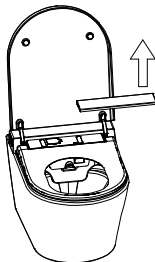
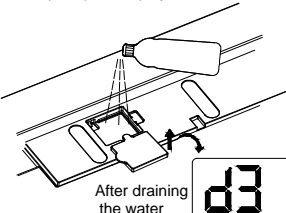


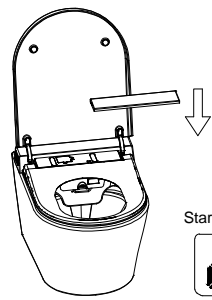


Descaling the device

- You will need to descale the device at least once a year, or more often depending on the number of shower cycles and the water quality.
- During the descaling procedure, you can continue to use the toilet without the shower functions and the drying function.
- The descaling process will last for 30 minutes. During this process, the LED will be red and the bidet will make a sound. When descaling is finished, the LED will change to green.
- Do not use descaling agents which can foam.



NOTICE

Damage to human body and the device from aggressive descaling agents.

<p>1. Open the lid</p> 	<p>2. Open the decorative cover</p> <p>a). Open the decorative cover, the buzzer sounds "B", and water flows out from the nozzle position.</p> <p>b). The product's internal water tank is refilled with water, and the digital display shows "dE". After the water is filled, the product begins to drain, and the digital display shows "d2"</p>  <p>c). After draining the water, display d3, and there are two beeps of "BB" indicating the addition of descaling agent for five minutes. If no descaling agent is added within five minutes, the descaling process will automatically exit, or you can manually cover the descaling cover to exit the descaling process.</p>	<p>3. Open the rubber cover and add descaling agent</p> <p>Open the rubber cover and add descaling agent. When a "B" sound appears, stop adding descaling agent when prompted, display d4.</p>  <p>After draining the water</p>  <p>When descaling agent is detected to be full</p> 
<p>4. Cover with rubber cover and decorative cover</p> <p>Start descaling for 20 minutes.</p>  <p>Start descaling</p> 	<p>5. End of descaling</p> <p>The descaling process is complete and displays d6. Drainage begins and ends a few minutes later. Restore the display screen to its pre descaling state.</p> <p>displays d6</p> 	

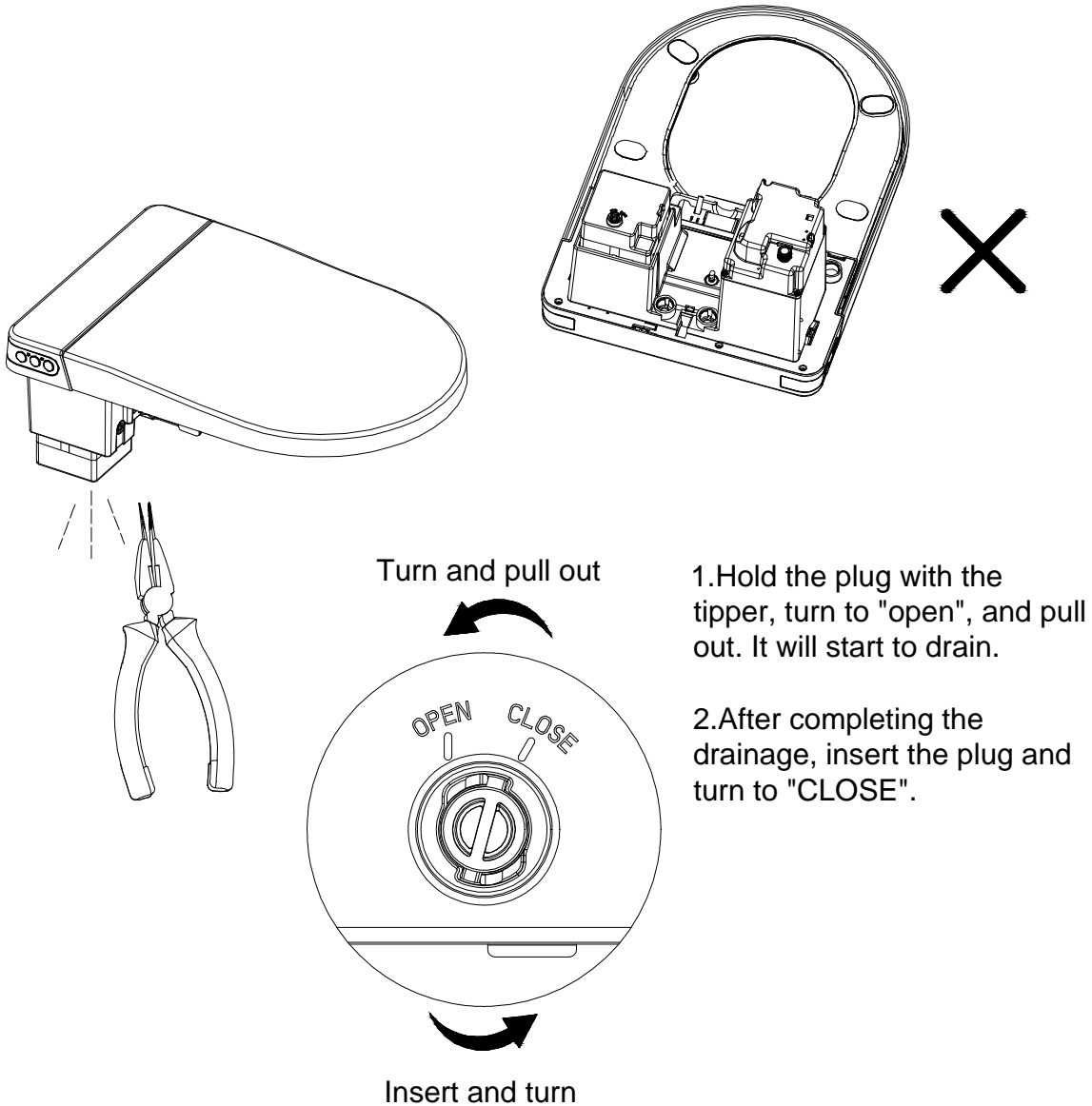
Product Maintenance

Drain the water tank



DANGER

- The water and power must be cut before you disassemble the E-Bidet.
- Do not invert or tilt it before you finish draining the water tank.
- Once re-fitted ensure to turn on the water supply and allow the tank to fill before operating any washing functions.

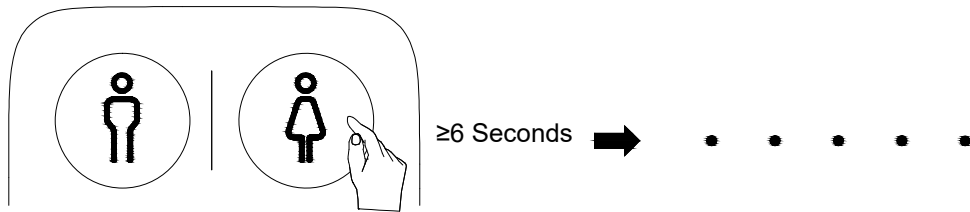


Product Maintenance

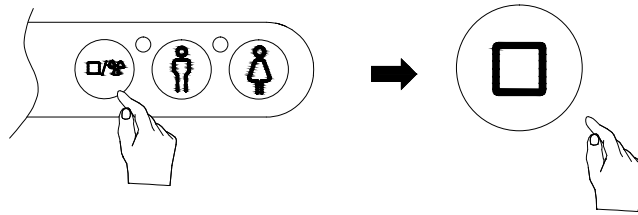
Remote Control Pairing Setting

When install several shower toilets in the same area, if you want each remote control to control the specified shower toilet, please set as following steps.

1. When the bidet is idle, press and hold "Female wash" button for more than 6 seconds on the remote control until all five LED lights are on, then release the pressing.



2. Press "Stop/Dry" button on the bidet, when there is "long beep" sound, the setting is finished.



Self-cleaning the tank

- Not used for more than 72 hours, When the seated state is detected, it will open the self-cleaning for about 3 minutes. All the buttons are invalid during the self-cleaning and it will return to normal after the self-cleaning.

Digital display
function



Product Maintenance

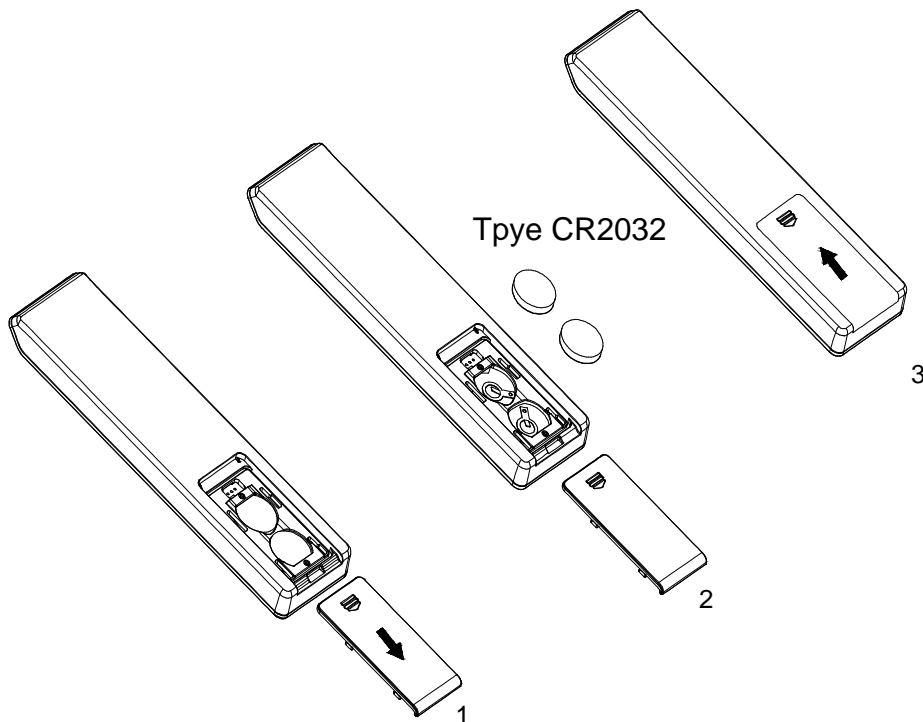
Replacing the batteries

- The remote control requires two batteries (type 3V CR2032).
- When the user lights flash continuously, please replace the batteries in time.



NOTICE

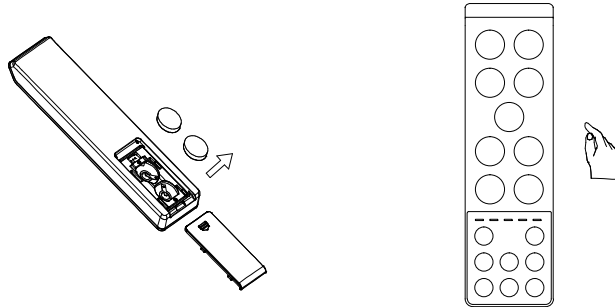
1. Non-rechargeable batteries are not to be recharged.
2. Rechargeable batteries are to be removed from the appliance before being charged.
3. Different types of batteries or new and used batteries are not to be mixed.
4. Batteries are to be inserted with the correct polarity.
5. The exhausted batteries are to be removed from the appliance and safely disposed of.
6. If the appliance is to be stored unused for a long period, the batteries should be removed.
7. The supply terminals are not to be short-circuited.



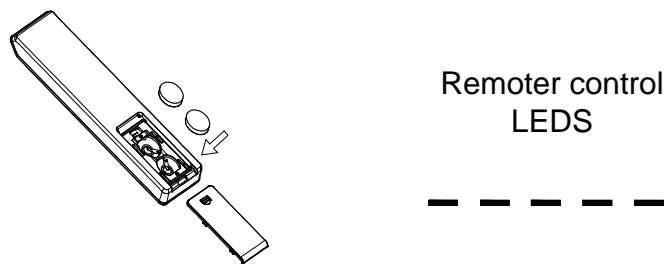
Product Maintenance

Factory data reset

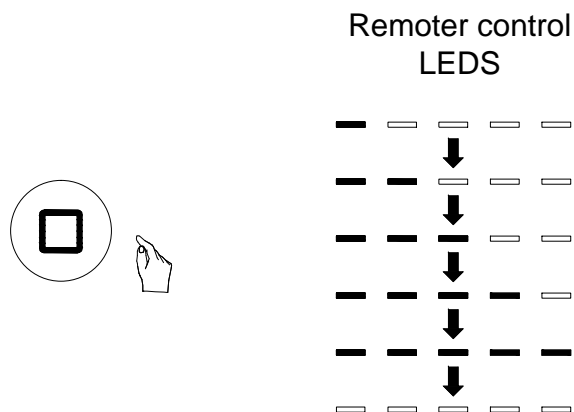
1. Take out the battery and press any button to consume the remaining power of the remote control.



2. Reinstall the battery. After the battery be installed, all 5 indicator lights of the remote control will be on.



3. Press "stop" button of the remote control until indicator lights up and then off successively.



4. There is "beep" sound from the bidet, which means complete factory data resetting process.

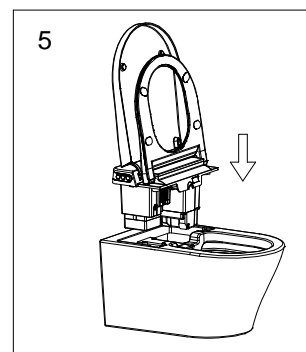
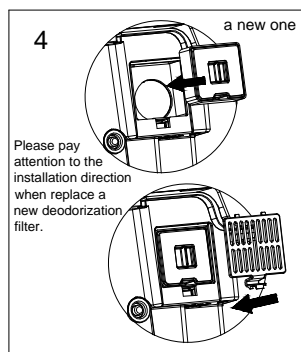
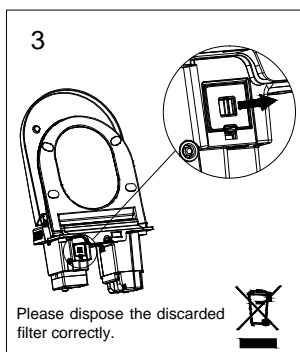
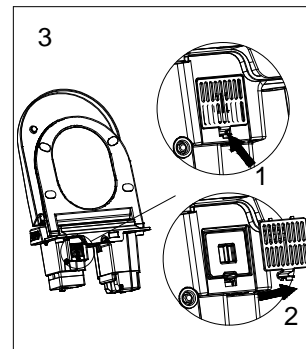
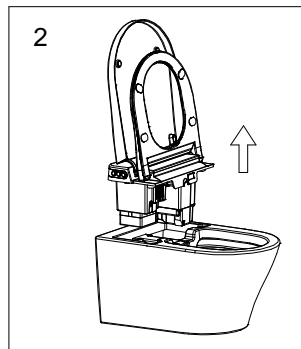
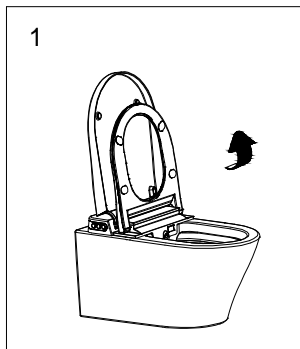


- Batteries cannot be inverted.
- Please complete the operation within 15s after reinstalling the battery, during the process press any button of the remote control to exit "factory reset".

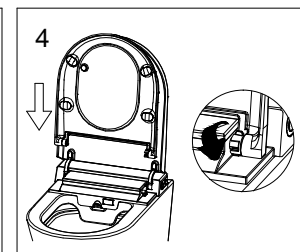
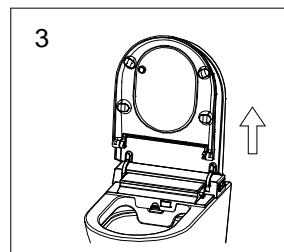
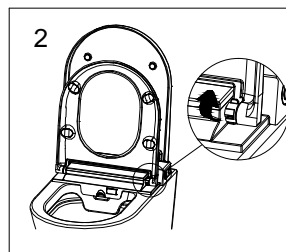
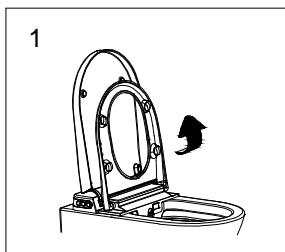
Product Maintenance

Deodorization filter replacement

- The lifetime of deodorization filter is about 12 months, which will be affected by different using environment.
- Please pay attention to the installation direction when replace a new deodorization filter.



Seat quick release (only available for models without heated seat)



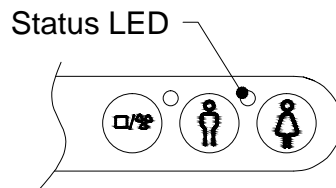
Troubleshooting

Problem	Potential cause	Suggested action
The Washing function not working	1.The power supply may not be opened.	Please turn on the power.
	2.The water supply may not be opened.	Please open the inlet water valve, or check if there is a water outage.
	3.The filter may be blocked.	Please replace a new filter. It has a service life of approx.6 months.
	4.Maybe not in the seating state.	Please sit on the seat and adjust sitting position.
	5.Maybe the lid is closed.	Please open the lid and sit on the seat.
	6.Maybe it is not used for more than 72 hours.	Not used for more than 72 hours, when the user operates the washing, it will open the self-cleaning for about 3 minutes. All the buttons are invalid during the self-cleaning and it will return to normal after the self-cleaning.
The nozzle goes back suddenly	1.The washing cycle is 3 minutes. The nozzle will stop spraying after 3 minutes, and then go back.	This is normal,Re-press the "Wash" button if further washing is required.
	2.There may be some problems of water supply.	Please check if there is a water outage.
	3.Maybe User not properly seated.	Please adjust your sitting position.
	4.Maybe the lid is closed.	Do not put down the lid when it is washing.
Low water flow rate	1.Water setting on low flow.	Please increase the flow rate as per "adjusting water flow rate" of operating instructions.(See page 11)
	2.The water supply pressure may be too low.	Check and ensure the water supply pressure is ≥ 0.07 (dynamic pressure)Mpa.
	3.The filter may be blocked.	Please replace a new filter.(See page 21)
	4.The nozzle may be blocked.	Please replace a new nozzle.(See page 21)
Low water temperature	1.The water temperature may be set at low.	Please set the water temperature at high grade as per "adjusting temperature" of operating instructions.(See page 12)
	2.Maybe the temperature of water supply is too low.	Please set the water temperature at high grade as per "adjusting temperature", or decrease the flow rate as per "adjusting water flow rate" of operating instructions. (See page 11 and 12)
	3.Thermostat needs to be reset.	Reset thermostat.
The nozzle comes out slowly	When start washing function,the nozzle will be self-cleaning before coming out.	This is normal
The water flows out but the nozzle do not come out	1.When start washing function, the nozzle will be self-cleaning before coming out. When the washing is over, also have this feature.	This is normal
	2.Maybe it is not used for more than 72 hours.	This is normal. Not used for more than 72 hours ,when the user operates the washing, it will open the self-cleaning for about 3 minutes.
The dryer can not work	1.Power supply may not be on.	Please turn on the power.
	2.Maybe not in the seating state.	Please sit on the seat and adjust sitting position.
	3.Maybe the lid is closed.	Please open the lid and sit on the seat.
	4.Maybe it is not used for more than 72 hours.	Not used for more than 72 hours, when the user operates the washing, it will open the self-cleaning for about 3 minutes. All the buttons are invalid during the self-cleaning and it will return to normal after the self-cleaning.
Low air temperature	1.The air temperature may be set at low.	Please set the air temperature at high grade as per "adjusting temperature" of operating instructions.(See page 12)
	2.The air heater is faulty.	Please contact local distributor.
Night light is always off	1.Maybe in the bright environment.	When the night light is set at smart mode,the night light will not work when in the bright environment.
	2.The night light function may be closed.	Please open the night light function and adjust the night light mode as per "Light Setting" of operating instructions.(See page 16)
Night light is always on	1.Maybe in the dark environment.	When the night light is set at smart mode, the night light will be always on when in the dark environment.
	2.Something may be covered around the knob.	Remove obstructions.
	3.The night light may be set at always on mode.	Please adjust the night light mode as per "Light Setting" of operating instructions. (See page 16)
The nozzle goes back automatically when manual cleaning	1.The nozzle goes back after washing 5 minutes.	This is normal.
	2.Maybe press the "stop" button.	The manual cleaning will be stopped if press the knob or press the "stop" button on the remote control.
	3.Maybe the seated sensor detects that the seat is closing.	Please do not put down the seat during the manual cleaning.
The remote control is not functioning	1.Maybe there are not batteries in the remote control.	Please install the correct batteries in the remote control.(See page 25)
	2.Maybe the battery power is too low.	When the battery power is too low the LED of grade will flash. Please replace the battery.(See page 25)
	3.Maybe the code of the bidet and remote control is not the same.	Please set the code of the remote control to the correct one.(See page 24)
There are BEEP sounds when the bidet is working	There is a short BEEP when you are sitting down, and a long BEEP when you leave. Also there is a short BEEP when the bidet has received commands.	This is normal. You can turn off the sound. (See page 17)
The bidet can not work normally	Maybe there is something abnormal	Please shut off the power and turn on after 1 minute. If the bidet still cannot work, please contact local distributor.
The light around the knob flash twice with constantly BEEP	The water supply temperature may be too high	Please shut off the power and water supply, stop using the product, and then contact local distributor.
The light around the knob keep flashing	There may be something wrong with the product	Please check if the electric power and water supply are normal, cut off the power and restart the product. If the bidet still cannot work, please contact local distributor.

Troubleshooting

LED Fault Indication

Fault Indication	Fault
LED: 1 flash NO Beep	1.Heating element switch faulty
LED: 2 flash Continuous Beep	2.outlet water temperature above 45 Continuous Beeping until temperature drops to 45
LED: 3 flash Continuous Beep	3.Dryer temperature above 55 Continuous Beeping until temperature drops to 45
LED: 4 flash Continuous Beep	4.Seat temperature above 55 Continuous Beeping until temperature drops to 45
LED: 5 flash NO Beep	5.Level sensor failure or no water in tank
LED: 6 flash NO Beep	6.Tank refill too slow
LED: 7 flash NO Beep	7.Tank drain too slow
LED: 8 flash NO Beep	8.Water outlet thermistor faulty
LED: 8 flash NO Beep	9.Dryer thermistor faulty
LED: 8 flash NO Beep	10.Seat thermistor faulty
LED: 9 flash NO Beep	11.Communication faulty



If you should encounter an issue with operation/function of your product please contact Customer Service.

To assist in the resolution, we will require your Serial number, a video of the issue, including operation of the remote or dial, position of the seat, video of the side control and sound to indicate any beeps which occur, this will give a full picture of the operation to help determine the best resolution or guidance.

Environment Protection

Disposal of electric and electronic products



NOTE: This symbol and recycling system is only applicable in the European Union. It does not apply to the rest of the world.



we are committed to protecting the environment. Please help us by discarding this product at the end of its life-cycle in a responsible manner, to prevent that certain substances contained in electrical or electronic equipment may cause harm to human health and the environment.

This product should not be mixed with general household waste.

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.

Batteries shall be previously removed and discarded separately in suitable recycling containers.

Date of Revised: 2026/03/07
Revision No. 1.8
901019_E435_SH_AB_V4.8_20251127