

Urbane II Bidet Suite FAQs

Q: How easy it is to change the suite's water filter?

A: The filters are easy to replace and are recommended to be replaced every six months. Just turn off the water supply, unscrew the hose from the filter, unscrew the filter and replace. Water Filter SKU code 300077. Replacement equires total seat access. Replace filter via the cavities under the seat.

Q; What's the heat up time for the seat?

A: There is no measured time but it is designed to heat up quickly.

Q: Is the Urbane II Bidet Suite Back Entry or Bottom Inlet?

A: The Urbane II Bidet Suite will be available in CC BI and CC BE, in addition to a BI Invisi suite version.

Q: Is the Urbane II Bidet Suite watermark approved and compliant?

A: The Urbane II I Bidet Suite is Watermark approved and compliant. We have an inbuilt air-break in the tank (and double check valve) which has been tested and complies with AS2845.2 – Water Supply backflow prevention. If unsure of local authority requirements we recommend the use of an additional RPZ valve (not included).

Q: How does the Urbane II Bidet Suite avoid backwash contamination? (backflow prevention)

A: We have an integrated air brake in the water tank (and double check valve) that has been tested and passes the requirements in AS2845.2 – Water Supply Backflow prevention.

Q: What is the water tank size and during the self-cleaning process, is the water is fresh water or tank water?

A: The tank size is 960ml. The self-cleaning process uses clean water from the tank.

Q: Does it need a hot water line?

A: No. The water is heated through the water tank.

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Q: Does the power connection and water inlet need to be concealed?

A: No. The length of the power cord is 1.5m so will need to be able to access this cord in the event of service/maintenance. This can be done by hiding it under a vanity, or in a cupboard. If running power cord through a cavity, ensure you do so by using a conduit, so cord doesn't get exposed to risk of damage.

Q: Can you turn off the Auto open/close lid function?

A: The auto open has a near and far detection range.

Near = detection range of 150mm, will only open when someone is close to the toilet

Far = detection range of 400mm, will open as someone approaches the toilet

You can also turn off auto open and close. You can also manually open the lid.

Q: Can you turn off the Heated Seat function?

A: Yes. You can turn the Heated Seat Function on and off. You can also adjust the temperature.

Q: Can you still use the orbital with the suite or standard connector only?

A: The Urbane II Suite includes the uniorbital.

Q: Is the seat easily removed on the suite for cleaning?

A: Removal is more involved than the LiveWell Bidet Seat. The entire unit can be lifted for an indepth clean, but daily cleaning is as easy as per a normal toilet seat.

Q: How far away should the Urbane II Suite powerpoint be with the water nearby?

A: Immediately behind the suite. An electrician should be consulted as every bathroom different. The diagram/guide in the instructions manual indicate gap to toilet positioning.

A: If this was to be used in a commercial setting with a bank of suites, could the remote be secured to the suite or cubicle wall to avoid being lost/stolen? or function without the remote?

A: Commercial application can use side controls.

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Q: Are the Urbane II Bidet Suite components the same as the standard Urbane II Suite? (I.e pan and cistern)

A: The Pan and Cistern is different to existing standard suite.

Q: Are replacement/spare parts available?

300077 - Bidet Suite Water Filter (spare/replacement part)

300078 - Urbane II Bidet Suite Remote Control (spare/replacement part)

Q: If the power cable is behind a wall and a warranty claim is organised, how do you access to repair?

A: For the Urbane II bidet a electrical conduit should be installed in the wall cavity so the power cable can be pulled out and replaced if required.

Q: Is there a difference between the Urbane II Bidet Suite Seat and the LiveWell Electronic Bidet seat?

A: Yes. The Urbane II Bidet Suite includes auto open and close lid and heated surface functions. The remote is slightly different too. The Urbane II bidet suite also boasts the following Caroma differences: Caroma Cleanflush®, GermGard®, Uniorbital, adjustable flush pipe® and easy height.

Q: Does the remote control comply with the requirements of AS/NZS 62368.1: 2018. consumer goods (products containing button/coin batteries) safety standard 2020?

A: Yes, the supplied remote control has been tested and complies with AS/NZS 62368.1: 2018 by application of minimum two independent and simultaneous movements to open by hand.

Q: What battery type is needed for the remote control?

A: Requires 2 x Type 3V CR2032 (note: batteries not included).

Q: Can the power surge switch be removed, and if so, does this void the warranty?

A: Yes warranty will be void. It is not recommended and could reduce the life of the product.

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Q: Will hard-wiring void the products warranty?

A: No, warranty will **not** be void if the wiring is done by a licensed electrician **and** the surge protector is **not** removed.

Q: If a power surge occurs, how do you turn the power back on?

A: Use the 'Reset' option on the controller. The benefit of surge protection protects the life of seat.

Q: What is the temperature display on the back of seat? is that the water temp or the seat temp?

A: It shows the seat temperature and changes to display water temp when water is in use.

Q: How do you turn the water off if there is a leak? If there *is* a leak, how will it affect the electronics?

A: Electronics will be protected - separation and IP ratings are compliant. There is also a circuit breaker. Electricals are fully certified.

Q: In a power failure situation will there be any issues in using the toilet?

A: The toilet will work, but you won't be able to use the bidet electronic functions while power is off.

Q: If the seat is forced closed, will it damage the automatic motor ?

A: Yes, it will impact function over time and is clearly stated as such in the installation instructions.

Q: How long does the spray/wash run for?

A: Installation manual indicates 3mins when installed correctly. Spray/Wash can be stopped earlier for a custom user experience.

Q: Will the heating of the seat effect the quality of the GermGard® Antibacterial Protection coating?

A: No, the heat will not effect the quality of the GermGard® coating.

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Q: If someone is sitting on the toilet after 60 seconds (when the autoclose function is set to operate) will it detect that someone is still sitting there and won't close?

A: The seat has a pressure point (IR Sensor) which prevents the seat from automatically closing.

Q: Will a child sitting on the seat activate the sensor?

A: Yes but the child will need to sit on the middle of the seat and not on the front of the seat. Adult supervision is always recommended .

Q: How do you clean the nozzles that are removable on the suite?

A: A soft cloth or an old tooth brush if the nozzle appurtures need to be cleaned.

Q: Is there an air-break within the water inlet to negate the need for an RPZ?

A: The air break in the tanks negates a RPZ requirement. If unsure of local water authority stipulation, you may still require an RPZ.

Is the RPZ included for either seat or suite?

A: No. A customer will need to purchase separately.

Q: Are SA local compliances going to be included in instruction manual?

A: No, however, it is suggested that an RPZ is specified for installation in SA.

Q: What is the highest and lowest water temperature, is it the same as the air temperature?

A: The water wash temperature is different to the drying air function temperature: Water 31-39 degrees celcius, Seat 29-37 degrees celcius, Air 35-50 degrees celcius.

Q: Will the bidets work with rainwater?

A: Rainwater is not recommended as water quality is unknown.

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Q: Is there an indicator for water filter change?

A: There is no indicator however it is recommended that the water filter is replaced every 6 months (earlier if you note flow reduction). Replacement Bidet Water Filter SKU Code 300077.

Q: Is there a 'pairing' process when you get a new/replaceable remote? i.e; is the remote uniquely linked to the seat?

A: The bidet and the remote are both on a factory default setting, so unless the bidet has been changed, a replacement remote will work automatically. If the bidet has been changed from the default, the remote will need to be paired. (The installation instructions specifies the pairing process).

Q: If the Remote Control is not uniquely linked, if in a commercial block, would one remote turn on all the seats in its range?

A: Yes

Q: If you lose the remote and you have to use the seat, does the function light up?

A: No. There is only a diagnostic light. It is advisable to become familiar with the buttons on the side of seat that operates 3 core functions. A new remote control can be ordered as a spare.

Q: Is the remote control waterproof?

A: Yes, it is waterproof, has GermGard protection and can be mounted via magnetic wall holder. The remote control is available separately to set up as spares.

Q: Can people buy extended warranty?

A: There is currently no extended warranty program, but we fully cover the first 2 years with onsite assistance.

Q: What does '4S RH' Cistern mean?

A: 4S RH = 4 Star rating with inlet valve installed at right hand when view from the front. This is also known as a 'bottom inlet' cistern. All Caroma bottom inlet cisterns 'inlet valves' are installed on right hand side in factory.