



Fountina Instruction Manual

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# SAFETY PRECAUTIONS

Basic safety precautions must be followed when handling or using electrical products, especially those within the reach of children. Please make yourself aware of the following guidelines:

- This product should only be used by children who are 8 years and older or by persons with disabilities who have received supervision and instructions on the safe use and the hazards involved when using this product.
- It is unwise to allow children to play with this electronic bidet, supervised or not.
- It is not recommended that children who are unsupervised be allowed to clean and perform maintenance for this product.

# SIGNS AND MEANINGS



**WARNING**

Improper operations due to ignorance of the instructions may result in death or injury



**NOTICE**

Improper operations due to ignorance of the instructions may result in body injury and property loss



**FORBID**

Not allowed



**MUST**

Should be followed

# WARNINGS



## WARNING



Please do not touch the electrical outlet with wet hands.

- Or it may cause electric shock

Please do not pour liquids such as water or detergent on top of the electronic outlet and the toilet.

- Or it may cause fire, electric shock, heat or short circuit
- Or it may cause injury and indoor water seepage because of the damaged part

Never attempt to disassemble, repair, or alter the product yourself.

- Or it may cause fire, electric shock, heat or short circuit

Please do not install the toilet in the car, ship, or any other moving objects.

- Or it may cause fire, electric shock, short circuit or fault
- Or the ceramic, seat, and the main part will be damaged due to fall

Do not use if it is broken. Under the following condition, please turn off the toilet and the water angle valve.

- Water leakage from the pipe or inner parts of the toilet
- Smoke
- Unusual heating and smell
- Blockage



## WARNING

Continuous use of the toilet despite of the damages and above-mentioned conditions may result to fire, electric shock, heat, short circuit, injury, and indoor water seepage.

Please don't use seawater and other water except for tap water or potable well water (underground water)

- Or it may cause skin irritation or inflammation

During thunderstorms, do not touch the electrical plug

- Or it may cause electric shock

Please do not let the water inlet soft pipe connect to the electrical plug and outlet

- Or it may cause fire, electric shock, heat, and short circuit because of moisture condensation



Please do not damage the power cable or plug. Do not strike, yank, twist, bend excessively, or alter the electrical cords. Also, do not place anything heavy on, bind or pinch the cords

- Or it may cause fire, electric shock, heat, and short circuit if it's broken

Please do not use a loose or faulty electrical outlet

- Or it may cause fire or short circuit

Please use the electrical outlet and wire appliance in the specified outlet

- Or it may cause fire

Please do not put your finger or anything into the warm air outlet. Do not cover or put objects or clothes on the air outlet.

- Or it may cause scalding, electric shock, or fire



## WARNING

Pay attention to the low temperature scalding  
Improper use of warm seat may cause low temperature scalding

If you sit for a long time, please turn the temperature setting to "off level. Please turn the seat temperature setting to "off level, warm air-dry temperature to "low" level under the following situations

- Children and elders or those who cannot adjust the temperature to the proper level
- Persons with disability and patients with behavioral problems
- People who have taken medicines with side effects of hypnosis (hypnotics, cold meds, etc.), or those who are excessively drinking alcohol, too tired, and with somnolence



This is an electrical product, please do not install it in a place where it will get wet easily or in areas with high humidity. If installed in the bath- room, please install a ventilator to maintain the bathroom ventilation.  
Or it may cause fire or electric shock

The product must be connected to the cold water supply

- Or it may cause body burn or machine fault

Please confirm if the electrical outlet is connected to the ground.

- Or it may cause shock because of fault or short circuit

The outlet for power wire should obey the following rules or it may cause fire or electric shock.

Please ask the maintenance team or similar department to replace the power soft wire if it is broken to avoid danger. Repair work must be done by professionals.



## WARNING



Please do not throw lighted cigarettes and other flaming material into the toilet.

- Or it may cause fire

Do not install this product in a room where it may be frosted. The room temperature can't be less than 39.2 degrees Fahrenheit.

Don't block the air outlet



## WARNING



Do not use excessive force when closing the cover and the seat.

Do not intentionally soil, spray, or block the cleaning nozzle.

Unplug the electrical cord regularly and clean off the dust with a dry cotton cloth.

Use the new hose parts that come with the product. The old ones should not be reused.

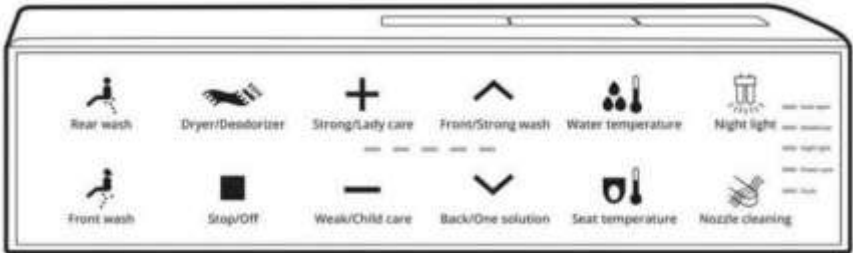
Keep the product away from the heater.

Close the water supply valve before taking out the junction block.

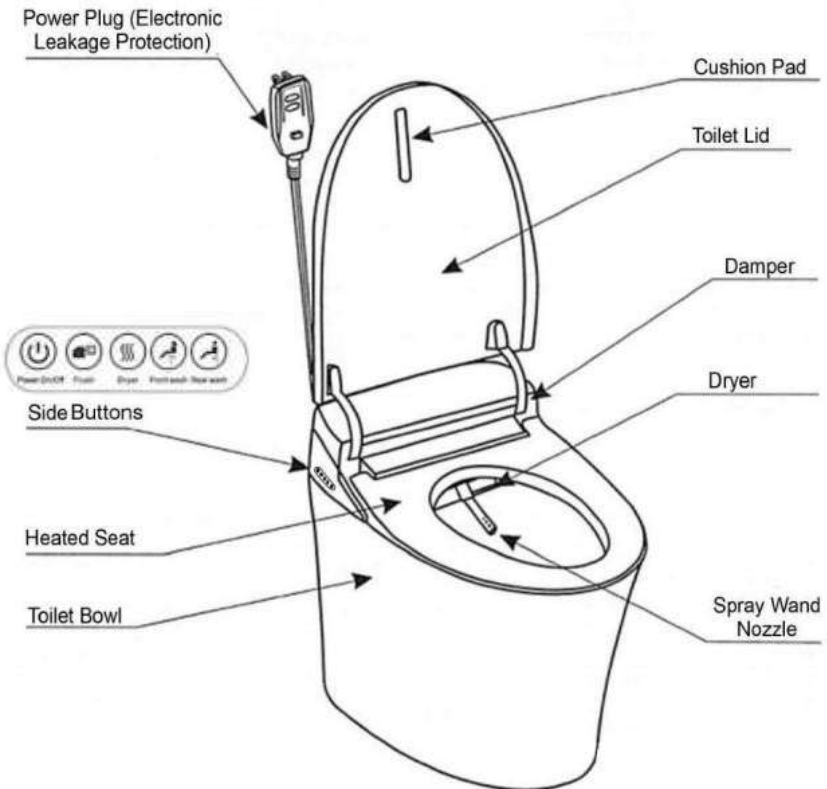
If you need to be away for a long time, be sure to unplug the bidet, turn off the water, and drain the remaining water inside the bidet. The remaining water may freeze when the product is transported over long distances or stored for a long time in cold winter or alpine region.

# LINE DRAWINGS

## Remote Control



## Electronic Bidet





# AUTOMATIC FUNCTIONS

## **Self-Cleaning Wand**

The spray wand cleans itself before and after every use by rinsing itself as it enters and exits.

## **Deodorizer**

The deodorizer starts anytime the seat sensor has been activated. You can stop the deodorizer by pressing the stop button in idle mode. The deodorizer will stop automatically after a user leaves the seat for around 60 seconds.

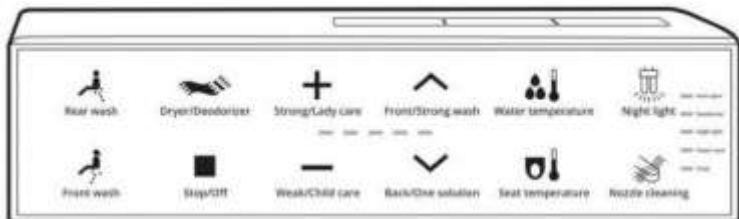
## **Pre-Rinse**

The Pre-Rinse starts anytime the seat sensor has been activated. A quick jet of water covers the bowl to help waste slide down.

## **Automatic Flush**

The toilet will flush automatically when being changed from washing to drying, or when someone leaves the seat sensor if no washing has occurred. This setting can be turned on and off.

# GETTING TO KNOW YOUR REMOTE



## Water Pressure Adjustment

Adjust the water pressure by pressing + - .

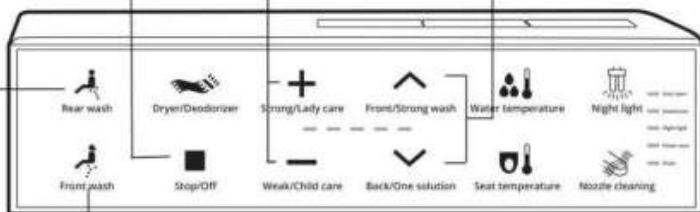
## Stop

This stops the current cleaning operation. Rear Wash/Front or Feminine Wash will stop automatically after 2 minutes even without pressing the stop button.

## Spray Wand Adjustment

Adjust the nozzle position by pressing ^ v .

Note: The spray wand adjustment is unavailable for oscillating cleaning.



## Rear Wash

Press this to activate Rear Wash. Press it again to switch to Rear Oscillating Cleaning. The #1 indicator light on the remote blinks and the spray wand swings back and forth. Press it one more time to stop oscillating cleansing. It will switch back to Rear Wash.

## Front/Feminine Wash

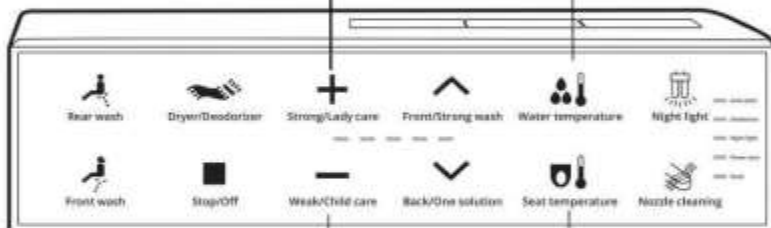
Press this to activate Feminine or Front Wash. Press it again to switch to Front/Feminine Oscillating Cleaning. The #1 indicator light on the remote blinks and the spray wand swings back and forth. Press it one more time to stop oscillating cleansing. It will switch back to Front Wash.

### Lady Care

Press this button to enter Lady Care in Idle Mode. The spray wand activates water temperature is set to the highest level (102.2 degrees Fahrenheit), water pressure is set to level 2 and cleaning position is set to default. It automatically ends after 2 minutes of cleaning. Press **+** to end.

### Water Temperature

Press this button to adjust the water temperature. There are 4 levels: Normal, Level 1, Level 2, Level 3. It is not heating under Normal temperature. Level 1 is 91.4°F, one light is on. Level 2 is 96.8°F, three lights on. Level 3 is 102.2°F, five lights on.



### Child Wash

Press this button to activate Child Wash. The spray wand comes out and the nozzle position is at the front (level 5), minimal water pressure (level 1), and the water temperature is 96.8°F. It stops automatically after 30 seconds. You may press **-** to end. These settings are unadjustable.

### Seat Temperature


There are 4 levels to choose from: Normal, Level 1, Level 2, Level 3. No heating under normal temperature. Level 1 is 91.4°F, 1 light on. Level 2 is 96.8°F, 3 lights on. Level 3 is 102.2°F, 5 lights on. With each push, the water temperature goes to the next level.

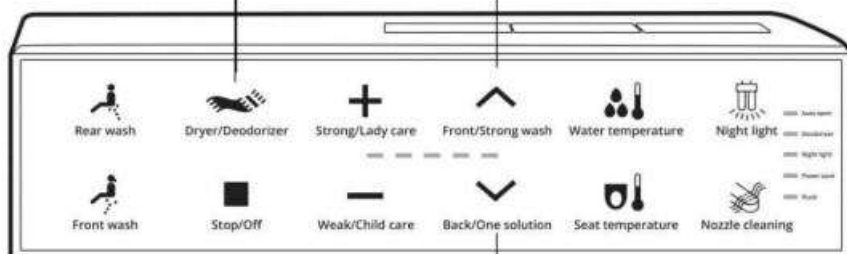
Note: To prevent scalding, the toilet seat temperature will automatically be lowered to below 95°F, after sitting on the seat for 10 minutes.

### Dryer/Deodorizer


Press this button to start deodorizing. The indicator on the remote control lights up. Press again to stop. Pressing it once more will start the dryer. Press it again to change to Removable Air Drying that will let it swing back and forth. Press it again to stop.

### Strong Wash

Press this button to activate the powerful wash mode. The spray wand comes out and the water pressure is on the highest level. It automatically stops after 2 minutes. Press  to end.



### One Solution

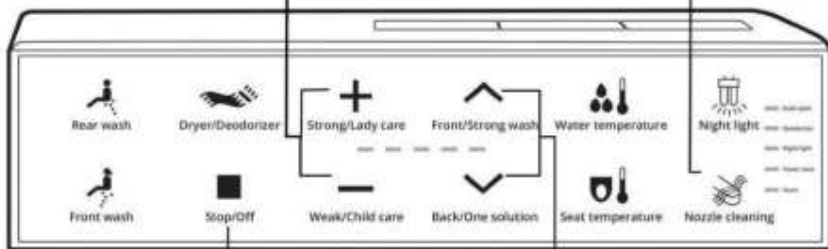
Press this button in idle mode to activate its function. It will follow this order: Rear Wash (40 s) > Oscillate Wash (20 s) > Warm Air Dryer (2.0 min) > Stop. Press  to end.

### Air Temperature Adjustment

Four adjustments are available. Choose by pressing + - .

### Nozzle Cleaning

Press to initiate washing using the spray wand. Water then comes out of the nozzles. Nozzle clean is effective when the user is not seated. It automatically cleans itself before Rear Wash and Feminine Wash.



### Stop

Turns off the functions. Long press for 3 secs to power off the bidet.

### Dryer Adjustment

Press ^ v to adjust the dryer position.

Notice: Under removable drying, the dryer position adjustment is not available.

### Reminder

The deodorizer turns off when the dryer is activated. It will auto-start when drying is done, and will keep working for 1.5 mins after the user leaves the seat.

### Power Save/Off

Press this button to enter Power Saving Mode. The indicator on the remote blinks (on standby) then after leaving the seat for 1.5 mins, it is on Power Saving mode. The seat temperature is kept at 77 ° Fahrenheit. The settings before the Power Saving mode are automatically restored once it is deactivated. Long press for 3 secs to shut down.

### Night Light

Press this to turn the Night Light on. Press again to turn it off. The corresponding light on the right side turns on or off simultaneously.

### Flush/Auto Flush

Press this button to Flush the toilet once. The corresponding indicator on the remote blinks. Long press for 3 secs to start Auto Flush. After leaving the seat for 5 secs, it automatically flushes the toilet once. Long press again to deactivate Auto Flush.

Attention: Auto Flush will not work when the user sits on the seat and flushes the toilet with the remote control or side buttons.

Power save/Off      Night light      Flush/Auto flush



### Reminder

After the bidet is turned on, the default setting like the water temperature, seat temperature, automatic deodorization, auto flush and other parameters automatically return to the settings before the bidet is turned off.

### Reminder

Working mode distinction:

1. Operation Mode: Under the state of Rear Wash, Feminine/Front Wash, Drying, Flushing, Nozzle Cleaning, etc.
2. Idle Mode: None-operating state or waiting state
3. Standby Mode: Activated by pressing the Power button on the side of the remote, or the side button. The power consumption is at its lowest in this mode.

# GETTING TO KNOW YOUR LID & SEAT

## Opening and Closing the lid

There is one method to open and close the lid. This method is by hand.


- Method 1: Using your hand you can open or close the lid.
  - Note: Do not interrupt the lid opening or closing with your hand if it is moving via another method. This can cause the gears to break.

## Opening and Closing the seat

There is one method to open and close the seat. This method is by hand.

- Method 1: Using your hand you can open or close the seat.
  - Note: Do not interrupt the lid opening or closing with your hand if it is moving via another method. This can cause the gears to break.

## Adjustable Seat Temperature

- Press the Seat Temperature button [  ] and use the Adjustment buttons [ + - ] buttons to adjust the seat temperature according to your preference.

# GETTING TO KNOW YOUR BIDET

## Stop

- You can turn the toilet power on and off by pressing and holding the Stop button [■] for approximately 2-3 seconds.
- Press the Stop button [■] to immediately end any of the following functions: rear wash, front wash, drying, strong & weak massage, cold & warm massage, children wash, self-cleaning of nozzle, drying, and live water replacement.

## Rear Wash

- When the user is seated, press the Rear Wash button [🚿] to start rear washing. The pipe oscillating function starts automatically to help increase the cleaning area. Press the Rear Wash button [🚿] again to stop the oscillating function.
- Press the Stop button [■] to stop Rear Wash.
  - Note: It will stop cleaning and start the drying function automatically after continuous cleaning for about 90 seconds.

## Adjustable Water Pressure


- When you are washing, use the Adjustment buttons [ + - ] to increase or decrease the water pressure. There are four levels of adjustment which can be seen on the level display.
- Use the Adjustment buttons [ + - ] to increase or decrease the water pressure.

## Adjustable Spray Wand Position



- While washing, press the Spray Wand Adjustment button [^v]. There are four levels of adjustment which can be seen on the level indicator light.
- Use the Spray Wand Adjustment button [^v] to increase or decrease the wand position.





## Adjustable Water Temperature

- Press the Temperature Adjustment button [  ] and use the Adjustment buttons [ + - ] to adjust the seat temperature according to your preference.


## Front Wash

- When the user is seated, press the Feminine Wash button [  ] to start front washing. The oscillating function starts automatically to help increase the cleaning area. Press the Feminine Wash button again to stop the oscillating function.
- Press the Stop button [  ] to stop Feminine Wash.
  - Note: It will stop cleaning and start the drying function automatically after continuous cleaning for about 90 seconds.


## Drying

- When the user is seated, press the Dry button [  ] to start the drying function.
- Press the Stop button [  ] to stop drying.
  - Note: The dryer will automatically turn on after a user has finished washing. This feature can be activated and deactivated.
  - Note: The dryer will stop automatically after continuous drying for about 5 minutes.


## Adjustable Drying Temperature

- While you are drying, press the Adjustment buttons [ + - ] until the air temperature is selected. There are four levels of temperature adjustment which can be seen on the level indicator display.
- Use the Level Adjustment button [  ] to increase or decrease the drying temperature

## Strong & Soft Massage

- While the user is washing, press and hold the Rear Wash button [  ] to turn on/off the Strong & Weak Massage. The water pressure will begin continuously switching between high and low pressure.
  - Note: Strong & Weak massage can be used in rear wash and front wash. Pressing and holding will not switch between the two different types of washing.
  - Note: Pressing stop will end the wash. To end the pressure adjustment but continue washing, you need to press and hold the Rear and Wash button.


## Cool & Warm Massage

- While the user is washing, press and hold the Font Wash button [  ] to turn on/off the Cool & Warm Massage. The water temperature will begin continuously switching between low and high temperature.
  - Note: Cool & Warm massage can be used in rear wash and front wash. Pressing and holding will not switch between the two different types of washing.
  - Note: Pressing stop will end the wash. To end the temperature adjustment but continue washing, you need to press and hold the Rear and Wash button.

## Children Wash


- When the user is seated, press and hold the Child Care button [ - ] for approximately 2-3 seconds. Child washing begins and will automatically stop after 90 seconds. Child washing presets the water pressure to low and the water temperature to warm.
  - Note: Water temperature, water pressure, spray wand position selection, oscillating, and massage functions cannot be adjusted when this function starts.

## Power Save/Eco Mode


- Press the Power Save/Off button [  ] to turn on/off the Eco Mode. The remote has an indicator that blinks while on standby, then Eco Mode activates 1.5 minutes after leaving the seat.

## GETTING TO KNOW YOUR BOWL


### Night Light

- Press the Night Light button [  ] to turn on/ the night light. You will notice the indicator level light up momentarily a short beep when the night light is turned on or off.

### Automatic Flush

- Press and hold the Flush button [  ] for 3 seconds to turn this function on/off. When the function is turned on, you will hear short beep. When you turn it off, you will hear a long beep.
  - Note: When automatic flush is off, the toilet will not flush when you a) leave the seat after sitting down b) leave the seat after standing as detected by the sensor.

### Adjusting the Flush Time

- Rotate the side knob downwards for Front Wash [  ] for approximately 8 seconds. When you have successfully entered this mode, you will hear a double beep and the green light on the knob begins flashing green.
- You are now ready to adjust the amount of water that fills the bowl before the flush. Using the remote press the [ + - ] button to increase or decrease the amount. When you hear a double beep, you have reached the maximum or minimum setting. Once you have set your desired level press the flush button on the side knob. Your side knob begins flashing yellow.

- You are now ready to adjust the length of time that the SyphonAssist jet is active. Using the remote press the [ + - ] button to increase or decrease the amount. When you hear a double beep, you have reached the maximum or minimum setting. Once you have set your desired level press the flush button on the side knob. Your side knob begins flashing red.
- You are now ready to adjust the amount of water that fills the bowl after the flush. Using the remote press the [ + - ] button to increase or decrease the amount. When you hear a double beep, you have reached the maximum or minimum setting. Once you have set your desired level press the flush button on the side knob. You have now exited the flushing time adjustment.
  - Note: Waiting too long without any buttons pressed in any of these adjustments will cause the toilet to exit this mode.

## PAIRING THE REMOTE

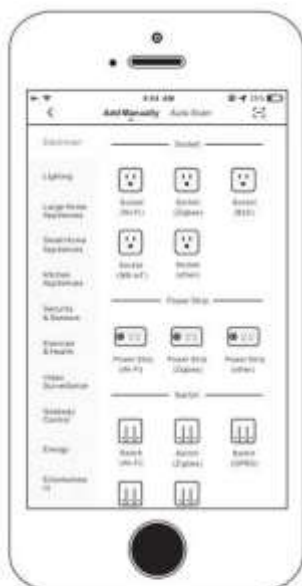
- 1) Unplug the other smart bidet toilets nearby (tripping the GFCI on the plug will also work).
- 2) While the remote is on standby mode, press and hold the Weak [ - ] and Back [✓] buttons at the same time for 3 seconds or more until the light indicators on the front of the remote start flashing at the same time.
- 3) Enter the code mode, then press the Water Temperature [💧] or Seat Temperature [🪑] to adjust the address code.
- 4) Make sure to press the Stop button [■] to save the settings. Failure to do so after 5 seconds will automatically exit without saving any changes.
- 5) Press and hold the On/Off button [⏻] on the toilet's side to turn it on. Once the code is successfully matched, you may already use the remote to control your smart toilet.

# SMART OPERATION

- **WIFI and device adding operation**



1. Click "+" in the upper right corner to add a device.



2. Click on "Smart Home Appliances" in the left catalog.



3. Click on the "Smart Toilet" to enter the online login page.



4. Enter WiFi password.



5. Press and hold the "Rear Wash" and "Drying" buttons on the side of the toilet (or turn the knob to "Rear Wash" and press it down) for 5 seconds, until the buzzer of the main unit sounds.

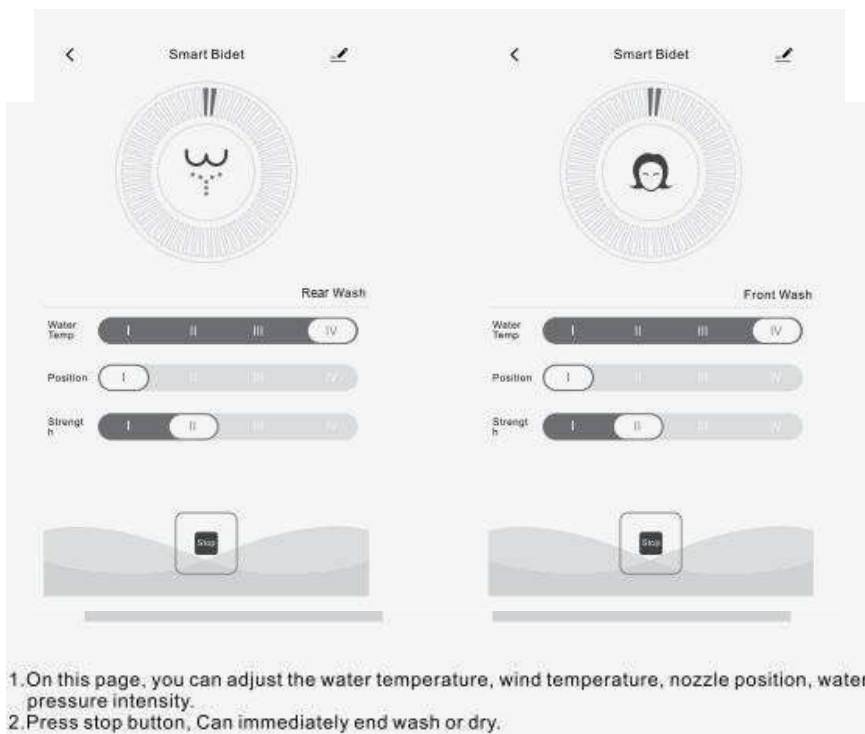


6. Confirm indicator rapidly blink, press Next button.



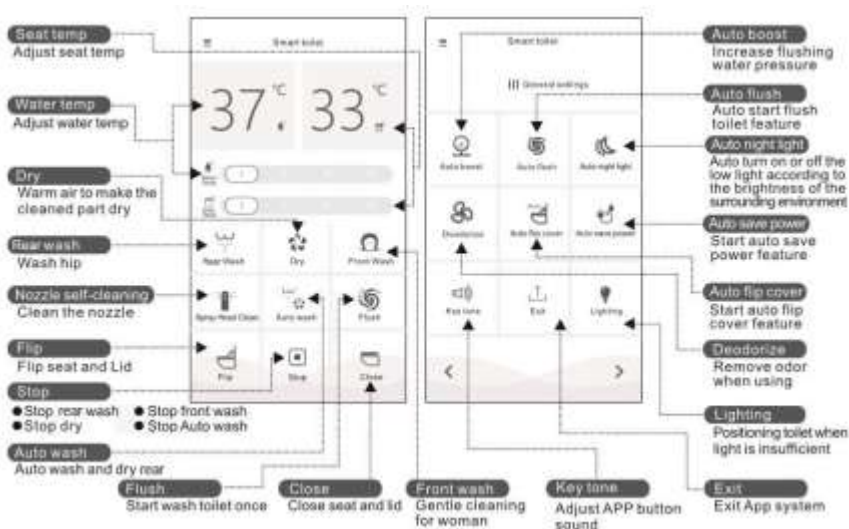
7. Waiting for networking.

- **Rear wash, front wash, automatic wash, and drying operation**



1. On this page, you can adjust the water temperature, wind temperature, nozzle position, water pressure intensity.
2. Press stop button, Can immediately end wash or dry.

- **App operation**



**Note:**

1. Due to data transmission and other reasons, after successfully network connection, the device status on the App may display “not connected”. Restart the app after clearing the app cache to refresh the status information;
2. The WIFI communication function may be turned off due to mobile phone is on sleep mode and other reasons, causing the device status to be out of sync or the application is offline. At this time, try to restart the APP to repair;
3. When trying to connect to the network, you must enter the correct wireless username and password, otherwise it will cause network failure;
4. Networking parameter are automatically memorized, and there is no need to repeat the configuration when the machine is tuned on next time;
5. The device received operations from one account at the same time. When operating with multiple accounts, the connected accounts will automatically be excluded, causing the operations to fail.



# TROUBLESHOOTING GUIDE

## Toilet

<b>Fault</b>	<b>Failure Analysis</b>	<b>Solutions</b>
Unclean flush when the water pressure is low	Angle valve filter blocked	Clean the filter according to the manual
	Too low water pressure	Measure if the water volume is 10L per 30s or not (buy a booster pump)
	Bended water inlet pipe	Ensure that the water supply line is not kinked
Normal water pressure but flush is unclean and has no siphon	Outlet has air leakage	Consult a professional repair man
	S-pipe is blocked	Use a toilet dredge
Normal water pressure but flush is not working	Check if the angle valve is closed or not	Open the angle valve
	Flush valve failure	Consult a professional repair man

## Dryer/Fan/Seat Temperature

<b>Fault</b>	<b>Failure Analysis</b>	<b>Solutions</b>
Drying with cold air	Check the fan temperature setting if it's off or low	Adjust the fan temperature according to the manual

Seat is not warm enough	Check the seat temperature setting if it's off or low	Adjust the seat temperature according to the manual
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## Power Switch

Fault	Failure Analysis	Solutions
Product Not Working	Check whether the socket has power or not and if the plug is loose.	Check circuit
	Check whether the toilet is turned on or not (if the side button is on or not)	Press the power on/off button until the side button's light is on
	Check whether the leakage protection button in the plug is on or off by checking the light of the leakage protection plug	Pull out the plug and connect it later. Press the reset switch of the leakage protection plug. If it's still not working, pull out the plug and ask a professional repair man for help.

## Remote

Fault	Failure Analysis	Solutions
Remote not working	Low battery	Replace the old battery
	Check if there is any water inside the remote	Dry the remote with a dry cotton cloth

## General Problems

Fault	Failure Analysis	Solutions
No water coming out from the nozzle	Check if there's no water supply	Wait for water supply to be back to normal
	Check if the angle valve is closed or not	Open the angle valve
	Check if the inlet water filter is blocked or not	Clean the water filter
	Check if the water inlet pipe is bended or not	Ensure that the inlet pipe
Cleaning strength is not enough	Check if the water pressure is set to low	Increase the water pressure using the remote
	Check if inlet filter is blocked or not	Clean the inlet filter
Water temperature is not warm enough	Check if the water temperature is set to low or not	Adjust the water temperature according to the instructions given in this manual
Spray wand is always dripping water	Solenoid valve failure	Consult a professional repair man
Spray wand cannot be used	Seat body induction failure	Consult a professional repair man

# CLEANING AND CARE



**Note:** Turn off the power, close the water supply angle valve, and stop the water supply before doing any maintenance work. DO NOT rinse this product with water during maintenance.

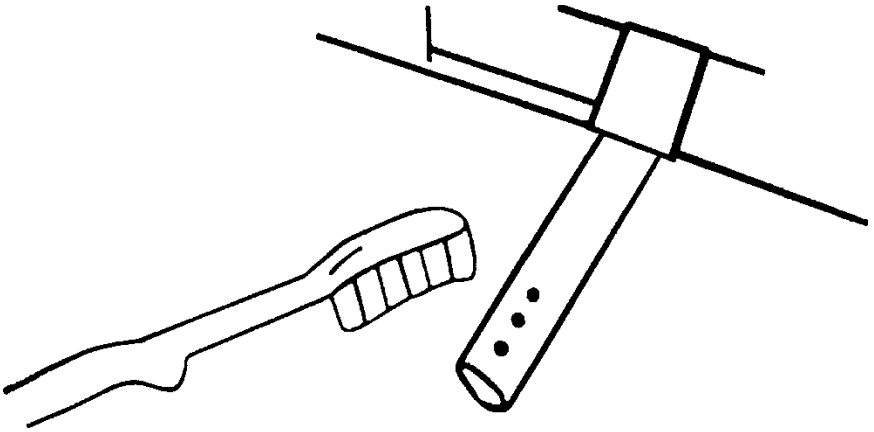
## Toilet Bowl Cleaning

- Please ensure that the electrical plug is taken out.
- Please use soft damp cloth to wipe the toilet shelf and seat. The dirt should be easily removed. If it's not, you may use neutral detergent.



## Self-Cleaning Nozzle Maintenance

- Rotate the knob upwards to the back wash setting and hold it in the upwards position for approximately 2-3 seconds. The spray wand will then extend.
- Wash the cleaning tube and nozzle with a toothbrush coated with toothpaste.
- Do not use excessive force. Press the Stop [■] button to take the nozzle tube back once you're done cleaning.



## Cleaning the Junction Block

- The junction block is installed on the water supply angle valve. It cannot be pressed between the wall and the toilet, not any other foreign object, and must be away from any corrosive substances.
- The junction block should be installed away from heat sources such as heaters, high temperature lights, etc. It should be installed indoors and should not be exposed to sunny or cold weather.
- Please replace the junction block after it has reached the end of its service life.
- If you are not at home for a long time (due to travel, etc.), please turn off the water supply angle valve.
- It is recommended to change the filter every 6 months.

## Cleaning the Steel Mesh Filter

- Please clean the steel mesh filter screen (or replace the filter) often to remove hard water deposits.
- When the water pressure of the cleaning wand becomes weaker, clean the steel mesh or replace the filter on time. Close the water supply angle valve when disassembling the filter (tighten the filter during installation to avoid water leakage).
- Turn the filter counterclockwise with a coin to open the filter. It is recommended to clean the steel mesh every 1-2 months.

## Replacing the Battery

- Loosen the screws that secure the battery cover, remove the old battery and give it to a professional recycling agency.
- Replace the new battery and lock the fixing screw as shown in the picture.
- Refer to the battery installation picture to install the battery properly.
  - Note: Keep the battery out of reach of children. Please confirm the positive and negative of battery. Do not change, disassemble, or burn the battery. Don't mix it with old batteries or different types of batteries to avoid leakage or explosion.
  - Note: The battery case has a moisture-proof function. Please tighten the fixing screws to achieve a good sealing effect.

# PRODUCT SPECIFICATIONS

Model Number	FETBCERN-12.WH (white)
Rated Voltage	110V-, 50/60Hz
Rated Power	1280W
Power Cable	1.5m
Applicable Water Pressure	40 - 90 PSI
Water Temperature	39.2 to 95 °F
Ambient Temperature	39.2 to 104 °F
Net Weight	77 lbs
Waterproof Level	IPX4
Cleaning Water Flow	0.13 - 0.23 gpm (0.5 - 0.9L/min)
Seat Temperature Adjustment	Total 4 gears (Normal: around 104 °F)
Water Temperature	Total 4 gears (Normal: around 104 °F)
Wind Temperature	Total 4 gears (Normal: around 104 to 149 °F)
Cleaning Time	Normal cleaning is about 90 seconds, SPA cleaning is about 5 mins.
Nozzle Position Adjustment	4 gears
Heating Mode	Frequency Conversion Heat
Safety Device	Leakage Protection Switch, Wind/Seat/Water Temperature Protection
Deodorization	Nano Intelligent Deodorization

[support@troneplumbing.com](mailto:support@troneplumbing.com)  
[www.troneplumbing.com](http://www.troneplumbing.com)