



SensoWash[®] D-Neo

Bedienungsanleitung

User manual

Notice d'utilisation

Gebruiksaanwijzing

Manual de uso

Istruzioni d'uso

Manual de instruções

Betjeningsvejledning

Compact Dusch-WC

Compact shower toilet

WC douche Compact

Compact douche-WC

Inodoro de lavado Compact

Vaso con sedile elettronico integrato

Sanita compacta com duche

Compact toilet med bidetfunktion

Table of contents

1	About this document	31
2	Safety	32
2.1	Purpose of the document	32
2.2	Intended use	32
2.3	User requirements	32
2.4	Electrical safety	32
2.5	Hygiene	34
2.6	Information on the use of batteries	34
2.7	Avoid product damage	35
3	Product overview	37
3.1	Structural and functional description	37
3.1.1	Seat unit	37
3.1.2	LED display on the seat unit	37
3.1.3	Main Switch	38
3.1.4	Functional area	38
3.1.5	Seat sensor and opening descaling agent	39
3.2	Factory settings	39
4	Initial operation	40
4.1	Safety	40
4.2	Activating the product	40
4.3	Activate the remote control	40
4.3.1	Remote control with batteries	40
5	Operation	41
5.1	Remote control	41
5.2	Energy and water efficiency	43
5.2.1	Energy saving mode (seat heating)	43
5.2.2	Holiday mode	43
6	Cleaning and care	44
6.1	Safety	44
6.2	Cleaning recommendations	44

6.2.1	Cleaning	44
6.2.2	Recommended cleaning agents	45
6.3	Self-cleaning of spray wand and spray nozzle	45
6.4	Manual cleaning mode for the spray wand and spray nozzle	46
6.5	Descaling	46
7	Troubleshooting support	48
7.1	General information	48
7.2	Troubleshooting support	48
8	Disposal	52
8.1	Packaging	52
8.2	WEEE	52
9	Technical data	53

1 About this document

All documents related to this product and further information are available online:

> Access the online documents at qr.duravit.com or www.duravit.com.

2 Safety

2.1 Purpose of the document

The instructions are part of the Duravit product. Failure to follow the instructions may result in personal injury, product damage and/or property damage.

- > Read and follow the instructions.
- > Keep this document and pass it on to subsequent users.

We reserve the right to make technical improvements and visual changes to the products illustrated.

2.2 Intended use

SensoWash® is a shower toilet with a spray device for Rearwash and Ladywash cleaning. The product may only be used indoors. Duravit assumes NO liability for any use beyond the intended use or other types of use.

2.3 User requirements

This product may be used by children aged 8 years and older or by persons with reduced physical, sensory or mental capabilities or a lack of experience and/or knowledge if they are supervised or instructed in the safe use of the product and understand the dangers involved.

- > Children may NOT play with the product.
- > Cleaning and maintenance must NOT be performed by children without supervision.

2.4 Electrical safety

Risk of fatal injury caused by electric shock

Contact with electricity can lead to a fatal electric shock.

General precautions

- > The product must be earthed. Do not operate the product without proper grounding. Observe the mounting instructions.

- > The product itself does not have an electrical leakage protection function, it must be installed in a power circuit where a leakage protection device is installed.
- > Means for disconnection must be incorporated in the fixed wiring in accordance with the wiring rules and having a contact separation in all poles that provide full disconnection under overvoltage category III conditions.

Avoid damage to the power cable

If the power supply cable on this product is damaged, it must be replaced by the manufacturer, the customer service agent or similarly qualified persons in order to avoid a hazard.

- > Ensure that the power cable is NOT damaged.
- > The power cable must NOT become jammed or pinched.
- > Keep the power cable away from hot surfaces and sharp edges.

Do NOT use a damaged product

Do NOT use the product if the product does not function properly or is damaged.

- > Switch off the product.
- > Disconnect the power supply.
- > Close the stop valve to interrupt the water supply.
- > Contact help@duravit.com.

Do NOT repair the product yourself

Repairs must only be carried out by persons with the necessary expertise and qualification.

- > Do NOT make modifications, tamper with, install additional equipment or attempt to repair the product.
- > Only use accessories recommended by Duravit.

Avoid condensation

- > Do NOT install the product in a room exposed to excessive moisture. Ensure sufficient ventilation to avoid condensation in electric components.
- > When the product is brought from a cold location to a warm one, leave the unit switched off for a few hours to avoid condensation.

2.5 Hygiene

Damage to health caused by dirty, polluted or long standing water

Operating the shower functions with dirty, polluted or long standing water can cause damage to health.

- > Supply the product with cold drinking water from the main water system.
- > Do NOT connect any waste water, grey water, industrial water, sea water or other untreated or semi-treated water.
- > Only use the water supply hoses provided with the product. Do NOT reuse old hoses.
- > If the product is NOT to be used for two weeks or more, empty the product and switch it off (holiday mode).

2.6 Information on the use of batteries

The batteries are located in the remote control.

Risk of fatal injury if swallowed/chemical burn hazard

This product contains coin/button cell batteries. Do NOT ingest battery! If the cell battery is swallowed, it can cause severe internal burns in just 2 hours and can lead to death.

- > Do NOT ingest battery, Chemical Burn Hazard.
- > Keep new and used batteries away from children. If the battery compartment does NOT close securely, stop using the product and keep it away from children.

> If you think batteries might have been swallowed or placed inside any part of the body, seek immediate medical attention.

Damage to health caused by leaking battery acid

> Avoid contact with the skin, eyes and mucous membranes if battery acid has leaked.

> In case of contact with the acid, flush the affected areas with large amounts of clean water and seek medical advice immediately.

> Do NOT expose the batteries to extreme conditions: Do NOT place them on hot surfaces NOR expose them to direct sunlight. Otherwise there is a risk of leakage.

> The batteries must be disposed of properly and kept away from children. Even used batteries can cause injury.

2.7 Avoid product damage

Information on the use of batteries

> The batteries must NOT be charged, reactivated by other means, disassembled or subjected to excessive heat (e.g. fire).

> The pole terminals must NOT be short-circuited.

> Always remove empty batteries from the remote control immediately. They may leak and cause damage.

> Do NOT insert new and old batteries together in the remote control.

> Different types of batteries must NOT be combined.

> Clean the battery and contacts before inserting the battery.

> The batteries must be inserted according to the marking with the correct polarity.

> Remove the batteries when the remote control is NOT used for an extended period of time.

Product damage or malfunctions as a result of improper use

- > Do NOT step on or stand on the product.
- > Do NOT intentionally pollute, spray or clog the spray wand.

Avoid damage to the seat and cover

- > Do NOT stand, sit or lean on the cover.
- > Do NOT remove the seat and cover.
- > Do NOT damage the surface of the seat. If the surface of the seat is damaged, contact help@duravit.com.
- > Do NOT place any heavy objects on the cover.

Damage through freezing water

- > Do NOT install and operate the product in rooms where there is a danger of frost. The room temperature must not be less than 4 °C (39 °F).

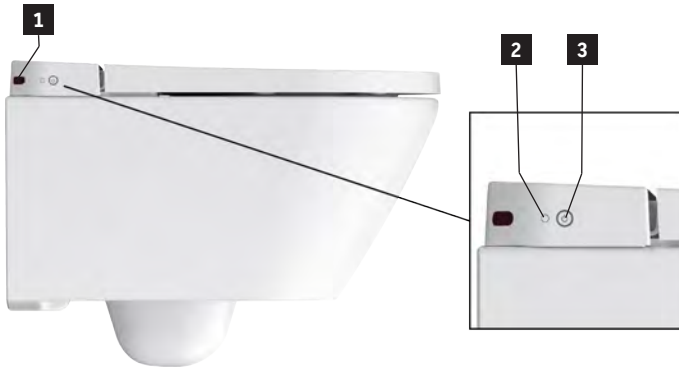
Damage caused by external influences

- > Do NOT place or lay open fire sources i.e. candles, cigarettes or the like on the product.
- > Do NOT expose the product to direct water or direct sunlight.

3 Product overview

3.1 Structural and functional description

3.1.1 Seat unit



1 Infrared sensor

2 Light sensor

3 Power button/status display (LED)

3.1.2 LED display on the seat unit

Power button

LED	Function
Red	Standby mode
Green	Switched on
Orange	Energy saving mode
Flashing	Malfunction > Switch off the product. > Disconnect the power supply. > Close the stop valve to interrupt the water supply. > Contact help@duravit.com .

3.1.3 Main Switch



1 Main switch

2 Infrared sensor

3.1.4 Functional area

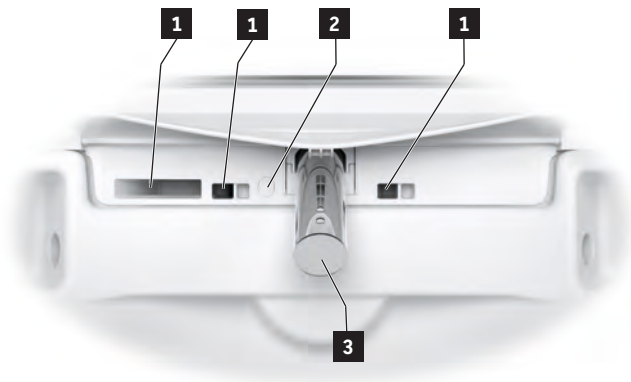


Fig. 1:

1 Internal overflow

3 Spray wand

2 Night light

3.1.5 Seat sensor and opening descaling agent



1 Opening descaling agent

2 Seat sensor

3.2 Factory settings

Function	Setting range	Factory setting
Comfortwash	on/off	on
Spray wand position	1, 2, 3, 4, 5	3
Water spray intensity	low/medium/high	medium
Water temperature	off/low/medium/high	medium
Seat heating	on/off	on
Seat heating temperature	low/medium/high	medium
Energy saving mode	on/off	off
Night light	off/auto/on	auto
Confirmation tone	on/off	on

4 Initial operation

4.1 Safety

CAUTION

Damage to health caused by dirty, polluted or long standing water

Operating the shower functions with dirty, polluted or long standing water can cause damage to health.

> If the product has NOT been used for two weeks or more, activate the additional self-cleaning.

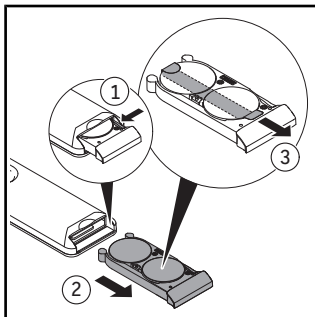
4.2 Activating the product

The product must be completely installed and connected to the main power supply and water supply in accordance with the mounting instructions.

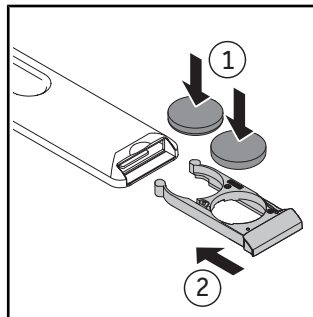
- > Ensure that the stop valve is open.
- > Switch on the product using the main switch.

4.3 Activate the remote control

4.3.1 Remote control with batteries



- > Pull out the battery compartment.
- > Press the lever to fully open the battery compartment.
- > Remove the protective film.



- > Insert the batteries (CR2032).
- > Close the battery compartment.

5 Operation


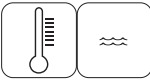
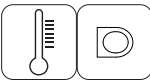

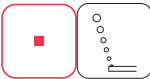
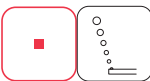
5.1 Remote control

The product can be controlled by remote control. The functions are configured according to the factory settings.



*The range of functions shown in the pictures is for illustration purposes. The actual range of functions may vary by model.

Symbol	Name
	<p>Activates Rearwash.</p> <p>The function can be set to the levels low, medium, high. While the function is active the levels can be set via the +/- buttons. The settings are indicated on the remote control (LED). If the function is not stopped, it automatically ends after 2 minutes.</p>
	<p>Activates Ladywash.</p> <p>The function can be set to the levels low, medium, high. While the function is active the levels can be set via the +/- buttons. The settings are indicated on the remote control (LED). If the function is not stopped, it automatically ends after 2 minutes.</p>
	<p>Activates Comfortwash.</p> <p>The function can be set to the levels on/off. While the shower functions are active the function can be activated and deactivated via the +/- buttons. If the function is not stopped, it automatically ends after 2 minutes.</p>

Symbol	Name
	<p>Adjusts the Spray Wand Position. The function can be set to the levels 1, 2, 3, 4 and 5. While the shower functions are active the levels can be set via the +/- buttons. The settings are indicated on the remote control (LED).</p>
	<p>Adjusts the Water Temperature. The function can be set to the levels off, low, medium, high. Press the button water repeatedly to cycle through the levels. The settings are indicated on the remote control (LED).</p>
	<p>Adjusts the Seat Heating. The function can be set to the levels off, low, medium, high. Press the button seat heating repeatedly to cycle through the levels. The settings are indicated on the remote control (LED).</p>
	<p>Stops the running function.</p>
	<p>Activates the Night Light. The function can be set to the levels off/auto/on. > Press and hold the stop button. > Press Ladywash - repeatedly to cycle through the settings. The auto mode automatically activates and deactivates the function depending on the ambient light. The night light remains visible when the lid is closed.</p>
	<p>Activates the Confirmation Tone. The function can be set to the levels on/off. > Press and hold the stop button. > Press Ladywash + to activate (short confirmation tone) and deactivate (long confirmation tone) the function.</p>

TIP The seat has a sensor. Shower functions can only be activated when a user is sitting on the toilet.

5.2 Energy and water efficiency

To minimise the consumption of natural resources, the product has an instant heating system and an auto-stop function for all shower functions. The following settings can be adjusted to save energy in daily use:

5.2.1 Energy saving mode (seat heating)

Deactivates the seat heating for a specified period of time, e.g. during daytime, while at work. When the function is activated, the seat heating is deactivated for 8 hours and then automatically reactivated for 16 hours. This procedure is repeated at the same time every day until the function is deactivated.

- > Activate the energy saving mode via the remote control.
- > Press and hold the stop button.
- > Press the button seat heating to activate and deactivate the function.

5.2.2 Holiday mode

If the product is not to be used for two weeks or more, empty the product and switch it off.

- > Close the stop valve to interrupt the water supply.
- > Activate the holiday mode via the remote control.
- > Press and hold the stop button.
- > Press and hold Comfortwash - on the remote control until a confirmation tone sounds.
- > Release the buttons.

A confirmation tone sounds. The product is drained. The power button flashes green during the procedure.

- > Disconnect the power supply.
- > Remove the batteries from the remote control.

6 Cleaning and care

6.1 Safety



WARNING

Risk of fatal injury caused by electric shock

The seat unit contains the electrical components of the product.

- > Switch off the product using the main switch before cleaning.
- > Do NOT pour water over the seat unit.
- > Do NOT allow water to get into the seat unit.

NOTE

Product damage due to incorrect cleaning and care

Incorrect cleaning agents, cleaning tools and cleaning equipment can damage the surface and permanently discolour it.

- > Only use cleaning agents and cleaning tools recommended by Duravit.
- > Follow the cleaning agent manufacturer's instructions for use.
- > Only use cleaning equipment that is intended for the application (NO high-pressure washers or steam cleaning machines).

NOTE

Product damaged caused by spray mist

Spray can penetrate into very small openings and gaps and damage the surface.

- > Spray the spray cleaner onto the cleaning cloth and not directly onto the product.

NOTE

Product damage caused by long cleaning intervals

If the cleaning is not carried out regularly enough, soiling may become more difficult to remove.

- > Regularly clean the surface and clean immediately if soiled.

6.2 Cleaning recommendations

6.2.1 Cleaning

- > Clean the surface with a damp cleaning cloth.
- > Remove heavier soiling with the recommended cleaning agent. Always apply the cleaning agent to the cleaning cloth.
- > Use a toilet brush to clean the toilet/urinal bowl.
- > Rinse with clean water to remove all traces of the cleaning agent.
- > Dry the surface.

6.2.2 Recommended cleaning agents

Component	Cleaning agent	Cleaning tools
Seat and cover	Neutral cleaning agent (pH 6 – 8) (e.g. neutral cleaner)	Cotton cleaning cloth
Cover	Neutral cleaning agent (pH 6 – 8) (e.g. neutral cleaner)	Cotton cleaning cloth
Spray wand/spray nozzle	Neutral cleaning agent (pH 6 – 8) (e.g. neutral cleaner)	– Microfibre cleaning cloth – Abrasive sponge
Ceramic Daily cleaning	Neutral cleaning agent (pH 6 – 8) (e.g. neutral cleaner)	– Microfibre cleaning cloth – Toilet brush
Ceramic Limescale	Acidic cleaning agent (pH < 6) (e.g. lemon-based cleaner)	– Microfibre cleaning cloth – Toilet brush
Remote control	Water	Cotton cleaning cloth

6.3 Self-cleaning of spray wand and spray nozzle

The retracted spray wand is automatically cleaned before and after each washing process.

- > If the product has NOT been used for two weeks or more, activate the additional self-cleaning via the remote control.
- > Press and hold the stop button.
- > Press Comfortwash +.

Spray wand and spray nozzle are cleaned. If the function is not stopped, it automatically ends after 2 minutes.

6.4 Manual cleaning mode for the spray wand and spray nozzle

Manual cleaning is only possible if the seat sensor is not activated.

- > Activate the manual cleaning mode via the remote control to extend the shower rod for manual cleaning.
- > Press and hold the stop button.
- > Press Rearwash +.

The spray wand extracts.

- > Clean the spray wand.

If the function is not stopped, it automatically ends after 2 minutes.

TIP The function can only be activated if nobody is sitting on the toilet/the seat sensor is not activated.

6.5 Descaling

NOTE

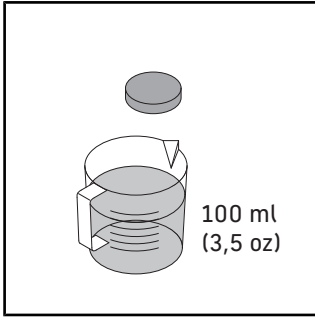
Functional restrictions or product damage due to limescale build-up

Limescale can build-up in regions with hard water. Limescale can impair the performance of the product.

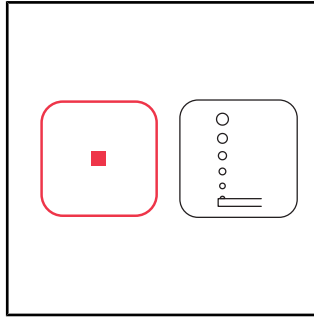
- > Check the water quality in the region. Duravit recommends the installation of a water softener with water hardness ≥ 14 °dH (2.5 mmol/l).
- > Descale the product regularly.
- > Configure the descaling settings according to the regional water hardness.
- > Only use original descaling agents from Duravit or those approved by Duravit.

Water hardness	Descaling cycle
soft: <8.4 °dH (1.5 mmol/l)	every six months
medium: 8.4 – 14 °dH (1.5 – 2.5 mmol/l)	every six months
hard: >14 °dH (2.5 mmol/l)	quarterly

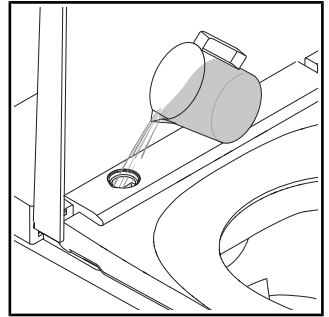
The descaling process can be activated via the remote control.



- > Dissolve the descaling agent in 100 ml (3,5 oz) of warm water.
- > Wait until the descaling agent is dissolved completely.
- > Follow the instructions provided by the manufacturer.



- > Press and hold the stop button.
 - > Press and hold Rearwash - on the remote control until a confirmation tone sounds.
 - > Release the buttons.
- A confirmation tone sounds. The descaling mode is activated.



- > Remove the cover.
 - > Pour the descaling agent into the opening.
- The descaling process starts. The descaling process takes approx. 1/2 h. During this time the product cannot be used.

7 Troubleshooting support

7.1 General information

How to proceed in the event of a fault:

- > Switch the product off and then on again.
- > Follow the instructions below.
- > If the product still does not work properly, contact help@duravit.com.
- > Have the article number at hand. The article number can be found in the Technical Data at the end of the user manual, on the packaging label, on the product label and in the mounting instructions.

7.2 Troubleshooting support

Problem	Potential cause	Solution
LED display (seat unit)		
The LED display flashes (red, green, orange) or a beep sounds.	Malfunction	<ul style="list-style-type: none">> Switch off the product.> Disconnect the power supply.> Close the stop valve to interrupt the water supply.> Contact help@duravit.com.
General problems		
Product does not work.	The product is in standby mode (power button/status display lights up red).	<ul style="list-style-type: none">> Activate the product.
Water is leaking out.	Leakage	<ul style="list-style-type: none">> Switch off the product.> Disconnect the power supply.> Close the stop valve to interrupt the water supply.> Contact help@duravit.com.

Problem	Potential cause	Solution
Remote control		
The remote control does not respond.	The batteries are almost flat (LED display flashes white).	> Replace the batteries.
	The remote control is not connected to the product (LED display flashes red).	> Contact help@duravit.com.
	No batteries are inserted.	> Insert the batteries.
	The remote control is defective.	> Contact help@duravit.com.
Shower functions		
Switching between the Rearwash and Ladywash takes too long.	The spray wand retracts between the functions. Switching takes approx. 12 seconds.	Normal condition
The water spray intensity is too weak.	The water spray intensity is set to "low".	> Increase the water spray intensity.
	The water pipe is bent or crushed.	> Contact help@duravit.com.
The water temperature is too high/low.	The temperature is set incorrectly.	> Set the temperature.
The Rearwash/Ladywash stops automatically.	The function stops automatically after 2 minutes.	> Normal condition.
	The seat sensor has lost contact.	> Sit down again. > Activate the function.
The Rearwash/Ladywash does not work.	The spray nozzle is blocked.	> Clean the spray nozzle.
	The seat sensor has lost contact.	> Sit down again. > Activate the function.

Problem	Potential cause	Solution
Seat heating		
The seat heating does not work.	The function is deactivated.	> Activate the function.
The seat temperature is too high/low.	The temperature is set incorrectly.	> Set the temperature.
The seat temperature is too low.	The product is in energy saving mode (LED display lights up orange).	> Deactivate energy saving mode.
	The product automatically activate energy saving mode if all functions have been inactive for more than 48 hours.	> Select any function to reactivate the product.
Night light		
The night light does not work.	The function is deactivated.	> Activate the night light or auto mode.
	Auto mode is activated. The function automatically deactivates the night light when the ambient light is bright.	Normal condition.
The night light lights up continuously.	The function is activated.	> Deactivate the night light or activate auto mode.
	Auto mode is activated. The function automatically activates the night light when the ambient light is too dark.	Normal condition.
Manual cleaning		
The spray wand retracts automatically.	The function stops automatically after 2 minutes.	> Activate the function.

Problem	Potential cause	Solution
Automatic self-cleaning		
Water is dripping out of the retracted spray wand.	The retracted spray wand is automatically cleaned before and after each washing process.	Normal condition

8 Disposal

8.1 Packaging

Children must not play with plastic bags and packaging material, due to possible injury or danger of suffocation. Store such material safely or dispose of it in an environmentally-friendly manner. If possible, keep the packaging until the warranty period expires.

8.2 WEEE



■ The crossed-out wheeled bin logo requires the separate collection of waste electric and electronic equipment (WEEE). Electric and electronic equipment may contain dangerous and hazardous substances. Do not dispose of this appliance as unsorted municipal waste. Return it to a designated collection point for the recycling of WEEE. By doing so, you will help to conserve resources and protect the environment. Contact your retailer or local authorities for more information. Used batteries must be disposed of properly. For this purpose, appropriately labelled containers for disposal of batteries are provided in shops where batteries are sold and at community collection points.

9 Technical data

General information	
Article number	654000 01 2 00 4300
Net weight	31.9 kg (70.3 lbs)
Dimensions	575 x 376 x 404 mm (22 5/8 x 14 3/4 x 16")
Integrated safety device	EN1717 – Typ AB
Rated voltage	220 – 240 V
Frequency	50 – 60 Hz
Rated power	1080 W
Standby power	< 0.5 W
Incoming water pressure	0.07 – 0.75 MPa / 0.7 – 7.5 bar (10 – 109 psi)
Protection class	IPX4 Protection against spray water on all sides

Temperature range	
Operating temperature	4 – 40 °C (39 – 104 °F)
Water temperature	33 – 41 °C (91 – 106 °F)
Seat temperature	30 – 40 °C (86 – 104 °F)

Water consumption	
Water consumption in spray mode	0,35 – 0,7 l/min (0.09 – 0.18 gal/min)

Warranty

The warranty terms and conditions can be found in the General Terms and Conditions (GTC) at <https://pro.duravit.com/gtc>.

Duravit AG
P.O. Box 240
Werderstr. 36
78132 Hornberg
Germany
Phone +49 78 33 70 0
Fax +49 78 33 70 289
info@duravit.com
www.duravit.com

