



soft

spa

9500

## Installation Instructions

For easy installation of your Soft Spa 9500 by Fluidmaster, you will need to:

**READ ALL** instructions completely prior to installation and use.

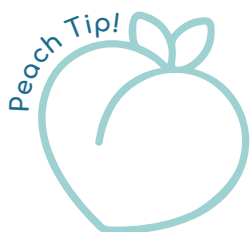
**READ ALL** warnings, care and maintenance information.

Ensure you have all the components and tools needed for installation.

**SAVE THESE INSTRUCTIONS**

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For the fastest, easiest way to achieve that peachy clean feeling, follow the Peach Tips throughout the instruction booklet!

# IMPORTANT WARNINGS & SAFETY INFORMATION

- ⚠ DANGER** Indicates a hazardous situation that, if not avoided, will result in death or serious injury.
- ⚠ WARNING** Indicates a hazardous situation that, if not avoided, could result in death or serious injury.
- ⚠ CAUTION** Indicates a hazardous situation that, if not avoided, could result in minor or moderate injury.
- NOTICE** Indicates practices not related to personal injury.

## READ ALL INSTRUCTIONS BEFORE INSTALLATION AND USE.

Please read all instructions before use. When using the electronic product, especially in the presence of children, basic safety precautions and supervision should always be followed, including the following:

- ⚠ DANGER - Reduce the risk of electric shock.**
  - DO NOT** use while bathing.
  - DO NOT** place or store the product where it may fall or be dragged into a bathtub or sink.
  - DO NOT** place in or drop into water or other liquid.
  - DO NOT** touch the product if it falls into the water and unplug the power supply immediately.
- ⚠ WARNING - Reduce the risk of burns, electric shock, fire or personal injury.**
  - Please keep a close watch when children or disabled persons are using or near the products in use.
  - Children should not use the product without adult supervision.
  - Be sure to adjust the toilet seat's temperature for children, elders, handicapped persons or people with sensitive skin.
  - This product is used only for the intended purpose described in this manual. Do not use accessories not recommended by the manufacturer.
  - Install the unit properly by following the installation procedures in the instruction manual.
  - Never operate this product if it has a damaged cord or plug or if it is not working properly, if it has been dropped or damaged, or dropped into water. Return the product to a service center for examination and repair.
  - Keep the power cord away from the heating surface.
  - Do not clog holes in the nozzle or dryer, or place the product on a soft surface, such as a bed or sofa, where the holes may be blocked. Keep the air unblocked and no cotton wool or hair, etc. in the any of the holes in the product.
  - Don't use products while sleeping or drowsy.
  - Do not put or insert any object into any opening or hose.
  - Do not use outdoors or operate where aerosol (spray) products are being used or when oxidized products are being administered.
  - Unplug this product while utilizing water or cleaning products.
  - Only those who have fully read and understand the instructions, warnings, care and maintenance information should install this product.
  - Only authorized persons can repair the unit. Do not attempt to service this appliance by yourself. Call Fluidmaster Technical Service for guidance on product repair 800-631-2011.
  - Always follow the grounding instructions in this manual before plugging in the unit. See page 4 & 5.

### SAVE THESE INSTRUCTIONS.

#### ISED Warning Statements ISED

This device complies with Industry Canada's license-exempt RSSs. Operation is subject to the following two conditions: (1) This device may not cause interference; and (2) This device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

# IMPORTANT SAFETY INFORMATION



## WARNING: PRECAUTIONS BEFORE USE.

In order to avoid personal injury and property damage to users and other people, please read the following safety precautions carefully and strictly observe them. After reading, save these instructions.

### PROHIBITED

- **DO NOT** separate, disassemble, repair or remodel the unit, or allow foreign substances inside the unit.
  - This can cause a fire or electric shock.
  - Only qualified service personnel should repair this product.
- **DO NOT** touch the power plug or plug and/or unplug with wet hand(s).
  - This can cause electric shock or bodily injury.
- **DO NOT** plug the unit in until installation is complete.
- **DO NOT** obstruct the warm air dryer outlet.
  - This may cause a fire and/or result in bodily injury.
- **DO NOT** splash water, put product in water, or use in areas of high levels of humidity.
  - This can cause a fire, electric shock, or bodily injury.
- **DO NOT** use the product if not properly grounded and plugged into an AC 120V/60Hz power outlet.
  - This can cause a fire, electric shock, bodily injury, or damage to the product.
- **DO NOT** connect several power cords into one outlet.
  - This can cause a fire or damage the product.
  - This unit uses 120C power outlet.
  - Plug the power cord properly into the power outlet.
- **DO NOT** use a damaged power cord, damaged product, or loosely fitted electric outlet.
  - This can cause electric shock, bodily injury, or damage to the product.
- **DO NOT** turn the product on its side or upside-down while plugged in.
  - This can cause a fire or electric shock.
- **DO NOT** use or put lighted cigarettes and other flammable substances near the toilet cover, seat, main body, cord, or cord plug.
  - This can cause a fire, electric shock, or bodily injury.
- **DO NOT** supply electrical power to the unit until it has been installed on the toilet and the water supply lines have been properly connected.
  - This can cause a fire or damage the product.
- **DO NOT** stand on the seat toilet cover, place heavy objects, press, or lean on the toilet cover, seat, or main body.
  - This can cause damage to the product.
- **DO NOT** lean on, bang on, slam or close the seat or seat cover forcefully.
  - This can cause damage to the product.
- **DO NOT** use cleaning detergents (**oxidized products, sink products, toilet cleaning products, bleach products, or any stain removers**) on the external surface of the electronic toilet seat. Do not use air fresheners or deodorizing products onto the seat. See Maintenance page 25.
  - This can cause damage to the product.
  - This can cause the external surface to discolor.
- **DO NOT** use industrial water, wastewater, grey water, or any water other than public water supply.
  - This can cause skin infections or diseases.
  - This can cause damage to the product.
- **DO NOT** use other accessories other than the items supplied.
  - This can cause damage to the product or product failure.
- **DO NOT** let children play with this product.
- **DO NOT** let children put foreign objects, substances, or body parts into the dryer outlet or onto the wand.
- **DO NOT** let urine or other bodily fluids contact the dryer outlet or wand area.
- **DO NOT** pull the water supply lines forcefully or bend them.
- **DO NOT** use product for any other purpose other than as a bathroom appliance.
- **DO NOT** install in a location exposed to excessive moisture and/or water.
- **DO NOT** connect bidet to hot water supply pipe, connect bidet to cold water supply pipe carrying potable water only.
- **DO NOT** attempt to disassemble or modify the E-bidet due to electrical and/or fire hazards.
- **DO NOT** have anyone other than a qualified professional service the E-bidet.

# GENERAL CAUTION



## CAUTION:

- Children, elderly, patients, and those who are physically limited should use the lowest temperature settings for the seat, water, and dryer.
  - Those who cannot adjust the temperature or those who have sensitive skin should only use product in "GENTLE" cleaning mode.
- A guardian should pay extra attention when children, elderly, patients, and those who are physically limited use the product so as not to fall when sitting on the toilet or standing up from it. Supervision is required.
- When cleaning or not using the product for more than 72 hours, be sure to unplug and releasing all water from the unit.
- Sitting on the heated seat or using the dryer for an extended period of time can potentially cause first-degree burns. Exercise special precautions for children, those who cannot or have difficulty adjusting the temperature, and those who have sensitive skin.
- To avoid damage to electronic components due to high levels of humidity, provide adequate ventilation by opening a window and/or door when bathing.
- Water supply should have a water pressure of 10 psi to 107 psi.
- Unplug when beeping or emitting a strange odor and call Fluidmaster Technical Services.
- Unplug while there is thunder or lightning.
- This product is for household use only.
- Product employing an automatic reset thermal limiter, when the outlet water temperature is abnormal, the entire product will be shut off.
- Weight placed on seat **NOT** to exceed 300 pounds.

# CAUTIONS BEFORE INSTALLATION

## FCC Supplier's Declaration of Conformity

Product Name: Soft Spa 9500  
Model number: 9500E-001  
Suppliers Name: Fluidmaster Inc.  
Suppliers Address (USA): 30800 Rancho Viejo Rd, San Juan Capistrano, CA 92675  
Suppliers Website and Phone Number: www.Fluidmaster.com | 949-728-2000

## FCC Warning statements in User Manual

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

**CAUTION:** The user is cautioned that changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

**Note:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

## WIRING REQUIREMENTS

**WARNING:** THIS PRODUCT MUST BE PLUGGED into a regular voltage Grounded GFCI outlet (North America 120V AC, 60Hz). The rated power consumption is 1250W.

**WARNING:** This Product must be on a separated circuit. No other appliance should share the circuit with this product. Sharing a circuit could cause the branch circuit fuse to blow or the circuit breaker to trip. Continuous usage under these conditions may result in fire or property damage.

**WARNING: GROUNDING INSTRUCTIONS – This appliance must be grounded.**

This product should be connected to a grounded, metallic, permanent wiring system, or an equipment-grounding conductor should be run with the circuit conductors and connected to the equipment grounding terminal or lead on the product. In the case of an electrical short circuit, grounding reduces the risk of electric shock by providing an escape path for the current. This product is equipped with a power cord with a ground wire.

**DANGER:** Improper use of the grounding plug may result in electric shock.

If the power cord or plug needs to be repaired or replaced, do not connect the ground wire to any of the flat pins. The conductor with green strip or without yellow stripe on the outer insulation surface is grounding wire.

If you do not fully understand the grounding instructions or if you have questions about whether the product is properly grounded, please consult a qualified electrician or maintenance personnel.

This product is for use on a normal 120 V circuit and has a grounding plug that looks like the plug illustrated in sketch (A) in Figure 1. A temporary adapter, which looks like the adapter illustrated in sketches (B) and (C), may be used to connect this plug to a 2-pole receptacle as shown in sketch (B) if a properly grounded outlet is not available. The temporary adapter should be plugged into a properly grounded outlet (sketch A) and should be installed by a licensed electrician. The rigid ear, or lug that extends from the bottom of the adapter, must be connected to a permanent ground such as a properly grounded outlet box cover. Whenever the adapter is used, it must be held in place by the screw.

The product is factory-equipped with a specific power cord and plug that allows connection to the appropriate circuit. Make sure the product is connected to the same socket as the plug configuration. This product should not use adapters. Do not modify the supplied plug. If it is not suitable for the socket, please have a qualified electrician install the appropriate socket. If the product must be reconnected using different types of circuits, it should be reconnected by qualified maintenance personnel.

# CAUTIONS BEFORE INSTALLATION

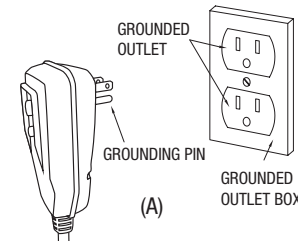
## SAVE THESE INSTRUCTIONS.

This product is for use on a normal 120 V circuit and has a grounding plug that looks like the plug illustrated in sketch (A) in Figure 1. A temporary adapter, which looks like the adapter illustrated in sketches (B) and (C), may be used to connect this plug to a 2-pole receptacle as shown in sketch (B) if a properly grounded outlet is not available. The temporary adapter should be plugged into a properly grounded outlet (sketch A) and should be installed by a licensed electrician. The green colored rigid ear, lug, and the ike extending from the adapter must be connected to a permanent ground such as a properly grounded outlet box cover.

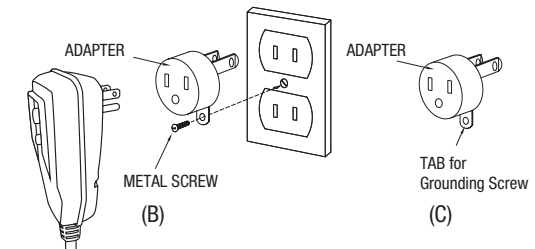
Whenever the adapter is used, it must be held in place by the screw.

**WARNING:** If you do not understand the instructions or are unclear on how to properly follow grounding instructions, do not attempt installation and call a qualified service professional.

## PREFERRED CONNECTION



## TEMPORARY CONNECTION



**CAUTION:** DO NOT use an extension cord. Consult a licensed electrician if you are not sure whether the unit is properly grounded.

**Remote control power:** AAA (1.5V), 2 EA.

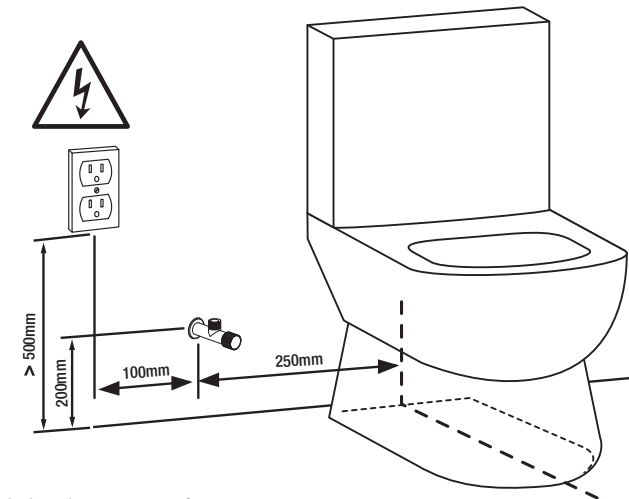
## GROUNDING INSTRUCTIONS

This product should be connected to a grounded, metallic, permanent wiring system, or an equipment-grounding conductor should be run with the circuit conductors and connected to the equipment grounding terminal or lead on the product.

## SUGGESTIONS ON POWER LINE AND WATER SUPPLY CONNECTION

**NOTE:** In the same room where this product is installed, it is necessary to install a water-stop terminal in an accessible position, otherwise the unexpected failure of this product may result in loss of user.

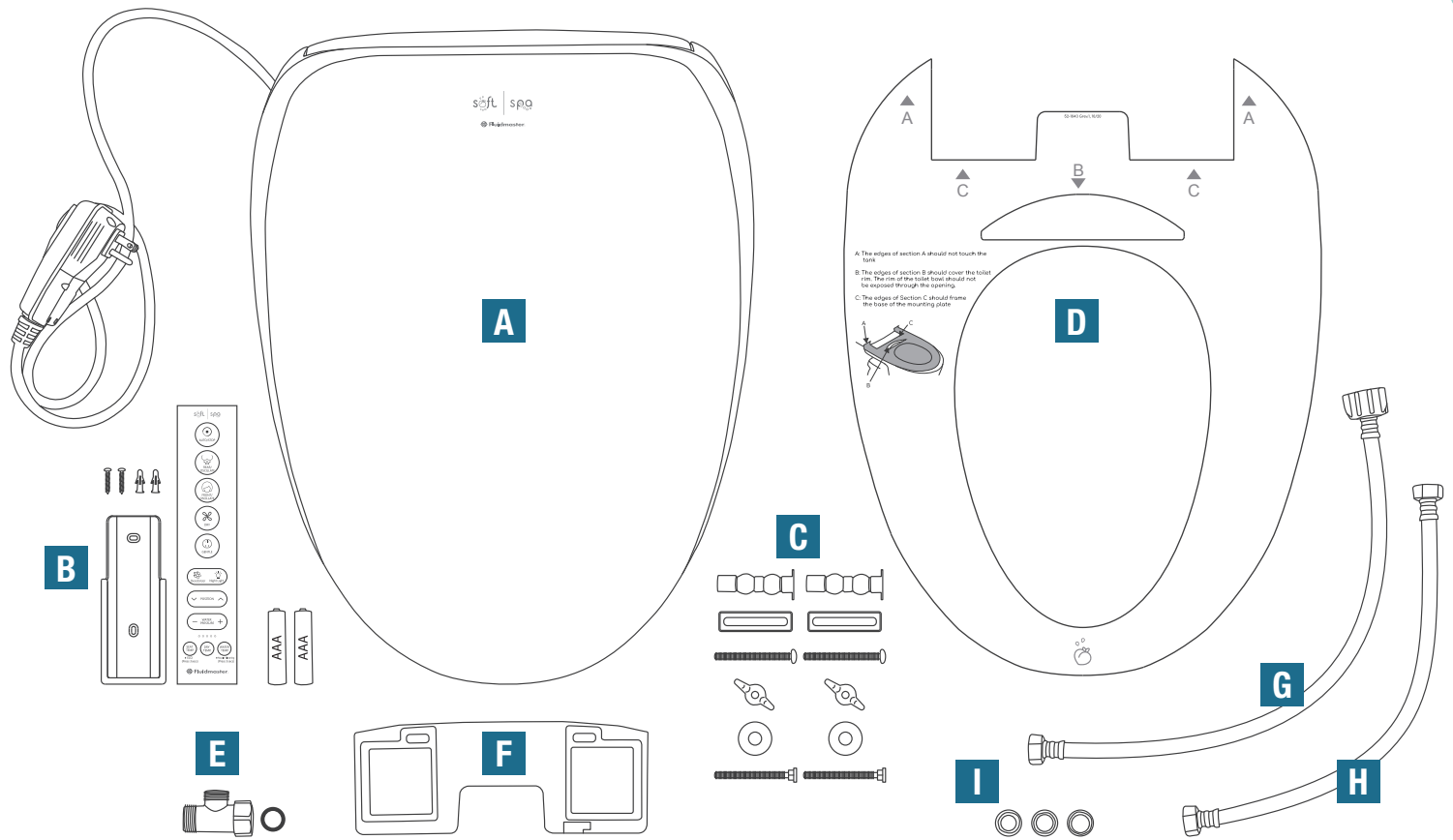
The power socket can be installed on either left or right of the water line.



\*This product is suitable for AC120V/60HZ power supply. In order to ensure safe use, the socket and its connecting wires must be able to withstand more than 15A current.

# What's In The Box:

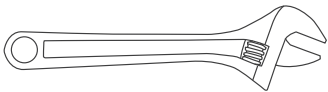
- A.** 1x - Soft Spa 9500
- B.** 1x - Remote w/ holder
  - 2x - 3/4" screws with anchors
  - 2x - AAA Batteries
- C.** 2x - Double bump grommets
  - 2x - Sliding rails
  - 2x - 2 1/2" stainless steel mounting screws
  - 2x - 2 1/2" stainless steel hexnut mounting screws (optional)
  - 2x - Wingnut and washer (optional)
- D.** 1x - Seat template
- E.** 1x - T-valve
  - 1x - Rubber washer
- F.** 1x - Mounting plate
- G.** 1x - 20" Supply line connector
- H.** 1x - 16" Supply line connector
- I.** 3x - Threaded supply line adaptors



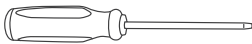
# Additional Items You'll Need:

For Soft Spa 9500 bidet seat:

For Remote Control Mount Installation – page 25:



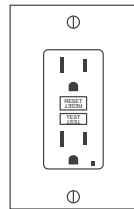
Crescent Wrench



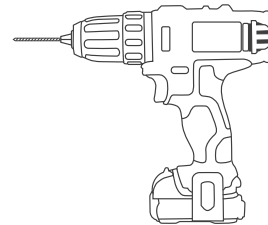
Flathead screwdriver  
(5/32" size recommended)



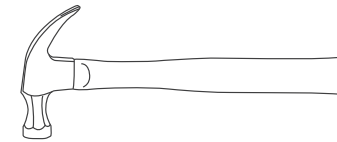
Disposable cup  
filled with water



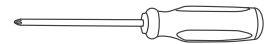
A ground fault  
120-volt outlet



Drill with a 3/16"  
drill bit



Hammer



Phillips head drill bit or  
screwdriver

# Prep! Before Installing:



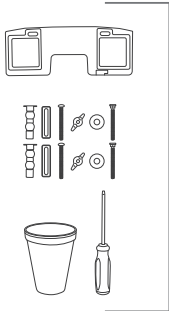
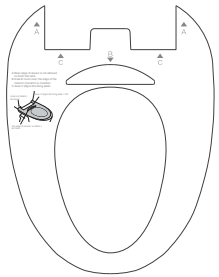
1

1. Locate your shut-off valve and turn off the water supply.
2. Drain the tank by flushing the toilet.
3. Place a towel on the floor, under the supply line connector.
4. Remove the old supply line connector.



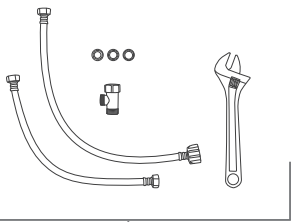
3

5. Remove your existing toilet seat.
6. Clean the surface of the bowl around the mounting screw holes.
7. Prepare and organize the install tools and components.



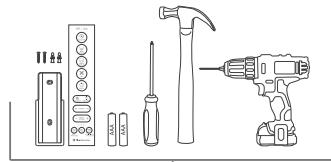
### MOUNTING GROUP

- Seat template
- Mounting plate
- Double bump grommet set
- Disposable cup
- Flat head screwdriver
- Wingnut & washer set (optional)



### SUPPLY LINE GROUP

- 16" Supply line
- 20" Supply line
- T-valve
- Crescent wrench
- Threaded adapters (optional)



### REMOTE GROUP

- Remote w/ holder
- AAA batteries
- 3/4" screws with anchors
- Phillip screwdriver
- Hammer
- Drill (optional)

# Step 1: Install Mounting Plate

A.

Dunk grommets (C), with screws, in a cup of water before inserting them for easier installation.



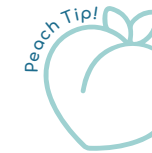
(C)

B.

Insert skinny side of double bump grommets (C) with screws into the seat holes and pull from the bottom while applying pressure to the top. Once inserted, remove screw and reserve for Step 2E.



**Alternative method:** Go bottoms up! Push the top of the grommet through the bottom of the hole on the underside of your toilet. If you are still having issues, see page 27.



**Keeping the screw in the grommet will make insertion easier!**



C.

Place mounting plate (F) on top of grommets.



(F)

D.

Align the center of each sliding rail (C), flat side down, over the grommet hole by placing it in the mounting plate slot.



(C)



Correct!

E.

Secure sliding rails by inserting screws (C) through the grommet hole, and loosely tighten with screwdriver.



(C)

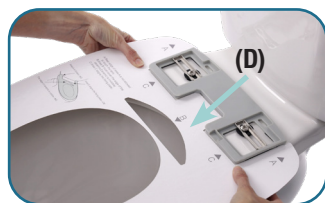


**Mounting plate should be firmly attached but able to move slightly with screws in place.**



## Step 2: Bidet Alignment

**A.** Place template **(D)** onto the bowl, fitting snugly against the bottom edge of the mounting plate.



**B.** Slide mounting plate forward or backward until the front edge of the template lines up with the front edge of the toilet rim.



**C.** Once aligned, secure mounting template in place by tightening screws until the mounting plate no longer slides, and screws and grommets look like below.



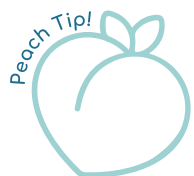
Keep tightening...



Getting closer...



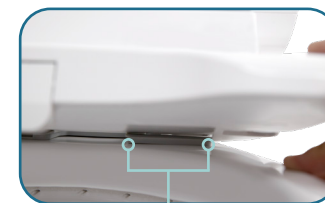
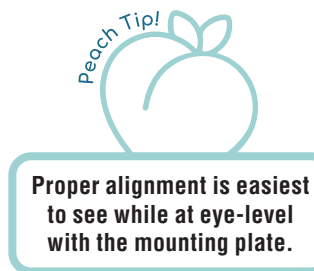
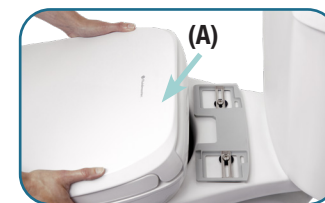
You did it!



If screws won't fully insert to appear like above, make sure that the sliding rails are placed flat-side down in the mounting plate slot. See Step 1D on page 11.

## Step 3: Attaching the Bidet

**A.** Remove template and place the bidet **(A)** onto the bowl, aligning the channel under the bidet base with the mounting plate.



Channel

**B.** With the lid and the seat in the up position, slide the base of the bidet back onto the mounting plate until you hear a "click."



If you don't hear an audible "click," make sure that the screws are flush with the mounting plate and that the sliding rails were installed correctly. See Step 1D on page 11.

**C.** Double check that the bidet is secure and aligned to your desired placement. If adjustment is needed, remove the bidet by pressing the quick-release button on the right side of the base and sliding the bidet off the toilet.



Quick-Release Button

### NOTICE

Pull **ONLY** from the base. **DO NOT** pull the seat or lid, as this could damage the unit.

Return to Step 2A on page 12 to find proper placement.

## Step 4: 16" Supply Line Connection

- A.**  
Remove the bidet using the quick-release button on the right side of the base.



### NOTICE

Pull **ONLY** from the base. **DO NOT** pull the seat or lid, as this could damage the unit.

- B.**  
Locate the external valve on the left side of the bidet. Rotate it out of the recessed position and remove the valve cap.



- C.**  
Secure the 16" supply line connector **(H)** by threading the metal nut onto the external valve.



- D.**  
Tighten ½ turn past hand tight with a crescent wrench to ensure the connection is secure.



### NOTICE

**DO NOT OVERTIGHTEN.**

Overtightening could cause damage and lead to failure of the nut. Such damage may not be visible to the eye. Failure of the nut can lead to significant water leakage and water damage.

- E.**  
With the supply line connector securely attached, rotate the valve to its original position, and **remount the bidet onto the mounting plate on your toilet**; see "Steps 3A and 3B" on page 13.



## Step 4: 16" Supply Line Connection (cont.)

- F.**  
Ensure the rubber washer is correctly in place and sitting flush along the base inside the nut of T-valve.



- G.**  
Secure the metal nut of the T-valve onto the external fill valve thread on your toilet and hand tighten.

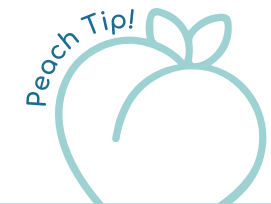


### NOTICE

**DO NOT OVERTIGHTEN. DO NOT USE TOOLS WHEN TIGHTENING NUT TO PLASTIC FILL VALVE. DO NOT USE TEPHLON TAPE.**

Overtightening and/or the use of tools could cause damage and lead to failure of the nut and/or fill valve. Such damage may not be visible to the eye. Failure of the nut and/or fill valve can lead to significant water leakage and water damage.

- H.**  
Attach the middle opening of the T-valve **(E)** to the opposite end of the 16" supply line connector that was secured to the bidet until hand tight.

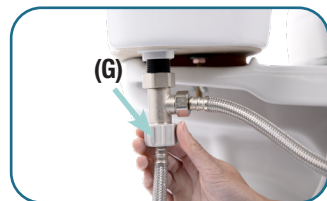


**For the best install, clean the threads of your fill valve with a towel before attaching T-valve.**



## Step 5: 20" Supply Line Connection

**A.** Align threads of the plastic nut on the 20" connector **(G)** onto the bottom opening of the T-valve using only your hands.

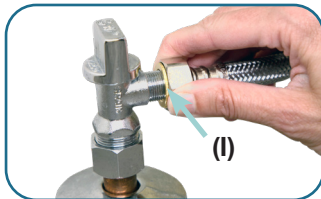


### NOTICE

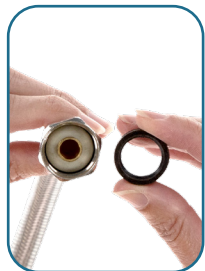
**DO NOT OVERTIGHTEN.  
DO NOT USE TOOLS ON PLASTIC NUT.**

Overtightening and/or the use of tools could cause damage and lead to failure of the nut. Such damage may not be visible to the eye. Failure of the nut can lead to significant water leakage and water damage.

**B.** Thread the metal nut on the opposite end of the 20" connector onto the water supply valve until hand tight.



If your water supply valve is not 1/2", use one of the included threaded adapters **(I)**.



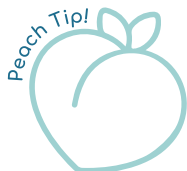
**Black = 3/8"**



**Bronze = 7/16"**



**Silver = 1/2"**



**Choose the correct adapter by first attaching it to the water supply valve then inserting the adaptor thread-side first into the supply line connector nut.**

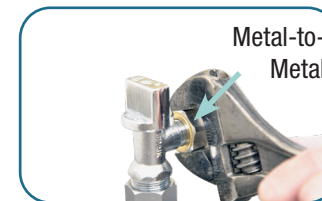
## Step 6: Finishing Touches

**A.** Using a wrench, tighten all metal-to-metal connections 1/2 turn past hand tight.

### NOTICE

**DO NOT OVERTIGHTEN. DO NOT USE TOOLS ON PLASTIC NUT OR PLASTIC FILL VALVE.**

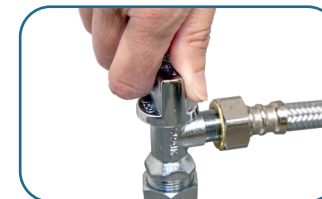
Overtightening and/or the use of tools could cause damage and lead to failure of the nut and/or fill valve. Such damage may not be visible to the eye. Failure of the nut and/or fill valve can lead to significant water leakage and water damage.



**B.** Slowly turn the water supply on and check for leaks at the valve.



**Touch a paper towel to water connection points to check for slow, unassuming leaks.**



**C.** Once all supply lines are securely installed, **remove the tape from the wand cover**, and plug in your bidet. Check that the light on the left side of bidet base marked "AUTO/STOP" comes on.

This product must be plugged into a regular voltage grounded GFCI outlet (North America 120V AC, 60HZ). The rated power of consumption is 1250W.

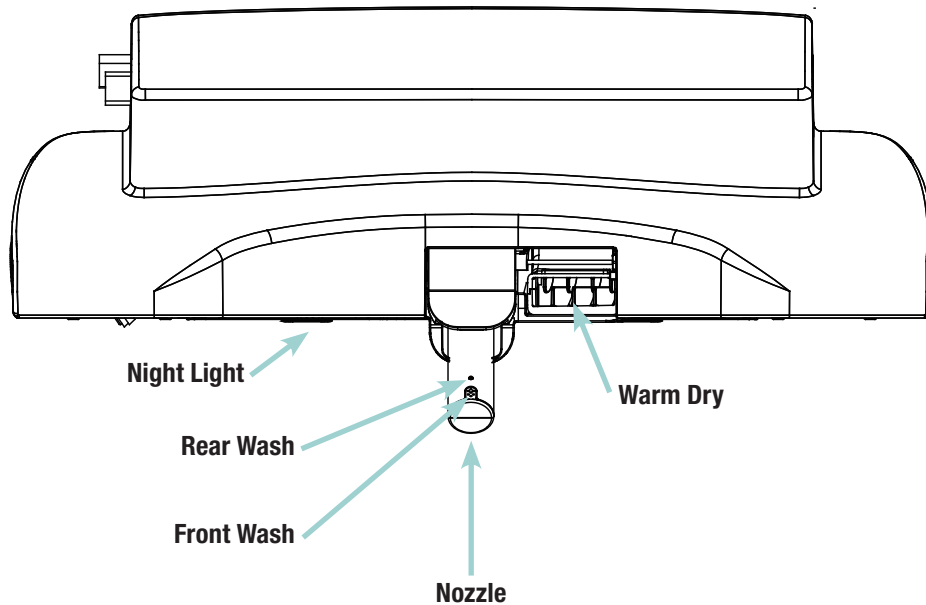
See page 23 for plug description and specifications.



**Auto/Stop**

# Bidet Function Test:

1. Make sure that both your water supply and power to the unit are turned on.
2. Have a disposable cup ready to hold upside down over the nozzle of the extended wand to prevent water spray.
3. Gently press the blue sensor on the right side of the seat with your hand. The bidet will release water behind the nozzle cover prior to activation. This occurs before and after each cycle.
4. While sensor is activated, press the “REAR” and “FRONT” cleaning buttons on the remote to ensure proper nozzle function. See remote guide on page 20.



## CAUTION:

Read carefully the following information on the seat temperature level indicator light, water temperature level indicator light and alarm functions.

If any of these issue occur, please immediately cut off the power supply, and contact Fluidmaster Technical Services (800-631-2011) for further assistance.

1. The power indicator light on the product flashes.
2. The leakage protection switch of the power plug frequently trips.

# Congrats, You're Finished!

## Welcome to the Peachy Clean Life!



Happy Bum. Happy Life.

## YOU DID IT!

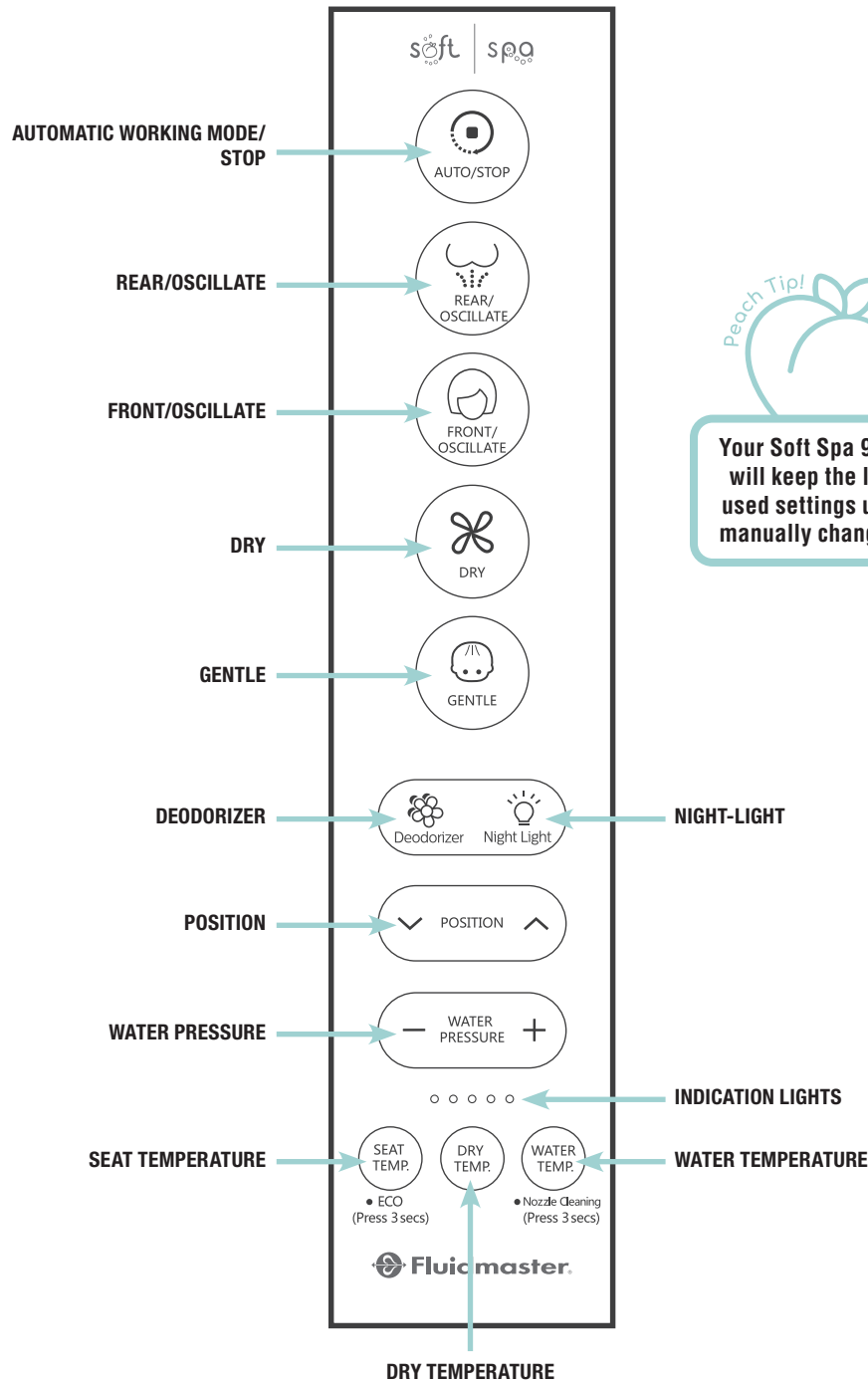
We knew you could!  
Share your success story with friends and family!



#HappyBum  
#PeachyCleanLife  
#Fluidmaster

• See troubleshooting on Page 27 if needed.

# Remote Control Functions:



**Your Soft Spa 9500 will keep the last used settings until manually changed.**

# Remote Control Functions:



## AUTOMATIC WORKING MODE/STOP

- Press the button to:
  1. Start the automatic rear cleaning cycle
  2. Press once during any cleaning cycle to stop cleaning and retract the wand
- 15 seconds of rear cleaning at fixed position > 60 seconds of oscillate cleaning > 30 seconds of rear cleaning at fixed position > 120 seconds of DRY. Press "AUTO/STOP" to end the cycle at any time.



## REAR/OSCILLATE CLEANING

- Press for posterior cleaning. While in rear cleaning mode, press the button again to oscillate the wand.
- 15 seconds of posterior cleaning at fixed position > 60 second of oscillate cleaning > 30 seconds fixed position cleaning. The cleaning cycle will take about 2 minutes, then stop. Press "AUTO/STOP" to end the cycle any time.



## FRONT/OSCILLATE CLEANING

- Press once to enter front cleaning mode. While in front cleaning mode, press the button to oscillate the wand.
- 15 seconds of posterior cleaning at fixed position > 60 second of oscillate cleaning > 30 seconds fixed position cleaning. The cleaning cycle will take about 2 minutes, then stop. Press "AUTO/STOP" to end the cycle any time.



## DRY

- Press once to begin drying.
- 5 minutes of warm, dry air. Stops at any time user leaves the seat. Press "AUTO/STOP" to end the cycle at anytime. See page 22 for temperature control information.



## GENTLE CLEANING

- Press once to bring both water temperature and water pressure to the lowest level. Drying at the lowest level will begin automatically once cleaning cycle ends. Recommended for children, elderly, patients, those who are physically limited, cannot adjust the temperature or have sensitive skin.
- 15 seconds of cleaning at fixed position > 60 seconds of oscillate cleaning > 30 seconds of fixed position cleaning > 2 minutes of level 1 DRY. Press "AUTO/STOP" to end the cycle at any time.



## DEODORIZER

- Automatically activated feature. Charcoal filter drawn in fumes and eliminates odor.
- Feature will start when you sit down and will stop when (1) any cleaning or drying cycle starts, (2) you press the "AUTO/STOP" button, or (3) about 60 seconds after you stand up.
- To manually override and shut off deodorizer, press button until you hear a "ding." Press button once more to turn deodorizer back on.



## NIGHT-LIGHT

- Automatically illuminates when the room goes dark and shuts off when the light comes on.
- To manually turn light off, hold button until you hear a short "ding" and the light goes out.
- To manually turn the light on, hold button again until you hear another "ding" and the light comes on.



## POSITION

- While in any cleaning mode, select one of the five different position levels and adjust until you reach your desired position.

All cycle times may vary.

# Remote Control Functions:

## WATER PRESSURE

- While in any cleaning mode, select one of the five different pressure levels and adjust until you reach your desired comfortable water pressure

## INDICATION LIGHTS

- Indication lights will display the temperature of the seat, dryer, and water. They also display nozzle position & water pressure.

## SEAT TEMPERATURE / ECO

- Quickly press and release once to display the seat temperature level. Press again to switch between 5 different seat temperature levels until you reach your desired seat temperature.
- Hold button down for 3 seconds to turn ECO Mode on or off.
- Eco Mode reduces power consumption and sets all temperatures to below the lowest setting.

### SEAT TEMPERATURES

Off: ● ● ● ● ● ●

First level: 30°C (86°F) ● ● ● ● ● ●

Second level: 32°C (90°F) ● ● ● ● ● ●

Third level: 34°C (93°F) ● ● ● ● ● ●

Fourth level: 36°C (97°F) ● ● ● ● ● ●

Fifth level: 38°C (100°F) ● ● ● ● ● ●

### CAUTION

First level is recommended for children, elderly, patients, those who are physically limited, cannot adjust the temperature or have sensitive skin.

## WATER TEMPERATURE / NOZZLE CLEANING

- Quickly press and release once to display the water temperature level. Press again to switch between 5 different water temperatures until you reach your desired water temperature.

### WATER TEMPERATURES

Off: Inlet water temperature ● ● ● ● ● ●

First level: 30°C (86°F) ● ● ● ● ● ●

Second level: 32°C (90°F) ● ● ● ● ● ●

Third level: 34°C (93°F) ● ● ● ● ● ●

Fourth level: 36°C (97°F) ● ● ● ● ● ●

Fifth level: 38°C (100°F) ● ● ● ● ● ●

### For Wand/Nozzle Cleaning:

- While standing, hold "WATER TEMP." button for 3 seconds to fully extend and retract wand for 3 rinse cycles. Wand will then extend and remain exposed for manual cleaning.
- Remove the white nozzle at the end of the wand and gently wipe with a soft cloth or sponge, paying special attention to the nozzle, removing any debris or buildup.
- Reinsert the white nozzle into the wand and press the AUTO/STOP button to retract the wand back into bidet base.

## DRY TEMPERATURE

- Press while in DRY mode to display DRY temperature level. Press again to switch between 3 different temperature levels until you reach your desired dryer temperature.

### DRY TEMPERATURES

Off: ● ● ● ● ● ●

Low temp. level: 25°C (77°F) ● ● ● ● ● ●

Medium temp. level: 31°C (88°F) ● ● ● ● ● ●

High temp. level: 39°C (102°F) ● ● ● ● ● ●

# Additional Remote Functions:

## REMOTE CONTROL PAIRING

1. With your Soft Spa 9500 unplugged, press and hold the AUTO/STOP and FRONT/OSCILLATE buttons on the remote until the indicating light displays as: ● ● ● ● ● ●
2. Plug in and turn on your Soft Spa 9500.
3. The seat and nightlight will "ding" and flash 3 times, letting you know pairing is complete:

## OVERHEATING PROTECTION

Seat temperature will automatically reduce after 3 minutes to prevent overheating. Unit will resume normal function upon next use.

# Bidet Base Buttons:

## AUTOMATIC WORKING MODE / STOP

1. Press the AUTO/STOP button to start automatic rear cleaning at any time while power is on.
2. Press again at any time to stop the cleaning cycle in process.
3. To enter STANDBY MODE, press and hold the AUTO/STOP button until you hear a "ding" three times. All lights and functions will turn off and power will reduce to < 3W.

## QUICK RELEASE

Depress fully to remove bidet. Always move from the base of the bidet, never the seat or lid, to avoid damage.



Auto/Stop



Quick-Release Button

# Product Specifications:

Mode	Function	Setting	Power	
Wash	Rear Wash/Oscillate	●	Rated Voltage	120V
	Front Wash/Oscillate	●	Rated Frequency	60Hz
	Gentle	●	Rated Power	1250W
	Water Pressure Adjustment	5 Lever Setting	Water Supply Pressure	0.07MPa ~ 0.75MPa
	Water Temperature Adjustment	5 Level Setting + Normal Temperature Level	Ambient Temperature	0°C ~ 40°C 0°F ~ 104°F
	Nozzle Position Adjustment	5 Level Setting	Water Supply Temperature	3°C ~ 35°C 37°F ~ 95°F
Dry	Dry	●	Waterproofing Grade	IPX4
	Air Temperature Adjustment	3 Level Setting + Normal Temperature Level	Water Temperature	Inlet water temperature ~40°C ~104°F
Seat Heating	Seat Temperature Adjustment	5 Level Setting + Normal Temperature Level	Water Heater Power	1250W
	Seat Heating	●	Seat Temperature	Room temperature ~41°C ~106°F
Slow Close	Seat And Cover Slow Close	●	Seat Heater Power	50W
Inductor	Capacitive Inductor	●	Warm Air Temperature	Room temperature ~44°C ~111°F
Cleaning	Antimicrobial Seat, Nozzle	●	Maximum Wind Speed	≥ 4m/s
	Nozzle Self-Cleaning	●	Heater Power	250W
Remote Control	Remote Control	●	Air Purification Method	Activated Carbon
Other	Energy Saving Setting	●	Product Dimension	515 × 392 × 130mm
	Light-Sensitive Night Light	●		

# Remote Control Mount Installation:

## Option 1: Using Adhesive Strip

1. Wipe wall with rubbing alcohol. **Do not** use water or household cleaners.
2. Remove the liner from the adhesive strip on the back of the remote mount and press firmly to the desired position on the wall.



**Do not use on freshly painted walls. Wait 7 days before using adhesive.**

## Option 2: Using Screw

1. Once desired position is selected, drill two holes into the wall with a 3/16" drill bit.
2. Insert the pointed tip of the anchor into the wall, using a hammer if necessary, until flush with the wall.
3. Attach the remote mount to the wall using the provided screws and a Phillips screwdriver. Do not overtighten.
4. Install AAA batteries into the remote control and insert into mount.

# Cleaning and Maintenance:

## NOTICE

- Wipe with a soft cloth and water only to maintain appearance and avoid damaging the surface of your bidet.
- This product is plastic. Do not wipe it with dry cloth or a toilet paper, as this may cause damage to the appearance of the unit.
- There are electronic components in the back cover of the product. Please take necessary precautions to prevent water from seeping into it. Doing so can lead to functional failure of the product.
- See page 22 for nozzle cleaning information.



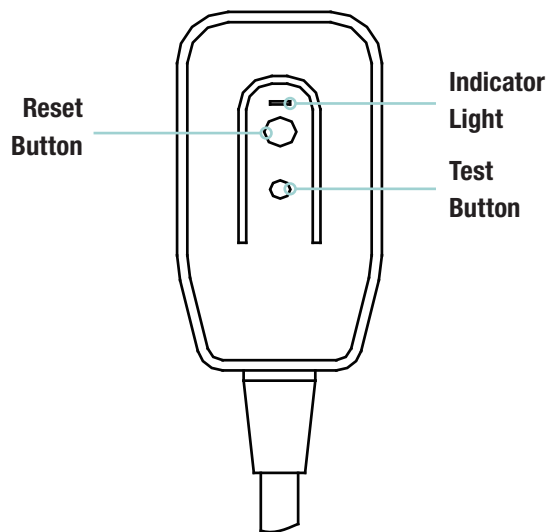
# When Left Unused:

- If your Soft Spa 9500 goes unused for more than 72 hours, it will start self-cleaning to ensure clean water upon next use.
- If your Soft Spa 9500 goes unused for more than 30 days, we recommend you run the Nozzle Cleaning function on page 11.

# Electrical Protection Test:

Perform the steps below under normal conditions:

1. Press the “TEST” button. If the power goes off, the GFCI is working. If the power DOES NOT go off, replace the plug or the unit. Contact Fluidmaster Technical Services for assistance.
2. To restore power, press the “RESET” button. The indicator light will turn and the unit will perform a self clean cycle.



## WARNING:

1. Check to see if the household power is working properly.
2. The electrical protection plug only protects the product connected to the power supply through the plug. When using other electrical appliances, the product does not guarantee the protection of other products; similarly, the product does not replace the basic safety measures of other electrical appliances.
3. Do not ground the live wire directly, test the electrical protection function of the product plug.

# Troubleshooting:

Please read the following information carefully and follow the instructions to solve any problems that may occur. If the product is still not working properly, please contact Fluidmaster Technical Services (800-631-2011) for further assistance.

## WARNING:

In case of water leakage, please close the water-supply shutoff valve immediately and pull out the power plug to shut off the unit.

**Please confirm the following possible reasons for failure of unit to work.**

Check the power supply.

1. Is the power supply working properly?
2. Is the plug inserted?
3. Did the electrical protection switch trip?

Check the water supply.

1. Is the water supply normal?
2. Is the water supply valve closed?

**Read carefully the following information on the seat temperature level indicator light, water temperature level indicator light and alarm functions.**

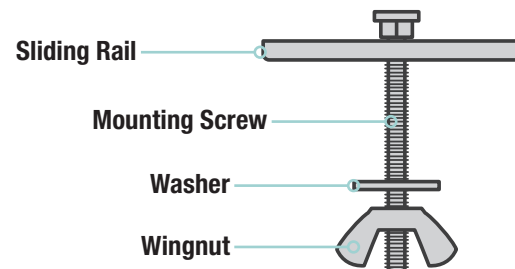
If any of these issue occur, please immediately cut off the power supply, and contact Fluidmaster Technical Services (800-631-2011) for further assistance.

1. The power indicator light on the product flashes.
2. The leakage protection switch of the power plug frequently trips.

## Double Bump Grommets Alternative Method.

Use the optional wingnuts and washers as shown.

1. While holding the screw in place with a Phillips Head screwdriver, install the washer and wingnut onto the screw from the underside of the toilet.
2. While holding the wingnut in one hand, turn the Phillips Head screwdriver to fully tighten the assembly.
3. Tighten until the mounting plate is seated firmly to the topside of the toilet.
4. Tighten the assembly only enough to secure the plate so it will not shift with your hands. Continue to Step 2A, page 12.



## NOTICE

**OVERTIGHTENING CAN CAUSE THE PLATE TO CRACK OR BREAK.**

# Troubleshooting Continued & Light Codes:

	Problem	Cause	Solution
AUTO/STOP indicator light and alarm function	The AUTO/STOP button flashes red consecutively 2 times in a row.	The water temperature is too high, and the water comes from the self-cleaning port constantly.	1. Set the water to room temperature, wait for about 20 seconds, then turn the power on again. 2. Stop using the unit if the problem persists, and contact Fluidmaster Tech Services.
	The AUTO/STOP button flashes red consecutively 3 times in a row.	Inlet water temperature is too hot.	When the water temperature of the external water source drops, you can resume using the unit as normal.
	The AUTO/STOP button flashes red consecutively 4 times in a row.	Water temperature sensor error.	Turn down the water temperature, and contact Fluidmaster Tech Services.
	The AUTO/STOP button flashes red consecutively 5 times in a row.	Over-heating alarm for seat surface temperature.	Turn off the heated seat feature, and contact Fluidmaster Tech Services.
	The AUTO/STOP button flashes red consecutively 6 times in a row.	Seat temperature sensor fault.	Turn off the heated seat feature, and contact Fluidmaster Tech Services.
	The leakage protection switch on the power plug has tripped.	The leakage exceeds the normal value.	Unplug and stop using your unit. Contact Fluidmaster Tech Services.
	The unit doesn't turn on.		Does the unit have power?
Remote Control	The remote control doesn't work properly.	Do the batteries still have power?	Replace with new batteries.
		There may be a faulty connection.	Reset remote pairing. See page 23 for instructions.
		Are the positive (+) and negative (-) ends of the batteries set correctly?	Turn the batteries so that the positive (+) and negative (-) ends are in the correct place.
		Is the battery power low?	Replace with new batteries.
	Is the remote control too far from the product or not within the range of the sensor?		Please use the remote control within proximity to the unit.

	Problem	Cause	Solution
Front/Rear Wash	The nozzle extends out too slowly.	When the front or rear wash function is activated, the nozzle will be automatically cleaned at the outlet and then extended. This operation takes a few seconds.	This is a normal occurrence.
	Low water pressure.	Is the water pressure set to a lower mode than desired?	Use the remote control to reset the water pressure to a stronger mode.
		Is the metal filter clogged?	Clean the metal filter located in the elbow joint.
		Is the connecting nut of the water supply hose loose, or leaking?	Fasten and tighten the nut.
	Low water temperature.	Is the water temperature set to "low" or "off"?	Use the remote control to reset the water temperature to a "high" or "medium" mode.
	The nozzle suddenly stops spraying water.	After 3 minutes of cleaning, the nozzle stops spraying water and retracts automatically.	This is a normal occurrence.
If the user moves too fast or leaves the seat, the sensor cannot detect the user's position.		Return to the sensor detection position on the seat and activate the front or rear wash function.	
Seat Heating	The seat temperature is too hot.	Is the seat temperature set to a higher level than desired?	Reset the seat temperature to a lower level.
	The seat temperature is too low.	Is the seat temperature set to "off" or "low"?	Reset the seat temperature to a higher level.
		Is the product set to energy-saving mode? If so, the seat temperature will automatically rise as you sit on the product.	This is normal while in energy-saving mode.
Dry Function	The temperature is too low.	Is the Dry temperature set to a lower state?	Increase the Dry temperature to a higher level.
	The dryer suddenly stops.	The user suddenly leaves the seat, or the sensor cannot detect the user.	Please sit back down or reposition yourself on the seat and start the Dry function.
	The dryer is not working properly.	Is the person not sitting on the seat sensor position?	Please sit back down or reposition yourself on the seat and start the Dry function.
Are any wash functions activated?		Turn off all wash functions, and then start the Dry function.	
Night-light Function	Night-light off.	The night-light is set to "off".	Reset the night-light assembly to turn on the night-light.
	Night-light on.	The night-light is set to "on".	Reset the night-light assembly to turn off the night-light.
	The night-light won't turn on.	The sensor will only trigger the night-light to come on when the room is dark and will not light in a bright room.	1. The sensor will activate the night-light when the room goes dark. 2. Press and hold the night-light switch on the remote control for 4 seconds to reset to normal mode.
Manual Cleaning Nozzle Mode	Automatic retracting of nozzle.	The nozzle will be retracted 2 minutes after manual cleaning.	This is a normal occurrence.
	Press the manual cleaning nozzle button, the nozzle does not extend.	Debris on the seat, such as water droplets, wet paper, etc. will cause the sensor to falsely identify a user.	Remove the debris from the seat.




**NOTES:**



**NOTES:**

# NOTES:



 **Fluidmaster.**  
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[www.Fluidmaster.com](http://www.Fluidmaster.com) • 800-631-2011  
Contact Fluidmaster for troubleshooting help or visit [www.Fluidmaster.com](http://www.Fluidmaster.com)  
M-F 5:30 am - 5:00 pm PST.  
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