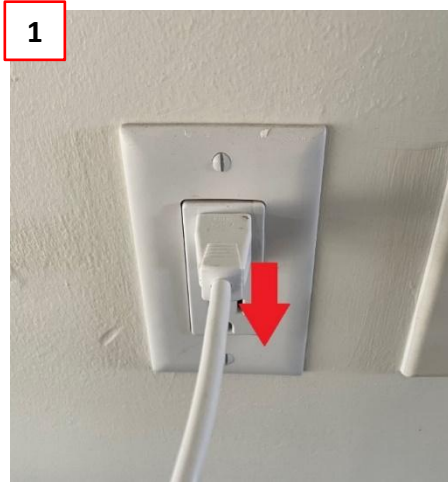


2. When the nozzle is not retracting or coming forward

When the nozzle is not retracting or coming forward

1. Reset the unit



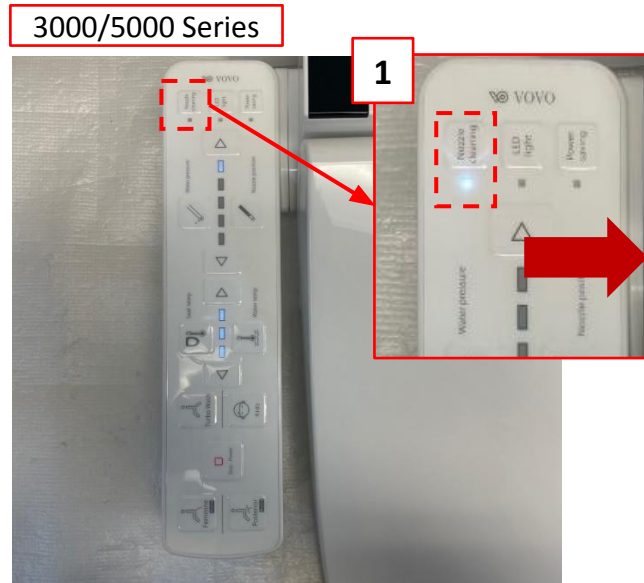
① Unplug the cord



② Plug the cord back

When the nozzle is not retracting or coming forward

2. Check the “Nozzle cleaning” button on the side panel or the remote



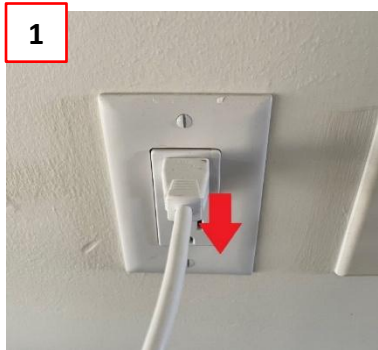
① Push the “Nozzle cleaning” button to see if the nozzle comes out and goes in properly.

! If the nozzle is coming out properly, all bidet function will be operational. However, if the problem is not resolved, please move on to the next page and follow the instruction.

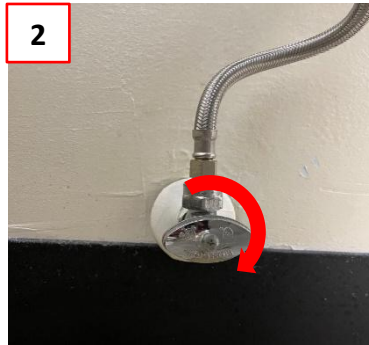
When the nozzle is not retracting or coming forward

3-1. Open the bidet seat

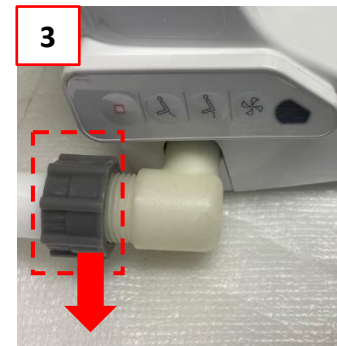
! If this fixing process is not workable, please contact our customer service so that we can provide a replacement unit with prepaid return label.



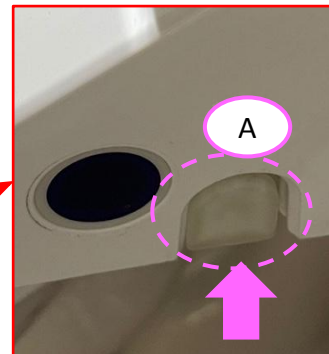
① Unplug the cord



② Close the water valve clockwise



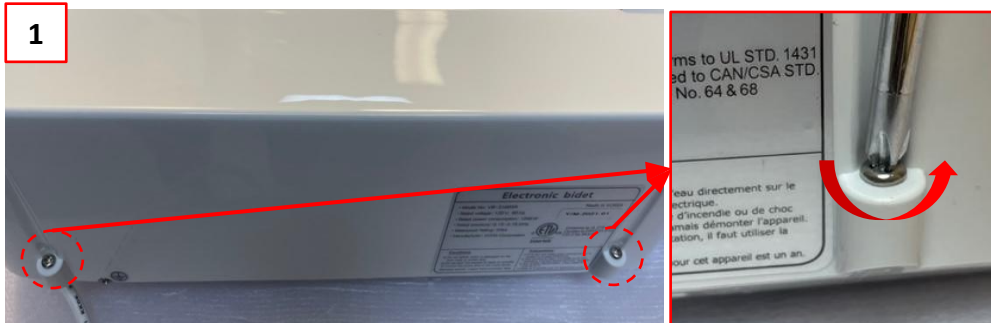
③ Detach the hose from the unit



④ Push Section A(Located on the right side of the bidet seat) and slide the bidet seat out in the direction B

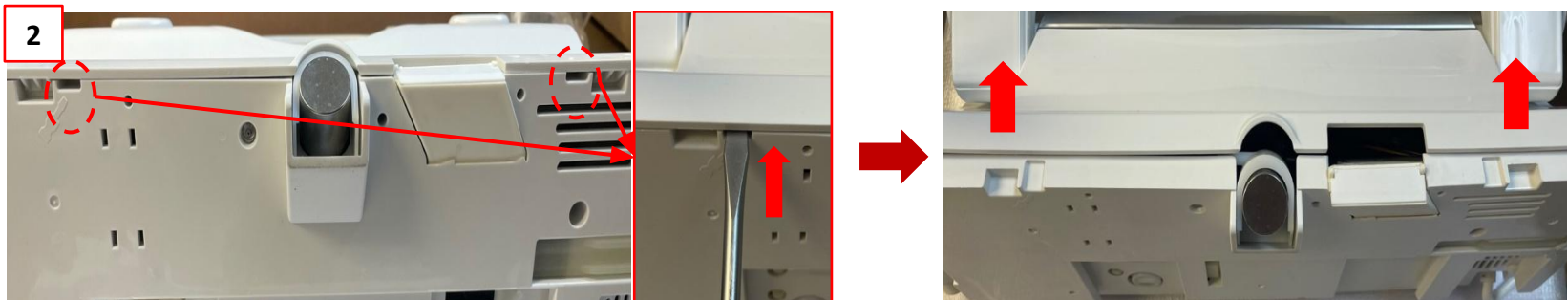
When the nozzle is not retracting or coming forward

3-2. Open the cover base



[Click for the Video Guide](#)

① Unscrew the 2 screws at the back using a Philips head driver.

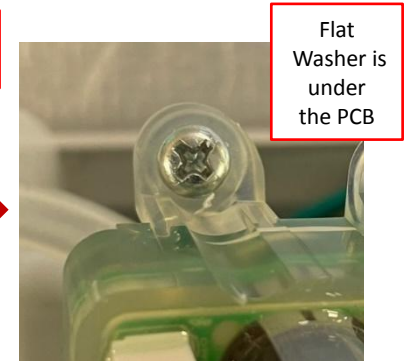
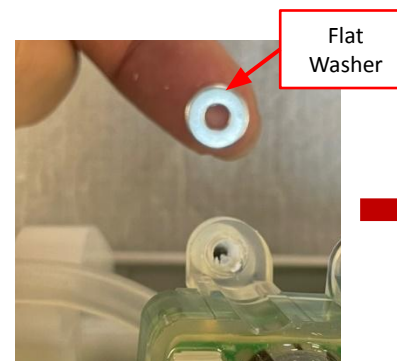
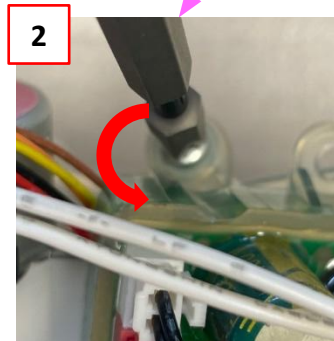
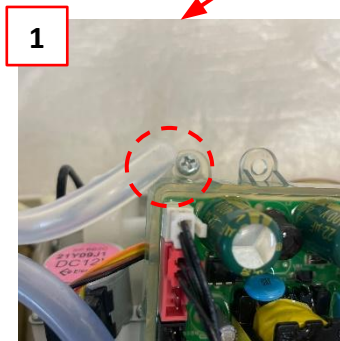
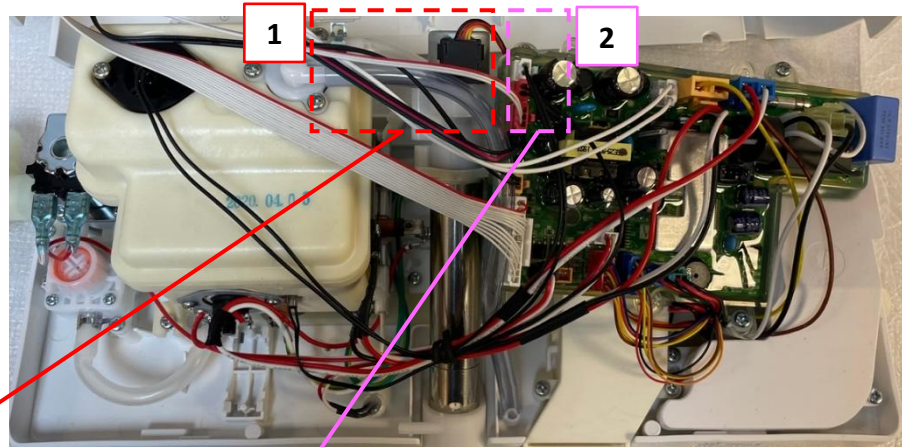


② Put the flat screwdriver in the pointed location and lift it up to detach the base from the cover base.

- Make sure not to open the cover base fully so the wires inside do not get damaged.

When the nozzle is not retracting or coming forward

3-3. Reorganize the nozzle hose and add a flat washer



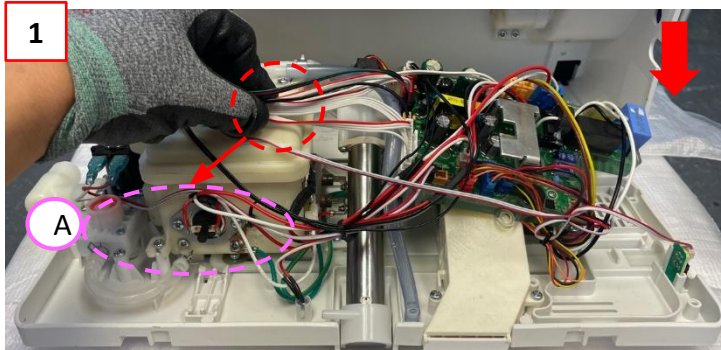
- ① Check if the nozzle hose is stuck
② Unscrew the screw on the MAIN PCB and add the flat washer under and screw it back on the MAIN PCB

When the nozzle is not retracting or coming forward

3-4. Close the cover base



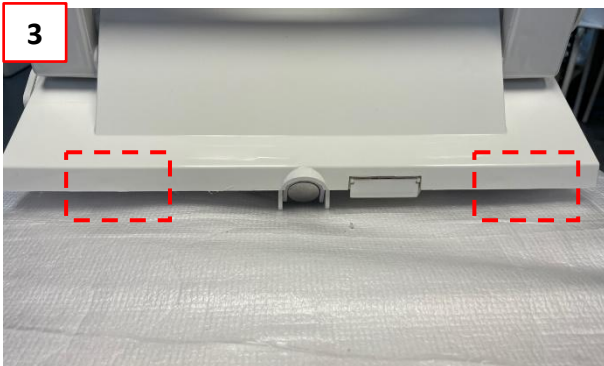
[Click for the Video Guide](#)



① Put the harness linked with the seat on the A side and close the cover base

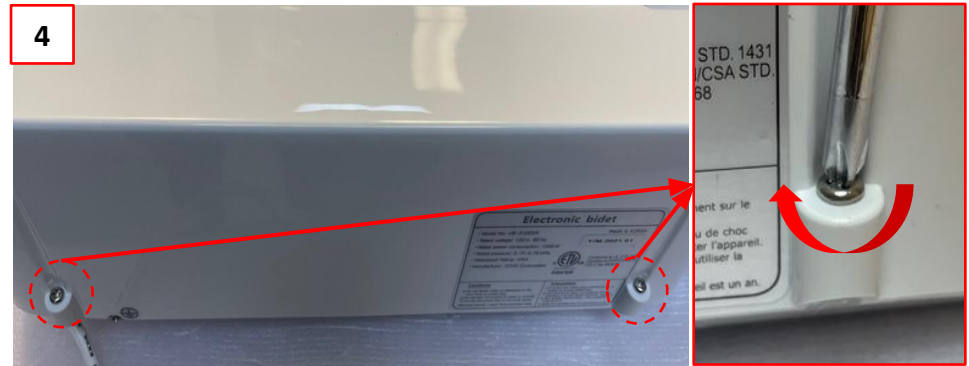


② Push the unit towards the direction shown in the photo



③ Check whether the cover base is assembled perfectly.

If you heard clicks, it's perfectly done.



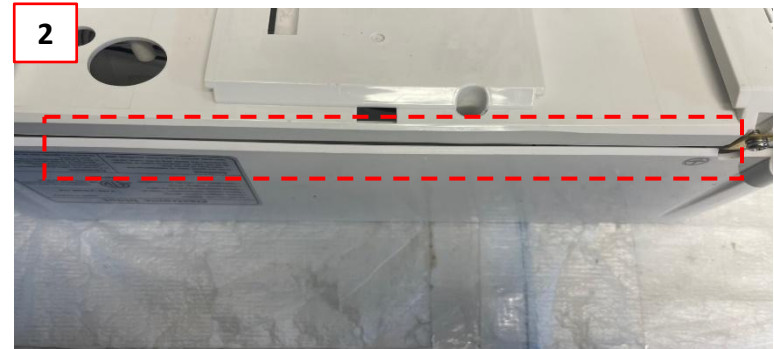
④ Screw the 2 screws back using a Phillips head driver.

When the nozzle is not retracting or coming forward

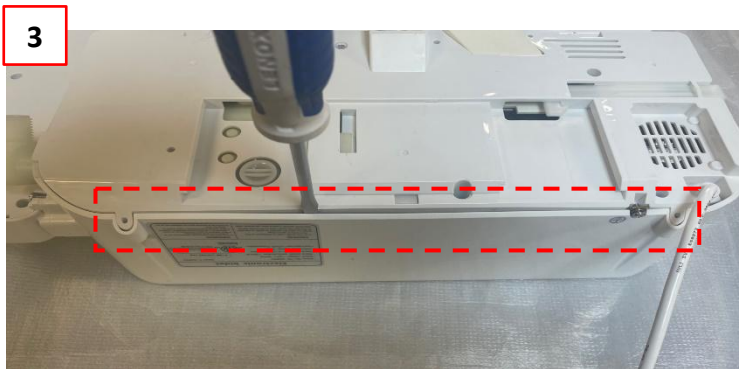
3-5. When you have difficulty closing the cover base



① Flip the bidet seat so you can see the under the bidet seat.



② Check if the base goes inside the cover base



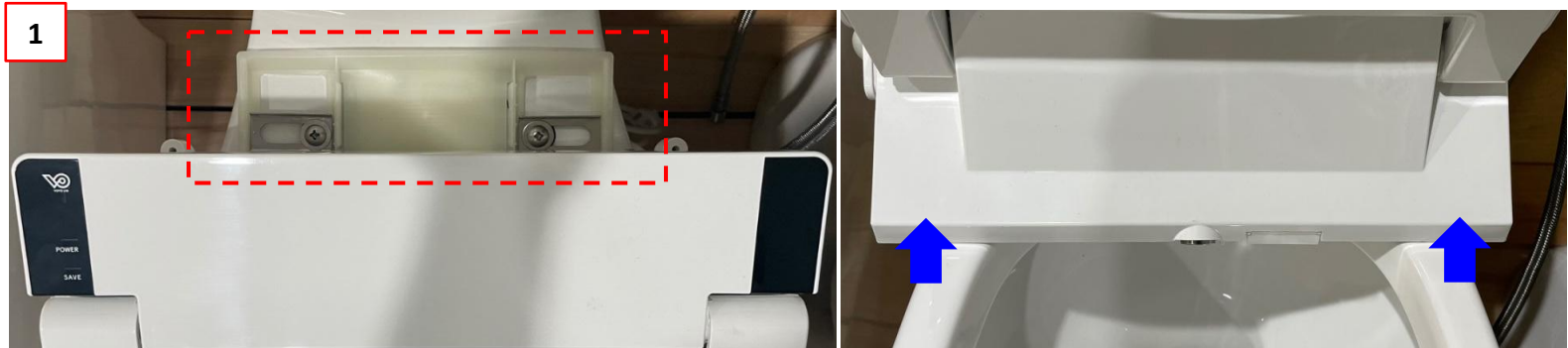
③ If not, please use a flat driver to make sure that the base goes inside the cover base.



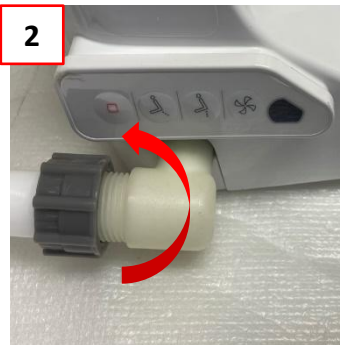
④ Push the unit towards the direction shown in the photo

When the nozzle is not retracting or coming forward

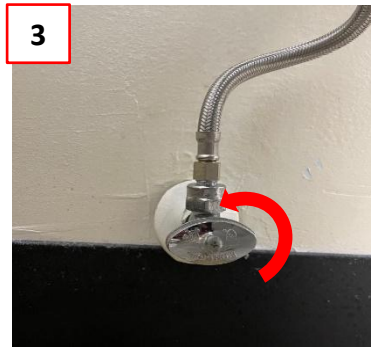
3-6. Attach the bidet seat



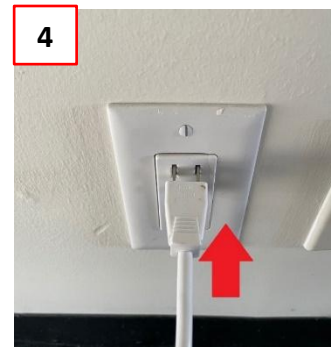
① Slide the bidet seat to the installed base bracket



② Connect the hose



③ Open the water valve



④ Plug the unit back



Please test the function again at this stage. If the problem is not resolved, please contact our customer support team, so we can provide replacement unit with prepaid return label.