

5. When cold water comes out from the nozzle (No warm water)

When warm water function is not working, and only cold water is coming out from the nozzle

When cold water comes out from the nozzle (No warm water)

1. Reset the power

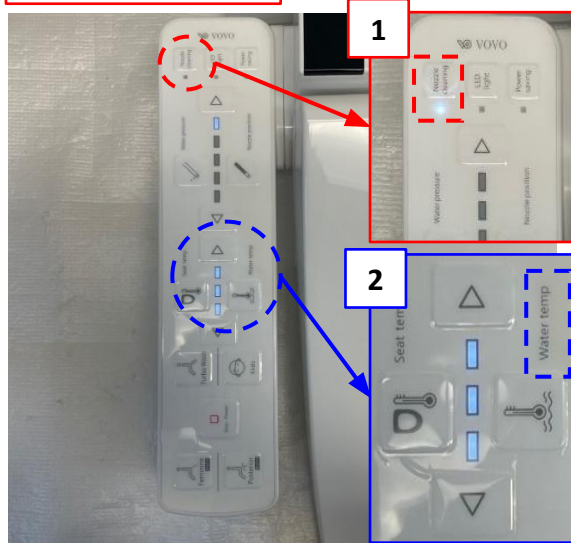


* Unplug the power cord for 1-2 minutes and plug it back in to reset the unit.

When cold water comes out from the nozzle (No warm water)

2. Check the setting on the side control panel or the remote

3000/5000 Series



4000/6000 Series



① Check whether the unit is receiving the signal from the Side control panel (3000/5000 Series) or the Remote (4000/6000 Series) by pushing the nozzle cleaning button.

① Set the water temperature setting to the highest from the Side control panel (3000/5000 Series) or the Remote (4000/6000 Series).

③ After setting the temperature, wait 3-4 minutes to see if the warm water function is operational.

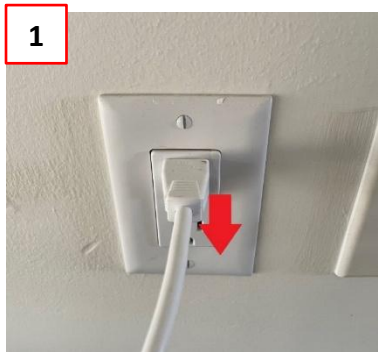


Please test the function again at this stage. If the problem is not resolved, please move on to the next page and follow the instruction.

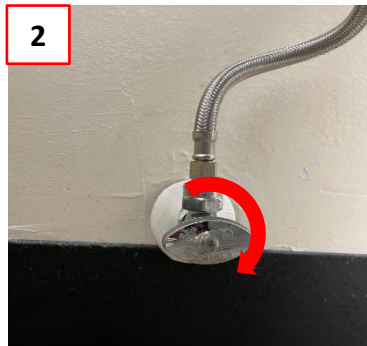
When cold water comes out from the nozzle (No warm water)

3-1. Open the bidet seat

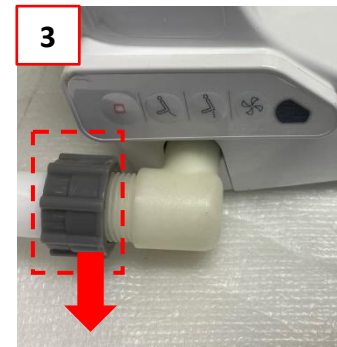
! If this fixing process is not workable, please contact our customer service so that we can provide a replacement unit with prepaid return label.



① Unplug the cord



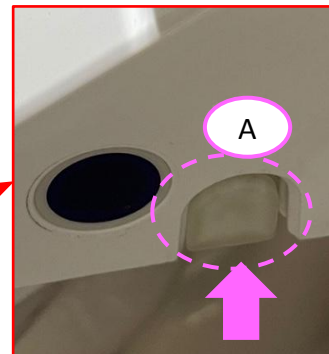
② Close the water valve clockwise



③ Detach the hose from the unit

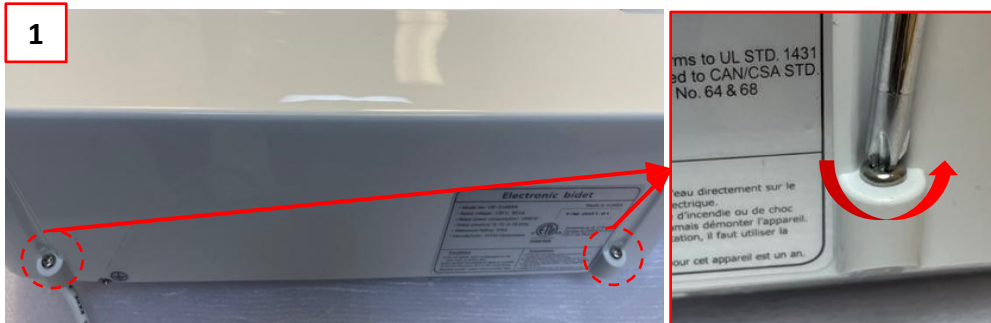


④ Push Section A(Located on the right side of the bidet seat) and slide the bidet seat out in the direction B



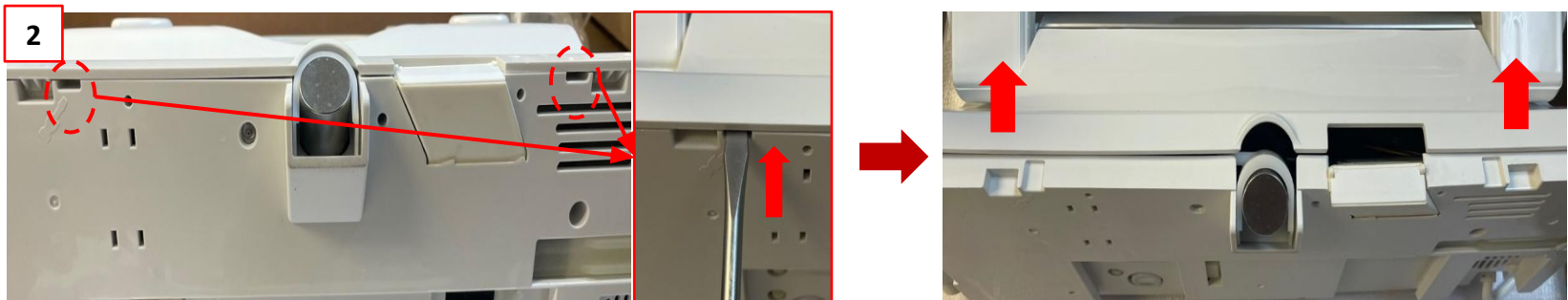
When cold water comes out from the nozzle (No warm water)

3-2. Open the cover base



[Click for the Video Guide](#)

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

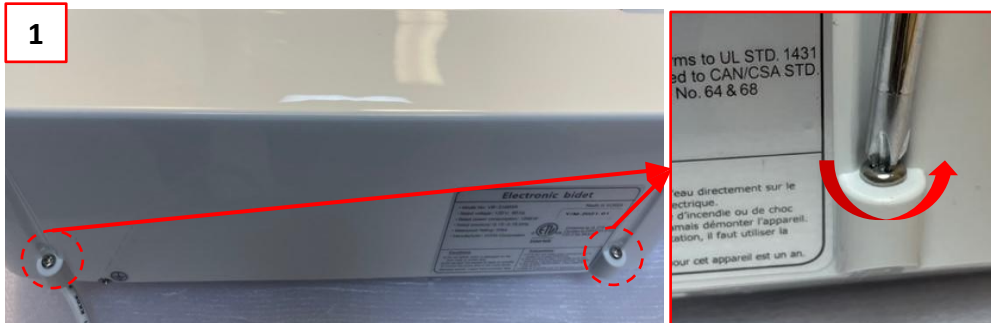


② Put the flat screwdriver in the pointed location and lift it up to detach the base from the cover base.

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

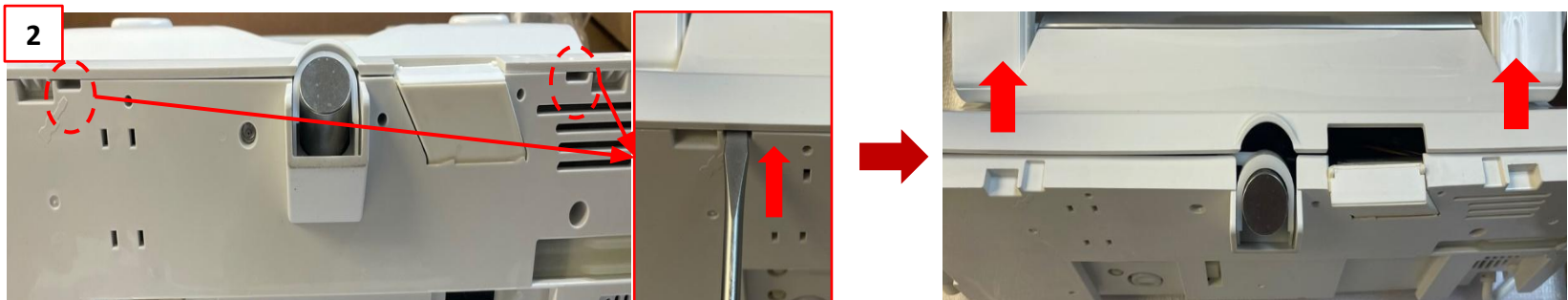
When the nozzle is not retracting or coming forward

3-2. Open the cover base



[Click for the Video Guide](#)

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



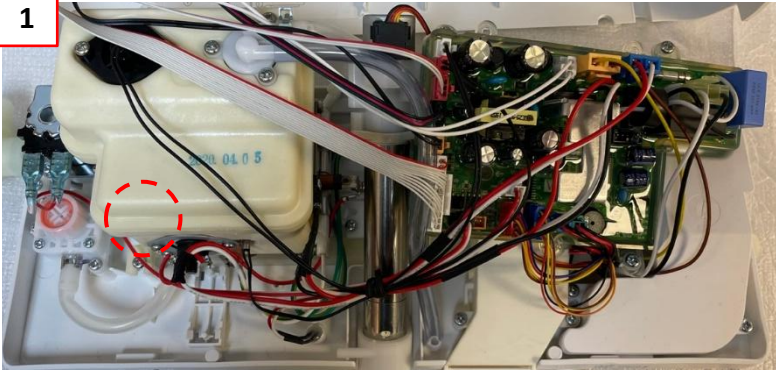
② Put the flat screwdriver in the pointed location and lift it up to detach the base from the cover base.

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

When cold water comes out from the nozzle (No warm water)

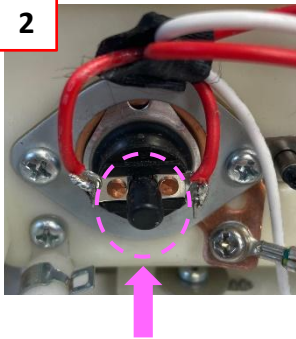
3-3. Reset the thermostat

1



① Check the location for the thermostat

2



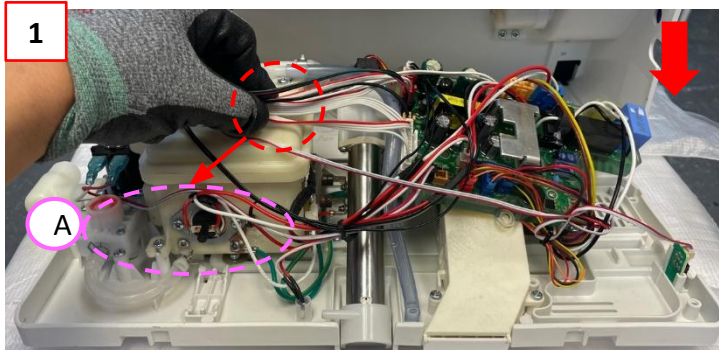
② Push the thermostat until it makes a click sound.
(If it does not make any click sound, it should be operational)

When cold water comes out from the nozzle (No warm water)

3-4. Close the cover base



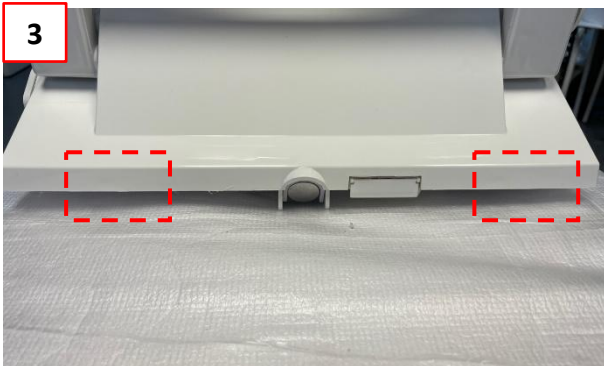
[Click for the Video Guide](#)



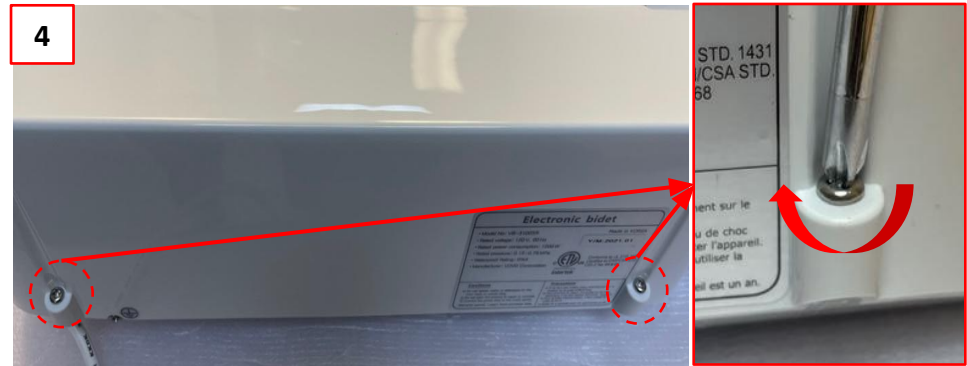
① Put the harness linked with the seat on the A side and close the cover base



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.



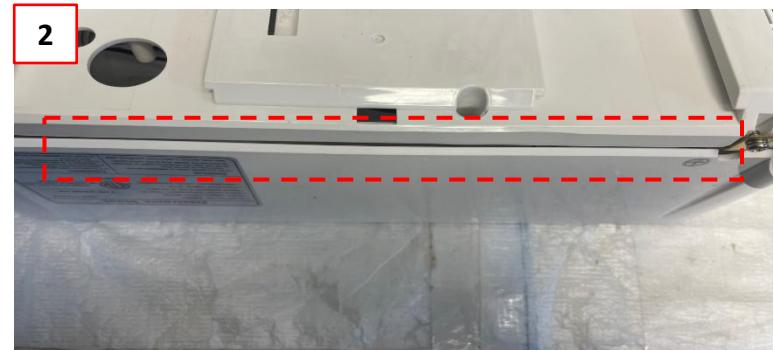
④ Screw the 2 screws back using a Phillips head driver.

When cold water comes out from the nozzle (No warm water)

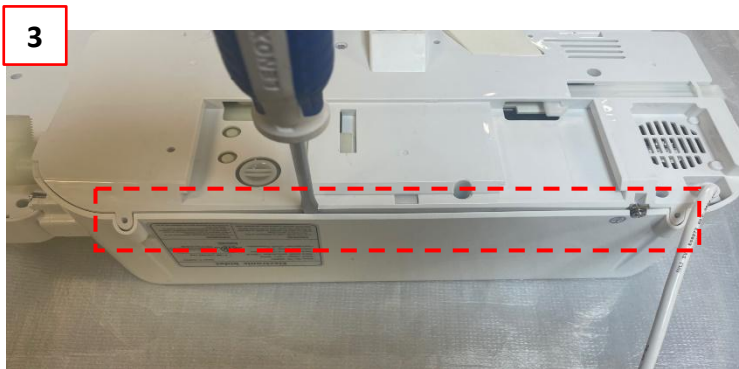
3-5. When you have difficulty closing the cover base



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



② Check if the base goes inside the cover base



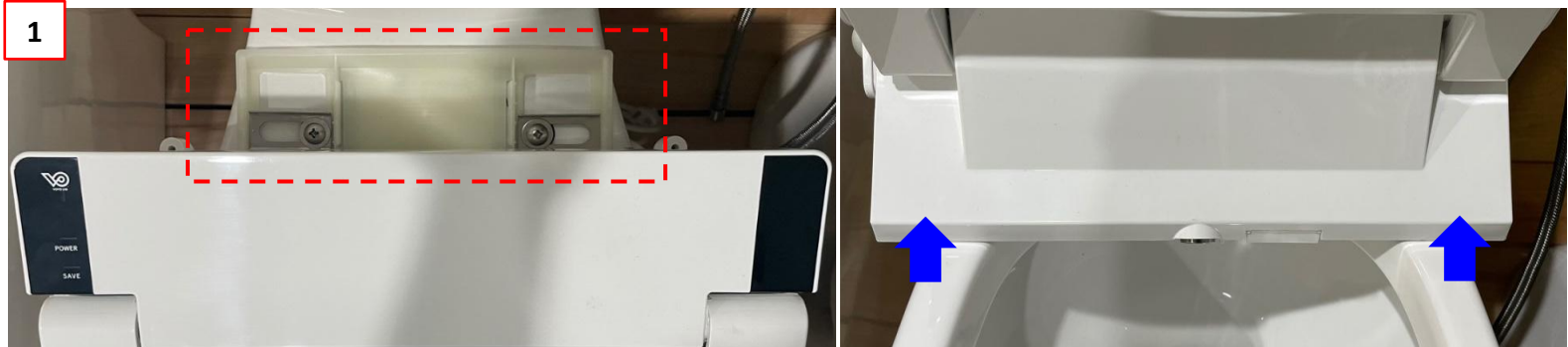
③ If not, please use a flat driver to make sure that the base goes inside the cover base.



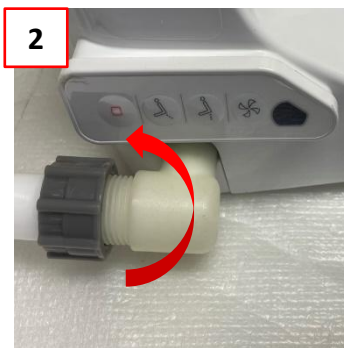
④ Push the unit towards the direction shown in the photo

When cold water comes out from the nozzle (No warm water)

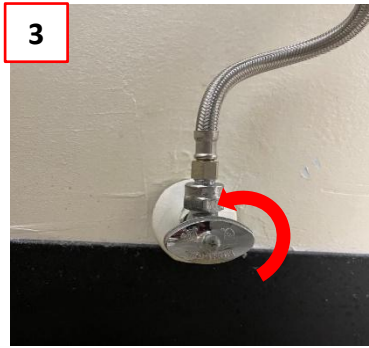
3-6. Attach the bidet seat



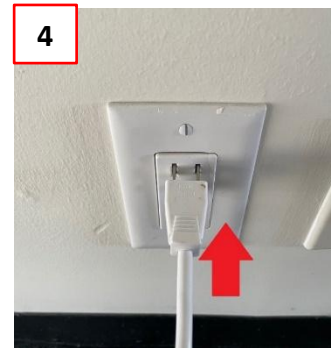
① Slide the bidet seat to the installed base bracket



② Connect the hose



③ Open the water valve



④ Plug the unit back

When cold water comes out from the nozzle (No warm water)

3-7. Set the warm temperature



- ① Set the water temperature setting to the highest from the Side control panel (3000/5000 Series) or the Remote (4000/6000 Series).
- ② After setting the temperature, wait 3-4 minutes to see if the warm water function is operational.



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