

# 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.

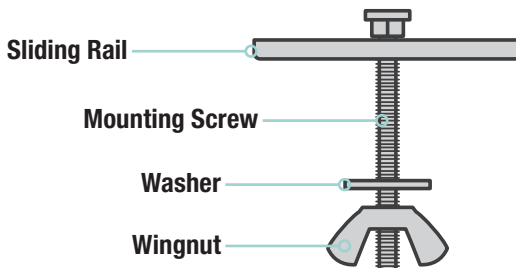
If any of these issue occur, please immediately cut off the power supply, and contact Fluidmaster Technical Services (800-631-2011) for further assistance.

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 AND LIGHT CODES:

	<b>Problem</b>	<b>Cause</b>	<b>Solution</b>
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 product doesn't work properly.		Is the power off?	Press the AUTO/STOP button to turn the unit on.
Remote Control	The remote control doesn't work properly.	Do the batteries still have power?	Replace with new batteries.
	The remote control buttons are not responding.	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 signal transmission or receiving port covered with dust particles?	Clean the remote control signal transmission or receiving port.
		Is the remote control too far from the product or not within the range of the sensor?	Please use the remote control within the effective range.

	<b>Problem</b>	<b>Cause</b>	<b>Solution</b>
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 screen or filter clogged?	Clean the screen or replace the filter.
		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.