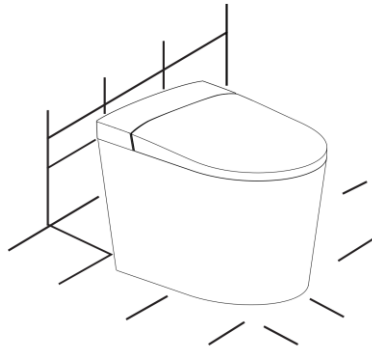




*Intelligently Clean, and that's the Bottom Line!*

# ***Washloo Sensation Floor Standing Installation Manual***

***Clean    Comfort    Hygiene***





*Intelligently Clean, and that's the Bottom Line!*

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# Safety Precautions

Read all instructions before use.

Save these instructions for future reference.



## Warning

May result in death or injury



## Caution

May result in death or injury



## Warning

1. Do not use a damaged power plug or loose electrical outlet
2. Make sure to use a dedicated electrical outlet. Failing to do so may result in electric shock or fire.
3. Do not move the product by pulling the power plug.
4. Do not handle the power plug with wet hands
5. Do not forcefully bend the power cord or place heavy objects on it to prevent it from being damaged or deformed.
6. Do not connect and pull the power plug repeatedly.
7. Unplug the product before cleaning, repairing, inspecting or replacing parts.
8. Remove any dust or water from the plug.
9. Do not plug the appliance into an electrical outlet or power strip that is being used by too many appliances. Use an electrical outlet adequate for the voltage requirement of the product.
10. If the power cord is damaged, do not attempt to repair, modify or replace the cord, please contact our service centre.
11. If the product produces a strange noise, a burnt smell or emits smoke, unplug and disconnect from the electrical outlet immediately. Failing to do so may result in electric shock or fire.
12. Do not insert a wire or sharp object in any of the product gaps, or the warm air outlet. This may result in electric shock or product damage.

# Safety Precautions

13. Do not place an electric heater near the product or dispose of any burning materials such as cigarettes in the toilet. This may result in fire or product deformation.
14. Do not place any containers filled with water, medicines, food, metallic objects or flammable materials on top of the product. If foreign objects enter the product, this may result in electric shock or fire.
15. Do not use the product in locations exposed to excessive moisture and do not splash water onto the product.
16. Do not use the product if it is not working correctly – Please unplug the product immediately, close off the main water supply and call our service centre. Failing to do so may result in electric shock or fire.
17. While taking a shower or cleaning the bathroom, remove the power plug from the electrical outlet and exercise caution that water or detergent does not splash onto the bidet. Failing to do so may result in electric shock or fire.
18. Do not disassemble, repair or modify the product yourself.
19. Do not use the product whilst bathing
20. Do not place or store the product where it can fall or be pulled into a bath or sink.
21. Do not place in or drop the product into water or any other liquid.
22. Do not reach for the product if it has fallen into water or liquid, disconnect from the power outlet immediately.
23. Do not operate or store the product in locations where flammable or combustible materials are used.
24. Do not use industrial water or 'grey' water for the supply as this may cause skin damage or disease.
25. Do not block the warm air outlet with your hand.
26. Turn off the water supply valve when cleaning the filter.

# Safety Precautions

27. For children and seniors who have difficulties with adjusting temperature, those with sensitive skin or impaired heat sensitivity, set the temperature of the wash spray, air dryer and seat to "low" or "off" to prevent burning.

28. Close supervision is necessary when this product is used by children or persons requiring general assistance.

29. Do not press the buttons using excessive force.

30. Do not stand or place heavy objects on the seat cover.

31. Use this product for its intended purpose only. As described in this manual. Do not use any attachments that are not recommended by us.

32. Never operate this product if it has a damaged cord or plug, if it is not working properly, if it has been dropped or damaged, or dropped in water. Return the product to our service centre for examination.

33. Keep the cord away from heated surfaces.

34. Never block the air openings of the product or place it on a soft surface such as a bed or couch, where the openings may get blocked. Keep the air openings free of lint, hair etc.

35. Never use the product while sleeping or when drowsy.

36. Never drop or insert any objects into any openings or hoses.

37. Do not use the product outdoors or operate where aerosol (spray) products are being used or where it could be exposed to pure oxygen.

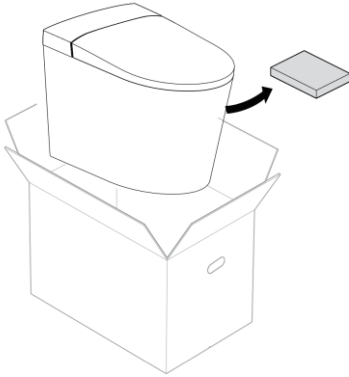
38. This product should be earthed in the event of an electrical short circuit earth reduces the risk of an electrical shock by providing an escape route (wire) for the electrical current. This product is equipped with a cord incorporating an earth wire and an earthed plug. The plug must be inserted into a power outlet that has been correctly installed.

39. Unplug this product before filling (fill reservoir) with water only unless otherwise specified by the manufacturer. Do not overfill.

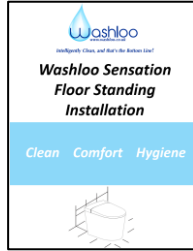
# Safety Precautions

40. Do not connect the mains water to the hot water pipe (only connect to cold water supply)
41. After the installation, make sure to check all water supply connections for leaks. Rubber washers should be in place for the water connection hoses and T valves.
42. Do not open/close the seat cover using excessive force.
43. Exercise caution that urine does not come into contact with the nozzles or warm air dryer outlet, failure to do so may result in bad odours or malfunction.
44. If the product will not be used for a long period of time, unplug the power cord, close the main water supply valve and drain any water in the water tank.
45. Do not pull out the bidet hose or connection hose using excessive force.
46. Do not use thinners, benzene, acidic chemicals, chloride or hydrochloric acid detergents. This may result in corrosion to the metallic components and potential discolouration or scratches to the bidet body.
47. This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge unless they have been given supervision or introductions concerning the use of the appliance by a person responsible for their safety. Children should also be supervised to ensure that they do not play with the appliance.

# Washloo Sensation - Bill of Materials



Washloo Sensation – Floor Standing



Sensation – Instruction Manual



Sensation – Operation Manual



Remote Control



Holder



Adhesive Strip



Securing Screw Covers



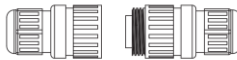
Securing Washers



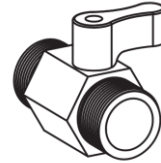
Securing Screws



Inlet Hose



Electrical Coupler



Stop Valve

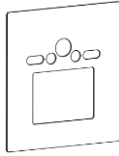
Note : The above illustration is an example only, your version may vary



# Sensation - Bill of Materials

## Items required for purchase prior to installation

Wall Mounted



Damper Cushion



2x M12 Threaded Bar



2x M12 Nuts



Expanding plugs



2x M12 Washers

Floor Mounted



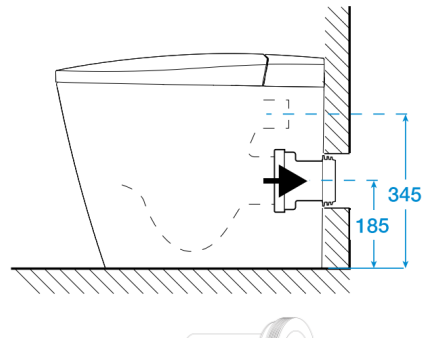
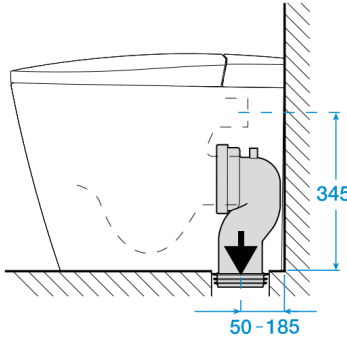
Hex Screws



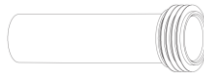
Raw Plugs



Hex Screw Washers



90degree Waste Pipe With Sealing Ring

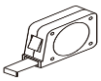


Inlet Pipe With Sealing Ring



Waste Pipe With Sealing Ring

## Tooling Requirements



Tape Measure



Phillips Screwdriver



Flathead Screwdriver



Stanley Knife



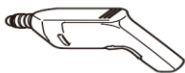
File



Adjustable Spanner



Wire Cutters



Drill



12mm Dia. Drill bit

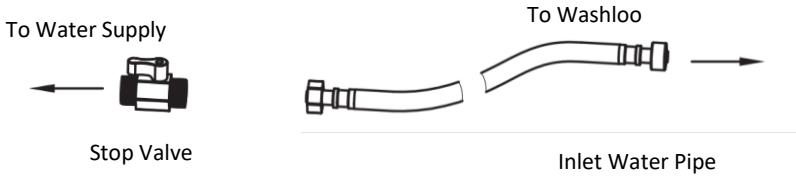


Hacksaw

Note : The above illustration is an example only, your version may vary

# Sensation – Water Supply Installation

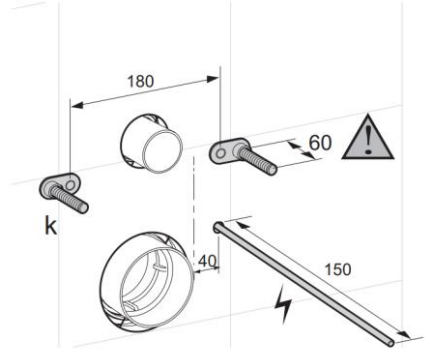
## Water Supply Installation



## Washloo Sensation Installation

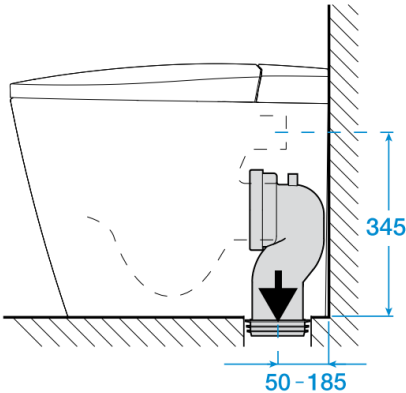
### **\*PLEASE NOTE**

Prior to installation, ensure the 'Inlet Hose' and the 'Power Supply' for the Washloo is accessible and can be connected to the Sensation.

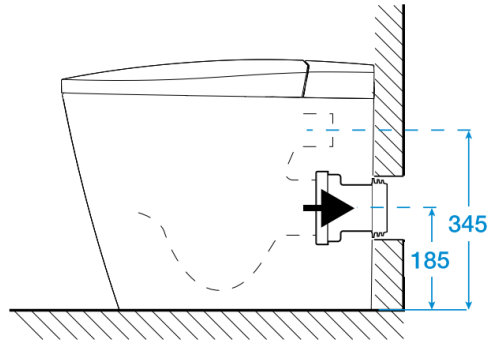


## Washloo Sensation Installation – Waste Outlet Options

### **Vertical Waste**



### **Horizontal Waste with use with Pinnacle Cistern/Concealed Cistern**

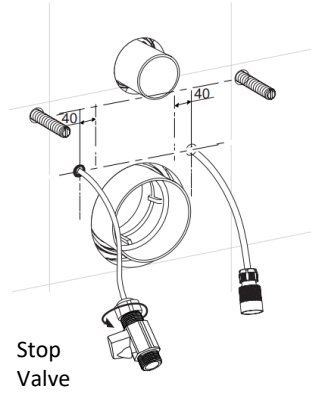
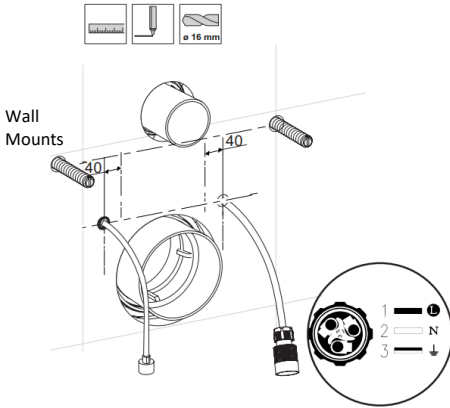


### **\*PLEASE NOTE**

Prior to installation, the correct waste pan connector is purchased. Depending on your current waste pipe set up – it will be required that the installer/customer purchases the correct pan connector as shown above.

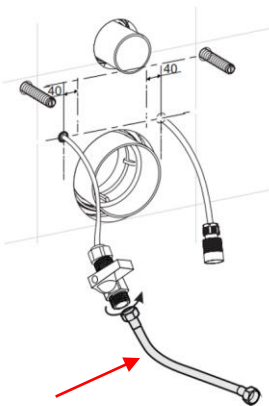
Note : The above illustration is an example only, your version may vary

# Washloo Sensation Installation

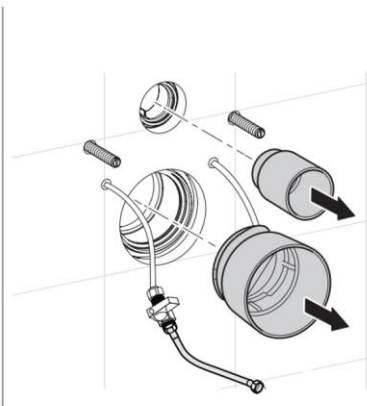


1. Using a drill and the 16mm dia, pass the Water Feed and 'Electric Connector' through the 16mm drilled holes. The Inlet Water Supply and Power Supply have 200mm and 400mm minimum projection to allow ease of connection to the Sensation. Install the 2x M12 Threaded Bar into the mounting holes as shown (alternatively use the internal floor mounts).

2. Connect the 'Stop Tap' to the water supply line. Once this is connected, you will be able to run the water through the line, flushing out any debris in the water system before connecting to the Washloo. (Can be flushed through later in the installation)



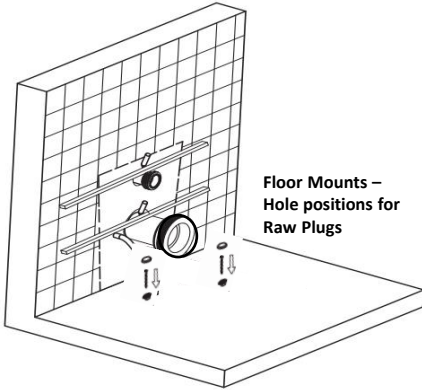
3. Connect the remainder of the water hose to the stop tap



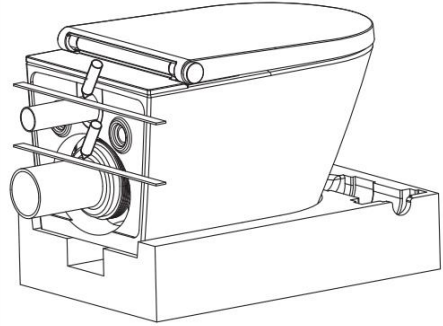
4. Install the 'Inlet Pipe With Sealing Ring' and 'Waste Pipe With Sealing Ring' into corresponding holes located in the Concealed Cistern or Pinnacle Cistern.

Note : The above illustration is an example only, your version may vary

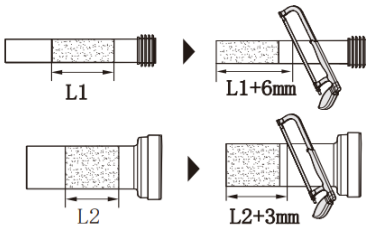
# Washloo Sensation Installation



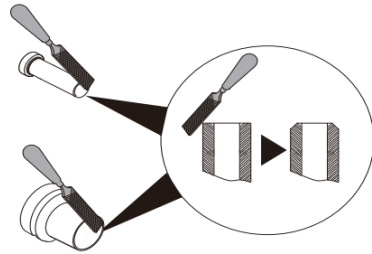
5. Using a marker pen, mark the heights of the 'Inlet Pipe With Sealing Ring' and 'Waste Pipe With Sealing Ring' on the Cistern/Wall. Also at this stage – if using the internal floor mounting points, mark on the floor through the toilet pan where to drill and install the raw plugs ready for the Hex Bolts.



6. Using a marker pen, mark the heights of the 'Inlet Pipe With Sealing Ring' and 'Waste Pipe With Sealing Ring' on the Washloo.



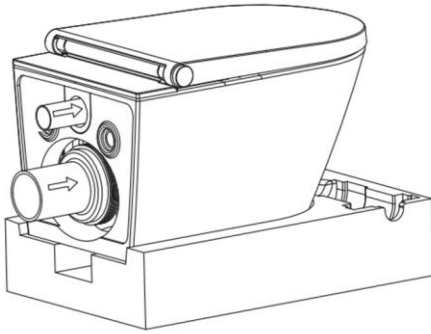
7. Trim the 'Inlet Pipe With Sealing Ring' and 'Waste Pipe With Sealing Ring' using a hacksaw, ensuring the correct length for both is achieved with protrusion of 6mm and 3mm respectively.



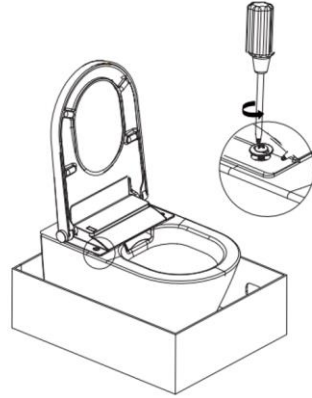
8. Remove any burrs or sharp edges from the 'Inlet Pipe With Sealing Ring' and 'Waste Pipe With Sealing Ring' using a file.

Note : The above illustration is an example only, your version may vary

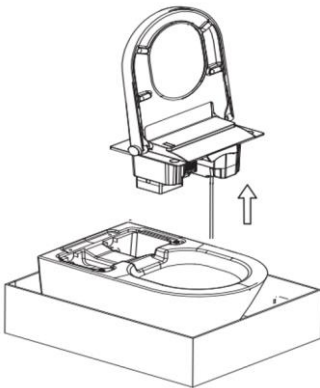
# Washloo Sensation Installation



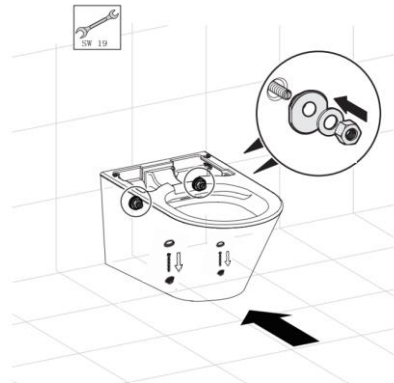
9. Insert the 'Inlet Pipe With Sealing Ring' and 'Waste Pipe With Sealing Ring' on the Cistern/Wall into the Washloo ensuring fully sealed around the Inlet and waste outlet of the porcelain.



10. Remove the 2x retaining screws that attach the '**Sensation**' internals to the porcelain base using a Phillips Screwdriver.



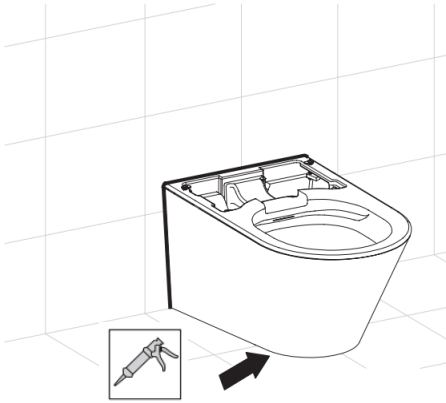
11. Remove the upper portion and internals of the '**Sensation**' as shown above (disconnecting the **Foot Sensor Control** plug also).



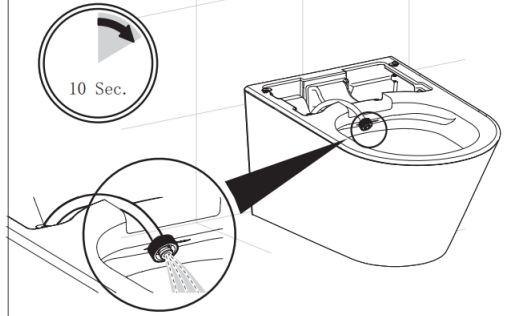
12. Now place the porcelain portion of the Washloo into its final fixing position (onto the floor mounts and/or the threaded mounts previously installed, sliding the 'Inlet and Waste' pipe into the Cistern or Concealed Cistern apertures.

Note : The above illustration is an example only, your version may vary

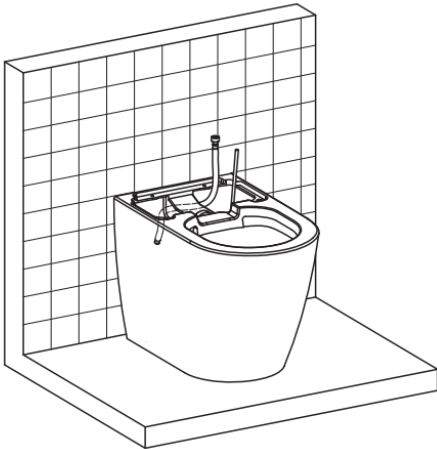
# Washloo Sensation Installation



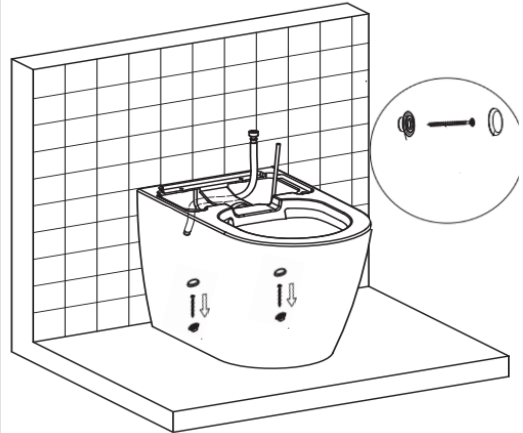
13. Using a silicone gun, seal around the base of the Washloo.



14. Using the 'Stop Tap' Run the water supply line into the basin to flush out any debris in the water system before connecting to the Washloo.



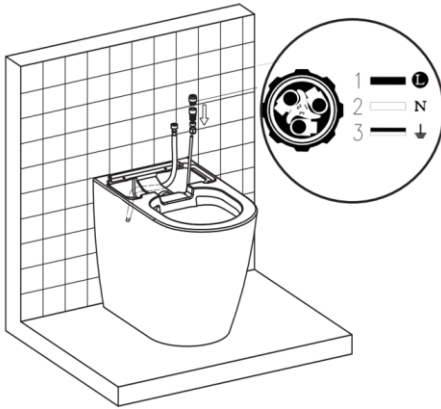
15. Pull through the 'Inlet Pipe' and 'Power Supply' into the upper opening to allow connection to the 'Sensation' internals.



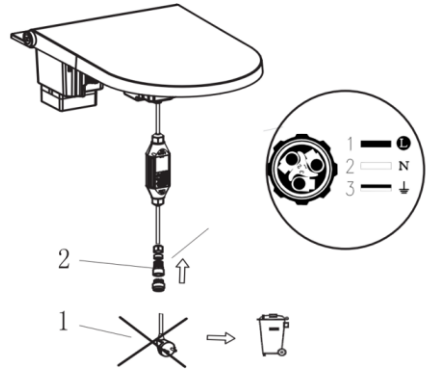
16. Final tighten the 'Floor Mount Hex Screws' through the porcelain base into the 'Raw Plugs.'

Note : The above illustration is an example only, your version may vary

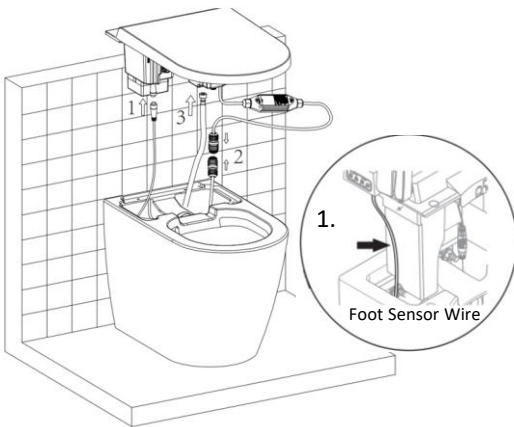
# Washloo Sensation Installation



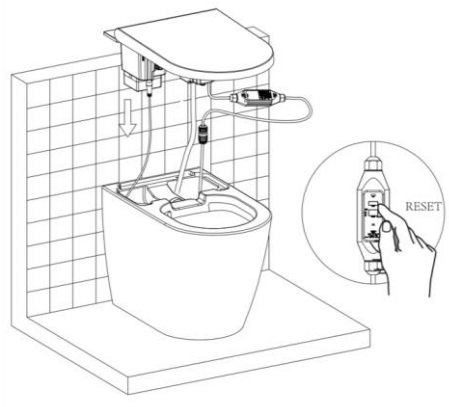
17. Install the 'Electrical Coupler' in the sequence shown to the electrical supply.



18. Install the additional portion of the 'Electrical Coupler' to the 'Sensation's' electrical supply and connect the both together (removal of the plug as shown is recommended and the use of the Electrical Coupler)



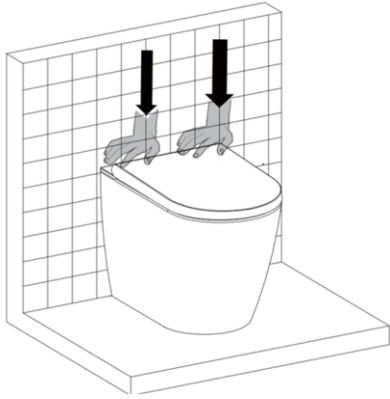
19. Connect 1. Foot Sensor control cable, 2. the electrical coupler/supply, 3. the 'Inlet Water Pipe'



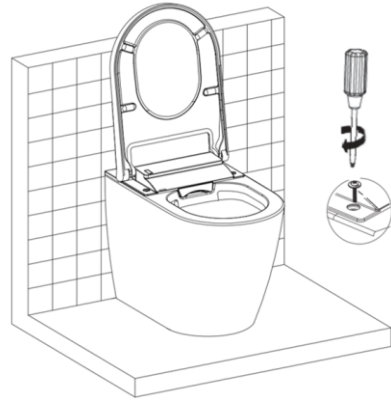
20. Using the 'Stop Valve' **turn on the water supply first**, then reset the RCD on the electrical supply and ensure power is turned on.

Note : The above illustration is an example only, your version may vary

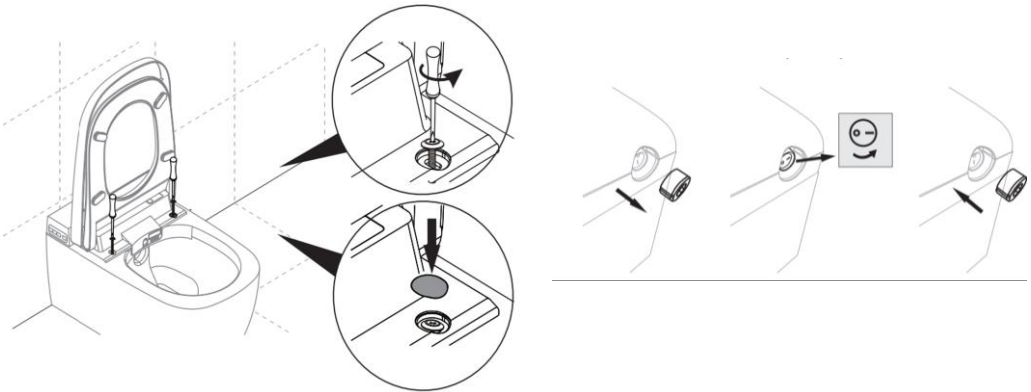
# Washloo Sensation Installation



21. Install the Washloo 'Sensation' upper portion, back onto the lower porcelain as shown above, applying light force downwards to slot into position.



22. Install the 2x retaining screws as shown (Phillips Screwdriver).

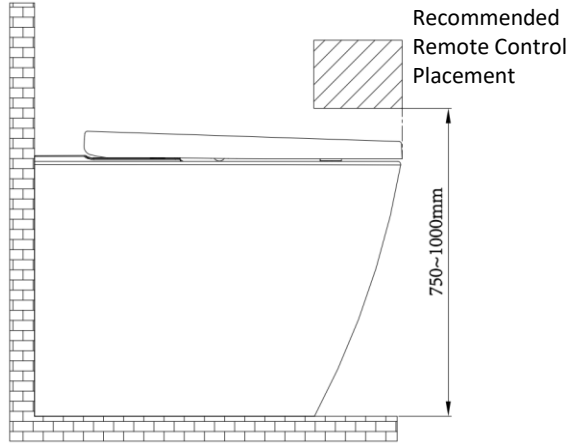
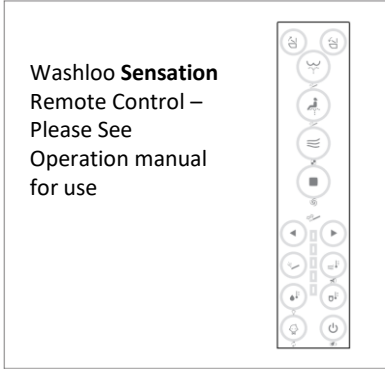


23. Finish the installation by inserting the covering plugs for the retaining screws. Now that the Washloo Sensation has power and water, ensure the side power switch is in the correct 'On' Position. The default temperature settings for the water, seat and warm air dryer will be set. These settings can all be adjusted using the remote control. Please refer to the User Manual for full description of functions and controls.

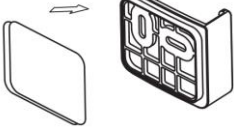
Note : The above illustration is an example only, your version may vary



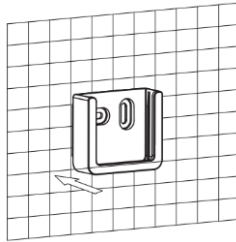
# Washloo Sensation - Remote Control



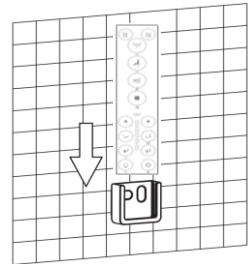
There are adhesive strips on the remote control holder which will allow the control holder to be 'stuck' in any position required.



Apply Adhesive  
Strip to RC Holder  
(Removing  
protective film)



Apply the RC Holder with  
exposed adhesive to the  
desired position



Slide the Remote  
Control into the  
holder.

Note : The above illustration is an example only, your version may vary

# Trouble Shooting

Problem	Potential cause	Suggested action
The washing function does not work	1. The power supply may not be on	Please turn on the power
	2. The water supply may not be opened	Please open the inlet water valve, or check if there is a water outage
	3. The filter may be blocked	Please replace a new filter .It has a service life of approx. half a year
	4. Seat sensor may not be occupied	Please sit on the seat and adjust sitting position
	5.Maybe the cover is closed	Please open the cover and sit on the seat
	6.Maybe it is not used for more than 72 hours	Not used for more than 72 hours ,when the user operates the washing ,it will open the self-cleaning for about 3 minutes. All the buttons are invalid during the self-cleaning and it will return to normal after the self-cleaning
The nozzle goes back suddenly	1.The washing cycle is 3mins. The nozzle will stop spraying after 3mins ,and then go back.	This is normal and please re-press the "wash" button to start washing again
	2.There may be some problems of water supply	Please check if there is a water outage
	3.Maybe the seated sensor detects the user left the seat	Please adjust sitting position
	4.Maybe the cover is closing	Do not put down the cover when it is washing
Low water flow rate	1. The water flow rate may be set to low	Please increase the flow rate as per "adjusting water flow rate" of operating instructions
	2.The water supply pressure may be too low	Please check and ensure the water supply pressure is $\geq 0.07\text{Mpa}$
	3.The filter may be blocked	Please replace a new filter .It has a service life of approx. half a year
	4.The nozzle may be blocked	Clean nozzle with a small brush
Low water temperature	1. The water temperature may be set to low	Please increase the water temperature as per operating instructions
	2.Maybe the temperature of water supply is too low	Please increase the water temperature as per operating instructions or decrease flow rate
The nozzle comes out slowly	When the wash function is requested, nozzle will self-clean before coming out & can take time	This is normal
Water flows out but the nozzle does not come out	1. When the wash function is requested, nozzle will self-clean before & after use	This is normal
	2.Maybe it is not used for more than 72 hours	This is normal. Not used for more than 72 hours ,when the user operates the washing ,it will open the self-cleaning for about 3 minutes
The dryer does not work	1. The power supply may not be on	Please turn on the power
	2. Seat sensor may not be occupied	Please sit on the seat and adjust sitting position
	3.Maybe the cover is closed	Please open the cover and sit on the seat
	4.Maybe it is not used for more than 72 hours	Not used for more than 72 hours ,when the user operates the washing ,it will open the self-cleaning for about 3 minutes. All the buttons are invalid during the self-cleaning and it will return to normal after the self-cleaning
Low air temperature	1. The dryer may be set to low	Please increase dryer temperature as per operating instructions
	2. The dryer does not work correctly	Please contact local distributor
Night light is always off	1. The environment may be too bright	When the night light is set to smart mode, it may not work if the environment is too bright
	2. The night light function may be off	Please turn on the night light as per operating instructions
Night light is always on	1. The environment may be too dark	When the night light is set to smart mode, it may stay on when the environment is dark
	2.Something may be covered around the knob.	Remove obstructions around the knob
	3.The night light may be set at always on mode	Please adjust the night light mode as per "Light Setting" of operating instructions
The nozzle goes back automatically when manual cleaning	1.The nozzle goes back after washing 5 minutes.	This is normal
	2.Maybe press the "stop" button	The manual cleaning will be stopped if press the knob or press the "stop" button on the remote control.
	3.Maybe the seated sensor detects that the seat is closing	Please do not put down the seat during the manual cleaning
The remote control is not functioning	1.No batteries in the remote control	Please install the correct batteries in the remote control
	2.Maybe the battery power is too low	When batteries are too low, the LED will flash. Please replace the batteries
	3.Maybe the code of the bidet and remote control is not the same	Please set the code of the remote control to the correct one .See "One-On-One Setting"
There are BEEP sounds when the bidet is working	There is a short BEEP when you are sitting down , and a long BEEP when you leave. Also there is a short BEEP when the bidet has received commands.	This is normal. You can turn off the sound. See "Sound Setting"
The bidet does not work correctly	Maybe there is something abnormal	Please shut off the power and turn back on after 1 minute. If the bidet still does not work, please contact local distributor
The light around the side control knob flashes twice & constantly beeps	The water supply temperature may be too high	Please shut off the power and water supply, stop using the product, and then contact local distributor
The light around the side control knob keeps flashing	There may be something wrong with the product	Please check if electric and water supply are correct, turn off the power and restart the product. If the bidet still does not work, contact local distributor

# Technical Specifications

Product Specification	
Voltage	AC220-240V 50/60HZ 1350W
Water Supply	Direct connection to water pipe
Water Pressure	0.08-7.5Mpa (0.8-7.5Bar)
Warm Washing	Water Pressure Adjustable in 5 levels (Level 3 is default)
	Temperature control (4 Levels, room temperature Room temp/low 33°C/medium 37°C/high 40°C
	Heater Capacity : 1600W
	Temperature Control system, , Temperature Reset Switch, Temperature fuse overheat protection with water and electricity isolation system. Instantaneous Water Heater 0.5-0.9L/min Volume
Warm Air Dryer	Power : 200w
	Temperature control Room temp/low 35°C/medium 40°C/high 45°
	Temperature Control system, Temperature Reset Switch, Temperature fuse over heat protection with water and electricity isolation system.
Wash System	Flow Rate 0.5-0.9L/min Volume
	Water temperature Room Temp - 33-40°C
	Water Cycle Time – 3 minutes
	Instantaneous Water heater
	Max Heating Power – 1600w
	Backflow Prevention – Category 5 Type AB Air Gap (EN1717 / EN13077)
Seat Heating	Room temp/low 30°C/medium 35°C/high 40°C 40w
Power Cord Length	1.5m
Safety Device	Floating Switch, temperature sensor, temperature fuse, earth leakage protection, water and electricity isolation system.
Deodorizer	Chemical absorption by deodoriser cartridge.
IP Rating	IPX4
Weight	30kg
Colour	White
Certificate	UKCA RoHS SAA WRAS KIWA (Pending)

# Warranty

This electronic bidet has been designed and manufactured with great care and attention to detail. We offer a 24 month warranty.

In the following cases the warranty does not apply;

1. Damage or loss sustained in fire, earth quake, flood, thunder or other acts of providence, pollution, gas damage, salt damage and abnormal voltage.
2. Damage or loss resulting from installation methods not in the manual, any unreasonable use, abuse, negligence or improper maintenance.
3. Damage or loss resulting from modification, disassembly and destruction of the product.
4. Damage or loss resulting from hard water, water stain retention, sediments or foreign objects contained in the water system.
5. Damage or loss resulting from relocation after instalment, improper installation or in a hazardous environment.
6. Damage or loss resulting from defect caused by miss-fitting or wrongly shaped attachment.
7. Damage or loss resulting from bites by animals or insects or residual of dead animals or insects.
8. Damage or loss resulting from product freezing.
9. Damage or loss resulting from use of the product if mounted on moving vehicles such as cars, ships and caravans.
10. Damage or loss resulting from deterioration of battery etc.
11. Damage or loss resulting from lack of user's maintenance points (i.e. cleaning, filter, washer, packing etc.).
12. Damage or loss resulting from physical or accidental damage;  
This includes cracks, stress marks and breakages from over extension or force of the lid cover and seat.

# Important User Manual Information

If you want to dispose of this product, do not mix with general household waste. There is a separate collection system for used electronic products in accordance with legislation that requires proper treatment, recovery and recycling.

Only discard discharged batteries. They should not be disposed of in household waste, use appropriate collection sites.

Memo



*Intelligently Clean, and that's the Bottom Line!*

***Modern Life, Smart Choice***

Shades and dimensions subject to the usual tolerance.

We reserve the right to make technical modifications to the range and alter colors.