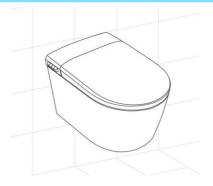


Intelligently Clean, and that's the Bottom Line!

# Washloo Sensation Wall Hung Installation Manual

# Clean Comfort Hygiene





Intelligently Clean, and that's the Bottom Line!

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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

#### \land 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.

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.

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.

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.

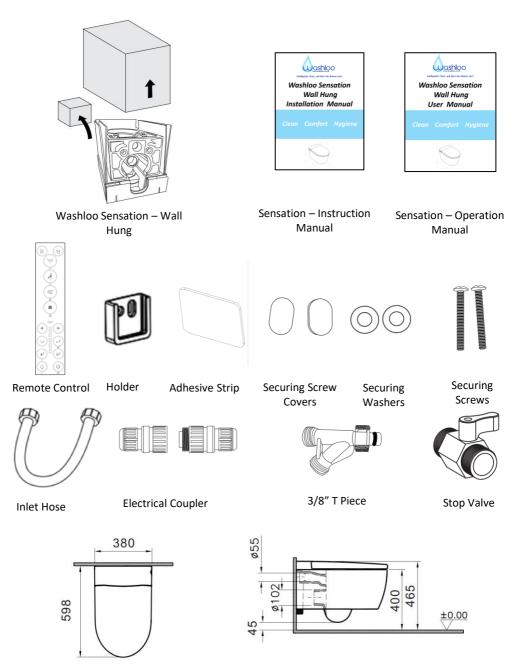
44. If the product will not be used for a long period of time, unplug the power cord, close the main water supply valve and drain any water in the water tank.

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.

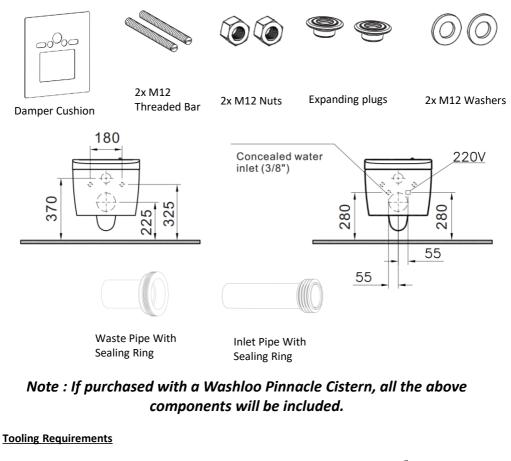
47. This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge unless they have been given supervision or introductions concerning the use of the appliance by a person responsible for their safety. Children should also be supervised to ensure that they do not play with the appliance.

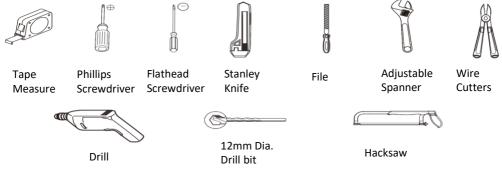
#### **Washloo Sensation - Bill of Materials**



#### **Sensation - Bill of Materials**

#### Items required for purchase prior to installation





#### Sensation – Water Supply Installation

#### Water Supply Installation



Stop Valve

To Washloo

Inlet Water Pipe

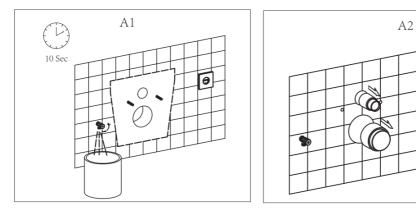
#### Washloo Sensation Installation A

#### \*PLEASE NOTE

Installation A has the water supply and electric supply external of the Washloo's Structure. For use with existing concealed cisterns and not Washloo Specific.

#### \*PLEASE NOTE

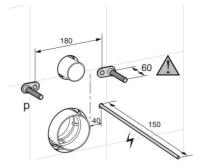
Prior to installation, ensure the 'Inlet Hose' and the 'Power Supply' for the Washloo is accessible and can be connected to the Sensation.



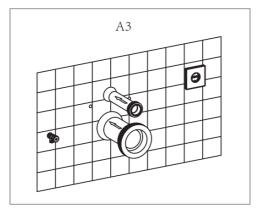
1. Open the 'Stop Tap' and allow the water to run through, flushing out any debris in the water system before connecting to the Washloo.

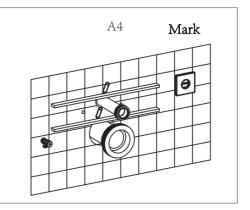
2. Ensure the Inlet Water Feed from the Cistern and the Waste Pipe into the cistern are accessible and projecting from the wall.

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

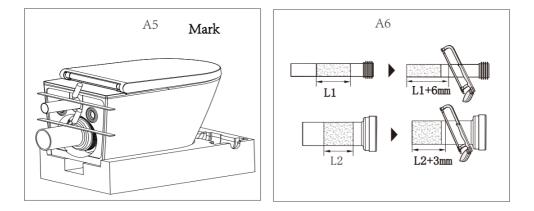


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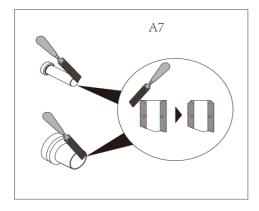


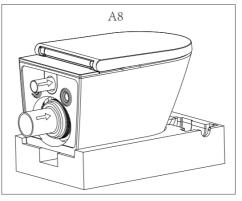


3. Install the 'Inlet Pipe With Sealing Ring' and 'Waste Pipe With Sealing Ring' into corresponding holes located in the Concealed Cistern, Pinnacle Cistern or Levitate Cistern. 4. Using a marker pen, mark the heights of the 'Inlet Pipe With Sealing Ring' and 'Waste Pipe With Sealing Ring' on the Cistern/Wall.

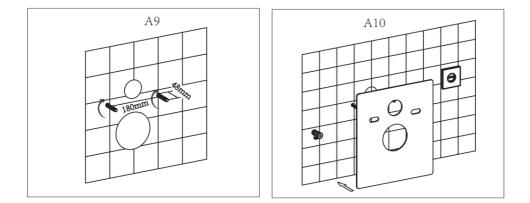


5. Using a marker pen, mark the heights of the 'Inlet Pipe With Sealing Ring' and 'Waste Pipe With Sealing Ring' on the Washloo. 6. Trim the 'Inlet Pipe With Sealing Ring' and 'Waste Pipe With Sealing Ring' using a hacksaw, ensuring the correct length for both is achieved with protrusion of 6mm and 3mm respectively.

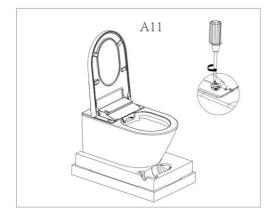




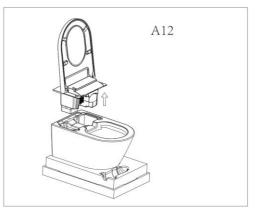
7. Remove any burrs or sharp edges from the 'Inlet Pipe With Sealing Ring' and 'Waste Pipe With Sealing Ring' using a file. 8. Install the 'Inlet Pipe With Sealing Ring' and 'Waste Pipe With Sealing Ring' into corresponding holes located in the Washloo Sensation as shown.



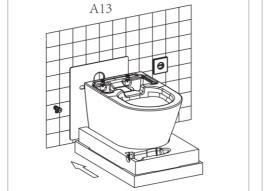
9. Install 2x M12 Threaded Bar into the corresponding holes in the Concealed Cistern, Pinnacle Cistern or Levitate Cistern. Allowing 180mm separation and 48mm of protrusion. 10. Install the 'Damper Cushion' over the threaded bar in the position shown (allows a damper barrier between both conjoining surfaces, Cistern and Washloo).



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



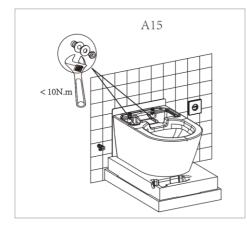
12. Remove the upper portion and internals of the 'Sensation' as shown above (disconnecting the side control plug also).





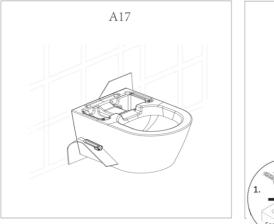
13. Using a raised platform (polystyrene within packaging), slide the Washloo into position, locating on the M12 Threaded bar and the 'Inlet and Waste' pipe into the Cistern or Concealed Cistern apertures.

14. Ensure the Washloo is sitting level and adjust to suit.



A16

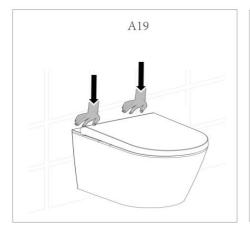
15. Tighten the M12 nuts and Washers onto the Threaded bar, not exceeding 10Nm (Overtightening will cause the porcelain to crack and void all warranty/replacements) 16. Once attached securely, remove the supporting structure from underneath the Washloo to allow it to 'Hang' from the Wall or Cistern that's been installed to support it.

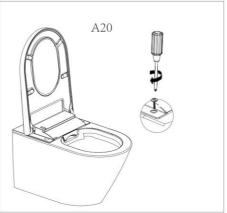




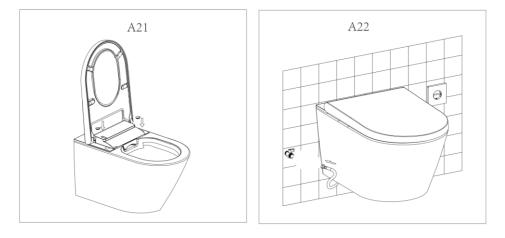
17. Using a Stanley Knife, remove any exposed 'Damper Cushion' that protrudes from behind the Washloo Structure.

18. Connect 1. Foot Sensor Cable, 2. the electrical coupler/supply, 3. the 'Inlet Water Pipe'





19. Install the Washloo 'Sensation' upper portion, back onto the lower porcelain as shown above, applying light force downwards to slot into position. 20. Install the 2x retaining screws as shown (Phillips Screwdriver).



21. Finish the Sensation Top installation by inserting the covering plugs for the retaining screws.

22. Connect the 'Inlet Hose' prior to attaching the Washloo.





23. Connect the inline filter and the water inlet hose as shown above, insert plug into the electric power supply or fused spur (ensuring it is not turned on until water is supplied to the unit as this may damage the Washloo's internals). 24. Turn on water supply using the 'Stop Valve' and prepare to turn power on.



25. Reset the RCD on the electrical supply and ensure power is turned on.



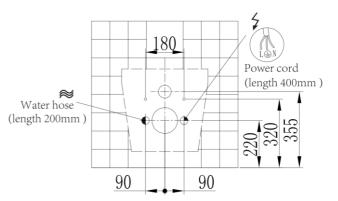
26. Now that the Washloo Sensation has power and water, ensure the side power switch is in the correct 'On' Position. The default temperature settings for the water, seat and warm air dryer will be set. These settings can all be adjusted using the remote control. Please refer to the User Manual for full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

#### Sensation – Installation B

#### Washloo Sensation Installation B

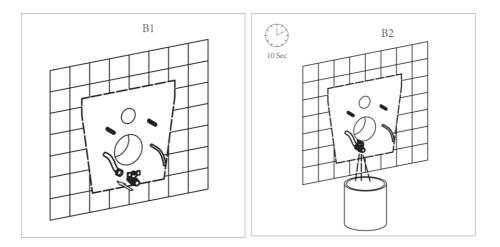
#### \*PLEASE NOTE

Installation B has the water supply and electric supply Internal of the Washloo's Structure. For use with our Washloo Pinnacle and Levitate WH Cisterns.

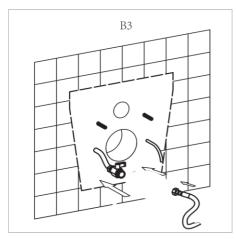


#### \*PLEASE NOTE

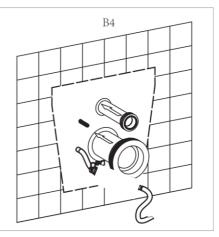
Prior to installation, ensure the 'Inlet Hose' and the 'Power Supply' for the Washloo is accessible and can be connected to the Sensation.



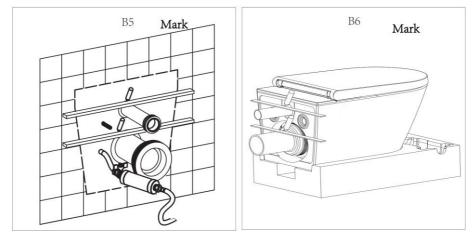
1. Install 'Stop Tap' on the Water Supply and ensure 'Power Supply' have 200mm and 400mm minimum projection to allow connection to the Sensation. 2. Open the 'Stop Tap' and allow the water to run through, flushing out any debris in the water system before connecting to the Washloo.



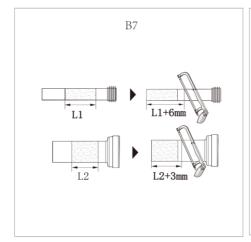
3 Install the 'Inlet Water Pipe' to the 'Stop Tap' as shown.

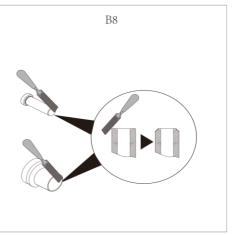


4. Install the 'Inlet Pipe With Sealing Ring' and 'Waste Pipe With Sealing Ring' into corresponding holes located in the Concealed Cistern, Pinnacle Cistern.

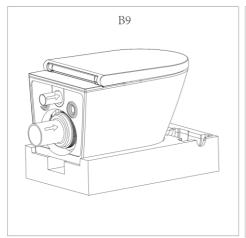


5. Using a marker pen, mark the heights of the 'Inlet Pipe With Sealing Ring' and 'Waste Pipe With Sealing Ring' on the Washloo. 6. Using a marker pen, mark the heights of the 'Inlet Pipe With Sealing Ring' and 'Waste Pipe With Sealing Ring' on the Washloo.



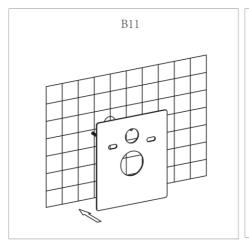


7. Trim the 'Inlet Pipe With Sealing Ring' and 'Waste Pipe With Sealing Ring' using a hacksaw, ensuring the correct length for both is achieved with protrusion of 6mm and 3mm respectively. 8. Remove any burrs or sharp edges from the 'Inlet Pipe With Sealing Ring' and 'Waste Pipe With Sealing Ring' using a file.

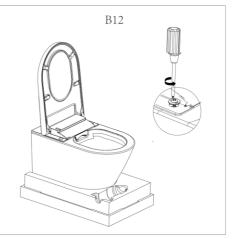


9. Insert the 'Inlet Pipe With Sealing Ring' and 'Waste Pipe With Sealing Ring' on the Cistern/Wall into the Washloo ensuring fully sealed around the Inlet and Waste outlet porcelain. B10

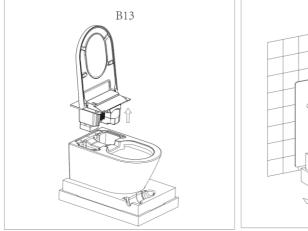
10. Install 2x M12 Threaded Bar into the corresponding holes in the Concealed Cistern, Pinnacle Cistern or Levitate Cistern. Allowing 180mm separation and 48mm of protrusion.



11. . Install the 'Damper Cushion' over the threaded bar in the position shown (allows a damper barrier between both conjoining surfaces, Cistern and Washloo).



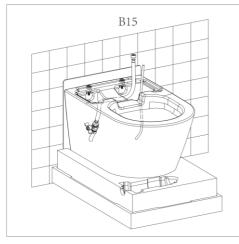
12. Remove the 2x retaining screws that attach the 'Sensation' internals to the porcelain base using a Phillips Screwdriver.



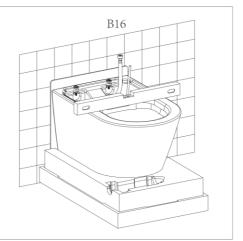
13. Remove the upper portion and internals of the 'Sensation' as shown above (disconnecting the side control plug also).

B14

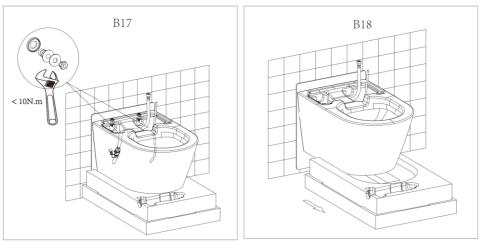
14. Using a raised platform (polystyrene within packaging), slide the Washloo into position, locating on the M12 Threaded bar and the 'Inlet and Waste' pipe into the Cistern or Concealed Cistern apertures.



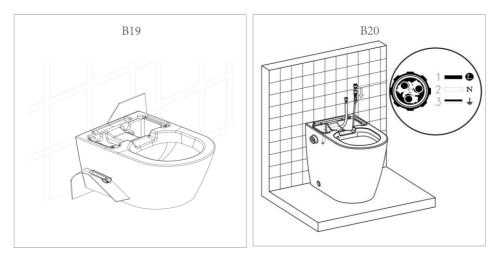
15. Pull through the 'Inlet Pipe' and 'Power Supply' into the upper opening to allow connection to the 'Sensation' internals.



16. Ensure the Washloo is sitting level and adjust to suit.

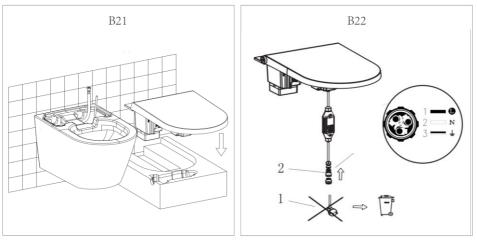


17. Tighten the M12 nuts and Washers onto the Threaded bar, not exceeding 10Nm (Overtightening will cause the porcelain to crack and void all warranty/replacements) 18. Once attached securely, remove the supporting structure from underneath the Washloo to allow it to 'Hang' from the Wall or Cistern that's been installed to support it.



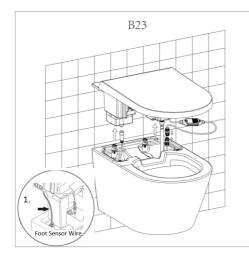
19. Using a Stanley Knife, remove any exposed 'Damper Cushion' that protrudes from behind the Washloo Structure.

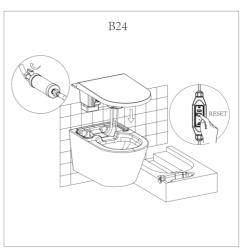
20. Install the 'Electrical Coupler' in the sequence shown to the electrical supply.



21. Place the Sensation top next to the Wall Hung porcelain to allow the 'Electrical Coupler' to be attached to the power cord.

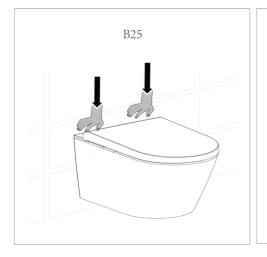
22. Install the additional portion of the 'Electrical Coupler' to the 'Sensation's electrical supply and connect the both together (removal of the plug as shown is recommended and the use of the Electrical Coupler)





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

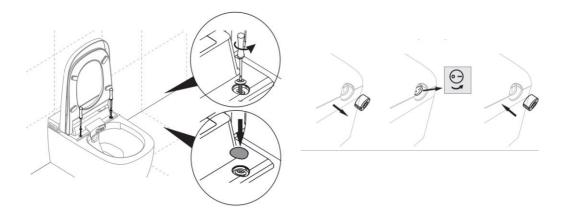
24. Using the 'Stop Valve' **turn on the water supply first**, then reset the RCD on the electrical supply and ensure power is turned on.



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

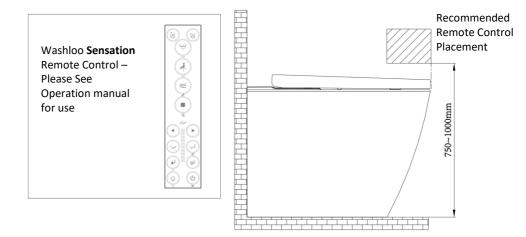


26. Install the 2x retaining screws as shown (Phillips Screwdriver).

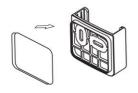


27. Finish the installation by inserting the covering plugs for the retaining screws. Now that the Washloo Sensation has power and water, ensure the side power switch is in the correct 'On' Position. The default temperature settings for the water, seat and warm air dryer will be set. These settings can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

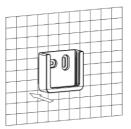
### Washloo Sensation - Remote Control



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.

#### **Trouble Shooting**

Problem	Potential cause	Suggested action
	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
The washing function does not work	3. The filter may be blocked	Please replace a new filter .It has a service life of approx. half a year
	-	Please sit on the seat and adjust sitting position
	4. Seat sensor may not be occupied	
	5.Maybe the cover is closed	Please open the cover and sit on the seat Not used for more than 72 hours ,when the user operates the washing ,it will open the
	6.Maybe it is not used for more than 72 hours	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
	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 ≧0.07Mpa
Low water flow rate	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	1. When the wash function is requested, nozzle will self-clean before & after use	This is normal
does not come out	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
	1. The power supply may not be on	Please turn on the power
The dryer does not	2. Seat sensor may not be occupied	Please sit on the seat and adjust sitting position
work	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
to a state and the second second	1. The dryer may be set to low	Please increase dryer temperature as per operating instructions
Low air temperature	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
	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
Night light is always on	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
	1.The nozzle goes back after washing 5 minutes.	This is normal
The nozzle goes back automaticlly when manual cleaning	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.
when manual cleaning	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
сопиоткное кеерь назний		and produces in the black 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.	
	Flow Rate 0.5-0.9L/min Volume	
	Water temperature Room Temp - 33-40°C	
	Water Cycle Time – 3 minutes	
Wash System	Instantaneous Water heater	
	Max Heating Power – 1600w	
	Backflow Prevention – Category 5 Type AB Air Gap (EN1717 / EN13077)	
	Room temp/low 30°C/medium 35°C/high 40°C	
Seat Heating	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.

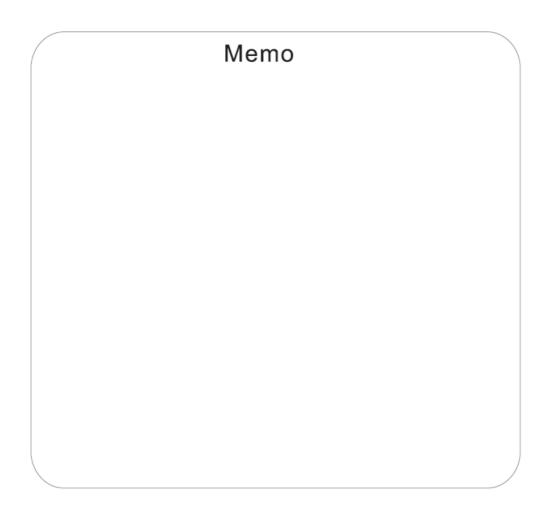
11. Damage or loss resulting from lack of user's maintenance points (i.e. cleaning, filter, washer, packing etc.).

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.





#### 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.