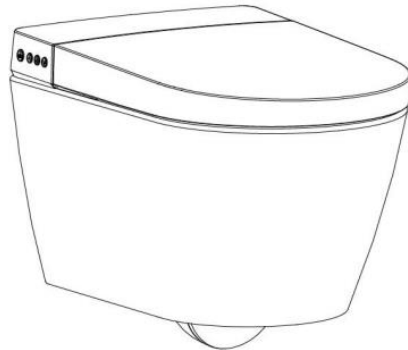




*Intelligently Clean, and that's the Bottom Line!*

# ***Washloo Levitate Wall Hung User Manual***

***Clean    Comfort    Hygiene***





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

# ***Table of Contents***

<b>Page Description</b>	<b>Page Number</b>
Safety Precautions	2
Product Overview	4
Levitate Dimensions	6
Levitate – Description of Parts	7
Levitate - Functions	8
Function Operation	10
Maintenance and Cleaning	12
Remote Control Pairing	14
Troubleshooting	15
Technical Specifications	16
Warranty	17
User Information	18

# 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.

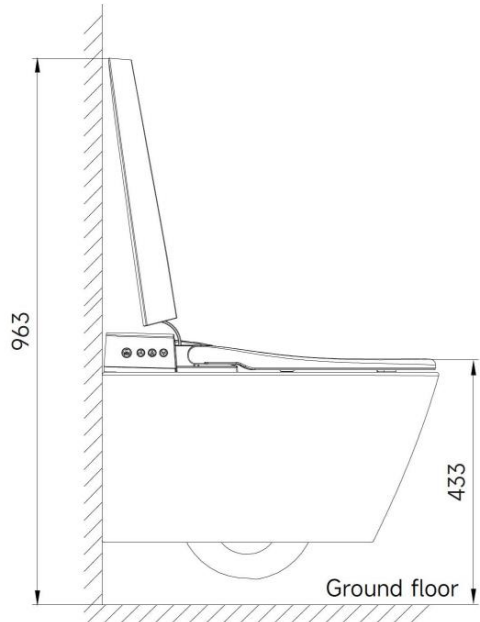
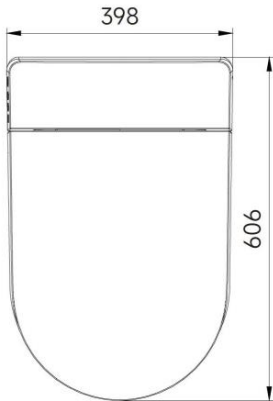
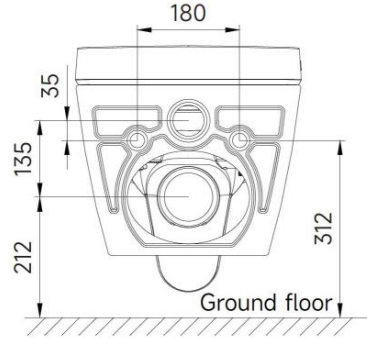
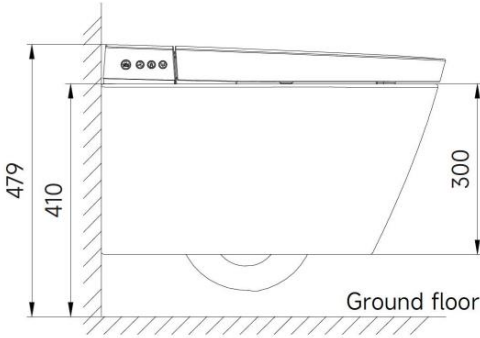
39. Unplug this product before filling (fill reservoir) with water only unless otherwise specified by the manufacturer. Do not overfill.

# 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.

# Levitate - Dimensions

## Levitate – Wall Hung

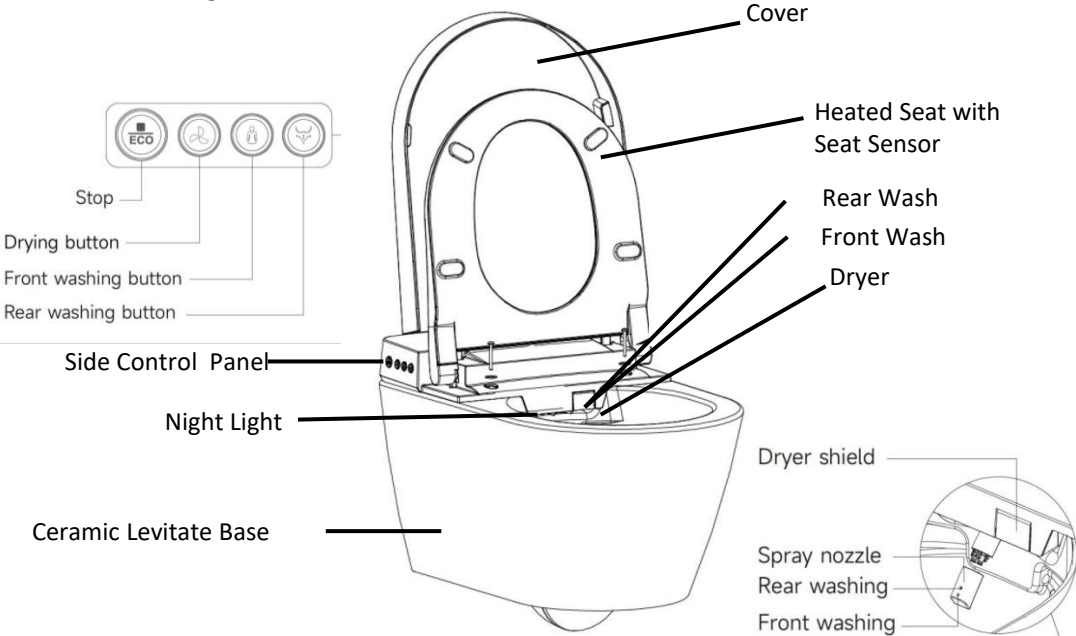


Note : The above illustration is an example only, your version may vary



# Levitate – Description of Parts

## Levitate Wall Hung



## Levitate Remote Control



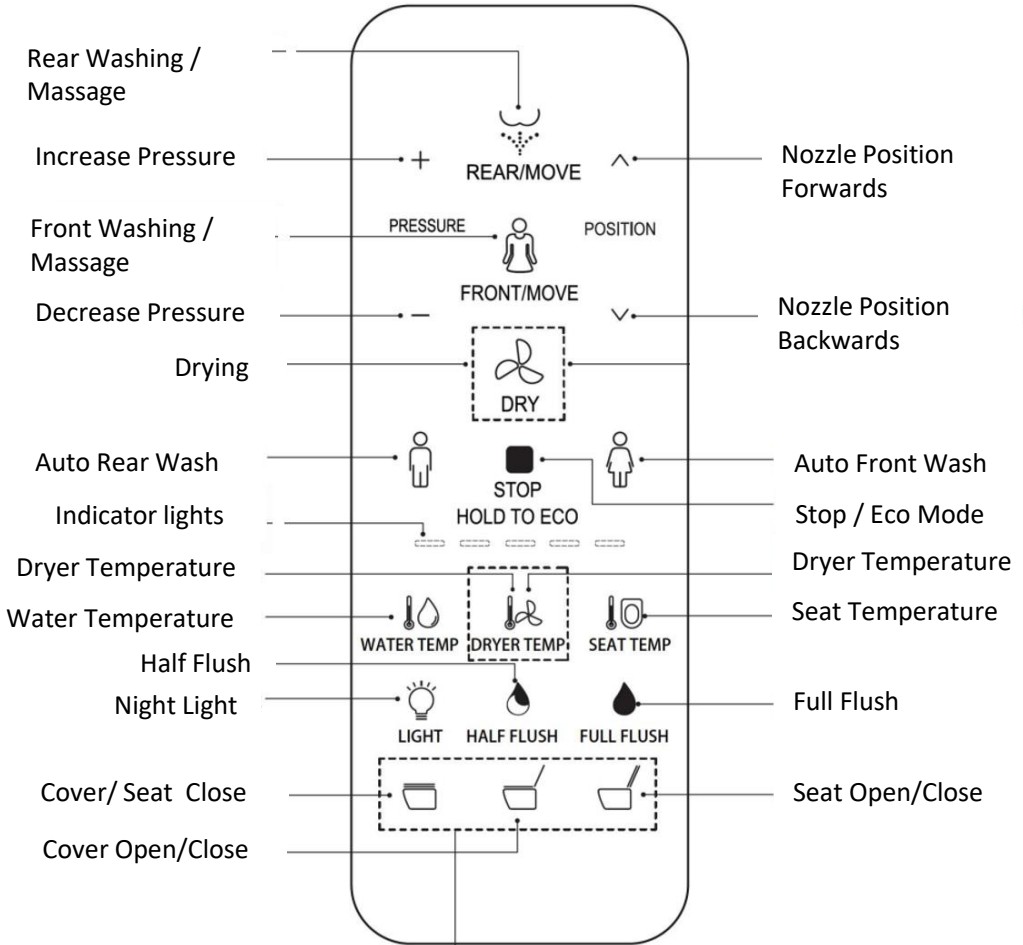
1. Before using, the remote, it requires 2 batteries (type 1.5V LR3/AAA)

2. The following remote-control operation is only for the Levitate Model with this remote control



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

# Levitate – Description Functions



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

# Operation



## **`Automatic Cover Open/Close` / Press and hold to turn off AUTO OPEN**

Pressing this button will 'Close' the seat and cover depending on the initial position of the seat and cover. If the user leaves the seat and no 'motion' is detected, the seat and cover will automatically close after 5 minutes.

*Pressing and Holding this button will turn off the Automatic Opening Function*



## **`Automatic Seat Open/Close`**

Pressing this button will 'Open' or 'Close' the seat depending on the initial position of the seat.



## **`Automatic Seat and Cover Open`**

Pressing this button will 'Open' the seat and cover depending on the initial position of the seat and cover.



## **`Rear / Posterior Spray / Massage`**

When you are seated and press this button, this activates the posterior wash. The nozzle comes out and sprays water on the users posterior area. Press this button again and the nozzle will move forwards and backwards (*2minute Cycle*).



## **`Front / Bidet / Massage`**

When you are seated and press this button, this activates the feminine wash. The nozzle comes out and sprays water on the feminine area. Press this button again and the nozzle will move forwards and backwards (*2minute Cycle*).

## **`Auto Wash Function`**

By pressing either the Front or Rear Wash button followed by setting the Pressure, Temperature and Position desired for the user, then press and hold to Save the Settings. When the user then commands for the Auto function, all settings will be saved.



When you are seated and press Either the Rear or Front Wash, this will activate the below process;

1. Posterior Wash (20 seconds)
2. Moving Wash (30 seconds)
3. Warm Air Dryer(3 minutes)

Press `Bidet` button before `Auto` and the whole process will be suitable for female users.

## **`Stop` Press and hold to turn on ECO Mode**

All currently operating functions will stop when pressing this button.

*Pressing and Holding the `Stop` Function will switch the Levitate into the ECO Mode. Eco mode will be entered into for 8 hours or until someone is seated. Then ECO mode will turn off and normal operation will resume.*

# Operation

## `Dryer'



When seated, press this button to use the warm air drying function. This will activate the dryer for 5 minutes before it will automatically stop. The dryer can be stopped at anytime using the 'Stop' function.

## `Water Temp'



Press 'Water Temp' button to adjust the water temperature to desired level. There are 4 temperature levels; LOW, MEDIUM, HIGH and OFF.

Please Note ; The product utilises a reservoir heating tank, temperature changes may take a few seconds to take effect.

*Pressing and holding the 'Water Temp' button will turn the Night Light 'On' and 'Off.'*

## `Dryer Temp' / Mute Mode



While the Dryer function is operation, press 'Dryer Temp' to adjust the temperature. There are 4 settings; LOW, MEDIUM, HIGH and OFF.

*Pressing and holding the 'Dryer Temp' button will 'Mute' the Sensation.*

## `Seat Temp' / Mute Mode



Use this button to control the seat temperature. Whenever the 'seat temp' button is pressed. You can control the seat temperature in four levels (LOW, MEDIUM, HIGH and OFF)

*Pressing and holding the 'Seat Temp' button will Mute the Levitate during the commands.*



## POSITION

### `Nozzle position'

Adjust nozzle position using forward or backwards button according to your preference and convenience during washing. The nozzle position can be adjusted at anytime during operation (5 positions available).



### `Water Pressure'

While cleansing function is operating, press the 'water pressure' to adjust the water pressure of spray. There are three water pressure levels: LOW , MED and HIGH. These are adjustable during use also.

## PRESSURE



### `Half Flush' / Auto Deodorisation



Pressing the 'Half Flush' button will flush the Levitate using only half the volume of water in the cistern (3Litres)

*Pressing and holding the 'Half Flush' button will turn the Auto Deodorisation mode 'On' and 'Off' as required by the user.*

### `Full Flush' / Auto Flush



Pressing the 'Full Flush' button will flush the Levitate using the full volume of water in the cistern (6Litres)

*Pressing and holding the 'Full Flush' button will put the Levitate into its 'Auto Flush' mode – where if the user is seated for longer than 6 seconds, and leaves the seat for longer than 3.5seconds, the Levitate will Flush Automatically.*

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

# Other Functions

## 'Smart Night Light'



LIGHT

The Night Light button will turn the Night Light 'On' and 'Off' as required. Pressing and holding the Night Light button will enter into the 'Smart Night Light' Mode. Therefore the Levitate will automatically 'illuminate' the night light when it senses the level of lighting is inadequate in the bathroom and also turn off the Night Light when the lighting is bright enough.

## 'Auto Deodorisation'



Pressing and holding the 'Half Flush' button will turn the Auto Deodorisation mode 'On' and 'Off' as required by the user.

## 'Nozzle Cleaning - Rear Wash'



Pressing the 'Rear Wash' button on the side control panel when you no one is seated, this will extend the Nozzle out to allow cleaning of the Nozzle jets, use a soft bristled brush to clean the nozzle jet, upon completing the cleaning process, press the 'Rear Wash' button again to retract the Nozzle.



# Side Control Panel

## 'Stop / Eco'



Pressing and holding the 'Stop' button on the side control will enter the 'shutdown' mode (Red Light Off). Pressing the 'Stop' button again will turn the unit back on. Pressing the 'Stop/Eco' button again with no one seated will enter the ECO mode (Blue Light).

When the user is occupying the Levitate, during any functions a single press of the 'Stop' button will stop any functions immediately.

## 'Dry'



When seated, pressing this button will cycle through the 'Drying' function.

## 'Front / Bidet / Massage'



When you are seated and press this button, this activates the feminine wash. The nozzle comes out and sprays water on the feminine area. Press this button again and the nozzle will move forwards and backwards (*2minute Cycle*).

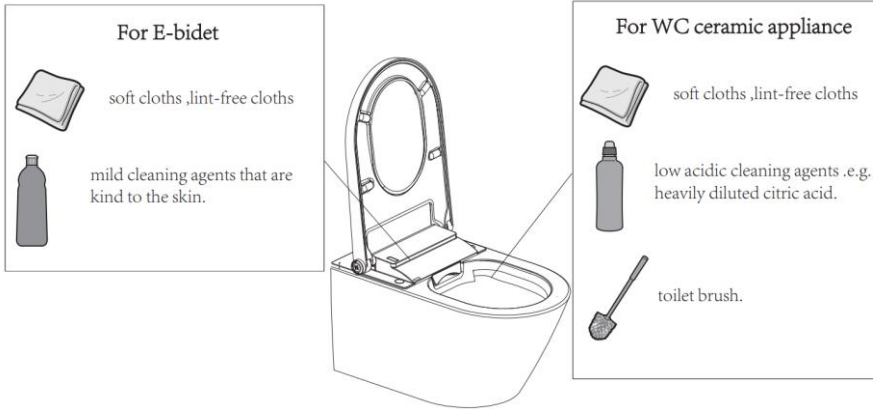
## 'Rear / Posterior Spray / Massage'



When you are seated and press this button, this activates the posterior wash. The nozzle comes out and sprays water on the users posterior area. Press this button again and the nozzle will move forwards and backwards (*2minute Cycle*).

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

# Levitate – Maintenance & Cleaning



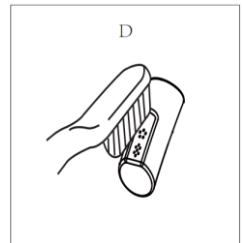
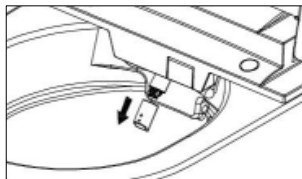
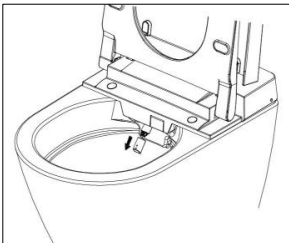
1. Clean all surfaces with soft, lint-free cloths.
2. Weekly cleaning of the 'Nozzle' will ensure no build of debris or limescale, and maintain free flow of water pressure.
3. Remove filter out of 'Angle Valve' as shown in the illustration.
4. Every 6 months, or if a noticeable drop in water pressure is found, please inspect and/or replace the inline water filter to ensure no build up of debris or limescale is found.

**\*PLEASE NOTE** - If the Washloo is not used for more than 72 hours, when the next user operates the wash function, it will open the 'self-cleaning' for about 3 minutes. All operations will be invalid during this time until the 'self-cleaning' function is completed.

## Nozzle Cleaning

The nozzle will automatically be cleaned before and after washing. For Manual Cleaning;

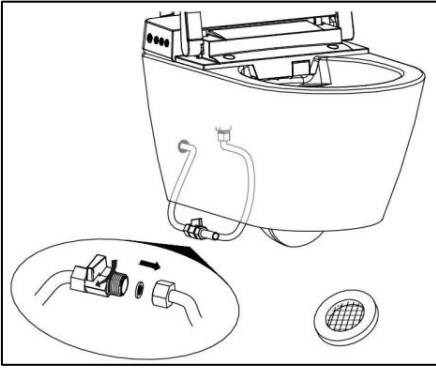
1. Open the cover and seat then Press the 'Rear Wash' button on the side control panel.
2. Then the nozzle will extend out and allow cleaning and removal of the nozzle tips " stop " button.
3. Use a soft bristled brush to clean the nozzle jet, upon completing the cleaning process, press the 'Rear Wash' button again to retract the Nozzle



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

# Levitate – Maintenance & Cleaning

## Replacing / Inspection of The Filter

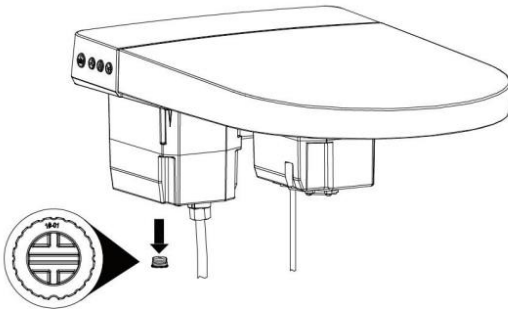


### 'Filter Inspection'

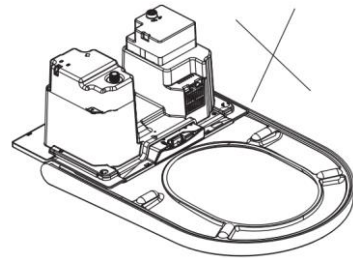
1. Turn off the power and isolate the water supply to the Levitate using the Stop Valve as shown.
2. Disconnect the water supply hose and remove the mesh filter.
3. Clean the filter using fresh water and reinstall once all debris build has been removed.
4. Reconnect the water supply, open the water valve and turn on the power supply.

## Water Tank Draining and Removal

1. Press and hold the 'Stop' and 'Water Temperature' buttons on the remote control. This will drain the internal water tank.
2. Turn off the power and isolate the water supply to the Levitate using the Stop Valve.
3. Remove retaining screws (installation manual) and lift the Washloo upwards. \*do not turn the Levitate upside down.
4. Using the drain plug in the diagram, drain the residual water in the tank



Drain plug (remove with slotted screwdriver)



**\*PLEASE NOTE** – All power and water supply must be turned off prior to draining the water tank.

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

# Levitate – Remote Control Pairing

## Remote Control Pairing

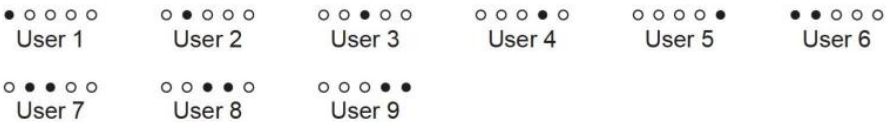
When installing several Washloo Bidets in Close Proximity, each remote control will be specifically coded to each individual Washloo.

To complete the individual pairing of the Washloo and remote controls is as follows;

1. Turn on the specific Washloo Levitate, once the start up process is complete, press the 'Stop' and 'Rear Wash' button on the remote control until the indicator lights flash (on the remote).
2. The remote will automatically pair with the Levitate (after the start up procedure). The Levitate will 'Beep' to indicate it has been newly paired with the remote control.
3. This calibration will need to be carried out in the event of a replacement remote control or if multiple Washloo's are placed in close proximity.

## Multiple Levitates (9 total ID codes)

1. Turn on the specific Washloo Levitate, once the start up process is complete, press the 'Stop' and 'Rear Wash' button on the remote control until the indicator lights flash (on the remote).
2. The remote will automatically pair with the Levitate (after the start up procedure). The Levitate will 'Beep' to indicate it has been newly paired with the remote control.
3. Using the 'Pressure' + and – button on the remote, it enables the selection of the specific ID code for the remote control to be paired to (indicated on the lighting sequence on the remote control shown below). By cycling through the specific 'User' ID's below using the + and – button on the pressure, will calibrate the Levitate to each individual remote.



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

Note : The above illustration is an example only, your version may vary **15**

# Technical Specifications

Product Specification	
Voltage	AC220-240V 50/60HZ 1080-1130W
Water Supply	Direct connection to water pipe
Water Pressure	0.8-8Mpa (0.8-8Bar)
Warm Washing	Water Pressure Adjustable in 5 levels (Level 3 is default)
	Temperature control (6 Levels, room temperature 31°C/33°C/36°C /39°C Adjustable) Inlet water temp to be minimum 15°C ± 0.5°C
	Heater Capacity : 1600W
	Temperature Control system , Temperature Reset Switch, Temperature fuse overheat protection with water and electricity isolation system.
Warm Air Dryer	Power : 230w
	Temperature control (6 Levels, room temperature to 54°C Adjustable) (Level 3 is default)
	Temperature Control system, Temperature Reset Switch, Temperature fuse over heat protection with water and electricity isolation system.
Wash System	Flow Rate 350-650 ml/min
	Water temperature Room Temp to 31-39°C
	Water Cycle Time – 2 minutes
	Max Heating Power – 1600w
Heated Seat	Backflow Prevention – Category 5 Type AB Air Gap
	50W 6-level Temperature Adjustment Automatic Open/Close
Automatic Flush	Auto Flushing when the user leaves the toilet (in conjunction with Washloo Levitate Cistern only)
Power Cord Length	1.8m
Night Light	Smart Light, Always on, Always off
Safety Device	Floating Switch, temperature sensor, temperature fuse, earth leakage protection, water and electricity isolation system. Type AB Air Gap
Deodorizer	Chemical absorption by deodoriser cartridge.
IP Rating	IPX4
Weight	35kg
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.