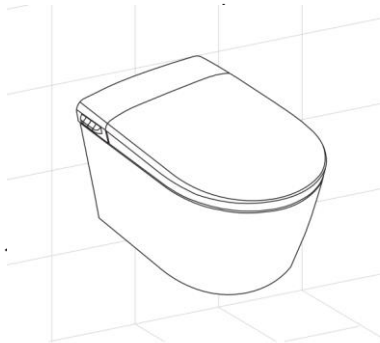




*Intelligently Clean, and that's the Bottom Line!*

# ***Washloo Sensation Wall Hung User 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.

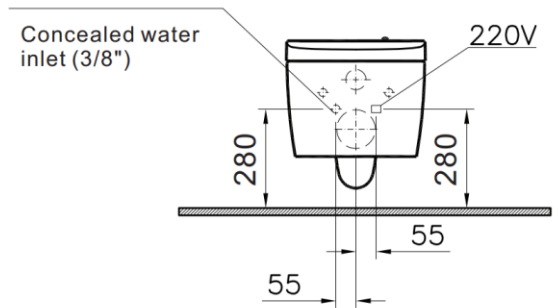
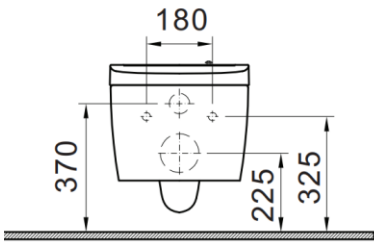
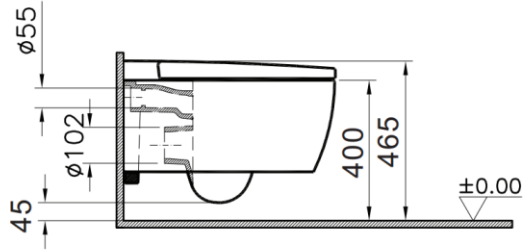
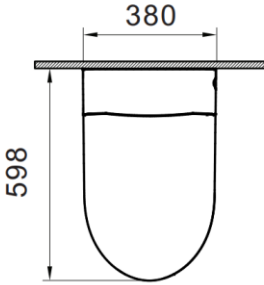
39. Unplug this product before filling (fill reservoir) with water only unless otherwise specified by the manufacturer. Do not overfill.

# 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.

# Sensation - Dimensions

## Sensation – Wall Hung



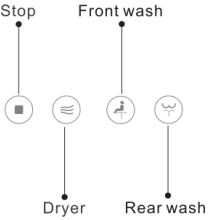
Note : The above illustration is an example only, your version may vary



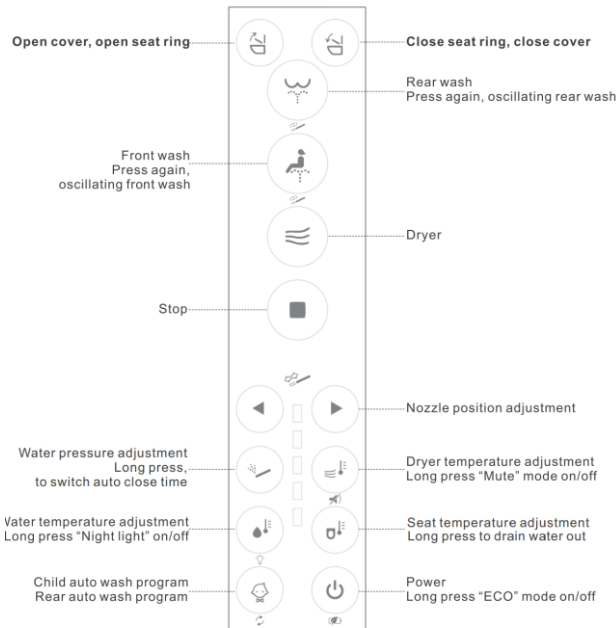
# Sensation – Description of Parts

## Sensation Floor Standing

### Side Button Controls



### Sensation 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 Sensation Model with this remote control

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

# Operation



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

Pressing this button will 'Open' 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.



## **`Automatic Seat and Cover Close`**

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.



## **`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).



## **`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).



## **`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.



## **`Stop`**

All currently operating functions will stop when pressing this button.



## **`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`** – *Adjustable Auto Close Time*

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.

*Pressing and holding the 'Water Pressure' button will change the 'Auto Close' time to a reduced 90 Seconds. To switch back to the '5 minute' default time, just press and hold again.*

# Operation

## **`Water Temp' / Night Light Control**

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' / Water Drain**

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 `Drain the Tank' in the Sensation.*

## **`Kids/Child Wash' / Press and hold for Auto Wash Function**

This function is designed for children. Pressing this button activates the below process;

1. Posterior Wash (15 seconds)
2. Moving Wash (15 seconds)
3. Warm Air Dryer (1 minutes)

By pressing the `Bidet' Button before the `Kids' function, will activate the spray suitable for girls. The water spray is gentle for children. If the child's hips do not reach the sensor area, the function will still work.

Press and holding the `Kids' Function, will activate the `Auto Wash' Function.

## **`Auto Wash Function'**

When you are seated and press this button, this activates the below process;

1. Posterior Wash (30 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.

## **`Power' / Eco Mode**

Press this button to power `On' and `Off' the Sensation.

*Pressing and holding the `Power/Eco' button will enter the Sensation into the ECO mode. Eco mode will be entered into for 8 hours or untill someone is seated. Then ECO mode will turn off and normal operation will resume.*

# Other Functions

1. The unit is fitted with a built in deodoriser which is made of bamboo charcoal.



2. Both toilet lid and seat have a automatic opening and soft close function to close silently.



3. The nozzle is self-cleansing and washes itself before and after operation has been performed.

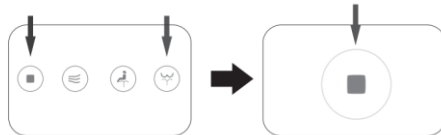


# Remote Control Pairing

To pair a new remote control to the Sensation;

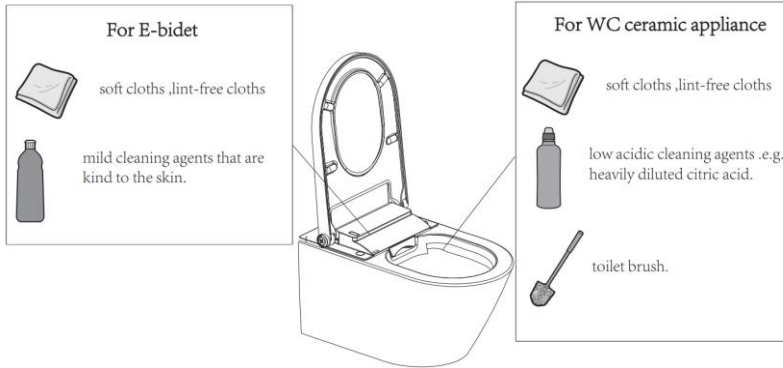
- 1 using the side control, press down and hold the 'STOP' and 'REAR WASH' buttons until the unit 'Beeps' (5 seconds). The unit is now in Remote Control Pairing mode.
2. Press the 'STOP' button on the new or existing remote control you wish to pair with the Sensation.

The Sensation will indicate with a 'Beep' that the pairing has been successful.

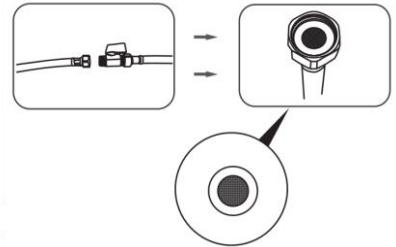


Note : The above illustration is an example only, your version may vary

# Sensation – 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 'Stop 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 water hose filters to ensure no build up of debris or limescale is found.

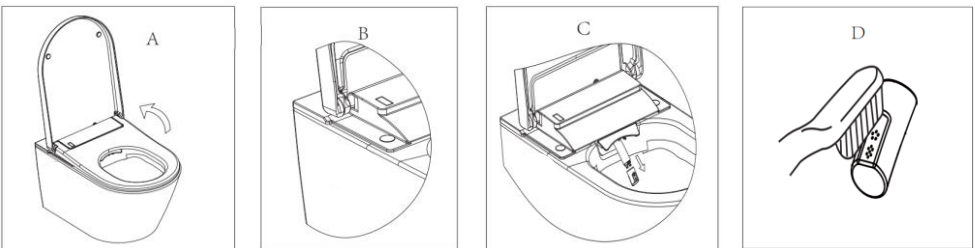


**\*PLEASE NOTE** - If the Washloo is not used for more than 72 hours, when the next user operates the wash function, it will open the 'self-cleaning' for about 3 minutes. All operations will be invalid during this time until the 'self-cleaning' function is completed.

## Nozzle Cleaning

The nozzle will automatically be cleaned before and after washing. The operation of manual cleaning is as follows

1. Open the cover and seat then press the Rear or Front Wash button on the remote control.
2. Then the nozzle will extend. It will return once the "stop" button is pressed.



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

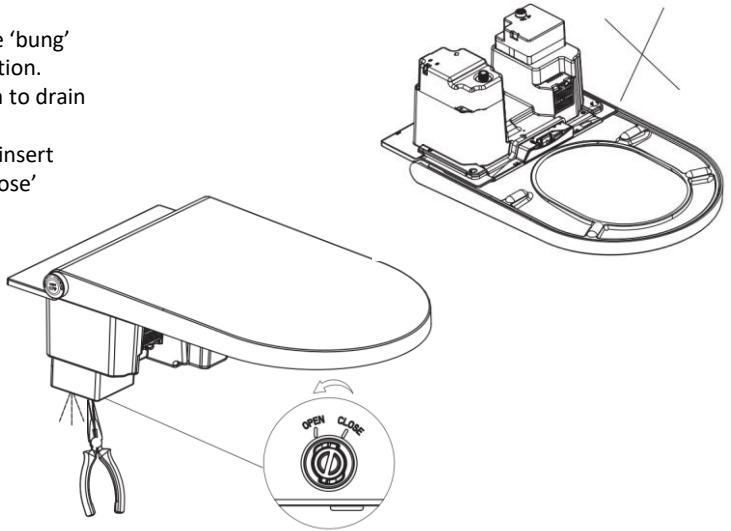
# Sensation – Maintenance & Cleaning

## Water Tank Draining

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

The water and power must be turned off before disassembly of the Washloo can commence  
Do not invert or tilt the Washloo before you finish draining the water tank.

Using a set of Pliers, grip the 'bung' and twist to the 'Open' position.  
The Washloo will then begin to drain the tank.  
Once the tank is drained re-insert the bung and turn to the 'Close' position.



## Long Term with no use

Press and hold the 'seat temperature adjustment' button. This will drain all of the water stored in the tank out of the Washloo. Once emptied, turn off the power supply to store in its 'empty' state.

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

# Troubleshooting

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.