



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

# ***Prestige 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



**'Do Not' Disassemble, attempt to repair or alter the Washloo.**

Any alterations should be carried out by a qualified technician

Disassembly may result in death or injury.



**'Do Not' fully submerge the Washloo into water.**

**'Do not' use the product in locations exposed to excessive moisture and do not splash water onto the product**



**'Do Not' touch the plug with wet hands.**

This may cause a high risk of an electric shock.



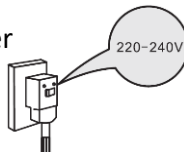
This Washloo is equipped with a cord incorporating an earth wire and an earthed plug.

The plug must be inserted into a power outlet that has been correctly installed



Before connecting the Washloo to the power supply, please ensure the water supply is connected first.

Washloos require a power supply of 220-240V

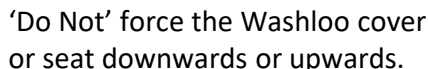
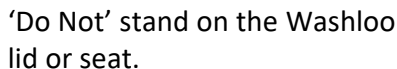


**'Do Not' loosen the plug connecting wires.**

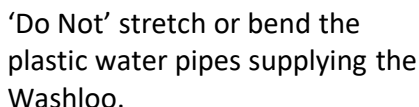
Ensure the power cable is not damaged or excessively bent prior to use.

Exposed wires may result in an electric shock

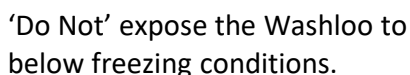
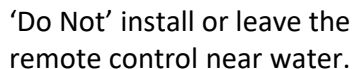




A cartoon illustration of a young boy with a worried expression looking into an open toilet bowl. The bowl contains a tangled mass of hair and debris.

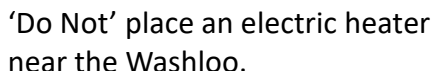


thin



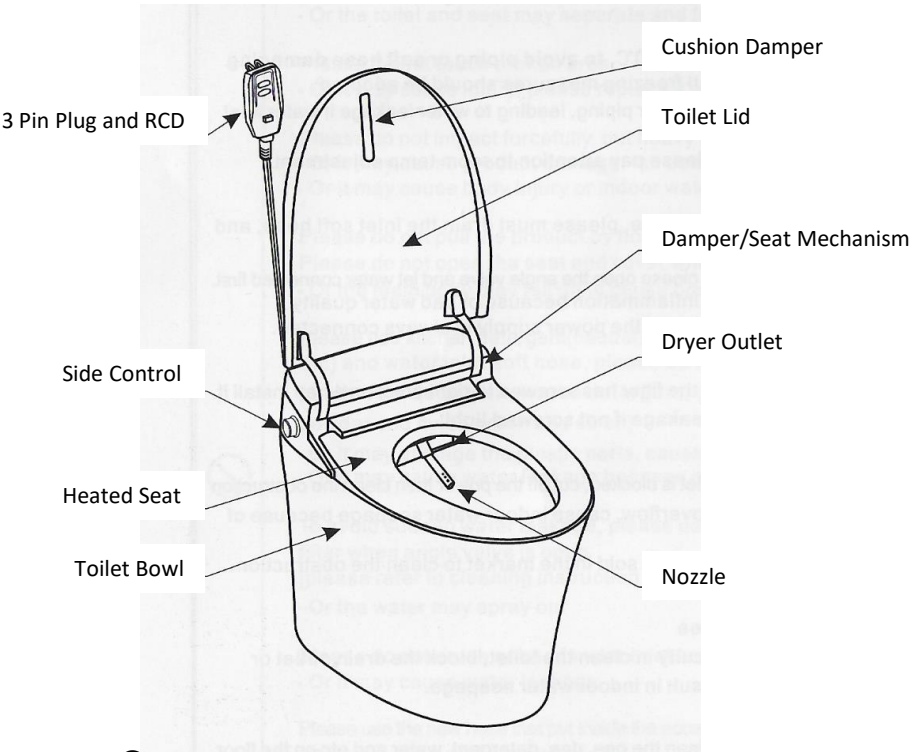
For children and seniors who have difficulties with adjusting temperature.

Users with sensitive skin or impaired heat sensitivity should set the temperature of the wash spray, air dryer and seat to "low" or "off".

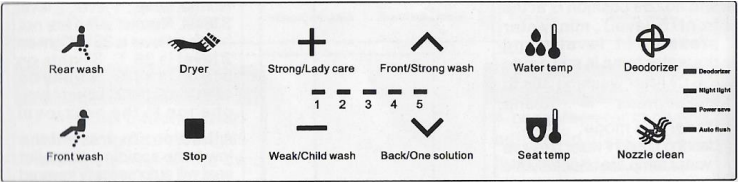


**‘Do Not’ place any containers filled with water, medicines, metallic objects or flammable materials on top of the Washloo. If any objects enter the product, they may result in electric shock or**

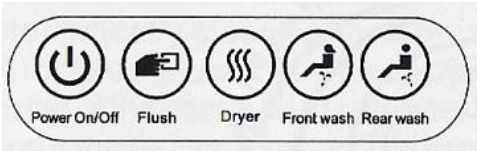
# Product Overview



## Remote Control

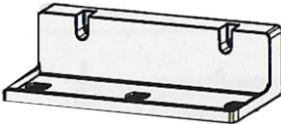
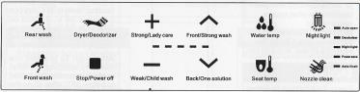


## Side Control



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

# Description of Parts



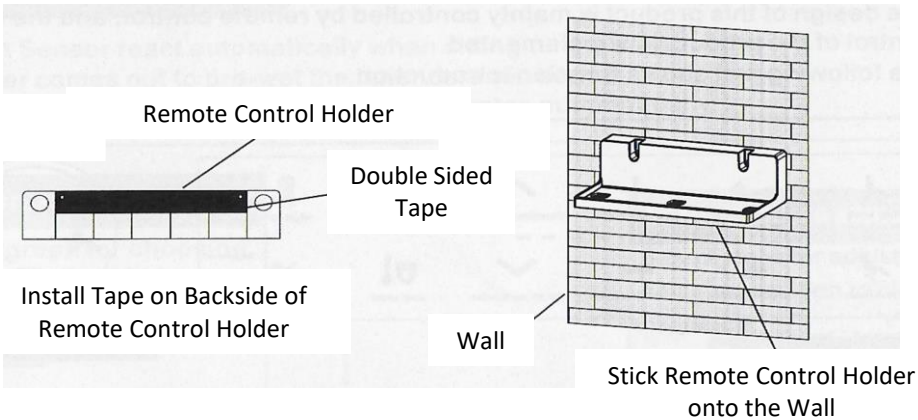
Remote Control

Remote Control  
Holder

AAA  
Batteries

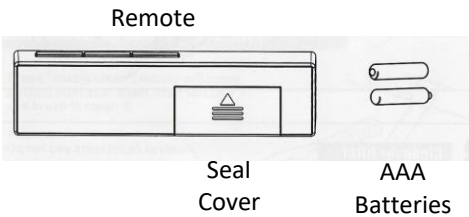
## Remote Control Holder to Wall Installation

- Clean Area prior to installation of Remote Control Holder.
- Press the tape down firmly and evenly and place on wall. Leave for 15 minutes prior to inserting the remote control



## Battery Replacement

Remove backing cover of remote control by sliding downwards.  
Renew batteries (AAA Batteries or insert for first use).  
Ensure seal cover and batteries are correctly positioned.

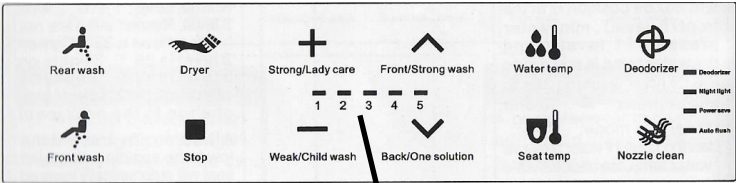


Note : The above illustration is an example only, your version may vary

# Operation

## Operation Introduction

### Remote Control



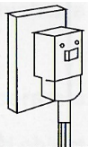
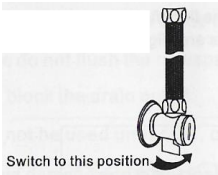
The indicator light panel on the remote control displays the position and pressure levels selected by the user

The Washloo Prestige is designed to be controlled through the use of the Side Knob and the displayed Remote Control.

**Note- Indicator panel and LED display may differ depending on specific model configuration.**

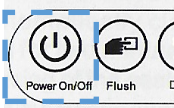
### ‘First Time’ Use

1. Open the angle valve and supply the Washloo with water (ensuring no leaks).



2. Connect the mains power supply to the Washloo and ensure the indicator light on the RCD is powered on.

3. If the Prestige does not automatically power on, use the Side button by pressing it in once. This will turn the Washloo on.



4. Now that the Washloo Prestige has power and water, the default temperature settings for both seat and water temperature, deodorization and auto flushing will be set. These settings can all be adjusted using the remote control.

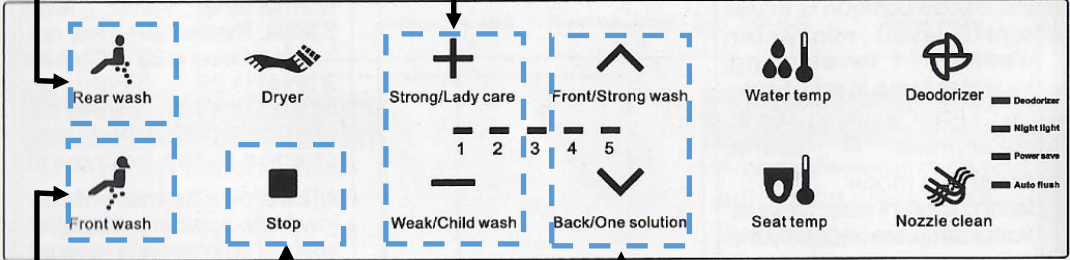
# Operation

## Rear Wash / Oscillating

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.

## Water Pressure

While cleansing function is operating, press the 'Strong/Lady Care' to increase pressure and 'Weak/Child Wash' to decrease pressure. There are 4 pressure levels from 'LOW' to 'HIGH.'



## Stop

All currently operating functions will stop by pressing this button. Press and hold this button for 3 seconds and 'Standby Mode' will be activated.

## Front Wash / Oscillating

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.

## Nozzle position

Adjust nozzle position using forward or backwards button according to your preference and convenience during washing. Please note that during the 'oscillation motion' the adjustment of the nozzle will not be possible.

## Dryer Position

When the Dryer Function is in use, this will also adjust the Dryer position to the users preference. Please note that under the 'movable' dryer mode, the dryer adjustment can not be operated manually.

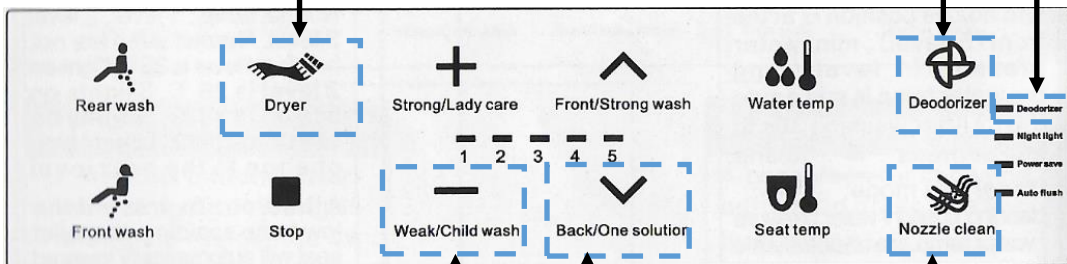
# Operation

## Dryer

Press this button to use the warm air drying function (when warm air dryer is in operation the deodorisation function will be turned off). Warm air will continue to dry for 4 minutes until the user leaves the seat or the 'Stop' operation selected.

## Deodorizer

When not seated, pressing the deodorizer button will turn on the automatic deodorization mode for 1 minute and 30 seconds. This will turn the deodorizer on for 2 minutes. Holding the Deodorizer button for 3 seconds will turn the function off.



## Child Wash

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

1. Rear Wash (30 seconds)
2. Warm Air Dryer (2 minutes)

The water pressure is set to minimum and water temperature is set to MEDIUM 36°C. If the child's hips do not reach the sensor area, the function will still work.

## Nozzle Clean

By pressing the 'Nozzle Clean' button, the Washloo will automatically begin the Nozzle Cleaning process. Water will flow out of the nozzle and clean the peripheral areas around it. The nozzle will also extend out allowing the user to clean the remainder of the nozzle as described within the 'Maintenance' section of the manual.

## One Solution

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

1. Rear Wash (40 seconds)
2. Oscillating Wash (20 seconds)
3. Warm Air Dryer (2 minutes)

# Operation

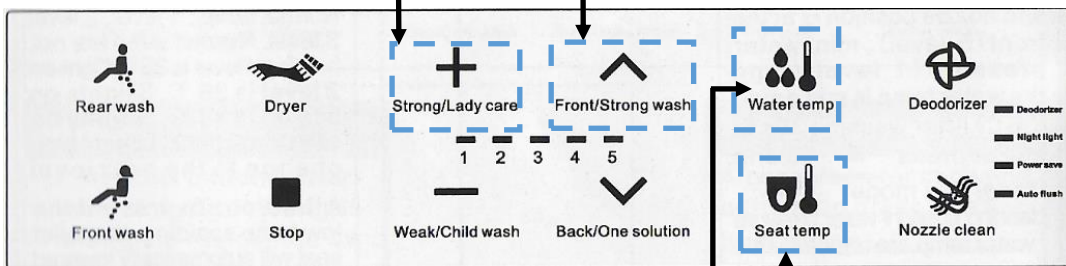
## Lady Care

Front wash will automatically be selected. Water temp will be set to MEDIUM 36°C and water pressure is set to its maximum. The cleaning position is set to default and the cleaning cycle will be automatically set to 2 minutes.

Pressing the Stop button at any time will end this function.

## Strong Wash

When you are seated and press this button it activates the 'Strong Wash' function, which uses an intensive water pulsation to help remove defecation. This will automatically set the water pressure to its maximum setting. The cycle will last 2 minutes. Pressing the Stop button at any time will end this function.



## Water Temp

Press 'Water Temp' button to adjust the water temperature to desired level. There are 4 temperature levels indicated by the number of lights in the middle of the remote control.

LOW 33°C (1 light), MEDIUM 36°C (3 lights), HIGH 39°C (5 lights) and OFF (no light/numbers).

## Seat Temp

Use this button to control the seat temperature. There are 4 temperature levels indicated by the numbered lights on the remote control.

LOW 33°C (1 light), MEDIUM 36°C (3 lights), HIGH 39°C (5 lights) and OFF (no light/numbers).

After 10 minutes of inactive use, the temperature of the seat will be lowered and maintained at 35°C, in preparation for the next occupant.

# Operation

## Power Saving

By pressing the 'Power Saving' button, the bidet will automatically enter the Power Save mode. 'Power Save' Light on the remote control will flash in order to notify the user of the 'Power Saving' setting selected. The seat temperature will be maintained at 25°C and when the user selects the lid to 'Open' then the Washloo will automatically turn on.

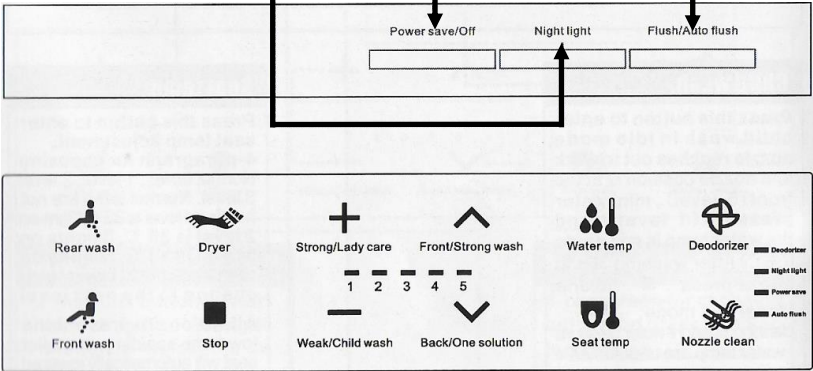
## Flush/Auto Flush

By pressing this button, the Washloo will 'Flush.'

Pressing the button for 3 seconds, will enter the Washloo into the automatic flush mode, when the user leaves the toilet, the Washloo will automatically flush 5 seconds later. Pressing again will close the lid as well.

## Night Light

Press this button to operate the light on and off function. The light on the remote control will flash when the button is pressed and held, indicating the light will be switched on/off.

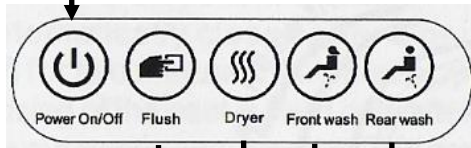


# Operation

## Side Control

### Power Saving

By pressing the 'Power Saving' button, the bidet will automatically enter the Power Save mode. 'Power Save' Light on the remote control will flash in order to notify the user of the 'Power Saving' setting selected. The seat temperature will be maintained at 25°C and when the user selects the lid to 'Open' then the Washloo will automatically turn on.



### Flush

By pressing this button, the Washloo will 'Flush.'

### Dryer

Press this button to use the warm air drying function (when warm air dryer is in operation the deodorisation function will be turned off). Warm air will continue to dry for 4 minutes until the user leaves the seat or the 'Stop' operation selected.

### Rear Wash / Oscillating

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.

### Front Wash / Oscillating

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.

## Buzzer Control

The buzzer will sound when a command is made using the remote.

Single buzz - When the user sits down and the sensor is activated, the buzzer will sound once.

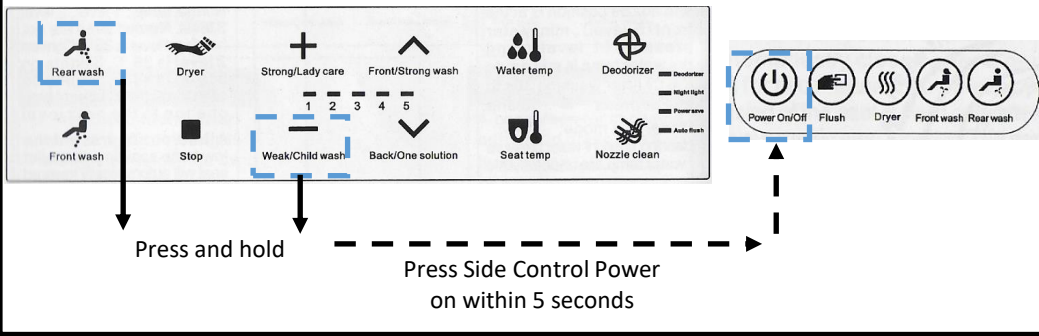
Buzz twice – when operation is attempted when the user is not seated.

Buzz three times – The Washloo has detected a fault – please refer to troubleshooting manual.

# Operation

## Remote Control Matching

1. Turn the entire Washloo off using the side control knob.
2. Press the 'Weak' and 'Rear Wash' button at the same time and hold until the remote control indicator light flashes.
3. Turn the power on to the Washloo using the side control within 5 seconds of the previous step.
4. This will match the code between the remote control and the Washloo Unit (indicator light will stop flashing on the remote).



### Power

When the power is turned 'ON' the symbol will be illuminated, when the symbol is flashing, there is a fault within the control panel.

### Water Temperature Setting

The Water Temperature light will be illuminated when the water is being heated or is up to temperature LOW 33°C, MEDIUM 36°C, HIGH 39°C and when normal room temperature is set, the light will remain OFF. If the Water temperature light is Flashing, an error has occurred with the heating element.



### Seat Temperature

The seat temperature light will be illuminated when the seat is heating or up to temperature LOW 33°C, MEDIUM 36°C, HIGH 39°C and when normal room temperature is set, the light will remain OFF. If the seat temperature light is Flashing, an error has occurred with the heating ring.

### Power Saving Mode

When the Power Saving mode is selected this light will be illuminated.

### Seat Sensor

The seat sensor light will be illuminated when the seat is occupied.

# Installation Guide

## Accessories for Installation



Seal Ring



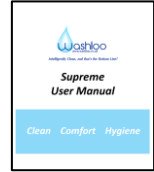
Braided Hose



Angle  
Valve/Filter



Spanner



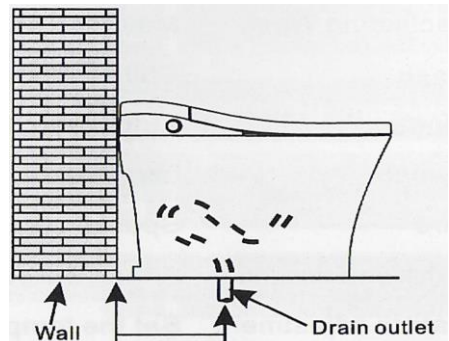
User Manual

## Installation Environment

1. Prior to installation, ensure the Pressure and Flow Rate is adequate to support the Washloo Prestiges' minimum requirement.
2. **Please note - A minimum of 2 bar static water pressure is required and a minimum flow rate of 5 Litres in 18 seconds (17 l/min) minimum.**
3. Do not use tank fed water, industrial water or grey water for the supply as this may cause skin damage or disease. This may also block the filters located within the T-Piece quickly (Hard Water Areas).
4. Use the supplied T-Valve/Filter to ensure the Washloo is correctly protected against contaminated/hard water. In hard water areas it is advisable to use an inline water softener.
5. 'Do Not' connect the Washloo to the power supply before the installation is complete.

## Installation Conditions

1. The distance from the wall to the centre of the Drain Outlet is 28.5cm
2. The Washloo Prestige is a vertical waste outlet.



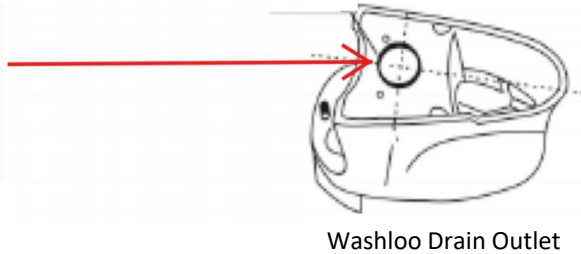
Drain Outlet Distance 28.5cm

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

# Installation Guide

## Install Washloo 'Seal Ring'

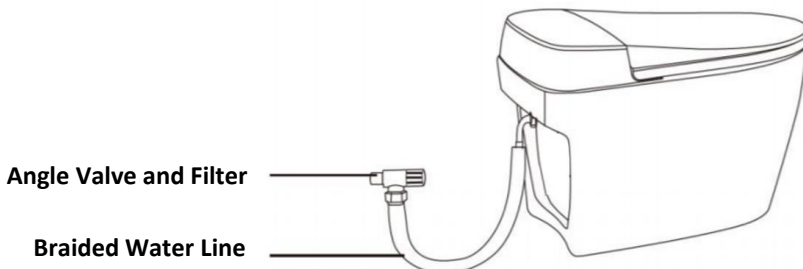
1. Attach the 'Seal Ring' to the Drain Outlet of the Washloo (remove cover from the seal ring prior to installation).
2. Position the Washloo onto the 'Drain Outlet' ensuring it is correctly lined up and no misalignment (will cause flushing issues if not correctly fitted).
3. When the Washloo is correctly positioned, apply a downward pressure (on the ceramic base of the toilet only) to allow the 'seal ring' to fully seal the Washloo to the drain outlet.



## Install Water Supply

1. Turn off the nearest 'Stop Tap' to avoid any leaks prior to installation.
2. Connect the supplied Angle Valve/Filter to the water supply.
3. Reconnect the water supply to your Washloo now with the T-Valve/Filter installed in line.

**NOTE;** *Ensure all the water supply lines are clean and free from debris as this can damage the internal system of the Washloo.*



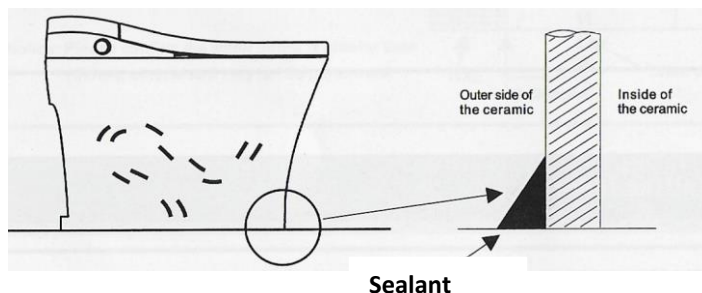
# Installation Guide

## Installation – Electrical Supply and Water Supply for First Use

1. Turn the water supply back on and ensure the angle valve is fully open allowing water to be supplied to the Washloo.
2. Insert the electric plug into the designated socket/fused spur as recommended by a qualified electrician.
3. When switched on – all lights on the unit will be illuminated. The Washloo will now prime the water system for around 10 seconds and finally the nozzle will extend out whilst performing a cleaning/first use test function.
4. After the first use test cycle – all lights will now turn off and a buzzer sound will notify the user that the full cycle is now complete.
5. Now press the 'Power On' button on the toilet and/or remote control to set the toilet to the 'Standby' setting.
6. Please note – Set the water temperature, water pressure and seat temperature accordingly before use (We recommend you to set to a low temperature/pressure for first use to avoid sensitivity until you are familiar with the Washloo Prestige).
7. Please follow all instructions within this manual when operating all of the additional functions.

## Finalise Installation

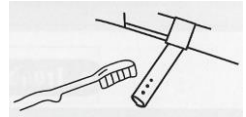
1. Ensuring the Drain Outlet is correctly lined up and free flowing any waste from the Washloo during the flush cycle.
2. Sealant can now be applied around the outside of the Washloo Ceramic to fully seal and finalise the installation.



# Maintenance

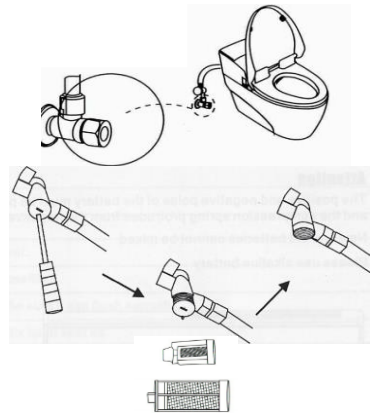
## Cleaning and Maintenance; Nozzle Cleaning.

1. To Extend the Nozzle out to the default cleaning position, Press the 'Nozzle Cleaning' button on the remote control.
2. Clean the nozzle with a brush and ensure it is clear and flowing freely.
3. Clean with a soft brush.



## Cleaning and Maintenance; Filter Removal

1. Close the water supply.
2. Disassemble the filter – remove the filter using a 'screwdriver'.
3. Remove filter out of 'Angle Valve' as shown in the illustration.
4. Clean any debris from the filter using a small brush and rinse thoroughly.
5. To reinstall please follow the reverse of the above instructions.



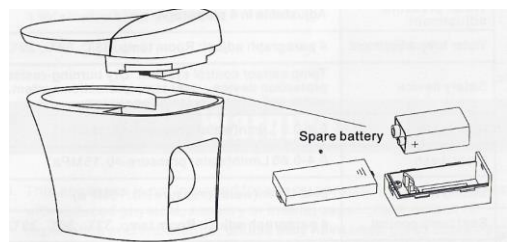
**NOTE – If the water pressure reduces please remove and clean the filter as shown above.**

## Not using the Washloo for a long period

Turn off valve/T- Piece and power supply.

## Replacement Back-up Battery

1. Turn off power supply.
2. Lift toilet seat completely
3. Remove battery cover and insert new 9v battery in correct orientation.
4. Operate the flush on the side control to ensure flush is working.



# Trouble Shooting

<u>Problem</u>	<u>Problem Causes</u>	<u>Problem Solutions</u>
<b>The Washloo is not working</b>	<ol style="list-style-type: none"> <li>1. Washloo not plugged in.</li> <li>2. No power to Washloo.</li> <li>3. There is power, but no functions are working when trying to use.</li> <li>4. Not activated by body sensor.</li> </ol>	<ol style="list-style-type: none"> <li>1. Make sure the Washloo is plugged in.</li> <li>2. Check the power button on the control panel to see if it is turned 'Off.'</li> <li>3. Check remote control batteries are not dead for the models with remotes.</li> </ol>
<b>Product shuts off during use</b>	<ol style="list-style-type: none"> <li>1. Washing time exceeded (check handbook for auto timings)</li> <li>2. Power failure.</li> </ol>	<ol style="list-style-type: none"> <li>1. Press the wash button to extend the time.</li> <li>2. Check power to the Washloo.</li> </ol>
<b>Lower water flow / Spray pressure</b>	<ol style="list-style-type: none"> <li>1. Clogged Mesh Filter</li> <li>2. Water supply valve not opened fully.</li> <li>3. Nozzle outlets are dirty/clogged.</li> <li>4. Pressure settings are set too low.</li> </ol>	<ol style="list-style-type: none"> <li>1. Remove, clean and reinstall mesh filter (as per guidelines).</li> <li>2. Check water supply is fully open.</li> <li>3. Clean Nozzle Outlets as per guidelines.</li> <li>4. Adjust water pressure settings.</li> </ol>
<b>Washloo wash feature does not work or fails to spray.</b>	Body sensor does not detect that you are sat on the Washloo.	Adjust seating position to fully cover the body sensor.
<b>Seat not heated.</b>	Seat temperature set to off	Make sure that the seat temp setting is on (Low – light 1, Med – 3 lights, High – 5 lights and Off – No lights)
<b>Water (Wash Spray) not heated.</b>	Water temperature set to off.	Make sure that the water temp setting is on (Low – light 1, Med – 3 lights, High – 5 lights and Off – No lights)
<b>Water flows before or after use.</b>	Water coming from the nozzles.	<ol style="list-style-type: none"> <li>1. The water that comes out between the nozzles before or after use, is the 'self-cleaning' operation and is not a malfunction.</li> <li>2. Residual water may drip into the bowl for several seconds after the wash or self-cleaning function has operated. This is not a malfunction.</li> </ol>
<b>Water leaks from areas other than the nozzles.</b>	<ol style="list-style-type: none"> <li>1. Water is leaking from the T-Valve.</li> <li>2. Water leaking from the unit hose connection.</li> </ol>	<ol style="list-style-type: none"> <li>1. Make sure that the rubber washer is inserted correctly and firmly tighten the connector.</li> <li>2. Make sure the unit hose is correctly connected and tight.</li> </ol>

# Technical Specifications

Product Specification	
Voltage	AC220-240V 50HZ
Water Supply	Direct connection to water pipe
Water Pressure	Equivalent to 2 BAR Static Minimum pressure (17L/Min Flow)
Warm Washing	Water Pressure Adjustable in 4 levels
	Temperature control (4 Levels, room temperature/33°C/36°C/39°C Adjustable) Inlet water temp to be minimum 15°C ± 0.5°C
	Heater Capacity : 1280W
	Temperature Control system, , Temperature Reset Switch, Temperature fuse overheat protection with water and electricity isolation system.
Warm Air Dryer	Power : 1520w
	Temperature control (4 Levels, room temperature to 54°C Adjustable)
	Temperature Control system, Temperature Reset Switch, Temperature fuse over heat protection with water and electricity isolation system.
Warm Seat	Power : 50W
	Soft Closing Lid
	Temperature control (4 Levels, room temperature/33°C/36°C/39°C Adjustable)
	Temperature Control system, , Temperature Reset Switch, Temperature fuse overheat protection with water and electricity isolation system.
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	45kg
Colour	White
Certificate	CE RoHS SAA

# 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.