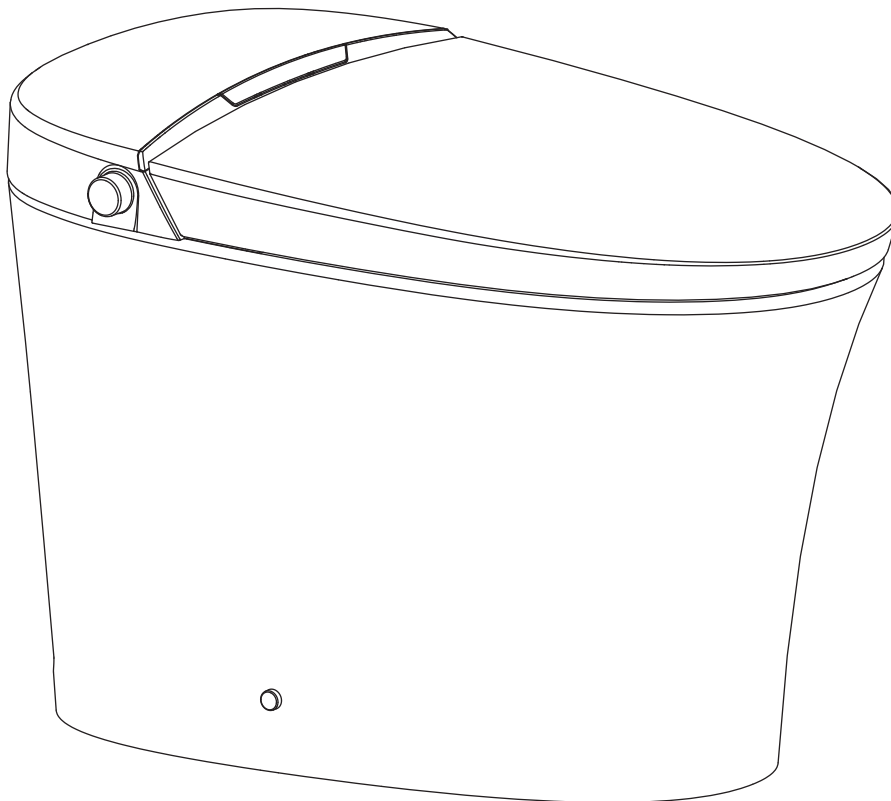




**Ressa X1 Spa Toilet**  
**US-RS100W**  
**INSTALLATION MANUAL**



Thank you for your purchase of the Ressa Spa Toilet. We are committed to providing exceptional service. Please contact us at any time should you have questions about your products.

Please read the instructions carefully before installation and keep available for future maintenance or reference.

# Content

## Installation

<b>Safety instructions</b>	01
<b>Technical specification</b>	06
<b>List of materials</b>	07
<b>Technical drawing</b>	08
<b>Parts identification</b>	09
<b>Installation of ceramic toilet</b>	10
<b>Preparation</b>	13

## Maintenance

<b>Maintenance</b>	14
1. Main unit care and maintenance	
2. Spray nozzle care and maintenance	
<b>Maintenance</b>	15
3. Filter cleaning	
4. Product unused for a period of time	
<b>Maintenance</b>	16
5. Battery replacement	
6. Replacing the deodorant box	

## Other

<b>Description of the knob function</b>	17
<b>Remote control illustration</b>	18
<b>Troubleshooting guide</b>	20

# IMPORTANT SAFEGUARDS

When using electrical products, especially when children are present, basic safety precautions should always be followed, including the following:

1. The appliance is not to be used by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction.
2. This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
3. Children shall not play with the appliance.
4. Cleaning and user maintenance shall not be made by children without supervision.

## READ ALL INSTRUCTIONS BEFORE USING



**DANGER** – To reduce the risk of electrocution:

1. Do not use while bathing.
2. Do not place or store product where it can fall or be pulled into a tub or sink.
3. Do not place in or drop into water or other liquid.
4. Do not reach for a product that has fallen into water. Unplug immediately.
5. Do not wash the main unit or electrical plug with water or detergent.
6. Do not handle the electrical plug with wet hands.
7. Do not put a hand or other materials over the outlet of the air dryer or block the outlet of air dryer.
8. Never disassemble, repair or modify this product.
9. During installation and repair and maintenance of the product, the power plug must be switched off and the water supply be shut off.



**DANGER** – Réduire le risque d'électrocution:

1. Ne pas utiliser pendant le bain.
2. Ne pas placer ou stocker le produit dans un endroit où il pourrait tomber ou être tiré dans une baignoire ou un évier.
3. Ne pas placer ou laisser tomber le produit dans l'eau ou tout autre liquide.
4. Ne tendez pas la main pour obtenir le produit tombé dans l'eau. Débranchez immédiatement la prise.
5. Ne lavez pas l'unité principale ou les prises électriques avec de l'eau ou des détergents.
6. Ne pas manipuler la prise électrique avec les mains mouillées.
7. Ne jamais obstruer la sortie du sècheur d'air.
8. Ne jamais démonter, réparer ou modifier ce produit.
9. À l'occasion de l'installation, du démontage, de la réparation et de l'entretien du produit, la prise de courant doit être coupée et l'alimentation en eau doit être interrompue.



**WARNING** – To reduce the risk of burns, electrocution, fire, or injury to persons:

1. Close supervision is necessary when this product is used by, on, or near children or persons with reduced physical, sensory or mental capabilities, or lack of experience and knowledge.
2. Use this product only for its intended use as described in this manual. Do not use attachments not recommended by the manufacturer.

3. 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 into water. Return the product to a service center for examination and repair.
4. Keep the cord away from heated surfaces.
5. Never use while sleeping or drowsy.
6. Never drop or insert any object into any opening or hose.
7. Do not use outdoors or operate where aerosol (spray) products are being used or where oxygen is being administered.
8. Connect this product to a properly grounded outlet only. See Grounding Instructions.
9. Do not throw cigarettes or other burning materials into the toilet. Doing so causes risk of fire.
10. This product is an electric appliance so it must be placed far away from water and other liquids.
11. Do not lay the product on its side or upside down during the electrical circuit.
12. It is prohibited to use other electric appliances in the same socket.
13. It is forbidden to use a power extension or unstable loose outlet.
14. Installation should include specified components and a new water supply hose.



**AVERTISSEMENT** – *Pour réduire les risques de brûlure, d'électrocution, d'incendie ou de blessure.*

1. *Ce produit doit être surveillé de près lorsqu'il est utilisé par, sur ou à proximité d'enfants ou de personnes handicapées.*
2. *N'utilisez ce produit que pour l'usage auquel il est destiné, tel qu'il est décrit dans ce manuel. N'utilisez pas d'accessoires non recommandés par le fabricant.*
3. *N'utilisez jamais ce produit si le cordon ou la fiche est endommagé, ne fonctionne pas correctement, tombe ou est endommagé, ou tombe dans l'eau. Retourner le produit au centre de service pour inspection et réparation.*
4. *Gardez le cordon loin des surfaces chaudes.*
5. *Ne jamais utiliser pendant le sommeil ou la somnolence.*
6. *Ne laissez jamais tomber ou n'insérez jamais d'objet dans une ouverture ou un tuyau.*
7. *Ne pas utiliser à l'extérieur ou dans des endroits où des aérosols (sprays) ou de l'oxygène sont utilisés.*
8. *Connectez ce produit uniquement aux prises correctement mises à la terre. Voir les instructions de mise à la terre.*
9. *Ne jetez pas de cigarettes et autres substances brûlées dans les toilettes, sinon cela pourrait provoquer un incendie.*
10. *Ce produit est un appareil électrique et doit donc être placé loin de l'eau et d'autres liquides.*
11. *Dans le circuit, ne pas allonger le produit sur le côté ou à l'envers.*
12. *L'utilisation d'autres appareils électriques dans la même prise est interdite.*
13. *Il est interdit d'utiliser des rallonges d'alimentation ou des prises lâches instables.*
14. *Ne réutilisez pas les tuyaux d'alimentation existants, car ils pourraient provoquer une fuite, un incendie ou une électrocution. L'installation doit inclure les composants spécifiés et un nouveau tuyau d'alimentation en eau.*



# IMPORTANT SAFETY INSTRUCTIONS



**CAUTION** – Indicates that failure to follow the instruction may cause bodily injury or property damage.

1. Do not install or use the product in wet places such as steam room etc.
2. It is recommended to use a waterproof electrical outlet which should be installed in a place where is not likely to get wet.
3. This product should be used with 110V-120V, 60Hz electrical current only, load current is at least 15A. Power plug must be equipped with ground fault circuit interrupter or ground fault electrical leakage protector or similar high sensitive, rapid type leakage switch (Rated sensitive current under 6mA).
4. When it thunders, it is strongly recommended to pull out the power plug.
5. Do not stand on ceramic toilet.
6. Ceramic toilet must install floor fixing bolts.
7. Do not stand on product unit, seat and cover.
8. Do not lean against the seat cover when using the product in order to prevent damage.
9. This product is equipped with soft-closing seal cover. Heavy pressing or pushing may damage the soft-closing damper.
10. Do not use lacquer thinner, petrol, liquid medicine, detergent, insecticide, toilet cleanser or scrubbing brush to clean the product.
11. Exposure to direct sunlight is prohibited.
12. Only use tap water or potable water as it may cause chafing.
13. Do not connect water supply to heater outlet. Make sure inlet water temperature is at 3~35°C/37.4~95°F.
14. When the room temperature is under zero degrees Celsius/32 degrees Fahrenheit, please drain the water tank to avoid freezing.
15. Raise room temperature to prevent the toilet from damage due to freezing.
16. When moving the product from cold or wet environment into normal room temperature, wait for 2 hours until the condensation water is fully volatilized. Doing so can prevent the product from electrical short-circuit.
17. When not using the product over three (3) days, drain the water out of the toilet and pull the electrical plug from the wall outlet.
18. Stop using the product and shut off the power if the product malfunctions. Call for professional service.



**ATTENTION** – Indique que le non-respect de l'instruction peut entraîner des blessures corporelles ou des dommages matériels.

1. N'installez pas ou n'utilisez pas le produit dans un endroit humide, tel qu'une chambre à vapeur, etc.
2. Il est recommandé d'utiliser une prise de courant étanche, qui doit être installée dans un endroit où elle ne risque pas d'être mouillée.
3. Ce produit doit être utilisé avec un courant électrique de 110V-120V, 60Hz uniquement, le courant de charge étant d'au moins 15A. La fiche d'alimentation doit être munie d'un disjoncteur de défaut de mise à la terre ou d'un protecteur de fuite de défaut de mise à la terre ou d'un interrupteur de fuite de type rapide de haute sensibilité similaire (courant sensible nominal inférieur à 6 ma).
4. En cas de tonnerre, il est fortement recommandé de débrancher la prise électrique.
5. Ne vous tenez pas debout sur les toilettes en céramique.
6. Les toilettes en céramique doivent être équipées de boulons de fixation au sol.
7. Ne pas se tenir debout sur l'unité de produit, le siège et le couvercle.
8. Ne vous appuyez pas sur le couvercle du siège lorsque vous utilisez le produit, afin d'éviter de l'endommager.
9. Le produit est équipé d'un couvercle de siège à fermeture douce. Ne fermez pas le siège de toilette, il pourrait causer des dommages.
10. N'utilisez pas de produits chimiques agressifs ou de brosses pour nettoyer ce produit.

11. *L'exposition directe au soleil est interdite.*
12. *Utilisez uniquement de l'eau du robinet ou de l'eau potable, sinon vous risquez de causer des éraflures.*
13. *Ne raccordez pas l'alimentation en eau à la sortie de l'appareil de chauffage. S'assurer que la température de l'eau d'entrée est comprise entre 3~35°C/37.4~95°F.*
14. *Lorsque la température ambiante est inférieure à zéro degré, veuillez vidanger le réservoir d'eau afin d'éviter le gel.*
15. *Augmentez la température de la pièce pour éviter que les toilettes ne soient endommagées par le givrage.*
16. *Lorsque le produit passe d'un environnement froid ou humide à une température ambiante normale, attendre 2 heures jusqu'à ce que l'eau de condensation soit entièrement volatilisée. Ce faisant, vous évitez les courts - circuits électriques du produit.*
17. *Lorsque le produit n'est pas utilisé pendant plus de trois (3) jours, videz l'eau des toilettes et débranchez la prise électrique de la prise murale.*
18. *Cessez d'utiliser le produit et éteignez l'alimentation lorsque le produit tombe en panne. Appel à un service professionnel.*

## GROUNDING INSTRUCTIONS

This product should be grounded. In the event of an electrical short circuit, grounding reduces the risk of electric shock by providing an escape wire for the electric current. This product is equipped with a cord having a grounding wire with a grounding plug. The plug must be plugged into an outlet that is properly installed and grounded.



**DANGER** – Improper use of the grounding plug can result in a risk of electric shock.

If repair or replacement of the cord or plug is necessary, do not connect the grounding wire to either flat blade terminal. The wire with insulation having an outer surface that is green with or without yellow stripes is the grounding wire.

This product is factory-equipped with a specific electric cord and plug to permit connection to a proper electric circuit. Make sure that the product is connected to an outlet having the same configuration as the plug. No adapter should be used with this product. Do not modify the plug provided — if it will not fit the outlet, have the proper outlet installed by a qualified electrician. If the product must be reconnected for use on a different type of electric circuit, the reconnection should be made by qualified service personnel.



**DANGER** - une mauvaise utilisation de la prise de terre peut entraîner un risque d'électrocution.

*Si vous avez besoin de réparer ou de remplacer un fil ou une fiche, ne connectez pas le câble de mise à la terre à une borne de type lame plate. Les fils avec une couche isolante dont la surface extérieure est verte et avec ou sans bandes jaunes sont des fils de terre.*

*Ce produit est équipé en usine d'un cordon électrique et d'une fiche spécifiques permettant de le connecter à un circuit électrique approprié. Assurez-vous que le produit est branché sur une prise ayant la même configuration que la fiche. Aucun adaptateur ne doit être utilisé pour ce produit. Ne modifiez pas la fiche fournie — si elle n'est pas adaptée à la prise, faites installer la prise adéquate par un électricien qualifié. Si le produit doit être reconnecté pour être utilisé sur un autre type de circuit, il doit être reconnecté par un personnel de service qualifié.*

# SAVE THESE INSTRUCTIONS

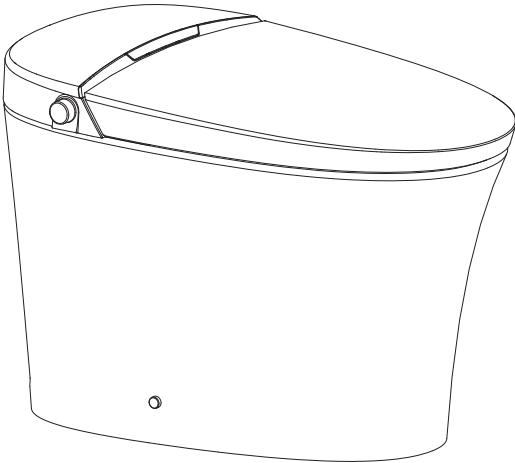


# Technical Specifications

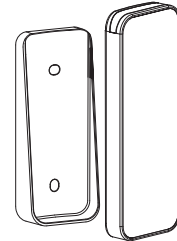
Model		US-RS100W
Main Unit	Rated voltage	110V-120V, 60Hz
	Rated power	865W
	Overall unit Waterproof	IPX4
	Electrical wire	Length: 3'
Toilet	Flush volume	1.28GPF / 4.8LPF
	Flushing mode	Siphonic jet
	Rough-in distance	12"
	Water pressure range	0.18MPA - 0.8MPA (static pressure)
Cleaning device	Heating mode	Instant
	Heating power	1400W
	Water temperature	Adjustable: 6 levels
	Water volume	Adjustable: 3 levels
	Cleansing mode	Rear cleaning / Oscillating Front cleaning / Oscillating
	Spray cleansing position	Adjustable: 5 levels
Drying device	Warm air volume	Over 0.2m <sup>3</sup> /min
	Warm air temperature	Adjustable: 6 levels
	Heating power	250W
Heated seat	Surface temperature	Adjustable: 6 levels
	Heating power	50W
	Open and close device	Quiet SoftClose
Features	Night light assembly	Intelligent
	User ID setting	Two kinds of User ID settings
	Automatic flushing	Toilet will automatically flush as user walks away from the bowl
	Self-cleaning	Deodorizer
	Power off flush	Toilet can be flushed manually after power failure (Please install the battery before use.)

Rated power: Under the condition of ambient temperature 23°C/73°F, water static pressure 0.18MPa±0.02MPa, water temperature 15°C/59°F, power toilet on, set water pressure, seat temperature, water temperature to the highest level in turn and perform one rear washing cycle.

# List of materials

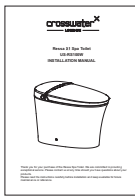


Main Unit



Remote control components

---

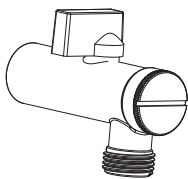


Installation Manual

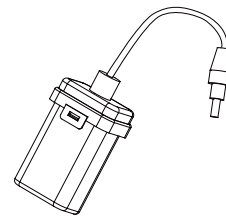


Warranty card

---



Angle Valve

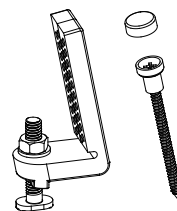


Battery Box  
(battery not supplied)

---



Wax Sealing Flange

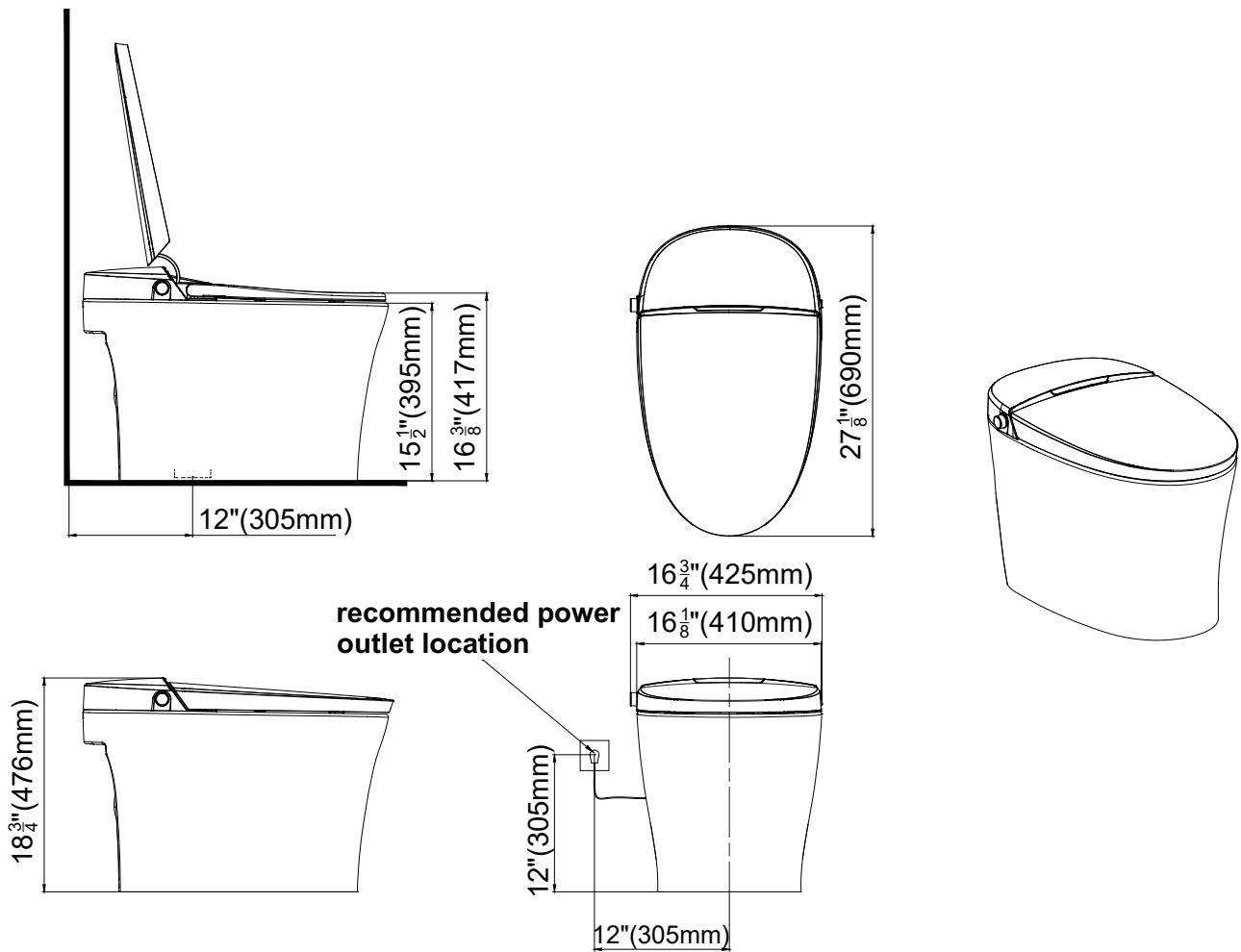


Floor fixing kit x 2

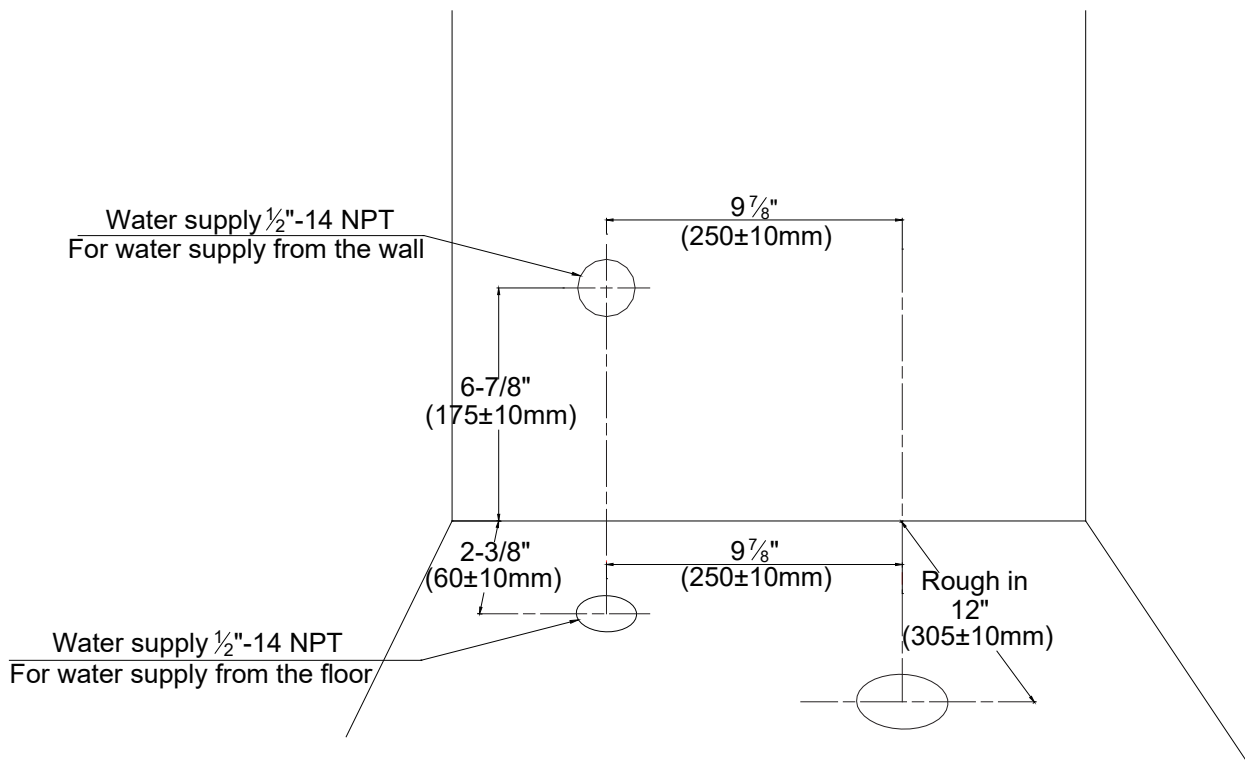
---

# Technical drawings

## 1. Recommended power outlet location

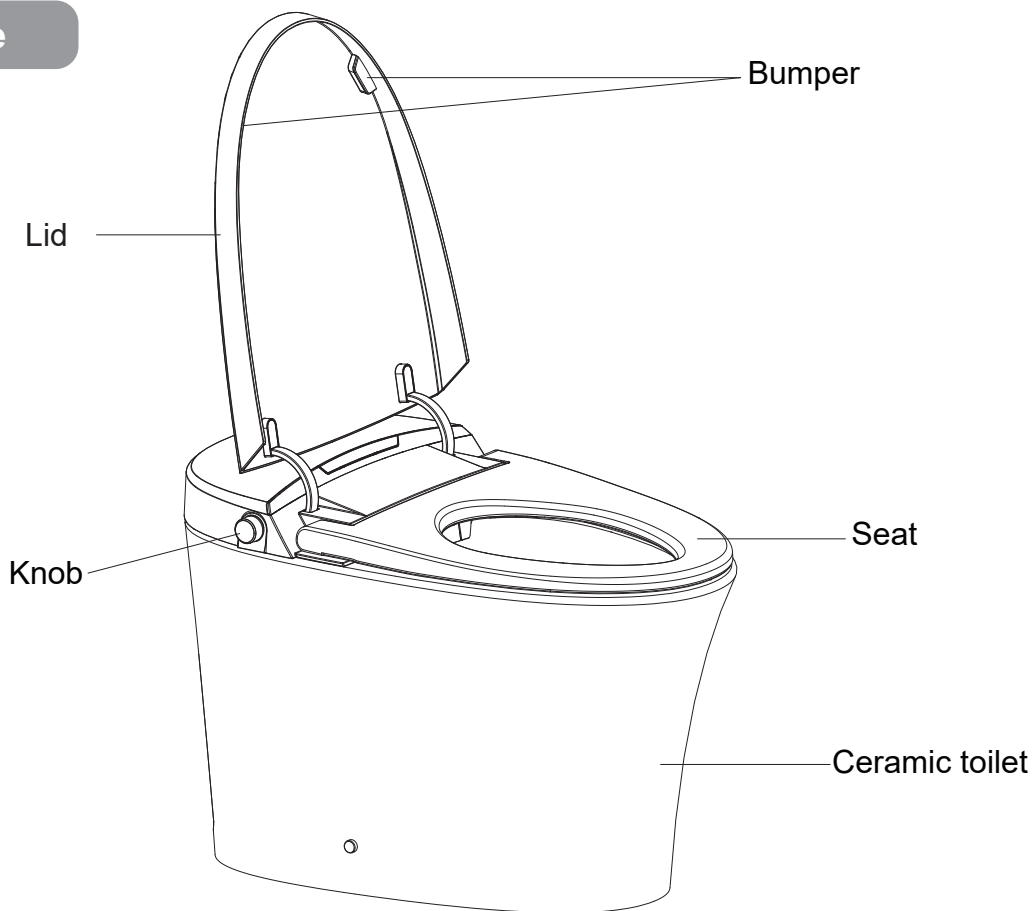


## 2. Recommended water supply location

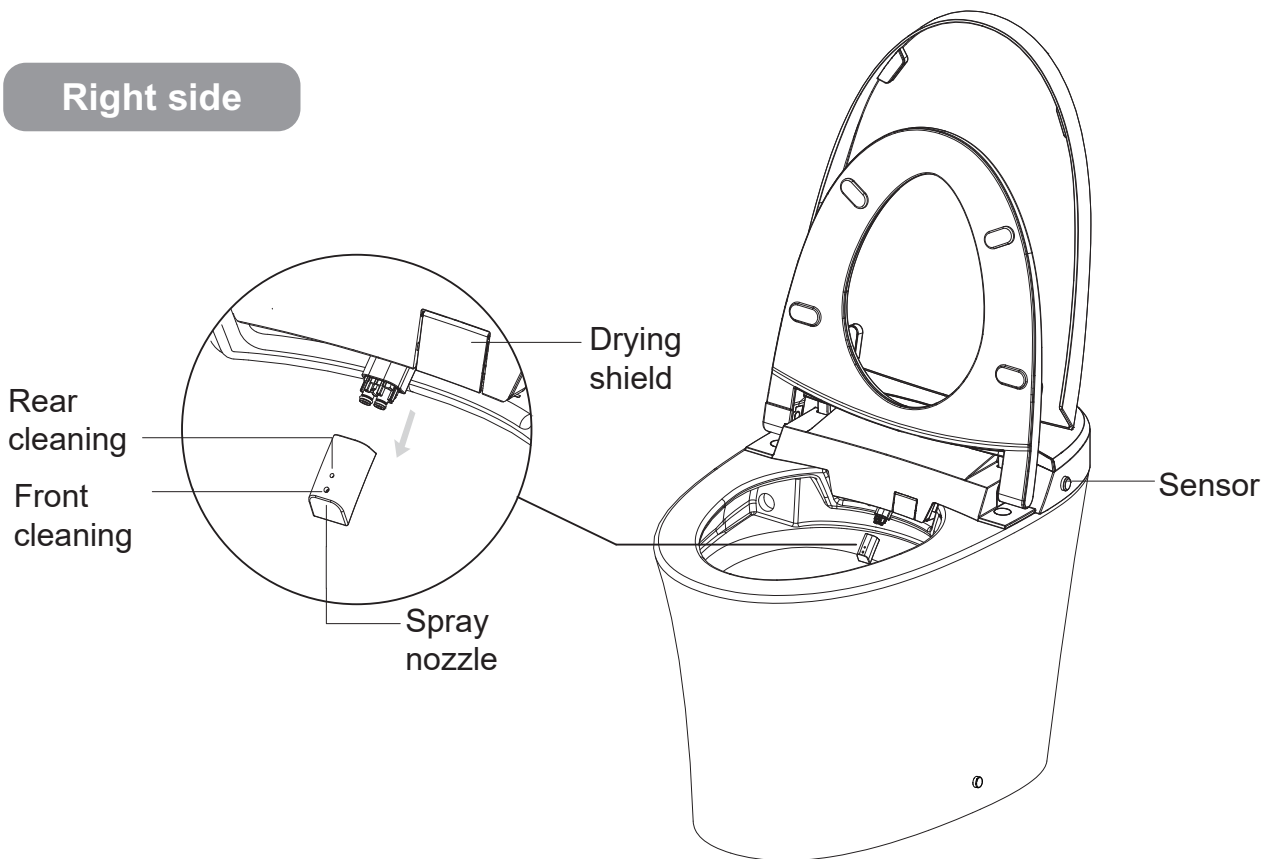


# Parts identification

## Left side



## Right side

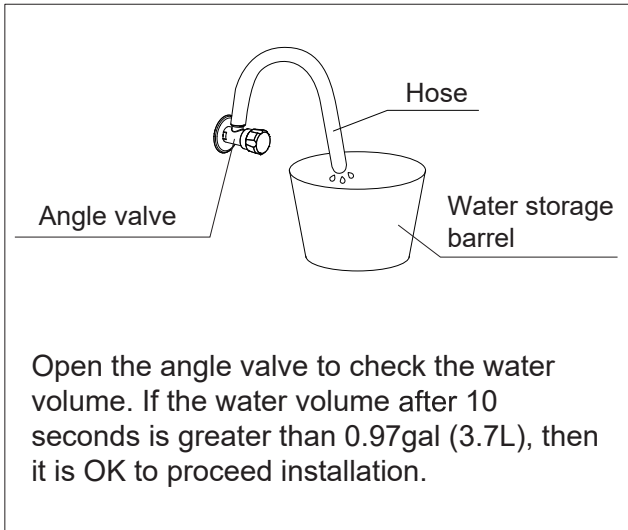


# Installation of ceramic toilet

## ⚠️ Precaution before installing

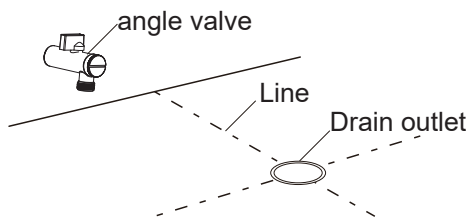
- Minimum static working water pressure: 0.18MPa (5.81Gal(22.0L)/min), failure to meet this pressure will not achieve the best flushing function.

Remark: Apply the methods below if you don't have a water pressure testing device.



## 1. Installation of the equipped angle valve

- Draw drain outlet centerline on the floor. Install the angle valve at the proper position on the wall according to the dimension of the toilet.

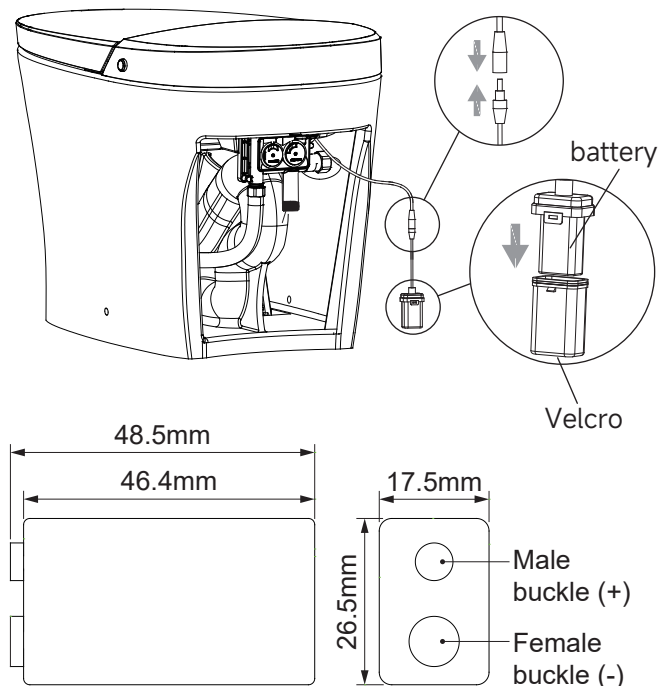


### Important:

- Please use the angle valve supplied with Ressa toilet. Other valve might cause internal component block up then effect the normal use of toilet.
- If needed, please have a suitable qualified person to replace the angle valve in case that an old valve is pre-installed.

## 2. Installation of battery box

- Before activating the power-off flushing function, install a 9V alkaline battery (not supplied) into the battery box in advance.
- Take out the battery connection cable from the rear side of seat cover. And connect it to the battery box properly.
- Remove the sticker on the velcro at the bottom of the battery box and place it in the proper position of the ceramic back for easy maintenance.



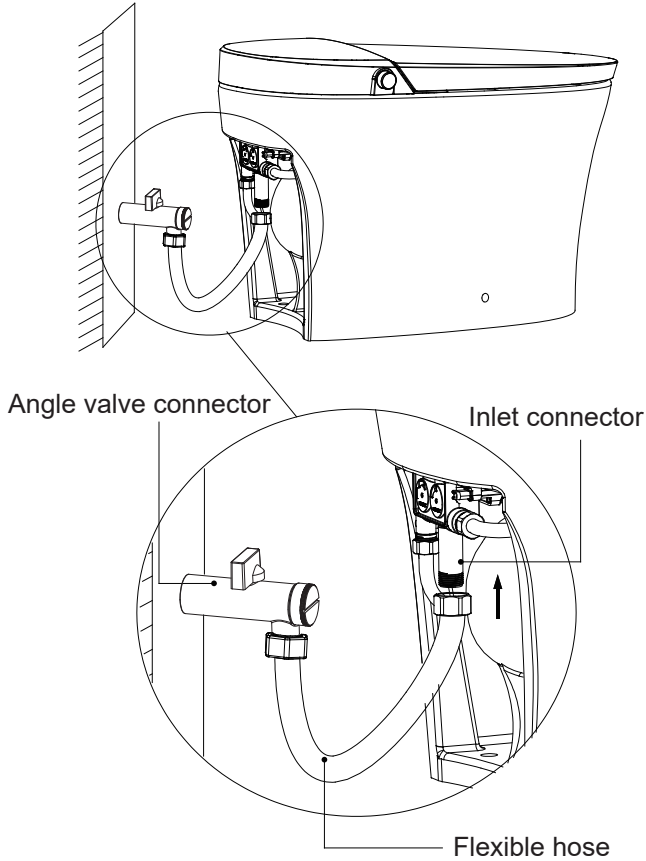
### Note:

- This should be installed by a suitable qualified person.
- A 9V alkaline battery is required (for example 6LR61 or 6F22).
- Battery not supplied.



### 3. Hose

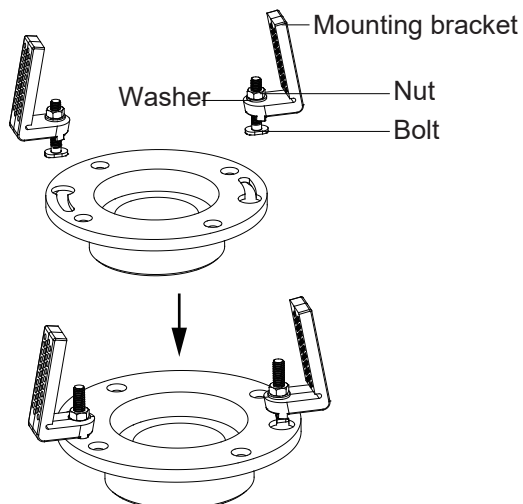
- Connect the water inlet and angle valve of the toilet with the matching hose and tighten it



**Note:**  
Please use this supplied water supply hose, to ensure optimal flushing performance.

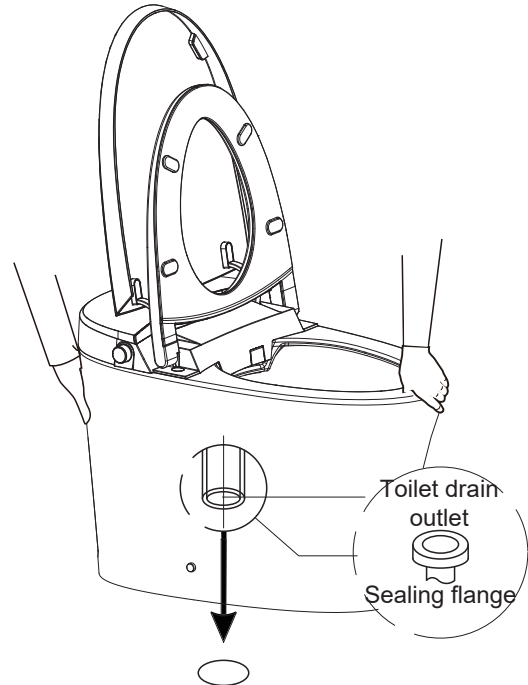
### 4. Mounting bracket installation

- Assemble the mounting bracket with bolts and then install them to the pre-installed flange plate on the ground and lock tight with nuts.



### 5. Ceramic toilet installation

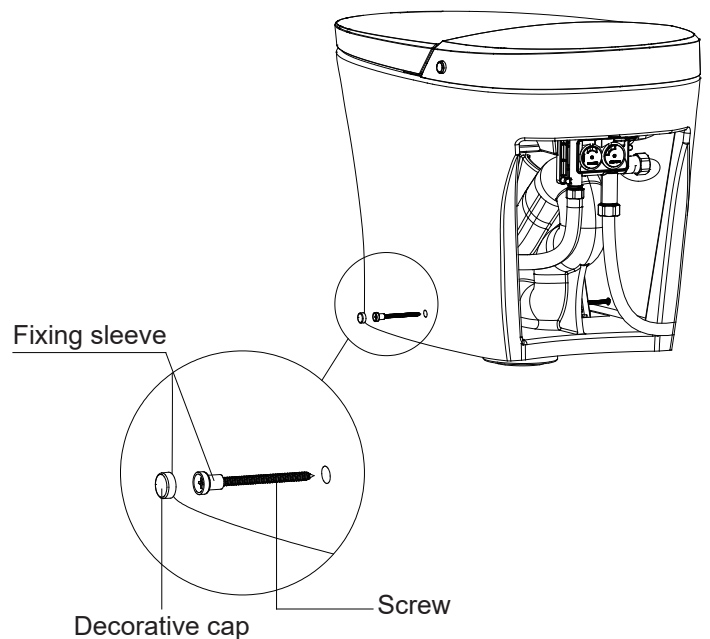
- Install a wax sealing flange into the drain outlet. Install the ceramic toilet on the corresponding position.



**Important:**  
**Two people are required to carry the toilet.**

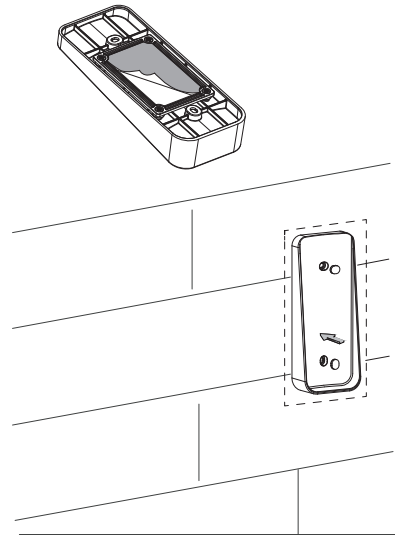
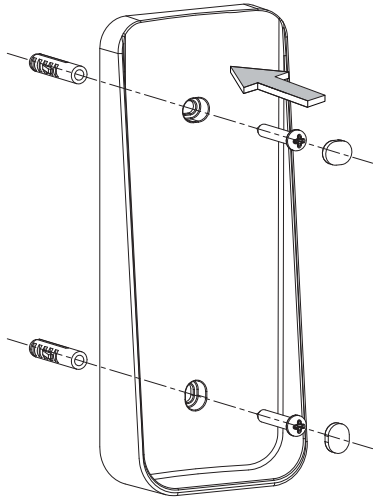
### 6. Screw installation

- Put the screw through the fixing sleeve and then install it through the holes (on both sides of the toilet) to the mounting bracket on the ground. Lock tight.
- Install the decorative cap on the fixing sleeve.

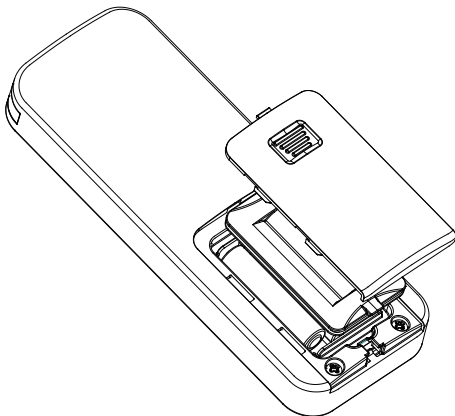


## 7. Remote control installation

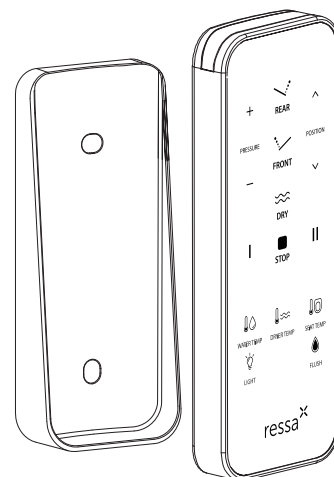
Step 1: Fix the holder onto the wall by using screws or tape, as shown in below diagrams.



Step 2: Insert 2 x AAA batteries (not supplied) into the remote control.



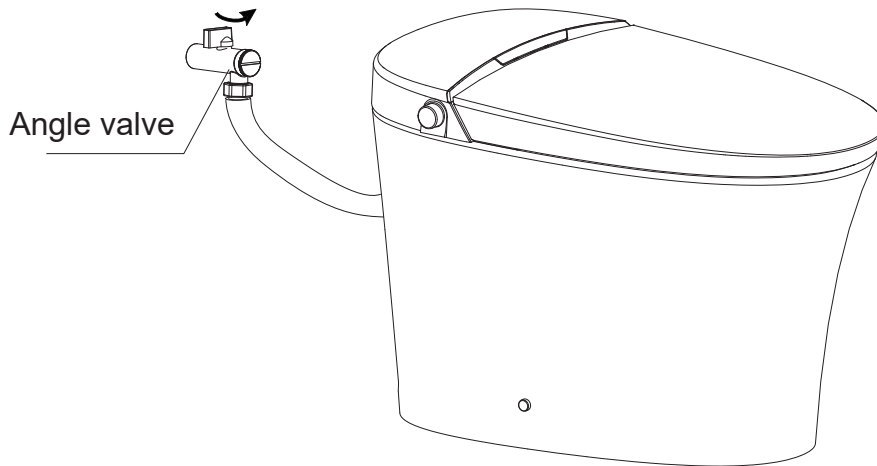
Step 3: Put remote control into the holder.



Notice: Do not install and use the product in damp places such as a shower room.  
Do not place the product in a place where it is easily exposed to water.

# Preparation

## 1. Turn on the angle valve



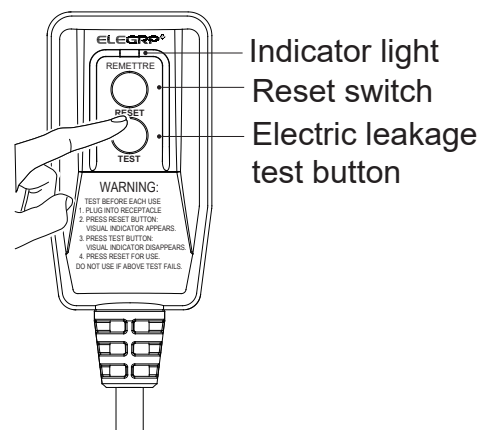
## 2. Power Connection

Insert the plug into the power socket. Press the reset button. The plug indicator lights up to indicate that the power is on.

### Tips:

Press electric leakage test button prior to usage, the reset switch pops up indicating that the leakage protection function is normal.

Press the TEST button (then RESET button) every month to assure proper operation.



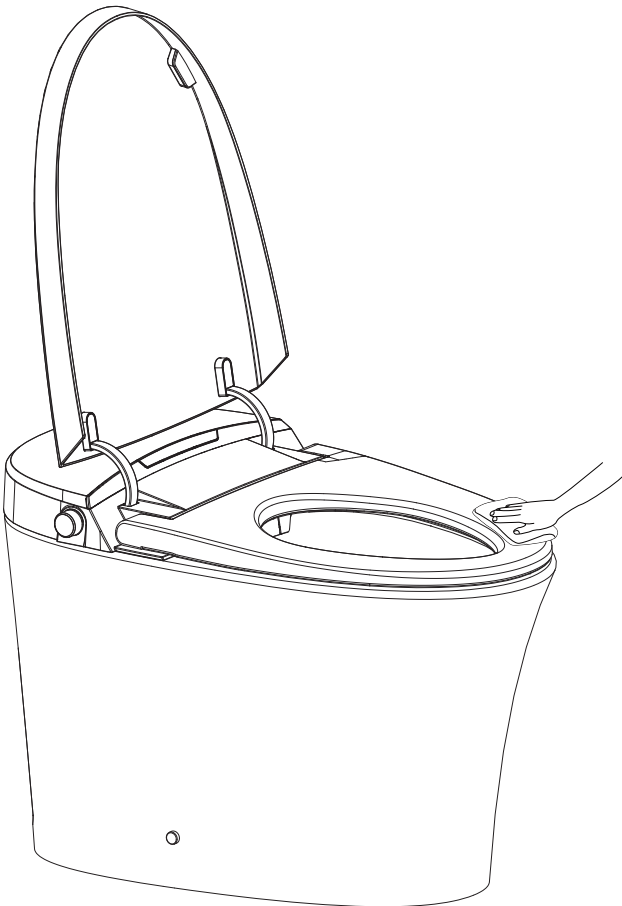
## 3. Self-inspection

1. Once power is connected, the seat beeps. The knob lights up in white, and the self-inspection starts.
2. The seat beeps again, then the self-inspection completes.
3. The product is ready to use.

# Maintenance

## Main unit care and maintenance

1. Shut off the power supply before doing maintenance.
2. Wipe with a soft damp cloth. Use warm water only.



## 3. Safety self- inspection

- After cleaning, re-connect the power plug.

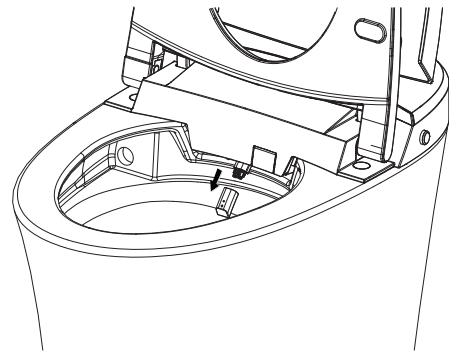
## Spray nozzle care and maintenance

### 1. Nozzle self-cleaning

- To start the manual cleaning function, when not seated, rotate the knob clockwise. The nozzle will automatically extend out.

### 2. Spray nozzle disassemble

- When the nozzle moves forward, the nozzle head can be removed to clean.



### 3. Use only a soft cloth to clean

- Do not pull or push the wand, to avoid damage.

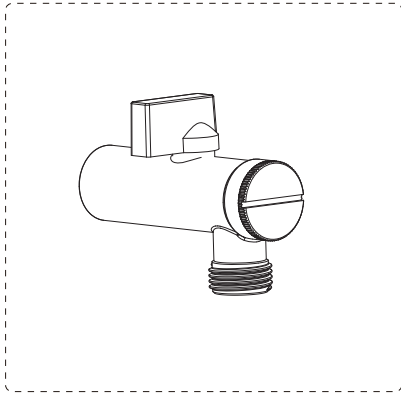
### 4. Nozzle retraction

- Put the nozzle head back on and press the "Stop" button on the remote control to automatically retract the nozzle.

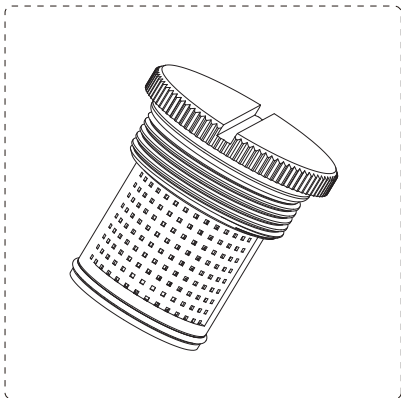
# Maintenance

## Filter Cleaning

1. Turn off power and the angle valve
2. Unscrew the angle valve nut



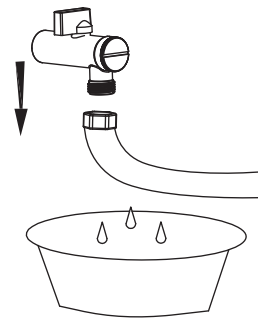
3. Remove filter net



4. Use a brush to clean the filter net.  
Rinse under flowing water.
5. Re-install the filter and angle valve nut. Turn on the angle valve and connect the power.

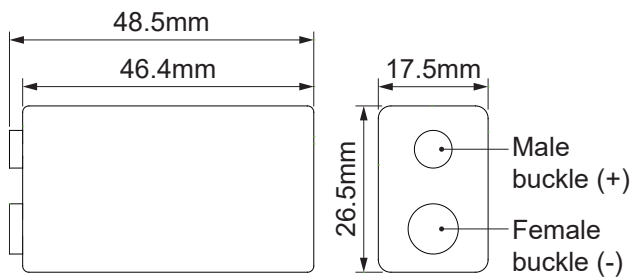
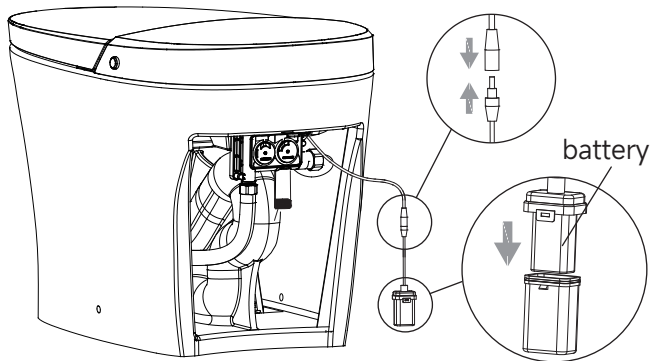
When the product is left unused for a long time, especially in cold weather, it is highly recommended to drain the water to prevent freezing.

1. Activate flushing, and then turn off the angle valve to stop water supply.
2. **Unplug and shut off the electricity.**
3. Disconnect the hose from angle valve, drain the water and reconnect.
4. If needed, seek assistance from a professional plumber for anti-freezing process.



## Battery replacement

1. Unplug DC connector and remove the battery box.
2. Install a new 9V alkaline battery.
3. Reconnect battery box and put it back.



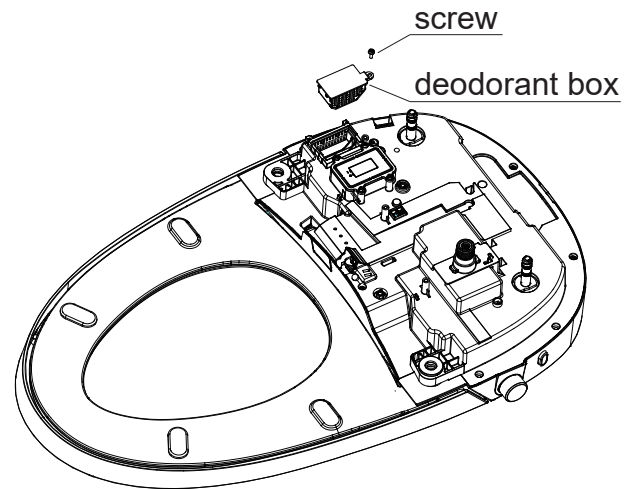
### Note:

- a. This should be installed by a suitable qualified person.
- b. A 9V alkaline battery is required (for example 6LR61 or 6F22).
- c. Battery not supplied.

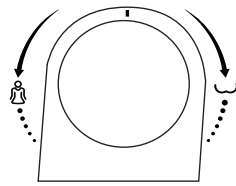
## Replacing the deodorant box

Remove the seat from the toilet. The deodorant box is at the bottom of the seat base. Follow below steps to replace with a new deodorant box.

1. Loosen the screw and remove the deodorizer from the seat.
2. Replace with a new deodorizer, and tighten the screw.
3. Re-install the seat.



# Description of the knob function



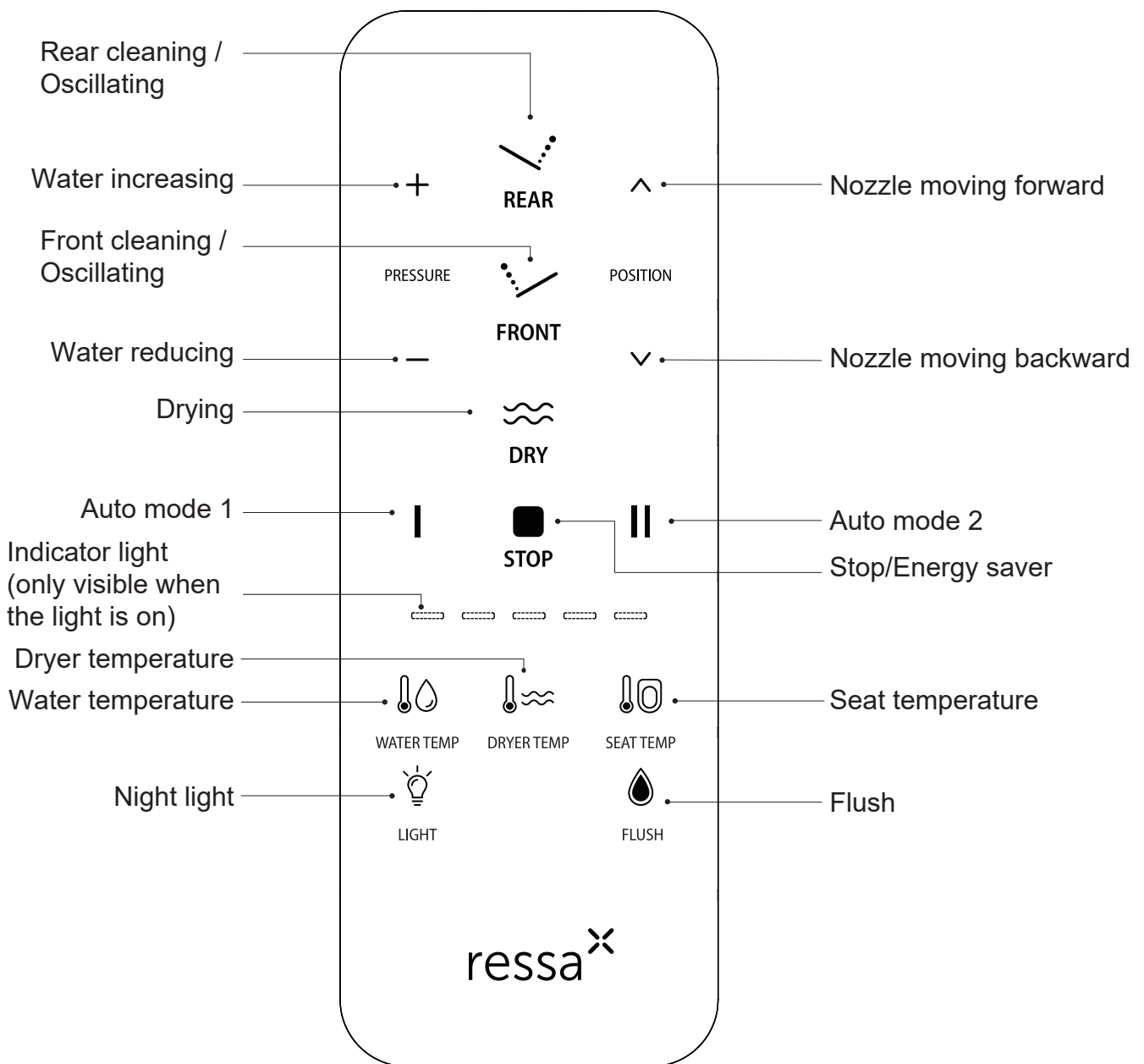
## Knob operation instructions

1. When seated, the knob rotates clockwise to start the rear cleaning function, and rotates counterclockwise to start the front cleaning function. Rear and front cleaning function will automatically enter into the drying function after completion.  
(Note: default water pressure, water temperature, air temperature, seat temperature, rod position are intermediate)
2. After starting the cleaning function, turn the knob clockwise to move the spray rod forward, and counter-clockwise to move the spray rod backward. Press the knob for longer than 3 seconds to switch to the water pressure adjustment mode. Clockwise rotation increases the water pressure, while counterclockwise rotation decreases the water pressure.
3. After starting the drying function, clockwise rotation increases the air temperature and counterclockwise rotation decreases the air temperature.
4. During the cleaning process, press the knob once quickly to stop the function
5. To enter into standby mode, when not seated, press and hold the knob.
6. To enter into normal working mode, when not seated, press and hold the knob.
7. Under normal working mode, press the button at any time to flush the toilet when cleaning and drying functions are not in use. Otherwise, it will stop cleaning or drying function first, then press the button again to flush the toilet.
8. When the power is off, press the knob to flush the toilet. (Battery box must be connected with battery fitted)

Tips: Below shows the indicator light status:

Light off	Standby mode
Flickering	Energy saving mode
White light	Normal function mode

# Remote control illustration



## Energy Saving

When seat temperature is set to Level 2, 3, 4 or 5, press the “STOP” button for longer than 3 seconds to enter energy-saving mode. Press the “STOP” button again for longer than 3 seconds to exit energy-saving mode.

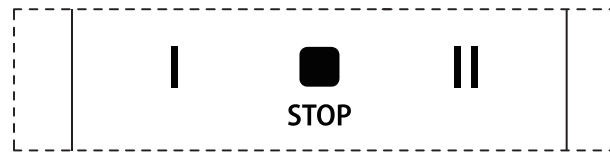
Under energy-saving mode, the seat temperature is set to Level 1 when not seated.

Energy-saving mode will be suspended and the product will enter into function mode if the seat is used. The seat starts to heat immediately. Energy-saving mode is then restored once the seat is no longer being used.



## Auto mode

The system can store two kinds of User settings: Auto mode 1 and Auto mode 2

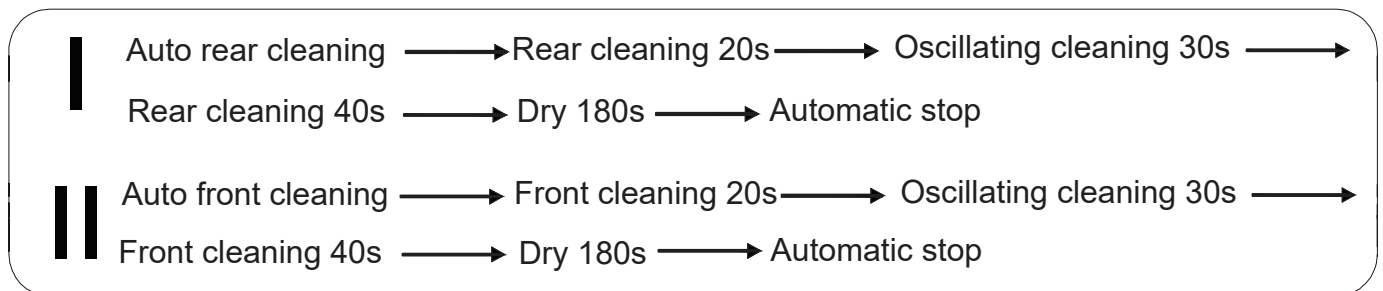


Once the desired configuration is set, for instance, water volume and nozzle position, then press and hold the Auto mode 1 or mode 2 button to store the settings. 5 indicators on the remote control will flash 3 times, then the settings stored.

To override the stored settings, needs to operate the above process again to re-store the new settings.

Mode 1 is for rear cleaning and Mode 2 is for front cleaning, they cannot be exchanged.

When pressing the Auto Mode button, the system will automatically switch to the settings stored previously, and follow the below procedures for a complete cleaning process. Press any button in between to abort the process.



## Night light

Quickly press the "Night Light" button to turn on/turn off the night light. Press and hold the "Night Light" button to enter into intelligent mode (the night light will be on or off depending on the surrounding light).

If the product is on intelligent mode, quickly press the "Night Light" button to exit intelligent mode.



## Other operations

### Quiet mode

- Press and hold the "SEAT TEMP" button to turn on/off quiet mode.

### Automatic flush function

- Press "FLUSH" button for 3 seconds to start or close the automatic flushing function. When the automatic flushing function is turned on, the toilet will automatically flush after detecting a user sitting for more than 6 seconds and leaving the seat after more than 3.5 seconds.


### Automatic pre-wetting function

- Press and hold the " STOP " button and press the " DRYER TEMP " button at the same time to turn on or off the automatic pre-wetting function. After the automatic pre-wetting function is turned on, the pre-wetting function is performed when the user is detected to be seated.

# Troubleshooting Guide

Problem	Cause	Solution
Poor flushing	Water supply hose is kinked.	Straighten the hose to remove the kink.
	Angle valve is not fully turned on.	Turn on the angle valve fully.
	Filter is dirty.	Clean the filter. Refer to page 15.
Not flushing	Angle valve is shut off.	Turn on the angle valve.
	A power outage occurred.	Use a bucket to manually flush.
	A water failure occurred.	Use a bucket to manually flush.
	Previous cycle not finished.	Wait until the previous cycle finishes then flush.
Auto flushing does not work	"Auto flushing" is set to "OFF".	Set to "ON". Refer to page 19.
	The seat switch will not turn on unless the user is seated properly.	Sit back on the toilet seat.
Auto pre-wetting does not work	"Auto pre-wetting" is set to "OFF".	Set to "ON". Refer to page 19.
	The seat switch will not turn on unless the user is seated properly.	Sit back on the toilet seat.
Low water temperature	The water temperature is not set properly.	Adjust the water temperature.
	When the temperature of the water supply or of the bathroom is low, the water temperature may be low when first sprayed.	
Low seat temperature	The seat temperature is not set properly.	Reset the seat temperature.
	In energy saving mode.	Switch to functional mode and wait for 5+ minutes. Refer to page 18.
	In standby mode.	Switch to functional mode and wait for 5+ minutes. Refer to page 17.
	When seated, after 10 minutes, the temperature begins to decrease. Then after 5 minutes, the toilet seat heater turns to level 1 and stays.	Stand up from the seat and then sit again.
Low air temperature	The air temperature is not set properly.	Reset the air temperature.

Problem	Cause	Solution
No air out	In standby mode.	Switch to function mode to use dry function. Refer to page 17.
Spray rod does not operate or water pressure is low	Power off.	Turn on the power.
	The seat switch will not turn on unless the user is seated properly.	Sit back on the toilet seat.
	Stuck due to impurities.	Remove impurities.
	Water failure has occurred.	Press the "STOP" button on the remote control and wait until water service is restored.
	Angle valve is shut off.	Turn on the angle valve.
	Filter is dirty.	Clean the filter. Refer to page 15.
	Water supply set to a low pressure.	Set the water pressure to required range. See page 6.
Waste material does not flush down completely	Angle valve is not fully open.	Turn on the angle valve fully.
	Water filter is clogged.	Clean the filter. Refer to page 15.
	The water supply to the toilet is disrupted by other running water fixtures.	Cease using other fixtures and then flush toilet
	The original supplied angle valve was not installed.	Install the original angle valve which has a filter included.
	Flushing may be difficult depending the consistency of the waste material.	Flush the toilet again. If the bowl unit is not cleansed with flushing, remove the stains with a brush or similar instrument.
Water is leaking from the plumbing connections	Inspect to see if any nuts in the connection are loose.	Firmly tighten the nuts.
	Water leak does not stop.	Close the angle valve and consult service provider.
There are black stains on or around the bowl unit	Ammonia in urine may cause black stains.	If urine has splashed on the bowl unit or floor, wipe it up immediately.
There is black or pink slime on the toilet bowl surface	This is a result of growth of airborne fungal spores or bacteria that feed on waste residue on the toilet bowl.	Clean with a (non-abrasive) neutral toilet detergent.
There is residue on the bowl unit surface	Oil and other hard-to-see grime may stick to the bowl unit surface.	Clean with a (non-abrasive) neutral toilet detergent.

Problem	Cause	Solution
Night light does not work	Night light function is "OFF".	Set to "ON".
Remote control does not work	The positive and negative direction of the batteries is incorrect.	Re-load batteries.
	Batteries have expired.	Load new batteries.
Stops in the middle of use	The drying feature stops automatically after about 5 minutes of continuous use.	
	The cleaning feature stops automatically after about 2.5 minutes of continuous use.	
	The seat switch has difficulty detecting that the seat is in use. Sit back on the toilet seat. If the user gets up slightly from the seat, or sits forward on the seat, the seating switch may temporarily stop detecting the user's presence.	
Water comes out unexpectedly from the spray rod	When the user sits on the toilet seat, water comes out for several seconds while the water is warmed up. This is normal function.	
When flushing, a gurgling sound can be heard.	When the toilet is flushed together with waste material, the sound is a result of air, waste material and water being pulled through the system. This is normal function.	
Manual flushing cannot work during power failure	Run out of battery	Replace a new battery for power failure flushing
 Caution	<b>Please disconnect the power, wait for 30 seconds, then reconnect the power to restore to factory settings. If the problem still cannot be resolved, please disconnect the power and contact service providers.</b>	

## **CLEANING INSTRUCTIONS**

A mild detergent, warm water and a soft cloth will remove normal dirt and soap accumulations from surfaces. Soft abrasive cleaners may be used on vitreous china. Never use abrasive cleaners without water. Do not use caustic cleaners or disinfectants as they can alter the surface finish and void the warranty.

Use toilet bowl cleaners on the inside of the bowl only. Remove any splashes of cleaner solution from plastic or plated surfaces immediately.

Do not use in-tank cleaners as they can seriously damage the fittings in the tank. This damage could cause leakage and result in property damage. **Crosswater London** shall not be responsible or liable for any damage that occurs as a result of the use of in-tank cleaners.

Do not allow certain materials such as toothpaste, cologne, shaving cream, nail polish remover, vinegar, wine, drain and glass cleaners to remain on the surface. Prolonged contact can alter surface finishes and void the warranty.

## **CARE OF TOILET SEATS**

Use a soft, damp cloth and a mild soap such as dishwashing liquid to clean the seat. Rinse the seat and dry with a soft towel.

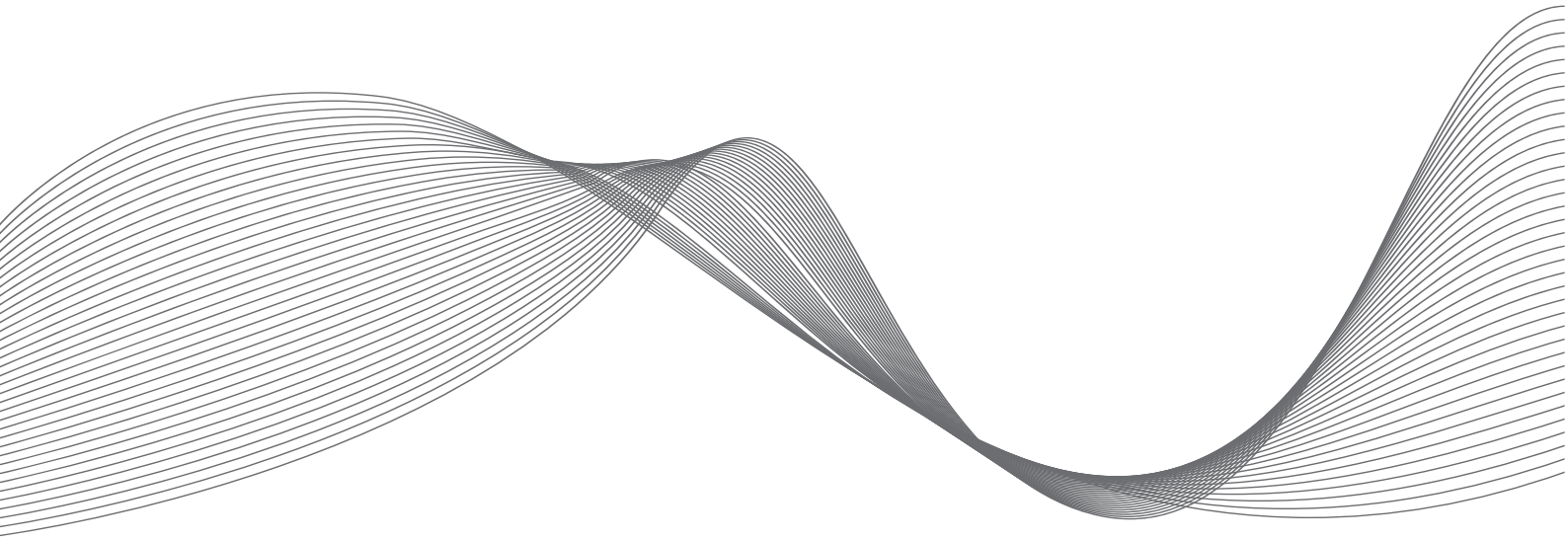
Do not use abrasive cleaners as they will scratch and dull the surface. Do not allow cosmetics or abrasive chemicals to come in contact with the toilet seat.

---

**Warranty** - Residential: 3 years. Commercial: 1 year.

For further information contact: **Crosswater London**, 393 Fortune Blvd., Milford, MA 01757  
Toll-free number: 844-XWATER-1 (844-992-8371) tel: 508-381-0433 fax: 508-381-6068

**[www.crosswaterlondon.com](http://www.crosswaterlondon.com)**  
email: [technical@fortebrands.com](mailto:technical@fortebrands.com)



Picture of product may not be entirely consistent with actual appearance and color.

ASVFAF0145002A-1.0

Issued: May 2023