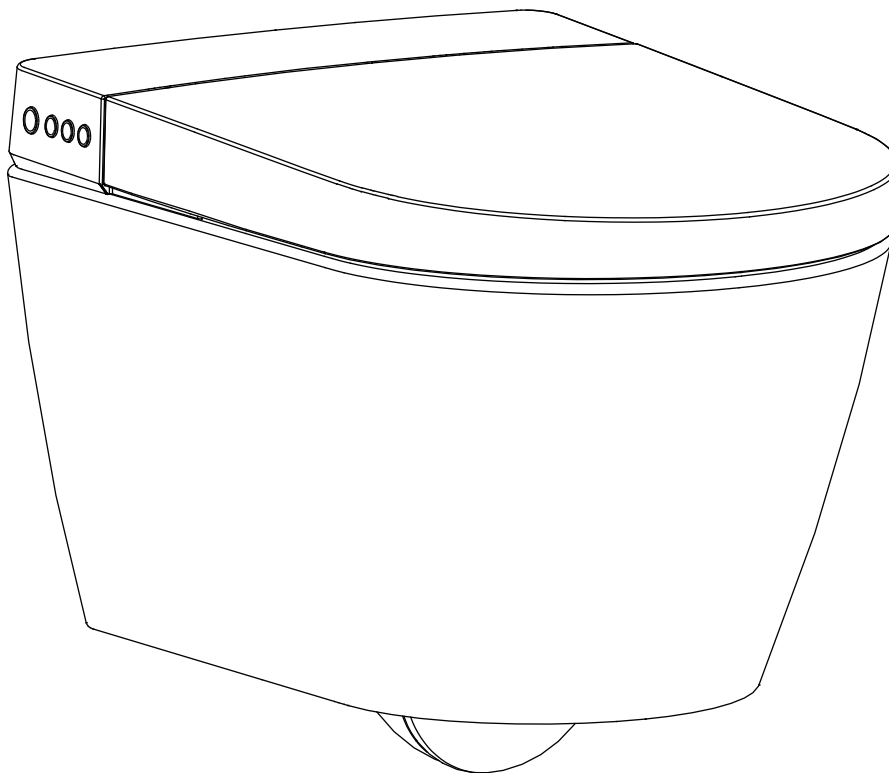




**Ressa Wallhung  
US-RS200W  
INSTALLATION MANNUAL**



Thank you for your purchase of the RESSA wall hung 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.

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# 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. Children being supervised not to play with the appliance.
3. 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.
4. Children shall not play with the appliance.
5. 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.
5. Do not wash the main unit or connector with water or detergent.
6. Do not handle the connector with wet hands.
7. Do not put a hand or other staff over the outlet of air dryer or block the outlet of air dryer.
8. Never disassemble, repair or modify this product.
9. During installation, disassembly, repair and maintenance of the product, the power supply must be switched off and water supply be shut off.



**WARNING**—To reduce the risk of burns, electrocution, fire, or injury to persons.

1. Closed supervision is necessary when this product is used by, on, or near children or invalids.
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 connector, 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. If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
5. Keep the cord away from heated surfaces.
6. Never use while sleeping or drowsy.
7. Never drop or insert any object into any opening or hose.
8. Do not use outdoors or operate where aerosol (spray) products are being used or where oxygen is being administered.
9. Connect this product to a properly grounded outlet only. See Grounding Instructions.
10. Do not throw cigarettes and other burning stuff into toilet, otherwise it might cause fire.
11. This product is electric appliance, so it must be placed far away from water. Please don't drench urine and other liquid to it.
12. Do not lay on side or upside the product during the electrical circuit.
13. It is prohibited to use other electric appliances in the same socket.
14. It is forbidden to use the power extension or unstable loose outlet.
15. The old aging water supply hose can not be used, otherwise it might cause leakage, fire or electrical shock. Installation of the bidet seat should include specified components and new water supply hose.

# IMPORTANT SAFETY INSTRUCTIONS



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

1. Do not install or use the product in wet places as steam room etc.
2. It is recommended to use water-proof electrical outlet which should be installed in the place where is not easily got wet.
3. This product should be used with 110V-120V, 50/60Hz electrical current only, load current is at least 15A. Power supply 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. To install a product that is not equipped with a plug, a switch device that can completely disconnect the power supply of the product must be installed at the front end of the fixed wiring.
5. When it thunders, cut off the power supply immediately.
6. Do not stand on ceramic toilet.
7. Do not stand on product unit, seat and cover.
8. Do not lean against the seat cover when using the product, to avoid 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 and scrubbing brush to clean the product.
11. Exposure to direct sunlight is prohibited.
12. Only use tap water or potable water; otherwise it may cause chafing.
13. Do not connect water supply to heater outlet. Make sure inlet water temperature at 3~35°C.
14. When the room temperature is under zero degree, please dry up the water tank, to avoid freezing.
15. Raise rest room temperature to prevent the toilet from damage due to freezing.
16. When move 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 container and cut off the power supply.
18. Stop using the product and shut off the power when product malfunctions, please contact the service people for professional service.

## 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 connector. The connector must be connected to the ground wire correctly.



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

If repair or replacement of the cord or connector 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.

## SAVE THESE INSTRUCTIONS



# Technical Specifications

	Model	US-RS200W
<b>Main Unit</b>	Rated voltage	110V-120V, 50/60Hz
	Rated power	850W
	Overall unit Waterproof	IPX4
	Electrical wire	Length: 6.2'
<b>Toilet</b>	Flush volume	1.6/1.1Gpf, 6.0L(full flush)/4.1L(half flush)
	Flushing mode	Washdown
	Outlet height	8.35" minimum
	Outlet outside diameter	4"
	Drainage method	P-trap
	Water pressure range	0.08MPa - 0.8MPa (static pressure)
<b>Cleaning device</b>	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
<b>Drying device</b>	Warm air volume	Over 4m/s
	Warm air temperature	Adjustable: 6 levels
	Heating power	230W
<b>Heated seat</b>	Surface temperature	Adjustable: 6 levels
	Heating power	50W
	Open and close device	Quiet SoftClose
	Burn protection	After 10 minutes of use, the seat temperature will automatically drop Down to Grade 1 (still keep neutral when setting netural).
<b>Features</b>	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
	Noise-free setting	The buzzer is off at night for a quite environment.
	Antibacterial site	Seat, Nozzle

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.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) this device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

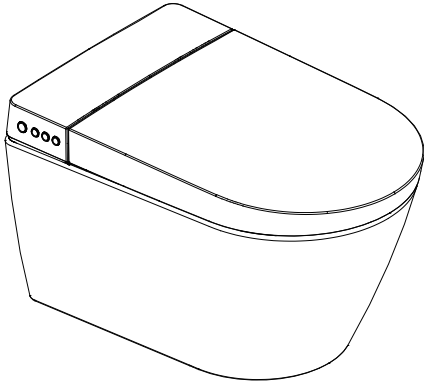
Warning: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

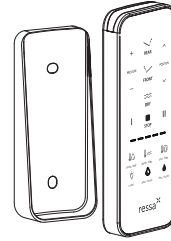
However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected. Consult the dealer or an experienced radio/TV technician for help.

# List of materials



Main Unit



Remote Control Components



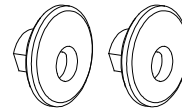
Installation Manual



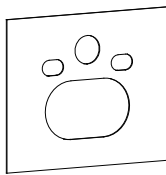
Warranty card



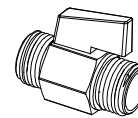
Decorative Cap



Plugs



Installation Pad



On/off Valve



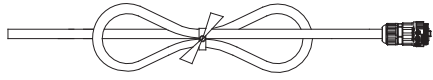
Locking Nut ( M12 )



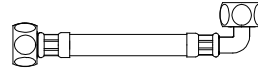
Rubber Washer



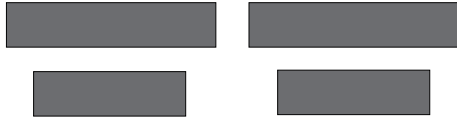
# List of materials



Power Cord  
(Refer to the actual product)

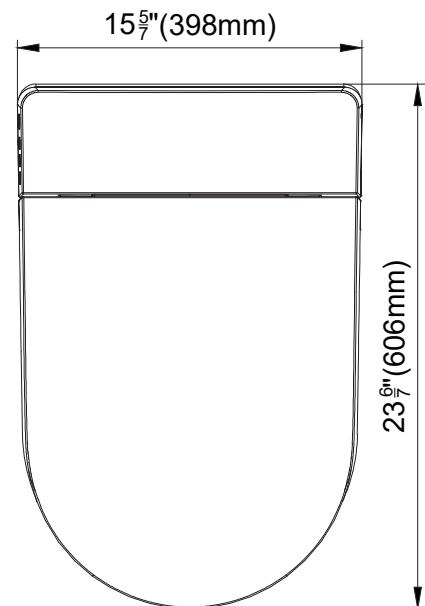
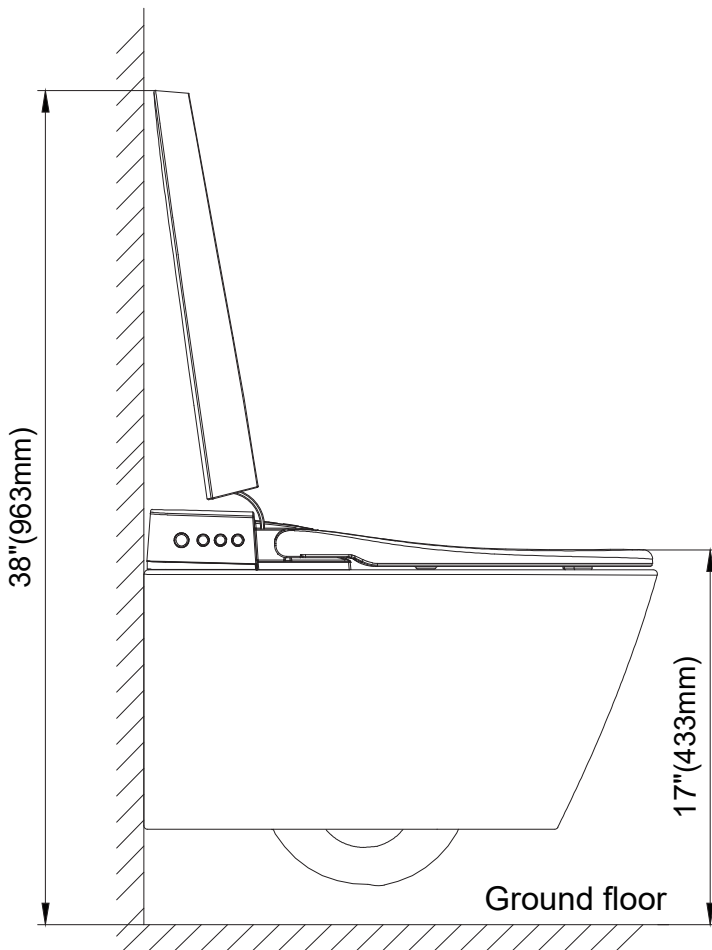
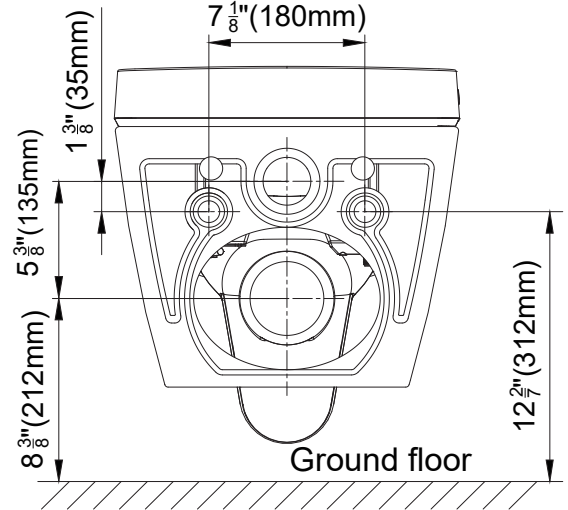
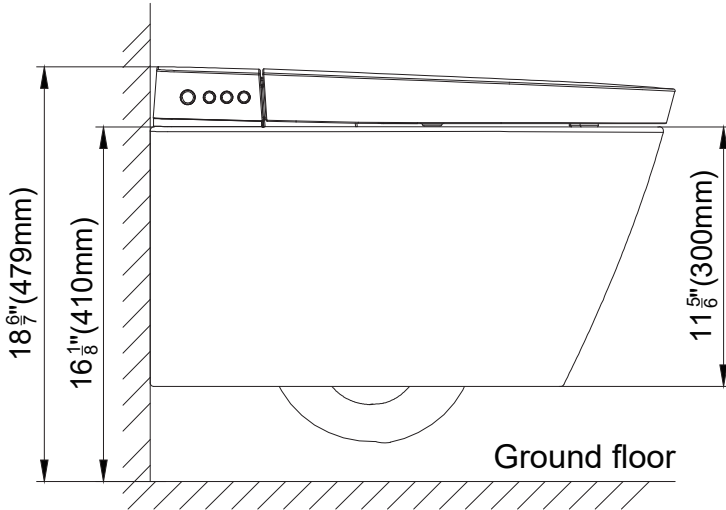


Hose



Velcro

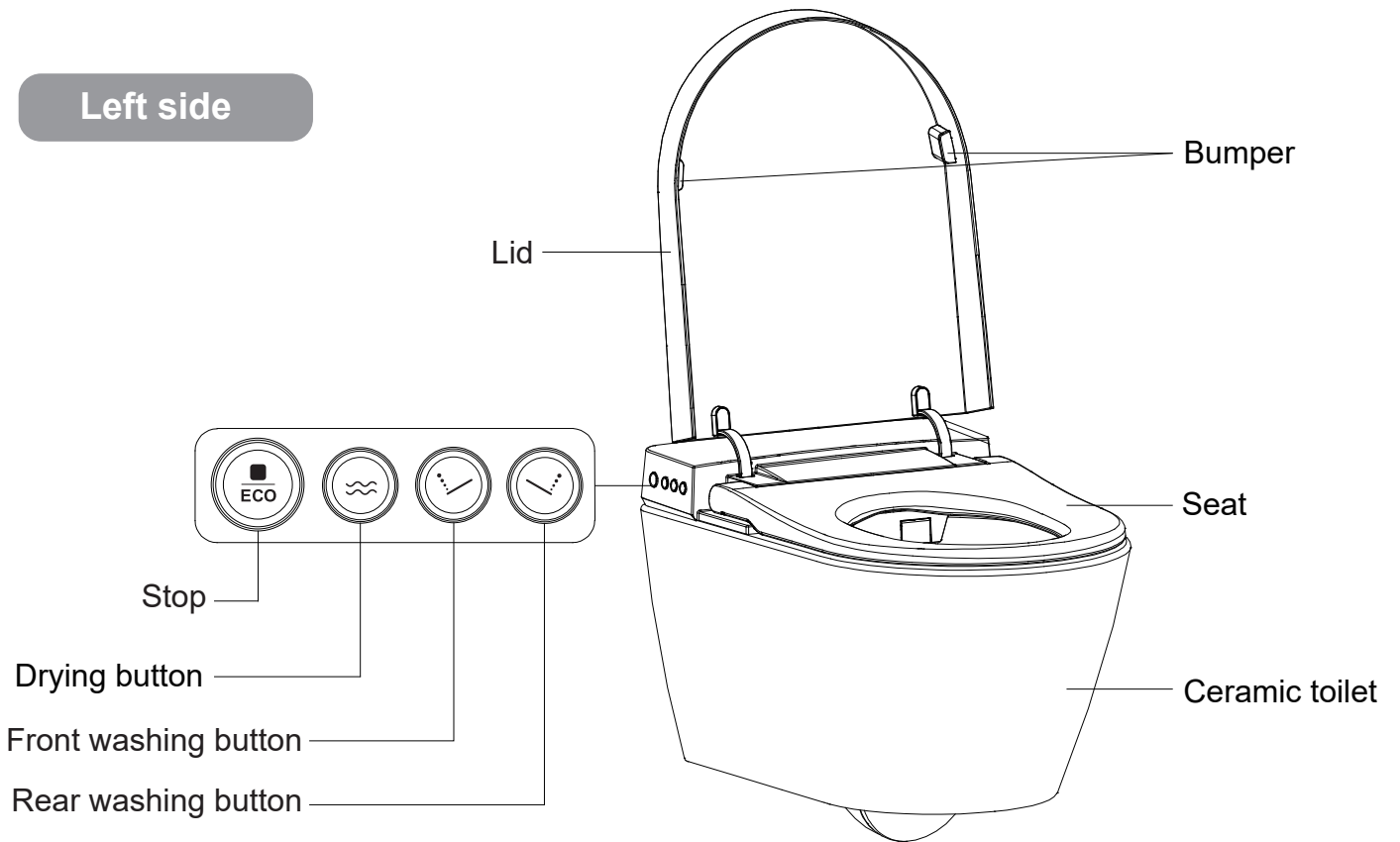
# Technical drawings



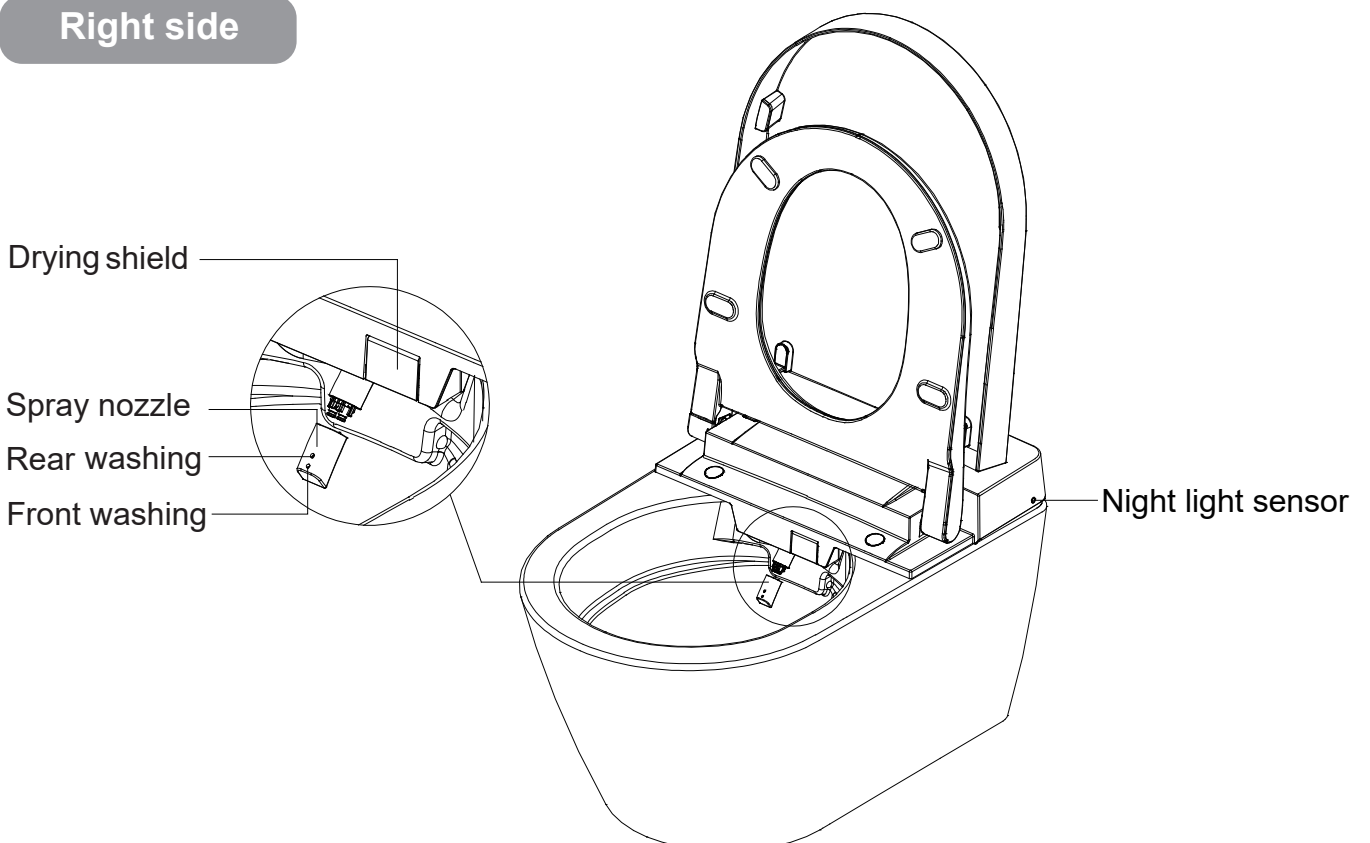
The above dimension is based on toilet being installed with Ressa in wall carrier US-RS200-TC, and with minimum adjustment.

# Parts identification

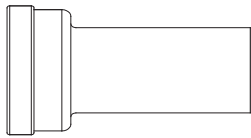
## Left side



## Right side



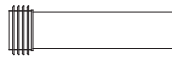
# Required accessories for in-wall carrier



Discharge pipe

+

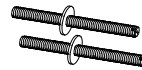
Gasket (Supplied with Ressa in wall carrier)



Flush pipe

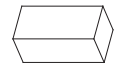
+

Gasket (Supplied with Ressa in wall carrier)



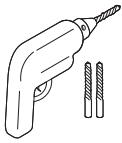
Bolts

(with protective sleeve)  
(Supplied with Ressa in wall carrier)

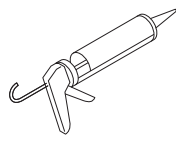


Silicone sponge  
(Not supplied)

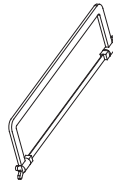
# Installation tools



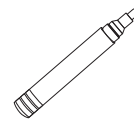
Drill  
(with 1/4" drill bit)



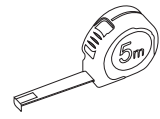
Caulk gun



Saw



Marker



Tape measure



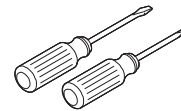
Assorted spanners



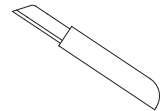
Wire stripper



File



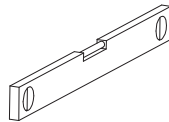
Assorted screwdrivers



Cutter



Teflon tape

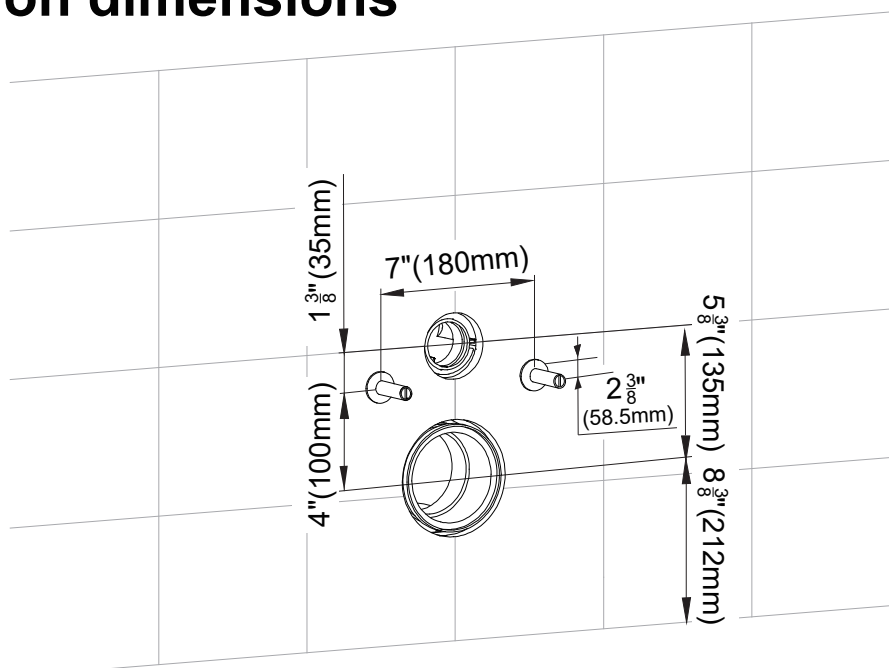


Spirit level



Ruler

# Installation dimensions



# Pre-installation confirmation

Circuit pre-installation: Install a fixed electrical supply circuit (Neutral wire, live wire and ground wire included.)

- Confirm the electrical connection location.
- Reserve pipeline for electrical circuit

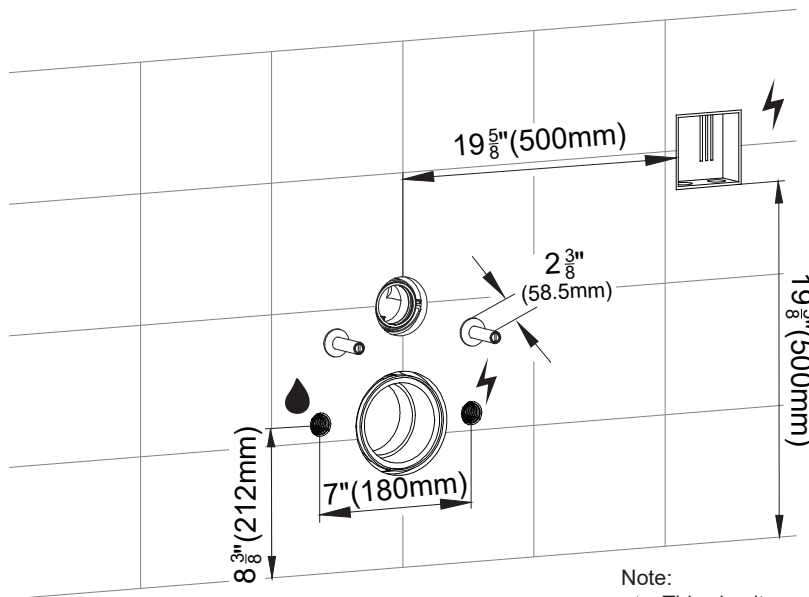
## Circuit breaker pre-installation

- Connect a separate upstream circuit breaker.
- Pre-connect an earth leakage circuit breaker or grounding protector for other independent circuits.

## Waterway pre-installation

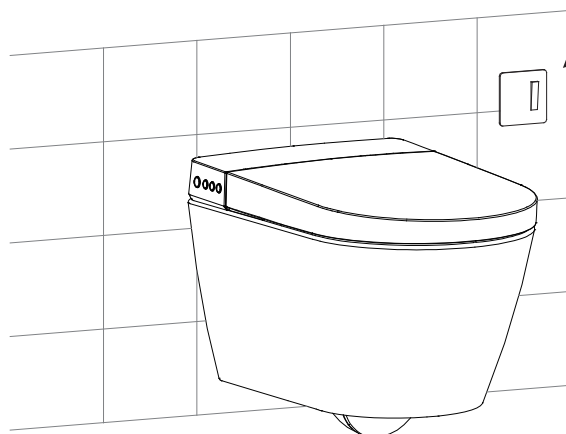
- Reserve pipeline for water supply hose.

### Water & Electricity pre-installation dimensions



Note:  
⚡ This circuit must have a leakage protection function and can be shut down separately.

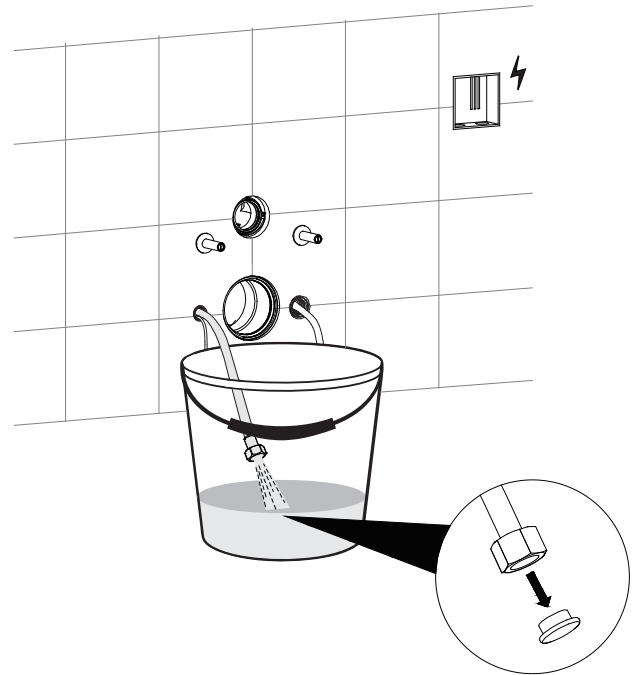
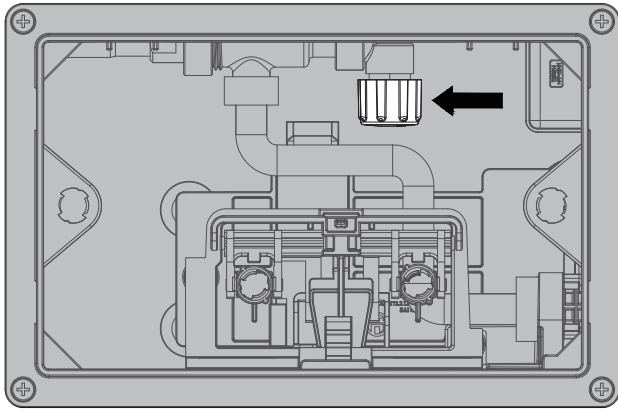
### After installation



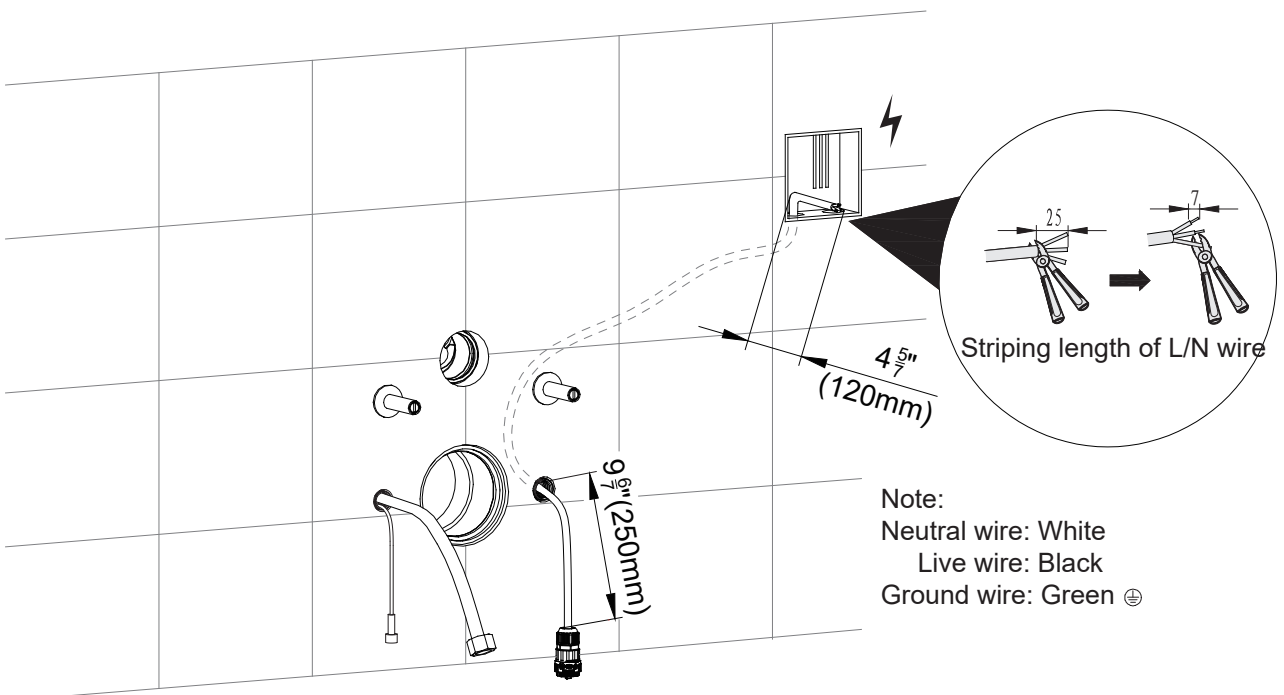
# Before installation

1. Minimum static water pressure: 0.08+MPa (8.5L+L/min), failure to meet this pressure will not achieve the best flushing effect.

Note: Apply the methods below if you don't have water pressure testing device. Open the angle valve to check the water volume. If the water volume after 10 seconds is greater than 1.42L, then it is OK to proceed installation.

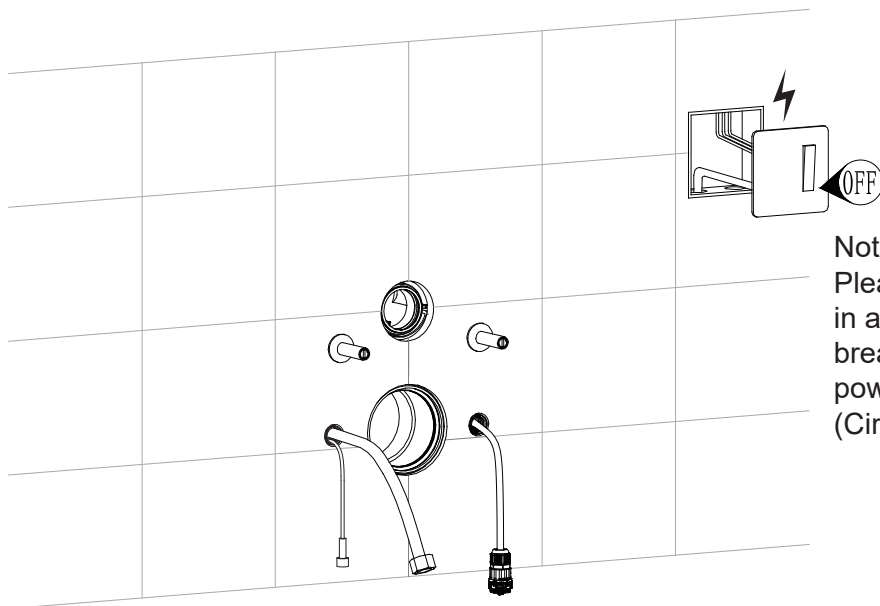


2. Pass the cord through the wall and then strip the cord to ensure the ground wire is 5mm longer than neutral wire and live wire.



# Before installation

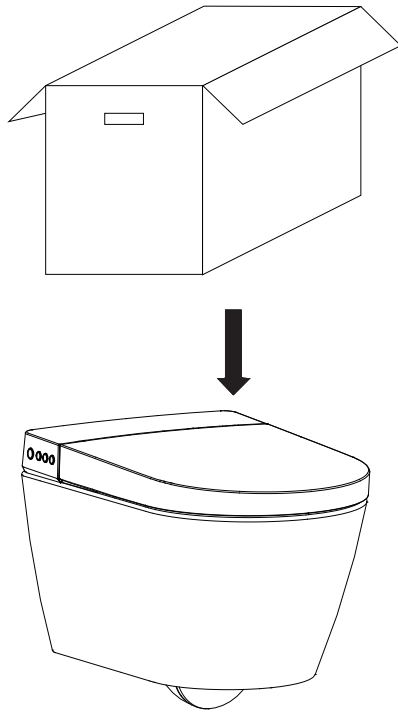
## 3. Installation of power switch



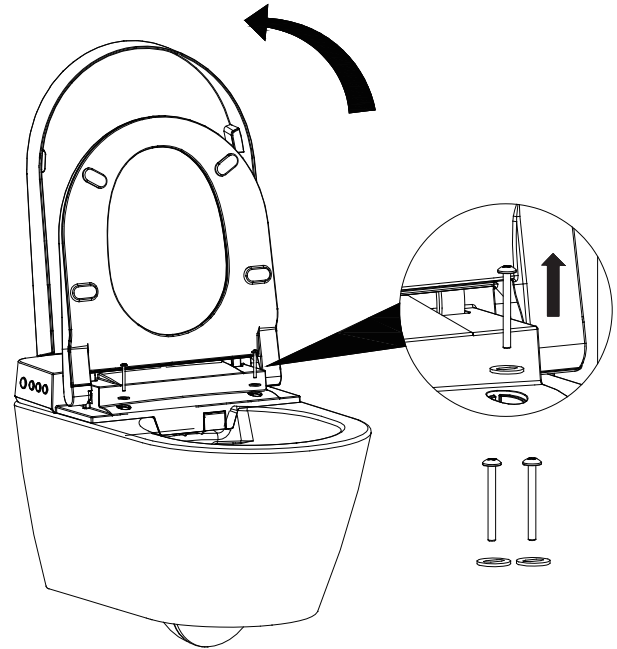
**Note:**  
Please install the power switch in accordance with the circuit breaker instruction after the power is turned off (Circuit breaker not supplied).

# Installation Procedures

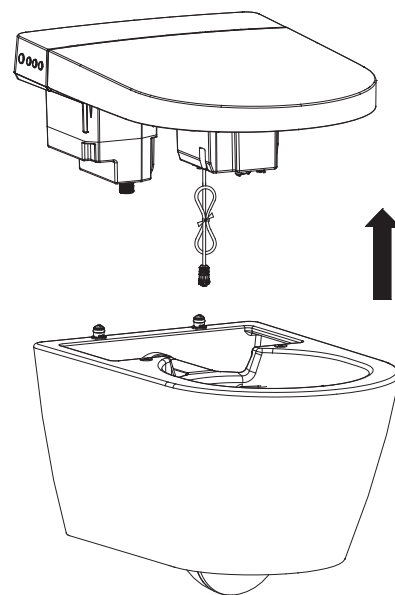
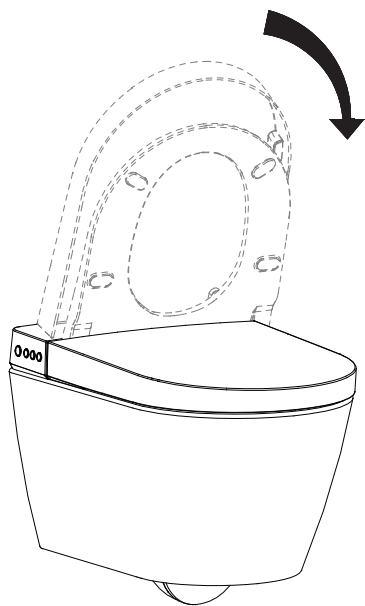
1. Unpack and confirm the list of materials.



2. Open the seat, then remove screws and washers.



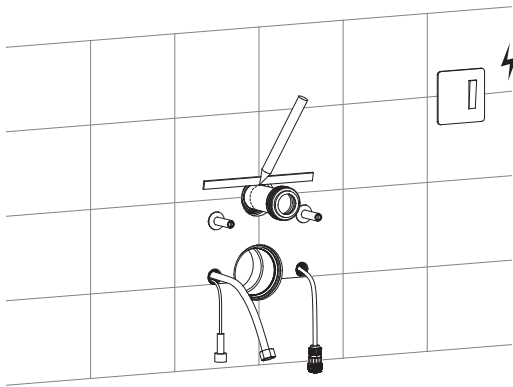
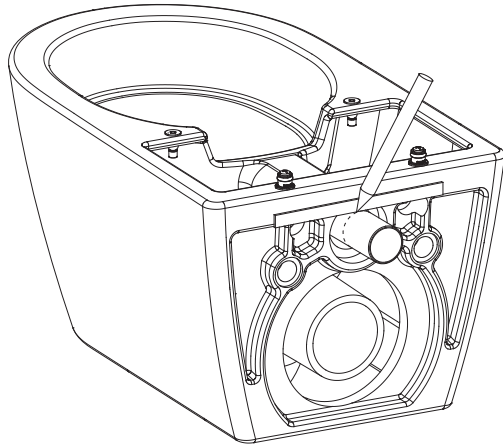
3. Close the seat, and remove it from the toilet. Gently put it on a clean cardboard to avoid any damage.



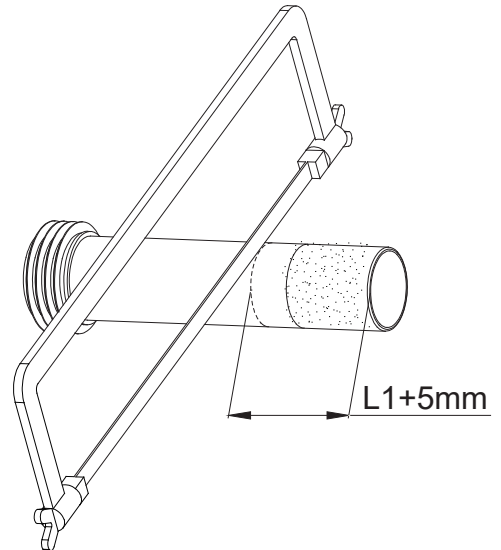
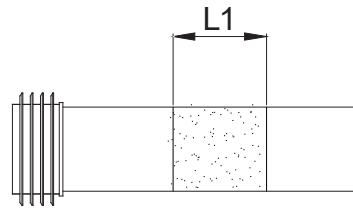


# Installation Procedures

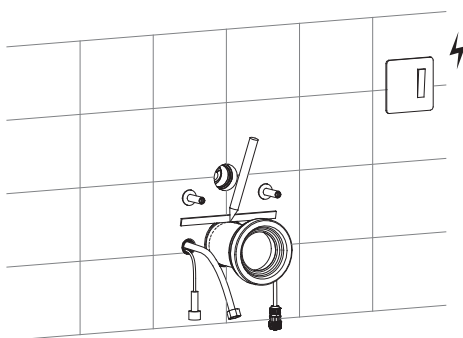
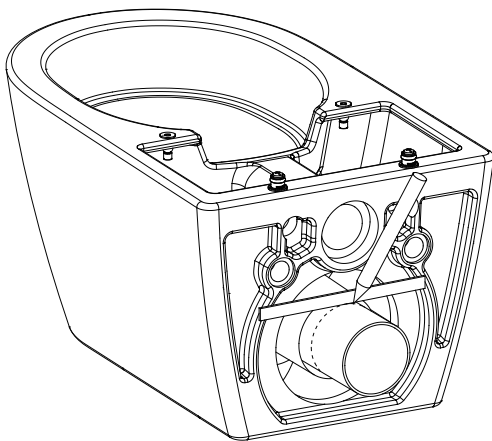
4. Measure the flush pipe.



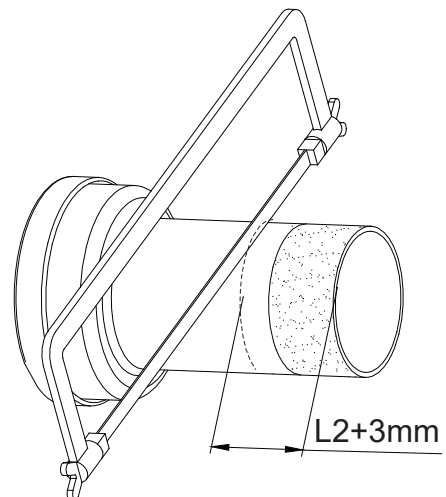
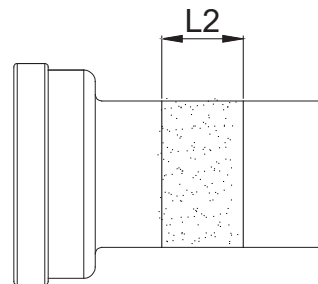
5. Cut off the excess pipe.



6. Measure the drain pipe.

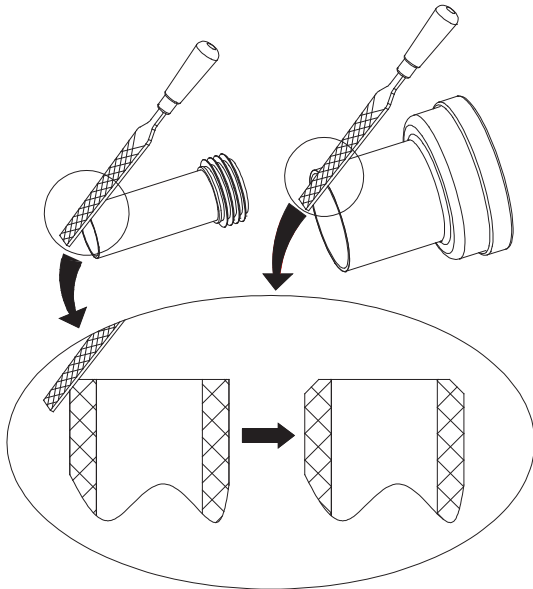


7. Cut off the excess pipe.

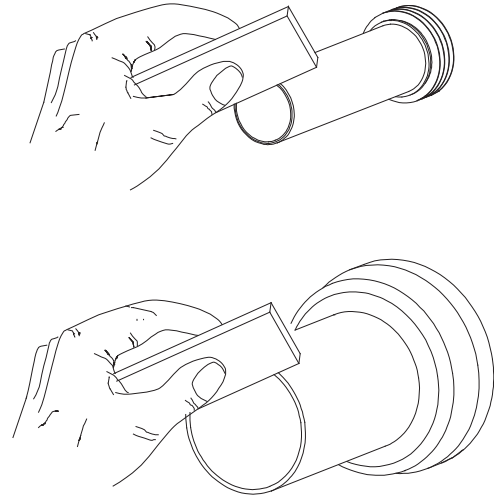


# Installation Procedures

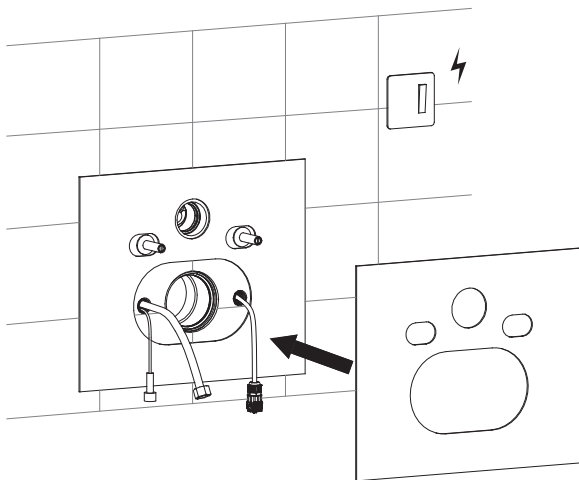
8. Bevel and deburr the sharp edges.



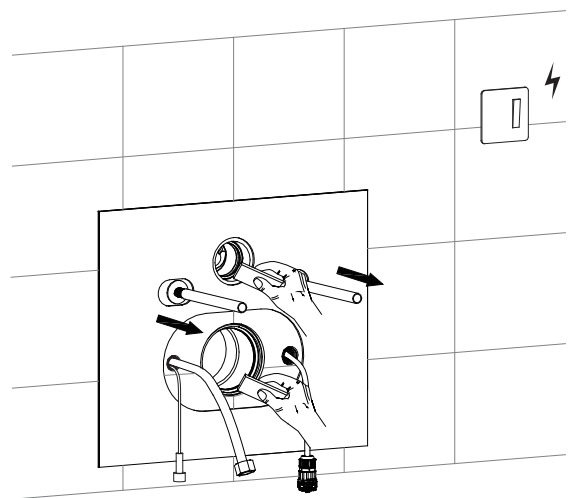
9. Apply silicone oil on the cutting surface.



10. Attach the installation pad.

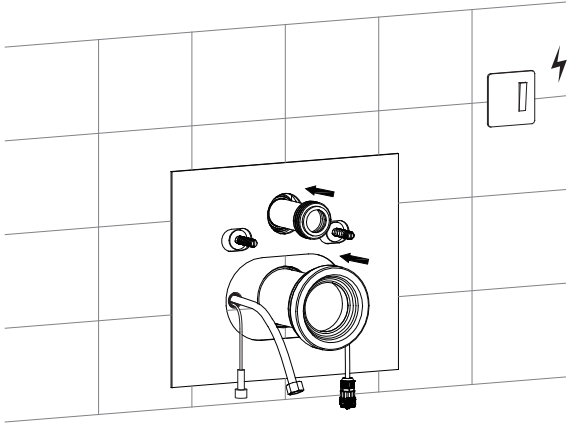


11. Remove the protective sleeve on bolts. Apply silicone oil on the in-wall flush pipe and drain pipe orifice.

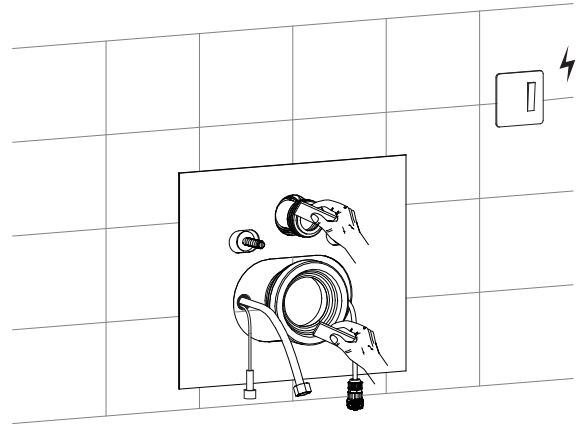


# Installation Procedures

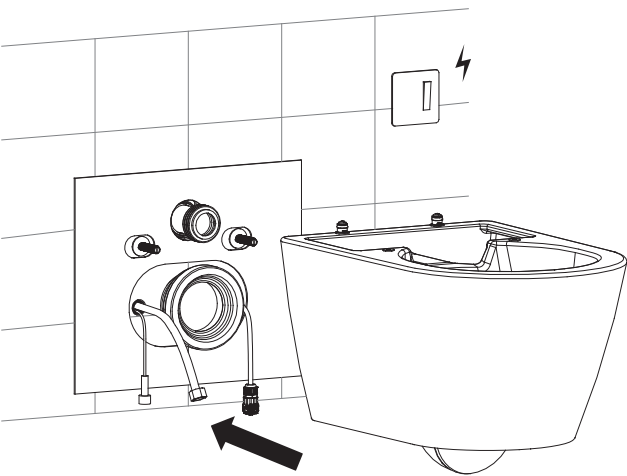
12. Mount the flush pipe and discharge pipe.



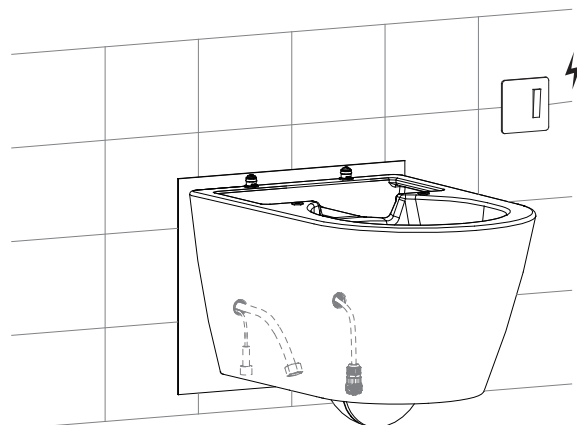
13. Apply silicone oil on the flush pipe and discharge pipe.



14. Place the toilet against the wall.

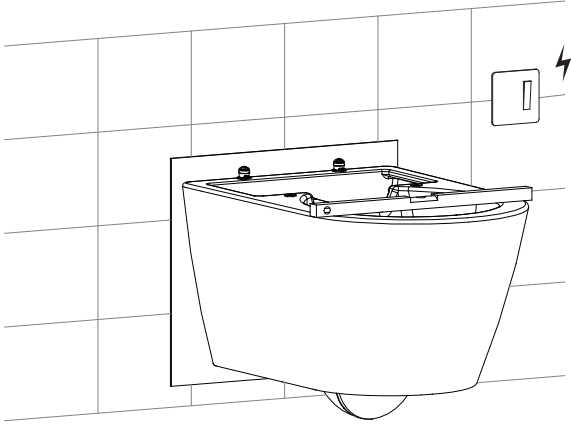


15. Fit the water supply hose, off-seat auto flushing cable and power cord through the toilet.

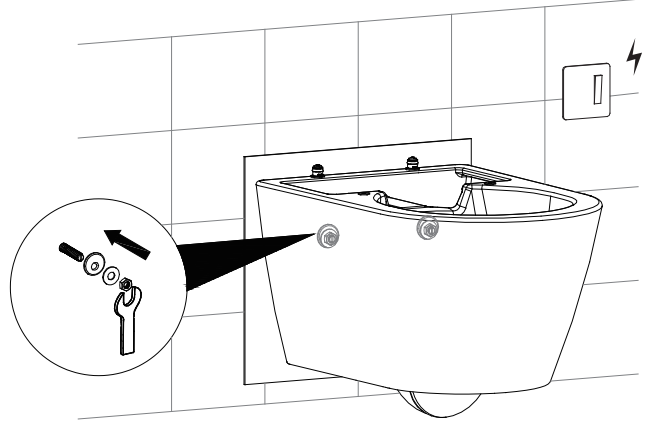


# Installation Procedures

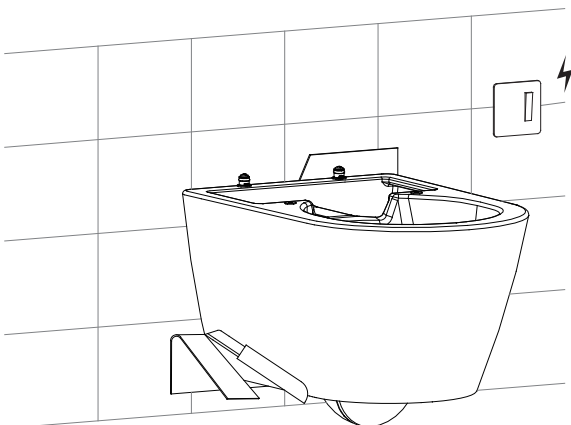
16. Level the toilet.



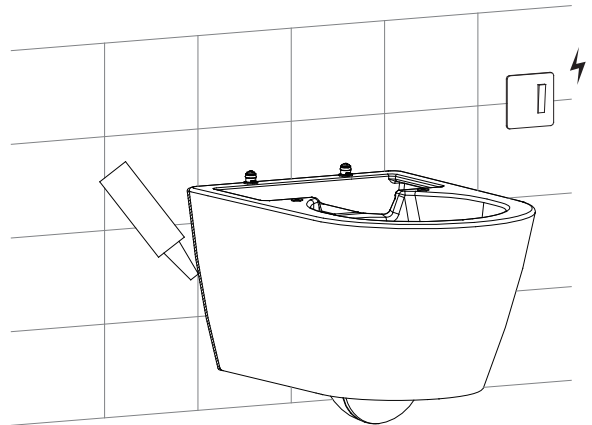
17. Fix the toilet onto the wall.



18. Cut off the excess installation pad.



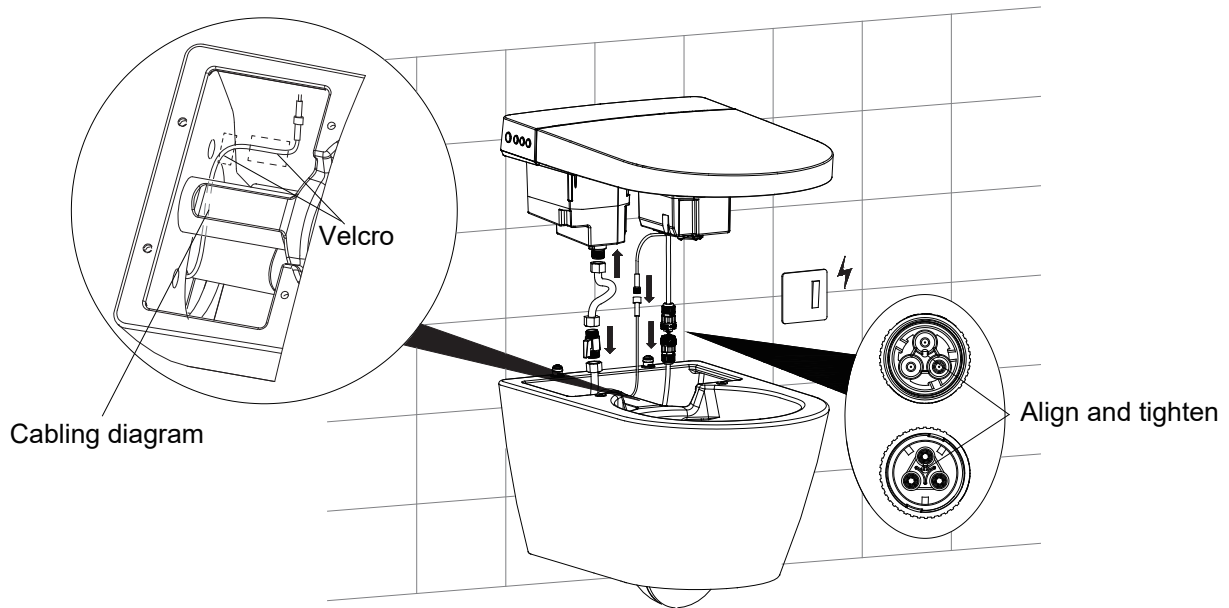
19. Apply silicone around the toilet.



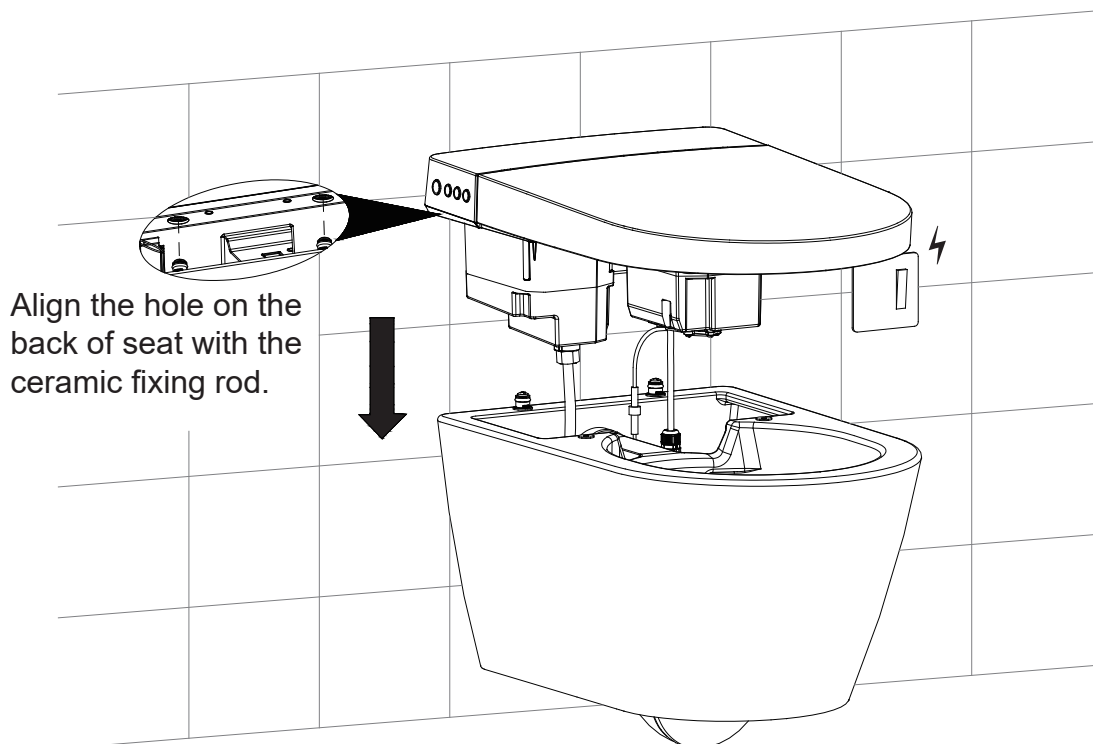
# Installation Procedures

20. Connect the seat to toilet and power supply.

- 1) Connect seat to toilet water supply hose with the on/off valve.
- 2) Connect the off-seat auto flushing cable to the connection end on seat.
- 3) Attach two piece of velcro as shown below to secure cables in position.
- 4) Connect the power cord to the connection cable on seat.



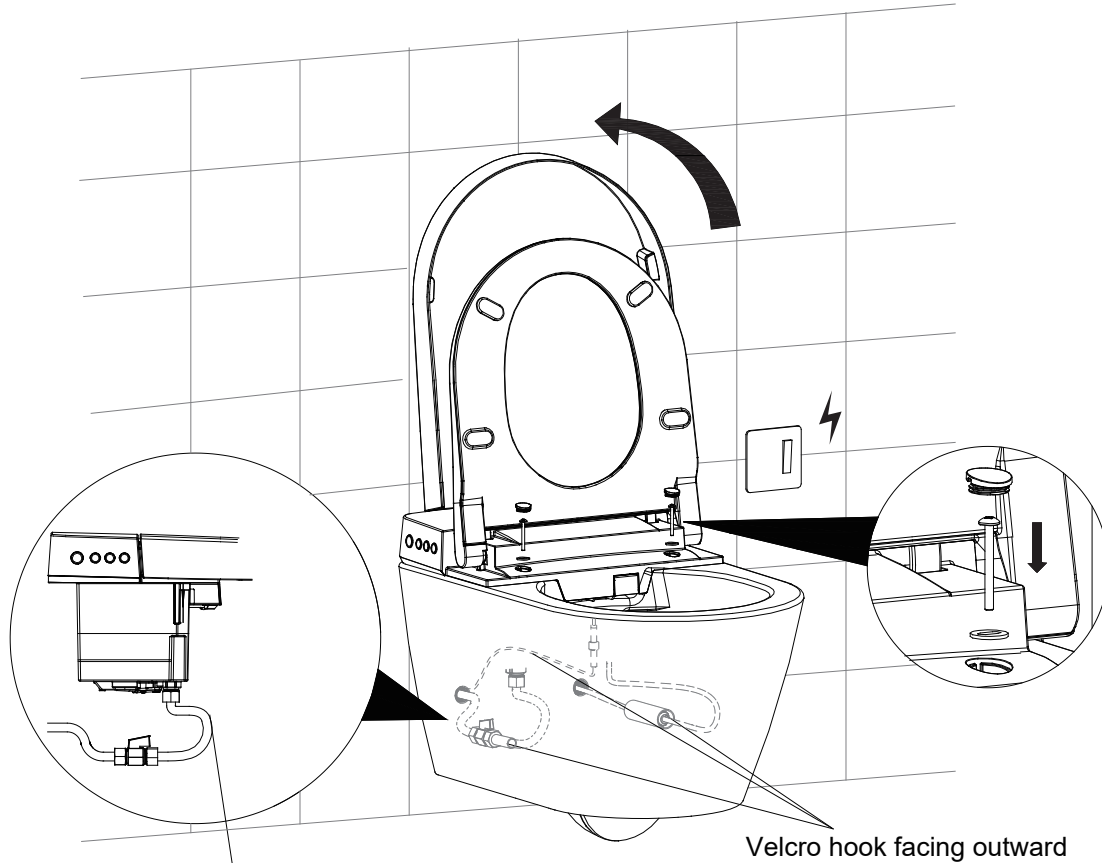
21. Position the seat and check the alignment.



# Installation Procedures

22. Wrap velcro on water supply hose and power cord coupler respectively, and then stick them to pre-installed velcro on both sides of the toilet, as shown below.

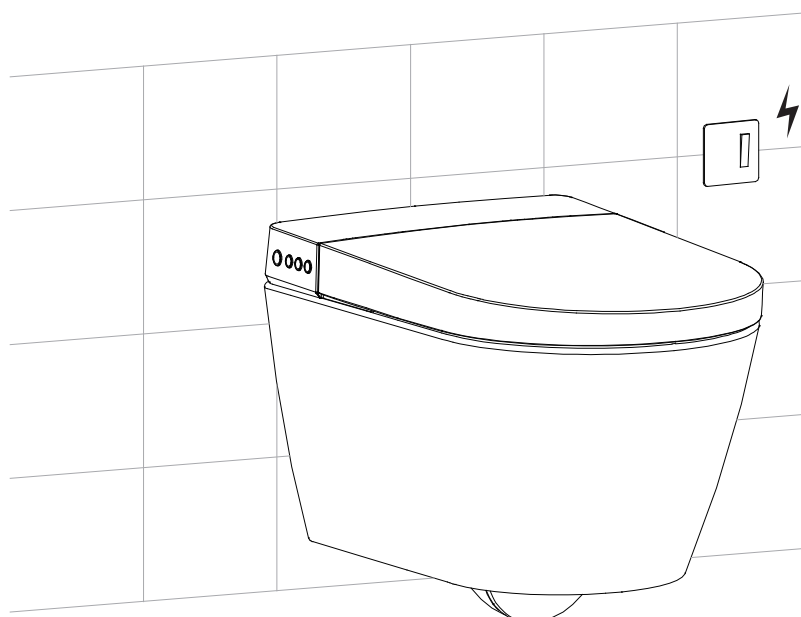
Open the seat, fix screws and decorative caps and then lock tight.



⚠ Be careful, do not bend the hose.

Velcro hook facing outward

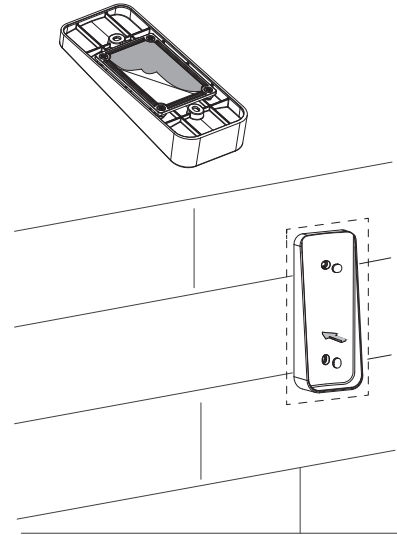
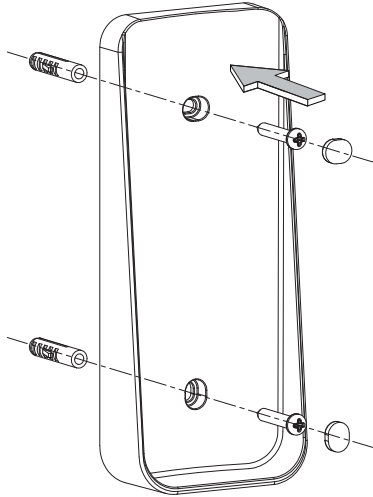
23. Close the seat. Finish the installation of toilet.



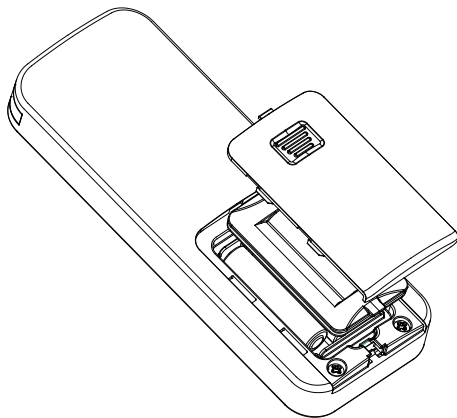
# Installation Procedures

## 24. Remote control installation

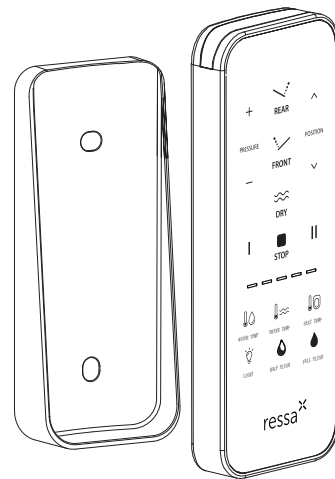
Step 1: Fix the holder onto the wall by using screws or tape, as shown in below diagrams.



Step 2: Insert 3 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.

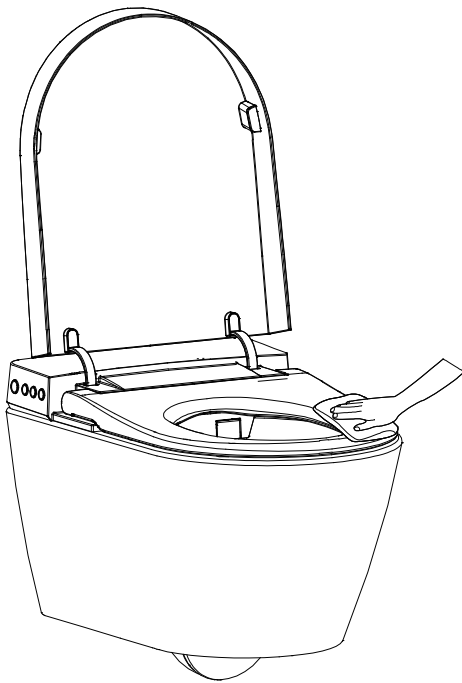
# Maintenance

## 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. After cleaning, turn on power.



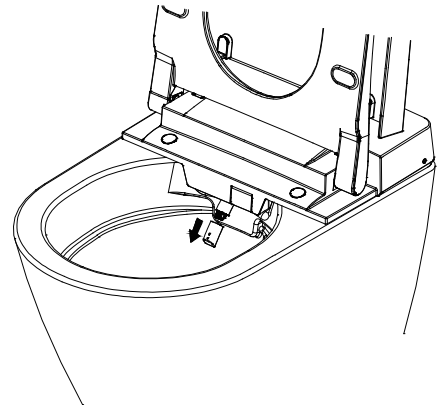
## Spray nozzle maintenance

1. Nozzle self-cleaning.

- To start the manual cleaning function, when not seated, press "REAR" button on the side panel of toilet, the spray nozzle will automatically extend out and self-cleaning.

2. Spray nozzle disassemble

- When the nozzle moves forward, the nozzle head can be removed to clean by pulling it towards.



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.

Note: The spray wand will retract automatically after 10 minutes or if the seat is used.

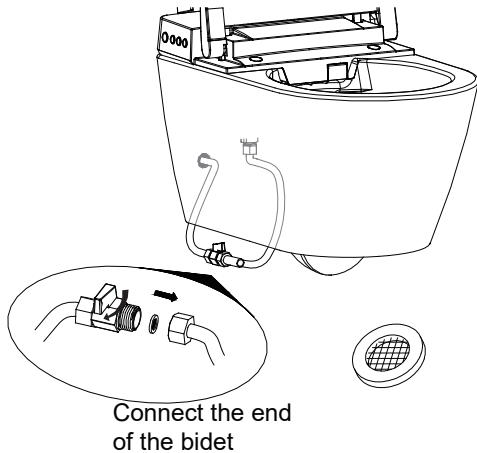


# Emergency troubleshooting

## Filter Cleaning

If poor spray performance occurs under normal conditions:

1. Turn off power and on/off valve, unscrew water supply hose.

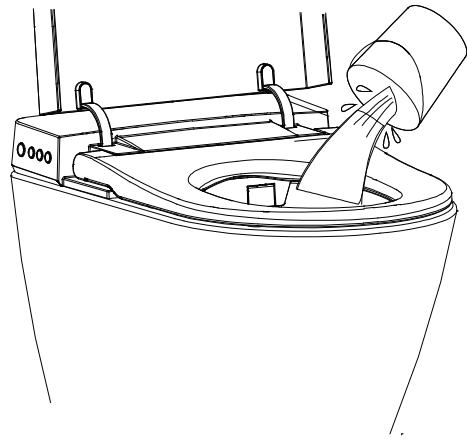


2. Remove the filter.
3. Rinse the filter under running water.
4. Reinstall filter and water supply hose, turn on/off valve and connect power.

## Power and water failure

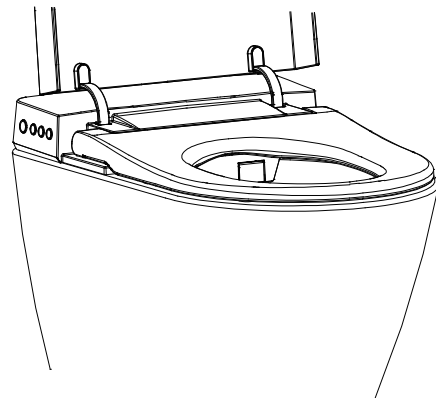
- Fill around 8L water into a barrel and flush the ceramic bowl.

Note: Avoid water splashing from bowl.



## Failure of remote control

1. Operate via buttons on the main unit.


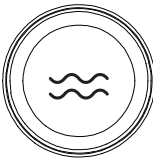
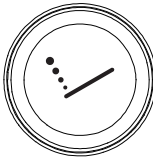



## 2. Battery replacement

- Take off the remote control from holder.
- Open the battery cover and replace the batteries.
- Put the remote control back.

Note: After battery replacement, the settings of auto functions and energy saving will be restored to the defaults. Please reset if needed.

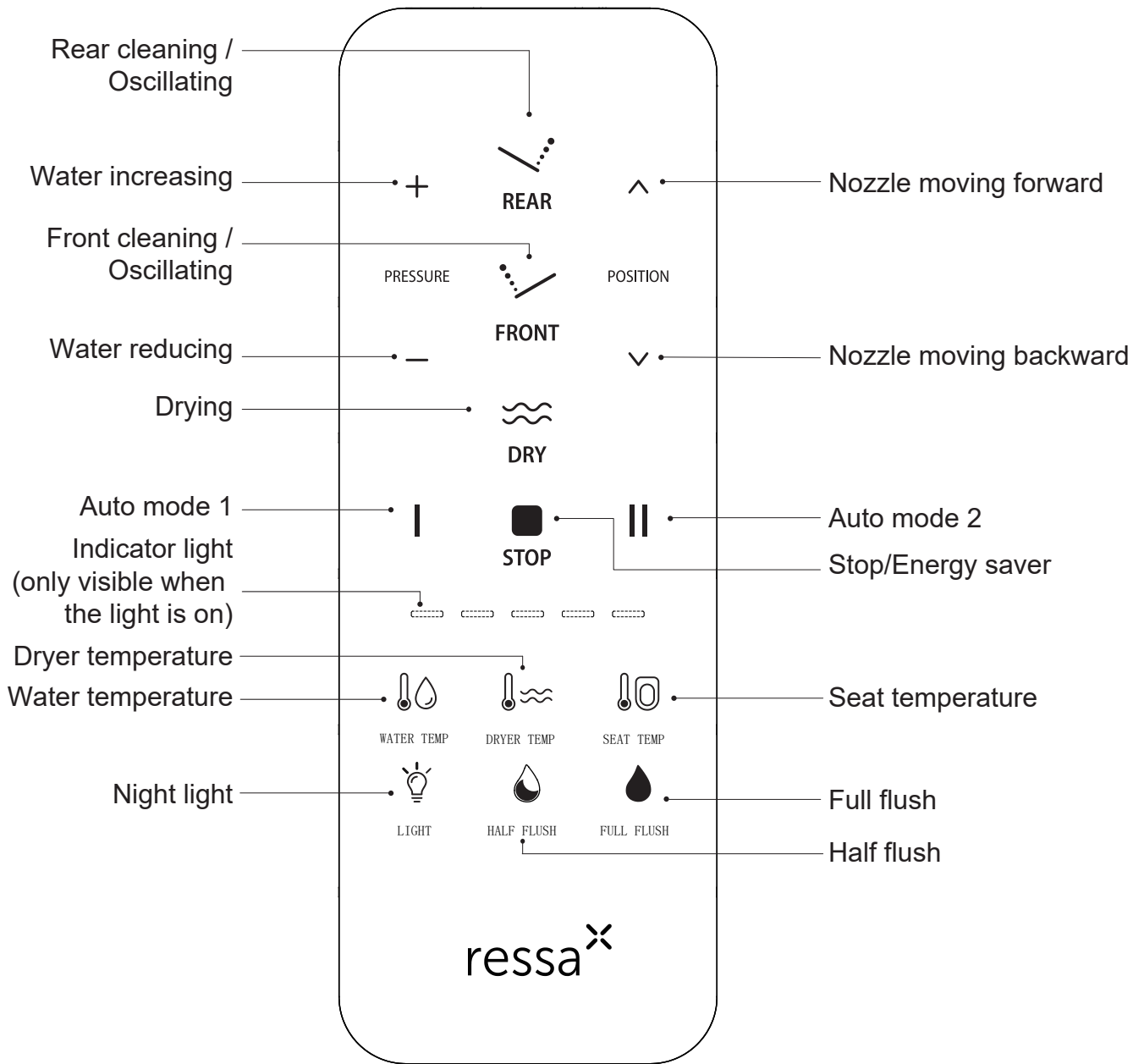
# Description of the side control panel function

Description of the button function	
	<ol style="list-style-type: none"> <li>1. Press “Stop” Button for longer than 3 seconds to enter shutdown mode (red light off). Press “Stop” Button again to return to functional mode (red light on). In shutdown mode, all functions and buttons (with the exception of the Stop Button) will not operate.</li> <li>2. When seated, short press “Stop” Button to stop front washing, rear washing or drying functions; When not seated, repeatedly press “Stop” Button, the main unit will switch between functional mode (red light) and energy saving mode (blue light).</li> </ol>
	<p>When seated, press “Dry” Button to start drying function. The drying will stop automatically after one cycle, and it will stop immediately if the user presses “Stop” Button.</p>
	<p>When seated, press “FRONT/MOVE” Button to start front washing function and press again to shift to oscillating washing. Press “Stop” Button to stop front washing immediately.</p>
	<ol style="list-style-type: none"> <li>1. When seated, press “REAR/MOVE” Button to start rear washing function and press again to shift to oscillating washing. Press “Stop” Button to stop rear washing immediately.</li> <li>2. When not seated, press “REAR/MOVE” Button, the nozzle will stretch out to allow access for cleaning; Press “Stop” Button, the nozzle will retract.</li> </ol>

Note: 1. In energy saving mode, power indicator red is off, and energy saving indicator blue is on; In functional mode, power indicator is on, and energy saving indicator is off; In shutdown mode, all indicators are off.

2. Default settings for all functions are intermediate when powering on. Use remote control to switch to the function level set before.

# Remote control illustration



## Energy Saving

Press the "STOP" button for longer than 3 seconds to enter energy saving mode, the power indicator is off and energy saving light is on. Press "STOP" button again for longer than 3 seconds to exit energy saving mode, the power indicator is on and energy saving light is off.

Under energy saving mode, seat temperature is set to Level 1 for energy saving. (Note: If the seat temperature before energy saving is neutral, then it will be neutral as well.)

Remark:

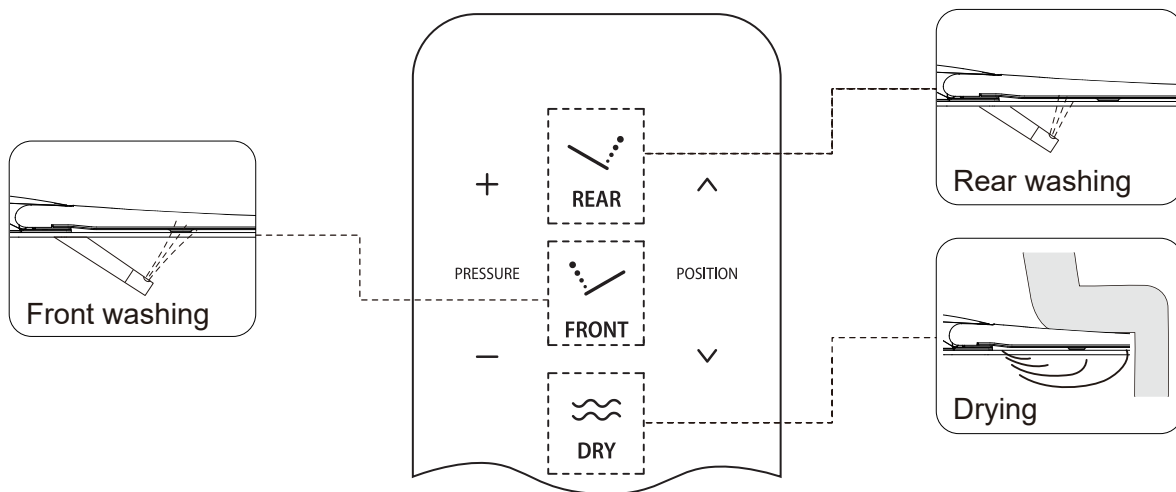
Energy saving mode will be suspended and the product will enter functional mode if the seat is used. The seat starts to heat immediately (without turning off the seat temperature), and the energy saving mode is restored once the seat is no longer being used.

## Rear/Front washing

- Press "REAR" button, the indicator light is on showing current water temperature level, it starts rear washing; Press again "REAR" button to shift to oscillating washing (nozzle moves forward and backward to expand washing area). The washing will stop automatically after one cycle, while it will stop immediately if the user presses "STOP" button.
- Press "FRONT" button, the indicator light is on showing current water temperature level, it starts front washing; Press again "FRONT" button to shift to oscillating washing (nozzle moves forward and backward to expand washing area). The washing will stop automatically after one cycle, while it will stop immediately if the user presses "STOP" button.

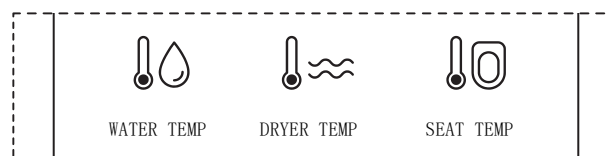
## Drying operation

- Press "DRY" button, the indicator light is on, showing current air temperature level, it starts drying; The drying will stop automatically after one cycle or after the user leaves the seat.



## Temperature adjustment

- Water temperature adjustment  
Short press "WATER TEMP" button to adjust the water temperature between 0-5 level. The indicator light is on showing current water temperature level. When the indicator is off, the temperature is at level 0.
- Dryer temperature adjustment  
Short press "DRYER TEMP" button to adjust the dryer temperature between 0-5 level. The indicator light is on showing current dryer temperature level. When the indicator is off, the temperature is at level 0.
- Seat temperature adjustment  
Short press "SEAT TEMP" button to adjust the seat temperature between 0-5 level. The indicator light is on showing current seat temperature level. When the indicator is off, the temperature is at level 0.

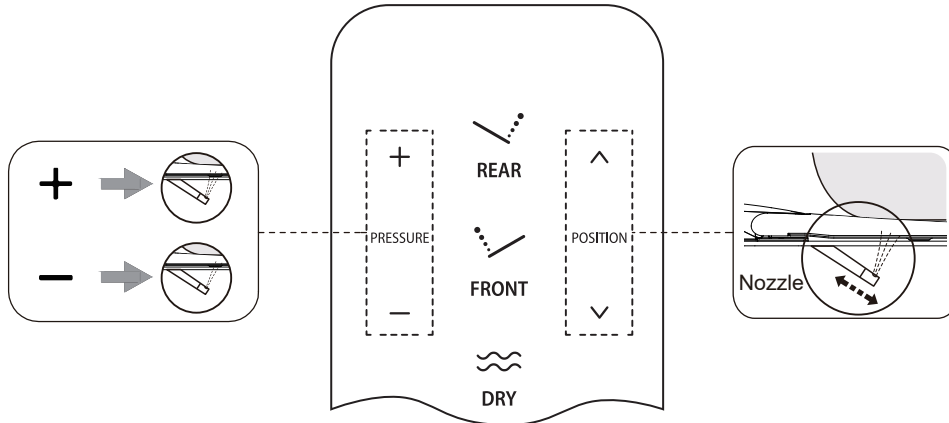


## Water volume adjustment

- Press " + " or " - " button when it is under function of rear washing or front washing, the indicator light is on showing current water volume level, and water volume can be adjusted in 3 levels.

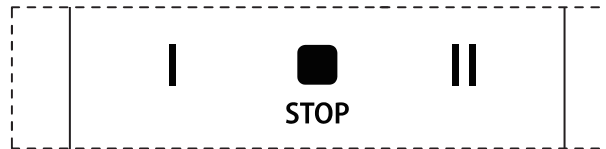
## Nozzle position adjustment

- Press " ^ " or " v " button when it is under function of rear washing or front washing, the indicator light is on showing current nozzle position, and nozzle position can be adjusted in 5 levels.



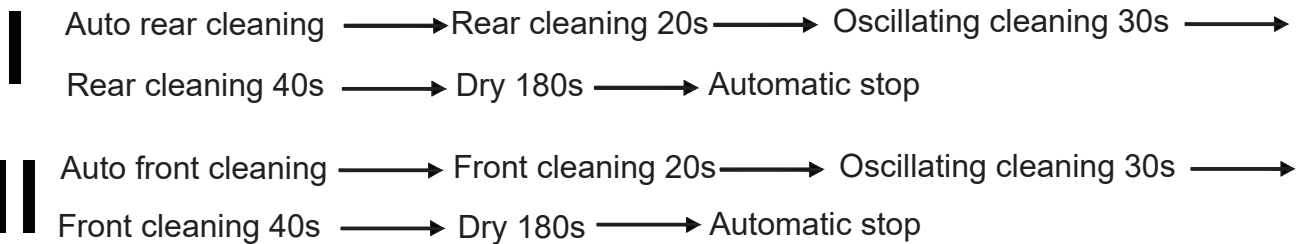
## Auto mode

The system can store 2 individual settings.



Once the desired configuration is set, for instance, water volume and nozzle position, one can press the Auto mode 1 or mode 2 button to store the settings. (Mode 1 is for rear cleaning and Mode 2 is for front cleaning.)

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.



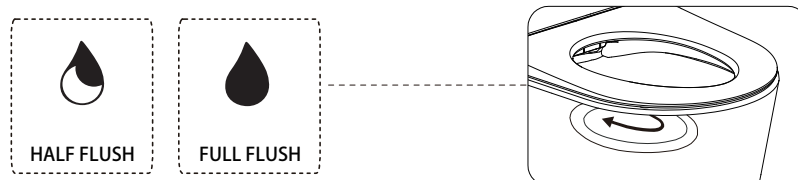
## Night light

- Quickly press the "LIGHT" button to turn on/turn off night light, press and hold the "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 "LIGHT" button to exit intelligent mode.



## Half flush/Full flush

- Short press "FULL FLUSH" button, the toilet starts full flushing.
- Short press "HALF FLUSH" button, the toilet starts half flushing.
- Long press "FULL FLUSH" button to turn on/off auto flushing function. When the auto flushing function is turned on, toilet will automatically flush after detecting user sitting for more than 6 seconds and leaving the seat for more than 3.5 seconds.



## Water tank flush volume adjustment

- Press and hold "FULL FLUSH" button, and press water volume "+" button to increase full flush volume by 1 level;
- Press and hold "FULL FLUSH" button, and press water volume "-" button to reduce full flush volume by 1 level;
- Press and hold "HALF FLUSH" button, and press water volume "+" button to increase half flush volume by 1 level;
- Press and hold "HALF FLUSH" button, and press water volume "-" button to reduce half flush volume by 1 level.

Note: When flush volume is adjusted to the minimum or maximum, the buzzer beeps twice.

## User Code

### RF remote control

- Once power is connected and self-inspection completes, press and hold "STOP" button, then press "REAR" button, the indicator light will flash. And the code matching information is automatically generated. Press the combination button again to exit the user code matching mode, and the buzzer beeps after code matching completes.
- The RF remote control has been calibrated before delivery. If the remote control does not work at the beginning, or a new remote control is used, the code needs to be re-calibrated.
- The code matching will complete within 30 seconds. If the code matching fails, power off the main unit and perform the code matching again.

## Other operations

### Quite mode

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

### Auto deodorization

- Long press "HALF FLUSH" button to turn on/off auto deodorization function. The deodorization function will be automatically turned on when user is seated, and will stop after user leaves the seat for 3 seconds. Under drying, deodorization will stop.

### Remark:

- The buzzer will "BEEP" once when the user presses one button indicating that the main unit receives the signal and conduct the operation accordingly. If the buzzer doesn't sound, it means the main unit doesn't receive the signal, please adjust the remote control direction and repress the button.
- In case of power cut during nozzle spraying, the wand cannot retract, please wait until the power is restored. In case of a power cut for a long period, please push the wand softly back by hand. Do not push hard, to avoid damage to wand and electrical machine.
- Only when user is seated and the buzzer beeps, the functions of front/rear washing and drying can be activated. The nozzle will continue to spray for 1-2 seconds after user stands up during washing, so please press "STOP" button before standing up.

# Troubleshooting Guide

Problem	Cause	Solution
Poor flushing	The cistern tank is not fully refilled.	Flush till the cistern tank is fully refilled
Not flushing	On/off valve in the cistern tank is shut off.	Turn on the on/off valve, wait until the tank is fully refilled.
	A power outage occurred.	Push the flushing plate to manually flush.
	A water failure occurred.	Use a bucket to manually flush.
	Previous flushing cycle is 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 27.
	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 24.
	In standby mode.	Switch to functional mode and wait for 3+ minutes. Refer to page 24.
	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.
No air out	In standby mode	Switch to function mode to use dry function. Refer to page 24.
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.
	On/off valve is shut off	Turn on the on/off valve.
	Filter is dirty	Clean the filter, refer to page 23.
	Water supply set to a low pressure	Set the water pressure to required range. See page 4.
Water supply hose is kinked.	Straighten the hose to remove the kink.	



Problem	Cause	Solution
Waste material does not flush down completely	Flushing may be difficult depending the consistency of the waste material.	Flush the toilet again. If the bowl unit is not cleansed with a flushing, remove the stains with a brush or similar instrument.
	The cistern tank is not fully refilled.	Flush till the cistern tank is fully refilled
Water is leaking from the plumbing connections	Inspect to see if any nuts in the connection are loose or washers pre-fitted in the hoses are missing.	Firmly tighten the nuts with washers.
	Water leak does not stop.	Close the on/off 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 (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 (non-abrasive) neutral toilet detergent.
Night light does not work	Night light function is "OFF".	Set to "ON".
Remote control does not work	The positive and negative direction of batteries is incorrect.	Re-load batteries.
	Batteries have expired.	Load new batteries.
Stop 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 have 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 user's presence.	
When flushing, a gurgling sound can be heard.	When the user sits on the toilet seat, water comes out for several seconds while water is warmed up. This is normal.	
Water comes out unexpectedly from the spray rod	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.	
Malfunction of deodorization	Auto deodorization function is "OFF".	Set to "ON". Refer to page 29.
	In drying process.	Deodorization function will temporarily stop when the toilet is in drying process.
	The seat switch will not turn on unless the user is seated properly.	Sit back on the toilet seat.
Caution	If the problem cannot be resolved as per above solutions, please disconnect the power and contact providers.	

# Emergency trouble shooting

1. Water supply failure:  
Fill about 6L water in a bucket and flush the toilet.
2. Power supply failure:  
The toilet can be flushed by manual pushing the flush plate at the front of in wall tank.  
(This function is only for the toilet is fitted on Ressa in wall carrier)
3. Remote control does not work.  
Operate the toilet on the side control panel of toilet.  
Replace new batteries for remote control.

## **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.

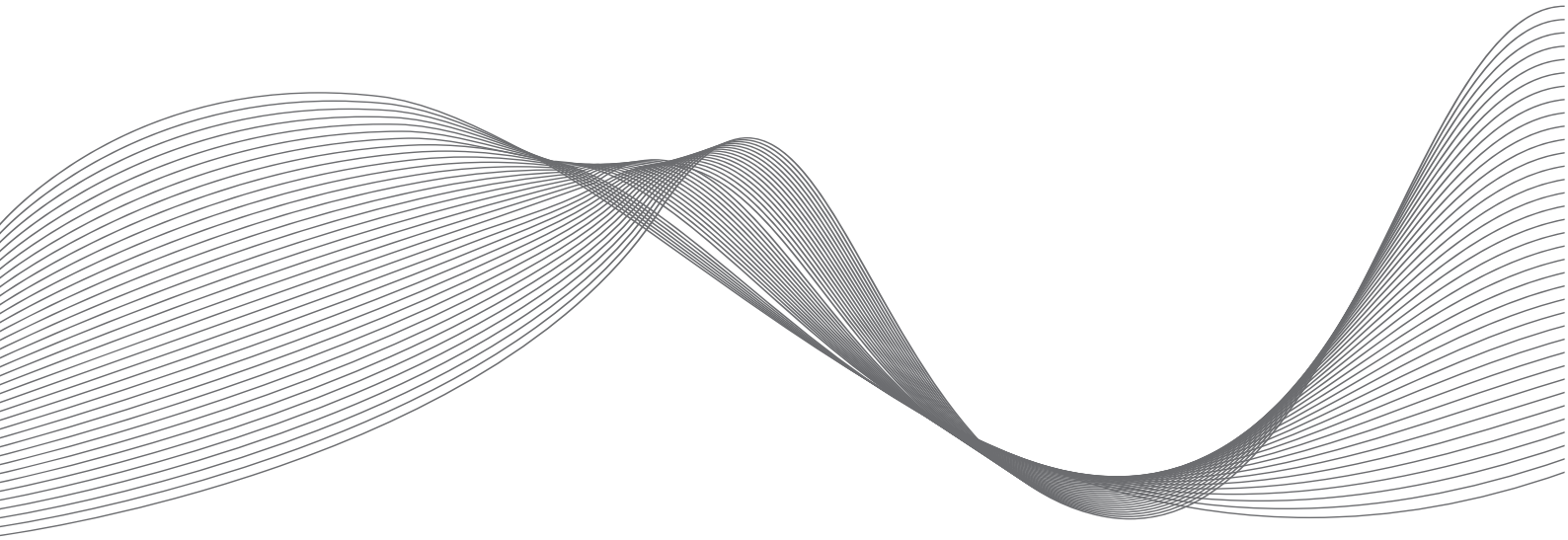
Do not use abrasive cleaners as they will scratch and dull the surface. Do not allow cosmetics or abrasive chemicals to come in contact with the toilet seat.

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**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@crosswaterlondon.com](mailto:technical@crosswaterlondon.com)



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

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