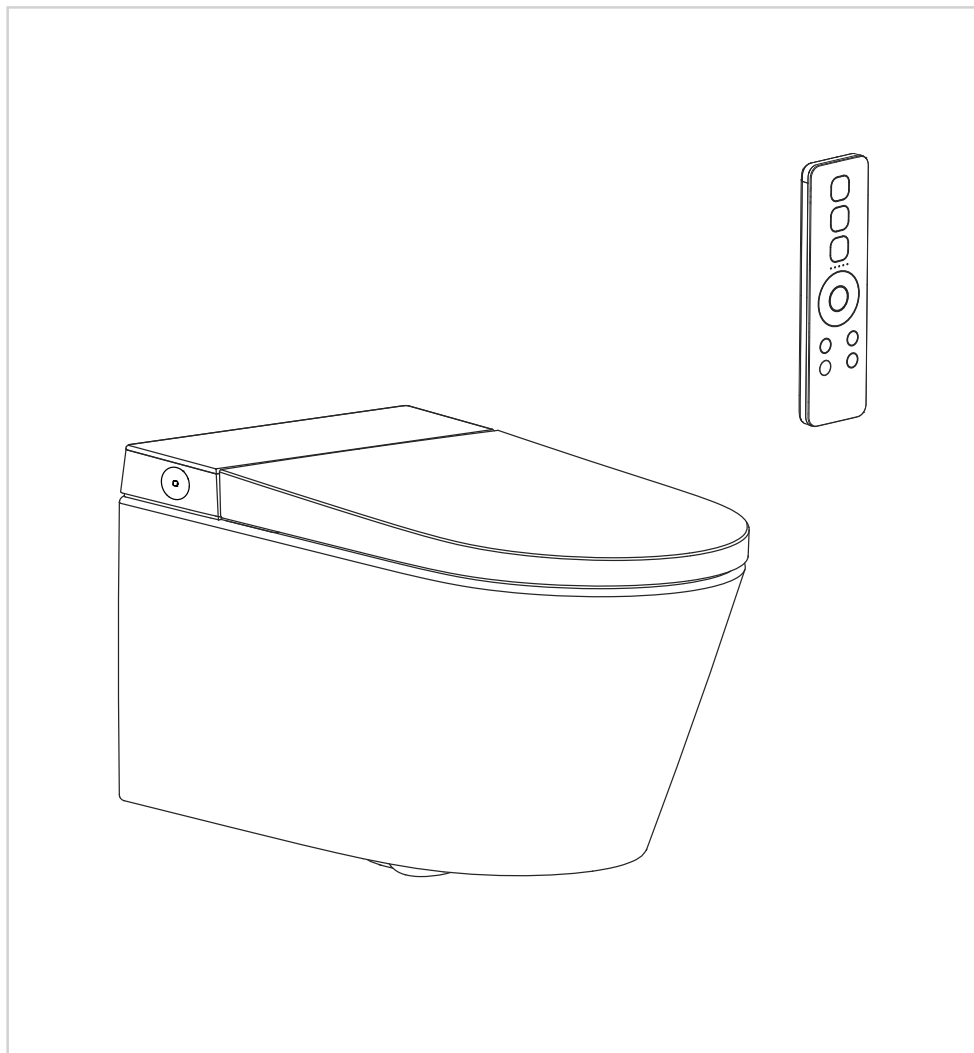


Smart Wall Hung WC And Seat With Wash And Dry Function

PRODUCT CODES:

MASM6116CW



Thank you for your purchase of the Crosswater 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.

Table of contents

Safety Advice	3-4
Important Safeguards	3
Important Safety Instructions	4
Installation	5-16
Technical Specification	5
Parts Identification	6
List of Materials	7
Installation Tools	8
Required accessories for in-wall frame	8
Technical Drawings	9
Pre-installation Confirmation	9
Water Pressure Confirmation	10
Installation Procedures	10-16
User Manual	17-22
A. Preparation before use	17
B. LED display description	18
C. Button functions of the Main Unit	18
D. Controlling by remote control	19-22
Cleaning and Maintenance	23-24
A. Main unit care and maintenance	23
B. Manual nozzle cleaning	23
C. Filter cleaning	23
D. Water tank descaling	24
E. Cleaning the remote control	24
F. Product maintenance	24
Troubleshooting guide	25-26
Remote Control Operation	27

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 water.
3. Do not place in or drop into water or other liquid.
4. Do not reach for a product that has fallen into water. Cut off the power immediately.
5. Do not wash the main unit or power switch with water or detergent.
6. Do not handle the power switch with wet hands.
7. Never block the outlet of the air dryer.
8. Never disassemble, or modify this product.
9. During installation, repair and maintenance of the product, the power must be switched off and water supply be shut off.



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 individuals with disabilities.
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 power cable or if it is not functioning correctly. If it has been dropped or damaged, or dropped into water. Please call customer services for advice.
4. Keep the power cable 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 electrical only. See Grounding Instructions.
9. Do not throw cigarettes and other burning materials into toilet.
10. This product is an electric appliance, and must be installed in-line with current regulations.
11. Do not lay the product on its side or upside down.
12. Do not reuse any existing water supply hoses. Installation should include specified components and a 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 damp environments as steam room etc.
2. This product should be used with 220V-240V, 50Hz-60Hz electrical current only, load current is at least 10A. The power 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 10mA).
3. Do not stand on ceramic toilet.
4. Do not stand on product unit, seat and lid.
5. Do not lean against the seat lid when using the product, to avoid damage.
6. This product is equipped with a soft-closing seat lid. Do not push the toilet seat closed, or damage may occur.
7. Do not use any caustic chemicals or scrubbing brush to clean this product.
8. Avoid exposure to direct sunlight.
9. Only use tap water or potable water to clean this product.
10. Do not connect water supply to heater outlet. Make sure inlet water temperature is between 3~35°C/37.4~95°F.
11. When the room temperature is under zero degree, please drain the water tank, to avoid freezing.
12. Raise room temperature to prevent the toilet from damage due to freezing.
13. When moving the product from cold or wet environment into normal room temperature, wait for 2 hours until the condensation water is fully evaporated. Doing so can prevent the product from electrical short-circuit.
14. When not using the product over three(3) days, drain the water out of the toilet and cut off the power.
15. Stop using the product and shut off the power when product malfunctions. Call 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. The power wire must be connected to a circuit that has been properly grounded.



DANGER – Improper use of the earth wire can result in a risk of electric shock.

This product is factory equipped with a specific power supply cable and connector to permit connection to a proper electric circuit. No adapter should be used with this product. Do not modify the connector provided.

If the product must be reconnected for use on a different type of electric circuit, the reconnection should be made by qualified service personnel.

SAVE THESE INSTRUCTIONS

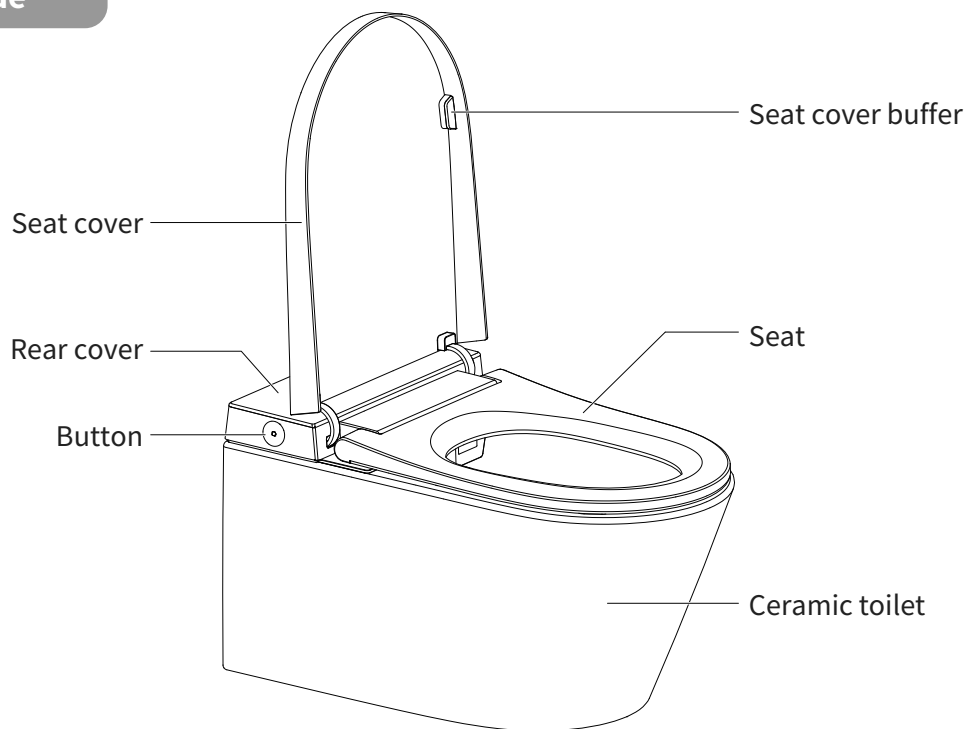
Technical Specification

Model		MASM6116CW
Rated voltage		220V-240V, 50Hz-60Hz
*Rated power		1055W
Waterproof		IPX4
Power cord length		1.7m
Toilet	Flush volume	6.0L(full flush) / 4.0L(half flush)
	Flushing mode	Wash down
	Outlet height	212mm(only reference)
	Outlet outside diameter	102mm
	Drainage method	P-trap
Cleaning device	Heating mode	Instant
	Heating power	1500W
	Water temperature	Adjustable: 6 levels
	Water volume	Adjustable: 3 levels
	Cleaning mode	Rear cleaning/Oscillating, Front cleaning/Oscillating
	Nozzle position	Adjustable: 5 levels
Drying device	Warm air volume	Over 0.2m ³ /min
	Warm air temperature	Adjustable: 6 levels
	Heating power	200W
Heated seat	Surface temperature	Adjustable: 6 levels
	Heating power	50W
	Burn protection	The seat temperature automatically adjusts to level 1 after being used for 10 minutes.
Caring device	Night light assembly	Intelligent, Always ON, Always OFF
	Quiet mode	Turn off sounds for quiet night usage
Ceramics sterilization		Plasma sterilization
Water pressure range		0.08MPa--0.8MPa(static pressure)

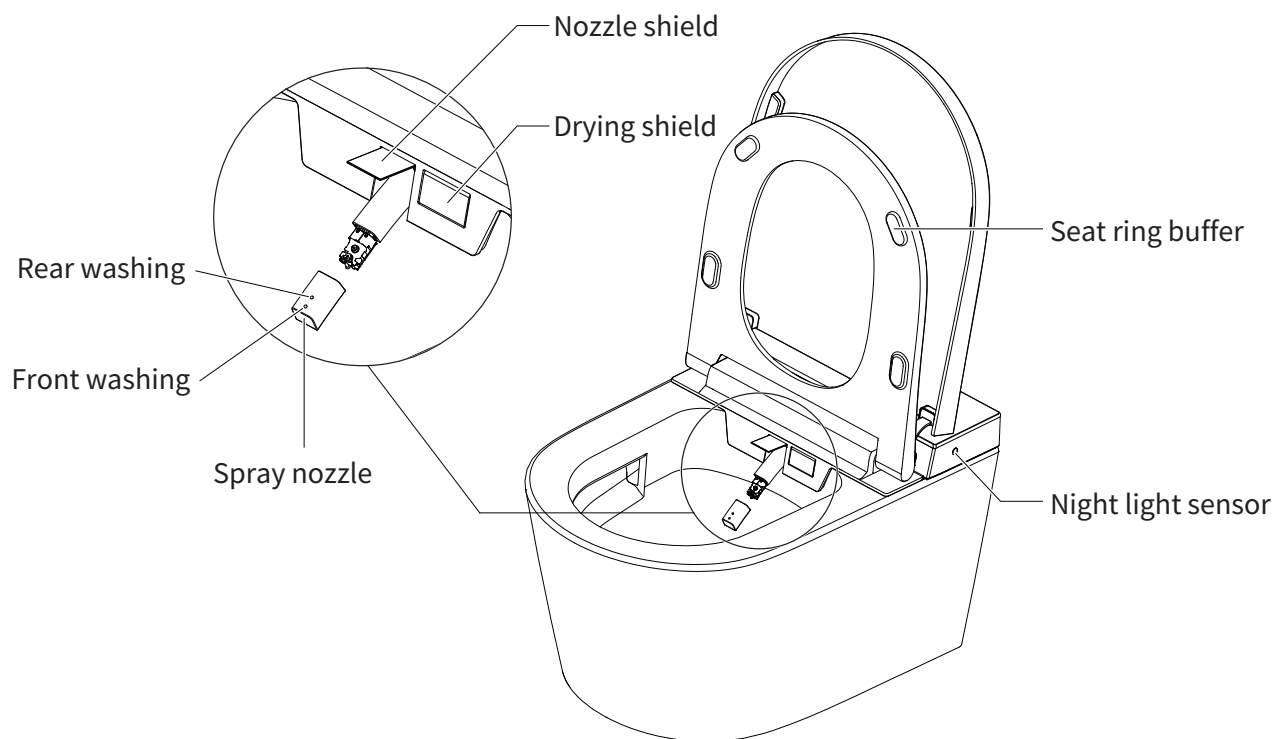
*Rated power: Under the condition of ambient temperature 23°C /73°F, water static pressure 0.18MPa±0.02MPa, water temperature 15°C /59°F, power toilet on, set water pressure, seat temperature, water temperature to the highest level in turn and perform one rear washing cycle.

Parts Identification

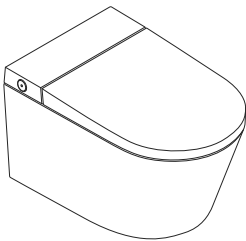
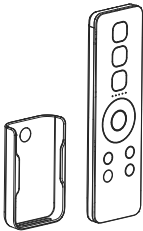
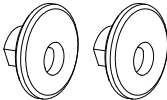
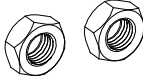
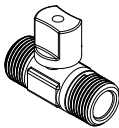
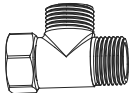
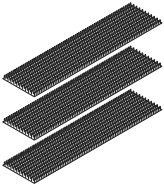
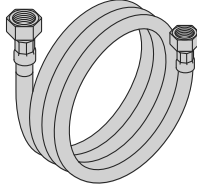
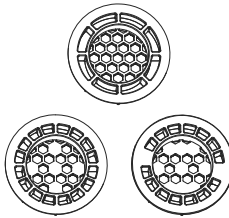
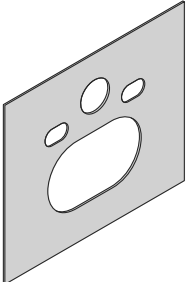
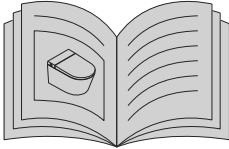
Left side



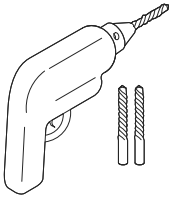
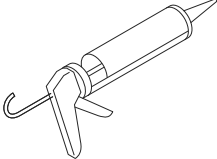
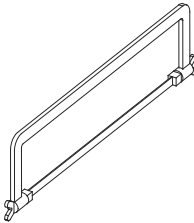
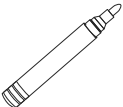
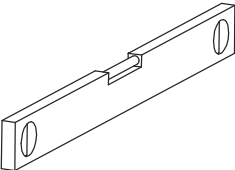
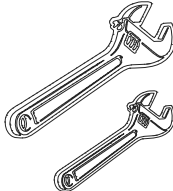
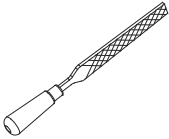
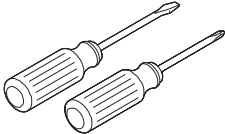
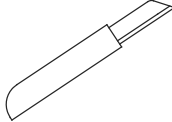
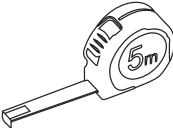
Right side



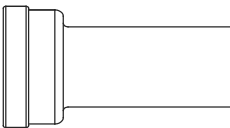
List of Materials

1  Main Unit	2  Remote Control Components (Requires 2xAAA batteries which are not included)	3  Decorative Cap	4  Plugs
5  Locking Nut (M12)	6  Flat Washer	7  Ball Valve	8  Tee-fitting
9  Velcro	10  Hose(0.4m)	11  Hose(1.5m)	12  Honeycomb restrictor
13  Installation Template	14  Installation Manual	15  GPSR Safety Booklet	16  Guarantee Card

Installation Tools

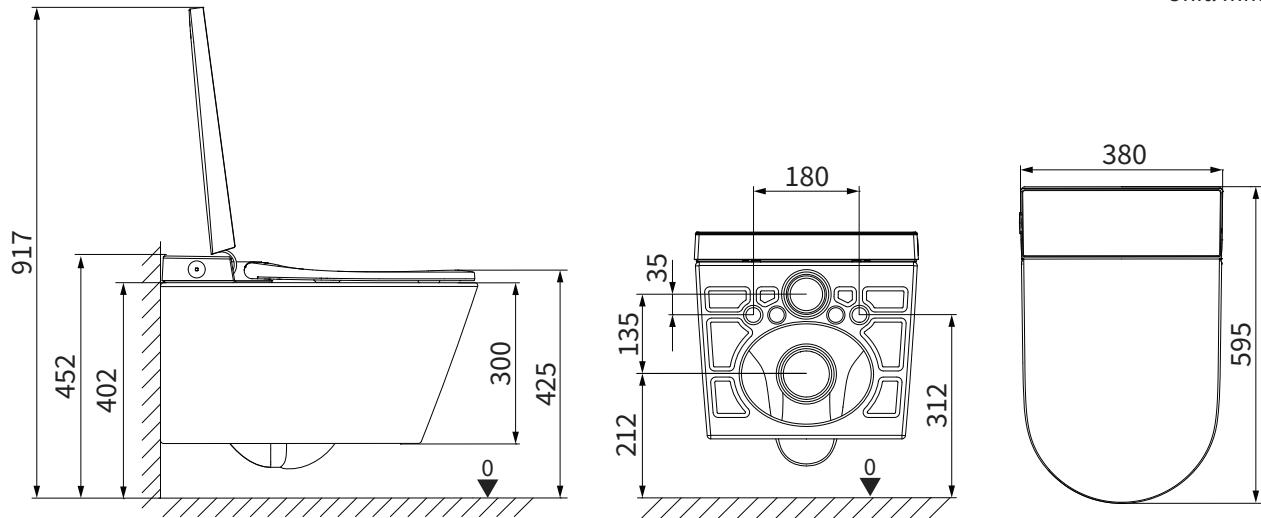
 Drill (with 1/4" drill bit)	 Caulk gun	 Saw	 Marker
 Spirit level	 Assorted spanners	 Wire stripper	 File
 Assorted screwdrivers	 Cutter	 Tape measure	 PTFE

Required accessories for in-wall carrier (supplied with Crosswater In-wall cistern frames)

 Extended waste pipe + Gasket	 Flush pipe + Gasket	 Bolts (with protective sleeve)	 Silicone sponge
---	--	--	--

Technical Drawings

Unit: mm



The installation height in the drawing is for reference only. It is determined by the in-wall frame.

Pre-installation Confirmation

1. Circuit pre-installation:

- Install a fixed electrical supply circuit (Neutral wire, live wire and ground wire included).
- Confirm the electrical connection location.

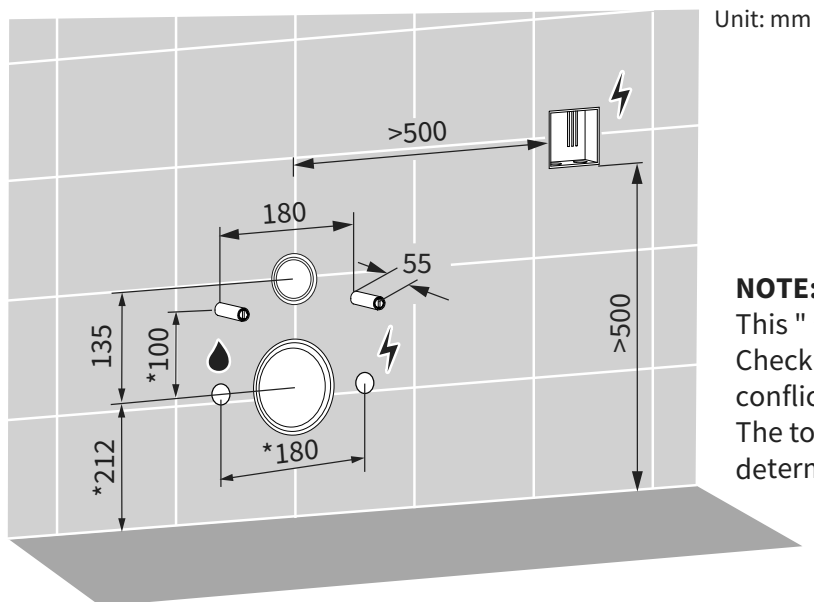
2. Circuit breaker pre-installation:

- Connect a separate upstream circuit breaker. Refer to the power connection in step 5 on page 11.
- Pre-connect an earth leakage circuit breaker or grounding protector for other independent circuits.

3. Waterway pre-installation:

- Reserve pipeline for water supply hose. Refer to the water connection in step 5 on page 11.
- Install the in-wall cistern frame.

4. Installation dimensions confirmation:



Unit: mm

NOTE:

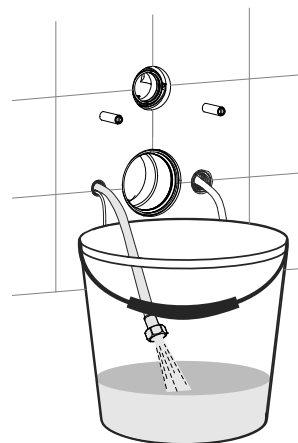
This " * " dimension is for reference. Check the in-wall frame and avoid conflicting with the frame. The toilet installation height is determined by the in-wall frame.

Water Pressure Confirmation

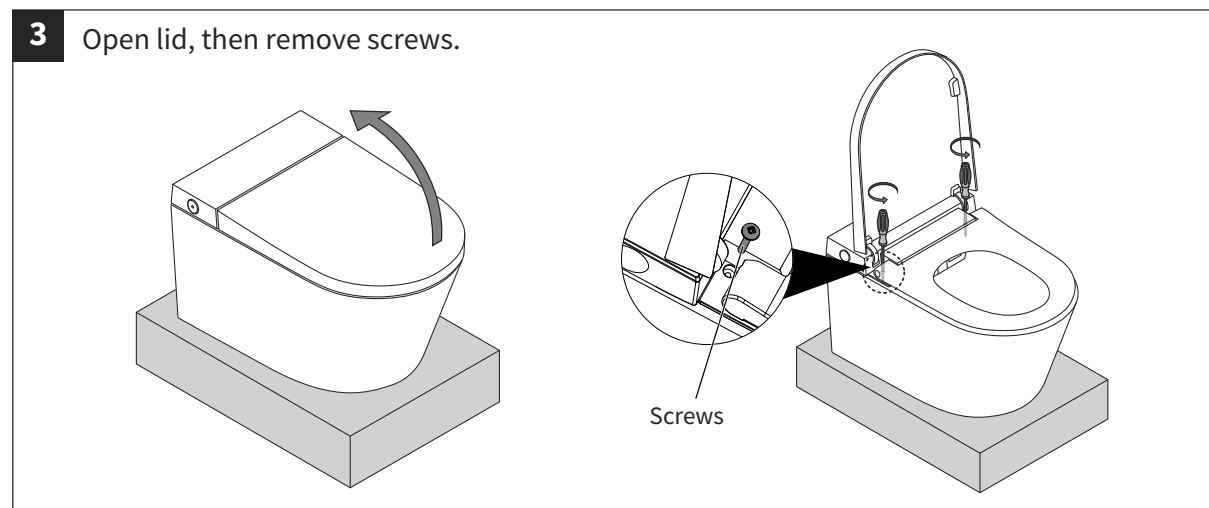
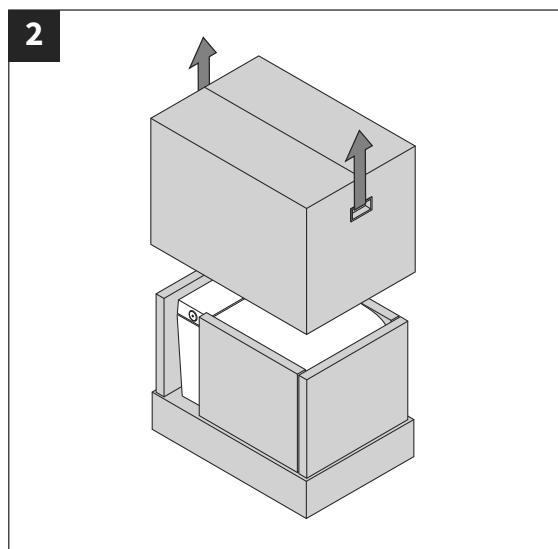
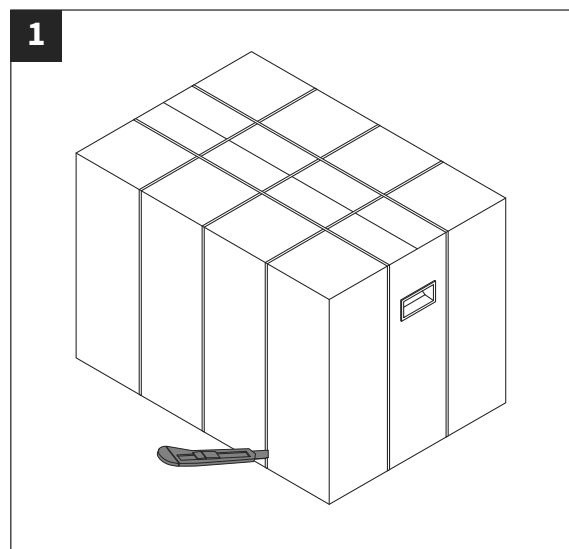
Minimum static water pressure: 0.08+MPa (8.5+L/min), failure to meet this pressure will not achieve the best flushing effect.

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

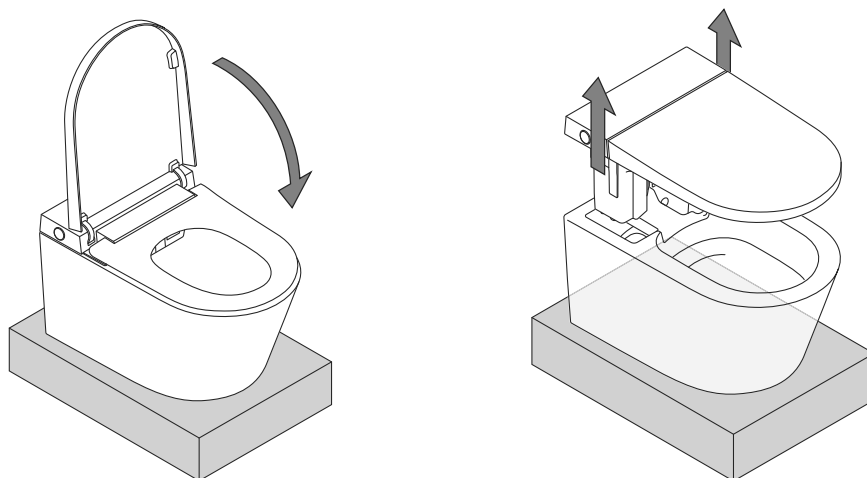
Open the valve to check the water volume. If the water volume after 10 seconds is greater than 1.42L, then it is OK to proceed installation.



Installation Procedures



- 4** Close lid, and then remove the bidet. Be careful not to damage the product.



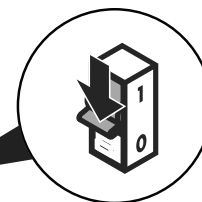
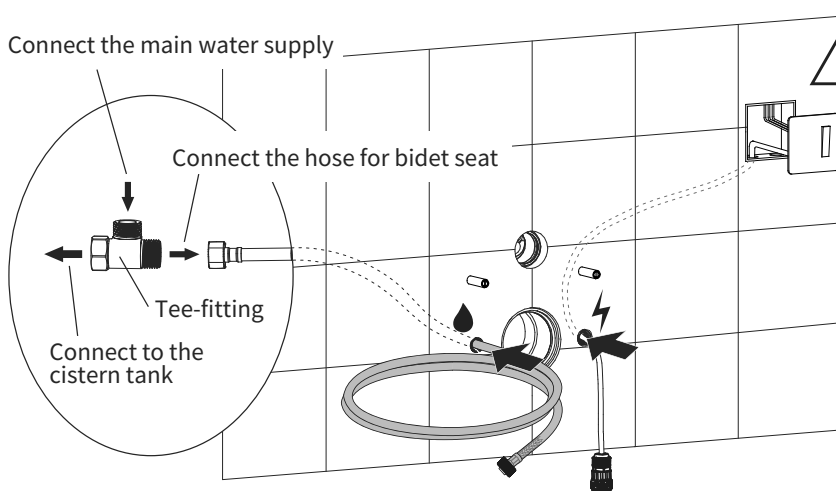
5

Connect the main water supply

Connect the hose for bidet seat

Tee-fitting

Connect to the
cistern tank



Please turn off the
power before
connecting.

Note:

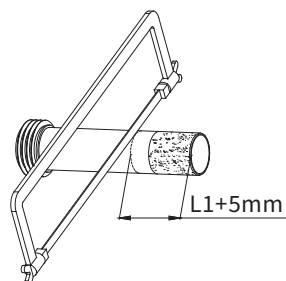
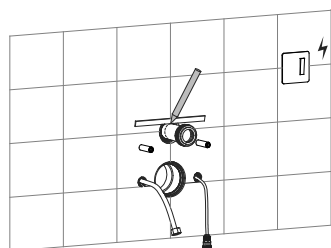
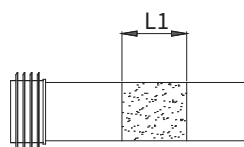
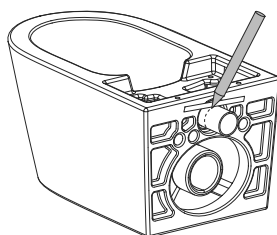
Neutral wire: Blue

Live wire: Brown

Ground wire: Yellowish green 

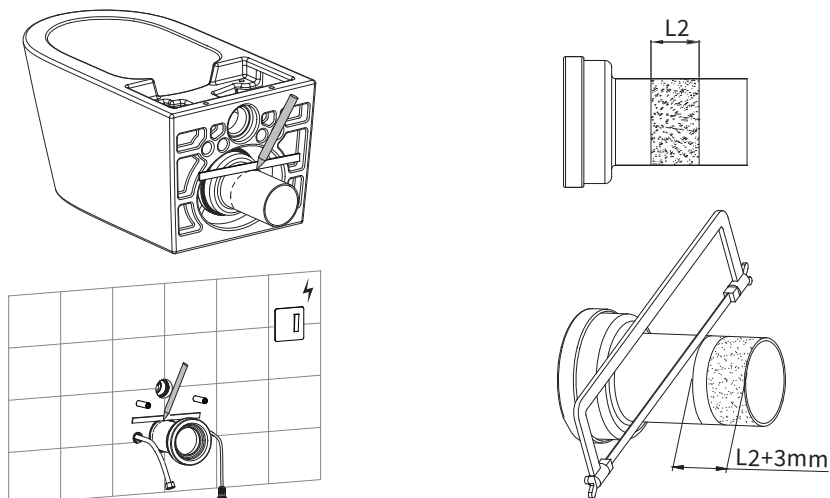
6

Measure the flush pipe and cut off the excess pipe.

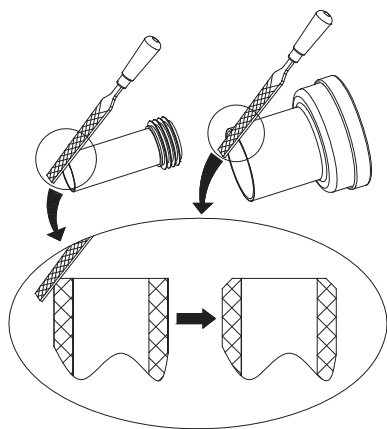


Installation Procedures

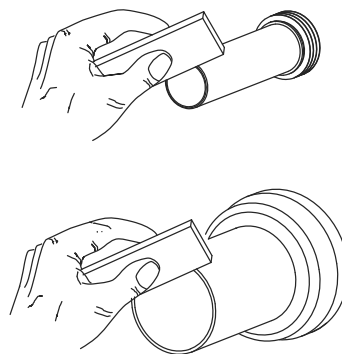
- 7** Measure the drain pipe and cut off the excess pipe.



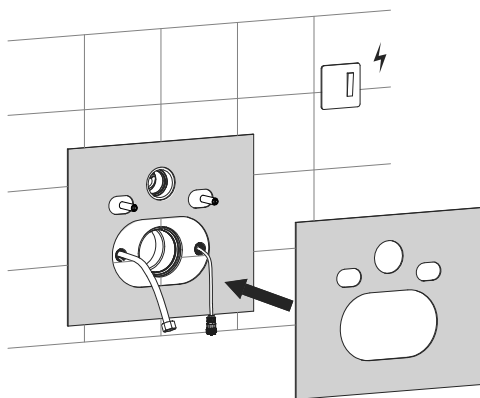
- 8** Bevel and deburr the sharp edges.



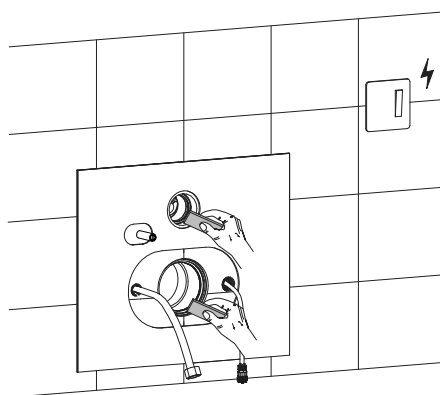
- 9** Apply silicone oil on the cutting surface.



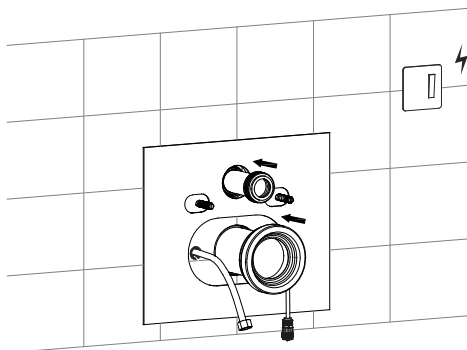
- 10** Install the installation template.



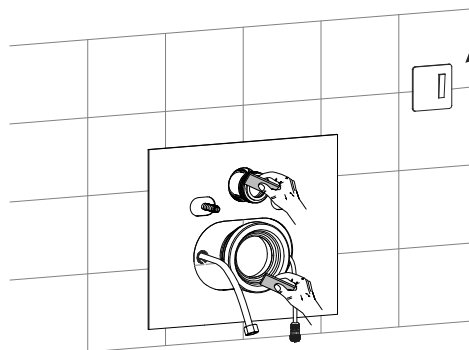
- 11** Apply silicone oil on the in-wall flush pipe and drain pipe orifice.



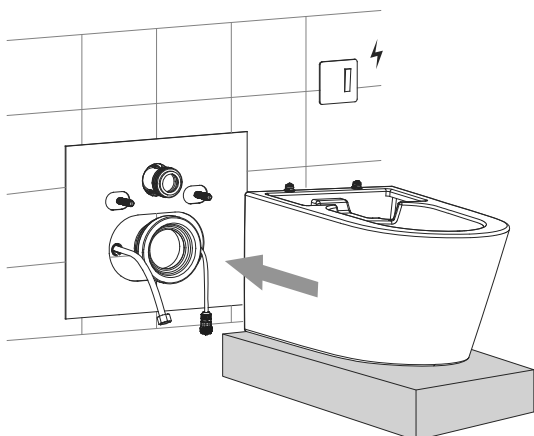
- 12** Mount the flush pipe and drain pipe.



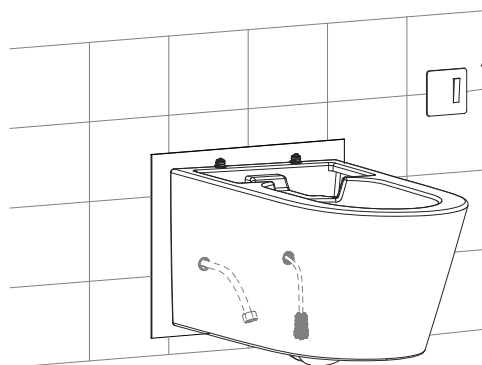
- 13** Apply silicone oil on the flush pipe and drain pipe.



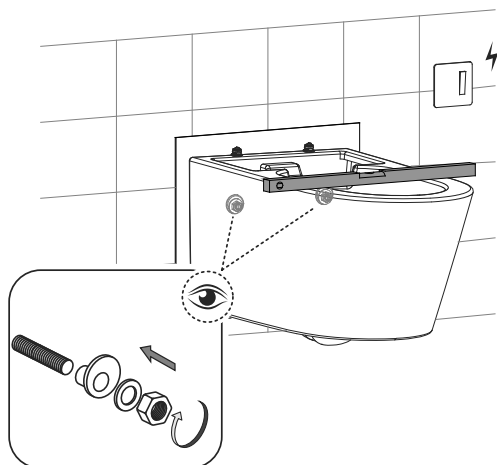
- 14** Place the toilet against the wall.



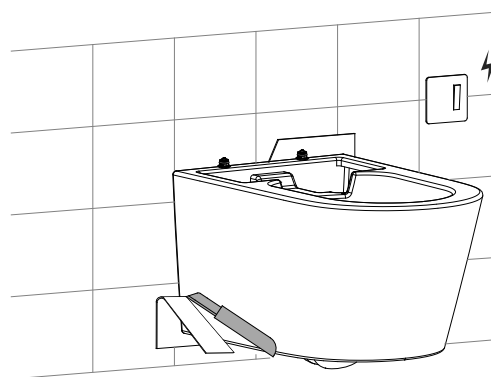
- 15** Pass the water supply hose and power cable through the toilet.



- 16** Level the toilet and install the washer and tighten the nut.



- 17** Cut off the excess installation template.

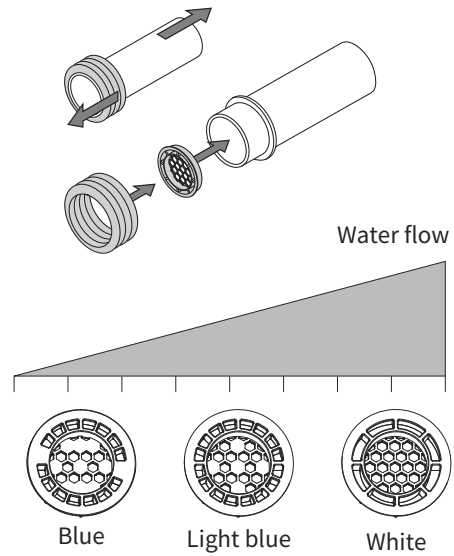


Installation Procedures

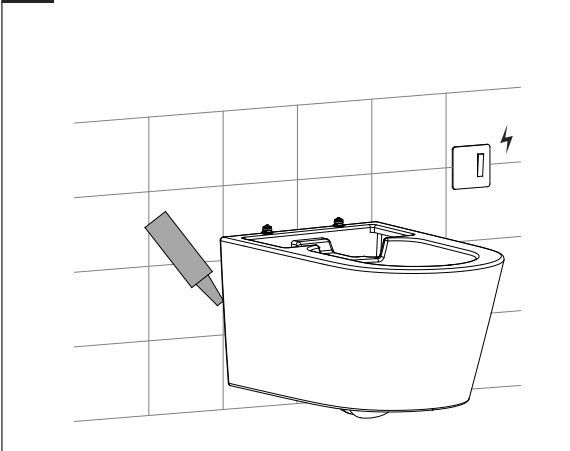
- 18** Turn on the water supply, activate the flushing function, and check if water is overflowing from the toilet.



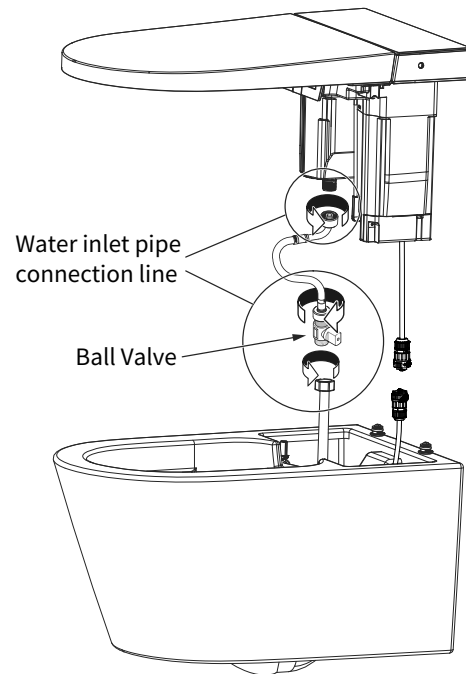
- 19** A flush restrictor is included if required.



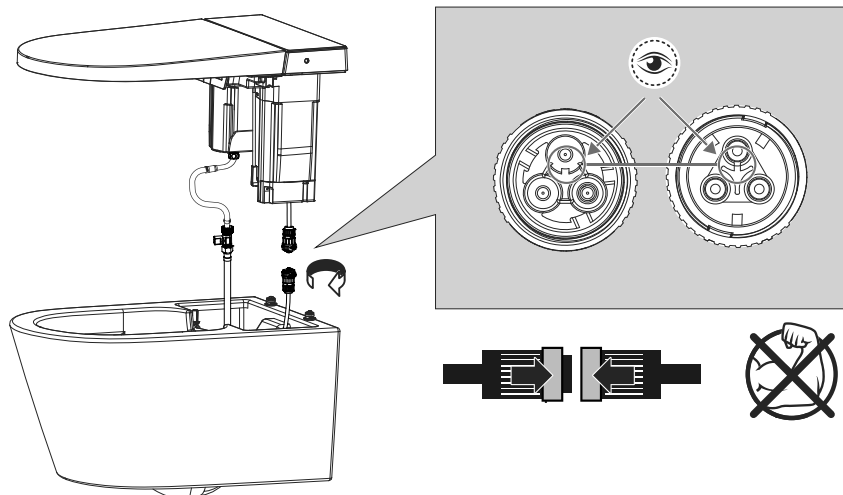
- 20** Seal gap around toilet with sealant.



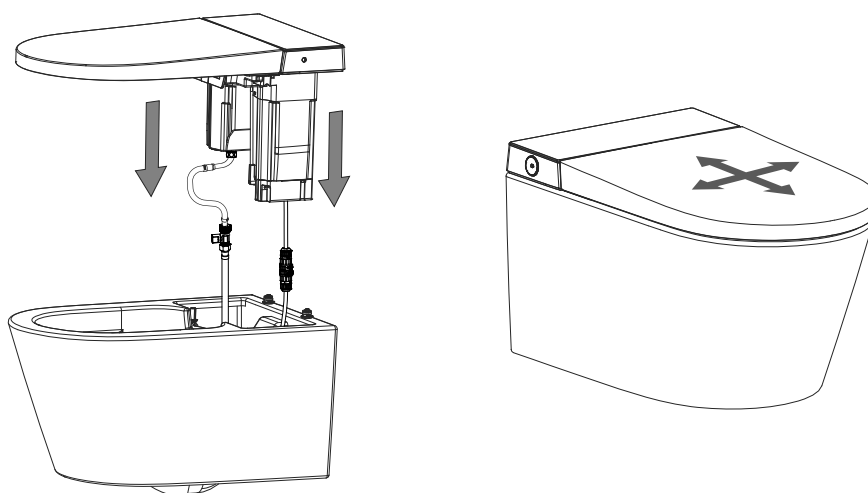
- 21** Connect the water inlet hose.



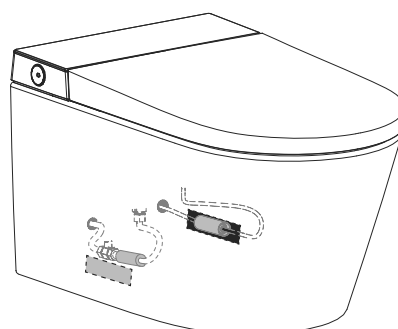
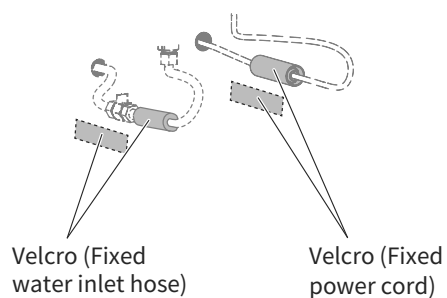
- 22** Connect the bidet seat to the pan using the included plug.



- 23** Place the electronic bidet seat into the toilet and adjust the alignment so that the gaps are even.

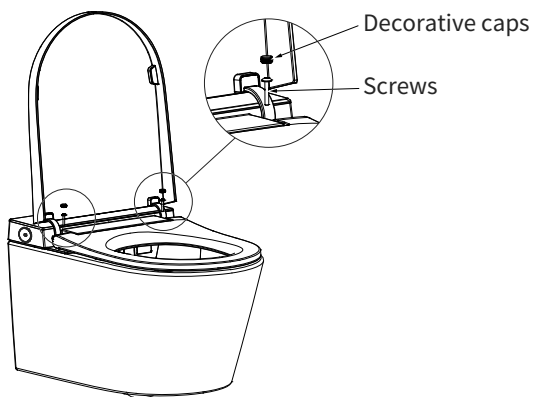


- 24** Fixed power cord and water inlet hose.

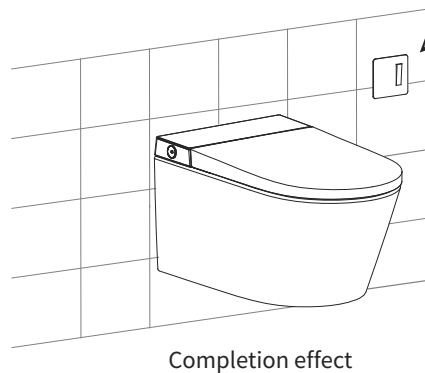


Installation Procedures

- 25** Open lid, install seat securing screws and decorative caps and then lock tight.

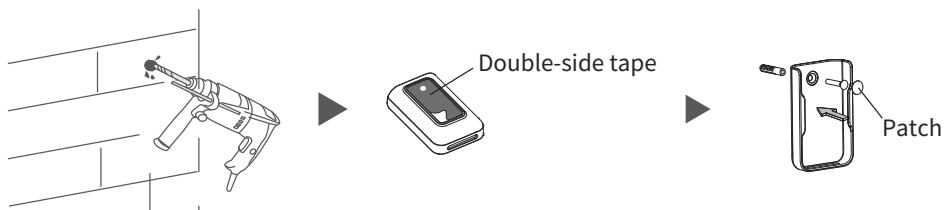


- 26** Close lid and seat.

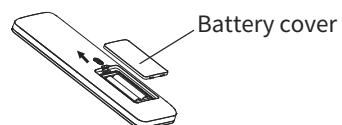


- 27** Remote control installation.

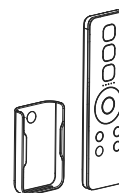
Step 1: Fix the holder onto the wall by using screws and tape as shown in below diagrams.



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



Step 3: Put remote control into the holder.



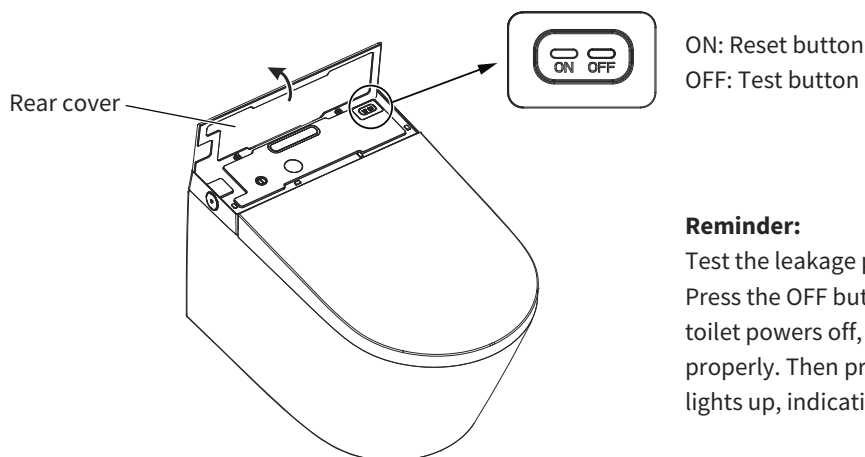
Notice:

1. Please ensure the remote control is within reach when a person on the seat.
2. Do not install and use the product in damp places such as a shower room.
3. Do not place the product in a place where it is easily exposed to water.

User Manual

A. Preparation before use

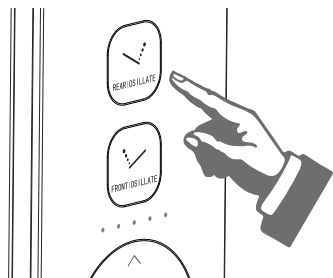
1. Open the ball valve and check that the water supply is provided and the hose connection is tight.
2. Press the reset switch and the side button light will light up, indicating power on.



Reminder:

Test the leakage protection function prior to use. Press the OFF button. If you hear a click and the toilet powers off, the leakage protection is working properly. Then press ON button again, side button lights up, indicating power on.

3. Check if the remote control is functioning properly.



To check whether the batteries have been inserted correctly, press the [REAR IRRADIATE] or [FRONT IRRADIATE] button. When the remote control is working properly, the LEDs on the remote control will light up.

The cleaning function will not be activated without the user's presence on the toilet seat ring, the above operation only indicates whether the remote control is working properly.

If the remote control does not work, check if the batteries are properly inserted or if they are low battery.

The remote control is pre-paired with the main unit, if you have problems starting the function with the remote control, please try to pair the remote control with the main unit again, you can find it on page 22. If another attempt to pair the remote control is unsuccessful, contact the customer service helpline.

User Manual

B. LED display description

Sterilization	Water temperature	Water temperature display	Descaling	ECO energy saving
1. During self-inspection, all lights turn on, the water temperature displays 88 °C. After self-inspection, sterilization, descaling and ECO icons go off and water temperature icon lights up, showing current water temperature. 2. Under function mode, water temperature icon lights up, showing current water temperature (temperature in neutral shows "--"). The lights will turn off 30 seconds after the seat is no longer occupied. The lights will turn on when the seat is occupied or the toilet is used. 3. During washing, water temperature lights up, showing current water temperature (temperature in neutral shows "--"). 4. Sterilization icon lights up when this function turned on, otherwise it is off. 5. Descaling icon lights up when this function turned on, otherwise it is off. 6. In energy saving mode, ECO icon lights up. 7. LED display will turn off when shutting down. 8. LED display will turn off 30 seconds after the seat is no longer occupied. The lights will turn on when the seat is occupied or the toilet is used.				

C. Button functions of the Main Unit

Rear cleaning/ oscillating cleaning	Front cleaning/ oscillating cleaning	Stop
1. When seated, press [Rear cleaning] button to start rear cleaning function and press again to shift to oscillating cleaning. Press [Stop] button to stop rear cleaning immediately. 2. When no one is seated, press [Rear cleaning] button, the nozzle will stretch out to allow access for cleaning; Press [Stop] button, the nozzle will retract.	When seated, press [Front Washing] button to start front cleaning function and press again to shift to oscillating cleaning. Press [Stop] button to stop front cleaning immediately.	When seated, short press [Stop] button to stop front cleaning, rear cleaning or drying functions; When no one is seated, press [Stop] button, the main unit will switch between functional mode (white light always on) or energy saving mode (white light flashing).

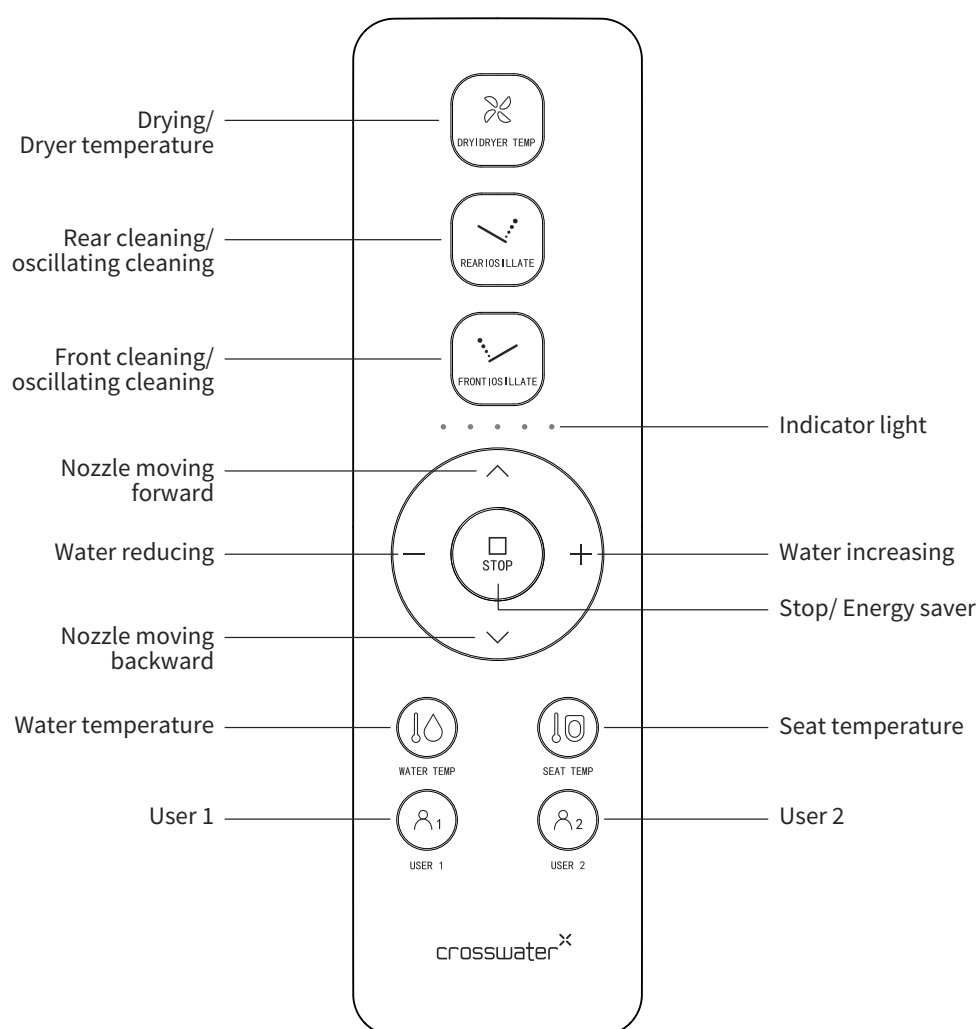
Below shows the indicator light status:

Light OFF	Power off
Flickering	Energy saving mode
White light	Normal function mode

D. Controlling by remote control

Notice :

- Only when the user is seated and the buzzer beeps can the functions of front/rear cleaning and drying be activated.
- If user stands up when a cleaning cycle has not completed, please press [Stop] button before standing up.
- The buzzer will "BEEP" when the user presses one button indicating that the main unit receives the signal and conduct the operation accordingly. If the operation is invalid, or the function is already at the maximum or minimum level(water pressure, nozzle position), the toilet will beep three times. .
- Enable quiet mode to mute the beep sound.



User manual

1. Rear cleaning / oscillating cleaning



Press the button to activate the rear cleaning function. The indicator lights show the current water temperature level.

Press the button again to switch to oscillating cleaning. The cleaning function will close automatically after one cycle. Or press [] button can stop the function immediately.

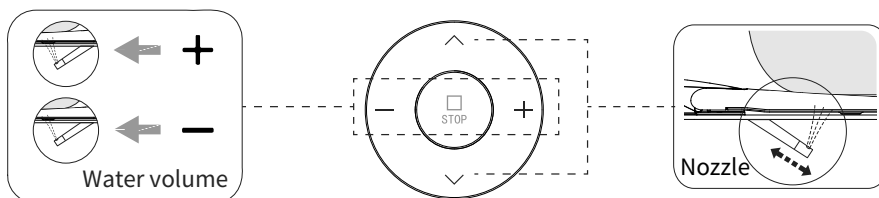
2. Front cleaning / oscillating cleaning



Press the button to activate the front cleaning function. The indicator lights show the current water temperature level.

Press the button again to switch to oscillating cleaning. The cleaning function will close automatically after one cycle. Or press [] button can stop the function immediately.

3. Water volume adjustment and Nozzle position 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.

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.

4. Water temperature adjustment



WATER TEMP

During rear washing or front washing.

Short press [] 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 (water supply temperature).



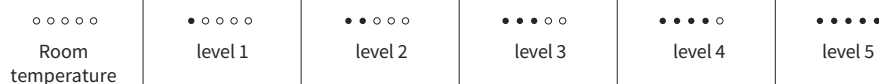
5. Seat temperature adjustment



SEAT TEMP

Short press [] 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 (room temperature).



6. Drying / Dryer temperature



1. Press [] button, the indicator is on, showing the current air temperature level. It will stop drying automatically after one cycle or after leaving. Or press [] button can stop the function immediately.

2. Under drying, press [] button to adjust the air temperature between 0-5 level, and the indicator light is on showing the air temperature level. When the indicator light is off, the temperature is at level 0 (room temperature).

○ ○ ○ ○ ○
Room
temperature

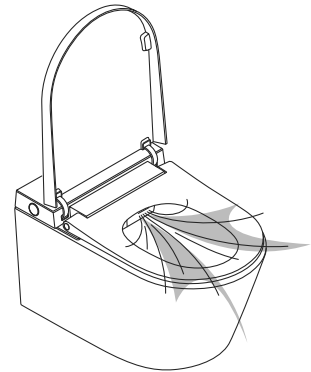
● ○ ○ ○ ○
level 1

● ● ○ ○ ○
level 2

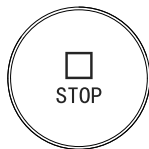
● ● ● ○ ○
level 3

● ● ● ● ○
level 4

● ● ● ● ●
level 5



7. Energy saving



Press and hold [] button for 5 seconds to enter energy saving mode, press and hold [] button for 5 seconds again to exit energy saving mode.

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.

8. Night light

1. Night light adjustment: Press and hold [] button for 5 seconds to turn on/turn off night light.

2. Intelligent mode: Press and hold [] button for 5 seconds to enter into intelligent mode (Night light will be on or off depending on the surrounding light).

If the product is on intelligent mode, press and hold [] button for 5 seconds to exit intelligent mode.
(Factory setting: Intelligent mode)

9. User settings



USER 1



USER 2

1. Press the [] or [] button to activate the automatic functions for User 1 and User 2 respectively for convenient use.

2. Users may first adjust the water pressure, nozzle position, water temperature, and warm air temperature to their preferred settings. After adjustment, press and hold the [] or [] button for 5 seconds to save the personalized settings.

Next time, simply press the corresponding button to recall the saved settings and activate the automatic function.

3. Automatic Mode Operation Sequence:

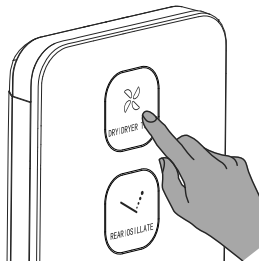
Fixed-position Cleaning 20s → Oscillating Cleaning 30s → Fixed-position Cleaning Restoration 40s
→ Drying 180s → Stop

4. During automatic mode operation, pressing any other function button will interrupt the ongoing automatic process and execute the selected function.

Alternatively, press the [] button to stop all functions immediately.

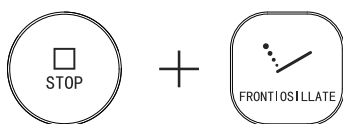
User manual

10. Sterilization function



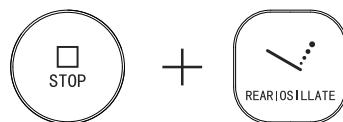
When no one seated and washing/drying is off, press and hold [] button for 5 seconds to turn on plasma sterilization function. This function will stop automatically after 2 hours. Under this mode, if any other button is pressed or user is seated, it will stop automatically. (Only for the toilet with sterilization function)

11. Quiet mode



Press and hold the [] button and press the [] button to turn on/off quiet mode.

12. Pairing the remote control



The remote control included with the washing toilet is pre-paired with the device. If you need to re-pair the remote control, follow these steps:

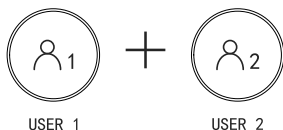
1. Shut off the electrical power to the toilet, using the [**OFF**] button located under the decorative panel on the main unit.

2. Press and hold [] button, then press [] button, the indicator light will flash continuously.

3. While the indicator is flashing, turn on the electrical power to the main module again, using the [**ON**] button located under the decorative panel on the main unit.

4. The indicator stops flashing and stays on for 2 seconds, indicating that the remote control and the main unit are matched successfully. It beeps once when the self-inspection completes. Then the remote control is ready for use.

13. Remove retained water from the built-in tank



The bidet seat is equipped with a built-in storage tank for nozzle flushing. Stagnant water should be flushed out if the toilet has been idle for an extended period.

Press and hold [] and [] button simultaneously for longer than 5 seconds to start the flushing by water tank of electronic bidet. (Only for the toilet with electronic bidet tank flushing function.)

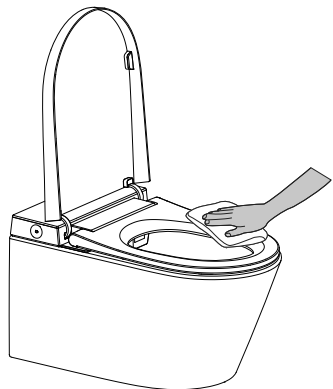
Remark:

In case of power cut during nozzle spraying, the wand cannot be retracted, 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.

Cleaning and Maintenance

A. Main unit care and maintenance

1. Shut off power supply before doing maintenance.
2. Use only a soft, damp cloth to clean. Avoid using harsh chemicals.



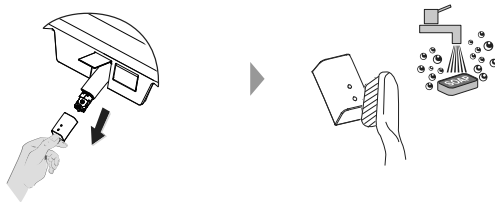
Do not use aggressive, concentrated or abrasive cleaners for cleaning. This may damage the product. Use a soft, damp cloth for cleaning. Before finishing cleaning, wipe the dampened surfaces dry with a soft cloth.

3. Once cleaning is completed and all surfaces are dry, re-connect the power.

B. Manual nozzle cleaning

Carry out regular manual cleaning of the cleaning nozzle and continuously remove the dirt that develops on it.

1. When no one is seated, short press **[Rear cleaning]** button on the main unit, the nozzle will automatically stretch out to allow access for cleaning.
2. When the nozzle moves forward, the nozzle can be removed and cleaned separately.



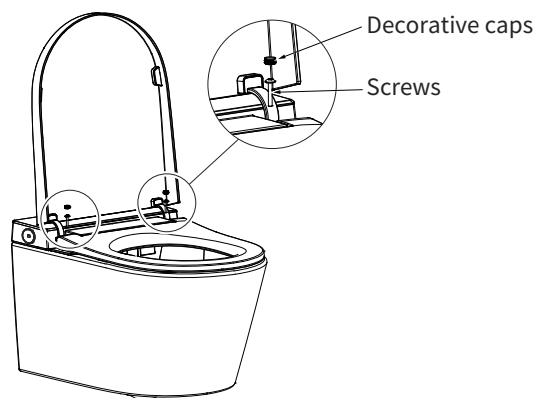
3. Use only a soft cloth or soft brush to clean. Do not pull or push the wand, to avoid damage.
4. Put the nozzle back on and press **[Stop]** button to return the spray wand to its normal position.

C. Filter cleaning

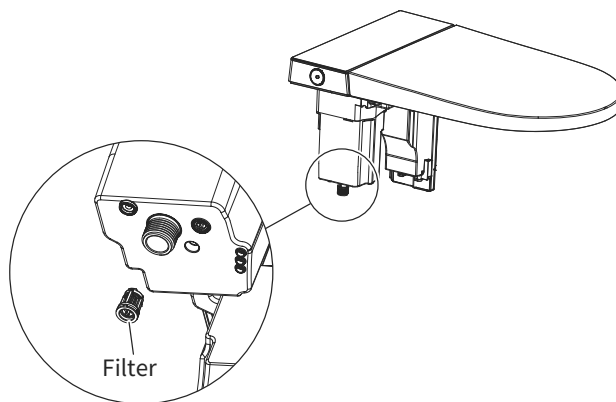
1. Turn off water and power supply.
2. Drain the water inside the bidet.
Remove the retained water from the built-in tank, refer to page 22.

Note: Before removing the electronic cover plate, drain the water tank.

3. Open lid, then remove screws.



4. Close lid, and then remove the bidet.
5. Unscrew water supply hose and remove the filter.



6. Clean out filter under running water.
7. Reinstall filter and water supply hose, turn on ball valve and connect power.

Detailed operation instructions can be found in the installation procedures.

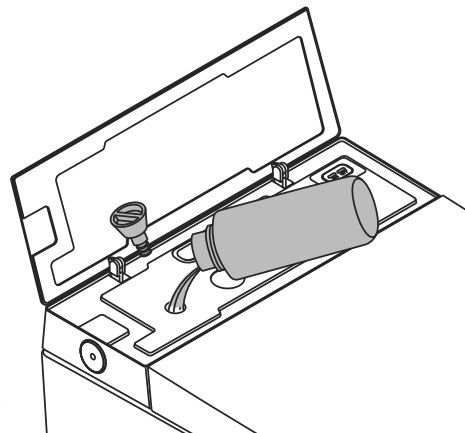
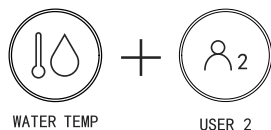
Cleaning and Maintenance

D. Water tank descaling

The device should be descaled regularly every 3 months to prevent scale buildup, which can cause the device to malfunction or cause damage to the product.

1. When the toilet is not used, press and hold [] and [] button simultaneously for longer than 5 seconds to start the program.

The internal tank of the washing module will automatically drain.



2. The filling opening for the descaler is located under the decorative glass panel of the device. Gently lift up from front both sides of the glass panel, then lift it to the open position.

3. After water removing process is complete, open the filler cap and pour the descaler as indicated in the picture (about 125 ml). Use descaler for coffee machines and electric kettles. Do not exceed the recommended amount of descaler, in case of overflowing the tank, the excess liquid will be safely drained inside the ceramic bowl.

4. Press button combination as described in point 1 to start descaling procedure, and it will stop automatically after 30 minutes. Do not cut off water and electricity during descaling.

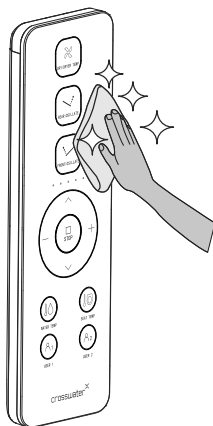
Reminder:

1. Before adding the descaling fluid, if you wish to stop the program, press the **[Stop]** button to cancel the descaling.
2. When filling the unit with descaling liquid, the toilet will emit four consecutive beeps once the liquid is full, and the filling process should stop.
3. The descaling process cannot be stopped once initiated. The toilet is unavailable for use during operation.

Note: A full bottle 125ml is required in one treatment.

E. Cleaning the remote control

Use a soft, damp cloth or sponge to clean the remote control. Do not get the remote control flooded with water or other liquid, as this will damage the remote control.



F. Product maintenance

In the following cases, turn off the ball valve on the water connection and remove the water supply.

1. When the water is subject to freezing.
2. When the device is not used for a long time.

Otherwise, it may cause damage to the device or skin infections.

Troubleshooting guide

Problem	Cause	Solution
No water from nozzle	Water supply hose is kinked	Straighten the hose to remove the kink
	Ball valve is off or not fully open	Turn on the ball valve or fully open
	A water failure occurred	Restore the water supply
The remote control does not work	No battery	Install the batteries
	Low battery	Replace new batteries
	The positive and negative direction of the batteries is incorrect	Insert the batteries correctly, paying attention to the '+' and '-' poles.
	No connection between remote control and washing module	Pair the remote control, refer to page 22
Poor water spraying	Water supply hose is kinked	Straighten the hose to remove the kink
	Ball valve is not fully turned on	Turn on the ball valve fully
	Filter is dirty	Clean the filter, refer to page 23
	There is scale formation inside the product.	Carry out descaling, refer to page 24
Spray wand cannot retract	Power off	Push back the spray wand gently and put power on
	Get stuck by impurities	Remove the impurities
Spray wand cannot stretch out	Power off	Turn on the power
	User is not detected to be seated	Adjust position on seat to activate the sensor
Water drips from the hidden nozzle	The nozzle is automatically rinsed before and after the washing function	It is normal.
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	Adjust the seat temperature
	In energy saving mode	Switch to functional mode and wait for 3+ minutes
	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
No air out	User is not detected to be seated	Adjust position on seat to activate the sensor

Problem	Cause	Solution
Low dryer temperature	The dryer temperature is not set properly	Adjust the dryer temperature
	Room temperature is low	Adjust the dryer temperature to a high level.
Waste material does not flush down completely	Inlet valve is off so the tank is not refilled after last flush	Turn on the inlet valve to refill the tank. Flush the toilet until the tank is fully refilled.
	Flushing may be difficult depending on 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
	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	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 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", refer to page 23
	If the problem cannot be resolved as per above solutions, please disconnect the power and contact service providers.	
	If the power leakage protection switch always trips, it means that the product is leaking. Please disconnect the power and contact service providers.	
	Do not disassemble, modify or repair the device yourself. This may cause electric shock, short circuit or fire.	

Remote Control Operation

NO	Remote Controller	Operation
1	Stop cleaning or drying or nozzle self-cleaning	Press [□] button
2	Rear cleaning	Press [↖] button
3	Front cleaning	Press [↗] button
4	Water volume adjustment	Press [+] or [-] button while cleaning
5	Nozzle position adjustment	Press [^] or [v] button while cleaning
6	Water temperature adjustment	Press [⌚] button
7	Drying	Press [✂] button
8	Dryer temperature adjustment	Press [✂] button while the dryer is working
9	Seat temperature adjustment	Press [⌚] button
10	User 1 or User 2 function	Press [♂ ₁] or [♂ ₂] button
*11	User parameter storage	Long press [♂ ₁] or [♂ ₂] button
*12	Night light	Long press [⌚] button
*13	Intelligent night light mode	Long press [⌚] button
*14	Sterilization	Long press [✂] button
*15	Energy saving	Long press [□] button
16	Pair the remote control with the main unit	Press [□] and [↖] buttons
17	Quiet mode	Press [□] and [↗] buttons
*18	Remove the retained water from the built-in tank	Press and hold [♂ ₁] and [♂ ₂] buttons
*19	Descaling	Press and hold [⌚] and [♂ ₂] buttons

Operations with *, need to hold buttons for 5 seconds as indicated in the remote control usage instruction from page 19 to page 22.

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** 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.
