

Operating Instructions EN-UK



Intelligent toilet
ViClean-IR

Publishing Information

2 Publishing Information

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General Data

3 General Data

Please follow the instructions in this manual carefully. Please keep the manual properly stored for future reference. Regarding future product updates, the product is subject to change without prior notice. Illustrations in this manual serve as visual demonstration.

3.1 Conventions used

Action instructions

Steps to be carried out are shown as a numbered list. The sequence of the steps must be complied with.

Example:

1. Action step
2. Action step

The results of an action instruction are shown as follows:

- ▶ Arrow
- ▶ Arrow

Lists

Lists without a fixed chronological sequence are shown as sets of bullet points.

Example:

- Item 1
- Item 2

3.2 Target groups

The target groups of these operating instructions are installers and operators.

Installers:

- e.g. trained craftsmen and artisans. Under authorisation by the operator, these persons carry out work for which they have the necessary expertise, gained from a professional education or comparable practical training, in order to be able to carry out the work which is encountered in an expert and appropriate manner with regard to safety and risk. Their work is governed by the instruction, checking and responsibility of trained supervisory/expert personnel appointed by the operator.

Electricians:

- These experts are, on account of their technical training, knowledge and experience, as well as their knowledge of the applicable standards and stipulations, capable of carrying out work on electrical installations and of detecting and avoiding possible dangers independently. The electricians are trained specially for the site where they are active, and they are familiar with the relevant standards and stipulations.

General Data

3.3 Warranty

This electronic integrated shower toilet has been designed and manufactured with great care and attention to detail. It is an illustration of quality, beauty and longevity. We give our word on that and 24 months warranty.

In the following cases the warranty does not apply:

- Damage or loss sustained in fire, earthquake, flood, thunder, or other act of providence, pollution, gas damage (hydrogen sulfide gas), salt damage and abnormal voltage.
- Damage or loss resulting from any installation against the installation manual, any unreasonable use, misuse, abuse, negligence against the cautionary statements of owner's manual and label on the product, or improper maintenance of the product against the user manual.
- Damage or loss resulting from modification, disassembly and destruction of the product.
- Damage or loss resulting from water stain retention, sediments or foreign matter contained in a water system.
- Damage or loss resulting from the quality of water in the region where the product is used.
- Damage or loss resulting from relocation after installment, improper installation or hazardous environment.
- Damage or loss resulting from defect other than product such as change in shape of building frame.
- Damage or loss resulting from bite by animals or insects such as mouse, or residual of dead animals or insects.
- Damage or loss resulting from freeze of product.
- Damage or loss resulting from undesignated power supply (voltage, frequency) and electromagnetic wave generated in outside of product such as power lines and peripheral device.
- Damage or loss resulting from consumption of battery, etc.
- Damage or loss resulting from abrasion of daily maintenance points (water drain valve, filter, O-ring, packing, etc.)

Safety

4 Safety

4.1 Intended use

ViClean must be used exclusively with fresh water. Dirt particles in the water can block the filter, hoses and the nozzles.

This device is an electric appliance of class "I" and must be connected to a grounding system.

The device is an electrical apparatus and thus shall not be used in a wet or humid environment. If the device is used in a bathroom, an exhaust fan or air vent shall be installed to ensure sufficient airflow.

Intended use also includes:

- observance of all instructions in these operating instructions
- compliance with the inspection and maintenance tasks
- exclusive use of original parts

The device shall not be used by disabled individuals (including children) with limited cognitive abilities and/ or without the necessary knowledge without supervision. The device shall only be used under the supervision and direction of an adult responsible for safety. Please ensure that children do not use the device unattended.

Safety



Advice!

- Severe bending or twisting of the water supply hose is strictly prohibited; otherwise it can lead to water leakage.
- The new hose -sets supplied with the appliance are to be used. Do not use old hose -sets.
- Do not use radio equipment near the product to avoid disturbances.
- Do not place the product upside down to avoid damage to the product.
- Do not spill water over the remote controller, otherwise the product may not function properly.
- Do not place heavy weight or step on the upper cover or seat to avoid injury due to damaged product.
- Do not lean on the toilet cover while using it or it may damage the cover. Do not sprinkle urine on the body or spray nozzle.
- Do not hit the display screens with force or other objects using the remote controller, otherwise it will cause damage to the LCD display or leakage of liquid crystals.
- Do not modify the remote controller, or it will cause damage, electric leakage and circuit fault of the remote controller.
- Do not scratch the display screen and keys using sharp objects such as needles and pen points.
- The remote controller should not be exposed to the extreme conditions such as high temperature on the surface or direct sunlight.
- Do not heat the remote controller or throw it into the fire, otherwise it could cause an explosion.
- If the power supply cord is damaged, it must be replaced by the manufacturer, its service agent or similar qualified persons in order to avoid hazard.

4.2 Reasonably predictable misuse

Any use other than those listed under "intended use", or use which goes beyond this, is considered to be non-intended.

For damage arising from non-intended use, the operator himself is exclusively responsible, and the manufacturer does not accept any liability whatsoever.

Safety

4.3 General safety instructions



Warning!

Electrocution from touching live components!

Severe injury and even death can be the consequences.

For a mains model, the mains connection must be made exclusively by electricians.

Do not insert or pull out the mains plug with wet hands.

When carrying out work, make sure that the power lead is disconnected from the mains and secured against reconnection.

Product Technical Specification

5 Product Technical Specification

Category		Description
Model		ViClean-IR
Rated voltage		220 V~ , 50 Hz
Rated Power		960 W (water temperature 15±5°C, Flow rate 500mL/min)
Maximum instantaneous power		1720W
Power line		1.8 m
Toilet	Toilet flushing flow	3.8L
	Inlet way	Direct hose connection
	Flushing mode	Auto flushing, flushing by remote, flushing by mechanical button
	Distance between the center of soil pipe and wall	305 mm
	Sewage pipe inner diameter	110 mm
	Drainage pattern	Down-drainage
Cleaning function	Cleaning flow	300-600 mL/min (Water pressure is 0.18 MPa)
	Warm water heating way	Instantaneous
	Water temperature	Off/ 31 - 39 °C (5 levels of water temperature)
	Heater power	1650 W
	Safety device	Temperature fuse, thermostat, pressure relief device
	Backflow preventer	One-way-valve
	Nozzle position adjustment	5 levels
Seat heating	Surface temperature	Safety device
	Heater power	50 W
	Safety device	Thermal fuse and thermostat
Air purifier	Air purifier way	Diatom mud adsorption
	Air purifier capability	0.1 m ³ /min

Product Technical Specification

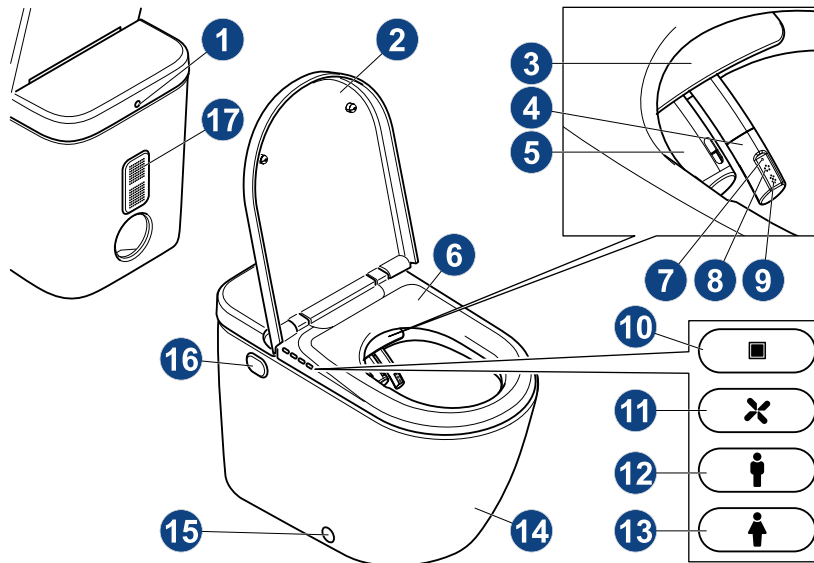
Category		Description
Warm air drying	Air speed	≥6 m/s
	Heater power	200 W
	Temperature	Off/ 30 - 46 °C (5 levels of air temperature)
	Safety device	Thermal fuse and thermostat
Waterproof rating		IPX4
Hydraulic requirements		0.07 MPa (dynamic pressure) -0.75 MPa (hydrostatic pressure)
Water supply temperature requirements		4 - 35 °C
Ambient temperature requirements		4 - 40 °C
Size		675 mm x 380 mm x 452 mm
Weight		53 kg
The device includes radio emission modules as follows: CMIIT ID:2015DJ4736(M), CMIIT ID: 2015DP5136(M), CMIIT ID:2015DP5135(M).		

Product description

6 Product description

6.1 Component overview

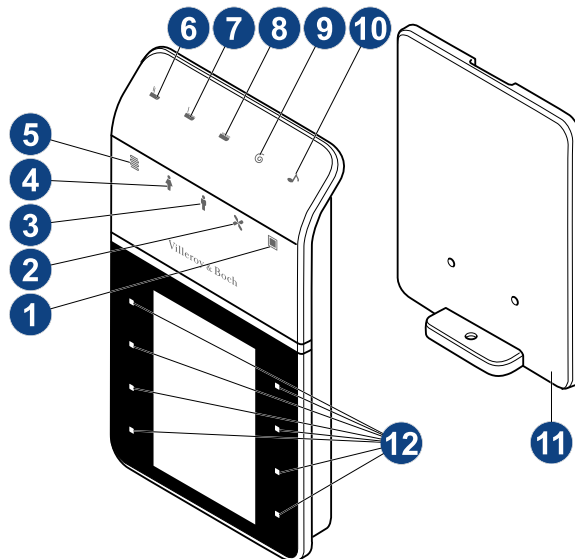
Main body



- | | | | |
|---|------------------------|----|----------------|
| 1 | Light sensitive sensor | 10 | Stop |
| 2 | Lid | 11 | Warm air dryer |
| 3 | Water retaining lid | 12 | Rearwash |
| 4 | Washing nozzle | 13 | Ladywash |
| 5 | Drying nozzle | 14 | Ceramic body |
| 6 | Seat (antibacterial) | 15 | Cap of screw |
| 7 | Hole for strong wash | 16 | Flush |
| 8 | Holes for rearwash | 17 | Loudspeaker |
| 9 | Holes for ladywash | | |

Product description

Remote controller



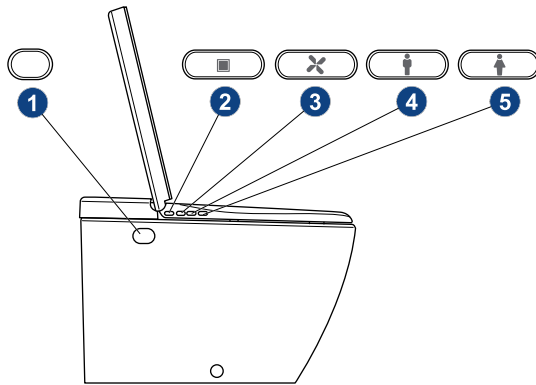
- 1 Stop
- 2 Warm air dryer
- 3 Rearwash
- 4 Ladywash
- 5 Heated seat
- 6 Open seat and lid

- 7 Open lid
- 8 Close seat and lid
- 9 Flush
- 10 Music info
- 11 Wall holder
- 12 Display buttons

Operation

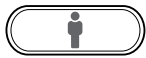
7 Operation

7.1 Using side panel



- 1 Flush
- 2 Stop
- 3 Warm air dryer
- 4 Rearwash
- 5 Ladywash

7.1.1 Rearwash



Rearwash



Stop

Once the user is seated:

1. Press "Rearwash" button on the side of the seat to start washing rear.
2. Press "Rearwash" button on the side of the seat to activate oscillating massage.
3. Press "Rearwash" button on the side of the seat to activate pulsating massage.
4. Press "Rearwash" button on the side of the seat to activate both oscillating and pulsating massage.
5. Press "Rearwash" button on the side of the seat to deactivate massage.
6. Press "Stop" button on the side of the seat or of the remote controller to stop Rearwash.

7.1.2 Ladywash



Ladywash

Once the user is seated:

1. Press "Ladywash" button on the side of the seat to start Ladywash.
2. Press "Ladywash" button on the side of the seat to activate oscillating massage.

Operation



Stop

3. Press "Ladywash" button on the side of the seat to activate pulsating massage.
4. Press "Ladywash" button on the side of the seat to activate both oscillating and pulsating massage.
5. Press "Ladywash" button on the side of the seat to deactivate massage.
6. Press "Stop" button on the side of the seat or of the remote controller to stop Ladywash.

7.1.3 Drying



Drying

Once the user is seated:

1. Press "Drying" button on the side of the seat to start warm air dryer function.
2. Press "Drying" button on the side of the seat to switch into oscillating warm air dryer state.
3. Press "Stop" button on the side of the seat to stop warm air dryer.



Stop

7.1.4 Standby Function

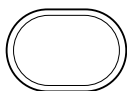


Stop

After the seat has been used:

1. Long press "Stop" button on the side of the seat for 3 seconds to switch electronic toilet into standby mode.
 - ▶ All functions of the unit are unavailable.
2. Short press "Stop" button on the side of the ceramic body to release standby mode and resume normal functions.

7.1.5 Flushing



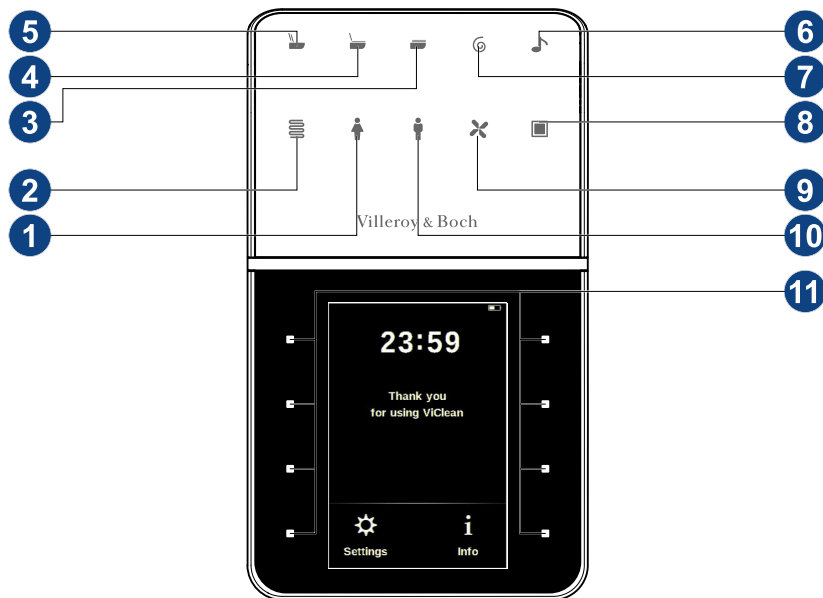
Flush

1. Press "Flush" button on the side of the ceramic body to flush.

Operation

7.2 Operation interface of the remote controller

Description of the remote controller's interface



- | | |
|----------------------------------|--------------------|
| 1 Ladywash | 7 Flush |
| 2 Heated seat | 8 Stop |
| 3 Close seat and lid | 9 Warm air dryer |
| 4 Open the lid or close the seat | 10 Rearwash |
| 5 Open lid and seat | 11 Display buttons |
| 6 Music info | |

7.3 Connecting distance of the remote controller

Connecting distance of Bluetooth between the remote controller and the main body of toilet is 3 m. Please use within the range.

7.4 Charge up the remote controller

Gently place the remote controller in the middle of the bracket, and aligned with the contact for charging.



Advice!

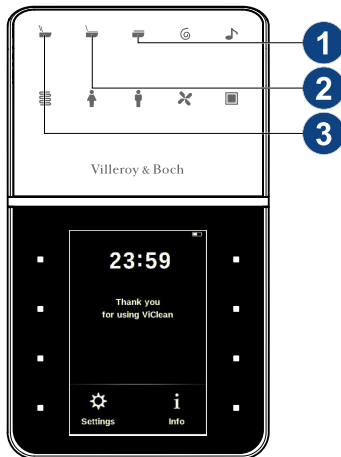
The built-in rechargeable battery of the remote controller must not be removed or replaced at your own discretion. For questions please contact local supplier or dial our service-hotline.

Operation

7.5 Basic functions

The basic functions will be activated by the top panel buttons.

7.5.1 Open and close the lid or seat



1. Press "open lid" key (2) to open the lid or close the seat.
2. Press "open lid and seat" key (3) to open lid and seat.
3. Press "close lid and seat" key (1) to close lid and seat.

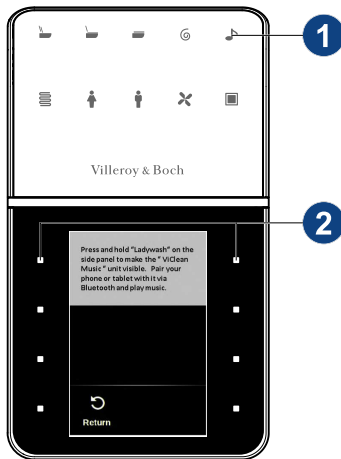
7.5.2 Flush



1. Press "Flush" key (1) to wash out the toilet.

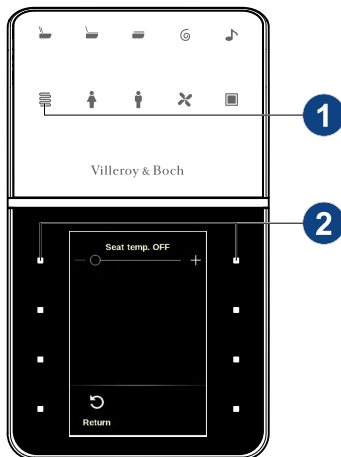
Operation

7.5.3 Music information



1. Press "Music info" key (1) to open the sub menu.
2. Follow the instructions on the display in order to pair your mobile phone with the Bluetooth audio unit. You can play your music playlist through ViClean-IR's speakers.

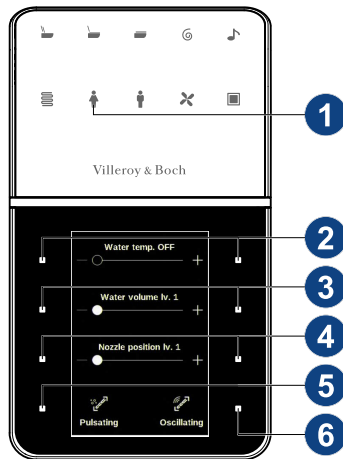
7.5.4 Seat heating function



1. Press "Seat heater" key (1) to open the sub-menu.
2. Press "+" or "-" key (2) to adjust the seat temperature. In order to disable the seat heater completely, lower level all the way down.

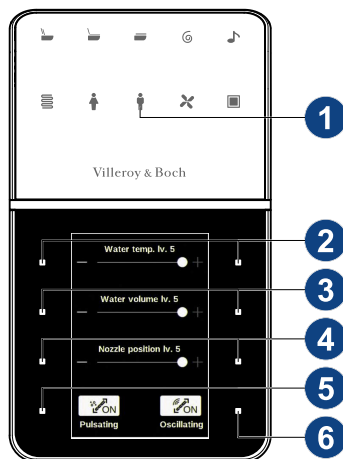
Operation

7.5.5 Ladywash



1. Press "Ladywash" key (1) to start the Ladywash and open the sub-menu.
2. Press "Oscillating" key (6), or "Pulsating" key (5) to enable the related function.
3. Press "+" or "-" key (2) to adjust the water temperature.
4. Press "+" or "-" key (3) to adjust the water volume.
5. Press "+" or "-" key (4) to adjust the nozzle position.
6. Press "Stop" key to stop the function of Ladywash.

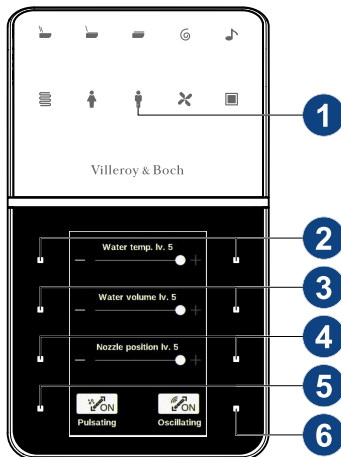
7.5.6 Rearwash



1. Press "Rearwash" key (1) to start the Rearwash and open the sub-menu.
2. Press "Oscillating" key (6), or "Pulsating" key (5) to enable the related function.
3. Press "+" or "-" key (2) to adjust the water temperature.
4. Press "+" or "-" key (3) to adjust the water volume.
5. Press "+" or "-" key (4) to adjust the nozzle position.
6. Press "Stop" key to stop the function of Rearwash.

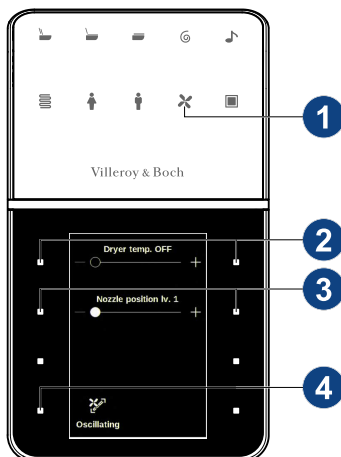
Operation

7.5.7 Strongwash



1. Press and hold "Rearwash" key (1) for 2 seconds to start activate Strongwash and open the sub-menu.
2. Press "Oscillating" key (6), or "Pulsating" key (5) to enable the related function.
3. Press "+" or "-" key (2) to adjust the water temperature.
4. Press "+" or "-" key (3) to adjust the water volume.
5. Press "+" or "-" key (4) to adjust the nozzle position.
6. Press "Stop" key to stop the function of Strongwash.

7.5.8 Warm air dryer



1. Press "Warm air dryer" key (1) to start the drying function and open the sub menu.
2. Press "+" or "-" key (2) to adjust the drying air temperature.
3. Press "+" or "-" key (3) to adjust the drying nozzle position.
4. Press "Oscillating" key (4) to enable the related function.
5. Press "Stop" key to stop the function of drying.

Operation

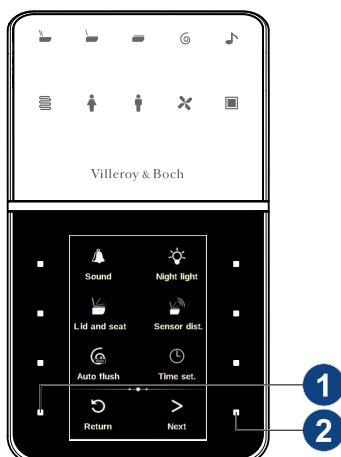
7.6 Settings



1. Press "Settings" key (1) to open sub menu and access more settings.

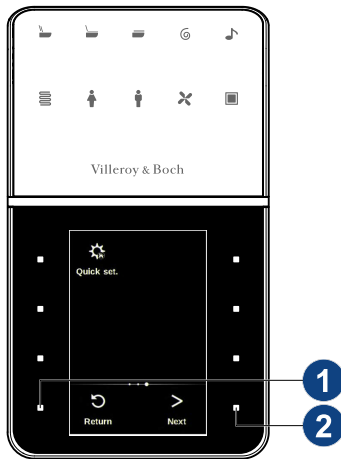


2. Press "Return" key (1) to get back to the home screen.
3. Press "Next" key (2) to open the second page of the settings.



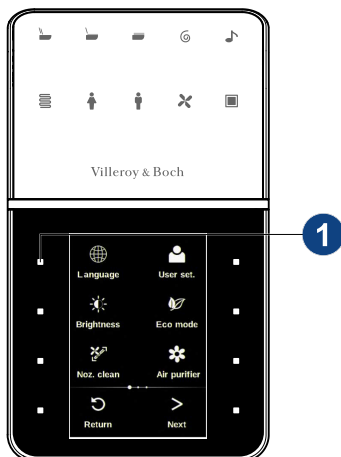
4. Press "Return" key (1) to get back to the home screen.
5. Press "Next" key (2) to open the third page of the settings.

Operation

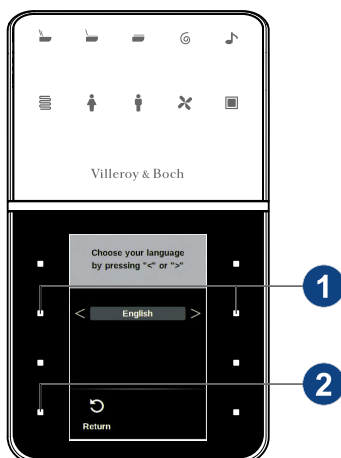


6. Press "Return" key (1) to get back to the home screen.
7. Press "Next" key (2) to go to the first page again.

7.6.1 Language



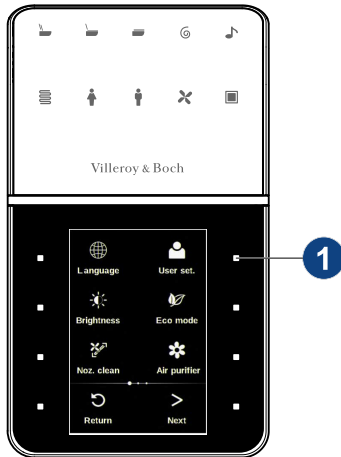
1. Press "Language" key (1) to open the sub menu.



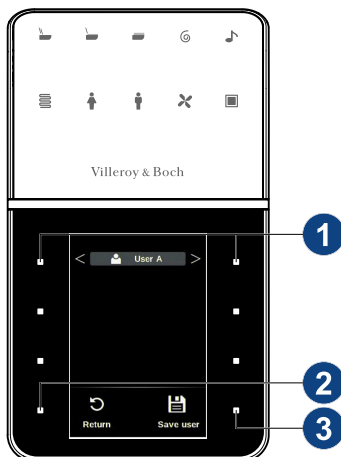
2. Press "<" or ">" Key (1) to select the language you need.
3. Press "Return" key (2) to get back to settings.

Operation

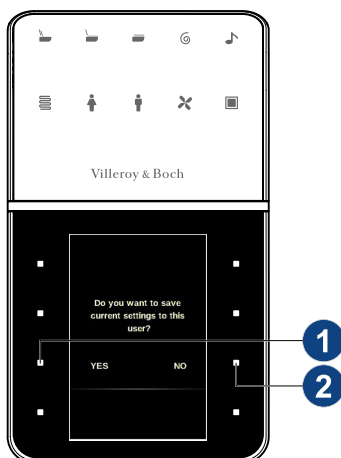
7.6.2 User function



1. Press "User settings" key (1) to open the sub-menu.



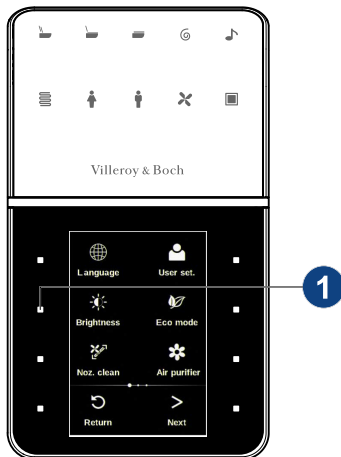
2. Press "<" or ">" key (1) to select a user profile.
3. Press "Return" key (2) to get back to settings.
4. Press "Save user" key (3) to save the current settings to user profile being displayed at the top.



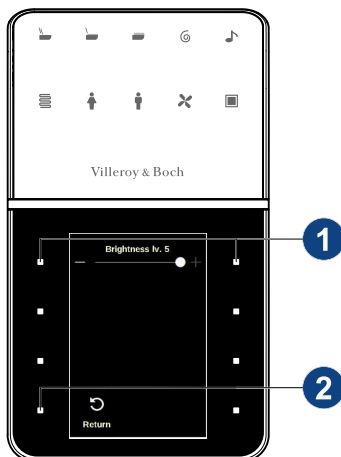
5. Press "Yes" key (1) to save the settings.
6. Press "No" key (2) to get back to settings without saving.

Operation

7.6.3 Brightness



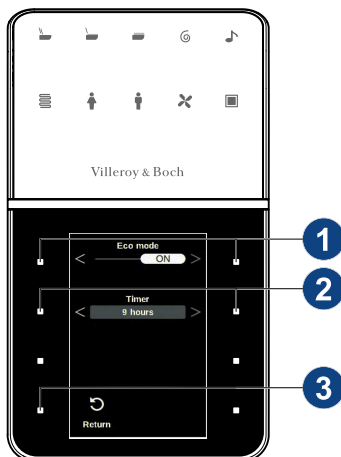
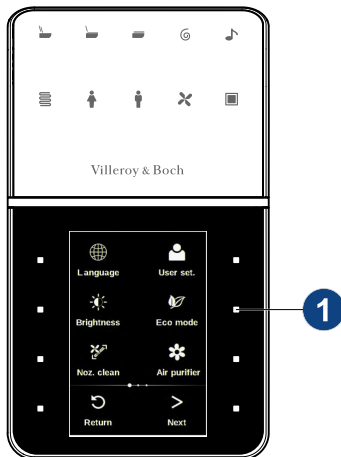
1. Press "Brightness" key (1) to open the sub menu



2. Press "+" or "-" key (1) to adjust the screen brightness.
3. Press "Return" key (2) to get back to settings.

Operation

7.6.4 Eco mode

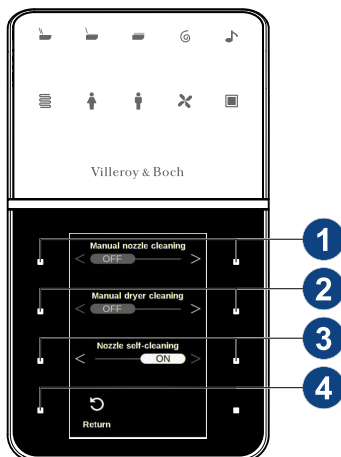
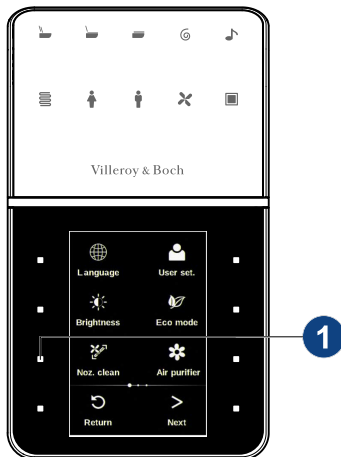


1. Press "Eco mode" key (1) to open the sub menu.

2. Press "<" or ">" key (1) to activate or deactivate eco mode.
3. "ON" mode: press "<" or ">" key (2) to set the time for eco mode.
 - ▶ The seat should not be heated within the time displayed under "Timer".
 - ▶ When used, the seat temperature is set to the lowest setting.
4. "AUTO" mode: the seat heater will work based on usage for the last 24h.
 - ▶ When used, the seat temperature is set to the lowest setting.
5. Press "Return" key (3) to get back to settings.

Operation

7.6.5 Nozzle cleaning



1. Press "Noz. clean" key (1) to open the sub menu.

2. Press ">" key (1) to activate manual nozzle cleaning.

▶ The nozzle extends and can be cleaned manually.

▶ The nozzle will retrieve after 3 minutes.

3. Press "<" key (1) to "OFF" after cleaning.

4. Press ">" key (2) to activate manual dryer cleaning.

▶ The dryer nozzle extends and can be cleaned.

▶ The nozzle will retrieve after 3 minutes.

5. Press "<" key (2) to "OFF" after cleaning.

6. Press ">" key (3) to activate nozzle self cleaning.

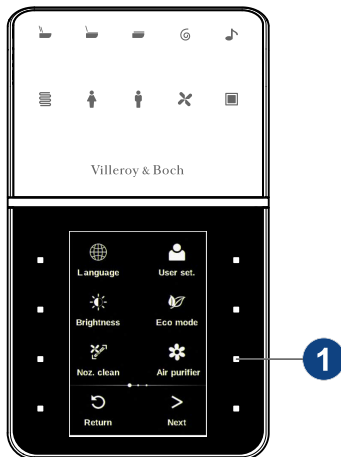
▶ A cycle lasts 90 seconds.

7. Press "<" key (3) to deactivate nozzle-self cleaning.

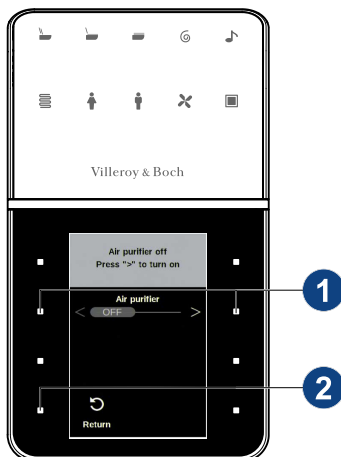
8. Press "Return" key (4) to get back to settings.

Operation

7.6.6 Air purifier



1. Press "Air purifier" key (1) to open sub menu.

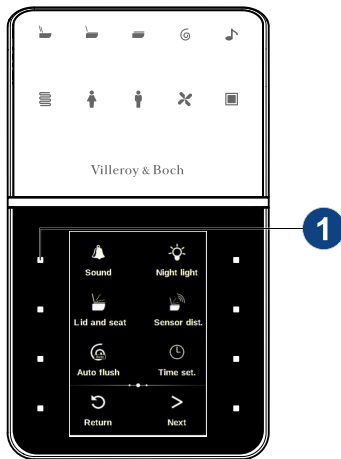


2. Press "<" or ">" key (1) to activate or deactivate Air purifier.

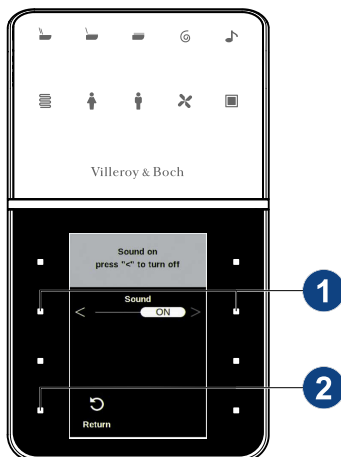
3. Press "Return" key (2) to get back to settings.

Operation

7.6.7 Sound



1. Press "Sound" key (1) to open sub menu.

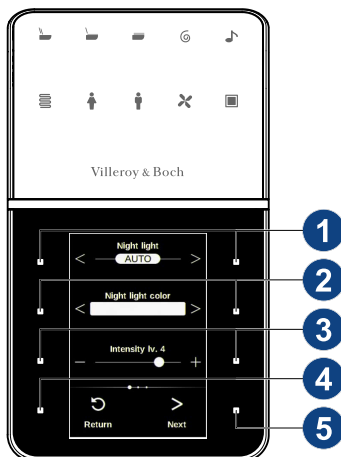
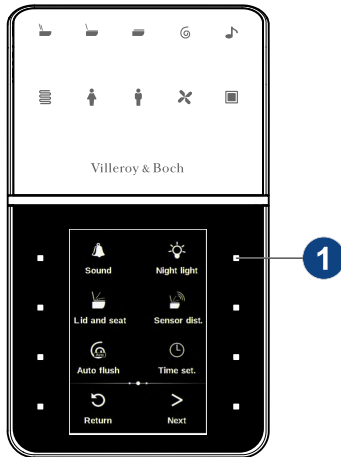


2. Press "<" or ">" key (1) to activate or deactivate Sound.

3. Press "Return" key (2) to get back to settings.

Operation

7.6.8 Night light function



1. Press "Night light" key (1) to open sub menu.

2. Press "<" or ">" key (1) to select night light mode.

ON:

▶ Night light is always on.

OFF:

▶ Night light is turned off completely.

AUTO:

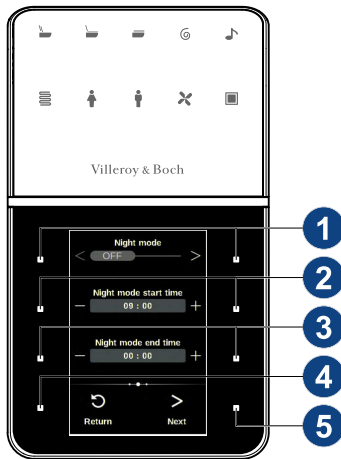
▶ Night light goes on when the room is not bright enough.

3. Press "<" or ">" key (2) to select night light color.

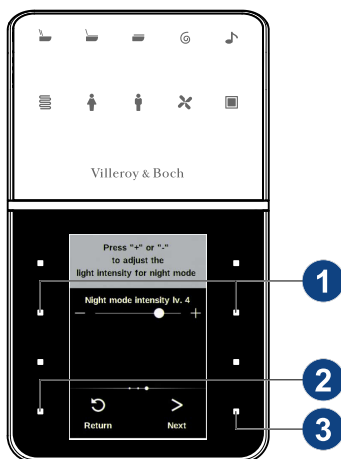
4. Press "+" or "-" key (3) to adjust night light intensity.

5. Press "Return" key (4) to get back to settings or press "Next" key (5) to open the second page of night light settings.

Operation

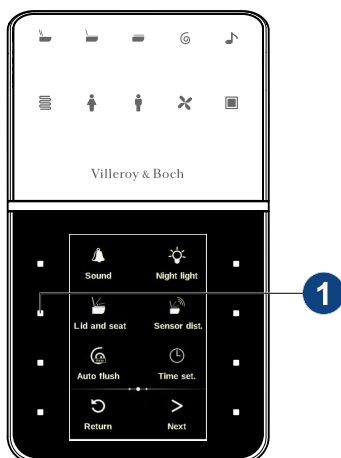


6. Press "<" or ">" key (1) to activate or deactivate the night light function.
7. Press "+" or "-" key (2) to select night mode start time.
8. Press "+" or "-" key (3) to select night mode end time.
9. Press "Return" key (4) to get back to settings or press "Next" key (5) to open the third page of night light settings.



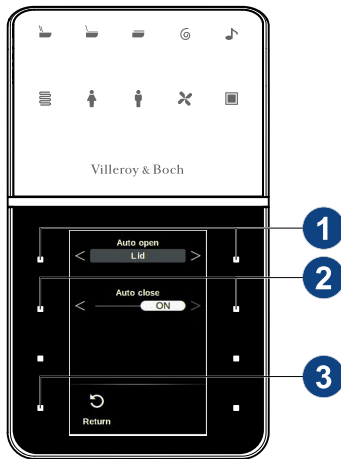
10. Press "+" or "-" key (1) to select night mode light intensity.
11. Press "Return" key (2) to get back to settings or press "Next" key (3) to go to the first page again.

7.6.9 Lid and seat features



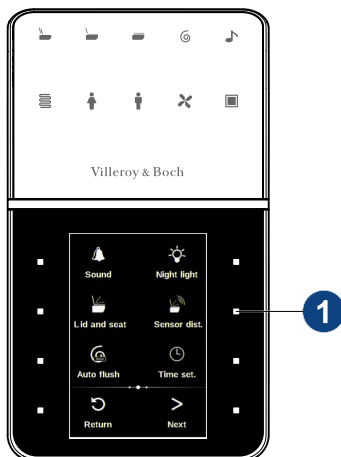
1. Press "Lid and seat" key (1) to open sub menu.

Operation

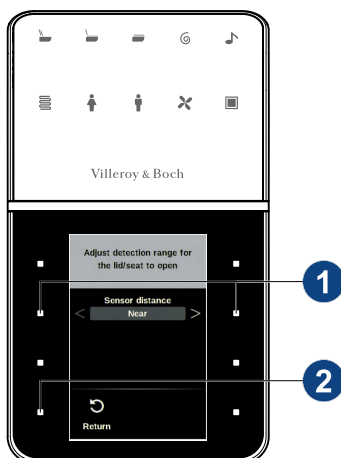


2. Press "<" or ">" key (1) to select auto open:
 - Lid
 - Lid and seat
 - Off
3. Press "<" or ">" key (2) to activate or deactivate auto close.
4. Press "Return" key (3) to get back to settings.

7.6.10 Sensor distance



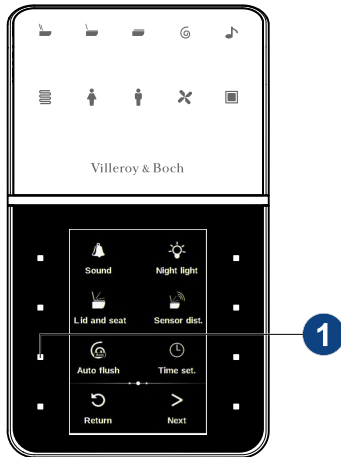
1. Press "Sensor dist." key (1) to open the sub menu



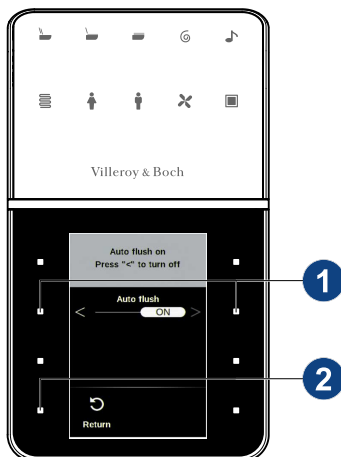
2. Press "<" or ">" key (1) to select Sensor distance:
 - "Near"
 - "Middle"
 - "Far"
3. Press "Return" key (2) to get back to settings.

Operation

7.6.11 Auto- Flushing



1. Press "Auto flush" key (1) to open sub menu.



1. Press "<" or ">" key (1) to activate or deactivate Auto flush function.

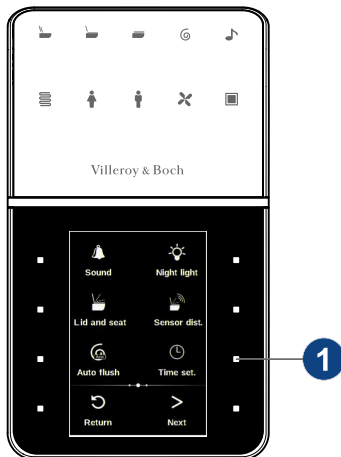
If auto flush is on:

- ▶ ViClean-IR will flush automatically 15 seconds after the user stands up, unless the user flushes by remote after standing up.

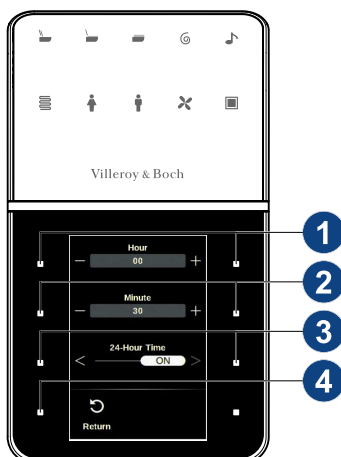
2. Press "Return" key (2) to get back to settings.

Operation

7.6.12 Time setting



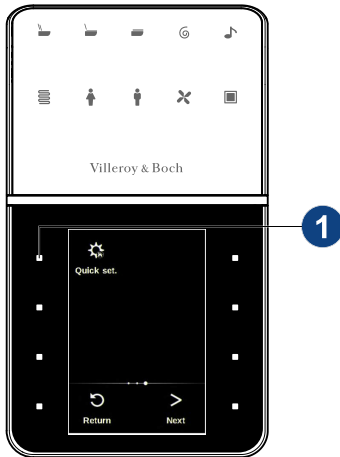
1. Press "Time set." key (1) to open sub menu.



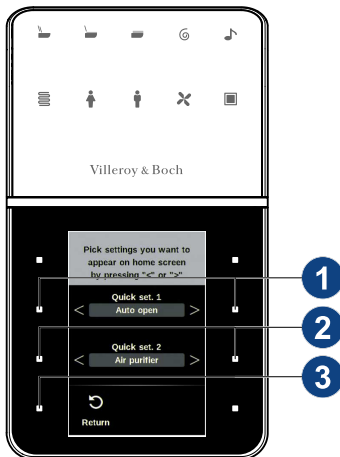
1. Press "+" or "-" key (1) to set the hour.
2. Press "+" or "-" key (2) to set the minutes.
3. Press "<" or ">" key (3) to pick between 12-hour or 24-hour time.
4. Press "Return" key (4) to get back to settings.

Operation

7.6.13 Quick access settings



1. Press "Quick set." key (1) to open sub menu.



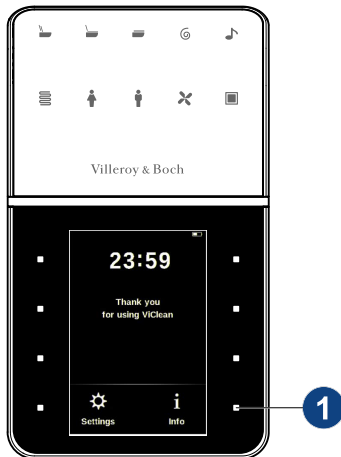
1. Press "<" or ">" key (1) to select your first favorite setting out of all available settings.
2. Press "<" or ">" key (2) to select your second favorite setting out of all available settings.
3. Press "Return" key (3) to get back to settings.



- The selected settings will be displayed in the home screen.

Operation

7.7 System info



1. Press "Info" key (1) to open the sub menu.

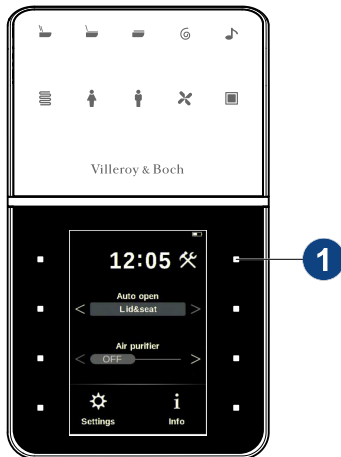
- ▶ Here you will have an overview of your current settings. If you want to change the settings, then go to the home menu and press on the "Settings" button.



2. Press "Return" key (1) to get back to settings.

Operation

7.8 Service function



In case ViClean-IR should malfunction „Service function“ icon will blink on the top right corner.
Press "Service function" key (1). A code will be displayed. Please call your service hotline and give them this information for support.

7.9 Operation via app (optional)

The app is available for downloading free of charge from the App Store (iOS) or Tencent development platform and Baidu open platform.

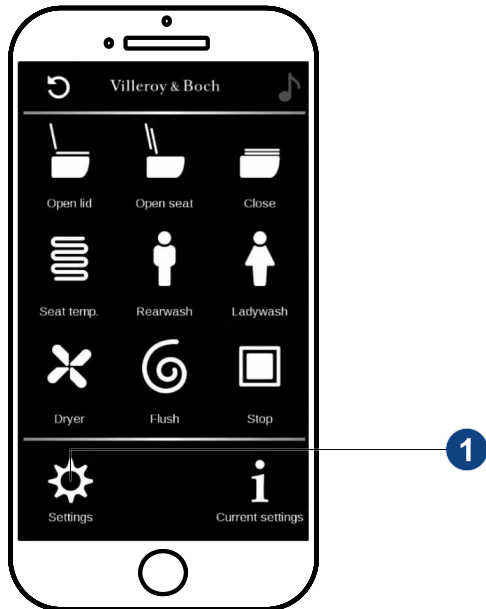
The app can be used to operate your ViClean, change the settings.

7.10 Pairing with unit for APK and IOS using Bluetooth icon

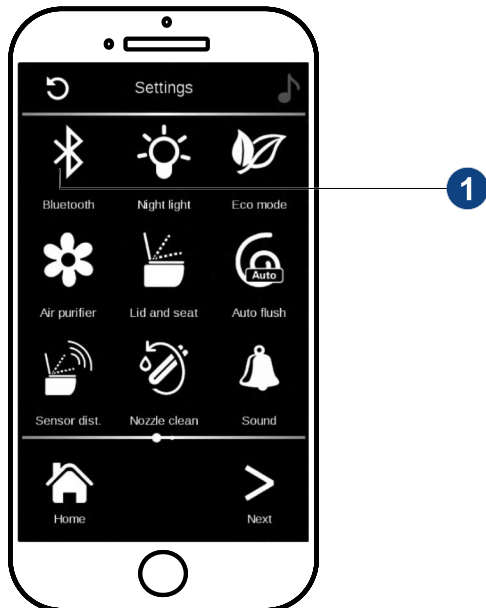
1. Download your app from Baidu or Tencent.
2. Go to your tablet's or smart phone's settings and turn on your Bluetooth.
3. Open the ViClean application.

Operation

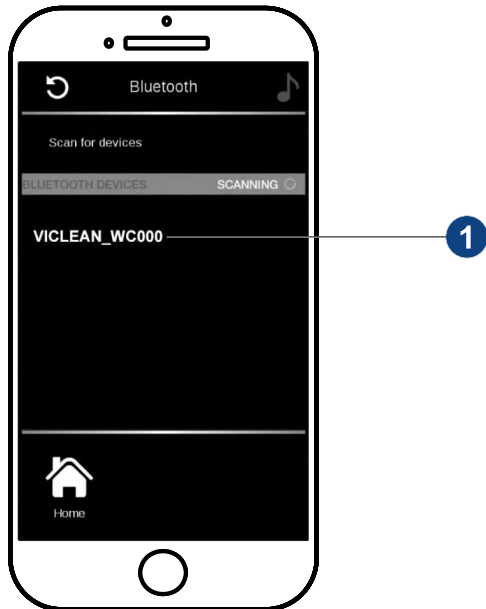
4. Press “Settings” key (1).



5. Press “Bluetooth” key (1).

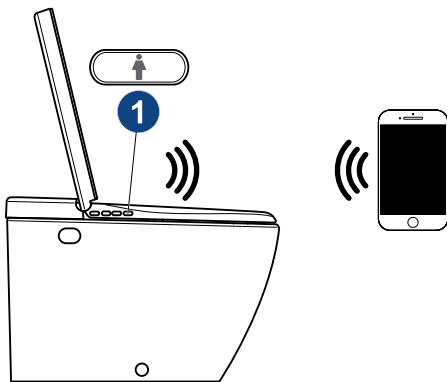


Operation



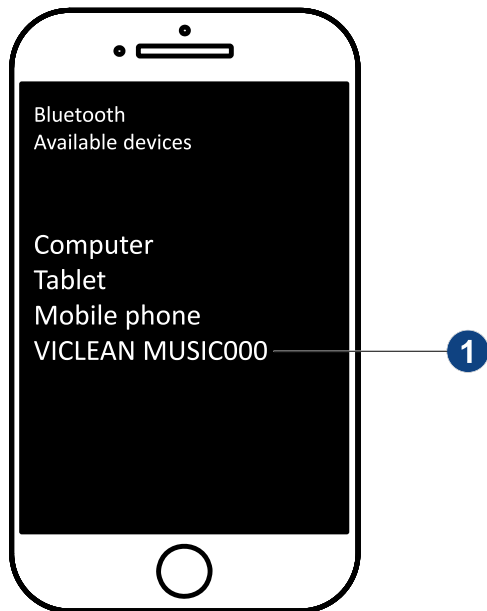
- Pick the ViClean WC module (1) from the available units.

7.11 Pairing smart phone or tablet with music module



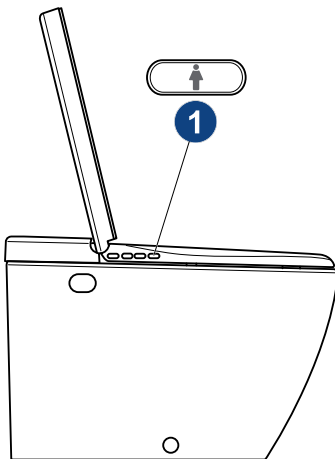
- Press and hold “Ladywash” button (1) on the side of the seat for 3 seconds.
 - ▶ ViClean will send out 3 short confirmation tones.
 - ▶ The Bluetooth music module is then visible to other devices for 2 min.

Operation



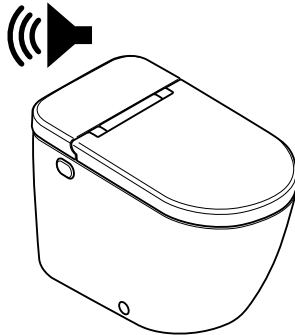
2. Go to your tablet or smart phone Bluetooth settings.
 3. Turn Bluetooth on and choose the ViClean music module (1) from the available devices list.
 4. Start playing music from your playlist.
- ▶ The music will be reproduced from your Vi-Clean.

7.12 Connecting a new remote controller



1. Make sure the unit is on and not in standby mode.
2. Press and hold "Ladywash" key (1) on the side panel for more than 3 seconds.

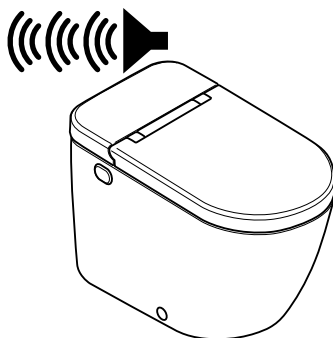
Operation



- ▶ You will hear 3 short confirmation tones from the ViClean unit.
- ▶ This means the unit has entered pairing mode.
- ▶ The pairing must be done during the next two minutes.



3. Press "Stop" key (1) on the remote control.



- ▶ You will hear 3 long confirmation tones from the unit.
- ▶ Your remote control is now paired with the ViClean unit.

Fault diagnosis

8 Fault diagnosis

8.1 Fault diagnosis

If you have such concerns, please read the chapter and try to do one of the following treatment methods. If the product still does not work properly, or situations not stated in this table arise, please contact the local suppliers or call the service-hotline.



Advice!

If water leak occurs, turn off the inlet angle valve to stop water supply, and unplug the power cord at the same time to cut off power supply.

Before checking whether there is a product problem, please confirm the following:

- Check the power supply.
- Whether the power is working normally.
- Whether the plug is plugged.
- Whether the leakage protection switch is tripped.
- Check the water supply.
- Whether the water supply is normal.
- Whether the angle is closed.

If one of the following situations is true, cut off the power immediately:

- Buzzer continues to send a beeping sound.
- Power plug leakage switch trips frequently.

Carefully read the chapter about the content of indicator and alarm function, [see page 45](#).

If the problem cannot be solved, reconnect the power and check whether the problem disappears.

If not, please contact the local supplier or call the service hot-line for further assistance.

8.2 Product does not work

Situation	Possibele cause	Solutions
Product does not work.	Product is in standby mode.	Short press the "Stop" button on the side of the seat.

Fault diagnosis

8.3 Remote controller

Situation	Possible cause	Solutions
Remote controller does not work.	Battery is low.	Put the remote controller on the charging bracket to charge it.
	Remote controller is "Off".	Long press "Stop" button to turn on the remote controller.
Remote controller does not respond.	Remote controller is too far from the toilet or out of the detecting space.	Please use the remote controller within the reception range of the unit.
Remote controller cannot be turned off.	Software problems.	Press "seat heater" and "stop" button on the remote controller at the same time to shut it down, then press and hold "stop" button for 3 seconds. The system will be restarted.

8.4 Drying function

Situation	Possible cause	Solutions
Drying temperature is not high enough.	Drying temperature is in the lower setting.	Set drying temperature in the higher setting.
Drying function suddenly stops.	User suddenly left the seat, so the sensor cannot detect the human body.	Sit back on the toilet seat and start drying function.
Drying function cannot work normally.	User is not sitting in the detecting space.	Sit back on the toilet seat and start drying function.

8.5 Rearwash/ Ladywash/ Strong wash

Situation	Possible cause	Solutions
Nozzle extends too slowly.	If starting Rearwash/ Ladywash/ Strong wash function, the nozzle will extend and work after autocleaning operation at the exit, and the operation takes a few seconds.	It's normal.
Washing flow is small.	Water volume is in the lower setting.	Reset water volume to the higher setting via remote controller.

Fault diagnosis

Situation	Possible cause	Solutions
	Stoppage.	Clean the filter.
Washing flow is small.	Is the inlet hose nut loose? Is there a hose leakage?	Fasten the nut.
The washing water temperature is low.	Water temperature is in the lower setting.	Set water temperature in the higher setting.
Nozzle suddenly stops spraying.	If user left the seat, the sensor cannot detect the human body in a short time.	Sit back on the toilet seat and start Rearwash/ Ladywash/ Strong wash function.
Nozzle automatically retracts during washing.	User is not sitting on the sensor position of the seat.	It's normal.
	If the user press the "Stop" button on the side of the seat or of the remote controller.	

8.6 Seat heating

Situation	Possible cause	Solutions
Seat temperature is not high enough.	Seat temperature is in the lower setting.	Set the seat temperature to the higher setting.
Seat temperature is too high.	Seat temperature is in the highest setting.	Set the seat temperature to the lower setting.
Seat temperature is too low.	Is the product set to an intelligent power-saving mode? If so, after the seat is used, the seat temperature will automatically rise.	It is normal in intelligent eco mode.

8.7 Auto open/close function

Situation	Possible cause	Solutions
Auto open function doesn't work.	Setting is in "OFF".	Set Auto open to "Lid" or "Lid and seat".
The cover and seat won't close automatically.	The user does not leave the detecting space or there is a moving object in the detecting space	The user or moving object should leave the detecting space

Fault diagnosis

8.8 Music

Situation	Possible cause	Solutions
The toilet main speaker has no sound.	Mobile phone and the toilet main Bluetooth are not connected.	Connect mobile device to ViClean-IR via Bluetooth and play a file from your mobile phone.

8.9 Air purifier function

Situation	Possible cause	Solutions
Air purifier function does not work.	User is not touching the sensor on the seat.	Adjust yourself to touch the sensor on the seat.
	Product is in cleaning process.	It's normal. During the cleaning, air purifier function will automatically turn off.
After leaving the seat, air purifier function continues to work.	If the user left the seat, air purifier function continues to work for 60 seconds.	It's normal.

8.10 Manual nozzle cleaning function

Situation	Possible cause	Solutions
Nozzle automatically retracts during manual nozzle cleaning.	After 3 minutes of manual nozzle cleaning, the nozzle retracts automatically.	It's normal.

8.11 Indicators and alarm function

Situation	Possible cause	Solutions
Beeping sounds continuously.	The water temperature is too high.	Cut off the power, stop using the product, open the inlet valve again to confirm restoration of water supply, and turn the switch on and start the product again.
Leakage protection switch on the power plug trips frequently.	Current is beyond the normal value.	Cut off the power, stop using the product, and contact the local supplier or call the service hotline.

Fault diagnosis

8.12 Night light function

Situation	Possible cause	Solutions
Night light doesn't work.	Night light is set to OFF mode.	Set the night light to ON mode or smart mode.
	Night light is set to smart mode and indoor lights are ON.	It's normal.
Night light is always ON.	Night light is on ON mode.	Set the night light to OFF or smart mode.
	Night light are set to smart mode and indoor lights are subdued.	It's normal.

8.13 Auto-flushing function

Situation	Possible cause	Solutions
No auto-flushing after use.	Auto-flushing function is set to "Off".	Turn the auto-flushing function on.
	The user has just flushed with the remote.	It's normal.
	User doesn't leave the seat.	User leaves the seat or manually flushes the toilet.

Maintenance and cleaning

9 Maintenance and cleaning

9.1 Maintenance

1. Regularly check leakage protection device (recommended once a month) on the power plug.
2. Press "Reset" button of leakage protection device, the indicator on the plug should be turned on, press the button "T".
 - ▶ The indicator is closed.
3. Ensure that if the product is in operation, the indicator on the plug should always be turned on.
4. If leakage protection device has been installed in the existing line, it can be checked by the manner described above.

9.2 Cleaning

9.2.1 Nozzle cleaning

Manual nozzle cleaning

1. Let the nozzle extend by following instructions [see page 27](#)
2. Use a soft cloth, sponge or small brush dipped with neutral detergent.
3. Wipe the nozzle.
4. Press "STOP" on the remote controller or on the side of the seat.

Nozzle self-cleaning

Press the button "nozzle self-cleaning" to start nozzle self-cleaning function.

- ▶ If you need to stop nozzle self-cleaning, press "STOP" button of the remote controller or on the side of the seat.

9.2.2 In order to ensure long term use of the product



Warning!

Electrocution from touching live components!

Severe injury and even death can be the consequences.

Before you clean the product, please disconnect the power supply.

In order to ensure long-term use of the product, please be sure to observe the following:

- Do not use abrasive cleaner or aggressive detergents.
- The easiest way is to use a neutral soap or a common detergent which is soft and natural.
- Wipe them to fully dried after cleaning.
- Please wipe the fog and moisture after cleaning.

Maintenance and cleaning

9.2.3 Toilet seat

Toilet Seat

1. The seat product is made of environmental-friendly materials, its sealed, nonporous surface can achieve the best possible safety and health conditions.
2. The coupling member and the hinge must not contact with the toilet cleaners. When using the cleaner, please turn up the seat and lid until the ceramic toilet cleaning agent is fully flushed, in order to cover the seat and cover. Otherwise the evaporation of cleaning agents could erode the surface.

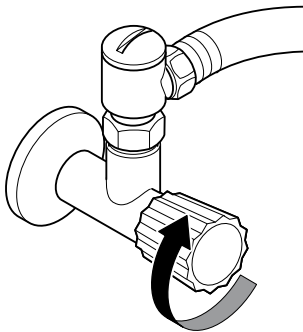
9.2.4 Cleaning of the remote controller

Please use a soft cloth or a slightly wet cloth to clean the remote controller.

9.2.5 Filter cleaning

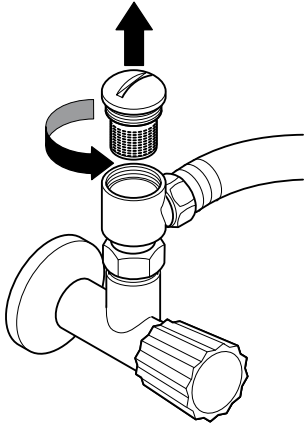
Clean the filter with the following steps:

1. Turn off the angle valve.

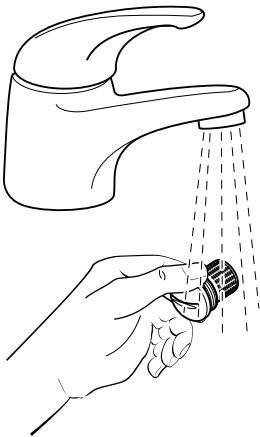


Maintenance and cleaning

2. Use a coin or any other fitting object to unscrew the filter.



3. Remove the strainer and clean it.



Advice!

If you need to replace the filters, please contact the local supplier or call the service-hotline, do not dismantle the toilet and make any replacement by yourself.

Maintenance and cleaning

9.2.6 If the toilet is not used for a longer time

If the toilet is not used for a longer period, please drain the water off and cut off the power supply:

1. Unplug the power plug.
2. Turn off the angle valve to stop supplying water to the toilet.
3. Remove the inlet hose from the right angle connector, release the water in the inlet hose and press the "FLUSH" button to drain the water off.
4. When re-using the product, please make preparation and check before use.

9.2.7 Winter product maintenance

1. Maintain proper water temperature to prevent water freezing in the toilet pipes.
2. When the ambient temperature is below 0 °C, you should stop using the product and close the angle valve, press the "FLUSH" button and drain the water off from the product.

EN

10-2015

Shades and dimensions subject to the usual tolerances. We reserve the right to make technical modifications to the range and alter colours
