

TOTO

Instruction Manual

Washlet Integrated Toilet



G400 SN920M
(MS920CEMFG)



- Thank you for your recent purchase of the product.
Please read the enclosed information to ensure the safe use of your product.
- Be sure to read this Instruction Manual before using your product and keep it in a safe place for future reference.

What functions are available on your model?



■ Part number system

Combination model number MS○○○○

Bowl Unit
CT○○○○



| Functions | | Product name (Model) | Washlet Integrated Toilet G400 | Ref. Page |
|--------------------------|-----------------------------|---|--------------------------------|-----------|
| | | Part No. | SN920M | |
| Basic Functions | Cleansing | Rear cleansing | ● | 16, 17 |
| | | Rear soft cleansing | | |
| | | Front cleansing | | |
| | Changing the washing method | Wand position adjustment | ● | |
| | | Water pressure adjustment | | |
| | | Oscillating cleansing | | |
| | | Pulsating cleansing | | |
| | Drying | Warm air drying | ● | |
| Changing the temperature | | Temperature adjustment | ● | 22, 23 |
| Sanitary Functions | Removing odors | Deodorizer | ● | 20, 21 |
| | Bowl pre-cleaning | Pre-mist | ● | |
| Convenient Functions | Flushing | Remote control bowl unit cleaning | ● | 16 |
| | | Auto bowl unit cleaning | | 20, 21 |
| | Opening and closing | Opening and closing the toilet seat with remote control | ● | 16 |
| | | Auto open / close (lid) | | 20, 21 |
| | Heating the toilet seat | Heated seat | ● | — |
| | Saving energy | Auto energy saver | ● | 24, 25 |
| Timer energy saver | | | | |
| Maintenance | | Removable toilet lid | ● | 30 |
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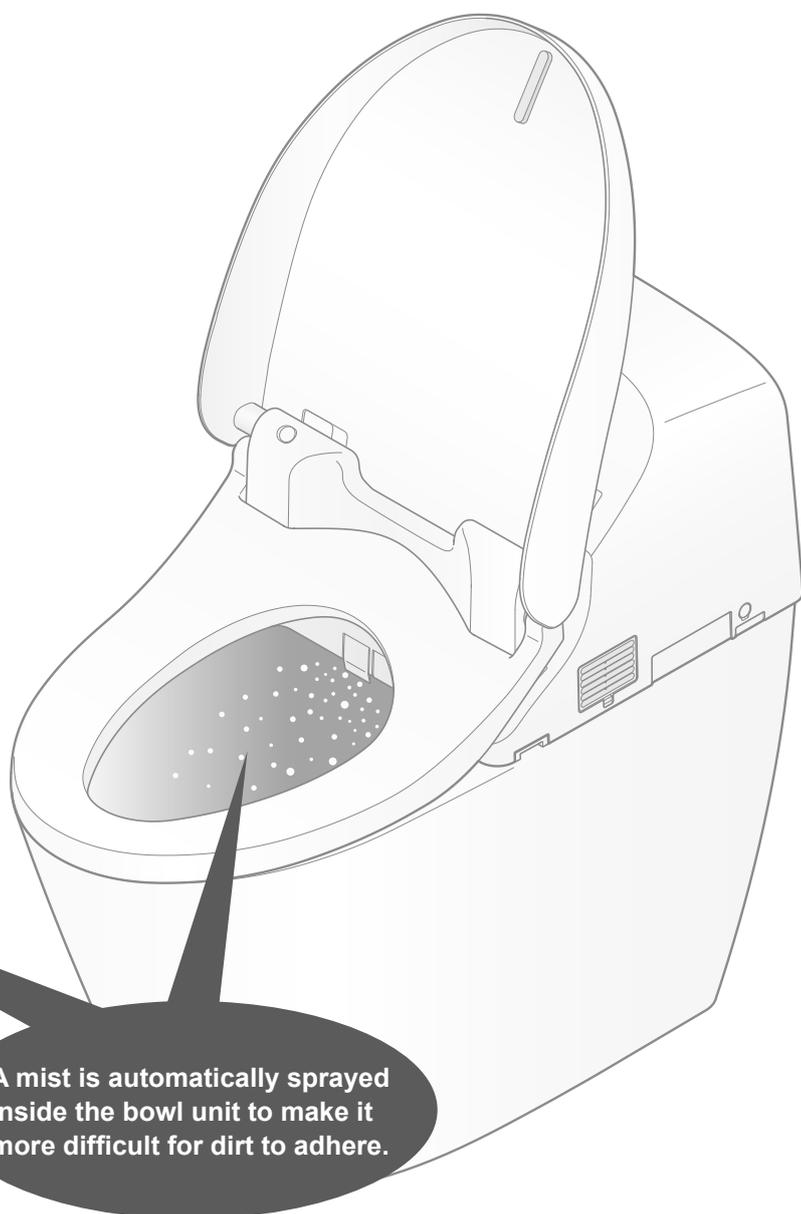
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Introduction

Operation

Maintenance

Reference



A mist is automatically sprayed inside the bowl unit to make it more difficult for dirt to adhere.

The self-cleaning functions operate automatically.
(See pages 20 for details.)

| | As you sit | As you stand up |
|--|------------|-----------------|
| Removing odors inside the bowl unit. | Deodorizer | |
| A mist is sprayed inside the bowl unit to make it more difficult for dirt to adhere. | Pre-mist | |

Safety Precautions

IMPORTANT SAFEGUARDS READ ALL INSTRUCTIONS BEFORE USING

Symbols and Meanings

| | |
|---|---|
|  | WARNING May result in death or serious injury. |
|  | CAUTION May result in injury or property damage. |

The following symbols are used to indicate important safety instructions for the use of the product.

| Symbol | Meaning |
|--|---|
|  | This symbol indicates a prohibited use of the product. |
|  | This symbol is used to indicate a required step in the use of this product. |

- This product is classified as Class 1 Equipment and must be grounded.
- Install this equipment where the electrical outlet is accessible.
- This appliance is not intended for use 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 concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.
- Use the new hose set included with this equipment. Do not reuse an old hose set.

|  WARNING | |
|--|---|
|  | Do not plug or unplug the power plug with wet hands. • Doing so may cause electrical shock. |
| | Do not get any water or cleaning solution on the top unit or power plug. • Doing so may cause fire, electrical shock, heat or short circuit. • Doing so may cause the product to crack resulting in injury or water damage. |
| | Never disassemble, repair or alter. • Doing so may cause fire, electrical shock, heat or short circuit. |
| | Do not install the product on moving vehicles such as wheeled vehicles or boats. • Doing so may cause fire, electric shock, short circuit or malfunction. • The toilet seat, toilet lid, top unit or other parts may come loose and fall off, resulting in injury. |

WARNING

Do not use the Washlet if a malfunction occurs.

Always unplug the plug from the outlet.

- Close the water shutoff valve to stop water supply.

Possible malfunctions:

- Water is leaking from a pipe or the top unit.
- The product is cracked or broken.
- The product makes a strange noise or emits a strange odor.
- The product emits smoke.
- The product is abnormally hot.
- The bowl unit is clogged.
- The toilet seat cushion is out of place.
- Continued use after malfunction could cause a fire, electric shock, heat, short circuit, injury or water damage.

Only use tap water or potable well water (underground water).

Do not use seawater.

- Doing so may cause irritation to the skin and malfunction.

Do not touch the power plug during thunderstorms.

- Doing so may cause electrical shock.

Do not allow the water supply hose to touch the power plug or outlet.

- Doing so may cause condensation resulting in a fire, electrical shock, heat or a short.

Do not do anything that may damage the power cord, power plug.

Do not strike, yank, twist, excessively bend, damage, alter, or heat the power cords. Also, do not place anything heavy on, bind or pinch the power cords.

- Using a damaged power cord may result in a fire, electrical shock, heat or short.

Do not use a loose or faulty electrical outlet.

- Doing so may cause fire or short circuit.

Do not use any outlet or wiring equipment beyond its specified rating.

- Plugging too many plugs into the same outlet, for example using outlet splitters, can cause fire due to heat.

Do not use any power supply other than the one specified.

AC 120V, 60Hz

- Doing so may cause fire or excessive heat.

Do not stick a finger or anything else into the warm air outlet.

Do not place anything on the warm air outlet or drape clothes over it.

- Doing so may cause burns, electrical shock or malfunction.

Keep cigarettes and other open flames away from the product.

- Failure to do so may cause fire.



Safety Precautions (Continued)

WARNING

Beware of irritation or burn

- Improper use of the toilet seat may cause irritation or burn.

When sitting for a long time on the toilet seat, switch the toilet seat temperature adjustment to "OFF".

When any of the following persons use a heated seat or warm air drying, someone should switch the toilet seat temperature adjustment to "OFF" and switch the drying air temperature to "Low".

- Young children, the aged and other users unable to set the temperature appropriately themselves.
- The ill, physically disabled and others who do not have freedom of movement.
- Those using any medicines that cause drowsiness (sleeping or cold medicine), those who have been drinking heavily, anyone severely fatigued and anyone else liable to fall asleep.

This is an electrical product. Do not install it anywhere water is likely to get on the product or anywhere with humidity high enough that water is likely to form on the surface of this product. When using the product in a bathroom, install a fan or ventilation port and ensure good air flow through the bathroom.

- Failure to do so may cause fire or electrical shock.

Always connect the Washlet to the cold water supply.

- Connecting to hot water supply may result in burns and equipment damage.



Make sure that a properly grounded (3 prong) outlet has been installed.

- Failure to install a grounded outlet could cause electrical shock in the event of a malfunction or short circuit.

Insert the power plug securely into the outlet.

- Failure to do so may cause fire, heat or short circuit.

To unplug, hold the power plug, not the power cord.

Do not unplug by pulling the power cord.

- Pulling on the power cord may cause damage and result in fire or heat.

If the electric cord is damaged, avoid danger by having the manufacturer's repair department or equivalent specialist replace it.

Always disconnect the power plug from the outlet before cleaning, maintenance or inspection.

- Failure to do so may cause electrical shock or malfunction.

Periodically remove dust and dirt from the power plug and make sure it is securely plugged into the wall outlet.

- Failure to do so may cause fire, heat or short circuit.
Pull the plug out from the outlet and wipe clean with a dry cloth.

WARNING



Preliminary studies in females suggest that overuse of continuous spraying can increase the possibility of vaginal mucosa drying and potential reduction in desirable microbial organisms.

Although these studies have not been validated, please consult your healthcare provider for concerns regarding whether these circumstances may apply to you.

More importantly, if you are an individual suffering from any immune deficiency as a result of disease, chemotherapy, or other medical condition compromising the immune system you should consult your healthcare provider before use of this product.

CAUTION



Do not use the product if the top unit is unstable.

- Doing so may cause the top unit to come loose and fall, resulting in injury.

If the product is damaged, do not touch the damaged section.

- Doing so may cause electrical shock or injury. Replace it immediately.

Do not apply strong force, mechanical shock, step on or stand on the toilet seat, toilet lid or top unit. Also do not place any heavy object on the toilet seat, toilet lid or top unit.

- Doing so may cause cracking or cause the top unit to come loose and fall, resulting in injury.
- Doing so may damage the product and cause injury or water damage.

Do not lift up this product by the toilet seat or lid.

Do not raise the toilet seat or lid while objects are resting on top of the toilet.

- Doing so may cause the top unit to come loose and fall, resulting in injury.

When cleaning or maintaining the plastic parts (top unit etc.) or the water supply hose, use a kitchen cleaner diluted with water. Do not use any of the following.

Toilet cleaner, household cleaner, benzene, paint thinner, powdered cleanser or nylon scrubbing pads.

- These items may damage or crack the plastic and cause injury or malfunction.
- These items could damage the water supply hose and cause a water leak.

To prevent a sudden water leak, do not remove the water filter drain valve when the shutoff valve is open.

- Doing so will cause water to spurt out.

(Refer to Page 33 for instructions on cleaning the water filter drain valve.)

Do not fold or crush the water supply hose; do not damage by cutting with a sharp object.

- Doing so may cause water leaks.

Safety Precautions (Continued)

CAUTION



Do not pour hot water into the toilet.

- Doing so may result in damage to the toilet, injury or water damage.

Do not flush anything other than bodily waste and toilet paper. Also, do not flush too much toilet paper.

- Doing so may clog the toilet, causing waste water overflow and water damage.



If a water leak should occur, always close the shutoff valve.

When the ambient temperature is likely to drop to 0°C (32°F) or lower, prevent damage to the pipes and hoses due to freezing.

- Frozen water pipes could cause the top unit and the pipes to break, resulting in a water leak.
- Regulate the room temperature to prevent the pipes and hoses from freezing during cold months.

When not using the Washlet over an extended period of time, drain the water out of the top unit and the water supply hose after closing the water shutoff valve, and pull the power plug from the outlet.

When using the product again, allow the product to refill with water first.

- Otherwise, the water in the tank might become contaminated and cause skin inflammation or other problems.

(Refer to Page 53 for instructions on replenishing the water.)

- Leaving the power on may cause fire or heat.

When installing the water filter drain valve, make sure that it is securely tightened in its proper position.

- Failure to securely tighten it may cause a water leak.

If the bowl unit is clogged, disconnect the power plug and remove the clog.

- If the auto flush were allowed to function, it would make the wastewater in the bowl unit overflow and may result in water damage.
- Use commercially available tools that are made for unclogging the bowl unit to remove the clogging.

Always flush, even after just urinating.

- Failure to do so may cause inadequate flushing or clogging of the bowl unit, resulting in waste water overflow and water damage.

Wipe condensation on the bowl unit, tank, water supply pipe and shutoff valve with a dry cloth.

- Condensation may cause staining and corrosion of the floor.
- Ventilate the restroom to prevent condensation.

Wipe any urine, condensation, cleaner, water, etc. that has gotten on the floor with a well-wrung mop or cloth.

- Failure to do so may cause staining and corrosion of the floor.

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

1. Do not use while bathing.
2. Do not place or store the 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 the product when it has fallen into water. Unplug it immediately.

**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 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 plug, is not working properly, has been dropped or damaged, or has been dropped in water. Return the product to a service center for examination and repair.
4. Keep the cord away from heated surfaces.
5. Never block the air openings on the product or place it on a soft surface, such as a bed or couch, where the air openings may be blocked. Keep the air openings free of lint, hair, and other similar items.
6. Never use while sleepy or drowsy.
7. Never drop or insert any object into any opening or hose.
8. Do not use outdoors. Do not 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" in Page 10.
10. The tank should be filled with water only.

- Servicing should be performed by an authorized service representative.
- This product is for household use.

Safety Precautions (Continued)

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 electrical current.

The plug must be plugged into an outlet that is properly installed and grounded.

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

If repair or replacement of the cord or plug is necessary, do not connect the grounding wire to either flat-head terminal.

Check with a qualified electrician or serviceman if the grounding wire instructions are not completely understood, or if in doubt as to whether the product is properly grounded.

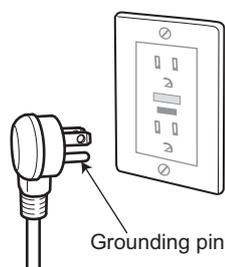
This product is factory equipped with a specific electric cord and plug to permit connection to a proper electric circuit. Make sure that the product is connected to an outlet having the same configuration as the plug.

No adapter should be used with this product. Do not modify the plug provided - if it will not fit in the outlet, have the proper outlet installed by a qualified electrician.

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

If it is necessary to use an extension cord, use only a three wire extension cord that has a three blade grounding plug, and a three-slot receptacle outlet that will accept the plug on the product.

Replace or repair a damaged cord.



SAVE THESE INSTRUCTIONS

Operational Precautions

■ For prevention of malfunctions

- Do not block the body sensor or the remote control transmitter or receiver.

< About the body sensors >

Two types of body sensors are used.

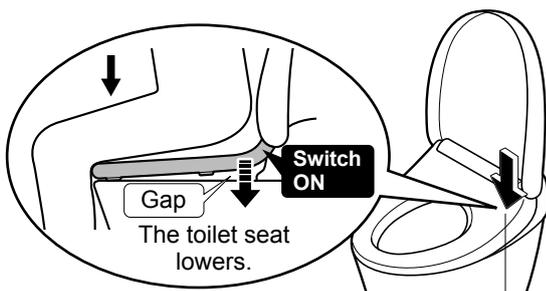
- Body sensor A detects changes in heat.
 - Detection may be difficult when the room temperature exceeds 30°C (86°F), such as in the summertime.
 - When sunlight is directly on the sensor area or a heater is used in the bathroom, the sensor may detect incorrectly due to the heat, resulting in the automatic operation of functions such as auto lid opening and closing.
 - When the bathroom door is open, the sensor may detect people who pass to the front or side of the toilet.
- Body sensor B detects when someone stands in front of the bowl unit.
 - Body sensor B emits an infrared beam as shown in the figure. When someone moves into the line of this infrared beam, the sensor detects the person.
 - *Detection by the sensor may be difficult when the toilet is used by someone small, such as a child.

Body sensor A (Detects changes in heat) Body sensor B (Detects a person standing in front of the bowl unit.)



< About the seat switch >

- When you sit on the toilet seat, the seat switch turns ON, enabling you to use various features. (A click sound is heard when the seat switch is ACTIVATED.)



Seat switch (Built-in)

- Sit back on the toilet seat.
 - The seat switch will not turn on unless you sit on the seat properly.



Note

- When a child uses the Washlet, the seat switch may not be ACTIVATED by their light body weight.
- Since the toilet seat is designed to move up and down, a clearance is provided between the toilet seat cushion and the bowl unit.

■ For prevention of damage

- Wipe plastic areas such as the top unit and remote control with a soft cloth tightly wrung out with water.  Dry cloth or tissue
- Do not lean against the toilet lid. 

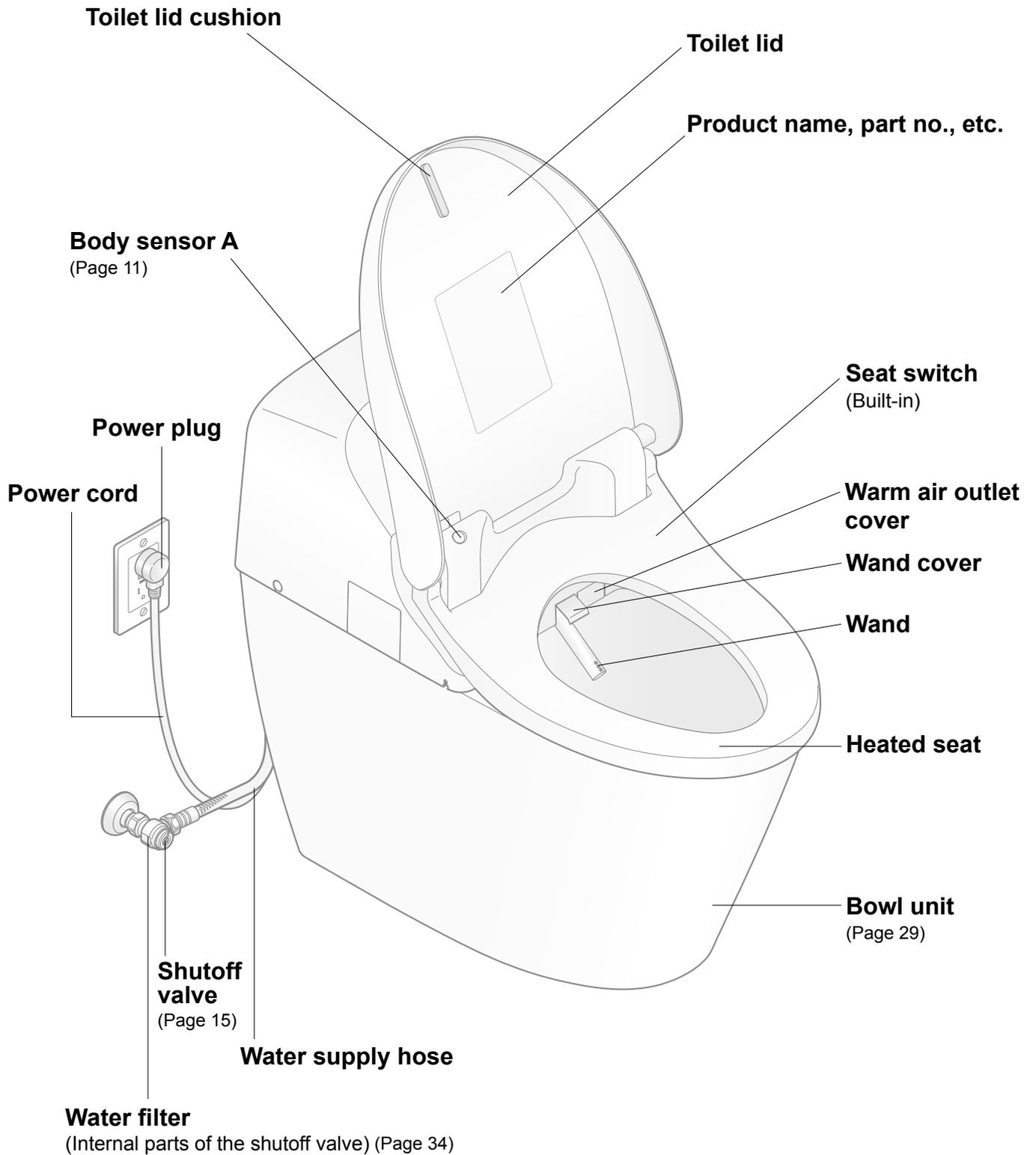
■ Problem Prevention

- Disconnect the power plug if there is a risk of lightning.
- A toilet seat cover or a toilet lid cover cannot be used. (The body sensors or seat switch may not function properly.)

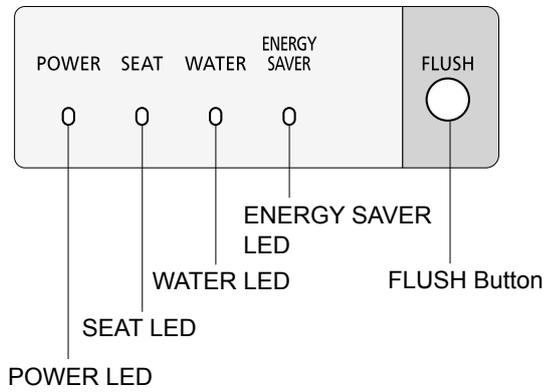


- Do not urinate on the top unit, toilet seat or wand. (Doing so may cause a failure or discoloration.)
- Do not apply strong forces to the control panel of the remote control.
- When using a toilet cleaner to clean the toilet, wash it off within 3 minutes and leave the toilet seat and toilet lid open. Wipe off any cleaner that remains on the bowl unit. (If vapor from a toilet cleaner enters the top unit, it may cause a malfunction.)
- Do not use the product with the toilet lid removed.
- Do not expose to direct sunlight. (Doing so may cause changes in color, irregular heated seat temperature, remote control malfunction or Washlet malfunction due to the change in temperature.)
- Use radios, etc. away from the Washlet. (The Washlet could cause interference with the radio signal.)
- If you use a booster seat for infants or a soft highchair, remove it after use. (Keeping it installed may prevent some of the functions from being used.)
- Do not apply force to the remote control. (May cause malfunction.) To prevent the remote control from being dropped, set it in the hanger when you are not using it. Be careful not to expose it to water.
- Do not place anything on the toilet seat and lid, and do not press them with hands. Failure to do so may turn on the seat switch, causing the floor to get wet if buttons on the remote control are touched and warm water comes out from the wand. (The seat switch may turn on if force is applied to the toilet seat or lid.)

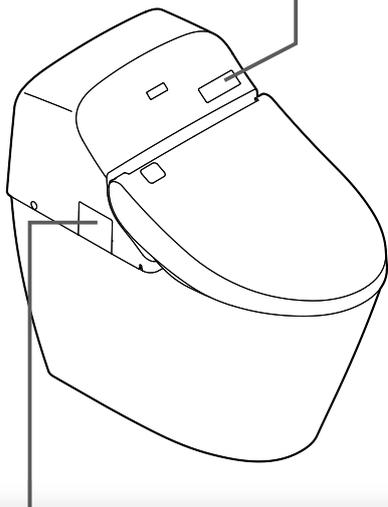
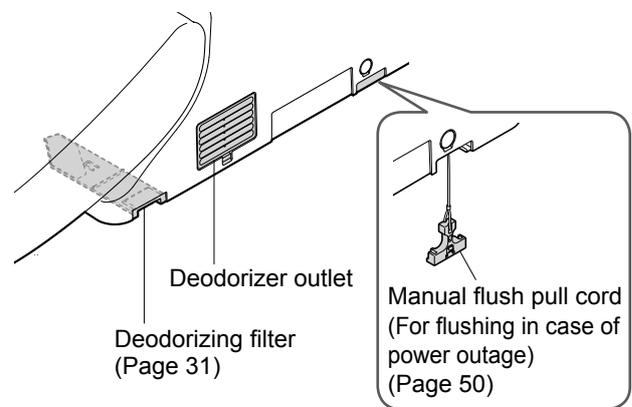
Parts Names



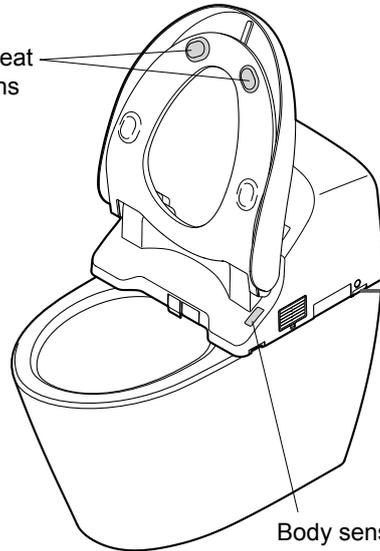
Main display



Right side of top unit

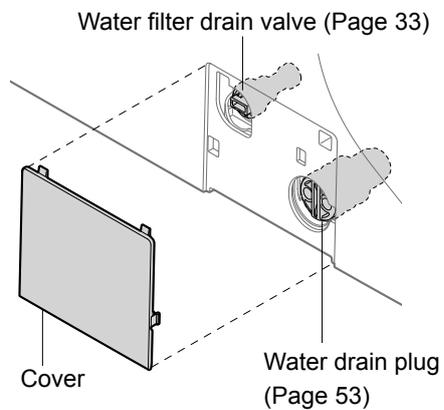


Toilet seat cushions



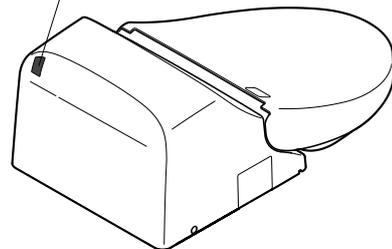
Body sensor B (Page 11)

Left side of top unit



Right rear of top unit

Remote control receiver

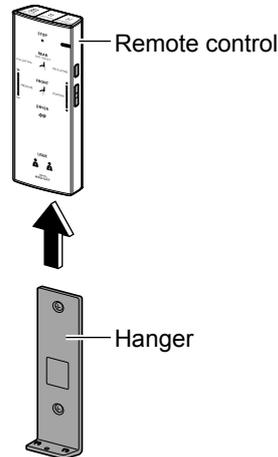


Preparation

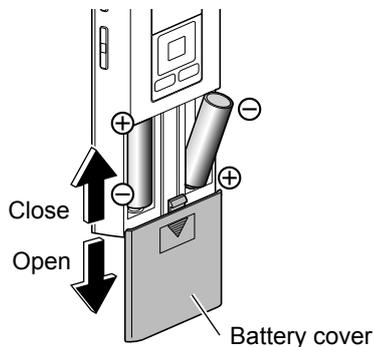
Using the Product for the First Time

1. Insert the battery

- 1 Remove the remote control from the hanger.



- 2 Open the battery cover and insert two AA batteries.



- When batteries are properly inserted, temperature levels appear on the display of the remote control (back side).
- The display goes out when no button on the remote control is pressed for 5 minutes or more.

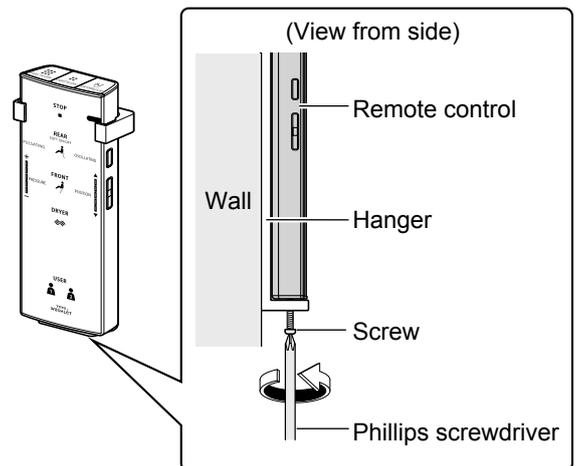
- 3 Mount the remote control in the hanger.

■ About the batteries

- Use dry cell, alkaline batteries.
Follow the instructions below to prevent the batteries from rupturing or leaking fluid.
- When replacing the batteries, use new batteries of the same brand.
- If you will not be using the remote control for a long time, remove the batteries.
- Do not use rechargeable batteries.

If the remote control is secured (for anti theft)

- 1 Remove the screw from the remote control fixture.



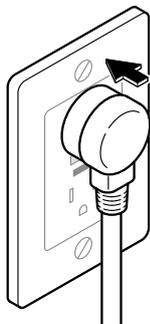
- 2 Remove the remote control from the hanger.

■ To secure the remote control again

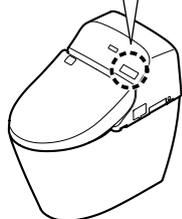
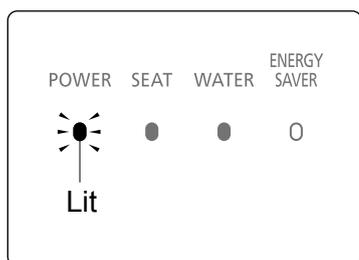
Tighten the screw.
(Overtightening may cause damage to parts such as the hanger)

2. Turn on the power

- 1** Insert the power plug.
• The wand extends and then retracts.

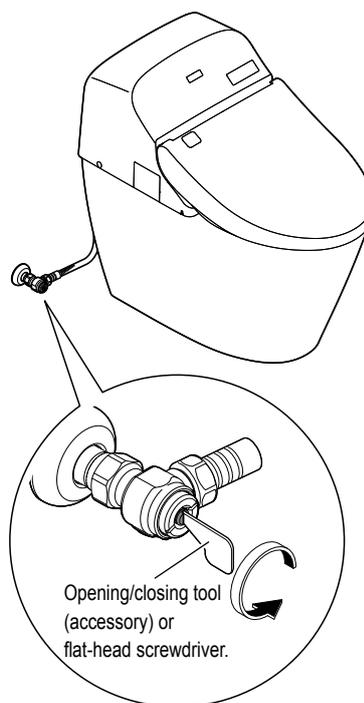


- 2** Check that the POWER LED on the main display is lit up.



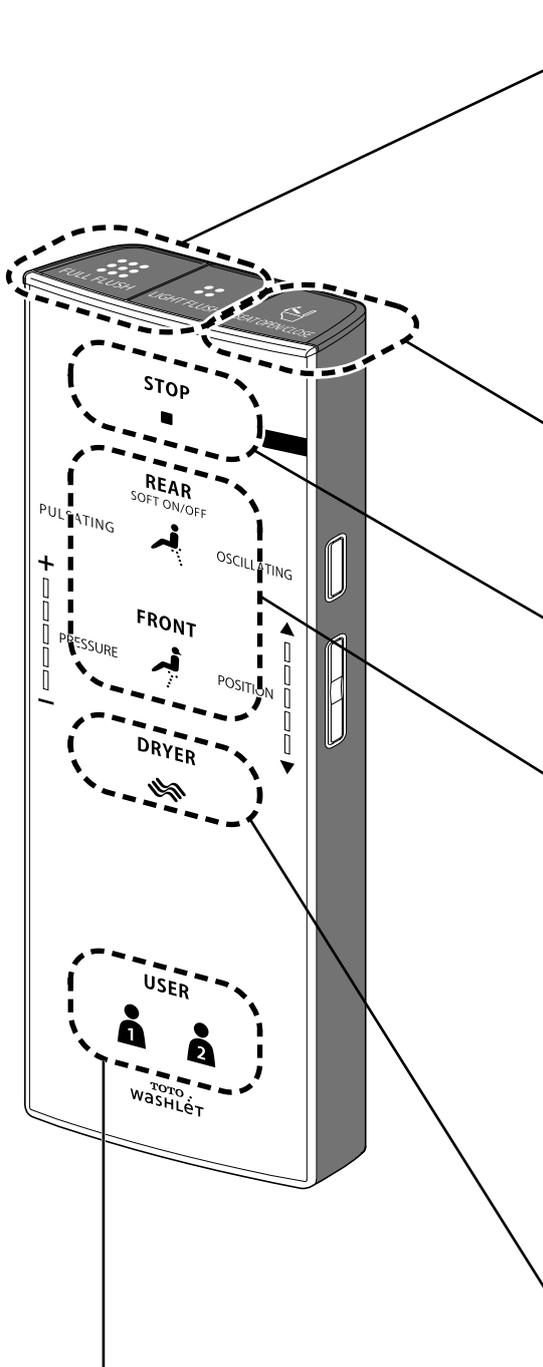
3. Open the shutoff valve

- 1** Fully open the shutoff valve.



Basic Operations

Press a button on the remote control; a beep sounds when the top unit receives the signal.



The diagram shows a vertical remote control with several buttons and indicators. At the top, there are three buttons: 'FULL FLUSH' (6 dots), 'LIGHT FLUSH' (4 dots), and 'SEAT OPEN/CLOSE' (hand icon). Below these are 'STOP' (square), 'REAR SOFT ON/OFF' (person icon), 'OSCILLATING' (dashed line), 'PULSATING' (plus sign), 'FRONT' (person icon), 'PRESSURE' (vertical bar), and 'POSITION' (vertical bar). At the bottom are 'DRYER' (hand icon) and 'USER' (two person icons labeled 1 and 2). The brand name 'TOTO WASHLET' is at the very bottom.

Flushing

[FULL FLUSH]
 Performs a full flush.
 ● Up to 10 m (33 ft) of toilet paper (single)

[LIGHT FLUSH]
 Performs a light flush.
 ● Up to 3 m (10 ft) of toilet paper (single)

Opening and closing

[SEAT OPEN/CLOSE]
 Opens and closes the toilet seat.

Stopping

[STOP]
 Stops the operation.

Cleansing

* **[REAR]**
 Cleanses your rear.

[SOFT]
 Washes your rear with mild water pressure.

*The mode changes between [SOFT] (Flickering) and [REAR] (Lit) each time the button is pressed.

[FRONT]
 Serves as a bidet for ladies.

Drying

[DRYER]
 Dries your rear.

Personal Setting



[USER1] / [USER2]

You can store your preferred wand position, water pressure and water temperature a setting.

- To store a setting

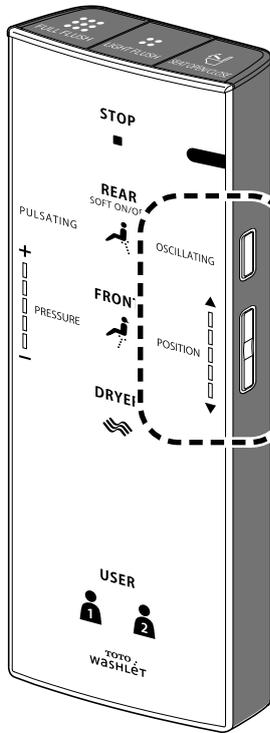
While cleansing is in progress, set your preferred wand position, water pressure, and warm water temperature, and then press and hold [USER 1] or [USER 2] for 2 seconds or longer.

- To use

Press [USER 1] or [USER 2], and then press the button for the cleansing you want to use.

*The wand position and water pressure lamps will light up for about 10 seconds in their set positions, and the water temperature display switches.

- Functions that operate when a button is pressed during "REAR", "SOFT" or "FRONT" cleansing.

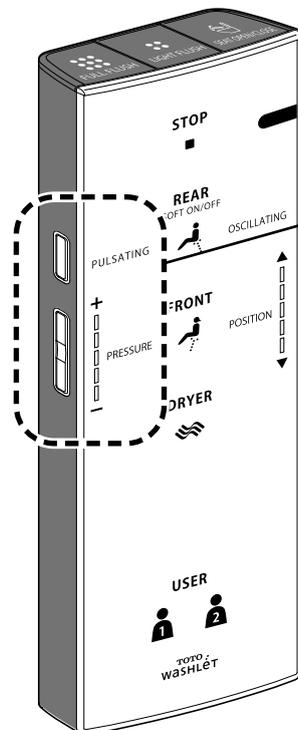


[OSCILLATING]

- The wand moves back and forth to wash your rear thoroughly.
- The setting changes between "ON" and "OFF" each time the button is pressed.

[POSITION]

- The wand position can be adjusted to the front or rear.
- ("▲": Moves to the front, "▼": Moves to the rear)



[PULSATING]

- Washes with the water pressure pulsating between soft and strong.
- The setting changes between "ON" and "OFF" each time the button is pressed.

[PRESSURE]

- The water pressure strength can be adjusted for cleansing functions such as REAR. ("-" : Softer, "+" : Stronger)

Note

- Sitting back on the toilet seat makes it easier to adjust the wand position and to reduce splashing.

For your information

- Water may sometimes come out from around the wand when it expands in the warm water tank, but this is normal.
- As the warm water tank of hot-water system is used, the temperature of warm water may become lower if it is continuously consumed.

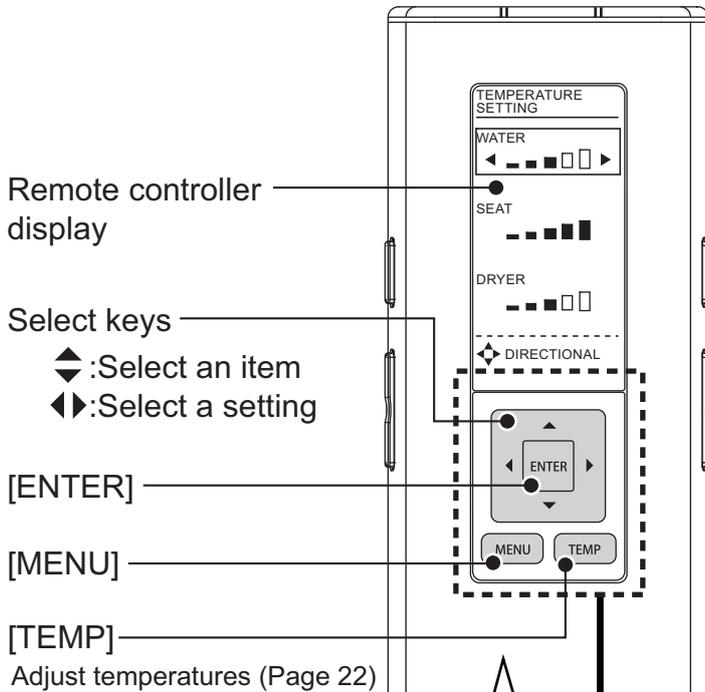
Basic Operations

About the Menu Screen

This section is an overview of the settings that can be configured with the remote control.

- See the corresponding pages for the detailed descriptions.

Remote control back side

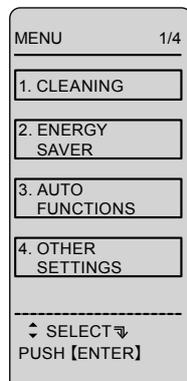


Press [MENU] to display the menu screen.

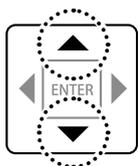


1 Press **MENU**

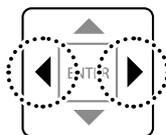
- The display screen changes.



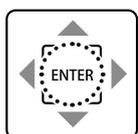
2 Set the item from the display screen.



When you move the ◄/► buttons (Up/Down), the frame of the item moves.



When you move the ◄/► buttons (Right/Left), you can select "Setting".



When you press the **ENTER** button, the item is entered.

SETTING LOCK

You can lock the settings so that you do not mistakenly operate the rear buttons while using the remote control.

How to Set (Page 48)

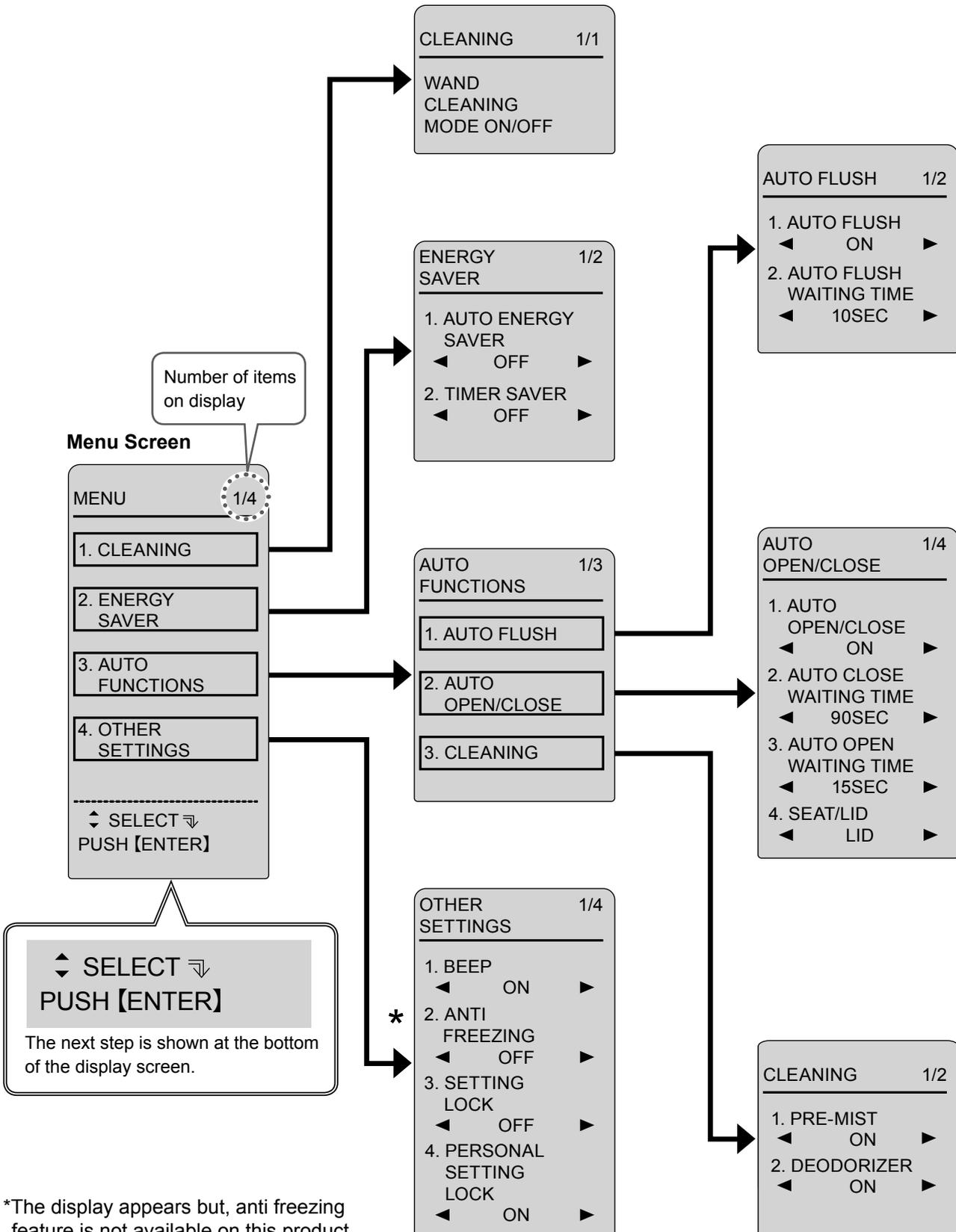
Display screen during setting lock



You can set as desired

If you want to return to the previous item, press the **MENU** button.

Level 1 **Level 2** **Level 3**



Automatic Functions

Cleaning Features, Convenience Features

As you approach



As you sit



As you stand up*



Removing odors inside the bowl unit

DEODORIZER



Starts the deodorizer

Deodorizer stops

→It stops after about 2 minutes

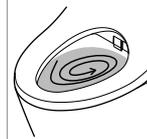
A mist is sprayed inside the bowl unit to make it more difficult for dirt to adhere

PRE-MIST



A mist is sprayed inside the bowl unit

When using the toilet seat



The toilet flushes
(After about 10 seconds)

Flush automatically

AUTO FLUSH

When standing and using

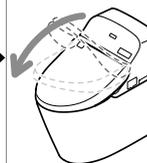
Opening the toilet lid automatically

**AUTO OPEN/
CLOSE**

When using the toilet seat



Toilet lid opens



Toilet lid closes
(After about 90 seconds)

When standing and using

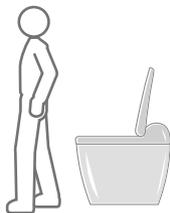


Toilet lid opens



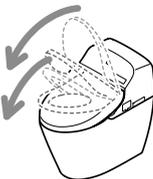
• Open the toilet seat with the remote control.

As you move away



■ Changing settings

■ Note

| | | |
|---|--|--|
| | | <ul style="list-style-type: none"> • "DEODORIZER" ON/OFF (Page 44) |
| | <ul style="list-style-type: none"> • The pre-mist will not spray for about 90 seconds after you stand up from the toilet seat. | <ul style="list-style-type: none"> • "PRE-MIST" ON/OFF (Page 44) |
|  <p>The toilet flushes (Performs a "LIGHT FLUSH" about 3 seconds after the user has moved about 30 cm (about 0.98 ft) away from the bowl unit.)</p> | <ul style="list-style-type: none"> • Auto flush is not available in the following cases. (Flush with the remote control.) →60 seconds after the toilet is flushed. When a person sits on the toilet seat (or when a male user stands in front of the bowl unit for urinating) for about 6 seconds or less. • The flushing varies depending on how long you sit on the toilet seat. Around 6 to 30 seconds: "LIGHT FLUSH" Around 30 seconds or more: "FULL FLUSH" • When the tank is being replenished and an LED is flickering on the main display, you cannot flush the toilet (even with the remote control). | <ul style="list-style-type: none"> • "AUTO FLUSH" ON/OFF • AUTO FLUSH WAITING TIME (5 SEC, 10 SEC, or 15 SEC) (Page 38) |
|  <p>The toilet lid and toilet seat close (About 90 seconds after moving away from the bowl unit by about 30 cm (about 0.98 ft) or more.)</p> | <ul style="list-style-type: none"> • Detection by the body sensor may be difficult when the room temperature exceeds 30°C (86°F). (Open and close manually.) • When the toilet lid is closed by hand, it cannot open automatically for about 15 seconds. (Open and close manually.) • When you do not sit on the toilet seat, or when you sit on it or stand in front of the bowl unit briefly, it takes about 5 minutes before the lid closes automatically. | <ul style="list-style-type: none"> • "AUTO OPEN/CLOSE" ON/OFF • AUTO CLOSE WAITING TIME (25 SEC or 90 SEC) • AUTO OPEN WAITING TIME (15 SEC, 30 SEC or 90 SEC) • Automatically opening the toilet lid or both the toilet seat and toilet lid (Page 40) |

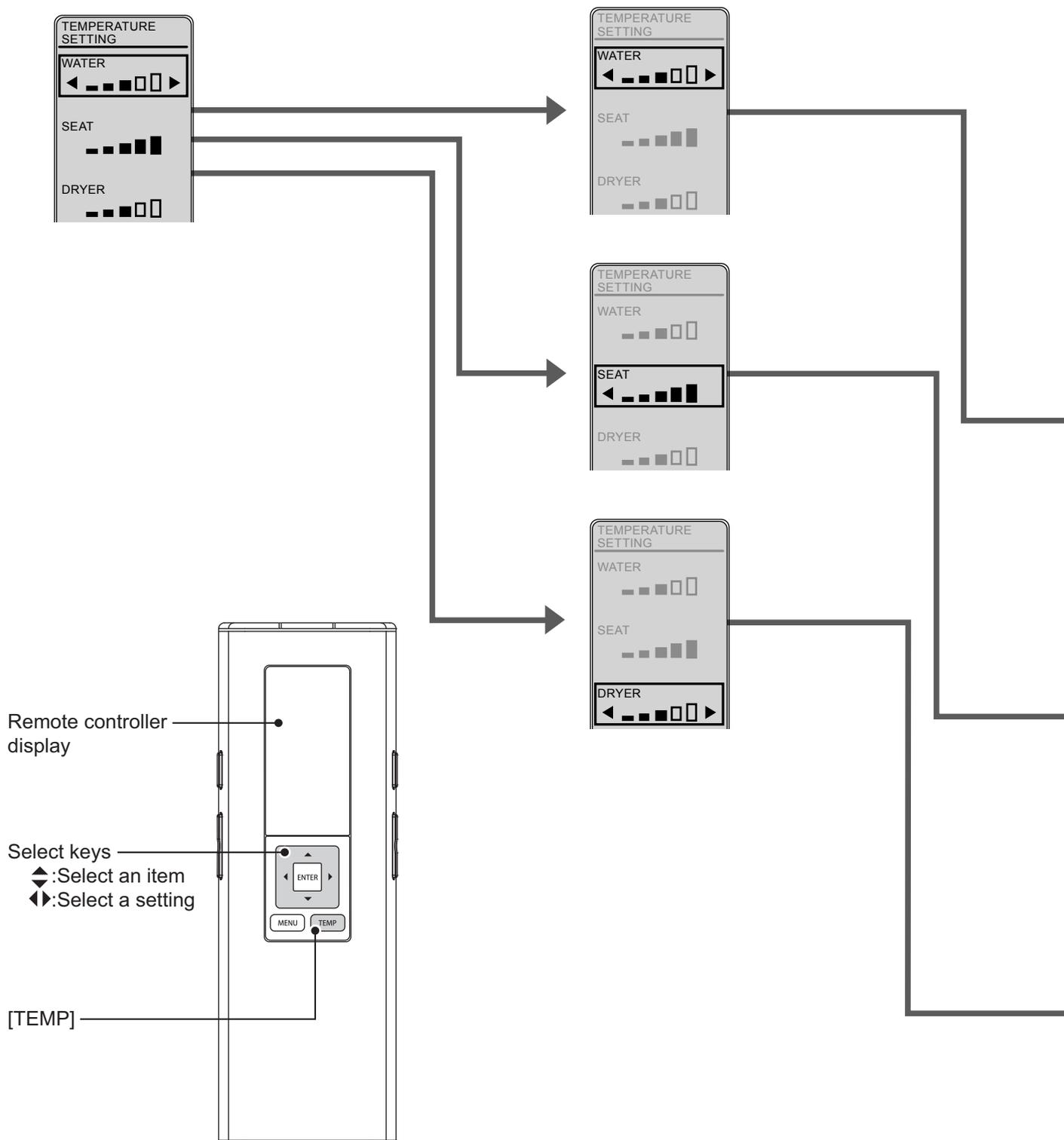
Temperature Adjustment

Warm Water / Toilet Seat / Drying

You can adjust the temperature levels or turn the settings to "OFF".

1  Press [TEMP].

2  Use  to select the item you want to set.

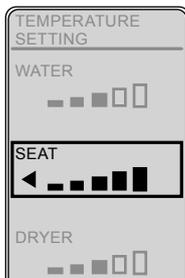


3



Use ◀▶ to select the temperature level.

<Settings complete>



Warm water temperature



Press ◀ until "OFF" appears.

- When "OFF" is set, the WATER LED will go off.

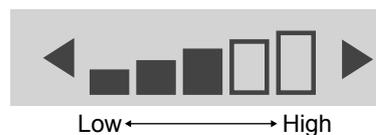
Toilet seat temperature



Press ◀ until "OFF" appears.

- When "OFF" is set, the SEAT LED will go off.

Drying air temperature



● If adjusting the temperature does not warm up the toilet seat → Is "ENERGY SAVER" set to "ON"? (Page 24)

Energy Saver Feature

Type

"AUTO ENERGY SAVER" or "TIMER ENERGY SAVER" can be selected.

To save energy, the temperature of the toilet seat becomes low (or "OFF").

When the energy saver feature is "OFF", the temperature is kept at the same level.

● "AUTO ENERGY SAVER" takes about 10 days to detect time periods in which the toilet seat is never or infrequently used.

| Type | Situation | When energy saver is set | |
|---|---|--|---|
| | | Main Display | |
| AUTO ENERGY SAVER | <p>You want the Washlet to save energy automatically.</p> <p>The Washlet detects time periods with infrequent use and lowers the toilet seat temperature automatically.</p> | <p>POWER SEAT WATER ENERGY SAVER Lit (Green)</p> | → |
| TIMER ENERGY SAVER | <p>You want to save energy only for the preset duration of time. (3H/6H/9H)</p> <p>Once the time is set, the toilet seat heater and warm water heater will be turned off automatically every day at that same time.</p> | | → |
| AUTO ENERGY SAVER + TIMER ENERGY SAVER | <p>You want to save a lot of energy with auto energy saver and timer energy saver.</p> <p>When both timer energy saver and auto energy saver are set, auto energy saver operates when timer energy saver is not operating.</p> | <p>When energy saver is not set</p> <p>POWER SEAT WATER ENERGY SAVER OFF</p> | → |

● Even if the ENERGY SAVER is being activated (with the toilet seat heater set to "Low" or "OFF," or with the warm water heater set to "OFF"), the toilet seat will be temporarily heated when you sit on it. (To reach the setting temperature, the toilet seat takes about 15 minutes and the warm water about 10 minutes, respectively.)

| When energy saver is in operation | | | | | | | | | | | | | | | | | | | | | | | | |
|--|-------------------------------|---|---|-------------------|-------------------------------|-------------------------------|-------------------------------|---|--|-------------------------------|-------------------------------|--|--|-------------------------------|-------------------------------|--|-------------------------------|--|--|-------------------|-------------------|--|--|-------------------------------|
| | Toilet seat heater | Warm water heater | AM 0 | 6 | 8 | PM 5 | 9 | 0 | | | | | | | | | | | | | | | | |
| <p>POWER OFF SEAT Lit WATER Lit ENERGY SAVER Lit (Orange)</p> | <p>Low</p> | <p>Set temperature^{*1}</p> | Example: Used infrequently from 9 pm to 6 am <table border="1" style="width: 100%; text-align: center;"> <tr> <td></td> <td></td> <td colspan="4">Set temperature^{*1}</td> <td></td> <td></td> </tr> <tr> <td>Low temperature^{*2}</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>Low temperature^{*2}</td> </tr> </table> | | | | | | | | Set temperature ^{*1} | | | | | | Low temperature ^{*2} | | | | | | | Low temperature ^{*2} |
| | | Set temperature ^{*1} | | | | | | | | | | | | | | | | | | | | | | |
| Low temperature ^{*2} | | | | | | | Low temperature ^{*2} | | | | | | | | | | | | | | | | | |
| <p>POWER OFF SEAT OFF WATER OFF ENERGY SAVER Lit (Green)</p> | <p>OFF</p> | <p>OFF</p> | Example: Set from 8 am to 5 pm <table border="1" style="width: 100%; text-align: center;"> <tr> <td></td> <td colspan="3">Set temperature^{*1}</td> <td></td> <td colspan="3">Set temperature^{*1}</td> </tr> <tr> <td></td> <td></td> <td></td> <td>OFF^{*3}</td> <td></td> <td></td> <td></td> <td></td> </tr> </table> | | | | | | | Set temperature ^{*1} | | | | Set temperature ^{*1} | | | | | | OFF ^{*3} | | | | |
| | Set temperature ^{*1} | | | | Set temperature ^{*1} | | | | | | | | | | | | | | | | | | | |
| | | | OFF ^{*3} | | | | | | | | | | | | | | | | | | | | | |
| <ul style="list-style-type: none"> ● During auto energy saver: Same LED indication as auto energy saver (see above) ● During timer energy saver: Same LED indication as timer energy saver (see above) | <p>Low</p> <p>OFF</p> | <p>Set temperature^{*1}</p> <p>OFF</p> | Example: When timer energy saver and auto energy saver are used together <table border="1" style="width: 100%; text-align: center;"> <tr> <td></td> <td></td> <td>Set temperature^{*1}</td> <td></td> <td></td> <td></td> <td>Set temperature^{*1}</td> <td></td> </tr> <tr> <td>Low temperature^{*2}</td> <td></td> <td></td> <td></td> <td>OFF^{*3}</td> <td></td> <td></td> <td>Low temperature^{*2}</td> </tr> </table> | | | | | | | | Set temperature ^{*1} | | | | Set temperature ^{*1} | | Low temperature ^{*2} | | | | OFF ^{*3} | | | Low temperature ^{*2} |
| | | Set temperature ^{*1} | | | | Set temperature ^{*1} | | | | | | | | | | | | | | | | | | |
| Low temperature ^{*2} | | | | OFF ^{*3} | | | Low temperature ^{*2} | | | | | | | | | | | | | | | | | |

*1 The temperature set on Page 22.

*2 The time period when the toilet seat heater is set to a "Low". The warm water heater is "Set temperature".

*3 The time period when the toilet seat heater and warm water heater are "OFF".

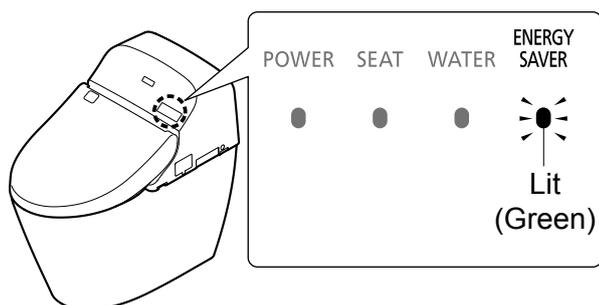
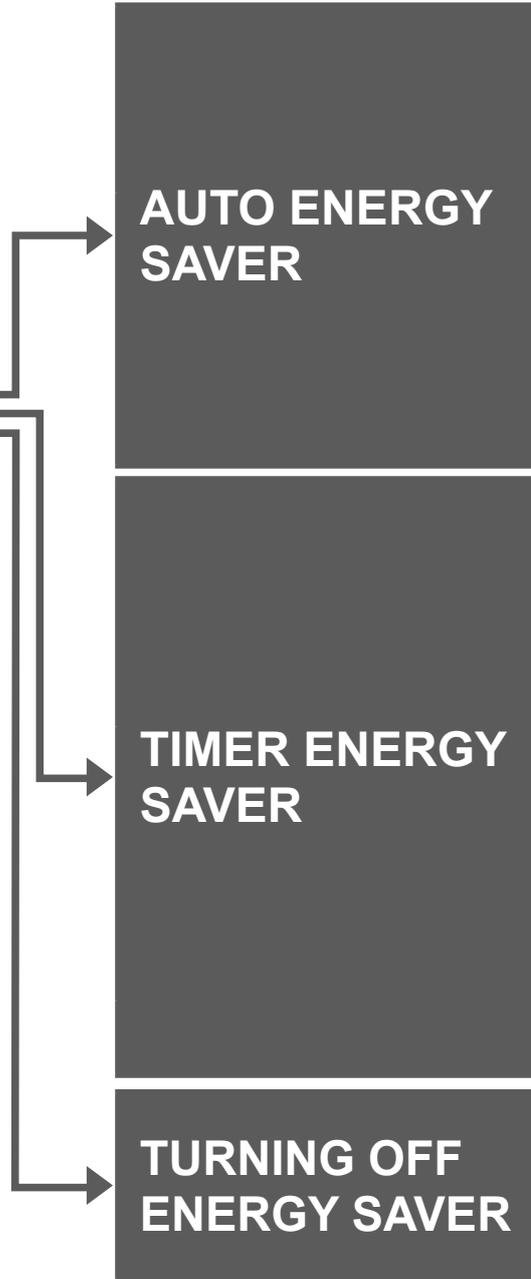
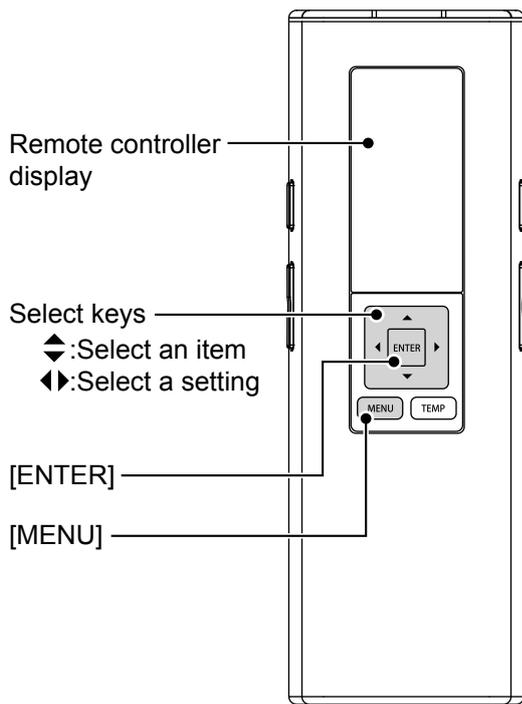
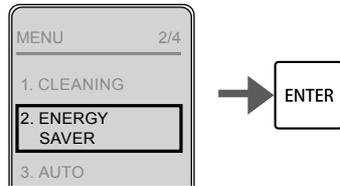
Energy Saver Feature

How to set

Set the timer energy saver at the time you want to start it.

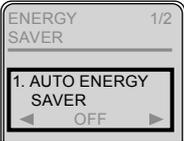
1  Press [MENU].

2  Use  to select "ENERGY SAVER" and then press [ENTER].

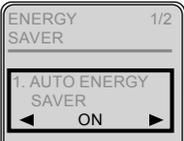


When energy saver is set, the ENERGY SAVER LED (green) lights up.

3  Use  to select "AUTO ENERGY SAVER".



4  Use  to select "ON/OFF" and then press [ENTER].

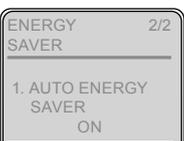


→  →

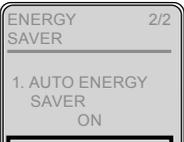


(To return → )

3  Use  to select "TIMER SAVER".



4  Use  to select "3H / 6H / 9H / OFF" and then press [ENTER].



→  →



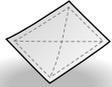
(To return → )

■ To change the timer energy saver time → Set the timer energy saver again at the time you want to start it.

Select "OFF" in step **4** in each procedure above.

Maintenance

Power plug (Approximately once a month)

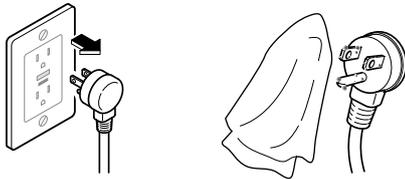


Dry cloth



Wet cloth

- 1 Disconnect the power plug and wipe it with a dry cloth.



- 2 Insert the power plug.
 - The POWER LED lights up.

! WARNING

- Periodically remove dust from the blades and other parts of the power plug.
 - Disconnect the plug and wipe it with a dry cloth.

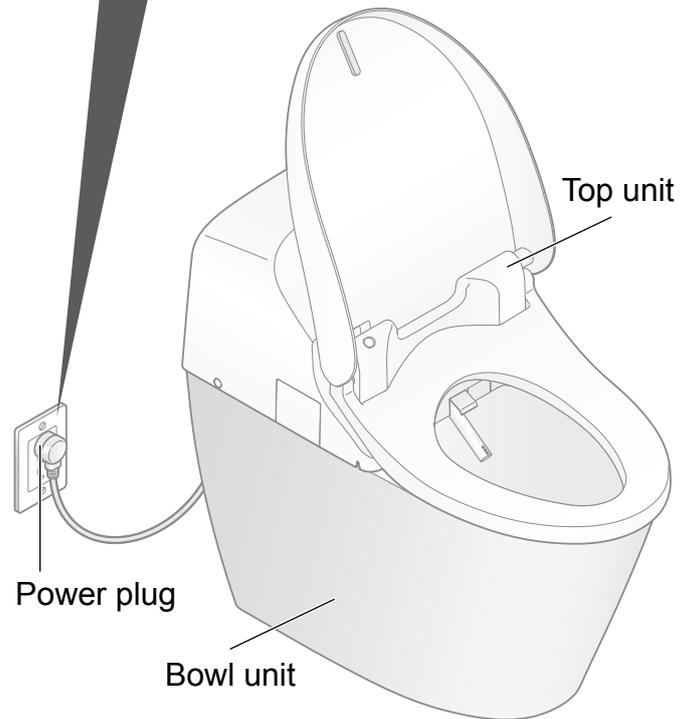


- Fully insert the power plug.
- When disconnecting, hold the main body of the power plug.
 - Pulling the cord may damage the plug or cord.

! WARNING

- Always disconnect the power plug from the outlet before cleaning, maintenance or inspection. (see left)
(Failure to do so may cause electric shock or malfunction, resulting in a breakdown.)

***For safety, disconnect the power plug before cleaning or maintenance.**



Do not use a dry cloth or toilet paper on plastic parts.
(May cause damage.)



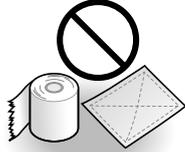
*Except when using "Wand cleaning".

*After the power plug is inserted, the toilet lid does not open automatically for about 10 to 60 seconds. (Because it is preparing for operation.) Open and close manually.

Top unit (Approximately daily)



Soft cloth soaked in water



- Toilet paper
- Dry cloth
- Nylon scrubbing pads (May cause damage.)

1 Unplug the power plug.

2 Wipe with a soft cloth that has been soaked in water and wrung-out thoroughly.

■ For heavy dirt

- Wipe with a soft cloth soaked in diluted, neutral kitchen detergent, and then wipe with a soft cloth soaked in water.



- Neutral kitchen detergent



- Paint thinner
- Benzene
- Powdered cleanser

3 Insert the power plug.

- The POWER LED lights up.

Attention!

- **The Washlet is an electric appliance.** Be careful not to let water seep inside or leave detergent in the gap between the top unit and bowl unit. (May damage plastic parts or cause a malfunction.)
- **When using a toilet cleaner to clean the toilet, wash it off within 3 minutes and leave the toilet seat and toilet lid open.**
 - Wipe off any cleaner that remains on the bowl unit. (If vapor from a toilet cleaner enters the top unit, it may cause a malfunction.)
- **Do not push or pull the covers around the wand with undue force.** (May cause damage or malfunction.)
- **Wipe the back surface of the toilet seat and the toilet seat cushions with a soft cloth tightly wrung out with water.** (Otherwise adhesion of dirt may result in discoloration.)

Bowl Unit (Approximately daily)



- Toilet brush
- Neutral toilet detergent



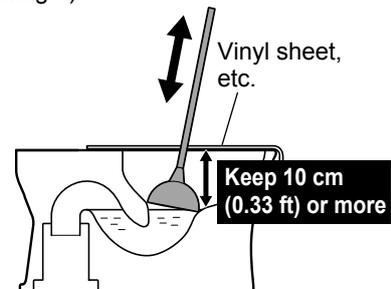
- Strongly acidic cleaners or strong alkaline cleaners
- Cleaners containing abrasive compounds
- Fluoride-based detergent (containing hydrogen fluoride or ammonium fluoride)
- Wire brush
- Abrasive nylon scrubbing brush

1 Unplug the power plug.

2 Clean with a toilet brush or a similar tool.

■ If the bowl unit is clogged

- Using plunger or similar, provide 10 cm (0.33 ft) or more clearance between the top of the bowl unit and the water surface. Use commercially available tools that are made for unclogging the bowl unit. (May cause overflow of dirty water and water damage.)



■ If the floor is dirty

- Clean it with a well wrung cloth. (Not cleaning the floor may cause stains or corrosion.)
- Sitting is recommended to reduce splashing caused by standing and urinating.

3 Insert the power plug.

- The POWER LED lights up.

Attention!

- Do not use any water repellent, stain-proofing cleaner, surface coating agent, or on-tank/in-tank toilet cleaner. These products would not damage the porcelain surface, but they may cover the porcelain surface and reduce the effect of the built-in stain prevention technology.

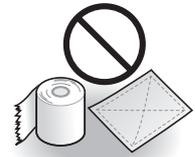
Maintenance

Gap between the Top unit and the Toilet Lid (Approximately once a month)

The toilet lid can be removed for thorough cleaning.

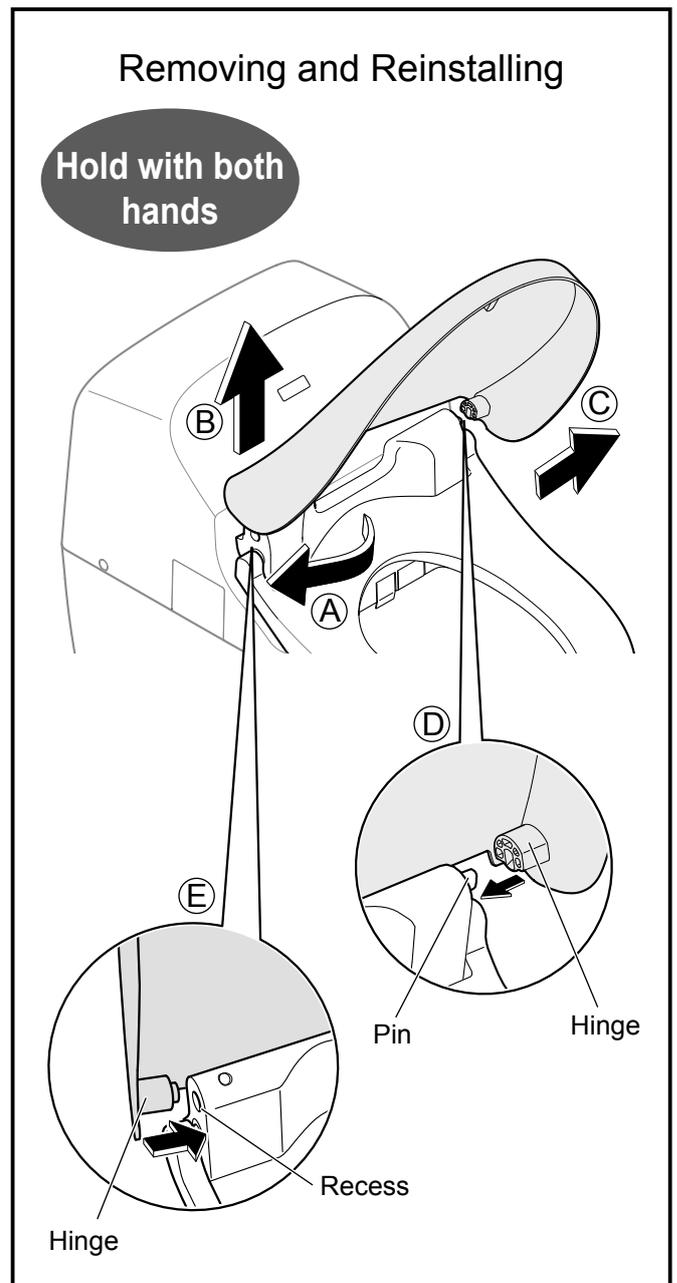


Soft cloth soaked in water



Toilet paper, etc.
(May cause damage.)

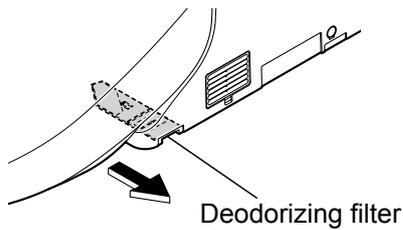
- 1** Unplug the power plug.
- 2** Remove the toilet lid.
 - Ⓐ: Pull the left side outward.
↓
 - Ⓑ: Disconnect the hinge from the recess and pull up.
↓
 - Ⓒ: Disconnect the right side.
- 3** Wipe with a soft cloth that has been soaked in water and wrung-out thoroughly.
- 4** Reinstall the toilet lid.
 - Ⓓ: Join the pin and the hinge on the right side.
↓
 - Slightly tilt the toilet lid to the front.
 - Ⓐ: While pulling out the left side,
↓
 - Ⓔ: Mount by joining the hinge with the recess.
* Be careful not to pinch your fingers.
- 5** Insert the power plug.
 - The POWER LED lights up.
- 6** Open and close the toilet lid to check the mounting, and then mount the top unit.



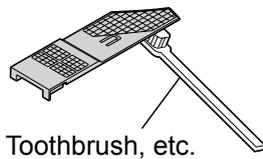
Deodorizing filter (Approximately once a month)

1 Unplug the power plug.

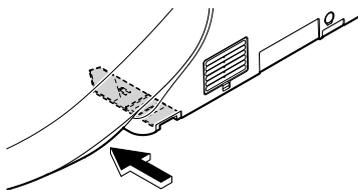
2 Remove the deodorizing filter.
• Hold the knob and pull outward.
• Do not pull with undue force.
(May cause damage or malfunctions)



3 Clean with a tool such as a toothbrush.
• When washing with water, dry off all water before mounting.



4 Mount the deodorizing filter.
• Push firmly until a click sound is heard.



5 Insert the power plug.
• The POWER LED lights up.

Maintenance

Wand (Approximately once a month) <If you notice dirt (Wand cleaning) >



Soft cloth soaked in water



Toilet paper, etc.
(May cause damage.)

1

Extend the wand.

- Operate with the buttons on the back side of the remote control.

(1) Press [MENU].

(2) Use  to select "CLEANING".

Press [ENTER].

(3) Use  to select "WAND CLEANING MODE ON/OFF".

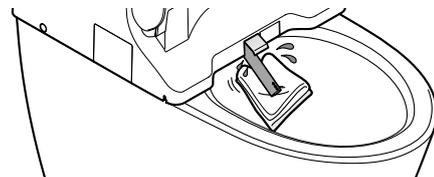
Press [ENTER].

- The wand extends and water sprays out for cleaning.
- The wand automatically retracts after about 5 minutes.

2

Wipe with a soft cloth that has been soaked in water and wrung-out thoroughly.

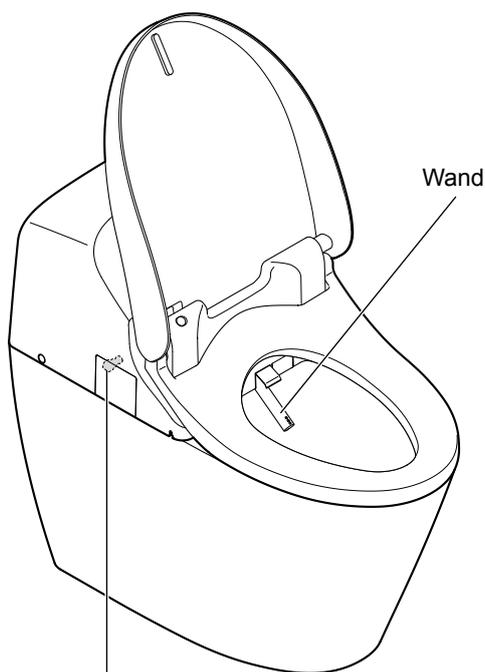
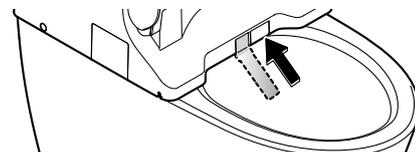
- Do not pull, push or press the wand with excessive force.
(May cause damage or malfunction.)



3

Press [STOP] on the front side of the remote control.

- The wand retracts.



Water filter drain valve

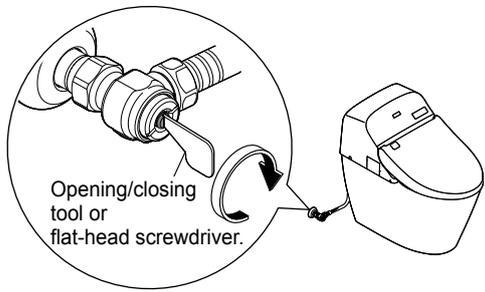
Water Filter Drain Valve (Approximately once every 6 months)

<If you think the water pressure has weakened>

- 1** Close the shutoff valve.
- The water supply stops.

CAUTION

Do not remove the water filter drain valve while the shutoff valve is open.
(Otherwise, water may leak out)

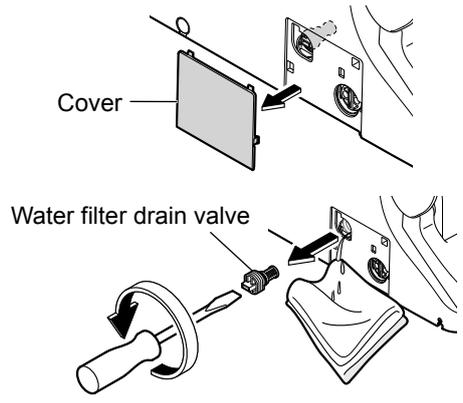


- 2** Extend the wand.
- Operate with the buttons on the back side of the remote control.

- (1) Press [MENU].
 - (2) Use to select "CLEANING". Press [ENTER].
 - (3) Use to select "WAND CLEANING MODE ON/OFF". Press [ENTER] to extend the wand.
- Press [ENTER] again to retract the wand.
- (Release the pressure from the water supply pipe.)

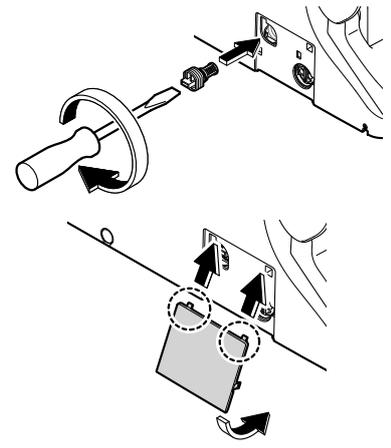
- 3** Unplug the power plug.

- 4** Remove the cover and water filter drain valve.
- Loosen with a flat-head screwdriver and then pull.



- 5** Clean with a tool such as a toothbrush.
- Also, remove any dust from inside the hole of the water filter drain valve.

- 6** Reinstall the water filter drain valve and cover.
- Insert the water filter drain valve and use a flat-head screwdriver to tighten it securely.



- 7** Insert the power plug.
- The POWER LED lights up.

- 8** Open the shutoff valve.

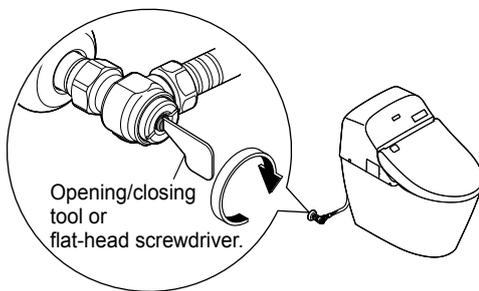
Maintenance

Water filter (Bowl unit) (Approximately once every 6 months)

- 1** Close the shutoff valve.
• The water supply stops.

CAUTION

 Do not remove the water filter while the shutoff valve is open.
(Otherwise, water may leak out)



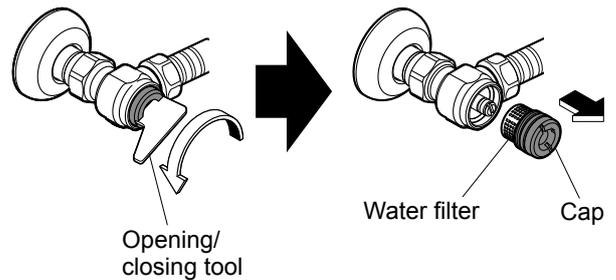
- 2** Extend the wand.
• Operate with the buttons on the back side of the remote control.

- (1) Press [MENU].
- (2) Use  to select "CLEANING".
Press [ENTER].
- (3) Use  to select "WAND CLEANING MODE ON/OFF".
Press [ENTER] to extend the wand.
Press [ENTER] again to retract the wand.

(Release the pressure from the water supply pipe.)

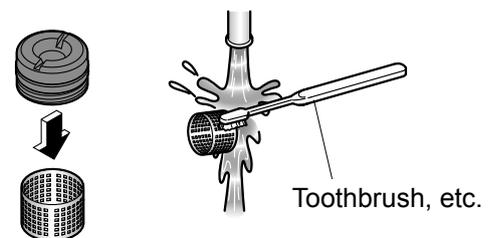
- 3** Unplug the power plug.

- 4** Loosen the cap of the water filter to remove the water filter.
• Use the opening/closing tool.



- 5** Remove the water filter from the cap and clean it with a toothbrush or similar instrument.

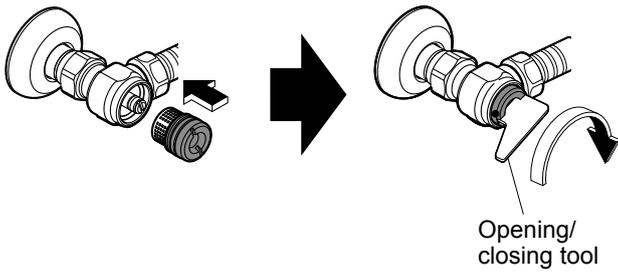
- Do not use detergent
- Do not apply excessive force to the water filter (could cause deformation)
- Replace the filter when it is very dirty or clogged.



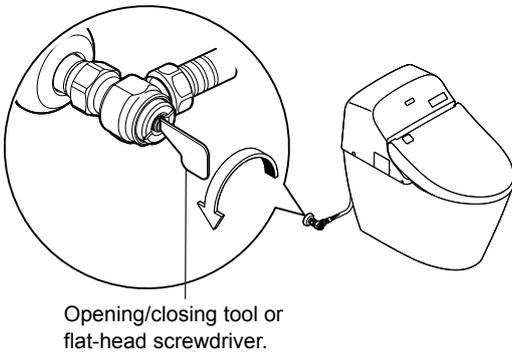
- 6** Attach the water filter to the cap.



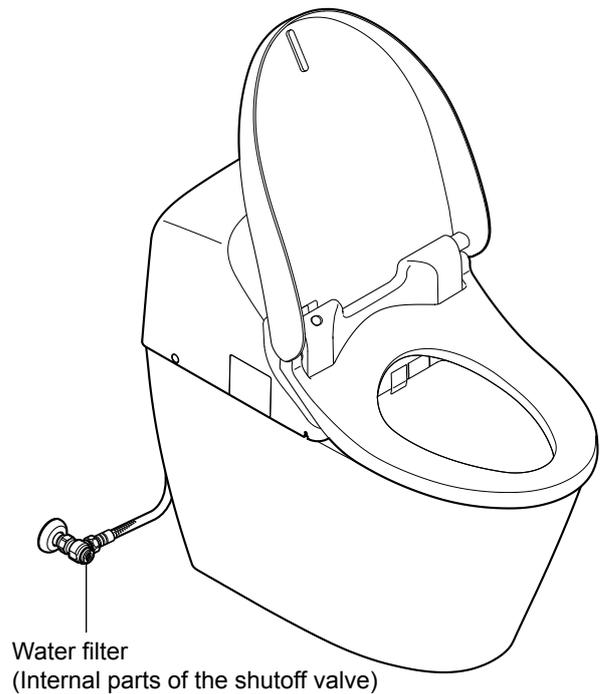
7 Install the cap of the water filter to the original position and tighten it with the opening/closing tool.



8 Open the shutoff valve.
• Check that there are no leaks in the shutoff valve or plumbing connections.

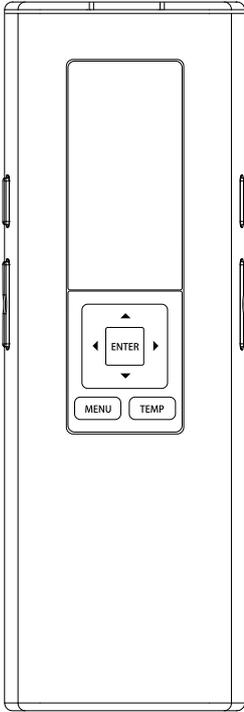


9 Insert the power plug.
• The POWER LED lights up.



Changing Settings

Setting List



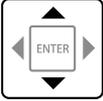
| | | Setting Types |
|-----------------------|------------------------------|--------------------------------|
| AUTO FUNCTIONS | AUTO FLUSH | AUTO FLUSH |
| | | AUTO FLUSH WAITING TIME |
| | AUTO OPEN/ CLOSE | AUTO OPEN/ CLOSE |
| | | AUTO CLOSE WAITING TIME |
| | | AUTO OPEN WAITING TIME |
| | CLEANING | SEAT/LID |
| | | PRE-MIST |
| DEODORIZER | | |
| OTHER SETTINGS | BEEP | |
| | SETTING LOCK | |
| | PERSONAL SETTING LOCK | |

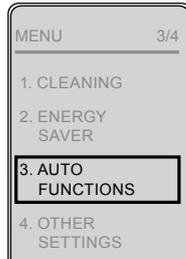
| | | Available Settings Bold: Initial settings | Setting Ref. Page |
|--|---|--|----------------------|
| | • Set whether or not to clean the bowl unit automatically | ON / OFF | Page 38 |
| | • Change the amount of time before the toilet flushes automatically | 5SEC / 10SEC / 15SEC | |
| | • Set whether or not to open the toilet lid automatically | ON / OFF | Page 40 |
| | • Change the amount of time before the lid/ seat closes automatically | 25SEC / 90SEC | |
| | • Change the amount of time after which the lid/seat opens automatically upon closing it with hands | 15SEC / 30SEC / 90SEC | Page 42 |
| | • Automatically open and close the toilet lid/ Automatically open and close the toilet seat and toilet lid | LID / SEAT · LID | |
| | • Set whether or not to spray mist in the bowl unit automatically | ON / OFF | Page 44 |
| | • Set whether or not to deodorize automatically after sitting on the toilet seat | ON / OFF | |
| | • Set whether or not to make a beep sound | ON / OFF | Page 46 |
| | • Set whether or not to use the setting lock | ON / OFF | Page 48 |
| | • Set whether or not to use the personal setting lock | ON / OFF | |

Changing Settings

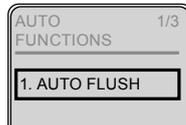
AUTO FLUSH

1  Press [MENU].

2  Use  to select "AUTO FUNCTIONS" and then press [ENTER].

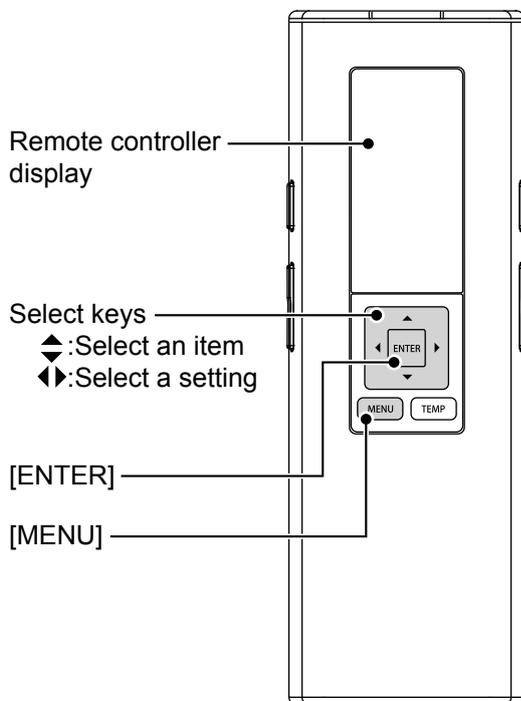


3  Use  to select "AUTO FLUSH" and then press [ENTER].



Set whether or not to clean the bowl unit automatically
AUTO FLUSH

Change the amount of time before the toilet flushes automatically
AUTO FLUSH WAITING TIME



Items set on this display

1. AUTO FLUSH
2. AUTO FLUSH WAITING TIME

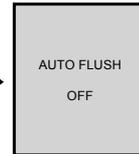
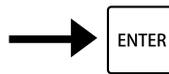
4 

Use  to select "AUTO FLUSH".



5 

Use  to select "ON/OFF" and then press [ENTER].



(To return → )

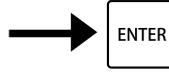
4 

Use  to select "AUTO FLUSH WAITING TIME".



5 

Use  to select "5 SEC/10 SEC/15 SEC" and then press [ENTER].

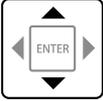


(To return → )

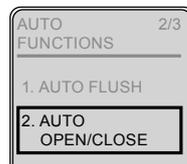
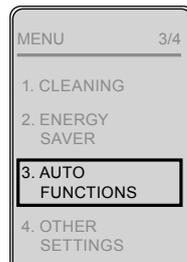
Changing Settings

AUTO OPEN/CLOSE

1  Press [MENU].

2  Use  to select "AUTO FUNCTIONS" and then press [ENTER].

3  Use  to select "AUTO OPEN/CLOSE" and then press [ENTER].

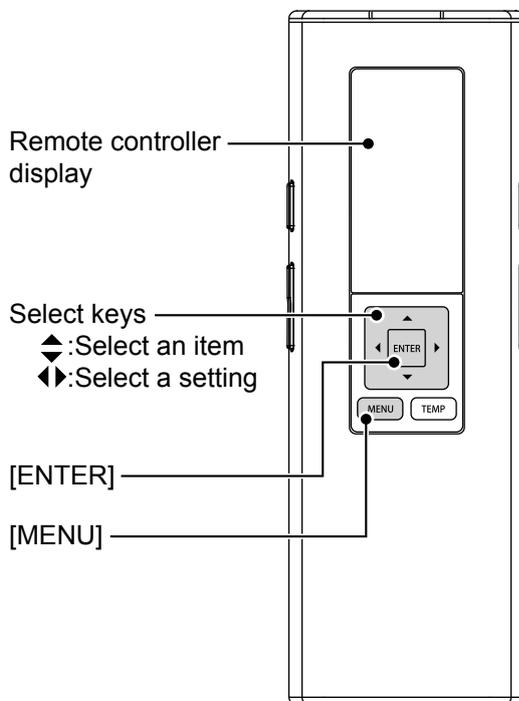


Set whether or not to open the toilet lid automatically

AUTO OPEN/CLOSE

Change the amount of time before the lid/seat closes automatically

AUTO CLOSE WAITING TIME



Items set on this display

1. AUTO OPEN/CLOSE
2. AUTO CLOSE WAITING TIME
3. AUTO OPEN WAITING TIME
4. SEAT/LID

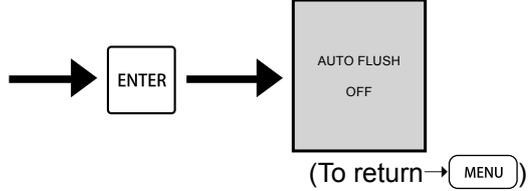
4 

Use  to select "AUTO OPEN/CLOSE".



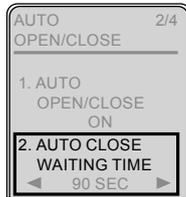
5 

Use  to select "ON/OFF" and then press [ENTER].



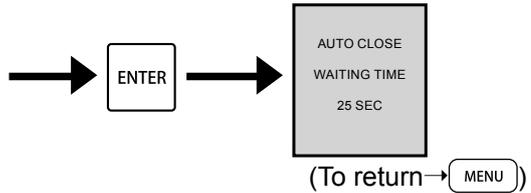
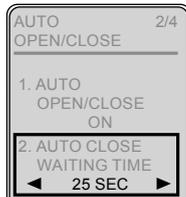
4 

Use  to select "AUTO CLOSE WAITING TIME".



5 

Use  to select "25SEC / 90SEC" and then press [ENTER]. *1



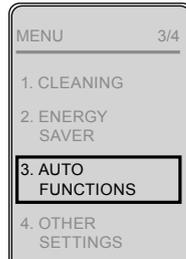
*1 When set to 25 seconds, the lid/seat does not open automatically for about 15 seconds after closing automatically.

Changing Settings

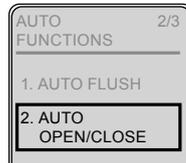
AUTO OPEN/CLOSE

1  Press [MENU].

2  Use  to select "AUTO FUNCTIONS" and then press [ENTER].



3  Use  to select "AUTO OPEN/CLOSE" and then press [ENTER].

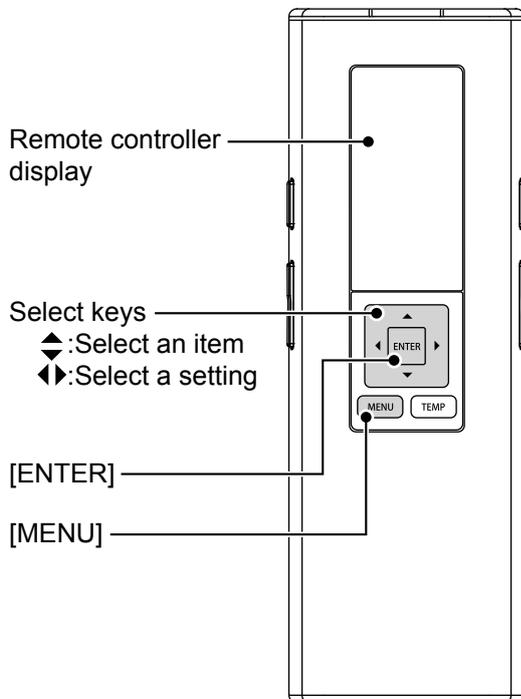


Change the time period till automatic opening
(After closing manually.)

**AUTO OPEN
WAITING TIME**

Automatically open and close the toilet lid only/
Automatically open and close the toilet seat and toilet lid

SEAT/LID



Items set on this display

1. AUTO OPEN/CLOSE
2. AUTO CLOSE WAITING TIME
3. AUTO OPEN WAITING TIME
4. SEAT/LID

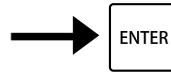
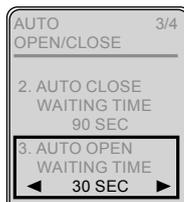
4 

Use  to select "AUTO OPEN WAITING TIME".



5 

Use  to select "15SEC / 30SEC / 90SEC" and then press [ENTER].



(To return → )

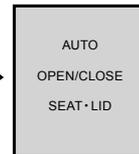
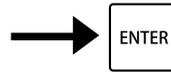
4 

Use  to select "SEAT/LID".



5 

Use  to select "LID / SEAT·LID" and then press [ENTER].



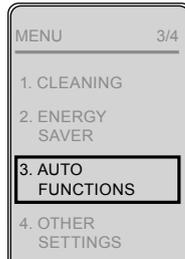
(To return → )

Changing Settings

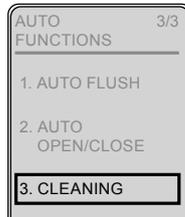
CLEANING

1  Press [MENU].

2  Use  to select "AUTO FUNCTIONS" and then press [ENTER].

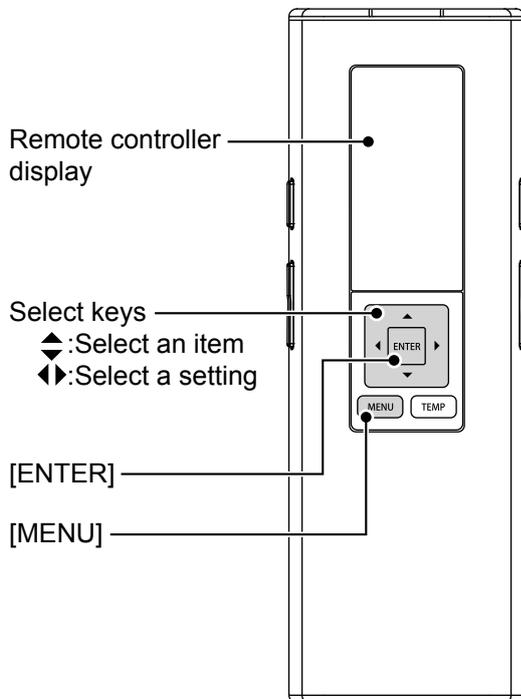


3  Use  to select "CLEANING" and then press [ENTER].



Set whether or not to spray mist in the bowl unit automatically
PRE-MIST

Set whether or not to deodorize automatically after sitting on the toilet seat
DEODORIZER



Items set on this display

1. PRE-MIST
2. DEODORIZER

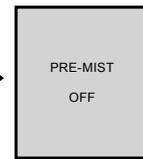
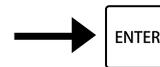
4 

Use  to select "PRE-MIST".



5 

Use  to select "ON/OFF" and then press [ENTER].



(To return → )

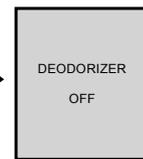
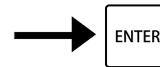
4 

Use  to select "DEODORIZER".



5 

Use  to select "ON/OFF" and then press [ENTER].



(To return → )

Changing Settings

OTHER SETTINGS

1

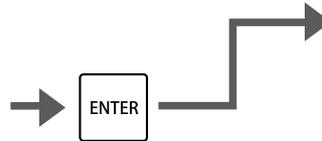
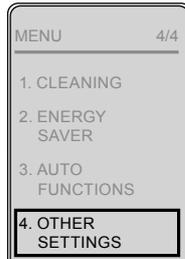


Press [MENU].

2

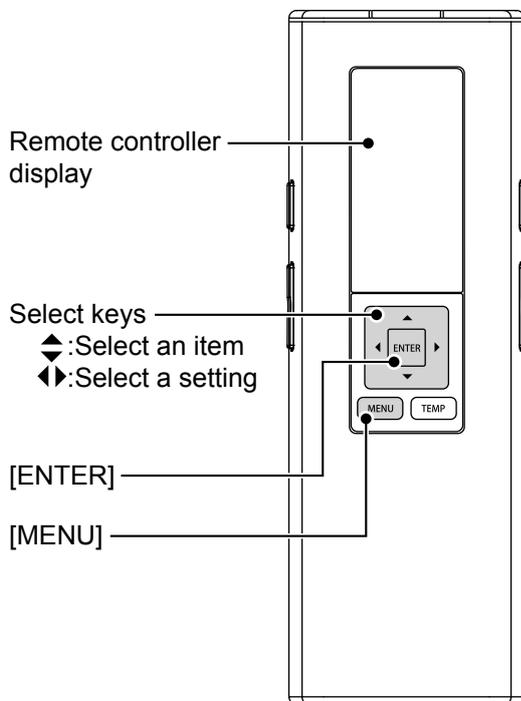


Use  to select "OTHER SETTINGS" and then press [ENTER].



Set whether or not to make a beep sound

BEEP



Items set on this display

1. BEEP
2. ANTI FREEZING*
3. SETTING LOCK
4. PERSONAL SETTING LOCK

*The display appears but, anti freezing feature is not available on this product.

3



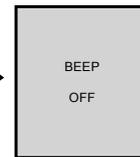
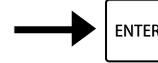
Use  to select "BEEP".



4



Use  to select "ON/OFF" and then press [ENTER].



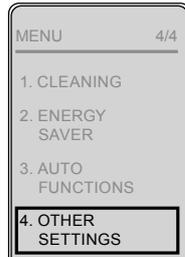
(To return → )

Changing Settings

OTHER SETTINGS

1  Press [MENU].

2  Use   to select "OTHER SETTINGS" and then press [ENTER].

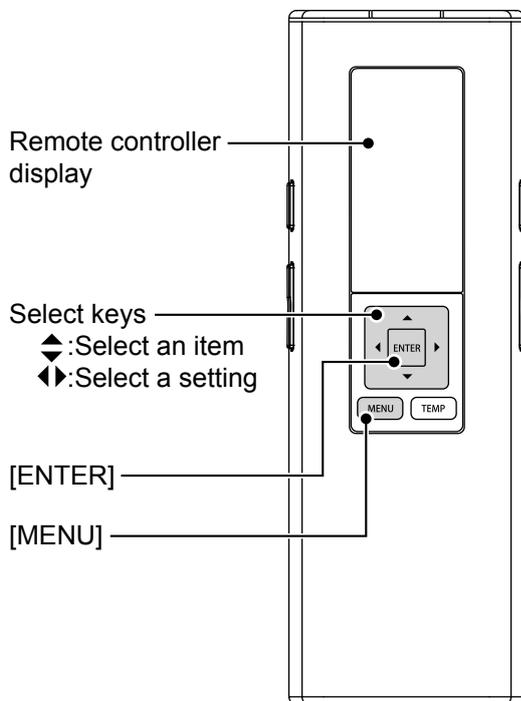


Set whether or not to use the setting lock

SETTING LOCK

Set whether or not to use the personal setting lock

PERSONAL SETTING LOCK



Items set on this display

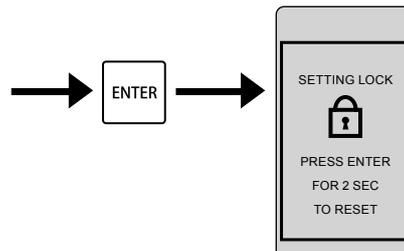
1. BEEP
2. ANTI FREEZING*
3. SETTING LOCK
4. PERSONAL SETTING LOCK

*The display appears but, anti freezing feature is not available on this product.

3 Use  to select "SETTING LOCK".



4 Use  to select "ON/OFF" and then press [ENTER].



5 Check the displayed screen.

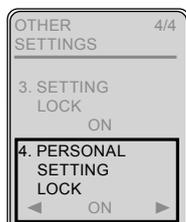


Cancellation method:
Press [ENTER] for 2 seconds or longer.

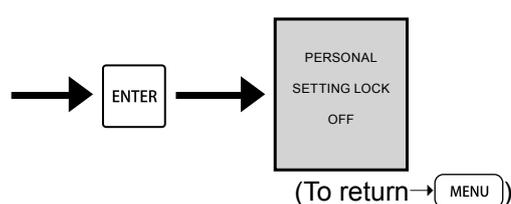
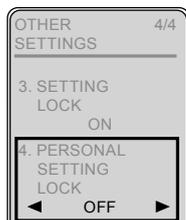
*If you want to relock after cancellation, reconfigure the setting.

Display screen during setting lock

3 Use  to select "PERSONAL SETTING LOCK".



4 Use  to select "ON/OFF" and then press [ENTER].

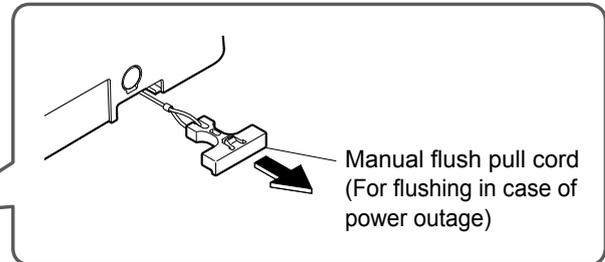
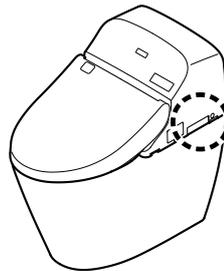


What to Do?

If the water does not flow due to a power failure (when water failure hasn't occurred)

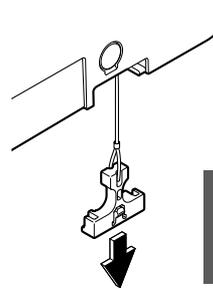
■ You can flush the toilet with the hand lever (for flushing in case of power outage).

- 1** Pull out the hand lever on the right side of the washlet's main body.



- 2** Pull down the hand lever for **about 4 seconds or longer.**

- Pulling the hand lever flushes the toilet. When flushing ends (after about 4 seconds), release the hand lever.
- * When the tank is being filled (taking a maximum of about 60 seconds), you cannot flush the toilet. Wait at least about 60 seconds and then flush the toilet again.



About 4 seconds or longer

- 3** Return the hand lever to the original position.

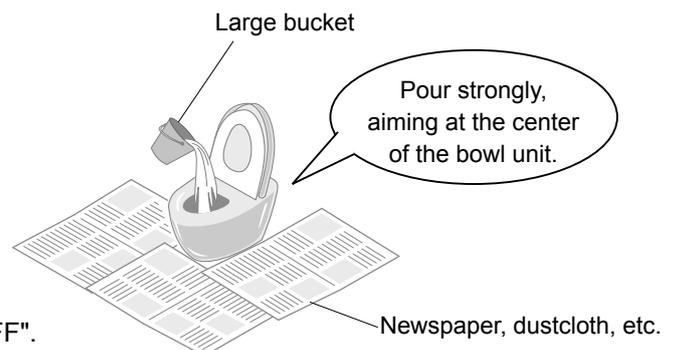
Attention!

- When the power is restored, be sure to perform a flush. (To prevent waste from remaining in the drain pipe.)

If the water does not flow due to a water service interruption

- 1** Use a bucket to flush water.

- 2** If the water level is low after flushing, add more water. Prevents odors.

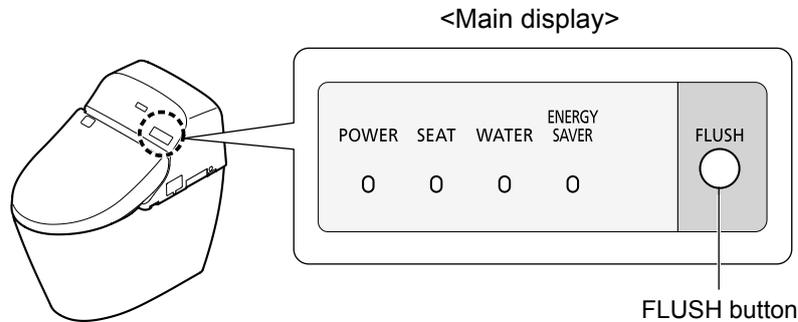


Attention!

- If there is a water supply failure, set "AUTO FLUSH" to "OFF". (Page 38)
- When the water supply is restored, be sure to perform a flush. (To prevent waste from remaining in the drain pipe.)

If you cannot operate with the remote control

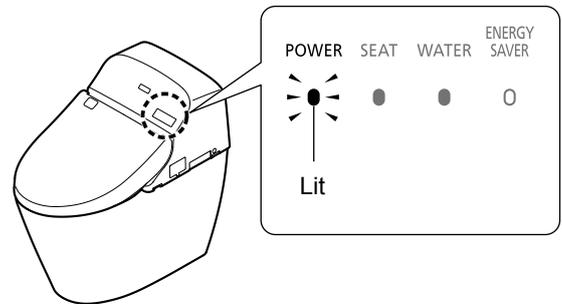
■ Flush is also possible using the buttons on the main display.



■ The batteries may have worn out.
Replace the batteries.

● Replacing the batteries

- 1 Unplug the power plug.
 - The POWER LED goes off.
- 2 Remove the remote control from the hanger.
(Page14)
- 3 Open the cover and replace the AA batteries.
(Page14)
- 4 Mount the remote control in the hanger.
- 5 Insert the power plug.
 - The POWER LED lights up.



Attention!

- "ON"/"OFF" settings of the functions such as the energy saver function may be canceled when the batteries are replaced.
Set them again.

What to Do?

Long Periods of Disuse

If the toilet is in a location you will not visit for a long time, drain the water.

(The water in the tank may become contaminated and cause skin irritation or other problems.)

(May cause freezing and damage to product.)

How to drain the water

1 Close the shutoff valve.

- The water supply stops.

2 Press [FULL FLUSH] on the remote control.

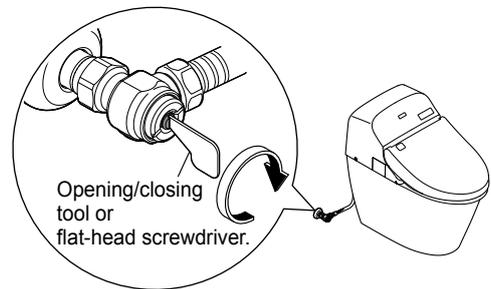
(Drain water for flushing)

CAUTION



Do not remove the water filter drain valve while the shutoff valve is open.

(Otherwise, water may leak out)



3 Drain the pipe.

(1) Extend the wand.

- Operate with the buttons on the back side of the remote control.

1. Press [MENU].
2. Use  to select "CLEANING".

Press [ENTER].

3. Use  to select "WAND CLEANING MODE ON/OFF".

Press [ENTER] to extend the wand.

- Hold the wand in the extended position until no more water comes from around the wand.

Press [ENTER] again to retract the wand.

(Release the pressure from the water supply pipe.)

(2) Unplug the power plug.

(3) Remove the cover and water filter drain valve. (Page 33 Step **4**)

(4) After draining the water, mount the water filter drain valve.

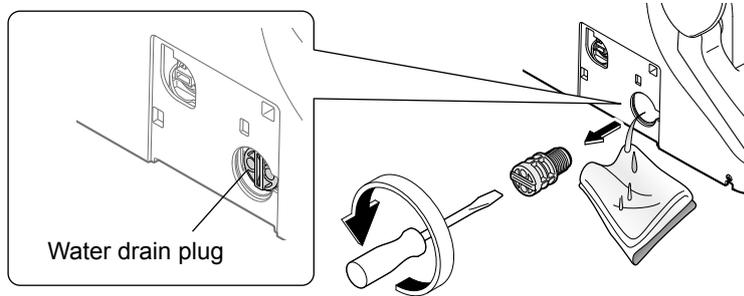
(Page 33 Step **6**)

- Do not install the cover yet.

4

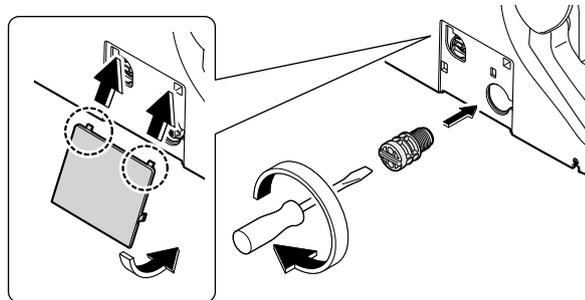
Remove the water drain plug.

- Water comes out from around the wand (about 90 seconds)



5

Reinstall the water drain plug and cover.



- Putting antifreeze in the water remaining in the bowl unit will reduce its chance of freezing. (The antifreeze solution should not be flushed out. Collect it before using the toilet and dispose of it.)

■ To use the Washlet again

- The water needs to be resupplied. (See below)

Resupplying the Water

1

Open the shutoff valve.

- Check that water is not leaking from a pipe or the top unit.

2

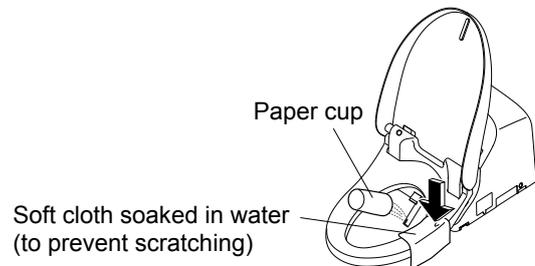
If the power is not turned ON

Insert the power plug.

3

Discharge water from the wand.

- (1) Pressing down the right side of the toilet seat,
- (2) Press [REAR] on the remote control to discharge water from the wand for about two minutes. (It takes about one minute maximum before water comes out. Catch the water in a paper cup or other receptacle.)



■ If the remaining water has frozen and no water comes out

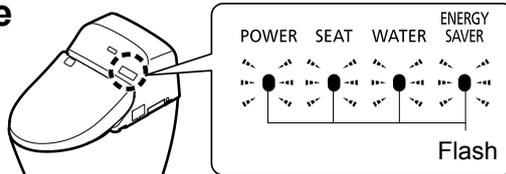
- Heat the inside of the bathroom, and warm the water supply hose and shutoff valve using a cloth soaked in warm water.

Troubleshooting

First, try the actions described on pages 55 to 60. If the problem persists, consult the installer, seller or the contact listed on the back cover of this manual.

In the following case, unplug the plug and then plug it again. If the same symptom persists, consult with the contact referred on the back cover of this manual.

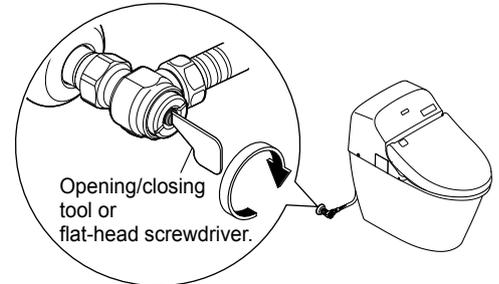
● All LEDs are flickering



* You cannot flush the toilet until the flashing stops. Follow "If there is no water due to a power outage" (Page 50) if you need to flush.

⚠ CAUTION

! If a water leak occurs, close the shutoff valve.

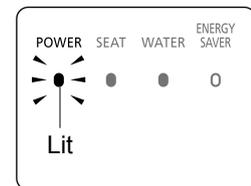


Please check first

Is the POWER LED lit?

■ Is the breaker on the distribution board turned on?

→ Check whether there is a power outage or the breaker has turned "OFF".



Is the ENERGY SAVER LED lit?

■ While the LED is lit, energy saver (Page 24) is in operation, so the toilet seat temperature may be reduced or the warm water heater and toilet seat heater may be turned off.

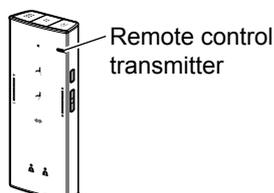
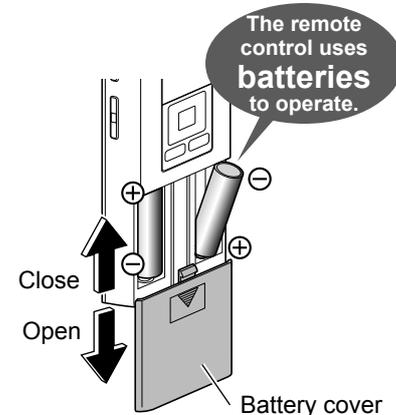
Is the remote control working?

■ Are the remote control batteries dead?

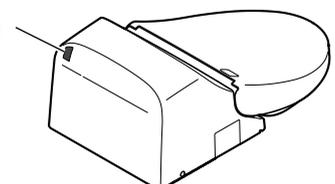
→ Replace the batteries. (Page 51)

■ Is the remote control transmitter or the remote control receiver blocked?

→ Remove obstructions, dirt, water droplets or any other blockages.



Remote control transmitter



Remote control receiver

Rear and Rear soft, front cleansing, wand

| Trouble | Please check | Ref. Page |
|--|---|-----------|
| The wand (or cleansing water) does not come out | <ul style="list-style-type: none"> ● Did you sit on the toilet continuously for 2 hours or longer? (If so, operation is stopped for safety purposes.) → Stand up from the seat and then use again. | - |
| | <ul style="list-style-type: none"> ● If the water supply pressure drops significantly, for example if water is used elsewhere or if there is a water failure, the function may stop for safety. → Disconnect the power plug and wait about 10 seconds before inserting it again. If the same symptom reappears → There may be a malfunction. Consult with the contact listed on the back cover of this manual. | - |
| | <ul style="list-style-type: none"> ● The seat switch will not turn on unless you sit on the seat properly. → Sit back on the toilet seat. | 11 |
| | <ul style="list-style-type: none"> ● Are you using a toilet seat cover, a toilet lid cover or a seat for infants? → Remove any covers. When using a seat for infants or a soft highchair, remove after each use.  | 11 |
| The wand extends but the cleansing water does not come out / The cleansing water pressure is weak | <ul style="list-style-type: none"> ● Has a water failure occurred? → Press the [STOP] button and wait until water service is restored. | - |
| | <ul style="list-style-type: none"> ● Is the shutoff valve closed? | 15 |
| | <ul style="list-style-type: none"> ● Is the water filter drain valve clogged with foreign matter? → Clean the filter. | 33 |
| | <ul style="list-style-type: none"> ● Is the water pressure set to a low level? | 17 |
| | <ul style="list-style-type: none"> ● Is the water drain plug loosened? → Tighten the water drain plug securely. | 53 |
| The cleansing water is cold | <ul style="list-style-type: none"> ● Is the water temperature set to "OFF" or a low level? | 22 |
| | <ul style="list-style-type: none"> ● When the temperature of the water supply or the bathroom is low, the water temperature may be low when first sprayed. | - |
| | <ul style="list-style-type: none"> ● Is energy saver in operation? <ul style="list-style-type: none"> • If the ENERGY SAVER LED is lit and the POWER LED is off on the main display, the timer energy saver is enabled. • When you sit on the seat, the warm water heater is temporarily turned on and water is warmed in about 10 minutes. → You can switch the energy saver from "ON" to "OFF". | 24 26 |
| Stops in the middle of use | <ul style="list-style-type: none"> ● Rear, rear soft and front cleansing stop automatically after 5 minutes of continuous use. | - |
| | <ul style="list-style-type: none"> ● Does the seat switch have difficulty detecting? → Sit back on the toilet seat. If you get up slightly from the seat, or sit forward on the seat, the seating switch may temporarily stop detecting your presence. | 11 |
| Water comes out unexpectedly from the wand | <ul style="list-style-type: none"> ● Water may sometimes come out from around the wand when it expands in the warm water tank. | 17 |

Troubleshooting

Warm air drying

| Trouble | Please check | Ref. Page |
|------------------------------|--|-----------|
| The dryer temperature is low | <ul style="list-style-type: none"> ● Is the dryer temperature set to low level? | 22 |
| Stops in the middle of use | <ul style="list-style-type: none"> ● The feature stops automatically after 10 minutes of continuous use. ● Does the seat switch have difficulty detecting? → Sit back on the toilet seat. If you get up slightly from the seat, or sit forward on the seat, the seating switch may temporarily stop detecting your presence. | - 11 |

Flushing

| Trouble | Please check | Ref. Page |
|---|--|-----------|
| For not flushing | <ul style="list-style-type: none"> ● Is the shutoff valve fully open? | 15 |
| | <ul style="list-style-type: none"> ● Has a power outage occurred? → You can flush the toilet with the hand lever (for flushing in case of power outage). | 50 |
| | <ul style="list-style-type: none"> ● Has a water failure occurred? → Use a bucket to flush water. | 50 |
| | <ul style="list-style-type: none"> ● Are all LEDs on the main display flashing? → Disconnect the power plug and insert it again. If the same symptom reappears → There may be a malfunction. Consult with the contact referred on the back cover of this manual. | 54 |
| The toilet does not flush even when the button is pressed | <ul style="list-style-type: none"> ● Are you pressing the button repeatedly? (After the toilet flush button is pressed, it becomes inactive for at least about 20 seconds.) ● Is the LEDs on the main display flashing? <ul style="list-style-type: none"> • The tank is filling with water. (This takes about 60 seconds maximum.) | - |
| The bowl unit does not clean automatically or timing is delayed (Auto bowl unit cleaning) | <ul style="list-style-type: none"> ● Is "AUTO FLUSH" set to "OFF"? → Set to "ON". | 38 |
| | <ul style="list-style-type: none"> ● Even if "AUTO FLUSH" is set to "ON", it is not available in the following instances. <ul style="list-style-type: none"> • 60 seconds after the toilet is flushed. → After 60 seconds have passed, flush using the remote control. • When the amount of time seated on toilet seat is about six seconds or less. → Flush with the remote control. • When staying in front of the bowl unit after standing and using the toilet → Stay about 30 cm (about 0.98 ft) or more off the bowl unit and wait about 3 seconds. • When water droplets or dirt are disrupting the body sensor. → Remove the dirt. | 16 16 |
| | <ul style="list-style-type: none"> ● The seat switch will not turn on unless you sit on the seat properly. → Sit back on the toilet seat. | 11 |
| | <ul style="list-style-type: none"> ● The timing for the auto bowl unit cleaning can be changed. (After about 10 seconds → after about 5 or 15 seconds) | 38 |
| | <ul style="list-style-type: none"> ● Is "AUTO FLUSH" set to "ON"? → You can turn it "OFF". | 38 |
| The toilet flushes on its own | <ul style="list-style-type: none"> ● Does the seat switch or the body sensor have difficulty turning on or detecting? → Sit back on the toilet seat. If you lift your hip off the toilet seat during use or sit forward on it, the seat switch may not turn on, and thus auto flushing may occur during use. | 9 |
| | <ul style="list-style-type: none"> → Remove any dirt that is on the body sensor. | 10 |

Flushing

| Trouble | Please check | Ref. Page |
|---|--|-----------|
| Pulling the hand lever (for flushing in case of power outage) does not flush the toilet | <ul style="list-style-type: none"> ● Pull the hand lever (for flushing in case of power outage) for 4 seconds or more to flush the toilet. | 50 |
| | <ul style="list-style-type: none"> ● Is the shutoff valve fully open? | 15 |
| Waste material does not flush down completely | <ul style="list-style-type: none"> ● Is the water filter clogged? → Clean the filter. | 34 |
| | <ul style="list-style-type: none"> ● Are the flush and light flush buttons being used correctly? <ul style="list-style-type: none"> • Full flush (for solid waste): up to 10 m (33 ft) of toilet paper (single) • Light flush (for liquid waste): up to 3 m (10 ft) of toilet paper (single) | 16 |
| | <ul style="list-style-type: none"> ● 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. | - |
| | <ul style="list-style-type: none"> ● Waste materials may not flush down completely when the tank is being filled. → Once the POWER LED on the main display are lit and the tank fills up with water, flush the toilet. | - |
| | <ul style="list-style-type: none"> ● In the beginning, flush volume may be adjusted automatically. The flush volume may not be normal during the time. It becomes normal when the adjustment is completed. | - |
| There is residue on the bowl unit surface | <ul style="list-style-type: none"> ● Oil and other hard-to-see grime may stick to the bowl unit surface. → Clean with (non-abrasive) neutral toilet detergent. | 29 |

Toilet Seat and Toilet Lid (AUTO OPEN/CLOSE)

| Trouble | Please check | Ref. Page |
|--|--|---------------------|
| The toilet lid does not open automatically | <ul style="list-style-type: none"> ● Is "AUTO OPEN/CLOSE" set to "OFF"? → Set to "ON". | 40 |
| | <ul style="list-style-type: none"> ● Does the body sensor have difficulty detecting? → Remove any dirt that is on the body sensor. | 12 |
| | <ul style="list-style-type: none"> ● Even when set to "ON", "AUTO OPEN/CLOSE" is not performed for about 15 seconds after the toilet seat or toilet lid is closed. <ul style="list-style-type: none"> • When the toilet lid is closed by hand (To make the product more user-friendly, a time interval is set from when the lid is closed to when it will open next.) → Move away from the toilet and wait about 15 seconds before approaching the bowl unit again or open and close by hand. ● Detection may be difficult when the room temperature exceeds 30°C (86°F), such as in the summertime. → Open and close by hand. | - 11 - |
| | <ul style="list-style-type: none"> ● Is "AUTO OPEN WAITING TIME" set to "30S" or "90S"? | 42 |
| | <ul style="list-style-type: none"> ● After the power plug is inserted, the toilet lid does not open automatically for about 10 to 60 seconds. → Open and close by hand. | - |
| | <ul style="list-style-type: none"> ● Is a toilet lid or seat cover installed? → Remove any covers. | 11 |

Troubleshooting

Toilet Seat and Toilet Lid (AUTO OPEN/CLOSE)

| Trouble | Please check | Ref. Page |
|--|---|--|
| <p>The toilet lid does not close automatically</p> | <ul style="list-style-type: none"> ● Is "AUTO OPEN/CLOSE" set to "OFF"? → Set to "ON". ● When you do not sit on the toilet seat, or when the time spent sitting on the toilet seat or standing in front of it is 6 seconds or less, the toilet seat and toilet lid close after about 5 minutes. ● If they do not close automatically even though "AUTO OPEN/CLOSE" is set to "ON", the body sensor may be detecting incorrectly. → If there is a reflective object in front, such as a mirror or glass, move the reflective object or use a curtain or other object to block it. | <p>40</p> <p>-</p> <p>11</p> |
| <p>The toilet lid opens on its own</p> | <ul style="list-style-type: none"> ● Is the sensor directly exposed to sunlight? → Do not directly expose the sensor to sunlight, because it may cause incorrect detection. ● Is there a heater within the detection range of the body sensor? → Do not place within the detection range of the sensor. ● Is a urinal or wash basin also installed in the bathroom? → The sensor may detect someone using the urinal, causing the toilet lid to open or close. ● When the bathroom door is open, the sensor may detect people who pass in front of the toilet. | <p>11</p> |
| <p>The toilet lid closes on its own</p> | <ul style="list-style-type: none"> ● Is "AUTO OPEN/CLOSE" set to "ON"? → You can turn it "OFF". ● Is "AUTO OPEN WAITING TIME" set to "25S"? ● The seat switch will not turn on unless you sit on the seat properly. → Sit back on the toilet seat. | <p>40</p> <p>40</p> <p>11</p> |
| <p>The toilet lid and toilet seat open at the same time</p> | <ul style="list-style-type: none"> ● Is "SEAT/LID" set to "Automatically open and close the toilet seat and toilet lid"? | <p>42</p> |
| <p>Stops (or closes) while opening</p> | <ul style="list-style-type: none"> ● If the lid or seat hits an obstruction the first time it opens after inserting the power plug, it may stop (or close) partway during the next operation. → While there are no obstructions, disconnect the plug and insert it again after about 5 seconds. Then press the [SEAT OPEN/CLOSE] button on the remote control. | <p>16</p> |
| <p>The open timing has changed</p> | <ul style="list-style-type: none"> ● Detection by the body sensor may be difficult when the room temperature exceeds 30°C (about 86°F), such as in the summertime. | <p>11</p> |
| <p>Cannot open or close with the remote control</p> | <ul style="list-style-type: none"> ● If it opens automatically. → Check "Is the remote control working?" ● If automatic opening does not work either <ul style="list-style-type: none"> • The toilet lid may not be mounted correctly. → Mount them correctly. ● Incorrect detection may occur when operating under fluorescent lights. | <p>54</p> <p>30</p> <p>-</p> |

Toilet Seat and Toilet Lid

| Trouble | Please check | Ref. Page |
|--------------------------------|---|-----------|
| The toilet seat is cold | ● Is the toilet seat temperature set to "OFF" or a low level? → Set to "ON". | 22 |
| | ● Is energy saver in operation? • The energy saver feature is on when the ENERGY SAVER LED is on and the POWER LED is off on the main display. When you sit on the seat, the toilet seat heater is turned on temporarily and the seat is warmed in about 15 minutes. → You can turn it "OFF" if the energy saver feature is "ON". | 24 26 |
| | ● Have you been seated for a long time? • After about 20 minutes of sitting, the temperature starts going down, and after about 1 hour, the toilet seat heater is turned "OFF". → Stand up from the seat and then use again. ● Did you put anything on the toilet seat or the toilet lid? → Remove the object from the toilet seat or the toilet lid. | - |
| | ● The seat switch will not turn on unless you sit on the seat properly. → Sit back on the toilet seat. | 11 |
| | ● Is a toilet lid or seat cover installed? → Remove any covers. | 11 |

Energy Saver

| Trouble | Please check | Ref. Page |
|--|---|-----------|
| The ENERGY SAVER LED does not light up | ● Has the power plug been disconnected or has a power outage occurred? • The ENERGY SAVER LED on the main display may go off when the power is turned on even if the energy saver feature is "ON". (It will turn on within about 24 hours since the setting is retained.) | - |
| The timer energy saver feature is not working | ● Did you replace the remote control batteries? • "TIMER ENERGY SAVER" may be canceled when the batteries are replaced. → Set the timer energy saver again at the time you want to start it. | 26 |
| The auto energy saver feature is not working | ● Because the function takes several days learning the usage conditions before starting energy saver, the amount of energy saving may be low, depending on the frequency of use. → Check the energy saver feature. | 24 |

Deodorizer

| Trouble | Please check | Ref. Page |
|---|---|-----------|
| The deodorizer seems to be not working | ● Is "DEODORIZER" set to "OFF"? → Set to "ON". | 44 |
| | ● Even after sitting down, you do not hear operation sounds. → Sit back on the toilet seat. | - |
| | ● If you hear an operation sound when you sit on the toilet seat. → Clean the deodorizing filter. | 31 |
| A strange odor is emitted | ● Are you using an air freshener or deodorizer that you purchased separately? • Doing so may reduce the effectiveness of the Washlet deodorizer or cause strange odors. → Remove the air freshener or deodorizer. | - |

Troubleshooting

| Others | | |
|---|--|-----------|
| Trouble | Please check | Ref. Page |
| Water is leaking from the plumbing connections | <ul style="list-style-type: none"> ● If any nuts in a connection are loose, firmly tighten them with a tool such as a monkey wrench. → If the water leak does not stop, close the shutoff valve and seek repair. | - |
| The display on the remote control goes out | <ul style="list-style-type: none"> ● The display goes out when no button on the remote control is pressed for 5 minutes or more. | 14 |
| The top unit is unstable | <ul style="list-style-type: none"> ● There is clearance between the toilet seat cushion and the bowl unit for activating the seat switch. When you sit on the toilet seat, the toilet seat subsides slightly to activate the seat switch. | 11 |
| The top unit makes a sound | <p>When sitting on the toilet seat</p> <ul style="list-style-type: none"> ● You hear operation sounds for preparing the pre-mist or spraying mist in the bowl unit. → You can turn it "OFF". | 20 44 |
| You feel air in the bowl unit when sitting on the toilet seat | <ul style="list-style-type: none"> ● A mist is sprayed inside the bowl unit to make it more difficult for dirt to adhere when sitting on the toilet seat. You may feel air when a mist is sprayed. → You can turn it "OFF". | 20 44 |
| Water splashes up when using the toilet | <ul style="list-style-type: none"> ● The water in the bowl unit that is used to mask the smell of excrement is the cause of the splashing. → Adding a layer of toilet paper on the surface of the water can slightly dampen splashing. | - |
| When cleansing, you hear a squishing sound underneath the floor | <ul style="list-style-type: none"> ● Flush the toilet and check for sounds coming from the discharge pipe. Use a device that maintains the necessary toilet water level. | - |
| When flushing, you hear a gurgling sound | <ul style="list-style-type: none"> ● 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. | - |
| It takes long for the tank to be filled with water | <ul style="list-style-type: none"> ● Is the shutoff valve fully open? | 15 |
| | <ul style="list-style-type: none"> ● Is the water filter or the water filter drain valve clogged? → Clean the filter. | 33 34 |
| The water supply hose makes a hissing sound after flushing | <ul style="list-style-type: none"> ● The water supply pressure may be high. → Slightly turn the water shutoff valve to the right until the sound stops. | - |

Specifications

| Item | | | SN920M | |
|-----------------------------|--------------------------|----------------------------|---|---|
| Rated power supply | | | AC 120 V, 60 Hz | |
| Rated power consumption | | | 409 W | |
| Type of water heater | | | Tank type | |
| Power cord length | | | 1.2 m (3.94 ft) | |
| Water protection level | | | IPX4 | |
| Bowl unit | Flush volume | | Full 4.8 L (1.3 gal), Light 3.4 L (0.9 gal) | |
| | Water supply system | | Concealed tank system | |
| | Flush type | | Cyclone flushing | |
| | Bowl style | | Elongated | |
| Functions | Cleansing | Spray volume | Rear cleansing | Approx. 0.27 - 0.43 L/min (Approx. 0.07 - 0.11 gal/min) <at 0.20 MPa (29 PSI) water pressure> |
| | | | Rear soft cleansing | Approx. 0.27 - 0.43 L/min (Approx. 0.07 - 0.11 gal/min) <at 0.20 MPa (29 PSI) water pressure> |
| | | | Front cleansing | Approx. 0.29 - 0.43 L/min (Approx. 0.08 - 0.11 gal/min) <at 0.20 MPa (29 PSI) water pressure> |
| | | Water temperature | | Adjustable temperature range: OFF, about 30°C to 40°C (about 86°F to 104°F) |
| | | Toilet tank capacity | | 0.64 L (0.17 gal) |
| | | Heater capacity | | 225 W |
| | | Safety device | | Temperature fuse, overheat shutoff switch (bimetal automatic return type), anti-idling float switch |
| | | Backflow prevention device | | Vacuum breaker, Check valve |
| | Warm air dryer | Warm air temperature* | | Adjustable temperature range: about 35°C to 60°C (about 95°F to 140°F) |
| | | Airflow volume | | Approx. 0.29 m ³ /min (Approx. 10.24 ft ³ /min) |
| | | Heater capacity | | 347 W |
| | | Safety device | | Temperature fuse |
| | Heated seat | Surface temperature | | Adjustable temperature range: OFF, about 28°C to 36°C (about 82°F to 97°F) <In auto energy saver: About 26°C (About 79°F)> |
| | | Heater capacity | | 50 W |
| | | Safety device | | Temperature fuse |
| | Deodorizer | Method | | O ₂ deodorization |
| | | Airflow volume | | Approx. 0.16 m ³ /min (Approx. 5.65 ft ³ /min) |
| | | Power consumption | | Approx. 5.3 W |
| | Water supply pressure | | | Minimum required water pressure : 0.05 MPa (7.25 PSI) <dynamic>, Maximum required water pressure: 0.75 MPa (108.75 PSI) <static> |
| | Water supply temperature | | | 0°C to 35°C (32°F to 95°F) |
| Working ambient temperature | | | 0°C to 40°C (32°F to 104°F) | |
| Dimensions | | | W 391 mm × D 728 mm × H 684 mm (W 1.28 ft × D 2.39 ft × H 2.24 ft) | |
| Weight | | | About 48.7 kg (About 107.4 lb) <Top unit About 8.7 kg (About 19.2 lb), Bowl unit About 40.0 kg (About 88.2 lb)> | |

* Temperature around the warm air outlet measured by TOTO.

Limited Warranty

One Year Limited Warranty

1. TOTO warrants its washlet series ("Washlet") to be free from defects in materials and workmanship during normal use when properly installed and serviced, for a period of one (1) year from date of purchase. This limited warranty is extended only to the ORIGINAL PURCHASER of the Product and is not transferable to any third party, including but not limited to any subsequent purchaser or owner of the Product. This warranty applies only to TOTO Product is purchased and installed in USA, Canada.
2. TOTO's obligations under this warranty are limited to repair, replacement or other appropriate adjustment, at TOTO's option, of the Product or parts found to be defective in normal use, provided that such Product was properly installed, used and serviced in accordance with instructions.
TOTO reserves the right to make such inspections as may be necessary in order to determine the cause of the defect. TOTO will not charge for labor or parts in connection with warranty repairs or replacements. TOTO is not responsible for the cost of removal, return and/or reinstallation of the Product.
3. This warranty does not apply to the following items:
 - a) Damage or loss sustained in a natural calamity such as fire, earthquake, flood, thunder, electrical storm, etc.
 - b) Damage or loss resulting from any accident, unreasonable use, misuse, abuse, negligence, or improper care, cleaning, or maintenance of the Product.
 - c) Damage or loss resulting from sediments or foreign matter contained in a water system.
 - d) Damage or loss resulting from the quality of water in the region where the product is used.
 - e) Damage or loss resulting from improper installation or from installation of the Product in a harsh and/or hazardous environment, or improper removal, repair or modification of the Product. This includes locations where the water pressure is above local codes or standards. (NOTE : Product model codes allow a maximum of 80 PSI. Check local codes or standards for requirements).
 - f) Damage or loss resulting from electrical surges or lightning strikes or other acts which are not the fault of TOTO or which the Product is not specified to tolerate, including failure to use the factory equipped cord and plug or use of a loose or faulty electrical outlet or use of a current or socket other than a 120V, 60Hz electrical current from a GFI (ground, fused) socket.
 - g) Damage or loss resulting from normal and customary wear and tear, such as gloss reduction, scratching or fading over time due to use, cleaning practices or water or atmospheric conditions, including but not limited to, the use of bleach, alkali, acid cleaners, dry (powder) cleaners or any other abrasive cleaners or the use of metal or nylon scrubbers.
4. If the Danger Label which has been placed over the seams on the back of the Product's top unit is broken or otherwise not intact, this limited warranty is void.
5. In order for this limited warranty to be valid, proof of purchase is required. TOTO encourages warranty registration upon purchase to create a record of Product ownership at <http://www.totousa.com>. Product registration is completely voluntary and failure to register will not diminish your limited warranty rights.
6. If the Product is used commercially or is installed outside of USA, Canada, TOTO warrants the Product to be free from defects in materials and workmanship during normal use for one (1) year from the date of installation of the Product, and all other terms of this warranty shall be applicable except the duration of the warranty.
7. This warranty gives you specific legal rights. You may have other rights which vary from state to state, province to province or country to country.
8. To obtain warranty repair service under this warranty, you must take the Product or deliver it prepaid to a TOTO service facility together with proof of purchase (original sales receipt) and a letter stating the problem, or contact a TOTO distributor or products service contractor, or write directly to TOTO U.S.A., INC., 1155 Southern Road, Morrow, GA 30260 (888) 295 8134 or (678) 466-1300, if outside the U.S.A. If, because of the size of the Product or nature of the defect, the Product cannot be returned to TOTO, receipt by TOTO of written notice of the defect together with proof of purchase (original sales receipt) shall constitute delivery. In such case, TOTO may choose to repair the Product at the purchaser's location or pay to transport the Product to a service facility.

WARNING! TOTO shall not be responsible or liable for any failure of, or damage to, this Product caused by either chloramines in the treatment of public water supply or cleaners containing chlorine (calcium hypochlorite).

NOTE: The use of a high concentrate chlorine or chlorine related product's can seriously damage the fittings. This damage can cause leakage and serious property damage.

THIS WRITTEN WARRANTY IS THE ONLY WARRANTY MADE BY TOTO. REPAIR, REPLACEMENT OR OTHER APPROPRIATE ADJUSTMENT AS PROVIDED UNDER THIS WARRANTY SHALL BE THE EXCLUSIVE REMEDY AVAILABLE TO THE ORIGINAL PURCHASER. TOTO SHALL NOT BE RESPONSIBLE FOR LOSS OF THE PRODUCT OR FOR OTHER INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES OR EXPENSES INCURRED BY THE ORIGINAL PURCHASER, OR FOR LABOR OR OTHER COSTS DUE TO INSTALLATION OR REMOVAL, OR COSTS OF REPAIRS BY OTHERS, OR FOR ANY OTHER EXPENSE NOT SPECIFICALLY STATED ABOVE. IN NO EVENT WILL TOTO'S RESPONSIBILITY EXCEED THE PURCHASE PRICE OF THE PRODUCT. EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTIES, INCLUDING THAT OF MERCHANTABILITY OR FITNESS FOR USE OR FOR A PARTICULAR PURPOSE, ARE EXPRESSLY DISCLAIMED. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION AND EXCLUSION MAY NOT APPLY TO YOU.

MEMO

TOTO

TOTO U.S.A., Inc.

1155 Southern Road Morrow, GA 30260

Phone : (770) 282 8686

Warranty Registration and Inquiry

For product warranty registration, TOTO U.S.A. Inc. recommends On-Line Warranty Registration. Please visit our web site <http://www.totousa.com>. If you have questions regarding warranty policy or coverage, please contact TOTO U.S.A. Inc.,

Customer Service Department, 1155 Southern Road, Morrow, GA 30260 (888) 295 - 8134 or (678) 466 - 1300 when calling from outside of U.S.A.

- You are advised to record the following information to allow quick service.

| | |
|-----------------------|----------------|
| Date of purchase : | Name of shop : |
| Date : year month day | Tel : () |