

USER MANUAL

Elementi Fresca E-bidet

Warranty Information

Two (2) Year warranty from date of purchase.

This product must be installed in accordance with AS/NZS 3500.1 which requires a high hazard back flow prevention device (not supplied). This requirement is subject to local authority inspection. Check with your plumber / installer and local council.

Please refer to robertson.co.nz for warranty details.

General Installation Instructions

Please carefully check the bidet shower seat prior to installation to ensure it has not been damaged during handling or transport, and check that all parts have been supplied.

We suggest you keep this manual after reading/installation for later reference.

Due to the continuous improvement of our products, details are subject to change without notice. The illustrations in this manual are only schematic diagrams, please refer to the actual product for further detail.

Please also read this manual carefully before using for the first time so that you are familiar with the functions, safety notes and user precautions.

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User Guide

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**Additional
Information**

Safety notes

Read the safety instructions carefully before use so as to properly use the product.
Note the following warnings relevant to the safety.



Warning



Prohibition



Compulsory observance



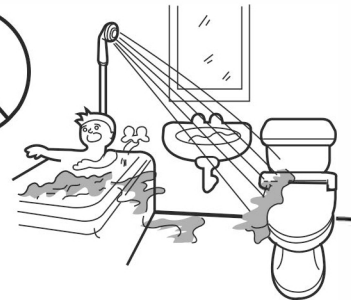
Note

Failure to operate pursuant to the above-mentioned warning signs may result in injury or life-threatening risk.



Avoid water splashing on the product.

- May result in fire or electric shock.



Grounding

Check if the 3-pole grounding structure is grounded.

- 3-pole grounding structure must be grounded, or otherwise the product failure or electricity leakage will occur.



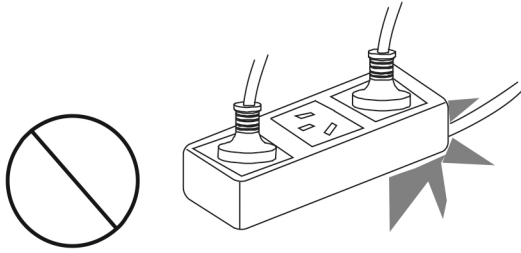
Compulsory observance

Please observe the following when replacing the power cord:

- If the power cord is damaged, contact the retail store or nearby customer service center.
- Only the manufacturers' sales representatives and authorized technicians can replace the power cord.



Safety notes



Only suitable for the power in technical specification; It is strictly prohibited to use excessive loads on the same socket.

- May result in overheating or fire.



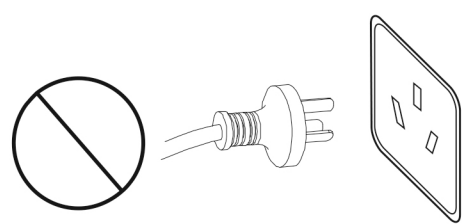
Ensure that the water, cleaning agent or urine does not wet the power plug.

- May result in fire or electric shock.



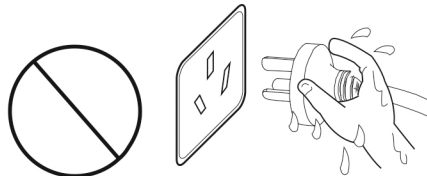
Do not pull the power plug/ power cord at will.

- May result in fire or electric shock.



Do not use a loose socket.

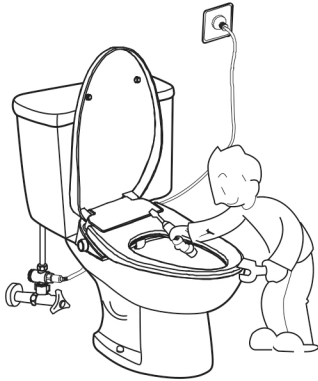
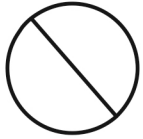
- May result in fire or electric shock.



Do not plug/ pull the power plug when the hand is wet.

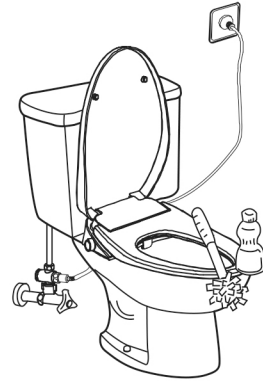
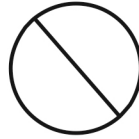
- May result in electric shock.

Safety notes



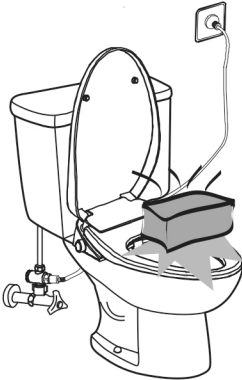
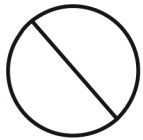
Do not disassemble, repair and modify products by without authorization.

- May result in fire or electric shock.



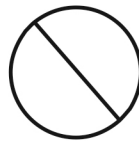
Please unplug the power supply when cleaning the product.

- May result in electric shock.



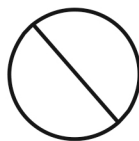
Do not place heavy objects on the toilet seat or the toilet cover

- May result product damage.



Do not bend or twist the water supply hose.

- May result in water leakage.



Do not invert product.

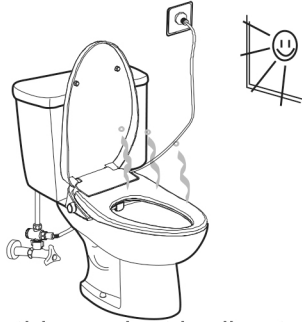
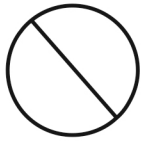
- May result in product damage.



Please clean with the diluted kitchen cleaning agent and do not use the following items: Benzene, paint thinner, detergent powder, nylon brush, hydrogen peroxide, bleach, or any abrasive product.

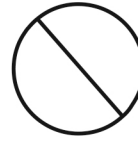
- May result in product damage.

User precautions



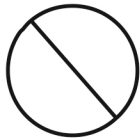
Do not place this product in direct sunlight.

- It may cause product discoloration and failure of seat heating function.



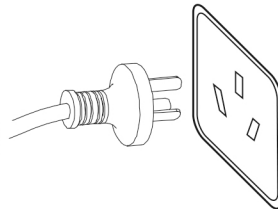
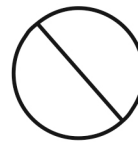
The room temperature of toilet shall be above 0°C.

- Otherwise, it is possible to freeze the product. Use warm air and other methods to improve the temperature in the toilet.



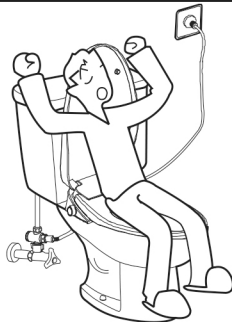
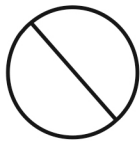
Do not shower urine on the bidet body and nozzle.

- May result in blockage.



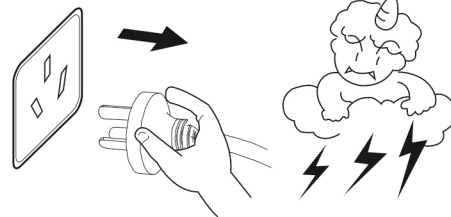
Please not use substandard power supply.

- May cause product failure.



Do not lean against the toilet lid when in use

- May cause damage to the toilet lid.



Pull off the power plug when lightning strikes.

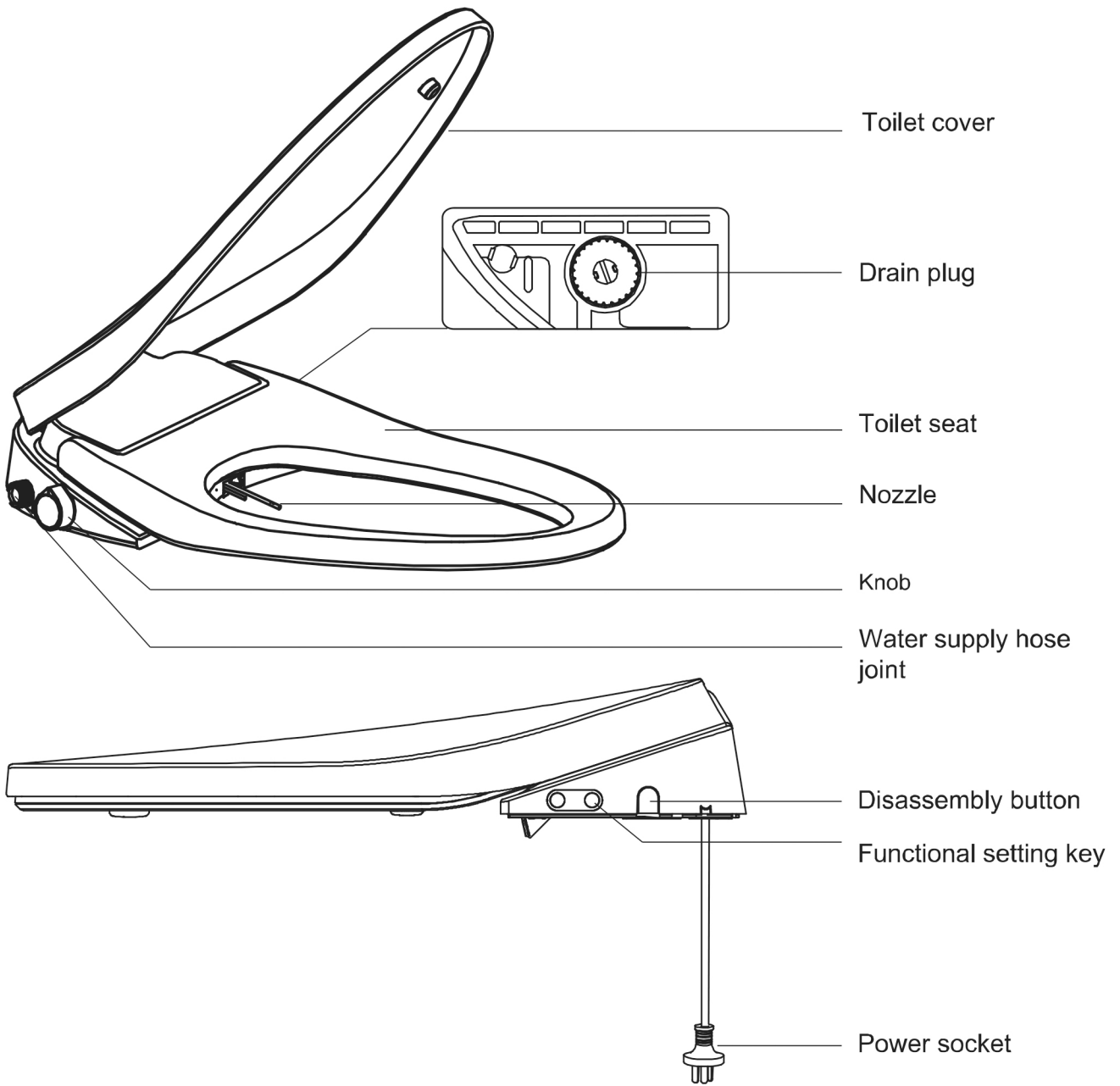
- May result in product failure or damage.



When not in use for a long time, drain the stored water and pull the plug.

- Otherwise, water pollution and skin infections may be caused.

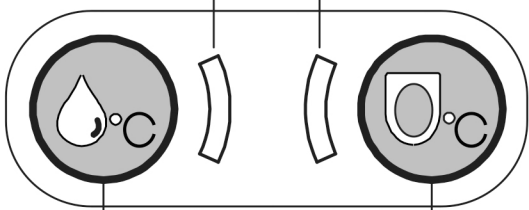
Product description



Functional settings key

Control

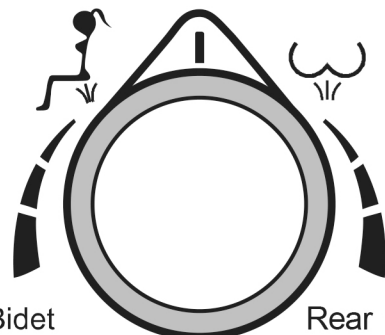
Water temperature regulation indicator Seat temperature regulation indicator



Water temperature regulation key

Seat temperature regulation key

STOP



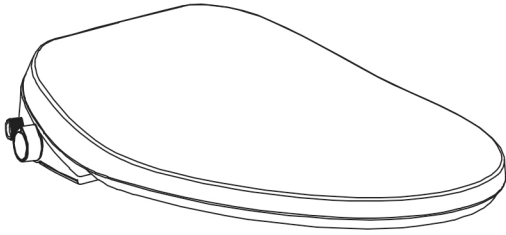
Bidet

Rear washing

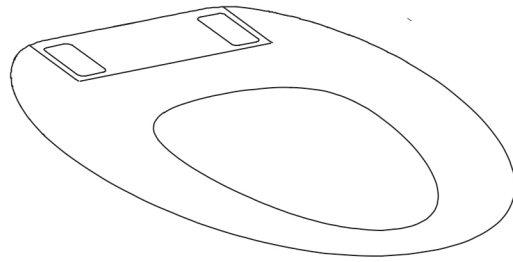
Component description

Note: There are two installation methods for this product. Please choose one method according to the actual situation

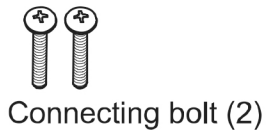
1. Cover plate



2. Installation template



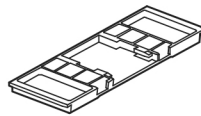
3. Fixation part



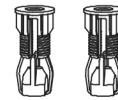
Connecting bolt (2)



Adjustment sheet (2)



Fixing plate (1)

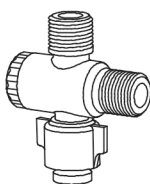


Expansion bolt(2)
(up lock)

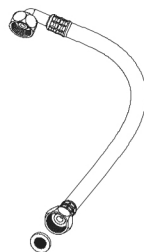


Nut (2)
(down lock)

4. T-junction

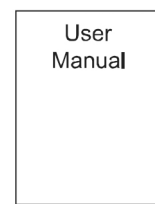


5. Water inlet hose



Filter screen

6. User manual

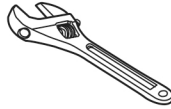


Installation

• Installation tools



Cross screwdriver



Adjustable Crescent

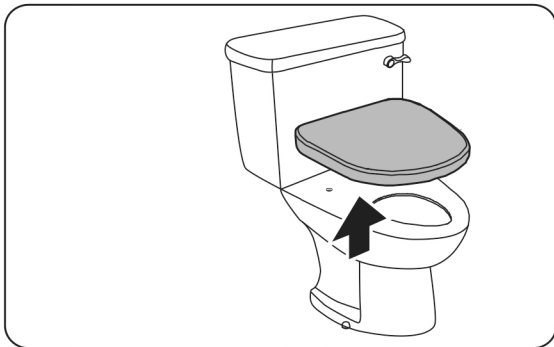


Bucket and cloth

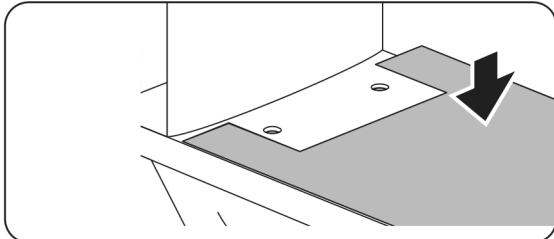
• Pre-installation precautions

1. Water supply pressure: 0.1-0.75MPa, please follow the instructions.
2. Angle valve shall be located close to the location where this product is installed.
3. Angle valve shall be opened to clear impurities and sludge in the embedded pipe prior to installation, so that the pipe will not be clogged and the product functions are normal.
4. Please use the new hose sets supplied with the product. Do not use the old or other hose sets to the product.

• Installation Procedure

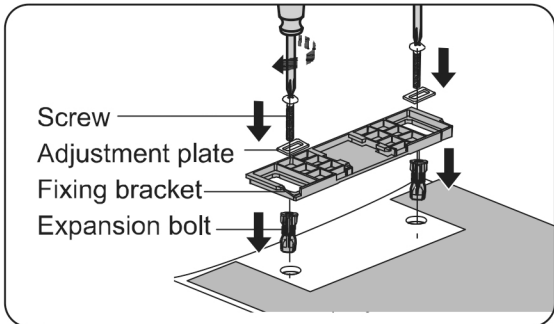


1. Remove the old toilet seat.



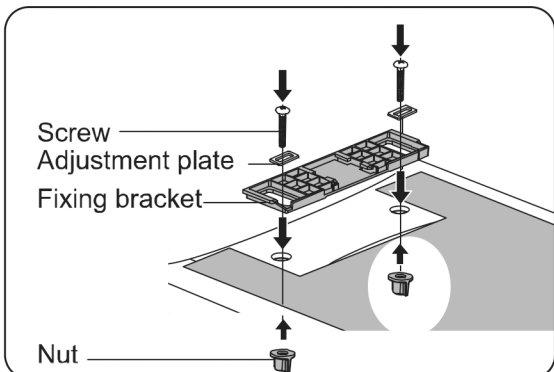
2. Place the installation template.

Place the installation template on the ceramic as shown. Align it with the rim of toilet.



- 3A. Install mounting fittings - Back to wall toilets

- (1) Insert the expansion bolt into the ceramic hole.
- (2) Place the fixing bracket in the location specified by the installation template. Install the other fittings sequentially as shown.
- (3) Tighten the screws with screwdriver.

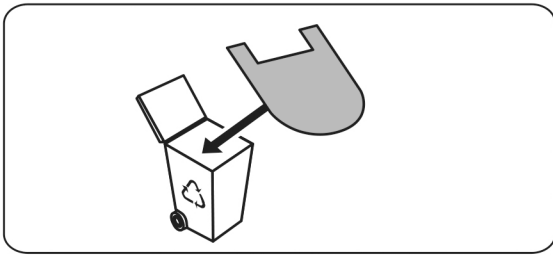


- 3B. Install mounting fittings - Toilets with side access

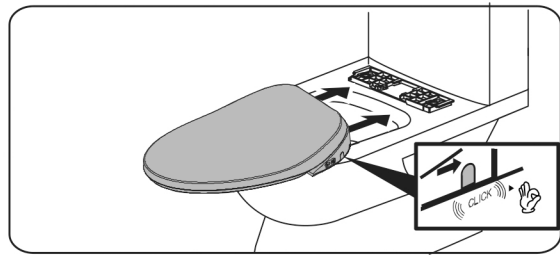
- (1) Place the fixing bracket in the location specified by the installation template. Install the other fittings sequentially as shown.
- (2) Screw the nuts tightly.

Note: You can choose installation mode 3A or 3B depending on the actual situation.

Installation



4. The installation template is designed for one-time use. Please discard it after the installation is complete.



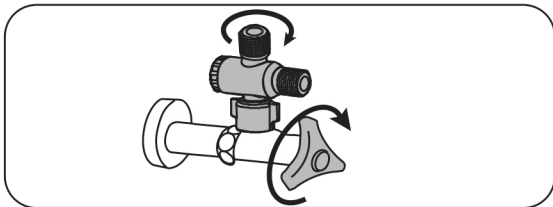
5. Slightly push the electric bidet seat into the fixing bracket in the specified direction until the "click" sound is heard. It indicates that the product has been installed in place.



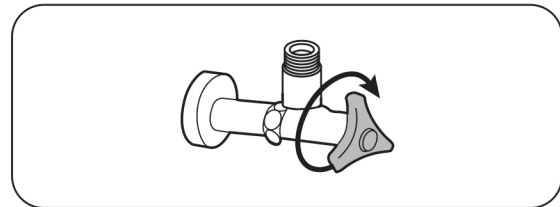
Do not remove or install the seat by holding the lid only - this may cause mechanical damage.

• Connecting water supply hoses

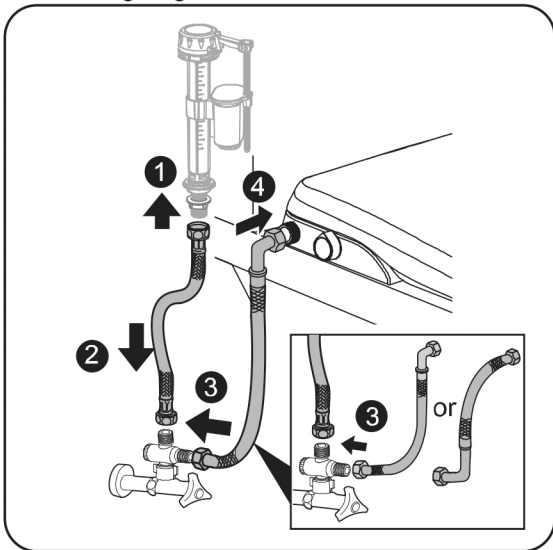
Note: There are two methods of connecting pipes.



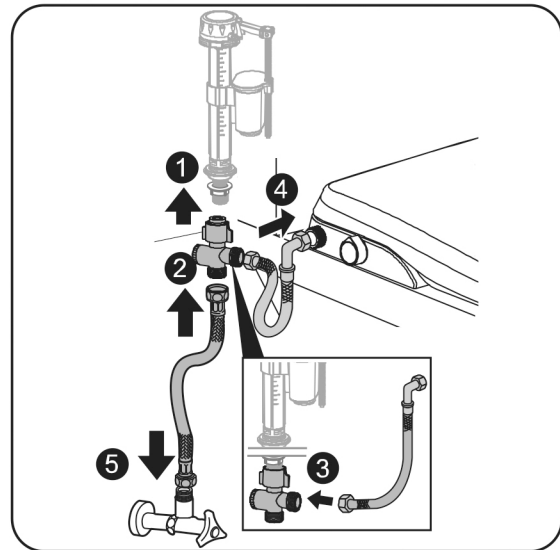
1A. Close the angle valve and fix the tee junction to the angle valve. Ensure that the rubber sealing ring is loaded.



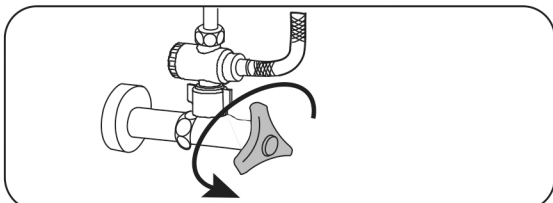
1B. Turn off the water supply.



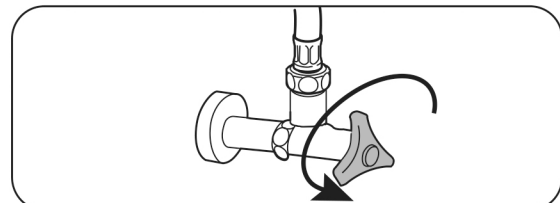
2A. As shown above, connect the water supply hoses to the product and inlet valve. Ensure that all the sealing rings is loaded.



2B. As shown above, connect the water supply hoses to the product and inlet valve. Ensure that all the sealing rings is loaded.



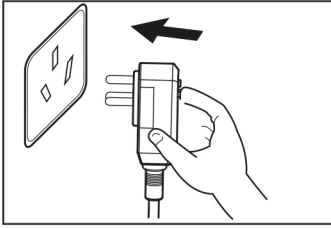
3A. Open angle valve to check for water leakage.



3B. Open angle valve to check for water leakage.

Installation

Connecting the Power



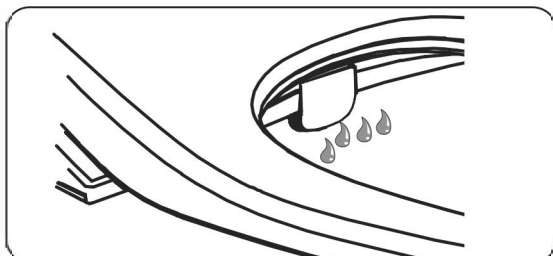
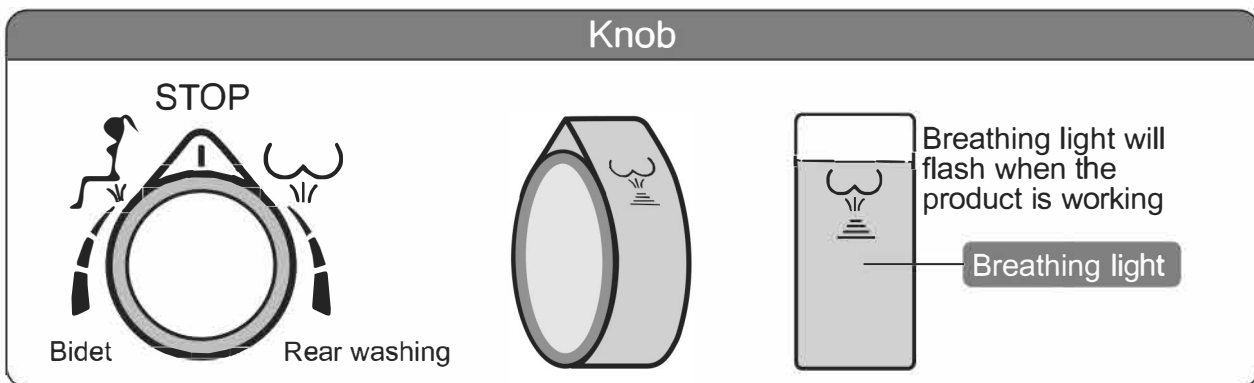
1. Insert the power plug as the picture shown on the left.
2. Press the “Reset” button on the RCA surge protector to turn the power on; the indicator light will be on.
3. Press the “Test” button on the RCA surge protector to turn the power off; the indicator light will be off.

Note: please make sure the plug is dry before connecting to the power supply.

- **Standby mode**

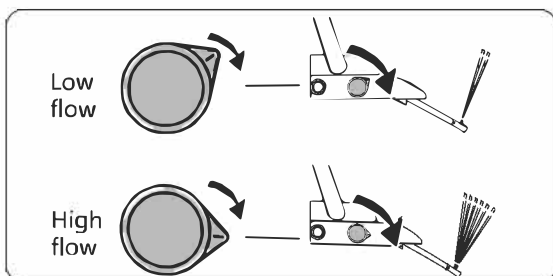
1. Make sure the plug is dry before power supply is connected.
2. After the power supply is connected, the toilet will self-check, and the “beep” indicates that the self-check is completed and the toilet can be used normally. At this time, the knob lamp and the night light are always on.
3. Water temperature adjustment is enabled, and by default the low position approx 35°C.
4. Seat temperature regulation is enabled, and by default the low position approx 35°C.
5. After the power supply is connected, the knob light and night light are constantly on.

- **Functions of knob**



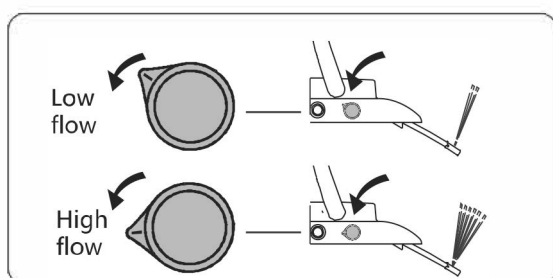
Self-cleaning function

- After being seated, the nozzle is automatically closed after 5 seconds of self cleaning
- After the rinsing is completed, the nozzle is automatically closed after 2 seconds of self-cleaning.



Rear cleaning function

- Rotate knob clockwise.
- After self-cleaning, rear wash nozzle extends and cleans.
- The flow varies with the rotation of knob.
- When complete, rotate knob to upright position.



Bidet cleaning function

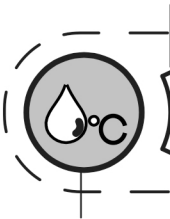
- Rotate knob anti-clockwise.
- After bidet cleaning, the bidet nozzle extends and cleans.
- The flow varies with the rotation of knob.
- When complete, rotate knob to upright position.

Function Instructions

Functions Settings

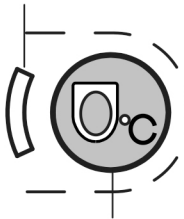
Function Settings Key

Water temperature adjustment indicator




Water temperature adjustment key

Seat temperature adjustment indicator




Seat temperature adjustment key


Prompt




Light OFF

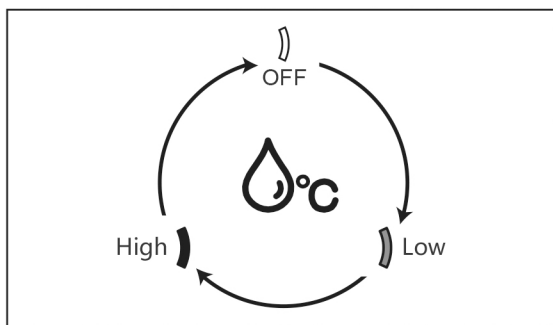



Lowlighted




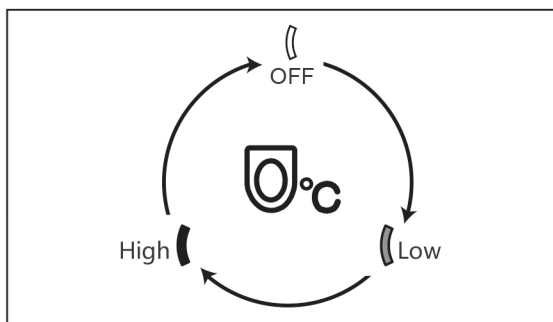
Highlighted


 The knob lamp can be turned off by pressing the water temperature adjusting button and the seat temperature adjusting button at the same time.



- Press the “°C” button to switch between water temperature settings in the sequence indicated in the left figure.
- When switching to OFF, you will hear one long confirmation “beep”. When switching to low/high you will hear one short confirmation “beep”.
- Low water temperature setting: about 35°C
- High water temperature setting: about 38°C

 The water heating function is ON only when seated. If not seated it is cold water.



- Press the “°C” button to switch between seat temperature settings in the sequence indicated in the left figure.
- When switching to OFF, you will hear one long confirmation “beep”. When switching to low/high you will hear one short confirmation “beep”.
- Low seat temperature setting: about 33°C
- High seat temperature setting: about 37°C

Protection Functions

1. Low temperature scalding protection function: 5min after the body is seated, the bidet seat will be under low temperature scalding protection mode with temperature of about 29°C.
2. Alarm function: when not seated and the knob is not timely closed, the bidet seat will give an alarm.
3. Water temperature protection function
 - When the water temperature exceeds 43°C during use, the nozzle spray will be turned off, and the bidet seat will automatically switch to self-cleaning mode.
 - After the water temperature returns to normal, washing can be continued.

Note: After the rinse is over, turn the knob to the central stop position to prevent splashing.

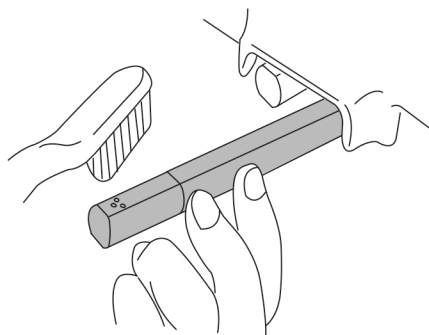
Normal use during power failure

The water temperature and seat temperature cannot be adjusted when the power supply for the bidet seat is cut off, but washing with normal temperature can be used normally.

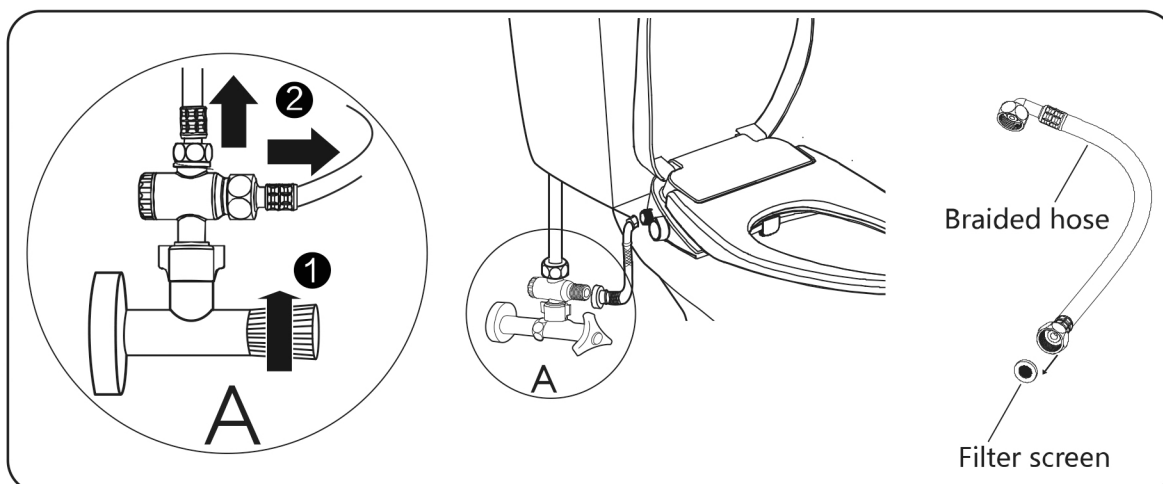
Cleaning and maintenance

• Manual cleaning of spray tube

- Gently pull out the nozzle and dip the neutral detergent with a soft cloth, sponge or small brush.
- Gently support the nozzle, wipe the spray tube and nozzle.



• Clean filter screen



i Tips:

- Make sure that the corner valve close and the power off before you clean the filter screen ;
- Clean the filter screen when the water flow is less than normal hours.
- During cleaning process, the product must be thoroughly separated from the water inlet hose;
- Reinstall the filter screen in reverse order after cleaning.

• Product surface cleaning

⚠ Note: Please cut off power supply before cleaning.

- Wipe the product surface with a sponge or soft cloth dampened with room temperature water or a neutral detergent.
- Lift the upper cover and the seat ring when cleaning other parts with cleaning agents.
- Do not put cover on before the cleaning agent in the ceramic toilet is completely washed, otherwise the surface may be corroded by the evaporation of cleaning agent.

Cleaning & Maintenance

RCD / Surge Protector

Check the surge protector regularly

Inspection method:

- Press the “Reset” button:
 - indicator light is on, and the power supply is on.
- Press the “Test” key button:
 - indicator light is off, and the power supply is disconnected.
- When the above operation is completed and the indication information doesn't show, stop using the bidet seat and contact an authorised technician or electrician to replace the surge protector.
- Always ensure that the surge protector indicator light is on when the bidet seat is in use.



Product Maintenance in Winter

Close the angle valve and do not use the bidet seat when the ambient temperature is below 4°C.

If left unused for a long period of time

If the bidet seat is going to be unused for a long period of time, drain the water and turn off the power supply:

- Pull out the power plug or press the “Test” key on the surge protector.
- Close the angle valve.
- Disconnect the water inlet hose from the angle valve and empty out the water in the hose.
- Close the upper lid, press and hold the disassembly buttons, and remove the bidet seat from the toilet.
- Store the bidet seat in a cool, dry place.

Faults and solutions

• Common fault diagnosis

When you think it is a fault, try some of the following processing methods. If the product is still not working properly, contact your local repair center or call the service hotline.	
Check power supply 1.If power supply is under normal state. 2.If leakage protector trips	Check water supply 1.If water supply is under normal state. 2.If corner valve is closed.
If the following occurs, cut off the power supply immediately.	
The buzzer continues to beep	The leakage protector trips frequently

⚠ Note: When water leakage occurs, close the angle valve while cut off the power supply.

• Water leakage analysis

Phenomenon	Possible cause	Solution
Base gap leakage	Pressure maintaining valve is damaged	Cut off the power supply, close the angle valve and contact the after-sales department for replacement.
Flushing module leakage	Knob is not reset to OFF position	Reset knob to OFF
	Control valve is failed	Cut off the power supply, close the angle valve and contact the after-sales department for replacement.

• Analysis of seat heating failure

Phenomenon	Possible cause	Solution
Seat temperature is not sufficient	Seat temperature is set at low gear	Adjust seat temperature to higher gear.
Seat temperature is too high	Seat temperature is set at high gear	Adjust seat temperature to lower gear.
Temperature is too low when just contact with seat	Not enable seat heating function	Enable seat heating function in advance.
No seat heating function	Seat heating coil in poor contact	Cut off power supply, contact the after-sales department for replacement.

• Flushing failure analysis

Phenomenon	Possible cause	Solution
Spray tube extends too slowly	Cool water should be released from front end before flushing.	It is normal, and provides normal flushing about 5s later.
Insufficient water amount	Knob is not completely turned on.	Increase knob regulating angle.
Insufficient water temperature	Water temperature is set at low gear.	Adjust water temperature to higher gear.
	Water temperature is set at low est gear.	Adjust water temperature to higher gear.
Too low water temperature	Automatic protection for over-high temperature	Restart water temperature adjustment.
	Self-cleaning function is enabled	It is normal, and automatically stop water flow about 5s later.
Water flow out when seated	The flowmeter is abnormal	Cut off power supply, contact the after-sales department for replacement.
Water is not heated Breathing light not flash	Water pressure abnormal	Close the Angle valve, open the knob and reinstall the braided hose.
Vibration and noise occur when the knob is turned on	Water scale causes increased resistance to the movement.	Please refer the method for manual cleaning of spray tube in cleaning and maintenance.

• Night light analysis

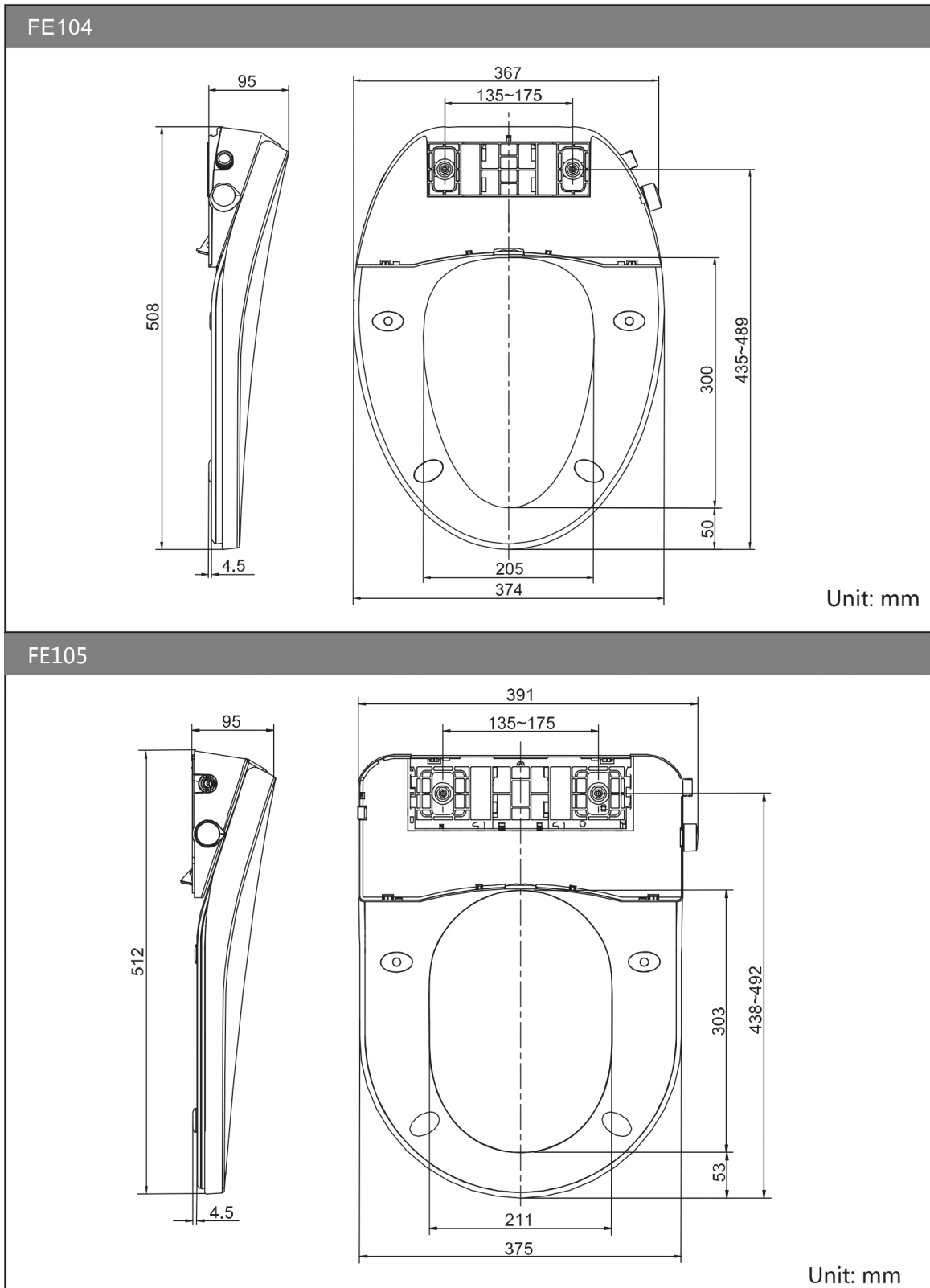
Phenomenon	Possible cause
Night light is not ON.	Power cord of night light shows poor contact
	Night light is damaged
Knob light is not ON	Power cord of knob light shows poor contact

Fault and solution, product dimension drawing

• Alarm function

Phenomenon	Possible cause	Solution
Buzzer continuously beeps	Knob switch is not reset to OFF state when away from seat	Reset knob to OFF state.
Leakage protector sometimes trips.	Electricity leakage beyond normal value	Cut off power supply, stop using product, contact the after-sales department for replacement.

• Product dimension drawing



Product Technical Specification

General Specifications

- Model: Elementi Fresca E-Bidet
- Net Weight: 3.5kg
- Ambient Temperature: 4-40°C
- Seat Temperature: 3 Settings (Room temp/35/37°C)
- Nozzle & Seat: Made from Antibacterial Material
- Seat/Lid is soft close

Water Specifications

- Water Inlet: Side
- Water Supply Pressure: 0.1 - 0.75MPa
- Water Supply Temperature: 4 - 35°C
- Water Volume: ≤0.7L/min (at a water pressure of 0.18 MPa), stepless regulation.
- Water Temperature: 3 Settings (Room temp/35/38°C)

Electrical Specifications

- Power Corde Inlet: Side
- Rated Voltage: 220-240V - 50/60Hz
- Rated Power Consumption - 960W (Under the conditions: entering water temperature 15°C, flow rate 600ml/min).
- Mamimum Power Consumption: 1500W/220V
- Length of Power Cord: 1.5m
- Protection Class: IPX4
- Water Heater Power Consumption 1500W/220V
- Seat Heater Power Consumption: 50W/220V