

## HEADQUARTERS

Duravit AG  
Werderstr. 36  
78132 Homburg  
Germany  
Phone +49 7833 70 0  
Fax +49 7833 70 289  
info@duravit.com  
www.duravit.com  
www.sensowash.com

Leben im Bad  
Living bathrooms



SensoWash® i

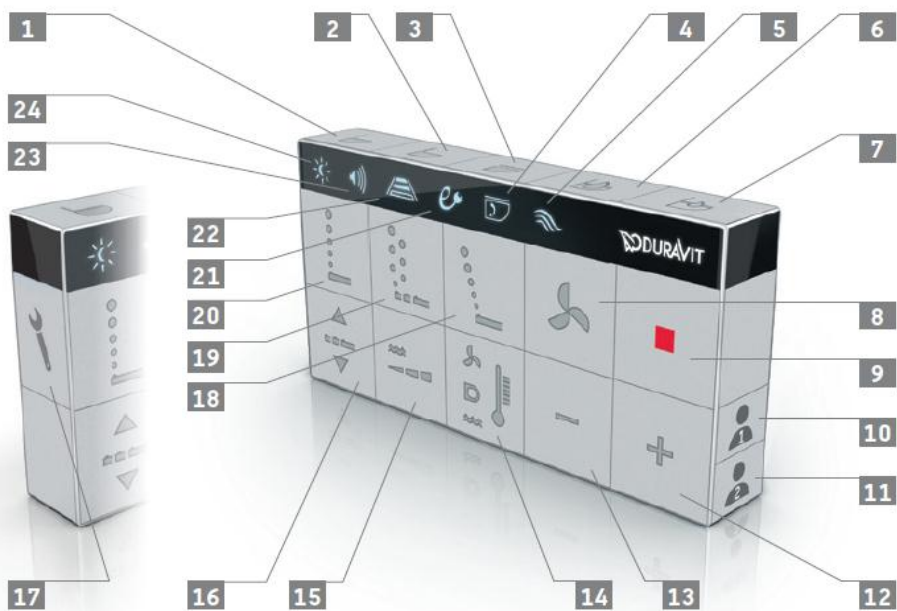
## Operating Instructions



Best.-Nr. 56907/14.06.2 - Printed in Germany. We reserve the right to make technical improvements and enhance the appearance of the products shown.



DESIGN BY PHILIPPE STARCK



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# 1. Brief overview

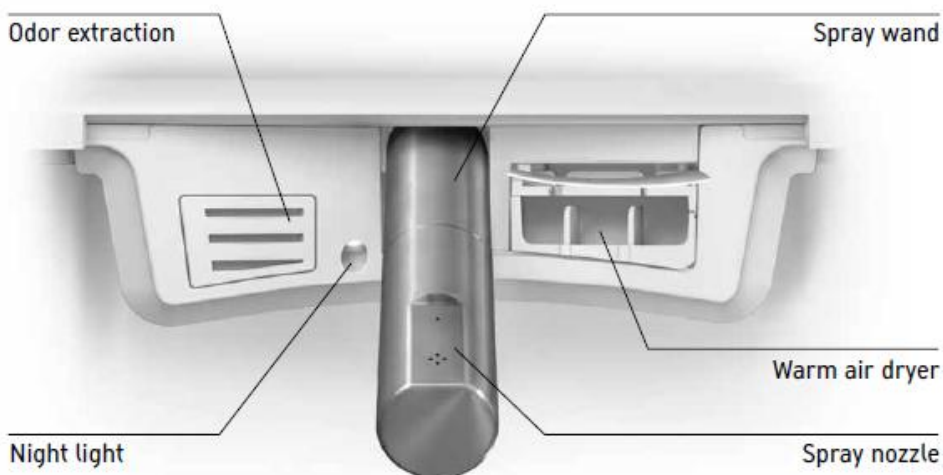
## 1.1 Toilet unit

<b>A</b>	Electromotive actuated seat and lid
<b>B</b>	Seat heater
<b>C</b>	Seat sensor
<b>D</b>	Night light: Illuminated inner bowl
<b>E</b>	Proximity detection
<b>F</b>	Ladywash
<b>G</b>	Rearwash
<b>H</b>	Full flush
<b>I</b>	Power
<b>J</b>	Status display
<b>K</b>	Integrated flushing system

## 1.2 Remote control

<b>1</b>	Opening the lid
<b>2</b>	Opening the seat and lid
<b>3</b>	Closing the seat and lid
<b>4</b>	Pre-flush
<b>5</b>	Odor extraction
<b>6</b>	Full flush
<b>7</b>	Eco flush
<b>8</b>	Warm air dryer
<b>9</b>	Stop
<b>10</b>	User profile 1
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<b>12</b>	Increase function
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<b>14</b>	Temperature
<b>15</b>	Water spray intensity
<b>16</b>	Spray wand position
<b>17</b>	Setting mode
<b>18</b>	Ladywash
<b>19</b>	Comfortwash
<b>20</b>	Rearwash
<b>21</b>	Energy saving mode
<b>22</b>	User detection
<b>23</b>	Confirmation tone
<b>24</b>	Night light

### 1.3 Functional area



### 1.4 Right product side



## 2. Description of Symbols

The following warning signs warn you of dangerous situations and their severity:



**Danger!**

High risk, lethal hazards, severe injuries



**Caution!**

Low risk, minor injuries

Damage to property

**Note!**

The following symbols are used:



Hints and tips are provided here.



This is a prompt requesting your input.

## 3. For your safety

To ensure that you will enjoy your SensoWash® i, read these operating instructions carefully, particularly the safety instructions.

Keep the operating instructions in a safe place and in the case of a change in ownership, ensure they are given to the new owner.

The installation and repair of this product should only be done by qualified service personnel.

When using electrical products, especially when children are present, basic safety precautions should always be followed, including the following:

**READ ALL INSTRUCTIONS BEFORE INSTALLATION AND USE.**

### 3.1 Normal Use

SensoWash® i is a toilet with spray attachment for Rearwash and Ladywash cleansing functions with an integrated flushing system. Its use is limited exclusively to enclosed spaces.

Any other usage will be deemed as not corresponding with normal usage. Duravit undertakes no liability for abnormal usage.

### 3.2 Grounding instructions

This product must be grounded. This product should be connected to a grounded, metallic, permanent wiring system, or an equipment - grounding conductor should be run with the circuit conductors and connected to the equipment grounding terminal or lead on the product.

In the event of an electrical short circuit, grounding reduces the risk of electric shock by providing an escape wire for the electrical current. This product does not use an electrical plug and is equipped with a conduit and two conduit hubs for power cord connection.

This product must be on a separate circuit. No other appliance should share the circuit with this product. Sharing a circuit could cause the branch circuit fuse to blow or the circuit breaker to trip. Continuous usage under these conditions could result in fire or property damage. The circuit must be protected by a Ground-Fault Circuit-Interrupter (GFCI) or Earth-Leakage Circuit-Breaker (ELCB) or Residual Current Device (RCD).

Disconnection device having a contact separation in all poles that provide full disconnection under overvoltage category III conditions must be incorporated in the fixed wiring in accordance with the wiring rules. The nominal cross-sectional area of the conductors should be AWG16(1.5mm<sup>2</sup>), and the spec of wire shall be at least H05VV-F or above. The length of the power cord should be 19 5/8" (50 cm) for the convenience of installation. **Power supply cord need to be prepared at the customer end.** Electric wiring has to be done in accordance with all local codes, or in the absence of local codes, with the National Electrical Codes.

### 3.3 Safety instructions

Read and observe the following safety instructions carefully!

#### Requirements for the user

For the disabled: this product is not intended for use by persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge unless they have been given supervision or instructions concerning the use of the product by a person responsible for their safety.

For children: children should be supervised to ensure that they do not play with the product. This product can be used by children aged from 8 years and above.



#### Health damage

Do not use the product while bathing.

If the product is standing in the water, please cut off the power supply immediately.

The product must be grounded.

Do not insert a finger into or keep hands near the air dryer outlet.

Only use tap water or potable well water (underground water). Do not use seawater.

When the product is in use again after a long period of time of not using, please re-circulate the water first using wand self-cleaning, otherwise stagnant water may cause skin irritation.

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#### Only use the device when it is fully functional

- Make sure that the power cable is not damaged.
- The power cable must not become jammed or pinched.
- Keep the power cable away from hot surfaces and sharp edges.
- Never touch the power cable with wet hands.
- Do not use the product if it is not working properly. Disconnect it from the mains immediately. Close the water cut-off valve to interrupt the water supply. Contact your installer.

#### Avoid malfunctions and damage to the product as a result of improper use.

- Do not install the SensoWash® in a room exposed to excessive moisture. Please ensure sufficient ventilation and no condensation shall be formed on the product.
- Do not install or use the SensoWash® in rooms where there is a danger of frost or water may freeze.

The room temperature must not be less than 4°C. Freezing water may cause product damage.

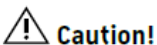


- If the SensoWash® is moved from a cold location to a warm location, condensation may form. Leave the unit switched off for a few hours.
- Do not use the product outdoors or operate where aerosol (spray) products are being used or where oxygen is being administered.
- Do not supply electrical power to the unit until the plumbing installation work has been completed; it could cause the product to malfunction.
- Do not use any power supply other than the one specified.
- Keep the SensoWash® away from heated surfaces to prevent a fire hazard. Also, keep any flammable materials such as candles, cigarettes or the like away from the product at all times.
- Do not expose the SensoWash® directly to water.
- Do not splash water on the product.
- Do not climb on or stand on the product.
- Do not lean on lid or seat when they are opened.
- Do not place any heavy objects on the lid.
- Allow the seat and lid to close automatically. Do not apply excessive force on the lid and seat, the buttons of the Remote Control and the spray wand.
- Do not deliberately soil, spray or block the spray wand.
- Do not attempt to flush items other than bodily waste and the toilet paper.
- If the product becomes clogged, please make sure the “Auto flush” and “Pre-flush” functions are disabled, otherwise it may cause the clogged toilet bowl to overflow. Please unclog the toilet immediately.
- Do not use the product while there is thunder or lightning. Disconnect the power supply immediately.
- Do not expose the product directly to sunlight. Color change, irregular temperature, Remote Control malfunction and sensor malfunction may result.
- After using an assisting seat or soft height seat for children, please remove it. Otherwise, some functions might not be available.

### **Repairs must only be carried out by a person with the necessary expertise**

- Do not carry out modifications, tamper with, install additional equipment or attempt to repair the SensoWash® by yourself.
- Improperly performed repairs can lead to accidents, damage and malfunctions.
- If it is necessary to change the power supply cord, this must be done by a qualified person.
- The new hose-sets supplied with the appliance are to be used and the old hose-sets should not be reused.
- Do not use attachments not recommended by Duravit.

### **Use of batteries**



#### **Health damage**

> Avoid contact with skin, eyes and mucous membranes if battery acid has leaked.

> In case of contact with the acid, flush the affected areas with large amounts of clean water and consult a doctor immediately.

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- Keep batteries out of the reach of small children. Batteries can be life-threatening if swallowed. If a battery has been swallowed, call for medical assistance immediately.
- Batteries may not be recharged, reactivated by other means, dismantled, exposed to fire or short-circuited.
- Always remove empty batteries from the remote control immediately. They may leak and cause damage.
- Do not insert new and old batteries together in the remote control.
- Clean the battery and contacts before inserting the battery. Note the proper polarity.
- Remove the batteries if you do not use the remote control for an extended period.
- Do not expose the batteries to extreme conditions: avoid contact with hot surfaces or direct sunlight. Otherwise there is a risk of leakage.

## Compliance

### Compliance Statement (Part 15.19)

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

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

### Warning (Part 15.21)

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

### FCC Interference Statement (Part 15.105 (b))

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

- Consult the dealer or an experienced radio/TV technician for help.

# SAVE THESE INSTRUCTIONS.

## 4. Product information

### 4.1 Seat and lid



#### Auto opening and closing of seat and lid

Adjustable automatic opening and closing of WC seat and lid by approach or inactivity.  
(Default setting: „Off“)



#### Remote controlled opening and closing of seat and lid

Convenient opening and closing of seat and lid at the touch of a button.

#### Seat sensor

User detection by integrated seat sensor. Shower and dryer functions can now be used.

### 4.2 Shower, warm air dryer and seat heater functions

**i** The shower and warm air dryer functions are only fully functional when the seat sensor is activated (means somebody sits on the seat).

The shower functions terminate automatically after 3 minutes, the warm air dryer after 5 minutes or all functions immediately when the user press the „Stop“ button **9** on the remote control or leaves the seat.



#### Rearwash

Gentle and safe rear cleansing.

Forward and backward movement of spray wand during use of shower, a pulsating water jet can additionally be activated.



### **Ladywash**

Additional nozzle outlet for female intimate care.



### **Warm air dryer**

Pleasant drying through warm air after shower.

### **Seat heater**

Integrated seat heater for a comfortable sensible heat.



### **Temperature**

Individual adjustable temperature of warm air dryer, seat heater and water.

The water is heated by an instant heater to provide permanent heated water during shower.

(Default setting: „Medium“)



### **Spray wand position**

Spray wand position can be adjusted to individual preference.

(Default setting: „Middle“)



### **Water spray intensity**

Water spray intensity can be adjusted to individual preference.  
(Default setting: „Medium“)

### **Automatic cleaning**

Spray wand and nozzle are cleaned automatically before and after use.

## **4.3 Flushing functions**



### **Pre-flush**

Water applied to inner bowl ceramic prior to flush to remove and reduce leftover residue and minimize cleaning effort.  
(Default setting: „On“)



### **Full flush**

Enables a water consumption of 1.1gal / 4.2 lpf (liter per flush).



### **Eco flush**

Enables a water consumption of 0.8gal / 3.0 lpf.



+



### **Auto flush**

Automatic flushig after leaving the seat.

Auto flush is only working when the user is seated for more than 6 seconds, 10 seconds after leaving the toilet it flushes automatically.  
(Default setting: „Off“)



Do not flush the toilet continuously. Please allow at least 25 seconds for the water tank to refill.

## **4.4 Settings**



### **Night light**

Illuminated inner bowl for night mode orientation.  
(Default setting: „Auto“ - Night light is automatically switched on or off according to the ambiente light.)



### **Confirmation tone**

To indicate any remote controlled command and the activating/deactivating of the seat sensor.  
(Default setting: „On“)



### **Auto opening and closing of seat and lid**

See chapter 4.1 „Seat and lid“.



### **Energy saving mode**

#### **I.) Timed energy saving mode**

Individual setting for energy saving mode. When the „Timed energy saving mode“ is activated, the seat heating is deactivated for the next 8 hours then be automatically reactivated for 16 hours. If the seat sensor is activated the seat heating will start to heat and after leaving turn off automatically again. This procedure is repeated at the same time every day until the „Timed energy saving mode“ is deactivated.(Default setting: „Off“)

#### **II.) Auto energy saving mode**

If all functions have been inactive and there is no human movement detected for 48 hours, the „Auto energy saving mode“ will active automatically. The seat heating is now inactive. When any function is used or any human movement is detected, all previous settings will automatically be reactivate.



### **Pre-flush**

See chapter 4.3 „Flushing functions“.



### **Odor extraction**

Automatic odor extraction with long-lasting, maintenance-free catalytic filter. The odor extraction is activated when the user is seated. It will be terminated automatically when washing or warm air dryer is functioning and will automatically start as soon as washing or warm air dryer stops. 60 seconds after the user leaves the seat, odor extraction will automatically stop.

(Default setting: „On“)



### **User profile**

Personal preferences (Spray wand position, water spray intensity and temperature) can be stored in different user profiles.

## **5. Basics of operation**

SensoWash® is operated via the remote control. Settings are altered via the remote control as well.

If the remote control is not available or the batteries are empty then basic functions can also be switched on or off from the side control buttons.

SensoWash® automatically cleans the retracted spray wand when the seat sensor is activated, and both before and after washing.

## 5.1 Buttons and their functions

- Press the respective button on the remote control to switch on a function.  
The button lights up white briefly.
- To switch off a shower or warm air dryer function, press the „Stop“ button **9** on the remote control.

## 5.2 Status LEDs

Red illuminated: SensoWash® is in the „Standby mode“, all functions cannot be used.

Green illuminated:	SensoWash® is in the „Normal mode“, all functions can be used, „Timed energy saving mode“ is off.
Orange illuminated:	All functions can be used, „Timed energy saving mode“ is on.
Flashing:	Malfunction. Disconnect main power supply and contact your local authorised customer service.

# 6. Initial operation

### Remote control

- > Push up and pull the battery compartment open.
- > Insert three alkaline batteries in the right polarity.

### Power supply

- > Connect the power supply.

**i** SensoWash® will start self-check when it is connected to the power supply. The self-check takes about 15 seconds, and during which time, only “Power” button **I** on the seat unit can work, other operation (RC command, or push Ladywash/Rearwash on the seat unit) will not be taken by the unit.

[ZP1]

### Switch SensoWash® on

Requirement: SensoWash® is in the „Standby mode“, the status display is red illuminated.

- > Press the „Power“ button **I** on the seat unit for longer than 3 seconds.  
SensoWash® is now switched on.  
The status display **J** is green illuminated.  
All functions can now be used.

## 7. Operating

### 7.1 Switching the SensoWash® on /off

- > Press the „Power“ button **1** on the seat unit for longer than 3 seconds.  
SensoWash® is now switched on.  
The status display **J** is green illuminated.
- > Press the „Power“ button **1** on the seat unit again for longer than 3 seconds.  
SensoWash® Starck is now switched off.  
The status display **J** is red illuminated.

### 7.2 Seat and lid

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#### Note!

#### Damage of seat and lid

- > Open and close seat and lid only via remote control.
  - > Do not apply excessive force on the seat and lid.
- 



#### Opening and closing of seat and lid by remote control

- > Press the „Open lid“ button **1** on the remote control.  
The lid opens, the seat remains closed.
- > Press the „Open seat and lid“ button **2** on the remote control.  
The lid and the seat open.
- > Press the „Close seat and lid“ button **3** on the remote control.  
The lid and the seat close.





### Opening and closing of seat and lid by „Auto opening“

The detection distance can be set individually in 4 steps:



Off > Close > Medium > Far

- > Press the „Setting mode“ button **17** on the remote control.  
The indicator lights of the settings illuminate.
- > Press the „Setting mode“ button **17** on the remote control for more than 3 seconds  
The „Night light“ icon glances.
- > Press the „Setting mode“ button **17** on the remote control 2x.  
The „Detection distance“ icon glances.
- > Press the „Increase function“ button **12** or the „Decrease function“ button **13** on the remote control to set the suitable detection distance.

## 7.3 Shower functions



### Activating / deactivating „Rearwash“

- > Press the „Rearwash“ button **20** on the remote control.

The spray wand extends and sprays a jet of water.

- > Press the „Stop“ button **9** on the remote control.

The spray wand retracts and the current function stops immediately.

Alternatively:

- > Press the „Rearwash“ button **G** on the seat unit.

The spray wand extends and sprays a jet of water.

- > Press the „Rearwash“ button **G** on the seat unit again.

The spray wand retracts and the current function stops immediately.



### Activating / deactivating „Ladywash“

- > Press the „Ladywash“ button **18** on the remote control.  
The spray wand extends and sprays a jet of water.
  - > Press the „Stop“ button **9** on the remote control.  
The spray wand retracts again and the current function stops immediately.
- Alternatively:
- > Press the „Ladywash“ button **F** on the seat unit.  
The spray wand extends and sprays a jet of water.
  - > Press the „Ladywash“ button **F** on the seat unit again.  
The spray wand retracts and the current function stops immediately.



### Activating / deactivating „Comfortwash“

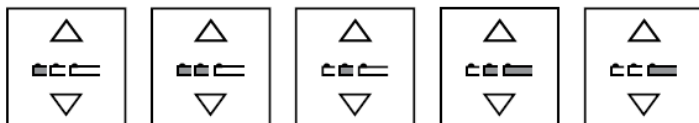
Requirement: Rearwash or Ladywash function is activated.

- > Press the „Comfortwash“ button **19** on the remote control.  
The oscillation function starts, the spray wand extends and retracts.
- > Press the „Comfortwash“ button **19** on the remote control for a second time.  
The pulsing function starts, the spray intensity increases and decreases.
- > Press the „Comfortwash“ button **19** on the remote control for a third time.  
The oscillation and pulsing functions are activated simultaneously.
- > Press the „Comfortwash“ button **19** on the remote control for a fourth time.  
The functions are now deactivated, the function (Rearwash or Ladywash) that was previously set is still active.



### Adjusting the spray wand position

The spray wand position can be set individually to 5 different positions:



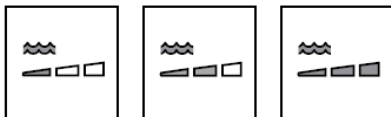
Front < ————— > Rear

- > Press the „Spray wand position“ button **16** on the remote control.  
The indicator light of the remote control illuminates.  
You can now use the arrow buttons to set the suitable spray wand position.



### Adjusting the water spray intensity

The water spray intensity can be set individually in 3 steps:



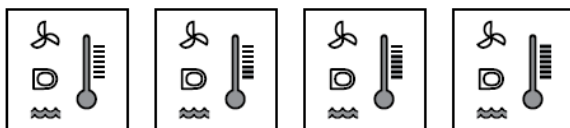
Low > Medium > High

- > Press the „Water spray intensity“ button **15** on the remote control.  
The indicator light of the remote control illuminates.
- > Press the „Increase function“ button **12** or „Decrease function“ button **13** on the remote control.  
You can now set a suitable water spray intensity.



### Adjusting the water temperature

The water temperature can be individually adjusted in 4 levels:



Off > Low > Medium > High

**i** If you choose the level „Off“ the water temperature has the temperature of the inlet water.

- > Press the „Temperature“ button **14** on the remote control until the indicator light is at „Water“.
- > Press the „Increase function“ button **12** or „Decrease function“ button **13** on the remote control.  
You can now use these buttons to set the suitable water temperature.

## 7.4 Warm air dryer



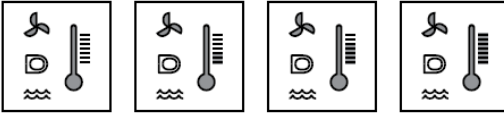
### Activating / deactivating warm air dryer

- > Press the „Warm air dryer“ button **8** on the remote control.  
The warm air dryer function is activated.
- > Press the „Stop“ button **9** on the remote control.  
The current function is terminated immediately.



### Adjusting the warm air dryer temperature

The warm air dryer temperature can be individually adjusted in 4 levels:



Off > Low > Medium > High

**i** If you choose the level „Off“ the warm air dryer temperature has the temperature of the inlet air.

- > Press the „Temperature“ button **14** on the remote control until the indicator light is at „Warm air dryer“.
- > Press the „Increase function“ button **12** or „Decrease function“ button **13** on the remote control.

You can now use these buttons to set the suitable warm air dryer temperature.

## 7.5 Seat heating



### Activating / deactivating seat heating

The seat temperature can be individually adjusted in 4 levels:



Off > Low > Medium > High

- > Press the „Temperature“ button **14** on the remote control until the indicator light is at „Seat“.
- > Press the „Increase function“ button **12** or „Decrease function“ button **13** on the remote control.

You can now use these buttons to set the appropriate seat temperature.

**i** How to save energy see chapter 7.7 „Settings“.

## 7.6 Flushing functions



### Activating / deactivating „Auto flush“

**i** Auto flush is only triggered when the user is seated for more than 6 seconds.

- > Press the „Stop“ button **9** and keep this pressed. Now press the „Full flush“ button **6** on the remote control.  
The Auto flush function is activated.
- > Press the „Stop“ button **9** and keep this pressed. Now press the „Full flush“ button **6** on the remote control.  
The Auto flush function is deactivated.

**i** Short „Confirmation tone“: Auto flush is activated;  
Longer „Confirmation tone“: Auto flush is deactivated.



### Activating „Full flush“

- > Press the „Full flush“ button **6** on the remote control.  
The toilet flushes.

Alternatively:

- > Press the „Full flush“ button **H** on the seat unit.



### Activating „Eco flush“

- > Press the „Eco flush“ button **7** on the remote control.  
The toilet flushes.



### Activating / deactivating „Pre-flush“

- > Press the „Setting mode“ button **17** on the remote control.  
The indicator lights of the settings illuminate.
- > Press the „Setting mode“ button **17** on the remote control for more than 3 seconds  
The „Night light“ icon glances.
- > Press the „Setting mode“ button **17** on the remote control 4x.  
The „Pre-flush“ icon glances.
- > Press the „Increase function“ button **12** or „Decrease function“ button **13** on the remote control to activate or deactivate Pre-flush.

## 7.7 Settings

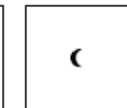


### Adjusting the night light

The night light can be set individually in 3 modes:



On



> Auto



> Off

- > Press the „Setting mode“ button **17** on the remote control.  
The indicator lights of the settings illuminate.
- > Press the „Setting mode“ button **17** on the remote control for more than 3 seconds  
The „Night light“ icon glances.
- > Press the „Increase function“ button **12** or „Decrease function“ button **13** on the remote control to set the suitable night light mode.



### Activating / deactivating the confirmation tone

- > Press the „Setting mode“ button **17** on the remote control.  
The indicator lights of the settings illuminate.
- > Press the „Setting mode“ button **17** on the remote control for more than 3 seconds  
The „Night light“ icon glances.
- > Press the „Setting mode“ button **17** on the remote control 1x.  
The „Confirmation tone“ icon glances.
- > Press the „Increase function“ button **12** or „Decrease function“ button **13** on the remote control to activate or deactivate the confirmation tone.



### Auto opening and closing of seat and lid

See chapter 7.2 „Seat and lid“.



### Adjusting the energy saving mode

- > Press the „Setting mode“ button **17** on the remote control.  
The indicator lights of the settings illuminate.
- > Press the „Setting mode“ button **17** on the remote control for more than 3 seconds  
The „Night light“ icon glances.
- > Press the „Setting mode“ button **17** on the remote control 3x.  
The „Energy saving mode“ icon glances.
- > Press the „Increase function“ button **12** or „Decrease function“ button **13** on the remote control to activate or deactivate the timed energy saving mode.

**i** To change the point of time of the „Timed energy saving mode“, deactivated the „Timed energy saving mode“ and set it according to your desired time again.

**i** To deactivate the seat heating permanently see chapter 7.5.



## Pre-flush

See chapter 7.6 „Flushing functions“.



## Activating / deactivating the odor extraction

- > Press the „Setting mode“ button **17** on the remote control.  
The indicator lights of the settings illuminate.
- > Press the „Setting mode“ button **17** on the remote control for more than 3 seconds  
The „Night light“ icon glances.
- > Press the „Setting mode“ button **17** on the remote control 5x.  
The „Odor extraction“ icon glances.
- > Press the „Increase function“ button **12** or „Decrease function“ button **13** on the remote control to activate or deactivate the odor extraction.



## Setting user profiles

- > Adjust all of the functions based on your personal preferences (e.g the position of the spray wand, temperatures, water spray intensity, etc.).
- > Press the „User“ button **10** or **11** for 3 seconds.  
The indicator lights of the remote control flash briefly.  
Your settings have been saved.

**i** You can use your stored profile by pressing the „User“ button **10** or **11** on the next use.

# 8. Cleaning and Care

## 8.1 Seat Unit

### Seat and lid



### Danger!

#### Health damage

> Disconnect your SensoWash® from the power supply before starting the cleaning, except for wand cleaning.

#### Avoid malfunctions and damage to the product as a result of improper use.

- This product is an electrical product. Water should NOT be allowed to seep inside the product.

Detergent should NOT be left in any gaps after cleaning.

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**Note!****Yellow discoloration due to incorrect cleaner**

- > Do not use abrasive cleaning agents or cleaning agents containing chlorine or acid.
- > Only use cleaning agents and equipment which is intended for this area of application.
- > Follow the instructions of the cleaning agent manufacturer.

Neutral soap or a mild commercially-available detergent is suitable for daily cleaning.

**Damage to surface due to incorrect cleaning**

- > Do not use a dry cloth or dry paper to clean the plastic parts. Using dry paper or dry cloth may degrade the antibacterial coating on the plastic parts and scratch the surface.
- > Only use soft damp cloth or sponge to clean the plastic parts.

---

Clean the seat unit regularly, or immediately if it is soiled. If the cleaning is not carried out regularly enough, soiling may become visible which can lead to stubborn dirt.

- > Clean the toilet seat and lid with warm water and a cleaning agent.
- > Wipe slightly damp afterwards.
- > Leave the toilet seat up while the toilet contains powerful cleaning agent.
- > In case of excessive dirt, use a soft damp cloth wet with water and a thin neutral detergent to clean, and then use a soft damp cloth wet with water only to remove the detergent.
- > If detergent adheres to the product, use a soft damp cloth wet with water to wipe it off.

**Manual cleaning of the spray wand and nozzle**

Manual cleaning is only possible if the seat sensor is not activated.

Clean the spray wand and nozzle regularly, or immediately if they are soiled.

- > Press the „Stop“ button **9** and hold this pressed. Now press the „Rearwash“ button **20** on the remote control.  
The spray wand extends.
  - > Clean the spray wand and nozzle with a soft cloth, soft sponge or a small brush and mild cleaning agent.
  - > Press the „Stop“ button **9** again.
- The spray wand retracts.

Alternatively:

- > Press the „Rearwash“ button **6** on the seat unit.  
The spray wand extends.
  - > Clean the spray wand, use a soft cloth, soft sponge or a small brush and a mild cleaning agent.
  - > Press the „Rearwash“ button **6** on the seat unit again or **press the „Stop“ button 9 on the remote control.**
- The current function stops immediately.



The spray wand retracts automatically after 3 minutes or when the seat sensor is activated.

### Self-cleaning of the spray wand

Clean the spray wand regularly, or immediately if it is soiled.

> Press the „Stop“ button **9** and hold this pressed. Now press the „Comfortwash“ button **19** on the remote control.

The spray wand cleans itself.

The spray wand is flushed with water in the concealed position.

> Press the „Stop“ button **9** again.

The current function stops immediately.

Alternatively:

> Press the „Ladywash“ button **F** on the seat unit.

The spray wand cleans itself.

The spray wand is flushed with water in the concealed position.

> Press the „Ladywash“ button **F** on the seat unit again or **press the „Stop“ button 9 on the remote control.**

The current function stops immediately.

**i** The function is automatically terminated after 90 seconds or when the seat sensor is activated.

## 8.2 Ceramic

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### Note!

#### Damage to surface due to incorrect cleaning!

- Only use suitable cleaners and equipment.
- Follow the manufacturer's instructions for the cleaner.
- **Never** mix cleaners.

---

A mild commercially available sanitary cleaner is suitable for **daily cleaning**; **limescale stains** can be removed using an acidic vinegar or citrus based cleaner (pH value 1-4). The harder the water is, the greater the quantity of cleaner should be used.

**Metallic marks resulting from use** (black dots/lines, e.g. due to rubbing of rings) cannot be removed using mild cleaners. Only treat the affected area with stainless steel cleaner, car polish or a ceramic hob cleaner.

Clean the coated surface regularly, or immediately if it is soiled. If the cleaning is not carried out regularly enough, soiling, e.g. limescale and soap stains, cosmetic residues, rust and mould, may become visible and subsequently more difficult to remove.

> Clean the surface with a soft cleaning cloth and warm water.

> When tackling stubborn dirt, wait a few minutes to allow the cleaner to take effect.

**Tip!** An advantage of using gels and foaming cleaners is that they also adhere well to sloping surfaces. You

can also soak a cloth in the cleaner then place it on the soiled area.

- > Rinse with clean warm water to remove all traces of the cleaner (when detergent evaporates, the fumes may seep into the top unit and cause damage to the product).
- > Dry the surface.

### 8.3 Stainless steel covers

Only use soft damp cloth to wipe the stainless steel covers, otherwise it might scratch the covers. When using cleaning sponges ensure that the scrubbing side does not contain metal particles. Do not use metal items to remove scaling.


- > Clean scaling from stainless steel parts immediately.
- > Clean stainless steel with detergents that DO NOT contain either hydrochloric acid or chloride.
- > Rinse off deposited materials with soft damp cloth and remove stubborn chloride deposits manually.

### 8.4 Remote control

- > Clean the remote control and bracket with a soft, damp cloth.

### 8.5 Prolonged disuse

If you do not use SensoWash® for two weeks or above, please drain the water inside the product.

- > Disconnect the water supply.
- > Press the „Full flush“ button  on the remote control.
- > Switch off the power supply.
- > Remove the batteries from the remote control.



#### **Caution!**

#### **Skin irritation**

- > Use the self-cleaning of the spray wand to re-circulated the water.
- 

#### **Note!**

#### **Product damage due to freezing water in winters**

- > Drain the water inside the product.
- 

### 8.6 Power or water supply failure

The product will not flush properly if there is power or water failure. In such a situation, please pour a big bucket of water (8L) into the center of the toilet bowl to induce flushing. Be careful not to splash water from the toilet bowl.

If the water level is too low in the toilet bowl after the bucket is poured, add more water. The water prevents odors from coming out of the sewer pipes through the toilet bowl drain.

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## **Note!**

**Turn off “Auto flush” in case of water supply failure**


> If the water supply fails, please set the “Auto flush” function to “OFF”, see chapter 4.3.



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## **8.7 Change new remote control**

If the remote control is lost or faulty, a new remote control needs to be changed and matched.

**i** Do not to activate the seat sensor while doing the match.

> Check the unit mode. The SensoWash should be turned on. The status display  should be green or orange illuminated.

> Press the „Power“ button  on the seat unit to switch the SensoWash® off and the status display  should be red illuminated.

> Press the „Ladywash“ button  and „Rearwash“ button  on the seat unit in order.

**i** You will hear a “beep” tone to indicate entering the “Remote Control matching mode”.

> Press any button on the new Remote Control.

**i** You should hear three “beep” tones, which indicates the Remote Control matching is successful.

**i** The above operations should be finished within 10 seconds.

## **8.8 Water filter**

Clean the water filter regularly or when the water flow becomes smaller than usual.

> Dismantle right side panel.

> Clean the water filter according to the instructions next to it.

> Install right side panel.

**i** Dismantle and assemble the side panel please see chapter 8.9.

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## **Note!**

**Product damage due to wrong cleaning**

> Do NOT use detergent.

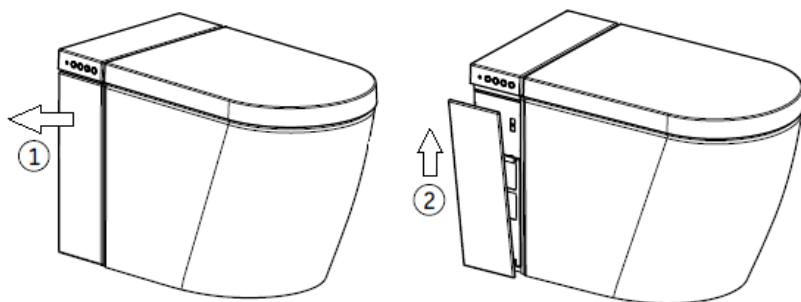
> Do NOT use excessive force

> Do NOT distort the O-rings.

> DO NOT use screw drivers to dismantle and assemble the water filter.

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## 8.9 Dismantle and assemble the side panels



- > Pull the side panel by hand along the arrowhead.
- > Move up the side panel till the hook of the side panel is removed from the frame.
- > Take away the side panel.



Install the side panel back according to reversed steps of above.

## 9. Disposal




If possible, keep the packaging until the warranty period expires. Then dispose of it in an environmentally-friendly manner. SensoWash® must be disposed of in accordance with the law in a controlled environmentally-friendly manner. Plastics and electronic components should be recycled. Please consult the recycling point in your area.



Used batteries must be disposed of properly. For this purpose, appropriately labelled containers for disposal of batteries are provided in shops where batteries are sold and at community collection points.

## 10. Troubleshooting support

If your unit does still not work properly after following the instructions mentioned below, contact your local customer service. Have the article and serial number ready.

These can be found on the label behind the side panel on the left.

Problem	Potential cause	Solution	Ch.
<b>Indicator lamps and alarm function</b>			
The status display  on the unit flashes red, green or orange.	Malfunction.	>Remove the connection to the mains supply and stop using the unit. Contact your local authorised customer service in order to service the unit.	
There is “BiBi” alarm sound from the buzzer.			

<b>General function</b>			
SensoWash® is not working.	SensoWash® is not switched on (Status display is not illuminated).	> Switch on the main power supply.	
	SensoWash® is in the „Standby“ mode (Status display is red illuminated).	> Press the „Power“ button  to return to the „normal“ mode.	7.1
A water leak exists		 <b>Caution!</b> >Close the main valve for the water supply. > Disconnect the power supply. > Call your installer.	

Problem	Potential cause	Solution	Ch.
<b>Remote control</b>			
The remote control does not work.	No batteries are inserted.	> Insert batteries.	

	The batteries are flat.	> Change the batteries.	
	The battery connections are reversed.	> Insert the batteries the correct way round.	
	The contact between the battery and the battery spring is poor.	> Make sure the battery spring contact is good.	
	The remote control is defective.	> Contact your installer.	
	The Remote Control is not matched properly.	> Match the Remote Control again.	8.7

Heatable seat			
The seat is not warm enough.	The seat temperature has been set to "Off" or "Low".	> Adjust the seat temperature to "Medium" or "High".	7.5
	The product is in the 8-hour-seat-off "Timed Energy Saving mode".	This is normal. > To heat the seat continuously, please switch off the "timed energy saving mode".	7.7
The seat temperature is too high.	The seat temperature has been set to "High".	> Adjust the seat temperature to "Medium" or "Low".	7.5

Problem	Potential cause	Solution	Ch.
Rearwash/Ladywash			
Switching between the Rearwash and Ladywash takes too long.	When switching between Rearwash and Ladywash, the spray wand moves back and then forward again after self-cleaning is complete.	This is normal.	
The water spray intensity is too weak.	The water spray intensity has been set to "Low".	> Adjust the water spray intensity to "Medium" or "High".	7.3
	The water supply hose has buckled.	> Contact your installer.	
The water spray	The water filter is	> Clean the water	8.6

intensity is not stable.	clogged.	filter.	
The water temperature is not warm enough.	The water temperature has been set to "Off" or "Low".	>Adjust the water temperature to "Medium" or "High".	7.3
The water temperature is not stable.	The water filter is clogged.	> Clean the water filter.	8.6
The water spray from the spray wand suddenly stops.	The function automatically stops after 3 minutes.	This is normal.	
	The seat sensor is not in contact with the user due to seated position movement.	>Sit down and carry out the function again.	
A jet of water is not emerging from the spray wand.	The seat sensor is not in contact with the user due to seated position movement.	>Sit down and carry out the function again.	
	The spray nozzle is clogged.	> Clean the spray nozzle.	8.1
The water spray function does not work.	No one has sat down or the person is not sitting on the seat sensor.	> Sit down and carry out the function again.	

Problem	Potential cause	Solution	Ch.
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Warm air dryer			
The warm air dryer temperature is not warm enough.	The warm air dryer temperature has been set to "Off" or "Low".	> Adjust the warm air dryer temperature to "Medium" or "High".	7.4
The warm air dryer function suddenly stops.	The function automatically stops after 5 minutes.	This is normal.	
	The seat sensor has lost contact with the user due to seated position movement.	> Sit down and carry out the function again.	
The warm air dryer function does not work.	No one has sat down or the person is not sitting on the seat sensor.	> Sit down and carry out the function again.	
Problem	Potential cause	Solution	Ch.
Integrated flushing system			
Sensowash® does not flush.	The time between two flushes is too short.	This is normal. The water tank must be refilled. This takes approx. 25 seconds.	
	The stop valve is closed.	Open the stop valve. > Remove right side panel. > Open stop valve. > Install right side panel.	
„Auto flush“ is not working.	„Auto flush“ is deactivated.	> Activate „Auto flush“.	7.6
	The user was not seated during the use of the toilet.	This is normal. „Auto flush“ is only working when the user is seated. > Sit on the seat for more than 6 seconds.	
	The user set less than 6 seconds on the seat.	This is normal. > Sit on the seat for more than 6 seconds.	



	The place around the seat sensor is dirty or wet. Seat sensor may continuously detect a "person".	> Clean the area of the seat sensor.	
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Problem	Potential cause	Solution	Ch.
<b>Night light</b>			
The night light does not come on.	The night light has been set to „Off“ mode.	This is normal. >Set the night light to „Auto“ or „On“ mode.	7.7
	The night light is in "auto" mode and the ambient light is bright.	This is normal.	
The night light stays on continuously.	The night light has been set to „On“ mode.	This is normal. >Set the night light to „Auto“ or „Off“ mode.	7.7
	The night light is in "auto" mode and the ambient light is dim.	This is normal.	

<b>Manual cleaning function of the spray wand</b>			
The spray wand retracts automatically.	The function automatically stops after 3 minutes.	This is normal.	
The spray wand ejects water during manual cleaning.	The seat sensor is activated by something (e.g. liquid, damp cloth, moist paper etc.).	> Clean the surface or/and remove the foreign objects.	

<b>Automatic self-cleaning</b>			
Water is dripping out of the retracted spray wand.	The spray wand is cleaned automatically when the seat sensor is	This is normal.	

	activated and before/after washing.		
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# 11. Technical Data

Article number	620000 00 100 1300
Rated voltage	120 V
Frequency	60 Hz
Nominal power consumption	1080 w
Standby power consumption	< 1.0 W
Maximum current	10 A
Net weight	106lb (48 Kg)
Heat output	
• Continuous-flow heater	1600 W
• Seat heater	50 W
• Warm air dryer	220 W
Temperature range	
• Operating temperature	39.2~104°F (4~40°C)
• Water temperature	89.6~104°F (32~40°C)
• Seat temperature	91.4~98.6°F (33~37°C)
• Warm air dryer temperature	104~131°F (40~55°C)
Flushing volume	
• Full flush	1.1 gal (4.2 Lpf)
• Eco flush	0.8 gal (2.8 Lpf)
Protection class	IP X4, Protection against water spray from all sides