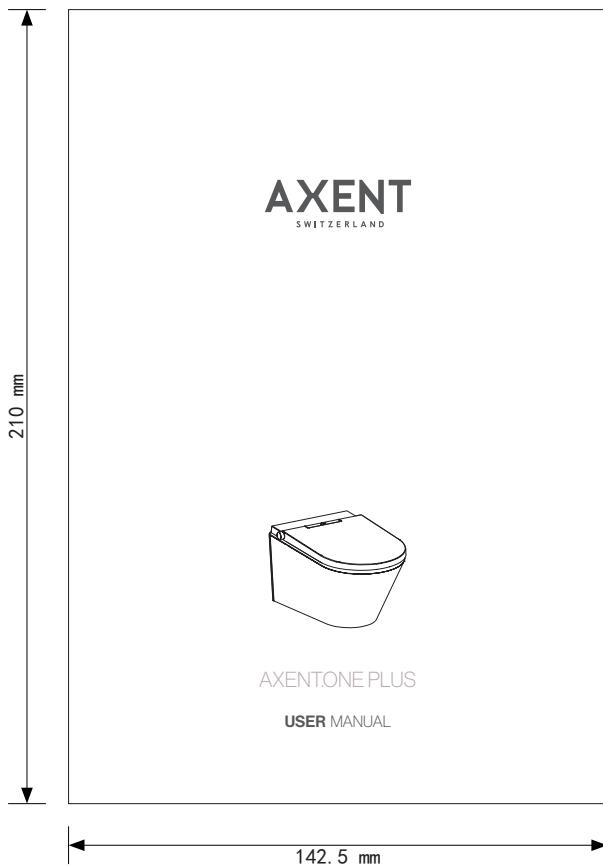


版本 REV.	设计 DESIGN	日期 DATE	变更内容 CONTENTS	标记 MARK	处数 QTY.
01	尹妮	20190715	新建		



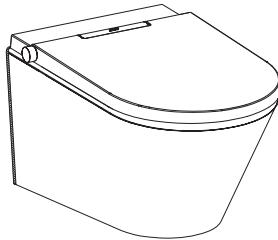
### 技术要求

1. 印刷字体需清晰、均匀、平整、无重影；  
 2. 尺寸为 142.5×210mm，公差 ±1mm；  
 3. 装订方式：骑马钉；  
 4. 黑白印刷；  
 5. 所有材料满足欧盟包材指令要求和 REACH 要求。

机型编号 TYPE	AXENT. ONE
	美国款

设计 DESIGN	尹妮	20190715	材料 MATERIAL	封面 200g 铜版纸（覆哑膜） 内页 128g 铜版纸			名称 TITLE	操作说明书
审核 CHECK				A4	比例 SCALE	1:2	编号 PART NO.	224000019500
工艺 PROCESS			图幅 SIZE			单位 UNIT	mm	
標準化 STANDARDIZE				—	—		AXENT	
批准 APPROVE			第 1 张		共 1 张		XIAMEN AXENT CORPORATION LIMITED 厦门优胜卫厨科技有限公司	
			SHEET		OF			

**AXENT**  
SWITZERLAND



AXENTONE PLUS

**USER** MANUAL



## **THANK YOU**

---

Thank you for selecting an AXENT Switzerland product. To ensure proper installation, please review these instructions carefully before use. Carefully unpack and examine the intelligent toilet before installation. For any questions, contact us at 1-800-769-4857. Thank you again for choosing AXENT.

## **BEFORE YOU BEGIN**

### **CAUTION!**

---

#### **Risk of personal injury or product damage**

Handle with care. Vitreous china can break or chip if handled carelessly.

All installation procedures should comply with applicable local plumbing and building codes.

**INSTALLATION BY A PROFESSIONAL,  
LICENSED PLUMBER OR CONTRACTOR  
IS HIGHLY RECOMMENDED.**

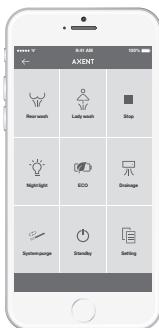
## **USER MANUAL AXENT.ONE PLUS**

Smartphone App	3
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Introduction	9
Operation With Main	11
Operation With Remote Control	18
Maintenance	23
Troubleshooting	29
Dimension	31
Technical data	32
Guarantee	33

# SMARTPHONE APP

## CONNECT YOUR AXENT INTELLIGENT TOILET WITH OUR APP

---



The AXENT Remote App can be used as an individualized remote control with the AXENT. ONE PLUS.



[www.axentbath.us](http://www.axentbath.us) » Downloads

# SAFETY

## SAFETY SYMBOLS

The following symbols in the manual will highlight hazardous situations and their severities.

---

 **DANGER!** High Risk, Lethal Hazards, Severe Injuries

 **WARNING!** Medium Risk, Severe Injuries

 **CAUTION!** Low Risk, Minor Injuries

 **NOTE!** Damage to Property

## NORMAL USAGE

The intelligent toilet's spray arm attachment should only be used for the rear wash and front wash cleaning functions. The product may also be used as a normal toilet seat. This product is meant for indoors usage only.

Any other usage will not be deemed as normal usage. AXENT undertakes no liability for abnormal usage.

AXENT is not liable or responsible for damage to other electronics connected to the same power line while the intelligent toilet is in use.

## IMPORTANT SAFEGUARDS

**READ ALL INSTRUCTIONS BEFORE USING**

---

## SAVE THESE INSTRUCTIONS

A copy of the instructions can also be downloaded from <https://axentbath.us>.

---

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

 **DANGER!**

To reduce the risk of electrocution

- Do not reach for any electrical components of the intelligent seat that have fallen into water. Unplug toilet immediately.
  - Unplug product if not in use for extended periods of time.
  - Do not use while wet after bathing.
  - Do not place or store product where it can fall or be pulled into a tub or sink.
  - Do not place or submerge the intelligent toilet or its components into water or other liquids.
-

# SAFETY

## **WARNING!**

To reduce the risk of burns, electrocution, fire, or injury to persons.

- Children or disabled persons may require supervision during use.
- Use this product only for its intended use as described in this manual.
- Do not use attachments not authorized by the manufacturer.
- Never operate this product if it has a damaged cord or plug, if it is not working properly, if it has been dropped or damaged, or dropped into water. Return the product to a service center for examination and repair.
- Keep the cord away from heated surfaces.
- Do not block the air vents on this product.
- Do not place the toilet on or by objects such as long window curtains that could potentially obstruct the air vents during normal usage. Keep air vents free of lint, hair, and other debris.
- Never use while sleepy or drowsy.
- Never drop or insert any object into any openings or hoses.
- Do not use outdoors or operate where aerosol (spray) products are being used or where oxygen is being administered.
- Connect this product to a properly grounded outlet only. See Section « Grounding instructions » on page 7.
- Unplug this product before filling water. Fill (reservoir) with water only unless otherwise specified by manufacturer. Do not overfill.

## **SAFETY INSTRUCTIONS**

Carefully read and observe the following safety instructions!

### **Information for the user**

- Children or persons with limited physical/mental capabilities may require supervision or proper instructions/guidance prior to or during use.
- Ensure that children cannot play with intelligent toilet.

### **Avoiding malfunctions and damage to the product as a result of improper use**

- If intelligent toilet is moved from a cold location to a warm location, condensation may form. Leave the unit switched off for a few hours.
- Do not install the intelligent toilet in rooms where the temperature will be less than 4 °C (39 °F).
- Do not place open flames, candles, cigarettes, or similar objects on or by the toilet.
- Do not reuse old hoses or water lines. Please use new water lines when installing.
- Do not install the intelligent toilet next to items that would potentially expose the toilet to a large amount of water.

# SAFETY

- Do not climb on or stand on the product.
- Do not place any heavy objects on the lid.
- Do not open or close the lid or seat with force.
- Do not deliberately soil, spray or block the spray arm.

## **Repairs should 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 intelligent toilet.
- Improperly performed repairs can lead to accidents, injuries, or damage to the product.

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

- Make sure the power cable is not damaged before use. Do not allow the power cable to be severely pinched, bent, or kinked.
- Keep the power cable away from hot surfaces and sharp edges.
- Do not handle the power cord or plug with wet hands.
- Do not use the product if it is not working properly. In case of malfunction, disconnect the power immediately. Close the water cut-off valve to interrupt the water supply. Contact your installer.

## **Information on the use of batteries**

- Keep batteries out of the reach of small children. Batteries can be life-threatening if swallowed. If a battery has been swallowed, seek medical assistance immediately.
- Do not attempt to recharge non-chargeable batteries for use with unit.
- 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. Make sure the batteries are oriented properly.
- Remove the batteries if the remote control will not be used for an extended period of time.
- Do not expose the batteries to hot surfaces or direct sunlight to reduce the risk of battery leakage.
- If battery acid has leaked, avoid contact with skin, eyes and mucous membranes. In case of contact with the acid, flush the affected areas with large amounts of clean water and seek medical assistance immediately.

# SAFETY

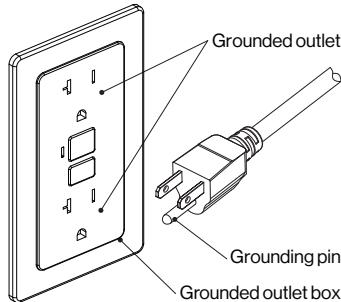
## GROUNDING INSTRUCTIONS

This product must be grounded when plugged in. The power cord on this product has a grounding plug and must be plugged into an outlet with a properly grounded grounding plug.

### **DANGER!**

Improper use of grounding plug can result in a risk of electric shock.

For safety, the intelligent toilet should be plugged into a standard 3 prong GFCI outlet.



### Wiring Diagram (NOT FOR INSPECTOR'S USE)

- If repair or replacement of the power cord or plug is necessary, do not connect the grounding wire to either flat blade terminal.
- This product is not to be used with extension cords.
- This product is factory equipped with a specific electric cord and plug to permit proper connection. No adapters should be used with this product. Do not modify the power cord on the toilet. If the power cord will not fit 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.
- Please unplug unit immediate and contact for service if cord becomes damaged. Do not use a bidet seat with a damaged cord.



Actual installation may differ slightly from the diagram.

# SAFETY

## FCC INSTRUCTIONS

---

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

Note: 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 or more of the following measures:

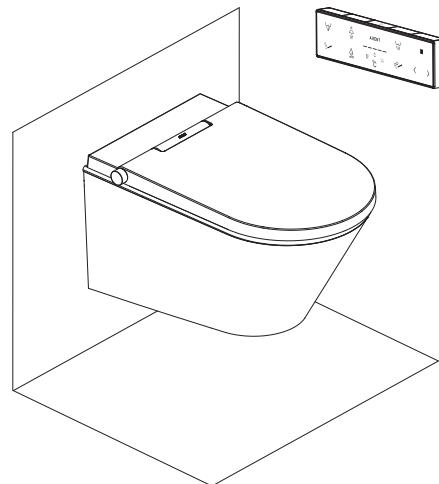
- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

# INTRODUCTION

## OVERVIEW

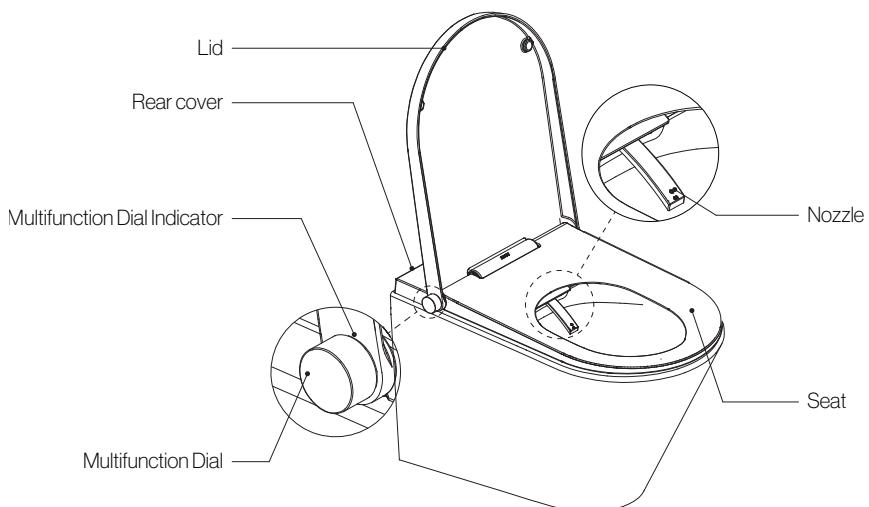
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[320-E2]



## MAIN

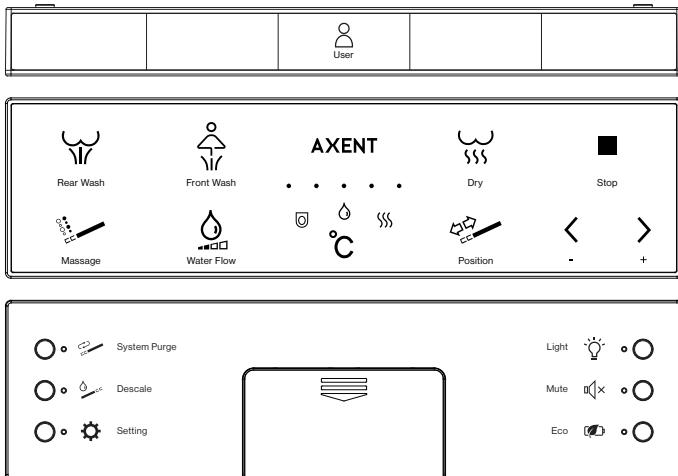
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# INTRODUCTION

## REMOTE CONTROL

### INTERFACE



! When receiving remote control Command received and executed, the intelligent toilet will make the following sounds:

- |                  |                                   |
|------------------|-----------------------------------|
| One short «beep» | Command received and executed     |
| Two short «beep» | Command received but not executed |
| One long «beep»  | Remote control is not in range    |

## TURNING ON

Install batteries to turn on remote control.

## TURNING OFF

Remove batteries to turn off remote control.

## BATTERY REPLACEMENT

When the power is low, the « Level Indicator » blinks which means the battery needs to be replaced. Please replace batteries. When replacing batteries, do not mix old and new batteries or batteries of different brands or types.

## PAIRING TO REMOTE CONTROL

This is only necessary when the remote control has been replaced.

Please make sure there is sufficient power supply for the remote control before pairing.

Unplug the intelligent toilet, wait for 30 seconds, and plug the power back in.



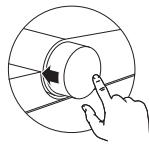
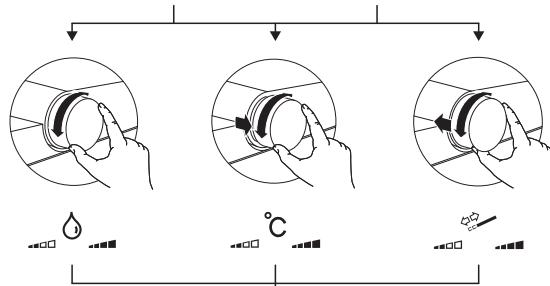
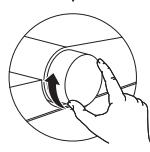
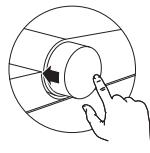
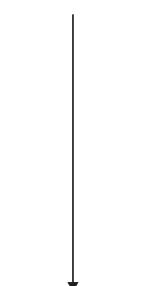
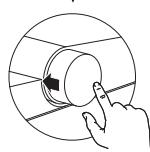
After three short «beeps», press «Stop» repeatedly within 20 seconds. The intelligent toilet will emit three long «beeps» once the remote has been paired.

# OPERATION WITH MAIN

## OPERATION DIAGRAM

QUICK START

REGULAR USE



# OPERATION WITH MAIN

## REAR WASH

---

After you are seated:



### QUICK START

Press the Multifunction dial to start.



### REGULAR

Turn the Multifunction dial counter clockwise to start.



Press the Multifunction dial to stop the Rear Wash immediately.

If not stopped manually, the Rear Wash will stop automatically after 3 minutes.

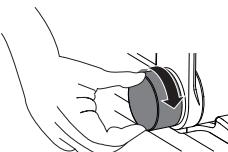


The system will always clean itself after use. This cannot be disabled.

## FRONT WASH

---

After you are seated:



Turn the Multifunction dial clockwise to start.



Press the Multifunction dial to stop the Front Wash immediately.

If not stopped manually, the Front Wash will stop automatically after 3 minutes.



The system will always clean itself after use. This cannot be disabled.

# OPERATION WITH MAIN

## WATER VOLUME

---

During Rear or Front Wash:



Turn the Multifunction dial **clockwise** to increase the water volume.



Turn the Multifunction dial **counter clockwise** to reduce the water volume.

## SPRAY ARM POSITION

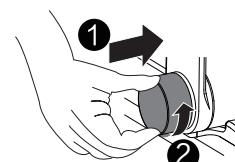
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During Rear or Front Wash:



Press and hold the Multifunction dial.

Turn it **clockwise** to move the Spray Arm forward.



Press and hold the Multifunction dial.

Turn it **counter clockwise** to move the Spray Arm backward.

# OPERATION WITH MAIN

## TEMPERATURE ADJUSTMENT

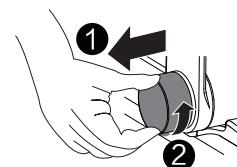
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During Rear Wash, Front Wash, or Dry:



Pull the Multifunction dial.

Turn it **clockwise** to increase the temperature.



Pull the Multifunction dial.

Turn it **counter clockwise** to reduce the temperature.

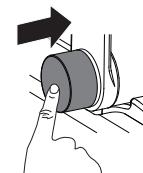


When Auto Dry setting is on, you can start the Dryer function through the Multifunction dial. Please find more about Auto Dry Setting on page 17 for the Multifunction dial or page 22 for remote control.

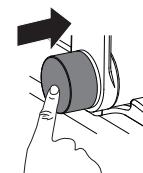
When Auto Dry setting is on, press the Multifunction dial during Rear or Front Wash to stop washing and then activate the dryer. And you can press the Multifunction dial again to stop the Dry.

## LEVEL 1

---



**Press and hold** the Multifunction dial **until** the ambient light flashes slowly to activate LEVEL 1.



To deactivate LEVEL 1, **press** the multifunction dial **while** LEVEL 1 is active. The ambient light will stop flashing and you will hear one single «beep». Level 1 is now deactivated.

 If no functions are accessed in 3 minutes, LEVEL 1 will automatically deactivate.

# OPERATION WITH MAIN

## LEVEL 1 > MUTE SETTING

Factory setting: OFF



LEVEL 1 is activated,

Turn the Multifunction dial counter clockwise.

- ON One time short «beep»
- OFF Two times short «beep»

When the Mute setting is on, the system will not play back any sounds.

## LEVEL 1 > SEAT HEATING SETTING

Factory setting: ON



LEVEL 1 is activated,

Press and hold the Multifunction dial.

Turn it clockwise.

- ON One time short «beep»
- AUTO Two times short «beep»
- OFF Three times short «beep»

When the Seat Heating setting is AUTO, the seat will be intelligently heated according to the user's usage habits.

## LEVEL 1 > SELF-CLEANING SETTING

Factory setting: ON



LEVEL 1 is activated,

Press and hold the Multifunction dial.

Turn it counter clockwise.

- ON One time short «beep»
- OFF Two times short «beep»

As soon as you sit down on the toilet seat, the spray arm will be cleaned with fresh water.

# OPERATION WITH MAIN

## LEVEL 2

When the Multifunction dial is already in LEVEL 1:



Press and hold the Multifunction dial until the ambient light flashes quickly to activate LEVEL 2.



To deactivate LEVEL 2, press the multifunction dial while LEVEL 2 is active. The ambient light will stop flashing and you will hear one single «beep». Level 1 is now deactivated.



If no functions are accessed in 3 minutes, LEVEL 2 will automatically deactivate.

## LEVEL 2 > NIGHT LIGHT SETTING

Factory setting:

AUTO



LEVEL 2 is activated,

Turn the Multifunction dial counter clockwise.

- ON One time short «beep»
- AUTO Two times short «beep»
- OFF Three times short «beep»

AUTO mode – The night light turns ON or OFF automatically according to ambient light levels.

## LEVEL 2 > DEODORIZER

Factory setting:

ON



LEVEL 2 is activated,

Press and hold the Multifunction dial.

Turn it clockwise.

- ON One time short «beep»
- OFF Two times short «beep»

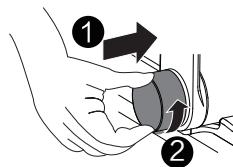
The deodorizer will active when a user is seated.

# OPERATION WITH MAIN

## LEVEL 2 > AUTO DRY SETTING

Factory setting:

OFF



LEVEL 2 is activated,

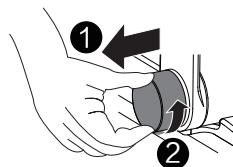
Press and hold the Multifunction dial.

Turn it counter clockwise.

- ON One time short «beep»
- OFF Two times short «beep»

When the Auto Dry setting is ON, the Dry function will be started after pressing the Multifunction dial to stop Rear or Front wash.

## LEVEL 2 > SYSTEM RESET



LEVEL 2 is activated,

Pull the Multifunction dial.

Turn it counter clockwise to start System Reset.

- All settings are reset to factory defaults. This will be followed by a short «beep».

## STAND-BY MODE



Press and hold the Multifunction dial until ambient light off to activate the Stand-by mode.

- Slap the toilet rear cover to deactivate Stand-by mode.

In Stand-by mode, the intelligent toilet will remain powered, but electronic functions will be disabled.

## PAIRING TO DIAL



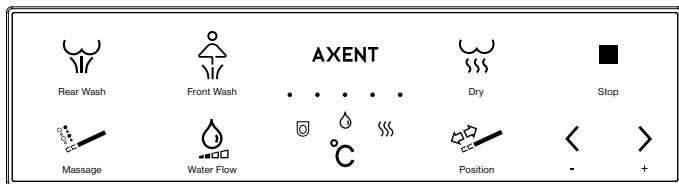
Cut off the power of the intelligent toilet and wait for 30 seconds and then apply power to it.

After three times short «beep», the pairing is started by **pressing Multifunction dial repeatedly** within 20 seconds **until** hearing three times long «beep» from the intelligent toilet, which means pairing successful.



Pairing has originally been done in the factory. It is necessary only after you replaced your dial.

# OPERATION WITH REMOTE CONTROL



## REAR WASH

After you are seated:



Rear Wash

**Press** « Rear Wash » to start.



Stop

**Press** « Stop » to stop the Rear Wash immediately.

If not stopped manually, the Rear Wash will stop automatically after 3 minutes.

## FRONT WASH

After you are seated:



Front Wash

**Press** « Front Wash » to start.



Stop

**Press** « Stop » to stop the Front Wash immediately.

If not stopped manually, the Front Wash will stop automatically after 3 minutes.

## WATER VOLUME

During Rear or Front wash:



Water Volume

**Press** « Water Volume » to adjust the water volume.



Reduce

- **Press** « Reduce » to reduce the water volume.



Increase

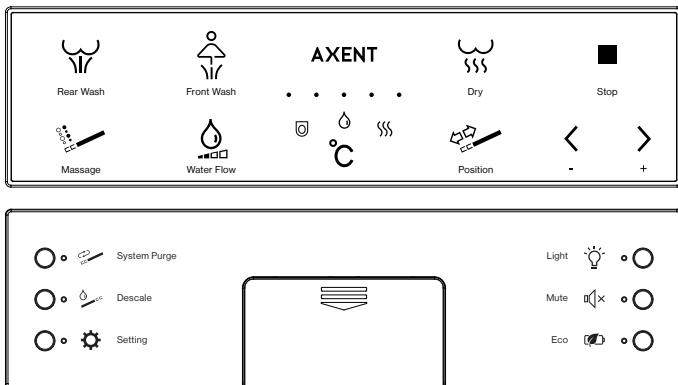
- **Press** « Increase » to increase the water volume.



Level Indicator

« Level Indicator » indicates the selected level.

# OPERATION WITH REMOTE CONTROL



## OSCILLATING AND PULSATING SHOWER

During Rear or Front wash:



Press « Massage » to switch between Oscillating, Pulsating, Oscillating and Pulsating, and OFF.

## SPRAY ARM POSITION

During Rear or Front wash:



Press « Position » to adjust the position of the spray arm.



- Press « Reduce » to move the Spray Arm backward.



- Press « Increase » to move the Spray Arm forward.



« Level Indicator » indicates the selected level.

## DRY



Press « Dry » after you are seated to activate the dryer.



Press « Stop » to stop the dryer immediately.

If not stopped manually, the dryer will stop automatically after 3 minutes.

# OPERATION WITH REMOTE CONTROL

## TEMPERATURE ADJUSTMENT



Temp



Seat Temp

Press « Temp » repeatedly until the symbol « Seat Temp » lights up to activate seat temperature adjustment;



Temp



Water Temp

Or press « Temp » repeatedly during Rear or Front Wash until the symbol « Water Temp » lights up to activate water temperature adjustment;



Temp



Air Temp

Or press « Temp » repeatedly during Dry until the symbol « Air Temp » lights up to activate air temperature adjustment.

After temperature adjustment is activated:



Reduce

- Press « Reduce » to reduce the temperature.



Increase

- Press « Increase » to increase the temperature.

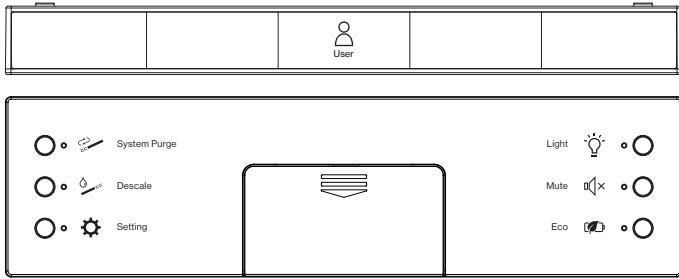


Level Indicator

« Level Indicator » indicates the selected level.

- All lights off means the heater off.

# OPERATION WITH REMOTE CONTROL



## NIGHT LIGHT SETTING

Factory setting: AUTO



Light

**Press « Light » to enter into the setting.**

The « Light » indicator indicates the selected level.

**Press « Light » to switch between ON, AUTO and OFF.**

- ON The indicator light remains on.
- AUTO The indicator blinks 3 times and turns on.
- OFF The indicator blinks for one second and turns off.

AUTO mode - Night light turns ON or OFF automatically according to ambient light levels.

## MUTE SETTING

Factory setting: OFF



Mute

**Press « Mute » to enter into the setting.**

The « Mute » indicator indicates the selected level.

**Press « Mute » to turn the function on or off.**

- ON The indicator light remains on.
- OFF The indicator blinks for one second and turns off.

When the Mute setting is on, the system shut down all prompt sounds.

## ECO SETTING

Factory setting: OFF



ECO

**Press « ECO » to enter into the setting.**

The « ECO » indicator indicates the selected level.

**Press « ECO » to turn the function on or off.**

- ON The indicator light remains on.
- OFF The indicator blinks for one second and turns off.

When the ECO setting is on, the seat will NOT stay warm at all times. Seat temperatures will be determined automatically according to user habits.

# OPERATION WITH REMOTE CONTROL

## DEODORIZER SETTING

---

Factory setting: ON



Press « Setting » at the same time « Mute » to enter into the setting.

The « Mute » indicator indicates the selected level.

Press « Mute » to turn the function on or off.

- ON The indicator light remains on.
- OFF The indicator blinks for one second and turns off.

The deodorizer function is activated when a user is seated.

## SELF-CLEANING SETTING

---

Factory setting: ON



Press « Setting » at the same time « ECO » to enter into the setting.

The « ECO » indicator indicates the selected level.

Press « ECO » to turn the function on or off.

- ON The indicator light remains on.
- OFF The indicator blinks for one second and turns off.

As soon as you sit down on the toilet seat, the spray arm will be cleaned with fresh water.

## AUTO DRY SETTING

---

Factory setting: OFF



Press « Setting » at the same time « ECO » for 2 seconds to turn the function on or off.

- ON The indicator blinks 3 times and turns on.
- OFF The indicator blinks 3 times and turns off.

When the Auto Dry setting is ON, the Dry function will be started after pressing the Multifunction dial to stop Rear or Front washing.

## USER PROFILE

---



Press « User » to switch between different user profiles. There are a total of 5 user profiles.



« Level Indicator » indicates the selected user profile.

Functions will automatically revert to settings defined by the user. Changes to the user's settings will be saved automatically when the user profile is active.  
You will exit the user profile after activating stand-by mode.

## SYSTEM RESET

---



Turn off remote control.

Press and hold on « ECO » at the same time turn on the remote control to start System Reset.

- After a short « beep », all values of both main and remote control are reset to factory settings.

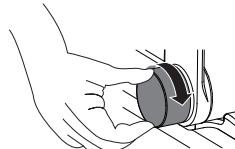
# MAINTENANCE

## SPRAY ARM CLEANING

When the unit is not in use,

### OPERATION WITH MULTIFUNCTION DIAL

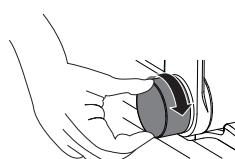
LEVEL 2 is activated (see page 16 for operation):



Turn the Multifunction dial **clockwise** to extend the spray arm for cleaning.



Clean the spray arm with a fabric or a soft bristle brush.



Turn the Multifunction dial **clockwise** again to retract the spray arm.

### OPERATION WITH REMOTE CONTROL



Press « Descale » to extend the spray arm for cleaning.



Clean the spray arm with a fabric or a soft bristle brush.



Press « Stop » to retract the spray arm.

**!** If no other functions are used, the spray arm will automatically retract after 3 minutes.

# MAINTENANCE

## SYSTEM PURGE

### OPERATION WITH MULTIFUNCTION DIAL

LEVEL 1 is activated (see page 14 for operation):



Turn the Multifunction dial **clockwise** to start System Purge with one «beep».

- The system purge process stops automatically after completion.



Turn the Multifunction dial **clockwise** again to stop system purge immediately.

### OPERATION WITH REMOTE CONTROL



Press «System Purge» to start System Purge with one «beep».

- The system purge process stops automatically after completion.



Press «Stop» to stop system purge immediately.

**!** If the intelligent toilet has not been used for a long period of time, water inside of the unit should be purged. The toilet will refill itself with fresh water.

It is normal for water to run out from the cleaning wand normally extends during the system purge.

# MAINTENANCE

## INTERNAL RECYCLE DESCALING

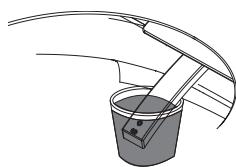
When the unit is not in use,

### OPERATION WITH MULTIFUNCTION DIAL

LEVEL 2 is activated (see page 16 for operation):



Pull and turn the Multifunction dial **clockwise** to drain the water out of the residual water and extend the spray arm.



Dip the spray arm into the cup prepared with 200ml of scale solvent.

The solvent will be absorbed by the spray arm which will then retract back into the toilet. The toilet will descale itself internally, drain the solution, and fill itself back up with water. All functions will automatically stop upon completion. Total time of operation will be between 2 and 3 minutes.



Axent recommends using coffee machine descaler such as Durgol for interal descaling and cleansing.

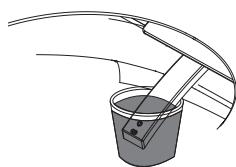


To stop the process before completion, turn the multifunction dial **clockwise**. The toilet will drain out all solvents and fill itself back up with water.

### OPERATION WITH REMOTE CONTROL



Press « Setting » at the same time « Descale » to drain the residual water and extend the spray arm.



Dip the spray arm into the cup prepared with 200ml of scale solvent.

The solvent will be absorbed by the spray arm which will then retract back into the toilet. The toilet will descale itself internally, drain the solution, and fill itself back up with water. All functions will automatically stop upon completion. Total time of operation will be between 2 and 3 minutes.



Axent recommends using coffee machine descaler such as Durgol for interal descaling and cleansing.



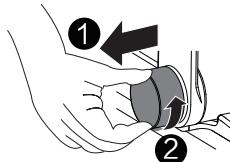
Press « Stop » to stop the process before completion. The toilet will drain out all solvents and fill itself back up with water.

# MAINTENANCE

## DRAINING RESIDUAL WATER FROM THE SYSTEM

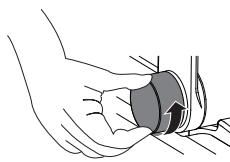
### OPERATION WITH MULTIFUNCTION DIAL

LEVEL 1 is activated (see page 14 for operation):



Pull and turn the Multifunction dial counter clockwise to drain residual water in the system.

- The function will stop automatically after completion.



Turn the Multifunction dial counter clockwise again to stop the process immediately.

### OPERATION WITH REMOTE CONTROL



Setting



System Purge

Press « Setting » and then press « System Purge » to drain residual water in the system.

- The function will stop automatically after completion.



Stop

Press « Stop » to stop the process immediately.



This process can be used to drain residual water from the toilet. This can be useful for winterization, when the toilet will not be used for an extended period of time, or when moving the toilet.

# MAINTENANCE

## DURING VACATION

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If this product will not be in use for an extended period of time, please perform the following in this order.

- Disconnect the electrical power.
- Shut off the water inlet valve.

## WINTERIZATION

Please ensure water temperatures will not drop below 4 °C (39 °F). Frost or frozen water will damage the system and may lead to leakage.

If the water or ambient temperature drops below 4 °C (39 °F), please discontinue use of product.

- Disconnect the electrical power.
- Shut off the water inlet valve.
- Drain any residual water from the system (Page 26).
- Press the Manual Flush Button.

**!** FAILURE TO DRAIN SYSTEM MAY RESULT IN DAMAGE TO SYSTEM AND LEAKAGE OR FLOODING.

If the intelligent toilet is moved from a cold location to a warm location, condensation may form. Leave the unit switched off for a few hours before use.

## CLEANING CERAMIC APPLIANCES

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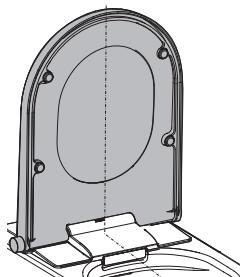
**⚠ DISCONNECT THE MAIN PLUG BEFORE YOU START WITH CLEANING THE PRODUCT.**

Use a mild soap solution to clean the seat. Please take care that the seat and hinges are not left damp. Dry off any residual water or cleaning agent with a soft cloth. Ensure that the seat and seat hinges do not come in contact with abrasive, corrosive, or chlorine-based cleaners, as these may cause damage or lead to flash rust. When cleaning the bowl, make sure that the seat and cover are kept in an upright position until all cleaning agent has been flushed away.

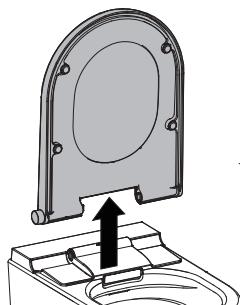
The toilet seat and lid can be removed, cleaned and remounted quickly and easily when heavily soiled.

# MAINTENANCE

## UNINSTALLING AND INSTALLING THE LID AND SEAT

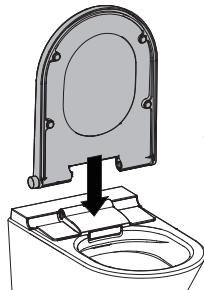


Lift up the toilet seat and toilet lid.

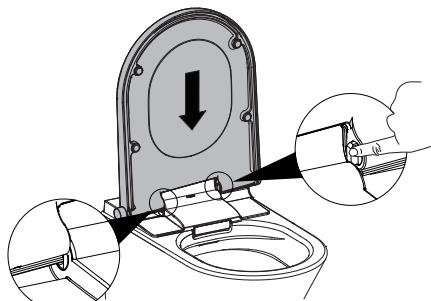


Remove the toilet seat and toilet lid by vertically lifting them out of the bracket.

## INSTALLING THE LID AND SEAT



Insert the toilet seat and toilet lid vertically from above in to the bracket in the same way as removed.



Connect one tab by pushing down and inserting into the slot on the bracket.

Repeat for the other tab.

Ensure both tabs are fully seated into their respective slots by manually opening and closing the lid and seat.

# TROUBLESHOOTING

## ELECTRICAL SHOCK! FATAL DANGER!

Never open the unit to perform repairs on your own. Never modify the device or add an any additional modules. The AXENT intelligent toilet carries live power when plugged in and opening it exposes those present to fatal danger!

Warranty and liability claims as a result of wrong handling are specifically excluded.

## RESTART

Perform a reset, if needed. Unplug the AXENT intelligent toilet, wait for 30 seconds, then reconnect to power.

## FREQUENTLY ASKED QUESTIONS

**In case of minor malfunctions, please refer to the following table. If the below solutions do not resolve the issue, please contact customer support for further examination and repair.**

MALFUNCTION	CAUSE	SOLUTION
<b>MAIN</b>		
No function	Product in Stand-by mode	Slap the toilet rear cover to deactivate Stand-by mode.
<b>REMOTE CONTROL</b>		
Does not work	Battery is low	Replace batteries.
	Remote control turned off	Reinstall batteries with correct oriented.
Logo Indicator flash	Battery is low	Replace batteries.
Remote control works but does not control toilet	Existing distractions	Remove distractions.
	Out of range	Please use the remote control within the inductive distance.
<b>REAR WASH AND FRONT WASH</b>		
Spray arm extend too slowly	Self-cleaning before used	Please be patient.
Low water pressure	Filter is blocked	Clean filter.
	Connection loose	Check connection between hose and main, then tighten it.
Low water temperature	Water temperature set too low	Increase water temperature.
Water stop suddenly	Leaving the seat During Rear or Front wash	Seated and restart the washing.
Spray arm extend without water spraying out	Seat does not sense person	Reconfirm position on seat.
Unstable water temperature	Water pressure is unstable	Please turn off other water supplies, and wait for the water stable.

# TROUBLESHOOTING

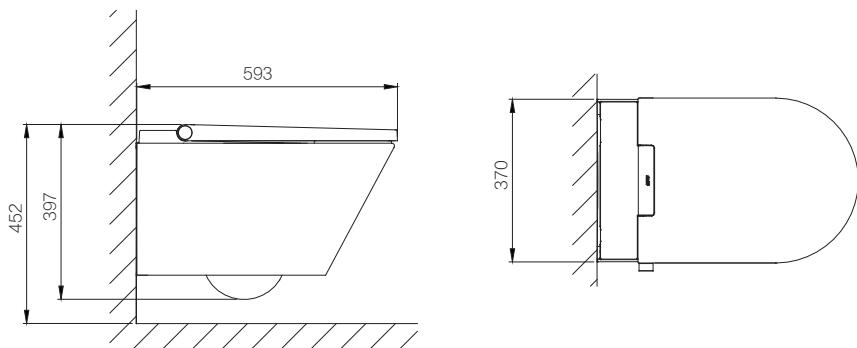
MALFUNCTION	CAUSE	SOLUTION
<b>DRY</b>		
Dryer does not work	Unsupported device	Please check the model to make sure if your device have the function.
	Seat does not sense person	Reconfirm position on seat.
Low air temperature	Air temperature set too low	Increase air temperature.
No air temperature	Air temperature set off	Increase air temperature.
<b>MASSAGE</b>		
Does not work	Can only be activated during the wash cycle	Restart massage during Front or Rear wash.
<b>SEAT HEATER</b>		
Low seat temperature	Seat temperature set too low	Increase seat temperature.
Low seat temperature when initially seated	Eco mode is on	Please turn off Eco mode.
Seat temperature reduce automatically	Seat Low TEM Protection will be activated automatically after Seated for a while	It is normal. Please adjust Seat temperature or reseated to disable Seat Low TEM Protection. And Seat Low TEM Protection will be activated again after 5 minutes.
High seat temperature	Seat temperature set too high	Reduce seat temperature.
Seat heater does not work	Seat temperature set too low	Increase seat temperature.
	Heating error	Disconnect the main plug and contact customer service.
<b>DEODORIZER</b>		
Deodorizer does not work	Unsupported device	Please check the model to make sure if your device have the function.
	Deodorize off	Please turn on Deodorize.
	Seat does not sense person	Reconfirm position on seat.
	During Rear or Front wash	It is normal. Deodorize is disable During Rear or Front wash.
Deodorizer still runs after leaving seat	The deodorizer continues to run for 60 seconds after leaving the seat to increase effectiveness	This is normal.
<b>NIGHT LIGHT</b>		
Does not work	Night light in OFF mode	Switch night light setting to ON or AUTO mode.
Night light always on	Night light in ON mode	Switch night light setting to AUTO or OFF mode.

# TROUBLESHOOTING

MALFUNCTION	CAUSE	SOLUTION
<b>SELF-CLEANING</b>		
Spray arm retracts automatically during Descaling process	Wand will automatically retract after 3 minutes of inactivity	Restart Self-cleaning again.
Water spraying out during Spray arm cleaning process	There is a conductor on the seat, such as water, wet paper, etc.	Remove the conductor.
<b>WARNING</b>		
Continuous « beep »	Water temperature exceeds normal range	Disconnect the main plug and contact customer service.

## DIMENSION

[E310-E2]



Unit: mm

# TECHNICAL DATA

ITEM	DESCRIPTION
Nominal voltage	120 V~, 60 Hz
Power consumption (max.)	1100W
Protection degree	IPX4
Cable length	1.1m ( 43½ inches )
Recommended pressure range (bidet portion only)	0.21 - 0.55 MPa ( 30 - 80 psi )
Minimum and Maximum pressure (bidet portion only)	0.14- 0.69 MPa ( 20 - 100 psi )
Operating pressure (toilet)	Refer to cistern specifications
Ambient temperature range	4 - 40 °C ( +39 to +104 °F )
Water temperature range	4 - 35 °C ( +39 to +95 °F )
Product weight	29 kg ( 64lbs )
Product dimension (L × B × H)	798 × 584 × 498 mm ( 31⅞×19⅜×23 inches )
Maximum load (Seat and lid)	150kg ( 330lbs )
Max. flow rate rear wash	5 levels 0.35 L/min ( ½ gal/min )
Max. flow rate front wash	5 levels 0.35 L/min ( ½ gal/min )
Spray arm position	5 levels
Water temperature	5 levels 31-39 °C ( +88 to +102 °F )
Air dryer temperature	5 levels 30-50 °C ( +86 to +122 °F )
Seat temperature	5 levels 29 - 37 °C ( +84 to +98 °F )

## TECHNICAL SUPPORT

For any questions or any assistance with this product, please contact your dealer or call us at  
1-800-769-4857  
[support@axentproducts.com](mailto:support@axentproducts.com)  
[www.axentbath.us](http://www.axentbath.us)

## LEGAL DIRECTIONS

This manual contains important information on the intended use, correct operation and proper maintenance of the equipment. Knowledge of and compliance with the instructions of this manual are provided for both the safe use of the equipment and for the safety of its operation and maintenance. In this manual, not all kinds of applications and improper manipulations are considered. In addition, attention is drawn to the following: The content of these instructions is neither part of any previous or existing agreement, commitment or legal relationship, nor does it change from an existing agreement, commitment or legal relationship. Any commitment by AXENT results from the respective warranty. These include the complete and authoritative warranty obligation AXENT. The statements in this manual do not constitute an extension or a restriction of the claims under the warranty provisions. This manual is protected by copyright. Copies and / or translations into other languages may be made only with prior written approval of AXENT.

# GUARANTEE

## **AXENT LIMITED WARRANTY**

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A three-year limited warranty applies to all AXENT products purchased on or after May 1, 2019. All products purchased on or before April 30, 2019 OR purchased for use in a commercial or hospitality setting on any date are backed by AXENT's one-year limited warranty.

1. AXENT warrants that its products are free from defects caused by defective material and faulty workmanship for a period of three-year from the date of purchase by the original purchaser. The limited warranty is to the original purchaser only. The limited warranty is not transferable to any third party. Proof of purchase showing both original ownership and purchase date is required for any warranty claim. The limited warranty applies to all products sold by authorized dealers in the United States and Canada. This warranty is limited to parts only and AXENT is not responsible for any installation labor charges, removal charges, installation, or other incidental or consequential cost.
2. AXENT's sole and maximum liability for breach of its warranties herein is limited to the obligation, at AXENT's sole discretion to repair, replace, or make appropriate adjustments to bring the product back to normal operating function. AXENT reserves the right to inspection of the product and verification of normal residential usage conditions during the warranty period before warranty claims are handled. In no event shall AXENT or Seller be liable to Buyer for consequential, incidental, economic, or special damages stemming from any breach of express or implied warranty.
3. Purchaser shall comply with the following procedures in connection with the warranty claim:
  - AXENT is notified in writing by Purchaser within thirty (30) days after discovery of defects;
  - Purchaser obtains a Return Authorization from AXENT prior to returning any defective product to AXENT;
  - The defective products are returned to AXENT, all shipping charges prepaid by Purchaser(provided however, that if upon examination by AXENT, it determines that the products are entitled to warranty, then AXENT shall be responsible for shipping charge to and from AXENT's facility).
  - The defective products are received by AXENT for adjustment no later than fifteen (15) days following the last day of the warranty period; and
  - AXENT's examination of such goods shall disclose that such defects or failures have not been caused by misuse, abuse, neglect, improper installation or application, repair, alteration, damage by rain, fire or casualty or by accident or negligence in use, storage, transportation or handling.
4. This warranty does not apply to the following items:
  - Damage or loss sustained in a fire, earthquake, storm or any natural disaster etc....
  - Damage or loss resulting from any unreasonable use, misuse, abuse, negligence or improper care, improper cleaning or maintaining of the product.
  - Damage or loss as a resulting from the use of in-tank toilet cleaners.
  - Damage or loss resulting from any sediments or foreign matter contained in the water system.
  - Damage or loss from improper installation, harsh environment, improper removal and water pressure in excess of 80PSI.
  - Damage or loss resulting from electrical surges, lightning strikes or other acts which are not considered normal or the fault of AXENT.
  - Damage or loss resulting from normal wear and tear, such as gloss reduction or dulling, scratching or fading over time due to normal use, cleaning practices, water or atmospheric conditions including but not limited to: bleach, alkali, acid cleaners, dry powdered cleaners or any other abrasive cleaning agents or abrasive cleaning tools or aids.
  - The use of any product in a manner outside of the product instructions / owner's manuals.
  - AXENT shall not be liable for any failure caused by chloramines in the public treated waters or cleaners containing chlorine (calcium hypochlorite). Please note that use of high concentrate chlorine or chlorine related products can damage fittings. This damage can cause leakage resulting in property damage.
5. AXENT'S OBLIGATION TO HONOR THESE WARRANTIES IS CONTINGENT UPON AXENT'S RECEIPT OF PAYMENT IN FULL FOR THE GOODS ENTITLED TO THIS WARRANTY. AXENT DISCLAIMS ALL OTHER WARRANTIES, EXPRESS, IMPLIED, OR STATUTORY, INCLUDING, WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. SELLER HAS NOT AUTHORIZED ANYONE TO MAKE ANY REPRESENTATION OR WARRANTY OTHER THAN AS PROVIDED ABOVE. THE FOREGOING STATES THE ENTIRE WARRANTY LIABILITY OF SELLER.

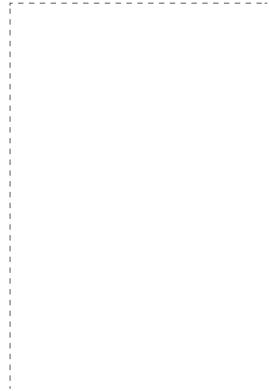
To obtain warranty service, contact AXENT's service team through your dealer or plumbing contractor, or via the points of contact below:

**Mailing Address: Attn. Customer Service Department 3 Musick, Irvine, CA 92618**

**E-mail: Support@axentproducts.com**

**Phone: 1-800-769-4857**

Place serial number sticker  
here for reference:



**AXENT Corporation Ltd.**

[www.axentbath.us](http://www.axentbath.us)

[support@axentproducts.com](mailto:support@axentproducts.com)

1-800-769-4857