

10. Troubleshooting

PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTION
Unit completely fails to work or power on	1. Power outage 2. Unit is not plugged in 3. Faulty receptacle 4. Skin sensor is not activated	1. Reset the GFI outlet 2. Plug the power cord in to a GFI outlet 3. Test another appliance in the outlet 4. Activate the skin sensor on the unit
Nozzle does not extend	1. Nozzle is dirty 2. External bidet filter 3. Skin sensor is not activated 4. Seat riser is covering the skin sensor	1. Clean the nozzle 2. Remove the external bidet filter 3. Activate the skin sensor on the unit 4. The seat riser must go underneath the bidet seat
Low water pressure	1. Clogged nozzle tip 2. Water pressure is set to low on the control panel	1. Clean the nozzle tip 2. Raise the water pressure on the control panel
Seat is not heating	1. Unit is set on Energy Saving mode	1. Turn off Energy Saving mode 2. Unplug the unit for 10 sec
Stops in the middle of use	1. Washing or drying exceeded cycle time 2. Skin sensor lost contact	1. Press the wash or dry mode again 2. Activate the skin sensor with full skin contact through the entire cleansing period
Water coming out from the nozzle unexpectedly	1. Self-cleaning	1. The unit will self-clean the nozzle before and after each use automatically
Water leaking continuously	1. Leaking from hose connection at the unit 2. Leaking from T-valve	1. Check to make sure that all rubber washers are in place and do not over tighten the connection but it should be secure 2. Check to make sure that the rubber washer is in place with the flat side pointing up