

Trouble shooting

• Please check before applying for service.

Problem	Checklist
No water is coming out.	• Check the water supply shutoff.
	• Check that the water supply valve is closed.
	• Check if the mesh filter (water filter) is clogged.
The product is not working.	• Check that the power plug is plugged into an outlet.
	• Check when to replace the batteries on the remote control.
	• Make sure that the power is turned off by touching the STOP/POWER button on the simple panel on the side of the bidet body for more than 5 seconds. In this case, to turn the power back on, press the STOP/POWER button for more than 5 seconds and power will be supplied with a buzzer sound.
	• If the filter is clogged, water will not be supplied and it will not work.
Water is leaking.	• If you do not sit on the bidet seat, the seat sensor does not detect it and the product does not work.
	• Check the piping connections and in case of body leakage, contact the place of purchase.
The washing water pressure is weak.	• Check the mesh filter (water filter) for foreign objects.
When the bidet seat and cleaning water are not warm.	• Make sure the warm water and bidet seat temperature settings are turned off.
	• Check if the set temperature is set low.
	• If the bidet seat is not warm, check if the Eco mode(power-saving mode) is on.
Nozzle does not move.	• Check that the power plug is plugged into an electrical outlet.
	• If the nozzle does not work even when the NOZZLE CLEANING function button is pressed, contact the dealer.
The washing water is not warm.	• Adjust the WATER TEMP. to "3rd level" or "4th level".
	• Check if the WATER TEMP. is set to level 1st(OFF) or level 2nd.
When drying is not warm.	• After pressing the 'Dry' button, check if the drying temp. has been set by adjusting it with the '+' and '-' buttons.
	• Check if the set temperature is set low.
The main unit is shaking.	• Tighten the mounting bolts, which are installation accessories.
When drying stops mid-stream.	• The drying function stops after a certain period of time. Press the dry button once more.

※ It will not work if you are sitting while wearing clothes or if the seat sensor is not in contact with your skin.
(Except when using the "CHILD WASH & DRY" function)