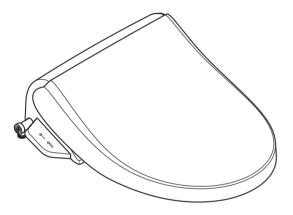
# American Standard

# Pristine Star E-bidet Full functional w/remote controller

### **User Manual**

**Attached Warranty Card** 

CEAS7SR1-0100510H0 CEAS7SR1-0100510P0



- Thank you very much for selecting Pristine Star E-bidet from our company. Please read the manual carefully and use it correctly.
- The pictures in the manual are for reference only, please refer to actual samples.

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### **Safety Precautions**

Please read the following "safety precautions" carefully before using so as to properly use the product. Failure to properly observe the following safety precautions may result in serious accidents. Please strictly observe the following content, which is closely related to your safety.

#### **Explanation of terms and marks**

#### WARNING

... Improper use of the product could lead to death or major injury.

#### **CAUTION**

... Improper use of the product could lead to minor injury or property damage.

#### **ATTENTION!**



... It is used with "WARNING" and "CAUTION" above to catch your attention.

Please read carefully and observe strictly.



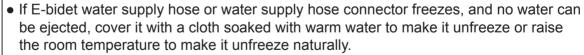
... Prohibited operation! (General prohibition mark.)



... Please operate as indicated! (General operation indication mark.)

# **MARNING**

- Please do not stand on the lid and operation parts or use them to support your hand.
- \* Otherwise breakage may result, which may lead to injury.
- Please use the new water supply hose attached to the product. Using the old water supply hose is prohibited, otherwise water leakage or stain may easily occur.
- Do not damage the power cord and make it broken; do not modify, fold, extend, curl, twine the cord by force, or excessively press the cord by placing heavy stuff on top of the cord
- \* Risk of breakage of the power cord, which may lead to electric shock or fire.
- Do not use damaged power plug and loosened power socket. To avoid any possible dangers, if the power cord is broken, please contact the shop where you purchased the product or call after-sales service department and the replacement must be performed by professional persons.
- \* Risk of electric shock or fire
- Do not use power supply other than AC 220V.
- Do not use extension cords and so on, which exceed the power supply specifications.
- \* Risk of fire.

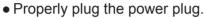


- Never turn on the power before the frozen water in E-bidet unfreezes.
- \* Risk of water pipe damage or electric shock and fire.
- Never install the product at a place with high humidity or where it is easy to contact with water. When using in bathroom, please install ventilation equipment for air to circulate.
- \* Risk of electric shock or fire.
  - Please do not disassemble, repair or modify the product if you are not a professional servicing technician.
- \* Risk of electrical shock or fire, which may lead to abnormal operation and personal injury.
- Do not plug or unplug the power plug with wet hand.
- \* Risk of electric shock.
- Please ensure that the internal power and external power of remote controller and E-bidet are not flushed with water or detergent.
- Risk of electric shock or fire.





- In case of any problems (abnormal noises, abnormal smell, smoking, high temperature, breakage) with the main unit of E-bidet, power plug or power cord, please immediately unplug the power cord and contact the after-sales service.
- \* Risk of electric shock or fire.
- In case of water leakage of the E-bidet or supply valve, please unplug the power cord and turn off the supply valve.
- \* Otherwise electric shock, fire or indoor ponding could easily occur.
- Please regularly clean dust on the surface of the power plug. Please pull out the plug and wipe it clean with dry cloth.
- \* Otherwise too much dust may cause fire.
- Please hold the plug during plugging and unplugging.
- \* If you hold the cord to plug and unplug, the plug or cord may be damaged, which could result in electric shock or fire.



- \* Risk of electric shock or fire.
- In case of using the product for a long time, please set the seat temperature to "OFF" mode.
- When the following people use the product, the companion should set the seat temperature and warm air dryer temperature to "OFF" mode. (Children, the elderly and patients, people who cannot adjust the temperature by themselves, people with sensitive skin, people who are taking pills like sleeping pills or others with the function of hypnosis, drunk people and people who are extremely tired)
- A low temperature burn may occur when using temperatures in other modes rather than the "OFF" mode for a long time.
- In case of using the warm air dryer for a long time, please set dryer temperature to "LOW" mode.
- In case of water freezing, anti-freezing measures must be taken.
- \* Risk of fire and indoor ponding due to damage caused by freezing water in the toilet.



- Ensure that power supply must be grounded.
- \* Risk of electric shock in case of malfunction or electric leakage.
- \* In case the power supply is not grounded, please contact power supply company.



• In order to avoid the possible danger caused by mistaken resetting of thermal circuit breaker, the product cannot be controlled by external switch, such as the power socket with timer.





- When caring and cleaning the plastic part of the product, do not use unsuitable detergents (toilet cleaner, apartment cleaner, bleacher, benzene, painter thinner, decontamination powder, cresol, alcohol, etc.).
- \* Risk of personal injury, electric shock or fire due to broken plastic parts.
- Do not step on the electronic lid.
- \* Risk of damage, which may result in personal injury.
- When removing the filter, water supply valve must be turned off.
- When installing the filter, please tighten it properly without leaving any gap.
- \* Risk of water leakage and indoor ponding.



- Keep any flammable materials, including cigarette ends and ashtray, etc., away from the product.
- \* Risk of fire
- Do not curve or damage the water supply hose.
- \* Risk of water leakage and indoor ponding.
- Do not use the water supply valve to support your hand or step on the water supply valve
- \* Risk of water leakage and indoor ponding.
- Do not put your finger into the cover of the deodorization carbon block.
- \* Risk of personal injuries like injury to the finger.
- Do not lean your back against the lid.
- \* Risk of scratch and damage to the lid.
- Power plug must be unplugged when cleaning the product.
- \* Risk of electric shock.
- When the following people use the product, the companion should take good care of them to prevent them from falling down. (Children, the elderly, people who cannot sit down and stand up by themselves.)
- \* Children should not play with the product. Children are not allowed to use the product independently.
- \* Risk of personal injury or damage to the lid.



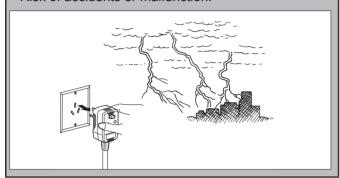
- Water supply hose must be connected to the running water and filter screen should be installed. In case of any stain or dust, etc., on the filter screen, please clean the filter screen.
- \* Risk of electric shock, fire and infectious dermatitis due to inner corrosion of the product.
- Drain the water from unit and unplug the power if it is not going to be used for an extended period of time.
- \* Risk of fire and indoor ponding due to damage caused by freezing water in the toilet.
- \* Risk of dermatitis due to dirty water.
- In the same room where the product is installed, it is necessary to install a water supply valve at an easily accessible place, which can cut off the water supply without using any tool under emergency situations.
- \* Risk of loss due to accidental malfunction of the product.

# **Usage Precautions**

### ■ Please strictly follow the following precautions to prevent any malfunction.

In case of thunder and lightning nearby, please disconnect the power plug from the power socket.

\* Risk of accidents or malfunction.



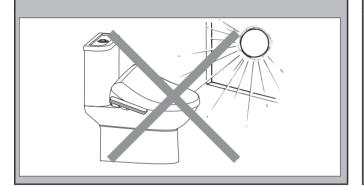
Keep heater or warmer, etc. away from the E-bidet.

\* Risk of color change or malfunction.



Avoid direct sunlight.

\* Risk of color change of the parts made of plastics.



Do not roughly open and close the seat and toilet

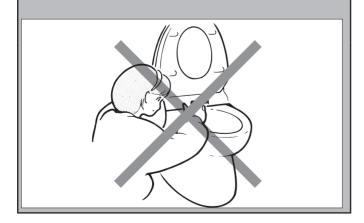
\* Risk of crack or malfunction like electric leakage.



Do not put your finger or other things into the cover of dryer or nozzle.

Do not block the outlet of warm air.

\* Risk of injury to the finger or malfunction.

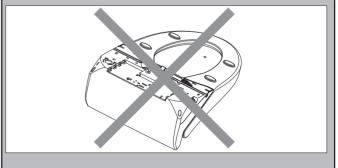


Do not clean the parts made of plastics like seat and toilet lid with dry cloth or toilet paper.

\* Risk of scratch.

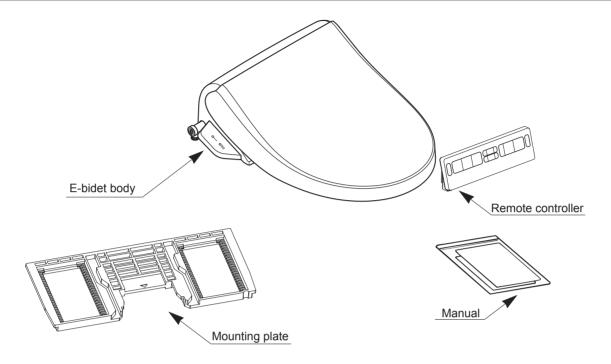
Do not turn on the power of the product when it is in non-level installation such as tilting, inversion and so on.

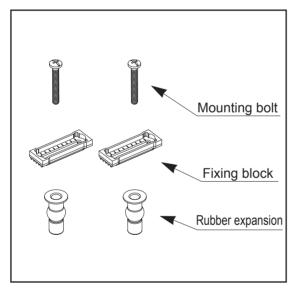
\* Risk of immediate damage of the product.

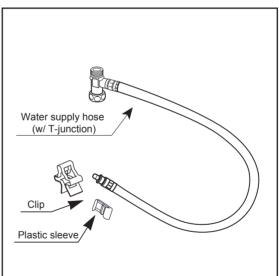


# **Precautions Before Installation**

### ■ Packing Material List







### ■ Installation Tools Preparation

⊕ ⊝ screwdriver



Adjustable wrench (with 26 mm above of adjustable range) or open wrench (23-26mm)



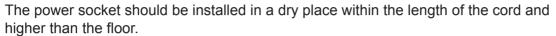
Above 26mm

23~26mm (Model of wrench varies with type of tank.)



### ■ Power Supply and Water Supply

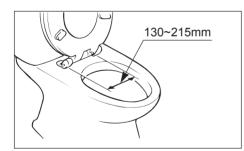
- What kind of power socket should be used?
- Please use standard 3-hole power socket with AC220 V, 50 Hz and max. power 650W.
- Power cord length is 1.0 m.

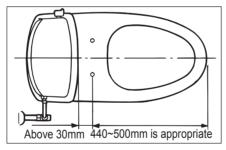




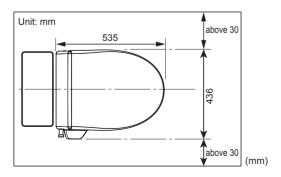
- Ensure that socket ground wire should be connected correctly, otherwise, contact electrical installation company to perform installation.
  - \* Before installation is finished, do not insert power plug into socket, to avoid malfunction.
  - \* Risk of electric shock if power supply is not grounded. Power supply grounded here indicates that the ground wire of distributor uses copper wire with a diameter of 1.5 mm or more when ground resistance is less than  $100\Omega$ .
- What kind of water should be used?
- Water supplied must be connected to running water.
  - If recycled water, industrial water, well water, etc. are used, it may reduce durability of electrical and mechanical components, resulting in malfunction.
- Water pressure supplied should be maintained between 0.06MPa (0.6 kgf/cm²) and 0.75 MPa (7.5 kgf/cm²).
  - Please contact the shop where you purchased the product if the pressure is not within above range.
- Please take water from toilet water supply valve.
  - Contact the shop where you purchased the product if the valve is installed on flush valve type toilet or water is taken from other places, or toilet water supply valve is connected with recycled water pipeline.

### **■** Adaptive Toilet



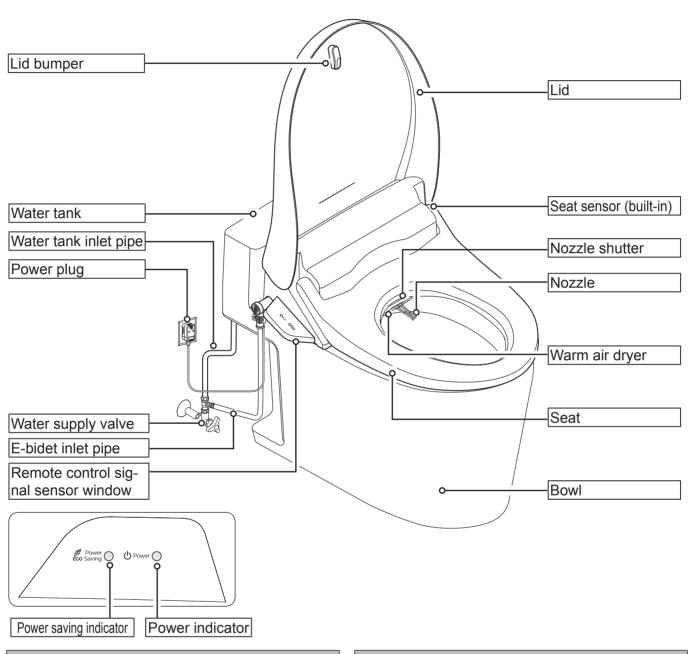


### **■ Installation Space Range**

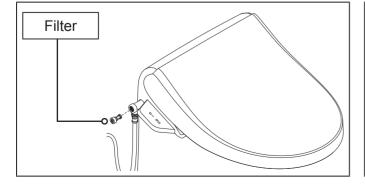


# **COMPONENTS NAME**

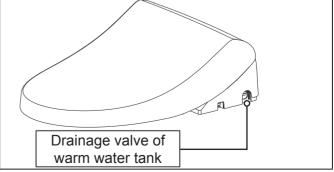
### ■ Integral Diagram



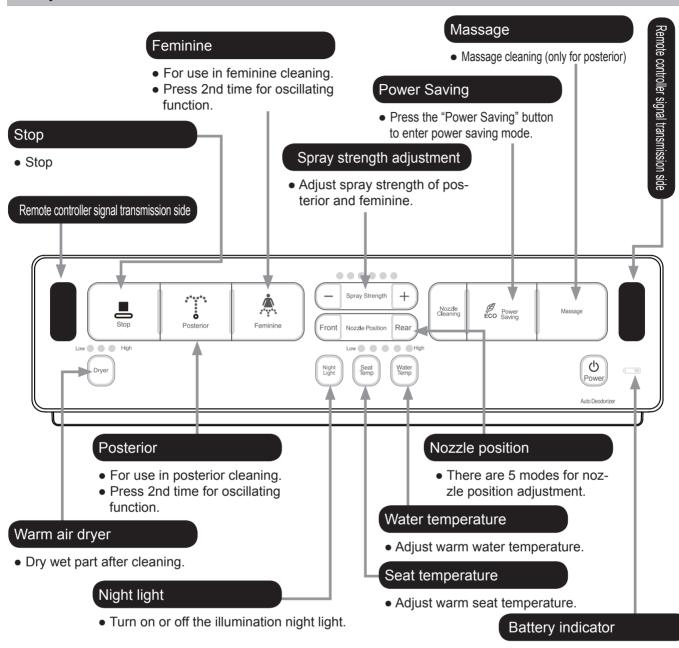
### **■** Filter



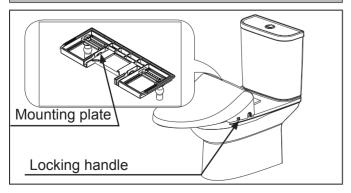
### ■ Drainage valve of warm water tank



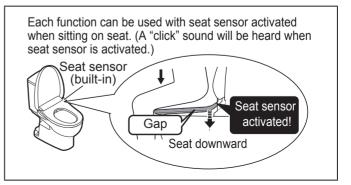
### **■** Operation



### ■ Mounting plate & locking handle

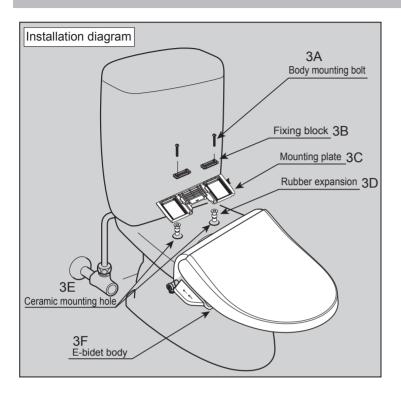


### ■ Seat sensor

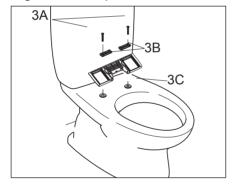


# Installation

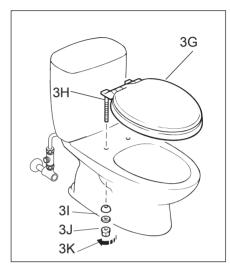
### ■ Installation of E-bidet



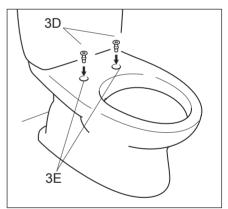
(2) After inserting 3B into 3C, prefix 3C on bowl with 3A.



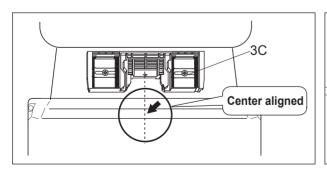
- 1. Remove the old E-bidet
- (1) Remove 3I, 3J, 3K underneath of the bowl.
- (2) Take up 3G and remove it together with 3H.

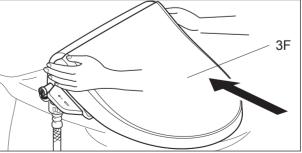


- 2. Install 3C to bowl.
- (1) Insert 3D into 3E of bowl.

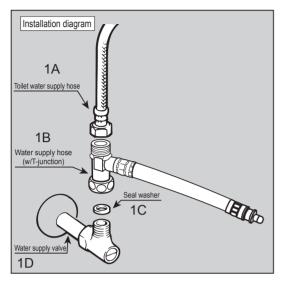


- 3. Install E-bidet
- (1) Put 3F in front of 3C with 3F and 3C center aligned.
- (2) Push body backward slowly until it reaches the bottom with a slight "click" sound heard.

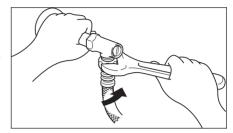




### ■ Installation of E-bidet water supply hose

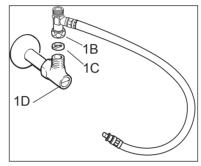


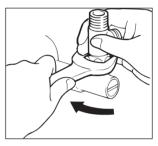
- 1. Remove 1 A after 1 D is closed.
- \* There will be small amount of water leakage during removal, so put a piece of cloth, etc. under it.



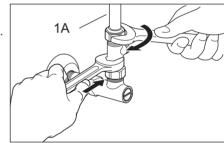
2. Install 1B to water supply valve.

(It is recommended that tightening torque should be 10~15N.m (100~150kgf.cm))

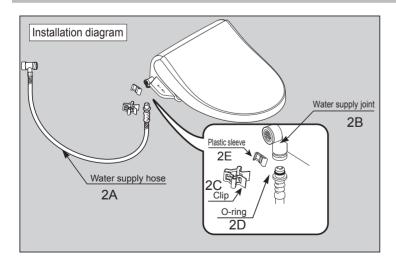




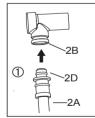
- 3. Install 1A.
- \* Be careful not to twist 1A.



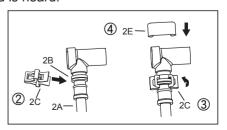
### ■ Installation of body water supply hose (body side)



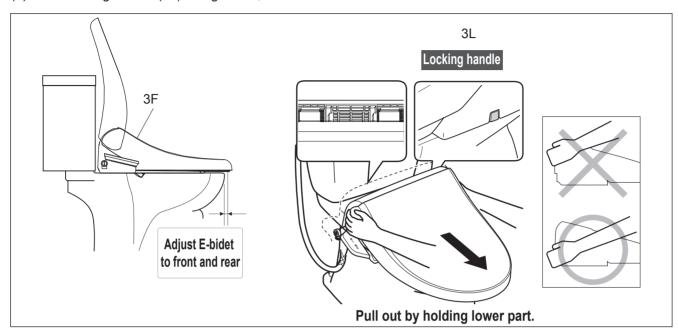
- 1. Insert 2A into 2B.
- 2. Clamp 2C into 2A and 2B.
- The side of clip 2C with round corner faces downward.



- 3. Rotate 2C by 90°.
- \* After clamping 2C, fully rotate to confirm it is clamped into position.
- 4. Clamp 2E into 2C from top to bottom.
- \* When 2E is clamped into position, a "click" sound is heard.



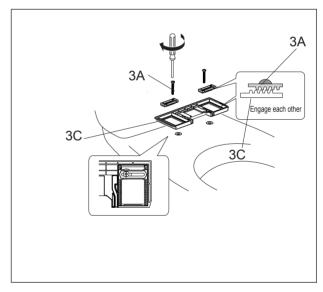
- 4. Adjust the installing position of E-bidet to front, rear, left and right
- (1) Adjust the installing position to front, rear, left and right, so that 3F edge matches with ceramic edge curve of bowl.
- (2) Press locking handle (3L) on right side, slide 3F forward to remove it.



#### 5. Fix E-bidet securely

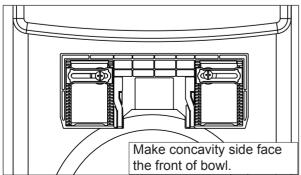
- (1) Adjust 3C forward and backward and then tighten 3A.
  - \* Reference torque: 1.0~3.0 N.m (about 10-30 kgf.cm).
- (2) Put 3F in front of 3C with 3F and 3C center aligned.
- (3) Push 3F backward slowly until it reaches the bottom with a slight "click" sound heard.
  - \* Slightly shake 3F to front, rear, left and right to make sure the body is fixed securely.



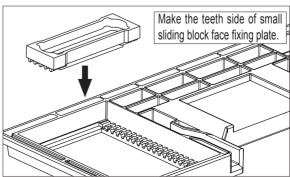


Pay attention to followings during installation:

(1) Please note the front and rear directions of mounting plate.



(2) Please note the installation direction of small sliding block.

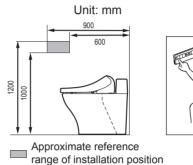


#### ■ Installation of remote controller

### • Installation position of remote controller

Please install the remote controller within the operational range.

Within the "approximate reference range of installation position" in the figure below, please install the remote controller at a position easy to operate when sitting on seat.

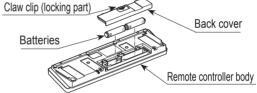




#### Installation

# 1. Installation of batteries and confirmation of remote controller installation position

- 1. Open the back cover of remote controller and load attached batteries (two AA batteries).
  - \* If it is difficult to open the back cover, please remove it by pressing the claw clip (locking part) with such tools as minus screwdriver.

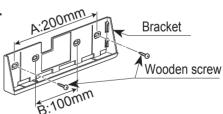


2. Confirm the installation position of remote controller.

#### 2. Installation of remote controller

- 1. Remove the bracket from the remote controller body.
- 2. Install the bracket to the installation position using a construction method appropriate for wall material.
  - \* In case of 4 mounting holes, use the 2 mounting holes (A) on the outer side.

    However, if the screw holes of wall only allow fixing at a space interval of 100mm, please use the 2 mounting holes on the inner side.

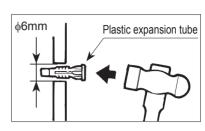


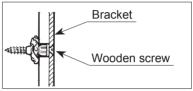
#### [For plywood walls more than 5mm thick]

Securely fix the bracket with attached wooden screws.

#### [For plywood and plasterboard walls less than 5mm thick]

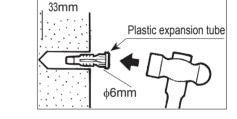
- ① Drill a bottom hole with a diameter of 6mm. (5mm for plasterboard)
- ② Lightly tap the attached plastic expansion tube in with such tools as hammer.
- ③ Securely fix the bracket with wooden screws. During tightening, you will feel tightness at the beginning, followed by looseness for a short time, then feel tightness again.



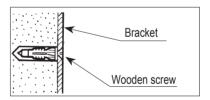


#### [For concrete walls]

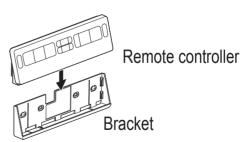
- ① Drill a bottom hole with a diameter of 6mm and a depth of approx. 33mm.
- ② Lightly tap the attached plastic expansion tube in with such tools as hammer.



(3) Securely fix the bracket with wooden screws.

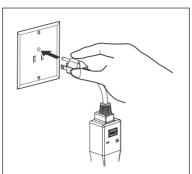


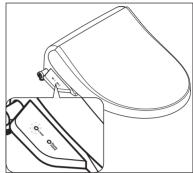
Align the remote controller with the top of the bracket and press down to install the remote controller.

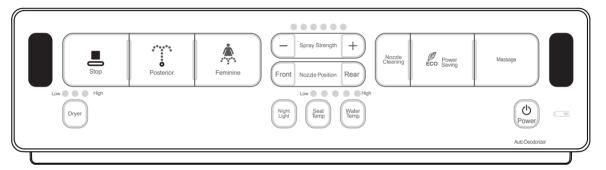


#### **■** Power on confirmation

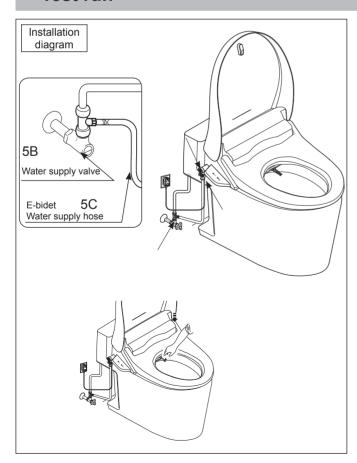
- 1. Connect the power plug to power socket.
- 2. Confirm whether the power is on.
- (1) Confirm power indicators on product turn on.
- (2) To prevent dry burning of warm water tank, before the test run is done, press Power button to turn off all indicators.
- 3. Press [Stop] button to confirm the "Power" indicator on the side remote controller sensor window of E-bidet flashes 2 times.



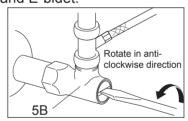




#### **■** Test run



1. Rotate 5B in anti-clockwise direction to its original position to turn it on, and supply water to water tank and E-bidet.



- 2. Operate flush handle of bowl to confirm there is no water leakage from each part.
- \* If there is water leakage, re-tighten nuts, etc. and install again.
- 3. After water tank is filled with water, confirm water supply is stopped.
- \* If water tank is not filled with water or water supply does not stop, confirm if drainage valve or float valve is functioning properly.
- 4. Confirm if shower and bidet function operate normally.
- 1) Press the seat with your hand to enter sitting state.
- 2) Respectively press Posterior and Feminine buttons to confirm water flows from the nozzle smoothly.
- 3) Press Stop button.
- 5. Confirm temperature adjustment function operates normally.
- 6. Around 15 minutes later, seat surface becomes warm and warm water can spray out.

## **OPERATION INSTRUCTION**

### **Preparation and Confirmation before Using**

If this is your first time to use E-bidet, the following steps must be confirmed.

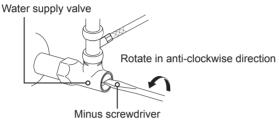
\* Methods of turning on/off the water supply valve written in this manual may be different from the actual circumstances.

STEP



#### Confirm whether the water supply valve has been turned on.

\* If water supply valve is off, please rotate in anti-clockwise direction to turn it on.



STEP

2

Connect power plug to power socket.

Connect power plug to AC 220 V power socket.



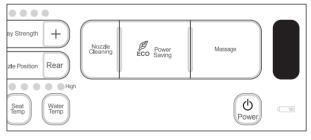
STEP

3

**Power** 

Check if the power indicator on the side of E-bidet turns on.

\* Press Power button on remote controller to shut down the E-bidet; press Power button in the power off state to turn on the power.





#### STEP

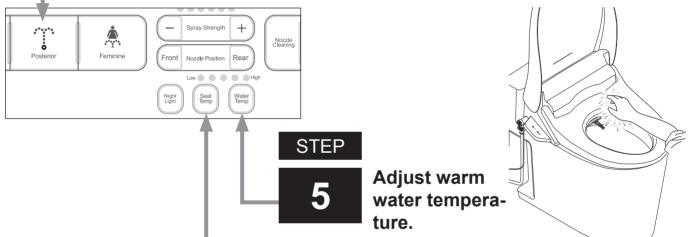


#### Testing shower function.

- (1) Press the seat to enter sitting state (press force is more than 12 N).
- (2) Press Posterior button.
- (3) Cover the front of nozzle with left hand after nozzle is extended to block water flow. If this is your first time to use the product, it will take 1-2 minutes to inject water to warm water tank.

Water cannot be heated to set temperature immediately, and warm water may spray out after about 5 minutes.

- (4) Move your right hand from the seat sensor zone or press STOP button to stop shower. Please read the operation instruction, and confirm other functions.
- \* Seat sensor is available to sense if there is anyone sitting on the toilet seat. Only when press force is more than 12N can shower, bidet, deodorization or dryer function work.



- (1) Press Water Temp. button to adjust water temperature.
- (2) The indicator will be switched each time the button is pressed, achieving appropriate temperature.
  - \* Wash water temperature cannot be immediately heated to warm state. If activating heating function 10-15 minutes ahead, it will be more comfortable to use.
  - \* Each time the button is pressed, the indicator will be switched between "Off (indicator not turning on)", "Low", "Mid", and "High".

# STEP 6

#### Adjust seat temperature.

- (1) Press Seat Temp. button to adjust seat temperature.
- (2) The indicator will be switched each time the button is pressed, achieving appropriate temperature.
  - \* Seat temperature cannot be immediately heated to warm state. If activating heating function 10-15 minutes ahead, it will be more comfortable to use.
  - \* Each time the button is pressed, the indicator will be switched between "Off (indicator not turning on)", "Low", "Mid", and "High".

### **Basic Operation**

Seat sensor is available to sense if there is anyone sitting on the toilet seat. Without sitting on, shower, bidet, deodorization or dryer function will not work.

#### ■ Deodorization function is activated when the unit is occupied (auto deodorization)

- (1) Auto deodorization is activated when people sit on.
  - \* Deodorization fan is working under the "auto mode" and remove the odor in the bowl.



- (2) Stop deodorization
  - \* It automatically stops after user leaves.
  - \* If sitting on the seat over 1 minute, auto deodorization will delay to close by 1 minute, otherwise it will close immediately.

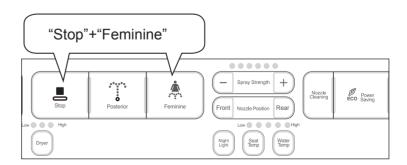


#### Shut off auto deodorization

Press and hold both "Stop" and "Feminine" buttons for more than 2 seconds to shut off auto deodorization

After setting, the power indicator on the side of the unit will flash once.

\* To restart auto deodorization, also press and hold both "Stop" and "Feminine" buttons for more than 2 seconds. After setting, the power indicator on the side of the unit will flash once.



### ■ Shower ► Oscillating

#### Press Posterior button.

Water sprays out from front of nozzle to clean posterior.

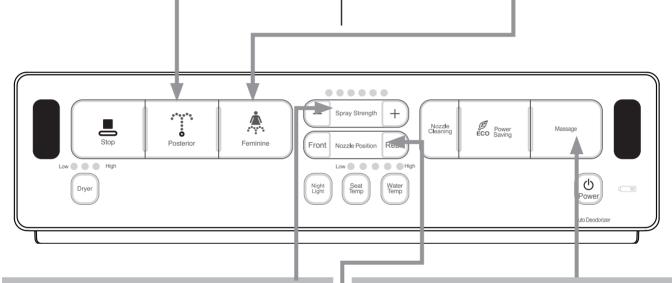
Pressing again will enter front and rear oscillating status, and the oscillating range will be expanded. Pressing for the third time will stop oscillating, and resume to shower status. Press "Stop" button to stop.

#### ■ Bidet ► Oscillating

#### Press Feminine button.

Water sprays out from front of nozzle to clean feminine. Pressing again will enter front and rear oscillating status, and the oscillating range will be expanded. Pressing for the third time will start wider range cleansing. Press "Stop" button to stop.

\* Gentle foam cleaning mode designed for bidet is more comfortable.



### ■ Spray strength adjustment

When it is necessary to change the spray strength, press "+" or "-" button to adjust.

The indicator will be switched each time the button is pressed, achieving appropriate spray strength.

### ■ Massage

Press "Massage" button to start massage function under shower function working state.

With massage function working, press "Massage" button again to stop massage function.

\* Massage function is not available for bidet.

### ■ Nozzle position

# Press "Front" or "Rear" button of Nozzle Position.

There are 5 modes for nozzle position adjustment.

\* Nozzle position is adjusted only when sitting and using shower or bidet functions.

- Shower and bidet have the function of auto stop after one minute.
- Please sit deep on the seat. Deep sitting can avoid splashing.
- Equipped with nozzle auto clean function to automatically clean the nozzle before and after the shower and bidet is used.
- Water sprays out around the nozzle: before and after wash, water may spray out around the nozzle, which is required for function, instead of malfunction

### ■ Warm air dryer

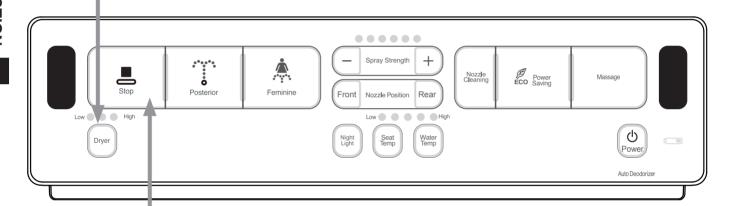
### 1. Press "Dryer" button.

Warm air is blown out to dry the wet parts due to shower, massage or bidet.

# 2. Press "Dryer" button again to switch dry temperature.

The indicator will be switched each time the button is pressed, achieving appropriate temperature.

\* Each time the button is pressed, the indicator will be switched between "Low", "Mid", and "High".



### 3. Press Stop button to stop.

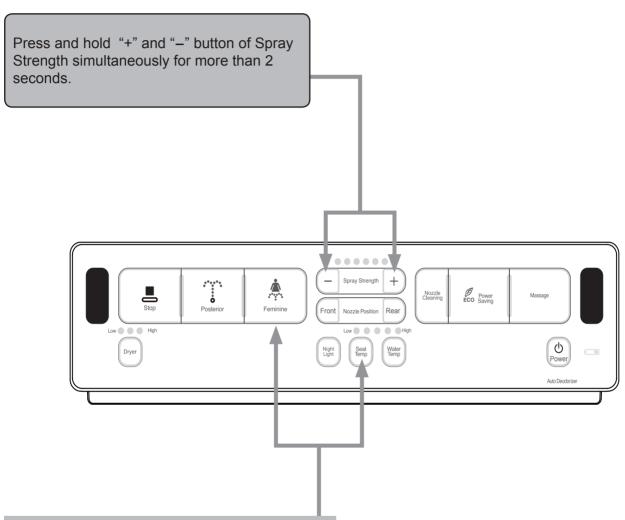
\* Warm air dryer has auto stop after 4 minutes function.

#### Reference

• After shower, bidet or massage etc., if toilet paper is used to gently remove the water drops before using "Dryer" function, drying speed will be much faster.

### **Other Function Settings**

#### ■ Resume to factory settings



### ■ To prevent low temperature burn

Press and hold "Seat Temp" and "Feminine" buttons for more than 2 seconds.

When the seat is occupied, seat heater turns off automatically. This can effectively prevent low temperature burns to corresponding parts.

- \* Use the same methods to resume to initial setting.
- \* The function is not available for factory settings.

#### ■ Power Saving

Power saving function is divided into one touch power saving (8 hrs) and high efficiency power saving (always). Using high efficiency power saving and one touch power saving (8 hrs) simultaneously, the power saving effect is more significant. The initial setting is "Close".

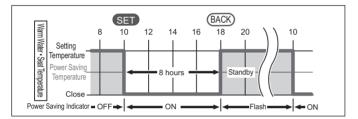
### One Touch Power Saving (8 hrs)

If the product is not used during night time, etc., pressing POWER SAVING button will cut off power of both warm water and seat heater for up to 8 hours, so as to reduce unnecessary power consumption. After 8 hours, warm water temperature and seat temperature resume to the set conditions. The function automatically circulates every 24 hours (in same period of each day).

[Power Saving]

### Press [Power Saving] button.

\* The Power Saving indicator on the sensor window is on.



#### (Reference)

 When power is off or unplugging the power plug, one touch power saving recovers its initial setting.

How to release one touch power saving function

### Press [Power Saving] button again.

\* The Power Saving indicator of sensor window is off.

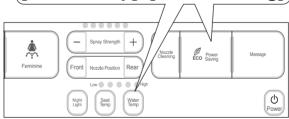
Power ECO Saving

+

\* After 8 hours, it is in "standby" condition, and power

saving indicator switches to flashing condition.

### [Water Temp]+[Power Saving]



\* If it is used with one touch power saving together, when one touch power saving is operating (8 hrs), the Power Saving indicator of sensor window is on, and when one touch power saving is in standby (16 hrs), the Power Saving indicator flashes 2 times for each time.

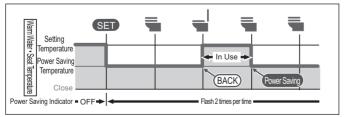
### **High Efficiency Power Saving (always)**

When the product is not in use, it lowers the temperature of warm water and seat to control power consumption.

\* When the product is not in use, it enters power saving mode automatically.

# Press [Water Temp] and [Power Saving] buttons simultaneously, and hold for 2 seconds or more.

\* The Power Saving indicator of sensor window flashes



How to release high efficiency power saving function

### Press [Water Temp] and [Power Saving] buttons simultaneously and hold for 2 seconds or more.

\* The Power Saving indicator of sensor window is off.

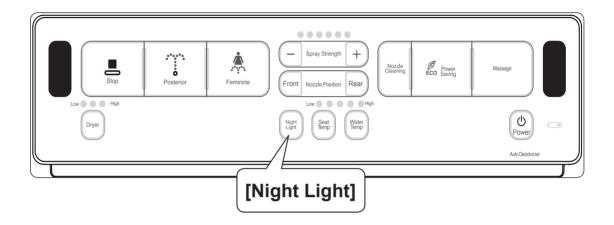
#### (Reference)

- Due to decrease of warm water and seat temperature when saving power, you may be feel little cool. Please release power saving mode then.
- When power saving function is not in use, closing the lid also has power saving effect.

### **■** Night light

E-bidet is equipped with night light, which can be enabled when necessary.

- 1. To turn on night light, press [Night Light] button on the remote controller.
- 2. To turn off night light, press [Night Light] button on the remote controller.



#### ■ Remote controller signal settings when multiple units are installed side by side

When installed side by side, other E-bidet may receive signal from remote controller of this product and give wrong reaction. In this case, please change the signal used by the remote controller.

- 1. Change transmission signal of remote controller
  - (1) Remove batteries of remote controller
  - (2) According to signal table in the following figure, press corresponding button while installing batteries, and hold for 6 seconds. (Signal 6, signal 7 may be 20 seconds.)
  - (3) When transmission signal changes, battery indicator of remote controller will flash accordingly. (Flashing times of battery indicator vary with the corresponding signal change.)

•		
Signal number	Operation switch	Flashing times of battery indicator
Signal 1	Water Temp	1 time
Signal 2	Seat Temp	2 times
Signal 3	Power Saving	3 times
Signal 0	Nozzle Cleaning	4 times
Signal 4	Spray Strength +	5 times
Signal 5	Spray Strength -	6 times
Signal 6	Posterior	7 times
Signal 7	Feminine	8 times

Factory setting is [Signal 0]

- 2. E-bidet receiving signal change
  - (1)Temporarily unplug the power plug of the E-bidet that needs to change signal
  - (2)Then, insert the power plug, and press Stop switch continuously more than 10 times within 10 seconds.

### Information to the User

#### Information to the User

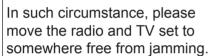
#### Water comes out from nozzles

When the seat is occupied or the cleaning functions are activated, there may be water coming out from nozzles. Such phenomenon is the design of the product rather than malfunction.

\* Except the phenomenon described above, if the water continuously comes out, please turn off water supply valve, unplug the power plug from the socket, and contact dealer or after-sales department via phone or fax.

#### Noise from radio and TV set

The product may jam the signal reception of radio and TV set.





#### **Moisture condensation**

Due to humidity or temperature difference between room temperature and surface of seat and lid, there may be water drops (moisture condensation) on the surface of seat and lid. In order to prevent moisture condensation, please maintain the ventilation of the toilet as much as possible. In case of moisture condensation, please mop by dry cloth.

\* Water of moisture condensation may leave trace on the floor or damage the floor.

#### Tips for power saving

The following operations can effectively save energy.

- After using the lid, close it.
- Do not blindly set both seat and water temperatures to high level, which should be set to a comfortable level.
- Please adjust temperatures in accordance with temperatures of four seasons.
- When you are out, use available power saving function as much as possible.
- Please disconnect the product when you go out for a long time.
  - \* Please take anti-freezing measures when freezing may occur.

#### Abnormal smell in warm air at the very beginning

When the product is used from the very beginning, there may be slight abnormal smell when dry function is activated, which will vanish later soon.

#### Seat sensor is available

If the seat is not occupied, even if buttons are pressed in error, there will not be spraying water, because seat sensor is available to the product. As long as the seat is not occupied, shower, bidet and warm air dry will not be activated.

Incorrect seated posture or use by children, seat sensor may not operate, at this time, please adjust seated posture according to seat sensor position.

\* In case of power off when the seat is occupied, functions like shower are not working when the power is just restored. In such circumstance, please leave the seat and then sit down again in approximately 1-2 seconds.

#### A gap between seat and surface of rim

Due to seat sensing unit is built into right side of seat hinge, so seat is designed with up and down displacement structure, leading to a certain gap between seat rubber cushion and surface of rim.



#### Slow close seat and lid

In order to prevent the seat and lid from closing suddenly, slow close function is available to the product, which allows it to close slowly.

\* Caution: force to close the seat and cover may cause product malfunction.

### **CLEANING AND CARING**

### **Daily Cleaning and Care**

#### ■ Cleaning and care of seat, lid and other plastic parts

#### • Use a soft damp cloth to clean.

Stain will be hard to remove if it cannot be removed timely. Use water to clean stain.

Cleaning the unit with water can prevent static electricity from occurring, which may result in attachment and nigrescence of stain.

- \* It is very easy to remove E-bidet, and it can be removed from toilet, which makes it convenient to clean the part between toilet and E-bidet.
- \* Please keep pressing power on/off button to cut power supply when cleaning and caring the product.
- \* The nozzle needs to be cleaned under power on condition.

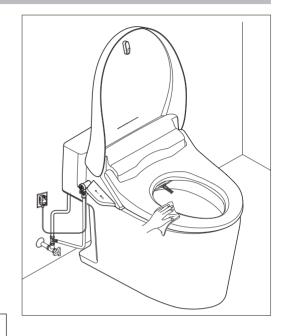


Do not use chloride detergent, acid detergent or disinfectant to clean and care the electronic toilet seat.

\* Risk of product malfunction or damage.

Do not clean with dry cloth or toilet paper.

\* Risk of scratches on surface.



### ■ Cleaning and care of nozzle

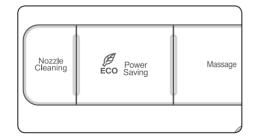
#### **Automatic clean:**

Under power on and seat occupied condition, after pressing "Nozzle Cleaning" button, nozzle will start self-cleaning.

#### Manual clean:

Under power on and leave seat condition, after pressing "Nozzle Cleaning" button, nozzle shutter will open automatically. Please pull out the nozzle and use sponge to clean the nozzle if there is any dirt. After cleaning, press "Stop" button to retract the nozzle.

- \* Do not force pull or bend nozzle.
- \* The front part of nozzle can be replaced individually. Please contact official after service for detail.



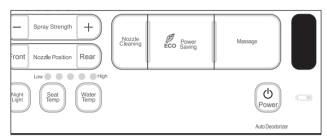


### **Cleaning after Removing Lid**

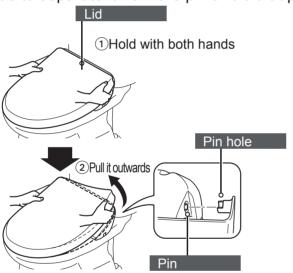
The lid can be easily removed, so that the lid and the blocked parts can be cleaned.

#### Remove lid

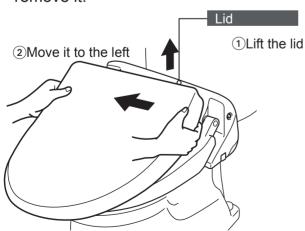
Press "POWER" button to turn off power and confirm that all the indicators are off.



2 Hold the lid with both hands and pull the pin hole on the right of the lid outwards so as to separate it from the pin and tilt it up.

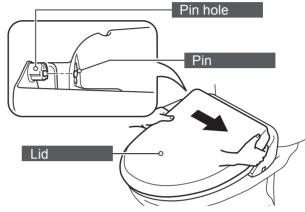


If the lid and move it to the left and then remove it.

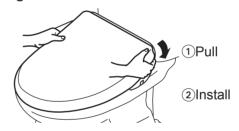


#### Install lid

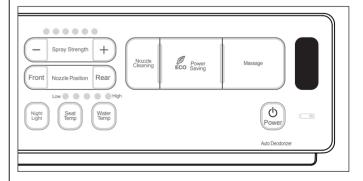
1 Align the pin hole on the left of the lid with the pin on the left of the unit, and then insert.



2 Pull the pin hole on the right of the lid outwards, and then install the lid after alignment.



Press "POWER" button to turn on power and confirm that all the indicators are on.



#### [CAUTION]

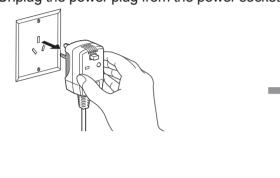
- •Do not apply too much force to the lid.
- \*Risk of lid damage.
- •Do not lift the lid when the lid is being removed.
- \*Risk of scratches or damage to the lid.
- •Do not use the product when the lid is removed.

### **Cleaning of Blocked Part of E-bidet**

The product can be removed, so that the bowl and the internal parts of the product can be cleaned.

### 1. Removal Method of E-bidet

1. Unplug the power plug from the power socket.

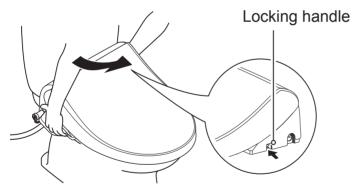


- 2. Turn off water supply valve and stop water supplying.

  Rotate in clockwise direction

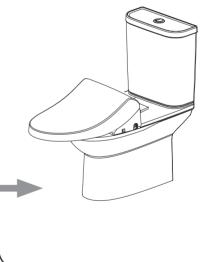
  Water supply valve

  Minus screwdriver
- 3. 1 Push and hold the locking handle at the right hand side of the E-bidet.
  - 2 Slightly lift the product and slide out to remove it from the bowl.



\* When removing, don't force to pull the seat and lid. Please slowly pull the product. Pay attention not force to twist.

4. Gently put the product at the edge of bowl.



#### Caution

- 1. Make sure to unplug the power plug from the power socket.
- \* Risk of product malfunction.
- 2. Do not strain or pull the power cord or water supply hose of the E-bidet.
- \* Risk of damage or water leakage.
- 3. When removing the E-bidet for cleaning, it must be treated gently.
- \* Risk of water leakage or malfunction.

Do not strain or pull



#### 2. Cleaning Method

 When cleaning the E-bidet, please mop it by damp soft cloth.

#### Please clean here

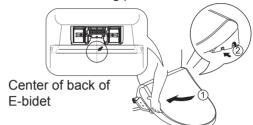


\* When cleaning the bowl, please refer to the manual of the bowl.

#### 3. Installation Method of E-bidet

1. Place the E-bidet on the bowl, aligning the middle of E-bidet and mounting plate.

Arrow mark of mounting plate of E-bidet



- 2. Raise up the front part slightly, slowly push the E-bidet to the end until a slight "click" sound is heard.
- \* After fixing, slightly rock the E-bidet back and forth, left and right, to confirm if it was installed tightly.
- 3. Open the water supply valve to the original place.
- \* Confirm if there is water leakage at each part.
- 4. Connect the power plug to power socket.
- \* Confirm the indicators of water temperature and seat temperature are the same with that before unplugging the power source.
- 5. After installation, please do test run.

### Caution

- Do not splash the E-bidet with detergent during cleaning. In addition, please properly clean the bowl with water before installing the E-bidet, so as to prevent detergent from remaining on the bowl.
  - \* Remains of detergent may lead to malfunction.
- Do not put your finger or other things into the cover of dryer or nozzle.
  - \* Risk of injury to the finger or malfunction.
- Confirm whether the E-bidet has been fixed properly.
  - \* E-bidet may detach from the bowl in case it is not fixed properly.
- Do not curve the pipes of the products.
  - \* The pipes may be distorted and cannot be restored to the original conditions, so water cannot be supplied.

### **Cleaning of Nozzle Shutter**

 After applying the neutral detergent on a soft cloth or sponge, clean it with cold water or warm water.

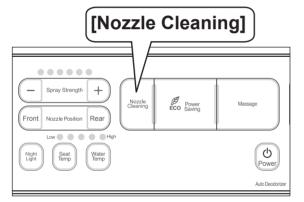
#### [CAUTION]

- •Do not clean it with a dry cloth or toilet paper.
- •Do not clean it with a toothbrush.
- \* Otherwise the scratches will occur.

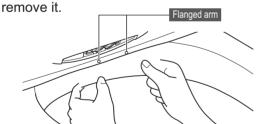
Nozzle shutter can be removed for cleaning.

#### **Removal of Nozzle Shutter**

- 1 1 Open the lid and toilet seat.
- 2 2 Press[Nozzle Cleaning]button to extend the nozzle.
  - \* Nozzle sticks out, nozzle shutter opens. Nozzle sprays water for approx. 3 seconds.



3 Pull the nozzle shutter up with your hands to

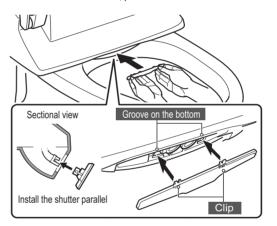


- \* If it is difficult to remove, please push the flanged arm and remove the shutter.
- 4 Press [STOP] button to retract the nozzle back.
- 5 Clean the removed nozzle shutter.



#### **Installation of Nozzle Shutter**

- 1 When nozzle does not stick out, press the clips (2 locations) of nozzle shutter into the groove on the bottom.
  - \* When nozzle sticks out, press STOP button to retract it back.



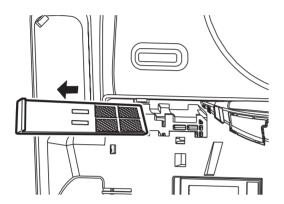
#### [CAUTION]

- •Press inward until a "click" sound is heard.
- Pay attention to the orientation when installing.
   The sliding surface should face outward.
- •Do not apply excessive force.
- \* Otherwise it may lead to damage.

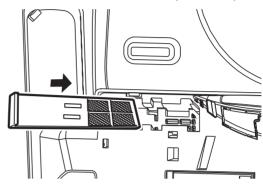
### **Cleaning Maintenance of Deodorization Filter**

### **Cleaning Maintenance of Deodorization Filter**

- 1 Unplug the power plug from the power socket.
- 2 Remove the E-bidet from bowl.
- Remove the filter from installation port of deodorization filter on left side of body undersurface.

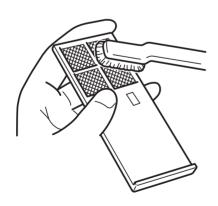


5 Install the filter on base plate of product.



- 6 Install the E-bidet on bowl.
- Insert the power plug into the power socket.





When using it again

Be sure to do preparation and confirmation before

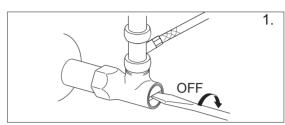
### **When Cleaning Function Weakens**

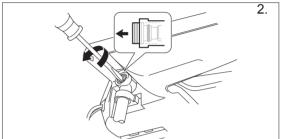
When using the product for a long period, or feeling that spray strength of cleaning decreases, please clean the strainers of product in following order. (About once for two years)

#### **Cleaning Method of Strainer**

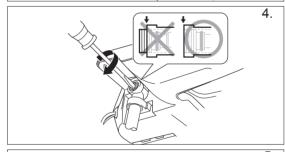
- 1. Turn off water supply valve and stop water supplying.
- \* As the water supply valve was adjusted, please remember original position (how many circles rotated).
- 2. Remove the strainer set by anti-clockwise rotating.
- \* There will be some water outflowing, please put a container such as a pot under it.
- 3. Wash the dirt attached to strainer with water.
- \* Do not lose the O-ring during washing.
- 4. Turn the strainer clockwise and tighten it.

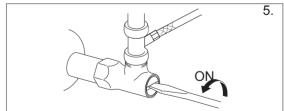
  Confirm that there are no dirt and foreign matter attached to O-ring when installing. Otherwise it will cause leakage or indoor ponding.
- 5. Open the water supply valve to the original place.
- 6. Be sure to do the test run at last.











#### Caution

When removing the filter, water supply valve must be turned off.

When installing the filter, please tighten it properly without leaving any gap.

\* Risk of water leakage.



When installing the filter, please confirm that there is no dirt on O-ring.

\* Risk of water leakage and indoor ponding, thus causing loss to property.



### HOW TO PREVENT FREEZING AND CARE DURING NOT USING FOR A LONG PERIOD

In cold winter, freezing of the water in water tank may cause E-bidet damage or water leakage. To avoid this issue, please make sure power plug is inserted into power socket and turn on power supply, and cancel power saving function.

In the following circumstances, please drain the water from the product.

- Not use the E-bidet for a long time due to traveling etc.
- Not live in the house for a long time.

#### General anti-freezing measure

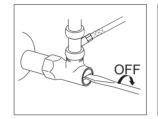
- 1. Set both WATER TEMP, and SEAT TEMP, to "HIGH" and close the lid.
- 2. Turn on the heater in the bathroom.
  - \* In case the heater is not available to the bathroom, please drain water in the E-bidet and water supply hose in accordance with the following methods.

### **Drain water and cut power supply**

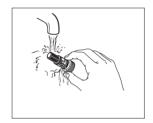
- 1. Unplug the power plug from the power socket.
- 2. Turn off water supply valve and stop water supplying.
  - \* Please remember original position of water supply valve (how many circles rotated).
- 3. Release water in toilet water tank.
- 4. Drain water in E-bidet water supply hose.
  - (1) Prepare container (such as washbasin) under water supply inlet.
  - (2) Hold water supply inlet by hand and remove filter with a tool.
  - (3) Wash the filter with clean water.
  - (4) Remove the E-bidet from the toilet.
  - (5) Incline the E-bidet to drain the water inside water supply hose.
  - (6) After draining water, hold water supply inlet by hand and securely tighten filter with a tool.
- 5. Remove the drain water valve of warm water tank and drain water from warm water tank.
  - \* After draining water, tighten back the drain water valve clockwise.
  - \* Install the E-bidet to toilet.
- 6. Plug the power plug to power socket.
- 7. Press the seat by hand, push Posterior button.

(Drain the water inside valve of E-bidet)

- 8. Press STOP button after about 5 seconds.
- 9. Unplug power plug from power socket.
- \* When reusing the product, please do test run.

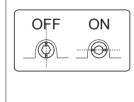












#### Caution

Please don't drain water when putting the E-bidet under vertical state.

\* Otherwise water easily flows inside, causing malfunction.



Drain the water from unit if it is not going to be used for an extended period of time.

- \* Risk of electric shock, fire and water leakage due to freezing damage.
- \* Risk of skin irritations due to water pollution.

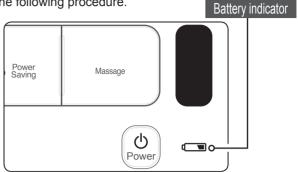


### **Replacing Remote Controller Battery**

If the "Battery Indicator" on the front side of remote controller flashes due to battery consumption, please replace the batteries of remote controller according to the following procedure.

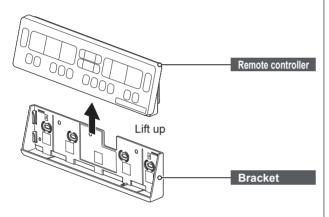
#### [CAUTION]

- Please correctly install the positive terminal and negative terminal of battery as indicated on the remote controller.
- •Do not mix new and old batteries.
- •Do not use alkaline dry batteries.
- •When replacing batteries, pay attention not to contact the buttons of remote controller.

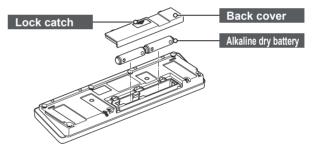


#### **Replacing Remote Controller Battery**

1 Lift up the remote controller to remove it from the bracket.



- Remove "back cover", replace with new "dry batteries" (two 1.5V AA alkaline batteries)
  - \* If it is difficult to remove the back cover, release the locked part with such tools as minus screwdriver.



#### (Reference)

- "Battery Indicator" only flashes when the battery is depleted. Usually, it is not displayed.
- Attached batteries are used for operation check during construction, so they may have shorter life than common commercially available batteries.
- Due to difference in room size, wall decoration and color (black in particular), the batteries may become unusable before the Battery Indicator flashes.

# **General Trouble Shooting**

Some problems can be solved easily, before applying for repair, check the items listed below. If the problems cannot be solved with the help of following troubleshooting methods, please contact the store where you purchased the product, or contact customer service call center.

For some problems, you may still need to pay the repair charges even your warranty is still valid, please confirm the following items and records written in the Warranty Card.

#### **All functions**

Symptoms	Probable causes	Recommended action
All functions are not working (Power indicator of sensor win-	Power socket is not powered on.	Confirm whether there is trip or power failure.
	Power is currently in "OFF" state. (Power indicator turns off)	Press Power button on remote controller, confirming the Power indicator on the side of E-bidet lights on.
dow does not light on)	Power plug is not inserted into socket.	Securely insert power plug. Plugging and unplugging of power plug must be performed at an interval of at lease 10 seconds.
	Batteries of remote controller are depleted. (Battery indicator flashes*)	Replace with new batteries.
	Positive terminal and negative terminal of remote controller battery are installed incorrectly.	Correctly install batteries.
After pressing Dewer butten on	Remote controller signal trans- mission side is attached with stain or water drops.	Remove stain or wipe off water drops.
After pressing Power button on remote controller, Power indicator on the side of the product lights on, but the product does not work.	Remote controller signal trans- mission side is exposed to direct sunlight.	Please use remote controller in a place not exposed to light.
	After pressing Power button on remote controller, its "OFF" indicator does not light on.	Press Power button on remote controller so that the Power indicator on the side of E-bidet lights on.
	Seat sensor is attached with stain or water drops.	Please wipe sensor with clean soft cloth
		Sit again after getting up.
	Seat sensor is not working continuously.	Please wipe off stain attached on sensor with clean soft cloth

### Posterior, feminine

Symptoms	Probable causes	Recommended action
No reaction	Seat sensor is not activated.	Adjust sitting position, posture, etc.
	Water supply valve is off.	Turn on the water supply valve.
	Mesh of filter is blocked.	Clean the filter.
Water does not spray out of noz-	Water pressure is too low, and spray strength is set to "LOW".	Set spray strength to "HIGH".
zles	Seat sensor is not activated.	Adjust sitting position, posture, etc.
	Warm water tank is not filled with water.	Test run.
	Water temperature is not adjusted to a proper temperature.	Press WATER TEMP. button to adjust it to a proper temperature.
Water temperature is not comfortable	Cleaning function has been used for quite a long time.	Need 3 minutes around to rewarm up.
	It is in power saving mode.	Release the power saving mode.

### Warm air dryer

Symptoms	Probable causes	Recommended action	
No reaction	Seat sensor is not activated.	Adjust sitting position, posture, etc.	
Wind is not warm		Press the dryer button to adjust it to a proper temperature.	
Dryer function is interrupted during operation	Use period is more than 4 minutes.	Press the dryer button again.	

### Seat heating

Symptoms	Probable causes	Recommended action	
Seat is not warm		Press SEAT TEMP. button to adjust it to a proper temperature.	
Seat is not warm	It is in power saving mode.	Release the power saving mode.	
Seat temperature drops after sitting on it for a long time	Auto shut off of seat heating is activated.	Inactivate auto shut off of seat heating.	

### Others

Symptoms	Probable causes	Recommended action
E-bidet position is not good	E-bidet is not locked.	Slide inwards to lock the E-bidet.

<sup>\*:</sup> If remote controller is installed on a wall on the opposite side of E-bidet remote control signal receiving part, the effect of remote control signal receiving may be affected.

### 1. Before you submit the repair application

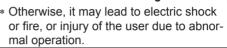
If a failure occurs to the product, please firstly refer to <General Trouble Shooting>.

If the failure could not be fixed, please contact the store where you purchased the product, or call the customer service center.

If any of the following occurs, please contact the customer service center in a timely manner, no matter a failure has occurred or not.

- •The power cord is scratched, or the socket loosens.
- •The socket, power plug or power cable overheats.

Please do not disassemble, repair or modify the product if you are not a professional after-sales servicing technician.



The above situations may lead to accidents if no measures are taken. Please do consult us.

#### 2. Please read the Warranty Card.

Please read the Warranty Card and confirm if the product is in warranty term.

- \* The Warranty Card is transferred to customer after filling specified items in the store. Please confirm recorded contents and keep well.
- \* Repair is not necessarily free of charge even the product is in warranty term, please read the relevant contents recorded in the Warranty Card carefully.

#### The warranty term is 1 year after purchasing (refer to the date written on invoice)

### 3. When you apply for repair

■ Repair within the warranty period

Please submit the Warranty Card at repair. Repair according to specifications in the Warranty Card.

■ Repair beyond the warranty period

Given the function of the product is maintained, repair can be done with payment according to client's requirement.

- Information needed
  - 1 Address, name and telephone number
  - 2 Model and product code (refer to product label)
  - 3 Purchase date (refer to Warranty Card)
  - 4 Failure description and the abnormality (please be as detailed as possible)
  - 5 The date you expect on-the-spot service
- Questions related to the product

If you have questions regarding the product and its usage, please call:

Service hotline of American Standard: 800-820-3191 (for users with fixed phone)

400-820-3191 (for users with mobile phone)

Official website: www.americanstandard.com.cn

### **ANTI-BACTERIAL**

#### **Anti-bacterial:**

Toilet seat with antibacterial effect: KILAMIC antibacterial materials are used for toilet seat, which has passed the specific certification by SIAA.

KILAMIC antibacterial materials are effective for inhibiting the proliferation of bacteria on the surface of products. Quality management is carried out under ISO22196 evaluation system and Society of International Sustaining Growth for Antimicrobial Articles (SIAA) guidelines. It has been confirmed through rigorous experiments that the antibacterial properties are qualified. Antibacterial activity value is over 2.0

#### **Explanation about KILAMIC materials:**

- 1. Antibacterial effect: inhibition of proliferation and growth of bacteria on the surface of products.
- 2. Antibacterial method: mix the antibacterial agent into resinous material
- 3. Used antibacterial agent: silver-ion inorganic antibacterial agent
- 4. Experimental method:
- JISZ2801-2010 (ISO22196 Method)
- 5. Experimental organization:
- Japan LIXIL Corporation R&D Division Analysis & Assessment Center Office
- 6. Experimental result:
- Antibacterial activity value is over 2.0

  Testing bacteria: colon bacillus and stand

Testing bacteria: colon bacillus and staphylococcus aureus





### For use-by date

Theoretical use-by date refers to theoretical service time without accident for the warm water E-bidet installed and used in common households with standard working condition, proper service and management.

#### ■ Standard working condition

	Voltage • Frequency	AC220V • 50Hz		
Environmental	Room Temperature	20°C		
Conditions	Water Inlet Temperature • Pressure	15°C • 0.2MPa		
	Installation Requirement	Private bathroom, installed separately from the shower room		
Load Conditions	Rated Load	Perform standard setting based on product design specifications		
	Family of Four (2 male and 2 female),			
Theoretical Time	Using frequency: defecate: once/day for each person,			
Theoretical fillie	urinate: male: 4 times/o	day for each person; and female: 4 times/day for each person		
	Can use E-bidet function for 15 seconds each time.			
Service & Mainte-	Follow the procedures shown in the instruction, and perform service, inspection and repair.			
nance				



#### [Theoretical use-by date]10 YEARS

Please replace immediately when the product has passed theoretical use-by date. Otherwise, fire or injury may result due to component deterioration.

- Note: 1 The actual use-by date varies with the storage environment, the operating environment (such as the stability of electric power, environmental temperature and humidity, water quality, etc.), and differences in methods of use. The actual use-by date of products at public places may be significantly reduced.
  - 2 Theoretical use-by date does not mean free warranty.
  - 3 To guarantee the safe use of the product, please follow the methods of usage, daily cleaning and maintenance described in the instructions, and when necessary (e.g., abnormality occurs), please contact our after-sales service hotline.
  - 4 For occasional accidents during the safe use period, the Company will not compensate and not provide free repairs. Within the scope permitted by law, the Company reserves all the right of final interpretation for safe use.

# **Specification**

Model		CEAS7SR1-0100510H0 CEAS7SR1-0100510P0	
Function	description	Full functional w/remote controller	
Rated vo	Itage	AC 220V 50Hz	
Rated po	wer*1	300W	
Water pro	essure range	0.06MPa (flow pressure) - 0.75MPa (hydrostatic pressure)	
Ambient	temperature range	0°C-40°C	
Product	size	L535mm* W436mm* H173mm	
Water inl	et type	Directly connected with tap water	
	Warm water supply type	Warm water tank 0.7L	
	Posterior wash volume	0.25~0.6L/min (6 adjustment levels) water pressure 0.2MPa	
	Feminine wash volume	0.45~0.6 L/min (6 adjustment levels) water pressure 0.2MPa	
	Warm water tem- perature	OFF (water temperature) Low (about 32°C) Mid-low (about 34°C) Mid (about 36°C) Mid-high (about 38°C) High (about 40°C) (6 adjustment levels)	
Wash	One touch cleansing	•	
vvasii	Oscillating	•	
	Massage (posterior wash)	•	
	Nozzle position adjustment	•	
	Power of warm water heater	250W	
	Safety device	Temperature fuse, temperature sensor, high temperature sensor, float switch	
14/0 700	Air volume	0.2 m³/min	
Warm air dryer	Warm air temperature	Low (about 30°C) Mid (about 40°C) High (about 50°C) (3 adjustment levels)	
Jan. 41. y 51.	Safety device	Temperature fuse, temperature sensor	
Heated	Surface temperature	In use: room temperature: about 28°C ~ 40°C (6 adjustable levels)	
seat Power of heater		48W	
	Safety device	Temperature sensor, temperature fuse	
Deodorizer	Deodorizing type	Chemisorption by activated carbon deodorizer	
Power	One touch power saving (8h)	•	
saving	High efficiency power saving	•	
	Nozzle self-cleaning	•	
	Nozzle manual cleaning	•	
	Night light	•	
	Remote controller	•	
	Seat heating auto off	•	
Others	Electric leakage protector	•	
	Sitting sensor type	Mechanical sensor	
	Anti-bacterial material	Seat (SIAA), lid, nozzle, remote control panel	
	Soft close cover & seat	•	
	Quick detach cover	•	
	Overall pulling-type detach	•	

<sup>\*1:</sup> Average power of this product at room temperature of 20°C and water inlet temperature of 15°C, when the water temperature and seat temperature are set to high, spray strength is adjusted to the maximum, posterior wash or feminine wash is performed continuously and stably for 2 minutes. (seat and warm water tank operate at the same time, and the time of water inflowing into the water tank at the beginning is not included in the representative cycle.)

# Warranty Card

# American Standard

### Warranty Card

The product is warranted according to the description written on this warranty card. Please submit this warranty card to service center when there are malfunctions.

Model:			
Serial NO.:			
Purchaser			
Company:			
Address:			
City:	Country:		
Phone:	Fax:	E-mail:	
Dealer (Company)			
Address:			
Purchase Date :	Installation Date:		

When a fault occurs in the case of normal use from purchase date (subject to the invoice), you can enjoy free maintenance service within one year.

Notice: the warranty does not cover the following:

- 1. When the impurities in the product to malfunction
- 2. When the product was thrown or hit and cause damage or malfunction
- 3. Use of an organic solvent such as thinner cause deformation or deterioration of appearance
- 4. When using non-genuine parts or consumable caused by fault
- 5. When using non-normal voltage caused by fault
- 6. When customers disassemble the product, resulting in lost or damaged parts
- 7. When repair or modify through non-designated service center technician caused malfunction
- 8. When a fault occurs due to natural disasters
- 9. When due to not following the instruction caused malfunction
- 10 Other conditions due to customers' intentional or negligent caused fault

#### **Thailand**

Hotline : 02 102-2222

Manufactory: LIXIL (Thailand) Public Co., Ltd. Website : www.americanstandard.co.th

#### <u>Vietn</u>am

Hotline : 1900-54-54-60

Manufactory: American Standard Vietnam Website : www.americanstandard.co.vn

#### India

Hotline : 1-800-3010-8000 Manufactory: American Standard India Website : www.americanstandard.in

#### Indonesia

Hotline : 0-800-1-267823

Manufactory: PT American Standard Indonesia
Website : www.americanstandard.co.id

#### **Philippines**

Hotline : 02-893-8681

Manufactory: American Standard Philippines Website : www.americanstandard.com.ph

#### Hongkong

Hotline : 852 2969 7069

Website : http://www.americanstandard.hk