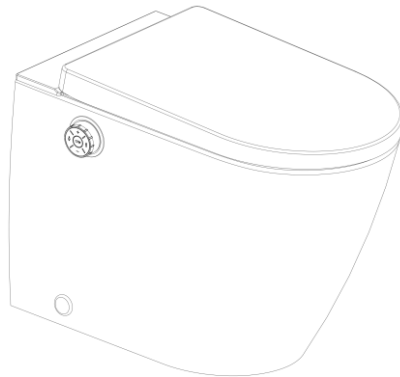




*Intelligently Clean, and that's the Bottom Line!*

# ***Washloo Odyssey Floor Standing User Manual***

***Clean    Comfort    Hygiene***





*Intelligently Clean, and that's the Bottom Line!*

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# Safety Precautions

Read all instructions before use.

Save these instructions for future reference.



## Warning

May result in death or injury



## Caution

May result in death or injury



## Warning

1. Do not use a damaged power plug or loose electrical outlet
2. Make sure to use a dedicated electrical outlet. Failing to do so may result in electric shock or fire.
3. Do not move the product by pulling the power plug.
4. Do not handle the power plug with wet hands
5. Do not forcefully bend the power cord or place heavy objects on it to prevent it from being damaged or deformed.
6. Do not connect and pull the power plug repeatedly.
7. Unplug the product before cleaning, repairing, inspecting or replacing parts.
8. Remove any dust or water from the plug.
9. Do not plug the appliance into an electrical outlet or power strip that is being used by too many appliances. Use an electrical outlet adequate for the voltage requirement of the product.
10. If the power cord is damaged, do not attempt to repair, modify or replace the cord, please contact our service centre.
11. If the product produces a strange noise, a burnt smell or emits smoke, unplug and disconnect from the electrical outlet immediately. Failing to do so may result in electric shock or fire.
12. Do not insert a wire or sharp object in any of the product gaps, or the warm air outlet. This may result in electric shock or product damage.

# Safety Precautions

13. Do not place an electric heater near the product or dispose of any burning materials such as cigarettes in the toilet. This may result in fire or product deformation.
14. Do not place any containers filled with water, medicines, food, metallic objects or flammable materials on top of the product. If foreign objects enter the product, this may result in electric shock or fire.
15. Do not use the product in locations exposed to excessive moisture and do not splash water onto the product.
16. Do not use the product if it is not working correctly – Please unplug the product immediately, close off the main water supply and call our service centre. Failing to do so may result in electric shock or fire.
17. While taking a shower or cleaning the bathroom, remove the power plug from the electrical outlet and exercise caution that water or detergent does not splash onto the bidet. Failing to do so may result in electric shock or fire.
18. Do not disassemble, repair or modify the product yourself.
19. Do not use the product whilst bathing
20. Do not place or store the product where it can fall or be pulled into a bath or sink.
21. Do not place in or drop the product into water or any other liquid.
22. Do not reach for the product if it has fallen into water or liquid, disconnect from the power outlet immediately.
23. Do not operate or store the product in locations where flammable or combustible materials are used.
24. Do not use industrial water or 'grey' water for the supply as this may cause skin damage or disease.
25. Do not block the warm air outlet with your hand.
26. Turn off the water supply valve when cleaning the filter.

# Safety Precautions

27. For children and seniors who have difficulties with adjusting temperature, those with sensitive skin or impaired heat sensitivity, set the temperature of the wash spray, air dryer and seat to "low" or "off" to prevent burning.

28. Close supervision is necessary when this product is used by children or persons requiring general assistance.

29. Do not press the buttons using excessive force.

30. Do not stand or place heavy objects on the seat cover.

31. Use this product for its intended purpose only. As described in this manual. Do not use any attachments that are not recommended by us.

32. 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 in water. Return the product to our service centre for examination.

33. Keep the cord away from heated surfaces.

34. Never block the air openings of the product or place it on a soft surface such as a bed or couch, where the openings may get blocked. Keep the air openings free of lint, hair etc.

35. Never use the product while sleeping or when drowsy.

36. Never drop or insert any objects into any openings or hoses.

37. Do not use the product outdoors or operate where aerosol (spray) products are being used or where it could be exposed to pure oxygen.

38. This product should be earthed in the event of an electrical short circuit earth reduces the risk of an electrical shock by providing an escape route (wire) for the electrical current. This product is equipped with a cord incorporating an earth wire and an earthed plug. The plug must be inserted into a power outlet that has been correctly installed.

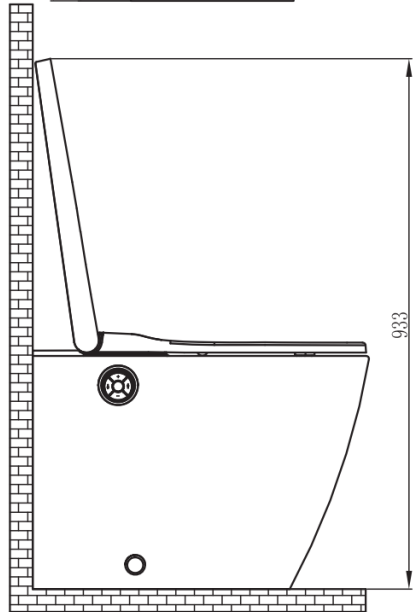
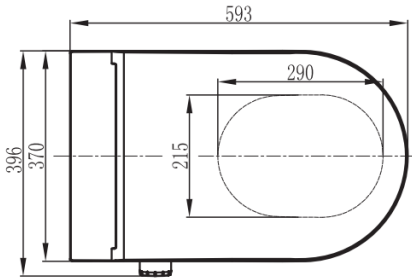
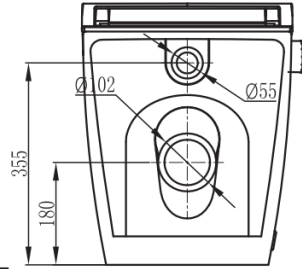
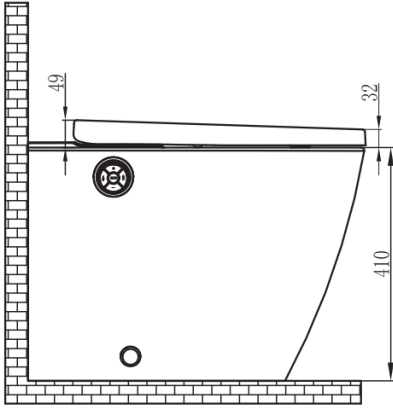
39. Unplug this product before filling (fill reservoir) with water only unless otherwise specified by the manufacturer. Do not overfill.

# Safety Precautions

40. Do not connect the mains water to the hot water pipe (only connect to cold water supply)
41. After the installation, make sure to check all water supply connections for leaks. Rubber washers should be in place for the water connection hoses and T valves.
42. Do not open/close the seat cover using excessive force.
43. Exercise caution that urine does not come into contact with the nozzles or warm air dryer outlet, failure to do so may result in bad odours or malfunction.
44. If the product will not be used for a long period of time, unplug the power cord, close the main water supply valve and drain any water in the water tank.
45. Do not pull out the bidet hose or connection hose using excessive force.
46. Do not use thinners, benzene, acidic chemicals, chloride or hydrochloric acid detergents. This may result in corrosion to the metallic components and potential discolouration or scratches to the bidet body.
47. This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge unless they have been given supervision or introductions concerning the use of the appliance by a person responsible for their safety. Children should also be supervised to ensure that they do not play with the appliance.

# Odyssey - Dimensions

Odyssey – Floor Standing

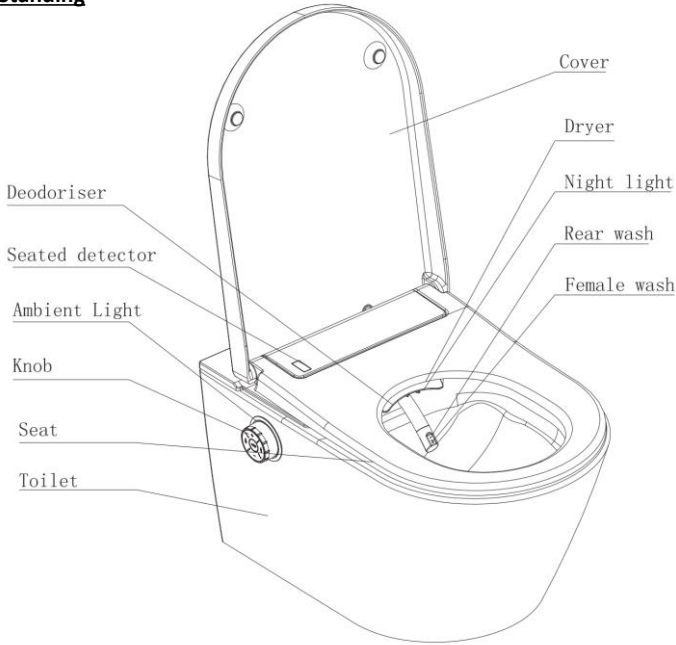


Note : The above illustration is an example only, your version may vary

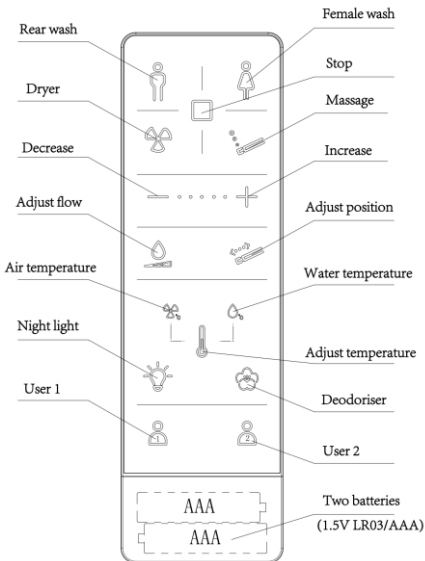


# Odyssey – Description of Parts

## Odyssey Floor Standing



## Odyssey Remote Control



1. Before using the remote, it requires 2 batteries (type 1.5V LR3/AAA)

2. The following remote control operation is only for the Odyssey Model with this remote control

Note : The above illustration is an example only, your version may vary

# Odyssey – Functions

## Rear Wash and Front Wash Functions

When seated and pressing the "Wash" button on the remote control or on the Side Control then it will start to wash using the Rear Function. It will operate for 3 minutes. You can stop washing during this period by pressing the "Stop" button.

While Rear wash or Female wash functions are in operation, they will wash in a 'fixed position' (Which is adjustable via the control also) for about 10 seconds, after 10 seconds the 'movable wash' will operate for around 18 seconds, then regain the 'fixed position' until the end of the cycle .

By pressing the "Rear wash" or "Female wash" on the side control it will begin the drying process for 3 minutes when the washing cycle is over. **(Automatic cycling function)**

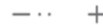
## Additional Rear Wash and Front Wash Functions

During the operation of the Rear or Female wash function, by pressing the 'Rear Wash' or 'Female Wash' function again on the side control or the remote control, will change the 'Cleaning Mode' as explained and indicated on the Remote Control below;

Oscillating : when one indicator light is on



Pulsating : when two indicator lights are on

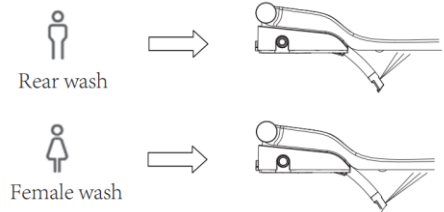


Oscillating + Pulsating : when three indicator lights are on Stop Operation



During the operation of the Rear/Female wash function or drying function, by pressing the "Stop" button on the remote control it will 'Stop' ALL washing or drying operations.

Also, by pressing the middle button of the Side Control it will stop washing or drying.



Note : The above illustration is an example only, your version may vary

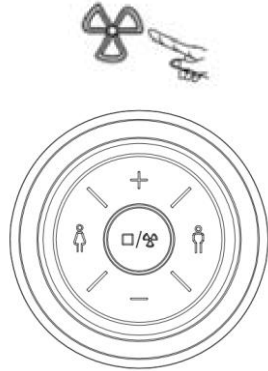
# Odyssey – Functions

## Dry Operation

By selecting the "Dry" function on the remote control, it will then start the drying operation.

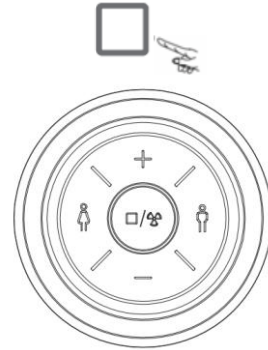
It will cycle the operation for 3 minutes.

The middle button of the side control will select the 'drying' function. It will stop drying after 3 minutes.



## 'Stop' All Operations

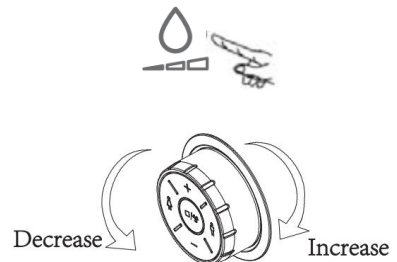
During any operation or function the Washloo is carrying out, by depressing the 'Stop' button on the remote control or the central 'Stop' button on the Side Control, this will stop all operations with immediate effect.



## 'Adjustable Flow/Water Pressure'

During the operation of the Rear or Female wash function, by pressing 'Adjustable Flow' button on the remote control, will enable you to 'Decrease' or 'Increase' the Pressure/Flow rate.

To adjust the 'Pressure/Flow' using the Side Control, rotate the Side control in a clockwise direction to increase the pressure and anti-clockwise direction to decrease the pressure.



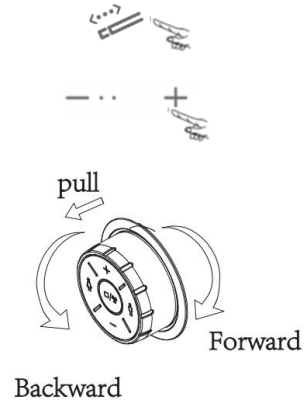
Note : The above illustration is an example only, your version may vary

# Odyssey – Functions

## Adjustable Nozzle Position

During the operation of the Rear or Female wash function, by pressing the 'Rear Wash' or 'Female Wash,' by Pressing the 'Adjust Position' button on the remote control and then select the 'Decrease' or 'Increase' button, the Nozzle Position will move forwards or backwards.

When using the Side control to Adjust the position, the default '5<sup>th</sup>' position will be selected automatically when a 'Wash' function is selected. To Adjust the position on the side control by pulling out and rotating the knob . The nozzle position will be forward in the clockwise direction and be backward in the anticlockwise direction .

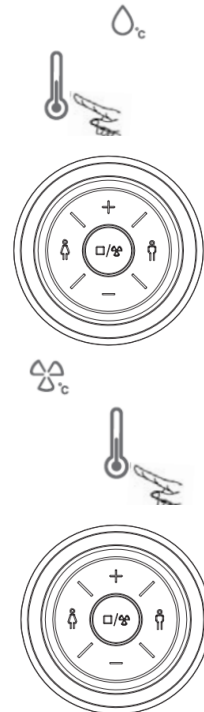


## Adjustable Water Temperature

During the operation of the Rear/Female wash function, the temperature of the water can be adjusted by pressing the 'Adjust Temperature' button on the Remote Control, once selected, use the 'Increase' and 'Decrease' buttons to respectively change the water temperature to suit the user.

During the operation of Drying, the temperature of the water can be adjusted by pressing the 'Adjust Temperature' button on the Remote Control, once selected, use the 'Increase' and 'Decrease' buttons to respectively change the air temperature to suit the user.

During the Wash functions, using the Side Control "+" or "-" button will then increase or decrease the water temperature to the users preference. During the operation of Drying using the Side Control, the "+" or "-" button will then increase or decrease the air temperature to the users preference.



Note : The above illustration is an example only, your version may vary

# Odyssey – Functions

## Deodorization Mode

The Washloo will automatically operate the 'Smart mode' for the deodorization by default . It will automatically turn on once the user sits down and it will operate for one minute after the user leaves.

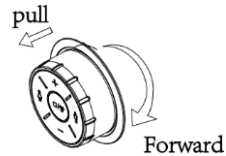
If the user does not use any functions, the deodoriser will automatically turn off after 15 minutes.

By pressing the 'Deodorization' button on the remote control, it will cycle through 'Off' or 'Smart Mode'.

'Off' - when one indicator light is on the Remote Control

'Smart mode' - when two indicator lights are on

Using the Side Control - Pull out the knob and turn clockwise to turn the deodorization off. Turn clockwise again then it will be on.



## Night Light Setting

The Night Light will always remain on by Default.

To cycle through Night light 'On,' 'Off' and 'Smart Mode';

Press the 'Night light' button on the remote control to choose between the different modes.

'Off' - when one indicator light is on

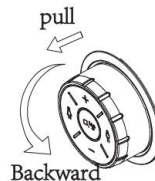
'On' - when two indicator lights are on

'Smart mode' - when three indicator lights are on

By Opening the cover and seat and not being seated, 'Smart Mode' Will be selected.

Using the Side Control - Pull the knob and rotate it in the anticlockwise direction to cycle through the above 'On,' 'Off' and 'Smart Mode'.

**PLEASE NOTE:** The 'Smart' mode will only operate the night light when it is in a dark environment.



Note : The above illustration is an example only, your version may vary

# Odyssey – Functions

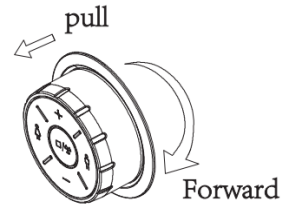
## Sound Settings

The sound will be on by default.

There is a BEEP when the bidet has received commands or signals from the remote control or the side control, also when being seated and leaving the seat sensor.

To turn off the BEEP, open the seat cover without being seated, pull out the Side Control knob and turn it in the anticlockwise direction. The sound will be turned off with a long BEEP.

To turn it back on again repeat this process.



## User Settings

Saving the User settings once the Washloo has been used, can be done in the following Process;

1. Press and hold either 'User 1' or 'User 2' button on the remote control for more than 3 seconds to save the settings to 'User 1' or 'User 2'. This will save the Users 'Water' and 'Dryer' Temperature settings, 'Position' and 'Pressure' settings also.
2. To use the preferred setting saved by the User in either 'User 1' or 'User 2', Simply press 'User 1' or 'User 2' button on the remote control. This will then cycle and use the preferred operating 'Water' and 'Dryer' Temperature settings, 'Position' and 'Pressure' on demand.

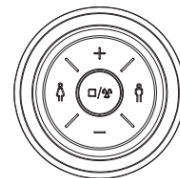


## Standby Power Setting

With no one seated on the Washloo,

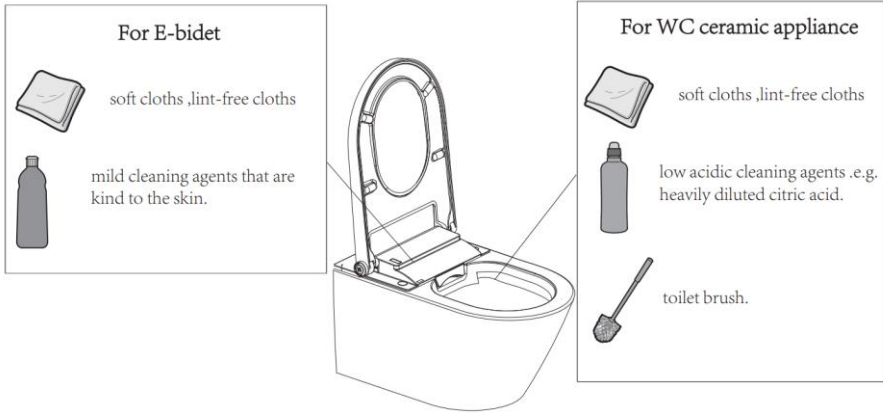
Press and hold the middle button on the Side Control for 6 seconds.

The Washloo will then enter the power standby mode. Press and hold again for 6 seconds to restart the Washloo once again.



Note : The above illustration is an example only, your version may vary

# Odyssey – Maintenance & Cleaning



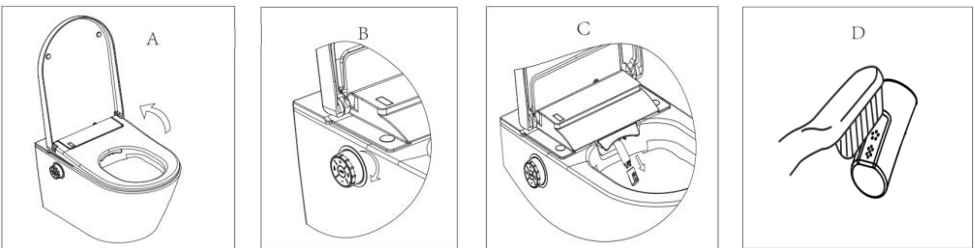
1. Clean all surfaces with soft, lint-free cloths.
2. Weekly cleaning of the 'Nozzle' will ensure no build of debris or limescale, and maintain free flow of water pressure.
3. Remove filter out of 'Angle Valve' as shown in the illustration.
4. Every 6 months, or if a noticeable drop in water pressure is found, please inspect and/or replace the inline water filter to ensure no build up of debris or limescale is found.

**\*PLEASE NOTE** - If the Washloo is not used for more than 72 hours, when the next user operates the wash function, it will open the 'self-cleaning' for about 3 minutes. All operations will be invalid during this time until the 'self-cleaning' function is completed.

## Nozzle Cleaning

The nozzle will automatically be cleaned before and after washing. The operation of manual cleaning is as follows

1. Open the cover and seat then rotate the knob in the clockwise direction
2. Then the nozzle will extend with cleaning water. It will return after 5 minutes or press the " stop " button.

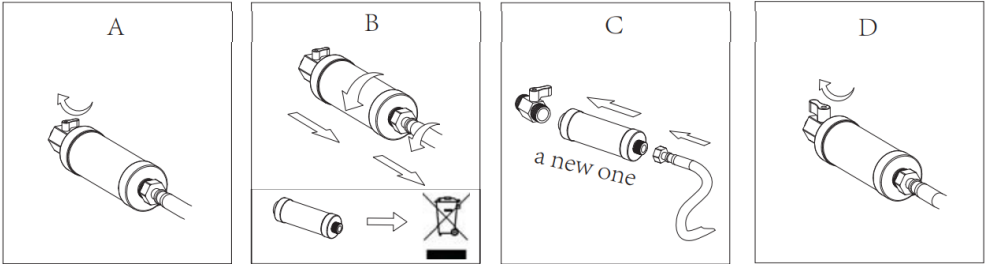


Note : The above illustration is an example only, your version may vary

# Odyssey – Maintenance & Cleaning

## Replacing The Filter

The filter has a service life of 6 months. This is dependant on the area of installation, some areas will have 'Hard Water' which produces large amounts of Limescale build-up. The In-Line Filter will therefore need to be checked and replaced more regularly in order to protect the Washloo's internals from Limescale damage. The filter should be replaced when a noticeable drop in inlet pressure happens.

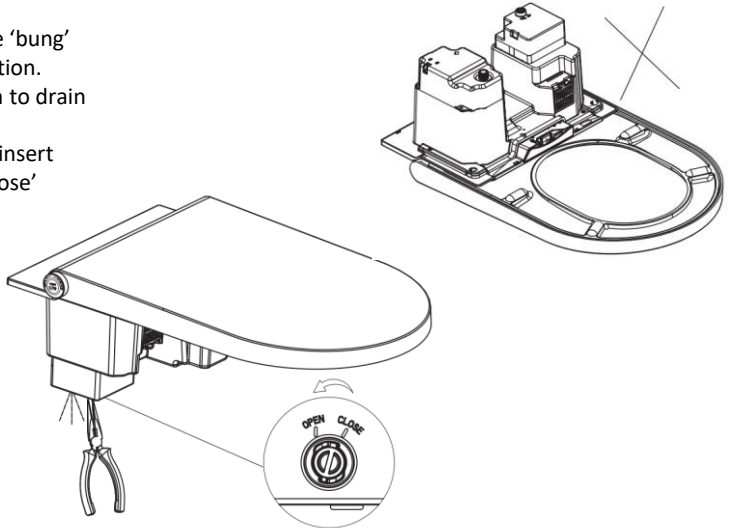


## Water Tank Draining

**\*PLEASE NOTE** – All power and water supply must be turned off prior to draining the water tank.

The water and power must be turned off before disassembly of the Washloo can commence. Do not invert or tilt the Washloo before you finish draining the water tank.

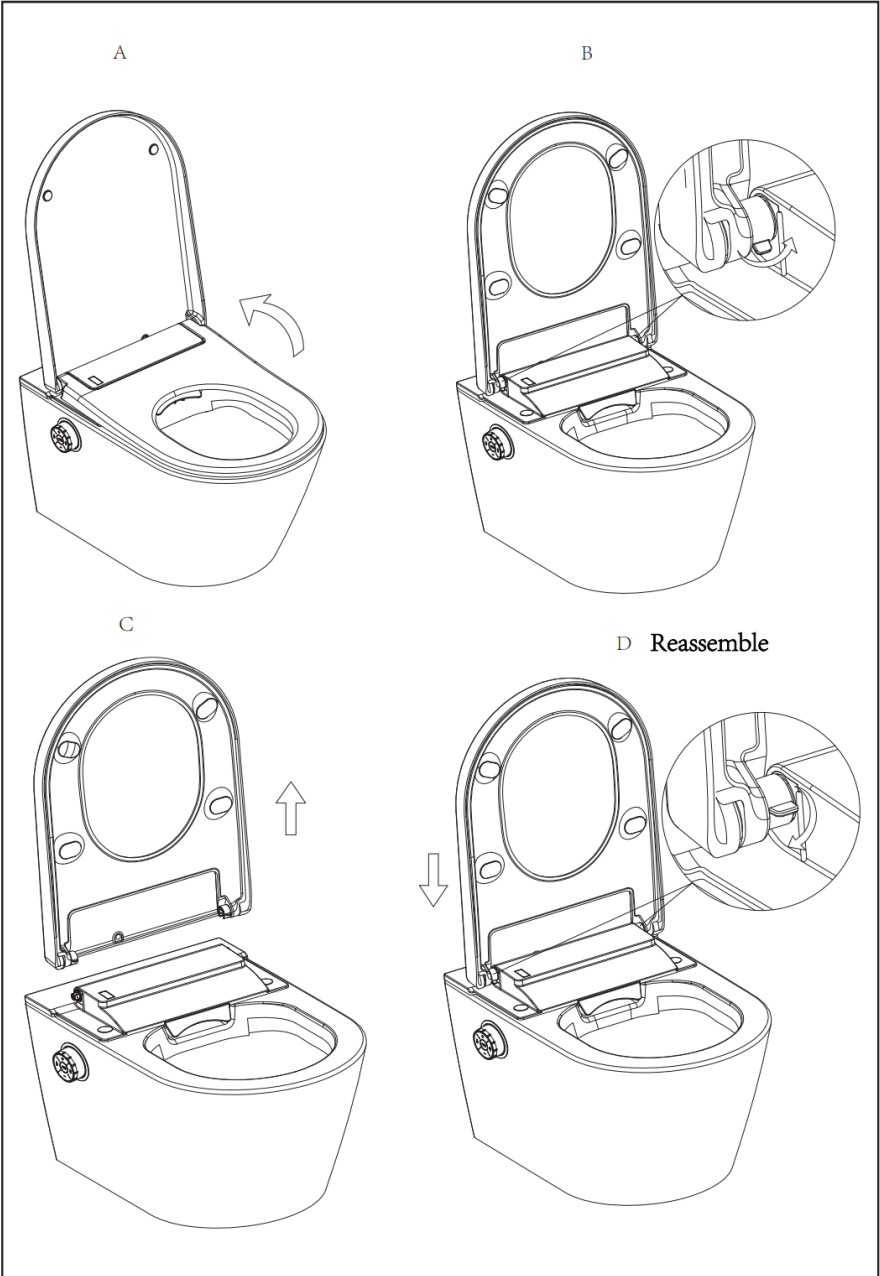
Using a set of Pliers, grip the 'bung' and twist to the 'Open' position. The Washloo will then begin to drain the tank. Once the tank is drained re-insert the bung and turn to the 'Close' position.



Note : The above illustration is an example only, your version may vary



# Odyssey – Seat and Cover Removal



Note : The above illustration is an example only, your version may vary

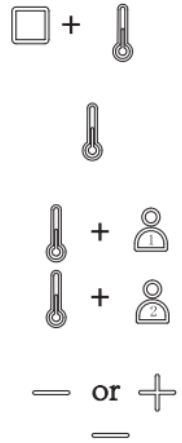
# Odyssey – Remote Control Pairing

## Remote Control Pairing

When installing several Washloo Bidets in Close Proximity, each remote control will be required to control each specific Washloo.

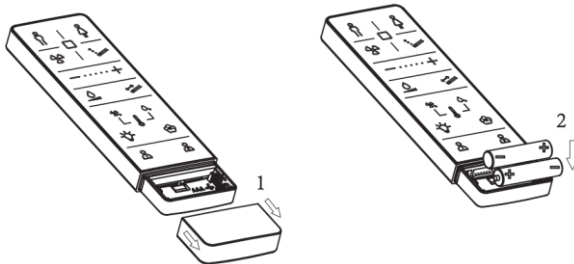
To complete the individual pairing of the Washloo and remote controls is as follows;

1. Open both the cover and seat, without any users sitting, set the night light to the "OFF" mode (as shown in the 'Night Light setting' using the side control knob)
2. Press the "stop" button and "adjust temperature" button on the remote control at the same time, and hold a few seconds until a beep is heard from the product. The indicator lights showing '-' and '+' will be illuminated
3. Release the "stop" button, but keep pressing the "adjust temperature" button
4. Press "USER1" and "USER2" in order, and then release the "adjust temperature" button. Now the illuminated indicator is the current ID code of Washloo.
5. By pressing '-' and '+' buttons to switch different product ID codes with corresponding indicator lights up. There are 10 ID codes in total.



## Remote Control – Battery Replacement

1. Non-rechargeable batteries are not to be recharged
2. Rechargeable batteries are to be removed from the appliance before being charged.
3. Different types of batteries or new and used batteries are not to be mixed.
4. Batteries are to be inserted with the correct polarity
5. The exhausted batteries are to be removed from the appliance and safely disposed of.
6. If the appliance is to be stored unused for a long period, the batteries should be removed.
7. The supply terminals are not to be short-circuited.



Note : The above illustration is an example only, your version may vary

# Troubleshooting

Problem	Potential cause	Suggested action
The washing function does not work	1. The power supply may not be on	Please turn on the power
	2. The water supply may not be opened	Please open the inlet water valve, or check if there is a water outage
	3. The filter may be blocked	Please replace a new filter .It has a service life of approx. half a year
	4. Seat sensor may not be occupied	Please sit on the seat and adjust sitting position
	5.Maybe the cover is closed	Please open the cover and sit on the seat
	6.Maybe it is not used for more than 72 hours	Not used for more than 72 hours ,when the user operates the washing ,it will open the self-cleaning for about 3 minutes. All the buttons are invalid during the self-cleaning and it will return to normal after the self-cleaning
The nozzle goes back suddenly	1.The washing cycle is 3mins. The nozzle will stop spraying after 3mins ,and then go back.	This is normal and please re-press the "wash" button to start washing again
	2.There may be some problems of water supply	Please check if there is a water outage
	3.Maybe the seated sensor detects the user left the seat	Please adjust sitting position
	4.Maybe the cover is closing	Do not put down the cover when it is washing
Low water flow rate	1. The water flow rate may be set to low	Please increase the flow rate as per "adjusting water flow rate" of operating instructions
	2.The water supply pressure may be too low	Please check and ensure the water supply pressure is $\geq 0.07\text{Mpa}$
	3.The filter may be blocked	Please replace a new filter .It has a service life of approx. half a year
	4.The nozzle may be blocked	Clean nozzle with a small brush
Low water temperature	1. The water temperature may be set to low	Please increase the water temperature as per operating instructions
	2.Maybe the temperature of water supply is too low	Please increase the water temperature as per operating instructions or decrease flow rate
The nozzle comes out slowly	When the wash function is requested, nozzle will self-clean before coming out & can take time	This is normal
Water flows out but the nozzle does not come out	1. When the wash function is requested, nozzle will self-clean before & after use	This is normal
	2.Maybe it is not used for more than 72 hours	This is normal. Not used for more than 72 hours ,when the user operates the washing ,it will open the self-cleaning for about 3 minutes
The dryer does not work	1. The power supply may not be on	Please turn on the power
	2. Seat sensor may not be occupied	Please sit on the seat and adjust sitting position
	3.Maybe the cover is closed	Please open the cover and sit on the seat
	4.Maybe it is not used for more than 72 hours	Not used for more than 72 hours ,when the user operates the washing ,it will open the self-cleaning for about 3 minutes. All the buttons are invalid during the self-cleaning and it will return to normal after the self-cleaning
Low air temperature	1. The dryer may be set to low	Please increase dryer temperature as per operating instructions
	2. The dryer does not work correctly	Please contact local distributor
Night light is always off	1. The environment may be too bright	When the night light is set to smart mode, it may not work if the environment is too bright
	2. The night light function may be off	Please turn on the night light as per operating instructions
Night light is always on	1. The environment may be too dark	When the night light is set to smart mode, it may stay on when the environment is dark
	2.Something may be covered around the knob.	Remove obstructions around the knob
	3.The night light may be set at always on mode	Please adjust the night light mode as per "Light Setting" of operating instructions
The nozzle goes back automatically when manual cleaning	1.The nozzle goes back after washing 5 minutes.	This is normal
	2.Maybe press the "stop" button	The manual cleaning will be stopped if press the knob or press the "stop" button on the remote control.
	3.Maybe the seated sensor detects that the seat is closing	Please do not put down the seat during the manual cleaning
The remote control is not functioning	1.No batteries in the remote control	Please install the correct batteries in the remote control
	2.Maybe the battery power is too low	When batteries are too low, the LED will flash. Please replace the batteries
	3.Maybe the code of the bidet and remote control is not the same	Please set the code of the remote control to the correct one .See "One-On-One Setting"
There are BEEP sounds when the bidet is working	There is a short BEEP when you are sitting down , and a long BEEP when you leave. Also there is a short BEEP when the bidet has received commands.	This is normal. You can turn off the sound. See "Sound Setting"
The bidet does not work correctly	Maybe there is something abnormal	Please shut off the power and turn back on after 1 minute. If the bidet still does not work, please contact local distributor
The light around the side control knob flashes twice & constantly beeps	The water supply temperature may be too high	Please shut off the power and water supply, stop using the product, and then contact local distributor
The light around the side control knob keeps flashing	There may be something wrong with the product	Please check if electric and water supply are correct, turn off the power and restart the product. If the bidet still does not work, contact local distributor

# Technical Specifications

Product Specification	
Voltage	AC220-240V 50/60HZ
Water Supply	Direct connection to water pipe
Water Pressure	0.7-7.5Mpa (0.7-7.5Bar)
Warm Washing	Water Pressure Adjustable in 5 levels (Level 3 is default)
	Temperature control (5 Levels, room temperature 31°C/33°C/36°C /39°C Adjustable) Inlet water temp to be minimum 15°C ± 0.5°C
	Heater Capacity : 1260W
	Temperature Control system, , Temperature Reset Switch, Temperature fuse overheat protection with water and electricity isolation system.
Warm Air Dryer	Power : 280w
	Temperature control (5 Levels, room temperature to 54°C Adjustable) (Level 3 is default)
	Temperature Control system, Temperature Reset Switch, Temperature fuse over heat protection with water and electricity isolation system.
Wash System	Flow Rate 350-650 ml/min
	Water temperature 31-39°C
	Water Cycle Time – 3 minutes
	Water Tank Heater
	Max Heating Power – 1260w
	Backflow Prevention – Category 5 Type AB Air Gap
Power Cord Length	1.8m
Safety Device	Floating Switch, temperature sensor, temperature fuse, earth leakage protection, water and electricity isolation system.
Deodorizer	Chemical absorption by deodoriser cartridge.
IP Rating	IPX4
Weight	35kg
Colour	White
Certificate	UKCA RoHS SAA WRAS KIWA (Pending)

# Warranty

This electronic bidet has been designed and manufactured with great care and attention to detail. We offer a 24 month warranty.

In the following cases the warranty does not apply;

1. Damage or loss sustained in fire, earth quake, flood, thunder or other acts of providence, pollution, gas damage, salt damage and abnormal voltage.
2. Damage or loss resulting from installation methods not in the manual, any unreasonable use, abuse, negligence or improper maintenance.
3. Damage or loss resulting from modification, disassembly and destruction of the product.
4. Damage or loss resulting from hard water, water stain retention, sediments or foreign objects contained in the water system.
5. Damage or loss resulting from relocation after instalment, improper installation or in a hazardous environment.
6. Damage or loss resulting from defect caused by miss-fitting or wrongly shaped attachment.
7. Damage or loss resulting from bites by animals or insects or residual of dead animals or insects.
8. Damage or loss resulting from product freezing.
9. Damage or loss resulting from use of the product if mounted on moving vehicles such as cars, ships and caravans.
10. Damage or loss resulting from deterioration of battery etc.
11. Damage or loss resulting from lack of user's maintenance points (i.e. cleaning, filter, washer, packing etc.).
12. Damage or loss resulting from physical or accidental damage;  
This includes cracks, stress marks and breakages from over extension or force of the lid cover and seat.

# Important User Manual Information

If you want to dispose of this product, do not mix with general household waste. There is a separate collection system for used electronic products in accordance with legislation that requires proper treatment, recovery and recycling.

Only discard discharged batteries. They should not be disposed of in household waste, use appropriate collection sites.

Memo



*Intelligently Clean, and that's the Bottom Line!*

***Modern Life, Smart Choice***

Shades and dimensions subject to the usual tolerance.

We reserve the right to make technical modifications to the range and alter colors.