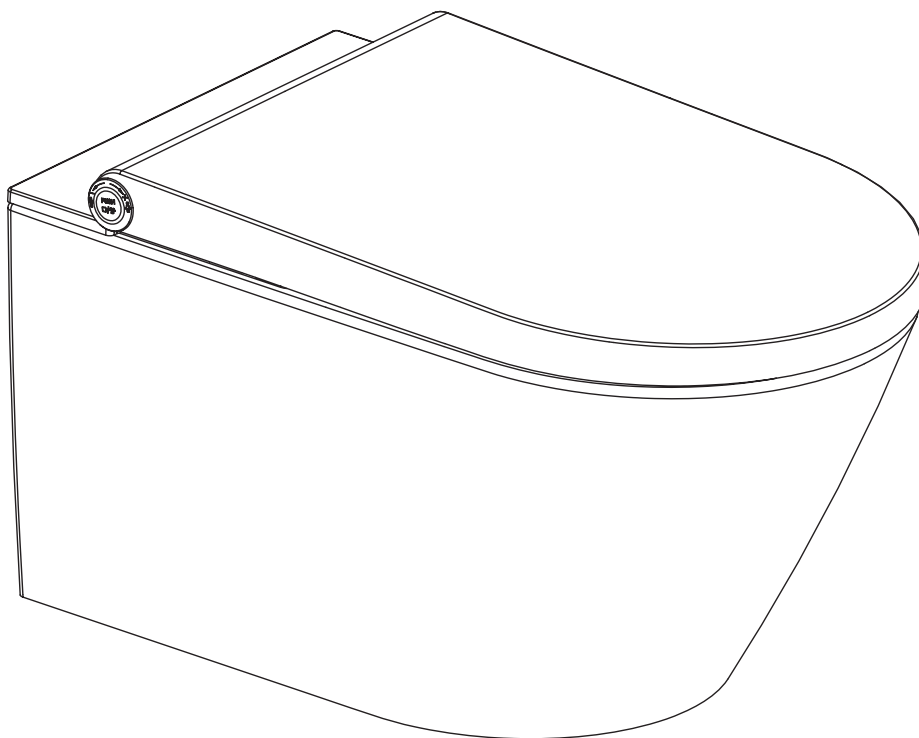


 **SAPHO**







VIDEO MANUAL

OPERATING INSTRUCTIONS

Model: VE421 VEEN CLEAN


Safety precautions

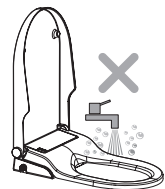
Explanation of symbols	
 DANGER	Refers to potentially dangerous situation that may cause serious injury or death.
 NOTICE	Refers to potentially dangerous situation that may cause injury or property losses.
 FORBID	Refers to forbidden to do.
 MUST BE ABIDED	Refers to abide by the rules.

The supplier shall not be liable for any loss arising from the failure to comply with the following regulations.

1. This equipment is "I" type electric appliance, must be completed connected to the grounding system.
2. This equipment is electric appliance, please do not be installed at the place where can easily be splashed with water or high temperature. Please install exhaust fan or ventilation opening to make sure there is a good ventilation when using at Bathroom.
3. If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.

Safety precautions

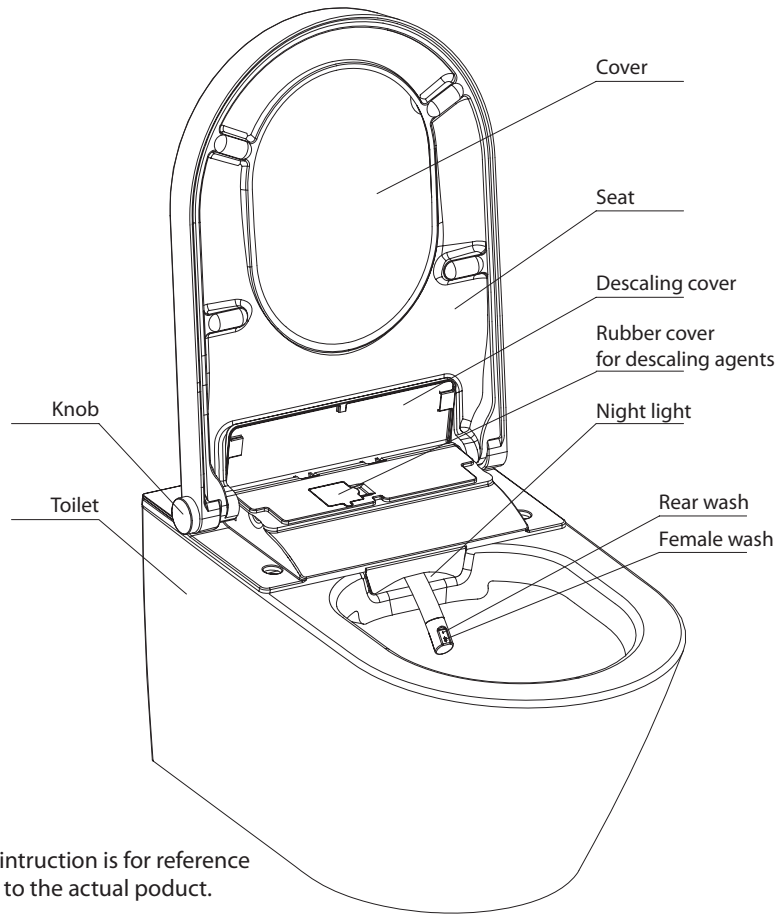
-  **FORBID**
1. Do not insert or remove power plug with wet hands. Otherwise there is a risk of electric shock.
 2. Do not damage the power cord and plug. Otherwise there is a risk of electric shock, short-circuit and fire.
 3. Do not use the loose socket. Otherwise there is a risk of electric shock and fire.
 4. The power supply must be accorded with regulation. Otherwise there is a risk of damage the product and fire.
 5. Do not disassemble , repair or reassemble the product. Otherwise there is a risk of electric shock and fire.
 6. Do not place a stove or a cigarette near the product. Otherwise there is a risk of fire.
 7. Make sure not to splash water, detergents or urine on the product and the power plug. Otherwise there is a risk of electric shock, damage the product and fire.
 8. Do not turn the product upside-down. Otherwise this might cause product damage.
 9. Do not bend or distort the inlet hose. Otherwise there is a risk of water leakage.



Technical Specification

		MODEL: VE421 Veen Clean
Wash	Rear Wash	●
	Female Wash	●
	Massage	●
	Adjustable Water Temperature	5 steps (default 3rd)
	Adjustable Flow Rate	5 steps (default 3rd)
	Adjustable Spray Position	5 steps (default 5th)
Hygiene	Nozzle Automatic Cleaning	●
	Nozzle Manual Cleaning	●
	Descaling	●
	Night Light	●
	Breathing Lamp	●
	Soft Closing Seat And Cover	●
	Body Knob	●
	Remote Control	●
	Rimless WC	●
	Installation of the toilet	Wall-hung
	Water Supply Connector	G 3/8"
	Rated Voltage	AC220-240 V, 50/60 HZ
	Power / Stand by power	1170 W / 0,5 W
	Length Of Power Cord	1.8 m
	Water Supply Pressure	0.07~0.75 MPa (0.7~7.5 Bar)
	Water Supply Temperature	4~35° C
	Ambient Temperature	4~40° C
	Protection Degree	IPX4
Wash Device	Flow Rate	350~650 ml/min
	Water Temperature	31~39° C
	Wash Cycle Time	3 Minutes
	Heating Mode	Tank 0,9 l
	Heater Power	1200W
	Safety Device	Thermal Cutoff Fuses/Liquid Level Switch/Termostat
	Backflow Prevention	Air Gap of AB type
Remote Control	Frequency Range	2460 MHz
	Maximum RF Output Power	-10 dBm
	Type of batteries	3V CR2032
	Number of batteries	Two pieces
	Other Safety Device	Residual Current Devices
	Weight	35 Kg
	Dimension	593*384*388 mm

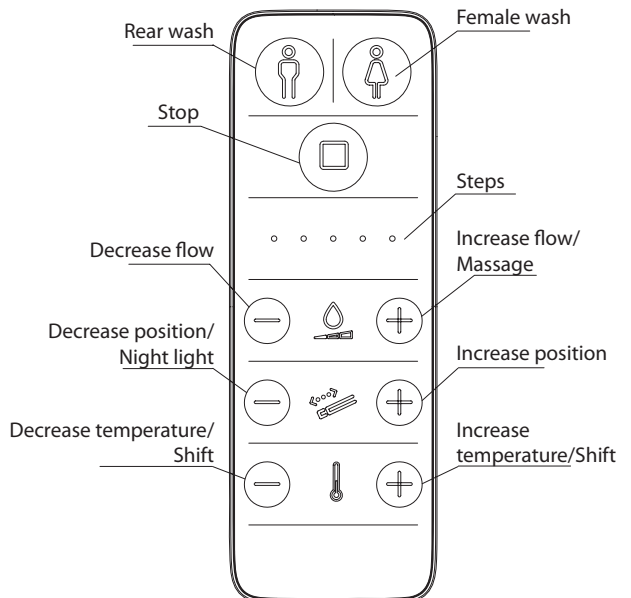
Overview



! NOTICE

The pictures of this instruction is for reference only. Please subject to the actual product.

Remote Control



! NOTICE

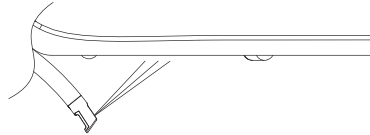
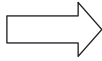
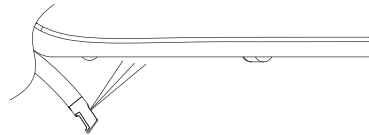
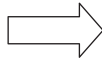
Before using, the remote control requires 2 batteries (type 3V CR2032).

Rear wash / Female wash

- Be seated

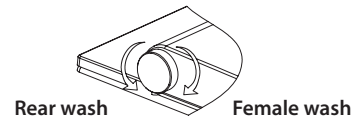
Press the „Wash“ button on the remote control then it start to wash.

It will stop after 3 minutes. You can stop washing before this by pressing the „Stop“ button.



OR

You can operate by rotating the knob. Rotate the knob in the clockwise direction to activate „Female wash“ and the anticlockwise direction for „Rear wash“. It will stop after 3 minutes and start to dry. You can stop washing before this by pressing the „Stop“ button.

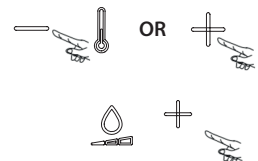


Note: While Rear wash or Female wash, it will wash at the fixed position for about 10 seconds, and movable wash for about 18 seconds, then regain to the fixed position until to the end.

Massage Operation

- In the process of Rear or Female washing

Keep pressing the „+“ or „-“ button of temperature on the remote control, then press the „+“ button of flow. Press it again the wash will be on the diferent massage mode.



Oscillating: when one indicator light is on



Pulsating: when two indicator lights are on



Oscillating + Pulsating: when three indicator lights are on



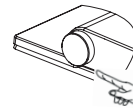
Stop Operation

- In the process of Rear washing, Female washing
Press the „Stop“ button on the remote control it will stop washing.



OR

- Press the knob it will stop washing.



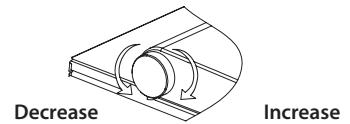
Adjusting water flow

- In the process of Rear or Female washing
Press the „+“ or „-“ button of flow on the remote control to adjust the flow rate. The indicator light of rate will be lighted up.



OR

- You can operate by rotating the knob. The flow rate will increase in the clockwise direction and decrease in the anticlockwise direction.



Adjusting the nozzle position

- Default 5th
- In the process of Rear or Female washing
Press the „+“ or „-“ button of flow position on the remote control to adjust the nozzle position forward or backward.

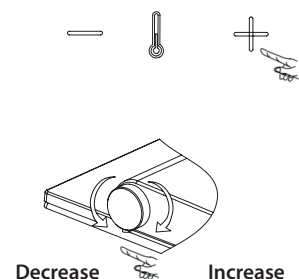


Adjusting temperature

- Adjusting water temperature
- In the process of Rear or Female washing
Press „+“ or „-“ button of temperature on the remote control to adjust water temperature.

OR

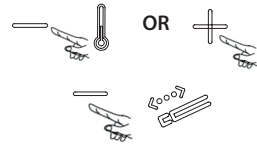
- Always press the knob and rotate it. The water temperature will be increased in the clockwise direction and be decreased in the anticlockwise direction.



Night light Setting

- Always on mode for the night light by default

Keep pressing the „+“ or „-“ button of temperature on the remote control, then press the „-“ button of position . Press it again the night light will be on the diferent mode just as „Close“, „Always on“, „Smart“.



Close mode: when one indicator light is on

○

Always on mode: when two indicator lights are on

○ ○

Smart mode: when three indicator lights are on

○ ○ ○

OR

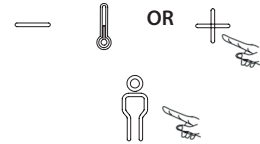
Open the cover and seat, not be seated , then rotate the knob in the anticlockwise direction. The night light will be on the diferent mode just as „Close“, „Always on“, „Smart“.

NOTE: The „Smart“ mode refers that the night light will light up in a dark environment and light off in a bright environment.

Breathing lamp setting

- Always on by default

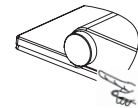
Keep pressing the „+“ or „-“ button of temperature on the remote control, then press the „Rear wash“ button . The breathing lamp will be lighted off. It will be lighted up when pressing the „Rear wash“ again.



OR

- Be seated

Open the cover and be seated, without washing, then keep pressing the knob for 6s. The breathing lamp will be lighted off. It will be lighted up again when pressing the knob for 6s.

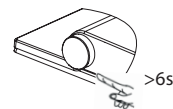


Power Standby Setting

- Open the cover and seat

Keep pressing the knob for more than 6 seconds, it will go into power standby mode.

Press again the knob for more than 6 seconds to restart it.

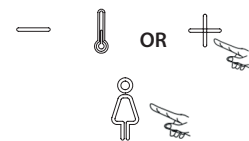


Sound setting

- The sound is on by default. There is a BEEP when the bidet has received commands or signals.

Keep pressing the „+“ or „-“ button of temperature on the remote control, then press the „Female wash“ button. The sound turns off.

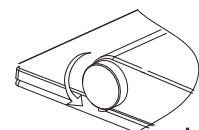
The sound will turn on when you press the button „Female wash“ again.



OR

Open the cover and seat.

Keep pressing the knob then rotate it. The sound is turning on or off in the anticlockwise direction.



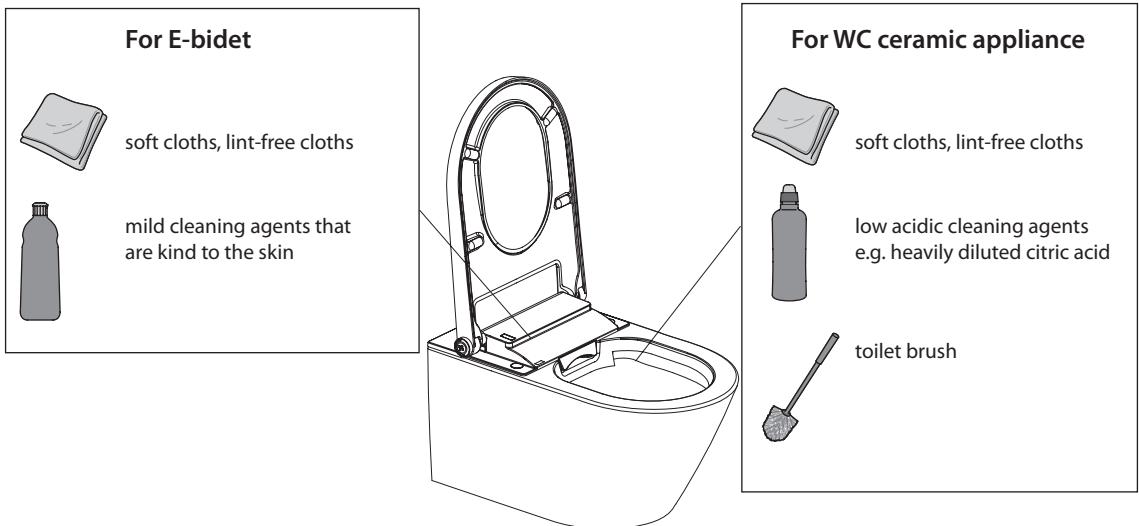
Anticlockwise

Care and cleaning

- General care and cleaning recommendations

Maintaining interval	Maintaining activity
Daily	Remove water drops with a soft, lint-free cloth to avoid limescale stains.
Weekly	Clean all surfaces and corners. Clean the spray nozzle if required. See „Nozzle cleaning“.
Monthly	Clean the WC ceramic appliance with a low acidic cleaning agents.
Every half year	Replace the filter if required.
Every year	Descal the device. See „Descaling the device“.

- Cleaning agents and tools



Do not use the cleaning agents of strong acid and alkali.

To clean the E-bidet, do not use the hard brush e.g. toilet brush nylon brush.

To clean the WC ceramic appliance, do not use the metal brush.

Self-clean the tank



NOTICE

Not used for more than 72 hours, when the user operates the washing, it will open the self-cleaning for about 3 minutes.

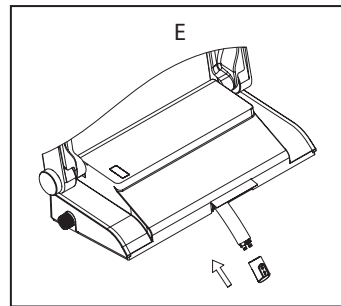
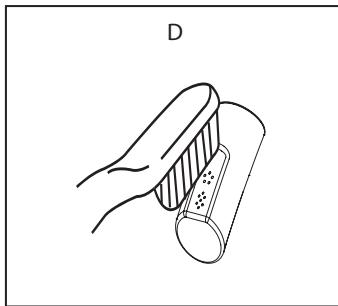
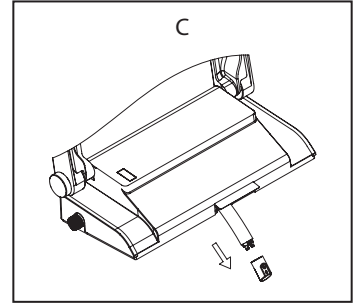
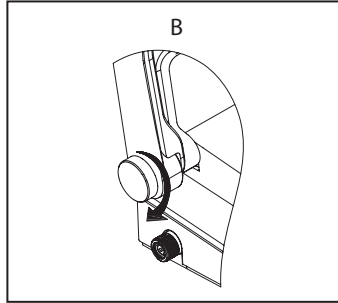
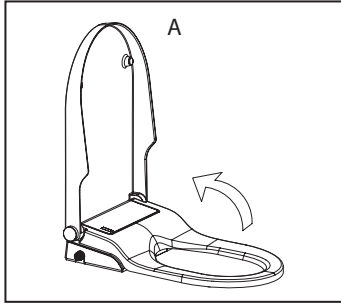
All the buttons are invalid during the selfcleaning and it will return to normal after the self-cleaning.

Nozzle cleaning

- The nozzle will be cleaned before washing and after washing

The operation of manual cleaning is as follows:

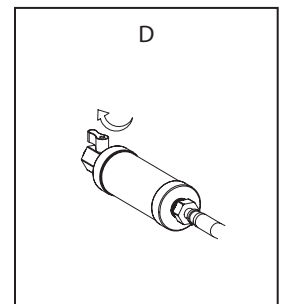
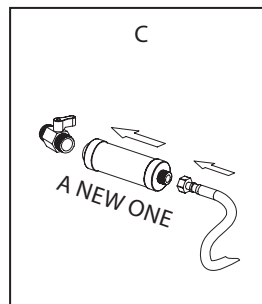
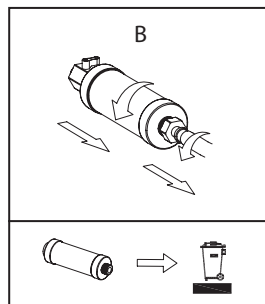
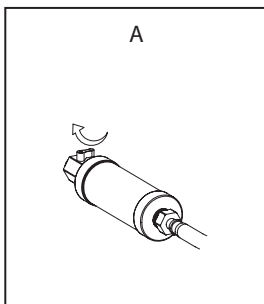
Open the cover and seat then keep pressing and rotate the knob in the clockwise direction. Then the nozzle will extend with cleaning water. It will return after 5 minutes or press the „Stop„ button.



Replacing the filter

- The filter has a service life of half a year. This is depended on the environment of water.

The filter should be replaced when the wash flow is too small.



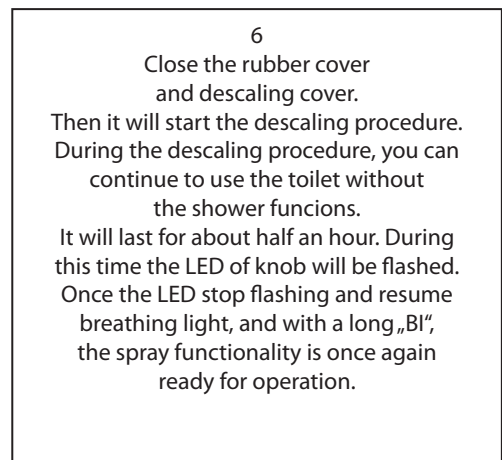
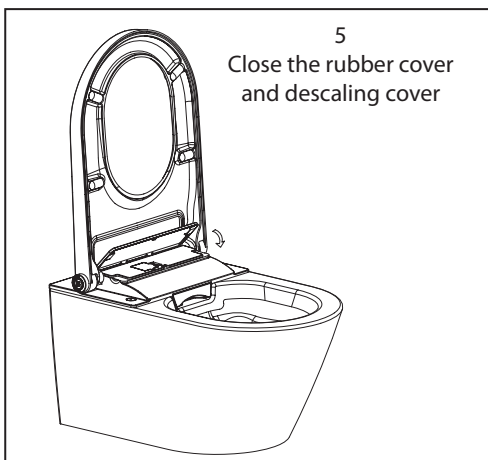
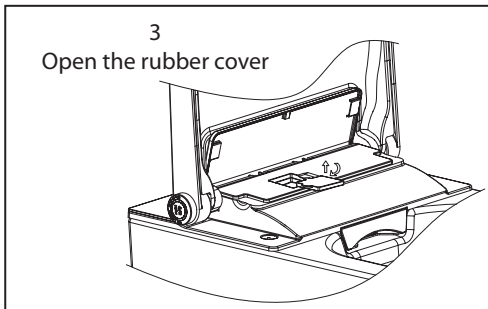
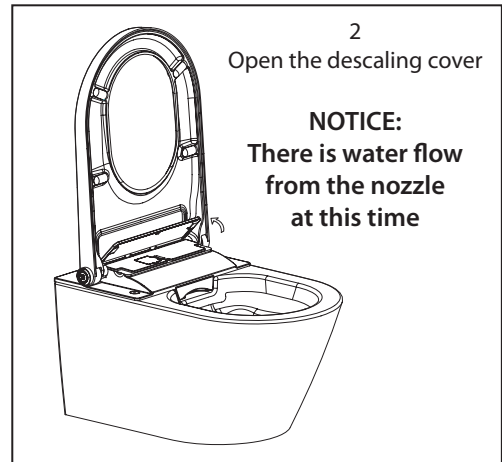
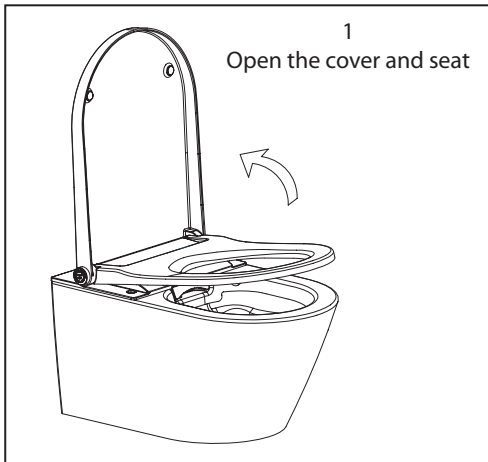
Descaling the device

- You will need to to descale the device at least once a year, or more often depending on the number of shower cycle and the water quality environment
- During the descaling procedure, you can continue to use the toilet without the shower functions.
- The descaling procedure lasts up to 30 minutes. During this time, the red LED light always flashes and the device makes a sound. Once the red LED switches off, the spray functionality is once again ready for operation
- Please use the descaling agents of less foam



NOTICE

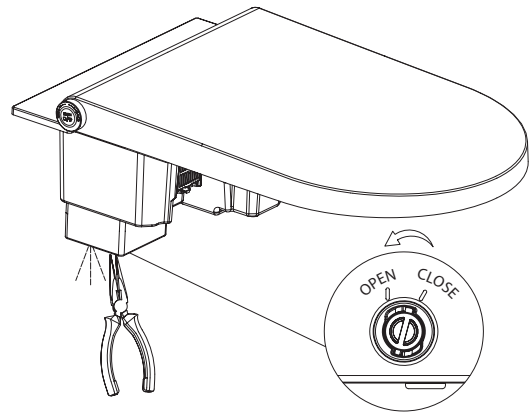
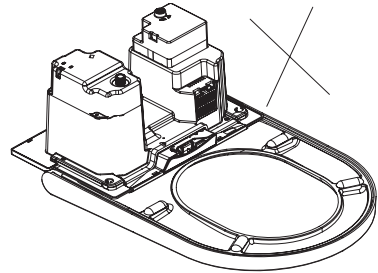
Damage to human body and the device from aggressive descaling agents.



Drain the water of tank



1. The water and power must be cut before you disassemble the E-Bidet.
2. Do not invert or tilt it before you finish draining the water tank.

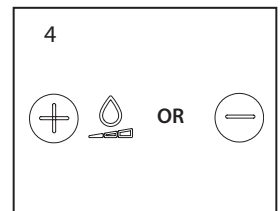
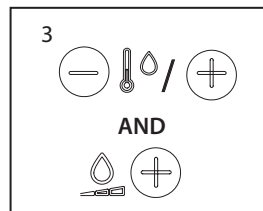
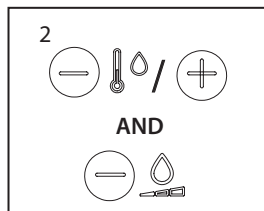
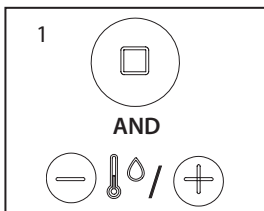


1. Hold the plug with the tipper, turn „OPEN“, and pull out. It will start to drain.
2. After completing the drainage, insert the plug and turn to „CLOSE“.

One-ON-One Setting

- Install several electronic bidets in the same area, if you want each remote control to control the specified electronic bidet, please complete setting as per following steps

1. Open both cover and seat and without seating. Set the night light to the „close“ model (just see the „Light setting“).
2. Keep pressing the „Stop“ button and „Shift“ button of adjust temperature on the remote control at the same time for a few seconds, then hear the „beep“ from the product and meanwhile the indicator light of first steps flicks.
3. Release the „Stop“ button, but keep pressing the „Shift“ button.
4. Press the „-“ and „+“ of the flow in order, and then release the „Shift“ button. At this time, the lighted indicator is the current ID code of product, and the 5th step light always flicks.
5. By pressing „-“, „+“ buttons of the flow to change different product ID code with corresponding indicator lights up. There are 10 ID codes in total. It is on the first code by default and the first step light lights up.

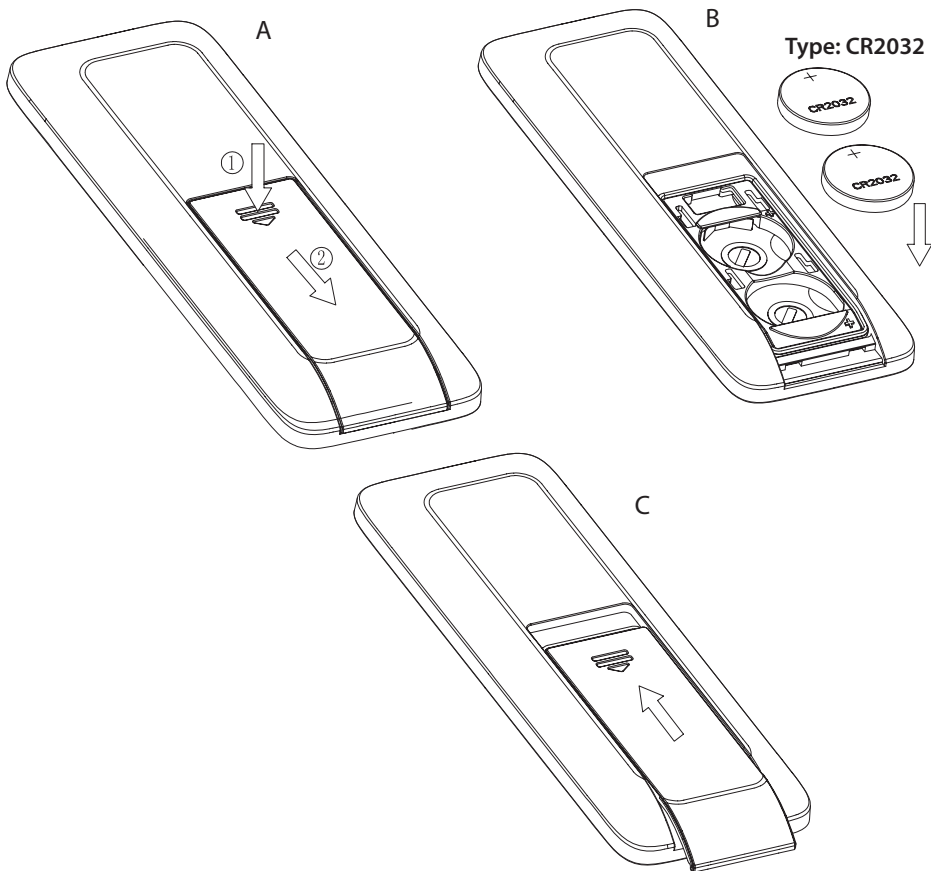


Replacing the batteries

- The remote control requires 2 batteries (type 3V CR2032)
- When the level light flashes continuously, please replace the batteries in time.

NOTICE

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.



Troubleshooting

Problem	Potential cause	Suggested action
The washing can not work	1. The power supply may not be opened	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 half a year.
	4. Maybe not in the seating state	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 at low grades	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 half a year.
	4. The nozzle may be blocked	Please replace a new nozzle
Low water temperature	1. The water temperature may be set at low grades	Please set the water temperature at high grade as per "Adjusting temperature" of operating instructions
	2. Maybe the temperature of water supply is too low	Please set the water temperature at high grade as per "Adjusting temperature" of operating instructions, or decrease the flow rate as per "Adjusting water flow rate" of operating instructions
The nozzle comes out slowly	When start washing function, the nozzle will be selfcleaning before coming out, and this will take some	This is normal
The water flows out but the nozzle do not come out	1. When start washing function, the nozzle will be selfcleaning before coming out. When the washing is over, also have this feature	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.
Night light is always off	1. Maybe in the bright environment	When the night light is set at smart mode, the night light will not work when in the bright environment
	2. The night light function may be closed	Please open the night light function and adjust the night light mode as per "Light Setting" of operating instructions
Night light is always on	1. Maybe in the dark environment	When the night light is set at smart mode, the night light will be always on when in the dark environment
	2. Something may be covered around the knob	Recover the 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. Maybe there are not batteries in the remote control	Please install the correct batteries in the remote control
	2. Maybe the battery power is too low	When the battery power is too low the LED of grade will flash. Please replace the battery
	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 can not work normally	Maybe there is something abnormal	Please shut off the power and turn on after one minute. If the bidet still cannot work, please contact local distributor.
The light around the knob flash twice with constantly BEEP	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 knob keep flashing	There may be something wrong with the product	Please check if the electric power and water supply are normal, cut off the power and restart the product. If the bidet still cannot work, please contact local distributor.

 NOTICE

Do not dispose of electrical appliances as unsorted municipal waste, use separate collection facilities.

Contact you local government for information regarding the collection systems available.

If electrical appliances are disposed of in landfills or dumps, hazardous substances can leak into the groundwater and get into the food chain, damaging your health and well-being.

When replacing old appliances with new ones, the retailer is legally obligated to take back your old appliance for disposals at least free of charge.



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