



Coway Bidet for North America User Manual

BIDETMEGA 500S(E) / 500S(R)
BIDETMEGA 400S(E) / 400S(R)

US

Make sure to read this user manual for safety and correct use of the appliance. The user manual includes an appliance warranty. Be cautious when storing.

Dear Customers

Thank you for using our Coway Bidet.

Please read this user manual carefully for correct use and maintenance of the appliance.

You can refer to the user manual to troubleshoot for appliance issues while using it.

As this manual contains the appliance warranty card, please keep it in a safe place.

Bidet

READ ALL INSTRUCTIONS BEFORE USING THE APPLIANCE

I. Before Use

1. Safety Information	3
2. Parts Name	9
3. Installation	11
4. Checks before Use	16

II. How to Use

1. Buttons and Indicators	17
2. Special Mode	27
3. How to Use	28

III. Maintenance

1. How to Clean Appliance	33
2. How to Clean Filter	34
3. Replacing the deodorizer filter	35

IV. Others

1. Daily Inspection	36
2. Troubleshooting	37
3. Specification	40
4. Warranty	41

READ AND SAVE THESE INSTRUCTIONS

SAFETY PRECAUTIONS (IMPORTANT SAFEGUARDS)

READ ALL INSTRUCTIONS BEFORE USE

The following symbols are used in this manual to explain procedures, restrictions, handling precautions, and instructions that should be observed for safety.

SYMBOLS USED IN THIS MANUAL

- | | |
|--|--|
|  DANGER | If not observed, serious injury or even death may occur as a result of electrocution. |
|  WARNING | Warning indicates a potentially hazardous situation that may result in death or severe injury to the user or others. |
|  CAUTION | Caution indicates a potentially hazardous situation that may result in injury to the user or others or the loss of property. |

DANGER

POWER

Electric shock/
fire

- Do not use a damaged or loose outlet.
- Make sure to connect the power plug to a grounded 120V - 60Hz outlet.
- Do not pull on the power cord to move the appliance.
- Do not touch the power adapter with wet hands.
- Do not bend the power adapter excessively or avoid damage or deformation.
- Do not connect and disconnect the power adapter repeatedly.
- If water got into the power supply section, then disconnect the power adapter and completely dry it before use.
- Make sure the appliance is unplugged while the appliance is being repaired, inspected, or when its parts are being replaced.

READ AND SAVE THESE INSTRUCTIONS

**Electric shock/
fire**

- If there is any dust or water on the power plug's pins and contact area, wipe them off completely.
- Do not connect multiple appliances to one power outlet. Use a separate socket for the appliance.
- If you don't use it for a long time, then disconnect the power plug.
- Do not arbitrarily connect or modify the power plug.
- If the power plug is damaged, do not attempt to replace the adapter. Instead, contact the service center to replace it.

INSTALLATION**Fire**

- Do not install the appliance close to any heat sources.

**Electric shock/
fire**

- Do not use or store flammable gases or materials near the appliance.
- Do not install the appliance in a location that is too humid, dusty or exposed to water (rain) splashes.

USAGE**Electric shock/
fire**

- If the appliance produces a strange noise, burning smell, or smoke, immediately unplug it from the electrical outlet and call the service center.
- Do not place bowl filled with water, chemicals, food, small metals, or flammable substances on top of the appliance.
- Do not place candles or cigarettes on top of the appliance.
- Do not use the appliance in a highly humid place or sprinkle water on the appliance.
- Do not use the appliance if it is not working properly. Unplug the power cord immediately, close the water supply valve, and contact the service center.
- Do not push a metal wire or sharp object into a gap on the appliance or the warm wind discharge outlet.

READ AND SAVE THESE INSTRUCTIONS

USAGE

Fire/burns

- Do not block the warm wind discharge outlet with a hand.

Electric shock/
damage

- Close the water supply valve when replacing the filter.

Fire/
deformation

- Do not bring the appliance close to an electric heater or throw fire objects such as a burning cigarette into the toilet.

OTHERS

Electric shock/
damage

- Do not open, repair, or remodel the appliance.

Electric shock/
fire

- Do not separate the main body and seat.

- Before taking a shower or cleaning the bathroom with water, never forget to unplug the power cord and make sure that the bidet's main body or power plug does not come in contact with water, detergent ,etc.

WARNING

INSTALLATION

Skin damage

- Use the tap water for water supply. Using the industrial water or treated water for water supply may cause skin damage or skin disease.

READ AND SAVE THESE INSTRUCTIONS

USAGE

Burns

- Children, elderly or disabled people, those unable to adjust the temperature, and those with sensitive skin should not use the appliance for more than 30 minutes with the warm temperature or seat temperature set to 'Low' or 'Off.' There is a risk of low temperature burn.
 - * A low temperature burn refers to any injuries that occur when skin is in contact with heat of around 40°C for a prolonged time.
 - * If the seat temperature is set to high for more than 45 minutes, the seat temperature is automatically lowered.

Damage/ malfunction Breakdown/ malfunction

- Do not sit or stand on the seat cover or put heavy objects on it.
- Do not use the control panel as a support or press it with excessive force.

OTHERS

Leakage/ malfunction Others

- Do not pull on the bidet hose or connecting hose excessively.
- Make sure to unplug the power cord before cleaning the appliance.
Do not sprinkle water on the appliance or use detergents that contain thinner, benzene, chemicals, hydrochloric acid, and vegetable oils.

READ AND SAVE THESE INSTRUCTIONS

CAUTION

INSTALLATION

Discoloration/
bleaching
Failure

- Do not use the appliance under direct sunlight.
- Do not supply feed water to the hot water pipe.
- Make sure to inspect the water feed connection part after installation for any leakage. Make sure to fix rubber packing on the T connection pipe.

USAGE

Damage/
malfunction
Injury/
malfunction

Odor/
malfunction
Others

- Do not open or close the seat cover with excessive force or lean on it.
- Anyone who has insufficient physical, sensory, or mental ability (including children) must be supervised or instructed to use the appliance.
- Children should be supervised to ensure that they do not play with the appliance.
- Be careful not to smear the nozzle, warm wind discharge outlet, or appliance surface with urine.
- If not using the appliance for an extended period of time, unplug the power cord.
- Make sure to use the new hose set provided with the appliance. Do not reuse an old hose set.

READ AND SAVE THESE INSTRUCTIONS

GROUNDING INSTRUCTIONS

This product should be grounded. In the event of an electrical short circuit, grounding reduces the risk of electric shock by providing an escape wire for the electric current.

This product is equipped with a cord having a grounding wire with a grounding plug.

The plug must be plugged into an outlet that is properly installed and grounded.

DANGER– Improper use of the grounding plug can result in a risk of electric shock.

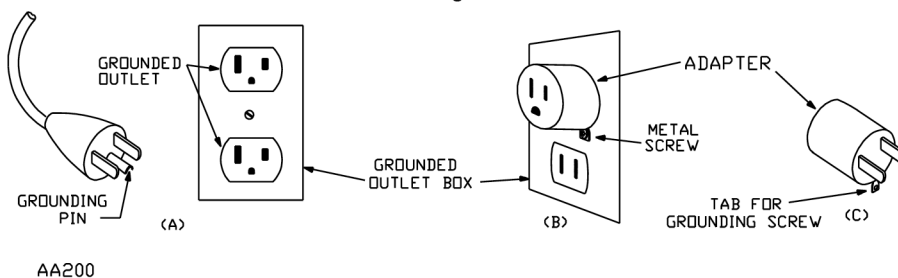
If repair or replacement of the cord or plug is necessary, do not connect the grounding wire to either flat blade terminal. The wire with insulation having an outer surface that is green with or without yellow stripes is the grounding wire.

Check with a qualified electrician or serviceman if the grounding instructions are not completely understood, or if in doubt as to whether the product is properly grounded.

This product is for use on a nominal 120 V circuit, and has a grounding plug that looks like the plug illustrated in sketch A in Figure 75.1. A temporary adapter, which looks like the adapter illustrated in sketches B and C, may be used to connect this plug to a 2-pole receptacle as shown in sketch B if a properly grounded outlet is not available. The temporary adapter should be used only until a properly grounded outlet (sketch A) can be installed by a qualified electrician.

The green colored rigid ear, lug, and the like extending from the adapter must be connected to a permanent ground such as a properly grounded outlet box cover. Whenever the adapter is used, it must be held in place by the screw.

Figure 75.1
Grounding methods



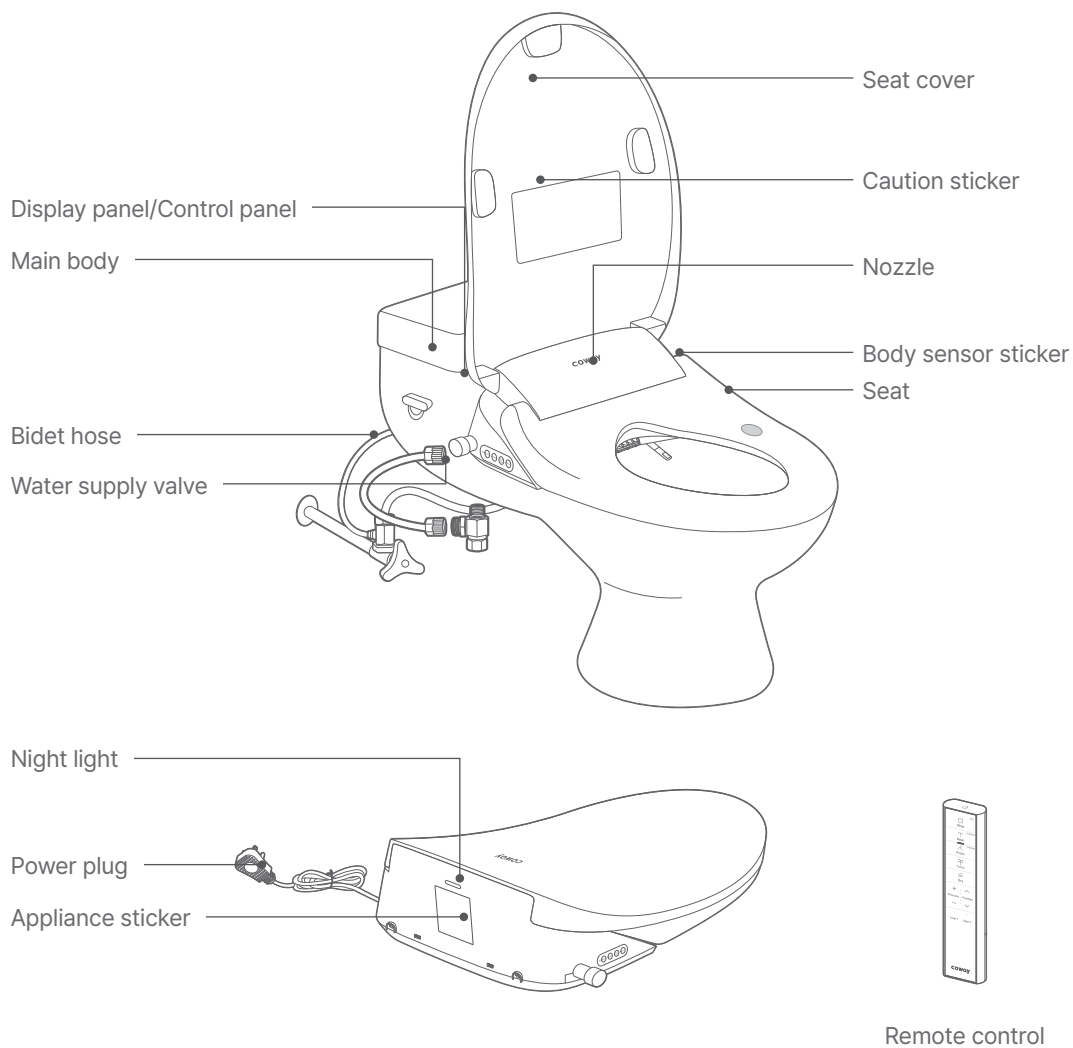
EXTENSION CORDS :

If it is necessary to use an extension cord, use only a three wire extension cord that has a three-blade grounding plug, and a three-slot receptacle that will accept the plug on the product.

Replace or repair a damaged cord.

READ AND SAVE THESE INSTRUCTIONS

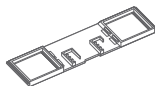
Front/Rear



Installation Parts



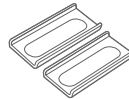
User manual



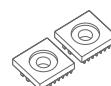
Fixer bracket



Bidet hose



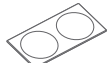
Fixer slides (2 EA)



Bracket fixers (2 EA)



Remote control tape



Remote control sticker



Remote control stand



Remote control holder



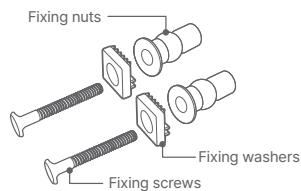
Screw fixers (2 EA)



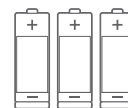
Screws (2 EA)



Fixer anchors (2 EA)

Installation adapter 7/8
Separately packaged
(within EPS)

Installation bolts (2 SET)



Battery AAA (3EA)



- Tools for cleaning the appliance and filter replacement are not provided along with the appliance.
- Appliance servicing by specialists is provided to rental and membership customers.

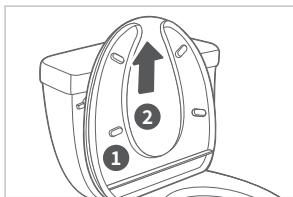
Check before installation

- Tighten the anchor nuts so the bidet is attached firmly onto the toilet.
- The bidet is for use in the bathroom so make sure to install it in a place where water cannot splash it directly.
- Store the existing toilet away from direct sunlight.
- Make sure to connect it to a cold water pipe.
(Connecting the part to a hot water pipe may damage the filter or the hose.)



- When installing remote control
 - Install the remote control next to the bidet.
 - Before attaching double-sided tapes on the remote control holder, make sure to remove dust and alien substances from the surface
 - When attaching the remote controller holder, use the silicon installation materials.
- When replacing remote control battery
 - Separate the battery cover.
 - After replacing the batteries (1.5 V AAA, 3 batteries) to the separated remote control, fix the remote control battery cover. Be careful not to lose the remote control battery cover.

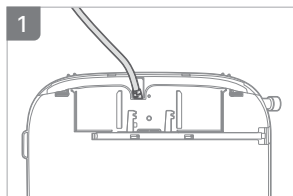
Remove the existing seat



How to remove the existing seat

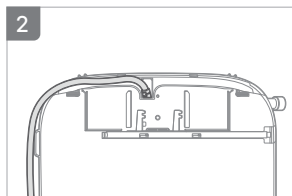
- Loosen the fixing nuts and remove the existing seat ① and cover ②.
- Store the removed seat and cover away from direct sunlight.

Before installing the appliance, organize the power plug.

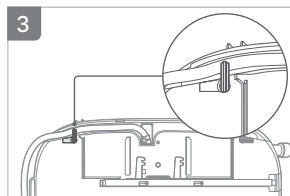


Organize the direction of the power plug to the left or right depending on the location of the outlet.

- Be careful not to interfere with the fixer bracket.

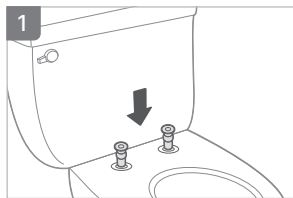


Push it as far as possible into the bottom of the body frame and organize it.

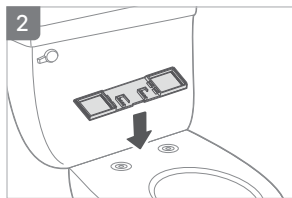


Rotate the fixer 90 degrees to secure the power plug.

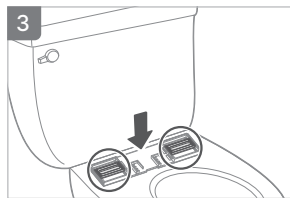
How to install the sanitary ware



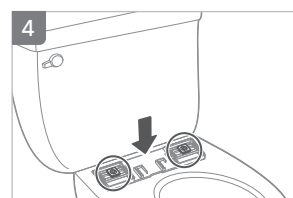
Insert the rubber bolt all the way in.



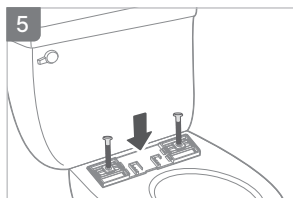
Place the fixer bracket.



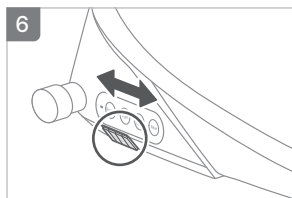
Place the fixer slide.



Place the white nut.



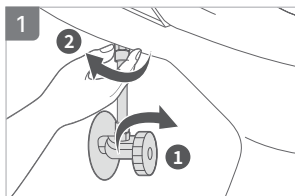
After inserting the metal bolt, tighten it all the way.



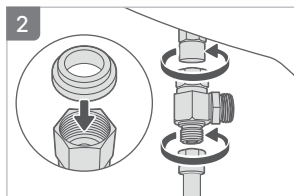
Push the bracket in until it clicks by pressing the button on the bottom left of the appliance.

- You can press the button on the bottom left and adjust it front and back in 3 stages.

How to connect the water supply to the appliance



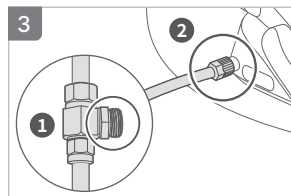
After locking the water supply valve ①, separate the existing water supply hose ②.



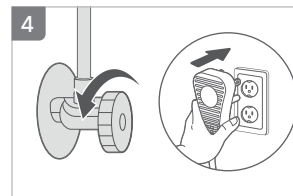
Connect the T-valve adapter to the water supply hose and then connect the water supply hose.

- Be careful of the direction of the rubber packing.

Use a wrench to tightly secure it to prevent leakage.

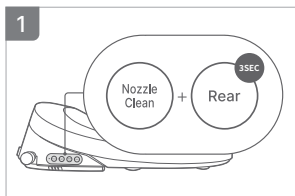


Connect the bidet hose to the T-valve ① and then to the appliance ②.

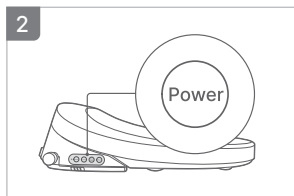


Open the water supply valve and connect the power plug.

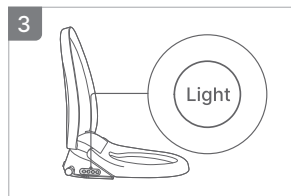
How to set the cover sheet origin position (BIDETMEGA 500S only)



In the standby state, press and hold the Rear button and Nozzle Clean button simultaneously for 3 seconds. (The setting sound is output.)



While the cover is pulled down, press the Power button on the main body. (The setting sound is output.)



While the cover seat is pulled up, press the Light button on the main body. (The setting sound is output.)

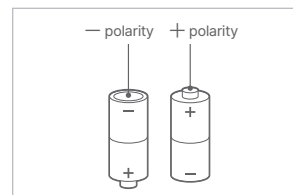
* The cover seat reference point setting mode must be conducted in order.

How to connect the remote control

The remote control will be automatically paired once you connect the power plug and insert batteries into the remote control. (Bluetooth method)

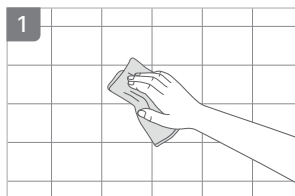
During initial pairing, place the remote control close to the indicators/control panel as much as possible.

- During the first close pairing, place it close to the side button.
- After the first time, remote pairing is supported to the remote control.
- During pairing: Rear / Front Course LED blinks
Completed: 1 second ON → OFF OFF
Failed: 3 seconds ON → OFF



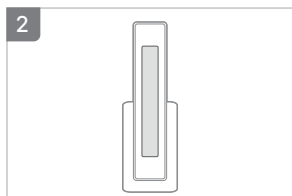
* When assembling and replacing the battery, be cautious of polarity.

How to install the remote control (Wall-mount type)

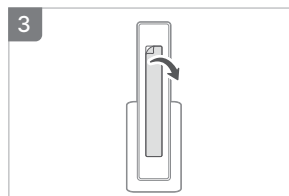


Before attaching the bracket, thoroughly wipe the attachment areas with a dry cloth.

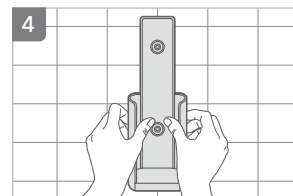
- If there is water left on it, its adhesion power may be degraded.



Attach the double-sided tape provided to the back of the stand.



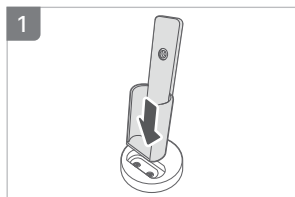
Remove the vinyl from the double-sided tape on the back of the stand.



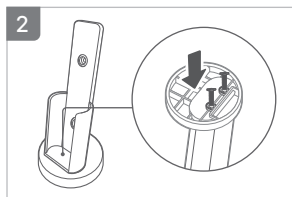
Attach the stand to the wall and press the middle part with your hand for more than 10 seconds.

- To maintain adhesion of the double-sided tape for a long time, it is recommended not to mount the remote control in the bracket for one day after attaching it on the wall.

How to install the remote control (Stand type)

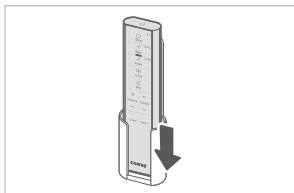


Engage the stand and the holder.



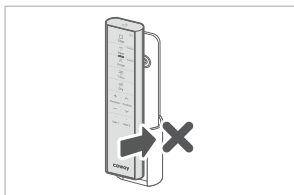
Assemble the two screws provided.

Cautions for Keeping Remote Control



Example of correct use

Make sure to slide the remote control from top to bottom when mounting.
As shown in the figure, slide the remote control from the top down into the holder.



Example of incorrect use

Do not mount the remote control from the front to the back of the holder.

- If you slide the remote control into the holder from front to rear, it can cause falling or damage of the remote control.

This appliance is for 120 V~ 60 Hz.

Make sure to connect the power cord to a grounded 120 V~ 60 Hz outlet.
The bidet requires a power supply to operate.

Open the tap water supply valve.

The bidet requires water supply to operate normally.
After installing the appliance, remove the protection films on the main body and control panel before use.

Clean the filter regularly.

Periodic replacement of the filter is critical in ensuring hygienic cleansing.
Failure to clean the filter may result in performance degradation or breakdown, so be sure to clean the filter in time.

- Filter cleaning cycle: once a year
- Deodorizing filter replacement cycle (BIDETMEGA 500S): 1 year

When not in use for a long time, clean it before use.

If the appliance has not been used for a long time, replace the filter and clean the nozzles, seat, and other parts according to the specified methods.

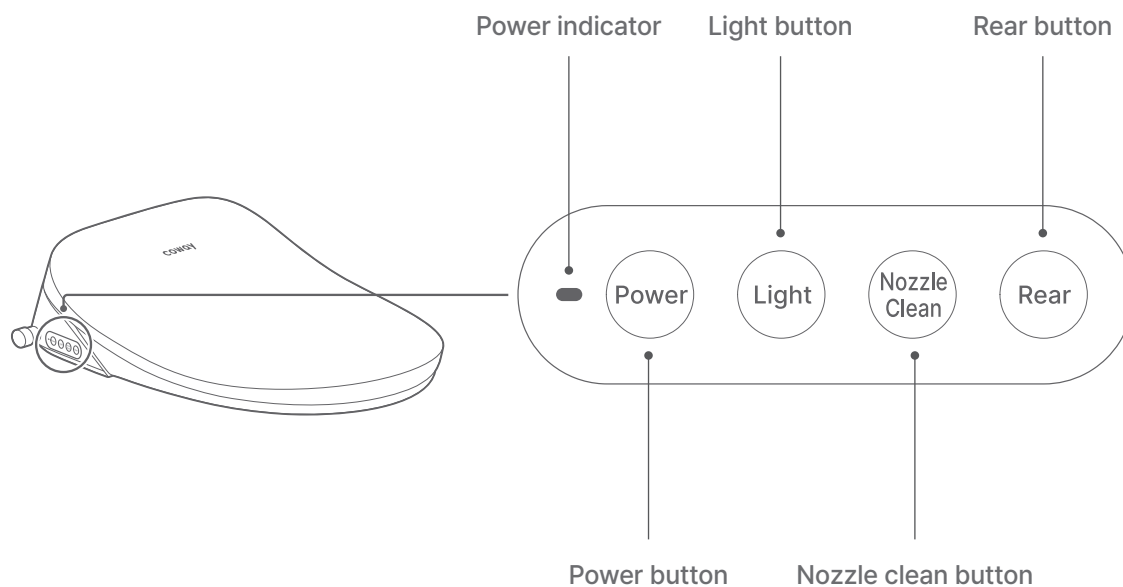
After installing the appliance, check for leakage.

Check there are no leakages between the tap water supply valve and hose.
There must be a rubber washer between the T-shaped connector and the tap water supply valve.
Use a soft, dry cloth to wipe the bidet and the controller after a shower or cleaning the bathroom.



• For environmental protection, some parts may vary in color due to the use of recycled plastic.

Main body display and buttons (BIDETMEGA 500S | BIDETMEGA 400S)



Status notification icon



Power indicator

When power is on: green
When Wi-Fi is connected:
BIDETMEGA 500S: Green
BIDETMEGA 400S: Orange

Main function



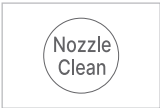
Power button

Press to turn the appliance on or off.



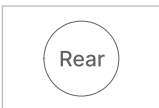
Light button

Press to adjust the brightness of the light.



Nozzle clean button

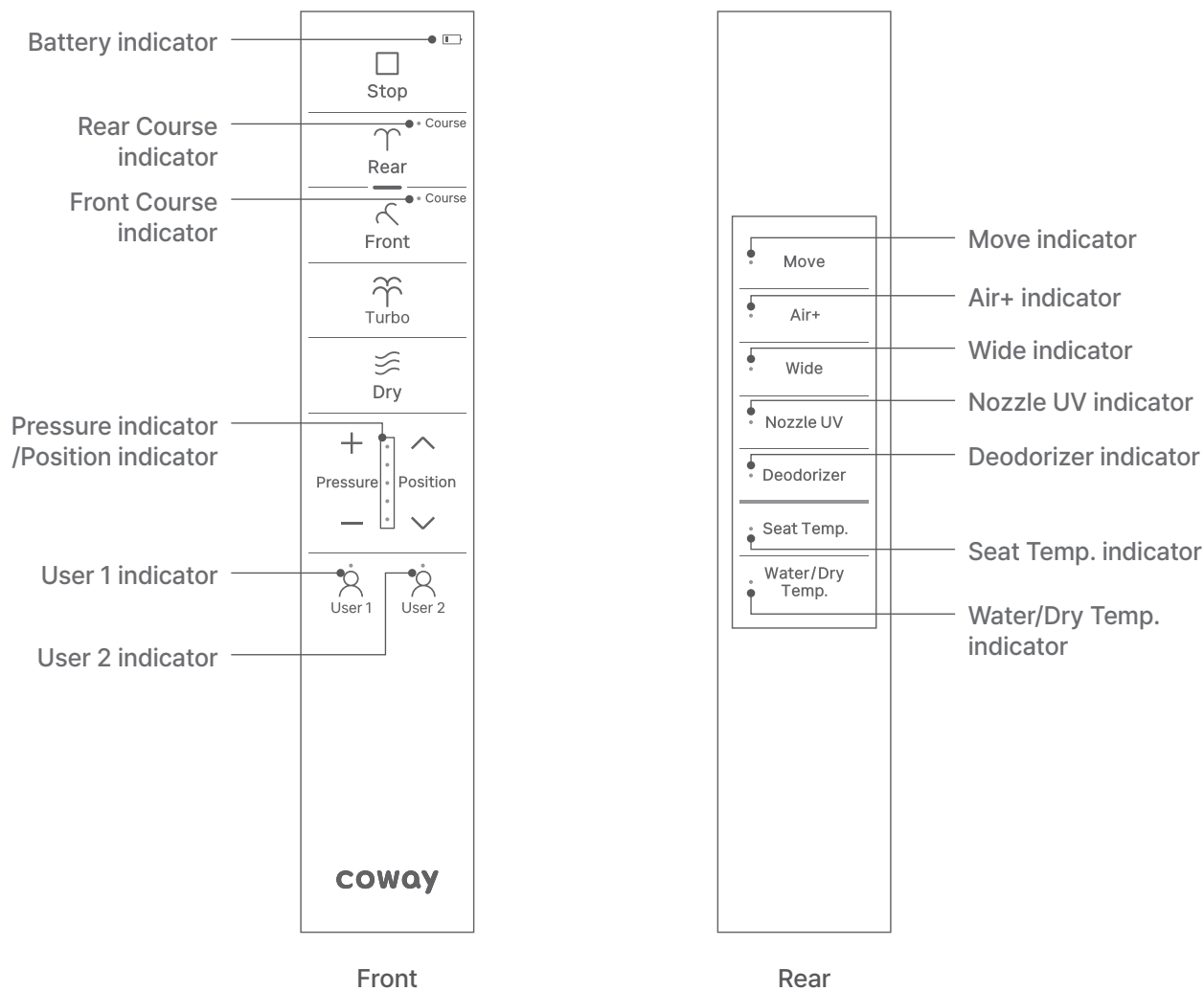
Press to clean the nozzle.
Press the button when the power is off to spray cleansing water to the nozzle and the nozzle comes forward to help your cleansing.



Rear button

Press to use the Rear function.

Remote control front/rear display (BIDETMEGA 500S(E) / 500S(R))



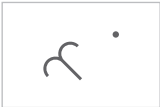
Status notification icon



Battery indicator

The Replace battery LED on the remote control turns on during low voltage.

- Battery replacement notification: During low voltage, the battery replacement LED turns on (can be used normally)
- No battery use notification: When less than use voltage, the battery replacement LED blinks (cannot use the remote control)



Front Course indicator

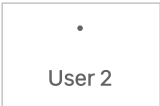
Turns on when the Front course function is selected.

- Each time the Front button is pressed, it switches to the Course/General mode. (In the Course mode, LED turns on)



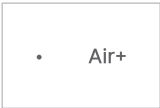
Position indicator

Turns on in the order of Level 1 to Level 5 each time the nozzle movement button is pressed.



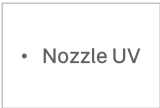
User 2 indicator

Turns on when User 2 is selected.



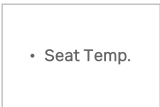
Air+ indicator

Turns on when the Air+ function is selected.



Nozzle UV indicator

Turns on when the Nozzle UV function is selected.



Seat Temp. Indicator

Turns on when Seat Temp. is adjusted.



Rear Course indicator

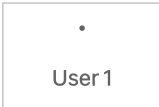
Turns on when the Rear course function is selected.

- Each time the Rear button is pressed, it switches to the Course/General mode. (In the Course mode, LED turns on)



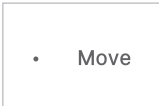
Pressure indicator

Turns on in the order of Level 1 to Level 5 each time the Pressure adjustment button is pressed.



User 1 indicator

Turns on when User 1 is selected.



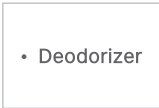
Move indicator

Turns on when the Move function is selected.



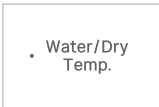
Wide indicator

Turns on when the Wide function is selected.



Deodorizer indicator

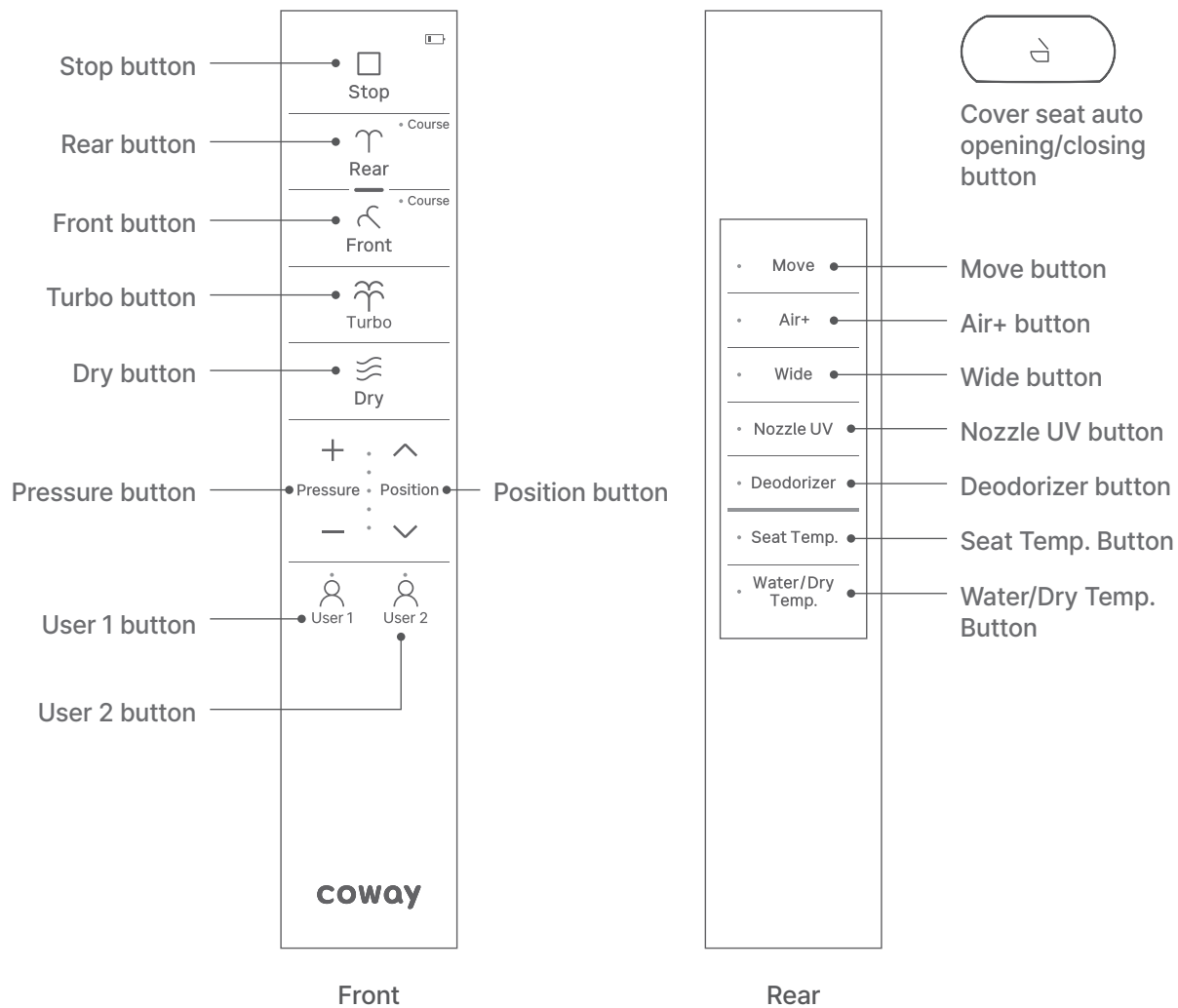
Turns on when the Deodorizer function is selected.



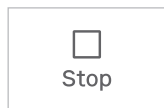
Water/Dry Temp. indicator

Turns on when Water/Dry Temp. is adjusted.

Remote control front/rear button (BIDETMEGA 500S(E) / 500S(R))

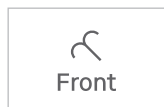


Main function



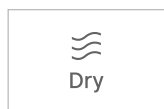
Stop button

Press to stop all functions that are currently in operation.



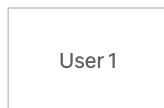
Front button

Press to use front cleansing function (bidet).



Dry button

Press to use the drying function.



User 1 button

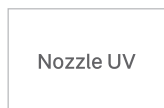
If you press the User 1 button, it will activate the Children function by default. The default operation time for the Children function is 3 minutes (1 minute for cleansing + 2 minutes for drying).

- Set the cleansing nozzle to Level 5
 - Set the 3-way water pressure to Level 1
 - Set Air OFF, Wide ON
 - Drying operation: 2 minutes
 - Drying temperature: Level 2
- * In the Children mode, the nozzle is sprayed even when not seated



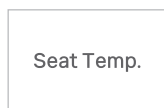
Position button

Press to adjust the position of the nozzle.



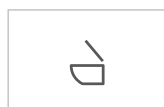
Nozzle UV button

Press to use the Nozzle UV function.



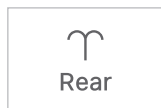
Seat Temp. button

Press to adjust the temperature of the seat.



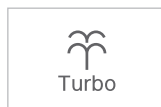
Cover seat auto opening/closing button

Press to open/close the cover seat automatically.



Rear button

Press to use the rear cleansing function.



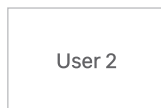
Turbo button

Press for a stronger sensation and a more powerful water flow for cleansing.



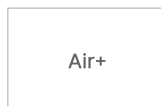
Pressure button

Press to adjust the water pressure.



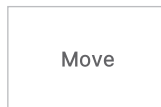
User 2 button

Press to use User 2.



Air+ button

Air+ function adds air to the water spray to increase the cleansing ability. Press for a stronger and more hygienic cleansing.



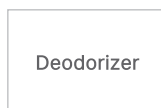
Move button

Press to use the Move function.



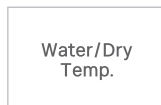
Wide button

The Wide function allows gentle cleansing on a wider area. Press to use the Wide function.



Deodorizer button

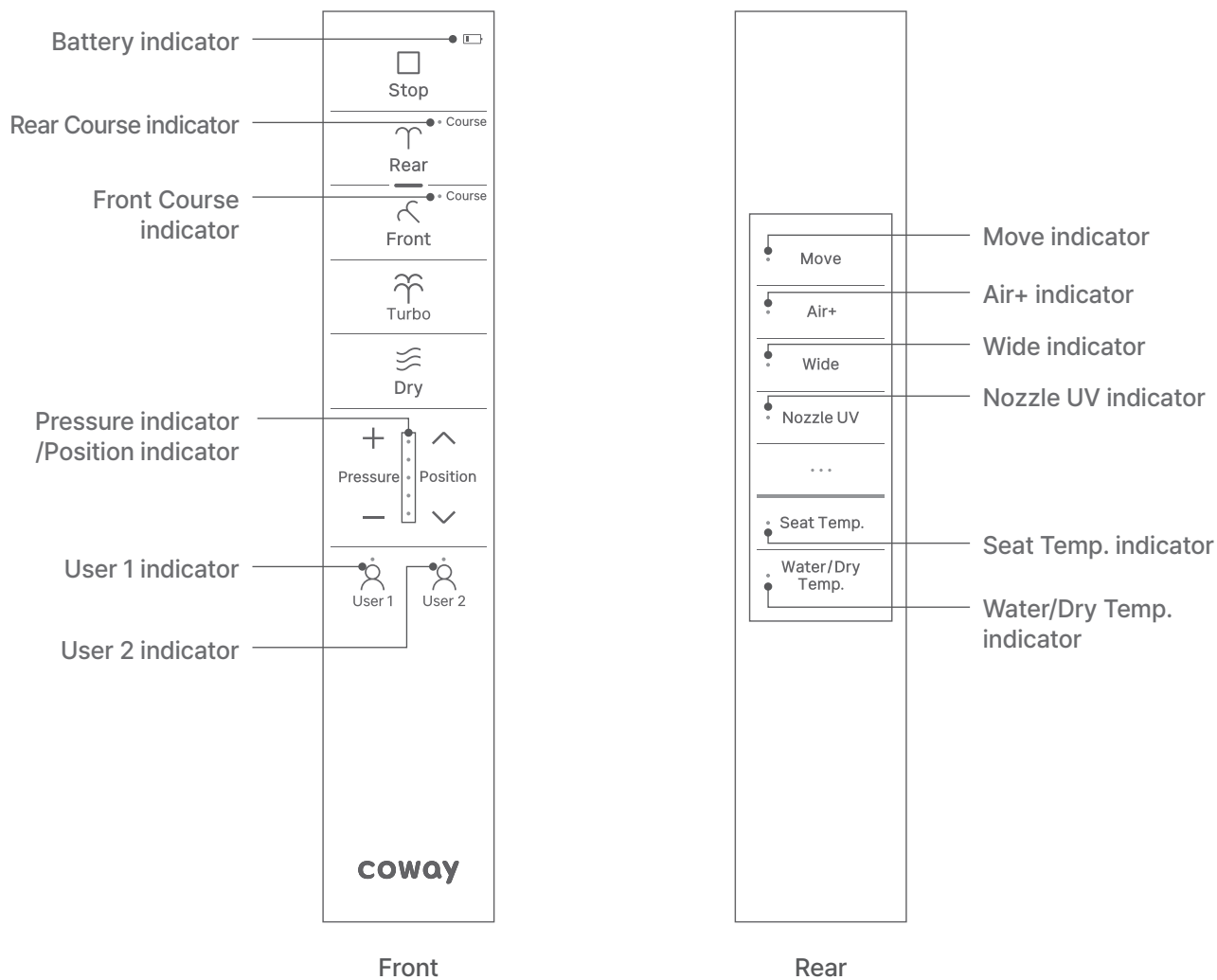
Press to use the Deodorizer function.



Water/Dry Temp. button

Press the button to control warm water/drying temperatures.

Remote control front/rear display (BIDETMEGA 400S(E) / 400S(R))



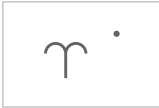
Status notification icon



Battery indicator

The Replace battery LED on the remote control turns on during low voltage.

- Battery replacement notification: During low voltage, the battery replacement LED turns on (can be used normally)
- No battery use notification: When less than use voltage, the battery replacement LED blinks (cannot use the remote control)



Rear Course indicator

Turns on when the Rear course function is selected.

- Pressing the Rear button twice will light up the Course LED.



Front Course indicator

Turns on when the Front course function is selected.

- If you press the Front button twice, the Course LED turns on.



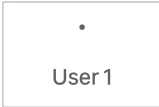
Pressure indicator

Turns on in the order of Level 1 to Level 5 each time the Pressure adjustment button is pressed.



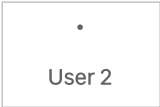
Position indicator

Turns on in the order of Level 1 to Level 5 each time the nozzle movement button is pressed.



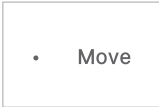
User 1 indicator

Turns on when User 1 is selected.



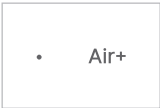
User 2 indicator

Turns on when User 2 is selected.



Move indicator

Turns on when the Move function is selected.



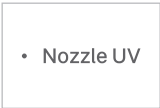
Air+ indicator

Turns on when the Air+ function is selected.



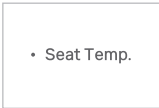
Wide indicator

Turns on when the Wide function is selected.



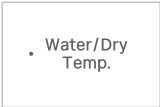
Nozzle UV indicator

Turns on when the Nozzle UV function is selected.



Seat Temp. indicator

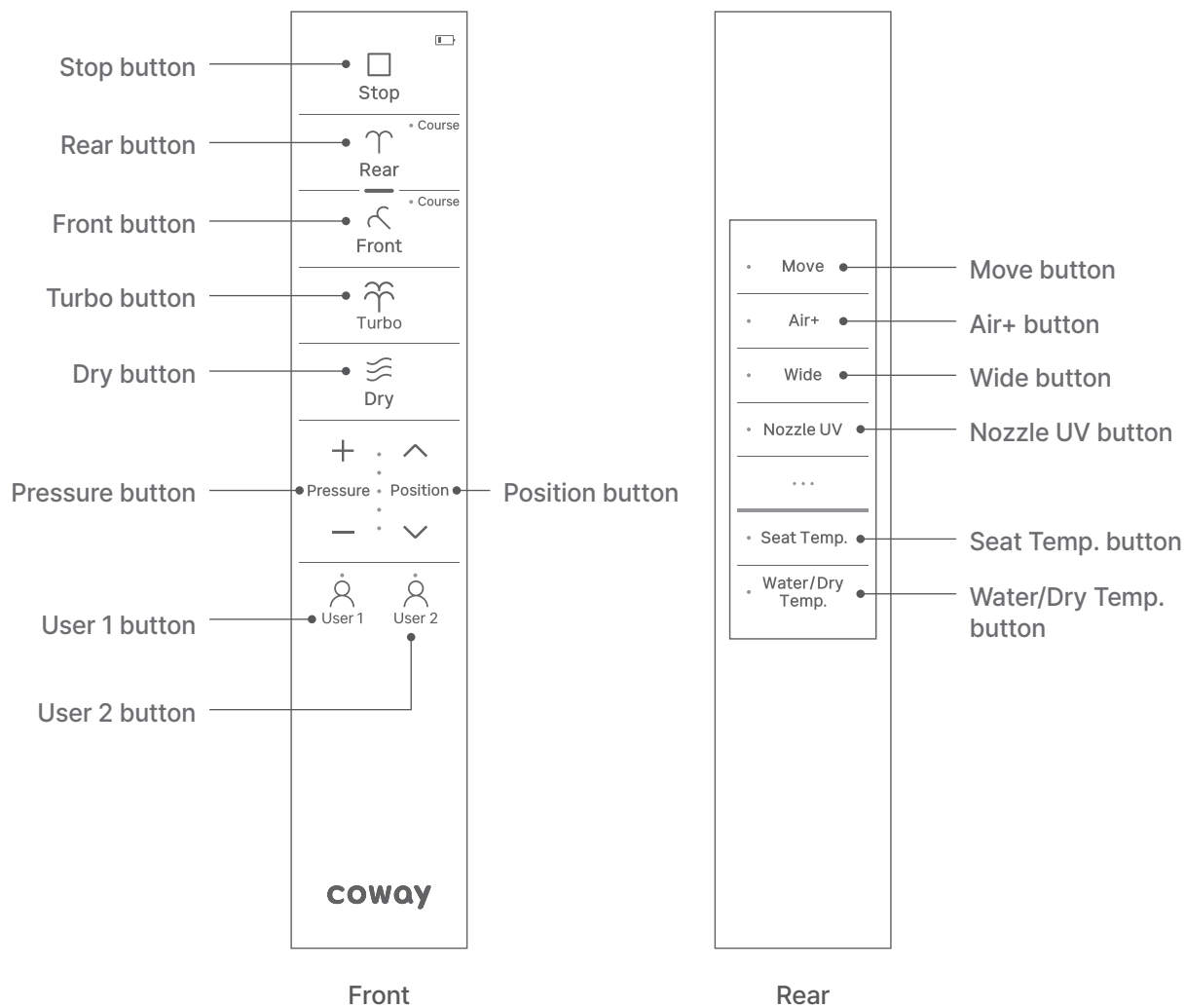
Turns on when Seat Temp. is adjusted.



Water/Dry Temp. indicator

Turns on when Water/Dry Temp. is adjusted.

Remote control front/rear button (BIDETMEGA 400S(E) / 400S(R))



Main function



Stop

Stop button

Press to stop all functions that are currently in operation.



Front

Front button

Press to use front cleansing function (bidet).



Dry

Dry button

Press to use the drying function.

User 1

User 1 button

If you press the User 1 button, it will activate the Children function by default.

- The default operation time for the Children function is 3 minutes (1 minute for cleansing + 2 minutes for drying).
- Set the cleansing nozzle to Level 5
- Set the 3-way water pressure to Level 1
- Set Air OFF, Wide ON
- Drying operation: 2 minutes
- Drying temperature: Level 2
- * In the Children mode, the nozzle is sprayed even when not seated



Position

Position button

Press to adjust the position of the nozzle.

Nozzle UV

Nozzle UV button

Press to use the Nozzle UV function.

Water/Dry Temp.

Water/Dry Temp. button

Press the button to control warm water/drying temperatures.



Rear

Rear button

Press to use the rear cleansing function.



Turbo

Turbo button

Press for a stronger sensation and a more powerful water flow for cleansing.



Pressure

Pressure button

Press to adjust the water pressure.

User 2

User 2 button

Press to use User 2.

Air+

Air+ button

Air+ function adds air to the water spray to increase the cleansing ability. Press for a stronger and more hygienic cleansing.

Move

Move button

Press to use the Move function.

Wide

Wide button

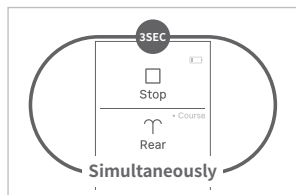
The Wide function allows gentle cleansing on a wider area. Press to use the Wide function.

Seat Temp.

Seat Temp. button

Press to adjust the temperature of the seat.

How to set Special mode



Press and hold the Stop button and the Rear button on the remote control simultaneously for more than 3 seconds.

- If there is no button operation for 10 seconds, the Special mode is disabled.



Sound mode

After entering Special mode, press the stop button to select the sound mode.

- When the mode is enabled: The level 1 water pressure LED indicator turns on.
- When the mode is disabled: The level 1 water pressure LED indicator turns off.



Seat detection mode

After entering Special mode, press the Front button to select the seat detection mode.

- When the mode is enabled: The level 2 water pressure LED indicator turns on.
- When the mode is disabled: The level 2 water pressure LED indicator turns off.



Power saving mode

After entering Special mode, press the Front button to select the Power saving mode.

- When the mode is enabled: The level 3 water pressure LED indicator turns on.
- When the mode is disabled: The level 3 water pressure LED indicator turns off.



Water shield mode

After entering Special mode, press the Turbo button to select the Water shield mode.

- When the mode is enabled: The level 4 water pressure LED indicator turns on.
- When the mode is disabled: The level 4 water pressure LED indicator turns off.

Basic operation guide for rear cleansing

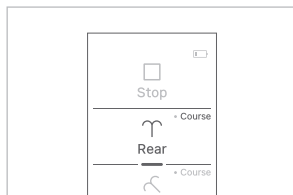
- When you set the water shield function, the water shield automatically activates upon seating and moistens the inside of the toilet to minimize contamination.
- Press the Nozzle movement button (◀ ▶) to adjust the nozzle position. During its use, it is possible to adjust the warm water temperature, the water pressure and the nozzle position according to the body type and preference.
- When the nozzle returns to the position after rear cleansing, it is cleaned automatically for about 6 minutes.

How to change the Rear cleansing water flow mode

While sitting on the bidet seat, press the 'Rear' button on the remote control. Cleansing water will spray for approximately 2 minutes and it stops automatically.

The current mode status is indicated by the LED. If you press the 'Rear' button again, the mode changes in the order of General → Course mode.

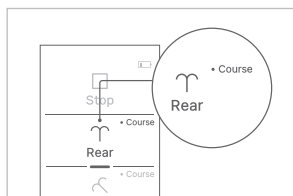
Rear cleansing



[General mode]

This is a manual water flow that users can adjust by adding/removing additional functions. While sitting on the seat, press the 'Rear' button on the remote control.

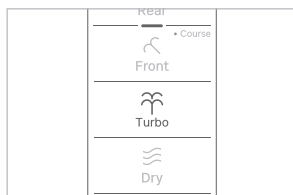
- Before the cleansing water is sprayed, the cleansing nozzle removes cold water so that cleansing is done at the set warm water temperature.
- Cleansing water will spray for approximately 2 minutes and it stops automatically.



[Course mode]

This is a gentle water stream with minimal irritation. While sitting on the seat, press the 'Rear' button on the remote control to enter the Course mode.

- Before the cleansing water is sprayed, the cleansing nozzle removes cold water so that cleansing is done at the set warm water temperature.
- Cleansing water will spray for approximately 2 minutes and it stops automatically.
- A program course water stream optimized and designed for poor conditions of the anal area operates.



[Turbo cleansing]

This function is used when rear cleansing with a stronger sensation and a more powerful water flow is necessary.