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1. Brief overview

1.1 Toilet unit

- 1** Seat sensor
- 2** Auto opening lid
- 3** Seat heating
- 4** Night light
- 5** Power/status indication (LED)
- 6** Bluetooth
- 7** Full flush
- 8** Integrated flushing system

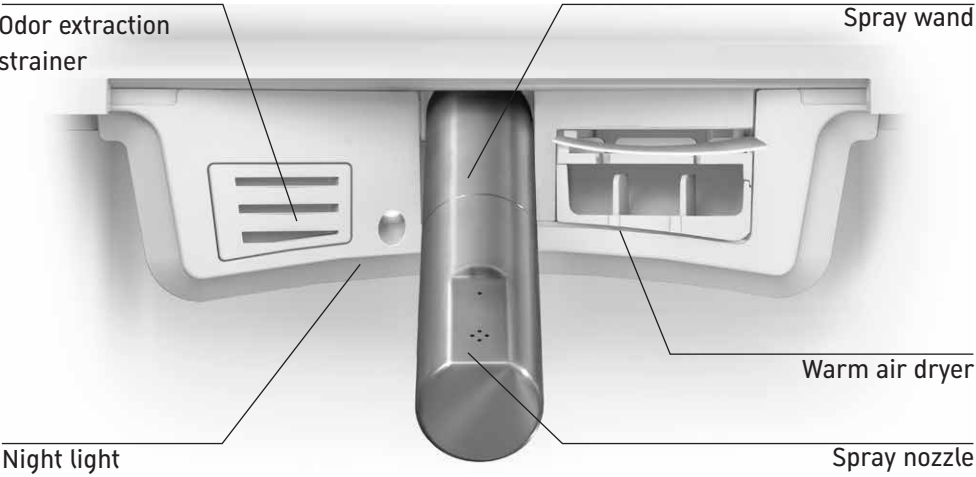
1.2 Remote control

- 9** User profile 1
- 10** User profile 2
- 11** Full flush
- 12** Eco flush
- 13** Rearwash
- 14** Ladywash
- 15** Odor extraction
- 16** Warm air dryer
- 17** Water temperature
- 18** Water spray intensity
- 19** Spray wand position
- 20** Open/close lid
- 21** Stop

1.3 App

- 22** Menu
- 23** Add/delete device
- 24** Ladywash
- 25** Warm air dryer
- 26** Rearwash
- 27** Odor extraction
- 28** Eco flush
- 29** Open/close lid
- 30** Full flush
- 31** Stop

1.4 Functional area



1.5 Right product side



1.6 Left product side



EN

2. Description of Symbols

The following warning signs warn you of dangerous situations and their severity:



Indicates a hazardous situation which, if not avoided, could result in death or serious injury.



Indicates a hazardous situation which, if not avoided, may result in minor or moderate injury.

NOTICE

Addresses practices not related to physical injury.

The following symbols are used:



Hints and tips are provided here.



This is a prompt requesting your input.



Functions/settings controlled on seat unit.



Functions/settings controlled via remote control.



Functions/settings controlled via app.

3. For your safety

To ensure that you will enjoy your SensoWash®, read these operating instructions carefully, particularly the safety instructions. Keep the operating instructions in a safe place and in the case of a change in ownership, ensure they are given to the new owner. These operating instructions correspond to the device's state of technology at the time of printing. Duravit reserves the right to make changes in terms of further development.

3.1 Normal Use

SensoWash® is a shower toilet with spray attachment for Rearwash and Ladywash cleansing functions with an integrated flushing system. Its use is limited exclusively to enclosed spaces.

Any other usage will be deemed as not corresponding with normal usage. Duravit undertakes no liability for abnormal usage.

3.2 Safety instructions

Read and observe the following safety instructions carefully!

Requirements for the user

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 instruction concerning use of the appliance by a person responsible for their safety.

> Children should be supervised to ensure that they do not play with the appliance.



WARNING

Damage to health caused by electric shock and/or product damage

> This product has to be grounded. Compare with the mounting instructions.

Only use the device when it is fully functional.

- > Make sure that the power cable is not damaged.
- > The power cable must not become jammed or pinched.
- > Keep the power cable away from hot surfaces and sharp edges.

Do NOT use the product if it is not working properly.

- > Disconnect from the power supply immediately. Close the stop valve to interrupt the water supply. Contact help@duravit.com.
- > Avoid malfunctions and damage to the product as a result of improper use.



CAUTION

Health damage and potential product damage!

- > Supply the Shower WC with cold drinking water from the main water system.
- > The new hose-sets supplied with the appliance are to be used and old hose-sets should not be reused.
- > The product itself does not have electrical leakage protection function, it must be installed in circuit where there is leakage protection device installed.
- > Means for disconnection must be incorporated in the fixed wiring in accordance with the wiring rules and having a contact separation in all poles that provide full disconnection under overvoltage category III conditions.
- > Check the rated power and choose cross cable accordingly.
- > Do NOT sit, stand or lean on the lid.
- > Do NOT connect any waste water, grey water, industrial water, sea water or other untreated or semi-treated water.
- > Do NOT detach seat and lid for any purpose.
- > Do NOT damage the surface of seat. If the surface of the seat is damaged, contact help@duravit.com.
- > DO NOT open and close seat with excessive force.
- > Open and close the lid via remote control and app only. Do not open and close the lid manually.
- > If the SensoWash® is moved from a cold location to a warm location, condensation may form. Leave the unit switched off for a few hours.
- > Do NOT install the SensoWash® in rooms where there is a danger of frost. The room temperature must not be less than 4°C (39°F).
- > Do NOT place open fire sources, candles, cigarettes, or similar, on the SensoWash®.
- > Do NOT expose the SensoWash® directly to water or sunlight.
- > Do NOT climb on or stand on the product.
- > Do NOT place any heavy objects on the lid.
- > Do NOT deliberately soil, spray or block the spray wand.

Repairs must only be carried out by a person with the necessary expertise and qualification

- > Do NOT carry out modifications, tamper with, install additional equipment or attempt to repair the SensoWash®.
- > 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.
- > Repairs must be carried out by qualified electricians or technicians.
- > Improperly performed repairs can lead to accidents, damage and malfunctions.
- > Do NOT use attachments not recommended by Duravit.

Use of batteries



WARNING

Risk of fatal injury if swallowed/Chemical burn hazard

This product contains coin/button cell batteries. Do not ingest battery! If the cell battery is swallowed, it can cause severe internal burns in just 2 hours and can lead to death.

- > Do not ingest battery, Chemical Burn Hazard.
- > Keep new and used batteries away from children. If the battery compartment does not close securely, stop using the product and keep it away from children.
- > If you think batteries might have been swallowed or placed inside any part of the body, seek immediate medical attention.



CAUTION

Damage to health caused by leaking battery acid

- > Avoid contact with skin, eyes and mucous membranes if battery acid has leaked.
- > In case of contact with the acid, flush the affected areas with large amounts of clean water and consult a doctor immediately.
- > Do not expose the batteries to extreme conditions: avoid contact with hot surfaces or direct sunlight. Otherwise there is a risk of leakage.
- > The cells shall be disposed of properly, including keeping them away from children. Even used cells may cause injury.

NOTICE

Product and/or property damage

- > Batteries may not be recharged, reactivated by other means, dismantled or exposed to fire.
- > The supply terminals are not to be short-circuited.
- > Always remove empty batteries from the remote control immediately. They may leak and cause damage.
- > Do not insert new and old batteries together in the remote control.
- > Different types of batteries are not to be mixed.
- > Clean the battery and contacts before inserting the battery.
- > Batteries are to be inserted with the right polarity.
- > Remove the batteries if you do not use the remote control for an extended period.

IMPORTANT SAFEGUARDS

When using electrical products, especially when children are present, basic safety precautions should always be followed, including the following:

READ ALL INSTRUCTIONS BEFORE USING



DANGER

To reduce the risk of electrocution!

- > Do not use while bathing.
- > Do not place or store product where it can fall or be pulled into a tub or sink.
- > Do not place in or drop into water or other liquid.
- > Do not reach for a product that has fallen into water. Unplug immediately.



WARNING

To reduce the risk of burns, electrocution, fire, or injury to persons!

- > Close supervision is necessary when this product is used by, on, or near children or invalids.
- > Use this product only for its intended use as described in this manual. Do not use attachments not recommended by the manufacturer.

- > 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 into water. Return the product to a service center for examination and repair.
- > Keep the cord away from heated surfaces.
- > Never block the air openings of the product or place it on a soft surface, such as a bed or couch, where the air openings may be blocked.
- > Keep the air openings free of lint, hair, and the like.
- > Never use while sleeping or drowsy.
- > Never drop or insert any object into any opening or hose.
- > Do not use outdoors or operate where aerosol (spray) products are being used or where oxygen is being administered.
- > Unplug this product before filling. Fill (reservoir) with water only unless otherwise specified by manufacturer. Do not overfill (or specify filling instructions).

SAVE THESE INSTRUCTIONS

GROUNDING INSTRUCTIONS

This product should be connected to a grounded, metallic, permanent wiring system, or an equipment-grounding conductor should be run with the circuit conductors and connected to the equipment grounding terminal or lead on the product.

FCC Compliance statement

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

WARNING

Changes or modification not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio / TV technician for help.

Industry Canada (IC) Compliance Statement

This device complies with Industry Canada's licence-exempt RSS standard(s). Operation is subject to the following two conditions:

- (1) This device may not cause interference; and
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

Déclaration de conformité FCC

Cet appareil est conforme à la section 15 des règles de la FCC. Le fonctionnement est soumis aux deux conditions suivantes :

- (1) Cet appareil ne doit pas causer d'interférences nuisibles, et
- (2) cet appareil doit accepter toute interférence reçue, y compris des interférences qui peuvent provoquer un fonctionnement non désiré.



AVERTISSEMENT

Les changements ou modifications non expressément approuvés par l'autorité responsable de la conformité pourraient annuler l'autorisation de l'utilisateur de faire fonctionner cet équipement. Cet équipement a été testé et déclaré conforme aux limites d'un dispositif numérique de classe B, conformément à la section 15

des règles de la FCC. Ces limites sont conçues pour fournir une protection raisonnable contre les interférences nuisibles dans une installation résidentielle. Cet équipement produit, utilise et peut dégager une énergie de fréquence radio et, s'il n'est pas installé et utilisé conformément aux instructions, il peut causer des interférences nuisibles aux communications radio. Cependant, il n'est aucunement garanti que dans une installation particulière des interférences ne se produiront pas. Si cet équipement provoque effectivement des interférences nuisibles à la réception radio ou télévision, ce qu'on peut déterminer en éteignant et allumant l'équipement, l'utilisateur est invité à essayer de corriger l'interférence par une ou plusieurs des mesures suivantes :

- Réorienter ou déplacer l'antenne de réception.
- Augmenter la distance entre l'équipement et le récepteur.
- Brancher l'équipement sur une prise faisant partie d'un circuit différent de celui auquel le récepteur est raccordé.
- Consulter le revendeur ou un technicien radio / télévision expérimenté pour obtenir de l'aide.

Déclaration de conformité Industry Canada (IC)

Cet appareil est conforme à la/aux norme(s) RSS exempté(s) de licence Industry Canada. Le fonctionnement est soumis aux deux conditions suivantes :

- (1) Cet appareil ne doit pas causer d'interférences, et
- (2) Cet appareil doit accepter toute interférence, y compris des interférences qui peuvent provoquer un fonctionnement non désiré de l'appareil.

4. Basic product information

4.1 About this manual

This manual contains safety and general product information and information on how to operate SensoWash® via remote control (basic setting range).

- > See Quick Guide in app (→ Menu - Device Guide - Quick Guide **22**) for information on the full range of setting options available for this product.

4.2 Operation

SensoWash® is operated via remote control (basic setting range) and/or app (extended setting range). The flushing function can also be operated via a side control button on the seat unit itself.

A number of settings can be adjusted via app only (→ Table 1: Functions and settings).

- > Download app to adjust the full range of setting options available for this product (→ Ch. 5: Download app).

Operating Options

The full range of functions is available whether the product is operated via remote control or app. Functions are set according to default settings (→ Table 2: Default settings). Download app to make adjustments on the extended setting range (→ Ch. 5: Download app).

Controlled via			
		basic range	extended range
On/off SensoWash®	•	-	-
Bluetooth (connect app)	•	-	-
Full flush	•	•	•
Open/close lid (electromotive)	-	•	•
Auto opening lid	-	-	•
Auto closing lid	-	-	•
Eco flush	-	•	•
Auto flush	-	-	•
Pre-flush	-	-	•
Rearwash	-	•	•

Operating Options			
Controlled via			
		basic range	extended range
Ladywash	-	•	•
Comfortwash	-	-	•
Warm air dryer	-	•	•
Warm air dryer temperature	-	-	•
Spray wand position	-	•	•
Water spray intensity	-	•	•
Water temperature	-	•	•
Odor extraction	-	•	•
Auto odor extraction	-	-	•
Odor extraction follow-up time	-	-	•
User profile	-	•	-
Seat heating	-	-	•
Seat heating temperature	-	-	•
Energy saving (seat heating)	-	-	•
Night light	-	-	•
Confirmation tone	-	-	•
Empty tank	-	-	•
Manual cleaning mode	-	-	•
Self-cleaning	-	-	•
Descaling	•	-	-
Reset default setting	-	-	•

Table 1: Functions and settings

Default Settings		
	setting range	default setting
Full flush	-	~4.4 L per flush (Lpf) (~1.16 gallon per flush (gpf))
Eco flush	-	~3.1 L per flush (Lpf) (~0.82 gallon per flush (gpf))
Auto flush	on/off	on
Auto opening lid	on/off	on
Auto closing lid	on/off	on
Pre-flush	on/off	on
Comfortwash	on/off	on
Warm air dryer temperature	off/low/medium/high	medium
Spray wand position	front 1, 2, 3, 4, 5 back	3
Water spray intensity	low/medium/high	medium
Water temperature	off/low/medium/high	medium
Auto odor extraction	on/off	off
Odor extraction follow-up time	off/1 min./3 min.	1 min.
Seat heating	on/off	on
Seat heating temperature	low/medium/high	medium
Energy saving mode	on/off	off
Night light	off/auto/on	auto
Confirmation tone	on/off	off

Table 2: Default settings

4.3 Seat unit

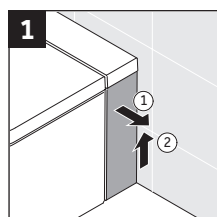
Power button	
Red light	Indicates stand-by mode. Switch SensoWash® on to activate seat unit (→ Ch. 5: Switch SensoWash® on/off).
Green light	Indicates on mode. Energy saving mode is off.
Orange light	Indicates on mode. Energy saving mode is on.
Flashing	Malfunction. Deactivate seat unit, close stop valve, contact Duravit customer service hotline (→ Ch. 9: Troubleshooting).
Bluetooth button	
Blue light	Bluetooth is available or connected.
Off	Bluetooth is not available.
Flashing	Device is in pairing mode (→ Ch. 5: Pairing app).

Table 3: LED indication (seat unit)

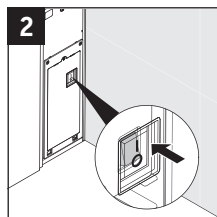
5. Initial operation

Activate/deactivate SensoWash®

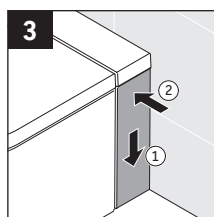
Requirement: SensoWash® must be connected to the main power supply.



> Remove side panel.



> Press main switch to activate/deactivate seat unit.

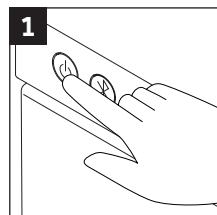


> Attach side panel.

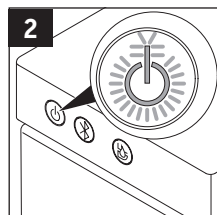
i SensoWash® will start a self-check for about 15 seconds when it is connected to the power supply. During this time, only the power button on the seat unit can work, all other operations will not work.

Switch SensoWash® on/off

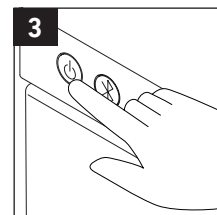
SensoWash® can be switched on/off via the side control button.



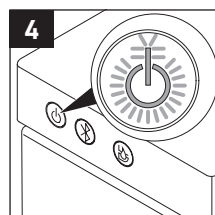
> Press button shown to switch seat on.



> Green LED indicates that the seat is ready to use.



> Press button shown to switch seat off.



> Red LED indicates standby mode. Seat not ready to use.

Download app

Search for "SensoWash" in Play Store (Android) or App Store (iOS).



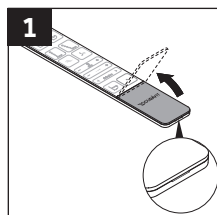
EN

Pairing app

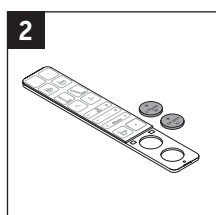
SensoWash® is connected to the app via bluetooth. SensoWash® and bluetooth have to be switched on (→ Cover: **5** and **6**) to establish the connection. Follow step-by-step instructions in app to connect app to the product.

Remote control (batteries)

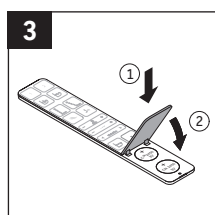
Replace, remove or insert remote control batteries.



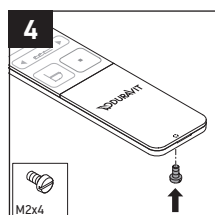
> Remove screw and open battery compartment.



> Replace, remove or insert batteries (CR2450).



> Close battery compartment.



> Attach screw.

6. Operating



Use this QR-Code to see a video of the operating functions or visit www.duravit.cn/vid_sensowash_i_plus_cn.

EN



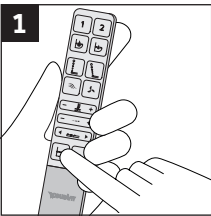
Open/close lid

The SensoWash® lid opens/closes automatically when a person approaches/leaves the toilet. Alternatively open/close lid via remote control or app.

NOTICE

Damage of seat and lid!

- Lid can be damaged if it is opened/closed manually.
- > Open and close lid via remote control or app only.
 - > Do not open and close the lid manually.
 - > Do NOT open and close seat with excessive force.



- > Press icon shown to open or close lid.

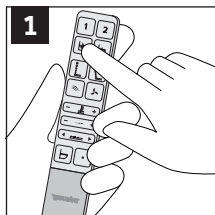


- Open/close lid
- + Auto opening (deactivate/activate)
 - + Auto closing (deactivate/activate)



Activate full flush

Enables a water consumption of **1.16 gpf.**



- > Press icon shown to flush the toilet.

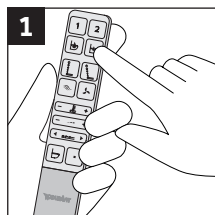


Activate full flush
+ Pre-Flush (deactivate/activate)
+ Auto-Flush (deactivate/activate)



Activate eco flush

Enables a water consumption of **0.82 gpf.**



- > Press icon shown to flush the toilet with eco flush.

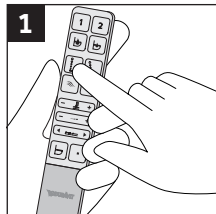


Activate eco flush
+ Pre-Flush (deactivate/activate)

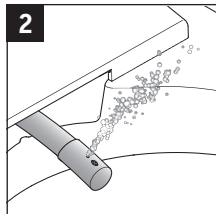


Activate/deactivate Rearwash

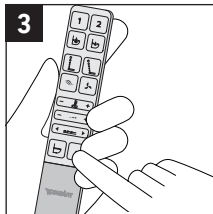
Gentle and safe rear cleansing.



> Press icon shown to activate Rearwash.



> Rearwash is active, the spray wand extracts slowly.



> Press stop to end or after 2 min. auto stop.

i SensoWash® automatically cleans the retracted spray wand when the seat sensor is activated and also before and after washing functions are used.



Activate Rearwash

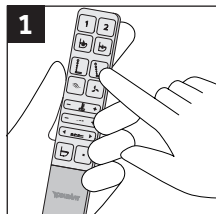
Adjust spray wand position, adjust water spray intensity, adjust water temperature

+ Comfortwash (deactivate/activate)

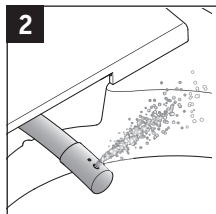


Activate/deactivate Ladywash

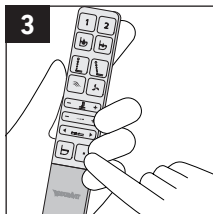
Spray wand functions for feminine cleansing.



> Press icon shown to activate Ladywash.



> Ladywash is active, the spray wand extracts slowly.



> Press stop to end or after 2 min. auto stop.

i SensoWash® automatically cleans the retracted spray wand when the seat sensor is activated and also before and after washing functions are used.



Activate Ladywash

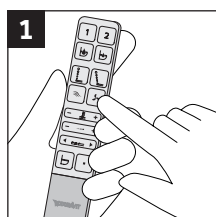
Adjust spray wand position, adjust water spray intensity, adjust water temperature

+ Comfortwash (deactivate/activate)

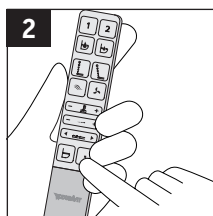


Activate/deactivate warm air dryer

Pleasant drying through warm air after washing function.



> Press icon shown to activate dryer.



> Press stop to end or after 5 min. auto stop.



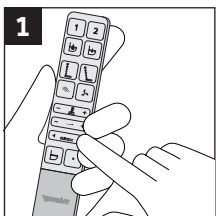
Activate warm air dryer

+ Warm air dryer temperature

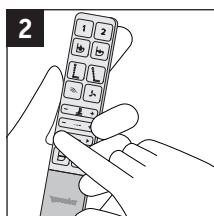


Adjust spray wand position

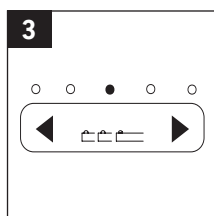
Spray wand position can be set individually to 5 different positions (front 1, 2, 3, 4, 5 back).



> Press right arrow to move spray wand back.



> Press left arrow to move spray wand to the front.



> LEDs indicate setting.



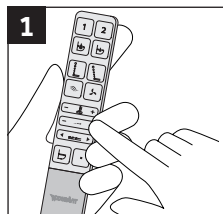
Adjust spray wand position (Rearwash)

Adjust spray wand position (Ladywash)

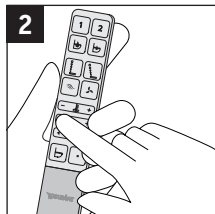


Adjust water spray intensity

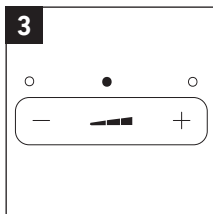
Water spray intensity can be set individually to 3 different levels (low/medium/high). **EN**



> Press plus to increase spray intensity.



> Press minus to decrease spray intensity.



> LEDs indicate setting.



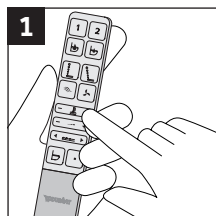
Adjust water spray intensity (Rearwash)

Adjust water spray intensity (Ladywash)

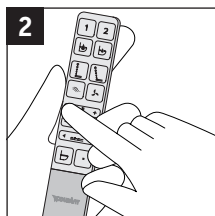


Adjust water temperature

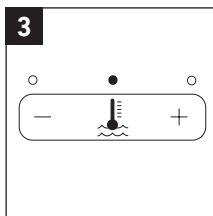
Water temperature can be set individually to 4 different levels (off/low/medium/high).



> Press plus to increase water temperature.



> Press minus to decrease water temperature.



> LEDs indicate setting.

i If you choose level off, the water has the temperature of inlet water and the LEDs are off.



Adjust water temperature (Rearwash)

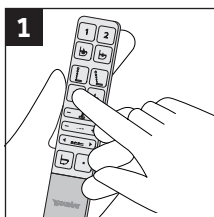
Adjust water temperature (Ladywash)

EN

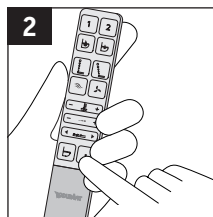


Activate odor extraction

Odor extraction with long-lasting, maintenance-free catalytic filter. It will be terminated automatically when washing or warm air dryer functions are activated and will automatically start again after using them.



> Press icon shown to activate odor extraction.



> Press stop to end or auto stop after set follow up time.



Activate odor extraction

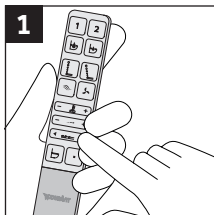
+ Auto odor extraction (activate/deactivate)

+ Odor extraction follow-up time (off/1 min./3 min.)

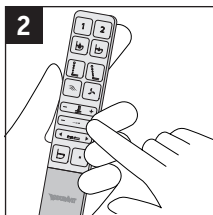


Set user profile

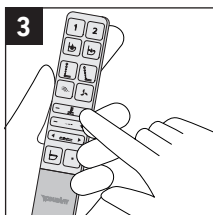
Personal preferences can be stored in different user profiles.



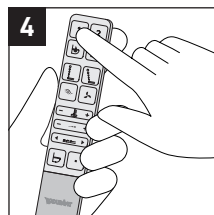
> Adjust spray wand position.



> Adjust water spray intensity.



> Adjust water temperature.



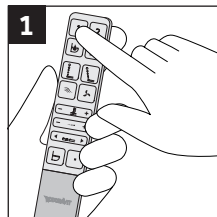
> Press 1/2 for 3 sec. to save profile.

1

2

Activate user profile

Activate set preferences.



> Press 1/2 to activate profile.

EN

7. Cleaning and Care

7.1 Cleaning


WARNING
Health damage!

- > Switch off SensoWash® before starting the cleaning (→ Ch. 5: Switch SensoWash® on/off).
- > Do NOT allow water to seep inside the product.

NOTICE
Damage to surface due to incorrect cleaning.

Abrasive or aggressive cleaning agents may damage and/or scratch the surface.

- > Use cleaning agent recommended by Duravit (→ Table 4: Cleaning recommendations) and a soft cleaning cloth.

Spray can penetrate into very small openings and gaps and damage the surface.

- > Spray the spray cleaner onto the cleaning cloth and not directly onto the product.

If the cleaning is not carried out regularly, soiling may become more difficult to remove.

- > Regularly clean the surface and clean immediately if soiled.

Incorrect cleaning agents can lead to discoloration.

Cleaning recommendations			
Surface	Cleaning agent	Equipment	Cleaning
Ceramic (daily cleaning)	acidic vinegar or citrus based cleaning agent (pH 1-4)	cloth, sponge or brush	> Clean the surface with a soft damp cloth. > Remove heavier soiling with warm water and recommended cleaning agent that you apply to the cloth/sponge/brush. > Then wipe with a damp cloth to remove all traces of the cleaning agent. > Dry the surface.
Ceramic (stub-born dirt)	stainless steel cleaner, car polish or a ceramic hob cleaner	cloth, sponge or brush	
Spray wand and nozzle	mild cleaning agent (pH 7) without hydrochloric acid or chloride	cloth, sponge or brush	
Seat and lid	mild cleaning agent (pH 7) without hydrochloric acid or chloride	soft, damp cloth	
Covers and side panels	mild cleaning agent (pH 7) without hydrochloric acid or chloride	soft, damp cloth	
Remote control	water	soft, damp cloth	

Table 4: Cleaning recommendations

7.2 Care

Manual cleaning mode (spray wand and nozzle)

Manual cleaning is only possible if the seat sensor is not activated.

- > Activate manual cleaning mode via app to extract the spray wand for manual cleaning.



Manual cleaning mode (spray wand and nozzle)

Self-cleaning (spray wand and nozzle)

SensoWash® automatically cleans the retracted spray wand when the seat sensor is activated and also before and after washing functions are used.

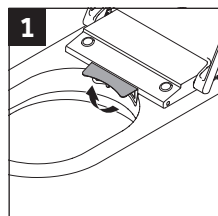
- > Activate additional self-cleaning via app.



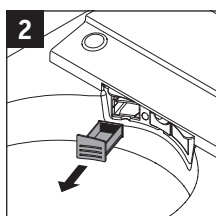
Self-cleaning (Spray wand and nozzle)

Manual cleaning (odor extraction strainer)

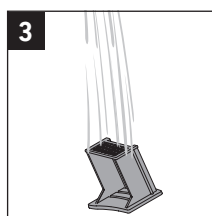
Clean the odor extraction strainer regularly or when it gets clogged.



- > Open cover.



- > Remove strainer.



- > Clean strainer under running water.

i The odor extraction strainer protects the odor extraction filter from damage and soiling. The filter for the odor extraction itself is maintenance free.

Empty tank

If you do not use SensoWash® for two weeks or above, drain the water inside the product.

- > Close stop valve (→ Ch. 1.5: Right product side).
- > Empty tank via app (→ Menu - Care - Holiday Mode **22**).
- > Switch off the power supply (→ Ch. 5: Activate/deactivate SensoWash®).
- > Remove the batteries from the remote control (→ Ch. 5: Remote control (batteries)).



Empty tank

Water filter

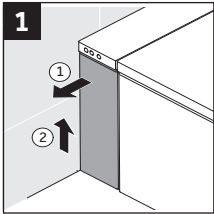
Clean the water filter regularly or when the water flow becomes smaller than usual.

NOTICE

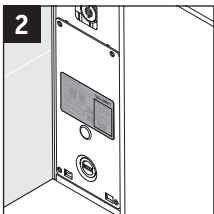
Product/property damage due to wrong cleaning/assembly
Wrong cleaning and assembly of water filter can lead to product or water damage.

EN

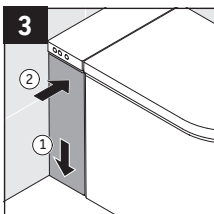
- > Do NOT use detergent.
- > Do NOT use excessive force.
- > Do NOT use screw drivers to dismantle and assemble the water filter.
- > Make sure the O-rings are in place before attaching water filter. Do NOT distort the O-rings.



> Remove side panel.



> Follow instructions next to the filter.



> Attach side panel.

Descaling

NOTICE

Product damage due to limescale build-up

In regions with hard water, limescale build-up can impair the performance of the product.

- > Descale the product regularly (→ Table 5: Descaling cycles.)
- > Only use descaling agents provided or approved by Duravit.

Water hardness		Descaling cycle
soft	<8.4° dH (1.5 mmol/l)	every six months
moderate	8.4 – 14° dH (1.5 – 2.5 mmol/l)	every six months
hard	>14° dH (2.5 mmol/l)	quarterly

Table 5: Descaling cycles

The descaling process can be activated via app

- > Follow the instructions provided in the app.



8. Disposal



The crossed-out wheeled bin logo requires the separate collection of waste electric and electronic equipment (WEEE). Electric and electronic equipment  may contain dangerous and hazardous substances. Do not dispose of this appliance as unsorted municipal waste. Return it to a designated collection point for the recycling of WEEE. By doing so, you will help to conserve resources and protect the environment. Contact your retailer or local authorities for more information. Used batteries must be disposed of properly. For this purpose, appropriately labelled containers for disposal of batteries are provided in shops where batteries are sold and at community collection points.

Children must not play with plastic bags and packaging material, due to possible injury or danger of suffocation. Store such material safely or dispose of it in an environmentally-friendly manner. If possible, keep the packaging until the warranty period expires.

9. Troubleshooting support

Initial general action in case of a malfunction: Please switch off the unit and then switch it on again (→ Ch. 5: Switch SensoWash® on/off).

If your unit does still not work properly after following the instructions mentioned below, contact help@duravit.de. Have the article and serial number ready. These can be found on the nameplate on the back of the operating instructions and in the app (→ App: Menu - Device Guide - Device management - Device information).

Problem	Potential cause	Solution	Ch.
LED indications			
LED flashes red, green or orange or an indication tone is audible.	Malfunction.	> Deactivate seat unit. > Close stop valve. > Contact help@dura-vit.de.	5 1.5
General problems			
Unit does not work.	Seat unit is not switched on (LED is not illuminated).	> Activate seat unit.	5
	Seat unit is in standby mode (LED is red).	> Switch on seat unit.	5
Water leakage.	Malfunction.	> Close the main valve for the water supply. > Disconnect the power supply. > Contact help@dura-vit.de.	
Remote Control			
White LED blinks for 3 sec. when RC is in use.	The batteries are low.	> Change the batteries.	5
LED flashes red when RC is in use.	Remote control is not connected to the product.	> Contact help@dura-vit.de.	
Remote control does not work.	No batteries inserted.	> Insert batteries.	5
	Remote control is defect.	> Contact help@dura-vit.de.	
Washing functions			
Switch between Rearwash/Ladywash takes too long.	Spray wand moves back and forward again after self-cleaning is complete.	This is normal.	

Problem	Potential cause	Solution	Ch.
Water spray intensity too weak.	Water spray intensity has been set to low.	> Adjust water spray intensity to medium or high.	6 App
	Water supply defect.	> Contact help@dura-vit.de.	
Water spray intensity not stable.	The water filter is clogged.	> Clean the water filter.	7.2
Water too warm/cold.		> Adjust water temperature.	6 App
Water spray from the spray wand suddenly stops.	Function stops automatically after 2 min.	This is normal.	
	Seat sensor has lost contact.	> Sit down and select the function again.	
Water does not emerge from the spray wand.	The spray nozzle is clogged.	> Clean the spray nozzle.	7.1
	Seat sensor has lost contact.	> Sit down and select the function again.	

Flushing Function

Product does not flush.	The time between two flushes is too short.	This is normal. Water takes approx. 25 sec. to refill.	
	The stop valve is closed.	> Open the stop valve.	1.5
	Power or water supply failure.	> Pour a bucket of water (2g) into the toilet. > Add more water if the water level is too low. > Contact help@dura-vit.de.	
Auto flush does not work.	Auto flush deactivated.	> Activate Auto flush.	App
	Seat sensor is dirty or wet.	> Clean the surface.	7.1
	User was not seated while using toilet.	> Auto flush only works when the user is seated.	
	User sat on seat for less than 6 sec.	> Sit on the seat for more than 6 sec.	

Heated seat

Seat heating does not work.	Seat heating is switched off.	> Activate seat heating.	App
Seat temperature too warm/cold.		> Adjust seat heating temperature.	App

Problem	Potential cause	Solution	Ch.
Seat temperature too cold.	Product is in energy saving mode (orange LED).	This is normal. > Switch off energy saving mode to heat seat.	App
Warm air dryer			
Warm air dryer too warm/cold.		> Adjust warm air dryer temperature.	App
Dryer function suddenly stops.	Function stops automatically after 5 min.	This is normal.	
	Seat sensor has lost contact.	> Sit down and select the function again.	
Night light			
Night light does not work.	Night light is switched off.	> Set the night light to Auto or on mode.	App
	Night light is in Auto mode and the ambient light is bright.	This is normal.	
Night light stays on continuously.	Night light is switched on.	This is normal. > Set the night light to Auto mode.	App
	Night light is in Auto mode and the ambient light is dim.	This is normal.	
Manual Cleaning			
The spray wand retracts automatically.	Function stops automatically after 2 min.	This is normal.	
Automatic Self-cleaning			
Water dripping out of retracted spray wand.	The spray wand is cleaned automatically when the seat sensor is activated and before and after washing.	This is normal.	
Odor extraction			
Odor extraction starts automatically.	Auto odor extraction is activated.	This is normal.	App
	Odor extraction continues to run when washing or warm air dryer function is active.	> Contact help@dura-vit.de.	

Problem	Potential cause	Solution	Ch.
Odor extraction stops automatically.	Function automatically stops when washing or warm air dryer function is active.	This is normal. > Function will automatically restart when washing/drying function stops.	
Odor extraction does not stop after leaving the toilet.	Odor extraction follow-up time is activated.	> Deactivate odor extraction follow-up time.	App
Odor extraction function does not work.	Malfunction.	> Contact help@dura-vit.de.	
Lid			
Lid does not open automatically when someone approaches.	Seat unit did not detect approaching person.	> Approach again (approx. 1m distance).	
	Malfunction.	> Contact help@dura-vit.de.	
App			
App does not work.	App and product are not connected.	> Connect product to app. > Make sure that pairing is successful.	5

10. Technical Data

Article number 620000 01 1 40 1320

Rated voltage 120 V
 Frequency 60 Hz
 Rated power 1080 W
 Standby power < 2.0 W

Net weight 48 kg
 Dimensions 683 x 366 x 440 mm

Heat output
 Continuous-flow heater 1400 W
 Seat heater 48 W
 Warm air dryer 280 W

Temperature range	
Operating temperature	4 – 40 °C
Water temperature	32 – 40 °C
Seat temperature	33 – 37 °C
Warm air dryer temperature	40 – 55 °C
Water pressure	10 - 109 psi (0.07 – 0.75 MPa)
Water consumption in spray mode	0.37 – 0.60 l/min
Water consumption	
Full flush	1.62 gpf
Eco flush	0.82 gpf
Protection class	IP X4, Protection against water spray from all sides.
Warranty	Find our General Terms and Conditions (GTC) at www.pro.duravit.com/gtc
CMIIT	This toilet includes radio emission module CMIIT ID: 2018DP4512; Remote control CMIIT ID: 2018DP4982.