

Washlet C100

SW824 (Elongated Type)

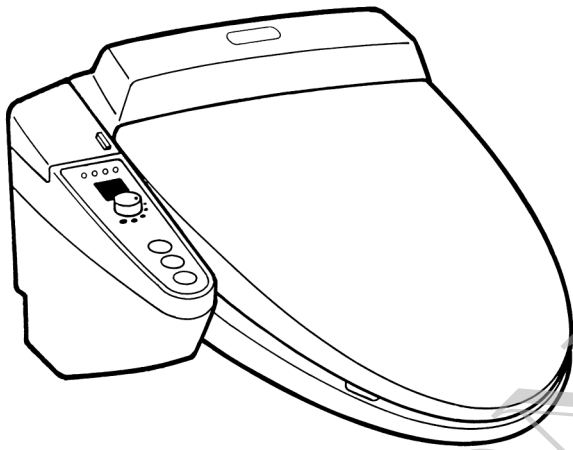
SW823 (Round Type)

TOTO

Instruction Manual

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* This is a sophisticated electronic product. Before using your Washlet, please read this Instruction Manual thoroughly and retain it for future reference. This Instruction Manual includes a Warranty. Please keep it for future use.

* **NOTE TO INSTALLER**
Please give this manual to the customer after installation.
Keep the Washlet C100 packaging and any parts you remove from your toilet (such as the existing toilet seat and bolts) in case you need to return the Washlet for servicing.

Important Safeguards

TO AVOID POTENTIAL PROPERTY DAMAGE DUE TO WATER LEAKAGE, WE STRONGLY RECOMMEND THAT THIS PRODUCT BE INSTALLED BY SOMEONE EXPERIENCED IN PLUMBING REPAIRS. IN ADDITION, IF YOUR ROOM DOES NOT HAVE A SUITABLE ELECTRICAL OUTLET CLOSE ENOUGH TO THE LOCATION WHERE THIS PRODUCT WILL BE INSTALLED, YOU MUST HIRE A LICENCED ELECTRICIAN TO INSTALL THE NECESSARY ELECTRICAL OUTLET. YOU MUST INSTALL THIS PRODUCT IN ACCORDANCE WITH ALL APPLICABLE FEDERAL, STATE AND LOCAL CODES AND REGULATIONS.

When using this Washlet, especially by children and elderly persons, the following basic cautions should be followed.

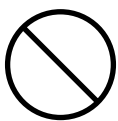
For your safety, please follow the instructions below.

In this Instruction Manual, the following displays are shown in order to alert you to the possibility of personal injury and damage to your property. Please read these displays carefully and thoroughly before using the Washlet C100 to ensure safe and proper use. After reading this Instruction Manual, keep it where it can be easily seen by others who might use the Washlet.



Danger

Ignoring the instructions in this display may cause death or serious injury.



General prohibitions

- Do not place or store the Washlet in a place where it can fall or be pulled into a tub or sink.
- Do not place the Washlet in water or other liquid.
- Do not reach for the Washlet if it has fallen into water. If it falls into water, unplug it immediately.
- Possible electric shock. Avoid any water or cleaning agent contact (or splashing) with electric outlet, power cord or main unit.
- Do not use stagnant water in the main unit. The main unit water tank should be cleaned or emptied if water has been left in the tank for at least 14 days without use. There may be a risk of unhealthy bacteria levels in water that sits stagnant for this period of time.
- If any part of the Washlet becomes damaged and internal wires are exposed, unplug and do not use the Washlet. Return the Washlet to an authorized TOTO USA, Inc. dealer for repair or replacement.
- Do not use a toilet cleaning agent, detergent, benzene, thinner, cleanser, or a nylon scrub brush to clean the Washlet as it may damage the plastic. (The plastic may crack or peel, leading to exposed wires or product instability.)
- Possible mild burning.
When using the seat heater, mild burning may occur. Be attentive to others (listed below) by turning off the seat heater (see page 18). Leave the seat heater off except when a person capable of properly operating the Washlet C100 is using the product.
 - Those who cannot control the seat temperature appropriately such as small children and some elderly persons.
 - Those who have limitations in body movement or sensation such as ill or disabled persons.
 - Those who might fall asleep due to alcohol consumption, lack of sleep, or medication that causes drowsiness.
- If you stay on the seat for more than 15 minutes, turn off the seat heater.

* About Low Temperature Burns

A burn gradually occurs when the skin has been exposed to high temperatures. However, a low temperature burn may occur when the skin has been in contact with an object at relatively low temperature (about 104°F). Susceptibility to burns also depends on an individual's skin sensitivity and other factors. The temperature is set at the factory to about 97°F (36°C). At this temperature, no low temperature burn should occur for individuals with normal skin and skin sensitivity. However, if any burning sensation, discomfort, or rash occurs, immediately turn off the seat heater and consult a doctor.

Do not use in humid area

- Do not place the Washlet in a room where the humidity exceeds 90% Rh. (It may cause fire or electric shock.)
- Do not install the Washlet in a location where water may be splashed or where excessive moisture can condense and form on the product surfaces.
- To avoid damage to electronic components due to high levels of humidity, provide adequate ventilation by opening a window and/or door when bathing. Operating an exhaust ventilating fan during times of high humidity will be beneficial.

Important Safeguards (continued)



Danger

Ignoring the instructions in this display may cause death or serious injury.



Unplug the product

- Always unplug the power cord before maintaining or cleaning the Washlet. (Failure to do so may cause electric shock.)
- During lightning storms, disconnect the power cord. (Failure to do so may damage the Washlet.)



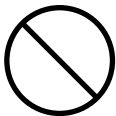
Do not disassemble

- Never attempt to disassemble, reassemble, repair, or modify the Washlet. (It may cause fire or electric shock.)
- Tampering with or disassembling the Washlet voids your Warranty.



General prohibitions

- Do not splash water or cleaning agent on the main unit or the power cord. (It may cause fire or electric shock.)
- Do not insert your finger or any other object in the ventilation grille at the back of the main unit. Do not block the ventilation grille; allow at least one inch clearance. (It may cause burns or electric shock.)



General prohibitions

- The case of the main unit is plastic. Keep cigarettes and other fire hazards away from the Washlet. (It may cause fire.)
- Do not move the water drainage lever to the open position while the main unit is secured to the base plate and toilet (see page 30 and 31). (It may cause fire or electric shock.)



Warning

Ignoring this display may cause personal injury and/or property damage.



General prohibitions

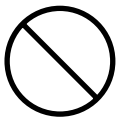
- Close supervision is necessary when this product is used by, or near, children, the elderly, or invalids.
- Use the Washlet only for its intended use as described in this manual. Do not use attachments not recommended by the manufacturer.
- Never operate the washlet product if it has a damaged cord or plug, if it is not working properly, if it has been dropped or damaged, or dropped into water. Return the Washlet to an authorized TOTO (USA) service center (1-888-295-8134) for examination and repair.
- Keep the cord away from the heated surfaces.
- Never block the air openings of the product or place it on soft surfaces, 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.
- Connect this product to a properly grounded outlet only. See Grounding Instructions (page 5).
- Do not bend or crush the connection hose. (It may cause water leakage.)
- Do not pour hot water into a frozen hose or use a portable heater to thaw the frozen hose. (It may cause a water leak.)
- Stay close to the user if the user is infirm or is a child. Adjust the seat temperature and water temperature appropriately when the Washlet is to be used by
 - A child, infirm or sick person
 - A person with particularly sensitive skin
 - A physically handicapped person

Important Safeguards (continued)



Warning

Ignoring this display may cause personal injury and/or property damage.



General prohibitions

- Do not climb on, stand on, sit on, or place heavy objects on the seat, the lid, or the main unit, or permit a child to stand on the seat cover. (It is not designed to support the user's weight.) You, or others, may be injured, or break, or damage the Washlet.
- Do not place the Washlet on the toilet in the opposite direction. (The Washlet might fall into the toilet bowl and may be damaged.)
- Do not pick up the Washlet by holding only the seat and lid. (The main unit may fall off and break.)
- Do not allow direct sunlight to shine on the Washlet at any time. (Discoloration, temperature irregularity of the seat heater, and/or operation panel control malfunction may occur.)
- Do not cover the seat sensor window or transmission window. (The seat sensor may not operate.)
- When the Washlet is not used for a long period, remove the water and disconnect the power cord. See "Draining Water from the Washlet" on page 29. (The water may become foul and may cause skin irritation.)
- Do not lean back against the lid when seated. (The lid may become cracked or damaged.)
- Keep the temperature in the room above the freezing point. (The water in the main unit may freeze when the temperature is below the freezing point and may cause a leak. Keep the room warm with a heater.) (See "Draining the Water from the Washlet" on page 29.)
- Do not urinate or defecate onto the Wand. (It may cause the Wand to malfunction.)
- Only mount the SW824 (Elongated type) Washlet on toilets with elongated bowls, and only mount the SW823 (Round type) Washlet on toilets with round bowls. Mounting the Washlet on the wrong type of toilet may cause undue stress on the base plate and bolts with continued use, causing structural instability to the Washlet and possible serious personal injury.



Danger

Do not ignore this display. If the installation work is carried out incorrectly or unsuitably, it may cause serious bodily injury or death.



General prohibitions

- Install a grounding system so as to meet all requirements for a Class 3 device (subject to any earth resistance being equal to, or less than, 100 ohms). (Failure to do so may cause electric shock.)
- Do not connect this product to semi-drinkable or industrial water supply lines. (It may cause inflammation or other skin ailments.)
- Insert the 120V (60 Hz) power cord plug fully and securely into the GFCI power outlet. Do not use a power outlet that does not hold the plug securely. (Electric shock or fire accident could result from using an improper outlet.)

Important Safeguards (continued)

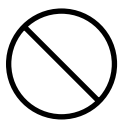


Danger

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

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 washlet is equipped with a cord having a grounding wire with a ground plug. The plug must be plugged into an outlet that is properly installed and grounded.
- 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 volt circuit and has a grounding plug that looks like the plug illustrated in Figure A. Make sure that the product is connected to an outlet having the same configuration as the plug.
- No adapter should be used with this product.



General prohibitions

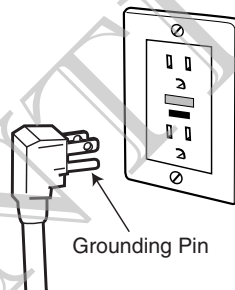


Figure A

- The electrical outlet must be a 120 volt, 60 Hz and at least a 15 Amp GROUNDED OUTLET, should be located on the wall within reach of the washlet power cord.
- This washlet must be on a separate circuit. No other appliance should share the circuit with this Washlet. Sharing a circuit could cause the branch circuit fuse to blow or the circuit breaker to trip. Continuous usage under these conditions could result in a fire.
- A ground fault circuit interrupter (GFCI) should be installed on the circuit supplying power to the Washlet.

Features

This section introduces you to the features of your TOTO Washlet C100. Try out these convenient features.

Cleansing Features (pages 17)

- | | |
|------------------------|--|
| Rear Cleansing | <ul style="list-style-type: none">• Aims a gentler stream of warm water for rear cleansing. |
| Front Cleansing | <ul style="list-style-type: none">• Aims a gentle stream of warm water further forward for feminine hygiene. |
| Soft Start | <ul style="list-style-type: none">• The water pressure starts out softly then gradually increases to the pressure setting you select with the “Water Pressure” dial. |

Comfort Features (page 18)

- | | |
|---------------------|---|
| Seat Heater | <ul style="list-style-type: none">• Warms the seat. |
| Seat Sensor | <ul style="list-style-type: none">• All the features operate when the seat is occupied. |
| Soft Closing | <ul style="list-style-type: none">• The seat and lid close slowly. |

Energy Saver Features (pages 19-20)

- | | |
|-------------------------------------|---|
| “Energy Saver on/off” button | <ul style="list-style-type: none">• You can save energy using the “Energy Saver on/off” button (see page 19 for details). |
| “Power” button | <ul style="list-style-type: none">• You can turn the Cleansing and Seat Heating Features on and off (without having to unplug the power cord) using the “Power” button. |

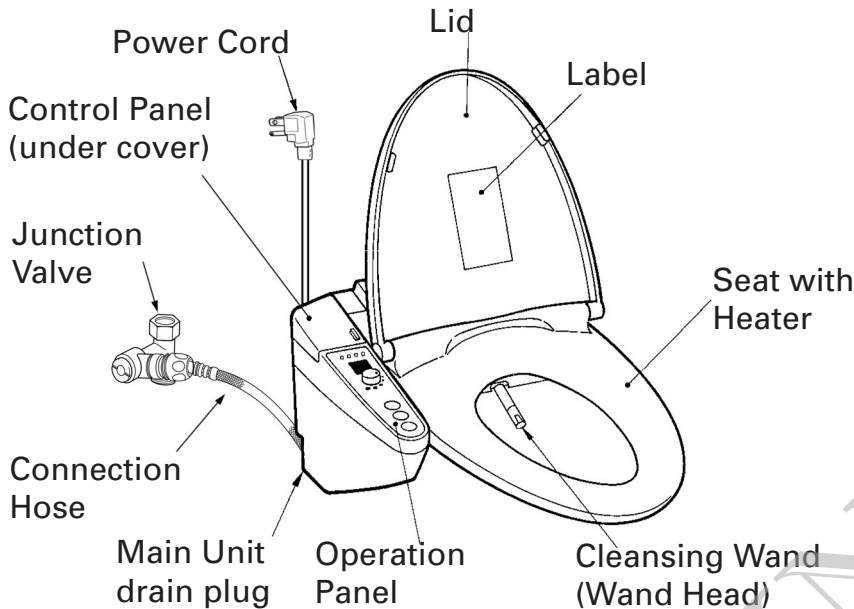
Cleaning Features (pages 21-25)

- | | |
|--------------------------------------|---|
| Seat and Lid Removal | <ul style="list-style-type: none">• You can separate the seat and lid from the main unit for easy cleaning. |
| Main Unit Removal | <ul style="list-style-type: none">• One-touch removal of the main unit for easy cleaning of hard to reach areas. |
| Self-Cleaning | <ul style="list-style-type: none">• The Cleansing Wand automatically and thoroughly cleans itself before and after you wash. |
| “Wand Cleaning on/off” button | <ul style="list-style-type: none">• You can extend the Cleansing Wand without spraying water for easy cleaning by pressing the “Wand Cleaning on/off” button. |

Quick Reference

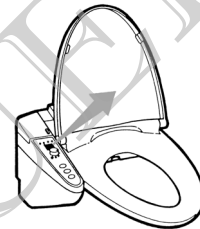
This section helps you become familiar with the basic features of your Washlet C100.

Main Unit



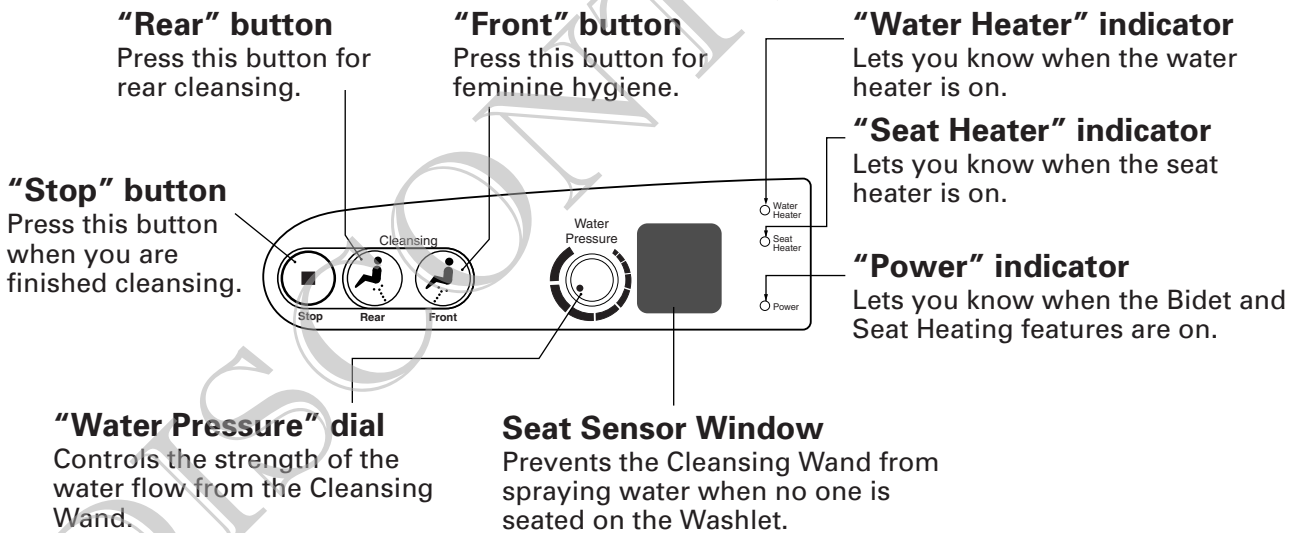
Seat Sensor

The Seat Sensor allows the Cleansing features to work only while the seat is occupied.



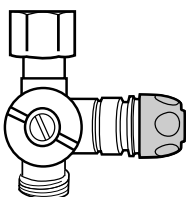
Getting Started

Operation Panel

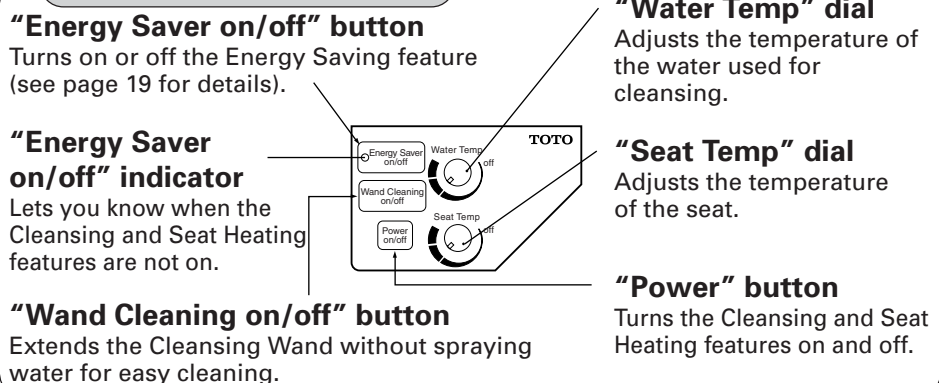


Junction Valve

Lets you shut off the water supply to the Washlet without shutting off the water supply to the toilet.



Control Panel



Installing the Washlet C100

This section explains how to install the Washlet. Follow the instructions and install the Washlet correctly. If you have any problems installing the Washlet, contact the store where you purchased your Washlet. For product information, contact TOTO customer Service at 1-888-295-8134.

Be sure to follow the Warnings and the Precautions on pages 2 through 5.

Precautions Before Installing the Washlet



INSTALLATION PRECAUTIONS

It has been our experience that local building codes in the United States provide for the power and water pressure to be within the ranges set forth below. However, you should consult with your local authorities, and with the proper electricians and plumbers, to be sure.

- Use an AC 120V (60 Hz) power source. The maximum power consumption is 570 W. Be sure to use suitable wiring for these requirements.
- The length of the power cord installed in the product is about 3 feet (1 meter). The GFCI power outlet you plan to use should be located within 2 feet (0.6 meter) of the Washlet's Operation Panel.
- Do not use direct current (DC) or 240V AC power supply. (It may cause a fire, leak, and/or malfunction).
- The water pressure of the water supply should be between 20 p.s.i. and 80 p.s.i. Adjust the water pressure so that it is within this range.
- The water temperature of the water supply should be between 32°F and 95°F (0° to 35°C). Adjust the water temperature so that it is within this range.
- The length of the connection hose supplied with the product is about 20 inches (0.51 meter) in length. The junction valve should be installed within about 20 inches (0.51 meter) of the water supply inlet of the Washlet's main body.
- The electric power should be connected, and the water supply opened, to the Washlet only after installation is fully complete.
- Only mount the SW824 (Elongated type) Washlet on toilets with elongated bowls, and only mount the SW823 (Round type) Washlet on toilets with round bowls. Mounting the Washlet on the wrong type of toilet may cause undue stress on the base plate and bolts with continued use, causing structural instability to the Washlet and possible serious personal injury.
- When using a radio, move the radio away from the Washlet. (The radio may pick up noise.)

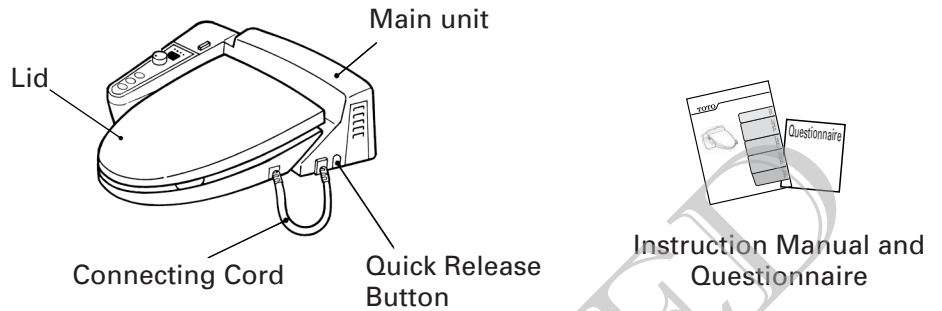
Section 1 Installing the Washlet C100

Carton Contents

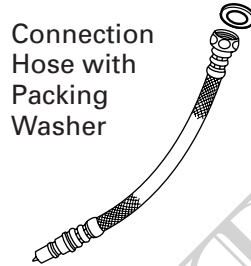
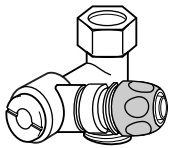
Make sure all of the following items are included.

Caution

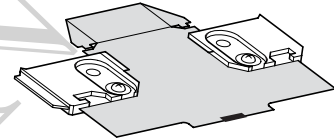
- Do not lift the unit by holding the seat and/or lid. (If you lift the unit in this way, the main body may detach from the seat and lid and fall.)



Junction Valve



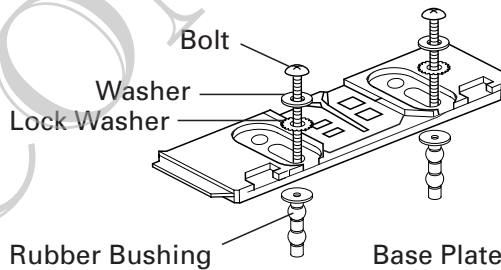
Connection Hose with Packing Washer



Base Plate Template
(shown mounted in Base Plate)



Packing Washers



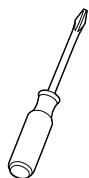
Installation Overview

- | | | |
|---|----------------------------|---------|
| 1 | Install the Base Plate | Page 10 |
| 2 | Mount the Washlet | Page 12 |
| 3 | Install the Junction Valve | Page 13 |

Installing the Base Plate

Installing the Base Plate

Tools you will need:



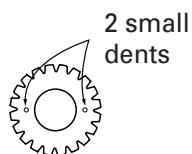
Phillips screwdriver



Adjustable wrench

*Lock Washer

The lock washer should be assembled "face up". Two small dents indicate the "up" side.



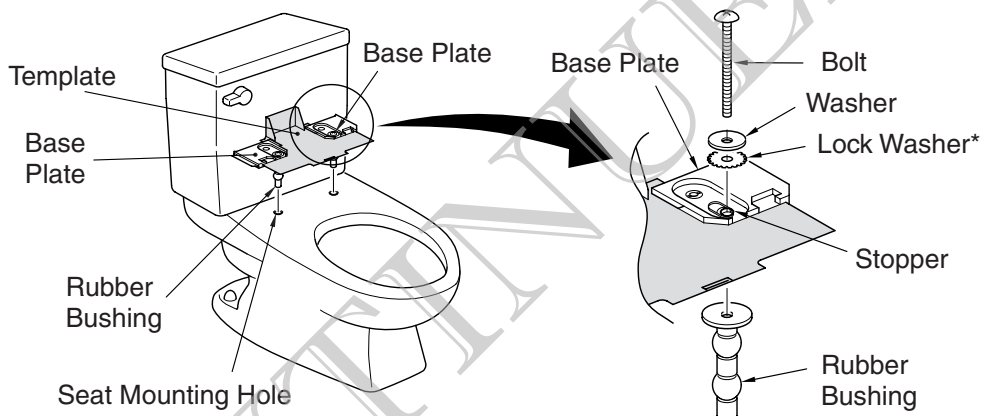
2 small dents

1 The Base Plate Template is used to correctly position the base plate on the toilet. The template is attached to the base plate when shipped from the factory.

If the template becomes separated from the base plate, follow the instructions printed on the template to reattach the template to the base plate.

2 Insert the rubber bushings in the seat mounting holes.

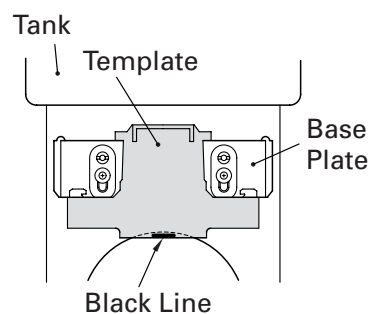
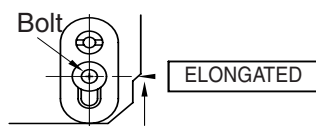
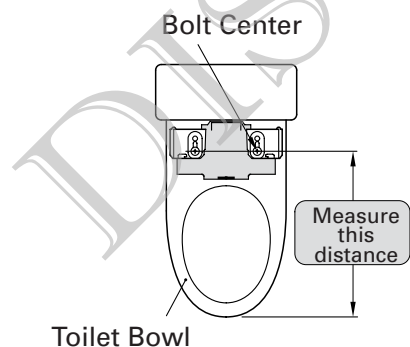
For easy insertion, wet the surface of the rubber bushings with water.



3 Loosely assemble the bolts, washers, lock washers and base plate on the surface of the toilet.

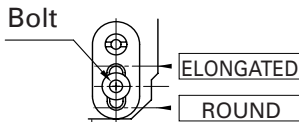
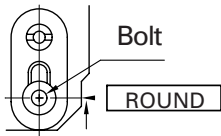
4 Measure the distance between the bolt center and the front end of the toilet.

- Elongated toilets measure approximately 18 1/2 inches (470 mm).
- Round toilets measure approximately 16 1/2 inches (420 mm).



5 For Elongated toilets, align the bolt center with the word "ELONGATED" printed on the base plate template.

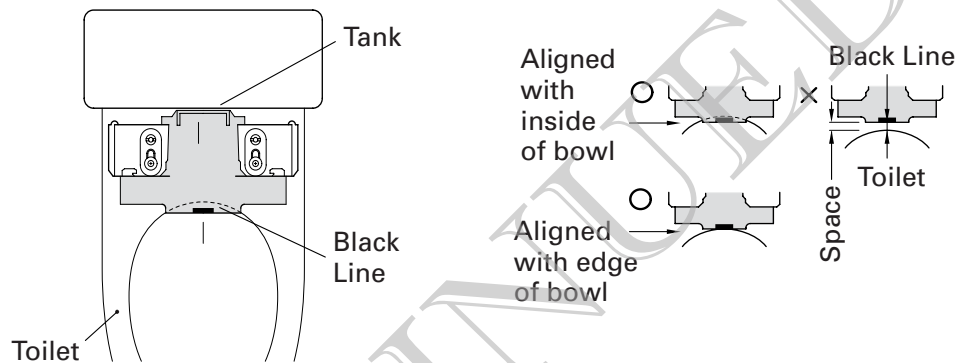
Installing the Base Plate (continued)



Move Base Plate within Adjustable Range

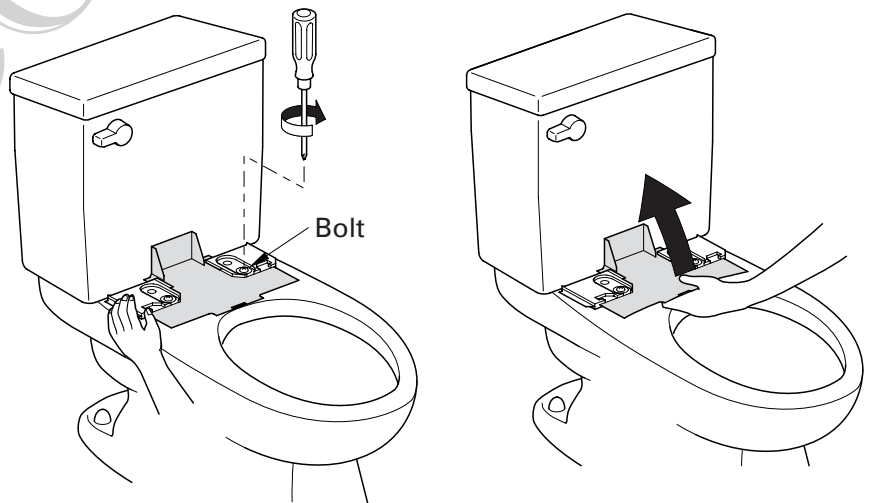
6 For Round toilets, align the bolt center with the word “ROUND” printed on the base plate template. Two conditions are needed when installing the base plate on a round toilet.

1. There should be a space of 1/16 inch (2 mm) between the low tank and the back surface of the template.
2. The black line printed on the template **MUST** either be in front of the edge of the bowl, or fit inside the edge of the bowl.



7 Fasten the base plate to the toilet by firmly holding the base plate with your hand so that it will not shift position.

With a Phillips screwdriver, tighten the bolts into the rubber bushings. The bushings will expand inside the seat mounting holes. Continue tightening until the bolts are snug. Be careful not to over-tighten the bolts with excessive force.



8 To remove the template, slowly pull up from the base plate.

Note

After removal, you may want to keep the template in case of reinstallation or relocation.

Installing the Washlet C100

Mounting the Washlet on the Toilet Bowl

Warning

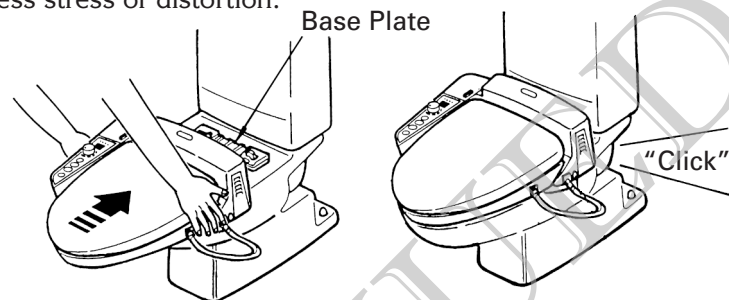
- Mounting your Washlet on the wrong type of toilet may cause undue stress on the base plate and bolts, causing structural instability to the Washlet and possible serious injury.

Caution

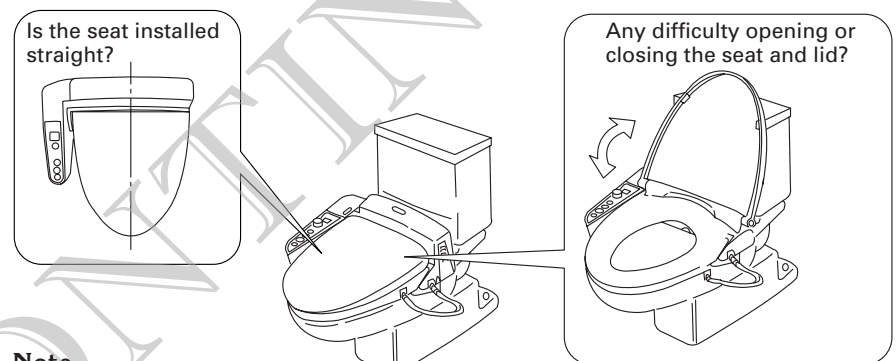
- If you do not hear a click in step 9, repeat this step until you do hear a click. Attempting to force the Washlet into position may damage or break the Washlet. The Washlet should mount with minimal effort. To test the proper mounting of the Washlet, gently pull the unit in the opposite direction of the arrows shown in step 9. A properly mounted Washlet should not slide away from the base plate. Do not attempt to apply more than minimal force.
- Do not overtighten the bolts. Excess tightening may damage the bolts, the base plate, the toilet or the rubber gasket. You should tighten the bolts only enough to hold the base plate firmly in position.

- 9 Mount the Washlet by aligning the grooves underneath the main body with the grooves on the base plate and sliding the main body onto the base plate until it clicks.

Make sure the Washlet can be mounted smoothly and correctly without excess stress or distortion.



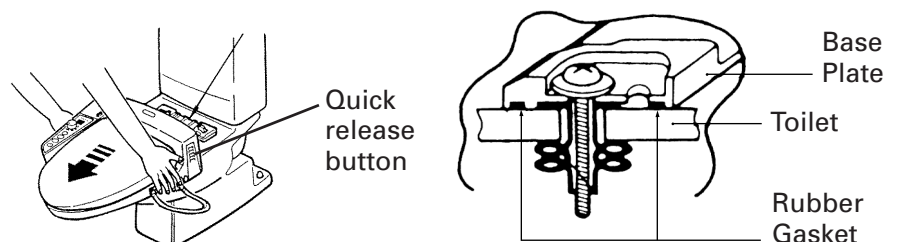
- 10 Check the condition of the washlet after installation.



Note

The base plate can be adjusted forward and backward as needed depending on your toilet. If there is any problem with the installation, remove the main unit and adjust the base plate.

- 11 Remove the Washlet by pressing the quick release button and sliding the main body forward.



- 12 Tighten the bolts securely until the base plate makes contact with the toilet bowl.

The bolts should be securely tightened until the rubber gasket has been flattened and the plastic base plate makes contact with the toilet bowl.

- 13 Mount the Washlet (see step 9).

After you mount the Washlet on the toilet, you should be able to move the Washlet slightly up and down and side to side. This is normal. There is a small gap between grooves in the main unit and base plate to allow easy and smooth mounting.

Installing the Washlet C100 (continued)

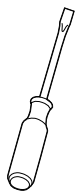
Installing the Junction Valve

The instructions and illustrations for this section are for common toilets found in most homes. Your toilet may vary in appearance. If you cannot find a described fixture or connection on your toilet, you may have a custom toilet installation that requires professional installation for the Washlet.

Tools you will need:



Adjustable Wrench

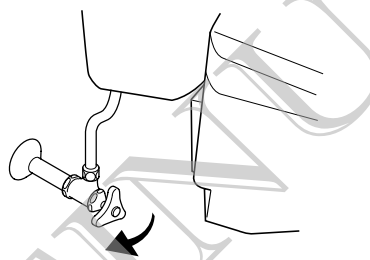


Flathead Screwdriver

1 Close the water supply shut-off valve near the wall.

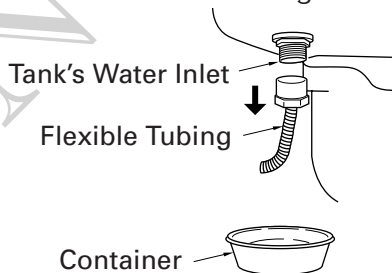
Flush the toilet to empty the water tank, and place a container under the tank's water inlet.

If water flows into the toilet or water tank, check the water supply shut-off valve to make sure it is properly closed. Failure to completely close this valve may result in flooding when the water tube is disconnected in the next step.



2 Remove the flexible tubing (or metal/copper tubing) from the tank's water inlet using an adjustable wrench.

Drain the water from the flexible tubing into a container.



Caution

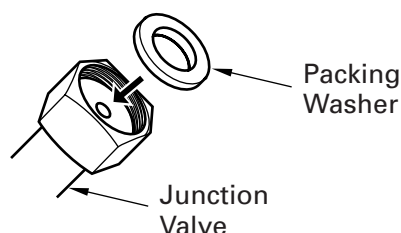
- If you are not familiar with plumbing and installing plumbing fixtures, you may need to hire a contractor to do this installation.
- Improper tightening of a connection, either under-tightening or over-tightening, can result in water leakage.

Notes

- If your tank is connected to the water supply shut-off valve with metal or copper tubing, you must replace it with flexible tubing.
- Check the condition of the flexible tubing. If it is cracked, worn or damaged, replace it before continuing this procedure.

3 Place the packing washer inside the nut on the junction valve, and install the junction valve onto the tank's water inlet.

Make sure the washer is seated properly on the junction valve.



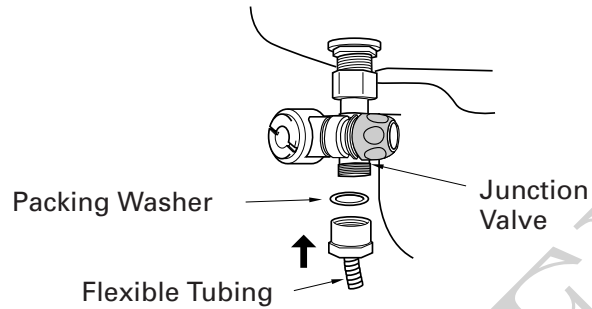
Installing the Washlet C100 (continued)

Caution

- Do not overtighten the nuts. Overtightening can damage the connection and cause leaks. Use moderate pressure to tighten the nuts.
- When tightening the junction valve, make sure that the hose does not become bent. If the hose should become bent, the water supply may not be able to reach the Washlet.
- Do not apply torque to the water inlet on the main unit.

4 Install the flexible tubing onto the junction valve.

You may need to replace the packing washer on the flexible tubing if it is worn or damaged.

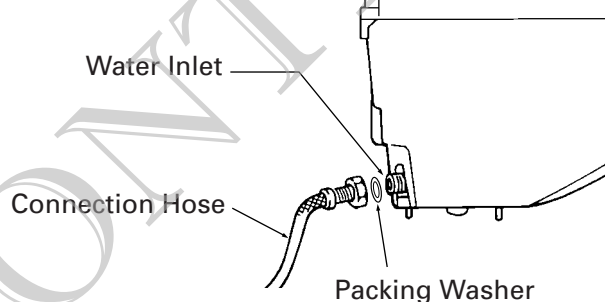


Note

- If you removed metal or copper supply tubing in step 2 above, you must replace it with flexible tubing.

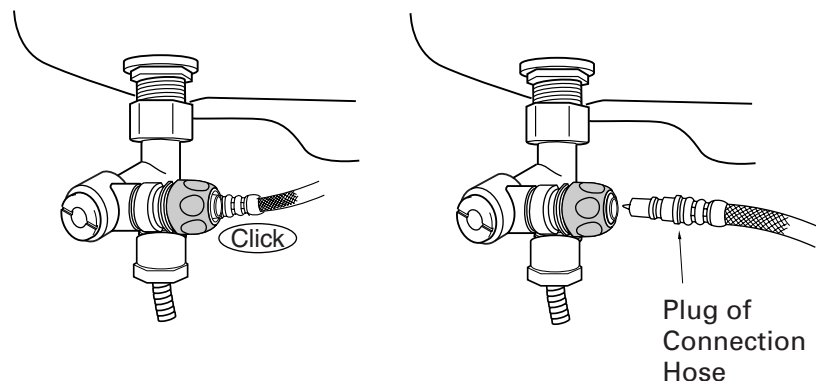
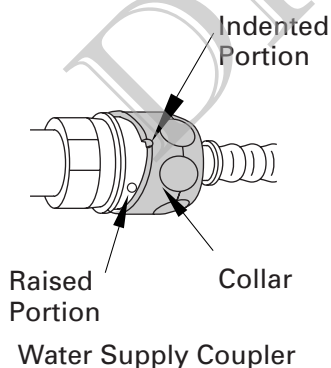
5 Place a packing washer inside the nut on the other end (1/2") of the connection hose and install the hose onto the water inlet of the Washlet.

The water inlet on the Washlet is covered by a protective cap.



6 Insert the plug side of the connection hose into the water supply coupler of the junction valve.

After plugging in the connection, turn the collar 90° in either direction. Accidental disconnection of the coupler may occur if the raised and indented portions are aligned.



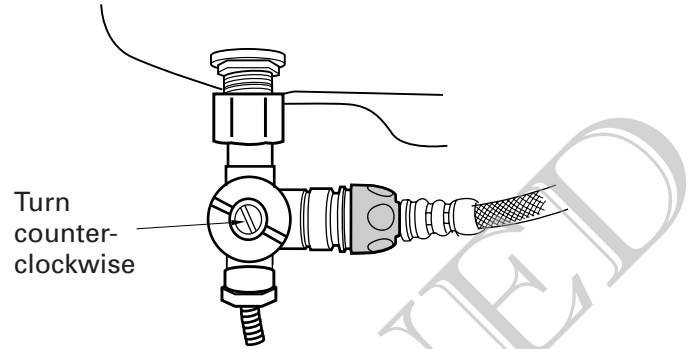
Note

Continue pushing it in until you hear a click.

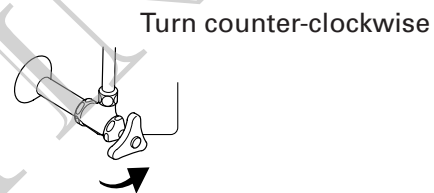
Installing the Washlet C100 (continued)

Supplying Water to the Washlet C100

- 1 Make sure the junction valve is open.
Use a flat-head screwdriver to turn the valve counter-clockwise.



- 2 Slowly open the water supply shut-off valve.
Check each connection for any water leakage. If you find a leak, try tightening the nut or re-install hose and junction valve.



Note
For removal of the connection hose, see page 29 and 30.

Section 2 Using the Washlet C100

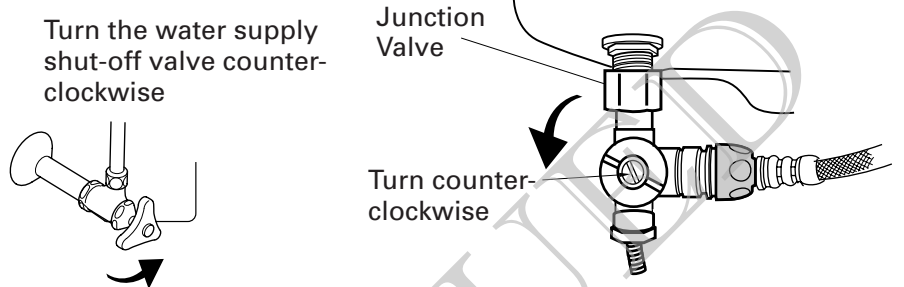
Before Using the Washlet

If this is the first time the Washlet is used, or the water has been drained from the Washlet (see page 29), check the installation and connections, then follow these steps to prepare the Washlet for use.

1 Make sure the junction valve is completely open.

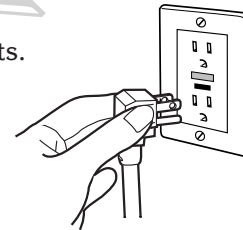
If the junction valve is closed, open it using a flathead screwdriver.

If the shut-off valve close to the wall is closed, turn it counter-clockwise to open.



2 If there are no leaks, and the surrounding area is dry, connect the power cord to a 120V (60 Hz) GFCI protected power outlet.

The Wand extends once, then retracts.

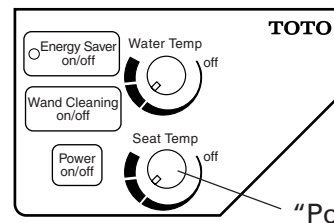
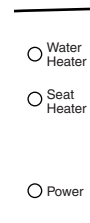


3 Make sure the "Power" indicator is on.

If the "Power" indicator is not on, press the "Power" button on the Control Panel.

Operation Panel

"Power" Indicator



Control Panel (under cover)

"Power" button

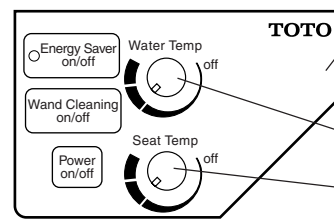
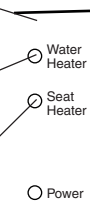
4 Make sure the "Water Heater" indicator and the "Seat Heater" indicator are on.

If they are not on, turn the "Water Temp" dial and the "Seat Temp" dial clockwise and check the indicators again.

Operation Panel

"Water Heater" Indicator

"Seat Heater" Indicator



Control Panel (under cover)

"Water Temp" dial

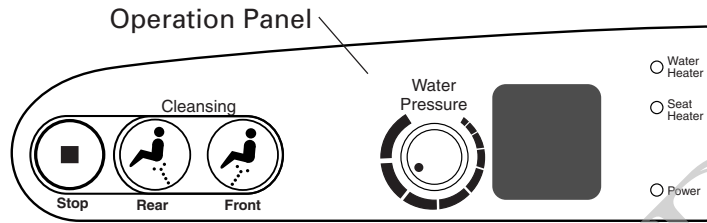
"Seat Temp" dial

Note

The first time the water in the reservoir becomes warm, the water may overflow from the left side of the Cleansing Wand. This is normal.

Using the Washlet

You can operate the Washlet C100 using the buttons on the Operation Panel.



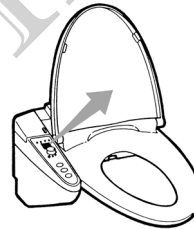
1 Open the lid.

2 Sit down.

The Cleansing features are available.

Note

The seat sensor detects when someone is on the seat. When the seat is occupied, the Cleansing features are available. The seat sensor emits an infrared beam as shown in the drawing. When someone sits in front of the beam, the sensor detects the person.



Caution

- Do not use the Washlet if the Cleansing Wand becomes soiled. (It may cause illness.)
- When you plan not to use the Washlet for a long time (longer than 14 days) or for long-term storage, close the junction valve, drain the water from the main unit and unplug the power cord.

The seat sensor does not work well in the following situations:

- When you bend forward excessively
- When you lean back against the lid
- When you are wearing dark colored clothing
- When the seat sensor window is covered with clothing, dust, or water.

3 When you are ready to cleanse, press the “Front” or “Rear” button.

Warm water sprays upward to cleanse you underneath.

You can adjust the strength of the spray by turning the “Water Pressure” dial.

Notes

You may need to reposition yourself to reduce splashing.

When you use the Washlet C100 for the first time, set the water pressure on low.

4 When you are finished cleansing, press the “Stop” button.

5 Dry yourself with toilet paper.

6 Stand up and close the lid.

Closing the lid helps maintain heat and conserve energy for the Seat Heating feature.

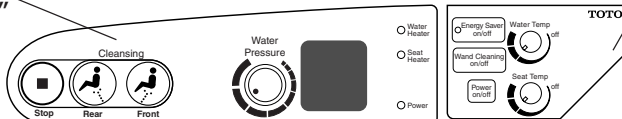
Using the Washlet C100 (continued)

Adjusting the Water and Seat Temperatures

The temperatures of the Water Heater and the Seat Heater can be adjusted with the dials on the Control Panel.

Operation Panel

When the "Water Temp" dial is on, the "Water Heater" indicator is lit. When the "Seat Temp" dial is on, the "Seat Heater" indicator is lit.



Control Panel (under cover)

The "Water Temp" dial lets you adjust the water temperature. The "Seat Temp" dial lets you adjust the seat temperature.

Note

When you use the Washlet C100 for the first time, set these dials within the comfort zone as indicated by the middle shaded area.

Important Safeguards for using the Washlet

- Keep the Washlet away from direct sunlight. (Discoloration and temperature irregularity of the seat may occur.)
- Do not lean against the lid while sitting on the seat. (It may scratch or crack the lid.)
- When a radio is near the Washlet, the radio may pick up interference. Keep the radio away from the Washlet.
- Be sure not to urinate on the Cleansing Wand. (It may cause the Cleansing Wand to malfunction.)
- In case of power failure during washing, do not touch the Cleansing Wand. The Cleansing Wand will automatically retract itself when the power comes back on. (You may hear unusual noises when the power comes back on. This is normal.)
- When you plan to not use the Washlet for a long time (and for long term storage), close the junction valve, drain the water from the main unit, and unplug the power cord (see page 29).
- Unplug the power cord during lightning storms.
- When a small child or an elderly or disabled person is using the Washlet, pay attention to their needs.
- Keep unit from freezing.
- Do not use a direct current (DC) or 240V AC power supply. (It will damage electrical components.)
- Use only TOTO replacement parts.

Using the Washlet C100 (continued)

Using the Energy Saver Feature

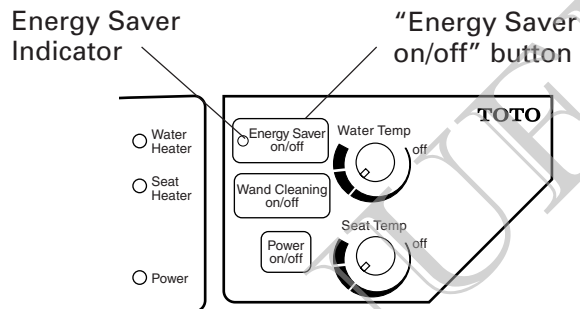
You can set your Washlet C100 to turn off the water heater and seat heater to save energy by pressing the “Energy Saver” button. The heaters turn off for six hours to save energy. Each day afterwards, the Washlet automatically goes into Energy Saving mode at the same time.

Notes

- The default duration of the Energy Saving mode is six hours. However, you can reset the number of hours (see page 20).
- When you expect freezing temperatures, keep the room warm so that the room temperature does not fall below freezing, and turn off the Energy Saver feature.
- In case the power cord is disconnected or a power failure occurs, the timer may not operate correctly on that day, but it should operate as originally set starting on the following day.

■ To start the Energy Saving mode

At the time of day you want to start the Energy Saving mode, press the “Energy Saver” button on the control panel. (The “Energy Saver” indicator lights up and the heaters turn off.)



■ To stop the Energy Saving mode

Press the “Energy Saver” button again. (The “Energy Saver” indicator goes out and the heaters turn on.)

■ Using the Washlet while in Energy Saving mode

During Energy Saving mode, the heaters turn on temporarily as soon as you sit down on the seat. When you stand up the Washlet returns to the Energy Saving mode.

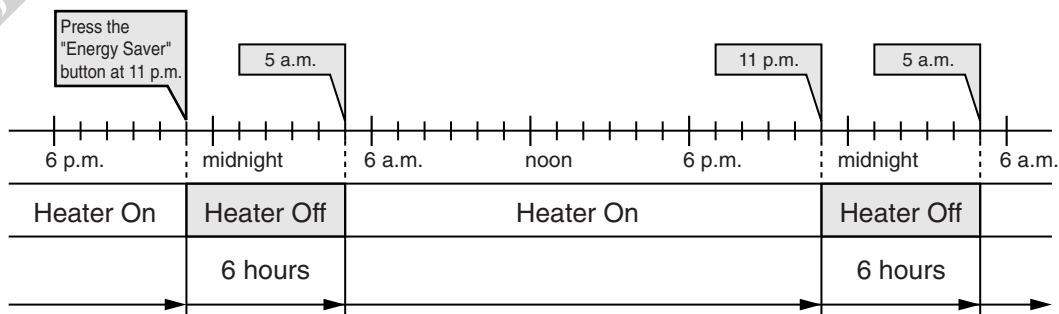
Note

The table below describes the time required for the seat and heater to reach a normal temperature.

	Time required for heating
Water	Within 10 minutes
Seat	Within 15 to 20 minutes

Example

If you press the “Energy Saver” button at 11 p.m., the heaters will remain off until 5 a.m. the next morning to save energy. From the next day on, the heaters automatically turn off from 11 p.m. through 5 a.m.



Using the Washlet C100 (continued)

Resetting the Energy Saving Duration

You can choose three, six, or nine hours as the energy saving duration.

1 Press the “Energy Saver on/off” button.

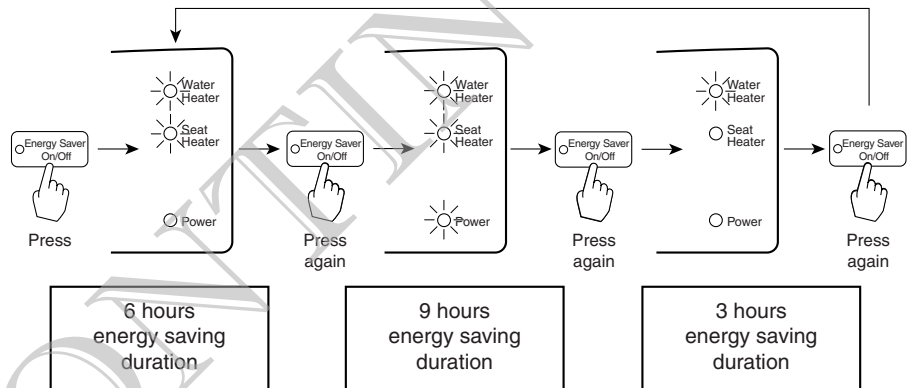
2 Press the “Stop” button for five seconds.

All indicators start flashing.



3 Press the “Energy Saver on/off” button.

The indicators flash in the following combinations. Press the button repeatedly until the desired duration is set.



4 Press the “Stop” button again.

The indicators stop flashing, and the desired energy saving duration is set.

Notes

If you do not press any buttons in Step 3 above, the procedure will be canceled without changing the duration.

If the electric power supply is temporarily shut off while the Washlet is in Energy Saving mode, the duration will be reset to the default and the “Energy Saver” indicator will flash to tell you the duration has been reset.

Section 3 Caring for the Washlet C100

Daily Care

Follow these instructions for daily care of the main unit, seat, and lid.

Warning

- The Washlet is an electric appliance. Unplug the power cord before cleaning.
- Do not splash water or detergent, or urinate on the main unit or power cord. (Doing so may cause electric shock.)
- Do not bend or crush the connection hose. (It may cause a water leak.)

Danger

- Do not use household or toilet cleaning detergent, benzine, thinner, cleanser, or nylon scrubbers. (Using any of these may scratch and crack the plastic, and you may be injured.)

- For general cleaning
Use a soft cloth, wet it with water, squeeze out all of the excess water and wipe the Washlet surfaces.
- When the main unit is soiled
Use a soft cloth lightly moistened with diluted dishwashing detergent to wipe the Washlet surfaces.
After cleaning, wipe the area using a soft cloth lightly moistened with water.
- When toilet bowl cleanser contacts the Washlet
When toilet bowl cleanser contacts the Washlet by accident, use a soft cloth with water and wipe the area immediately.

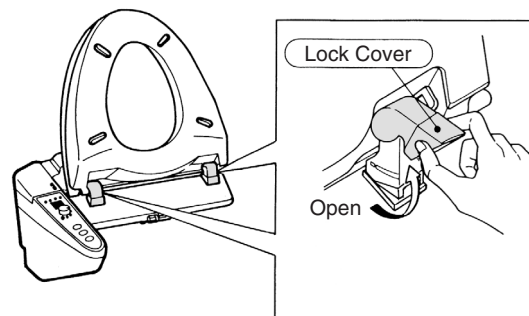
Through Cleaning

To clean the Washlet thoroughly, remove the seat and lid from the main unit. The lid can also be removed from the seat. The toilet seat and lid feature one-touch removal so the main unit can be cleaned thoroughly.

Note

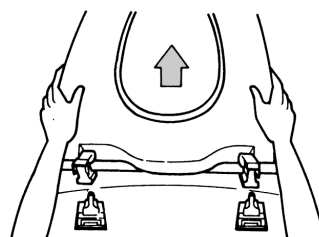
- In an average household, you should clean the Washlet every 14 days or whenever the Washlet is visibly soiled. An average household is defined as four individuals using the Washlet four times a day. Your cleaning schedule may be more or less frequent depending on your particular household usage.

- 1 Raise the seat and lid, then lift open the lock covers located on the left side and the right side.



- 2 Hold the seat and lid with both hands and lift them away from the main unit.

Lay the seat and lid upside-down on a towel or carpeted surface to prevent scratches.



Caring for the Washlet C100 (continued)

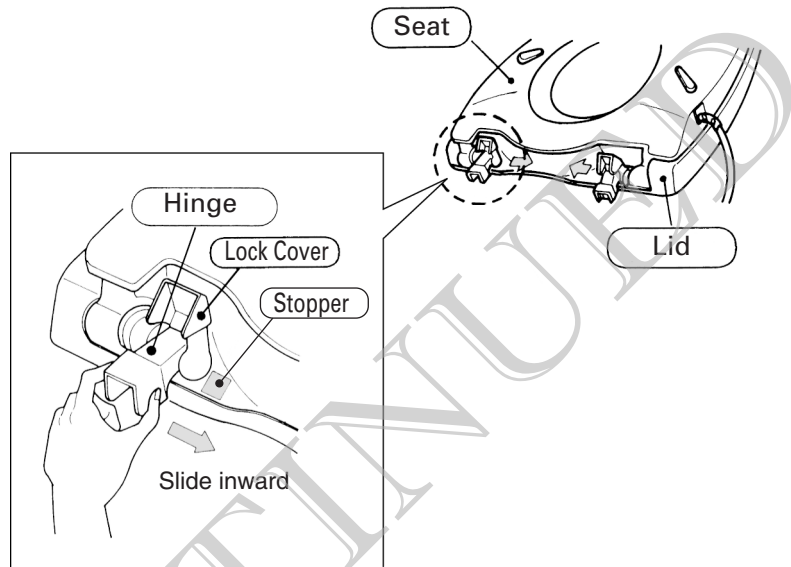
Removing the Lid From the Seat

Caution

- Do not pull the lock covers diagonally or use any unnecessary force.
- The connecting cord cannot be removed. Do not pull on it forcefully.
- After the seat and the lid are removed, set them aside where they will not be scratched.

- 1 Place the lid and seat upside-down on the floor.
Place them on top of a towel or carpeted surface to prevent scratches.

- 2 Slide both hinges inward.



- 3 Lift the seat from the lid.
The hinges and lock covers cannot be removed from the seat.

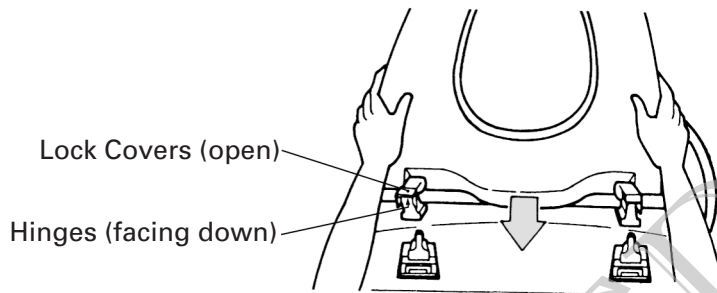
Reassembling the Seat and Lid

- 1 Place the seat on the lid.
- 2 Slide the hinges on both sides outwards into the holes on the inside of the lid.



Caring for the Washlet C100 (continued)

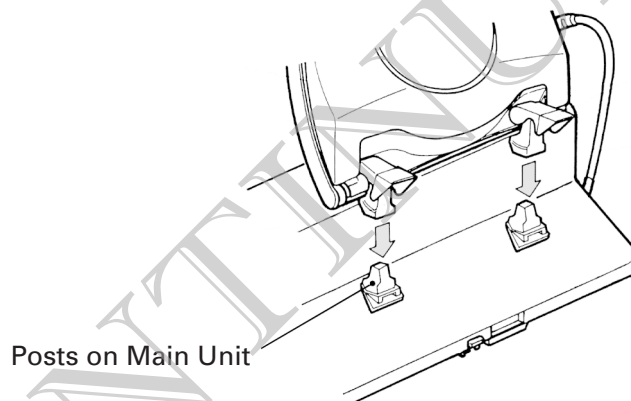
- 3 Hold the seat and lid upright.
Make sure both hinges face down.



Caution

- Make sure the seat cord is not twisted. (The seat cord may get into the space between the seat and the rim of toilet.)

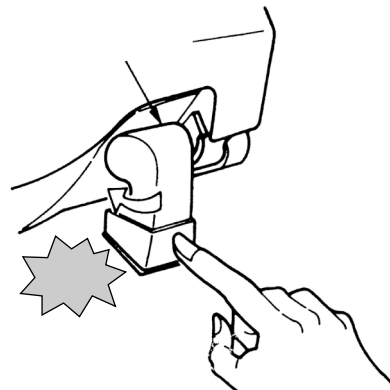
- 4 Position the hinges of the seat and the lid over the posts on the main unit, and lower the seat and lid onto the main unit.



Notes

- Do not put the seat and lid on diagonally or use any unnecessary force.
- Make sure the connecting cord is not twisted.

- 5 Close the lock covers on both sides until they click.
If the lock covers are not securely closed, the seat may come off.



Caring for the Washlet C100 (continued)

Cleaning Underneath the Washlet C100

Detaching the Washlet from the toilet allows you to clean underneath the main unit and the top surface of the toilet.

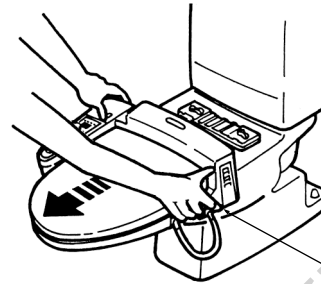
Warning

- This is an electric appliance. Do not splash water or liquid detergents on the main body or power cord. (It may cause fire and electric shock.)
- Do not turn the water drainage lever to the "Open" position while the main unit is detached from the toilet. (It may cause fire and electric shock.)
- Do not place the main unit upside-down. The Washlet might fall into the toilet bowl, or be scratched.
- The Washlet is still connected to the water supply hose. When detaching the Washlet from the toilet, do not pull with too much force. Do not pull on, twist or put a kink in the water supply hose. (It may cause leaking from the water supply hose.)

Danger

- Do not use toilet detergents, house cleaning detergents, benzine, thinner, scouring powder, or scouring pads on this product. (These cleaning products may cause cracks in the Washlet.)

- 1 While pushing the quick release button, pull the Washlet forward.

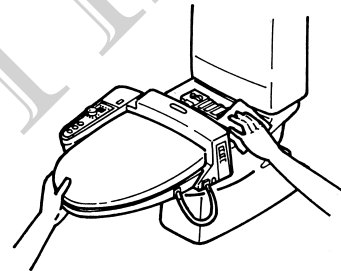


Quick Release Button

- 2 Clean the bottom of the Washlet using a soft, damp cloth.

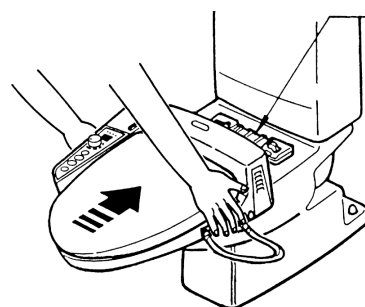
When the Washlet is heavily soiled, use a soft cloth dampened with warm water and a little liquid hand soap.

Other cleaning agents may cause abrasion, cracks and discoloration in the plastic.



- 3 Slide the Washlet onto the base plate until it clicks in place.

See step 9 on page 12 for detailed instructions.



Base Plate

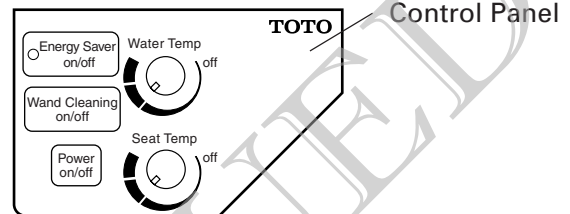
Caring for the Washlet C100 (continued)

Cleaning the Cleansing Wand

The Cleansing Wand can be extended, without spraying water, for easy cleaning. The power cord must be connected to a power outlet.

- 1 Press the “Wand Cleaning on/off” button on the Control Panel.

The Cleansing Wand extends from the main unit. The power cord must be plugged in to extend the Cleansing Wand.



Note

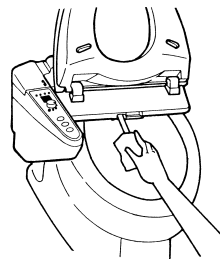
The Cleansing Wand retracts automatically after five minutes.

Warning

- Do not push, pull or turn the Cleansing Wand.
- If the Cleansing Wand appears soiled, clean it immediately.
- Do not use the Washlet if the Cleansing Wand is soiled. (It may cause illness.)

- 2 Clean the Cleansing Wand using a soft, damp cloth.

When the Cleansing Wand is heavily soiled, use a soft cloth dampened with warm water and a mild detergent. Other cleaning agents may cause abrasion, cracks and discoloration in the plastic.



- 3 Press the “Wand Cleaning on/off” button again.

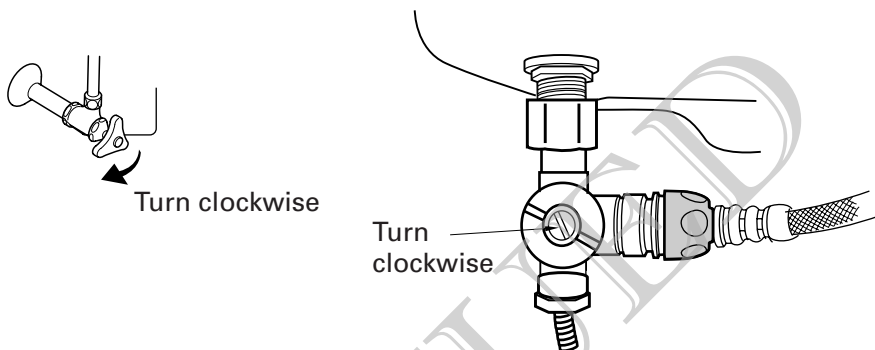
The Cleansing Wand retracts.

Caring for the Washlet C100 (continued)

Cleaning the Strainers

There are two strainers that you need to clean, one is located at the main unit and the other is in the Junction valve unit. When the water pressure becomes weak, you should clean the strainers.

1 Close the water supply shut-off valve and junction valve.

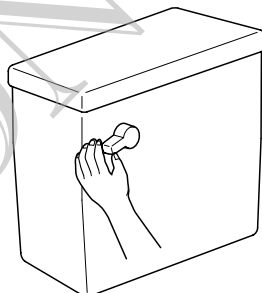


2 To access the strainers, pressure in the both water line and main unit must be reduced first. In order to do this, you must follow these steps.

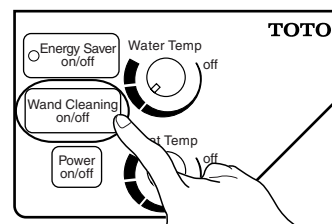
- Flush the toilet.
- Press the "Wand Cleaning" button once on the remote control.
- Press again the "Wand Cleaning" button to retract the wand.

Caution

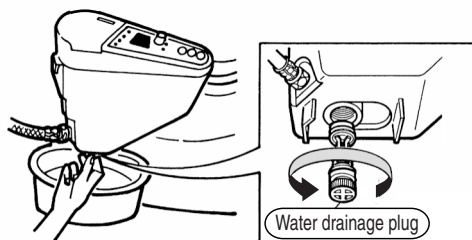
- Rinse the strainer with water. Do not use detergent.
- Do not use a hard brush such as a wire brush.



Control Panel



3 Place a container underneath the water drainage plug. Then turn the water drainage plug counter-clockwise and pull it out gently.



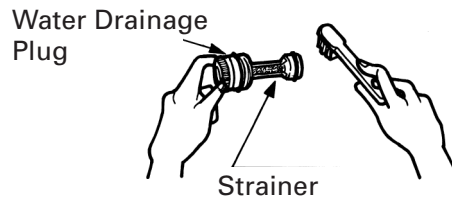
Caring for the Washlet C100 (continued)

Caution

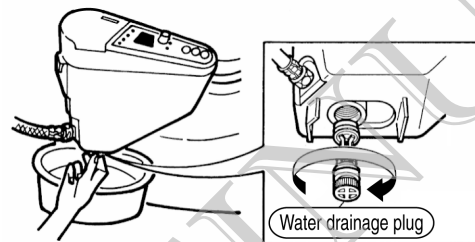
- Rinse the strainer with water. Do not use detergent.
- Do not use a hard brush such as a wire brush.

4 Clean the main unit strainer.

Remove sediment from the strainer using a toothbrush.



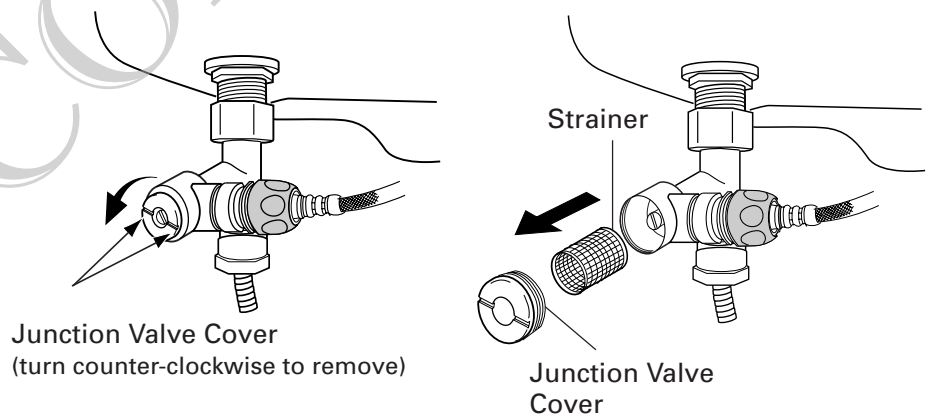
5 Insert the water drainage plug with strainer and push it in gently while turning it clockwise.



6 To access the "junction valve" strainer, the junction valve cover must be removed. Use a large flathead screwdriver or coin and turn the valve cover counter-clockwise.

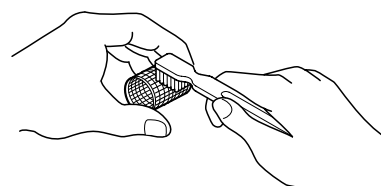
Place a container underneath the junction valve.

After removing the junction valve cover, gently pull the strainer out.



7 Clean the strainer.

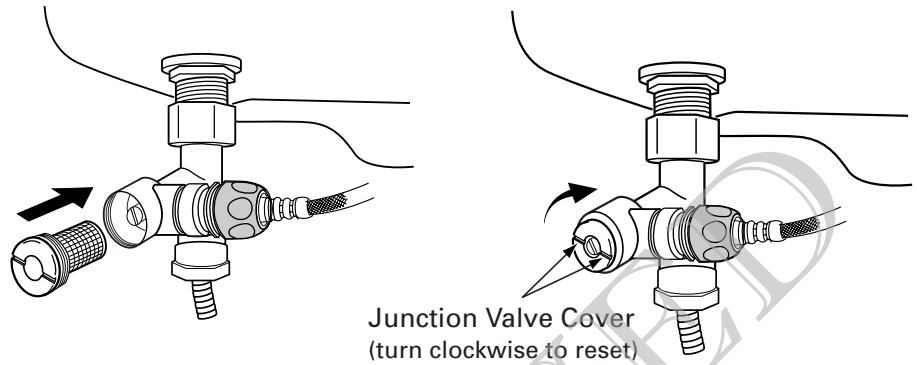
Remove sediment from the strainer using a toothbrush.



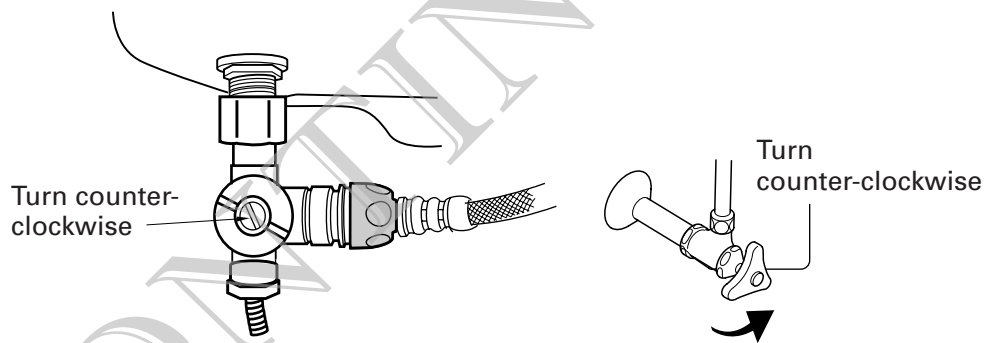
Caring for the Washlet C100 (continued)

8 Insert the junction valve cover with strainer.

Push the junction valve cover with strainer into the junction valve and turn it clockwise. Be sure to tighten it securely.



9 Open the water supply shut-off valve and the junction valve.



Notes

It takes about one minutes to fill up the tank in the main unit.

Make sure that there is no water leaking.

If the remaining water in the hose is frozen and the water does not come out, raise the room temperature in the rest room, and warm up the connection hose with a hot damp cloth.

Section 4 Other Information

Preventing the Washlet from Freezing

To prevent the Washlet from freezing, maintain the temperature in the bathroom so that it does not fall below freezing. If you do not use a heater to do this, you should drain the water from the toilet and Washlet.

If the water inside the Washlet freezes, the main unit may be damaged and cause water leakage may occur. Repairing damage due to freezing is not covered by the limited warranty. When you expect freezing temperatures, keep the bathroom warm so that the room temperature does not fall below freezing, and turn off the Energy Saver Feature (see page 19).

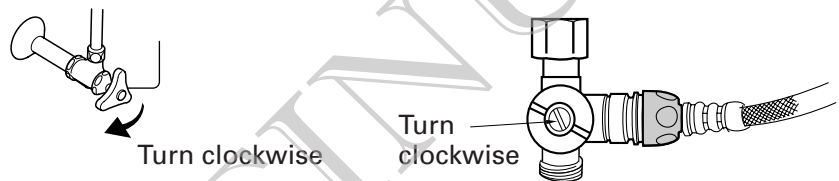
Draining Water from the Toilet and Washlet

If you will not be using the Washlet for several weeks, or you expect freezing temperatures in an unheated room, drain the water from the toilet and Washlet.

When you are ready to use the Washlet again follow the steps in “Before Using the Washlet” on page 16.

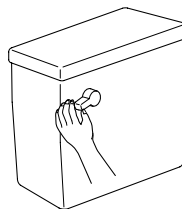
Follow these instructions in order to reduce the water pressure in the line and main unit.

- 1 Close the water supply shut-off valve and junction valve.

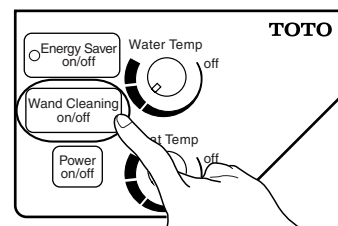


- 2 To drain the water, pressure in the both water line and main unit must be reduced first. In order to do this, you must follow these steps.

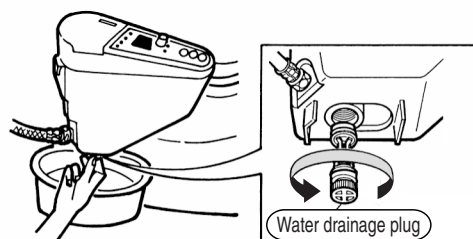
- Flush the toilet.
- Press the “Wand Cleaning” button once on the remote control.
- Press again the “Wand Cleaning” button to retract the wand.



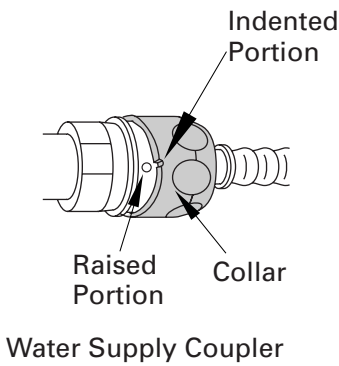
Control Panel



- 3 Place a container underneath the water drainage plug. Then turn the water drainage plug counter-clockwise and pull it out gently.

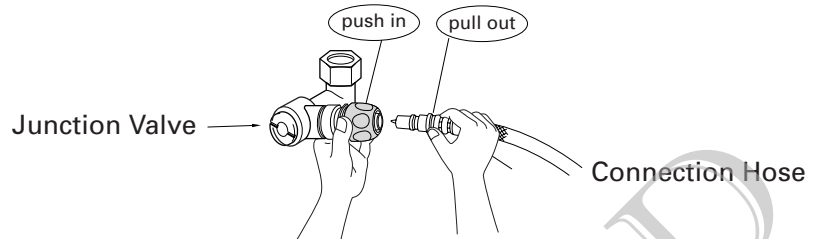


Other Information (continued)

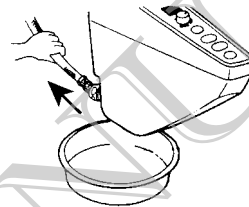


4 Removing the Connection Hose.

Line up the raised portion of the water supply coupler with indented portion and push in. While pushing in on the water supply coupler, pull out the connection hose.

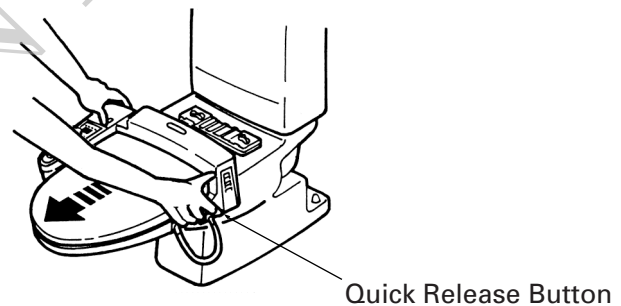


5 Remove the connection hose and hold it up to drain the water from the hose.

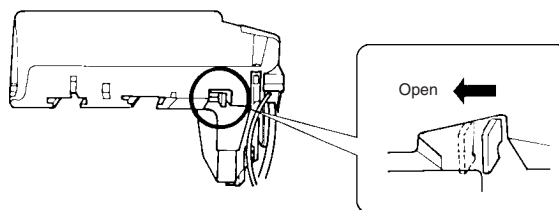


6 Remove the Washlet from the toilet bowl by pressing the quick release button and sliding the main unit forward.

Place the main unit forward on the toilet bowl after it is removed. (See the illustration below.)



7 Open the water drainage lever.

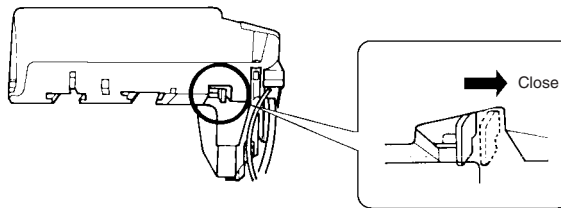


Water (about 1.5 oz.) comes out of the bottom of the main unit and pours into the toilet bowl.

Do not hold the main unit diagonally. Water may leak away from the toilet bowl.

Other Information (continued)

- 8 Close the water drainage lever.



- 9 Mount the Washlet.
See step 9 on page 12 for detailed instructions.

- 10 Insert the water drainage plug with strainer and push it in gently while turning it clockwise. Then, press the "Wand Cleaning" button again.



- 11 Disconnect the power cord.

- 12 Pour a small amount of antifreezing agent into the remaining water in the toilet bowl to prevent freezing.

Note

- When you are ready to use the Washlet again, follow the steps in "Before Using the Washlet" on page 16.

Troubleshooting



Warning

Do not disassemble, repair, or modify the Washlet C100.
(It may cause electric shock and fire.)

Before contacting a repairman, check the following common problems and solutions.

Main Features		
Problem	Cause	Remedy
Overall functions are not working.	Power failure.	Wait until the power is restored.
	Power cord unplugged.	Plug in the power cord (see page 16).
	Power turned off.	Press the "Power" button (see page 16).

Cleansing Features		
Problem	Cause	Remedy
The water doesn't run.	The water supply is turned off.	Press the "Stop" button and wait until the water supply comes back on.
	The toilet's shut-off valve is closed. The junction valve is closed.	Open the shut-off valves (see pages 15–16).
	The water drainage lever is in the "open" position.	Slide the water drainage lever to the "close" position (see page 31).
The water pressure is low.	The "Water Pressure" dial is set too low.	Turn the "Water Pressure" dial clockwise to a higher setting (see page 17).
	The strainer is not clean.	Clean the strainer (see page 26).
The water is cold.	The "Water Temp" dial is turned off. (The "Water Heater" indicator is not lit when the "Water Temp" dial is turned off.)	Turn the "Water Temp" dial clockwise to a higher setting (see page 18).
	The Washlet has been cleansing continuously for a long time.	Press the "Stop" button and wait for about 10 minutes.
	The Energy Saving feature is on.	Remain seated and wait until the water warms up (see page 19).
The water stops running while cleansing.	The Wash feature automatically stops five minutes after the "Front" or "Rear" button is pushed.	Press the "Front" or "Rear" button again.

Troubleshooting (continued)

Seat Heating Features

Problem	Cause	Remedy
The seat is cold.	The “Seat Temp” dial is turned off. (The “Seat Heater” indicator is not lit when the “Seat Temp” dial is turned off.)	Turn the “Seat Temp” dial clockwise to a higher setting (see page 16).
	The Energy Saving feature is on.	Remain seated and wait until the seat warms up (see page 19).

Soft Closure

Problem	Cause
The seat and lid close faster when closed together.	Due to the added weight of the lid, the seat and lid combination may close faster. This is normal.
The speed of the seat and lid closure varies in summer and winter.	The speed of the seat and lid closure may vary with changes in room temperature and the frequency of Washlet use. This is normal.

Sitting Sensor

Problem	Cause	Remedy
When you press the “Front” or “Rear” button, the Cleansing feature operates even though the seat is not occupied.	The seat sensor window is covered.	Do not cover the seat sensor window.
	The seat sensor window is dirty or wet.	Clean the seat sensor window.
The Cleansing feature does not work even though the seat is occupied.	The seat sensor may not detect you depending on the way you are sitting, the color of your clothing, or the material of your clothing.	Change the way you sit and/or hold your arms near the seat sensor window.
	The seat sensor window is covered with clothing, dust, or water.	Remove the clothing, dust, or water.

Energy Saving Feature

Problem	Cause	Remedy
The Energy Saving feature operates at the wrong time.	Have you had a power failure? (The setting time may sometimes be cleared.)	Press the “Energy Saver on/off” button and reset the time (see page 19).
The seat sometimes does not become warm.	During the energy saving time, the seat heater is off. When the seat is occupied, the heater should start operating.	This is not a malfunction under the Energy Saver mode.

Others

Problem	Cause	Remedy
The main unit moves both up and down and right and left.	A little movement may occur due to the design of the main unit and base plate. The gaps between the grooves allow for easy one-touch removal of the main unit.	This is not a malfunction.

* If the remedies above do not solve your problem, please contact the installation company, dealer, or TOTO Technical Support at 1-888-295-8134 for repair.

Specifications

Item		Contents	
Rated Power Source		AC 120 V 60 Hz	
Maximum Power Consumption		570 W	
Standard Power Consumption per Hour*		37 WH	
Length of Power Cord		Approx. 3 feet (1 meter)	
Cleansing System	Amount of Water to be Sprayed	Rear Cleansing	Approx. 0.10 to 0.29 gallon per minute under a pressure equal to 29 p.s.i., adjustable.
		Front Cleansing	Approx. 0.13 to 0.26 gallon per minute under pressure equal to 29 p.s.i., adjustable.
	Allowable Temperature for Spraying Water		Approx. 86° to 104°F (30° to 40°C)
	Capacity of Heater		500 W
	Capacity of Tank		0.27 gallon
	Safety Devices		Overheat Protector, Thermal Fuse, Float Switch for preventing heating with no water in the tank.
Backflow Prevention		Vacuum Breaker and Check Valve	
Seat Heating System	Surface Temperature		Adjustable Range: Approx. 86° to 97°F (30° to 36°C)
	Heater Capacity		50 W
	Safety Device		Temperature Fuse
Water Supply Pressure		Minimum Required: 20 p.s.i. (when flowing) Maximum Pressure: 80 p.s.i.	
Temperature of water being supplied		32° to 95°F (0° to 35°C)	
Product Dimensions	SW823	Round Type	20 ⁵ / ₁₆ x 19 ⁹ / ₁₆ x 11 in. (516 x 497 x 280 mm) (w/d/h)
	SW824	Elongated Type	20 ⁵ / ₁₆ x 20 ³ / ₄ x 11 in. (516 x 527 x 280 mm) (w/d/h)
Product Weight	SW823	Round Type	11 lb. 14 oz. (5.4 kg)
	SW824	Elongated Type	11 lb. 14 oz. (5.4 kg)

*Calculation based on an average usage of 12 times per day.

Limited Warranty

One Year Limited Warranty

- 1) TOTO USA, Inc (“TOTO”) warrants its products to be free from manufacturing defects under normal use and service for a period of one (1) year from the date of purchase. This warranty is extended only to the ORIGINAL PURCHASER.

TOTO’s obligations under this warranty are limited to repair or replacement, at TOTO’s option, of products or parts found to be defective, provided that such products were properly installed and used in accordance with instructions. TOTO reserves the right to make such inspections as may be necessary in order to determine the cause of the defect. TOTO will not charge for labor or parts in connection with warranty repairs or replacements. TOTO is not responsible for the cost of removal, return and/or reinstallation of products.

- 2) This warranty does not apply to the following items:
 - a. Damage or loss sustained in a natural calamity such as fire, earthquake, flood, thunder and/or electrical storm, etc.
 - b. Damage or loss resulting from any unreasonable use, misuse, abuse, negligence, or improper maintenance of the product.
 - c. Damage or loss resulting from removal, improper repair, or modification of the product.
 - d. Damage or loss resulting from sediments or foreign matter contained in a water system.
 - e. Damage or loss resulting from improper installation or from installation of a Washlet in a harsh and/or hazardous environment.
- 3) This warranty applies only to the Washlet, and not to any other items such as the toilet bowl, etc.
- 4) To obtain warranty repair service under this warranty, you must take the defective product or deliver it prepaid (shipping and handling) to an authorized TOTO USA, INC. service center. To find the closest authorized dealer, please call 1-800-350-TOTO (8686).
- 5) In order for this limited warranty to be valid, TOTO USA, INC. must receive the completed attached warranty registration card and your proof of purchase within 30 days of the original purchase date.
- 6) If the danger label which has been placed over the seams on the back of the Washlet’s main unit is broken or otherwise not intact, this limited warranty is void.

This written warranty is the only warranty made by TOTO. Repair or replacement as provided under this warranty shall be the exclusive remedy available to the purchaser. TOTO shall not be responsible for loss of the product or for other incidental, special or consequential damages or expenses incurred by the purchaser, or for labor or other costs due to installation or removal, or costs of repairs by others, or for any other expense not specifically stated above. TO THE EXTENT PERMITTED BY LAW, TOTO DISCLAIMS ALL OTHER IMPLIED WARRANTIES INCLUDING THAT OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. TOTO ALSO DISCLAIMS ANY LIABILITY FOR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES. Some states do not allow limitations of how long an implied warranty lasts or the exclusion or limitation of special, incidental or consequential damages, so these limitations and exclusions may not apply to you. This warranty gives the consumer specific legal rights. You may also have other rights that vary from state to state. This warranty is to the original purchaser only, and excludes product damage due to installation error, product abuse, or product misuse, whether performed by a contractor, service company, or the consumer.

Warning! TOTO shall not be responsible or liable for any failure of, or damage to, this plumbing product or product component caused by either chloramines in the treatment of public water supply or cleaners containing chlorine (calcium hypochlorite).

Note: The use of a high concentrate of chlorine or chlorine related products can seriously damage the fittings. This damage can cause leakage and serious property damage.

THIS IS OUR EXCLUSIVE WRITTEN WARRANTY.

TOTO

1155 Southern Road
Morrow, GA 30260
(770) 282-8686

DISCONTINUED