

**TOTO®**

Instruction Manual with Warranty Information

**Washlet® B100**

TCF6401U



Enjoy the convenient features

**How to Use**

Extend product life and maintain cleanliness

**Maintenance**

Troubleshooting tips for the product

**What to Do?**

Every joyful day starts in the bathroom

**washlet®**

2014.2.17  
D08568S

# Frequently asked Questions

This section presents some of frequently asked questions regarding use of the Washlet.

QUESTION

1

What is the Seat Switch?

When you sit on the toilet seat, the seat switch turns ON, enabling you to use various features. > See Page 9 for details.

The toilet seat lowers.

Switch ACTIVATED!

The seat switch is built in here.

QUESTION

2

Why do the Washlet features not operate when the buttons on the control panel is pressed?

The features cannot be used unless the seat switch is ACTIVATED. > See Page 9 for details.

QUESTION

3

Why are toilet seat and water sometimes not warm?

If the energy saving LED is on, the energy saving feature may be keeping the toilet seat and water from warming. > See Page 21 for details.

QUESTION

4

How can energy be saved?

> See Page 18 for details.

QUESTION

5

What is needed to care for and clean the Washlet?

> See Page 22 for details.

- Thank you very much for your recent purchase of the TOTO Washlet. Please read this instruction manual to ensure proper use.
- The specifications, model number, etc. are subject to change without prior notice.

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# Safety Precautions

Be sure to follow these precautions.

Please read the descriptions in this "Safety Precautions" section before using your Washlet.  
The precautions shown below are important for safe usage. Be sure to follow them.



**DANGER**

This symbol indicates the mishandling may result in death or serious injury.



**WARNING**

This symbol indicates the mishandling may result in injury or physical damage.

## READ ALL INSTRUCTIONS BEFORE USING

The following symbols are used to indicate important safety instructions for the use of the product.

Symbol	Definition
	The  symbol indicates a prohibited use of the product. The symbol to the left means "Do not disassemble this product".
	This symbol is used to indicate a required step in the use of this product. The symbol to the left means "Always follow this precaution".

- This product is classified as Class 1 Equipment and must be grounded.
- Install this equipment where the electrical outlet is accessible.
- 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.
- Use the new hose set included with this equipment. Do not reuse an old hose set.



**DANGER**

Avoid direct contact with water	<b>Do not wash the main unit or electrical plug with water or detergent.</b> <ul style="list-style-type: none"> <li>• Doing so may cause fire or electrical shock.</li> </ul>
Do not use this product in wet or damp places	<b>Do not install the product in a room where the humidity can exceeds 90% RH.</b> <ul style="list-style-type: none"> <li>• Doing so may cause fire or electrical shock.</li> </ul>
Do not disassemble	<b>Never disassemble, repair or modify this product.</b> <ul style="list-style-type: none"> <li>• Doing so may cause fire or electrical shock.</li> </ul>
Do not handle the electrical plug with wet hands	<b>Do not handle the electrical plug with wet hands.</b> <ul style="list-style-type: none"> <li>• Doing so may cause electrical shock.</li> </ul>
	<b>Do not continue to use the product if it is malfunctioning.</b> <ul style="list-style-type: none"> <li>• If the following occurs, disconnect the electrical plug from the wall outlet, and close the water shutoff valve to prevent the water flow. <div> <div>Possible malfunctions:</div> <div> <ul style="list-style-type: none"> <li>• Water leaks from either the main unit or the water pipes.</li> <li>• The product makes a strange noise or emits a strange odor.</li> <li>• The product feels extremely hot.</li> <li>• The product is cracked or broken.</li> <li>• The product is smoking.</li> </ul> </div> </div> </li> <li>• Continued use of a product that is malfunctioning may result in fire or electrical shock or cause water damage.</li> </ul>



**DANGER**

	<b>Avoid damaging the electrical cord or toilet seat cord.</b> <div> Do not crack, bend, twist or pull the cords.  Do not treat or heat the cords or place heavy objects on top of them </div> <ul style="list-style-type: none"> <li>• Use of damaged electrical cords may result in a short circuit, electrical shock or fire.</li> </ul>
	<b>Do not use a loose or faulty electrical outlet.</b> <ul style="list-style-type: none"> <li>• Doing so may cause fire or electrical shock.</li> </ul>
	<b>This product should be used with 120V, 60Hz electrical current only.</b> <ul style="list-style-type: none"> <li>• Use of multi-prong outlet adapters with this product may result in overheating or fire.</li> </ul>
	<b>Do not use a water supply that is not tap or potable well water (underground water.)</b> <ul style="list-style-type: none"> <li>• Use of water that is not safe for drinking may cause irritation or injury to the skin.</li> </ul>
	<b>Do not install the Washlet on moving bodies such as automobiles, boats and vessels.</b> <ul style="list-style-type: none"> <li>• Otherwise, fire, electric shock or trouble may be caused.</li> <li>• The Washlet may dislodge and fall, causing injury.</li> </ul>
	<b>Improper use of heated toilet seats can result in a low-grade burn.</b> <ul style="list-style-type: none"> <li>• When sitting on the heated toilet seat for extended periods of time, turn the temperature setting to OFF.</li> <li>• Make sure that the temperature setting for the heated toilet seat has been set to the OFF position before being used by the following: <div> <ul style="list-style-type: none"> <li>- Young children, the aged or users who cannot perform appropriate setting of the temperature.</li> <li>- Sick or disabled users who do not have freedom of movement.</li> <li>- Users who are on medication that causes drowsiness.</li> <li>- Users that have consumed a great deal of alcohol or who are extremely tired and may fall asleep while using the toilet.</li> </ul> </div> </li> </ul>
	<b>Periodically remove dust and dirt from the electrical plug and make sure it is securely plugged into the wall outlet.</b> <ul style="list-style-type: none"> <li>• Failure to do so may result in electrical shock or fire.</li> <li>• Pull the plug out from the outlet and wipe clean with a dry cloth.</li> </ul>
	<b>Do not unplug by pulling on cord. To unplug, grasp the plug, not the cord.</b> <ul style="list-style-type: none"> <li>• Pulling on the cord may cause damage and result in electrical shock or fire.</li> </ul>
	<b>Preliminary studies in females suggest that overuse of continuous spraying can increase the possibility of vaginal mucosa drying and potential reduction in desirable microbial organisms.</b> <b>Although these studies have not been validated, please consult your healthcare provider for concerns regarding whether these circumstances may apply to you.</b> <b>More importantly, if you are an individual suffering from any immune deficiency as a result of disease, chemotherapy, or other medical condition compromising the immune system you should consult your healthcare provider before use of this product.</b>
Removal of the electrical plug	<b>When removing the main unit for cleaning, be sure to unplug the electrical cord from the wall outlet to prevent the risk of electrical shock.</b>
Grounded Outlet	<b>Make sure that a properly grounded (3 prong) outlet has been installed.</b> <ul style="list-style-type: none"> <li>• Failure to install in a grounded outlet could result in electrical shock in the event of a malfunction or short circuit.</li> </ul>

**WARNING**

**Use only a mild dish detergent diluted with water to clean your Washlet. Do not use the following to clean the Washlet.**

Toilet bowl cleaner, household cleaner, benzene, paint thinner, powdered cleanser, or nylon scrubbing pads.

- Use of any cleaning product other than diluted dish detergent may crack the plastic and cause injury to the user or may damage the hose resulting in water leakage.

**Do not stand on or place heavy objects on top of the toilet.**

- To avoid injury or damage to the toilet unit, do not stand on or place heavy objects on top of the toilet.

**Do not raise the toilet seat or lid while objects are resting on top of the toilet.**

- Lifting the toilet seat/cover with objects resting on them could cause the main unit to become detached, resulting in injury.

**Do not bend or crush the water hose.**

- Otherwise, water leakage may occur.

**To prevent sudden water leakage, do not remove the water filter with drain valve when the water shutoff valve is open.**

- Refer to Page 28 for instructions on cleaning the water filter.
- Do not install base plate to Washlet when not attached to the toilet.  
R Fire or damage may result.

**Do not use this product while smoking.**

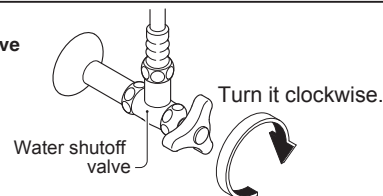
- To avoid the risk of fire, do not smoke while using this product.

**When not using the Washlet over an extended period of time, drain the water out of the hose and pull the electrical plug from the wall outlet.**

- Water left standing in the toilet hose over an extended period of time could cause irritation to the skin.

Refer to Page 31 for instructions on draining the hose.

**If water leakage should occur, always close the water shutoff valve and then turn off the water.**



**When installing the water filter drain valve, make sure that it is securely tightened in its proper position.**

- Improper tightening of the water valve may result in water leakage.

**Preventing damage due to frozen pipes and hoses.**

- Frozen water pipes will cause the main unit and the pipes to break, resulting in water leakage.
- Regulate the room temperature to prevent the pipes and hoses from freezing during cold months.

Refer to Page 29,30 for instructions on how to prevent frozen pipes.

**Push the Washlet securely into the base plate.**

- Push the Washlet until a click sound is heard and then pull it slightly toward you to make sure that the Washlet does not come off.
- Otherwise, the Washlet may dislodge and fall whereby causing injury.

**DANGER** To reduce the risk of electrocution:

1. Do not use while bathing.
2. Do not place or store the product where it can fall or be pulled into the tub or sink.
3. Do not place in or drop into water or other liquid.
4. Do not reach for the product when it has fallen into water. Unplug immediately.

**WARNING** To reduce the risk of burns, electrocution, fire or injury to persons:

1. Close supervision is necessary when this product is used by, on, or near children or invalids.
2. Use this product only for its intended use as described in this manual. Do not use attachments not recommended by the manufacturer.
3. Never operate this product if it has a damaged cord or plug, is not working properly, has been dropped or damaged, or has been dropped in water. Return the product to a service center for examination and repair.
4. Keep the cord away from heated surfaces.
5. 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 other similar items.
6. Never use while sleepy or drowsy.
7. Never drop or insert any object into any opening or hose.
8. Do not use outdoors. Do not operate where aerosol (spray) products are being used or where oxygen is being administered.
9. Connect this product to a properly grounded outlet only. See Grounding Instructions.
10. Reservoir should be filled with water only.

> See "Grounding Instructions" in Page 8.

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



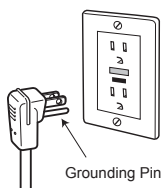
**DANGER-** Improper use of the grounding plug can result in a risk of electric shock.

If repair or replacement of the cord or plug is necessary, do not connect the grounding wire to either flat blade terminal.

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

This product is factory equipped with a specific electric cord and plug to permit connection to a proper electric circuit. 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. Do not modify the plug provided - if it will not fit in the outlet, have the proper outlet installed by a qualified electrician. If the product must be reconnected for use on a different type of electric circuit, the reconnection should be made by qualified service personnel.

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



Grounding Pin

Save these instructions.

## Operational Precautions

Please follow the below instructions.

### For prevention of flaws and damage

Do not wipe the main unit, toilet seat, toilet lid and other parts made of plastic with dry cloth, toilet paper, etc.

> See "Maintenance" in Page 22.

© Wipe the Washlet with well-squeezed wet, soft cloth.

Do not lean back against the toilet lid.

### For prevention of trouble

Avoid wetting the main unit and the wand with urine.

Do not use the Washlet with the toilet lid removed.

### If there is a possibility of lightning strike

Unplug the power beforehand.

© Otherwise, trouble with the product may occur.

### For prevention of malfunctions

Do not expose the product to direct sunlight. Otherwise, discoloration or temperature variation of the heated seat may be caused.

Use radios, etc. away from the Washlet. Electrical noise may be heard from the radio.

Do not put any objects on the toilet seat or toilet lid. Do not press on the seat or lid by hand.

Otherwise, the seat switch may turn ON and, when you touch the switch on the control panel, warm water will come out from the wand and wet the floor.

(The seat switch turns ON when a load is applied to the toilet seat and toilet lid.)

If the Washlet is used with a booster seat for infants or a soft highchair over the toilet seat, remove it after use.

Some functions cannot be use in this case.

### About the seat switch

• When you sit on the toilet seat, the seat switch is ACTIVATED, enabling you to use various functions.

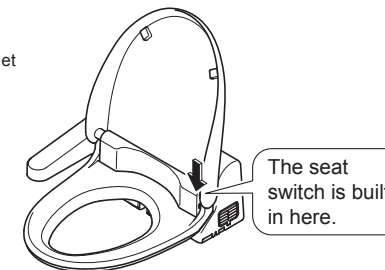
\* The seat switch may not turn ON unless you sit back on the toilet seat.  
(When a child uses the Washlet, the seat switch may not be ACTIVATED by their light body weight.)



(Not sitting back)

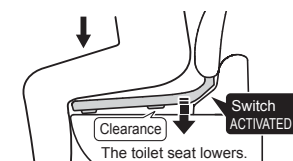


(Sitting back)



• A click sound is heard when the seat switch is ACTIVATED.

• Since the toilet seat is designed to move up and down, a clearance is provided between the toilet seat cushion and the toilet bowl.

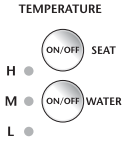


## Introduction to Features

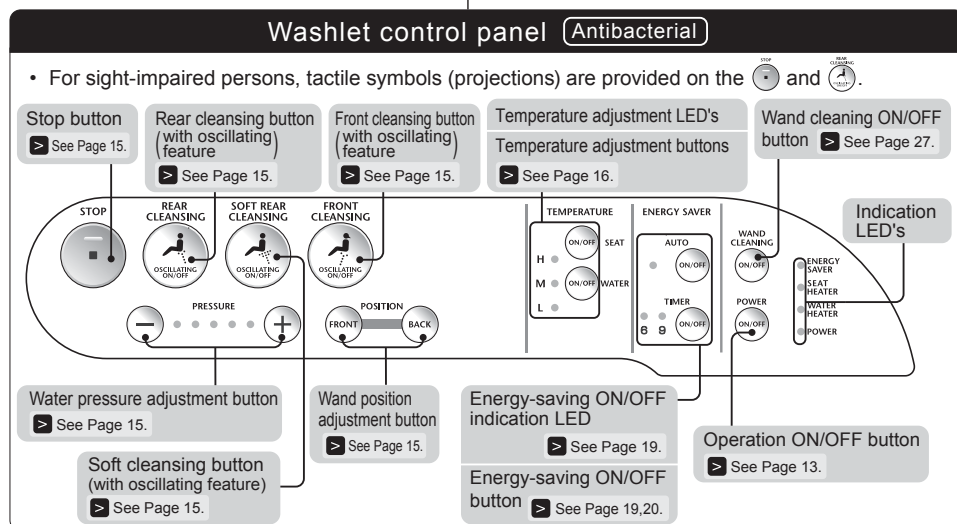
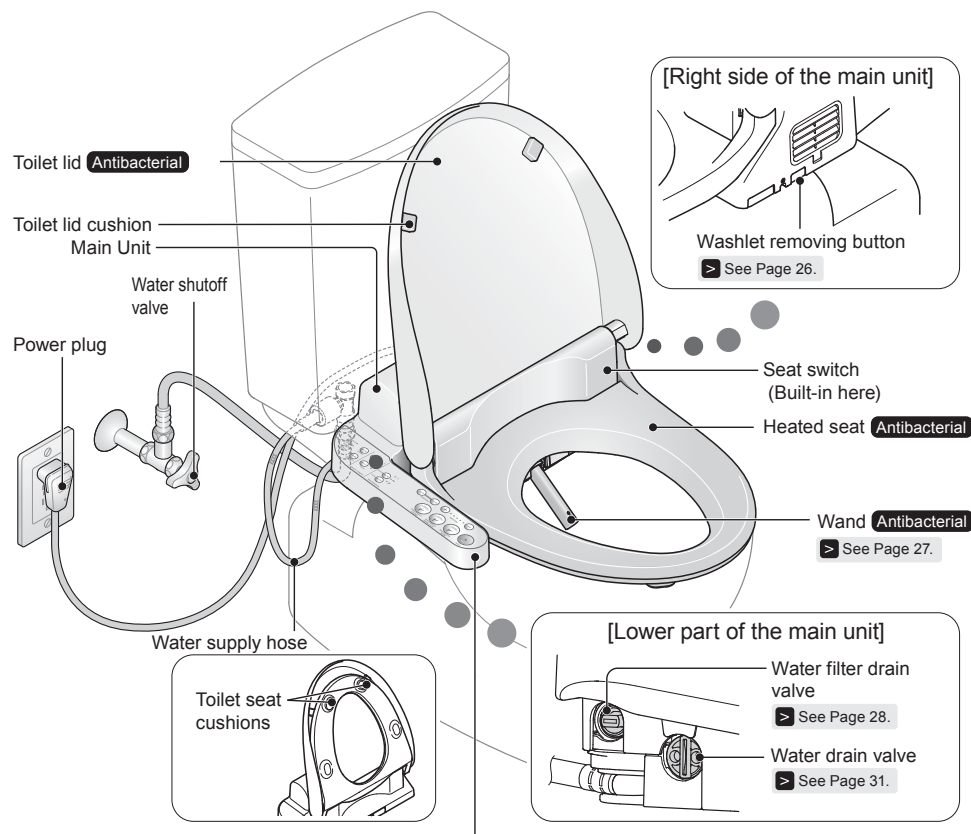
Washing Features		Ref. Page
Rear cleansing	Washes your rear.	15
Soft cleansing	Washes your rear with mild water pressure.	15
Front cleansing	Serves as a bidet for ladies.	15
Wand position adjustment	The wand position can be adjusted to the front or rear.	15
Water pressure adjustment	The water pressure can be adjusted to soft or strong in rear washing.	15
Oscillation	The wand moves back and forth to wash your rear thoroughly.	15
Convenience Features		Ref. Page
Heated seat	The toilet seat is heated.	16
Temperature adjustment	The temperature of the warm water and toilet seat can be adjusted.	16
Seat sensor (Seat switch)	Functions start working when you sit on the toilet seat.	9
Soft closing	The toilet seat and the toilet lid move down gently to close.	—
Energy-Saving Features		Ref. Page
Timer energy-saving	Once set, the toilet seat heater and the warm water heater are turned OFF to save energy. (The energy-saving time can be set to either 6 hours or 9 hours.)	19
Auto energy-saving	The Washlet memorizes the time period where the toilet is used less frequently and lowers the toilet seat temperature automatically to save energy.	19
Operation ON/OFF button	When this button is set in the OFF position, the heated seat operation stops to enable economical energy-saving.	12
Sanitary Features		Ref. Page
Removable toilet lid	The toilet lid can be removed easily.	25
One-touch removal	The Washlet can be removed by one-touch operation to facilitate cleaning.	26
Antibacterial coating	The parts that come in direct contact with skin, such as the toilet seat, buttons, etc. are treated with an antibacterial coating.	12
Self-cleaning	The wand end is washed automatically before and after washing.	—
Thorough wand cleaning	The wand body is washed thoroughly when it extends and retracts.	—
Wand cleaning button	The wand can extend without spraying water for easier cleaning.	27

## Initial Settings

The table shows the factory settings of each function.

Functions	Initial Settings		Ref. Page
Warm water temperature	Medium	 <p>The temperature can be adjusted with these buttons.</p>	16
Toilet seat temperature	Medium		16
Auto energy-saving	OFF		19
Timer energy-saving	OFF	The timer energy-saving feature can be set to "ON" or "OFF".	19
		The energy-saving time can be changed.	

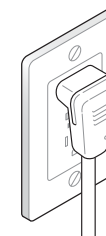
## Part Names



## Preparing to Use the Washlet for the First Time

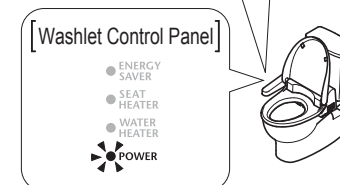
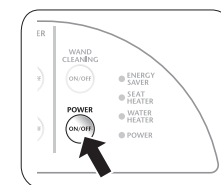
### 1: Check the power plug.

- 1 Make sure that the power plug is inserted into the outlet.



- 2 Check the LED's on the control panel.

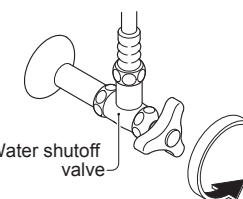
- None of the features can be used unless the "POWER" LED is lit. (Except during energy-saving)
- If the "POWER" LED is not lit, press the **POWER ON/OFF** button on the Washlet control panel. (The LED lights up.)



### 2: Open the water shutoff valve.

- 1 Fully open the water shutoff valve.

Turn the water shutoff valve in the direction of arrow.





# Standard Use

## 1 Sit on the toilet seat.

The seat switch is activated to enable you to use the functions.

> See "About the seat switch" in Page 9.



Sit back on the toilet seat.

○ The seat switch may not activate if you do not sit back.

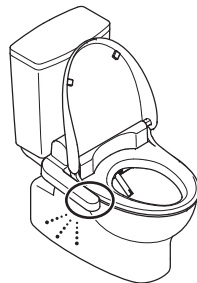
○ When you sit back on the toilet seat, the best washing position is ensured and water splashing is minimized.

## 3 Stand up from the toilet seat.



## 2 Wash and stop

Choose a function from the Washlet control panel.



◎ Tap water or potable water is used directly for the Washlet. (Water in the toilet tank is not used.)

◎ Because the internal water heater is a tank-type, consecutive use before the new water in the tank can be heated will result in lower water temperature.

◎ To keep your Washlet clean, drain the water remaining in the wand (for about 30sec.).

◎ Water sometimes comes out from around the wand. This is due to expansion of the water in the warm water tank.

## Washlet control Panel

You can use various functions.

### Stop Button

Stops rear washing, soft washing and bidet.

### Rear Cleansing Button (Oscillation ON/OFF)

Washes your rear.

> See below for Oscillation feature.

### Soft Cleansing Button (Oscillation ON/OFF)

Washes your rear with mild water pressure.

> See below for Oscillation feature.

### Front Cleansing Button (Oscillation ON/OFF)

Serves as bidet.

> See below for Oscillation feature.

### Water Pressure adjustment button

You can adjust the water pressure as desired to 5 different levels.

\* The water pressure adjustment LED's lights up when you sit on the toilet seat.

Water pressure adjustment LED display

Weak

Strong

### Wand position adjustment button

You can adjust the washing position as desired to 5 different points.

\* The washing position returns to the standard position (3rd point) when you stand up from the toilet seat.

### Oscillation feature

The wand moves back and forth to wash your rear thoroughly.

- Press the button you want to use.
- Press the same button again. Oscillation feature starts.
- Press the same button one more time. Oscillation feature stops.

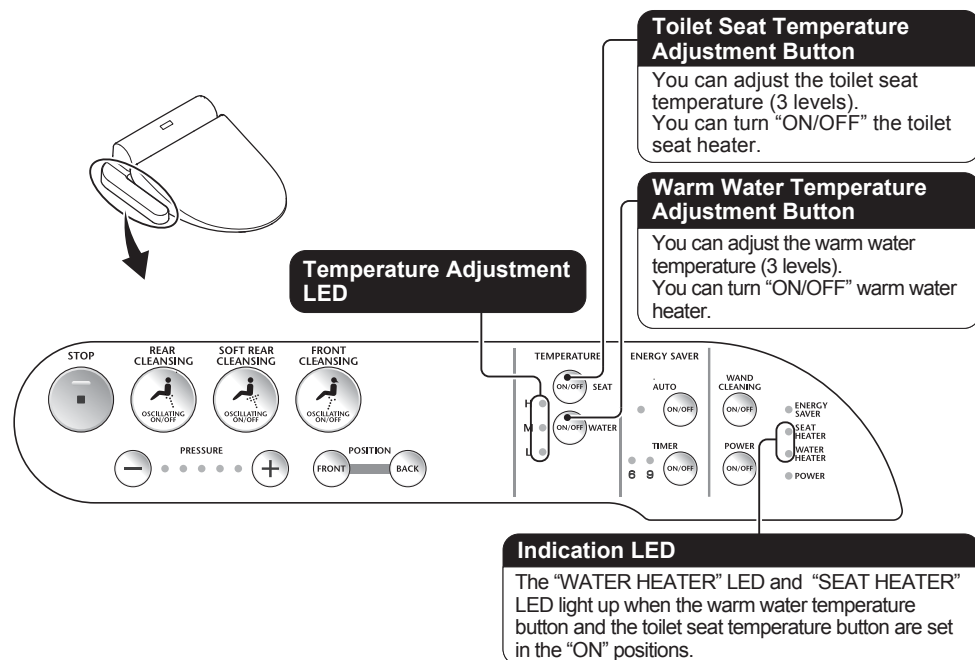


# Convenience Features

## Adjusting the temperature

The temperature of warm water, toilet seat and drying air can be adjusted from the temperature buttons on the Washlet control panel.

Use your Washlet at the desired temperature.



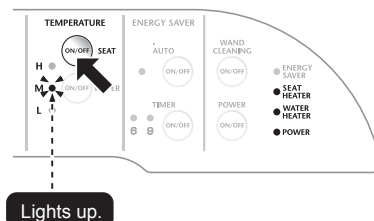
### 1 Press the temperature adjustment button(s) on the Washlet control panel.

Press any of the **ON/OFF SEAT** and **ON/OFF WATER** buttons to change the temperature.

The temperature adjustment LED indicates the current temperature level.

**Tip** The temperature adjustment LED is used jointly to indicate warm water temperature and toilet seat temperature. The temperature level of the pressed button is indicated only when the temperature adjustment button is pressed.

[Example: Change the toilet seat temperature]



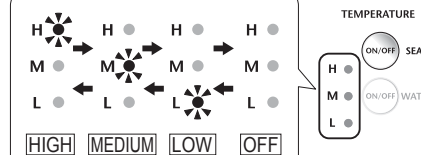
### 2 Press the temperature adjustment button repeatedly until the temperature reaches the desired level.

The temperature adjustment LED lighting changes each time the button is pressed.

**Tip** The temperature adjustment LED goes out when you remove your hand from the button for about 10 sec. If the LED goes out during temperature adjustment, press the button again and set the temperature to the desired level.

Setting Complete

[Change of the temperature adjustment LED lighting]



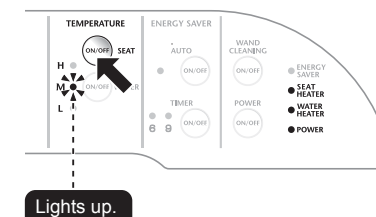
To turn the warm water temperature and toilet seat temperature "OFF"

### 1 Press the temperature adjustment button(s) on the Washlet control panel.

Press either of the **ON/OFF SEAT** or **ON/OFF WATER** buttons to set them in the OFF position

The temperature adjustment LED indicates the current temperature level.

[Example: Turn "OFF" the toilet seat heater]



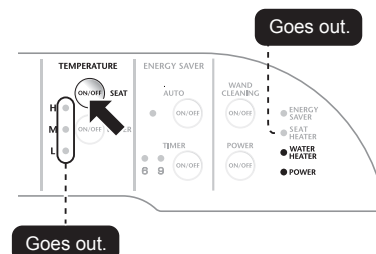
### 2 Press the temperature adjustment button repeatedly until the temperature adjustment LED goes out.

**Tip** When the temperature adjustment LED goes out, the temperature indication LED goes out at the same time.

Setting Complete

To set the temperature adjustment button in the ON position again, press either of the **ON/OFF SEAT** or **ON/OFF WATER** buttons to set them in the ON position and light up the temperature adjustment LED.

**Tip** When the temperature adjustment LED lights up, the temperature indication LED lights up at the same time.



# Selectable Energy-Saving

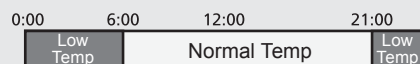
## The Washlet can save energy automatically.\*

It is wasteful to consume electric energy in the night and early morning when members of the household are asleep.

### Auto energy-saving

The Washlet memorizes the times that the toilet is used, finds the time period where the toilet is used less frequently and lowers the toilet seat temperature (26°C) automatically in that time period to save energy.

**Example** The toilet is used less frequently from 21:00 to 6:00.



> See "how to set the energy-saving feature" in Page 19.

## The user can save energy by setting a timer.

Users are often away from home at the same time of the day.

### Timer energy-saving

Once set, the toilet seat heater and the warm water heater will be turned OFF automatically at the same preset time everyday. The energy-saving time period can be set to either 6 hours or 9 hours.

**Example** The toilet is not used from 8:00 to 17:00.



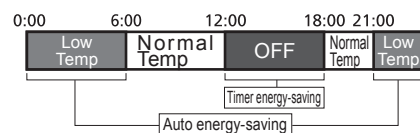
> See "how to set the energy-saving feature" in Page 19.

The auto energy-saving mode and the timer energy-saving mode can be used at the same time.

### Timer energy-saving + Auto energy-saving

When the timer energy-saving mode is not in operation, the Washlet works in the auto energy-saving mode to save energy.

**Example** The timer energy-saving and the auto energy-saving modes are combined.



> See "how to set the energy-saving feature" in Page 19 and 20.

The Washlet can be used even while energy-saving is set. (The toilet seat will be heated temporarily while you sit on the toilet seat.)

\* It takes about 10 days to find the time periods when the toilet is used less frequently.

## Saving energy automatically Auto energy-saving

### How to save energy automatically

#### 1 Press the button.

The LED indication changes each time this button is pressed.

<Set to the OFF position>

Press the button repeatedly until the auto energy-saving ON/OFF LED goes out.

Setting Complete

<Set to the ON position>

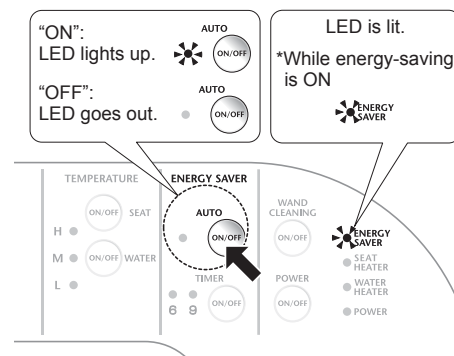
Press the button repeatedly until the auto energy-saving ON/OFF LED lights up.

Setting Complete

Energy is saved automatically by lowering the toilet seat temperature. The energy-saving LED lights up when the time period where the toilet is used less frequently is reached.



- It takes about 10 days to find the time period when the toilet is used less frequently.
- When you sit on the toilet seat (seat switch is "ON"), the energy-saving LED goes out.



## Saving energy by designating a time period Timer energy-saving

### How to save energy using the timer

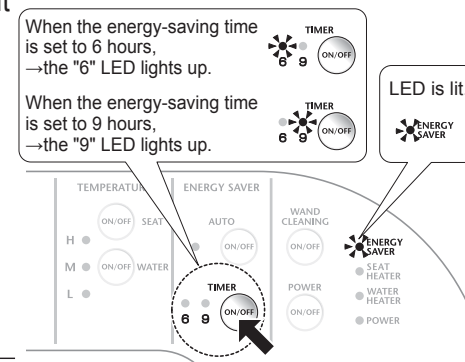
**Example** | Energy is saved from 1:00 am to 7:00 am (for 6 hours)

#### 1 When the time (1:00 am) you want to start saving energy is reached, press the button repeatedly until the "6" LED lights up. The LED indication changes each time this button is pressed.

The LED indication changes each time this button is pressed.

The energy-saving LED lights up.

Setting Complete



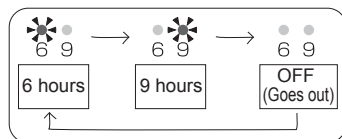
- When you sit on the toilet seat (seat switch is "ON"), the energy-saving LED goes out.

Changing the energy-saving time period The energy-saving time can be changed to either 6 hours or 9 hours.

## 1 Press the button.


The LED indication changes each time this button is pressed.

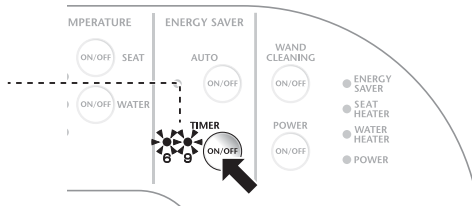
Press the button repeatedly until the LED of the time you want to set lights up.



\* To change the energy-saving time (6 hours or 9 hours), set the timer again to the time you want to start saving energy.



When changing the time to start saving energy, first stop the timer energy-saving mode then press the  button again to set the time you want to start saving energy.

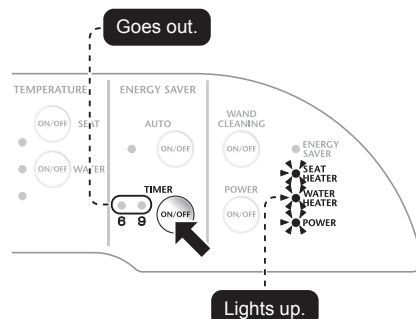


## Disable the timer energy-saving mode

## 1 Press the button until the "Timer energy-saving" LED goes out.

Energy-saving stops.

The "POWER", "WATER HEATER" and "SEAT HEATER" LED's on the control panel light up.



## When using the timer energy-saving feature and the auto energy-saving feature at the same time

When enabling both features, you can enable them in any order.

## 1 Set the timer energy-saving mode.

> See page 19 for instructions on how to enable the timer energy-saving mode.

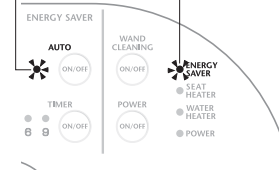
## 2 Set the auto energy-saving mode.

> See page 19 for instructions on how to enable the auto energy-saver mode.

## LED indication during energy-saving

### In auto energy-saving mode

Lights up.



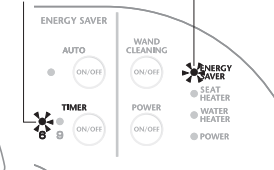
- Toilet seat heater: Low temperature
- Warm water heater: Preset temperature

### Timer energy-saving mode

(When the timer is set to 6 hours)

Lights up.(Orange)

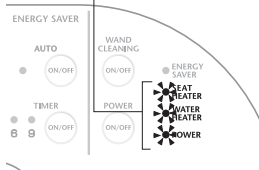
Lights up.



- Toilet seat heater: OFF
- Warm water heater: OFF

### During normal operation

Lights up.(Green)



- Toilet seat heater: Preset temperature
- Warm water heater: Preset temperature



When you sit on the toilet seat (seat switch is "ON"), the energy-saving LED goes out.



## Economical energy-saving

- Adjust the temperature to a lower level.  
It saves energy to adjust the temperature to a lower level.
- Close the toilet lid.  
When the toilet lid is kept closed, the heat on the surface of the toilet seat does not readily dissipate and energy is saved.
- Set the "POWER ON/OFF" button in the OFF position when the Washlet is not to be used for a long period of time.

Energy is saved when the  button is kept in the OFF position.

> See "Washlet control panel" in page 12

# Maintenance

## Before cleaning your Washlet



Cleaning the wrong way may damage your Washlet.  
Clean your Washlet using cleaning detergents and tools suitable to the materials of each part.

### Cleaning the main unit, toilet seat and toilet lid

Materials: Plastic (resin) or rubber

Basic cleaning tools

Neutral kitchen detergent

Soft cloth



Do not use the following to clean parts made of plastic (resin) or rubber.



Thinner, benzine, cleanser, nylon scrubber, dry cloth and toilet paper

### Cleaning the toilet bowl and tank

Material: Earthenware

Basic cleaning tools

Toilet bowl brush

Toilet bowl cleaner (without abrasive)

Soft cloth



Do not use the following to clean parts made of ceramic material.



Strong acidic or alkaline detergents, abrasive cleanser, metal brush and nylon scrubber impregnated with abrasive soap

### Cleaning the water shutoff valve

Material: Metal

Basic cleaning tool

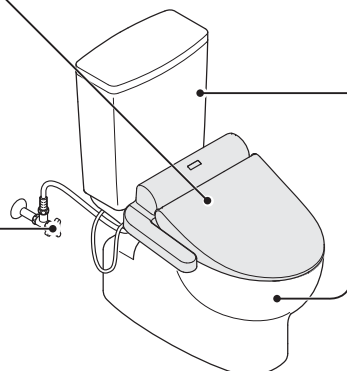
Soft cloth



Do not use the following to clean metal parts.



Scrubber, nylon scrubber, cleanser, scouring powder, detergent containing coarse particles, thinner, benzine, chlorine-based detergent and strong alkaline chemicals



The components can be removed for thorough cleaning.

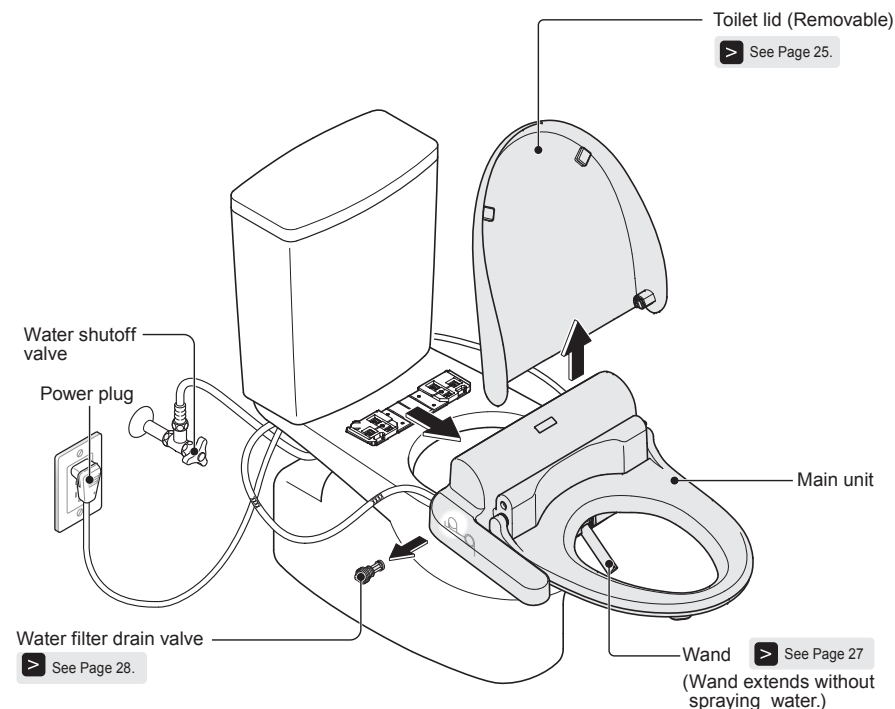


For safety reasons, unplug the power.

\* Except when the "WAND CLEANING" function is being used.

\* The timer energy-saving feature is reset when the power is unplugged.  
Rest the timer energy-saving features.

(The timer energy-saving LED at which time has been set flickers.) > See Page 19.



# Cleaning the Main Unit

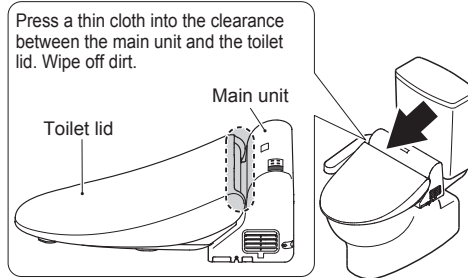
## Cleaning the main unit, toilet seat and toilet lid

Daily

**1** Unplug the power.

**2** Wipe with a soft, wet cloth that has had excess water rung from it.

- Wipe gently while pressing the cloth with your palm and without scratching the surface with your nails.
- Use a thin cloth for wiping the clearance between the Washlet main unit and the toilet lid.



**3** Insert the power plug.



- Ⓢ Do not wipe plastic parts with dry cloth or toilet paper. They may be damaged. Otherwise, the dirt repellent effect of the wand body may decrease.
- Ⓢ The Washlet is an electric appliance. Use due care not to allow water to penetrate the unit. Completely wipe off detergent that may remain in the clearance between the main unit and the toilet bowl.
- Ⓢ Do not push or pull the wand cover with undue force. (Otherwise, breakage may occur.)

### For heavy dirt

- Use neutral kitchen detergent on a soft cloth and wipe gently while pressing the cloth with your palm.
- Wipe with a damp cloth.

## Cleaning the area between the toilet seat and toilet lid

Monthly

The toilet lid can be detached for thorough cleaning.

### How to detach the toilet lid

**1** Unplug the power.

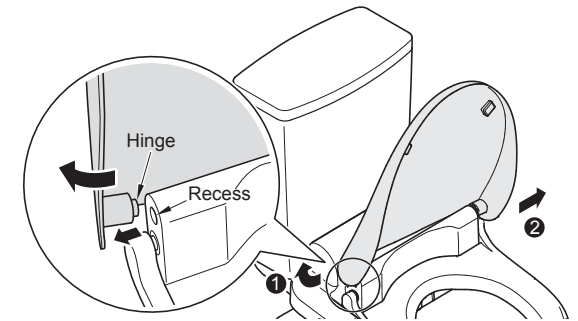
**2** Hold the toilet lid as shown in the figure.

- Tilt the toilet lid slightly toward you to facilitate detaching.

**3** **①** Pull the left side outward, remove the hinge from the recess and raise the toilet lid.

**②** Remove the right side.

\* Careful not to pinch your fingers.



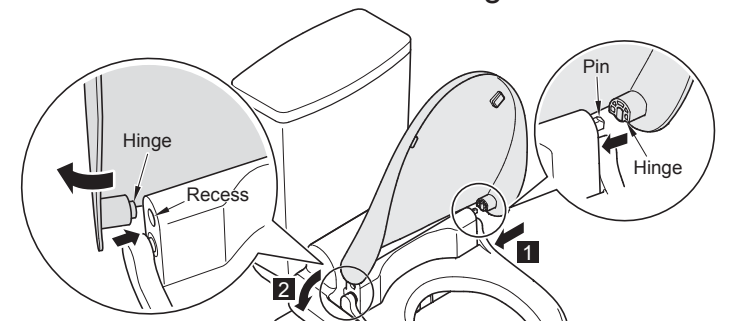
**4** Clean the main unit, toilet seat and toilet lid.

> "Cleaning the main unit, toilet seat and toilet lid" on Page 24.

### How to attach the toilet lid

**1** Insert the pin and the hinge on the right side.

**2** Pull the left side outward and insert the hinge in the recess.



**3** Insert the power plug.

# Cleaning the clearance between the main unit and the toilet bowl

Monthly

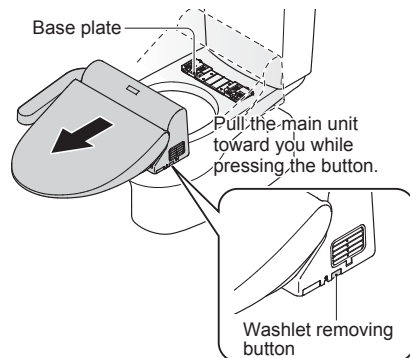
The main unit can be removed to enable you to clean the top of the toilet bowl and the bottom of the main unit.

## 1 Unplug the power.

## 2 Remove the main unit.

Pull the main unit toward you while pressing the main unit removal button on the right side of the main unit.

\* Since the water supply hose and the power cord are connected to the main unit, do not pull the main unit excessively.



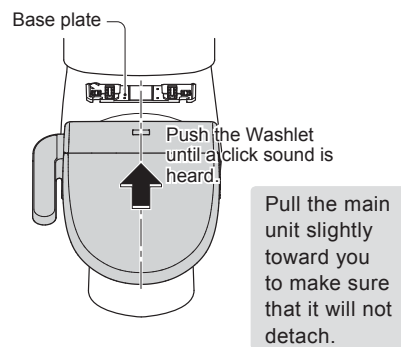
## 3 Clean.

Clean using the same procedure as in "Cleaning the Main Unit" [▶ on Page 24.](#)

## 4 Mount the main unit.

① Align the center of the main unit with the center of the base plate.

② Slide the main unit on the toilet bowl and push it forward completely until a click sound is heard.



## 5 Insert the power plug.

# Cleaning the wand and around the wand

Monthly

The wand extends without spraying water to facilitate cleaning.

## 1 Press the button on the control panel of the main unit.

The wand extends.

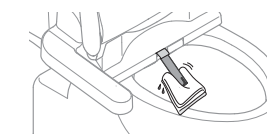
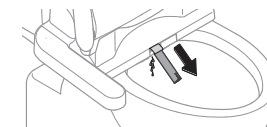
- The cleansing water comes out from the base of the wand.
- The wand retracts automatically in about 5 min.



## 2 Clean.

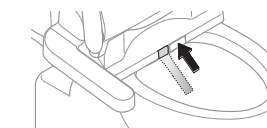
Wipe the wand with a damp soft cloth.

\* Do not pull, push or press the wand with undue force. (Otherwise, the wand may be damaged or break.)



## 3 Press the button again.

The wand retracts and cleans itself automatically.





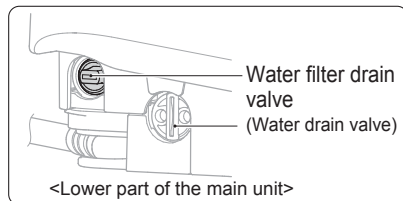
# When you feel water pressure has weakened

## Cleaning the water filter drain valve

Semi-annually

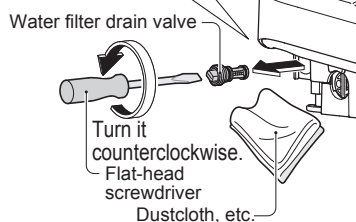
**1** Close the water shutoff valve to stop the water supply. See Page 33.

**2** After pressing the button to extend the wand, press the button again to retract the wand.  
(By so doing, pressure in the piping is released.)



**3** Remove the water filter drain valve.

Loosen the water filter drain valve using a flat-head screwdriver. Then pull to remove the water filter drain valve.



### CAUTION



Do not remove the water filter drain valve when the water shutoff valve open.  
• Otherwise water may gush out.

**4** Clean.

- Remove foreign particles completely using toothbrush, etc.
- Remove any dust accumulated in the hole of the water filter drain valve using a cotton-tipped swab, etc.



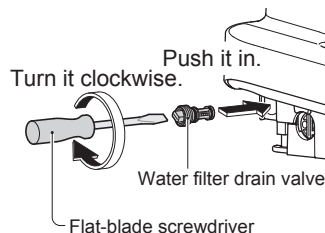
○ Wash it with water (no detergent).

**5** Insert the water filter drain valve.

### CAUTION



Tighten the water filter drain valve securely.  
• If it is not tightened securely, water may leak.



Tighten it securely using a flat-head screwdriver.

**6** Open the water shutoff valve. See Page 13.

# Troubleshooting

## Freeze Damage Prevention



Ⓢ Do not use the energy-saving feature if there is a risk of the product being exposed to freezing temperatures.  
The product may be broken by internal water freezing.

See Page 19,20 to stop the energy-saving feature.

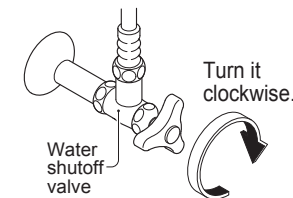
Ⓢ Warm the bathroom so that the temperature around the product is not below freezing or take appropriate measures against freezing temperatures.

Ⓢ If the water in the product freezes, parts may break, resulting in water leakage.

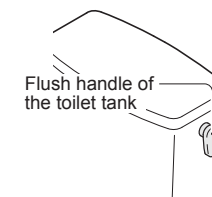
### How to drain the water in the toilet tank

**1** Drain the water in the toilet tank.

**1** Close the water shutoff valve and stop water supply.





**2** Turn the flush handle of the toilet tank to the full flush side to deplete the toilet tank.



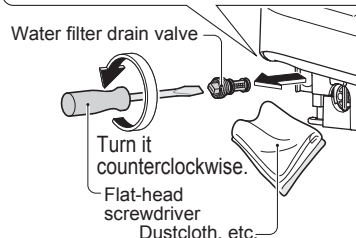
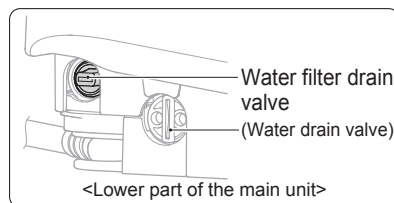
Hold the flush handle in the full flush position until the water in the toilet tank completely flows out.

## 2 Drain the water in the piping.

- After pressing the  button on the control panel of the main unit to extend the wand, press the  button again to retract the wand.

(By so doing, water remaining in the product be drained out.)

- After loosening the water filter drain valve using a flat-head screwdriver, remove the water filter drain valve by pulling.



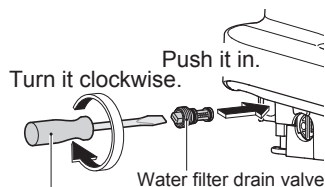
### CAUTION



Prohibited

Do not remove the water filter drain valve when the water shutoff valve is open.  
• Otherwise, water may gush out.

- When water draining work is over, press the Water filter drain valve back into the original place, and tighten it securely using a flat-head screwdriver.



Flat-head screwdriver

Tighten it securely using a flat-head screwdriver.

### CAUTION



Prohibited

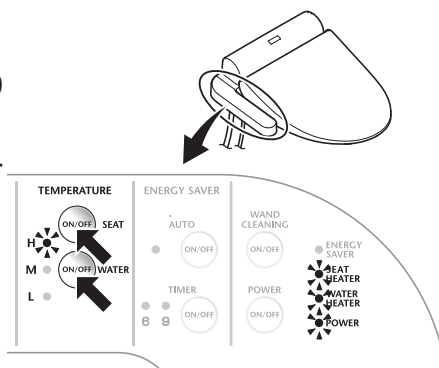
Tighten the water filter drain valve securely.  
• If it is not tightened securely, water may leak.

- Keep the Washlet warm inside.

Make sure that the "POWER" LED on the control panel is lit and set the temperature of the warm water and the toilet seat to "H".

> See Pages 16 and 17 for instructions on how to set the temperature of the warm water and the toilet seat to "H".

\* After completing these steps, keep the toilet seat and toilet lid closed.



## Procedure for Long Periods of Disuse



©Water remaining inside the main unit may stagnate and cause skin inflammation when used. Also, the product may break. Drain the water without fail.  
©When leaving your home unheated in the winter, drain the water to prevent freezing.

### How to drain the toilet tank

- Drain the water in the toilet tank. > See Page 29.

- Drain the water in the piping. > See Page 30.

- Pull out the power plug.

- Remove the main unit.

Pull the main unit toward you while pressing the main unit removal button on the right side of the main unit.

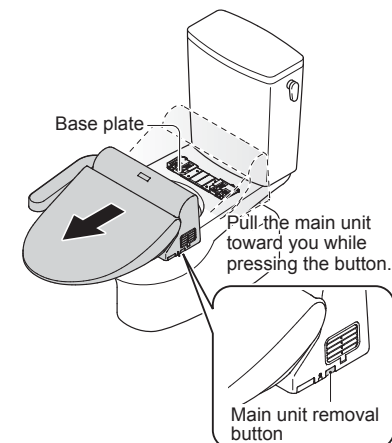
\* Place the removed main unit on the front top side of the toilet bowl.

### WARNING



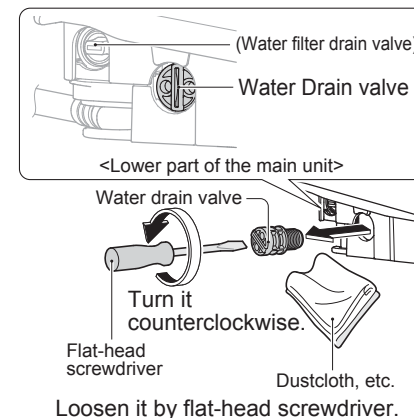
Required

Be sure to unplug the power when removing the main unit.  
• Otherwise, fire or electric shock may be caused.

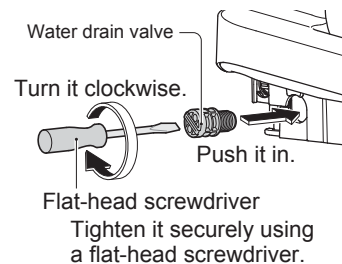


- Remove the water drain valve and drain the water in the main unit.

Water comes out from the side of the wand. Drain it into the toilet bowl. It takes about 2 min. to drain the water completely.

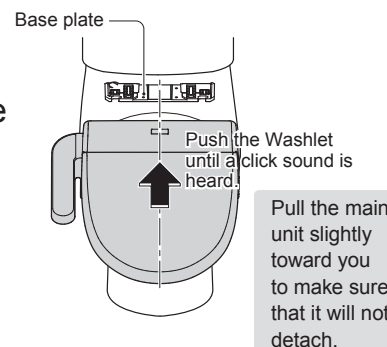


## 6 Mount the water drain valve.



## 7 Mount the main unit.

- ① Align the center of the main unit with the center of the base plate.
- ② Slide the main unit on the toilet bowl and push the main unit to the rear until a click sound is heard.

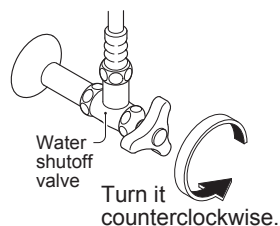


## 8 Flush the water accumulated in the toilet bowl.

### How to restore the water supply


## 1 Open the water shutoff valve.

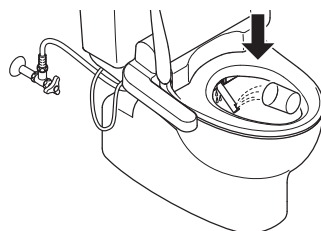
\* Make sure that water does not leak from the piping and the main unit.



## 2 Insert the power plug.

## 3 Spray water from the wand.

Press the  button on the control panel while pressing the right side of the toilet seat by hand, and spout water from the wand for 2 min.  
(It takes about 1 min. until the water is completely sprayed out. Collect the sprayed water in a paper cup, etc.)



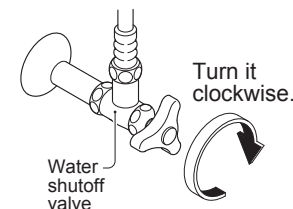
# Troubleshooting

## CAUTION



Required


If water leakage occurs, close the water shutoff valve to stop water supply.



## Check the following points before seeking repairs.

### Check the operation LED on the control panel.

\* If the operation LED is not lit, none of the functions can be used.

- ◎ Is the operation LED lit?  
<If the operation LED is not lit>
  - Are all of the LED's on the control panel out?  
→If they are not lit, press the  button on the control panel.
  - Is the energy-saving LED lit?  
→If it is lit, the energy-saving feature is activated. [See Page 21.](#)
  - Are all of the LED's out?  
→If that is the case, check if the operation LED lights up by the following procedure.



### [ Washlet control panel ]






Is there a power failure or is the circuit breaker in the OFF position? Wait until the power comes back or flip the circuit breaker back on.

After the above-mentioned troubleshooting, go to "Check the following" on the next page.

## Check the following


The rear cleansing, soft cleansing and front cleansing do not work.

Trouble	Check & Result	Remedy	Ref. Page
The rear cleansing, soft cleansing and front cleansing do not work even when their buttons are pressed.	Does the wand extend when the  and  buttons are pressed?	<p>If the wand extends but the washing water does not come out (or the water pressure is very weak.)</p> <p>Is it possible that no water is supplied to the Washlet?</p> <p>If the wand does not extend</p> <p>It is possible that the seat sensor continued detection for a long time and the safety device triggered?</p>	<p>Has a water failure occurred? Press the  button and wait for restoration from the water failure.</p> <p>Is the water shutoff valve closed? Open the water shutoff valve by turning it counterclockwise.</p> <p>Is the water supply filter clogged with foreign matter? Clean the water supply filter.</p>
	Is it possible that the seat sensor cannot detect the user?	As a safety precaution, the rear washing, soft rear washing and front cleansing functions becomes inoperable if you stay seated continuously for longer than 2 hours. Stand up off the toilet seat and use it again.	13
	Is a toilet seat cover or toilet lid cover being used?	The seat sensor can have difficulty detecting the user depending on sitting posture. Sit back on the toilet seat.	28
			9
		Remove the cover.	—

Energy-saver features are not functioning.

Trouble	Check & Result	Remedy	Ref. Page
The timer energy-saving and the auto energy-saving features are inoperable.	Is the power unplugged?	No Washlet features will work if the product is not plugged in.	18 21
The auto energy-saving feature is inoperable.	When the "Auto Energy-saving" button is set to "ON", the Washlet learns the status of use for several days and determines the energy-saving time period. Therefore, the energy-saving feature may not have had enough time to determine the energy-saving time period depending of the frequency of use.	Turn ON the timer energy-saving feature again. (When the power is turned OFF, the "Timer Energy-saving" LED flickers to indicate that the power- is OFF.)	See "Selectable Energy Saving." 18


The toilet seat is cold.

Trouble	Check & Result	Remedy	Ref. Page
The toilet seat will not warm up. (It is cold.)	Is the toilet seat temperature set to "OFF" or a low level?	Adjust the temperature by pressing the  button on the control panel.	16 17
	Is the energy- saving ON/OFF LED on the control panel lit?	<p>Lit</p> <p>When you sit on the toilet seat, the heater is turned ON temporarily and the toilet seat will reach the desired temperate in about 15 minutes.</p> <p>The toilet seat heater is turned OFF to save energy.</p>	19
		<p>Lit</p> <p>When you sit on the toilet seat, it will warm up temporarily.</p> <p>The toilet seat temperature is lowered to save energy.</p>	19


The toilet seat is cold.

Trouble	Check & Result	Remedy	Ref. Page
The toilet seat will not warm up. (It is cold.)	Have you been seated for a long time?	If the seat sensor continuously detects something for longer than 20 min., the seat temperature lowers and, if it detects that something is continuously pressing on the seat for longer than 1 hour, the safety device triggers and turns "OFF" the seat heater.	Stand up once from the toilet seat and use it again.
	Did you put anything on the toilet seat or the toilet lid?		Remove the object from the toilet seat or the toilet lid.
	Is the seat switch having difficulty detecting the user?		The seat switch may have difficulty detecting the user depending on the sitting posture. Sit back on the toilet seat.
	Is a toilet seat cover or toilet lid cover being used?	If a toilet seat cover or toilet lid cover is used, the seat switch may remain activated for a long time. The seat heater and rear cleansing functions may become inoperable.	Remove the cover.

The cleansing water is cold.

Trouble	Check & Result	Remedy	Ref. Page
Water for rear cleansing, soft cleansing and front cleansing is cold.	Is the warm water temperature set to "OFF" or a lower level?	Adjust the temperature by pressing the  button on the control panel.	16 17
	Is the energy- saving ON/OFF LED on the control panel lit?	<p>Lit</p> <p>When you sit on the toilet seat, the heater is turned ON temporarily. Wait about 10 min.</p> <p>The warm water heater is turned OFF to save energy.</p>	18
	Is the cleansing water cold only in the beginning?	When the temperature of the supply water and the bathroom is low, the warm water temperature may also be low when first sprayed.	—

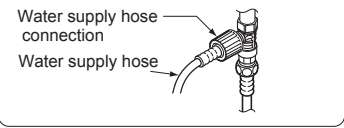
Water pressure for rear cleansing, soft cleansing and front cleansing is low.

Trouble	Check & Result	Remedy	Ref. Page
Washing water pressure is weak.	Is the water pressure set to weak?	Adjust the water pressure from the  buttons on the control panel.	15
	Is the supply water filter clogged?	Clean the supply water filter.	28
	Is the water shutoff valve closed?	Open the water shutoff valve by turning it counterclockwise.	13
	Is the water drain valve loosened?	Tighten the water drain valve securely.	31 32

The rear cleansing, soft cleansing and front cleansing start or stop unexpectedly.

Trouble	Check & Result		Remedy	Ref. Page
The rear cleansing, soft cleansing and front cleansing stop unexpectedly in the middle of use.	Did you use these functions continuously?	The rear cleansing, soft cleansing, and front cleansing functions stop automatically if these functions are used continuously for longer than about 5 min.	Press the buttons again to use the functions.	—
	Does the seat switch have difficulty detecting the user?		The seat switch temporarily stops detection if you raise yourself slightly from the toilet seat or do not sit back on it. Sit back on the toilet seat to use it.	9
Water comes out unexpectedly from the wand.	When you stand up off of the toilet seat, water remaining in the wand is drained out (for about 30 sec.) to keep the wand clean for use every time.		—	14
	Water sometimes comes out around the wand. This is due to expansion of the water in the warm water tank.		—	14

Other problems

Trouble	Check & Result		Remedy	Ref. Page
A sound is heard when you sit on the toilet seat.	This sound is the seat switch activating.		—	9
Toilet seat and toilet lid closing speed differs between the winter season and the summer season.	The closing speed varies depending on the variation in room temperature and the frequency of use.		—	—
The Washlet is unstable.	Are the bolts of the base plate anchoring the main unit loose?		Tighten the bolts on the base plate securely.	—
	There is clearance between the toilet seat cushion and the toilet bowl for activating the seat sensor. When you sit on the toilet seat, the toilet seat subsides slightly to activate the seat sensor.		—	9
Water leaks from the pipe connections.	Are the connections loose?		<div>Retighten any loose fittings using a crescent wrench.</div> <div><div>The water supply hose connections are an exception and should only be tightened by hand, not with tools.</div><div></div><div>* If the water leak does not stop, shut OFF the water shutoff valve and seek repair.</div></div>	—

Specifications

Item			TCF6401U
Rated power supply			120VAC, 60Hz
Rated power consumption			313W
Type			Warm water accumulation type
Annual power consumption *			About 170 kWh/year (About 240kWh/year)
Power cord length			3.9 ft (1.2m)
Washlet	Water flow rate	Rear cleansing	About 9.8 - 20.3 oz/min (About 0.29 - 0.60L/min) (at 0.2MPa water pressure)
		Soft cleansing	About 9.8 - 18.6 oz/min (About 0.29 - 0.55L/min) (at 0.2MPa water pressure)
		Front cleansing	About 9.1 - 18.6 oz/min (About 0.27 - 0.55L/min) (at 0.2MPa water pressure)
	Warm water temperature		Temperature adjustable range: OFF, About 95 - 104°F (About 35 - 40°C)
	Heating capacity		248 W (instantaneous)
	Toilet tank capacity		0.2 gallon (0.78L)
	Safety devices		Temperature fuse, overtemperature thermostat (auto-rest type bimetal), boil-dry safety float switch
	Backflow prevention device		Vacuum breaker, check valve
Heated seat	Surface temperature		Temperature adjustable range: OFF, about 82 - 95°F (About 28 - 35°C)(with Auto Energy Saver: About 79°F (About 26°C))
	Heater capacity		50W
	Safety device		Temperature fuse
Water supply pressure			7psi - 110psi (0.05Mpa - 0.75Mpa)
Supply water temperature			32 - 95°F (0 - 35°C)
Working ambient temperature			32 - 104°F (0 - 40°C)
Product dimensions			18.9" x 20.6" x 6.8" (W 480mm, D 522mm, H 173mm)
Product weight			10.6 lbs (4.8kg)

\* These values were measured according to the Law concerning the Rational Use of Energy (2012 standard) in Japan. The value in ( ) shows the annual power consumption without the energy-saving features enabled.

# Limited Warranty

## One Year Limited Warranty

1. TOTO warrants its S400, S300, E200, C110 and B100 series washlets ("Washlet") to be free from defects in materials and workmanship during normal use when properly installed and serviced, for a period of one (1) year from date of purchase. This limited warranty is extended only to the ORIGINAL PURCHASER of the Washlet and is not transferable to any third party, including but not limited to any subsequent purchaser or owner of the Washlet. This warranty applies only to TOTO Washlet is purchased and installed in North, Central and South America.
2. TOTO's obligations under this warranty are limited to repair, replacement or other appropriate adjustment, at TOTO's option, of the Washlet or parts found to be defective in normal use, provided that such Washlet was properly installed, used and serviced 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 the Washlet.
3. This warranty does not apply to the following items:
  - a) Damage or loss sustained in a natural calamity such as fire, earthquake, flood, thunder, electrical storm, etc.
  - b) Damage or loss resulting from any accident, unreasonable use, misuse, abuse, negligence, or improper care, cleaning, or maintenance of the Washlet.
  - c) Damage or loss resulting from sediments or foreign matter contained in a water system.
  - d) Damage or loss resulting from improper installation or from installation of the Washlet in a harsh and/or hazardous environment, or improper removal, repair or modification of the Washlet. This includes locations where the water pressure is above local codes or standards. (NOTE : Washlet model codes allow a maximum of 80 PSI. Check local codes or standards for requirements).
  - e) Damage or loss resulting from electrical surges or lightning strikes or other acts which are not the fault of TOTO or which the Washlet is not specified to tolerate.
  - f) Damage or loss resulting from normal and customary wear and tear, such as gloss reduction, scratching or fading over time due to use, cleaning practices or water or atmospheric conditions.
4. If the Danger Label which has been placed over the seams on the back of the Product's top unit is broken or otherwise not intact, this limited warranty is void.
5. In order for this limited warranty to be valid, proof of purchase is required. TOTO encourages warranty registration upon purchase to create a record of Product ownership at <http://www.totousa.com>. Product registration is completely voluntary and failure to register will not diminish your limited warranty rights.
6. If the Product is used commercially or is installed outside of North, Central or South America, TOTO warrants the Product to be free from defects in materials and workmanship during normal use for one (1) year from the date of installation of the Product, and all other terms of this warranty shall be applicable except the duration of the warranty.
7. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE, PROVINCE TO PROVINCE OR COUNTRY TO COUNTRY.
8. To obtain warranty repair service under this warranty, you must take the Product or deliver it prepaid to a TOTO service facility together with proof of purchase (original sales receipt) and a letter stating the problem, or contact a TOTO distributor or products service contractor, or write directly to TOTO U.S.A., INC., 1155 Southern Road, Morrow, GA 30260 (888) 295 8134 or (678) 466-1300, if outside the U.S.A. If, because of the size of the Product or nature of the defect, the Product cannot be returned to TOTO, receipt by TOTO of written notice of the defect together with proof of purchase (original sales receipt) shall constitute delivery. In such case, TOTO may choose to repair the Product at the purchaser's location or pay to transport the Product to a service facility.

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

NOTE: The use of a high concentrate chlorine or chlorine related product's can seriously damage the fittings. This damage can cause leakage and serious property damage.

THIS WRITTEN WARRANTY IS THE ONLY WARRANTY MADE BY TOTO. REPAIR, REPLACEMENT OR OTHER APPROPRIATE ADJUSTMENT AS PROVIDED UNDER THIS WARRANTY SHALL BE THE EXCLUSIVE REMEDY AVAILABLE TO THE ORIGINAL PURCHASER. TOTO SHALL NOT BE RESPONSIBLE FOR LOSS OF THE PRODUCT OR FOR OTHER INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES OR EXPENSES INCURRED BY THE ORIGINAL 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. IN NO EVENT WILL TOTO'S RESPONSIBILITY EXCEED THE PURCHASE PRICE OF THE PRODUCT. EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTIES, INCLUDING THAT OF MERCHANTABILITY OR FITNESS FOR USE OR FOR A PARTICULAR PURPOSE, ARE EXPRESSLY DISCLAIMED. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION AND EXCLUSION MAY NOT APPLY TO YOU.