



USER MANUAL

E-bidet

FE104/FE105 series

Thank you for purchasing our product.
There are some important safety and
product information in this manual that
will help you enjoy our product.
Please make sure to carefully read
this manual prior to use or installation.

Thank you

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Safety

Read the safety instructions carefully before use so as to properly use the product.
Note the following warnings relevant to the safety.



Warning



Prohibition



Note

Failure to operate pursuant to the above-mentioned warning signs may result in injury or life-threatening risk.

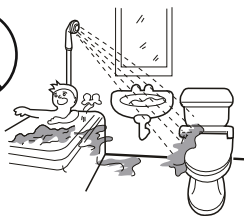
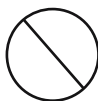
People (including children) who are deficient in body, perception, intellectual capacity, or experience and common sense (including children) are cognized. Limited ability and/or lack of knowledge necessary to use the device without supervision. In addition to, they were given custody or guidance on the use of the product by those responsible for their safety. Without the The child of the tube shall not use the equipment alone, and ensure that children cannot play with instruments.

Any evidence of nonconformity will result to support or warranty coverage, if applicable.



Avoid water splashing on the product.

- May result in fire or electric shock.



Grounding

Check if the 3-pole grounding structure is grounded.

- 3-pole grounding structure must be grounded, or otherwise it will lead to product failure, electrical leakage or electrical shock.



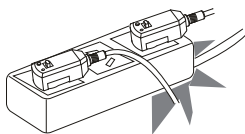
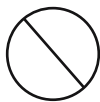
Warning

Please observe the following when replacing the power cord:

- If the power cord is damaged, contact the retail store or nearby customer service center.
- Only the manufacturers' sales representatives and authorized technicians can replace the power cord.

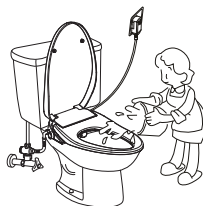
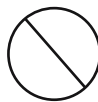


Safety



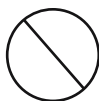
Prevent any water, cleaning agent or bodily fluids from making contact with the power plug. This may result in fire or electrical shock

- May result in overheating or fire.



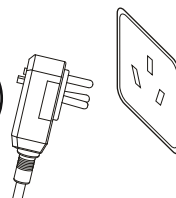
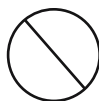
Prevent any water, cleaning agent or bodily fluids from making contact with the power plug.

- May result in fire or electric shock.



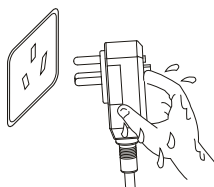
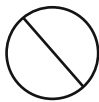
Do not pull the power plug/ power cord at will.

- May result in fire or electric shock.



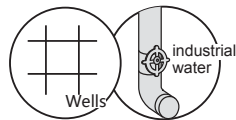
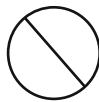
Do not use a loose socket.

- May result in fire or electric shock.



Do not touch the power plug when the hand is wet.

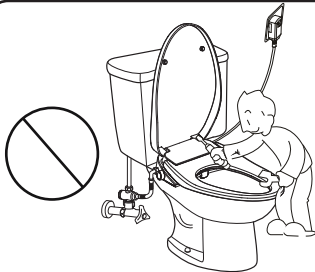
- May result in electric shock.



Always use fresh potable water. Do not use if your water lines are deteriorating, substandard or full of debris

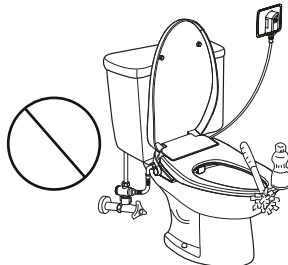
- May result in skin infections or product damage.

Safety



Do not disassemble, repair and modify product.

- May result in fire or electric shock.



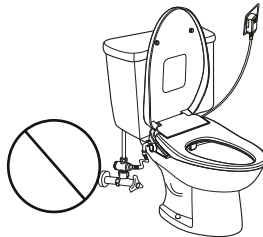
Please unplug the power supply when cleaning the product.

- May result in electric shock.



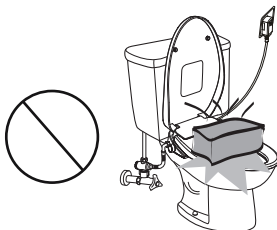
Do not use while smoking

- May result in fire.



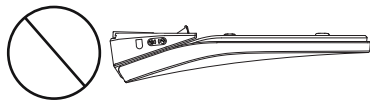
Do not twist or kink the water supply hose.

- May result in water leakage.



Do not place heavy objects on the toilet seat or the toilet cover

- May result product damage.



Do not invert product.

- May result in product damage.



Please clean with the diluted kitchen cleaning agent and do not use the following items:
Benzene, paint thinner, detergent powder, nylon brush, etc.

- May result in product damage.

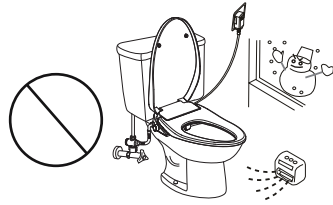
Precautions

Any evidence of nonconformity will result to support or warranty coverage, if applicable.



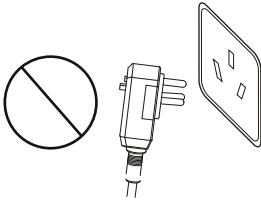
Do not place this product in direct sunlight.

- It may cause product discoloration and failure of seat heating function.



The room temperature of toilet shall be above 0°C.

- It may cause product damage



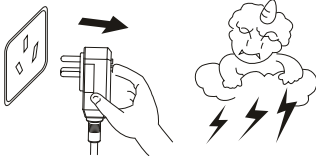
Please not use substandard or damaged power supply.

- May cause product failure.



Do not lean against the toilet lid when in use

- May cause damage to the toilet lid.



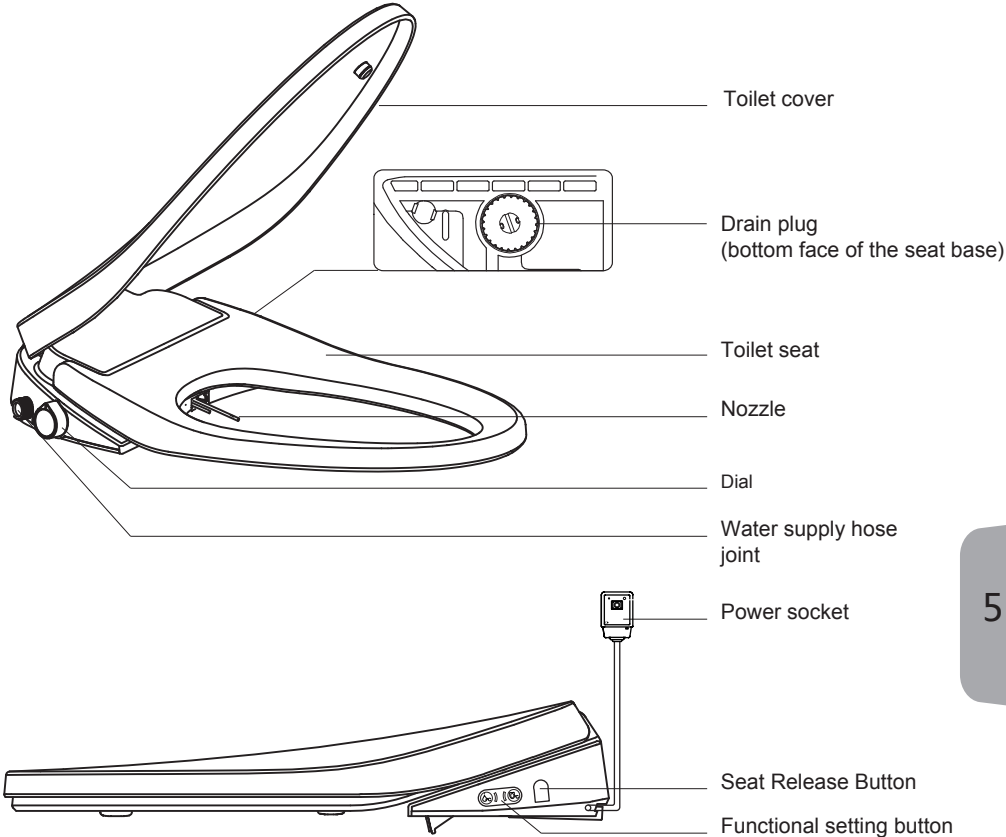
Pull off the power plug during lightning storm

- May result in product failure or damage.



- If the product will not be used for an extended period of time, disconnect the bidet from supply line and unplug the electrical outlet

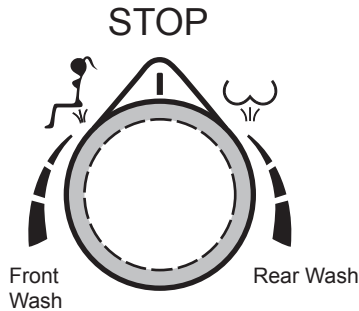
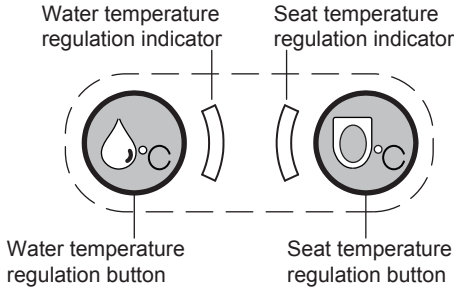
Product Description



5

Functional setting button

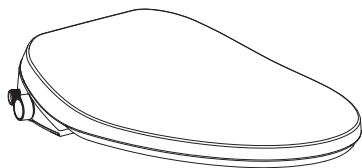
Dial



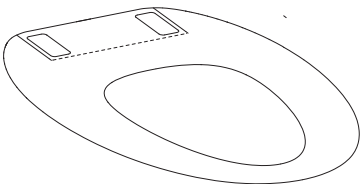
Component description

Note: There are two installation methods for this product. Please choose one methods according to the actual situation

1. Cover plate



2. Installation template



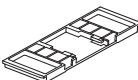
3. Fixation part



Connecting bolt (2)



Adjustment sheet (2)



Fixing plate (1)

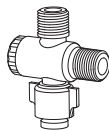


Expansion bolt(2)
(up lock)



Nut (2)
(down lock)

4. T-junction

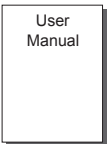


5. Water inlet hose



Filter screen

6. User manual

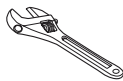


Installation

• Installation tools



Cross screwdriver



Monkey wrench

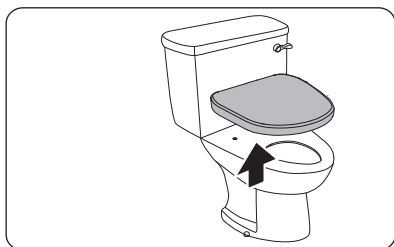


Bucket and rag

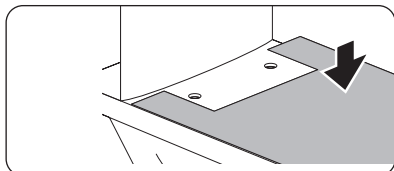
• Installation precautions

1. Water pressure range: 0.1-0.75MPa, please follow the instructions.
2. Corner valves shall be located close to the location where this product is installed and disassembled.

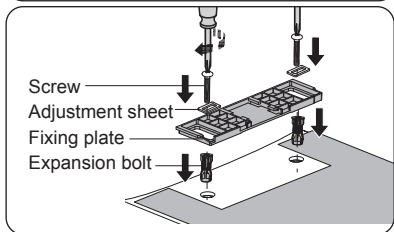
• Installation Procedure



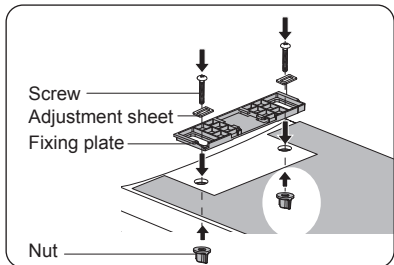
1. Remove the old cover plate. Loosen the nut connecting and move out the cover.



2. Place the installation template. Place the mounting template on the ceramic as shown. Align it with the rim of toilet.



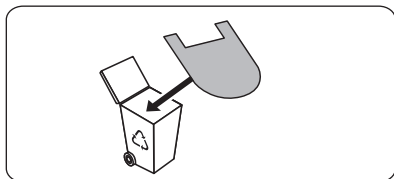
- 3A. Install fixing plate (up locking)
 - (1) Place the stainless steel adjusting sheet in the mounting groove, align the expansion bolt hole, and tighten screw with screw driver.
 - (2) Insert the expansion bolt into the ceramic hole, and place the fixing plate in the notch part of installation template.



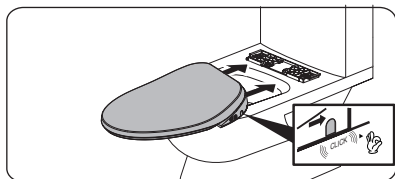
- 3B. Install fixing plate (down locking)
 - (1) Place the fixing plate in the notch part of mounting template.
 - (2) Place the stainless steel adjusting sheet in the mounting groove, align the circular hole on the ceramic and place in the screw, and lock the plastic nut and screw from the inside of the ceramic.

Note: You can choose installation mode 3A or 3B depending on the actual situation.

Installation



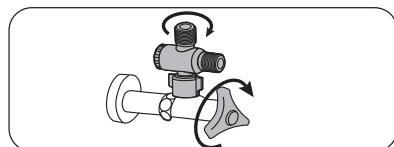
4.The installation template is designed for one- time use. Please do not discard it at will after the installation is completed.



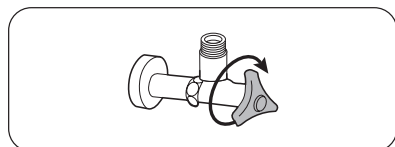
5.Slightly push the electronic cover plate into the fixing plate in the specified direction until the "click" sound is heard, indicating that the cover plate has been installed in place.

• Connect water pipes

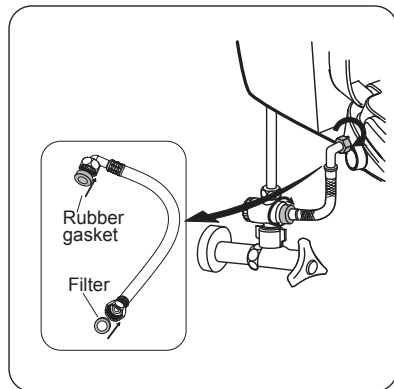
Note: 1、 Please use the new hose assembly attached to the product. The old hose assembly cannot be reused.
2、 There are two methods of pipe connecting.



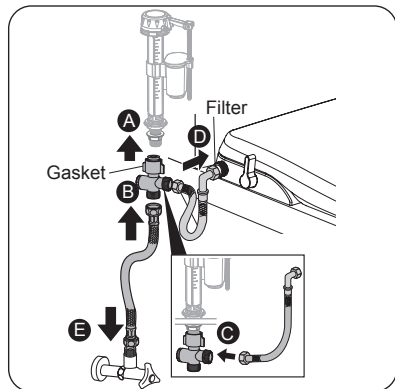
1A.Close the angle valve and remove the water supply hose connected to the water tank. The three-way joint is connected to the angle valve and ensure that the rubber sealing ring is loaded in.



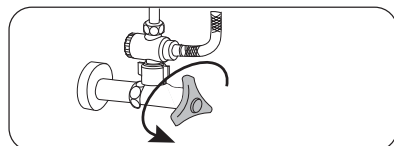
1B.Turn off the water supply.



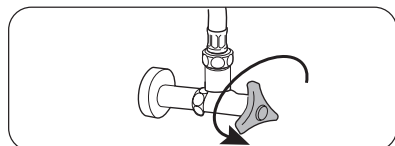
2A.After the filter and rubber gasket on both ends of the water inlet hose , connect the three-way joint with the cover plate.



2B.According to the chart,after the filter and rubber gasket on both ends of the water inlet hose,connect the three-way joint with the cover plate.



3A.Open angle valve to check for water leakage.



3B.Open angle valve to check for water leakage.



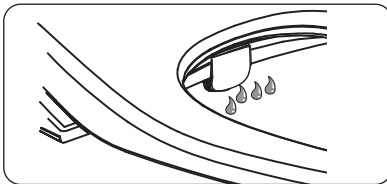
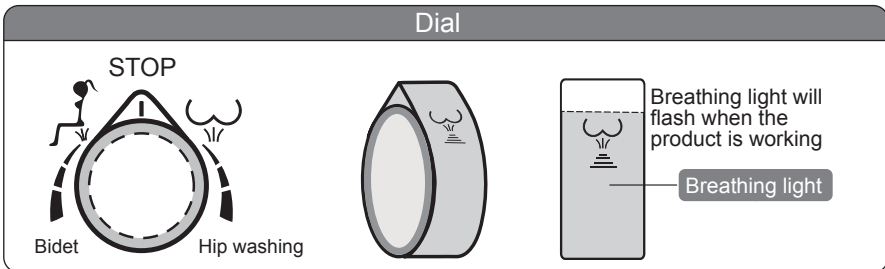
1. It is strictly prohibited to move the product from the toilet cover, otherwise easy to cause mechanical failure.
2. It is strictly prohibited to connect hot water above 40°C and cold water that may lead to icing.

User Guide- Dial

• Standby mode

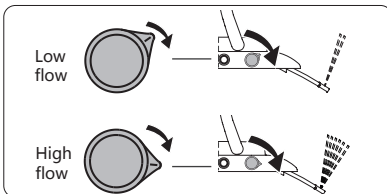
1. Make sure the plug is dry before power supply is connected.
2. After the power supply is connected, the toilet will self-check, and the “bi” indicates that the self-check is completed and the toilet can be used normally. At this time, the dial lamp and the night light are always on.
3. Water temperature adjustment is enabled, and by default at low gear position: about 35°C.
4. Seat temperature regulation is enabled, and by default at low gear position: about 33°C.
5. After the power supply is connected, the dial light and night light are constantly on, and the power is about 1 kWh/ month without enabling seat temperature heating.

• Functions of dial



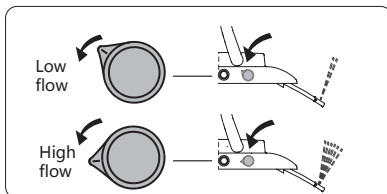
Self-cleaning function

- After the human body is seated, the nozzle is automatically closed after 5 seconds of self-cleaning.
- After the rinsing is completed, the nozzle is automatically closed after 2 seconds of self-cleaning.



Hip cleaning function (hip wash)

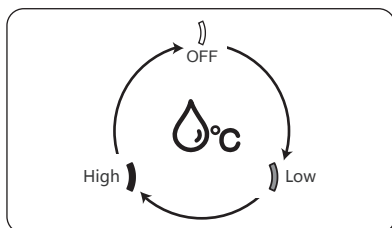
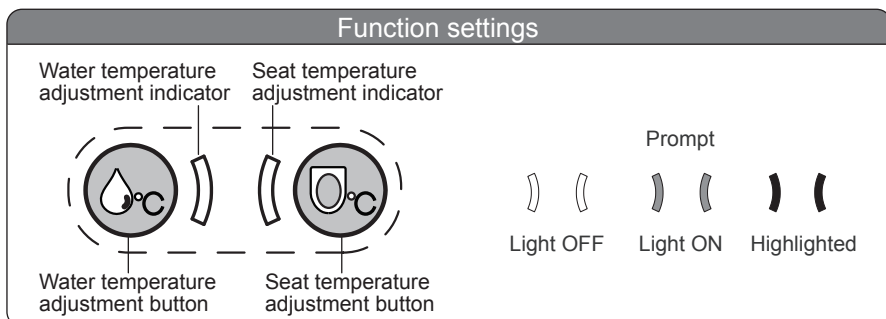
- The dial is rotated by the vertical gear in the specified direction (clockwise).
- After cold water is discharged at the front end 5 seconds, the hip cleaning nozzle extends and water is sprayed for cleaning.
- The flow varies with the rotation of dial.



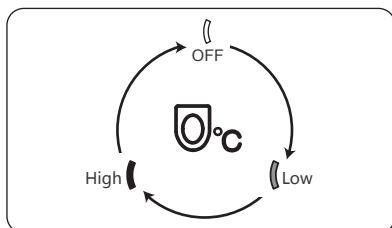
Lower body cleaning function (bidet washing)

- The dial is rotated by the vertical gear in the specified direction anticlockwise.
- After cold water is discharged at the front end 5 seconds, the lower body cleaning nozzle extends and water is sprayed for cleaning.
- The flow varies with the rotation of dial.

Note: When the hip/ bidet cleaning function is used, please enable the maximum flow. If the washing force is too large, adjust the amount of water through the dial, and reduce the washing force.



- Repeatedly press “” will switch over water temperature in the sequence indicated in the left figure.
- When you turn off the water temperature you will heard two seconds “bi”;When you switchover there will be one second “bi”.
- Water temperature low gear: about 35°C.
Water temperature high gear: about 38°C.



- Repeatedly press “” will switch over water temperature in the sequence indicated in the left figure.
- When you turn off the water temperature you will heard two seconds “bi”;When you switchover there will be one second “bi”.
- Seat temperature low gear: about 33°C.
Seat temperature high gear: about 37°C.

• Protection functions:

- 1.Low temperature scalding protection function: 5min after the body is seated, the product will be under low temperature scalding protection mode with temperature of about 29°C.
 - 2.Alarm function: when the body is not seated and the dial is not timely closed, the product will give an alarm.
 - 3.Water temperature protection function
 - (1)When the water temperature exceeds 43°C during use, the flushing water will be turned off, and the product automatically switch to self-cleaning mode.
 - (2)After the water temperature returns to normal, the flushing can be continued.
- Note: After the rinse is over, turn the dial to the neutral stop position to prevent splashing.

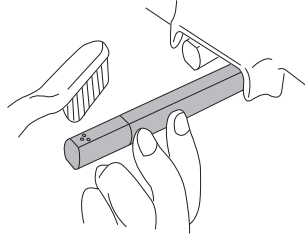
• Normal use during power failure

The water temperature and seat temperature cannot be adjusted when the power supply for product is cut off, but the flushing with normal temperature can be used normally.

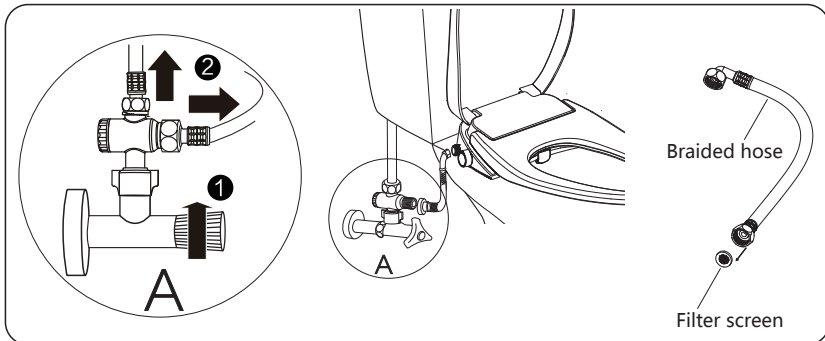
Cleaning and Maintenance

• Cleaning the Spray Tube

- Gently pull out the nozzle and dip the neutral detergent with a soft cloth, sponge or small brush.
- Gently support the nozzle, wipe the spray tube and nozzle.



• Cleaning the Filter Screen



i Tips:

- Make sure that the corner valve close and the power off before you clean the filter screen;
- Clean the filter screen when the water flow is less than normal hours.
- During cleaning process, the product must be thoroughly separated from the water inlet hose;
- Reinstall the filter screen in reverse order after cleaning.

• Product surface cleaning

⚠ Note: Please cut off power supply before cleaning.

- Wipe the product surface with a sponge or soft cloth dampened with room temperature water or a neutral detergent.
- Lift the upper cover and the seat ring when cleaning other parts with cleaning agents.
- Do not put cover on before the cleaning agent in the ceramic toilet is completely washed, otherwise the surface may be corroded by the evaporation of cleaning agent.

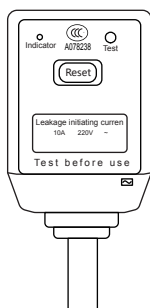
Cleaning and maintenance

• Leakage protector

Check the leakage protector regularly, at least once a month
Inspection method:

- Press leakage protector Reset, the indicator light is on, and the power supply is on.
- Press the "Test" button of leakage protector, the indicator light is off, and the power supply is disconnected.
- When the operation is completed, the corresponding error indication information appears, stop using the product, contact the local supplier or call the service hotline to replace the leakage protector.
- Please ensure that the leakage protector indicator light is always on when the product is operating.
- If the leakage protector is already installed in the line, check it in the manner described above.

► Schematic diagram of leakage protector:



• Product maintenance in winter

Keeping the proper water temperature to prevent the water in the toilet and the water pipe from being frozen.

Stop using the product and close the corner valve when the ambient temperature is below 0 °C.

• Not use in a long time

When this product is not used for a long time, drain the water in the product and cut off the power supply:

- Pull out the power plug or press the "Test" button of leakage protector.
- Close angle valve and stop the water inlet.
- Remove water inlet hose from the angle valve to the toilet end, and empty the water in the water inlet hose.
- Close the upper cover, press and hold the removal button by hand, move the electronic seat cover from the front, and then complete the removal.
- Place the cover in a cool and dry place when not in use for a long time.

Troubleshooting

• Common fault diagnosis

When you think it is a fault, try some of the following processing methods. If the product is still not working properly, contact your local repair center or call the service hotline.

Check power supply 1.If power supply is under normal state. 2.If leakage protector trips	Check water supply 1.If water supply is under normal state. 2.If corner valve is closed.
If the following occurs, cut off the power supply immediately.	
The buzzer continues to beep	The leakage protector trips frequently

⚠ Note: When water leakage occurs, close the angle valve while cut off the power supply.

• Water leakage analysis

Phenomenon	Possible cause	Solution
Base gap leakage	Pressure maintaining valve is damaged	Cut off the power supply, close the angle valve and contact the after-sales department for replacement.
Flushing module leakage	Dial is not reset to OFF position	Reset dial to OFF
	Control valve is failed	Cut off the power supply, close the angle valve and contact the after-sales department for replacement.

• Analysis of seat heating failure

Phenomenon	Possible cause	Solution
Seat temperature is not sufficient	Seat temperature is set at low gear	Adjust seat temperature to higher gear.
Seat temperature is too high	Seat temperature is set at high gear	Adjust seat temperature to lower gear.
Temperature is too low when just contact with seat	Not enable seat heating function	Enable seat heating function in advance.
No seat heating function	Seat heating coil in poor contact.	Cut off power supply, contact the after-sales department for replacement.

• Flushing failure analysis

Phenomenon	Possible cause	Solution
Spray tube extends too slowly	Cool water should be released from front end before flushing.	It is normal, and provides normal flushing about 5s later.
Insufficient water amount	Dial is not completely turned on.	Increase dial regulating angle.
Insufficient water temperature	Water temperature is set at low gear.	Adjust water temperature to higher gear.
Too low water temperature	Water temperature is set at low est gear.	Adjust water temperature to higher gear.
	Automatic protection for over-high temperature	Restart water temperature adjustment.
Waters flow out when seated	Self-cleaning function is enabled.	It is normal, and automatically stop water flow about 5s later.
Water is not heated Breathing light not flash	The flowmeter is abnormal	Cut off power supply, contact the after-sales department for replacement.

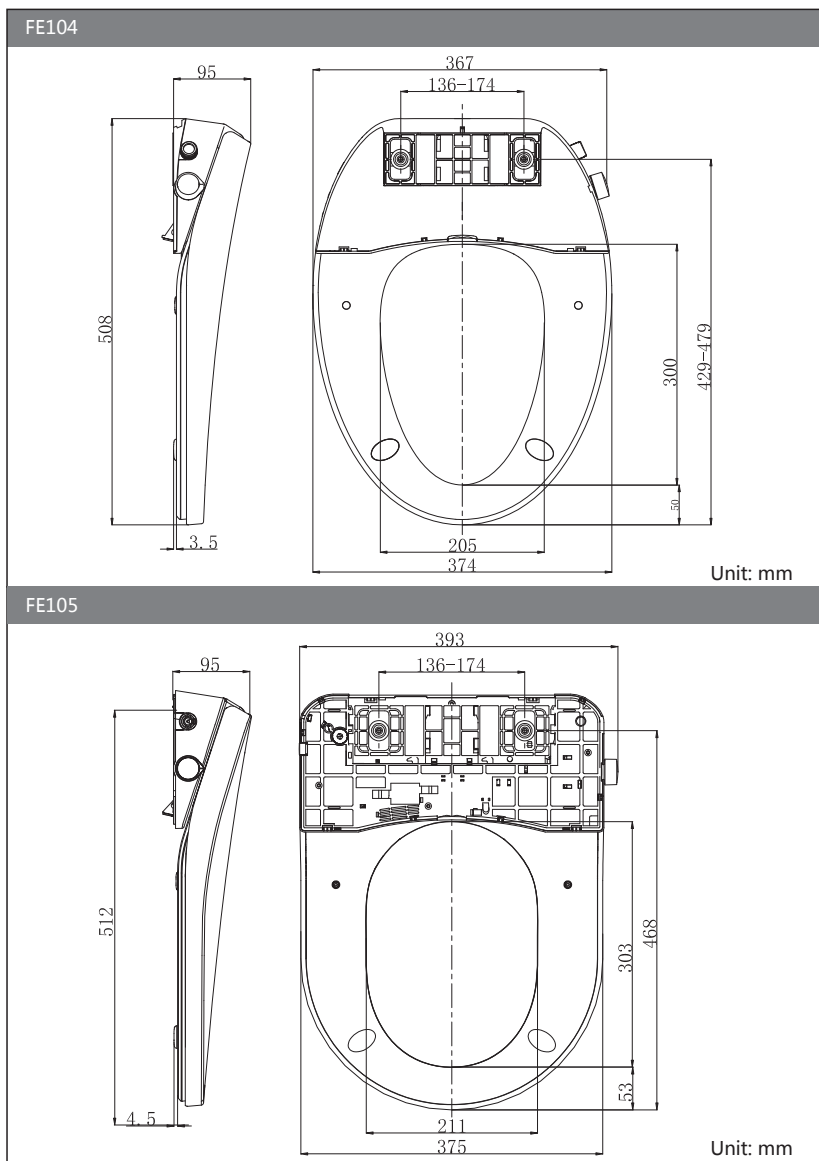
• Night light analysis

Phenomenon	Possible cause
Night light is not ON.	Power cord of night light shows poor contact
	Night light is damaged
Dial light is not ON	Power cord of dial light shows poor contact

• Alarm function

Phenomenon	Possible cause	Solution
Buzzer continuously beeps	Dial switch is not reset to OFF state when away from seat	Reset dial to OFF state.
Leakage protector sometimes trips.	Electricity leakage beyond normal value	Cut off power supply, stop using product, contact the after-sales department for replacement.

• Product Dimensions





Warranty

One-Year Limited Warranty

One-Year limited Warranty applies to all AXENT products.

- 1) AXENT warrants that its products are free from defects caused by defective material and faulty workmanship for a period of one-year from the date of purchase by the original purchaser. The limited warranty is to the original purchaser only. The limited warranty is not transferable to any third party. The limited warranty applies to all products sold in the United States and Canada. AXENT is not responsible for any installation costs.
- 2) AXENT's sole and maximum liability for breach of its warranties herein is limited to the obligation, at Seller's sole discretion to replace or make appropriate adjustments where AXENT inspection discloses any such defects occurring in normal residential usage during the warranty period. In no event shall Seller be liable to Buyer for consequential, incidental, economic, or special damages stemming from any breach of express or implied warranty.
- 3) [Purchaser shall comply with the following procedures in connection with the warranty claim:
- 4) (a) Axent is notified in writing by Purchaser within thirty (30) days after discovery of defects;
- 5) (b) Purchaser obtains a Return Authorization from Axent prior to returning any defective product to Axent;
- 6) (c) The defective products are returned to Axent, all shipping charges prepaid by Purchaser (provided however, that if upon examination by Axent, it determines that the products are entitled to warranty, then Axent shall be responsible for shipping charge to and from Axent's facility.)
- 7) (d) the defective products are received by Axent for adjustment no later than fifteen (15) days following the last day of the warranty period; and
- 8) (e) Axent's examination of such goods shall disclose that such defects or failures have not been caused by misuse, abuse, neglect, improper installation or application, repair, alteration, damage by rain, fire or casualty or by accident or negligence in use, storage, transportation or handling.
- 9) This warranty does not apply to the following items
 - Damage or loss sustained in a fire, earthquake, storm or any natural disaster etc....
 - Damage or loss resulting from any unreasonable use, misuse, abuse, negligence or improper care, improper cleaning or maintaining of the product.
 - Damage or loss resulting from any sediments or foreign matter contained in the water system
 - Damage or loss from improper installation, harsh environment, improper removal and water pressure in excess of 80PSI.
 - Damage or loss resulting from electrical surges, lightning strikes or other acts which are not considered normal or the fault of AXENT.
 - Damage or loss resulting from normal wear and tear, such as gloss reduction or dulling, scratching or fading over time due to normal use, cleaning practices, water or atmospheric conditions including but not limited to: bleach, alkali, acid cleaners, dry powdered cleaners or any other abrasive cleaning agents or abrasive cleaning tools or aids.
 - The use of any product in a manner outside of the product instructions / owner's manuals
 - AXENT shall not be liable for any failure caused by Chloramines in the public treated waters or cleaners containing chlorine (calcium hypochlorite). Please Note that use of high concentrate chlorine or chlorine related products can damage fittings. This damage can cause leakage resulting in property damage.
- 10) AXENT'S OBLIGATION TO HONOR THESE WARRANTIES IS CONTINGENT UPON AXENT'S RECEIPT OF PAYMENT IN FULL FOR THE GOODS ENTITLED TO THIS WARRANTY. AXENT DISCLAIMS ALL OTHER WARRANTIES, EXPRESS, IMPLIED, OR STATUTORY, INCLUDING, WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. SELLER HAS NOT AUTHORIZED ANYONE TO MAKE ANY REPRESENTATION OR WARRANTY OTHER THAN AS PROVIDED ABOVE. THE FOREGOING STATES THE ENTIRE WARRANTY LIABILITY OF SELLER.

To obtain warranty service you may contact AXENT through your dealer, plumbing contractor or by contact AXENT's customer service team at:

Attn. customer service department

3 Musick, Irvine, California 92618

...or by calling 1-800-769-4857.

support@axentproducts.com