

版本 REV.	设计 DESIGN	日期 DATE	变更内容 CONTENTS	标记 MARK	处数 QTY.
01	万雪梅	20250304	新建		



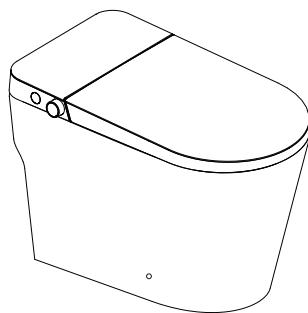
机型编号  
TYPE  
TS036

### 技术要求

1. 印刷字体需清晰、均匀、平整、无重影；
2. 尺寸为 142.5×210mm, 公差 ±1mm；
3. 装订方式：骑马钉；
4. 黑白印刷；
5. 所有材料满足欧盟包材指令和 RoHS 要求。

设计 DESIGN	万雪梅	20250304	材料 MATERIAL	120g 双胶纸			名称 TITLE	操作说明书
审核 CHECK							编号 PART NO.	224000207500
工艺 PROCESS			图幅 SIZE	A4	比例 SCALE	1: 2		
标准化 STANDARDIZE				◆	○	单位 UNIT	mm	
批准 APPROVE			第 SHEET	1	张	共 OF	1 张	
							XIAMEN AXENT CORPORATION LIMITED 厦门优胜卫厨科技有限公司	

**mint**  
AXENT



**MINT TWO**  
TS036  
**USER MANUAL**



## **THANK YOU**

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Thank you for selecting an AXENT Switzerland product. To ensure proper installation, please review these instructions carefully before use. Carefully unpack and examine the intelligent toilet before installation. For any questions, contact us at 1-949-250-4576. Thank you again for choosing AXENT.

## **BEFORE YOU BEGIN**

### **CAUTION!**

#### **Risk of personal injury or product damage**

Handle with care. Vitreous china can break or chip if handled carelessly.

All installation procedures should comply with applicable local plumbing and building codes.

**INSTALLATION BY A PROFESSIONAL,  
LICENSED PLUMBER OR CONTRACTOR IS  
HIGHLY RECOMMENDED.**

**USER MANUAL**  
**MINT TWO**

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# SAFETY

## SAFETY SYMBOLS

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The following symbols in the manual will highlight hazardous situations and their severities.

 **DANGER!** High Risk, Lethal Hazards, Severe Injuries

 **WARNING!** Medium Risk, Severe Injuries

 **CAUTION!** Low Risk, Minor Injuries

 **NOTE!** Damage to Property

## NORMAL USAGE

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The intelligent toilet's spray arm attachment should only be used for the rear wash and front wash cleaning functions. The product may also be used as a normal toilet seat. This product is meant for indoors usage only.

Any other usage will not be deemed as normal usage. AXENT undertakes no liability for abnormal usage.

AXENT is not liable or responsible for damage to other electronics connected to the same power line while the intelligent toilet is in use.

## IMPORTANT SAFEGUARDS

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### READ ALL INSTRUCTIONS BEFORE USING

### SAVE THESE INSTRUCTIONS

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A copy of the instructions can also be downloaded from <https://axentbath.us>.

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

 **DANGER!**

#### To reduce the risk of electrocution

- Do not reach for any electrical components of the intelligent seat that have fallen into water. Unplug toilet immediately.
- Unplug product if not in use for extended periods of time.
- Do not use while wet after bathing.
- Do not place or store product where it can fall or be pulled into a tub or sink.
- Do not place or submerge the intelligent toilet or its components into water or other liquids.

# SAFETY

## **WARNING!**

### **To reduce the risk of burns, electrocution, fire, or injury to persons.**

- Children or disabled persons may require supervision during use.
- Use this product only for its intended use as described in this manual.
- Do not use attachments not authorized by the manufacturer.
- Never operate this product if it has a damaged cord or plug, if it is not working properly, if it has been dropped or damaged, or dropped into water. Return the product to a service center for examination and repair.
- Keep the cord away from heated surfaces.
- Do not block the air vents on this product.
- Do not place the toilet on or by objects such as long window curtains that could potentially obstruct the air vents during normal usage. Keep air vents free of lint, hair, and other debris.
- Never use while sleepy or drowsy.
- Never drop or insert any object into any openings or hoses.
- 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 Section « Grounding instructions » on next page.
- Unplug this product before filling water. Fill (reservoir) with water only unless otherwise specified by manufacturer. Do not overfill.

## **SAFETY INSTRUCTIONS**

Carefully read and observe the following safety instructions!

### **Information for the user**

- Children or persons with limited physical/mental capabilities may require supervision or proper instructions/guidance prior to or during use.
- Ensure that children cannot play with intelligent toilet.

### **Avoiding malfunctions and damage to the product as a result of improper use**

- If intelligent toilet is moved from a cold location to a warm location, condensation may form. Leave the unit switched off for a few hours.
- Do not install the intelligent toilet in rooms where the temperature will be less than 4 °C (39 °F).
- Do not place open flames, candles, cigarettes, or similar objects on or by the toilet.
- Do not reuse old hoses or water lines. Please use new water lines when installing.
- Do not install the intelligent toilet next to items that would potentially expose the toilet to a large amount of water.
- Do not climb on or stand on the product.

# SAFETY

- Do not place any heavy objects on the lid.
- Do not open or close the lid or seat with force.
- Do not deliberately soil, spray or block the spray arm.

## Repairs should only be carried out by a person with the necessary expertise

- Do not carry out modifications, tamper with, install additional equipment, or attempt to repair the intelligent toilet.
- Improperly performed repairs can lead to accidents, injuries, or damage to the product.

## Only use the device when it is fully functional

- Make sure the power cable is not damaged before use. Do not allow the power cable to be severely pinched, bent, or kinked.
- Keep the power cable away from hot surfaces and sharp edges.
- Do not handle the power cord or plug with wet hands.
- Do not use the product if it is not working properly. In case of malfunction, disconnect the power immediately. Close the water cut-off valve to interrupt the water supply. Contact your installer.

## Information on the use of batteries

- Keep batteries out of the reach of small children. Batteries can be life-threatening if swallowed. If a battery has been swallowed, seek medical assistance immediately.
- Do not attempt to recharge non-chargeable batteries for use with unit.
- Always remove empty batteries from the remote control immediately. They may leak and cause damage.
- Do not insert new and old batteries together in the remote control.
- Clean the battery and contacts before inserting the battery. Make sure the batteries are oriented properly.
- Remove the batteries if the remote control will not be used for an extended period of time.
- Do not expose the batteries to hot surfaces or direct sunlight to reduce the risk of battery leakage.
- If battery acid has leaked, avoid contact with skin, eyes and mucous membranes. In case of contact with the acid, flush the affected areas with large amounts of clean water and seek medical assistance immediately.

## GROUNDING INSTRUCTIONS

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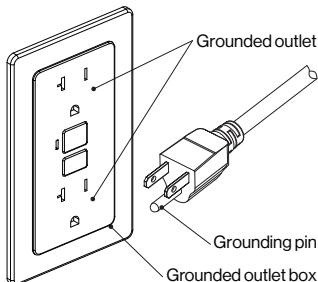
This product must be grounded when plugged in. The power cord on this product has a grounding plug and must be plugged into an outlet with a properly grounded grounding plug.

### DANGER!

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

For safety, the intelligent toilet should be plugged into a standard 3 prong GFCI outlet.

# SAFETY



Wiring Diagram (NOT FOR INSPECTOR'S USE)

- If repair or replacement of the power cord or plug is necessary, do not connect the grounding wire to either flat blade terminal.
- This product is not to be used with extension cords.
- This product is factory equipped with a specific electric cord and plug to permit proper connection. No adapters should be used with this product. Do not modify the power cord on the toilet. If the power cord will not fit 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.
- Please unplug unit immediate and contact for service if cord becomes damaged. Do not use a bidet seat with a damaged cord.



## NOTE!

Actual installation may differ slightly from the diagram.

## FCC INSTRUCTIONS

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Please note that changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

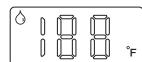
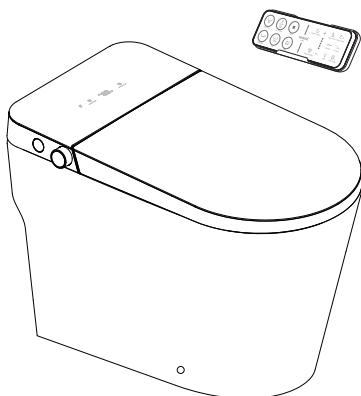
- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Please contact support team at support@axentproducts.com or 949-250-4576.

RF exposure statement: This equipment complies with radio frequency exposure limits set forth by the FCC for an uncontrolled environment. This intelligent toilet [TS036-3] should be installed and operated with a minimum distance of 0.02 m between the device and the user or bystanders. This device must not be co-located or operating in conjunction with any other antenna or transmitter.

# INTRODUCTION

## OVERVIEW

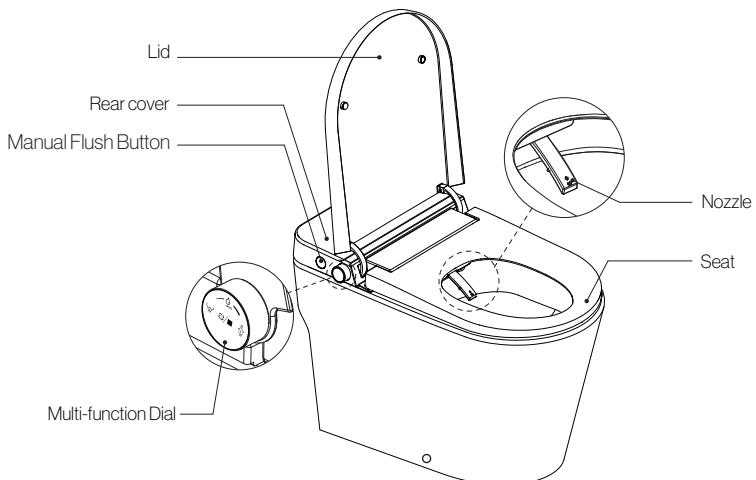
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**!** When the water temperature is turned off, the [Status Display] shows 00.

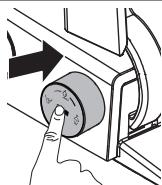
## MAIN

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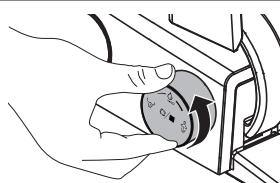


## MULTIFUNCTION DIAL

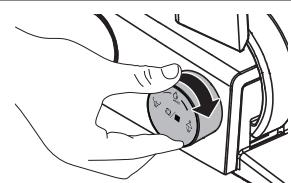
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Press



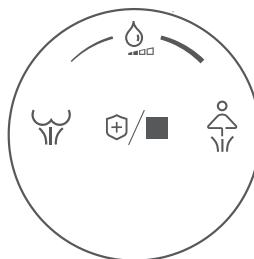
Turn counter clockwise



Turn clockwise

# MULTI-FUNCTION DIAL

## MAIN



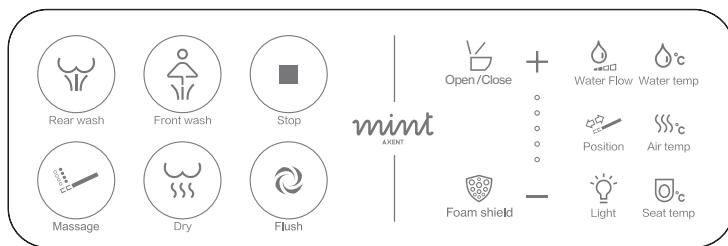
Function	Button	Operation	Notes
<b>MAIN</b>			
Flush		Press Manual Flush Button to start.	Press the button again to stop the Wash early. If not stopped manually the Wash will stop automatically after 3 minutes.
Rear Wash		After you are seated, Turn the Multifunction dial counter clockwise to start.	If not stopped manually the Rear Wash / Front Wash will stop automatically after 3 minutes.
Front Wash		After you are seated, Turn the Multifunction dial clockwise to start.	As soon as you sit down on the toilet seat, the spray arm will be cleaned with fresh water.
Water Flow		During Rear or Front Wash, Turn the Multifunction dial clockwise to increase the water flow.	-
		During Rear or Front Wash, Turn the Multifunction dial counter clockwise to reduce the water flow.	-

# MULTI-FUNCTION DIAL

Function	Button	Operation	Notes
<b>MAIN</b>			
Foam shield		<p>Press the Multifunction dial to activate the foam anti-splash function.</p>	-
		<p>Press and hold the Multifunction dial for 5 seconds to turn the Foam shield function on or off</p>	<p>Factory setting: OFF</p> <p>When the setting is turned on, the Foam shield function will automatically start after you are seated.</p>
Stop		<p>When the washing process is active or the setting mode is active,</p> <p>Press the Multi-function dial to stop the ongoing function.</p>	-
Stand-by Mode		<p>Press the Multifunction dial for about 10 seconds to activate Stand-By mode.</p> <ul style="list-style-type: none"> <li>- Sit on or touch the sensing area of seat to deactivate Stand-by mode.</li> </ul>	<p>In Stand-by mode, all functions of the toilet will be deactivated until Stand-by mode is deactivated.</p>

# REMOTE CONTROL

## REMOTE CONTROL



! When receiving remote control command, the main unit makes the following sound:

One short « beep » effective command

Two short « beep » ineffective command

One long « beep » exceed the range of remote control

Low battery will effect the use of remote control, please replace batteries in time.

Function	Button	Operation	Notes
<b>REMOTE CONTROL</b>			
Turn On	-	Install batteries to turn on remote control.	Please do not insert new and old batteries together.
Turn Off		Remove batteries to turn off remote control.	
Pairing	Stop	Remove all batteries of remote control, and cut off the power of the intelligent toilet, wait for 30 seconds, and then reapply power.  After three times short « beep » and the night light flashes, you are now in Pairing mode.  Install batteries immediately, start pairing by pressing « Stop » repeatedly until hearing feedback from the intelligent toilet, which means pairing succeeded. When night light stops flashing, the system exit Pairing mode.  - If remote control works but does not control toilet, which means pairing is unsuccessful, please perform the Pairing again.	Pairing has originally been done in the factory. It is only necessary after the remote control has been replaced.  Please make sure there is sufficient power supply for the remote control before pairing.

# REMOTE CONTROL

Function	Button	Operation	Notes
<b>REMOTE CONTROL</b>			
Opening and Closing the Seat and Lid	Auto Open	<p>When someone approaches, The lid and seat will automatically open according to Auto Open Setting.</p> <ul style="list-style-type: none"> <li>- Auto Open only works when the lid is closed.</li> <li>- The seat will only open automatically after being closed for more than 10 seconds.</li> </ul>	Please find more information about Auto Open Setting on page 12.
	Auto Close	<p>When the unit is not in use, Seat and lid will be closed automatically after leaving the sensing area of the intelligent for about 2 minutes.</p>	-
	 Open/Close	<p>When someone approaches, Press « Open/Close » to switch between:</p> <ul style="list-style-type: none"> <li>- Open lid</li> <li>- Open seat</li> <li>- Close seat and lid</li> </ul>	-
Flush	 Flush	Press « Flush » to start.	-
	Auto Flush	<p>After being seated for more than 15 seconds, the function will be started after a period of time defined by the Auto flush setting which defaults to 15 seconds.</p>	The seat will only flush after being closed for more than 10 seconds. Please find more information about Auto Flush After Leaving setting on page 12.
Rear Wash	 Rear Wash	<p>After you are seated, Press « Rear Wash » to start.</p>	If not stopped manually the Wash will stop automatically after 3 minutes.
Front Wash	 Front Wash	<p>After you are seated, Press « Front Wash » to start.</p>	After you are seated, the toilet will automatically clean the nozzle once.
Oscillating and Pulsating Shower	 Massage	<p>During Rear or Front wash, Press « Massage » to switch between:</p> <ul style="list-style-type: none"> <li>- Oscillating</li> <li>- Pulsating</li> <li>- Oscillating and Pulsating</li> <li>- OFF</li> </ul>	-

# REMOTE CONTROL

Function	Button	Operation	Notes
<b>REMOTE CONTROL</b>			
Dry	 Dry	After you are seated, Press « Dry » to activate the dryer.	It is recommended to wipe off most of the water with a paper towel before activating the dryer.
Nozzle UVGI	-	When the unit is not in use, Nozzle UVGI will be automatically activated - The sterilization function will stop automatically after running for about 2 minutes.	If someone is seated during the function operation, the uv sterilization function will stop running immediately.
Foam shield	 Foam shield	Press « Foam shield » to activate the foam anti-splash function.	
	-	After you are seated, The foam anti-splash function will be activated automatically.	Please find more information about Foam shield Setting on page 11.
Stop	 Stop	Press « Stop » to stop the function in progress.	The Settings mode is terminated automatically after 20 seconds of inactivity.
		Press « Stop » for more than 3 seconds to exit the Settings mode	
Water Flow	 Water flow	 Increase   Reduce	During Rear or Front wash, Press « Water Volume » to adjust the water volume. - Press « Increase » to increase the water volume. - Press « Reduce » to reduce the water volume.
			
Spray Arm Position	 Position	 Increase   Reduce	During Rear or Front wash, Press « Position » to adjust the position of the spray arm. - Press « Increase » to move the Spray Arm forward. - Press « Reduce » to move the Spray Arm backward.
			« Level Indicator » indicates the selected level.

# REMOTE CONTROL

Function	Button	Operation	Notes
<b>REMOTE CONTROL</b>			
Seat Temp		<div style="display: flex; align-items: center; justify-content: space-around;"> <div style="text-align: center;">  Increase                 </div> <div style="text-align: center;">  Reduce                 </div> </div> <p>Press « Seat Temp » to activate temperature adjustment.</p> <ul style="list-style-type: none"> <li>- Press « Increase» to increase the temperature.</li> <li>- Press « Reduce» to reduce the temperature.</li> </ul>	
Water Temp		<div style="display: flex; align-items: center; justify-content: space-around;"> <div style="text-align: center;">  Increase                 </div> <div style="text-align: center;">  Reduce                 </div> </div> <p>During Rear or Front wash, Press « Water Temp » to activate temperature adjustment.</p> <ul style="list-style-type: none"> <li>- Press « Increase» to increase the temperature.</li> <li>- Press « Reduce» to reduce the temperature.</li> </ul>	 <p>« Level Indicator » indicates the selected level.</p> <p>All indicators go off means the heating function is turned off.</p>
Air Temp		<div style="display: flex; align-items: center; justify-content: space-around;"> <div style="text-align: center;">  Increase                 </div> <div style="text-align: center;">  Reduce                 </div> </div> <p>During Dry, Press « Air Temp » to activate temperature adjustment.</p> <ul style="list-style-type: none"> <li>- Press « Increase» to increase the temperature.</li> <li>- Press « Reduce» to reduce the temperature.</li> </ul>	
Foam shield Setting		<p>Press « Foam shield » for about 3 seconds to enter into the Setting.</p> <p>Repeat the operation to switch between:</p> <ul style="list-style-type: none"> <li>- OFF One indicator remains on;</li> <li>- ON Five indicators remain on.</li> </ul>	<p>Factory setting:OFF</p>  <p>« Level Indicator » indicates the selected level.</p>
Smart Night Light		<p>Press« Light » to turn on or turn off the smart night light.</p> <ul style="list-style-type: none"> <li>- AUTO Short « beep »;</li> <li>- ON Long « beep »;</li> <li>- OFF Long « beep ».</li> </ul>	<p>Factory setting: ON</p> <p>When the setting is Auto, smart night light turns ON or OFF automatically according to ambient light levels.</p>
Signal Tone Setting		<p>Press « Stop » at the same time « Water Temp » for about 3 seconds to turn the function on or off.</p> <ul style="list-style-type: none"> <li>- ON Non-prompt tone ;</li> <li>- OFF One short «beep».</li> </ul>	<p>Factory setting: ON</p> <p>When the setting is OFF, the system shut down all prompt sounds.</p>

# REMOTE CONTROL

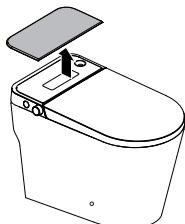
Function	Button	Operation	Notes
<b>REMOTE CONTROL</b>			
Deodorize Setting	 Stop	 Water Flow	Press « Stop » at the same time « Water Flow » for about 3 seconds to turn the function on or off. - ON Short « beep »; - OFF Long « beep ». Factory setting: ON When the setting is on, the deodorizer function is activated when a user is seated.
Eco Setting	 Stop	 Seat Temp	Press « Stop » at the same time « Seat Temp » for more than 3 seconds to turn the function on or off. - ON Short « beep »; - OFF Long « beep ». Factory setting: OFF When the ECO setting is on, the seat will be intelligently heated according to the user's usage habits.
AUTO Temp Setting	 Stop	 Air Temp	Press « Stop » at the same time « Air Temp » for about 3 seconds to turn the function on or off. - ON Short « beep »; - OFF Long « beep ». Factory setting: ON In this mode, the system will learn by itself, so that the seat temperature, air temperature and water temperature can be adjusted intelligently according to the change of environmental temperature. In order to ensure the use effect, please turn off the Eco function when turning on this function.
Auto Open Setting	 Stop	 Position	Press « Stop » at the same time « Position » for about 3 seconds to enter into the Setting. Press « Open/Close » to switch between: - OFF One indicator remains on; - Lid Three indicators remain on; - Seat Five indicators remain on. Factory setting: Lid ..... « Level Indicator » indicates the selected level. Lid mode: Only lid is opened. Seat mode: Lid and Seat are opened. Close mode: Close the Auto Open function.
Auto Flush After Leaving Setting	 Stop	 Flush	Press « Stop » at the same time « Flush » for about 3 seconds to enter into the Setting. Press « Increase » or « Reduce » to switch between: - OFF All indicators off; - 5 seconds One indicator remains on; - 10 seconds Three indicators remains on; - 15 seconds five indicators remains on. Factory setting: 15 seconds

# MAINTENANCE

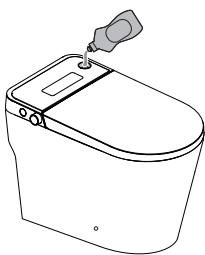
## FOAM SHIELD FILLING DIAGRAM



Press the Multifunction dial  for about 10 seconds to activate Stand-By mode, prior to adding liquid detergent in order to avoid any interference caused by the cover during the replacement process.



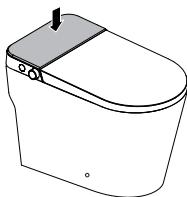
Grab both sides of the rear decorative cover and pull up.



Add the right amount of liquid detergent to the detergent box to prevent overflow. If there is an overflow, clean it with a soft damp cloth.



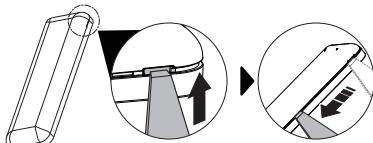
1. Please use a liquid detergent that can produce a large amount of bubbles when mixed with water. The foaming effect and duration of foam shield vary when using different brands of liquid detergent.
2. When the ambient temperature drops below 6 °C, it is advisable to utilize a blend of liquid detergent and water in a ratio of 5:1 to prevent freezing caused by excessively low temperatures, which may compromise its efficacy.



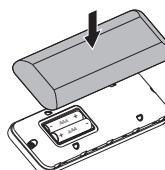
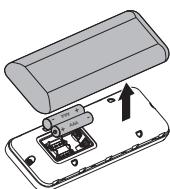
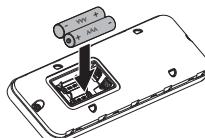
The rear decorative cover should be aligned with the card slot and placed down. Once the magnet is attached, the foam protector can be used.

## REPLACE BATTERIES

Remove old batteries



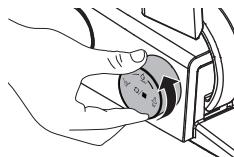
Insert new batteries



# MAINTENANCE

## SPRAY ARM CLEANING

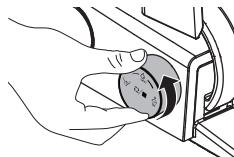
When the unit is not in use,



Turn the multifunction dial counter clockwise to extend the spray arm for cleaning.

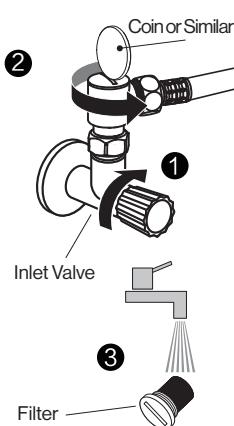


Clean the spray arm with a fabric or a soft bristle brush.



Turn the Multifunction dial counter clockwise again to retract the spray arm.

## FILTER CLEANING



The filter screen will need to be cleaned frequently. If the unit does not fill up properly, starts to lose pressure, or has no function normally, please clean the filter first.



DO NOT use the product without the filter. Otherwise the product may not be warranty.

The water inlet valve must be shut off during the entire filter cleaning process.

The filter may be reinserted in reverse after cleaning.

# MAINTENANCE

## SUITABLE CLEANING DETERGENTS

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- Mild bathroom or all-purpose cleaner
- Mild detergents
- Normal toilet brushes
- Soft sponges
- Microfiber cloth

## CLEANING INSTRUCTIONS SEAT, LID AND BACK COVER

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Use a mild soap solution to clean the seat. Please take care that the seat and hinges are not left damp. Dry off any residual water or cleaning agent with a soft cloth. Ensure that the seat and seat hinges do not come in contact with abrasive, corrosive, or chlorine-based cleaners, as these may cause damage or lead to flash rust. When cleaning the bowl, make sure that the seat and cover are kept in an upright position until all cleaning agent has been flushed away.



**DISCONNECT THE MAIN PLUG BEFORE YOU START WITH CLEANING THE PRODUCT.**

**Do NOT use any scouring equipment or tools (ex: scouring pad) or any aggressive cleaning agents for cleaning.**

## CLEANING CERAMIC APPLIANCES

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Do not use harsh or abrasive cleaning substances such as abrasive cleansers, scouring powder or drain cleaner on your ceramic surfaces. Also avoid using steam cleaners and hard, abrasive sponges. Please do not pour or dispose of hair coloring products into the toilet as this can reduce the effectiveness of the AXENT Easy Clean coating.

By following these maintenance guidelines, AXENT Easy Clean should remain effective for many years. AXENT highly recommends the use of acidic cleaners with a pH value between 1 and 4. Cleaners with a pH value in the neutral range (5 to 8) are not always suitable. We strongly advise against using either weak or strong alkaline cleaners, i.e. substances with pH values from 9 to 12.

## WINTERIZATION

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Please ensure water temperatures will not drop below 4 °C (39 °F). Frost or frozen water will damage the system and may lead to leakage.

If the water or ambient temperature drops below 4 °C (39 °F), please discontinue use of product.

- Disconnect the electrical power.
- Shut off the water inlet valve.
- Disconnect the water inlet hose from the filter to drain out the water inside of the line.
- Press the Manual Flush Button.



**FAILURE TO DRAIN SYSTEM MAY RESULT IN DAMAGE TO SYSTEM AND LEAKAGE OR FLOODING.**

If the intelligent toilet is moved from a cold location to a warm location, condensation may form. Leave the unit switched off for a few hours before use.

# TROUBLESHOOTING



## IN CASE OF THE FOLLOWING PHENOMENA, PLEASE CUT OFF THE POWER AND SHUT OFF THE WATER INLET VALVE IMMEDIATELY.

- Water leakage.
- Hearing continuous « beep ».

### PREPARE FOR CHECK

Check the Power Supply

- If the power supply could work normally

Check Water Supply

- If the water supply could work normally
- If the water inlet valve is shut off

### FREQUENTLY ASKED QUESTIONS

In case of minor malfunctions, please refer to the following solutions. If the below solutions do not resolve the issue, please contact customer support for further examination and repair.

FUNCTION	CAUSE	SOLUTION
<strong>MAIN</strong>		
No function	Product in Stand-by mode	Sit on or touch the sensing area of seat to deactivate Stand-by mode.
<strong>REMOTE CONTROL</strong>		
Does not work	Battery is low	Replace batteries.
	Wrong oriented	Reinstall batteries with correct oriented.
Remote control works but does not control toilet	Existing distractions	Remove distractions.
	The remote is disconnected from the toilet	Please perform the Pairing (see page 8 for operation).
	Out of range	Please use the remote control within the inductive distance.
<strong>SEAT HEATER</strong>		
Low seat temperature	Seat temperature set too low	Increase seat temperature.
Low seat temperature when initially seated	Eco mode is on	Please exit Eco mode.
Seat temperature reduce automatically	Seat Low TEMP Protection will be activated automatically after Seated for a while	It is normal. Please adjust Seat temperature or reseat to disable Seat Low TEMP Protection. And Seat Low TEMP Protection will be activated again after 5 minutes.
High seat temperature	Seat temperature set too high	Reduce seat temperature.
Seat heater does not work	Seat temperature set too low	Increase seat temperature.
	Heating error	Disconnect the main plug and contact customer service.

# TROUBLESHOOTING

MALFUNCTION		CAUSE	SOLUTION
<b>MASSAGE</b>			
Does not work	Can only be activated during the wash cycle		Restart massage during Front or Rear wash.
<b>REAR WASH AND FRONT WASH</b>			
Spray arm extend too slowly	Self-cleaning before used	Please be patient.	
Low water pressure	Filter is blocked	Clean filter.	
	Connection loose	Check connection between hose and main, and tighten it.	
Low water temperature	Water temperature set too low	Increase water temperature.	
Water stop suddenly	Leaving the seat During Rear or Front wash	Seated and restart the washing.	
Spray arm extend without water spraying out	Seat does not sense person	Reconfirm position on seat.	
Unstable water temperature	Water pressure is unstable	Please turn off other water supplies, and wait for the water stable.	
<b>OPENING AND CLOSING THE SEAT AND LID</b>			
Auto Open does not work	Auto open off	Set Auto open as Lid or Seat.	
	Lid not closed	Close lid.	
	Less than 10 seconds after last Auto Close	Wait for 10 seconds after last Auto Close.	
Auto Close does not work	The user still moving within the inductive distance	Leave the inductive distance or be static for 2 minutes.	
Seat does not open automatically	Auto open set as Lid	Set Auto Open as Seat.	
	Less than 10 seconds after last Auto Close	Wait for 10 seconds after last Auto Close.	
<b>DRY</b>			
Dryer does not work	Seat does not sense person	Reconfirm position on seat.	
Low air temperature	Air temperature set too low	Increase air temperature.	
No air temperature	Air temperature set off	Increase air temperature.	
<b>SELF-CLEANING</b>			
Spray arm retracts automatically during Descaling process	Wand will automatically retract after 3 minutes of inactivity	Restart Self-cleaning again.	

# TROUBLESHOOTING

MALFUNCTION	CAUSE	SOLUTION
<b>FOAM SHIELD</b>		
Foam shield is activated, but no foam is coming out from the base nozzle.	Filter is blocked	Clean filter.
	Waterway of foam shield is blocked	Disconnect the main plug and contact customer service.
	Other components malfunction	Disconnect the main plug and contact customer service.
Foam shield is activated and only releases water or a small amount of foam.	Liquid detergent has runs out	Please refer to the instructions on page 13 for guidance on adding liquid detergent.
	Liquid outlet of detergent box is blocked	Disconnect the main plug and contact customer service.
	The production of foam may significantly decrease when the room temperature drops below 6°C due to the potential freezing of some liquid detergent	Please add an appropriate amount of warm water around 50°C to the detergent box (filling it up to about 90% capacity). Stir well and reactivate the Foam Shield several times to eliminate the freezing phenomenon.
	Other components malfunction	Disconnect the main plug and contact customer service.
Foam shield is activated, the foam column becomes intermittently discontinuous	Air is released when the foam shield is activated for the first time	This is a normal phenomenon, and it will disappear after several startup attempts.
	If the foam shield is not activated for an extended period of time, the detergent may dry out, resulting in intermittent foaming when it is activated again	It is a normal phenomenon. After adding liquid detergent again and letting it sit for a while, simply activate the foam shield several times to eliminate the issue.
	The flushing has been completed, and the product is still being refilled	Please reactivate the Foam Shield after refilling.
<b>DEODORIZER</b>		
Deodorizer does not work	Deodorize off	Please active Deodorize function.
	Seat does not sense person	Reconfirm position on seat.
	During Rear or Front wash	It is normal. Deodorize is disable During Rear or Front wash.
Deodorizer still runs after leaving seat	The deodorizer continues to run for a while after leaving the seat to increase effectiveness	This is normal.

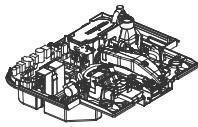
# TROUBLESHOOTING

MALFUNCTION	CAUSE	SOLUTION
<b>NIGHT LIGHT</b>		
Does not work	Night light in OFF mode	Switch night light setting to ON or AUTO mode.
Night light always on	Night light in ON mode	Switch night light setting to AUTO or OFF mode.
	Light sensor blocked by object	Remove distractions.
<b>WARNING</b>		
Continuous «beep»	Water temperature exceeds normal range	Disconnect the main plug and contact customer service.

# TROUBLESHOOTING

## REPLACEMENT PARTS LIST

Individual instructions will be included with applicable replacement parts.



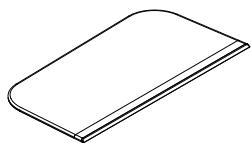
X10000003050

Technical Unit



X10000003047(White)

X10000003048(Black)



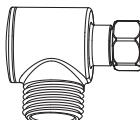
X10000003049

Cover



X10000003051

Remote Control



X10000002479

Debris Filter



X10000003018

Power Flush



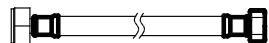
X10000003052

Toilet Bowl



X10000002484

Bowl Mounting Hardware / Plug



X10000002481

Inlet Hose



X10000002483

Bowl Mounting support



X10000002482

Base Mounting Hardware / Plug

# TECHNICAL DATA

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Nominal voltage	120 V~, 60 Hz
Power consumption	880 W
Protection degree	IPX4
Water Volume	1.0 gpf/3.8 lpf
Cable length	1.0 m (39¾ in)

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Minimum and Maximum pressure (bidet portion only)	0.1 - 0.75 MPa ( 15-108 psi )
Operating pressure (toilet)	Refer to cistern specifications
Ambient temperature range	4 - 40 °C ( +39 to +104 °F )
Water temperature range	4 - 35 °C ( +39 to +95 °F )
Product dimension ( L × B × H )	683 × 385 × 491 mm ( 26⅞ × 15⅓ × 19⅝ )
Maximum load (Seat and lid)	150kg ( 330lbs )

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Max. flow rate rear wash	600m L/min	
Max. flow rate front wash	600m L/min	
Spray arm position		5 levels
Water temperature	Ambient Temp, 31 - 39 °C	5 levels
Air dryer temperature	Ambient Temp, 30 - 50 °C	5 levels
Seat temperature	Ambient Temp, 29 - 37 °C	5 levels

## TECHNICAL SUPPORT

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For any questions or any assistance with this product, please contact your dealer or call us at  
1-949-250-4576

[support@axentproducts.com](mailto:support@axentproducts.com)  
[www.axentbath.us](http://www.axentbath.us)

## LEGAL DIRECTIONS

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This manual contains important information on the intended use, correct operation and proper maintenance of the equipment. Knowledge of and compliance with the instructions of this manual are provided for both the safe use of the equipment and for the safety of its operation and maintenance. In this manual, not all kinds of applications and improper manipulations are considered. In addition, attention is drawn to the following: The content of these instructions is neither part of any previous or existing agreement, commitment or legal relationship, nor does it change from an existing agreement, commitment or legal relationship. Any commitment by AXENT results from the respective warranty. These include the complete and authoritative warranty obligation AXENT. The statements in this manual do not constitute an extension or a restriction of the claims under the warranty provisions. This manual is protected by copyright. Copies and / or translations into other languages may be made only with prior written approval of AXENT.

# GUARANTEE

## AXENT LIMITED WARRANTY

A three-year limited warranty applies to all AXENT products purchased on or after May 1, 2019. All products purchased on or before April 30, 2019 OR purchased for use in a commercial or hospitality setting on any date are backed by AXENT's one-year limited warranty. All spare parts purchased for use with Axent products are covered by a six (6) month limited warranty unless otherwise stated on the product.

1. AXENT warrants that its products are free from defects caused by defective material and faulty workmanship for a period of three-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. Proof of purchase showing both original ownership and purchase date is required for any warranty claim. The limited warranty applies to all products sold by authorized dealers in the United States and Canada and used within the United States and Canada. This warranty is limited to parts only and AXENT is not responsible for any installation labor charges, removal charges, installation, or other incidental or consequential cost.
2. AXENT's sole and maximum liability for breach of its warranties herein is limited to the obligation, at AXENT's sole discretion to repair, replace, or make appropriate adjustments to bring the product back to normal operating function. AXENT reserves the right to inspection of the product and verification of normal residential usage conditions during the warranty period before warranty claims are handled. In no event shall AXENT or 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:
  - AXENT is notified in writing by Purchaser within thirty (30) days after discovery of defects;
  - Purchaser obtains a Return Authorization from AXENT prior to returning any defective product to AXENT;
  - 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).
  - The defective products are received by AXENT for adjustment no later than fifteen (15) days following the last day of the warranty period; and
  - 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.
4. 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 as a resulting from the use of in-tank toilet cleaners.
  - 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.
5. 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, contact AXENT's service team through your dealer or plumbing contractor, or via the points of contact below:

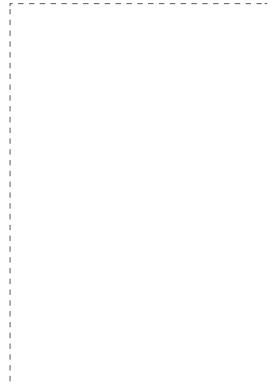
**Mailing Address:** Attn. Customer Service Department 3 Musick, Irvine, CA 92618

**E-mail:** [Support@axentproducts.com](mailto:Support@axentproducts.com)

**Phone:** 1-949-250-4576



Place serial number sticker  
here for reference:



**AXENT Intelligence Inc.**

[www.axentbath.us](http://www.axentbath.us)  
[support@axentproducts.com](mailto:support@axentproducts.com)  
1-949-250-4576