

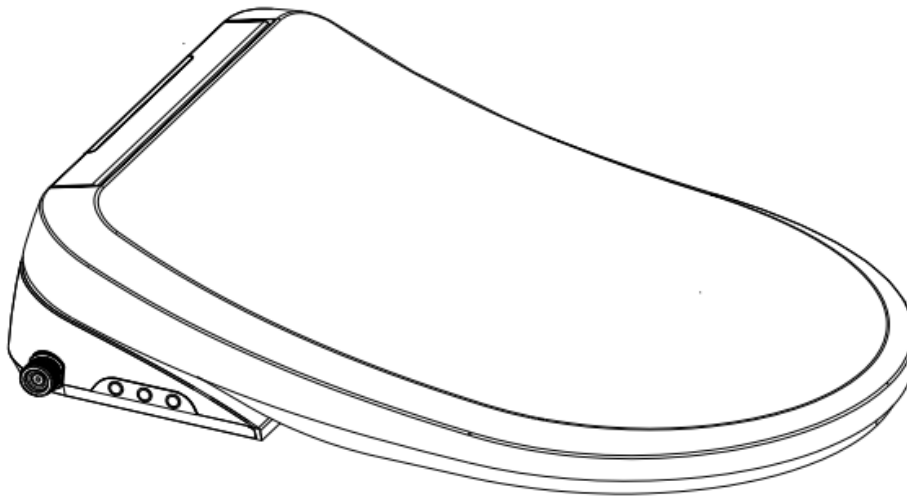
USER MANUAL



Thank you for choosing Better Bathrooms.
Please read this manual before installing your product
and keep for future reference.

better 
bathrooms

INTELLIGENT TOILET SEAT



BeBa_27403

- REMOTE CONTROL
- IPX4 INGRESS PROTECTION
- REAR AND FRONT WASH

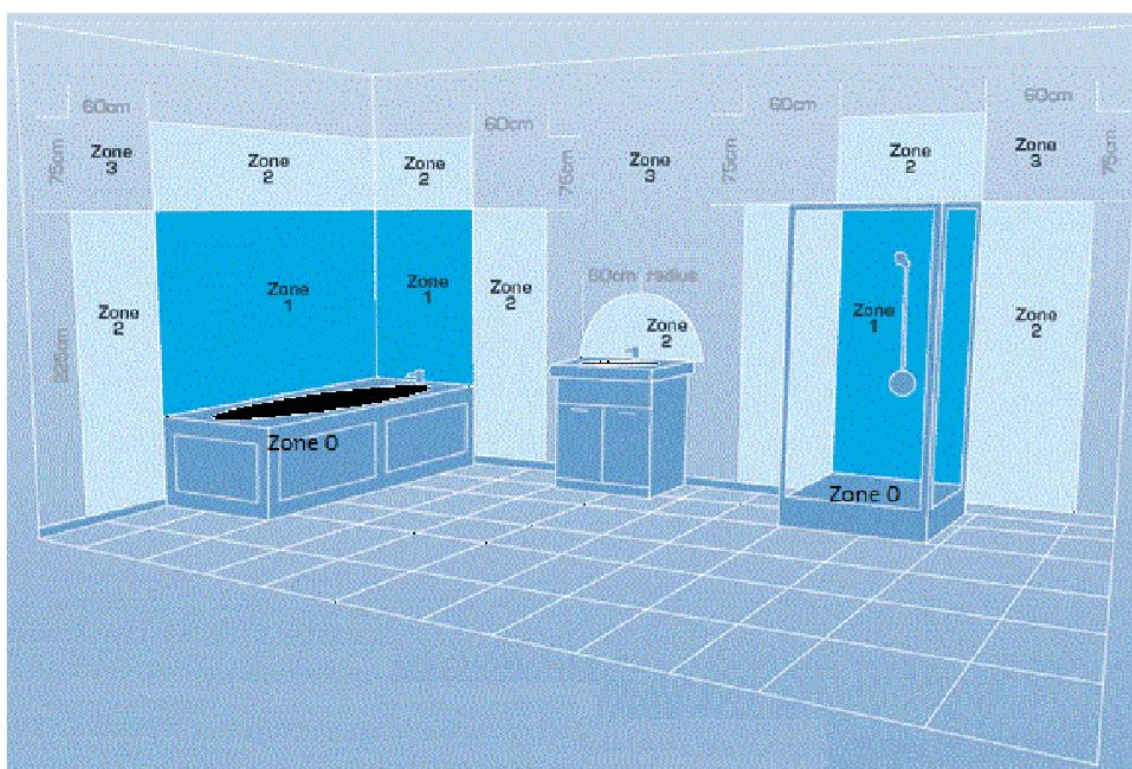
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SAFETY INFORMATION

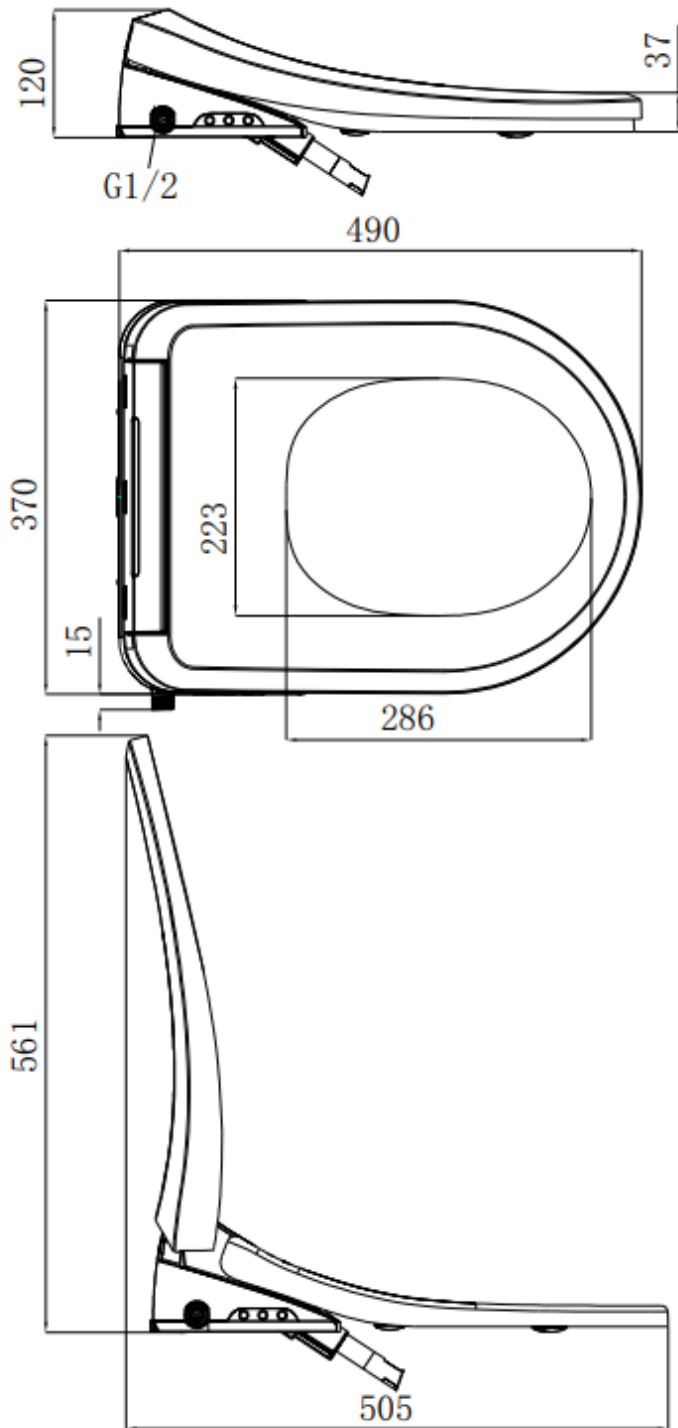
- This manual must be read and fully understood before installing or using the appliance.
- This product must not be operated without a connected water supply.
- Installation must be in accordance with all relevant local regulations applicable at the time of installation.
- It must be installed by a qualified professional to in accordance with BS 7671.
- If electrical work is carried out within the bathroom which involves addition or alteration of existing circuits, it may be notifiable to your local building control department (Part P). If unsure, professional advice should be sought.
- The toilet must be fitted in accordance with the Water Supply (Water Fittings) Regulations and Water Supply (Water Fittings) (Scotland) Byelaws.
- If the power cable or RCD are damaged in any way, the power must be disconnected until the part is replaced. Contact the retailer or manufacturer.
- The toilet must be fitted in a well-ventilated bathroom.
- The toilet must not be sprayed with liquid, or placed in a position it is likely to be sprayed.
- The toilet must not be installed in a location where it may be subject to high temperatures.
- The toilet must be stored in an upright position before installation.
- Do not over bend or kink the water supply hose as this could cause leaks
- Only use this product for its intended use. Only use attachments recommended by the manufacturer.
- Do not use this product in an outdoor environment.
- Children and people with limited physical, sensory or capabilities must be supervised when using this device or have been told the proper procedure for use beforehand.
- Do not climb or stand on the toilet.
- If the product is not working properly, disconnect from the mains and close the water supply valve immediately before contacting the supplier or a qualified professional.
- This is a Class I electrical appliance and must be correctly earthed. Make sure the earth cable is connected first during the electrical connection.
- In case of any damage to the supply cable, you must arrange for a certified and qualified electrician to replace the cable for you.
- This appliance is designed for fixed connection to the power supply. Connecting this appliance to the power supply must be performed by a qualified and authorised electrician.
- Incorrect repairs are dangerous. Repairs must only be carried out by trained and qualified engineers.

- The Supplier and Manufacturer are not responsible for any injury and/or damage caused by incorrect installation, maintenance or operation of the product.
- Do not force the soft close toilet seat down as this may damage the mechanism.
- A defective appliance may cause electric shock. Never switch on a defective appliance. The power must be disconnected before seeking assistance.
- This product is IPX4 rated, and so no part of the installation is allowed to be within bathroom Zones 0 or 1. Installation is permitted within Zone 2 and outside of the bathroom zones as long as it is not in a position where it is likely to be sprayed with water.

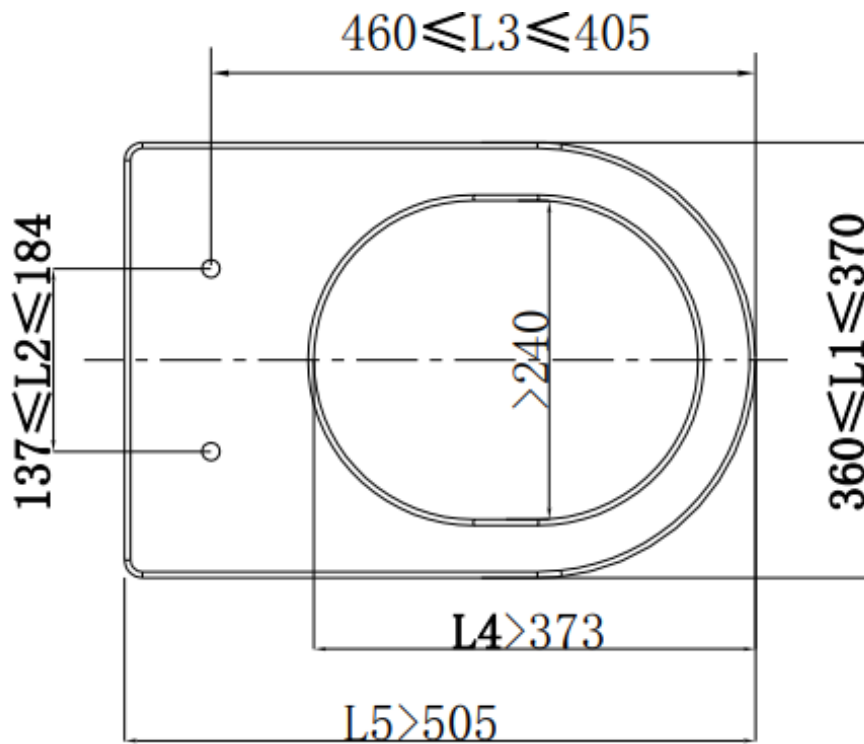
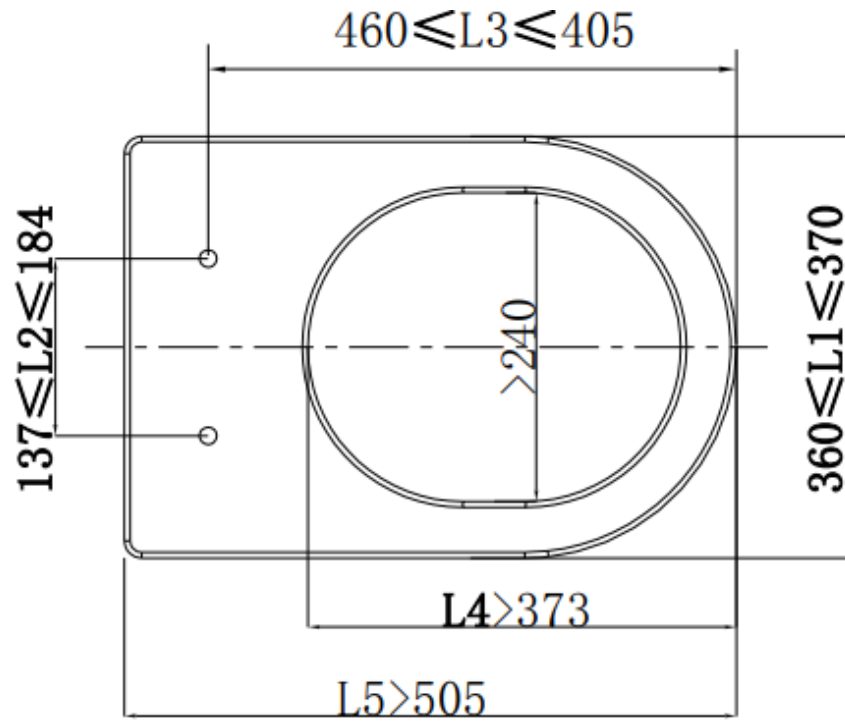


Zone 0:	The interior of the bathtub or shower basin.
Zone 1:	The area around the bathtub or shower basin up to a height of 2.25m above the floor
Zone 2:	The area stretching to 0.6m outside the bath or shower and above the bath or shower if over 2.25m

INSTALLATION DIAGRAMS - SEAT



INSTALLATION DIAGRAMS – TOILET



PARTS LIST



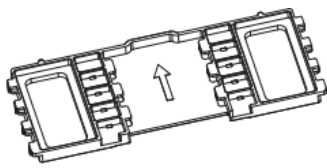
Seat



Remote
(Batteries Not Included)



Remote Control
Holder



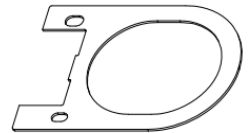
Fixing Plate



Expansion
Screws



Adjustment
Sheet



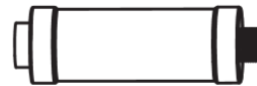
Installation template



Water Hose



T Valve Connector



Filter



Electrical Cable
Coupler

TOOLS REQUIRED

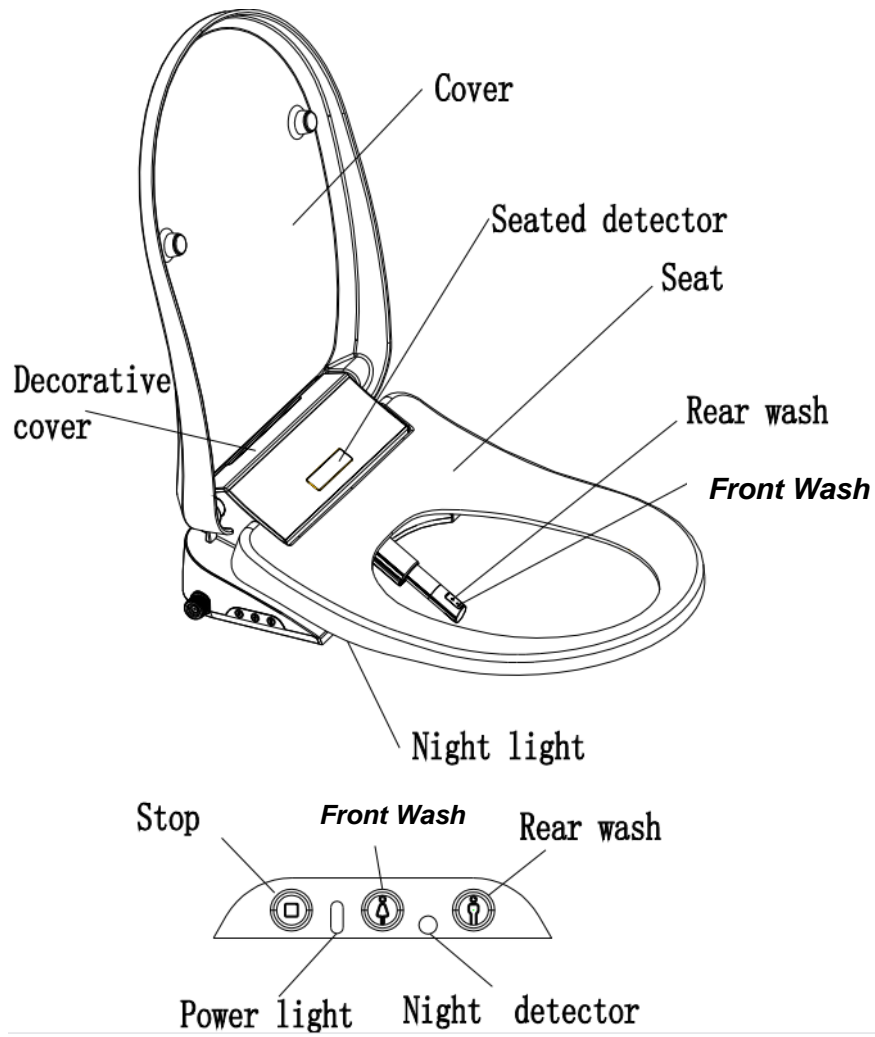


Phillips screwdriver



Adjustable Wrench

PRODUCT OVERVIEW

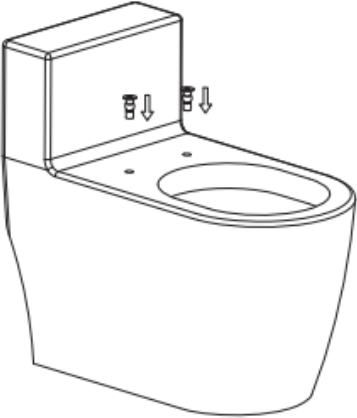
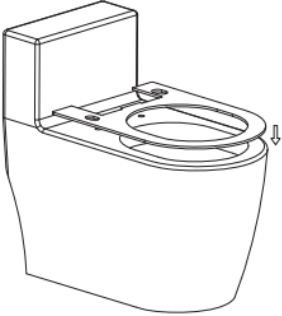
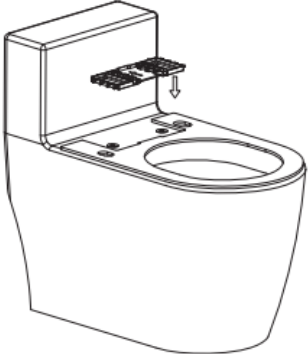
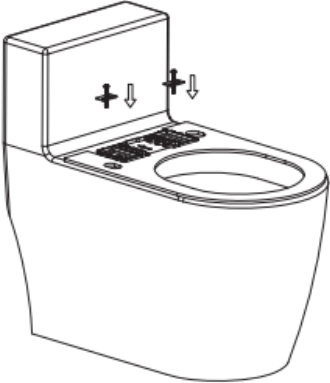


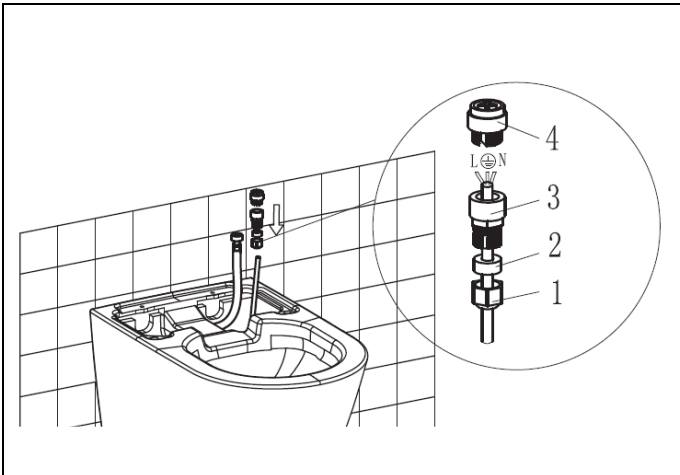
BEFORE INSTALLATION

IMPORTANT!

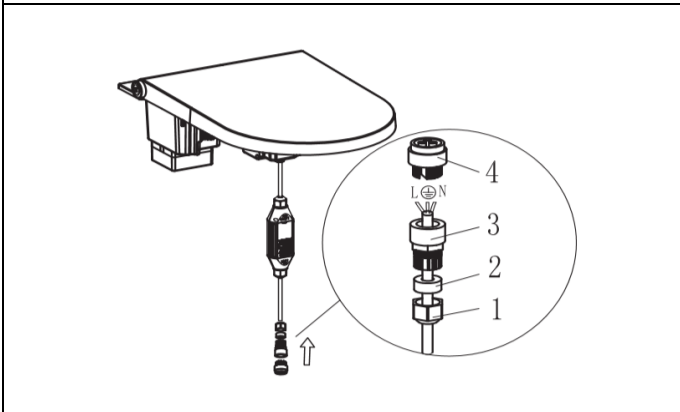
Before commencing installation, the water and electrical supplies should be turned OFF.

INSTALLATION INSTRUCTIONS

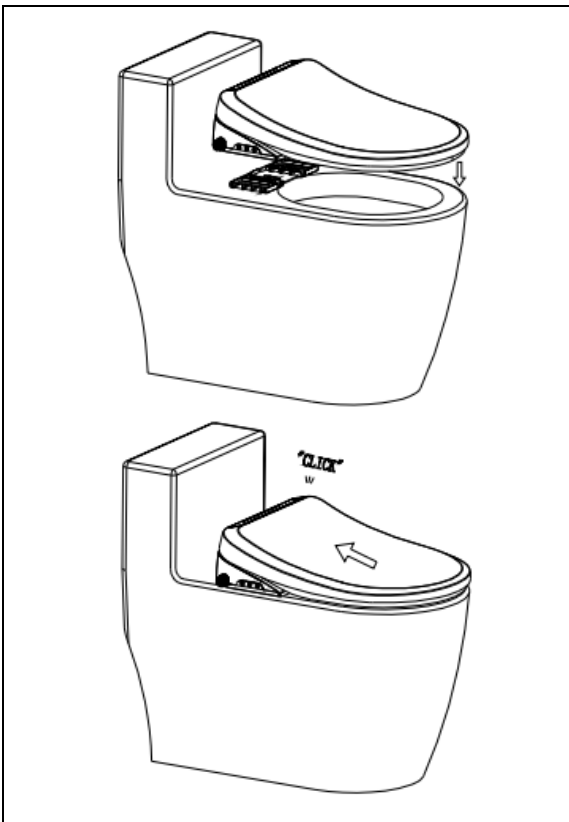
	<p>Insert the 2 expansion screws into the bowl of the toilet as shown.</p>
	<p>Place the installation template onto the toilet bowl.</p>
	<p>Insert the fixing plate onto the back of the toilet, using the installation template as a guide.</p>
	<p>Screw in the provided screws to fix the fixing plate onto the toilet bowl. Ensure it is secure before commencing. The installation template can now be removed and disposed of correctly.</p>



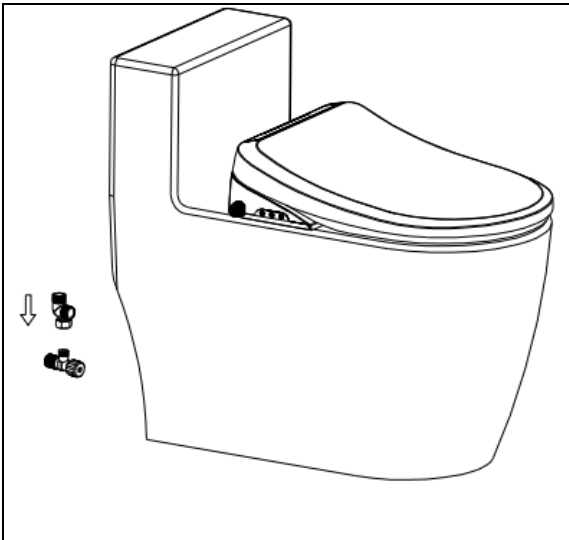
Strip the end of the household cable to expose the wires for connection to the coupler.
When stripped, tidy the ends and connect to the coupler as shown, ensuring the screws are tightened and the wire ends are fully secured.



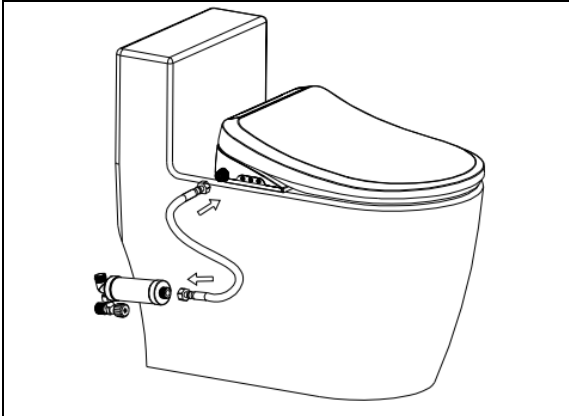
Carry out the same process for the cable attached to the toilet, then connect the coupler sections together.



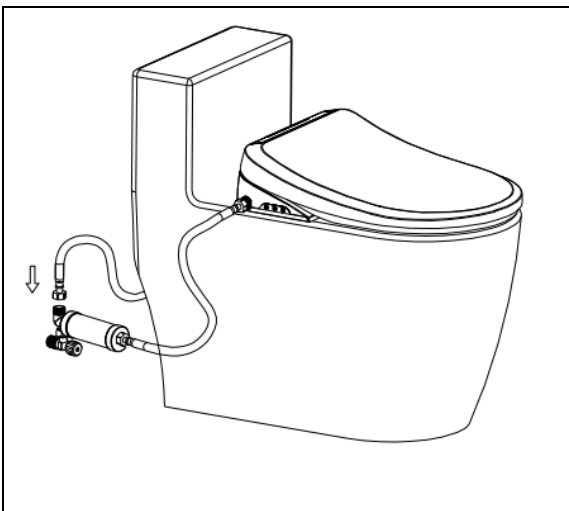
Place your new intelligent seat onto the toilet bowl and using the fixing plate, gently push the seat back until a clicking sound is heard. This indicates that the seat is now fixed into position.



Connect the T valve connector to your current water supply pipes. Ensure there are no leaks or loose connections before commencing.



Insert the filter onto the T connector and then attach the water hose to the filter and the water hose connector on the side of the intelligent seat as shown.



Insert the water outlet onto the T connector and now secure all fittings, ensuring that the water pipe, filter and water inlet are securely fastened.

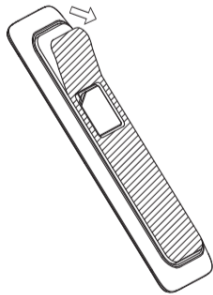
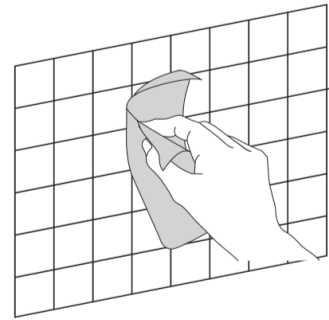
Before replacing the seat, turn on the water supply, the stop valve and the electrical supply. After turning on the water and electrical supplies you **MUST** carry out the RCD test, instructions for this are printed on the rear of the RCD, also carry out a leak check on all water connections.

Your intelligent seat is now ready to be used.

INSTALLATION OF THE REMOTE HOLDER

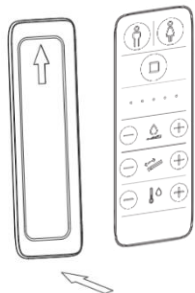
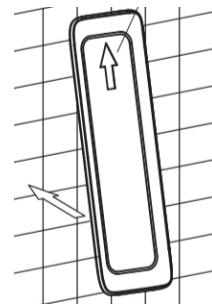
Clean the wall surface in the area in which the remote-control holder will be located

Dry fully before attempting the installation



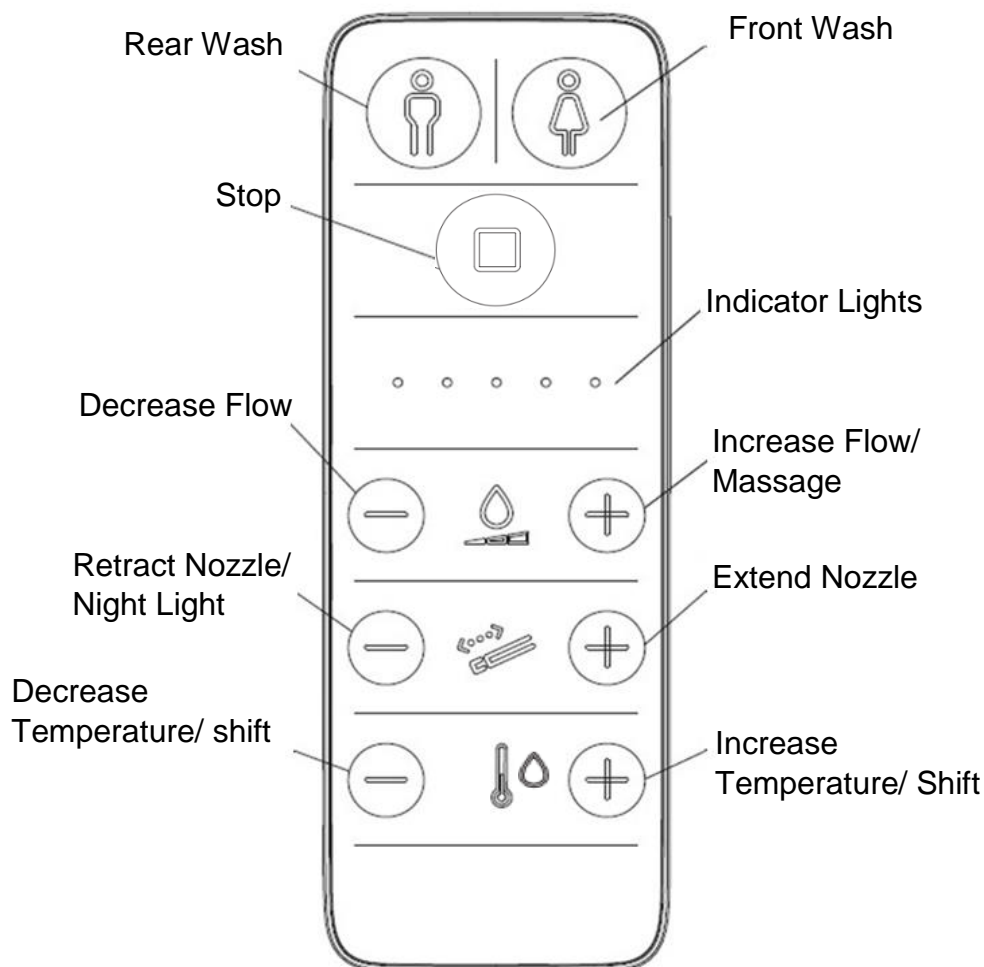
From the rear of the holder, peel off the adhesive strip cover.

Place the holder with the adhesive side to the wall, ensuring this is level, press to the wall firmly and hold for a couple of seconds.



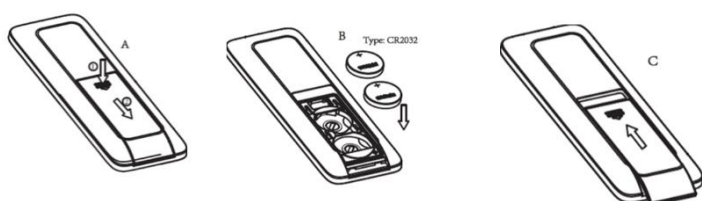
Once located and secure, place the remote control against the holder. The magnet within the holder will retain the remote in position.

REMOTE CONTROL



FITTING / REPLACING BATTERIES

- Different types of batteries or new and used batteries should not be mixed
- Batteries should be inserted using the correct polarity
- Exhausted batteries should be removed and disposed of safely
- If the appliance is not to be used for a long period, batteries should be removed



NOTE: Batteries are not included.
The remote requires
2 x 3v CR2032 batteries.

When the light flashes continuously, the batteries need to be replaced

OPERATION

REAR WASH/ FRONT WASH



While seated, press the rear wash or front wash button on the remote and the toilet will begin wash mode.



Alternatively, the buttons on the side of the toilet can be used to activate front wash or to activate rear wash.



The washing function will run for 3 minutes.

NOTE: Once your product is installed and all water and electrical supplies are connected and operational, your toilet is ready for use.

Lift up the toilet seat lid, locate yourself so that the sensor detects a user.

Press the wash button, when you do this the toilet will carry out initially an automatic nozzle self-clean which lasts for around 7 seconds and then the wash (for user) will commence.

When you stop the wash, the toilet will self-clean for around 7 seconds.

When the wash mode is activated, after a 10 second delay the nozzle will move for 18 seconds before staying in the set position for the rest of the wash.

While in wash mode, you can adjust the following settings:

MASSAGE

Change between “OSCILLATING”, “PULSATING” AND “OSCILLATING AND PULSATING” functions.



To access massage mode, keep pressing the + or – temperature buttons. Then, press the + water flow button to change between the different massage functions.

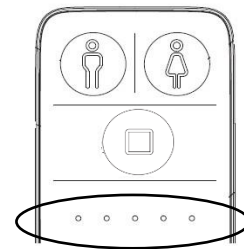
The Indicator lights on the remote will show the massage mode selected.

1 Light – Oscillating Mode

2 Lights – Pulsating Mode

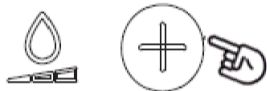
3 Lights – Oscillating and Pulsating Mode

Please Note: The massage mode can only be adjusted using the remote control.



WATER FLOW

Change between LOW, MEDIUM or HIGH



To adjust the water flow, press the + or – water flow buttons on the remote. The indicator will show the rate that the water is flowing between LOW, MEDIUM and HIGH.

WATER TEMPERATURE ADJUSTMENT

The water temperature can be adjusted.



Use the temperature adjustment buttons on the remote. Press the + or – to increase or decrease the temperature.

STOP

Stops all functions immediately no matter where they are in their cycle.



To stop any of the functions at any time, press the stop button on the remote control.

ADJUST NOZZLE

The nozzle position controls where the water is sprayed during washing mode.



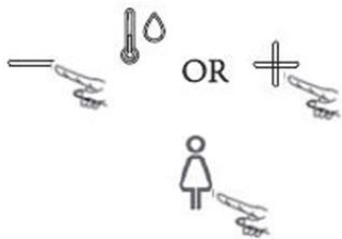
Change the nozzle position by using the + and – nozzle buttons on the remote to retract or extend the nozzle.

Please Note: The nozzle position can only be adjusted using the remote control.

OTHER FEATURES

The intelligent toilet comes with other features that improve its ease of use. These can be adjusted when no other function is in operation.

AUDIO



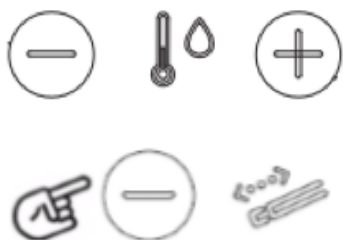
The toilet will beep when settings are changed. To turn this alert off press and hold the “+” or “-“temperature button. Then release and press the Front Wash Button. The sound/beeps will turn off. Press the Front Wash button again and the sound will be activated.

STANDBY



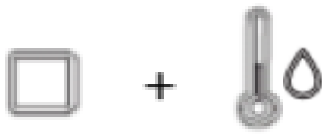
Keep pressing the "Stop" button of body for more than 6 seconds, it will go into power standby mode. Press again the button for more than 6 seconds to restart it.

NIGHT LIGHT



The night light defaults to always on. Keep pressing the + or – temperature buttons on the remote at the same time before pressing the – nozzle button. Keep pressing the – nozzle button to change between OFF, ALWAYS ON, SMART modes. (Light will operate in dark conditions).

REMOTE CONTROL SYNCHRONISATION



If you are installing multiple units in one area and want to avoid controller interference between units or you need to synch a new remote with an existing unit. Press the STOP button and the "+" or "-" temperature button together. The first indicator will flash. Release the STOP button, but continue to press the temperature button. Press the "+" or "-" flow rate button then releases the temperature button the fifth indicator will flash. Press "+" or "-" flow rate buttons to switch to a different remote/product ID code and the corresponding indicator lights will illuminate. The first code is the default code and the light "-" lights up. Press the "stop" button on the side of the toilet seat then press the "stop" button on the remote control to finish the setting.

CLEANING AND MAINTENANCE

Daily	Remove water drops with a soft lint free cloth to avoid limescale build-up.
Weekly	Clean all surfaces and corners. Clean the spray nozzle if necessary (see Nozzle cleaning)
Monthly	Clean the ceramic with low acidic cleaning agents.
Every 6 months	Replace the filter if required. (see replacing the filter)

NOTE: Do not use strong abrasive cleaning agents or materials, as this can damage the product and will invalidate your guarantee.

TANK SELF-CLEAN

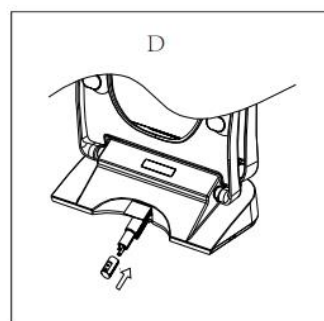
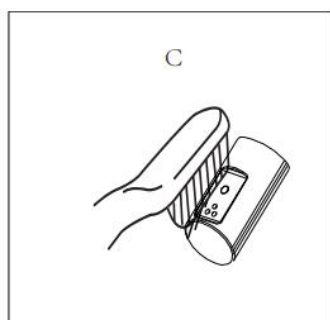
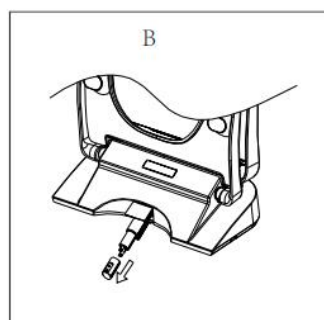
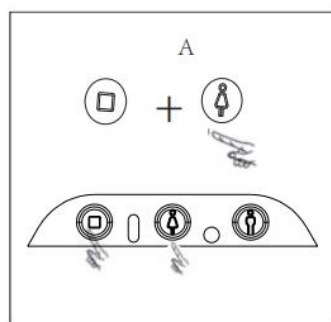
If the product is not used for more than 72 hours, the next time it is used, and the wash function is activated, the unit will carry out a self-clean for approximately 3 minutes. All functions will be de-activated during this time.

CLEANING THE NOZZLE

It is recommended that regular cleaning of the nozzle takes place to prevent blockages.

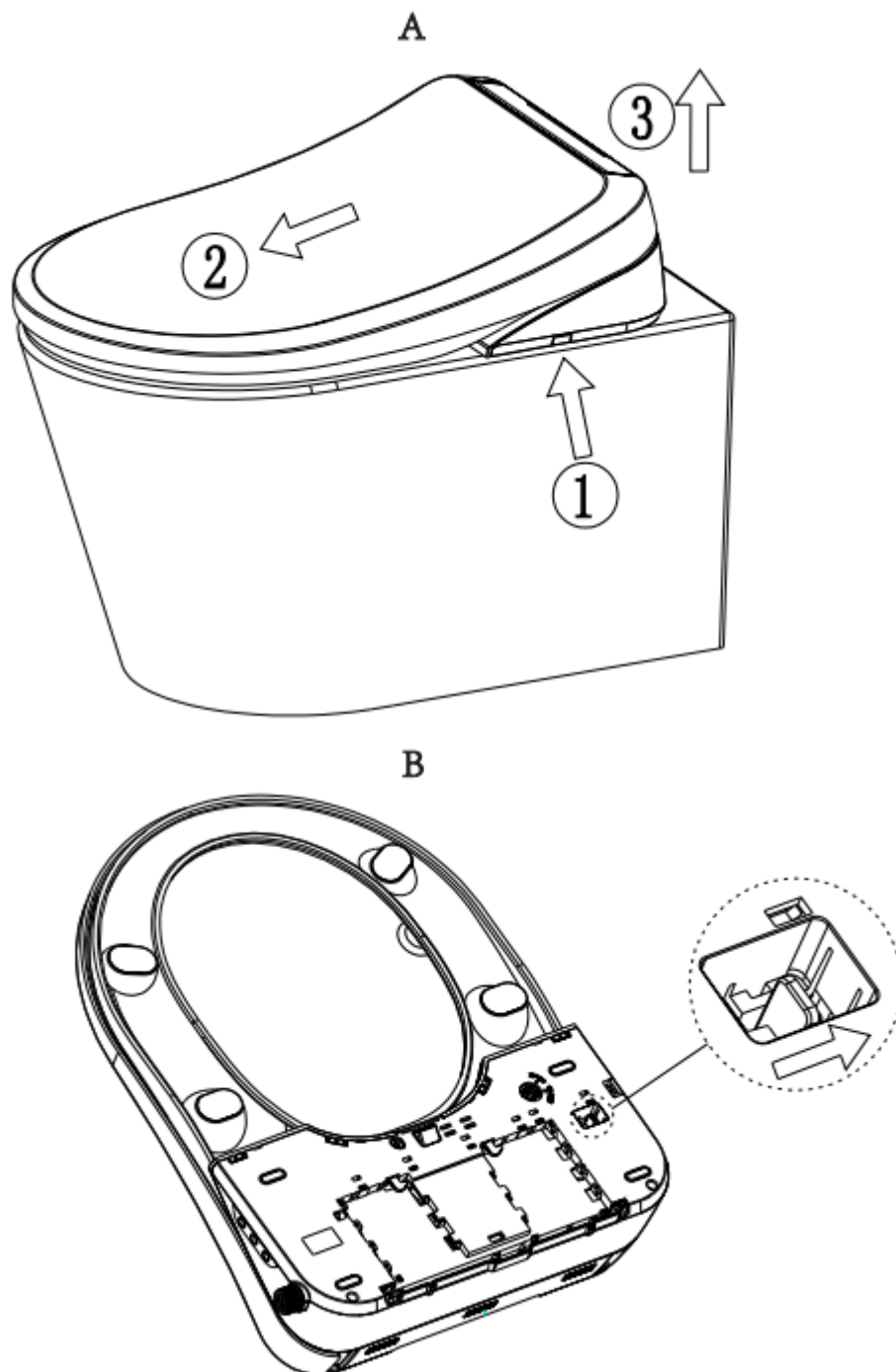
To manually clean the nozzle, follow the below:

Keep pressing the "stop" and "front wash" buttons on the device for a few seconds, then the nozzle will come out with cleaning water. It will return back after 5 minutes or when the stop button is pressed.



RESETTING THE THERMOSTAT

If the device is stored in a high temperature environment (such as room temperature exceeds 45 degrees Celsius), it is necessary to do as follows. Otherwise the washing water may not heat up.



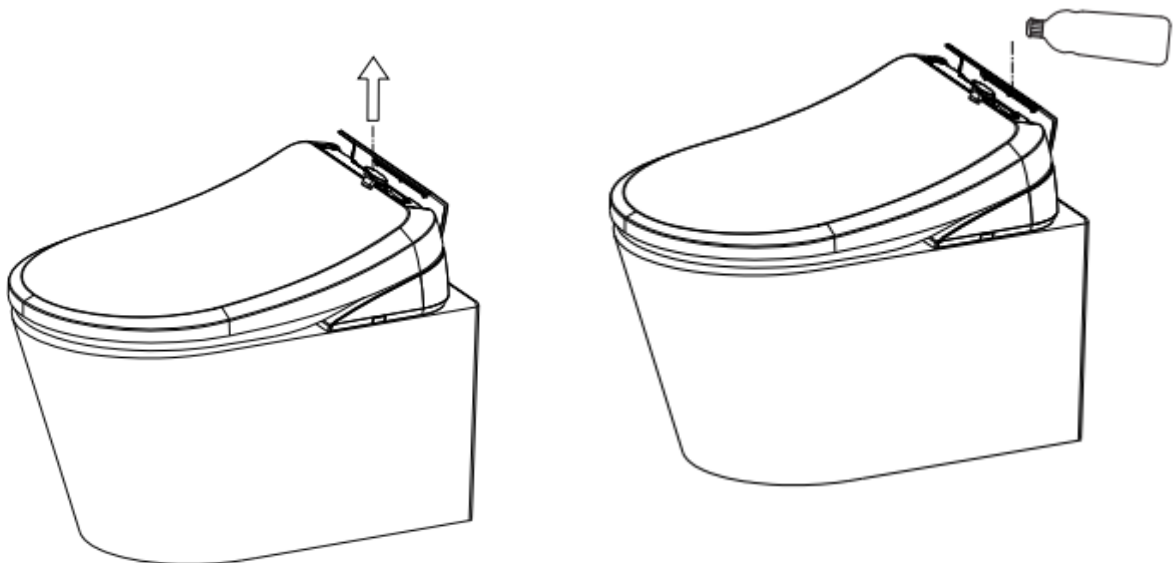
DESCALING

You will need to descale the device at least once a year, or more often depending on the number of uses and the water quality of your location.

During the descaling procedure, you can continue to use the toilet without the washing functions.

The descaling procedure lasts up to 30 minutes. During this time, the red LED light always flashes and the device makes a sound. Once the red LED switches off, the spray functionality is once again ready for operation.

1. Press and hold the "rear wash" and "front wash" button on the device, then it will enter the descaling mode.
2. Lift the back panel of the toilet seat up and insert around 150ml of descaling solution. (see below pictures)
3. Press the "front wash" button on the device, then it will execute the descaling program. During this time all buttons cannot be used. Once the red LED stops flashing, the device is back to normal.

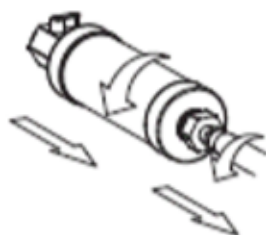
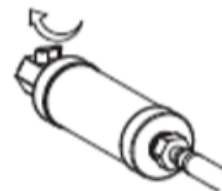


REPLACING THE FILTER

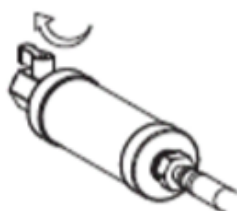
The filter supplied has a life of 6 months and should be replaced to prevent reduced flow. This can be affected by the water type i.e. Hard Water areas.

To replace the filter, you will need to turn off the power supply and the water supply and the seat will need to be removed.

Turn the stop valve to the closed position.



Disconnect the filter and replace with the new part, ensuring to re-fit the seals.

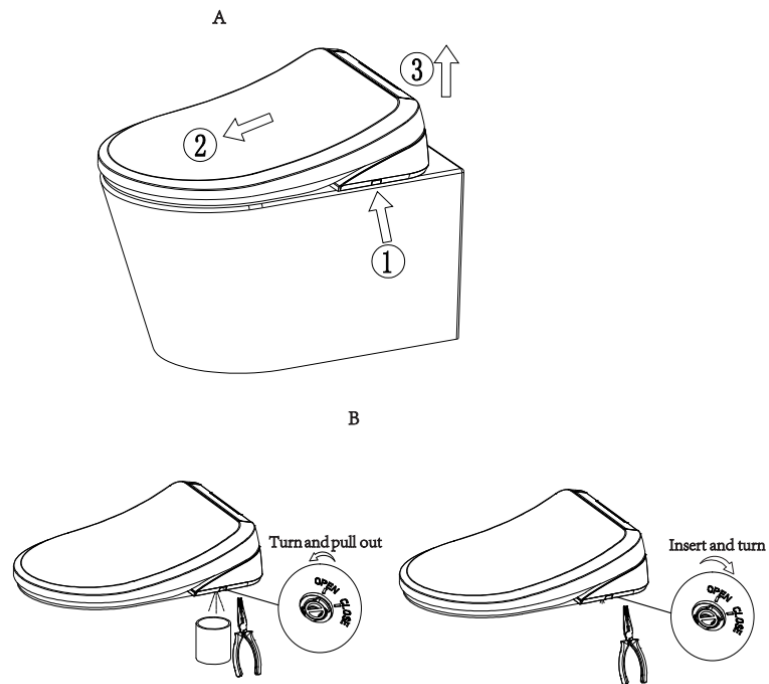


Feed the pipes back into the toilet base, turn the power back on and re-set the RCD Re-open the stop valve. Re-fit the seat and secure into position.

DRAINING THE WATER TANK

The water and power must be cut to the unit before work is started Do not invert the seat.

Ensure a water holding container is in place prior to draining



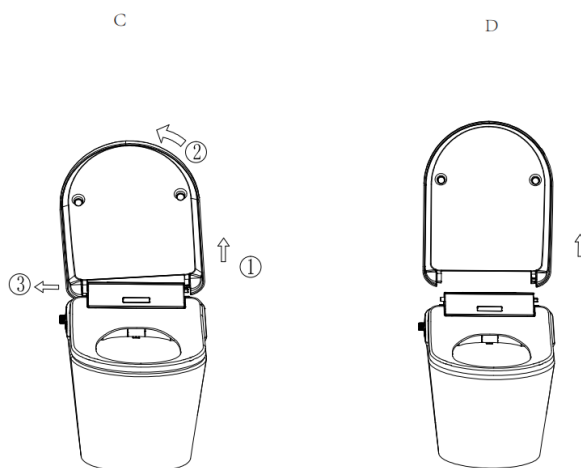
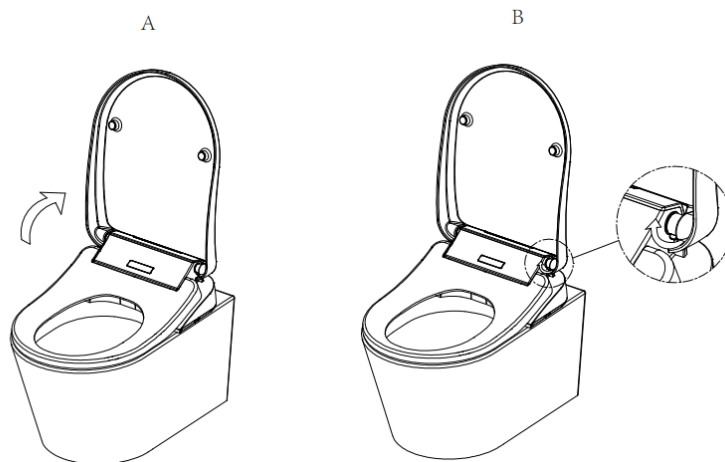
Using pliers hold the plug on the tank turn the plug to OPEN and pull out Water will start to drain.

After draining is completed, insert the plug and turn to CLOSE.

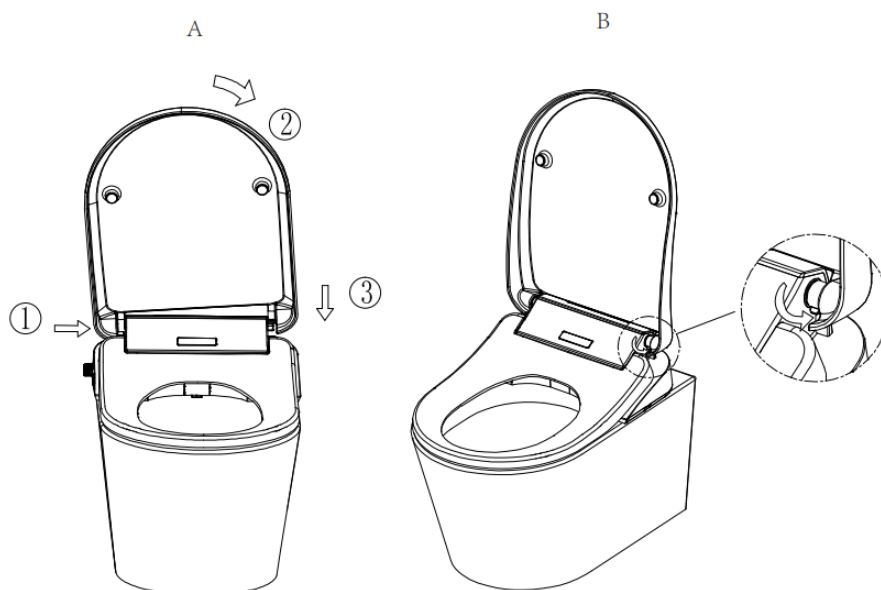
REMOVING AND RE-INSTALLING THE SEAT AND COVER

NOTE: The removal and reinstallation of the seat is the same as the cover.

REMOVE



RE-INSTALL



TROUBLESHOOTING

Problem	Potential cause	Suggested action
The washing function not operating	The power supply may not be connected	Ensure the power switch is in the on position and the RCD has been reset.
	The water supply may be disconnected	Ensure the inlet water valve is in the open position, and ensure there is adequate water flow to the unit.
	The filter may be blocked	Please replace a new filter. It has a service life of approx. 6 months.
	Seat detector not activated	Ensure the seat is occupied to activate the function.
	Toilet lid is closed	Lift the toilet seat.
	Function not used for more than 72 hours	The self-cleaning function will activate, which takes around 3 minutes. During self-cleaning all the buttons are deactivated until the function has completed.
	Seat assembly is not connected to water supply	Check the seat assembly has a connected and flowing water supply, as the cistern filling does not confirm water to the seat.
Washing function suddenly stops and nozzle retracts.	The washing cycle is 3mins. The nozzle will stop spraying after 3mins, and then retract.	This is normal and please press the "wash" button to start another wash cycle.
	Water supply interrupted	Please check if there is a water outage
	The seat detector has sensed the user left the seat	Please adjust sitting position
	The toilet lid is not fully open	Ensure the lid remains upright during the function.
Low water flow rate	The water flow rate may be set at low grades	Please increase the flow rate as per "adjusting water flow rate" of operating instructions
	The water supply pressure may be too low	Please check and ensure the water supply pressure is 0.07Mpa
	The filter may be blocked	Replace the filter. It has a service life of approx. half a year
	The nozzle may be blocked	Please replace the nozzle
Low water temperature	The water temperature may be set at low grades	Please set the water temperature at high grade as per "adjusting temperature" of the operating instructions
	The temperature of water supply is too low	Please set the water temperature at high grade as per "adjusting temperature" of operating instructions, or decrease the flow rate as per "adjusting water flow rate".
The nozzle comes out slowly	Upon starting the washing function, the nozzle will be in self-cleaning mode before coming out.	This is normal
The water flows out but the nozzle does not come out	The toilet is not used for more than 72 hours	This is normal. If not used for more than 72 hours, when the unit starts it will begin the self-cleaning for about 3 minutes
The dryer cannot work	The power supply may not be opened	Please turn on the power
	Not correctly seated	Please sit on the seat and adjust sitting position
	The cover is closed	Please open the cover and sit on the seat
Low air temperature	The air temperature may be set at low grades	Please set the air temperature at high grade as per "adjusting temperature" of operating instructions
	The air heater is not working normally	Please contact local distributor
	1. The night light may be set to 'Always On' mode	Please adjust the night light mode as per "Light Setting" of operating instructions
The nozzle goes back automatically when manual cleaning	1. The nozzle goes back after washing 5 minutes	This is normal
	2. Press the "stop" button	Manual cleaning will be stopped if you press the control panel or press the "stop" button on the remote control.
	3. The seat detector senses that the seat is closing	Please do not put down seat during manual cleaning
The remote control is	1. There are no batteries in	Please install the correct batteries in the remote control

not functioning	the remote control	
	2. Maybe the battery power is too low	When batteries are low, LED will flash. Change the batteries
	3. Maybe the code of the bidet and remote control is not the same	Please set the code of the remote control to the correct one. See "Remote Control Synch"
There are BEEP sounds when the bidet is operating	There is a short BEEP when you are sitting down, and a long BEEP when you leave. Also, there is a short BEEP when the bidet has received commands.	This is normal. You can turn off the sound. See "Sound Setting"
The bidet does not function normally	Abnormal operation	Please shut off the power and turn on after one minute. If the bidet still cannot work, please contact local distributor
Night light is always off	To much light in the surrounding environment.	When the night light is set at smart mode, the night light will not work when in the bright environment.
	The night light function may be closed.	Please open the night light function and adjust the night light mode as per "Light Setting".
Night light is always on.	1. Environment is dark.	When the night light is set to smart mode, the night light will be always on when in a dark environment
	2. Something may be covering the control dial.	Remove the obstructions around the control dial
	3. The night light may be set to 'Always On' mode	Please adjust the night light mode as per "Light Setting" of operating instructions

If you should encounter an issue with operation/function of your product please contact BID Customer Service.

To assist in the resolution, we will require your Serial number, a video of the issue, including operation of the remote or control panel, position of the seat, video of the side control and sound to indicate any beeps which occur, this will give a full picture of the operation to help determine the best resolution or guidance.

SUPPORT



Recycling facilities are now available for all customers at which you can deposit your old electrical products. Customers will be able to take any old electrical equipment to participating sites run by their local councils. Please remember that this equipment will be further handled during the recycling process, so please be considerate when depositing your equipment. Please contact the local council for details of your local household waste recycling centers.

At the time of printing the product contains no substances listed within Annex XIV of the Reach Regulations (EC) 1907/2006. In accordance with Article 59 of the same regulation the following substances are contained within the product at permitted levels: Lead & Cadmium.

As a responsible manufacturer the regulations are monitored to ensure continued compliance. Further information can be provided upon request.

UK DECLARATION OF CONFORMITY

Company Name: Buy It Direct
Postal Address: Unit J6, Lowfields Way
Elland, West Yorkshire
Postcode HX5 9DA
Telephone Number 0871 620 1057
E-mail Address Compliance@BuyItDirect.co.uk
(For product compliance enquiries only)
CustomerServices@BuyItDirect.co.uk
(All other enquiries)

This declaration of conformity is issued under our sole responsibility and belongs to the following product:

Type of product: Intelligent Toilet Seat
Model Number: BeBa_27403
Brand: Better Bathrooms
Object of Declaration BeBa_27403 Intelligent Toilet Seat

The object of the declaration described above is in conformity with the relevant statutory requirements applicable to the specific product:

The Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment Regulations 2012
Radio Equipment Regulations 2017

Relevant designated standards used or other technical specifications in relation to which conformity is declared:

SAFETY	EN 60335-1:2012 +A2:2019 EN 60335-2-84:2003 + A2:2019 EN 62233:2008
EMC	EN 55014-1:2017 EN 55014-2:2015 EN IEC 61000-3-2:2019 EN 61000-3-3:2013 +A1:2019
RED	EN 62479:2010 EN 300 440 V2.2.1 EN 301 489-1 V 2.2.3 EN 301 489-1 V2.2.1
RoHS	EU 2015/863

Authorised Signature



Richard Leach
Compliance and Quality Manager
10th June 2021

EU DECLARATION OF CONFORMITY

Company Name: Buy It Direct
Postal Address: The Black Church
St Mary's Place
Dublin 7
Telephone Number 0871 620 1057
E-mail Address Compliance@BuyItDirect.co.uk
(For product compliance enquiries only)
CustomerServices@BuyItDirect.co.uk
(All other enquiries)

This declaration of conformity is issued under our sole responsibility and belongs to the following product:

Type of product: Intelligent Toilet Seat
Model Number: BeBa_27403
Brand: Better Bathrooms
Object of Declaration BeBa_27403 Intelligent Toilet Seat

The object of the declaration described above is in conformity with the relevant Union harmonisation legislation:

RoHS Directive 2011/65/EU
Radio Equipment Directive 2014/53/EU

Relevant harmonised standards used or other technical specifications in relation to which conformity is declared:

SAFETY	EN 60335-1:2012 +A2:2019 EN 60335-2-84:2003 + A2:2019 EN 62233:2008
EMC	EN 55014-1:2017 EN 55014-2:2015 EN IEC 61000-3-2:2019 EN 61000-3-3:2013 +A1:2019
RED	EN 62479:2010 EN 300 440 V2.2.1 EN 301 489-1 V 2.2.3 EN 301 489-1 V2.2.1
RoHS	EU 2015/863

Authorised Signature



Richard Leach
Compliance and Quality Manager
7th June 2021

TECHNICAL SPECIFICATIONS

MODEL		BeBa_27403
Wash	Rear Wash	●
	Front Wash	●
	Oscillating Spray	●
	Pulsating Spray	●
	Oscillating and Pulsating Spray	●
	Adjustable Water Temperature	5 Steps (Default 3rd)
	Adjustable Flow Rate	5 Steps (Default 3rd)
	Adjustable Spray Position	5 Steps (Default 3rd)
Nozzle self cleaning		●
Night light		●
Soft Closing Seat and Cover		●
Quick release seat and cover		●
Body keys		●
Remote control		●
Descaling		●
Water Supply Connector		G 1/2 G 3/8
Rated Voltage		AC220–240V, 50/60HZ
Power		1100W
Length of Power Cord		1.8m
Water Supply Pressure		0.07~0.75MPa (0.7~7.5Bar)
Water Supply Temperature		4~35°C
Ambient Temperature		4~40°C
Protection Degree		IPX4
wash Device	Flow Rate	350~650mL/min
	Water Temperature	31~39°C
	Wash Cycle Time	3 Minutes
	Heating Mode	Tank
	Maximum Heater Power	1200W
	Safety Device	Thermal Cutoff/ Fuses\Liquid Level Switch\Thermostat
	Backflow Prevention	Air Gap
Remote Control	Frequency Range	2460MHz
	Maximum RF Output Power	-10dBm
	Type of batteries	3V CR2032
	Number of batteries	Two pieces
Net Weight		32 Kg
Dimensions		490x370x120mm

For more information

- visit betterbathrooms.com
- email customerservices@buyitdirect.co.uk
- call 0330 390 3062
- write to Trident Business Park, Neptune Way, Huddersfield, HD2 1UA

