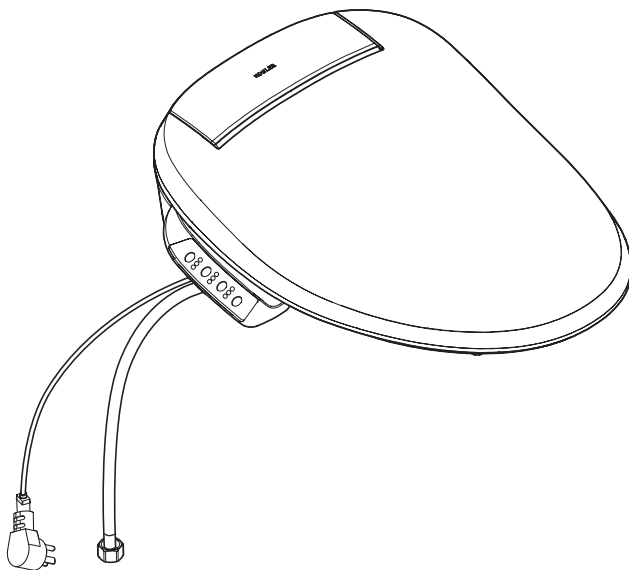


# Homeowners Guide 使用手冊

Smart Seat  
清舒寶智慧便蓋  
C3-400 系列



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**KOHLER**®

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## THANK YOU FOR CHOOSING KOHLER COMPANY / 感謝您選擇科勒公司

Thank you for choosing Kohler. Kohler craftsmanship offers you a rare combination of proven performance and graceful sophistication that will satisfy you for the years to come. The dependability and beauty of your Kohler product will surpass your highest expectations. We're very proud of our products here at Kohler and we know that you will be too.

Please take a few minutes to study this Homeowners Guide. Pay special attention to the care and cleaning instructions.

All information in this manual is based upon the latest product information available at the time of publication. At Kohler, we constantly strive to improve the quality of our products. We reserve the right to make changes in product characteristics, packaging or availability at any time without previous notice.

感謝您選擇科勒。科勒技術提供可靠性能和優雅生活的結合，滿足您未來幾年的需求。科勒產品的美觀和可靠性將滿足您最挑剔的眼光。我們為科勒的產品感到非常自豪，相信您也會。

請花幾分鐘閱讀本使用手冊，特別注意維護和清洗說明。

本說明書中所有的資訊皆以最新公開的產品資訊為根據。科勒一貫堅持改善產品的品質。我們保留在任何時候不通知的情況下改變產品特性、包裝或實用性的權利。

## CAUTIONS AND WARNINGS / 安全注意事項

Please read the CAUTIONS AND WARNINGS carefully and be sure to follow them.

請詳閱安全注意事項並務必遵守。



**Warning:** Mis-operation due to neglecting this sign may lead to serious injury or death.

警告：如果無視此標誌內容而誤操作，可能造成人員重傷或死亡。



**Attention:** Mis-operation due to neglecting this sign may lead to personal injury or property loss.

注意：如果無視此標誌內容而誤操作，可能造成人身傷害或財產損失。



### Warning / 警告

- This product must be grounded safely and be connected only to dedicated 110V~, 60Hz, 15A circuit protected by Ground-Fault Circuit-Interrupters (GFCI's) or Earth-Leakage Circuit-Breakers (ELCB's).

本產品必須安全接地。本產品只能連接到專用的 110V~，60Hz，15A 帶接地故障斷路器或接地漏電保護器的電路中。

- Risk of electric shock or product damage. Do not immerse the product in water. Do not use the product that has been dropped in water. Water should not be poured on the power plug.

觸電或產品損傷的危險。請勿把產品浸入水中；產品掉入水中不能使用；防止將水淋到電源插頭上。

- Risk of product damage. The power supply shall not be connected before the installation is finished. Otherwise it may lead to product failure.

產品損壞的危險。在安裝工作完成之前請勿接通電源，否則可能導致產品故障。

## CAUTIONS AND WARNINGS (cont.) / 安全注意事項 (續)

- **Warning** - To reduce the risk of low grade burns, electric shock, fire or injury to persons.
  - Children, elders or those with disabilities from their body, sensitivity or mental disabilities should not use or get close to this product unless under close tutelage. Children are forbidden to use or touch this product. Do not leave children alone in a room with such product.
  - For those children and the elderly who are unable to adjust the temperature, they should ask for help to adjust seat temp, flush temp and wind temp of bidet seat to the proper gears.
  - Exposed skin should not make contact with the heated seat for too long a time to prevent low temperature burning.

**警告** - 避免低溫灼傷、觸電、火災或人身損傷。

- 兒童、老年人、殘疾人士以及有身體、感知、智力能力缺陷或缺乏經驗的人使用或靠近本產品時，需要近距離的監護。兒童不得使用或接觸本產品，請勿讓兒童獨自待在裝有本產品的房間，兒童不應玩耍器具。
  - 對於無法自己進行溫度調節操作的兒童和老人，必須協助將馬桶蓋的座圈溫度、沖水溫度及風溫調節到合適的檔位。
  - 請避免長時間讓裸露的皮膚接觸加熱座圈，以免低溫灼傷。
- **Never operate this appliance if it has a damaged cord or plug, or if it is not working properly.**

如有以下情況，請勿使用本產品：電源線、插頭及產品有損壞；產品無法正常運作。

- **Keep power lines far from heated surface.**

使電源線遠離加熱表面。

- **In case the power line is damaged: to avoid danger, product should be replaced by the manufacturer or the professionals from its maintenance department or similar departments.**

如果電源線損壞，為了避免危險，必須由製造商、其維修部或類似部門的專業人員更換。



## **Attention / 注意**

- Risk of product damage. Do not install the product at a place with excessive humidity, where moisture may condense at the surface of the product. Make sure that the usage environment is always under adequate ventilation to prevent damage to the electronic components.

產品損傷的風險。請勿把產品安裝在過度潮濕的地方，在這種地方，水汽可能凝聚在產品表面。請讓使用環境保持足夠的通風，以防止電子組件損壞。

- Risk of product or property loss. Water leakage may happen if the water pipe connector is pulled or pushed with excessive force.

產品損壞或財產損失的風險。硬推、硬拉水管接頭可能造成漏水。

- Risk of product damage. Do not apply excessive force to the nozzle. Otherwise, the product may be broken.

產品損壞的風險。請勿對噴嘴過度施力，否則產品可能損壞。

- Risk of product damage. Antifreeze measures should be taken to prevent damage to the piping or inlet hose due to freezing. The product should be stored or used at room temperature, or water inside the product should be emptied. Please keep the product at room temperature before re-installation or usage.

產品損壞的風險。為了防止因凍結而損壞配管或進水軟管，應採取防凍措施，以及在室溫中存放使用或排空產品內部的水。重新安裝或使用前，請確保產品暖至室溫。

- The thermal protector may get out of order during storage or transportation in a warm climate which can lead to product failure. Please ensure that the product cools to room temperature before re-installation or usage.

在溫暖氣候下，熱保護器在存放或運輸過程中可能失靈，導致產品無法運作。重新安裝或使用前，請確保產品冷至室溫。

- Do not lean on the cover when using this appliance to prevent the product from damage.

使用時請勿倚靠在蓋板上，以免損壞產品。

- Install this product properly according to the Installation Guide.

根據安裝說明正確地安裝本產品。

## CAUTIONS AND WARNINGS (cont.) / 安全注意事項 (續)

- This product shall be repaired by professionals only. Do not try to repair this product by yourself.

只有專業人士可以修理本產品。請勿試圖自行維修本產品。

- When installing the product in a room, a water inlet angle valve shall be installed in close proximity. For emergency circumstances, the water inlet valve can be turned off without using any tools; otherwise unexpected failure may cause the loss to the customer.

在安裝本產品的房間中，必須在觸手可及的位置安裝一個進水角閥，以便在緊急情況下，無需借助工具即可切斷本產品的進水水路；否則本產品的意外故障可能會導致使用者損失。

- Do not drop or insert any substance into the pipeline or the opening.

請勿把任何物品掉入或插入管路和開孔處。

- It is required to use the new hose assembly attached with the appliance. Do not re-use the old one.

必須使用隨附的新軟管組件，舊軟管組件不能重複使用。

- When the user has cut power supply off, if reactivation of power supply is required, please wait for 30 seconds before turning on power supply again.

使用者切斷電源後，若要再次接通電源，請務必等 30 秒後再接通電源。

- Stop using this product if the following conditions are found. Please disconnect power supply and turn off the inlet angle valve to stop the water supply.

- Water leaks out from the inside of the hose or the product.
- When the product is cracked or damaged.
- Strange sound or odor comes from the product.
- Smoke comes out from the product.
- When the product is abnormally hot.

如果發現下列情況，請勿繼續使用。請斷開電源並同時關閉進水角閥，停止供水。

- 軟管及產品的內部向外漏水。
- 產品出現裂縫或破損。
- 產品出現異音或明顯異味。
- 發現產品產生煙霧。
- 產品異常發熱。

## SPECIFICATIONS / 規格

Water pressure		Min water pressure 0.07MPa (dynamic pressure) Max water pressure 0.74MPa	
Rated voltage		110V~, 60Hz	
Power cord length		About 1.2m	
Rated power*		1100W	
Max instantaneous power		About 1450W	
Product outline dimensions		About 530mm*430mm*120m	
Weight of product		About 4.5kg	
Inlet water temp		1-35°C	
Operating environment		1-40°C	
Cleaning	Rear wash		Yes, adjustable dials
	Front wash		Yes, adjustable dials
	Flow rate (when pressure is 0.2MPa)		The max dial of rear wash not lower than 500ml/min
	Spray water temp adjustment		OFF, adjust 3 dials (ambient temp, about 31-39°C)
	Single spray duration (Max)		About 300s
	Safety device	Water overheat protection	
Counter-flow prevention		Check valve	
Comfort	Heated seat	Temp adjustment	OFF, adjust 3 dials (ambient temp, about 31-39°C)
		Safety device	Thermal fuse
	Cover		Buffering
	Seat		Buffering
Sanitary	Wand self-cleaning		Yes
	Quick-release body		Push release button
	Anti-bacterial materials		Seat, cover
Other functions	Control panel		On the side of the unit
	Seat switch		Located inside the seat
<p>*Power value shall be checked under the following conditions: dynamic pressure 0.2MPa, inlet water temp 15°C .</p> <p>The above parameters are for the full-functional version. For differences in the specifications of models, refer to their product configuration tables.</p>			

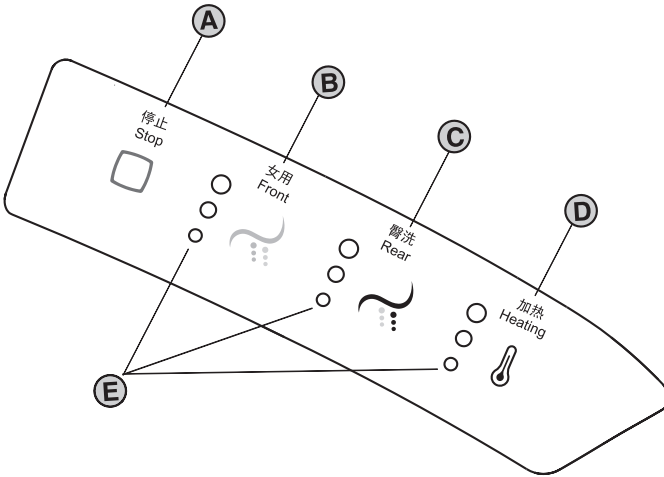
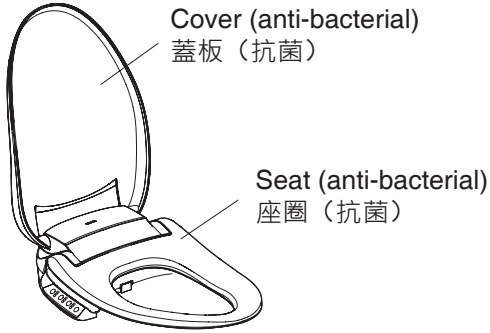


**SPECIFICATIONS (cont.) / 規格 (續)**

供水壓力		最小進水壓 0.07MPa (動壓) 最大進水壓 0.74MPa	
額定電壓		110V~, 60Hz	
電源線長度		約 1.2m	
額定功率 *		1100W	
最大瞬時功率		約 1450W	
產品外型尺寸		約 530mm*430mm*120m	
產品重量		約 4.5kg	
進水溫度		1-35°C	
使用環境溫度		1-40°C	
清洗	臀部沖洗	有, 檔位可調	
	女性沖洗	有, 檔位可調	
	出水流量 (水壓 0.2MPa 時)	臀部沖洗最大檔不小於 500ml/min	
	清洗水溫調節	關、三檔可調 (室溫, 約 31-39°C)	
	沖洗時間 (最長)	約 300s	
	安全裝置	水溫過熱保護	溫度保險絲
逆流防止		單向閥	
舒適	座圈保溫	溫度調節	關、三檔可調 (室溫, 約 31-39°C)
		安全裝置	溫度保險絲
	蓋板	緩降	
	座圈	緩降	
衛生	噴嘴自清洗	有	
	快速拆除本體	推動釋放鍵	
	抗菌材料	座圈、蓋板	
其他功能	控制台	位於本體側面	
	落座開關	位於座圈內部	
* 功率值在以下條件下測試: 動壓 0.2MPa, 進水溫度 15°C。			
以上參數為全功能版本, 關於具體型號的規格差異, 請見產品配置表。			

# USE GUIDE / 使用指導

## CONTROL PANEL / 控制台



## OPERATION / 操作方法

### ■ A- Stop / 停止



When the spray is ON, press button to terminate the spray function.

在沖洗過程中，按此鍵可停止沖洗功能。

### ■ B- Front / 女用



When user is seating on, press this button to activate front wash (female only) and display current wash strength.

Continue pressing the Front button to change the spray's strength when the front wash function is ON. The strength circulates per "Low, Mid, High, Mid."

Automatically stops after continuous washing for 5 minutes.

落座時，按此鍵啟動女性沖洗（女性專用），並顯示現在的沖洗強度。

在開啟女性沖洗的狀態下，繼續按女用鍵可改變沖洗強度，強度依低檔、中檔、高檔、中檔循環變化。

連續沖洗約 5 分鐘後，自動停止。

### ■ C- Rear / 臀洗



When user is seating on, press this button to activate rear wash and display current spray strength.

Continue pressing the Rear button to change the spray's strength when the rear wash function is ON. The strength circulates per "Low, Mid, High, Mid."

Automatically stops after continuous washing for 5 minutes.

This unit is equipped with a wide oscillate clean function. If you would like to use the wide oscillate function, please hold Rear button and Stop button for 2 seconds to activate oscillate mode of rear wash.

落座時，按此鍵啟動臀部沖洗，並顯示現在的沖洗強度。

在開啟臀洗功能的狀態下，繼續按臀洗鍵可改變沖洗強度，強度依低檔、中檔、高檔、中檔循環變化。

連續沖洗約 5 分鐘後，自動停止。

本機具有寬幅清潔功能，若要使用寬幅清潔，請同時長按側鍵盤上的臀洗鍵和停止鍵約 2 秒，然後啟動臀部沖洗的移動模式。

# USE GUIDE / 使用指導

## ■ D- Heating / 加熱



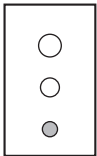
When the wash function is activated, press the Heating button to set the spray water temperature per "OFF, Low, Mid, High, Mid" circulation with the corresponding water temp indicator turning on. If this function is turned off, the indicators will not light up.

When the wash function is not activated, press the Heating button to set the seat temperature per "OFF, Low, Mid, High, Mid" circulation with the corresponding seat temp indicator turning on. If this function is turned off, the indicators will not light up.

開啟沖洗功能時，按加熱鍵可設定沖洗水的溫度，每次按鍵，依關、低檔、中檔、高檔、中檔循環，設定沖洗水溫，並切換點亮水溫參數指示燈。如果處於關閉狀態，指示燈不亮。

未開啟沖洗功能時，按加熱鍵可設定座圈溫度，每次按鍵，依關、低檔、中檔、高檔、中檔循環，設定座圈溫度，並切換點亮圈溫參數指示燈。如果處於關閉狀態，指示燈不亮。

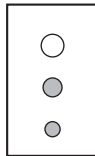
## ■ E- Dials / 檔位說明



**Low**

Small light ON

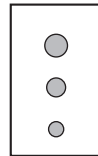
低檔  
小燈亮



**Mid**

Small light ON,  
Mid light ON

中檔  
小燈和  
中燈同時亮



**High**

Small, Mid and Big lights  
ON

高檔  
小燈、中燈和大燈同時亮

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## BUTTON-HOLDING FUNCTION INTRODUCTION / 按鍵長按功能使用介紹

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### ■ Energy save (switch among 3 modes)

Hold Heating button to cyclically enter the 3 modes.

No Energy Save mode: Long beep, light flashes slowly. Then exit the Energy Save mode.

General Energy Save mode: One beep, light flashes once. Then enter the General Energy Save mode.

Deep Energy Save mode: One beep, light flashes twice. Seat temp and water temp are deactivated. Then enter the Deep Energy Save mode.節能功能（三種模式切換）

長按加熱按鍵，循環切換三種模式。

無節能模式：蜂鳴器長音，夜燈長閃爍；關閉節能模式。

一般節能模式：蜂鳴器響一聲，夜燈閃爍一次；進入一般節能模式。深度節能模式：蜂鳴器響一聲，夜燈閃爍兩次；圈溫、水溫關閉，進入深度節能模式。

### ■ Power off (ON/OFF)

Hold Stop button for 2 seconds to turn off the bidet seat. Use any button on side panel or seat on to activate side panel.

**Power off 功能（開 / 關）**

長按停止按鍵 2 秒可關閉馬桶蓋。使用側鍵盤任何按鍵，或者落座後啟動側鍵盤。

### ■ Manual wand cleaning

Hold the Rear button for 2 seconds to clean the wand manually.

**噴管手動清潔**

長按臀洗鍵 2 秒，進行噴管手動清潔。

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## PREPARATIONS BEFORE INITIAL OPERATIONS / 初次使用前準備

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- Ensure if water inlet valve is OPEN.

確認進水閥是否已打開。

- Connect water inlet hose according to Installation Guide. Open water stop valve, and plug power cord.

依照安裝說明書接上進水軟管，打開止水閥，插上電源。

- Plug power cord into socket. Bidet seat generates one short beep, wand extends and retracts once, and the indicator on the side panel blinks until initialization completes.

當電源線插上電源插座，馬桶蓋發出短蜂鳴 1 次，噴管伸縮 1 次，側鍵盤上指示燈閃爍，直到初始化結束。

- During initialization, it is normal to hear motor rotating and water flow.

初始化過程中，可聽到馬達轉動聲和流水聲，均屬正常。

- Test according to “USE GUIDE” section.

參照「使用指導」章節進行測試。

- Factory settings for initial use.

初次使用時為出廠設定狀態。

Front wash:

- Water flow: Mid

Rear wash:

- Water flow: Mid

女用:

- 水流強度：中檔

臀洗:

- 水流強度：中檔

Water temp: Mid

Seat temp: Mid

Lighting: ON (except for C3-400)

Energy save: OFF

水溫：中檔

座圈溫度：中檔

夜燈功能：開啟（C3-400 無）

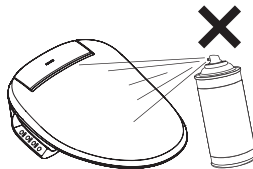
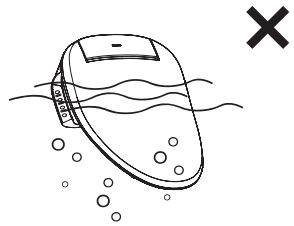
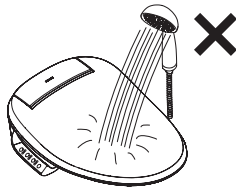
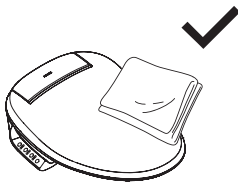
節能模式：關閉

## MAINTENANCE / 維護保養

### CARE AND CLEAN / 維護和清洗

Test your cleaning solution on an inconspicuous area. Confirm that the cleaning solution will not damage the exterior of the bidet seat before applying to the entire surface. Use a soft and dampened sponge or cloth to wipe the surface and wipe dry it, and then dry it naturally in the air.

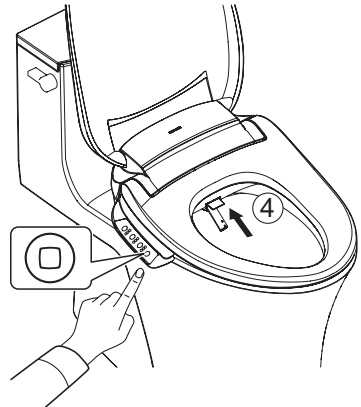
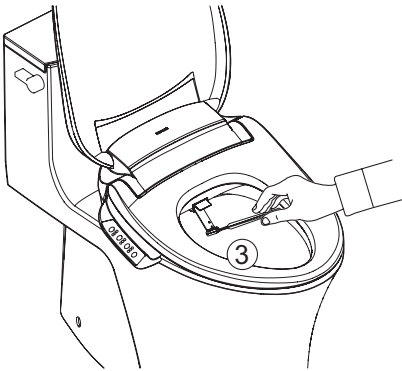
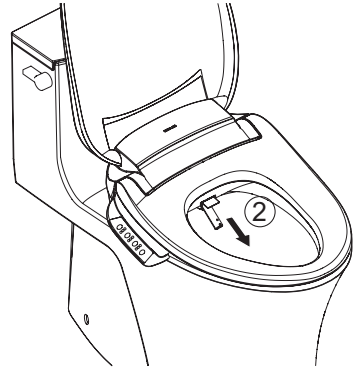
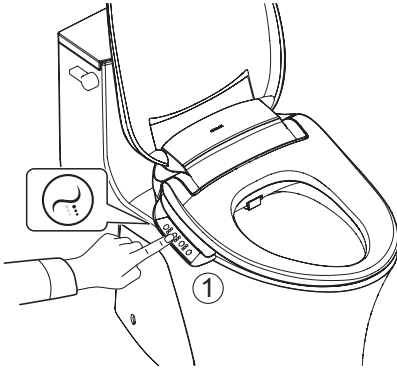
用清洗液在馬桶蓋不顯眼的地方測試，確認清洗液不會對馬桶蓋外表造成損壞後，再應用於整個表面。使用柔軟濕潤的海綿或布進行擦拭並擦乾，讓座圈自然風乾。



**Note:** Disobeying these cleaning instructions could void the Kohler warranty.

注意：未遵守這些清洗說明可能使科勒的保修義務失效。

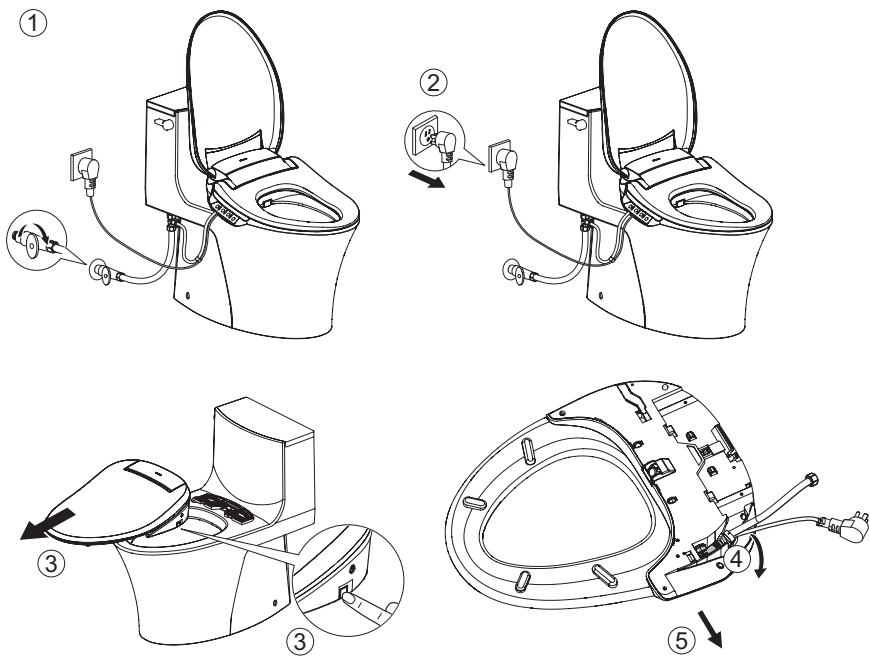
**CLEAN NOZZLE / 清洗噴嘴**



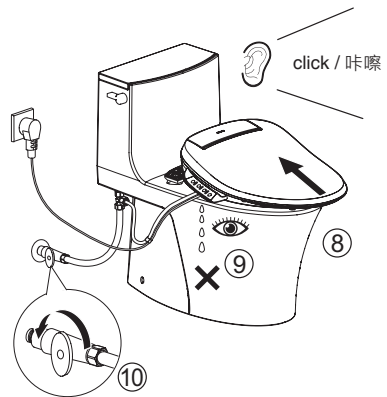
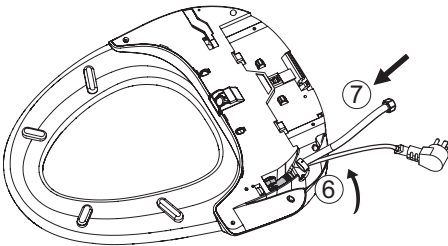
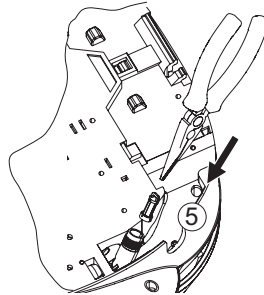
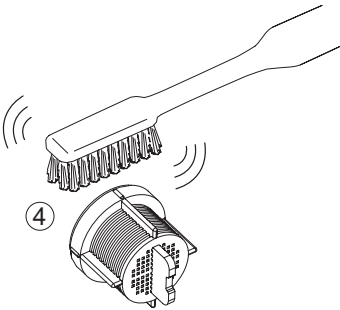
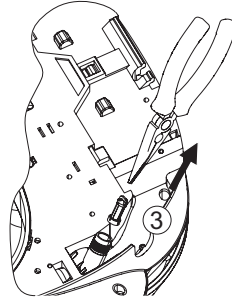
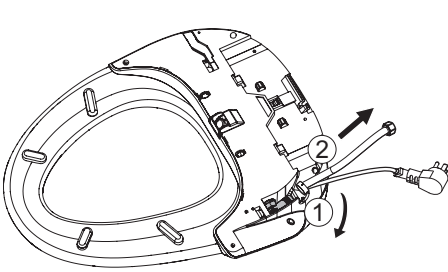


# MAINTENANCE / 維護保養

## REMOVE BIDET SEAT / 移除馬桶蓋



**CLEAN STRAINER / 清洗過濾網**



## MAINTENANCE / 維護保養

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### MAINTENANCE IN CASE OF LONG-TERM IDLE STATUS / 長期不使用時的維護

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- If the bidet seat will be idle for a long term or if the ambient temp may drop below the freezing point, please disconnect the power plug, turn off the angle valve, remove the water in-let hose and drain the water in it.

長期不使用智慧便蓋或環境溫度有可能降至冰點以下時，請拔掉電源，關閉角閥，拆除進水軟管，將進水軟管內的水排空。

- Before resuming using after a long term, please wash it several times and make sure that the internal pipeline is clean.

長期不使用時，請務必多沖洗幾次，以確保內部管路清洗乾淨。

## TROUBLESHOOTING / 疑難排解

This troubleshooting guide is for general aid only. Kohler Authorized Service Representatives can resolve any related electrical problems. For warranty service, contact your dealer or wholesale distributor.

General Functions		
Phenomenon	Possible Causes	Recommended Solution
1. The unit does not work.	<ul style="list-style-type: none"> <li>A. power failure occurred.</li> <li>B. The power cord is disconnected.</li> <li>C. The seat fails to detect user.</li> <li>D. Thermal protector auto protection is activated.</li> <li>E. None of the above solutions take effect.</li> </ul>	<ul style="list-style-type: none"> <li>A. Wait until the power is restored.</li> <li>B. Insert the power cord into a power outlet.</li> <li>C. Contact seat sensing area.</li> <li>D. Place product at ambient temperature for some time.</li> <li>E. Contact a Kohler Service Representative.</li> </ul>
2. Bidet seat is loose.	<ul style="list-style-type: none"> <li>A. Screws and nuts are loose.</li> </ul>	<ul style="list-style-type: none"> <li>A. Tighten the screws and nuts according to the Installation Guide.</li> </ul>
3. Water does not spray out of the wand.	<ul style="list-style-type: none"> <li>A. The seat fails to detect user.</li> <li>B. Water supply failure.</li> <li>C. Strainer is clogged.</li> <li>D. None of the above solutions take effect.</li> </ul>	<ul style="list-style-type: none"> <li>A. Contact seat sensing area.</li> <li>B. Power off, remove water supply fault and power on again.</li> <li>C. Refer to "CLEAN STRAINER" section.</li> <li>D. Contact a Kohler Service Representative.</li> </ul>

**TROUBLESHOOTING (cont.) / 疑難排解 (續)**

<b>Clean Functions</b>		
<b>Phenomenon</b>	<b>Possible Causes</b>	<b>Recommended Solution</b>
4. No water flow.	A. The water supply valve is turned off. B. The seat-on sensor fails to detect the user.	A. Open the water supply valve. B. Check how to activate the seat in the "INSTALLATION INSPECTION" section of the "Installation Guide."
5. Low spray water pressure.	A. Strainer is clogged. B. Insufficient water supply pressure.	A. Refer to "CLEAN STRAINER" section. B. Raise water pressure into the pressure range required by the product.
6. Water stops spraying from the nozzle before wash finishes.	A. Spray function auto stops after continuous spraying for 5 min. B. The seat-on sensor fails to detect the user.	A. If needed, press the spray button again. B. Check how to activate the seat in the "INSTALLATION INSPECTION" section of the "Installation Guide."
7. Water comes out from the hole beside the nozzle during spraying.	A. A protection method from high pressure inside the product.	A. Normal phenomenon.
8. Water comes out from the nozzle when the product is seated on.	A. Residual water in the wand is auto-drained before the user resumes using the product after a long time.	A. Normal phenomenon.
<b>Slow Seat Closure</b>		
<b>Phenomenon</b>	<b>Possible Causes</b>	<b>Recommended Solution</b>
9. The speed of the seat and cover closure varies in summer and winter.	A. Due to changes in room temperature.	A. Normal phenomenon.

**TROUBLESHOOTING (cont.) / 疑難排解 (續)**

<b>Seat-on Sensor</b>		
<b>Phenomenon</b>	<b>Possible Causes</b>	<b>Recommended Solution</b>
10. Clean function operates when pressing spray button while the product is not seated on.	A. The seat-on sensor is covered by an object or the seat is wet.	A. Remove water or objects from the seat-on sensing area.
11. The spray function does not work while the user is seating on.	A. The seat-on sensor fails to detect the user who sits in current way.	A. Try another sitting position.
<b>Others</b>		
<b>Phenomenon</b>	<b>Possible Causes</b>	<b>Recommended Solution</b>
12. The product moves.	A. Screws on the mounting plate that secure the product are loose.	A. Tighten the screws on the mounting plate.

## TROUBLESHOOTING (cont.) / 疑難排解 (續)

此疑難排解只提供基本協助。科勒授權的服務代表能解決相關的電氣問題。關於保修服務方面的問題，請聯繫當地經銷商或批發商。

一般功能		
現象	可能原因	建議措施
1. 機器未運作。	A. 停電。 B. 未接上電源線。 C. 座圈未感應到使用者。 D. 熱保護器開啟自動保護。 E. 以上措施都不見效。	A. 等到電力恢復。 B. 將插頭插在插座上。 C. 接觸座圈感應區域。 D. 將產品在室溫環境下靜置一段時間。 E. 聯繫科勒服務代表。
2. 便蓋鬆動。	A. 螺絲和螺帽未旋緊。	A. 依據安裝指導旋緊螺絲和螺帽。
3. 噴管不能出水。	A. 座圈未感應到使用者。 B. 供水故障。 C. 過濾網阻塞。 D. 以上措施都不見效。	A. 接觸座圈感應區域。 B. 關閉電源，排除供水故障，重新通電。 C. 查看「清洗過濾網」章節。 D. 聯繫科勒服務代表。
清潔功能		
現象	可能原因	建議措施
4. 無水流。	A. 供水閥已關。 B. 落座感應器未偵測到使用者。	A. 打開供水閥。 B. 在「安裝說明」中「安裝檢查」部分查看啟動座圈資訊。
5. 沖洗水壓小。	A. 過濾網阻塞。 B. 供水水壓不足。	A. 查看「清洗過濾網」章節。 B. 將水壓提高到產品要求的水壓範圍。
6. 完成清洗前，水就停止從噴嘴中噴出。	A. 連續沖洗約 5 分鐘，沖洗功能自動停止。 B. 落座感應器未偵測到使用者。	A. 如有需要，請再次按下沖洗按鍵。 B. 在「安裝說明」中「安裝檢查」部分查看啟動座圈資訊。
7. 沖洗時，有水從噴嘴旁邊的孔中流出。	A. 產品內部防止水壓過高的保護。	A. 正常現象。
8. 落座時，有水從噴嘴處流出。	A. 長時間無人使用時，將在使用前自動排放噴管內部殘留的水。	A. 正常現象。

## TROUBLESHOOTING (cont.) / 疑難排解 (續)

座圈緩降		
現象	可能原因	建議措施
9. 座圈和蓋板的關閉速度在夏季和冬季有所不同。	A. 因室內溫度變化。	A. 正常現象。
落座感應器		
現象	可能原因	建議措施
10. 不落座時按下清洗按鍵，清洗功能啟用。	A. 落座感應器被物體覆蓋或座位是濕的。	A. 擦拭落座感應器區域的水或異物。
11. 即使坐著，清洗功能也不起作用。	A. 目前的坐姿，落座感應器無法偵測到使用者。	A. 改變坐姿。
其他		
現象	可能原因	建議措施
12. 產品鬆動。	A. 固定產品的安裝板的螺絲鬆動。	A. 旋緊安裝板螺絲。