

# TOTO

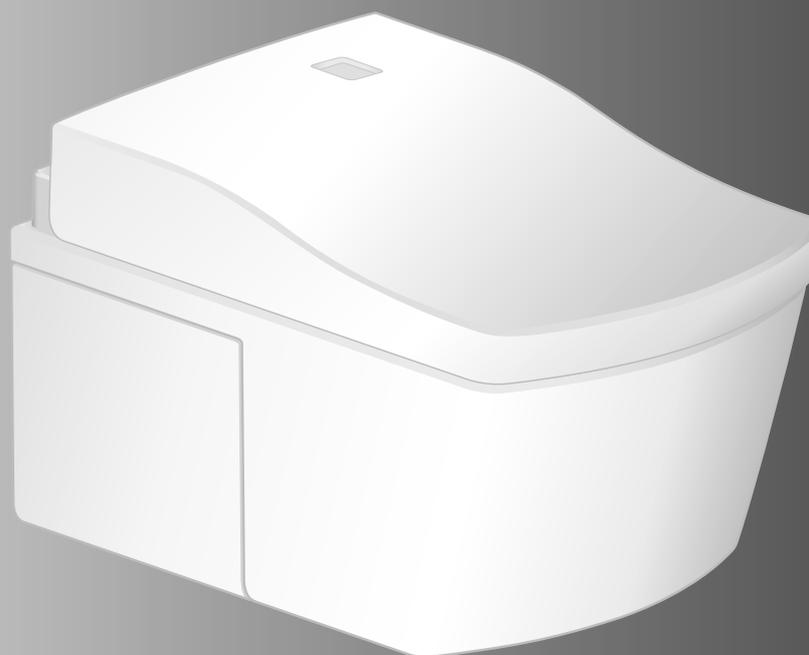
## NEOREST

Instruction Manual



## NEOREST

AC SN996MX  
(CWT996CEMFX)  
EW SN994M  
(CWT994CEMFG)



- Thank you for your recent purchase of the product.  
Please read the enclosed information to ensure the safe use of your product.
- Be sure to read this Instruction Manual before using your product and keep it in a safe place for future reference.

The available functions vary according to the model.

Check your model name and write a check mark in this field as needed.

The model name and part number are indicated on the bottom side of the toilet lid.

**Product model number**

Top unit + Bowl unit = Combination model number  
 SN○○○○○ CT○○○○○ CWT○○○○○

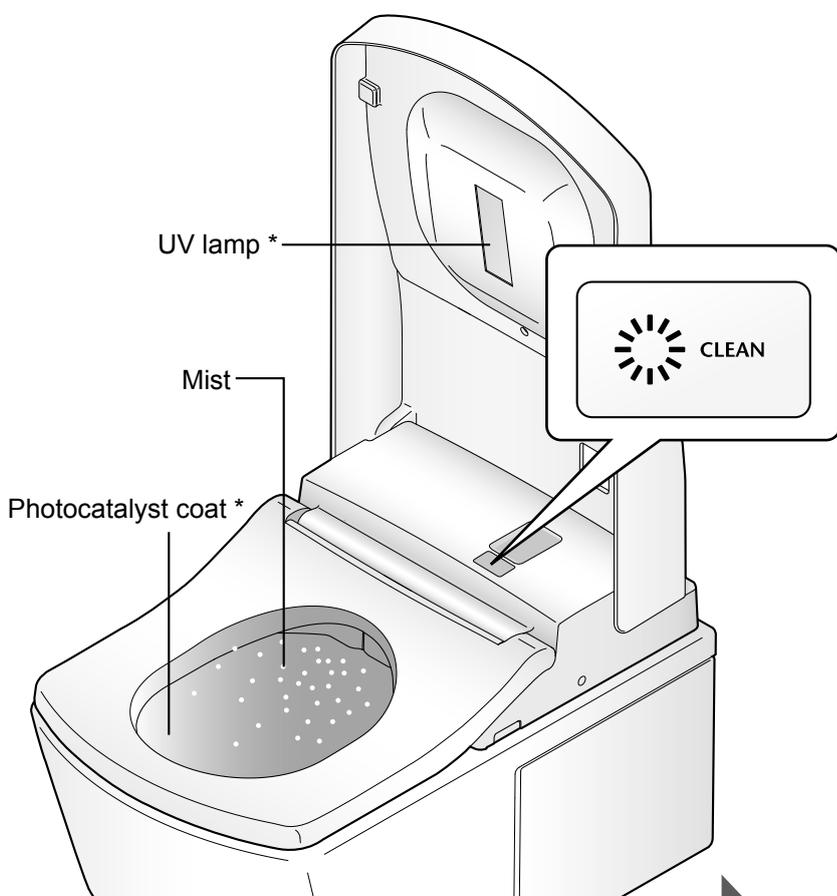


| Functions                |                                       | Your Model                                              | NEOREST  |        | Ref. Page |
|--------------------------|---------------------------------------|---------------------------------------------------------|----------|--------|-----------|
|                          |                                       |                                                         | Part No. |        |           |
|                          |                                       |                                                         | SN996MX  | SN994M |           |
| Basic Functions          | Cleansing                             | Rear cleansing                                          |          |        | 16        |
|                          |                                       | Rear soft cleansing                                     | ●        | ●      |           |
|                          |                                       | Front cleansing                                         |          |        |           |
|                          |                                       | Wide front cleansing                                    |          |        |           |
|                          | Changing the washing method           | Wand position adjustment                                |          |        | 16        |
|                          |                                       | Water pressure adjustment                               |          |        |           |
|                          |                                       | Oscillating cleansing                                   | ●        | ●      |           |
|                          |                                       | Pulsating cleansing                                     |          |        |           |
| Drying                   | Warm air drying                       | ●                                                       | ●        | 16     |           |
| Changing the temperature | Temperature Adjustment                | ●                                                       | ●        | 24, 25 |           |
| Sanitary Functions       | "ewater+" sanitizing                  | Auto wand cleaning                                      | ●        | ●      | 20, 21    |
|                          |                                       | Auto bowl cleaning                                      |          |        |           |
|                          | Maintaining the bowl unit cleanliness | Photocatalyst cleaning                                  | ●        | —      |           |
|                          | Removing odors                        | Deodorizer                                              | ●        | ●      |           |
| Convenience Functions    | Flushing                              | Remote control bowl unit cleaning                       | ●        | ●      | 17        |
|                          |                                       | Auto bowl unit cleaning                                 |          |        | 22, 23    |
|                          | Opening and closing                   | Opening and closing the toilet seat with remote control | ●        | ●      | 17        |
|                          |                                       | Auto open / close (lid)                                 |          |        | 22, 23    |
|                          | Lighting up                           | Soft light                                              | ●        | ●      | 22, 23    |
|                          | Heating the toilet seat               | Heated seat                                             | ●        | ●      | —         |
|                          | Saving energy                         | Timer energy saver                                      | ●        | ●      | 26, 27    |
| Auto energy saver        |                                       |                                                         |          |        |           |
| Maintenance              | Wand cleaning                         | ●                                                       | ●        | 35     |           |

# Cleaning Support

## Sanitary Toilet

The "ewater+" feature and "photocatalyst cleaning" help keep the toilet bowl clean.



The self-cleaning functions operate automatically.  
(See pages 20 and 21 for details.)

### As you approach and sit

- A mist is sprayed in the bowl unit to make it more difficult for dirt to adhere.
- When you sit on the toilet seat, the deodorizer operates.

### As you stand up

- The wand is cleaned with "ewater+". (The wand extends and then retracts.)

### As you move away

- "ewater+" is sprayed in the bowl unit to maintain cleanliness.
- The UV lamp lights up for about 1 hour. \*

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# Safety Precautions

## IMPORTANT SAFEGUARDS READ ALL INSTRUCTIONS BEFORE USING

### Symbols and Meanings

|                                                                                   |                |                                          |
|-----------------------------------------------------------------------------------|----------------|------------------------------------------|
|  | <b>WARNING</b> | May result in death or serious injury.   |
|  | <b>CAUTION</b> | May result in injury or property damage. |

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

| Symbol                                                                              | Meaning                                                                     |
|-------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|
|   | This symbol indicates a prohibited use of the product.                      |
|  | This symbol is used to indicate a required step in the use of this product. |

- This product is classified as Class 1 Equipment and must be grounded.
- Install this equipment where the electrical outlet is accessible.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.  
Children should be supervised to ensure that they do not play with the appliance.
- Use the new hose set included with this equipment. Do not reuse an old hose set.

|  <b>WARNING</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|----------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                 | <p><b>Do not plug or unplug the power plug with wet hands.</b></p> <ul style="list-style-type: none"><li>• Doing so may cause electrical shock.</li></ul> <p><b>Do not get any water or cleaning solution on the top unit or power plug.</b></p> <ul style="list-style-type: none"><li>• Doing so may cause fire, electrical shock, heat or short circuit.</li><li>• Doing so may cause the product to crack resulting in injury or water damage.</li></ul> <p><b>Never disassemble, repair or alter.</b></p> <ul style="list-style-type: none"><li>• Doing so may cause fire, electrical shock, heat or short circuit.</li></ul> <p><b>Do not install the product on moving vehicles such as wheeled vehicles or boats.</b></p> <ul style="list-style-type: none"><li>• Doing so may cause fire, electric shock, short circuit or malfunction.</li><li>• The toilet seat, toilet lid, top unit or other parts may come loose and fall off, resulting in injury.</li></ul> |

## **WARNING**



**Do not use the NEOREST if a malfunction occurs.**

**Always unplug the power plug from the outlet.**

- Close the water shutoff valve to stop water supply.

Possible malfunctions:

- Water is leaking from a pipe or the top unit.
  - The product is cracked or broken.
  - The product makes a strange noise or emits a strange odor.
  - The product emits smoke.
  - The product is abnormally hot.
  - The bowl unit is clogged.
  - The toilet seat cushion is out of place.
- Continued use after malfunction could cause a fire, electric shock, heat, short circuit, injury or water damage.

**Only use tap water or potable well water (underground water).**

**Do not use seawater.**

- Doing so may cause irritation to the skin and malfunction.

**Do not touch the power plug during thunderstorms.**

- Doing so may cause electrical shock.

**Do not allow the water supply hose to touch the power plug or outlet.**

- Doing so may cause condensation resulting in a fire, electrical shock, heat or a short.

**Do not do anything that may damage the power cord, power plug.**

Do not strike, yank, twist, excessively bend, damage, alter, or heat the power cords. Also, do not place anything heavy on, bind or pinch the power cords.

- Using a damaged power cord may result in a fire, electrical shock, heat or short.

**Do not use a loose or faulty electrical outlet.**

- Doing so may cause fire or short circuit.

**Do not use any outlet or wiring equipment beyond its specified rating.**

- Plugging too many plugs into the same outlet, for example using outlet splitters, can cause fire due to heat.

**Do not use any power supply other than the one specified.**

**AC 120V, 60Hz**

- Doing so may cause fire or excessive heat.

**Do not stick a finger or anything else into the warm air outlet.**

Do not place anything on the warm air outlet or drape clothes over it.

- Doing so may cause burns, electrical shock or malfunction.

**Keep cigarettes and other open flames away from the product.**

- Failure to do so may cause fire.

# Safety Precautions (Continued)

## **WARNING**

### **Beware of irritation or burn**

- Improper use of the toilet seat may cause irritation or burn.

When sitting for a long time on the toilet seat, switch the toilet seat temperature adjustment to "OFF". When any of the following persons use a heated seat or warm air drying, someone should switch the toilet seat temperature adjustment to "OFF" and switch the drying air temperature to "Low".

- Young children, the aged and other users unable to set the temperature appropriately themselves.
- The ill, physically disabled and others who do not have freedom of movement.
- Those using any medicines that cause drowsiness (sleeping or cold medicine), those who have been drinking heavily, anyone severely fatigued and anyone else liable to fall asleep.

**This is an electrical product. Do not install it anywhere water is likely to get on the product or anywhere with humidity high enough that water is likely to form on the surface of this product.**

**When using the product in a bathroom, install a fan or ventilation port and ensure good air flow through the bathroom.**

- Failure to do so may cause fire or electrical shock.

**Always connect the NEOREST to the cold water supply.**

- Connecting to hot water supply may result in burns and equipment damage.

**Make sure that a properly grounded (3 prong) outlet has been installed.**

- Failure to install a grounded outlet could cause electrical shock in the event of a malfunction or short circuit.

**Insert the power plug securely into the outlet.**

- Failure to do so may cause fire, heat or short circuit.

**To unplug, hold the power plug, not the power cord.**

Do not unplug by pulling the power cord.

- Pulling on the power cord may cause damage and result in fire or heat.

**If the power cord is damaged, avoid danger by having the manufacturer's repair department or equivalent specialist replace it.**

**Always disconnect the power plug from the outlet before cleaning, maintenance or inspection.**

- Failure to do so may cause electrical shock or malfunction.  
Except when using "Wand cleaning".

**Periodically remove dust and dirt from the power plug and make sure it is securely plugged into the wall outlet.**

- Failure to do so may cause fire, heat or short circuit.  
Pull the plug out from the outlet and wipe clean with a dry cloth.

**Always unplug the power plug from the outlet before removing the top unit.**

- Failure to do so may cause fire or electrical shock.

## **WARNING**



**Preliminary studies in females suggest that overuse of continuous spraying can increase the possibility of vaginal mucosa drying and potential reduction in desirable microbial organisms.**

**Although these studies have not been validated, please consult your healthcare provider for concerns regarding whether these circumstances may apply to you.**

**More importantly, if you are an individual suffering from any immune deficiency as a result of disease, chemotherapy, or other medical condition compromising the immune system you should consult your healthcare provider before use of this product.**

## **CAUTION**



**Do not use the product if the top unit is unstable.**

- Doing so may cause the top unit to come loose and fall, resulting in injury.

**If the product is damaged, do not touch the damaged section.**

- Doing so may cause electrical shock or injury. Replace it immediately.

**Do not apply strong force, mechanical shock, step on or stand on the toilet seat, toilet lid or top unit. Also do not place any heavy object on the toilet seat, toilet lid or top unit.**

- Doing so may cause cracking or cause the top unit to come loose and fall, resulting in injury.
- Doing so may damage the product and cause injury or water damage.

**Do not lift up this product by the toilet seat or lid.**

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

- Doing so may cause the top unit to come loose and fall, resulting in injury.

**When cleaning or maintaining the plastic parts (top unit etc.) or the water supply hose, use a kitchen cleaner diluted with water. Do not use any of the following.**

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

- These items may damage or crack the plastic and cause injury or malfunction.
- These items could damage the water supply hose and cause a water leak.

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

- Doing so will cause water to spurt out.

(Refer to Page 34 for instructions on cleaning the water filter drain valve.)

**Do not fold or crush the water supply hose; do not damage by cutting with a sharp object.**

- Doing so may cause water leaks.

# Safety Precautions (Continued)

## CAUTION



**Do not pour hot water into the toilet.**

- Doing so may result in damage to the toilet, injury or water damage.

**Do not flush anything other than bodily waste and toilet paper. Also, do not flush too much toilet paper.**

- Doing so may clog the toilet, causing waste water overflow and water damage.

**Do not look directly at UV Light.**

- May cause eye or skin irritation.
- There are no user replaceable parts. Shall be serviced by qualified personnel only.



**If a water leak should occur, always close the shutoff valve.**

**When the ambient temperature is likely to drop to 0°C (32°F) or lower, prevent damage to the pipes and hoses due to freezing.**

- Frozen water pipes could cause the top unit and the pipes to break, resulting in a water leak.
- Regulate the room temperature to prevent the pipes and hoses from freezing during cold months.

**When not using the NEOREST over an extended period of time, drain the water out of the top unit and the water supply hose after closing the water shutoff valve, and pull the power plug from the outlet.**

When using the product again, allow the product to refill with water first.

- Otherwise, the water in the tank might become contaminated and cause skin inflammation or other problems.
- Leaving the power on may cause fire or heat.

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

- Failure to securely tighten it may cause a water leak.

**If the bowl unit is clogged, disconnect the power plug and remove the clog.**

- If the auto flush were allowed to function, it would make the wastewater in the bowl unit overflow and may result in water damage.
- Use commercially available tools that are made for unclogging the bowl unit to remove the clogging.

**Always flush, even after just urinating.**

- Failure to do so may cause inadequate flushing or clogging of the bowl unit, resulting in waste water overflow and water damage.

**Wipe condensation on the bowl unit, tank, water supply pipe and shutoff valve with a dry cloth.**

- Condensation may cause staining and corrosion of the floor.
- Ventilate the restroom to prevent condensation.

**Wipe any urine, condensation, cleaner, water, etc. that has gotten on the floor with a well-wrung mop or cloth.**

- Failure to do so may cause staining and corrosion of the floor.



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

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



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

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

- Servicing should be performed by an authorized service representative.
- This product is for household use.

# Safety Precautions (Continued)

## Grounding Instructions

This product should be grounded. In the event of an electrical short circuit, grounding reduces the risk of electric shock by providing an escape wire for the electrical current.

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

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

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

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

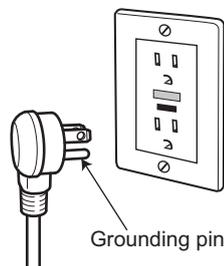
This product is factory equipped with a specific electric cord and plug to permit connection to a proper electric circuit. Make sure that the product is connected to an outlet having the same configuration as the plug.

No adapter should be used with this product. Do not modify the plug provided - if it will not fit in the outlet, have the proper outlet installed by a qualified electrician.

If the product must be reconnected for use on a different type of electric circuit, the reconnection should be made by qualified service personnel.

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

Replace or repair a damaged cord.



**SAVE THESE INSTRUCTIONS**

# Operational Precautions

## ■ For prevention of malfunctions

- Do not block the body sensor or the remote control transmitter or receiver.

### <About the body sensors>

- Body sensors detect a person standing in front of the bowl unit.
  - Body sensors emit an infrared beam as shown in the figures. When someone moves into the line of this infrared beam, the sensor detects the person.
  - \* Detection by the sensor may be difficult when the toilet is used by someone small, such as a child.

Body sensor A

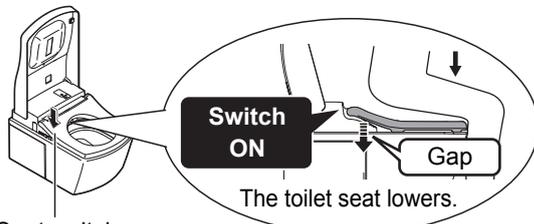


Body sensor B



### <About the seat switch>

- When you sit on the toilet seat, the seat switch turns ON, enabling you to use various features. (A click sound is heard when the seat switch is ACTIVATED.)



Seat switch  
(Built-in)

- Sit back on the toilet seat.
  - The seat switch will not turn on unless you sit on the seat properly.



### Note

- When a child uses the product, the seat switch may not be ACTIVATED by their light body weight.
- Since the toilet seat is designed to move up and down, a clearance is provided between the toilet seat cushion and the bowl unit.

## ■ For prevention of damage

- Wipe plastic areas such as the top unit and remote control with a soft cloth tightly wrung out with water.
- Do not lean against the toilet lid.



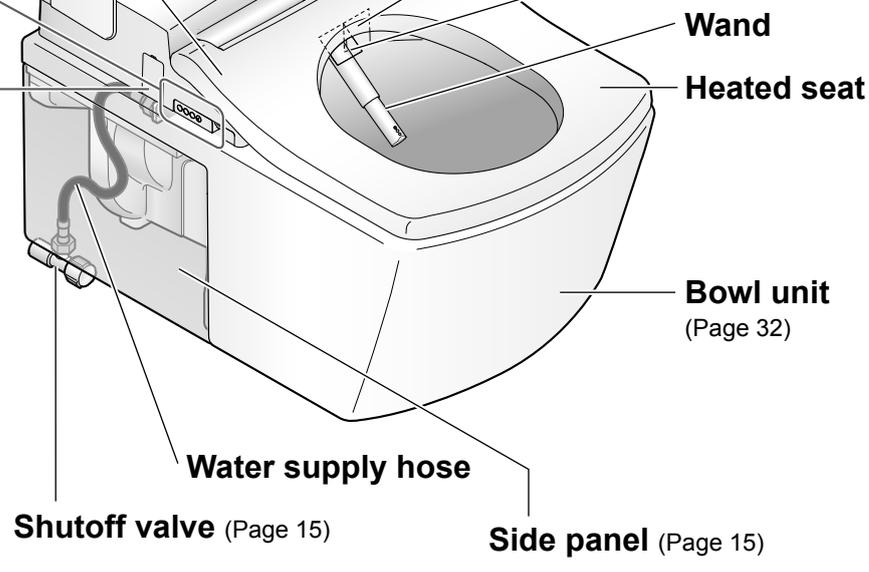
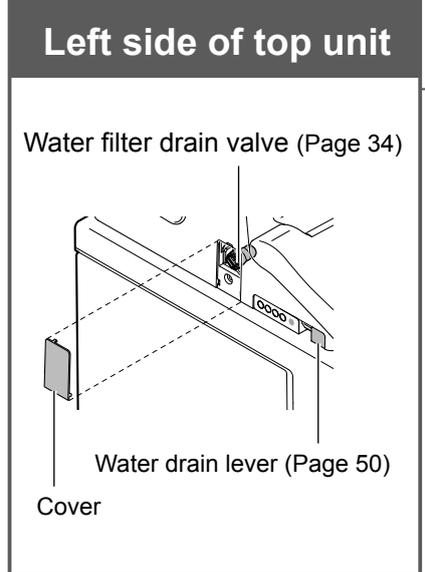
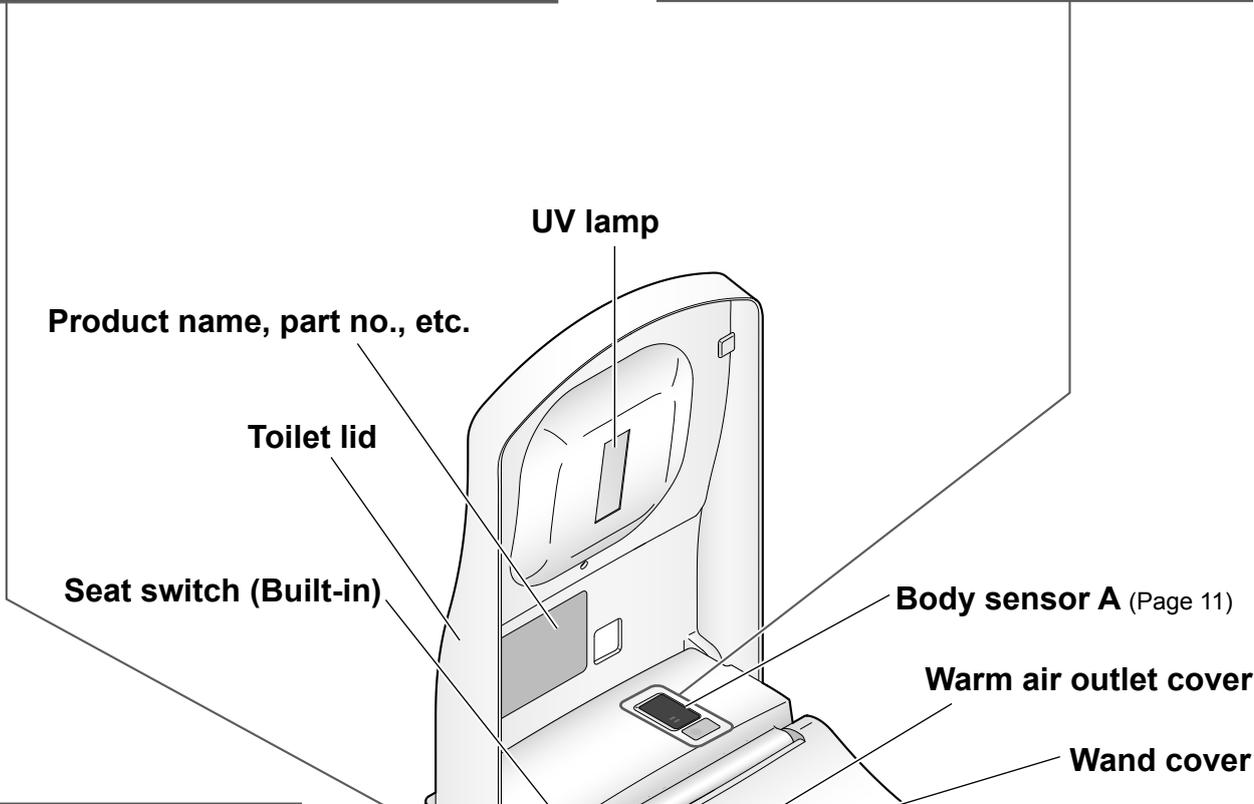
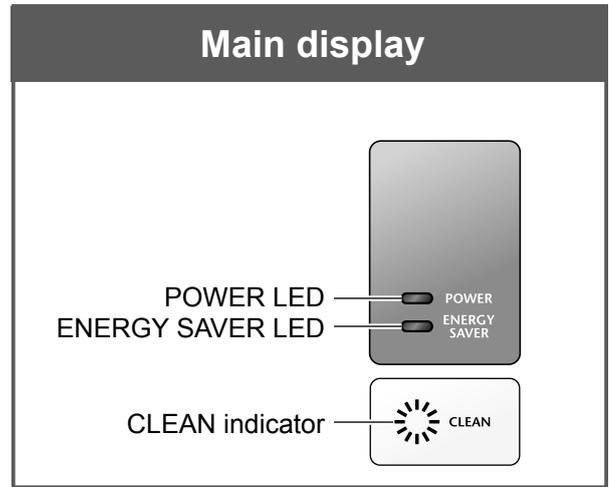
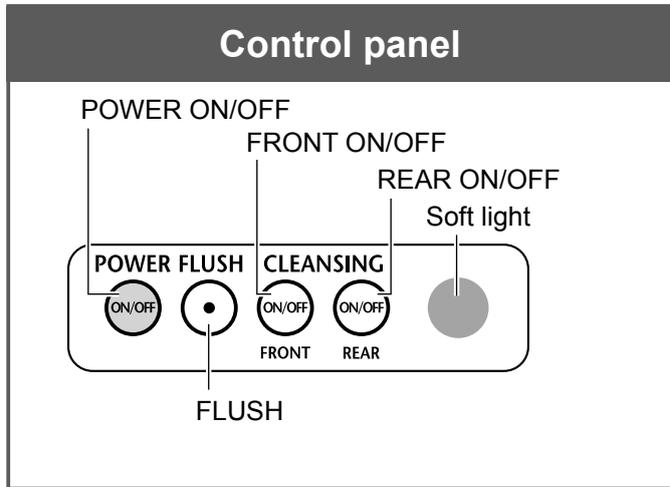
## ■ Problem Prevention

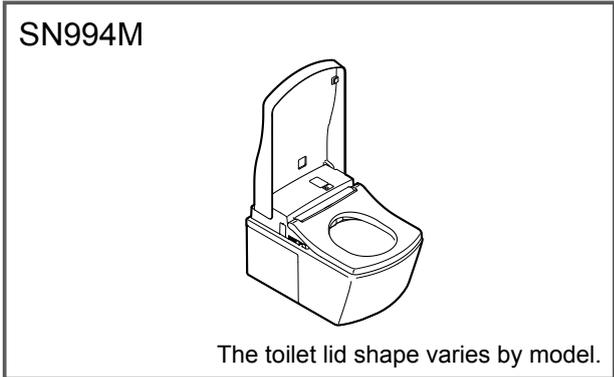
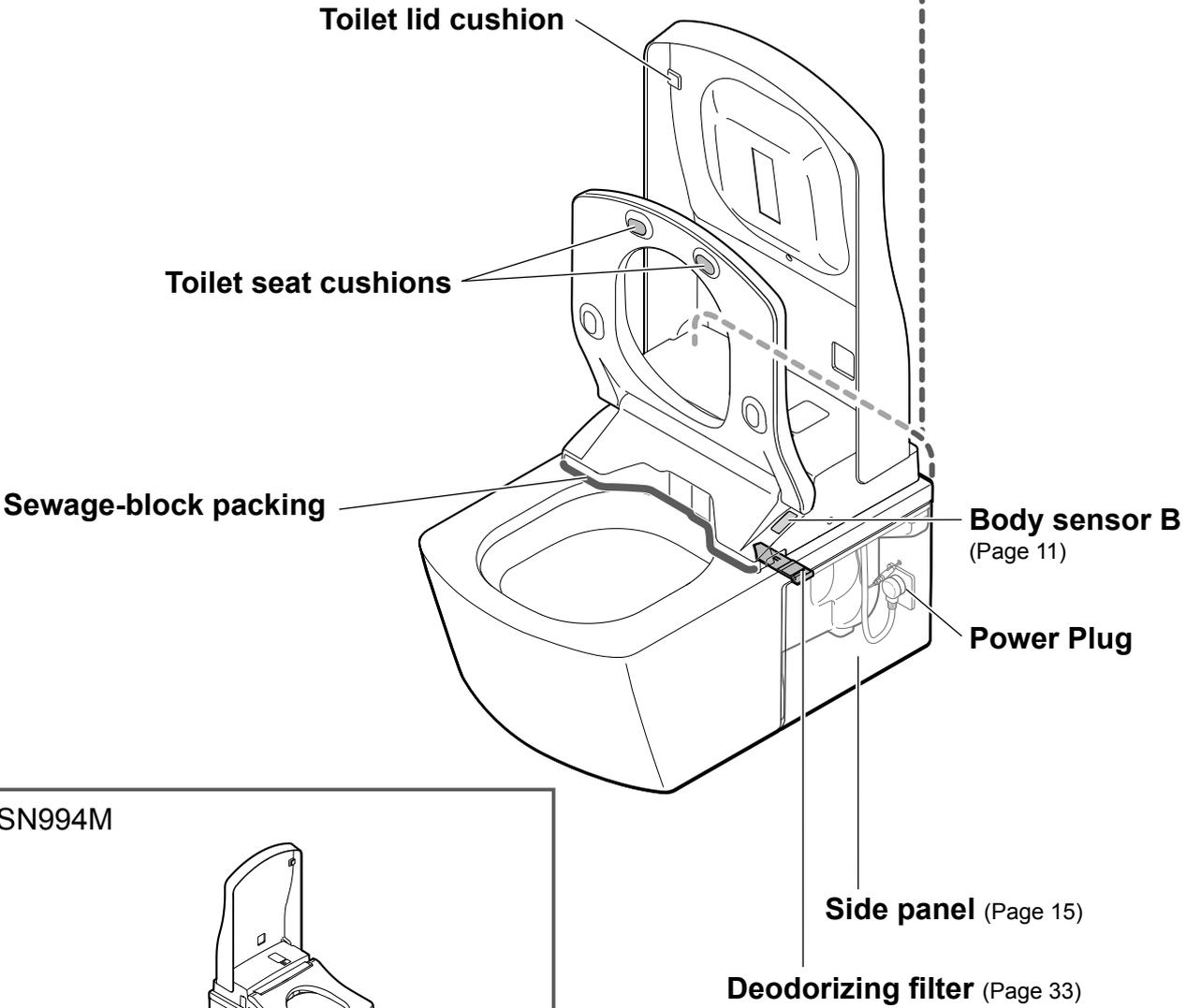
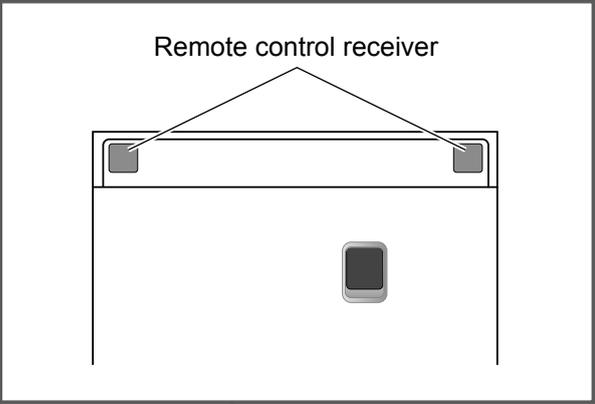
- Disconnect the power plug if there is a risk of lightning.
- A toilet seat cover or a toilet lid cover cannot be used. (The body sensors or seat switch may not function properly.)



- Do not urinate on the top unit, toilet seat or wand. (Doing so may cause a failure or discoloration.)
- Do not apply strong forces to the control panel of the remote control.
- When using a toilet cleaner to clean the toilet, wash it off within 3 minutes and leave the toilet seat and toilet lid open. Wipe off any cleaner that remains on the bowl unit. (If vapor from a toilet cleaner enters the top unit, it may cause a malfunction.)
- Do not use the product with the toilet lid removed.
- Do not expose to direct sunlight. (Doing so may cause changes in color, irregular heated seat temperature, remote control malfunction or NEOREST malfunction due to the change in temperature.)
- Use radios, etc. away from NEOREST. (The product could cause interference with the radio signal.)
- If you use a booster seat for infants or a soft highchair, remove it after use. (Keeping it installed may prevent some of the functions from being used.)
- Do not apply force to the remote control. (May cause malfunction.)  
To prevent the remote control from being dropped, set it in the hanger when you are not using it. Be careful not to expose it to water.
- Do not place anything on the toilet seat and lid, and do not press them with hands. Failure to do so may turn on the seat switch, causing the floor to get wet if buttons on the remote control are touched and warm water comes out from the wand. (The seat switch may turn on if force is applied to the toilet seat or lid.)

# Parts Names





Descriptions in this manual are based on the illustrations of SN996MX.

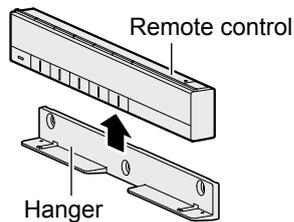
# Preparation

## Using the Product for the First Time

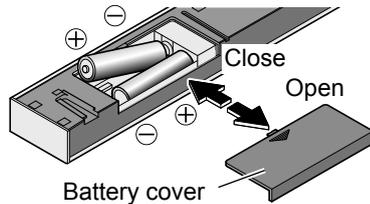


### 1. Insert the battery

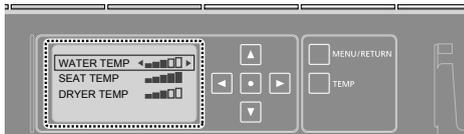
- 1 Remove the remote control from the hanger.



- 2 Open the battery cover and insert two AA batteries.



- When batteries are properly inserted, temperature levels appear on the display of the remote control (back side).
- The display goes out when no button on the remote control is pressed for about 60 seconds or more.



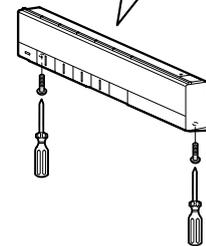
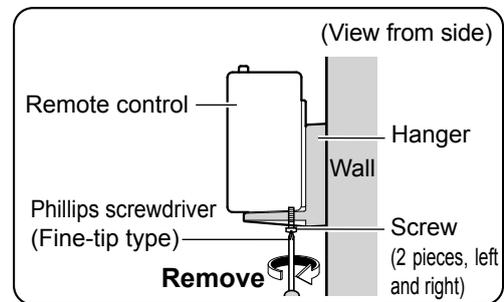
- 3 Mount the remote control in the hanger.

#### ■ About the batteries

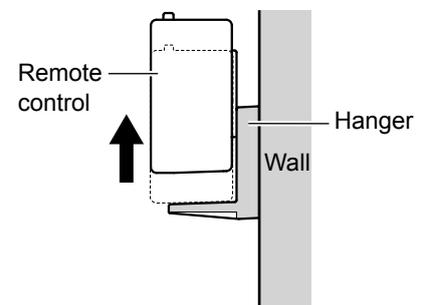
- Use dry cell, alkaline batteries. Follow the instructions below to prevent the batteries from rupturing or leaking fluid.
- When replacing the batteries, use new batteries of the same brand.
- If you will not be using the remote control for a long time, remove the batteries.
- Do not use rechargeable batteries.

### If the remote control is secured (for anti theft)

- 1 Remove the screws (2, left and right) from the remote control fixture.



- 2 Remove the remote control from the hanger.



#### ■ To secure the remote control again

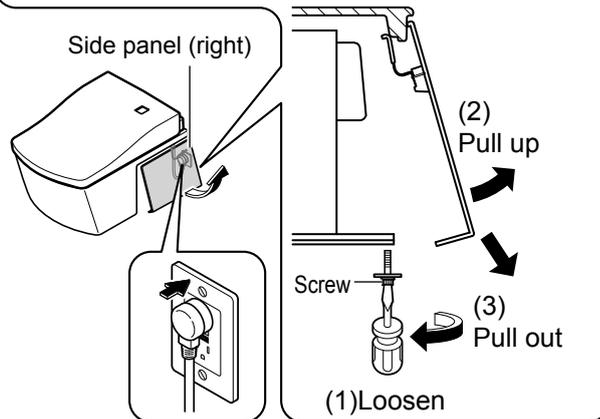
- Tighten and fix the screws (2, left and right). (Overtightening may cause damage to parts such as the hanger.)

## 2. Turn on the power

### 1 Remove the side panel and insert the power plug.

- The wand extends and then retracts.

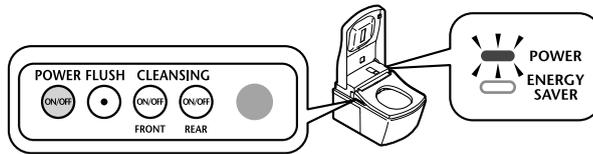
Loosen the bottom screw of the side panel (right) with a flat-head screwdriver, pull the side-panel diagonally upward, and then pull it out downward.



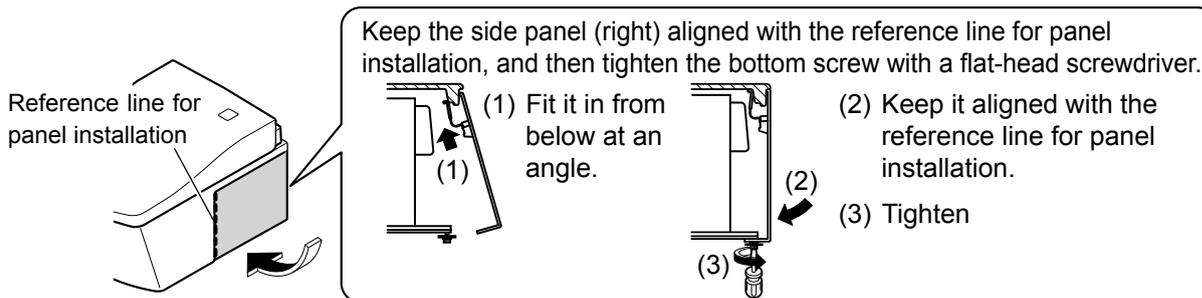
- Both side panels can be removed or installed in the same way.
- Dropping the side panels may cause damage.

### 2 Check that the [POWER] LED on the main display is lit up.

- If the LED on the main display is not lit up, pressing [POWER ON/OFF] will light it up.



### 3 Reinstall the side panel.



### To turn the power "OFF"

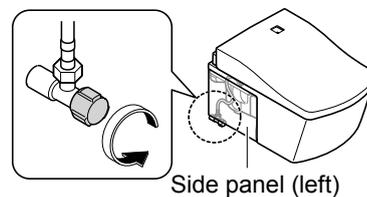
**POWER**  
ON/OFF Press [POWER ON/OFF] to turn the power off.

- The POWER LED goes off.

### 3. Open the shutoff valve

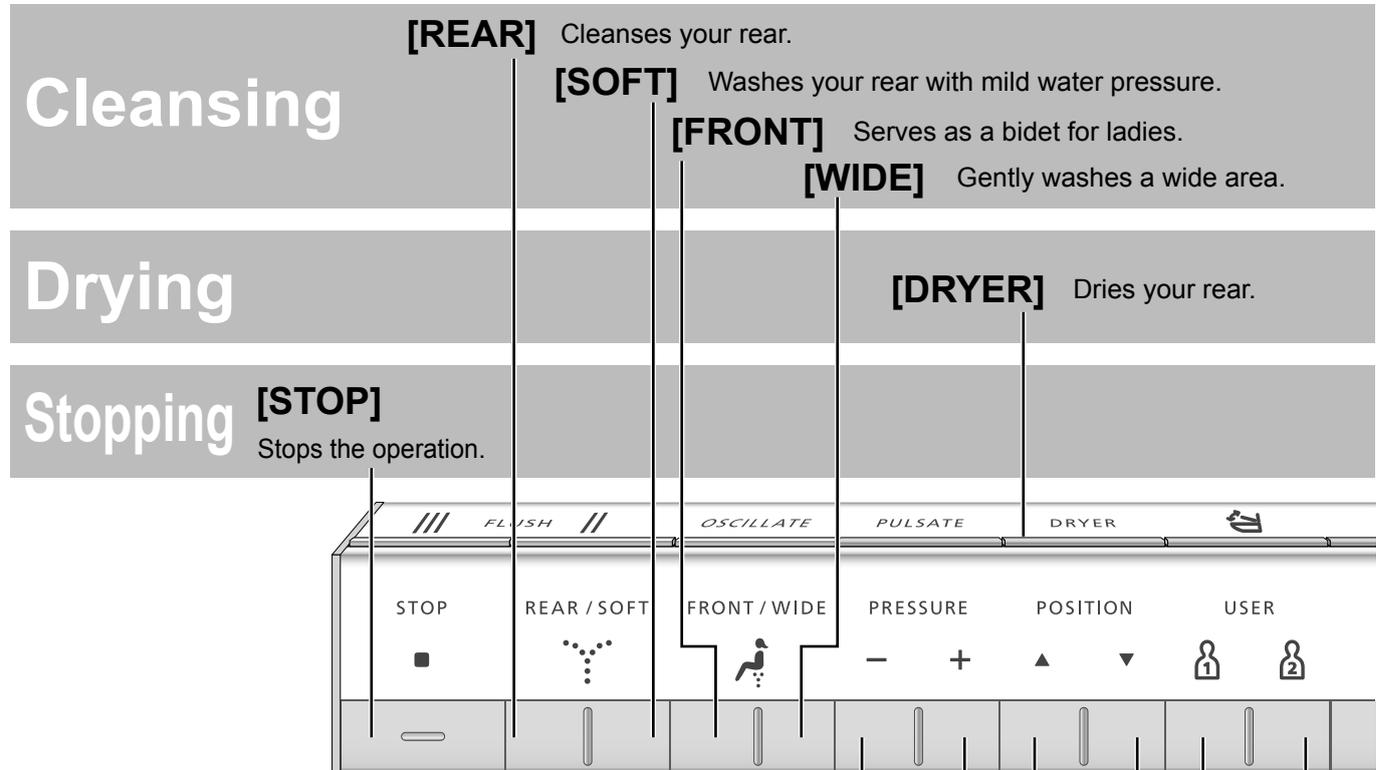
#### 1 Fully open the shutoff valve.

- The shutoff valve is located in the side panel (left). (Refer to the above for removal and installation.)



# Basic Operations

Press a button on the remote control; a beep sounds when the top unit receives the signal.



- Functions that operate when a button is pressed during [REAR], [SOFT], [FRONT] or [WIDE] cleansing.

### Note

- Sitting back on the toilet seat makes it easier to adjust the wand position and to reduce splashing.

### [OSCILLATE]

- The wand moves back and forth to wash your rear thoroughly.
- The setting changes between "ON" and "OFF" each time the button is pressed.

### [PRESSURE]

You can adjust the water pressure to one of five levels.

([-] Softer, [+] Stronger)

- When you press the button (REAR, SOFT, FRONT, WIDE) to flush, the position returns to the standard position (3rd position).

If you do not want to return the wand to the standard position. (Page 46)

### [POSITION]

You can adjust the washing position to 5 different points between the front and the rear, using the [▲] and [▼] buttons.

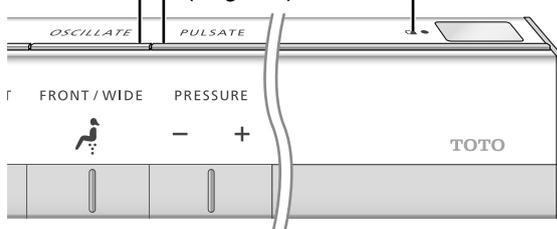
- When you press the button (REAR, SOFT, FRONT, WIDE) to flush, the position returns to the standard position (3rd position).

If you do not want to return the wand to the standard position. (Page 46)

### [PULSATE]

- Washes with the water pressure pulsating between soft and strong.
- The setting changes between "ON" and "OFF" each time the button is pressed.

Low battery warning LED (Page 48)



## PERSONAL SETTING

### [USER1] / [USER2]

You can store your preferred "wand position," "water pressure," and "warm water temperature" settings.

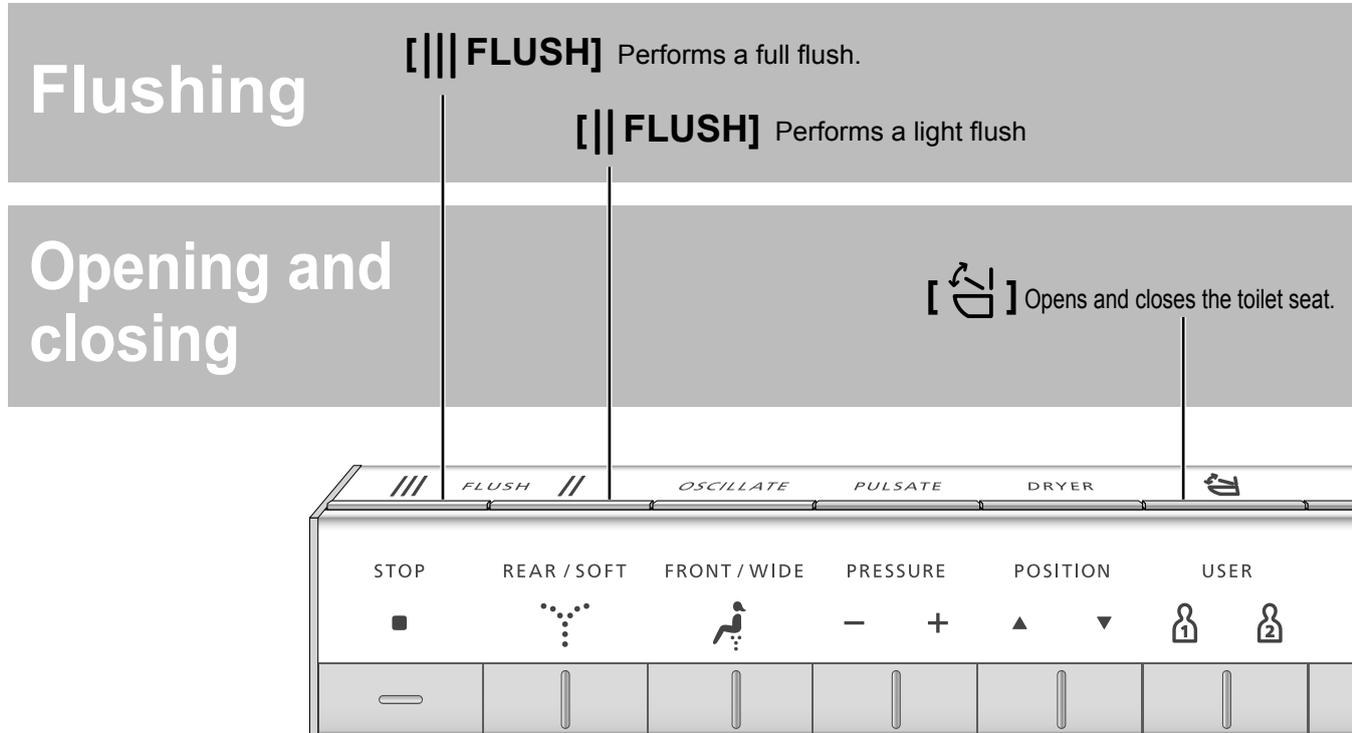
- To store a setting

While cleansing is in progress, set your preferred "wand position," "water pressure," and "warm water temperature," and then press and hold [USER1] or [USER2] for 2 seconds or longer.

- To use

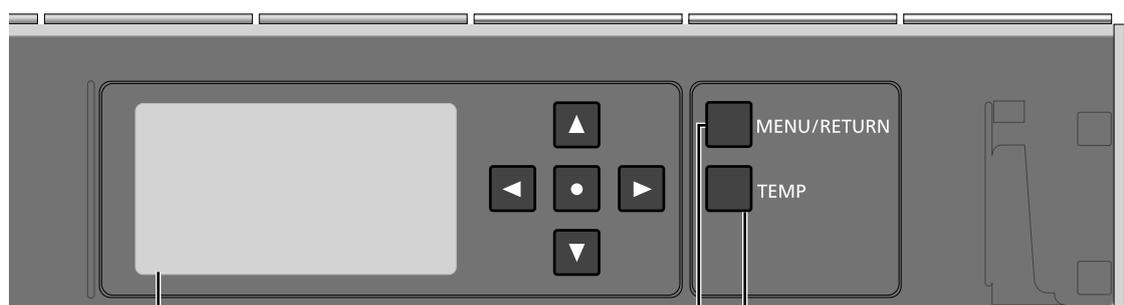
Press [USER 1] or [USER 2], and then press the button for the cleansing you want to use.

## When flushing and opening/closing the toilet seat with the remote control



Operation

### Remote control back side



#### MENU/RETURN button

- Adjust settings
- Return to previous menu

#### Display screen

\*Adjust settings

The display goes out when no button on the remote control is pressed for about 60 seconds or more.

#### Temperature adjustment button

- Adjust temperatures

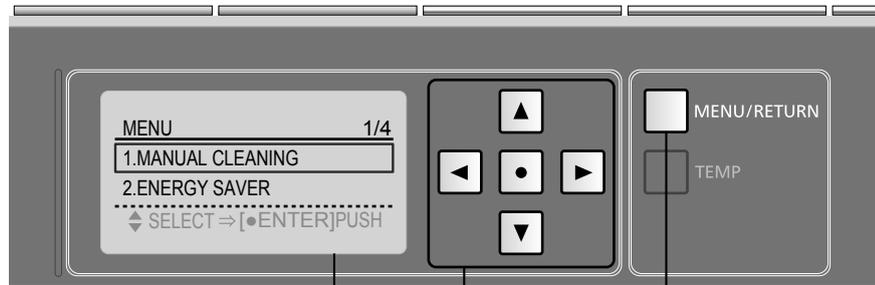
# Basic Operations

## About the Menu Screen

Set up easily with simple steps!

This section is an overview of the settings that can be configured with the remote control.

- See the corresponding pages for the detailed descriptions.



Remote control back side

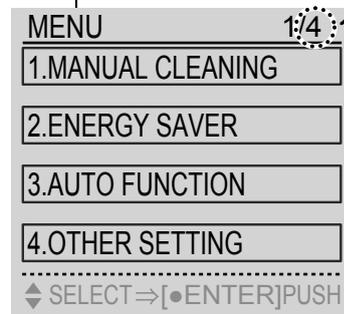
MENU/RETURN button

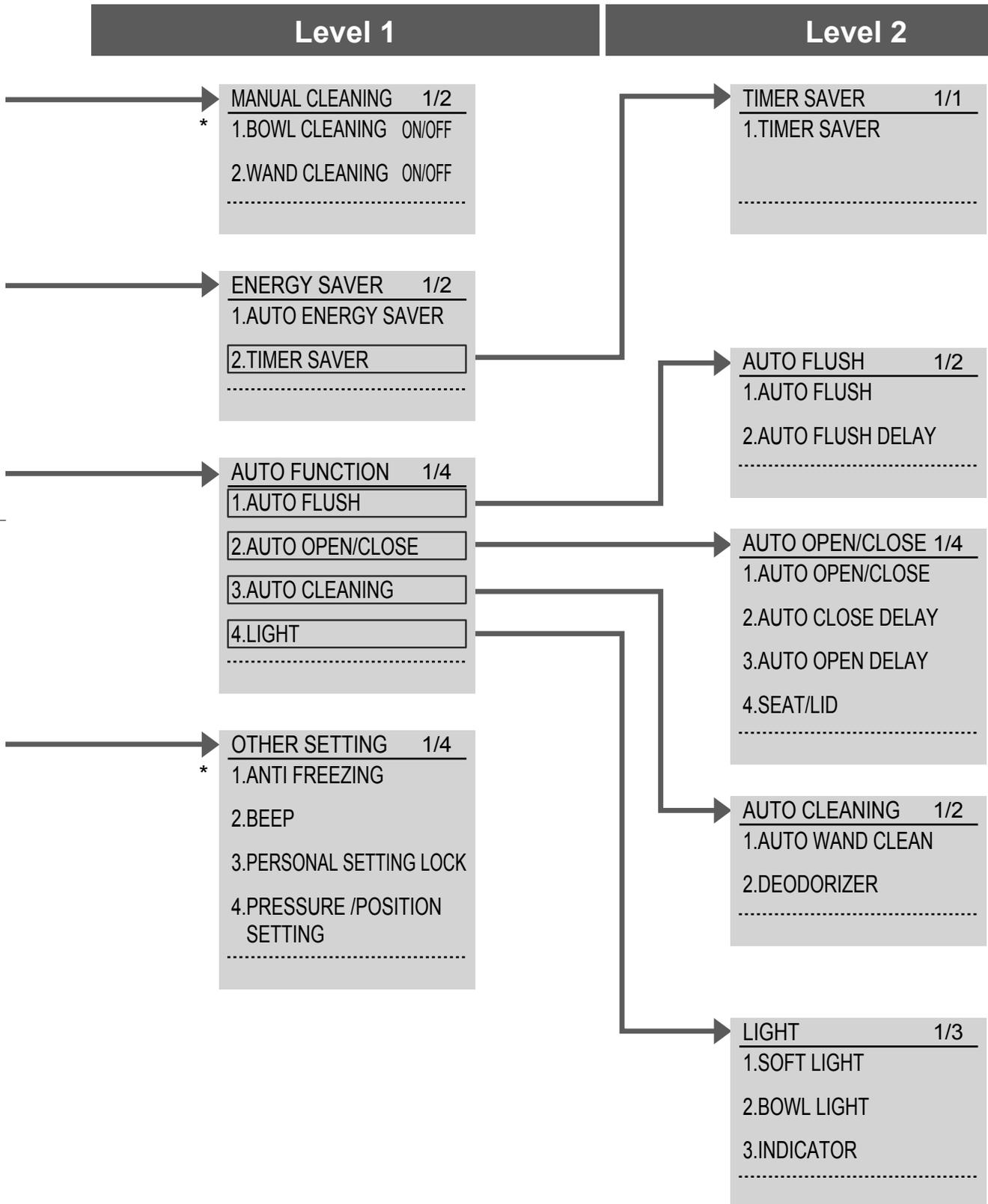
  : Move the frame.

  : Select a setting.

 : Confirm the setting.

Number of items on display





Operation

\* With this model, the display appears but settings cannot be made.

# Automatic Functions

## Cleaning Features

"ewater+"<sup>\*1</sup> is used automatically to clean the wand and bowl unit.

- Operation under the initial settings is described below.

As you approach



As you sit



As you stand up



Removing odors inside the bowl unit

### DEODORIZER



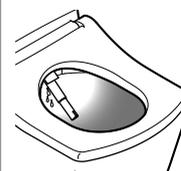
Starts the deodorizer

Deodorizer stops

→It stops after about 2 minutes

Sanitize the wand with "ewater+"<sup>\*1</sup>

### AUTO WAND CLEANING



Cleans the wand automatically<sup>\*2</sup>

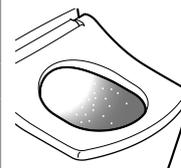
- Only when the cleansing functions are used.
- The wand extends and "ewater+"<sup>\*1</sup> comes out from the base of the wand

### PHOTOCATALYST CLEANING

SN996MX only

Pre-mist

A mist is sprayed inside the bowl unit to make it more difficult for dirt to adhere



After-mist

→"ewater+"<sup>\*1</sup> mist is sprayed on the bowl unit

Sanitize the bowl unit with "ewater+"<sup>\*1</sup>

### AUTO BOWL CLEANING

### BOWL LIGHT



Lights up during pre-mist



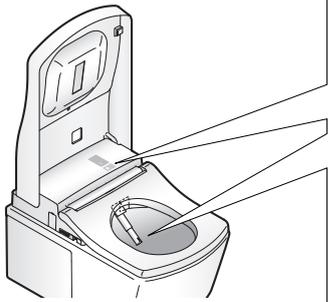
Lights up during auto wand cleaning and after-mist

### INDICATOR



\*2 Water comes out from around the wand.

\*3 "Flush", "REAR" and "SOFT" cleansing.



As you leave



## Support Cleaning

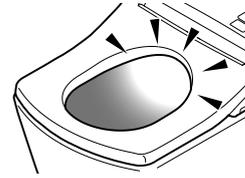
### ■ CLEAN indicator

Lights to show that the "clean" functions are operating.



### ■ Bowl light

Lights to show that auto bowl cleaning and auto wand cleaning are operating.



### ■ Note

### ■ Changing settings

- "Deodorizer" ON/OFF (Page 42)

- Waiting time before cleaning the wand after standing up  
SN996MX: After about 70 seconds  
SN994M : After about 25 seconds
- When the cleansing functions (rear and front cleansing, etc.) have not been used in 8 hours, the wand is cleaned automatically. (Water comes out from around the wand.)

- "Auto wand cleaning" ON/OFF (Page 42)

### If dirt adheres...

#### ■ If dirt adheres to the wand during use, you can extend the wand to clean it.

- Cleaning the wand (Page 35)

Operation

### The UV lamp lights up (For about 1 hour)

- Waiting time before starting after-mist after standing up  
SN996MX: After about 125 seconds  
SN994M : After auto wand cleaning
- The following functions do not work when the toilet seat is open.  
SN996MX: Pre-mist  
SN994M : Pre-mist, After-mist
- After pre-mist, water comes out from around the wand for a few seconds.
- The pre-mist does not work for about 90 sec. after someone has used it.
- When the cleansing feature (rear and front cleansing etc.) is not used for about 8 hours, mist is sprayed on the bowl unit automatically.
- The UV lamp does not light up in the following conditions.
  - The toilet lid is open (such as when Auto open/close is set to "OFF")
  - "Flush" and cleansing<sup>3</sup> are not used
- When the "Flush" and cleansing<sup>3</sup> are not used for about 10 hours, the UV lamp lights up.

- "Bowl light" ON/OFF (Page 44)

- Lights up continuously or in a cycle when "Auto wand cleaning", "Auto bowl cleaning" or "Deodorizer" is operating. (Lights up in a cycle only when the seat has been used.)

- "Indicator" ON/OFF (Page 44)

#### \*1 What is meant by "ewater+" ?

This water containing hypochlorous acid generated from chloride ions in tap water, is widely used for cleaning and disinfecting items such as food, utensils and baby bottles.

- Well water may not deliver the required effect.  
(Because the level of chloride ions is low.)
- "ewater+" helps to minimize dirty surfaces, but does not make cleaning unnecessary.
- The effect and duration vary depending on the usage environment and conditions.

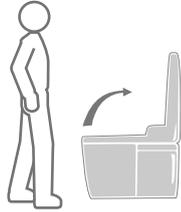
# Automatic Functions

## Convenience Functions

Various automatic functions are available, such as a toilet lid that opens and closes automatically.

- Operation under the initial settings is described below.

As you approach



As you sit

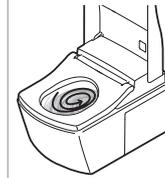


As you stand up



### Flush automatically AUTO FLUSH

When using the toilet seat



**The toilet flushes**  
(After about 10 seconds)

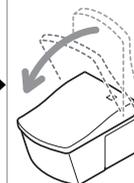
When standing and using

### Opening the toilet lid automatically AUTO OPEN/ CLOSE

When using the toilet seat

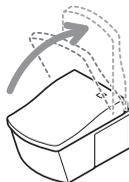


**Toilet lid opens** .....



**The toilet lid closes**  
(After about 90 seconds)

When standing and using

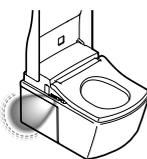


**Toilet lid opens** .....

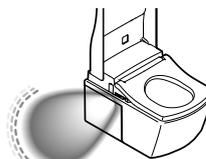
- Open the toilet seat with the remote control.

### Lighting up the inside of the bathroom with a soft light SOFT LIGHT

Lights up in middle mode



Lights up in high mode

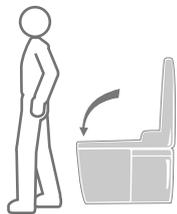


Lights up in middle mode

(About 90 seconds) .....



## As you move away



### Note

### Changing settings



#### The toilet flushes

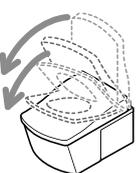
(Performs a "Light flush" about 3 seconds after the user has moved about 30 cm (about 0.98 ft) away from the bowl unit.)

- Auto flush is not available in the following cases.  
(Flush with the remote control.)
  - · About 60 seconds after the toilet is flushed.  
(After about 60 seconds have passed, flush using the remote control.)
  - When the time spent sitting on or standing in front of the bowl unit is less than about 6 seconds.  
(Flush with the remote control.)
- The flushing varies depending on how long you sit on the toilet seat.  
Around 6 to 30 seconds: "Light flush"  
Around 30 seconds or more: "Full flush"

- "Auto flush" ON/OFF
- "Auto flush delay"  
(5 seconds, 10 seconds or 15 seconds) (Page 38)

- When the toilet lid is closed by hand, it cannot open automatically for about 15 seconds.  
(Open and close manually.)
- When you do not sit on the toilet seat, or when you sit on it or stand in front of the bowl unit briefly, it takes about 5 minutes before the lid closes automatically.

- "Auto open/close" ON/OFF
- "Auto open delay"  
(15 seconds, 30 seconds or 90 seconds)
- "Auto close delay"  
(25 seconds or 90 seconds)
- Automatically opening the toilet lid or both the toilet seat and toilet lid  
(Page 40)



#### The toilet lid and toilet seat close

(About 90 seconds after moving away from the bowl unit by about 30 cm (about 0.98 ft) or more.)



#### Lights up in low mode

(Goes out after about 5 seconds)



- "Soft light" ON/OFF  
(Page 44)

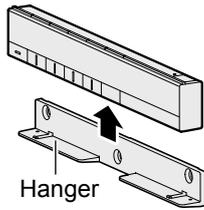
# Temperature Adjustment

Warm Water / Toilet Seat / Drying

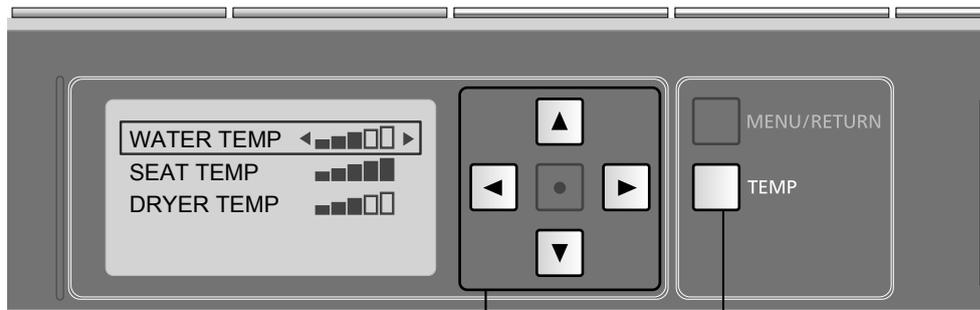
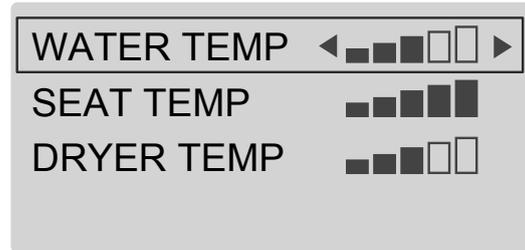
Five different temperature levels from high to low and "OFF" can be set.

**1** Remove the remote control from the hanger.

If the remote control is locked to prevent theft (Page 14)



**2**  <sub>TEMP</sub> Press [TEMP].



Temperature adjustment button

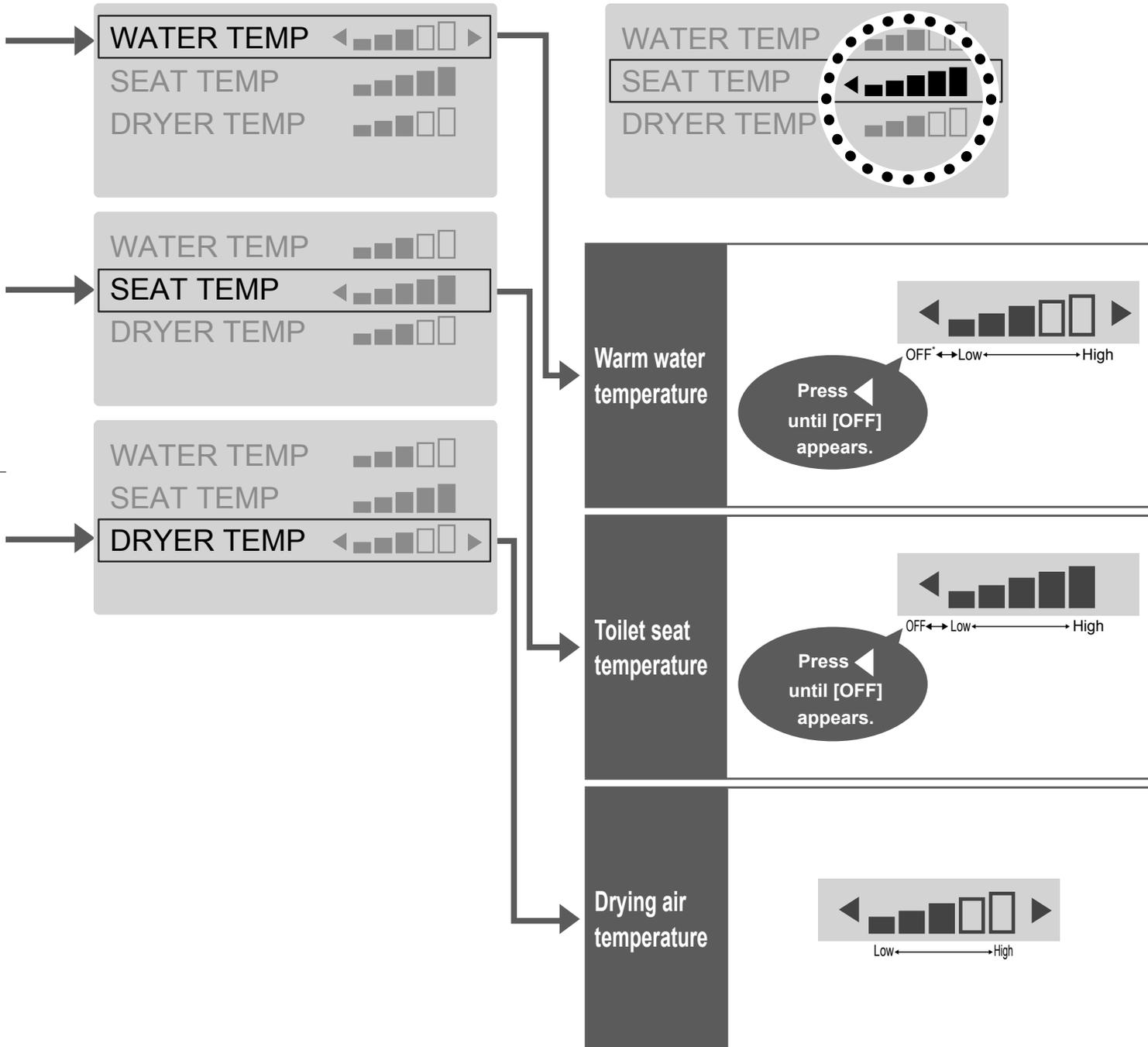
  : Move the frame.

  : Select a setting.

**3** Use ▲ ▼ to select the item you want to set.

**4** Use ◀ ▶ to select the temperature level.

<Settings complete>



Operation

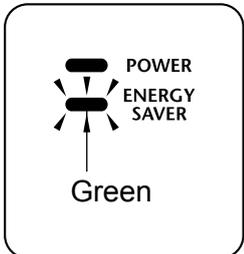
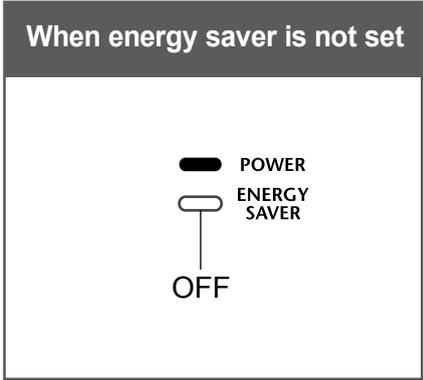
\*1 To prevent condensation, the water temperature does not drop below 20°C (68°F) even when set to "OFF".

# Energy Saver Features

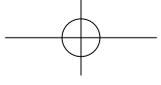
Type

"Auto energy saver" or "Timer energy saver" can be selected. To save energy, the temperature of the toilet seat becomes low (or "OFF"). When the energy saver feature is "OFF", the temperature is kept at the same level.

- "Auto energy saver" takes about 10 days to detect time periods in which the toilet seat is never or infrequently used.

| Type                                          | Situation                                                                                                                                                                                                                             | When energy saver is set                                                                                                  |   |
|-----------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|---|
|                                               |                                                                                                                                                                                                                                       | Main display                                                                                                              |   |
| <b>AUTO ENERGY SAVER</b>                      | <p><b>You want the NEOREST to save energy automatically.</b></p> <p>The NEOREST detects time periods with infrequent use and lowers the toilet seat temperature automatically.</p>                                                    |                                       | → |
| <b>TIMER ENERGY SAVER</b>                     | <p><b>You want to save energy only for the preset duration of time. (3 hours / 6 hours / 9 hours)</b></p> <p>Once the time is set, the toilet seat heater turn off automatically during the set time period every day.</p>            |                                      | → |
| <b>AUTO ENERGY SAVER + TIMER ENERGY SAVER</b> | <p><b>You want to save a lot of energy with auto energy saver and timer energy saver.</b></p> <p>When both timer energy saver and auto energy saver are set, auto energy saver operates when timer energy saver is not operating.</p> | <p>When energy saver is not set</p>  | → |

- Even if the energy saver feature is on (i.e., the toilet seat heater is set to "Low" or "OFF"), the toilet seat is temporarily heated when you sit on it. (To reach the setting temperature, take about 15 minutes.)



| When energy saver is in operation                                                                                                                                                                                                      |                                                                                                                                                                                               | AM                                                                           |   | PM                |   |                   |   |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------|---|-------------------|---|-------------------|---|
|                                                                                                                                                                                                                                        | Toilet seat heater                                                                                                                                                                            | 0                                                                            | 6 | 8                 | 5 | 9                 | 0 |
|  <p>POWER ENERGY SAVER</p> <p>Orange</p>                                                                                                              |  <p>Low</p>                                                                                                  | Example: Used infrequently from 9 pm to 6 am                                 |   |                   |   |                   |   |
|                                                                                                                                                                                                                                        |                                                                                                                                                                                               | Low temperature*2                                                            |   | Set temperature*1 |   | Low temperature*2 |   |
|  <p>POWER ENERGY SAVER</p> <p>Green</p>                                                                                                             |  <p>OFF</p>                                                                                                | Example: Set from 8 am to 5 pm                                               |   |                   |   |                   |   |
|                                                                                                                                                                                                                                        |                                                                                                                                                                                               | Set temperature*1                                                            |   | OFF*3             |   | Set temperature*1 |   |
| <ul style="list-style-type: none"> <li>• During "Timer energy saver": Same LED indication as "Timer energy saver" (see above)</li> <li>• During "Auto energy saver": Same LED indication as "Auto energy saver" (see above)</li> </ul> |  <p>Low</p>  <p>OFF</p> | Example: When "Timer energy saver" and "Auto energy saver" are used together |   |                   |   |                   |   |
|                                                                                                                                                                                                                                        |                                                                                                                                                                                               | Low temperature*2                                                            |   | Set temperature*1 |   | OFF*3             |   |

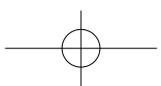
Operation

\*1 The toilet seat temperature set on page 24.

\*2 The time period when the toilet seat heater is set to a "Low".

\*3 The time period when the toilet seat heater is set to a "OFF"

**To set energy saver** Page 28 and 29 



# Energy Saver Features

## How to Set

Set the "Timer energy saver" at the time you want to start it.

**1**  MENU/RETURN  
Press [MENU].



**2**  



Use  to select [ENERGY SAVER] and then press .



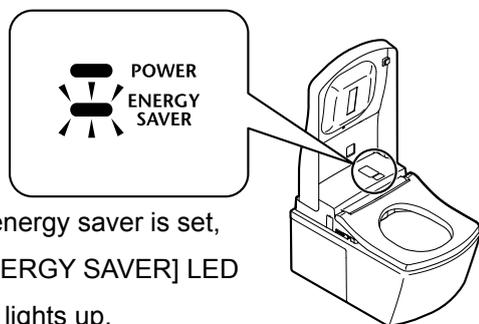
Remote control back side

**MENU/RETURN button**

 : Move the frame.

 : Select a setting.

 : Confirm the setting.



When energy saver is set, the [ENERGY SAVER] LED (green) lights up.

**AUTO ENERGY SAVER**

**TIMER ENERGY SAVER**

**TURNING OFF ENERGY SAVER**

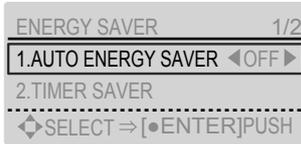
### CAUTION

- During setting, the display goes out when no button is pressed within about 60 seconds. If you fail to complete the setting, redo from the step 1.

3



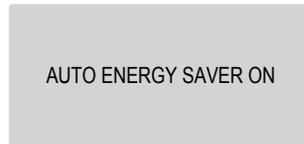
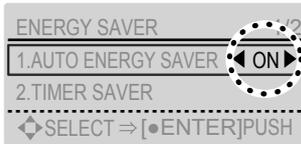
Use to select [AUTO ENERGY SAVER].



4



Use to select [ON/OFF] and then press [ENTER].

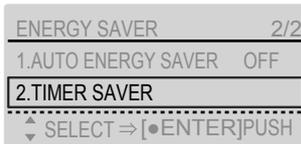


( To return → MENU/RETURN )

3



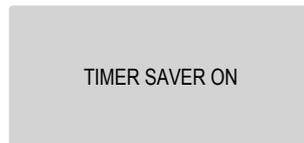
Use to select [TIMER SAVER] and then press [ENTER].



4



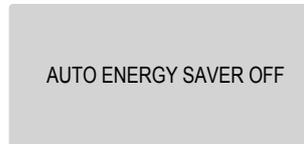
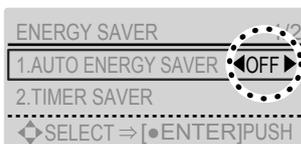
Use to select [3H/6H/9H/OFF] and then press [ENTER].



( To return → MENU/RETURN )

■ To change the timer energy saver time → Set the timer energy saver again at the time you want to start it.

Select [OFF] in step 4 in each procedure above and then press [ENTER].



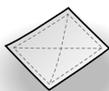
(Example: "Auto energy saver")

( To return → MENU/RETURN )

# Maintenance

## Power Plug

### Power plug (Approximately once a month)



Dry cloth



Wet cloth

1

Disconnect the power plug and wipe it with a dry cloth.



2

Insert the power plug.

- The [POWER] LED lights up.

### ⚠ WARNING



● Periodically remove dust from the blades and other parts of the power plug.

- Disconnect the power plug and wipe it with a dry cloth.



● Fully insert the power plug.

● When disconnecting, hold the main body of the power plug.

- Pulling the power cord may damage the power plug or power cord.

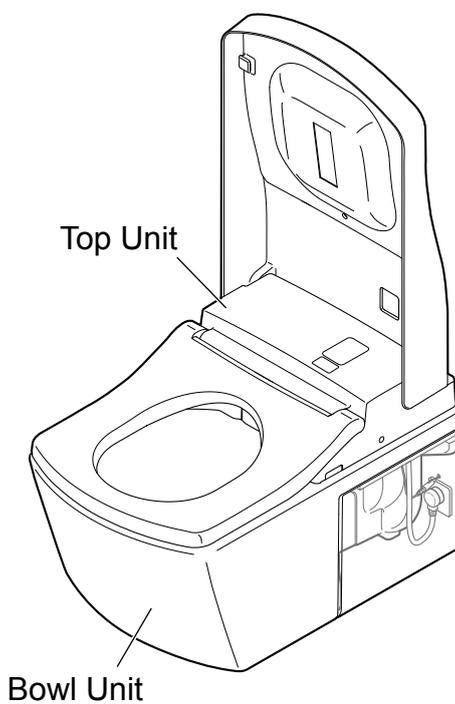
### ⚠ WARNING



Always disconnect the power plug from the outlet before cleaning, maintenance or inspection.

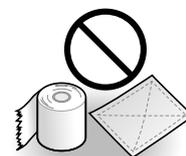
- Failure to do so may cause electric shock or malfunction, resulting in a breakdown.

**\* For safety, disconnect the power plug before cleaning or maintenance.**



Do not use a dry cloth or toilet paper on plastic parts.

(May cause damage.)



\* Except when using "Wand cleaning".

\* When you insert the power plug, the bowl unit flushes automatically.

## Top Unit

### Caution with use of detergent

- The NEOREST is an electric appliance. Be careful not to let water seep inside or leave detergent in the gap between the top unit and bowl unit. (May damage plastic parts or cause a malfunction.)
- When using a toilet cleaner to clean the toilet, wash it off within 3 minutes and leave the toilet seat and toilet lid open.
  - Wipe off any cleaner that remains on the bowl unit. (If vapor from a toilet cleaner enters the top unit, it may cause a malfunction.)
- Do not use any water repellent, stain-proofing cleaner or surface coating agent. These products would not damage the porcelain surface, but they may cover the porcelain surface and reduce the effect of the built-in stain prevention technology.

### Top Unit (Approximately daily)



Soft cloth soaked in water



- Toilet paper
- Dry cloth
- Nylon scrubbing pads (May cause damage.)

1

Unplug the power plug.

2

Wipe with a soft cloth that has been soaked in water and wrung-out thoroughly.

■ For heavy dirt

- Wipe with a soft cloth soaked in diluted, neutral kitchen detergent, and then wipe with a soft cloth soaked in water.



• Neutral kitchen detergent



- Paint thinner
- Benzene
- Powdered cleanser

3

Insert the power plug.

Attention!

- Do not push or pull the covers around the wand with undue force. (May cause damage or malfunction.)

# Maintenance

## Bowl Unit

### Bowl Unit (Approximately daily)



- Toilet brush
- Neutral toilet detergent



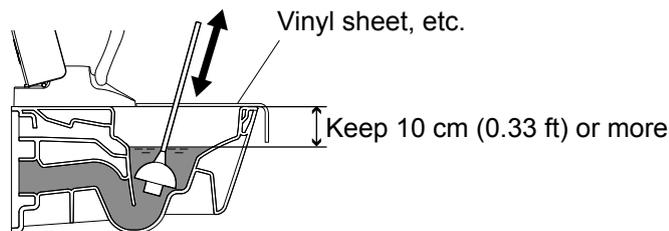
- Strongly acidic cleaners or strong alkaline cleaners
- Cleaners containing abrasive compounds
- Fluoride-based detergent (containing hydrogen fluoride or ammonium fluoride)
- Wire brush
- Abrasive nylon scrubbing brush

**1** Unplug the power plug.

**2** Clean with a toilet brush or a similar tool.

■ **If the bowl unit is clogged**

- Using plunger or similar, provide 10 cm (0.33 ft) or more clearance between the top of the bowl unit and the water surface. Use commercially available tools that are made for unclogging the bowl unit. (May cause overflow of dirty water and water damage.)



■ **If the floor is dirty**

- Clean it with a well wrung cloth. (Not cleaning the floor may cause stains or corrosion.)
- Sitting is recommended to reduce splashing caused by standing and urinating.

**3** Insert the power plug.

### When the toilet bowl repels water or tends to get dirty (SN996MX only)

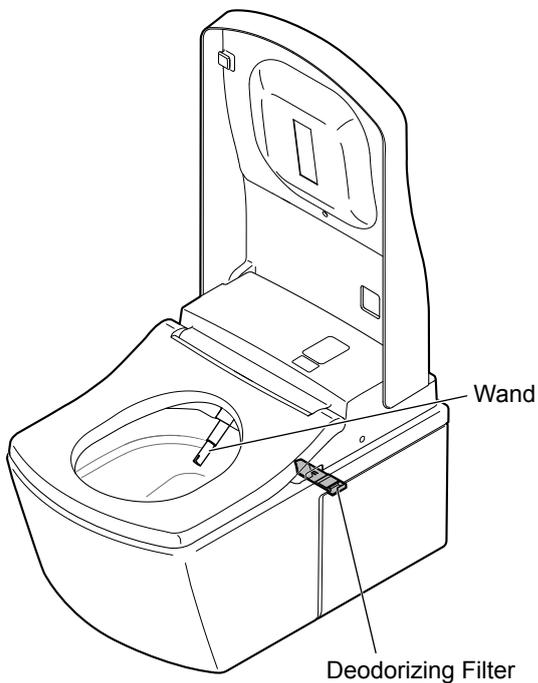
● **The toilet bowl surface needs to be cleaned.**

→ Clean with a toilet brush or the like using commercially available hydrochloric acid-based or inorganic acidbased detergent.

- For daily cleaning, use neutral detergent.

● **Caution with use of detergent (Page 31)**

# Deodorizing Filter / Wand

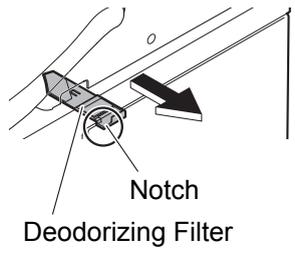


## Deodorizing Filter (Approximately once a month)

**1** Unplug the power plug.

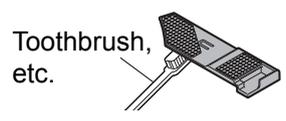
**2** Remove the deodorizing filter.

- Use the notch of the deodorizing filter to pull it out.
- Do not pull with undue force. (May cause damage or malfunction.)



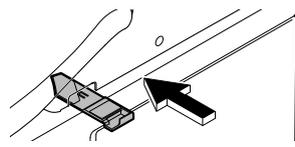
**3** Clean with a tool such as a toothbrush.

- When washing with water, dry off all water before mounting.



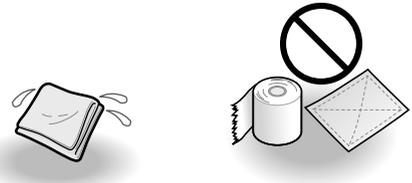
**4** Mount the deodorizing filter.

- Push firmly until a click sound is heard.



**5** Insert the power plug.

## Wand (Approximately once a month) <If you notice dirt (Wand cleaning)>



Soft cloth soaked in water      Toilet paper, etc. (May cause damage.)

**1** Extend the wand.

- Operate with the buttons on the back side of the remote control.

(1) MENU/RETURN Press [MENU].

(2) Use to select [MANUAL CLEANING].

Press [ENTER].

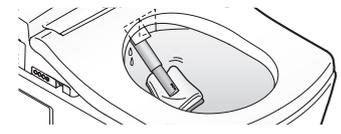
(3) Use to select [WAND CLEANING ON/OFF].

Press [ENTER].

- The wand extends and water sprays out for cleaning.
- The wand automatically retracts after about 5 minutes.

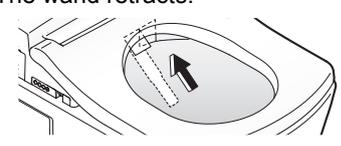
**2** Wipe with a soft, wet cloth.

- Do not pull, push or press the wand with excessive force. (May cause damage or malfunction.)



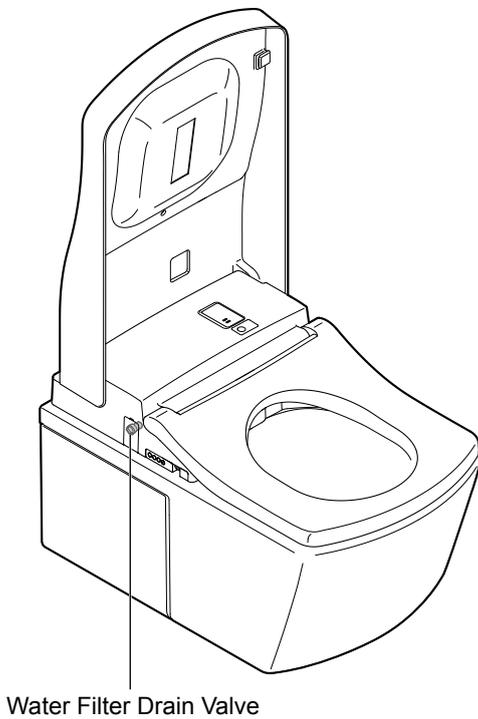
**3** Press the [STOP] button on the front side of the remote control.

- The wand retracts.



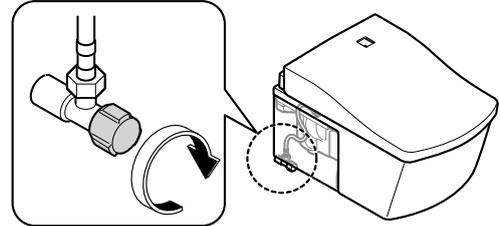
# Maintenance

## Water Filter Drain Valve



**1** Remove the side panel (left).  
(Page 15)

**2** Close the shutoff valve.  
• The water supply stops.



### **CAUTION**

**Do not remove the water filter drain valve while the shutoff valve is open.**  
(Otherwise, water may leak out.)

**3** Extend the wand.  
• Operate with the buttons on the back side of the remote control.

(1) MENU/RETURN Press [MENU].

(2) Use to select [MANUAL CLEANING].

Press [ENTER].

(3) Use to select [WAND CLEANING ON/OFF].

Press [ENTER] to extend the wand.

Press [ENTER] again to retract the wand.

(Release the pressure from the water supply pipe.)

## Water Filter Drain Valve (Approximately once every 6 months)

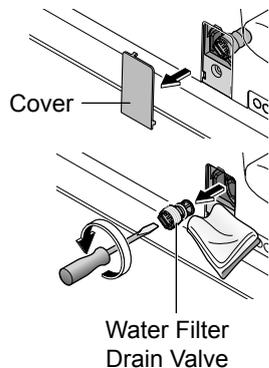
<If you think the water pressure has weakened>

**4** Unplug the power plug.

**9** Open the shutoff valve.  
(Page 15)

**5** Remove the cover and water filter drain valve.

- Loosen with a flat-head screwdriver and then pull.



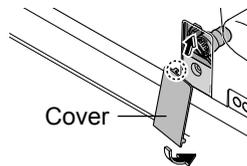
**10** Reinstall the side panel (Left).  
(Page 15)

**6** Clean with a tool such as a toothbrush.

- Also, remove any dust from inside the hole of the water filter drain valve.

**7** Reinstall the water filter drain valve and cover.

- Insert the water filter drain valve and use a flat-head screwdriver to tighten it securely.



**8** Insert the power plug.

# Changing Settings

## Setting List



Remote control back side

| Setting Types             |                 |                  |  |
|---------------------------|-----------------|------------------|--|
| AUTO FUNCTIONS            | AUTO FLUSH      | AUTO FLUSH       |  |
|                           |                 | AUTO FLUSH DELAY |  |
|                           | AUTO OPEN/CLOSE | AUTO OPEN/CLOSE  |  |
|                           |                 | AUTO CLOSE DELAY |  |
|                           |                 | AUTO OPEN DELAY  |  |
|                           |                 | SEAT/LID         |  |
|                           | AUTO CLEANING   | AUTO WAND CLEAN  |  |
|                           |                 | DEODORIZER       |  |
|                           | LIGHT           | SOFT LIGHT       |  |
|                           |                 | BOWL LIGHT       |  |
|                           |                 | INDICATOR        |  |
|                           | OTHER SETTINGS  | BEEP             |  |
| PERSONAL SETTING LOCK     |                 |                  |  |
| PRESSURE/POSITION SETTING |                 |                  |  |

### CAUTION

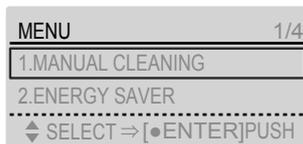
- During setting, the display goes out when no button is pressed within about 60 seconds. If you fail to complete the setting, redo from the step 1.

|                                                                                                                 | Available Settings<br>• Bold: Initial settings | Setting Ref. Page |
|-----------------------------------------------------------------------------------------------------------------|------------------------------------------------|-------------------|
| • Set whether or not to clean the bowl unit automatically                                                       | <b>ON/OFF</b>                                  | Page 38           |
| • Change the amount of time before the toilet flushes automatically                                             | 5S/ <b>10S</b> /15S                            |                   |
| • Set whether or not to open and close the toilet lid automatically                                             | <b>ON/OFF</b>                                  | Page 40           |
| • Change the amount of time before the lid/seat closes automatically                                            | 25S/ <b>90S</b>                                |                   |
| • Change the amount of time after which the lid/seat opens automatically upon closing it with hands             | <b>15S</b> /30S/90S                            |                   |
| • Automatically open and close the toilet lid only/ Automatically open and close the toilet seat and toilet lid | <b>LID/SEAT</b> ·LID                           |                   |
| • Set whether or not to clean the wand automatically                                                            | <b>ON/OFF</b>                                  | Page 42           |
| • Set whether or not to deodorize automatically                                                                 | <b>ON/OFF</b>                                  |                   |
| • Set whether or not to use the soft light                                                                      | <b>ON/OFF</b>                                  | Page 44           |
| • Set whether or not to use the light inside the bowl unit                                                      | <b>ON/OFF</b>                                  |                   |
| • Set whether or not to light up the CLEAN indicator                                                            | <b>ON/OFF</b>                                  |                   |
| • Set whether or not to make a beep sound                                                                       | <b>ON/OFF</b>                                  | Page 46           |
| • Set whether or not to use the personal setting lock                                                           | <b>ON/OFF</b>                                  |                   |
| • Set whether or not to keep your favorite pressure and position settings                                       | ON/ <b>OFF</b>                                 |                   |

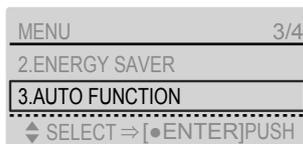
# Changing Settings

## AUTO FLUSH

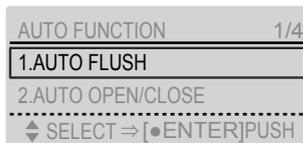
**1**  MENU/RETURN  
Press [MENU].



**2**    
Use  to select [AUTO FUNCTION] and then press .

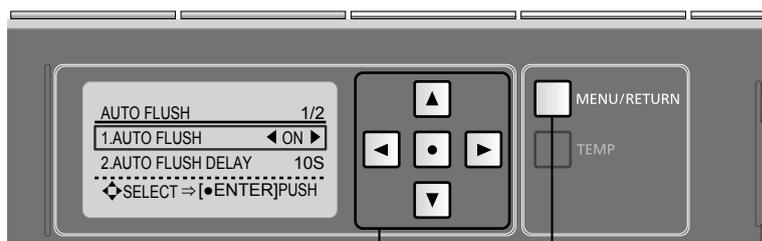


**3**    
Use  to select [AUTO FLUSH] and then press .



Set whether or not to clean the bowl unit automatically  
**AUTO FLUSH**

Change the amount of time before the toilet flushes automatically  
**AUTO FLUSH DELAY\***



Remote control back side

**MENU/RETURN button**

  : Move the frame.

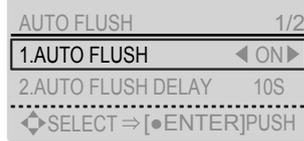
  : Select a setting.

 : Confirm the setting.

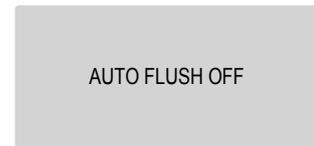
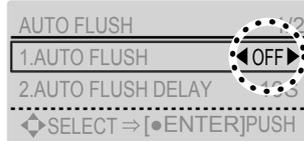
**Items set on this display**

- 1.AUTO FLUSH
- 2.AUTO FLUSH DELAY

**4** Use   to select [AUTO FLUSH].



**5** Use   to select [ON/OFF] and then press .

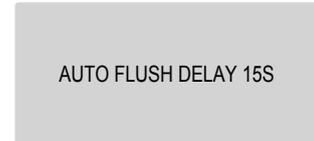
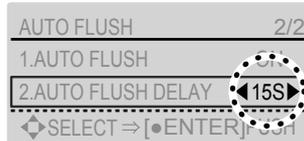


( To return →  MENU/RETURN )

**4** Use   to select [AUTO FLUSH DELAY].



**5** Use   to select [5S/10S/15S] and then press .



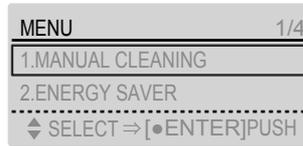
( To return →  MENU/RETURN )

\* This operation is not available when the "Auto bowl unit cleaning" is "OFF".

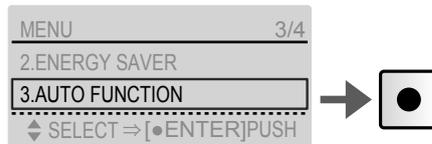
# Changing Settings

## AUTO OPEN/CLOSE

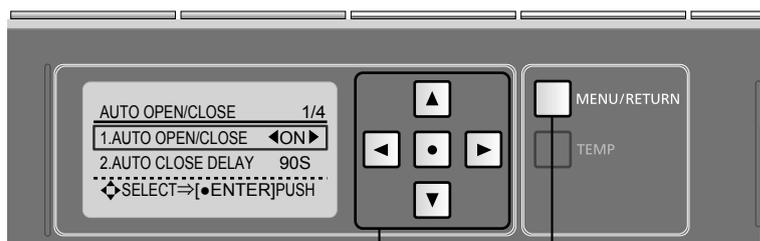
**1**  MENU/RETURN  
Press [MENU].



**2**    
Use  to select [AUTO FUNCTION] and then press .



**3**    
Use  to select [AUTO OPEN/CLOSE] and then press .



Remote control back side

MENU/RETURN button

 : Move the frame.

 : Select a setting.

 : Confirm the setting.

### Items set on this display

- 1.AUTO OPEN/CLOSE
- 2.AUTO CLOSE DELAY
- 3.AUTO OPEN DELAY
- 4.SEAT/LID

Set whether or not to open and close the toilet lid automatically<sup>\*1</sup>

**AUTO OPEN/CLOSE**

Change the amount of time before the lid/seat closes automatically<sup>\*3</sup>

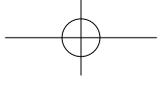
**AUTO CLOSE DELAY<sup>\*2</sup>**

Change the time period till automatic opening (After closing manually.)

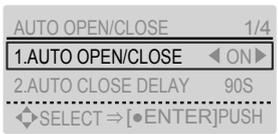
**AUTO OPEN DELAY<sup>\*2</sup>**

Automatically open and close the toilet lid only/  
Automatically open and close the toilet seat and toilet lid<sup>\*4</sup>

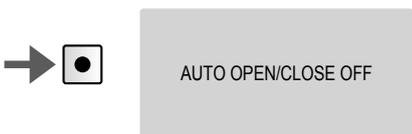
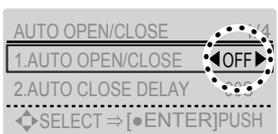
**SEAT/LID<sup>\*2</sup>**



**4** Use to select [AUTO OPEN/CLOSE].

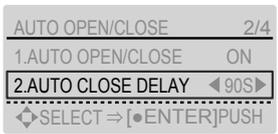


**5** Use to select [ON/OFF] and then press [ENTER].

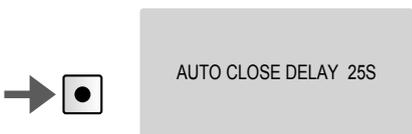
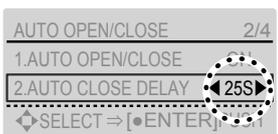


( To return → MENU/RETURN )

**4** Use to select [AUTO CLOSE DELAY].



**5** Use to select [25S/90S] and then press [ENTER].

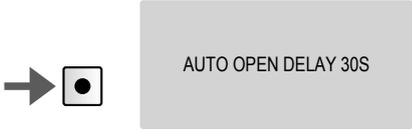
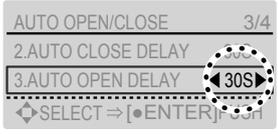


( To return → MENU/RETURN )

**4** Use to select [AUTO OPEN DELAY].



**5** Use to select [15S/30S/90S] and then press [ENTER].

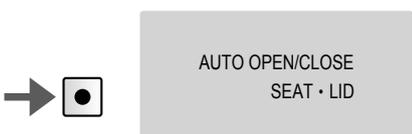
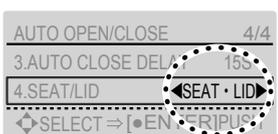


( To return → MENU/RETURN )

**4** Use to select [SEAT/LID].



**5** Use to select [LID/SEAT·LID] and then press [ENTER].



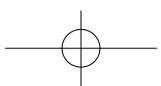
( To return → MENU/RETURN )

\*1 When "Auto open/close" is set to "OFF", UV light does not work while the lid is open. Please close with your hands. (SN996MX only)

\*2 This operation is not available when the "Auto open/close (lid)" is "OFF".

\*3 When set to [25S], the lid/seat does not open automatically for about 15 seconds after closing automatically.

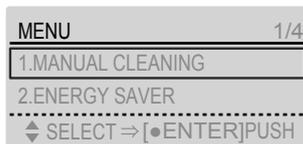
\*4 When the toilet seat and toilet lid are set to open automatically, pre-mist is not sprayed.



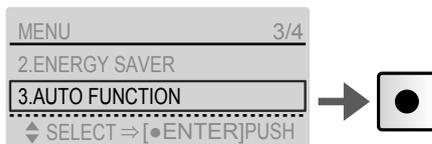
# Changing Settings

## AUTO CLEANING

**1**  MENU/RETURN  
Press [MENU].



**2**    
Use  to select [AUTO FUNCTION] and then press .



**3**    
Use  to select [AUTO CLEANING] and then press .

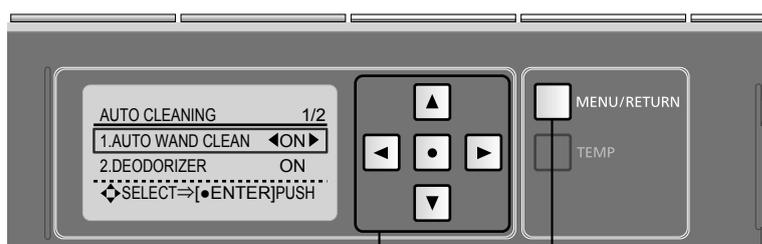


Set whether or not to clean the wand automatically

**AUTO WAND CLEAN**

Set whether or not to deodorize automatically

**DEODORIZER**



Remote control back side

**MENU/RETURN button**

 : Move the frame.

 : Select a setting.

 : Confirm the setting.

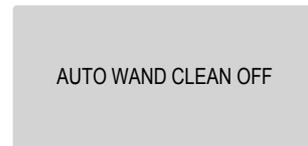
**Items set on this display**

- 1.AUTO WAND CLEAN
- 2.DEODORIZER

**4** Use   to select [AUTO WAND CLEAN].

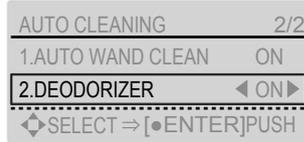


**5** Use   to select [ON/OFF] and then press [●ENTER].



( To return →  MENU/RETURN )

**4** Use   to select [DEODORIZER].



**5** Use   to select [ON/OFF] and then press [●ENTER].

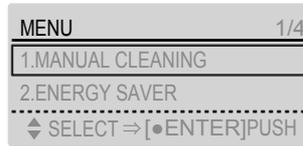


( To return →  MENU/RETURN )

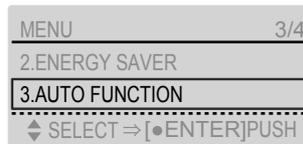
# Changing Settings

## LIGHT

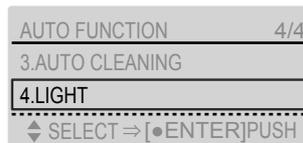
**1**  MENU/RETURN  
Press [MENU].



**2**    
Use  to select [AUTO FUNCTION] and then press .



**3**    
Use  to select [LIGHT] and then press .



Set whether or not to use the soft light  
**SOFT LIGHT**

Set whether or not to use the light inside the bowl unit  
**BOWL LIGHT**

Set whether or not to light up the CLEAN indicator  
**INDICATOR**



Remote control back side

MENU/RETURN button

  : Move the frame.

  : Select a setting.

 : Confirm the setting.

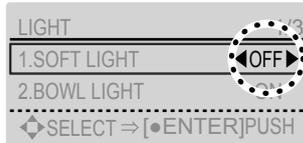
### Items set on this display

1. SOFT LIGHT
2. BOWL LIGHT
3. INDICATOR

**4** Use  to select [SOFT LIGHT].



**5** Use  to select [ON/OFF] and then press .

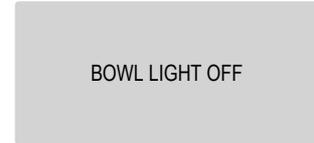


( To return →  MENU/RETURN )

**4** Use  to select [BOWL LIGHT].

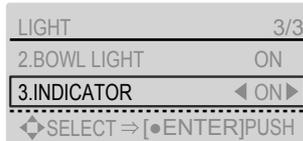


**5** Use  to select [ON/OFF] and then press .

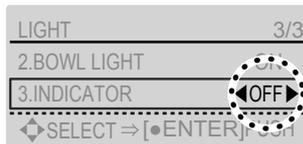


( To return →  MENU/RETURN )

**4** Use  to select [INDICATOR].



**5** Use  to select [ON/OFF] and then press .

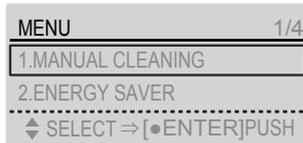


( To return →  MENU/RETURN )

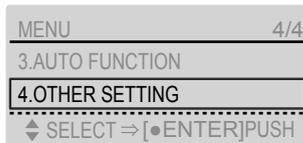
# Changing Settings

## OTHER SETTING

**1**  MENU/RETURN  
Press [MENU].



**2**    
Use  to select [OTHER SETTING] and then press .



Remote control back side

**MENU/RETURN button**

  : Move the frame.

  : Select a setting.

 : Confirm the setting.

### Items set on this display

- 1.ANTI FREEZING\*
- 2.BEEP
- 3.PERSONAL SETTING LOCK
- 4.PRESSURE/POSITION SETTING

\* With this model, the display appears but settings cannot be made.

Set whether or not to make a beep sound

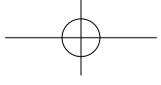
**BEEP**

Set whether or not to use the personal setting lock

**PERSONAL SETTING LOCK**

Set to keep your favorite pressure and position settings for future use

**PRESSURE/ POSITION SETTING**



**3** Use to select [BEEP].



**4** Use to select [ON/OFF] and then press [ENTER].

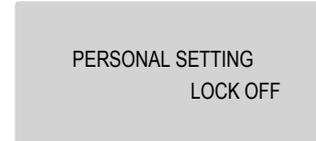


( To return → MENU/RETURN )

**3** Use to select [PERSONAL SETTING LOCK].

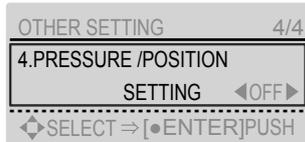


**4** Use to select [ON/OFF] and then press [ENTER].

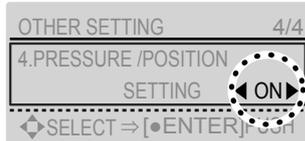


( To return → MENU/RETURN )

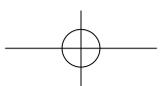
**3** Use to select [PRESSURE / POSITION SETTING].



**4** Use to select [ON/OFF] and then press [ENTER].



( To return → MENU/RETURN )

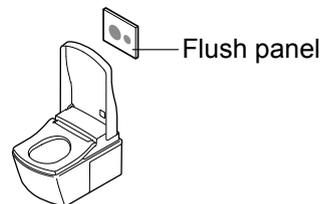


# What to Do?

## If there is no water due to a power outage or water failure

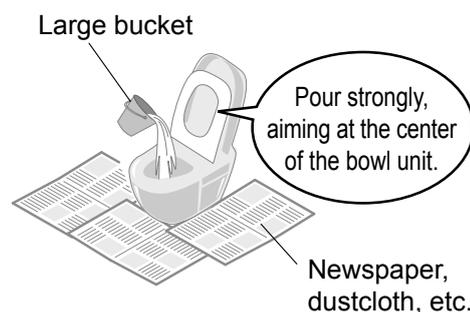
### ■ If a power outage occurs

- Press the button on the flush panel to flush.



### ■ If a water outage occurs

- 1 Use a bucket to flush water.
- 2 If the water level is low after flushing, add more water.  
Prevents odors.

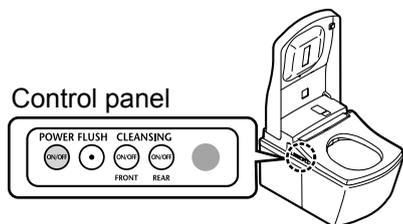


#### Attention!

- If there is a water supply failure, set "Auto bowl unit cleaning" to "OFF".
- When the water supply is restored, be sure to perform a flush.  
(To prevent waste from remaining in the drain pipe.)

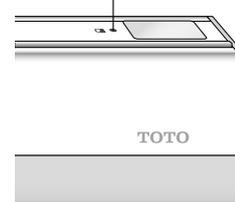
## If you cannot operate with the remote control

### ■ Operation is also possible using the buttons on the control panel.



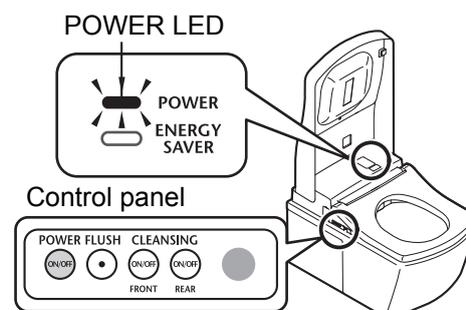
### ■ If the low battery warning LED is flashing, replace the batteries.

Low battery warning LED



### ■ Replacing the batteries

- 1 Press [POWER ON/OFF] on the control panel.  
• The [POWER] LED goes off.
- 2 Remove the remote control from the hanger.  
(Page 14)
- 3 Open the cover and replace the AA batteries.  
(Page 14)
- 4 Mount the remote control in the hanger.
- 5 Press [POWER ON/OFF] on the control panel.  
• The [POWER] LED lights up.



# Freeze Damage Prevention

When the ambient temperature is likely to drop to 0°C (32°F) or lower, take measures to prevent freezing.

## Attention!

- When the ambient temperature is likely to drop to 0°C (32°F) or lower, do not use the energy saver feature. (May damage the product.)
- Warm the bathroom or take measures against freezing so that the ambient temperature does not drop below 0°C (32°F).
- Before starting work, set "Auto bowl unit cleaning" (Page 38) and "Auto open/close (lid)" (Page 40) to "OFF".

## Anti freezing

### How to drain the water

- 1 Remove the side panel (left) and close the shutoff valve.

(Page 15, Page 51)

- 2 Drain the pipe.

- (1) Extend the wand.

- Operate with the buttons on the back side of the remote control.

1.  MENU/RETURN Press [MENU].

2.  Use  to select [MANUAL CLEANING].

-  Press [ENTER].

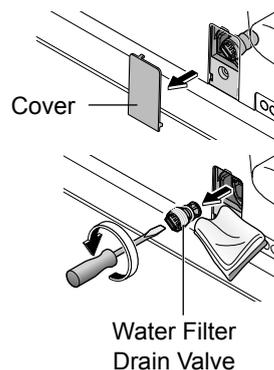
3.  Use  to select [WAND CLEANING ON/OFF].

-  Press [ENTER] to extend the wand.
  - Hold the wand in the extended position until no more water comes from around the wand.

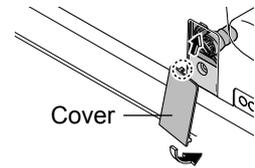
-  Press [ENTER] again to retract the wand. (Release the pressure from the water supply pipe.)

- (2) Unplug the power plug.

- (3) Remove the cover and water filter drain valve.



- (4) After draining the water, install the water filter drain valve and cover.
  - Insert the water filter drain valve and use a flat-head screwdriver to tighten it securely.



- (5) Insert the power plug.

- 3 Check that the [POWER] LED on the main display is lit up. (Page 15)

- 4 Set the toilet seat temperature to "High". (Page 24) (To maintain the temperature.)

- When finished, close the toilet seat and toilet lid.

- 5 Reinstall the side panel (left). (Page 15)

### To use the NEOREST again

- The water needs to be resupplied. (Page 50)

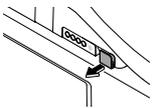
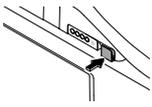
# What to Do?

## Long Periods of Disuse

**If the toilet is in a location you will not visit for a long time, drain the water.**

(The water in the tank may cause malfunctions or become contaminated and cause skin irritation or other problems.)

### How to drain the water

- 1** Remove the side panel (left) and close the shutoff valve.  
(Page 15, Page 51)
- 2** Drain the pipe.  
(Step **2** (1) to (4) on Page 49)
- 3** Pull out the water drain lever.
  - Water comes out from around the wand (about 20 seconds)
- 4** Release your hand to return the water drain lever to its original position.
- 5** Reinstall the side panel (left).  
(Page 15)
- 6** Take appropriate measures for the water remaining in the bowl unit.
  - Putting antifreeze in the water remaining in the bowl unit will reduce its chance of freezing.

### ■ To use the NEOREST again

- The water needs to be resupplied. (See right)

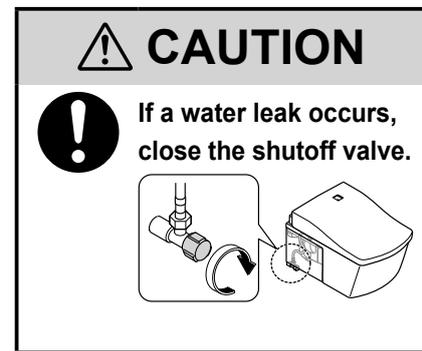
### Resupplying the Water (After draining)

- 1** Open the shutoff valve.
  - Check that water is not leaking from a pipe or the top unit.
- 2** If the power is not turned ON Insert the power plug.
- 3** Discharge water from the wand.
  - (1) Pressing down the left side of the toilet seat,
  - (2) Press the [REAR] button on the remote control to discharge water from the wand.
    - Catch the water in a paper cup or other receptacle.
  - **If the remaining water has frozen and no water comes out**
    - Heat the inside of the bathroom, and warm the water supply hose and shutoff valve using a cloth soaked in warm water.

# Troubleshooting

First, try the actions described on pages 51 to 57. If the problem persists, consult the installer, seller or the contact listed on the back cover of this manual.

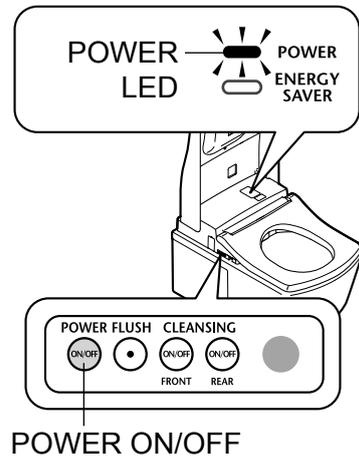
- **The CLEAN indicator does not light up**  
(It is time for parts replacement. → Page 56)
- **The POWER LED (blue) and ENERGY SAVER LED (orange) on the main display are flashing.**  
(It is time for parts replacement. → Page 57)



## Please check first

Is the Power LED lit?

- **Does the LED light up when you press [POWER ON/OFF] on the control panel?**
- **Is the breaker on the distribution board turned on?**  
→ Check whether there is a power outage or the breaker has turned "OFF".

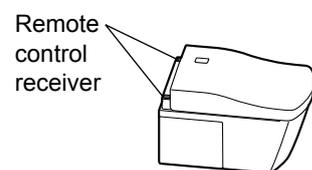
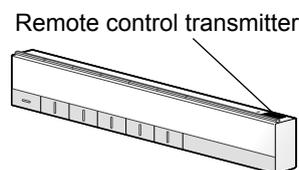
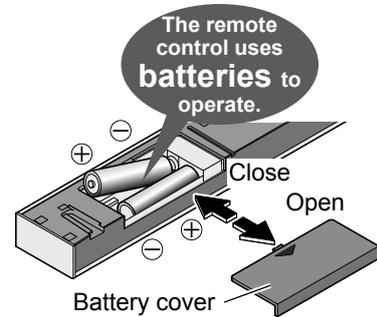


Is the Energy Saver LED lit?

- **While the LED is lit, energy saver (Page 26) is in operation, so the toilet seat temperature may be reduced or the heater may be turned off.**

Is the remote control working?

- **Is the Low Battery Warning LED on the top surface of the remote control flashing?**  
→ Replace the batteries. (Page 48)
- **Is the remote control transmitter or the remote control receiver blocked?**  
→ Remove obstructions, dirt, water droplets or any other blockages.



Reference

# Troubleshooting

## Rear and Front Cleansing, Wand

| Trouble                                                                                                  | Please check                                                                                                                                                                                                                                                                                                                                                                                                                                | Ref. Page                                                                                             |
|----------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|
| <b>The wand (or cleansing water) does not come out</b>                                                   | <ul style="list-style-type: none"> <li>● If you can operate with the control panel (check while sitting on the toilet seat.)<br/>→ It may be the case that the top unit does not detect a signal of the remote control.<br/>Check "Is the remote control working?"</li> </ul>                                                                                                                                                               | 12<br>51                                                                                              |
|                                                                                                          | <ul style="list-style-type: none"> <li>● When the temperature is low, it takes time for the wand to come out after the remote control button is pressed because the water must be warmed up first.</li> </ul>                                                                                                                                                                                                                               | -                                                                                                     |
|                                                                                                          | <ul style="list-style-type: none"> <li>● Did you sit on the toilet continuously for 2 hours or longer?<br/>(If so, operation is stopped for safety purposes.)<br/>→ Stand up from the seat and then use again.</li> </ul>                                                                                                                                                                                                                   | -                                                                                                     |
|                                                                                                          | <ul style="list-style-type: none"> <li>● If the water supply pressure drops significantly, for example if water is used elsewhere or if there is a water failure, the function may stop for safety.<br/>→ Disconnect the power plug and wait about 10 seconds before inserting it again.<br/>If the same symptom reappears → There may be a malfunction.<br/>Consult with the contact referred on the back cover of this manual.</li> </ul> | 15<br>Back cover                                                                                      |
|                                                                                                          | <ul style="list-style-type: none"> <li>● The seat switch will not turn on unless you sit on the seat properly.<br/>→ Sit back on the toilet seat.</li> </ul>                                                                                                                                                                                                                                                                                | 11                                                                                                    |
|                                                                                                          | <ul style="list-style-type: none"> <li>● Are you using a toilet seat cover, a toilet lid cover or a seat for infants?<br/>→ Remove any covers. When using a seat for infants or a soft highchair, remove after each use.</li> </ul>                                                                                                                                                                                                         | <br>Covers<br>11 |
| <b>The wand extends but the cleansing water does not come out / The cleansing water pressure is weak</b> | <ul style="list-style-type: none"> <li>● Has a water failure occurred?<br/>→ Press the [STOP] button on the remote control and wait until water service is restored.</li> </ul>                                                                                                                                                                                                                                                             | -                                                                                                     |
|                                                                                                          | <ul style="list-style-type: none"> <li>● Is the shutoff valve closed?</li> </ul>                                                                                                                                                                                                                                                                                                                                                            | 15                                                                                                    |
|                                                                                                          | <ul style="list-style-type: none"> <li>● Is the water filter drain valve clogged with foreign matter?<br/>→ Clean the filter.</li> </ul>                                                                                                                                                                                                                                                                                                    | 34                                                                                                    |
|                                                                                                          | <ul style="list-style-type: none"> <li>● Is the water pressure set to a low level?</li> </ul>                                                                                                                                                                                                                                                                                                                                               | 16                                                                                                    |
| <b>The cleansing water is cold</b>                                                                       | <ul style="list-style-type: none"> <li>● Is the warm water temperature set to "OFF" or a low level?</li> <li>● When the temperature of the water supply or the bathroom is low, the water temperature may be low when first sprayed.</li> </ul>                                                                                                                                                                                             | 24<br>-                                                                                               |
|                                                                                                          | <ul style="list-style-type: none"> <li>● Rear, rear soft, front and wide front cleansing stop automatically after about 5 minutes of continuous use.</li> <li>● Does the seat switch have difficulty detecting?<br/>→ Sit back on the toilet seat. If you get up slightly from the seat, or sit forward on the seat, the seating switch may temporarily stop detecting your presence.</li> </ul>                                            | -<br>11                                                                                               |
| <b>Water comes out unexpectedly from the wand</b>                                                        | <ul style="list-style-type: none"> <li>● Water comes out from the area around the wand for several seconds after you sit on the toilet seat.</li> <li>● Before after-mist, water comes out from around the wand for about 70 seconds. (SN996MX only)</li> <li>● Has the CLEAN indicator lit up in a cycle?               <ul style="list-style-type: none"> <li>• The wand is cleaned with "ewater+".</li> </ul> </li> </ul>                | 20                                                                                                    |

## Warm air drying

| Trouble                             | Please check                                                                                                                                                                                                                                                                                                                                                                                                                              | Ref. Page |
|-------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| <b>The dryer temperature is low</b> | <ul style="list-style-type: none"> <li>● Is the dryer temperature set to low level?</li> </ul>                                                                                                                                                                                                                                                                                                                                            | 24        |
| <b>Stops in the middle of use</b>   | <ul style="list-style-type: none"> <li>● The feature stops automatically after about 10 minutes of continuous use.</li> <li>● Does the seat switch have difficulty detecting?                             <ul style="list-style-type: none"> <li>→ Sit back on the toilet seat. If you get up slightly from the seat, or sit forward on the seat, the seating switch may temporarily stop detecting your presence.</li> </ul> </li> </ul> | -<br>11   |

## Flushing

| Trouble                                                                                          | Please check                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Ref. Page                    |
|--------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|
| <b>The toilet does not flush even when the button is pressed</b>                                 | <ul style="list-style-type: none"> <li>● Are you pressing the button repeatedly?                             <ul style="list-style-type: none"> <li>• [FLUSH] button cannot be used to activate a flush repeatedly. After about 20 sec. pass, press the button again.</li> </ul> </li> <li>● Has a water failure occurred? → Use a bucket to flush water.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | -<br>48                      |
| <b>The bowl unit does not clean automatically or timing is delayed (Auto bowl unit cleaning)</b> | <ul style="list-style-type: none"> <li>● Is "Auto bowl unit cleaning" set to "OFF"? → Set to "ON".</li> <li>● Even if "Auto bowl unit cleaning" is set to "ON", it is not available in the following instances.                             <ul style="list-style-type: none"> <li>• About 60 seconds after the toilet is flushed. → After about 60 seconds have passed, flush using the remote control.</li> <li>• When the time spent sitting on or standing in front of the bowl unit is less than about 6 seconds.                                     <ul style="list-style-type: none"> <li>→ Flush with the remote control.</li> </ul> </li> <li>• When staying in front of the bowl unit after standing and using the toilet                                     <ul style="list-style-type: none"> <li>→ Stay about 30 cm (0.98 ft) or more off the bowl unit and wait about 3 seconds.</li> </ul> </li> <li>• When water droplets or dirt are disrupting the body sensor.                                     <ul style="list-style-type: none"> <li>→ Remove the dirt.</li> </ul> </li> </ul> </li> <li>● The seat switch will not turn on unless you sit on the seat properly.                             <ul style="list-style-type: none"> <li>→ Sit back on the toilet seat.</li> </ul> </li> </ul> | 38<br><br>22<br><br>11<br>11 |
|                                                                                                  | <ul style="list-style-type: none"> <li>● The timing for the "Auto bowl unit cleaning" can be changed. (After about 10 seconds → after about 5 or 15 seconds)</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 38                           |
| <b>The toilet flushes on its own</b>                                                             | <ul style="list-style-type: none"> <li>● Is "Auto bowl unit cleaning" set to "ON"?                             <ul style="list-style-type: none"> <li>→ Set to "OFF".</li> </ul> </li> <li>● Does the seat switch or the body sensor have difficulty turning on or detecting?                             <ul style="list-style-type: none"> <li>→ Sit back on the toilet seat. If you lift your hip off the toilet seat during use or sit forward on it, the seat switch may not turn on, and thus auto flushing may occur during use.</li> <li>→ Remove any dirt that is on the body sensor.</li> </ul> </li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 38<br>11                     |

# Troubleshooting

## Flushing

| Trouble                                              | Please check                                                                                                                                                                                                                                                                                                                                                           | Ref. Page |
|------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| <b>Waste material does not flush down completely</b> | <ul style="list-style-type: none"> <li>● Is the water supply to the toilet disrupted by other running water fixtures?<br/>→ Cease using other fixtures and then flush the toilet.</li> </ul>                                                                                                                                                                           | -         |
|                                                      | <ul style="list-style-type: none"> <li>● Are the flush and light flush buttons being used correctly?                             <ul style="list-style-type: none"> <li>• Full flush (for solid waste) : up to 10 m (32.81 ft) of toilet paper (single)</li> <li>• Light flush (for liquid waste): up to 3 m (9.84 ft) of toilet paper (single)</li> </ul> </li> </ul> | 17        |
|                                                      | <ul style="list-style-type: none"> <li>● Flushing may be difficult depending the consistency of the waste material.<br/>→ Flush the toilet again. If the bowl unit is not cleansed with a flushing, remove the stains with a brush or similar instrument.</li> </ul>                                                                                                   | -         |
| <b>There is residue on the bowl unit surface</b>     | <ul style="list-style-type: none"> <li>● Oil and other hard-to-see grime may stick to the bowl unit surface.<br/>→ Clean with (non-abrasive) neutral toilet detergent.</li> </ul>                                                                                                                                                                                      | 32        |

## Toilet Seat and Toilet Lid (Auto open/close (lid))

| Trouble                                            | Please check                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Ref. Page |
|----------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| <b>The toilet lid does not open automatically</b>  | <ul style="list-style-type: none"> <li>● Is "Auto open/close (lid)" set to "OFF"? → Set to "ON".</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 40        |
|                                                    | <ul style="list-style-type: none"> <li>● Does the body sensor have difficulty detecting?<br/>→ Remove any dirt that is on the body sensor.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                           | 11        |
|                                                    | <ul style="list-style-type: none"> <li>● Even when set to "ON", "Auto open/close (lid)" is not performed for about 15 seconds after the toilet seat or toilet lid is closed.                             <ul style="list-style-type: none"> <li>• When the toilet lid is closed by hand<br/>(To make the product more user-friendly, a time interval is set from when the lid is closed to when it will open next.)<br/>→ Move away from the toilet and wait at least about 15 seconds before approaching the bowl unit again or open and close by hand.</li> </ul> </li> </ul> | 22        |
|                                                    | <ul style="list-style-type: none"> <li>● Is "Auto open delay" set to "30 seconds" or "90 seconds"?</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 40        |
|                                                    | <ul style="list-style-type: none"> <li>● Is a toilet lid or seat cover installed?<br/>→ Remove any covers.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 11        |
| <b>The toilet lid does not close automatically</b> | <ul style="list-style-type: none"> <li>● Is "Auto open/close (lid)" set to "OFF"?<br/>→ Set to "ON".</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 40        |
|                                                    | <ul style="list-style-type: none"> <li>● When you do not sit on the toilet seat, or when the time spent sitting on the toilet seat or standing in front of it is about 6 seconds or less, the toilet seat and toilet lid close after about 5 minutes.</li> </ul>                                                                                                                                                                                                                                                                                                                | 22        |
|                                                    | <ul style="list-style-type: none"> <li>● If they do not close automatically even though "Auto open/close (lid)" is set to "ON", the body sensor may be detecting incorrectly.<br/>→ If there is a reflective object in front, such as a mirror or glass, move the reflective object or use a curtain or other object to block it.</li> </ul>                                                                                                                                                                                                                                    | 11        |

## Toilet Seat and Toilet Lid (Auto open/close (lid))

| Trouble                                              | Please check                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Ref. Page |
|------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| The toilet lid opens on its own                      | <ul style="list-style-type: none"> <li>● Is the sensor directly exposed to sunlight?<br/>→ Do not directly expose the sensor to sunlight, because it may cause incorrect detection.</li> <li>● Is there a heater within the detection range of the body sensor?<br/>→ Do not place within the detection range of the sensor.</li> <li>● Is a urinal or wash basin also installed in the bathroom?<br/>→ The sensor may detect someone using the urinal, causing the toilet lid to open or close.</li> <li>● When the bathroom door is open, the sensor may detect people who pass in front of the toilet.</li> </ul> | 11        |
| The toilet lid closes on its own                     | <ul style="list-style-type: none"> <li>● Is "Auto open/close (lid)" set to "ON"? → You can turn it "OFF".</li> <li>● Is "Auto close delay" set to "25 seconds"?</li> <li>● The seat switch will not turn on unless you sit on the seat properly.<br/>→ Sit back on the toilet seat.</li> </ul>                                                                                                                                                                                                                                                                                                                       | 40<br>11  |
| The toilet lid and toilet seat open at the same time | <ul style="list-style-type: none"> <li>● Is [SEAT/LID] set to "Automatically open and close the toilet seat and toilet lid"?</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | 40        |
| Stops (or closes) while opening                      | <ul style="list-style-type: none"> <li>● If the lid or seat hits an obstruction the first time it opens after inserting the power plug, it may stop (or close) partway during the next operation.<br/>→ While there are no obstructions, disconnect the plug and insert it again after about 5 seconds. Then press the [SEAT OPEN/CLOSE] button on the remote control.</li> </ul>                                                                                                                                                                                                                                    | -         |
| Cannot open or close with the remote control         | <ul style="list-style-type: none"> <li>● If it opens automatically.<br/>→ Check "Is the remote control working?"</li> <li>● Incorrect detection may occur when operating under fluorescent lights.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                        | 51<br>-   |

## Toilet Seat and Toilet Lid

| Trouble                 | Please check                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Ref. Page |
|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| The toilet seat is cold | <ul style="list-style-type: none"> <li>● Is the toilet seat temperature set to "OFF" or a low level?</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 24        |
|                         | <ul style="list-style-type: none"> <li>● Is the Energy Saver LED (Green) lit? <ul style="list-style-type: none"> <li>• Timer energy saver is operating and has turned off the toilet seat heater.<br/>→ When you sit on the seat, the toilet seat heater is turned on temporarily and the seat is warmed in about 15 minutes.</li> </ul> </li> <li>● Is the Energy Saver LED (Orange) lit? <ul style="list-style-type: none"> <li>• The toilet seat temperature has been lowered to save energy (The auto energy saver in operation).<br/>When you sit on the seat, the toilet seat heater is turned on temporarily and the seat is warmed in about 15 minutes.<br/>→ You can turn it "OFF" if the energy saver feature is "ON".</li> </ul> </li> </ul> | 26        |
|                         | <ul style="list-style-type: none"> <li>● Have you been seated for a long time? <ul style="list-style-type: none"> <li>• After about 20 minutes of sitting, the temperature starts going down, and after about 1 hour, the toilet seat heater is turned "OFF".<br/>→ Stand up from the seat and then use again.</li> </ul> </li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                   | -         |
|                         | <ul style="list-style-type: none"> <li>● The seat switch will not turn on unless you sit on the seat properly.<br/>→ Sit back on the toilet seat.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 11        |
|                         | <ul style="list-style-type: none"> <li>● Is a toilet lid or seat cover installed?<br/>→ Remove any covers.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 11        |

# Troubleshooting

## Energy Saver

| Trouble                                       | Please check                                                                                                                                                                                                                                                                                                             | Ref. Page |
|-----------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| The timer energy saver feature is not working | <ul style="list-style-type: none"> <li>● Did you replace the remote control batteries?               <ul style="list-style-type: none"> <li>• "Timer energy saver" may be canceled when the batteries are replaced.</li> <li>→ Set the timer energy saver again at the time you want to start it.</li> </ul> </li> </ul> | 14<br>28  |
| The auto energy saver feature is not working  | <ul style="list-style-type: none"> <li>● Because the function takes several days learning the usage conditions before starting energy saver, the amount of energy saving may be low, depending on the frequency of use.</li> <li>→ Check the energy saver setting.</li> </ul>                                            | 26        |

## Deodorizer

| Trouble                                | Please check                                                                                                                                                                                                                                                                                                                                                                               | Ref. Page |
|----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| The deodorizer seems to be not working | <ul style="list-style-type: none"> <li>● Even after sitting down, you do not hear operation sounds.               <ul style="list-style-type: none"> <li>→ Sit back on the toilet seat.</li> </ul> </li> <li>● If you hear an operation sound when you sit on the toilet seat.               <ul style="list-style-type: none"> <li>→ Clean the deodorizing filter.</li> </ul> </li> </ul> | 11<br>33  |
| A strange odor is emitted              | <ul style="list-style-type: none"> <li>● Are you using an air freshener or deodorizer that you purchased separately?               <ul style="list-style-type: none"> <li>• Doing so may reduce the effectiveness of the NEOREST deodorizer or cause strange odors.</li> <li>→ Remove the air freshener or deodorizer.</li> </ul> </li> </ul>                                              | -         |
| The deodorizer is not working          | <ul style="list-style-type: none"> <li>● Is "Deodorizer" set to "OFF"?               <ul style="list-style-type: none"> <li>→ Set to "ON".</li> </ul> </li> </ul>                                                                                                                                                                                                                          | 42        |

## Sanitary

| Trouble                                                                   | Please check                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Ref. Page        |
|---------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| The soft light, bowl light and CLEAN indicator do not light up            | <ul style="list-style-type: none"> <li>● Is the setting "OFF"?               <ul style="list-style-type: none"> <li>→ Set to "ON".</li> </ul> </li> <li>● If the CLEAN indicator LED is not lit, it is time to replace the component that generates "ewater+". Consult the installer, seller or the contact listed on the back cover of this manual.</li> </ul>                                                                                                                                                                                                            | 44<br>Back cover |
| The pre-mist sprays out spontaneously                                     | <ul style="list-style-type: none"> <li>● When body sensor A detects someone, the pre-mist is sprayed.</li> <li>● When the cleansing feature (rear and front cleansing etc.) is not used for about 8 hours, mist is sprayed on the bowl unit automatically.</li> </ul>                                                                                                                                                                                                                                                                                                      | 11<br>20         |
| The UV lamp illuminates the inside of the toilet bowl (SN996MX only)      | <ul style="list-style-type: none"> <li>● When the cleansing functions have not been used in 10 hours, the UV lamp lights up.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                    | 20               |
| The toilet bowl surface repels water or tends to get dirty (SN996MX only) | <ul style="list-style-type: none"> <li>● The toilet bowl surface needs to be cleaned.               <ul style="list-style-type: none"> <li>→ Clean with a toilet brush or the like using commercially available hydrochloric acid-based or inorganic acid-based detergent.</li> <li>• For daily cleaning, use neutral detergent.</li> </ul> </li> <li>● Is "Auto open/close (lid)" set to "OFF"?               <ul style="list-style-type: none"> <li>→ When "Auto open/close (lid)" is set to "OFF", UV light does not work while the lid is open.</li> </ul> </li> </ul> | 32<br>40         |

## Others

| Trouble                                                                | Please check                                                                                                                                                                                                                                                                                                                                                                       | Ref. Page  |
|------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| <b>Water is leaking from the plumbing connections</b>                  | <ul style="list-style-type: none"> <li>● If any nuts in a connection are loose, firmly tighten them with a tool such as a monkey wrench.<br/>→ If the water leak does not stop, close the shutoff valve and consult the contact listed on the back cover of this manual.</li> </ul>                                                                                                | -          |
| <b>The display on the remote control goes out</b>                      | <ul style="list-style-type: none"> <li>● The display goes out when no button on the remote control is pressed for about 60 seconds or more.</li> </ul>                                                                                                                                                                                                                             | 14<br>17   |
| <b>The top unit is unstable</b>                                        | <ul style="list-style-type: none"> <li>● There is clearance between the toilet seat cushion and the bowl unit for activating the seat switch. When you sit on the toilet seat, the toilet seat subsides slightly to activate the seat switch.</li> </ul>                                                                                                                           | 11         |
| <b>The top unit makes a sound</b>                                      | <p>&lt;When moving away from the bowl unit after use&gt;</p> <ul style="list-style-type: none"> <li>● You may hear the sound of the remaining water being drained.</li> </ul> <p>&lt;When not using the product&gt;</p> <ul style="list-style-type: none"> <li>● When the cleaning feature is not used for about 8 hours, you may hear the sound of auto wand cleaning.</li> </ul> | -<br>20    |
| <b>Water splashes up when using the toilet</b>                         | <ul style="list-style-type: none"> <li>● The water in the bowl unit that is used to mask the smell of excrement is the cause of the splashing.<br/>→ Adding a layer of toilet paper on the surface of the water can slightly dampen splashing.</li> </ul>                                                                                                                          | -          |
| <b>When cleansing, you hear a squishing sound underneath the floor</b> | <ul style="list-style-type: none"> <li>● Flush the toilet and check for sounds coming from the discharge pipe. Use a device that maintains the necessary toilet water level.</li> </ul>                                                                                                                                                                                            | -          |
| <b>When flushing, you hear a gurgling sound</b>                        | <ul style="list-style-type: none"> <li>● When the toilet is flushed together with waste material, the sound is a result of air, waste material and water being pulled through the system.</li> </ul>                                                                                                                                                                               | -          |
| <b>The LEDs on the main display are flashing (SN996MX only)</b>        | <ul style="list-style-type: none"> <li>● When the POWER LED (blue) and ENERGY SAVER LED (orange) on the main display are flashing, it is time for parts replacement. Consult with us (See the contact information on the back cover).</li> </ul>                                                                                                                                   | Back cover |

# Specifications

| Item                        |                            | SN996MX                                                                                                   | SN994M                                                                                                                              |                                                                                                  |
|-----------------------------|----------------------------|-----------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|
| Rated power supply          |                            | AC 120 V, 60 Hz                                                                                           |                                                                                                                                     |                                                                                                  |
| Rated power consumption     |                            | 1297 W                                                                                                    |                                                                                                                                     |                                                                                                  |
| Maximum power consumption   |                            | 1484 W                                                                                                    |                                                                                                                                     |                                                                                                  |
| Type of water heater        |                            | Instantaneous type                                                                                        |                                                                                                                                     |                                                                                                  |
| Power cord length           |                            | 1.2 m (3.94 ft)                                                                                           |                                                                                                                                     |                                                                                                  |
| Water protection level      |                            | IPX4                                                                                                      |                                                                                                                                     |                                                                                                  |
| Bowl Unit                   | Flush volume <sup>*1</sup> | Full 4.8 L (1.3 gal), Light 3.4 L (0.9 gal)                                                               |                                                                                                                                     |                                                                                                  |
|                             | Water supply system        | Concealed tank system                                                                                     |                                                                                                                                     |                                                                                                  |
|                             | Flush type                 | Cyclone flushing (Washdown type)                                                                          |                                                                                                                                     |                                                                                                  |
| Functions                   | Cleansing                  | Spray volume                                                                                              | Rear cleansing                                                                                                                      | Approx. 0.27 - 0.43 L/min (Approx. 0.07 - 0.11 gal/min)<br><at 0.20 MPa (29 PSI) water pressure> |
|                             |                            |                                                                                                           | Rear soft cleansing                                                                                                                 | Approx. 0.32 - 0.43 L/min (Approx. 0.08 - 0.11 gal/min)<br><at 0.20 MPa (29 PSI) water pressure> |
|                             |                            |                                                                                                           | Front cleansing                                                                                                                     | Approx. 0.29 - 0.43 L/min (Approx. 0.08 - 0.11 gal/min)<br><at 0.20 MPa (29 PSI) water pressure> |
|                             |                            |                                                                                                           | Wide front cleansing                                                                                                                | Approx. 0.35 - 0.43 L/min (Approx. 0.09 - 0.11 gal/min)<br><at 0.20 MPa (29 PSI) water pressure> |
|                             |                            | Water temperature                                                                                         | Adjustable temperature range: OFF,<br>about 30°C to 40°C (about 86°F to 104°F)                                                      |                                                                                                  |
|                             |                            | Heater capacity                                                                                           | 1332 W                                                                                                                              |                                                                                                  |
|                             |                            | Safety device                                                                                             | Temperature fuse                                                                                                                    |                                                                                                  |
|                             |                            | Backflow prevention device                                                                                | Vacuum breaker, Check valve                                                                                                         |                                                                                                  |
|                             | Warm air dryer             | Warm air temperature <sup>*2</sup>                                                                        | Adjustable temperature range:<br>about 35°C to 60°C (about 95°F to 140°F)                                                           |                                                                                                  |
|                             |                            | Airflow volume                                                                                            | Approx. 0.29 m <sup>3</sup> /min (Approx. 10.24 ft <sup>3</sup> /min)                                                               |                                                                                                  |
|                             |                            | Heater capacity                                                                                           | 347 W                                                                                                                               |                                                                                                  |
|                             |                            | Safety device                                                                                             | Temperature fuse                                                                                                                    |                                                                                                  |
|                             | Heated seat                | Surface temperature                                                                                       | Adjustable temperature range: OFF,<br>about 28°C to 36°C (about 82°F to 97°F)<br><In auto energy saver: About 26°C (About 79°F)>    |                                                                                                  |
|                             |                            | Heater capacity                                                                                           | 59 W                                                                                                                                |                                                                                                  |
|                             |                            | Safety device                                                                                             | Temperature fuse                                                                                                                    |                                                                                                  |
|                             | Deodorizer                 | Method                                                                                                    | O <sub>2</sub> deodorization                                                                                                        |                                                                                                  |
|                             |                            | Airflow volume                                                                                            | Approx. 0.16 m <sup>3</sup> /min (Approx. 5.65 ft <sup>3</sup> /min)                                                                |                                                                                                  |
|                             |                            | Power consumption                                                                                         | Approx. 5.3 W                                                                                                                       |                                                                                                  |
|                             | Water supply pressure      |                                                                                                           | Minimum required water pressure : 0.05 MPa (7.25 PSI) <dynamic>,<br>Maximum required water pressure: 0.75 MPa (108.75 PSI) <static> |                                                                                                  |
|                             | Water supply temperature   |                                                                                                           | 0 to 35°C (32 to 95°F)                                                                                                              |                                                                                                  |
| Working ambient temperature |                            | 0 to 40°C (32 to 104°F)                                                                                   |                                                                                                                                     |                                                                                                  |
| Dimensions                  |                            | W 423 mm × D 675 mm × H 529 mm<br>(W 1.39 ft x D 2.21 ft x H 1.74 ft)                                     |                                                                                                                                     |                                                                                                  |
| Weight                      |                            | About 44 kg (About 97 lb)<br><Top unit About 11 kg (About 24 lb),<br>Bowl unit About 33 kg (About 73 lb)> | About 43 kg (About 95 lb)<br><Top unit About 10 kg (About 22 lb),<br>Bowl unit About 33 kg (About 73 lb)>                           |                                                                                                  |

\*1 Volume when used in combination with the dedicated concealed tank.

\*2 Temperature around the warm air outlet measured by TOTO.

# Limited Warranty

## Three Years Limited Warranty

1. TOTO warrants its washlet series ("Washlet") to be free from defects in materials and workmanship during normal use when properly installed and serviced, for a period of three (3) years from date of purchase. This limited warranty is extended only to the ORIGINAL PURCHASER of the Product and is not transferable to any third party, including but not limited to any subsequent purchaser or owner of the Product. This warranty applies only to TOTO Product is purchased and installed in USA, Canada.
2. TOTO's obligations under this warranty are limited to repair, replacement or other appropriate adjustment, at TOTO's option, of the Product or parts found to be defective in normal use, provided that such Product was properly installed, used and serviced in accordance with instructions.  
TOTO reserves the right to make such inspections as may be necessary in order to determine the cause of the defect. TOTO will not charge for labor or parts in connection with warranty repairs or replacements. TOTO is not responsible for the cost of removal, return and/or reinstallation of the Product.
3. This warranty does not apply to the following items:
  - a) Damage or loss sustained in a natural calamity such as fire, earthquake, flood, thunder, electrical storm, etc.
  - b) Damage or loss resulting from any accident, unreasonable use, misuse, abuse, negligence, or improper care, cleaning, or maintenance of the Product.
  - c) Damage or loss resulting from sediments or foreign matter contained in a water system.
  - d) Damage or loss resulting from the quality of water in the region where the product is used.
  - e) Damage or loss resulting from improper installation or from installation of the Product in a harsh and/or hazardous environment, or improper removal, repair or modification of the Product. This includes locations where the water pressure is above local codes or standards. (NOTE : Product model codes allow a maximum of 80 PSI. Check local codes or standards for requirements).
  - f) Damage or loss resulting from electrical surges or lightning strikes or other acts which are not the fault of TOTO or which the Product is not specified to tolerate, including failure to use the factory equipped cord and plug or use of a loose or faulty electrical outlet or use of a current or socket other than a 120V, 60Hz electrical current from a GFI (ground, fused) socket.
  - g) Damage or loss resulting from normal and customary wear and tear, such as gloss reduction, scratching or fading over time due to use, cleaning practices or water or atmospheric conditions, including but not limited to, the use of bleach, alkali, acid cleaners, dry (powder) cleaners or any other abrasive cleaners or the use of metal or nylon scrubbers.
4. If the Danger Label which has been placed over the seams on the back of the Product's top unit is broken or otherwise not intact, this limited warranty is void.
5. In order for this limited warranty to be valid, proof of purchase is required. TOTO encourages warranty registration upon purchase to create a record of Product ownership at <http://www.totousa.com>. Product registration is completely voluntary and failure to register will not diminish your limited warranty rights.
6. If the Product is used commercially or is installed outside of USA, Canada, TOTO warrants the Product to be free from defects in materials and workmanship during normal use for one (1) year from the date of installation of the Product, and all other terms of this warranty shall be applicable except the duration of the warranty.
7. This warranty gives you specific legal rights. You may have other rights which vary from state to state, province to province or country to country.
8. To obtain warranty repair service under this warranty, you must take the Product or deliver it prepaid to a TOTO service facility together with proof of purchase (original sales receipt) and a letter stating the problem, or contact a TOTO distributor or products service contractor, or write directly to TOTO U.S.A., INC., 1155 Southern Road, Morrow, GA 30260 (888) 295 8134 or (678) 466-1300, if outside the U.S.A. If, because of the size of the Product or nature of the defect, the Product cannot be returned to TOTO, receipt by TOTO of written notice of the defect together with proof of purchase (original sales receipt) shall constitute delivery. In such case, TOTO may choose to repair the Product at the purchaser's location or pay to transport the Product to a service facility.

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

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

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

# TOTO

**TOTO U.S.A., Inc.** 1155 Southern Road Morrow, GA 30260  
Phone : (770) 282 8686

**Warranty Registration and Inquiry**

For product warranty registration, TOTO U.S.A. Inc. recommends On-Line Warranty Registration. Please visit our web site <http://www.totousa.com>. If you have questions regarding warranty policy or coverage, please contact TOTO U.S.A. Inc.,

Customer Service Department, 1155 Southern Road, Morrow, GA 30260 (888) 295 - 8134 or (678) 466 - 1300 when calling from outside of U.S.A.

- You are advised to record the following information to allow quick service.

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|-----------------------|----------------|
| Date of purchase :    | Name of shop : |
| Date : year month day | Tel : (     )  |

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